



Streamlining Retail Data Validation and Promotional Testing at Watson's Personal Care Stores Sdn Bhd

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ABSTRACT

This technical report details an analytical and administrative study conducted within the Trading Administrative Department at Watson's Personal Care Stores Sdn Bhd. The study focuses on executing precise data validation for retail promotions, member rebates, and daily operational reporting. To achieve this, promotional price testing for Weekly Specials (WKS) and Monthly Specials was conducted by cross-referencing Point of Sale (POS) receipts against physical promotional lists to identify Price Look-Up (PLU) discrepancies. Additionally, member rebate data was validated by comparing supplier promotion agreements with the internal PD master list. Furthermore, Oracle database reporting was managed by extracting, filtering, and analyzing daily cost and price change reports using Microsoft Excel. The implementation of these validation methodologies successfully identified pricing anomalies, such as missed promotional mechanics, prior to nationwide retail distribution. Overall, the integration of structured manual testing and software utilization significantly improved data accuracy, mitigating potential revenue loss and enhancing operational efficiency in retail administration.

Keywords: Data validation, Oracle report, Price Look-Up (PLU), Promotional pricing, Retail administration.

INTRODUCTION

Watsons, established in Hong Kong in 1841, has grown into the world's largest international health and beauty retailer, operating over 16,300 stores across 28 markets. In Malaysia, Watsons is the leading health and beauty retailer with more than 550 stores, recognized with the Platinum Award for the Best in Retail Category in 2019 by the Putra Brands Award. The organization is committed to providing a wide range of personal care items, cosmetics, and pharmacy products, alongside personalized health advice. The Trading Administrative Department is integral to Watsons' operational success, responsible for stock management, predefined rebate maintenance, and process automation. Within this department, ensuring the accuracy of pricing and promotional data is paramount before any

campaign is launched nationwide. A significant operational challenge lies in verifying thousands of Price Look-Up (PLU) codes, tracking member rebates, and updating daily cost systems.

Therefore, this study focuses on four primary administrative validation tasks: testing Weekly Specials (WKS), testing Monthly Specials (such as Purchase with Purchase and Gift with Purchase), updating member rebate supporting documentation, and updating daily Oracle reports. By systematically applying data checking processes, the organization aims to maintain exact alignment between internal databases and front-end cashier systems.

THE PROPOSED METHOD

Promotional Price Testing (WKS and Monthly Specials)

To ensure pricing accuracy, testing procedures were implemented for both Weekly and Monthly Specials prior to promotion kick-offs.

- Physical promotion price lists were provided containing PLU codes, expected promotional prices, member prices, and mechanical conditions as shown in the following Table 1.

Table 1

The illustrates of the hardcopy of weekly special

PLU CODE	PLU DESCRIPTIONS	PROMO MECHANICS 1	MEMBER OFFER	NORMAL PRICE (RM)	PROMO PRICE (RM)	MEMBER PRICE (RM)
57686	KITSUI GLOW SAKURA 24SX15G	BEST BUY	-	54.30	46.70	-
10491	7SEAS MULTIVIT 500ML + 100ML	BEST BUY	-	65.00	46.98	-

31934	PROVITAL IMMUNAPLUS VAN 960G	BUY 1 FREE 1	-	74.90	37.45	-
96822	CF ORG ROLLED OAT 500G	BEST BUY	MEMBER PRICE	10.29	9.40	8.90

- The PLU codes were manually keyed into the cashier machine to generate a receipt.
- For Monthly Specials involving Purchase with Purchase (PWP), the procedure required keying in three participating PLUs followed by the PWP item PLU five times to trigger the promotion logic.
- The generated receipts were cross-referenced against the physical price lists to ensure all conditions and purchase limits were met accurately.
- Any non-tallying PLUs were highlighted for correction.

Member Rebate and Oracle Report Updates

- **Member Rebates:** The validation of membership discounts required cross-checking supplier Buying Promotion Agreements (PDF files) against the internal PD Master List in Excel. Once the rebate values were verified to be tallying, reference numbers were assigned, and the supporting status was updated to "Y".
- **Oracle Reports:** Daily system maintenance required the extraction of seven files from the RMS report, including the daily cost change report, daily price change report, and on-going promotion complex reports. These files were transferred to a sign-off folder. Subsequently, the data was filtered by division using the Retek-Buying Admin Log Sheet to count and analyze items undergoing permanent cost and price changes.

