

CASE STUDY

CLIENT

Cereal & Confectionery Producer

Industry: Supply Chain – Delivery Checks and Reverse Logistics.

Service: Seasonal Returns Verification.

The cereal and confectionery producer needed a neutral, trusted third party to guarantee accuracy and reduce disputes in this sensitive stage of the supply chain.

CONCLUSION

This initiative was not a one-off project but a structural solution to a recurring challenge for seasonal manufacturers. By embedding RGIS into their reverse logistics process, the cereal and confectionery producer not only minimised risk and cost but also improved inventory clarity and internal efficiency.

RGIS continues to support the customer annually with this bespoke seasonal service, reinforcing its reputation as a trusted supply chain partner.

CONTACT RGIS TODAY TO SEE HOW WE CAN HELP YOU



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CHALLENGE

A major producer of cereal and confectionery goods required a strategic solution to manage the high-volume, seasonal returns of unsold products such as Easter eggs and panettone. The need stemmed from the risk of financial loss due to disputes, inaccuracies, and unsellable goods being returned from retailers after peak periods (Christmas, Epiphany, Easter).

Their challenge was intensified by the decentralised nature of the process — returns were managed at retail loading docks, away from the customer's direct oversight. The customer needed a neutral, trusted third party to guarantee accuracy and reduce disputes in this sensitive stage of the supply chain.

WHY RGIS?

The cereal and confectionery producer selected RGIS due to the existing partnership on production and warehouse audits. They recognised the added value of having a reliable, impartial verifier for decentralised seasonal returns — a role that internal teams could not fulfil with the same neutrality or consistency.

OUR SOLUTION

RGIS provided an end-to-end seasonal returns audit service directly at retailer loading docks:

- Physical inspection, counting, and qualitative verification of returned seasonal stock.
- Audits were conducted on-site at the customer's loading bays, before goods were shipped back.
- The project was delivered by 379 trained RGIS auditors equipped with tablets and scanners, wearing full safety equipment.
- Quantitative reports, qualitative assessments, photographic documentation, and "Checked by RGIS" certification was applied to verified goods.

This approach enabled immediate visibility of return volumes and stock condition before reaching the customer's warehouse, ensuring faster and more accurate downstream processes.

RESULTS

- **15% reduction in financial losses** from inaccurate returns and refund claims.
- **99.9% count accuracy**, validating RGIS as a trusted verification partner.
- **15.6% fewer items returned** than initially declared by retailers — significant savings for the customer.
- **Strategic shift:** Transformed an unpredictable return cost into a controlled, measurable process.
- Optimised reverse logistics, enabling proactive stock handling and reduced warehouse congestion.