



IBM Cognos Forum

Ignite knowledge, ideas, connections

Financial Management in the Retail Industry- Empowering Finance with TM1

Karin Hattingh - Gloria Jeans Coffees

Information Management

Cognos.
software

Agenda

- > Introduction - Gavin Skews from Cubewise

- > How I empowered Finance with IBM CognosTM1 – Karin Hattingh from Gloria Jeans Coffees
 - About Gloria Jeans Coffees
 - Our Project Objectives
 - Our Solution (Demonstration)
 - Our Key Learnings

- > Questions and Close

Cubewise Retail Customers



Cubewise Retail Solution

ERP **POS** **GL** **Payroll** **Spreadsheets**

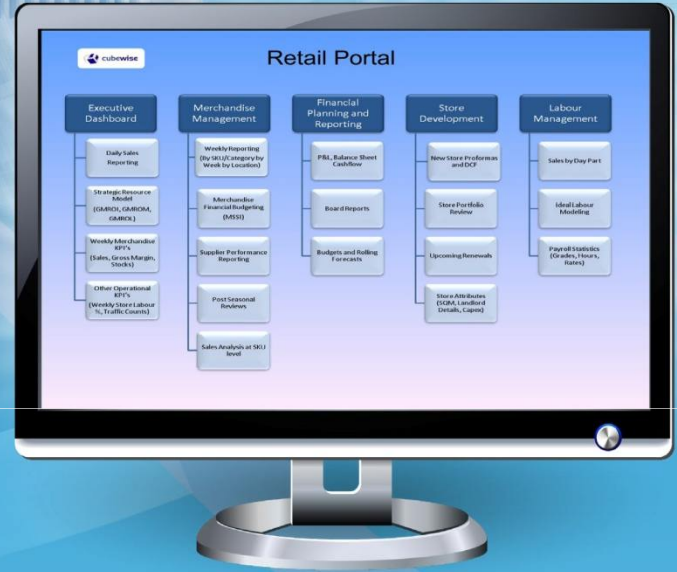
SRM **Merchandise** **General Ledger** **Labour** **Store Attributes**

Executive Dashboard **Merchandise Management** **Financial Management** **Labour Management** **Store Development**

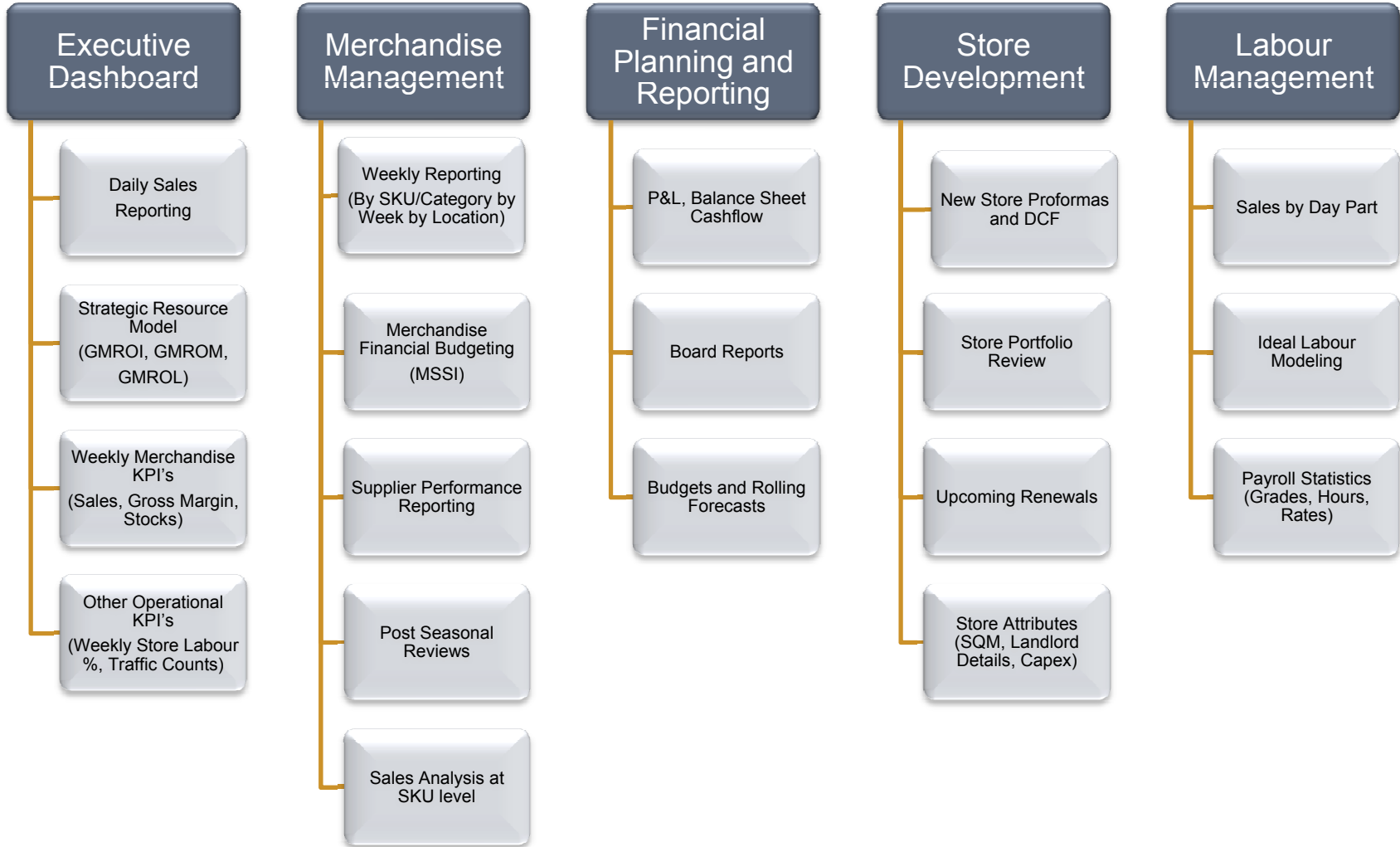
Reports viewable in:

