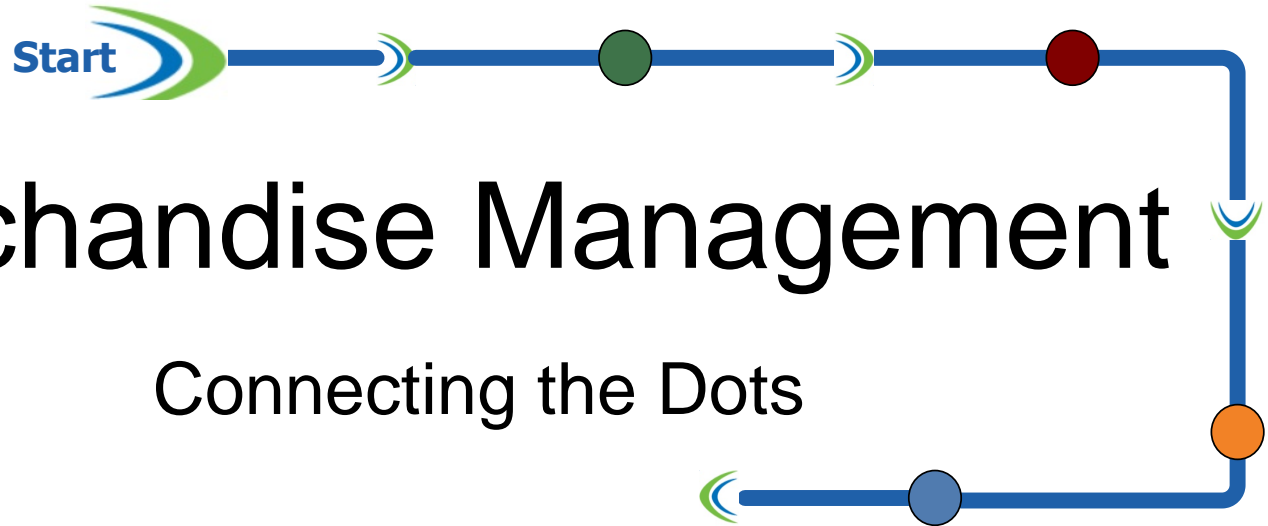


IMPACT 21

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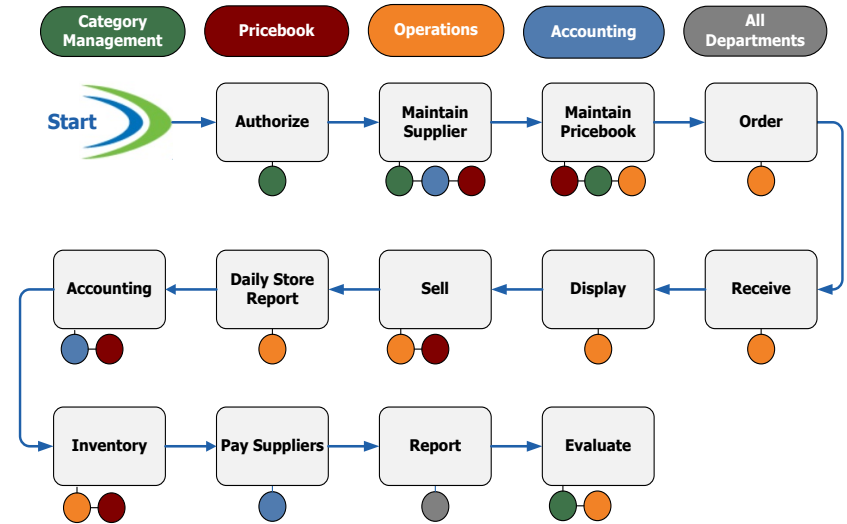


End to End Process

Outlines the critical processes required for retail management

Provides a detailed roadmap of a progressive workflow

Establishes a solid foundation before moving forward to the next steps



Impact 21's Proprietary 13-Step Process

Connecting the Dots Model

Considers

- All classes of trade
- Corporate & Store level roles
- Business functions and processes

Progresses through the life cycle

- One item
- One store
- One invoice
- One day



Core End to End Process Accountabilities

Strong merchandise management requires cross-functional responsibility and accountability

All key functions play an important role

The ultimate goal is to ensure that customers get the best products, at the right price, delivered at the right time – every time!



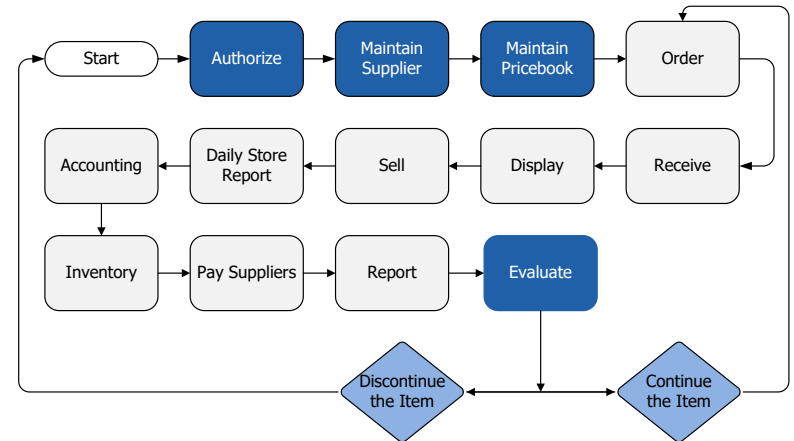
Category Management & Pricebook Process

The first three steps focus on category management and pricebook processes

These activities assist you in making the following key decisions

- What items to bring into your store
- Which suppliers to purchase them from
- How to properly maintain Pricebook to support future steps

