

NRF 97TH ANNUAL CONVENTION & EXPO

Jacob K. Javits Convention Center, New York City
Convention: January 13-16, 2008 | EXPO: January 14-15, 2008



ARTS

Association for Retail Technology Standards
of the  **NATIONAL RETAIL FEDERATION**

WWW.NRF-ARTS.ORG

ARTS Presents the 5th Annual Store Systems Study and ARTS RFP Update



IHL Group



5th Annual Store Survey and ARTS RFP

- **Welcome and Overview** - Richard Mader, Executive Director, ARTS
- **Results of the 5th Annual *RIS News/IHL Consulting Group***
- **Store Systems Study** - Greg Buzek, Principal, IHL Consulting Group
- **What's New in the ARTS** □ **NRF Standard RFPs** - Ann McCool, Standard RFP Committee and Former Chair, ARTS Board
- **The Vendor Perspective on RFPs** - Tim Hood, VP, Solution Management, SAP AG
- **Panel Discussion: on above**
 - Moderator: Joe Skorupa, Editor, *RIS News***
 - Panelists: Greg Buzek, Principal, IHL Consulting Group**
 - Ann McCool, ARTS RFP Committee and Former Chair, ARTS
 - Jeannine Ralston, Former Chair, ARTS
 - Tim Hood, VP, Solution Management, SAP AG

- **Q & A**

NRF 97TH ANNUAL CONVENTION & EXPO

Jacob K. Javits Convention Center, New York City
Convention: January 13-16, 2008 | EXPO: January 14-15, 2008