- Excel
- Web
- EV

EXCB1 M&P EA



Cubewise Retail Blueprint



Our Vision

“To be the most loved and respected coffee company in the world”



Our Journey...

- 1995 - Gloria Jeans brand brought from US to Australia*
- 1996 - First store at Miranda*
- 1997 - Franchise system born*
- 2003 - In every state and territory*
- 2004 - GJ's brand becomes Australian owned*
- 2008 - 900+ stores in 36 countries serving 7 mil coffees to guests in Australia per month*
- 2009 - Buy back of USA brand rights*



My Journey...

- *Chartered Accountant*
- *Retail*
- *CMLG*
- *Big W*
- *BBQ Galore*
- *Gloria Jeans Coffees*



Our 'Strategic Pillars'

- *Innovation*
- *Presentation*
- *Profitability*
- *Culture*



Our Project Objectives

<i>“Pillar”</i>	<i>From This</i>	<i>To This</i>
<i>Innovation</i>	<i>Monthly reporting in calendar months</i>	<i>Flexible tailored weekly views rolled up in retail calendar</i>
<i>Profitability</i>	<i>“Helicopter view”</i>	<i>Drill down capability</i>
<i>Presentation</i>	<i>Hard copy single dimension reports</i>	<i>Web based multi dimensional</i>
<i>Culture</i>	<i>Comparison to LY Variance at high level</i>	<i>Budgets to lowest level Accountability and benchmarking</i>



Cost Centre reports Before

120 - Legal Australia

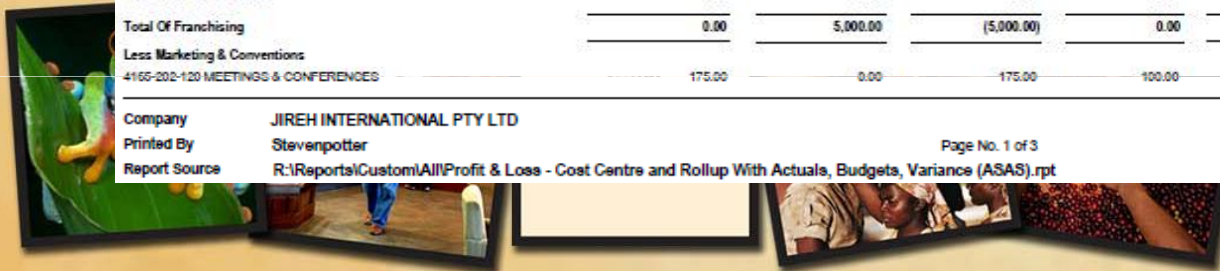
Profit & Loss Statement For the Year to Date ended 30 June 2009

