

CASE STUDY

# RETAIL. SUPPLY CHAIN EFFICIENCY.

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Livingston International automates shipments of art and hobby supplies from around the globe.

Put into creative hands, a selection of art and hobby supplies can be transformed into wonderful things. Painters turn each canvas into a vision. Knitters transform yarn into favorite sweaters. Interior designers find the finishing touches which turn a house into a home.

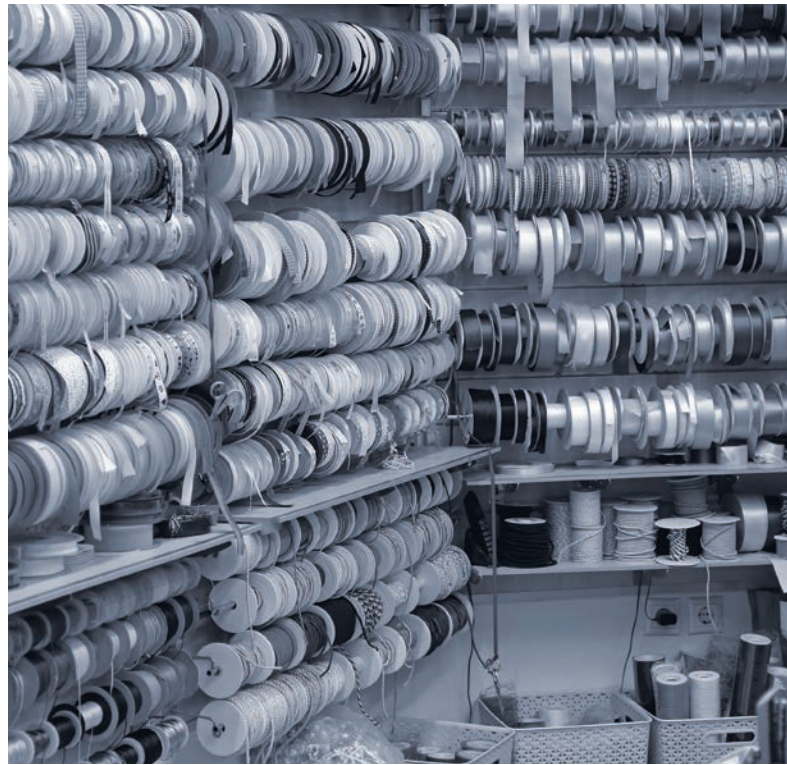
Livingston International has helped one client establish a picture-perfect way to keep more than 100,000 SKUs of such art supplies and seasonal goods on the move.

## High volumes and manual processes

It was no small feat. Consider the challenges faced in tracking and shipping the yarn alone. Every year, the major retailer imports 25,000 ocean containers of yarn through Dallas, Texas from as far away as China, India, Taiwan, Mexico and Guatemala. Each colour is also identified with a unique part number.

The massive volumes had traditionally been handled with a time-consuming manual process that made it difficult to manage inventories and also isolated control data in silos.

Greater visibility into the process has led to **more cost effective sourcing decisions.**



## Automated interface, pre-audits and KPIs

Livingston worked with the client's freight provider to establish a data interface that helped identify new products as soon as possible, leaving the time required to classify new goods in the supply chain.

A process was established to pre-audit all of the supplied information, while Livingston also worked directly with the client to resolve discrepancies or missing information. This pre-audit step, which occurs before anything is transmitted to Customs, ensures final documents are accurate and improves overall compliance and data integrity.

This was further supported by establishing Key Performance Indicators for suppliers, and quarterly reports which offer ongoing insight into how well they meet trade compliance rules and business-specific requirements.



## Understanding the total cost of business

It has all improved internal compliance and enhanced visibility into supplier compliance efforts. Every time supplies are sourced from a new country, Livingston also explains the duty rates that apply – ensuring that the client sources products in a cost-effective manner, and understands the total cost of doing business.

Working with a single service provider and automation, the client has found efficiencies, reduced errors, and made better sourcing decisions that lead to competitive prices and an improved bottom line.

It's all part of a picture-perfect solution.

## Contact Livingston

**Have questions or need help with your retail supply chain?** We're here to help.

Email us at: [simplify@livingstonintl.com](mailto:simplify@livingstonintl.com)

or give us a call at **1-800-837-1063**

