



THE RETAIL C-STORE SOLUTION: A Q&A SESSION



A Q&A SESSION WITH PINNACLE'S RETAIL SOLUTIONS MANAGER, MELISSA FOX



Q. What are some of the top issues retailers face in their daily operations?

A. Managing store daily information

Ensuring that the store manager has the tools they need to accurately and efficiently enter and finalize their daily paperwork, while providing the home office auditing staff the ability to easily spot problem areas pinpointed by the data.

Managing inventories

Removing the struggle of maintaining the right mix of inventory by using computer assisted ordering and item level inventory controls to suggest what products to order, what products might be over stocked, and what might be in danger of being out of stock.

Managing labor

As labor is always one of the largest expenses for any company, it is critical to have a strong workforce management system in your software arsenal.

Managing data storage

Data, data, and more data. It's coming from everywhere at all times and you need a way to store it in a central location that is easily accessible by everyone in your organization who needs it, whatever their needs might be, and whenever they might need it.

Q. Can you tell us a little bit about Pinnacle's Retail C-Store solutions and how they address these issues?

A. Pinnacle's Retail C-Store suite of solutions provide all the tools necessary to manage store daily paperwork, inventories, labor and data storage.

Store Manager Workstation

Store Manager Workstation, where the store's daily paperwork is imported from the POS and analyzed and reviewed by the store manager, ensures that all totals are in balance and within company defined tolerances. The Store Manager can easily move through their daily paperwork, run on-screen reports through the browser (yes, very green!), and verify

that their inventories, fuel, lottery, and cash over/short values are all in balance.

Home Office Audit

The Home Office Audit solution allows the store accountants to quickly and easily review the store's daily paperwork data. Problem areas are pinpointed through the exception management system which accelerates the ability to fix those problems. As a Symphony Business Platform solution, the Home Office Audit solution is able to take advantage of browser-based technology and enterprise-centric design to provide immediate visibility to critical store issues and to make decisions about those issues, quickly, while they still matter. As information is shared through the screen navigation of the application itself or through reporting, everyone within the organization can get access to the data they need, as they need it. With legacy technologies, and the associated limitations, this was often not the case. With the browser-based design, anyone with approved security rights can get access to reporting to make those critical decisions. Auditing crews, store managers, district supervisors, marketing and price book personnel – can all access data, at any time, for any purpose.



Time Clock/Workforce Management

Labor is always one of the largest expenses for any organization. Pinnacle's WFM solution streamlines your workforce with electronic and browser-based timeclock systems, and provides store managers with the tools needed to manage labor. As an enterprise wide solution utilizing a centralized database for the sharing of information, home office personnel is able to access real-time labor information to address issues before it's too late.

Data Storage and Reporting

In most companies, information is stored in various places and is sometimes difficult to access. Pinnacle's data storage and reporting solutions allow retailers to store data and report against it when they need it and where they need it. Upload and store documents, images, photos, or any other piece of data you choose – all in one central database accessible via a browser from anywhere.

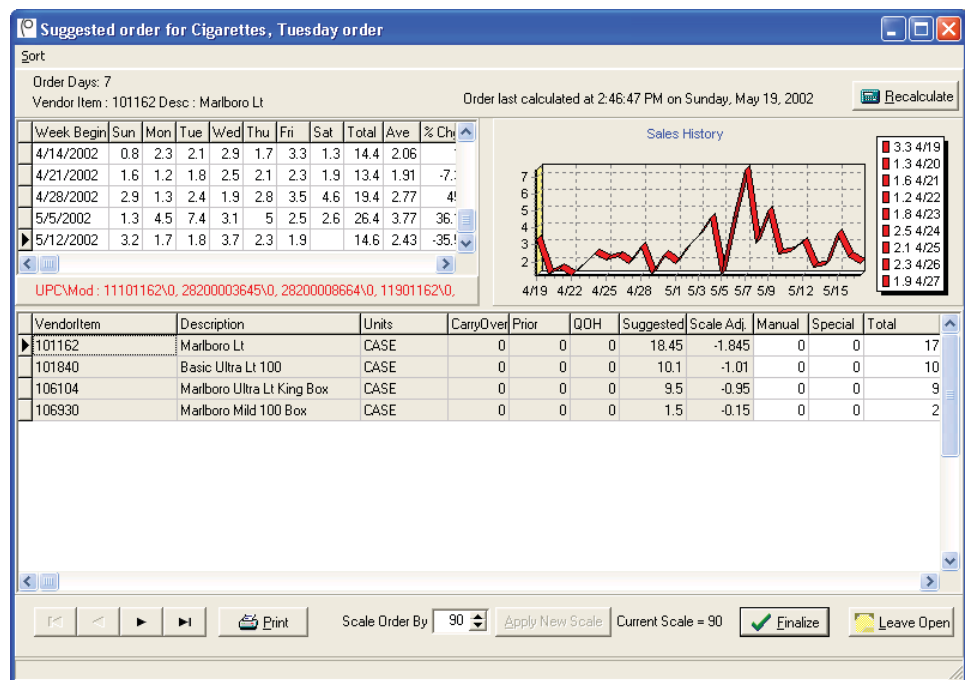
Q. What is CAO and what are the benefits of using it?

