Case study

Underwood Meat Company

Order picking and validation: right product, right weight, right place.

Eliminating errors in order fulfilment for a perishable food company increased profitability, reduced administration cost and improved customer service, with an order processing application from Kinspeed integrated into their Sage financial management solution.

kinspeed

Sage Business Partner

Reducing time and error in order processing

Elimination of order processing errors became critical with a new national high value contract requiring bespoke dispatch from four distribution sites. With complicated order timings, increased order volume and tight delivery schedules, Underwood Meat Company needed a fast solution that didn't compromise quality or performance.

Delivery to individual restaurants and pubs, rather than via trade distributors, meant an increase in order fulfilment, along with picking errors, product errors, and over or under delivering. Carrier handling added a complication, with sell-by dates adding to the challenge.

A perfect-fit business management solution built on Sage

Design, development and implementation of an order picking and validation solution from Kinspeed, transformed order fulfilment with a time and weight sensitive integration. Barcode scanning, verification against the sales order, consideration for product and case weight with full traceability proved transformational, driving zero errors and improved margins.

Integrating with Sage financial management software created a seamless process, from order receipt via EDI, email parse, FTP and others, through to accurate invoicing and auditing.

100% foolproof – human error eliminated

The integrated solution quickly delivered a 90% reduction in incorrect picks and delivery issues, alongside a returns rate of zero. Order processing admin reduced by 50% and order queries were resolved faster and more efficiently.

Underwood Meat Company achieved their order processing goals and also improved the customer service.

90%
Reduction of incorrect pick or delivery

50%
Reduced admin time around order processes

75%
Reduction in order query resolution time

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