S&L FOOD SALES

PROCAT PICKRIGHT

FOODSERVICE CASE STUDY

After Implementing PickRight, S&L Food Sales Improves Productivity, Accuracy and Efficiency

ABOUT S&L FOOD SALES

S&L Food Sales, based in Chico, CA, is a family-run distributor with three entities rolled into one —broadline, wholesale and retail.

- Established in 1972
- 12 truck routes
- $30 million in annual sales
- 5,000 SKUs

CHALLENGE

To minimize errors, increase productivity, improve efficiency and be more competitive, **S&L Food Sales needed to update its paper-based picking process**.

"We were old school," said Chris Leitner, S&L Food Sales' partner and general manager. "Our employees used paper sheets for picking customer orders."

"When we were picking with paper, our mis-picks were an area where we struggled," Leitner said. "Doing this manually meant there was a lot of room for operator error. We had known for a while that we needed to streamline and automate the picking process to reduce errors."

S&L initially tried using the warehouse management system from its host software company. Catch weights would be recorded manually, then staff would compile these at the end of the night and enter amounts into the system; a tedious process that took a great deal of time and opened the door to potential error.

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>
> — Chris Leitner
> Partner & General Manager
> S&L Food Sales

"We soon discovered that the host system wasn't robust or designed for what we were doing," said Leitner. "As a result, we scrapped that and decided to evaluate other providers."

In the meantime, S&L's picking accuracy was dipping down as low as 97%, with staff working overtime. "Our guys were fatigued at the end of the night, and morale was low," Leitner said.

SOLUTION

Around this time, ProCat approached S&L at a trade show. S&L was ready to commit to a large software package from another industry provider.

"After looking into it, we made the decision to implement ProCat's PickRight in January 2020. We realized this program was much more appropriate for our business and would give us a big competitive advantage in a very short period of time," Leitner said.

One of the advantages of working with ProCat was that it allowed S&L to keep its existing software. There was no need for a full system overhaul.

Leitner also noted that he "liked the modularity approach that ProCat offers. We are done implementing PickRight and are now ready to improve our receiving process by implementing ReceiveRight as our next module. ProCat is very accommodating in that you only buy the solutions you need, when you need them."

After about a month of confirming product bin locations and UPC codes, S&L planned to roll out PickRight in March of 2020. As luck would have it, this was just as California was being shut down with stay-at-home orders due to the COVID-19 pandemic.

"Typically, ProCat would send someone here for a week to train our crew and answer questions," Leitner said. "Due to the pandemic, we were left with the decision to either delay our PickRight implementation or try and implement it ourselves using ProCat's remote support. After reviewing the implementation plan with ProCat, we decided we would get the implementation done with ProCat's remote support."

BY THE NUMBERS

99.7%
ORDER PICKING ACCURACY

S&L's order accuracy dipped below 97% and now runs at 99.7% with far fewer customer credits to process after implementing PickRight.

2 MONTHS
UNTIL IMPLEMENTATION

S&L was up and running with PickRight two months after they committed with a seamless ERP integration.

2 WEEKS
VIRUTAL START-UP PROCESS

S&L completed its training and startup process with PickRight in two weeks time, all done virtually because of the COVID-19 pandemic.

Despite this being ProCat's first virtual program startup, they had S&L up and running close to 100% in only two weeks.

"It is very easy to implement. From the time we made the decision to go with ProCat until we were up and running was a little over two months." Leitner said. "PickRight made the startup process simple and easy. They explained exactly what we needed to do to be ready to go live.

The interface between NECS and PickRight is a piece of cake; no one would have any problems using it." Eight S&L employees are currently utilizing the program on a regular basis for the company's core business.

Prior to PickRight, S&L's credits in terms of percentage of sales were routinely bumping up on 1% and are now just a quarter of a percent.

"During our peak season, picking shifts would last 14 to 16 hours, and that's not needed now," Leitner said. "The big morale improvement has funneled down to the rest of the company and to customers, who are benefitting from better service."

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S&L's order accuracy also went from lows of 97% to now running at 99.7%.

Labor needs have decreased, as well. "With our load crew, we could easily have taken one full body off the crew and, in reality, two," Leitner said. **"In talking to our guys, they are over the moon in how much easier PickRight has made their jobs."**

With PickRight's reporting, Leitner can see pickers' real-time productivity numbers, including when product is pulled and if they are idle.

"We have crew that work night hours when no one is here, and PickRight gives us the ability to monitor them," Leitner said. "It's great from a managerial standpoint."

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There is no longer a need for excessive overtime, which has greatly increased employee morale in the warehouse.

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In addition, the administrative team is no longer dealing with a large amount of customer credits due to incorrect orders.

THE IMPACT OF PICKRIGHT

WE CAN CONCENTRATE ON GROWING THE BUSINESS.

"PickRight's impact on our company has been impressive. Not only has it improved our bottom line, but also helped with the culture of the whole company. Employees feel good about coming to work and not needing to continuously resolve customer complaints." Leitner said. "We can now concentrate on growing the business, rather than just maintaining it."

About ProCat Distribution Technologies

ProCat Distribution Technologies helps small to medium size distribution centers implement barcode scanning technology into their operations. ProCat has developed a suite of 14 modular software solutions that improve accuracy and productivity in every part of a warehouse. PickRight, ProCat's order picking solution, has proven to achieve 99.99% order accuracy and a 90% reduction in customer claims. PickRight is able to interface with any ERP and does not require any changes to your current WMS.