

Datalogic scanners enable accurate inventory at El Mandado supermarket



El Mandado Supermarket uses the Memor™ 10 PDA in addition to Magellan™ 9300i and QuickScan™ QD2430 to ensure inventory is always accurate and updated to meet increasing consumer demands.

Objective

Increase receiving and inventory management accuracy and efficiency to improve operations at an established grocery store in North Carolina.

Approach

- Deployment of POS software capable of keeping up with data throughput and adoption of Memor PDA devices running Android™ that provide employees access to the system as they perform inventory management tasks throughout the store.
- Upgrade checkout with state-of-the-art scanner/scales and barcode scanners.

Technical Requirements

- Intuitive Android™ solution on a rugged PDA
- Fast and reliable 2D scanners
- Comprehensive warranty package

Though the pandemic has brought new challenges to grocery stores due to a heightened demand for essential items and supply chain slow-downs, some grocery retailers have seized the opportunity to serve consumers with more convenient ways of shopping while also streamlining their operations.

With more customers ordering groceries online, grocers had to manage stock heading for the shelves while simultaneously moving stock to fulfillment areas where employees packed orders for these new omni-channel grocery shoppers.

The supply chain, the new process, and consumer behavior changes added up to the need for more efficient grocery store operations. Real-time inventory data was (and still is) vital for grocers to meet immediate demands and trigger alerts when it's time to reorder inventory so new stock can arrive in time to avoid shortages in the future. Furthermore, consumers still demand the best possible customer experiences at the checkout while in the store.

Grocers that were ready to upgrade their technology found the shift from in-store to online shopping simpler than you might expect.



Results

- Increase in efficiency as employees use PDA devices in the aisles to manage inventory
- Increased accuracy with barcode scanning rather than keying information
- Enhanced efficiency that the checkout with integrated scale and fixed and handheld barcode scanning

The Solution

- Memor 10 rugged Android full-touch PDAs
- Magellan 9300i fixed scanner/scales for quick barcode scanning at the checkout
- Datalogic QuickScan QD2430 handheld scanners for barcode scanning at the Point of Sale
- LOC's Store Management Suite (SMS) software from Postec, providing a unified single SQL database platform to leverage receiving, pricing, and inventory, POS and kitchen printing in the taqueria, integration to scales in the meat, seafood, produce, and panadería, as well as integration to Open Eye's Saleguard for cashiers and storewide surveillance

The Partner

Postec is a grocery solutions service provider acquired in 2021, by Shift4, a premier payment solutions company.



How one supermarket increased efficiency

El Mandado Supermarket in Raleigh, established in 1998, is the oldest Hispanic grocery store in the triangle area of North Carolina, USA. The supermarket expanded to a new location in 2020, focusing on leveraging technology to increase efficiency, inventory, and accuracy, and to improve customer experiences.

There was a need for a seamless user experience in the grocery business operations. For example, the process in place required employees to enter each item during receiving based on the items in the box, which created the opportunity for errors. El Mandado also encountered issues with data throughput with its Point of Sale (POS) system and with service and support from its vendor.

El Mandado chose hardware from Datalogic to enable its employees to use its Postec system efficiently, whether on the go with inventory management tasks or at the checkout.

The first action was to deploy Datalogic's Memor™ 10 PDAs to the operation, enabling barcode scanning for data collection. Additionally, they withstand harsh commercial environments while giving employees the comfort of using an ergonomic device. El Mandado chose the PDAs based on their superior Android™ screen technology, browser integration capability, and an easy-to-use remote support tool. They became one of the first grocers in North America to adopt this new product model in their operations.

The grocer also transitioned to the Postec POS system deployed on Datalogic's Magellan™ 9300i fixed scanner and scales, which provided the features, speed, and throughput it required. There they observed productivity gains from the quick barcode scanning at the checkout without specific need on orientation by the cashier and from the accurate pricing for foods sold by weight. And the grocer completed its IT solution with Datalogic's QuickScan™ QD2430 handheld scanners for barcode scanning at the Point of Sale.

Efficiency with the right technology

With its new grocery store solution, El Mandado streamlined its operations. Employees are now receiving inventory work much more accurately and efficiently. According to the store's Vice President, Karla Brantner, "Inventory data is now much easier to update using handheld scanners that can be used in the aisles."

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