

Merchandise Management for Home Furnishings





Shopping for the home is a personal and often challenging process. Customers have more information at their fingertips than ever before yet the proliferation of retailers – from boutique shops to big-box discounters and online retailers – leaves them with an overwhelming array of options. It can be difficult to differentiate between retailers based solely on available merchandise. So, the overall quality of the shopping experience typically determines whether a first-time shopper will become a loyal customer.

Real results. Fast.

Blue Yonder has fueled the success of hundreds of leading home furnishing retailers. Leading retailers rely on Blue Yonder's Merchandise Management for Home Furnishings to run their core business operations. This includes order management, merchandising, inventory management, service & repair, warehousing, and much more.

Order Management

- Efficiently process orders to provide exceptional customer experiences
- Achieve real-time inventory visibility to create accurate customer expectations
- Provide item and pricing information to sales associates to improve overall customer service levels
- Generate higher sales volume through demand-based allocation, store clustering, and price and promotion management

Merchandise Management

- Effectively manage advertising and promotions, merchandise budgets, line-up analysis, ordering and reordering, floor management, with robust sales analysis
- Identify profitable, reliable vendors with vendor analysis and scorecards
- Create purchase orders for custom and special orders with sales details forwarded directly to the manufacturer
- Evaluate demand, availability and forecasts at the item level to automatically create purchase orders for stock replenishment

Optimized Inventory Investment

- Reduce on-hand inventory levels by adopting a just-in-time (JIT) inventory model
- Cut operating expenses by reducing inventory carrying costs and increasing inventory turns
- Consolidate inventory management across all sales channels into a single solution

Service & Repair Processing and Tracking

- Manage both shop and field service operations with a single tool
- Optimize service department resources and keep parts inventories and orders current so that service departments can become profit centers
- Gain real-time access to sales history, customer information, and technician schedules for better control

Warehouse Management

- Increase inventory accuracy with real-time scanning and item-level tracking (by serial number)
- Improve labor efficiency and eliminate empty trips through directed picking and put away tasks
- Manage deliveries (including same-day deliveries) with real-time inventory confirmation for each truck
- Simplify merchandise returns with integrations to sales and finance departments



Challenge: Shopping habits are changing. Are your sales channels ready?

Today's consumers expect immediate gratification. They expect that the items they're dreaming about are in stock whenever they decide they want them. They want shopping experiences characterized by timely and accurate information, informed salespeople, and consistency – regardless of where or how they shop. This includes having access to product information, product images, related products, and available inventory informational linked to an image repository. Being able to deliver these things begins customer relationships that lead to additional sales in the future.

Solution: Give your company and your sales associates the ability to exceed customer expectations and to deliver on their promises

Blue Yonder's Merchandise Management for Home Furnishings empowers retailers and their sales associates to exceed customer expectations and deliver on their promises while helping to improve overall business efficiencies and margins.

Merchandise Management for Home Furnishings helps retailers design strategies for purchasing, pricing, and placement, in order to realize the maximum return on merchandise investments. Retailers can now determine optimum stock positions for their entire assortment across all channels and locations, making it easier to develop product lineups that maximize profitable sales and enhance brand image. These powerful tools leverage real-time inventory data for making critical merchandising decisions that drive performance. Detailed, up-to-the-second insights into every inventory transaction – including quotes, sales, returns, purchases, advance shipping notices, receipts, distributions, transfers, cycle counts, and repairs – ensures the best available information is used for determining which products and prices are right for each store.



Achieve a Speed-to-Value Implementation

In the fast-paced world of retail, the right technology is required to accelerate your business. Backed by our world-class team of retail experts, professional services and support personnel, Blue Yonder can deliver a rapid return on investment. We follow a proven, speed-to-value approach aligned with your corporate objectives and establish agreed-upon measurable goals and implementation timeframes.

Merchandise Management for Home Furnishings gives you the foundation for accurate, synchronized data with real-time inventory updates and secure transactions,

from warehouse to final sale. And that's just the start. Blue Yonder's integrated suite of capabilities brings value across your whole organization.

