

aptos®

Aptos® Audit
and Operations
Management



Aptos: Engaging Customers Differently

To succeed in today's demanding retail environments, you must be able to fully understand your customers; to profitably align your offerings with their traits and preferences in every channel and touchpoint; and to support rich, effortless, customer-centric shopping journeys.

Aptos delivers that advantage to apparel, footwear, specialty and general merchandise retailers. Our singular retail platform and innovative Cloud solutions unify complex omni-channel environments with the power of one product, one customer and one order, plus advanced analytics and data management, to enable seamless customer experiences and optimized management of your entire enterprise.

The Aptos retail suite includes:

- Store / Mobile Store
- Enterprise Order Management
- Digital Commerce
- Customer Relationship Management
- Merchandising Suite
- Merchandise Lifecycle Management
- Audit and Operations Management
- Analytics
- Professional Services and Support

Yet the Aptos advantage is about far more than just our solutions. We leverage more than 45 years of best practices; utilize the Cloud to drive efficiency, productivity and growth; support our clients through collaborative, long-term partnerships; and link our compensation directly to your satisfaction. In all these ways and more, we engage customers differently for superior results.

#1

Vendor for Tier 1*

1300

Retail Specialists

1000+

Retail Brands

130

Websites

130K

Stores

\$570B

Annual Revenues
Managed

*RIS Leaderboard

Aptos Audit & Operations Management

Ensure that every department and decision maker is working with consistent, current, correct data to optimize your operations.

Leverage the Power of One Truth

Your retail processes and decisions depend on timely, accurate information about ever-changing conditions throughout your omni-channel enterprise--which may include multiple countries, time zones, retail formats and banners. You must be able to capture retail data continually from multiple and often inconsistent sources, verify it quickly, and manage and integrate it efficiently with a wide variety of core systems, including merchandising, sales reporting, inventory control, loss prevention, customer relationship management, and general ledger.

Aptos Audit and Operations Management (AOM) makes that happen. AOM lets you efficiently process data from all transaction sources and channels to the enterprise systems that depend on it. This solution enables you to optimize critical data-driven retail functions with a suite of four powerful applications:

- Sales Audit
- Loss Prevention
- Gift Card Management
- Employee Productivity and Compensation

Currently used by more than 250 retail brands around the globe and \$200 billion in annual transactions, AOM gives you firm control over your transactions and resources; full confidence in the integrity of your data; an accurate, consistent picture of your activities; and the ability to make better business decisions.

AOM can be deployed via the Cloud or on-premises. Either way, it equips you to:

- Streamline your auditing operations in multiple countries, currencies and languages
- Integrate data with a wide range of systems and devices
- Leverage robust querying and reporting tools
- Tightly control employee fraud and errors
- Centralize control and tracking of gift cards, layaways, and special orders
- Consolidate sales tax tracking and reconciliation and provides full VAT support
- Compile comprehensive employee performance data for review and follow-up

With Aptos Audit and Operations Management, you will...

Ensure the integrity of data flowing to your enterprise systems

Using a robust set of system- and user-defined validations, AOM 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.

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.

Eliminate routing and time-consuming auditing tasks

AOM streamlines 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 corrective action. This greatly simplifies and accelerates the effort required to find and rectify problems with store-level transactions.

Improve performance enterprise-wide

As your single point of collection and control for transaction data, Audit and Operations Management helps improve the accuracy of all applications that rely on that data. Its central Sales Audit module 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 more.

Enhance store operations

AOM 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 Compensation applications 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.

Enable fluid international growth

AOM fully supports multiple languages, currencies, taxation regulations and valuations to serve your growing business as it continues to expand through domestic and foreign markets.

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—from every transaction point in every channel—into 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 and external systems that require it.

Sales Audit features:

- ▶ A centralized transaction datamart
- ▶ Auditing by exception, with alerts to ensure compliance
- ▶ Extensive reporting capabilities to facilitate shared knowledge
- ▶ Store performance analysis tools
- ▶ Transaction reporting for loss prevention
- ▶ Centralized management of customer liabilities
- ▶ Support for multiple countries, currencies, channels and banners
- ▶ Support for batch and trickle processing
- ▶ A retail-proven platform

Robust performance, unlimited scalability and applications

Audit is designed to support and enhance the most demanding retail operations in all verticals, from apparel and footwear to discount and general merchandise to supermarkets and pharmacies. This highly scalable solution supports major national chains with more than 15,000 stores processing eight million transactions per day, as well as much smaller regional operations.

Sales Audit's Guided Audit screen makes auditing transaction data easy and efficient. Problem transactions are highlighted for quick targeting. Users can easily 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.

Using Sales Audit, Aptos clients have:

- ▶ **Reduced** cash office staff by... **1/3**
- ▶ **Eliminated** all store-based sales audit positions – saving... **\$Millions**
- ▶ **Reduced** cash shortages by up to... **97%**
- ▶ **Grow** a chain more than... with no increase in auditing costs **250%**

Loss Prevention

The Loss Prevention (LP) component of Aptos AOM 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 that deviate from your business rules, flags suspicious transaction activity, and both strengthens and accelerates your ability to respond.

Loss Prevention features:

- ▶ More than 80 system-defined exceptions
- ▶ User-defined exceptions and flexible rule definition
- ▶ Prioritized issues, automatically organized by severity
- ▶ Web-accessible reports and events
- ▶ Centralized case management tools
- ▶ Multiple investigation tools accessible from an event dashboard
- ▶ Automated email notifications
- ▶ Robust KPI-based reporting with drill-downs and ad-hoc queries
- ▶ A restitution scheduler

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, increase case dollar values over time, increase the likelihood of obtaining confessions, and reduce the time and effort needed to develop cases of internal theft.

Equally important, the solution functions as a powerful deterrent against fraudulent activity when your staff knows it's in place and what it does. That also helps to maintain morale by minimizing the presence of loss prevention investigators in store.

In all these ways, Aptos Loss Prevention is a highly effective way to reduce shrink and increase overall company profitability, for fast and substantial ROI.



Gift Card Management

Gift Card Management provides real-time updating of available balances for all the voucher documents your business uses, such as gift cards 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 gift card is activated it can be redeemed in any of your sales channels.

Gift Card Management features:

- ▶ A centralized card and customer liability database
- ▶ Real-time authorization and balance updates
- ▶ Gift card and voucher activation at the time/point of purchase
- ▶ Open or predefined value voucher applications
- ▶ Offline authorization tools
- ▶ Shared customer liability database
- ▶ Full reporting and access to transaction histories
- ▶ Gift card inventory administration

These features prevent gift cards 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 gift cards in-house, you dramatically reduce—if not eliminate—reconciliation and transactional costs associated with gift card activity

Employee Productivity & Commissions

Employee Productivity and Compensation (EPC) enables you to evaluate, track, encourage and reward the performance of every employee correctly, fairly and easily.

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.



About

Aptos: Engaging Customers Differently

Aptos is the largest provider of enterprise software focused exclusively on retail. Our cloud-based Singular Retail™ solutions are trusted by over 1,000 retail brands in 55 countries. With industry-leading omni-channel commerce and merchandise lifecycle management solutions, we help retailers develop dynamic and responsive assortments, streamline operations and deliver integrated, seamless experiences...wherever shoppers choose to engage. More than 1,300 colleagues share our collective passion for engaging customers differently, and we are committed to developing relationships built on trust and tangible value by partnering with our clients to create agile retail enterprises that are built to thrive in an era of constant change.

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