Category Management and Pricebook Accountability



Streamlining and executing early processes bring great benefits

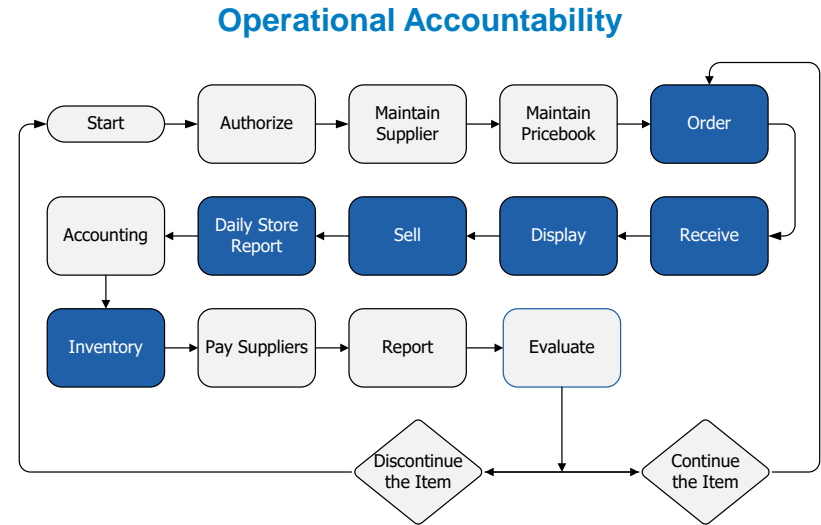
Operational Execution of Category Strategies

Items will scan properly at the Point of Sale, which is critical to meeting customer expectations

The Daily Store Report process will be accurate and useful to

- Review and reconcile the day
- Run loss-prevention reports
- Monitor sales trends and inventory variances

Inventory includes adjusting book values to true it up on a defined schedule



Operational accountability consists of six important steps requiring discipline and integrity

Accounting & Financial Reconciliation

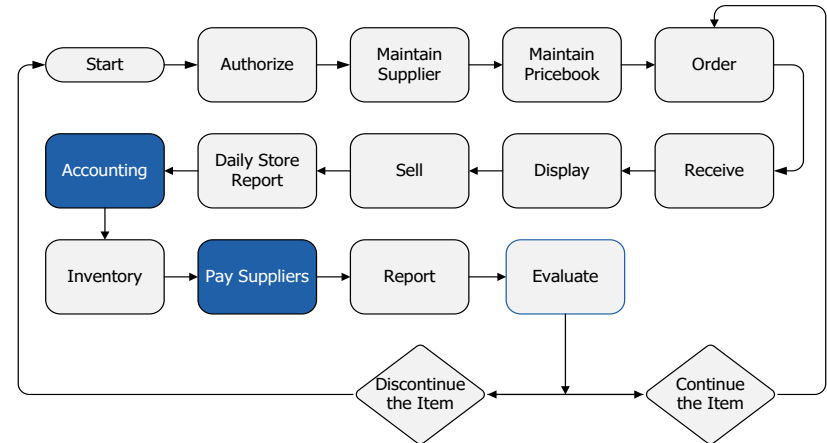
Reconciliation to the Daily Store Report will provide

- Accurate records to export or post to your accounting system for timely financial reporting

Supplier payments will be processed according to payment terms

- Reduce cost or item discrepancies
- Track credit request credits for damaged or missing items
- Receive early pay discounts, when available

Accounting and Financial Accountability

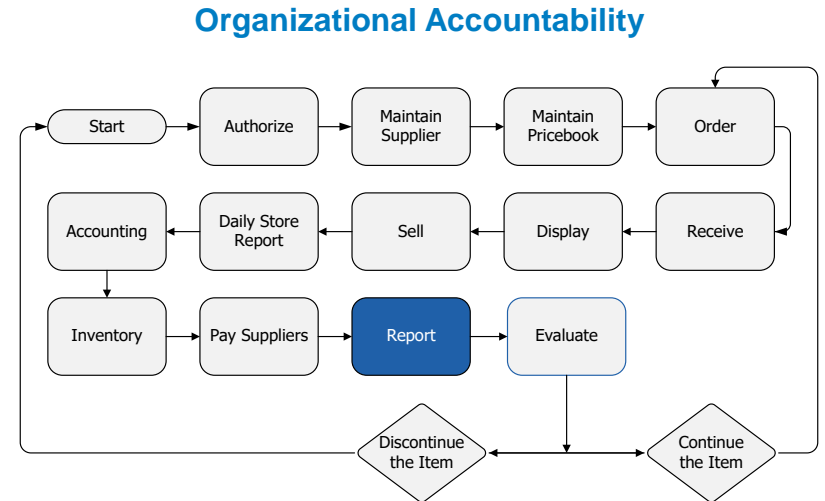


Organizational Reporting & Accountability

Having accurate and timely information allows you to make informed business decisions

Putting performance metrics and exception reporting in place will bring accountability across the organization

Managing exceptions for ordering, receiving, selling, and reconciliation will bring data integrity



Proper execution of all of the Merchandise Management processes determines the integrity of the data available for reporting

Organizational Accountability

The impact of an end to end Merchandise Management process can be far reaching

If implemented correctly, this process can improve an operation at multiple levels

Benefits include

- Streamlined processes
- Sales performance and margin
- Promotional execution
- Customer buying experience
- Inventory management
- Data integrity
- Reporting and business intelligence