Account	This Month				This Year			
	Actual	Budget	Var \$	Var %	Actual	Budget	Var \$	Var %
Less Department Expenses								
2230-202-120 NON RECOVERABLES - LEGAL COSTS	0.00	0.00	0.00	0.00	23,823.91	0.00	23,823.91	100.00
Total Of Department Expenses	0.00	0.00	0.00	0.00	23,823.91	0.00	23,823.91	100.00
Less Salaries & Wages								
4010-202-120 SALARIES & WAGES	19,054.89	31,326.67	(12,271.78)	(64.40)	236,361.36	375,920.00	(139,558.64)	(59.04)
4015-202-120 ANNUAL LEAVE & LOADING	(549.82)	421.71	(971.53)	176.70	14,798.90	5,060.46	9,738.44	65.61
4016-202-120 LONG SERVICE LEAVE	0.00	0.00	0.00	0.00	(1,604.00)	0.00	(1,604.00)	100.00
4020-202-120 SUPERANNUATION	1,768.93	2,819.40	(1,050.47)	(59.38)	22,925.70	33,832.80	(10,907.10)	(47.58)
4025-202-120 PAYROLL TAX	1,291.74	2,287.09	(995.35)	(77.06)	16,996.31	27,445.13	(10,488.82)	(61.86)
4030-202-120 WORKERS COMPENSATION	452.06	809.17	(357.11)	(79.00)	5,995.93	9,710.00	(3,714.07)	(61.94)
4035-202-120 CASUAL LABOUR	0.00	0.00	0.00	0.00	8,517.20	0.00	8,517.20	100.00
4040-202-120 MVEHICLE ALLOWANCE	0.00	1,040.00	(1,040.00)	0.00	0.00	12,480.00	(12,480.00)	0.00
4066-202-120 INCENTIVES PROGRAM	3,721.67	3,721.67	0.00	0.00	44,660.04	44,660.00	0.04	0.00
Total Of Salaries & Wages	25,739.47	42,425.70	(16,686.23)	(64.83)	348,611.44	509,108.39	(160,496.95)	(46.04)
Less Staff Related								
4105-202-120 ENTERTAINMENT - NON FBT	22.73	200.00	(177.27)	(779.89)	22.73	2,400.00	(2,377.27)	(10,458.73)
4110-202-120 ENTERTAINMENT FBT	22.73	0.00	22.73	100.00	63.14	0.00	63.14	100.00
4114-202-120 FRINGE BENEFITS TAX	1,111.92	380.00	731.92	65.82	2,389.94	4,560.00	(2,170.06)	(90.80)
4235-202-120 STAFF TRAINING	0.00	0.00	0.00	0.00	1,266.00	0.00	1,266.00	100.00
4240-202-120 STAFF RECRUITMENT	0.00	0.00	0.00	0.00	0.00	45,000.00	(45,000.00)	0.00
Total Of Staff Related	1,157.38	580.00	577.38	49.89	3,741.81	51,960.00	(48,218.19)	(1,288.63)
Less Franchising								
4292-202-120 LEASING COSTS - North	0.00	2,500.00	(2,500.00)	0.00	49,282.57	30,000.00	19,282.57	39.13
4293-202-120 LEASING COSTS - Central	0.00	0.00	0.00	0.00	40,956.97	0.00	40,956.97	100.00
4294-202-120 LEASING COSTS - South	0.00	2,500.00	(2,500.00)	0.00	44,383.69	30,000.00	14,383.69	32.41
4300-202-120 UNIFORMS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Of Franchising	0.00	5,000.00	(5,000.00)	0.00	134,623.23	60,000.00	74,623.23	55.43
Less Marketing & Conventions								
4165-202-120 MEETINGS & CONFERENCES	175.00	0.00	175.00	100.00	879.50	0.00	879.50	100.00

Company JIREH INTERNATIONAL PTY LTD
 Printed By Stevenpottier
 Report Source R:\Reports\Custom\All\Profit & Loss - Cost Centre and Rollup With Actuals, Budgets, Variance (ASAS).rpt

Page No. 1 of 3

Computer Date 8/07/2009
 Application Date 8/07/2009



Cost Centre reports in EV



Views Save View Connection Print Undo Redo Calculator Sort Select Table Pie Dimensions Options

