

Sa Sa Cosmetic Co. Ltd 莎莎化粧品有限公司

The Beauty of a Digitised Supply Chain
數碼化供應鏈 傳承美麗



About the Company 公司簡介

Established in 1978, Sa Sa is a leading cosmetics retailing group in Asia. Listed on the Main Board of The Stock Exchange of Hong Kong Limited in 1997, its business covers Hong Kong and Macau SARs, Mainland China, Singapore, and Malaysia. Sa Sa positions itself as one-stop cosmetics specialty stores with a business focus on "Beauty". In line with the new retail era, Sa Sa is integrating its physical and e-commerce presence, striving to provide a refined and seamless O2O customer experience.

莎莎於1978年成立，為亞洲具領導地位的化粧品零售集團，並於1997年在香港聯合交易所有限公司主板上市，業務遍及香港及澳門特別行政區、中國內地、新加坡及馬來西亞。莎莎以「美」為業務重心，並以一站式化粧品專門店為定位。為配合新零售時代，莎莎正積極整合實體店及電子商貿業務，致力為顧客締造無縫的線上線下購物體驗。

Background 背景

Guided by its "Making Life Beautiful" vision, Sa Sa offers more than 700 international brands of skincare, fragrance, make-up, hair care and body care products, as well as health and beauty supplements in over 260 retail stores across Asia. Sa Sa's product development and Finance & Accounting teams are busy working with hundreds of suppliers every month.

Buyers and suppliers used to conduct procurement transactions in traditional ways, such as manual data entry into company-owned separate systems, and information exchange via phone, fax or email. Once the orders were fulfilled, the Finance & Accounting team needed to process stacks of physical invoices for accuracy verification.

Sa Sa realised that revamp of the standard procedure was necessary because maintaining purchase orders (PO) and invoices were rather costly, inefficient and time-consuming. Furthermore, storage and delivery of these documents with no damage or loss through the whole procure-to-pay process were error-prone.

莎莎一直以「締造美麗人生」為願景，在亞洲區設有逾260間零售店，銷售逾700個國際品牌，包括護膚品、香水、化粧品、護髮及身體護理產品，以及美容營養食品等。鑑於銷售品牌眾多，莎莎的產品發展與財務及會計部，每月必須應付數以百計的供應商，非常繁忙。

莎莎過往採用傳統方式處理供應商的採購訂單，例如人手輸入資料至企業內部獨立系統，並透過電話、傳真或電郵方式與供應商交換資訊。完成訂單後，財務及會計部更需要處理大量實體單據，以確保資料準確。

有見及此，莎莎意識到修改標準程序的需要，主要是人手處理採購訂單及單據是成本高、效率低和耗費時間的方法。此外，從採購至付款的過程中涉及多個工序，包括儲存及運送單據文件，損毀或遺失亦在所難免。

"To streamline our supply chain, we are addressing the importance of enhancing efficiency and interactive communication with our business partners. We expect a long-term solution that enables us to achieve better performance through sustainable strategic business model with ezTRADE platform. I expect Sa Sa and our business partners will all enjoy cost reductions as well as improved operating efficiency.

「為簡化供應鏈流程，我們積極與各業務夥伴提升效率並加強互動溝通。我們期望『通商易』作為長遠解決方案，將配合我們可持續發展的策略性業務模式，有助莎莎達致更佳表現。我預期莎莎和我們的業務夥伴均可進一步節省成本和提升營運效益。」



Dr Guy Look,
Chief Financial Officer and
Executive Director
首席財務總監及執行董事 陸楷博士

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 (GLN)
- EANCOM
- 通商易



Solutions

Sa Sa decided to adopt ezTRADE to advance its procurement and invoicing system in mid-2018. The ezTRADE platform has enabled Sa Sa and its suppliers to automate a number of key supply chain functions: the generation of electronic and machine-readable purchase orders, transmission of PO via internet, integration of PO into suppliers' backend system, issuance of invoices by suppliers and processing of supplier's invoices.

With this platform, Sa Sa has eliminated numerous potential human errors via ezTRADE and has substantially saved labour and time in handling hardcopies. Moreover, the data delivered in a standard format to all suppliers has improved the accuracy and efficiency of data exchange.

Rolling out in phases, Sa Sa rallied with several suppliers in phase I implementation, providing them an experience to the ezTRADE platform and enhancing efficiency as a result. More suppliers will be involved in the phase II roadmap. All the participating suppliers will account for more than 100,000 pieces of invoice in a year, boosting operational efficiency in a big way.

Benefits

As the top 8 out of 12 Sa Sa suppliers are ezTRADE platform users, the onboarding plan has been smoothened and accelerated. Other immediate and obvious benefits are as follows:

1. Improve data accuracy (both purchase order and invoice)
2. Enhance efficiency for invoice validation
3. Minimise argument with suppliers because all records of purchase order and invoice are traceable
4. Shorten turnaround and response time, potentially lengthen supplier's delivery lead-time and optimise Sa Sa just-in-time inventory
5. Expedite invoice settlement process

解決方案

莎莎於2018年中採用了「通商易」(ezTRADE)，優化其採購及訂單系統。「通商易」平台讓莎莎及其供應商能夠自動處理供應鏈上各項主要程序：建立電子及電腦可讀的訂單、透過互聯網傳送訂單、訂單被自動送到供應商的後端系統、供應商發出付款通知單及處理供應商的發票。

「通商易」平台有助莎莎消除多項潛在的人為錯誤，以及節省處理實體文件所需的大量人手和時間。此外，所有數據均以標準模式傳輸予各供應商，有效改善數據互換的準確度及效率。

上述方案以分階段形式進行，莎莎於首階段聯同部份供應商採用「通商易」平台，讓他們體驗「通商易」並提升效率。莎莎於第二階段將涵蓋更多供應商。參與的供應商每年均處理逾100,000份單據，而採用「通商易」有效提升營運效率。

效益

在莎莎的12個供應商中，首8個均採用了「通商易」平台，使推行過程更快更順利，同時帶來以下顯著的效果：

1. 提升採購訂單及付款通知的數據準確性
2. 提高核對付款通知單的效率
3. 由於所有採購訂單和付款通知單均可追溯，避免與供應商爭拗
4. 縮短與供應商的往來和回應時間，讓供應商有充裕時間交貨，同時完善莎莎的庫存管理
5. 加快付款處理過程