EVALUATION AND RESULTS

Promotional Price Discrepancies

The manual testing of PLU codes successfully intercepted pricing errors before they were deployed to the retail stores as shown in Figure 1. For instance, testing revealed that the PLU code 31934 failed to trigger the required "BUY 1 FREE 1" deduction logic and did not reflect the promised promotional price on the receipt.

Figure 1

Receipt of testing WKS

Watsons		
Watson's Personal Care Stores <u>Sdn Bhd</u>		
Company Reg No. :289892V		
XXX		
57686	KITSUI GLOW SAKURA	46.70
10491	7SEAS MUL/VIT500+1	46.98
31934	PROVITAL IMMUNA PL	74.90
31934	PROVITAL IMMUNA PL	74.90
31934	PROVITAL IMMUNA PL	74.90
96822	CF ORG ROLLED OAT	9.40
	<u>MEMBER @</u> RM8.90 WKS	-0.50
SUBTOTAL (QTY 6)		RM 327.28
ROUNDING		+RM 0.02
SUBTOTAL (QTY 6)		RM 327.30
CASH		RM 327.30
CHANGE CASH		RM 0.00

STATEMENT		

Loyalty acc. Number		9914000**
Earned points		327
Closing Balance		327

Similarly, the Monthly Special PWP testing confirmed that the cashier systems correctly recognized purchase limits as shown in Figure 2 and Figure 3. The testing generated receipts confirming that purchasing the requisite participating PLUs correctly discounted the targeted PWP items according to the predefined limits.

Figure 2

Promotion price list for PWP

PWP BY BRAND

Division

Month

Condition (if any)

Purchase Limit

Submitted by

Approve by

Promotion Date

: PERSONAL CARE

: JUNE

: PWP With Purchase of ANY baby products

: 3 units per single receipts

: YEE HUNG

: CARROL TAN

:

Buddy

WM

EM

: 26/05/2022 - 29/06/2022

: 31/05/2022 - 29/06/2022

: 07/06/2022 - 06/07/2022

PWP ITEM

PLU	ITEM DESCRIPTION	MECHANIC	RSP (RM)	Promo Price (RM)
24013	FAFC SW SHRK SLEEVE TB 1S	PWP PRICE	5.00	1.00

Participate PLU

PLU	ITEM DESCRIPTION
10355	AIKEN MEDICATED TALC 150G
11294	NAPIKN A.BAC LIQ WASH 1KG
11933	WS BABY WIPES UNSCND 20SX3
11976	WS G/BABY BATH 850ML
12027	WS G/BABY FOAM WASH 400ML
12491	SLK BB NB&BA VP 500ML+450ML
12498	SLK BB LNDRY DTRGNT VP 450MLX2
12500	SLK BB LNDRY DTRGNT 1200ML
12524	B&B KIDS SHMP&COND PNKY 200ML
12535	B&B KIDS HR&BDY WSH RNBW 280ML
12536	B&B KIDS HR&BDY WSH PNKY 280ML
13045	EUC AQUAPHOR SKIN BALM 110G

Figure 3

Receipt for PWP

watsons		
Watson's Personal Care Stores Sdn Bhd		
Company Reg No. :289892V		
XXX		
10355	AIKEN MED TALC	6.85
11294	NAPIKN A.BAC LIQ W	13.90
11933	WS BABY WIPES UNSC	5.90
24013	FAFC SW SHRK SLEEV	5.00
PWP @ RM1 JUN		-4.00
24013	FAFC SW SHRK SLEEV	5.00
PWP @ RM1 JUN		-4.00
24013	FAFC SW SHRK SLEEV	5.00
PWP @ RM1 JUN		-4.00
24013	FAFC SW SHRK SLEEV	5.00
24013	FAFC SW SHRK SLEEV	5.00
SUBTOTAL (QTY 8)		RM39.65
CASH		RM39.65
CHANGE CASH		RM0.00
07010770127 13052022 14:55:38 1000		

an automated script or macro to digitally cross-reference the proposed promotion Excel sheets against the RMS database outputs. This would significantly reduce the manual workload and streamline the verification process, allowing the Trading Administrative Department to operate with even greater efficiency.

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