FF - Missing Sales 2* Cost Centre JIWD 1* Cost Centre JIREH 2*

Month: Jul Cost Centre: 120 - Legal Australia Company: 202

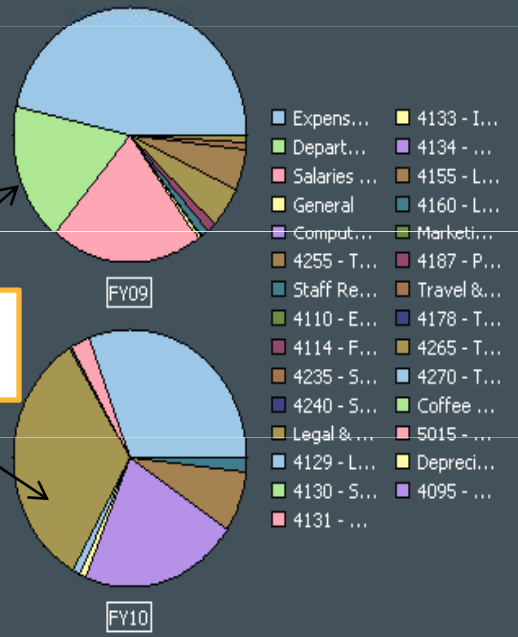
	Budget V1	Actual	Act vs. Last Year		Actual vs B...
	FY10	FY09	FY10	FY09	FY10
Expenses for Cost Centres	90,983.08	60,994.43	88,395.08	-377.85%	44.92%
Department Expenses		22,922.00		-100.00%	-100.00%
Salaries & General	50,203.08	27,871.11	-7,369.52	-35.88%	-126.44%
Computer & Communications	860.00	609.02	298.29	-389.33%	-51.02%
Staff Related	400.00	96.19	100.00	-198.14%	3.97%
4255 - TELEPHONE - Mobiles	400.00	96.18	100.00	-198.14%	3.97%
Legal & Licensing	500.00	1,557.05		-79.99%	-100.00%
4110 - ENTERTAINMENT FBT		22.05		-92.18%	-1
4114 - FRINGE BENEFITS TAX	300.00	1,535.00		355.49%	-1
FF TRAINING	200.00			-100.00%	-100.00%
RECRUITMENT				-100.00%	-100.00%
Legal & Licensing	37,770.00	6,812.16	95,274.68	-109.11%	1,298.60%
4129 - LEASE FEES			3,463.00	-100.00%	-100.00%
4130 - STAMP DUTY	2,100.00			-100.00%	-100.00%
4131 - REGISTRATION COSTS			92.00	-100.00%	-100.00%
4133 - INTELLECTUAL PROPERTY			2,210.80	-100.00%	-100.00%
4134 - DISPUTES	25,000.00		62,939.88	-100.00%	-100.00%
4155 - LEGAL EXPENSES					

Selections

Detail of Expenses

Drill through

Compare LY to CY



Script JIREH Transactions Columns... Copy

vDate	Amount	Debit...	Ref	Remark	UserName	Source	SetNo	Description
14/7/2009	195.00	0.00	mediation	WEIMED - Wein Me...	michelles	Creditor Sourced Pu...	00086867	Creditor Sourced Pu...
14/7/2009	8,154.55	0.00	215313	COLGRE - Coleman...	michelles	Creditor Sourced Pu...	00086867	Creditor Sourced Pu...
14/7/2009	23,693.80	0.00	215172	COLGRE - Coleman...	michelles	Creditor Sourced Pu...	00086871	Creditor Sourced Pu...

Account Jireh : 4134 - DISPUTES Version : Actual Year : FY10

Sales reporting before

Gloria Jean's COFFEES

GJC Franchise Stores Weekly Comp Report

Period - To Date: 21 Jun 2009

Select a Week Ending Date: 21/6/2009

Format: Show Comps as % difference Show Comp Values

Display: All Market Region Store Type Concept Location Ownership Ops Manager Each Store

Total for all Stores.

No. Sales/Stores	Sales LY Week	Sales Week	Comp Week	Comp Trans Week	Average Check Week	LY Average Check Week	Comp Month	Comp Trans Month	Calendar YTD Sales	Comp Calendar YTD Sales	Financial YTD Sales	Comp Financial YTD Sales
462/467	\$5,218,426	\$5,648,889	2.90%	0.42%	\$5.90	\$5.77	5.36%	0.43%	\$136,967,311	5.61%	\$280,268,544	6.02%

Number of Active Stores for this period:467.
Number of Sales Records found:462.

