

## Optimized Backroom Processes 82% Increase in Efficiency

**Process improvement cannot be ideally accomplished without the proper technology. Equipment that capitalizes on human potential and advances the goals of efficiency, safety and productivity with smart technical and software driven solutions will pay for itself within a short period of time.**

Since 1965, Tony O's Supermarket and Catering has set the standard for high-quality, competitively priced meats, homemade deli products and a wide assortment of other food offerings in Kingsville, Ohio. Proprietor Tony Orlando has leveraged his considerable experience as a certified meat broker into creating an enterprise that is recognized throughout the area for offering the finest cuts of meat available to individual grocery consumers. While consistently striving to provide a level of quality that is unmatched in the region, Tony O's is equally committed to keeping the prices for its meat and other selections at a level that is not only competitive – but which gives customers the satisfaction of knowing they are getting the best value possible. In order to

maintain this delicate balance of quality and cost control, Tony O's recognizes the necessity for knowledgeable, experienced personnel, lean and efficient production processes, and equipment that utilizes the most up-to-date technology.

In 2016, Tony O's decided it was time to take a quantum leap forward with regard to the equipment it was using to weigh, wrap and label its fresh cut meats. Acknowledging that it had gotten exceptional service and mileage (20+ years) from its existing METTLER TOLEDO equipment, Tony O's chose to upgrade to the METTLER TOLEDO 880 Auto Wrapper – becoming the first supermarket in the state of Ohio to do so. This purchase was hardly made on a whim – proprietor



880 Auto Wrapper



**METTLER TOLEDO**

Orlando did extensive research on all of the available products in this category, and concluded that the 880's speed, flexibility, intuitive functionality and overall efficiency would be the best option for his enterprise, and would ultimately provide a total cost of ownership that was superior to that of the other products he reviewed.

"I did extensive research on products available and kept coming back to the 880," says Orlando. "It's extremely modern and does it all. As an owner, I encourage others to learn about it. It wraps very nicely. There is a whole host of things that this machine can do that simply couldn't be done ten years ago."

### Love at First Wrap

For the associates who are working directly with the 880 Auto Wrapper every day, the experience has been nothing less than transformational. "I love her," says head meat wrapper Leslie Byrd. "I've even given her a name!" The reasons that Leslie loves the 880 are easy to identify – beginning with speed. "I can whip through a tray in no time at all" she says, adding that a tray of cuts that used to take 40 minutes to wrap can now be done in a mere 7 minutes. This efficiency – an 82% increase – also applies to the task of changing the film, which is considerably quicker than before. And whereas she used to have to

change the roll of labels twice a day, she can now go a full week between changes. "Changing the labels and film out is so easy. With the step-by-step instructions on the machine, it just walks you right through it," says Byrd. "It takes almost no time at all."

### Improvements at Every Turn

Both Byrd and meat department manager Tim Marshall have been impressed with the quality and consistency of the wrap which uses less film, creates a tighter seal, and gives every single package a uniform, professional look. Larger sized packages that used to require hand wrapping are now handled by the 880 Auto Wrapper with ease. And leaking packages that require a time consuming rewrap have become a thing of the past. Changing a price or PLU is almost instantaneous thanks to the tactile keypad and user-friendly graphic interface. And because of its built-in ergonomics and smaller footprint, wasted motion and space have been significantly reduced – resulting in a smoother, safer, more productive backroom process.

### The Perfect Partner for Growth

TA supermarket meat department backroom has a lot in common with a manufacturing plant: raw materials come in, and finished product goes out. A streamlined process that capitalizes on the tenets of lean manufacturing creates the potential to satisfy ever increasing demands. The METTLER TOLEDO 880 Auto Wrapper is designed to satisfy retailers of all sizes and levels of volume for many years to come. Tony O's began using their new 880 Auto Wrapper in October, and for meat wrapper Leslie Byrd "it felt like Christmas came early for me."

For more information, visit

▶ [www.mt.com/retail-backroom](http://www.mt.com/retail-backroom)

▶ [www.tonyssupermarket.com](http://www.tonyssupermarket.com)



Wrapping that used to take 40 minutes can now be accomplished in 7 minutes.



Meat wrapper, Leslie Byrd, says the step-by-step instructions on the 880 Auto Wrapper makes tasks, such as changing labels, easy and fast.



