

CASE STUDY: Caito Foods



OVERVIEW

Produce distributor enhances food traceability, improves efficiency in the warehouse and delivers exceptional customer service with RFgen Mobile Foundations for JD Edwards.



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SNAPSHOT

INDUSTRY:
Food Distribution

ENVIRONMENT:
Oracle's JD Edwards
EnterpriseOne 8.XE

APPLICATIONS:

- PO Processing
- Inventory Management
- Sales Order Processing
- License Plating
- Voice Picking

GOALS ACHIEVED

- 1 End-to-end food and ingredient traceability through operation, from suppliers to customers.
- 2 Achieved full compliance to government regulatory requirements.
- 3 Enhanced operations of U.S. distribution centers by optimizing pick, pack and ship times.

“ Now with RFgen every item number has a license plate attached to it with the customer that it went out on. We can bring up the item number in the date range and create a report within minutes to show auditors the actual purchase order that it came in on. ”

- Cindy Garret, Director of IT
Caito Foods

THE CHALLENGE

“New legislation required our customers to identify the country of origin on their sales floor signage for the produce they sell. As their supplier, we needed to be able to give them that information. Before we implemented RFgen, we were using a paper-based system,” explained Byron Swails, Caito Foods’ Director of Operations. Soon, retailers will also be required to keep track of a unique product identifier known as a Global Trade Item

Number—or GTIN code. This code will identify individual farms and enable food professionals to trace produce from “field to fork.”

In the food industry, distributors use third-party audits to demonstrate traceability to customers. “Auditors will come in and give us an item number. They’ll say ‘we want to see the period that you sold this item number.’ Usually it’s a week or several days,” explained Director of IT, Cindy Garrett.

"We used to have to go out and look for the date range they gave us and pull the information out of our system. We'd first determine our quantity on hand at that time. Then we'd look at our purchase orders and it was kind of a rough estimate. If we had three purchase orders come in and our quantity on hand never went to zero, we'd have to show all three of the purchase orders, not just the contaminated ones." There were two problems with this method. First, it took too much time to look up all of the paperwork. Today, food safety agencies expect food companies to be able to conduct traceability audits in hours—not days. Second, Caito Foods' paper-based system was not precise enough to pinpoint only the contaminated material, so in a recall, the company would have to destroy good food with bad.

THE SOLUTION

Caito Foods evaluated several data collection solutions and implemented RFgen Mobile Foundations for Oracle's JD Edwards with License Plating and the RFgen-Vocollect Voice Solution. "We selected RFgen due to its ease of working with JD Edwards," said Swails. RFgen integration is validated by Oracle for JD Edwards EnterpriseOne and JD Edwards World.

RFgen is version independent and does not install on the JD Edwards server or modify its environment. With zero impact to the ERP, RFgen does not cause any hassles when it's time to upgrade—something Caito Foods is in the middle of doing right now. "Upgrading from XE to version 9.1 will be easier since RFgen is on its own server and does not impact the environment," said Garrett.

“RFgen's expertise is so valuable to us because RFgen has already helped customers convert to the new version of JD Edwards multiple times. The value of that support is second to none.”

- Cindy Garret, Director of IT
Caito Foods

THE RESULT

A recent audit confirmed that Caito Foods can track product information quickly and completely, from receiving to shipping. "Now with RFgen every item number has a license plate attached to it with the customer that it went out on. We can bring up the item number in the date range and create a report within minutes to show auditors the actual purchase order that it came in on," Garrett said.

When new warehouse workers were hired, it used to take about three months to fully train them and get them working at the same speed as more experienced employees. The RFgen-Vocollect Voice Solution has cut that learning curve down to three weeks.

RFgen has enabled Caito Foods to redirect some employees to more strategic tasks. WMS Coordinator, Scott Billeter, used to shuffle through lots of paperwork in order to confirm that outgoing shipments contained the products and amounts ordered. RFgen automated Ship Confirm, so Billeter can focus on other tasks. "RFgen has allowed us to become more analytical," he said.



ABOUT CAITO FOODS

Founded in 1965, Caito Foods operates four distribution centers that send fresh produce to multiple states in the Eastern, Midwest and Southeastern United States. As a distributor, the company wants to ensure that it delivers safe, high-quality produce to its customers. That means being able to trace products through the supply chain and providing grocery retailers with the product information they need to sell produce to the public.