# YELLOW DOG
SOFTWARE

SKYPARK
AT SANTA'S VILLAGE

SkyPark at Santa's Village is an outdoor adventure park with year-round mountain biking, hiking, fly fishing and open-air activities in the Skyforest section of Lake Arrowhead, California. It opened on December 2, 2016, on the site of the former Santa's Village amusement park, which operated from 1955 until 1998.

> *"Yellow Dog has been a game changer for us. As far as ROI it has reduced the amount of time it takes us to receive product, allowing myself to focus on other areas and Retriever has made the receiving process even faster. It has even eliminated the need for me to have an assistant, saving us on payroll."*
>
> *Joshua Weldon, Inventory Supervisor*
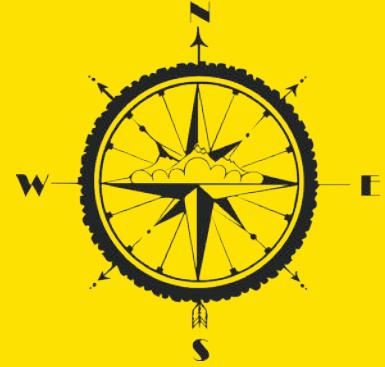
The Challenges

Skypark operates numerous F&B and Retail outlets across their adventure park. Dining includes several full-service restaurants along with fast causal and quick service outlets. Retail includes gift shops, specialty shops, and a full-service mountain bike shop.

Purchasing – Ordering directly with vendors, then having to play catch up and add changes to Excel. Very prone to errors and incorrect pricing.

Receipts and Invoices – Invoices were being reviewed manually with hand written GL codes on the printed invoice. Once they were turned into Accounts Payable, the F&B team lost all access to the invoices.

Physical Counting – Nothing was being counted monthly except alcohol. It was simply too hard to organize into an effective counting process. An annual physical would take weeks to acomplish and enter into Excel.

COGS Reporting - Nothing was available. Only had accounting data that was theoretical outside of alcohol.

Business Concerns

- Management mistrust of management.
- Manual updates were taking too much time and were prone to errors
- Annual physical inventory was too time intensive with no clear reasoning or ability to research variances.
- Highly paid staff was having to do a lot of $10/hour work. Not a good use of resources.
- Planning sales for Retail merchandise was hard to implement. Required lots of manual updates to the POS system

SKYPARK — BIKE PARK — SKYPARK CAMP + RV — SANTA'S VILLAGE

The Solution

Skypark implementated a new point of sales system (Accesso) which had a great integration to Yellow Dog Software. Yellow Dog was deployed with a single item catalog with numerous outlts to mange the entire inventory operation fo the venue. Key implementation steps included:

- Structuring inventory departments and categories for optimal organization
- Importing existing data from Excel to minimize manual entry
- Processing invoices electronically for up-to-date item costs
- Establishing efficient counting methods using both app and paper count sheets
- Capturing UPC codes to enable barcode-based item counting
- Enhancing paper count sheets to streamline culinary workflows
- Mapping POS menu items to ensure complete revenue tracking
- Defining processes for waste tracking and entry

Process Changes & Improvements

- Invoices are electronically processed with Retriever (OCR invoice capture), with each vendor product linked to the correct inventory item.
- Invoices are sent electronically to accounting for review and confirmation.
- No physical preparation is needed as items and costs are pre-updated.
- New items are automatically assigned to the appropriate count sheet for F&B.
- Waste adjustments are entered during the month-end process.
- All new POS menu items are mapped to COGS groups, ensuring 100% revenue capture.
- Retail items are now created/updated into the POS system automatically.
- All Retail items can now be scanned for physical invnetory as well as at the POS for sales.

"The process of taking physical inventory has been reduced from weeks to days, reducing payroll costs and giving us the ability to perform more frequent item audits."

Joshua Weldon, Inventory Supervisor, Skypark

Overall Yellow Dog has been a great investment for us, giving us greater oversight and a better way to manage our business, it has quickly paid for itself.

This has been a wonderful experience from start to finish. We are beyond thrilled with Yellow Dog and are already reaping the benefits.

I look forward to continuing to work with your team and getting the most out of Yellow Dog."

Joshua Weldon, Inventory Supervisor
Skypark at Santa's Village

The Results

- Management can now clearly explain and justify all inventory activity.
- Management now has item level detail to make better business decisions.
- F&B management can count all F&B at any time. Always ready to go.
- Complete accountability of all actions affecting Cost of Goods Sold.
- Management can review F&B performance immediately after the physical count is completed.
- Mobile applications let them dive into inventory anywhere needed. No more running to the office for details.
- Finance manager is utilyzing reporting for accountability and audits.
- Management has removed majority of the $10/hour work and can focus on more important areas of the business.

Conclusion

Skypark's adoption of Yellow Dog Software marks a new trajectory for their inventory control. What was once a heavy manual process that management found suspect, is now a detailed process with full acountability and deep reporting analytics. Inventory concerns are no longer a burden for staff or ownership.