Done Internet 100%



Sales Reporting in EV



Week : Jul Weekday : WTD Sunday Store Type : Total Store Types Manager : Total Managers
 Location Type : Total Location Types Concept Type : Total Concept Types Sales Measures : Revenue

Jul rolled up as 5 weeks

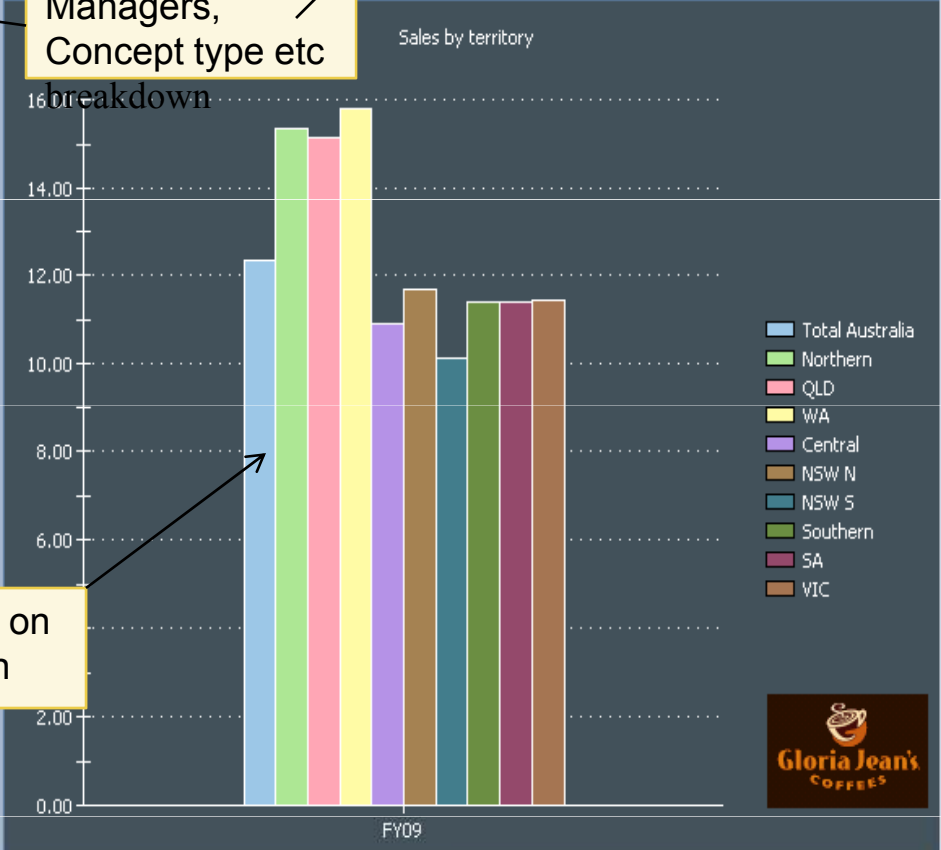
	Actual				Act vs. Last...
	FY09c	FY09c%	FY08	FY09	FY09
Total Australia	26,155,422.60	5.00%	25,103,807.77	28,197,636.10	12.32%
Northern	8,017,481.52	8.06%	7,419,298.15	8,556,638.69	15.33%
QLD	5,945,435.32	9.12%	5,448,688.75	6,274,672.26	15.14%
WA	2,072,046.20	5.15%	1,970,609.40	2,201,966.43	15.60%
Central	11,945,495.03	4.14%	11,945,495.03	11,945,495.03	0.88%
NSW N	5,872,330.19	4.46%	5,872,330.19	5,872,330.19	6.69%
NSW S	6,073,164.84	3.83%	6,073,164.84	6,073,164.84	1.11%
Southern	6,192,446.05	2.85%	6,192,446.05	6,192,446.05	1.40%
SA	930,138.96	6.22%	930,138.96	930,138.96	1.38%
VIC	5,262,307.09	2.28%	5,198,423.76	5,791,498.89	11.41%

Comparable sales rates vs LY Total Growth

Managers, Concept type etc breakdown

Drill down to stores from Area's

Total Growth on LY by Region



Missing Sales before

Select a Month Starting Date:

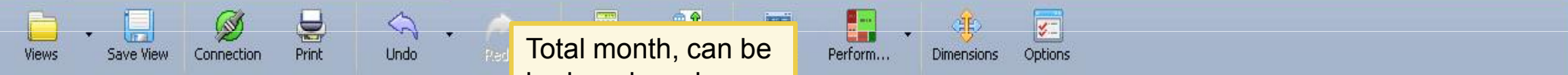
Store Missing Daily Sales Figures for Jul-2008.