Drive revenue and profits with greater visibility and control

- Ensure the right merchandise is always available to drive customer satisfaction and increase inventory turns with comprehensive inventory control capabilities
- Optimize inventory levels, reduce stock-outs, balance store assortments and speed time-to-market through real-time inventory visibility



- Drive higher margins with powerful cost management solutions that monitor true item costs throughout the entire lifecycle, from initial item cost through all the components of landed costs
- Maximize return on your merchandise investment with strategic purchasing, pricing and placement tools to manage items across their lifecycle the
- Drive sales and increased margins with sophisticated pricing strategies that support company, region, and store-level prices
- Improve control over inventory costs with product and vendor-level landed cost factors, allowances and rebates
- Increase efficiency and productivity with timely purchase orders, invoice reconciliation, inventory receiving and transfers
- Monitor and adjust to key real-time performance indicators (KPIs) such as daily sales, promotions and inventory position

With Blue Yonder, you'll have the foundation for a robust, scalable and future-proof infrastructure, along with the industry's most comprehensive merchandising capabilities for home furnishings.

With the visibility to make fact-based decisions and the flexibility to adapt to change, you'll realize value every step of the way. Proven to save time and resources, our solutions can support growth plans and control inventory costs throughout the most complex, multi-channel retail environments. Blue Yonder works side by side with your team to achieve exceptional real-world outcomes.



Capabilities

Benefits

Consistent and Accurate Master Data	<ul style="list-style-type: none">• Provides an enterprise-wide system of record, source system for reporting/analysis and master data information• Sets up organizational/merchandise classifications• Audits data changes (who, what and when) throughout the application• Digital images can be managed for each item	<ul style="list-style-type: none">• Reduces cost to manage high-volume transactions• Increases efficiency and reduces duplication• Allows for reclassification of organization and merchandise classifications
Cost and Price	<ul style="list-style-type: none">• Calculates item costs as true landed costs including freight charges, gas charges and more• Supports freight bill allocation• Current cost adjustments• Current retail Price and Promotions• Tracks sales by SKU, group, and suite, at the minor or major level	<ul style="list-style-type: none">• Control cost and provides visibility• Increase margins by tracking detailed cost components• Get tighter cost control with product and vendor level landed cost factors and allowances
Sales Management	<ul style="list-style-type: none">• Ensures sales transaction accuracy and data integrity• Monitors store/day audit status• Tracks all retail price variances• Manages and processes customer orders	<ul style="list-style-type: none">• Empower sales associates with the tools to upsell additional items and close the sale• Gain insights into sales across all levels of the organization• Manage exceptions such as low margin, off price, short deposit, delivery charge, or SPIFF exceptions
Custom Order	<ul style="list-style-type: none">• Sells custom order items with existing or newly-added options• Generates and processes purchase orders for custom order items• Receives and delivers custom order items	<ul style="list-style-type: none">• Manage sales and inventory for made-to-order furniture• Track custom order items throughout the system by a unique combination number assigned during entry of the item with its specific options
Inventory Management	<ul style="list-style-type: none">• Manages and analyzes inventory at all levels of the organization• Manages physical inventory counts and cycle counts	<ul style="list-style-type: none">• Achieve a single view of sales/inventory data• Conduct physical inventory concurrently with daily merchandising operations
Carpet Inventory	<ul style="list-style-type: none">• Allows for a precise match of carpet colors and shades by using dye lot numbers that are supplied by manufacturers.• Allows for setting carpet width to inches or centimeters.• Entering square feet in decimals provides accuracy.	<ul style="list-style-type: none">• Accurately track carpet through System ID numbers
Container Management	<ul style="list-style-type: none">• Tracks incoming merchandise from a vendors' shipping facility to the retailer's receiving dock• Manages transit days and/or costs for each waypoint along the route	<ul style="list-style-type: none">• Provide reliable customer delivery estimates.• Evaluate vendors' performances, manage trends, and subsequently improve forecast orders.
Data Browser	<ul style="list-style-type: none">• Allows users to query and display various information at the summary or detail level• Supports printing and exporting of data	<ul style="list-style-type: none">• Easily search and select data stored across different modules of the system
Financials	<ul style="list-style-type: none">• Integrates Accounts Receivable, Accounts Payable, and General Ledger (GL)• Allows for matching of purchase orders, receipts, and invoices• Manages 3rd-party financing payments	<ul style="list-style-type: none">• Ties merchandise hierarchy to the chart of accounts• Increase accounting efficiency with GL integration• Close the period in a timely manner
3rd Party Integration	<ul style="list-style-type: none">• Exposed web services provide the flexibility to integrate with other systems without custom interfaces	<ul style="list-style-type: none">• Ease of integration to 3rd party solutions.



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