FIFTH ANNUAL
STORE SYSTEMS STUDY 2008
RETAIL TECHNOLOGY SPEND TRENDS

**SEIZING THE
IN-STORE
OPPORTUNITY**

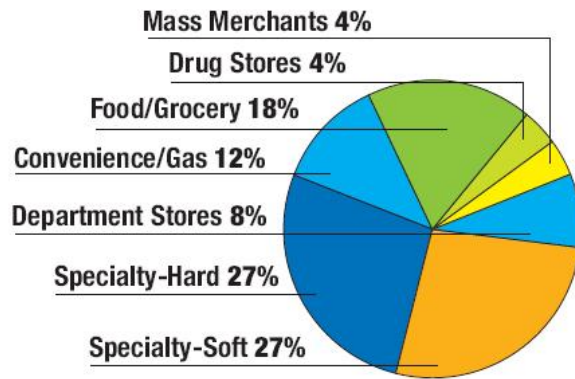


IHL Group

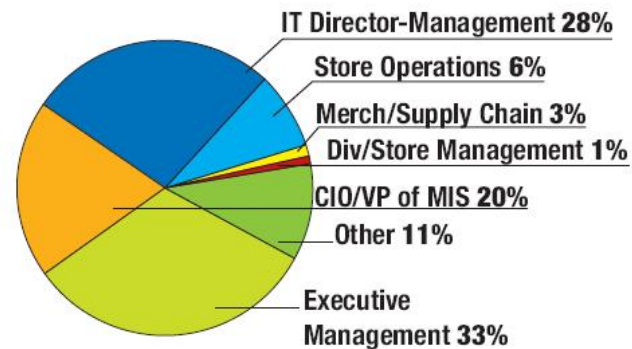


A look at respondents

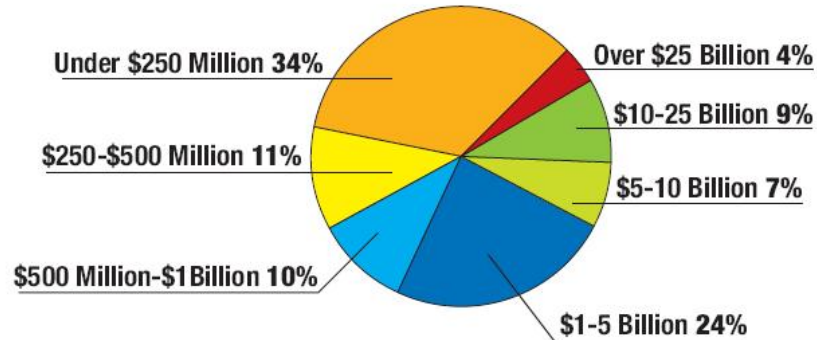
RESPONDENTS BY RETAIL SEGMENT



RESPONDENTS BY TITLE

