

Café de Coral Holdings Limited 大家樂集團有限公司

Achieving Seamless Supply Chain
with Paperless Trading
無紙化交易達致緊密無縫的供應鏈



About the Company 公司簡介

Established in 1968, Café de Coral Holdings Limited is now one of Asia's largest publicly listed restaurant and catering groups, is principally engaged in operating quick-service (QSR) and casual dining. The Group is also a major operator in institutional catering and food processing business. With over 450 outlets in Hong Kong and the Mainland, its brand portfolio includes Café de Coral Fast Food, Super Super Congee and Noodles, The Spaghetti House, Oliver's Super Sandwiches, Shanghai Lao Lao, Mixian Sense, etc.

大家樂集團有限公司為亞洲最大的餐飲上市集團之一，集團業務多元化，涵蓋速食餐飲、休閒餐飲及機構飲食，旗下品牌包括大家樂快餐、一粥麵、意粉屋、Oliver's Super Sandwiches、上海姥姥及米線陣等，於本港及中國內地擁有逾450間分店。除餐飲業務外，大家樂集團也是食物產製及加工食品的供應商。

“We now enjoy the reduction of administrative work and speeding up in supply chain procedures with ezTRADE. Despite massive number of document, the working process is now extensively streamlined between Café de Coral and the suppliers.”

「ezTRADE減省了我們的行政工作，並加快供應鏈的程序。儘管供應鏈的文件數量龐大，現在大家樂集團和供應商之間的工作流程得到了大量的精簡。」

Mr. Ivan Ng,
General Manager (Supply Chain)
總經理(供應鏈) 吳子超

Challenge

Until 2 years ago, Café de Coral (CdC) had to input and validate, manually every day, a massive number of paper delivery notes, payments and invoices. On average CdC staff might take up to 30 minutes to endorse all the paper invoices against the goods receipt data for each single supplier. Obviously, such a process is not only time-consuming but also prone to human errors sometimes. Suppliers, on the other hand, were unclear about CdC's invoice handling and settlement status, giving rise to unnecessary mis-communication - and misunderstanding - between the parties.

Since then, CdC adopted ezTRADE, a B2B e-commerce platform based on GS1 EANCOM/EDIFACT standard, which enables electronic information exchange between the company and its trading partners every step along the supply chain.

挑戰

大家樂於兩年前仍需要每日以人手輸入和確認大量送貨單、付款與付款通知單。平均來說，其員工需要為每家供應商分別花上30分鐘，以確認供應商的收款通知單與公司的收貨數據一致。這程序不但太過費時，亦難以避免人為錯漏。同時，供應商對於大家樂的付款處理狀態亦不清晰，容易引起雙方在溝通上的不必要誤解。

始後，大家樂開始採用ezTRADE。這是一套建基於GS1 EANCOM/EDIFACT標準的B2B電子商貿平台，可供企業與其貿易夥伴在供應鏈每一個階段交換電子信息。



Solution

More than 100 major suppliers are now using ezTRADE to receive CdC electronic purchaser order, sending electronic advance shipment notice (ASN) and invoice, which accounts for over 40% of CdC's total invoice lines.

The ASN, a document that provides detailed information about a pending delivery, helps CdC to be fully prepared to accept delivery. Once accepted, the ASN will automatically populate an invoice number and the received quantity for confirmation of the goods receipt. CdC staff now needs only 39 seconds on average, compared to 112 seconds before, to complete this process, reducing drastically two-third of the time spent for each branch.

Suppliers can then submit electronic invoices through ezTRADE, which would automatically undergo a pre-validation process, so that any non-compliant invoices are filtered out and only the compliant ones accepted into CdC's backend system.

With the adoption of the ezTRADE solution, CdC staff took only 5 minutes (previously 30 minutes) to verify and approve payment for each supplier, a significant six-fold gain in efficiency. CdC staff can approve the invoices by batches because of improved invoice quality pre-validated by the platform.

For suppliers, they can easily ascertain whether an invoice is accepted or rejected and its relevant justification from the 24x7 ezTRADE platform, thus enabling CdC and suppliers to take remedial actions swiftly to address any deviation. It has not only greatly enhanced CdC's operation efficiency and accuracy, but also assured a frictionless supplier management system.

The success of the implementation has offered CdC much confidence to plan ahead – for expansion to engage another 80 suppliers in the system in 2019. The subsidiary brands under Café de Coral Holdings are also adopting the solution.

解決方案

目前，有超過100家主要供應商正利用ezTRADE接收大家樂的採購訂單，再向大家樂發出預先付運通知(Advance Shipment Notice, ASN)及付款通知單，涉及公司超過40%的支付單據。

ASN是一份列明正待付運貨物的詳細資料文件，有助大家樂員工做好準備，收貨時確認資料。確認收貨後，ASN會自動新增發票編號和已收取的貨物數量。大家樂人員現時平均只需要39秒處理此工序，相比之前的112秒，為每間分店大幅減省逾6成時間。供應商可以通過ezTRADE發出付款通知單，系統會自動作預先驗證，將不合規格的付款通知單過濾，而合規格的則會被送到大家樂的後端系統中。

採用ezTRADE方案後，員工只需花5分鐘(之前為30分鐘)為每個供應商核實和批核付款，效率顯著提升6倍。這是由於系統的預先驗證工序改善了付款通知單的質素，並讓員工可以按批次批核付款通知單。

對供應商而言，他們能更容易透過全天候運作的ezTRADE，查詢收款單的處理狀態，包括被接受或被拒絕的原因，好讓他們迅速跟進及修改。系統不但大大改善了大家樂的營運效率及準確度，亦確保其供應商管理系統運作暢順無阻。

新系統成功實施後為大家樂打了一支強心針，公司計劃於2019年另外納入80家供應商運用系統。大家樂集團旗下多個餐飲品牌都正採用ezTRADE方案。

GS1 standards used or solution (s) / service (s) applied

- Global Location Number (GLN)
- EANCOM
- ezTRADE



應用的GS1標準或方案/服務

- 全球位置編碼
- 通商易
- ezTRADE

Benefits

Café de Coral is able to enjoy the following benefits with the use of ezTRADE:

1. Reduce almost two-third of manpower hours in goods receipt data entry;
2. 6 times enhanced manpower efficiency in terms of data validation between goods receipts and invoice, and enhanced greater data accuracy;
3. More agile responses can be provided in case of problematic invoice or any discrepancy;
4. Increase visibility of invoice handling status for suppliers.

效益

大家樂採用ezTRADE後獲得以下效果：

1. 節省逾6成輸入收貨數據的時間；
2. 核對收貨單及付款通知單的工作效率遞升6倍，資料準確性亦大大提升；
3. 當付款通知單出現問題或數據偏差時，供應商能作出迅速反應；
4. 供應商可清晰檢視付款進度。

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