

CASE STUDY



Jackson Wholesale Improves Efficiency & Accuracy with ReceiveRight



JACKSON WHOLESALE (PDQ)

- PDQ Sales & Service is a locally owned and operated business in Jackson, KY
- ProCat customer since 2012
- Solutions in use: PickRight, ReceiveRight, CountRight
- Industries served: Convenience and Foodservice

KEY HIGHLIGHTS

- ✓ Jackson Wholesale faced inefficient, error-prone, and time-consuming paper-based processes.
- ✓ The company reintroduced ReceiveRight with new, enhanced features after trying its ERP solution.
- ✓ The user-friendly functionality of ReceiveRight meant the team at Jackson's needed minimal training.
- ✓ ReceiveRight simplifies functionality of DOT Foods orders, reducing errors and time in the receiving process.

CHALLENGE

Jackson, KY-based Jackson Wholesale Co., dba PDQ Sales & Service was looking to update its paper-based receiving and cycle counting operations, which had problems with accuracy as well as efficiency.

The company had successfully implemented ProCat's PickRight into its operation but was seeking receiving and counting software that would work in tandem and get rid of paper for good.

ReceiveRight Receives a Second Look

Sierra Jamison, Jackson Wholesale's V.P. and CFO was reintroduced to ReceiveRight at the 2023 ProCat User Conference in Philadelphia, PA.

"We had tried ReceiveRight in the past, but at the time it had redundancies with our software," Jamison explains. "At the conference, we learned about the program's new features and decided to try it again."

With Jackson Wholesale's former receiving program, all purchase orders were printed on paper, then checked off, before being entered manually into the CDR system.

"This was very time consuming and inefficient," says Jamison.



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SOLUTION

ReceiveRight confirms vendor purchase orders at the receiving dock, boosting receiver productivity. It uses the same wearable device as PickRight, allowing receivers to scan the manufacturer's barcode on cases as they are being received.

ReceiveRight also alerts users to any incorrect cases with a buzzer tone, features real-time label printing for efficient organization and prompts receivers to check expiration dates on specific items.

Along with increasing speed and efficiencies, ReceiveRight helped Jackson Wholesale improve its order functionality with foodservice redistribution partner DOT Foods.

“The PO for DOT orders is like 40 pages long, so to manually receive that, or even try to receive it without changing quantities, is difficult; plus, any issue we run into with the PO has to be manually fixed,” Jamison says. “But with ReceiveRight we can fix errors by scanning the item rather than trying to find it on the PO pages; it's a lot quicker.”

With Jackson Wholesale's receiving process, ReceiveRight has reduced errors and the time spent receiving.

“We're in the process of adding expiration dates, which hadn't been done prior,” Jamison says. “This helps ensure expired product is not sent to our customers. So ReceiveRight is not only more efficient but makes the data we are collecting more accurate.”

Jackson Wholesale also is now able to restrict employee access to information when necessary.

“With ProCat, we’re able to set users in the system,” Jamison says. “So, if we want to give someone a lower security clearance or restrict them from using certain ReceiveRight functions, we can block them; this is a handy feature with new hires.”

Another big benefit of ReceiveRight is ease of use, which means minimal training is needed, and the adoption process is seamless.

“This program is very self-explanatory; we were able to log in and get started right away,” Jamison says. “It’s great for us, because we spend less time and money when there’s minimal training.”

Combining the use of ReceiveRight with PickRight has been beneficial in terms of accuracy as well as productivity.

“These programs make our processes faster,” Jamison says. “Combining PickRight with ReceiveRight increases productivity, reduces errors and makes it easier for buyers because the information they’re seeing is correct.”

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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