StoreCase	Account No	Alt Account No	Name	Store No	Start Date	End Date	Days In Month	Days Expected	Days Reported
Normal	HALGO-BRAND-079	GJC-VIC-Wheelers Hill-Brandon Park Shopping Centre	HALGON INVESTMENTS PTY LTD	079	29/07/2002	31/12/2099	31	31	27
Normal	LORDI-RHODE-232	GJC-NSW-Rhodes-Shop 51, Rhodes Waterside S.C.	LORDIE PTY LTD	232	31/10/2006	31/12/2099	31	31	24
Normal	EPICA-BBCHE-365	GJC-QLD-Borders-Chermside Westfield	EPIC ARCH PTY LTD	365	9/11/2006	31/12/2099	31	31	24
Normal	PAULA-DFSGA-101	GJC-NSW-Sydney-DFS Galleria 155 George	PAULANN PTY LTD	101	21/02/2007	31/12/2099	31	31	24
Normal	ROGON-PADST-371	GJC-NSW-Padstow- Shop 61A, Padstow Ave	ROGONE PTY LTD	371	16/12/2006	31/12/2099	31	31	27
Normal	KVPPL-BERWI-457	GJC-VIC-Berwick-67-69 High St	KVP PTY LTD	457	31/03/2008	31/12/2099	31	31	24
Normal	KAPIL-WKIOS-014	GJC-NSW-Warringah Kiosk-Warringah Mall S.C	KAPIL PTY LTD	014	21/12/2007	31/12/2099	31	31	17
Normal	JIMEL-MORAN-461	GJC-VIC-Morang-Kiosk13 - Westfield Plenty Valley	JIMELLA HOLDINGS	461	22/05/2008	31/12/2099	31	31	20
Normal	PAULA-BONDW-332	GJC-NSW-Bondi Junction Westfield, Shop 5040	PAULANN PTY LTD	332	13/05/2008	31/12/2099	31	31	21



