



Transforming Expiration Date Management at Lady Pharmacy in Japan



70%

less time spent date
checking

245

locations

"Upshop has not only streamlined our expiration date management but also instilled a new level of confidence and efficiency in our operations, setting a new standard for retail excellence."



Mr. Toshinori Yano
GM, Business Improvement
Department

The Customer

Lady Pharmacy, a chain of dispensing pharmacies and drug stores, is headquartered in Matsuyama, Japan. The company operates approximately 245 stores and is one of the largest store networks in the region.

The Roadblock

The company operates approximately 245 stores and is one of the largest store networks in the region. They faced significant challenges in managing expiration dates for their expanding range of food items across their drugstores. The process was manual, time-consuming, and prone to errors, requiring approximately 60 labor hours monthly. This task, critical for preventing the sale of expired products and ensuring customer satisfaction, was becoming increasingly unmanageable and was affecting staff morale.



The Solve

In search of an efficient solution, Lady Pharmacy discovered Upshop's Expiration Date Management, an innovative expiration management solution. This tool, designed with ease of use in mind, did not require integration with the core system, making it an attractive solution for the chain. Upshop's approach was to focus on monitoring the earliest expiry date.



The app's lightweight nature allowed for quick installation and easy use on tablets in stores. Store employees simply needed to input the earliest expiration date for displayed products, and the system would prioritize checks based on the impending expiry dates.

The Impact

The adoption of Upshop Expiry Management has led to a drastic reduction in the workload associated with expiration date checking. Labor hours were reduced by 70%, with the solution providing a more accurate and efficient process. This has allowed even part-time workers to manage tasks without extensive training, further reducing labor costs and improving store operations.

The partnership between Lady Pharmacy and Upshop is a testament to the power of digital transformation in the retail industry. By embracing innovative technology, Lady Pharmacy overcame significant operational challenges, enhancing productivity and customer trust.



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Upshop is a global leader in total store operations technology. Our platform streamlines forecasting, ordering, production, and inventory optimization for food retailers. Serving over 450 retailers and 50,000 stores, we enhance operations across Fresh, Center, DSD, and eCommerce departments, driving improvements in sales, shrink reduction, food safety, and sustainability. With a focus on simplifying tasks and connecting teams, our technology empowers retailers to operate smarter and more efficiently.