Store owner Tony Orlando appreciates the increased staff productivity thanks to the 880 Auto Wrapper.



Meat managers attest that the 880 Auto Wrapper uses less film, created a tighter seal, and gives packages a professional look.

## Tips, Tricks and Terminology to Help Retail Grocers “Understand Weighing”

The new **Grocer’s Guide to Metrology** is designed to de-mystify the science of weighing by providing explanation, background and insight into some of the key factors that affect scale accuracy.



When we step on a scale, chances are we never stop to think about how – or why – the scale works, it just does. But for the retail grocer, the scale is quite likely the most critical piece of equipment in daily use when it comes to ensuring profitability, efficiency and customer satisfaction.

Today’s retail scales are more accurate, user-friendly and technologically advanced than ever. While it might not be necessary to understand exactly how the technology inside the scale works, it pays to have an understanding of the basic principles of weighing. These principles can impact whether the scale is performing with the level of accuracy it was designed to deliver.

With that in mind, METTLER TOLEDO is delighted to provide retail grocery personnel with the opportunity to get to know their weighing equipment a little better – with a handy, easy-to-read guide that takes the reader through a list of topics that are integral to today’s sensitive digital instruments. Upon reading this guide, associates will become familiar with concepts such as linearity, hysteresis, and geolocation. And more importantly, they’ll understand how these principles, when properly accounted for, can help ensure accurate weight readings time after time.





Whether they're employed in the back-room, at the checkout counter, or at the produce, bakery, or other in-store locations, METTLER TOLEDO's advanced, precise and diverse retail scales do a lot more than just weigh. But providing a dependable, accurate display of an item's weight is at the heart of what each and every one does. Understanding weighing is a competency that every retail scale user should possess – and now they can.

The METTLER TOLEDO Grocer's Guide to Metrology is available for free download at:

► [www.mt.com/retail-metrology](http://www.mt.com/retail-metrology)



A new webinar is now available to help grocer's maneuver through the world of weighing. Learn the difference between precision and accuracy, how corner loads can affect weighing, and how multi-interval weighing saves several cents on every tare-based transaction – saving thousands of dollars per year with each scale.

Watch this free, on-demand webinar now:

► [www.mt.com/retail-metrology-webinar](http://www.mt.com/retail-metrology-webinar)

## Streamlined Ordering Customer Fresh Prepared Foods

**METTLER TOLEDO's Made to Order software functionality addresses the challenging, changing landscape faced by grocers and other food retailers today – how to offer a diverse selection of fresh prepared meals without inviting a blizzard of bookkeeping complications.**



Made to Order software provides fresh food department counter associates with a user-friendly interface that makes it easy to process customized orders.

a single PLU barcode containing all relevant information for the order enhances the opportunity for associates to upsell by suggesting add-ons and extra-cost items. As retailers pivot to take advantage of changing consumer foodservice habits, Made to Order provides a welcome opportunity for them to capitalize on an expanding market. Improved efficiency,

decreased labor costs, and elevated levels of customer satisfaction are just a few of the advantages that grocers can anticipate with the addition of Made to Order to their scale technology.

For more information about Made To Order, visit

► [www.mt.com/retail-mto](http://www.mt.com/retail-mto)

The ever-increasing demand for prepared meal options represents a tremendous growth opportunity for grocery and other fresh food retailers. But variety and complexity of offerings has heretofore been limited by scale software capability. Simply adding Made to Order functionality to a retailer's existing Fusion scale application software removes that limitation, and provides fresh food department counter associates with a user-friendly interface that makes it easy to process customized orders (while simultaneously aggregating all order-related information into a streamlined data flow for improved inventory tracking and sales reporting).

For the consumer, Made to Order means receiving a single ticket for the entire purchase, regardless of any modifications they may have requested. Condiments, toppings, sides, even discounts applying to components of a combo meal are all reflected in a clear, easy-to-read statement. For the retailer, the generation of



Made to Order is compatible with METTLER TOLEDO UC Evo CT scales running Fusion 5.1 (or above) software.

