



CASE STUDY

Carolina Food Service's Strategic WMS Implementation

By The Numbers

Based in Loris, S.C., Carolina Food Service is a foodservice distributor serving the Carolinas and parts of Georgia with fresh/frozen meats, dry goods, and produce.

23,000

Square Feet

Carolina Food Service manages a 23,000-sq-ft warehouse with about 1,000 SKUs.

8

Truck Routes

Drivers cover up to eight delivery routes on heavy days across the Carolinas and Georgia.

5

Order Selectors

A team of five order selectors uses PickRight to ensure accuracy and efficiency.

99.9%

Order Picking Accuracy

Accuracy gains from PickRight reduced mispicks, lowered customer claims, and safeguarded margins and customer trust.

2021

PickRight Implemented

Carolina Food Service launched its first ProCat solution, replacing paper workflows with scanning.

+3

ProCat Solutions Added

ReceiveRight (2022), CountRight (2023), and StockRight (2024) were added after PickRight for end-to-end inventory accuracy.

RESULTS THAT MATTER

Carolina Food Service was able to
***increase accuracy, reduce
labor and enhance efficiency***
utilizing ProCat's solutions.

Before ProCat

Multiple operational challenges led the team to ProCat.

1 Picking

Carolina Food Service experienced frequent mispicks and could not locate where the problems originated, which led to customer claims and rework. These errors also affected order fill rates and damaged the company's reputation with customers.

2 Receiving

The company had mismatches between received goods and purchase orders, which caused delays and inventory inaccuracies. These receiving gaps sometimes led to billing discrepancies and extra time spent reconciling shipments.

3 Counting

Counting processes were unreliable, with under and over counting that produced overages and negatively impacted the company's bottom line. The manual counting workflow was slow and error prone, making it difficult to trust inventory numbers.

4 Inventory Management

Real-time inventory visibility was lacking, which reduced accuracy and operational efficiency. FIFO (first in, first out) errors were common because employees sometimes cut corners, resulting in older stock being missed and increasing the risk of expired or outdated product.



"To meet growing demand and maintain competitive advantage, we recognized the critical need to enhance our warehouse operations – specifically in receiving, picking, and inventory management – to ensure faster turnaround times and reduce errors."



JUAN SERRATO
PRESIDENT

1 Picking Solution

To reduce mispicks and improve accountability, Carolina Food Service implemented ProCat's PickRight in January 2021. Quantity errors had been hurting margins and customer trust.

PickRight moved the team from paper to barcode scanning with foodservice-specific features. The rollout was a team effort, with Production Manager Danny Torres helping coordinate and champion adoption.

*"With the catch weight feature, we can capture the real weight of the product without the box, Torres explains. "We also use the program's **GS1 barcode data** extraction feature for product details, as it works like a supply chain tracker."*

With PickRight, performance can be tied directly to incentive pay for accuracy and speed.



*"PickRight helped us a lot, as it allows us to **give pickers an incentive** for working harder," Torres says. "Those who pick more, get paid more, and we also can hold people accountable for errors."*

With instant feedback after every scan and built-in error checks, Carolina Food Service now picks faster, uses less labor, and ships far fewer errors, which improved customer satisfaction.

2 Receiving Solution

Carolina Food Service was able to increase its receiving efficiencies and accuracy when it implemented ReceiveRight in May 2022. In addition to handling inventory and spot checks, the program has traceability capability.

“ReceiveRight has greatly improved our receiving speed and accuracy, since we’re counting and scanning everything as it comes off the trucks, and it goes right into our system,” Torres explains. “We now have confidence that our numbers are accurate.”

The company has benefited from a reduction in receiving errors and mis-shipments from manufacturers since implementing ReceiveRight. They no longer receive short-dated products, as expiration dates are now checked during the check-in process.

“ReceiveRight has helped eliminate errors because, before this solution, we weren’t aware of whether we had under- or over-counted,” Torres says. “Now we know what’s coming in.”

Every box is scanned, purchase orders are accessed and staff can match weight for weight.

“In the past, there have been times we’ve overcharged by 10 to 15 pounds, and that adds up,” Torres says. “Now we have the necessary details for vendors so we get credit in these cases. ReceiveRight holds both receivers and vendors accountable.”

ReceiveRight also integrates seamlessly with the company’s NECS system, which has eliminated many extra steps.

