



FASHION RETAILER STOCKTAKES TO ENABLE RELIABLE ONLINE ORDERING

Case Study: Retail Inventory – Fashion Retailer

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A multifaceted fashion and lifestyle business operating across retail, wholesale, production and logistics required the support of RGIS. The clothing stores are supported by a diverse and united community of customers, staff and brand partners, and works with a cohesive end-to-end business model unique to the Australian market. The fashion retailer owns and operates twelve retail stores located across Sydney, Melbourne and the Gold Coast, as well as a successful online business servicing customers worldwide.

REQUIREMENT

The fashion retailer needed a solution to **update the inventory management systems, with accurate stock on hand information** to reflect the physical stock, to enable a reliable online ordering service.

The fashion retailer required RGIS to provide the following:

- All stores to be counted in the same week to provide a **business-wide accurate stock position**
- Stocktakes to **completed outside of business working hours**
- **Accuracy to be verified** by store or site manager

SOLUTION

The fashion retailer partnered with RGIS to complete the **accurate stock on hand project**, and RGIS provided the following:

- The fashion retailer preferred the stocktakes to be completed after hours, so RGIS provided **teams of two to three experienced RGIS auditors** at each site
- The fashion retailer provided RGIS will a **full export of all their stock lines** which were used as the product master file
- On the day of the stocktake, at the close of trade for each site, the fashion retailer **exported an expected stock on hand file** and provided it to RGIS
- Once RGIS had completed the initial count, a **variance report was then generated** indicating any differences between the expected stock on hand to that just counted
- These lines would be investigated by the RGIS Supervisor and the Store Manager to ensure accuracy. Once verified, the file was uploaded back into the site PC to **update the stock on hand levels**

RESULTS

The fashion retailer found by outsourcing the **accurate stock on hand project** to RGIS the following results were achieved:

- All stores were **completed within the same week** so that the fashion retailer could obtain a business-wide accurate stock position
- All reporting was completed prior to RGIS leaving each site which enabled the fashion retailer's site to start trading the next morning with the **accurate stocktake data**
- At each site RGIS counted approximately **3,000 units**
- Due to the accuracy of these stocktakes, RGIS have an **ongoing relationship with the fashion retailer to complete all of their store stocktakes every three to six months**

By partnering with RGIS, the fashion retailer found that all reporting was completed prior to RGIS leaving which **enabled the site to start trading the next morning with the accurate stocktake data**



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RGIS_CS_0266_01

Stock Count



Accurate Data



Variance Reports



Fast Turnaround



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