

Shoprite Group completes record-breaking POS system rollout across 2 450 stores ahead of Black Friday

The Shoprite Group has successfully completed its largest-ever point-of-sale (POS) system implementation in record time, enhancing the efficiency and speed of transactions at the retailer's 29 191 till points across South Africa.

In the retailer's quest to become Africa's most profitable omnichannel retailer, it implemented a new POS system to enable seamless, integrated shopping across digital and in-store channels.

GK Software's POS system enables quicker adoption of new technologies and reinforces the retailer's commitment to a customer-first experience. This programme integrates all store processes into a unified, efficient platform, improving customer service and the in-store experience.

The bulk of the rollout was completed within five months, and 2 450 Shoprite, Checkers, Usave, LiquorShop, Little Me, Checkers Outdoor and Petshop Science stores are now live on the new POS system.

This monumental effort encompassed 58 382 hours dedicated to transitioning to the new system, punctuated by the seamless conversion of 43 stores in a single day and the upgrade of 631 checkout lanes in a single night as its peak.

For the rollout the project created an additional 130 contract positions and also included in-store skills training for close to 40 000 employees.

"The implementation of the new POS system is a game-changer for us," said Chris Shortt, Chief Technology Officer at the Group. "It not only enhances our operational efficiency but also significantly improves the shopping experience for our customers. This project underscores our dedication to staying at the forefront of retail technology."

With its South African rollout completed ahead of the peak 2024 retail period, including Black Friday and the festive season, this project positions the Group to be future-ready, leveraging technology to offer a more seamless shopping experience. The rollout for stores situated in the rest of Africa will commence early 2025.

The new system improves cashier efficiency and transaction speed because of larger, colour-coded screens and an intuitive user interface. It also features a new cash management system for improved financial oversight and reporting.

Customer service processes are transformed with seamless refund processing directly at the POS and provides a frictionless customer experience across all stores.

Additionally, automated processes save time on daily tasks, allowing employees to focus on more meaningful customer interactions.

The streamlined cash-up process is now 60% faster, enabling employees to conclude the trading day more efficiently and leave stores earlier to return home.

Investments in digital transformation ensure the retailer remains agile in a fast-changing environment, leading to smarter pricing, promotions, forecasting, and product ranging. These advancements not only keep the Group ahead but also continually raise the bar for excellence and innovation.

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