A. CAO (Computer Assisted Ordering) is an inventory replenishment system which can use either sales or inventory algorithms to prepare a suggested re-order. Pinnacle's CAO is proven to significantly reduce the amount of labor hours associated with creating a manual re-order; and to improve merchandise inventory levels to significantly improve retailers' bottom-lines.

Before implementing a CAO solution, an item level inventory process must be in place. Receiving inventory by item, making adjustments to inventory at the item level, scanning and selling at the SKU level, and regular inventory audit counting using the Symphony Handheld inventory auditing solution should all be in place if CAO is going to be successful.

The CAO solution will use all of the item information captured at the store together with the ordering criterion for each item to intelligently suggest a re-order. The ordering calculation tools available in the Pinnacle CAO module allow retailers to develop data matrices to evaluate product sales over variable periods to account for variances depending on situations or seasons. Minimum required stock-on-hand rules can be set up that CAO will automatically use in conjunction with available stock data maintained in the system. CAO then automatically recommends orders, which can be evaluated and confirmed by store personnel and immediately transferred to vendors. This automated process reduces the time store managers dedicate to the inventory management and ordering process. Once the CAO module has been set up, there will be less inventory but out-of-stock issues will be avoided.

When configured to use the sales history ordering methods, the CAO module uses the POS Journal Manager transaction data in order to include the time of item sales in addition to the daily amount. When configured to use build-to or reorder point ordering methods, no sales history is used by the CAO module.



Q. Why is it good to have less inventory in your stores?

A. It's important to have the right inventory mix at your store which in some cases means less inventory, usually less of the wrong inventory; and more of the right inventory. If a customer walks into your store and the product they frequently purchase is not available, in the exact shape, size, brand – you potentially might not be seeing that customer again in the future. That's a risk you don't have to take. In addition, controlling inventory in the backroom has always required managers to maintain a delicate balance between inventory levels and out-of-stock conditions. CAO helps control that balance across the entire range of products regardless of demand levels and, to some degree, space allocation.



Q. What does Pinnacle do to address Workforce Management issues?

A. Pinnacle has partnered with Sierra to offer a WFM solution that is designed to help companies be more productive. From employee time tracking and rules based scheduling, to extensive reporting and interfaces to 50+ payroll solutions, Pinnacle's enterprise workforce management solution is a very comprehensive tool to address workforce management issues.

Q. Why is it important to automate time and attendance?

A. Automating time and attendance using a workforce management solution helps make employees more productive, departments and stores run more efficiently, and ultimately helps make companies more profitable. Here are just some of the benefits that you can expect to see with the implementation of the WFM solution:

- Restrict unnecessary overtime and other exceptions by having access to information quickly
- Assign resources more effectively and reduce the time needed to schedule employees.
- Eliminate unauthorized hours
- Replace all manual time sheet calculations, overtime, shift differentials, and rate calculations with 100% pay rule automation
- Altogether estimate the need to calculate time cards
- Significantly cut down on payroll processing time
- Eliminate the need to calculate vacation, sick, or compensation time accruals

As a result, the ROI speaks for itself:

Monthly audit savings, the time it takes to add up timecards	\$360
Monthly lost time savings, employee time theft	\$2,000
Monthly human error factor, mistakes	\$400
Total monthly savings per 100 employees	\$2,760
Total yearly savings per 100 employees	\$33,120

Sierra website: www.time-clock.com

Q. What is the main benefit of having a centralized data repository?

A. Have you ever stopped to think about how many different places within your company data regarding a store is kept? From multiple departments and multiple people's PCs, to file cabinets and employee's heads, data about stores and store facilities, store equipment, etc. is everywhere. The central data repository allows you to keep all of that information in one database, in one place, and make it easily and readily available when you need it.

What size are the coolers? What type of register is installed at the store? Who manufactured the pumps? Get quick answers to maintenance questions before making the trip to the site.

Q. How does this play into Software Version Management?

A. Through the central storage repository, store software version information is also kept so that potential conflicts with versions can be spotted and taken care of. On a daily basis, Pinnacle's store software is polled and version information about each component is retrieved and stored in the central database. This gives the help desk staff a tool they can use to help troubleshoot issues and also provides the IT staff the information they need to determine when upgrades might be necessary.

Q. What types of reports are available through the central database repository?

A. Because the data is controlled by the retailer, meaning any information about the store can be input and accessed, the information on the reports is virtually unlimited. Leasing information and lease agreements, devices, store personnel and phone numbers, equipment, anything you want to track and report against. ©