

CUSTOMER SUCCESS STORY

Casa Ley keeps Pacific-region shelves stocked with Andina Foods

CUSTOMER

Casa Ley

REGION

Sinaloa, Sonora, Baja California, and the Mexican Pacific

INDUSTRY

Regional supermarket chain

RELATIONSHIP WITH ANDINA

Replenishment supplier — packaged foods, beverages, dry goods

The challenge

Casa Ley runs a dense network of stores across the northwest, and shelf availability is the whole game. When a branded packaged good runs out, the sale walks across the street.

Their buying team was placing daily replenishment orders for hundreds of SKUs across multiple store clusters. The problem wasn't the relationship with Andina — it was speed and certainty. Orders went out by email and the team spent the afternoon chasing confirmations: Did it land? Is the full quantity coming? When does it ship? A single mis-keyed quantity or a wrong SKU meant a short delivery, a credit note, and a gap on the shelf two days later.

What they needed

- Fast order turnaround during peak buying windows
- Confidence that what they ordered is what arrives
- Clear status without a phone call
- Reliable fill rates across every distribution point

Working with Andina

Andina rebuilt how Casa Ley's orders flow in. Orders that used to sit in an inbox now get captured and acknowledged the same day, with the full order confirmed back automatically.

The buying team stopped re-sending orders "just to be sure." Andina's team flags genuine exceptions — an out-of-stock item, a pricing question — cleanly and early, instead of letting them surface as a short delivery later. For Casa Ley, the change showed up where it matters: on the shelf.

The results

- **Same-day order acknowledgement**
Across all store clusters
- **Fewer short deliveries**
And the credit notes that come with them
- **Higher fill rates**
On branded packaged goods
- **Reclaimed buying-team time**
Redirected from chasing confirmations to actual category work

We move a huge number of orders every day, and the margin for error is thin. With Andina, an order goes in and we know it's handled — the right products, the right quantities, on time. That reliability is what keeps our shelves full.

Director of Procurement
Casa Ley