## Ordering a combo meal

Without Made to Order



- Customer orders combo meal consisting of three components: an entrée, side and drink
- Customer receives three separate tickets
- Retailer manages multiple PLUs with no additional detail
- Lacks flexibility to discount items when ordered as part of a combo meal (drink is regularly \$1.49 but is only \$0.99 when ordered with a combo meal)

With Made to Order

| With Made to Order    |          |         |   |
|-----------------------|----------|---------|---|
| Total:                | \$10.97  | Dept:   | 2 |
| Date:                 | 00/00/00 | Oper #: | 1 |
| Ticket #296 [Dine-In] |          |         |   |
| Item                  | PLU      | Price   |   |
| Burger Combo Meal     | 201      | \$10.97 |   |
| C : Tomato            | 105      | -       | - |
| C : Lettuce           | 106      | -       | - |
| C : Pickle            | 107      | -       | - |
| C : Ketchup           | 108      | -       | - |
| S : Fries             | 101      | -       | - |
| B : Fountain Soda     | 103      | -       | - |
| Total Price           |          | \$10.97 |   |

- Customer receives one ticket
- Retailer can link all component PLUs to a single combo PLU without losing any detail
- Checkout process expedited with single barcode scan

## Adding an upcharged item

Without Made to Order



- A burger combo meal is priced at \$10.97, but customer wants to add bacon
- To add the additional \$1.00 charge for bacon, a separate PLU must be created and managed
- Increases possibility for operator error
- Increases PLU management database

With Made to Order

| With Made to Order    |          |         |   |
|-----------------------|----------|---------|---|
| Total:                | \$11.97  | Dept:   | 2 |
| Date:                 | 00/00/00 | Oper #: | 1 |
| Ticket #298 [Dine-In] |          |         |   |
| Item                  | PLU      | Price   |   |
| Burger Combo Meal     | 201      | \$10.97 |   |
| XXX : Tomato          | 105      | -       | - |
| C : Lettuce           | 106      | -       | - |
| C : Pickle            | 107      | -       | - |
| C : Ketchup           | 108      | -       | - |
| ++C : Bacon           | 104      | \$1.00  |   |
| S : Fries             | 101      | -       | - |
| B : Fountain Soda     | 103      | -       | - |
| Total Price           |          | \$11.97 |   |

- Retailer can link all component PLUs (including those with an upcharge) to a single combo PLU without losing any detail
- Customer checkout process is expedited, and order details are tracked

## Customizing a combo meal

Without Made to Order



- A BBQ combo meal includes one entrée and side for a price of \$7.49
- Customer orders extra side item with combo meal
- Additional ticket is needed for extra side
- Original PLU lacks detail on the side item included with the combo

With Made to Order

| With Made to Order       |          |         |   |
|--------------------------|----------|---------|---|
| Total:                   | \$10.48  | Dept:   | 2 |
| Date:                    | 00/00/00 | Oper #: | 1 |
| Ticket #301 [Dine-In]    |          |         |   |
| Item                     | PLU      | Price   |   |
| BBQ Combo Meal           | 202      | \$7.49  |   |
| ++S2 : BBQ Pulled Pork   | 112      | -       | - |
| ++S : Fries              | 101      | -       | - |
| ++S : Grilled Vegetables | 111      | \$2.99  |   |
| Total Price              |          | \$10.48 |   |

- Retailer can link all component PLUs and define how many are included in the combo
- Additional components can still be added for an additional cost

# Services

## Retail Service Health Check Keep Your Equipment Healthy

**Keep your weighing, wrapping and labeling equipment in tip-top shape with METTLER TOLEDO Retail Service Health Inspection. This quick and easy service will assess the state of your equipment in less than 20 minutes!**

The service comes with a Retail Weighing Health Report which documents the following details:

- Customer, device, and weight set information
- Results from a basic measurement test
- Responses to basic health questions
- Recommendations for follow-up services

Extend the life of your machinery and maximize uptime by utilizing METTLER TOLEDO Service offerings.

For more information, call 1-800-METTLER or visit:

▶ [www.mt.com/retail-service](http://www.mt.com/retail-service)



**METTLER TOLEDO Group**  
Retail Division  
Local contact: [www.mt.com/contacts](http://www.mt.com/contacts)

Subject to technical changes  
©02/2017 METTLER TOLEDO. All rights reserved  
RET0917DRM  
MT-NA MarCom

[www.mt.com/retail](http://www.mt.com/retail)

For more information