



EPICOR RETAIL

Epicor Retail Audit & Operations Management

- Sales Audit
- Loss Prevention
- Voucher Management
- Employee Productivity & Commissions
- Credit Settlement Interface

Epicor Retail Audit & Operations Management (AOM) lets you efficiently process transactional data from all channels to the enterprise systems that depend on it. It gives you firm control over your transactions and resources, full confidence in the integrity of your data, an accurate picture of your activities, and the ability to make better business decisions. Epicor's AOM suite:

- Supports all types of retailers in multiple countries, currencies, and languages
- Integrates with a wide range of systems and devices
- Incorporates powerful querying and reporting tools
- Centralizes control and tracking of all vouchers (e.g. gift cards), layaways, and special orders
- Centralizes sales tax tracking and reconciliation and provides full VAT support
- Includes a powerful exception-based Loss Prevention (LP) application
- Compiles comprehensive performance data for review and follow-up

“With Epicor Retail AOM, we reduced our audit staff from 150 to 10 and extended their responsibilities. The labor savings and productivity gains have really helped our business.”

Joseph Lange, CPA

Director of Financial Accounting and
Associate Controller, Navy Exchange

A Complete Data Solution for Today's Demanding Retail Environments

Top retail executives agree that the transaction data entering their enterprise applications must be correct and reliable to ensure their companies' success. Toward this end, retailers must be able to capture that data in an accurate and timely manner from multiple, often inconsistent sources. Equally, they must be able to manage and integrate that data efficiently with a wide variety of core systems such as merchandising, sales reporting, inventory control, loss prevention, customer relationship management, and general ledger.

These imperatives are especially critical in today's rapidly changing business environments, in which ongoing trends such as globalization, mergers, acquisitions, cross-channel selling and competitive pressures mean that most retailers have to work with numerous systems from different vendors.

Audit and Operations Management Solution is designed to meet all these challenges in multichannel retail chains. AOM is Epicor Retail's proven solution for ensuring accurate and timely transaction information throughout the enterprise – across multiple countries, time zones, retail formats, and banners. It is currently installed at more than 100 retailers around the globe, representing well over 20,000 stores and \$50 billion in annual transactions.

ENSURE THE INTEGRITY OF DATA FLOWING TO ENTERPRISE SYSTEMS

Using a robust set of system and user-defined validations, the Epicor Retail Audit and Operations Management solution ensures the integrity of transactional data feeding enterprise systems by reducing the points of failure in accurate data capture. If an error is detected in the transaction information, it can be corrected once before it is fed through to all related sub-systems.

IMPROVE THE ACCURACY OF ALL APPLICATIONS THAT RELY ON TRANSACTIONAL DATA

As your single point of transactional collection and control, Audit and Operations Management helps improve the accuracy of all applications that rely on transaction data. AOM integrates transactions from any source into a central database, and provides interfaces to key enterprise applications such as merchandising, general ledger, tax reporting, loss prevention, and flash sales.

STRENGTHEN YOUR COMPANY'S BOTTOM LINE PROFITABILITY

Audit and Operations Management improves auditing efficiencies, simplifies tax analysis and reporting, and enables you to identify, investigate and reduce costly errors or cases of fraud at Point of Sale (POS). In all these ways, AOM can dramatically improve your company's overall profitability.

MONITOR STORE OPERATIONS

Audit and Operations Management ensures your store operations are running smoothly, and that your store employees are complying with company policies and procedures. The solution's Sales Audit, Loss Prevention, and Employee Productivity and Commissions applications provide tools to help you track and manage a wide range of in-store activity. Errors are automatically flagged and trends made apparent, so you can clearly identify procedural faults or weaknesses in training or management processes.

ELIMINATE ROUTINE AND TIME-CONSUMING AUDITING TASKS

Audit and Operations Management includes tools that facilitate and streamline the audit process. Its unique audit-by-exception features guide auditors step-by-step, present only those transactions with audit concerns, and lead the auditor directly to appropriate options for taking corrective action. This greatly simplifies and accelerates the normal work required to find and rectify problems with store-level transactions.

