



## ENSURING ACCURATE CONTAINER SHIPMENTS FOR RETAIL CHAIN

# CASE STUDY

### CLIENT

#### Retail Chain

**Industry:** Retail (Low-Cost Goods)

**Number of Stores:** ~500

**Scope:** Container Shipment Audits from El Salvador to Peru

*The retail chain selected RGIS due to its experience and proven reliability in inventory management and shipment verification processes.*

### CONCLUSION

RGIS's container shipment audit service has been operating successfully for 14 months, providing the retail chain with the assurance needed for their international shipments. The ongoing partnership has proven highly effective in meeting the customer's requirements for accuracy and efficiency.

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rgis.com.sg



+65 6538 2481



salesSingapore@rgis.com



### CHALLENGE

A retail chain required a reliable partner to ensure the accuracy of their container shipments from the El Salvador distribution center to Peru. Given the large scale of shipments, it was critical that the contents of each container matched the associated shipping documentation to avoid potential discrepancies in customs and delays at the destination. The retail chain approached RGIS to monitor the loading process, conduct thorough checks, and issue certifications to guarantee shipment accuracy.

### WHY RGIS?

The retail chain selected RGIS due to its experience and proven reliability in inventory management and shipment verification processes. Additionally, RGIS's pricing was more competitive than that of the alternative provider considered by the company.

### OUR SOLUTION

RGIS provided a solution tailored to the retail chain's needs:

- **Container Loading Audits:** RGIS auditors monitored the container loading process by counting the number of boxes per item in each pallet and comparing this to the theoretical quantity using handheld devices provided by the customer. Each pallet was released for loading only if the count matched the warehouse management system (WMS) requirements.
- **Certification:** Upon completion of each container load, RGIS issued a certification based on the shipping documents (invoices and bills of loading) provided by the customer. This certification ensured that the container's contents were accurate and ready for customs clearance.
- **Real-Time Issue Reporting:** Any discrepancies identified during the audit were immediately reported, allowing the customer to correct the pallet contents before proceeding with the shipment.

### RESULTS

- **100% Accuracy Achieved:** The audits conducted by RGIS ensured that the customer's containers were loaded with the correct quantity of items. This process provided the retail chain with confidence in their shipments, ensuring zero discrepancies in customs or documentation.
- **Customer Satisfaction:** The retail chain was highly satisfied with RGIS's service, noting that no discrepancies had been reported in the 14 months of continuous service. This provided smooth customs clearance and reduced potential delays.