

## Store Issue Manager™

No matter how hard you try, things will go wrong in your stores. Doors break. Freezers go on the fritz. Letters in signs burn out. When problems occur, how will store managers know who to call and ensure the issue is resolved? With Reflexis Store Issue Manager, store managers can issue requests to fix problems without having to waste time trying to determine who they should call in the organization.

Automated workflows built into the system ensure problems are routed to the correct department for speedy resolution. Workflow for approval and resolution can be configured for each process. Corporate, field, and store managers can benchmark problem resolution time against engineered industry labor standards, track problem resolution status, and take corrective action by escalating issue priority when deadlines are missed.

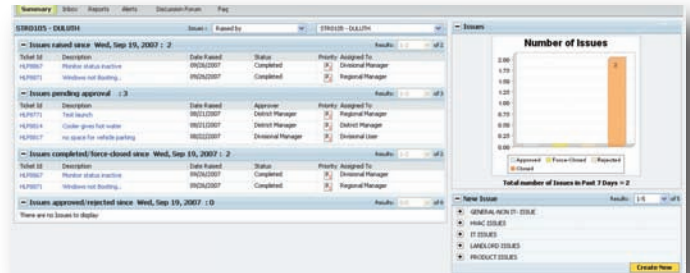
### Institutionalize Best Practice Response

Due to high employee turnover, retailers struggle to keep their workforce up to date on how to respond when any one of a wide variety of events occur in a store. With Store Issue Manager, retailers can ensure employees respond to these situations following the correct procedures. The system allows corporate to easily create templates that ensure best practice response to any type of event that happens in the store. When something happens that requires action, store employees simply fill in and submit a standard, Web-based form. Intelligent workflow built into the system ensures information is automatically routed to the correct person or persons for proper and speedy resolution.

### Improve Efficiency, Drive Increased Sales

Your best sales assets are your store managers and associates. Store Issue Manager increases their efficiency and drives increased sales by allowing them to spend more time on the sales floor helping customers. Store managers and associates no longer have to take time to call or send emails to corporate to determine what to do and who to notify. The Store Issue Manager frees store managers and associates from having to search for manuals and look up procedures, allowing them to spend more time on the sales floor.

- ✓ Ensure fast resolution to surprise problems in the stores
- ✓ Gain visibility to execution status with the ability to escalate issues
- ✓ Institutionalize best practice response in all stores
- ✓ Create store issue tickets in the same application used to view corporate-initiated and corporate-to-corporate tasks – no more switching from program to program
- ✓ Increase efficiency so store managers and associates spend more time helping customers and driving increased sales
- ✓ Improve operational productivity through the ability to benchmark performance



Integration between Store Issue Manager and Reflexis Task Manager enables managers and employees to view all of their tasks – whether corporate initiated, corporate-to-corporate, or store issue ticket – in one unified application. By having one place to go to access all of their information, employees don't waste time switching from application to application to find the information they need.



Reflexis has won back-to-back Retail Systems Achievement Awards in the Best in IT/Business Alignment category for two major retailers in the U.S. and Europe.



## Ensure Resolution with Role-Based Assignment and Issue Escalation

The Reflexis Store Issue Manager's support for role-based assignment ensures alerts do not "fall through the cracks" if someone is out sick, on vacation, or has left the company. If the primary contact is not available, the system's intelligent workflow will automatically forward the alert to the next appropriate person in the organization. Assigning tasks by role – not by email address, title, or department – ensures timely and correct response to problems.

Store Issue Manager also ensures resolution by providing real-time visibility into correction status and the ability to escalate issues. Once a task has been launched, management and associates can track its status as it is routed to management for approval and resolution. If an issue misses its resolution deadline, management can escalate its priority to ensure timely corrective action.

## Track Problem Resolution in Real Time

Reflexis Store Issue Manager does more than just sound the alert when something happens in a store. Once an issue has been raised, the solution enables corporate and store managers to track the resolution status of all issues in the system. Management can monitor problem resolution status in a color-coded dashboard display. Instead of having to process numerous emails and other communications to determine if a problem or issue has been fixed, management receives alerts that flag unresolved problems. Because the retailer sets the thresholds for alerts, only exceptions flow to the top. The ability to manage by exception enables attention to be focused on the most critical problems.

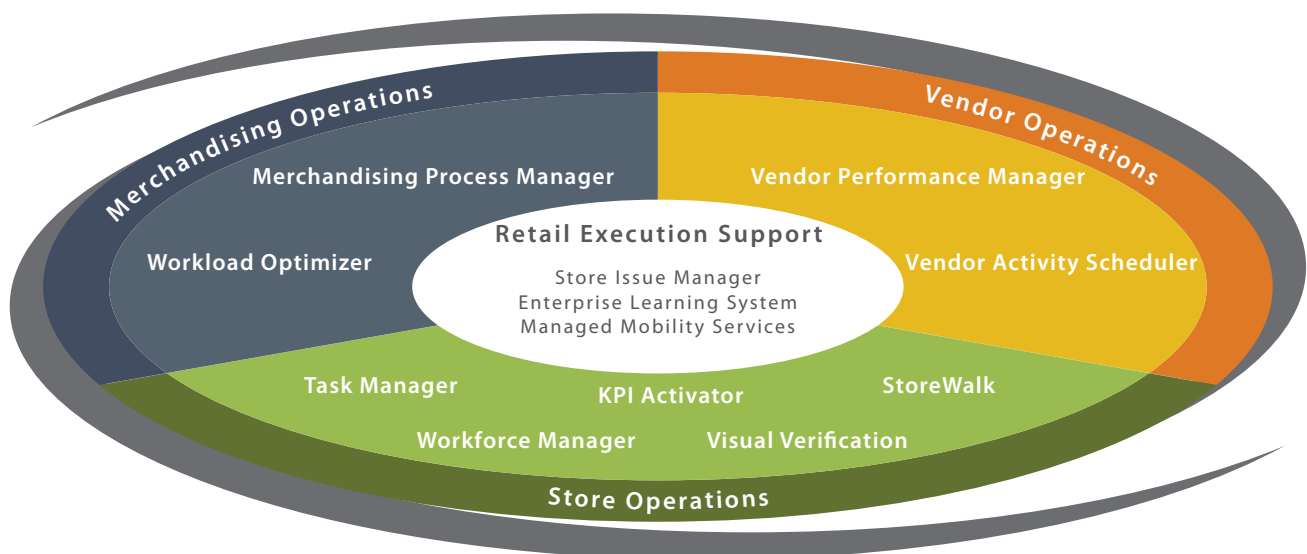
### Reflexis Contact Info

1.800.781.3609

info@reflexisinc.com

www.reflexisinc.com

RETAIL EXECUTION PLATFORM



Retail Execution Management

*It's about selling more. Not just doing more.*

Reflexis Systems, Inc.  
3 Allied Drive, Suite # 400  
Dedham, MA 02026  
USA  
Phone: +1 781 493 3400

Reflexis Customer Operations Group  
170 Chastain Meadows Court, NW.  
Kennesaw, GA 30144  
USA  
Phone: +1 678 264 2400

Reflexis Systems UK, Ltd.  
5 Belvedere, Basing View  
Basingstoke, Hampshire  
United Kingdom, RG21 4HG  
Phone: +44 (0) 1256 857 310