Comprehensive Data Management Applications**SALES AUDIT**

Sales Audit, AOM's key application, ensures the integrity and accuracy of head office information systems that rely on transactional data. Sales Audit receives all transaction data in a central repository, treats it to a consistent and robust set of business rules, and then quickly feeds all validated data directly to the head office systems that require it. Sales Audit features:

- A centralized transaction datamart
- Auditing by exception
- Extensive reports
- Store performance analysis tools
- Transaction reporting for loss prevention
- Centralized management of customer liabilities
- Multi-country, currency, channel, and banner support
- Support for batch and trickle processing
- A retail-proven platform

Sales Audit's Guided Audit screen makes auditing transaction data easy and efficient. And with Sales Audit, everything is in one place. Problem transactions are highlighted for quick targeting and users can drill down for more detailed information, so auditors no longer need to go to other sources for research. The centralized control that Sales Audit provides has been shown repeatedly to streamline operations and reduce costs associated with the auditing of data.

LOSS PREVENTION

The Loss Prevention (LP) system addresses one of the most troublesome issues in retailing today—how to identify and deter employee theft while keeping the store an employee-friendly workplace. LP automatically detects patterns of fraud and procedural violations according to your business rules, and flags suspicious transaction activity for your personnel to respond to. The application features:

- System-defined exceptions
- User-defined exceptions
- Prioritized issues
- Flexible rule definition
- Web-accessible events
- Centralized case management tools
- Restitution schedule
- Multiple investigation tools
- Automated email notification
- Numerous reporting options

LP's flexible, KPI-based reporting features improve the productivity of loss prevention analysts by allowing them to focus on the worst cases, identify more cases, and reduce the time and effort needed to develop cases of internal theft. As a result, LP is a highly effective way to reduce shrink and increase overall company profitability, for fast and substantial ROI.

VOUCHER MANAGEMENT

Voucher Management provides real-time updating of available balances for all the voucher documents your business uses, such as gift cards, gift certificates, and merchandise credits. Whenever a request for authorization is received, the document number, balance, and status are verified online against the most current balance in the central voucher database. What's more, the instant a voucher is activated it can be redeemed in any of your sales channels. Voucher Management features:

- Real-time validation
- Voucher activation at the time of purchase
- Open or predefined value vouchers
- Offline authorization tools
- Shared customer liability database
- Full reporting and access to transaction history
- Voucher inventory administration

These features prevent voucher documents from being fraudulently redeemed, and enable you to delight your customers with quick response times any way they choose to shop with you. And by managing vouchers in-house, you dramatically reduce (if not eliminate) reconciliation and transactional costs associated with voucher activity.

EMPLOYEE PRODUCTIVITY & COMMISSIONS

Employee Productivity and Commissions (EPC) enables you to evaluate, track, encourage, and reward the performance of every employee correctly, fairly, and automatically. With EPC, you can:

- Assess and reward performance automatically
- Compile comprehensive performance data
- Create relevant employee profiles
- Ensure accurate information
- Customize reports
- Isolate information

- Share commissions
- Define commissions on your terms
- Adjust commissions manually or automatically

EPC's Productivity component analyzes and reports each employee's sales according to a wide range of KPI's. The robust Commissions component enables retailers to easily and accurately calculate the sales commissions due to every eligible employee—eliminating guesswork, confusion, and potential disagreements.

CREDIT SETTLEMENT INTERFACE

Credit Settlement Interface consolidates credit card transactions for settlement processing by Epicor Secure Data Manager through a standard interface. Epicor Secure Data Manager provides a centralized location to transmit and monitor credit card transmissions to your various Settlement Services providers. This credit settlement interface provides:

- Comprehensive monitoring tools
- Server status and file processing graphics
- Date and time records of every step in the process
- Transmission validations with manual overrides
- Predefined reports

Credit Settlement Interface lets you easily check the progress of your transmissions and gives you the ability to retransmit files with a click of a button. Summary and detail reporting are available for reconciliation purposes.

For Additional Information

Visit www.epicor.com/retail for more information, contact us directly at retailinfo@epicor.com or via telephone at +1.800.992.9160 +1.514.426.0824 for International



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