

## Soto Succeeds with PickRight, ShipRight, and PalletRight

Soto Food Service's manual picking method was holding it back. Picking with paper was causing too many errors, taking too long, and creating too many customer claims. In distribution centers, mistakes are costly over time so the company was looking to upgrade its systems to increase its efficiencies.

With picking, the goal was to not only decrease the error rate, but also speed up PPH (picks per hour). Soto Food Service also wanted to speed up delivery times, while implementing an easier training method for new drivers. They believed that better driver training would increase driver retention.

"We saw ProCat and its software at a conference when we were still on manual systems," said Johnny Renna. "We chose to work with them, because their programs could be used separately or added on to later as needed. Also, the price of its programs was affordable when compared with other options."

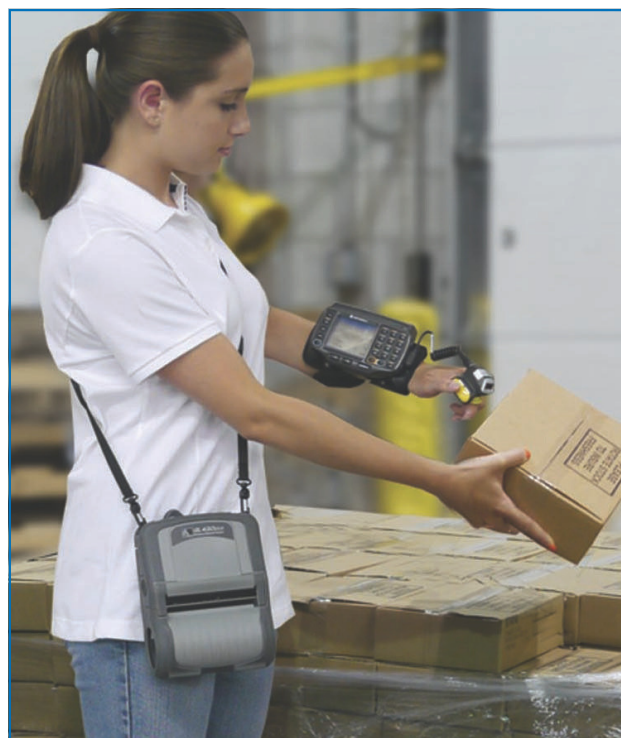
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***PickRight has significantly improved our picking operation. That has made every other part of our company better.***

– Johnny Renna, President

*Soto Food Service  
City of Industry, CA*

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### ABOUT SOTO PROVISION

Based outside of Los Angeles, CA in City of Industry, Soto Food Service is a foodservice distributor that was founded in 1978 by John R. Renna, Jr. The company is now run by his son, Johnny, who took over day-to-day management in 2000.

- 18 pickers
- 4,000 SKUs
- 28 truck routes
- Annual sales totaling \$95 million



## The Challenge: Reduce Picking Errors

Soto Food Service introduced ProCat solutions to its operations in a modular approach. The company started by installing PickRight in January 2017. It immediately benefited from the foodservice features, including GS1 barcodes, lot capture and temperature capture.

By incorporating PickRight on its two picking shifts, the company has greatly improved picking accuracy as well as its productivity.

**“There has been a significant improvement,” Renna said. “Management utilizes the PickRight tools to supervise staff and eliminate mistakes and inaccuracies.”**

By dramatically increasing picker productivity, Soto Food Service has increased its efficiencies; it now gets more done without having to increase its workforce or labor costs.

“PickRight’s catch weight capture feature is huge, as we’re able to quickly scan in catch weights,” Renna said. “Also, with the GS1 Barcode data extraction, we can capture lot codes at the time of picking and again when drivers are making their deliveries. We now have real verification and tracing capabilities. Because we trace the lot, PickRight helps with recalls.”



### Improve Accuracy and Productivity with Hands-Free Barcode Scanning

#### *PickRight Features*

- ✓ Confirms the scanned item is correct with an audible chime or incorrect with a buzzer tone.
- ✓ Reduces payroll with higher productivity.
- ✓ Several picking methods including batch picking, team picking, and zone picking.
- ✓ Works great in dry, freezer, and cooler areas.







# Soto Implements ShipRight After PickRight

Due to the success and benefits of ProCat's PickRight program, Soto Food Service worked with ProCat in January 2018 to implement ShipRight, ProCat's solution for driver delivery.

"It's very easy to get scan reports at the time of delivery," Renna said. "When we drop an item, it just takes a minute for the verification process."

ShipRight not only enables the company to scan and capture lot numbers at the time of delivery, but also monitors drivers during deliveries in terms of delivery speed, scanning time and verification. With ShipRight, Soto Food Service's drivers have the tools they need to do their job quickly and efficiently.

"ShipRight is fast and simple to use," Renna said. "We scan the PickRight label and based on that scan, the driver is prompted to scan the lot label if needed."

The drivers always capture the data we need correctly. ShipRight was instrumental in helping achieve the data compliance that is required by Soto Food Service's national chain clients.

In terms of the training process for new drivers, ShipRight sped up the process considerably.

"ShipRight makes it a lot easier to train new drivers, which is one of its biggest benefits for us, since they're just scanning and not doing manual paperwork," Renna said. "It used to take a month or a month and a half to train these drivers; now it takes less than half that time. Drivers also enjoy scanning because it makes their job faster and easier."



### How ShipRight Helps:

By bringing structure and consistency to the delivery process for both drivers and customers. ShipRight provides the driver with receivables instructions, tote collection information, and electronic signature capture functionality on a hand held computer.



## Soto Plans to Add PalletRight

With the success of PickRight and ShipRight, Soto Food Service is currently implementing ProCat's PalletRight program to further increase picking and operational efficiencies.

"Although we're still in the testing process, ProCat has worked with us to modify PalletRight for our routing needs," Renna said. "I'm excited about it! It will further speed up our picking and simplify truck loading."

### *How PalletRight Helps:*

Because it eliminates the guess work associated with truck cube and capacity issues. The solution uses customer order information from PickRight and helps to maximize picker productivity by batching customer orders into logical and efficient pallets.



## Conclusion

Soto Food Service now has the tools and reports it needs to better manage its shifts. Because these programs have increased speed and accuracy, the company is now looking at both ProCat's warehouse management system and receiving program.

"Their support and turnaround time are both very good, as is their responsiveness in getting back to us," Renna said. "ProCat continues to be helpful on the foodservice side, and their programs are helping us to grow our business."

## 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.

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