



CASE STUDY

Transforming Food Distribution Through a Unified Online Ordering and Payment System

A modern platform delivering real-time visibility and dramatically reducing manual work across operations.



12 Years Avg Client Retention



34 Years Of IT Expertise



6,126 Workstations Supported



234+ Companies Supported

Overview / Summary

The client partnered with ACC Technical Services to replace a labor-intensive ordering and payment workflow with a streamlined digital system that could support thousands of monthly food box requests.

The organization previously relied on spreadsheets, mixed internal tools, and extensive manual entry, all of which created delays for staff and volunteers across more than fifty pickup locations.

By introducing online ordering, consolidated payment handling, and structured visibility into distribution activity, the client delivered a unified operational platform that simplified coordination for logistics, accounting, and site coordinators.

The new system provided centralized data access, reduced transcription errors, and opened the door to more efficient service delivery.

Business Challenge & History

The client needed to move away from a highly manual workflow that made it difficult to manage thousands of monthly food box orders with consistency.

- **Order processing depended** on spreadsheets, mixed applications, and volunteer labor, creating a system that lacked centralized structure and produced frequent bottlenecks.
- **More than fifty** pickup locations relied on coordinators with varied technology comfort levels, making the transition to a web-based system a sensitive adoption hurdle.
- **Payment handling required** cash, checks, and manual SNAP processing, generating substantial workloads for volunteers and accounting teams who needed clearer operational oversight and less administrative strain.

The Solution

ACC Technical Services introduced a two-phase approach that delivered a cohesive digital platform capable of supporting every stage of the client’s workflow.

- **Phase one rebuilt** the ordering website to simplify box selection, add online credit card payments, and collect SNAP details electronically, reducing transcription errors and lowering reliance on cash and check handling.
- **Pickup coordinators gained** access to a shared system where orders were centralized, giving volunteers monthly totals, improving shipment planning, and creating clear visibility for logistics and accounting teams.
- **Phase two implemented** full online SNAP payment through a government-approved processor, removing manual steps, strengthening data accuracy, and providing a smoother end-to-end experience for staff and volunteers.

The Benefits or Outcomes

The client gained a far more efficient workflow, with ordering, payment, and distribution activity managed through a single digital system. Manual steps were significantly reduced, data became more reliable, and volunteers experienced less operational strain

Going Forward

The client now operates on a centralized digital system that supports smoother coordination, clearer oversight, and continued improvement as order volumes and service demands evolve.



“The new online ordering and payment system completely transformed our process. We now have real-time visibility of everything from accounting to logistics. The ability to accept EBT payments online saved us countless hours in manual input”

Outreach Officer, Regional food distribution nonprofit organization

Build a More Efficient Community Support Infrastructure

Create smoother operations with purpose-built software to reduce manual effort and elevate service delivery.

Get Help Now



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