



# IRP Meat & Seafood Improves Workflow

Eliminates Billing Transcription and Shipment Errors with Food Connex Erp

## Industry

Food & Beverage

## Challenge

Too many credits to customers due to order transcription and shipping errors

## Solution

Food Connex ERP software

## Results

Four hours saved each day tracking down errors  
Accurate sales figures and fewer inconvenienced customers  
Refocus top-level people on top-level tasks

For more than 35 years IRP Meat & Seafood Co. has been serving the protein needs of the most discerning chefs. The SQF-certified company serves more than 500 restaurants, country-clubs, hotels, Universities, and casinos. The company's beef lines include USDA Prime, Choice, and Select grades; as well source-verified Black Angus cattle. IRP sources its seafood products directly from boats and fish farms both domestically and abroad. The company offers a wide range of products, including finfish as well as exotic offerings. IRP is an approved Marine Stewardship Council (MSC) purveyor; meaning that they are committed to sourcing seafood that is caught in a responsible fashion.

**“We’re saving \$40,000 to \$45,000 a year in fully loaded labor. Food Connex lets our top-level people refocus on inventory, purchasing, and equipment maintenance rather than scrambling just to get product out the door.”**

**Joe Hinderliter, President, IRP Meat & Seafood Co.**

## Challenge

IRP was handwriting everything and was experiencing weight transcription errors when billing customers. Food Connex solved this biggest problem and provided:

### Fewer Order & Billing Errors

Food Connex improved shipping and invoicing accuracy

### Reduce and Reallocate Labor

Processors enter information directly into Food Connex, freeing up managers from chasing paperwork

### Accurate Sales Reporting

Eliminated 75% of credits for a more accurate picture of top-line revenue

## Solution

Food Connex is a cloud-based ERP solution that helps food processors and distributors work more efficiently and accurately. The software eliminates the need for handwritten sales orders, production work orders and customer invoices and frees up our staff to focus on adding value to the business rather than making sure the right product is being sent to the right customer.



**“We used to write weights on the box, transcribe them to a master sheet, and then invoice from the master sheet. With Food Connex we aren’t writing anything by hand and we’ve eliminated 99% of transcription errors.”**

**Steve Polcan, Vice President  
IRP Meat & Seafood Co.**

## Results

Reduced customer credits due to transcription errors and incorrect shipments.

More accurate sales and profitability data.

Top personnel able to concentrate on other aspects of the business.