Missing Sales in EV





FF - Missing Sales 2*

Weekday : **WTD Sunday** ←

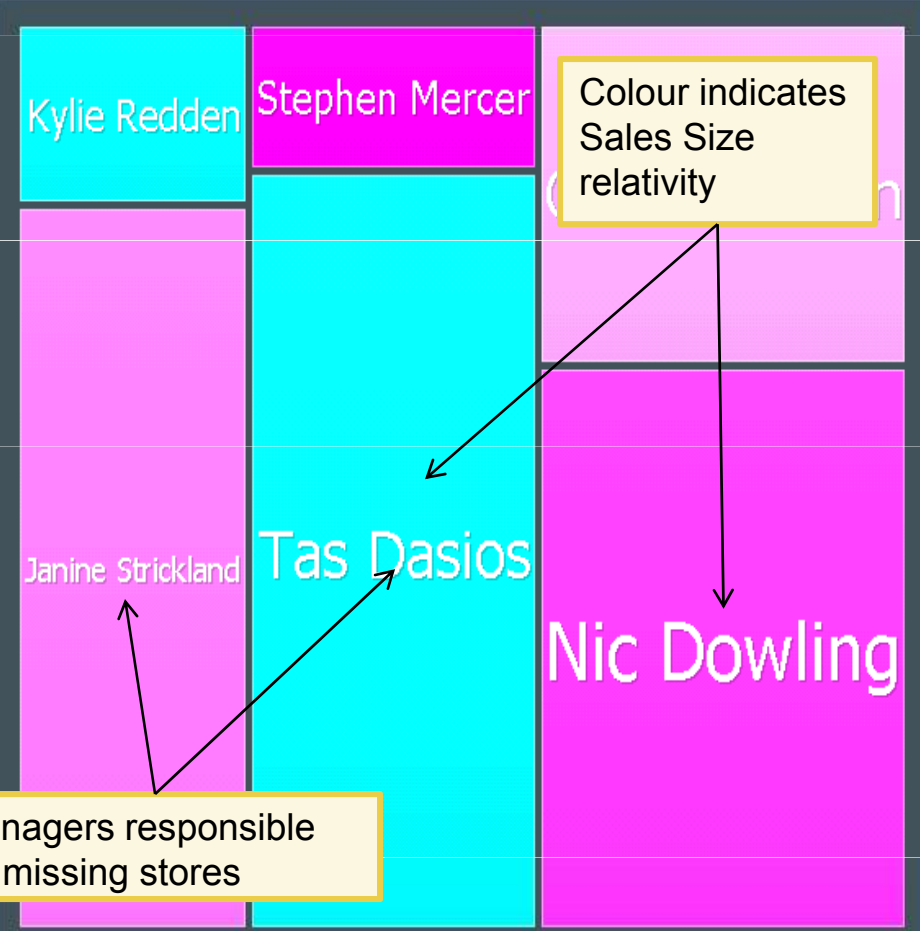
Franchise Fee Version : Ad

Total month, can be broken down by week

Total week, can be broken down by day

Manager can see total and then all stores

	Jul		Aug		Sep
	Missing Day	Sales	Missing Day	Sales	Miss...
Kylie Redden	7.00	2,009,948.93		1,545,318.42	
Troy Agosti		1,818,406.61		1,461,440.72	
Janine Strickland	28.00	1,598,100.67		1,254,545.38	
Stephen Mercer	7.00	1,466,741.70		1,160,164.02	
Jonathon Carter		1,731,175.88		1,326,124.62	
Yvette Shewry		1,551,018.58	7.00	1,160,585.52	
Glenn Schrank		1,100,776.97		844,367.67	
Grant Omer		1,496,633.16	7.00	1,167,012.09	
Peter Vavra		975,282.43		777,619.00	
Carrin Allan		19,129.46		15,803.32	
Tas Dasio	37.00	1,936,570.13	14.00	1,533,270.69	
Claus Pehrson	21.00	1,634,923.23		1,230,909.34	
Rod Smith		1,662,678.99		1,367,770.78	
Matt Miller 2		497,499.47		387,920.02	
Nic Dowling	35.00	1,546,866.38	21.00	1,199,064.99	
Denis Roche		981,287.12		730,105.77	
Darren Drysdale		1,267,874.68		1,029,039.54	
Matt Miller 1		1,148,733.96	1.00	912,925.37	
Mimma Battista		2,281,966.43	7.00	1,783,255.81	
Carl Tjandra		1,700,216.73		1,332,563.95	



Week : Jul

Key Learnings

- *Be involved*
- *Select “the right” consultant*
- *Be clear about your objectives and scope*
- *It’s an iterative process (communicate!)*
- *Look for quick response time*

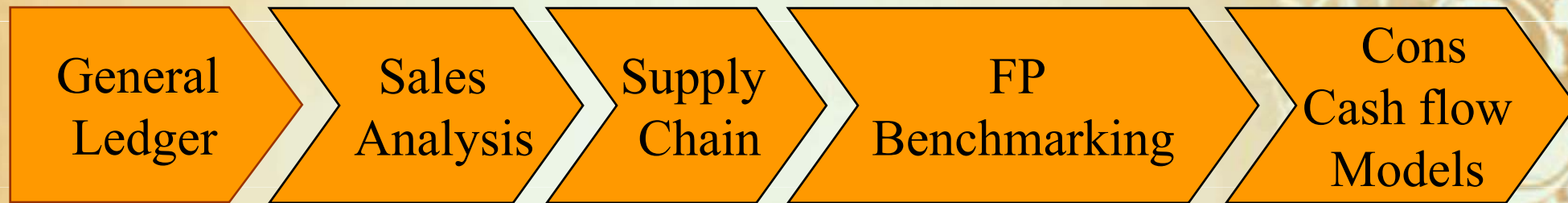


Key Learnings (ERP or TMI first?)

- Don't wait !*
- TMI prepares you for an ERP system by defining your information requirements...*



Next Steps



Questions ?



Evaluation Forms

SHARE YOUR FEEDBACK AND WIN

Please remember to complete your evaluations and place them in the requested areas for your chance to

***WIN a BlackBerry® Bold™
smartphone.***



BlackBerry





GLORIA JEANS.1.wmv

