



SOFTENGINE SAP BUSINESS ONE CUSTOMER SUCCESS STORY

Goodwill Industries

Achieving Precise Sales and Inventory Reporting with SAP Business One®



COMPANY PROFILE

Name: Goodwill Industries of San Joaquin Valley, Inc.
Location: Stockton, California
Industry: Retail
Products: Nonprofit sales of donated clothing and merchandise; job training and placement
Website: goodwill-sjv.org
Employees: >350

"Prior to SAP Business One, we had no visibility into our donated inventory levels!"

Steve Celaya, Director of Corporate Security and Facilities

For more than a century, Goodwill has provided job training and employment to people with disabilities and disadvantages. Since 1940, Goodwill Industries of San Joaquin Valley Inc. (GISJV) drives that mission across 17 retail stores and 2 distribution centers. But with donations coming into all locations, it was hard to know what merchandise it had and where to send it.

With the SAP Business One® application, Goodwill can see exactly what items it has at every location and can price them according to quality. Daily sales and inventory reports that were done over the phone or using spreadsheets are now delivered to headquarters in real time. And the organization can track store performance to see what is working and what is needed to get new stores up and running. That means more great buys for customers and more opportunities for those in need.

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Goodwill delivers real-time sales and inventory data. Greater visibility reveals \$120,000 in potential revenue.

Objectives

- Help people with disabilities and disadvantages get job training and find employment
- Ensure store success so that profits can be reinvested to support the company mission
- Increase visibility into merchandise to improve donation distribution across store locations
- Continuously improve on processes that have been driving success for the business and the people it helps for 100 years

Resolution

- Worked with Softengine to deploy the SAP Business One® application
- Integrated with a point-of-sale system from iVend and a warehouse management system (WMSm) from Softengine, part of the “Goodwill Suite”

Benefits

- Accurate inventory data, revealing 54.5% more items than estimated – \$120,000 more in potential revenue
- Visibility into daily purchases, allowing donations to be distributed in a way that maximizes profit
- Pricing by quality so customers can distinguish higher-quality items based on price tags
- Real-time daily sales and inventory reporting – a process that used to take 24 hours
- Simpler financial processes that allow financial statements to be delivered to the board of directors five days earlier than before
- Ability to track location performance, revealing the highest-performing stores and managers
- Clear data on materials and staffing needed when opening a new store

“With SAP Business One, we can track our best stores. When we’re ready to open a store, we know exactly how much material and staffing we need to get it off the ground. SAP has so much to offer our particular business and organization as we grow to become a real, sustainable retail operation.”

David Miller, CEO
Goodwill Industries of San Joaquin Valley Inc.

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