

RARE FOODS

AUSTRALIA



Software Implemented



MYOB Advanced



Business Challenges

- Complex Payroll Processing
- Inefficient Staff Management
- Scheduling and Leave Management
- Powering the Ocean pantry retail store with point of sale
- As an ASX listed entity, RFA needed a robust accounting package that included management reporting and audit trail capabilities
- Requirement of Complex system to handle their inventory management

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Introduction

Rare Foods, a company known for its dedication to unique culinary experiences, faced significant challenges in managing inventory, payroll and employee schedules across its diverse operations. With multiple functions, including diving, office staff, and processing teams, the complexity of handling payroll, allowances, scheduling, and compliance with employment awards necessitated a robust solution. MYOB Advanced, Wageloch, and 1Retail were introduced to help streamline business processes.

Business Challenges

- **Complex Payroll Processing:** Handling the unique rules for each employment award manually in MYOB was time-consuming, taking approximately 2 hours per payroll cycle.
- **Inefficient Staff Management:** Managing staff across multiple pay groups with individual pay rules and departments was cumbersome and lacked real-time insights into overtime and leave balances.
- **Manual Allowance Application:** Assigning allowances to shifts required manual adjustments in Excel, a process prone to errors and inefficiency.
- **Departmental Timekeeping:** The responsibility of finalising timesheets lies with the accounts officer, leading to centralised bottlenecks and less accountability among department managers.
- **Scheduling and Leave Management:** Without an effective system, managing employee schedules and leave requests was challenging, especially in a retail setting where advance planning is crucial.

Secondly, instrumental to Rare food's growth strategy for FY25 is establishing tailored point of sale experiences for retail customers:

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- **Powering the Ocean pantry retail store with point of sale:**

Without an effective POS solution, scaling the new retail store would have been impossible.

Thirdly, Rare Foods required a single integrated ERP system, As an ASX listed entity, RFA needed a robust accounting package that included management reporting and audit trail capabilities. Earlier, they used MYOB AccountRight to manage their business.

Lastly, Rare Foods Australia required a complex system to handle their inventory management, the production of finished goods and current stock on hand. The system needed to be adaptable and could handle all the different requirements to satisfy their Approved Arrangement requirements.

The MYOB Advanced Kitting feature enabled Rare Foods to create "kits" for different stages of their operation.

As the abalone matured and was harvested, MYOB's ERP features helped Rare Foods grade each abalone accordingly, ensuring that they could maximise the value of each harvest. The detailed breakdown of the abalone into components—XXkg of abalone, shell component, meat, gut, and waste—could be meticulously recorded and tracked. This would enable Rare Foods to ensure that every part of the abalone, whether for culinary use or otherwise, was accounted for, thus supporting their zero waste objectives.

The ERP system, including kitting features and streamlined disassembly. Customisable kits optimised each step, aiding the efficient breakdown of abalone. Real-time inventory updates tracked stock levels and future material needs.

MYOB Advanced's enhanced traceability ensured compliance and improved sustainability reporting for Rare Foods. Transparency and control are vital for sustainable food companies.

Stratus customised MYOB Advanced for Rare Foods' unique operations, trained staff, and ensured scalability. The ERP solution boosted operational efficiency, minimised waste, and upheld premium quality standards.

MYOB Advanced

Working with our Integration Partner Wageloch, we have been able to deliver a solution that includes;

Our Solution

- **Award Interpretation:** The system allowed for the setting up of unique rules for each award, with direct application of specific pay items, saving approximately 2 hours per payroll cycle.
- **Employee Group Management:** Tracking employees by site enabled department managers to efficiently manage hours, allowances, leave balances, and avoid overtime and negative leave balances.
- **Automated Allowances:** Managers could now assign allowances directly to shifts, streamlining the process and eliminating manual errors.
- **Decentralised Timekeeping:** The responsibility of timesheet finalization was shifted back to department managers, promoting accountability and efficiency.
- **Advanced Scheduling:** The leave and availability features facilitated fortnight-ahead roster planning, allowing employees to communicate their availability efficiently.
- **Department and Role Management:** Allocating salaries and expenses to specific departments enhanced the visibility of labor expenses and allowed for more accurate financial management.
- **Future Qualification Tracking:** While not yet utilised, Wageloch's qualifications feature was recognised as a potential tool for managing license and qualification renewals, ensuring employees are properly qualified for their roles.



Our solution, 1Retail, has been able to deliver the following efficiencies.

Our Solution

- Customised POS Experiences:** Rare Food aims to establish tailored POS experiences aligned with 1Retail's capabilities. 1Retail offers a customisable interface and features that cater specifically to Ocean Pantry's unique aspects, such as its focus on abalone and ocean cellaring innovations.
- Data Analytics and Customer Insights:** 1Retail has helped Rare Foods in collecting customer data to enhance experiences and develop products. 1Retail's advanced data analytics provides deeper insights into customer behaviours, preferences, and purchasing patterns, enabling Rare Foods to refine its product offerings and customer engagement strategies further.
- Liquor License Utilisation:** Given the recent acquisition of a liquor license, Rare Foods plans to ramp up e-commerce sales of ambient products. 1Retail's POS system can support this by handling age verification processes, tracking liquor sales separately, and ensuring compliance with relevant regulations.
- Product Promotion Alignment:** As Rare Foods intends to align product promotion across its platforms, 1Retail's POS system can support consistent messaging, pricing, and marketing strategies across the physical store and the e-commerce platform, ensuring a unified brand experience.
- Customer Experience Enhancement:** Rare Foods aims to redesign its licensed café service and enhance customer experiences. 1Retail will contribute by providing tools for customer feedback, loyalty programs, and personalized marketing, which can help in tailoring the café experience to customer preferences.



- **Time Savings:** The automation and streamlining of payroll and scheduling processes saved considerable time, allowing staff to focus on core operational tasks.

Results

- **Enhanced Efficiency:** The ability to manage staff across multiple sites and departments with ease and accuracy improved overall operational efficiency.
- **Increased Accountability:** Decentralising timekeeping responsibilities encouraged a greater sense of accountability among department managers.
- **Improved Financial Oversight:** Direct allocation of salaries and expenses to departments provided clear insights into labor costs, facilitating better financial management.
- **Accounting Timesavings:** Accounting for the harvest previously took 1 day, now takes 30 minutes.
- **Reduced Time for Data Entry:** Due to streamlining the data systemisation Rare Foods Australia has reduced the amount of time required for data entry, allowing for more time to analyse and digest the data from MYOB Advanced Generic Inquiries
- **Reporting:** Improved real-time reporting for stock and harvesting data.