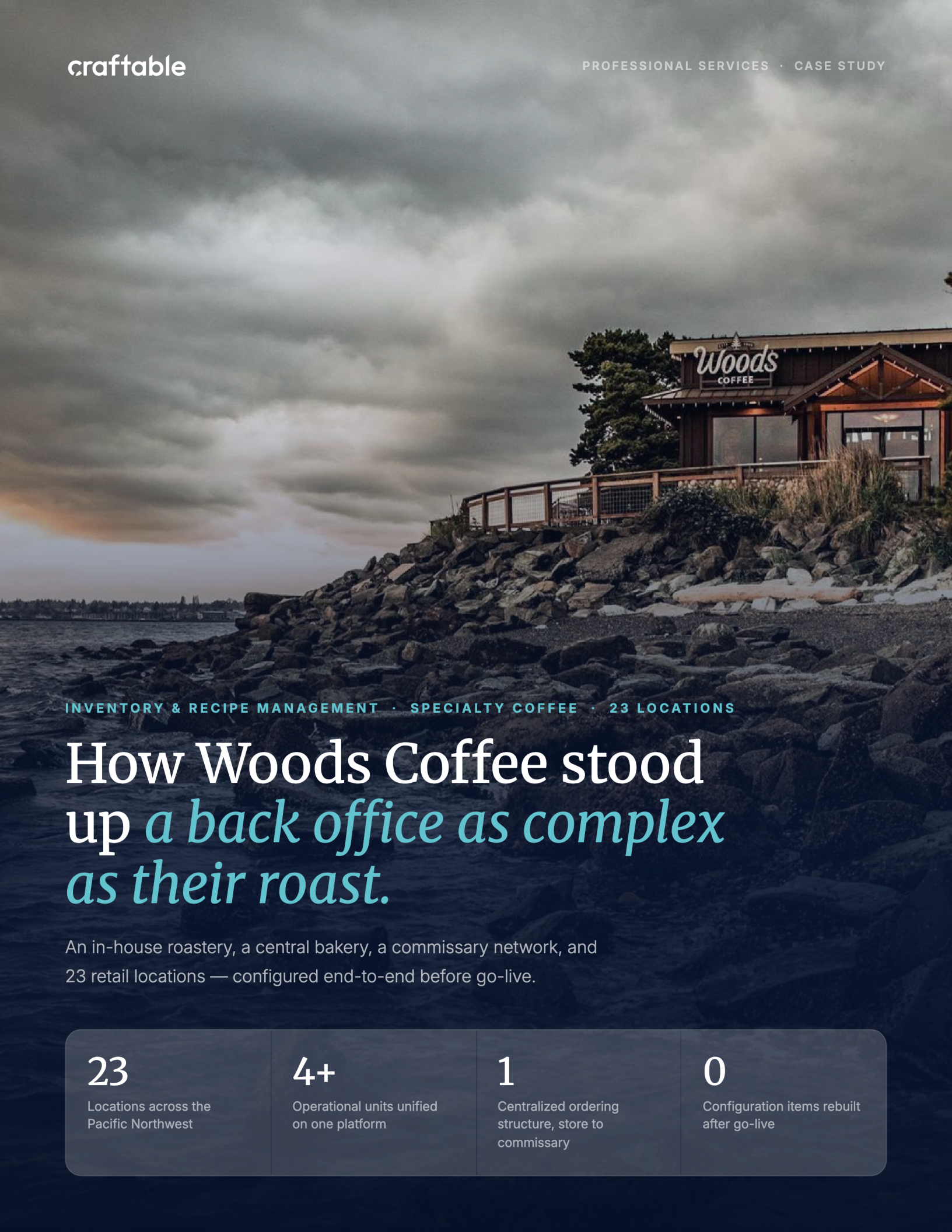




INVENTORY & RECIPE MANAGEMENT · SPECIALTY COFFEE · 23 LOCATIONS

How Woods Coffee stood up *a back office as complex as their roast.*

An in-house roastery, a central bakery, a commissary network, and 23 retail locations — configured end-to-end before go-live.

23

Locations across the Pacific Northwest

4+

Operational units unified on one platform

1

Centralized ordering structure, store to commissary

0

Configuration items rebuilt after go-live

THE CHALLENGE

An operation generic platforms *weren't built for.*

Woods Coffee doesn't run like a restaurant group. A single green coffee bean becomes four distinct SKUs by the time it reaches a customer. Paper goods are cased at the warehouse, sleeved at the store. Bakery recipes draw from both warehouse stock and live production batches — and POS modifiers had to map to recipes so cost tracked at the drink level, not just the category.

Getting the platform to reflect that reality before go-live, rather than after, was the work.

ABOUT WOODS COFFEE

Pacific Northwest coffee, *roasted in-house.*

Woods Coffee operates 23 locations across the Pacific Northwest with an in-house roastery, central bakery, commissary distribution network, and retail wholesale line — one of the most structurally complex coffee operations running on Craftable today.

Specialty coffee

Multi-unit

Commissary distribution

In-house roastery

Professional Services

THE SOLUTION

Five configuration decisions that made *the difference.*

1 Count unit structure

Paper goods were initially structured at the case level. Store staff count by the sleeve. PS set sleeve as the primary count unit and case as the secondary — accurate from day one, no rebuild.

2 Roastery item architecture

Green coffee beans weren't on the original item list. PS mapped the full production chain — green beans in, roasted whole beans out, 5lb bags for espresso machines, 1lb bags for retail.

3 Modifier mapping & recipe costing

Milk alternatives, size upgrades, add-ons — each carries a cost. PS tied every modifier to its recipe, so inventory depletes correctly and cost tracks at the modifier level, not just the menu item.

4 Category naming alignment

The warehouse and bakery had conflicting category names for overlapping item types. PS caught the conflict during data load and aligned on one convention before launch.

5 Commissary price list sequencing

PS held off on loading store-specific items until the item structure was locked. When the price list auto-generated, only the right items reached the right locations.



Woods Coffee's waterfront location — Bellingham, WA

RESULTS

Configured before day one. *Running on day one.*

Woods Coffee went live on a fully configured platform with no post-launch rework list. All 27 locations order centrally through the commissary, with pack sizes, count units, and pricing already structured for each store's workflow.

Modifier-level recipe costing gives the team live visibility into ingredient cost per drink variation — not just per menu category. Craftable now serves as the single operational layer connecting roastery production, bakery output, commissary distribution, and store-level inventory.

23 locations

0 rework

IN THEIR WORDS

"I don't know how we would have set up the system without the support of that team. Given the number of activities I am responsible for, I don't know that we would have had the system set up in the amount of time we allotted for the project. The custom training modules built specific to our operations was incredibly helpful."

Carly Bomber · Woods Coffee

"The goal with every implementation is to hand over a platform that's already working the way the operator works — not one they have to figure out after go-live."

Russ Spencer · Director of Professional Services, Craftable



The Woods Coffee waterfront · Bellingham, WA

Every operation has its version
of *Woods Coffee's complexity.*

Professional Services exists for the go-lives that have to go right.

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