*“Cases are scanned when received, and this **information automatically goes into our NECS system,**” Torres says. “We don’t have to use multiple computers, so the program scans and prints information for purchasing agents. They then submit it to our accounting department.”*

The Carolina Food Service staff are still discovering and implementing new features.

*“**It’s pretty straightforward** with users logging in and scanning POs,” Torres says. “But there’s always something new to learn, so we have monthly calls with ProCat to go over additional features with this evolving technology.”*

ReceiveRight is easy to use, and easy to learn. Training new employees is now much easier and takes a fraction of what it used to take.



3 Counting Solution

When Carolina Food Service implemented ProCat's CountRight in October 2023, it found the program very beneficial for inventory accuracy and shrinkage rates.

"With this system, it is much easier to have someone spot check an area and go into inventory," Torres says.

"CountRight integrates with our NECS system, so we can easily perform both open and spot counts."

Staff simply scan barcodes and input counts. Variance reports are printed at the end quickly and easily.

"With just the click of a few buttons, we know counts of everything in our warehouse," Torres says.

With CountRight, Carolina Food Service can perform more frequent cycle counts.

"Before implementing CountRight, we had seven to ten people performing counts for four to five hours on the last Friday of the month. Then someone had to go through all the paperwork to find mistakes before conducting a recount; it was an eight- or nine-hour day. Now it's much more efficient to perform cycle counts," Torres says.

Torres noted the system was easy to learn, taking only a day to train on, and is user friendly.

“With this technology, one worker can accomplish a lot more in a day or a couple times a week,” he says.

“CountRight also allows us to be more accurate and productive in other areas, plus it provides a detailed report.”

When information is exported to CountRight, it immediately informs pickers of the expected quantity during the scanning process.

Another benefit is the accountability of staff when using the program and the ability to see where errors occur during spot counts.

“One day, we were over a pallet of beans with 50 cases, which is a big number, so we went back and double checked; we had one extra pallet that wasn’t accounted for,” Torres says. “We then used ReceiveRight to confirm that it was missed and see exactly what happened.”

Correct counts drive better decisions. Sales knows what’s available to sell, inventory is right, and purchasing knows when to reorder.

4 Stocking Solution

Carolina Food Service implemented StockRight in November 2024 to help with lot tracking.

“StockRight and ReceiveRight talk to one another, which helps with lot tracking. StockRight will let us know which products are low and specifically what pallets are needed,” Torres says.

Carolina Food Service is also gearing up for FSMA, and the system is part of the changes being made to enhance traceability methods.

A big benefit is that the program cuts down on time because it tells staff exactly where the product is located. This means time is not wasted searching the warehouse for product.

“StockRight alerts staff if we need additional products on the floor and will specifically direct them to where the pallet is located,” Torres says. “This way, people can’t cut corners grabbing the closest pallet; they are led to the oldest one for FIFO. We scan items as these are received, but because we utilize the entire warehouse, it’s not always possible to keep like items in the same vicinity. StockRight tells them exactly where product is located.”

**Torres adds that,
“implementing this program
was very cut and dry, with
ProCat assisting along the
way as needed.”**

“When we first employed StockRight, it handled 68 items, but now we’ve turned on close to 1,000 items with no hiccups,” Torres says. “The system runs as it should.”

StockRight supports real-time inventory tracking by pallet, with all the necessary information built into the barcode. Replenishment triggers are set by minimum stock levels.

“We turn on sections and, if it’s a hot item, we will set minimum stock levels,” Torres says. “Results were immediate after setup, and in terms of ROI, StockRight has already paid for itself.”



The Bottom Line

ProCat's solutions delivered a dramatic improvement to Carolina Food Service's bottom line and operational efficiency. Near-perfect accuracy in picking and receiving slashed costs from customer claims, vendor disputes, and expired stock. Real-time inventory visibility also enhanced FSMA traceability and freed dozens of labor hours monthly. Ultimately, Carolina Food Service gained a smoother, more reliable fulfillment operation and earned greater trust from its team and customers.

- ✓ Order picking accuracy rose to 99.9%, virtually eliminating customer claims and rework
- ✓ Cycle-count labor fell by about 80%, freeing more than 30 labor hours per month
- ✓ New-hire training time was cut in half, with new staff reaching productivity in about a day
- ✓ StockRight paid for itself quickly, delivering immediate ROI and operational gains