

The Quick Version

- Tor Imports is a cigar importer and distributor based in the UK
- An upcoming change in the Tobacco Track and Trace regulation meant that the company's workload was set to double and productivity to fall
- We integrated our Control IT and StokMan systems with a dedicated third-party Track and Trace system, so they only had to use one scanner and system to manage their products
- As a result, Tor have peace of mind that they can comply with the regulation without losing productivity, profit or production velocity

The Client

Tor Imports is a leading UK importer and distributor of cigars from Nicaragua, Dominican Republic, Honduras and Mexico.

The tobacco industry is one of the most highly regulated markets in the world. And on May 20th, 2024, the Tobacco Track and Trace legislation (which at the time of writing only applies to cigarettes and hand-rolling tobacco) will be extended to cover tobacco products such as cigars, pipe tobacco and chewing tobacco.

Tor Imports needed integrated product scanning and warehouse management software that would enable them to easily comply with the extended regulation without increasing their workload.

So, they came to us, their trusted partner since 2009, to build it.

The Challenge

The Tobacco Track and Trace legislation monitors the production, distribution and sale of tobacco products in the UK.

It requires manufacturers and importers to label tobacco products with a unique and scannable identifier code, and use that code to trace and report on products as they make their way through the supply chain. This information is then automatically sent to a new UK secure portal for compliance.

Here's why this would be a challenge.

Firstly, the third party managing Tor's Track and Trace compliance had a dedicated scanner for reporting on and managing Track and Trace. However, Tor was already using our StokMan warehouse scanners to manage their warehouse operations.

This would require warehouse workers to scan each product twice using two different scanners, doubling their workload and decreasing efficiency.

Secondly, one small mistake would've had a significant knock-on effect and potentially caused Tor to become non-compliant with the regulation. This would mean they'd have to employ and dedicate a new team member or two exclusively to manage Track and Trace and ensure all data entered was accurate.

This would demand a lot of extra cost, work and stress, while decreasing productivity and overall cash flow. But it didn't have to be that way.

Here's how we helped.

What We Did

As a long-standing client, Tor was already using Control IT (our core ERP software) and StokMan (our warehouse scanning software). So we planned to integrate both with Track and Trace.

This would give the company an easy, accurate and reliable way to track and submit key information.

Following thorough planning, we started implementing the project in September 2023, allowing us plenty of time to integrate the software and test it ahead of the May 2024 deadline.

The project went to plan perfectly, and we were able to seamlessly integrate both pieces of software with no issues.

As part of this, we upgraded our StokMan scanners so they could scan the Track and Trace barcode. This meant warehouse workers could continue using just one scanner instead of two, while Tor could see its warehouse analytics and comply with Track and Trace with one scan.

“It’s always been a pleasure to work with Tor. It’s a beautiful relationship. And the Track and Trace process has gone very very well.”

Dermot Mathers, Customer Experience Manager, Gaina

The result

Tor Imports now have the peace of mind that they can comply with the Track and Trace regulation without losing productivity, profit or production velocity.

This has already resulted in:

- A reduction in human error
- Reduced stress levels across the team
- High reporting accuracy
- Improved warehouse efficiency

This has also helped them save on costs, as they can manage Track and Trace without needing to employ an additional 1–2 workers.

“We’re going to get double the orders out than we could’ve if we had to use two scanners. It’s helping us stay fully compliant with customs and excise, HMRC and the Track and Trace system. We wouldn’t ever look anywhere else. Gaina is a breath of fresh air.”

Barry Chilver, Project Manager, Tor Imports

Why Gaina

Gaina Software has 35 years’ experience in providing warehouse technology solutions to public and private sector clients in the UK & Irish markets, and has a proven track record of generating warehouse efficiencies, reducing errors and increasing profitability.

Everyone in the Gaina Software team is committed to building long-term partnerships with clients to help them thrive and achieve their goals. Our clients’ success is our success—and we work hard to find solutions to even the trickiest challenges.

Gaina Software helps businesses to:

- Manage stock within multiple warehouse locations
- Drive warehouse efficiencies and reduce errors
- Save time and make more strategic decisions
- Reduce cost and increase sales volume, value and margin
- Benefit from specialist industry knowledge
- Ensure compliance with existing and new regulations