



Eastop ERP System – Industry Introduction

Industry: Jewelry & Gold Retail

Background: Local jewelry and gold retailers with years of experience in gold and jewelry retail, operating multiple branches in Hong Kong.

Benefits after Implementation:

- Systematically monitor inventory, outsourced processing, procurement, and record price fluctuations based on gold prices for cost tracking.
- A comprehensive and flexible system to support daily operations, including retail systems and membership management.

1. Jewelry & Gold Retail Industry Requirements

Products Characteristics

- **Diverse Product Attributes:** Gemstones and platinum products have unique attributes (e.g., main stone details, side stone details, weight, size) that must be clearly recorded in product data.
- **Gold Products:** Require tracking of both piece count and gold weight.
- **Gold Price Fluctuations:** Product prices vary with gold prices, categorized into different tiers (e.g., jewelry gold, platinum). Prices need to be updated multiple times daily, with historical price tracking.
- **Price Tiers:** 1. Purchase Price; 2. Exchange Price; 3. Selling Price.



Jewelry & Gold Business Operations

a. Retail

- **Multiple Business Models:** Custom orders, gold collection, gemstone collection, etc., requiring handling of diverse order types.
- **Gold Savings Plans:** Traditional gold retailers offer installment plans for customers to accumulate deposits for future purchases.
- **Commission Calculation:** Different commission rates for sales staff based on product categories.
- **Price Negotiation:** Customers often negotiate prices, requiring multi-tier pricing (e.g., listed price, approved price, base price).

b. Procurement & Inventory

- Purchase finished products or raw materials for in-house production/outsourced processing.
- Costs may include labor fees for setting gemstones.
- Real-time inventory queries (piece count and gold weight).

c. Membership Management

- Tiered membership and point systems.
- Instant access to member details and related orders.

2. Industry Challenges/ Difficulties

- **Frequent Gold Price Changes:** Daily fluctuations in platinum and gold prices complicate cost, selling price, and inventory valuation management.
- **Complex Inventory Units:** Need to track both piece count and gold weight simultaneously.
- **Production/Processing Cost Calculations:** Challenges in accurately calculating costs during manufacturing or outsourced processing.
- **Rapid Style Changes:** High variety and fast turnover of designs, with limited stock for certain styles, leading to potential query/update errors.

3. Eastop's Solutions

Additional Product Characteristics

- **Multiple Product Attributes:** Eastop ERP provides customizable fields to record details, filter products by attributes, and generate tailored reports.
- **Gold Weight & Piece Tracking:** Use one product code per gold item, with inventory units in weight (tael). Reports display total pieces and weight by category.
- **Gold Price Updates:** Batch price update functionality allows retailers to set and apply new prices, automatically updating retail prices and inventory costs.

Addressing Jewelry & Gold Business Operations

a. Retail

- **POS System:** Supports diverse business models (deposit slips, gold collection slips) and integrates with membership point systems.
- **Gold Savings Plans:** Tracks installment contracts and receivable accounts. POS can deduct deposits
- **Commission Automation:** Calculates commissions based on product-specific rates during invoice generation.
- **Multi-tier Pricing:** Custom fields for different price levels (base price, suggested retail price). Batch price update modules for efficiency.

a. Procurement & Inventory

- **Procurement Module:** Manages purchases, outsourced processing, and production. Records costs during finished goods received.
- **Real-time Inventory:** Updates stock levels instantly and generates custom reports showing piece count and weight.

b. Membership Management

- **Points System:** Integrates with POS; members can redeem points as cash.
- Product-based points allocation
- **Instant Queries:** Access member profiles, POS orders, and real-time inventory.