Automating Order Processing between Stores and the Head Office and Product Master Updates
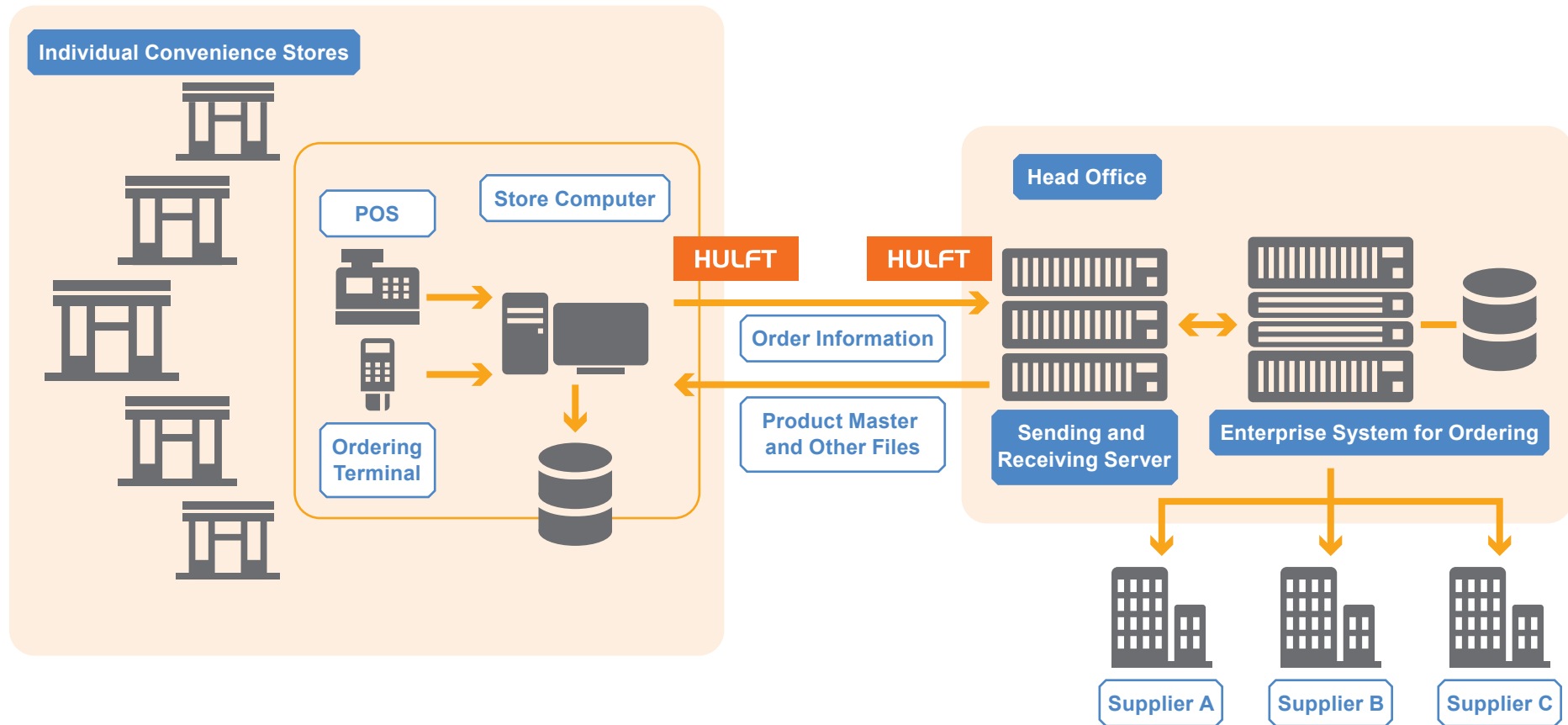
Industry: Retail (Convenience Store)

HULFT

Individual Convenience Stores

POS

Store Computer

Ordering Terminal

HULFT **HULFT**

Order Information

Product Master and Other Files

Head Office

Sending and Receiving Server

Enterprise System for Ordering

Supplier A **Supplier B** **Supplier C**

Purpose of introducing HULFT products

To reduce the time and labor hours needed for stores to place orders with the head office and to update product master files, by eliminating manual tasks and systemizing the process, as well as to eliminate human errors.

Issues prior to introducing HULFT products

Because orders were manually sent from each store to the head office via email, placement of orders to the supplier was frequently delayed. In addition, because product master files were transported from the head office to each store on USB drives or in the form of a paper ledger, product master updates were time-consuming, and security was an issue.

Effect of introducing HULFT products

The speed and accuracy of the transfer of order information is now ensured, and related costs were reduced. Delays in order placement have been eliminated, and business opportunities are no longer lost as a result.