8. Building Identity for a New Division

What is ECD
Getting Acquainted with Headquarter Personnel

Comments: (possibilities, limitations, etc.)

9. Faster Checkout Service

New Concept
Itemized Receipt

Comments: (possibilities, limitations, etc.)

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MANAGING YOUR DATA PROCESSING SYSTEM

by

Les Jenkins
Associated Grocers, Inc.

Thank you Lew.

History:

Responsibility given to me in October, 1971.

Study all existing systems.

Stay abreast of new announcements.

Give guidance to our retail members in the evaluation, selection, installation, and maintenance of these new systems.

Went before the Board of Directors in July, 1972, with a recommendation that Associated Growers support only three major vendors of electronic front-end equipment.

Each of these vendors must support bi-directional communications--provide good maintenance service with a response time of two hours or less--also provide adequate technical support.

Initially IBM and NCR were selected and the third position was left open.

We are currently or will very shortly be supporting four vendors. They are IBM, NCR, Sweda, and DTS.

Both Sweda and DTS were added because members went out on their own and purchased these systems. I now have a promise from Bert Hambleton that no more will be added.

Gathering data began in the fall of 1974. Used what information we could get from our suppliers and from SAMI out of Chicago.

We found both of these methods very error prone. We, therefore, started a project to get the UPC and other pertinent data off the actual product.

Our computer systems design effort also began in the fall of 1974, with a program completion date of June 1, 1975.

Some of the original system design criteria was:

1. Must interface with existing pricing data and A.G. master files.
2. Must use video units to update all P.O.S. files.
3. Provide for multiple UPC's.
4. Provide for ad activity.
5. Provide for store overrides.
6. Must support direct delivered items.
7. Re-build capabilities.

On June 15, 1975, we installed a pilot test scanning system at our warehouse facility. And immediately began to test all our new systems and programs.

Our first store went live August 5, 1975.

We currently have 17 scanning installations with seven planned by the end of January, 1980.

I feel it is very critical that the warehouse provide adequate leadership in scanning.

It is difficult enough to support scanning in a communications environment. It is much more difficult to bring a store on board after he has already been free standing.

Price discrepancies.
Ad prices.
In-store specials.
Use of velocity codes for produce, beer beverages, wine, and heavy items.

Reporting in support of scanning.

Checker productivity--used in labor scheduling.
Override exception reports.
Ad loss.
Sale of movement data to NABSCAN and Nielsen.
Financial reports--justify state sales tax.
Movement reports--House & D.D.'s.

Discuss pricing.

When prices are changed at A.G., we create new shelf tags. Also generate messages at store level indicating the type of change.
Maintenance of files at A.G.

Future applications.

Direct feed of data to labor control system.
Direct feed of data to retail flow.
Marketing research applications.
Selected movement reports.
Store comparisons.
Automatic re-ordering.

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