

Case study

Export Documentation

a. Background and objectives

This fashion retailer's international business grew from 14 stores to 150 across fifteen different countries. The associated market diversity and complex exporting procedures needed addressing to deliver quick turnaround at the Distribution Centre (DC) to meet international sale targets.

b. What we delivered

Lead times were recorded from allocation, pick, pack and dispatch of the goods. As the international business was relatively new, existing IT system didn't support the generation of export documentation, so the documents were raised manually. Concern was raised over the accuracy and extra time required to raise this documentation.

As the business had both Duty Paid (DP) and Duty Suspended (DS) stock coming into the DC, it was imperative to recover duties paid to UK customs for the goods which were exported out of the EU. Therefore a reporting system was required where DP stock could be separated from the DS stock.

A requirement chart was drafted to incorporate customs and packaging requirements for all the exporting countries and then country specific templates were designed. Then with the help of freight forwarders and international merchandisers a pick, pack and dispatch schedule was drafted for the DC.

The whole documentation delivery process was divided in to two modules. The first module would deliver a single document from the existing IT system, capturing all the essential information.

The second module was to develop an independent Export documentation system, which would generate documents specific to each country, with a scope of future additions and changes.

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c. Results

After the delivery of both modules, time taken to generate a set of export documentation was reduced from several hours to fraction of seconds. New export documentation system also generated two separate reports for DP and DS stock with the correct CPC codes to improve accuracy for the NES entries.

The turnaround of stock from pick, pack and dispatch was reduced from 10 days to 7 days.

**1A The Old Stables
More House Farm
Ditchling Road
Wivelsfield
Haywards Heath
East Sussex RH17 7RE
United Kingdom
0044 (0)1444 471039**