# ADVENSYS CASE STUDY: F and J Arpino Ltd

**F & J ARPINO LTD.**

*F and J Arpino is a wholesaler of Toiletries, Fancy Goods and non-perishable foods. Located in Tottenham, the business operates from a 70,000 square foot warehouse. Whilst it is a traditional trade Cash & Carry business, over fifty percent of turnover is export business with some going into Europe and the majority to Asia and Africa.*

*"Our business is not like the typical Cash & Carry with which most people will be familiar,"* says **Aamer Johar**, who is an owner director of the business. *"Yes we get some people who come for a couple of trolleys worth, but lots of our customers buy containers-worth of products. Often our invoices run into many pages, some customers can spend two or three days having containers filled so there is a lot of work in progress on trolleys within our warehouse."*

The Arpino business depends upon a dedicated team of checkout operators who must process customers efficiently and present their invoice ready for payment at the central cash office.

*"If a customer comes to us with, say twenty trolleys, we can process the same customer on more than one till at the same time,"* adds **Kamran Khawaja** . *"This is a big time saver for him, and it helps us reduce clutter in the warehouse."*



## Packs and Singles

The products sold range from small items measuring a few centimetres to large cartons. The ability to deal in both packs and singles is vital.

*"Many of our local customers will return week after week, and they sometimes bring back items for refund. As we deal with such a wide variety of customers from many different cultures, and where English may not be the first language, they might not have their invoice for proof of purchase. The system lets us check that we sold the item to them originally (albeit as a carton, whereas they are returning just one item). This is very important."*

Arpino operate a damages room system to process returned items and can use this to return goods to a supplier, write-off the goods, or return them to good stock as appropriate.

Also vital to the operation is the ability to operate an efficient cash office.  Whether a customer is paying-off one or a number of invoices at once, or making a deposit, the cash office must operate efficiently.
**Hiralal Ira** is the company accountant: *"There is a lot going on here.  Besides making payments, we process expenses for local suppliers and have to handle shipper collections and export certificates from the cash office.  Our operation has to be efficient, due to the large volumes we deal with."*

## Buying and Negotiating

*"The fact that the Advensys system works through a browser has proven very useful,"* says **Brijesh Patel**, who is a buyer at F and J Arpino.  *"For example, I can have a representative sat in front of me and I can see exactly what we have bought from his company over whatever time frame I choose.  If we buy, say, several hundred items from him, on a single browser page I can have details of the lot, so that each item appears just once, regardless of how many times we have bought it!  When I ask the price of an item today, I can instantly see how many times we have bought it already, on what dates and how much we paid.  With a further click I can see if we also bought it anywhere else and how much we paid there.*
*I can search by words in the description, by code, by price and so on,"* adds Brijesh.  *"If you didn't use a browser page you'd be forever scrolling up and down a list of records, trying to find what you are looking for!"*

## Hand Held Computers

It is important to note that no data is stored in the scanner.  It is all held on the server.  When a trolley has been filled, the hand-held is used to print a trolley note on one of the laser printers attached to the system.  The trolley can then be parked ready for conclusion of the order.

*"This saves us having to drag all these goods up to the tills for scanning,"* adds Kamran.  *"We bring the order back onto the main till at the end for completion and to print the invoice."*



Like many other businesses F and J Arpino has used barcode scanners for many years.  However, it also utilises Symbol Hand-held computers to scan items into an order wirelessly.

*"The customer order is initiated on a PC screen, and then delegated from there to the wireless, hand-held computer,"* says Kamran. *"Staff can go round the warehouse adding new items to the order, and place the items on the trolley."*

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Advensys would like to thank F and J Arpino Ltd for their kind permission to reproduce this case study.