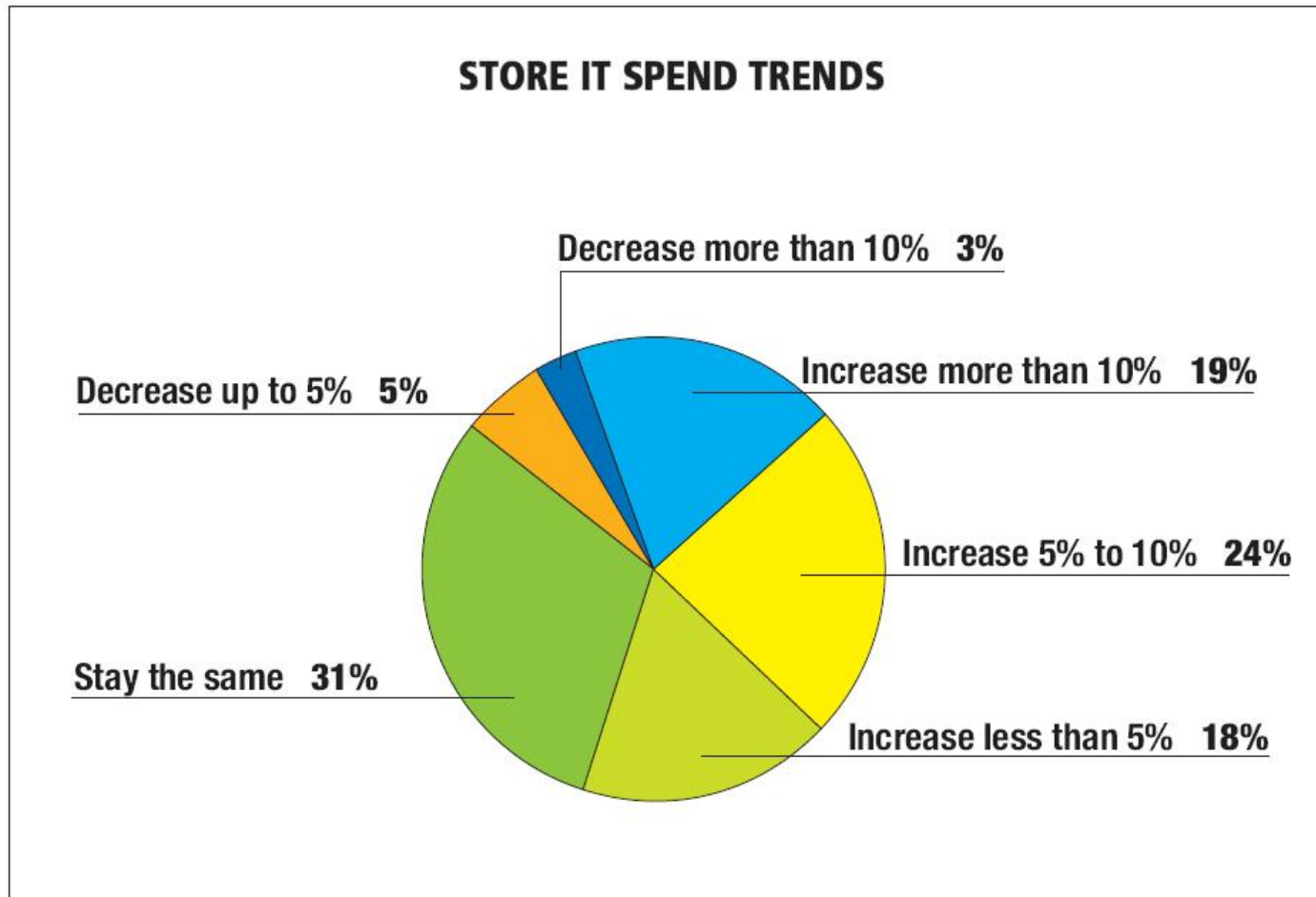


RESPONDENTS BY RETAIL REVENUE



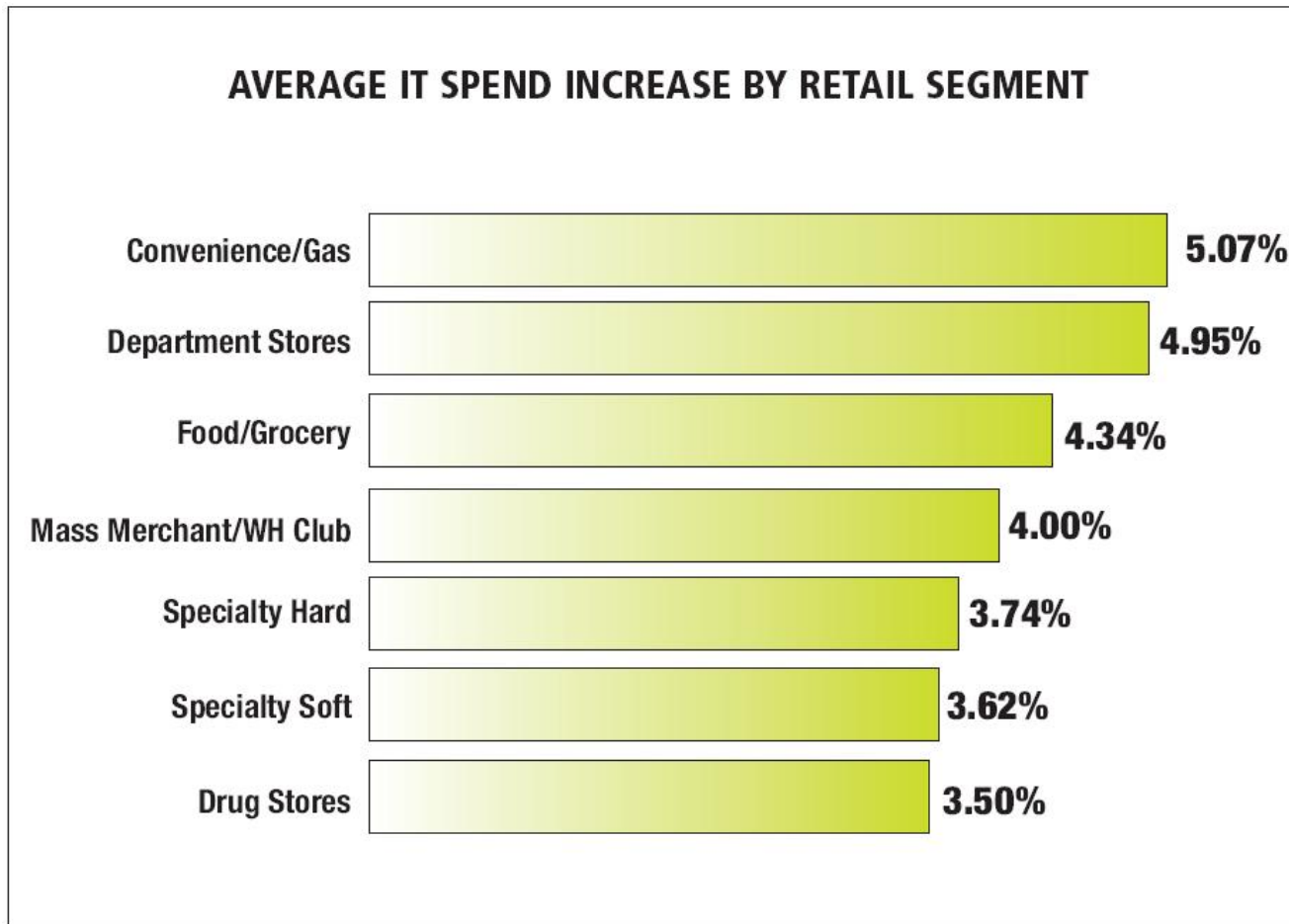


IT Spend up 4.3% for 2008





Segmentation matters





SMB Market Growth

IT SPEND INCREASE BY NUMBERS OF STORES

Under 500 Stores



4.16%

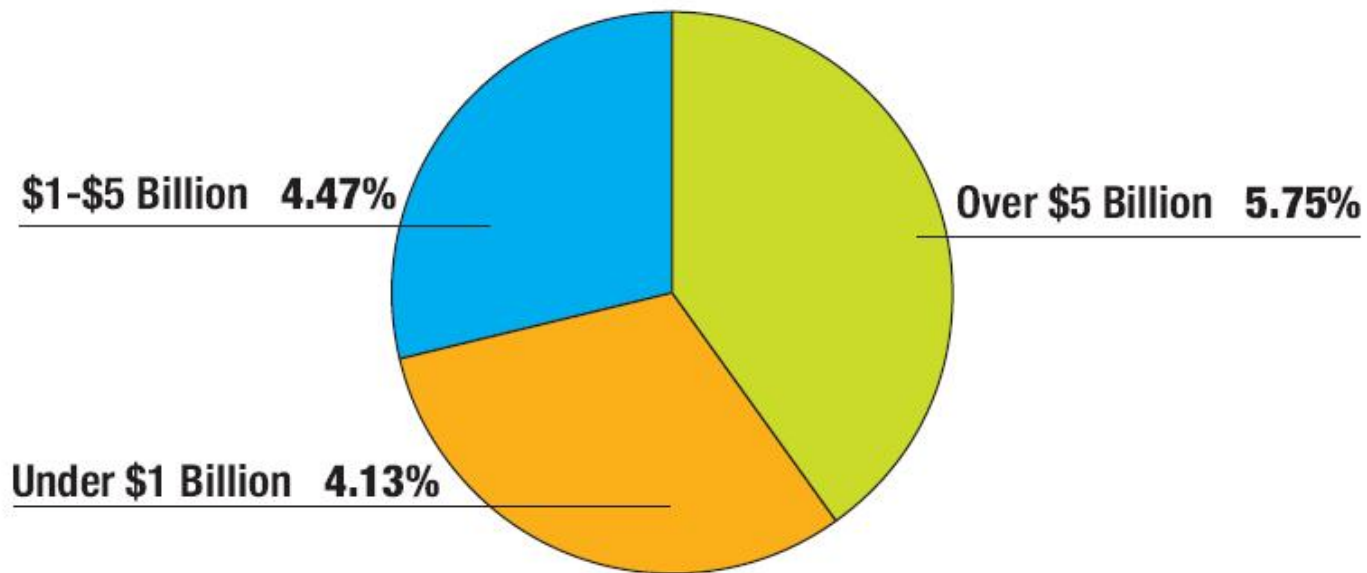
Over 500 Stores

3.54%



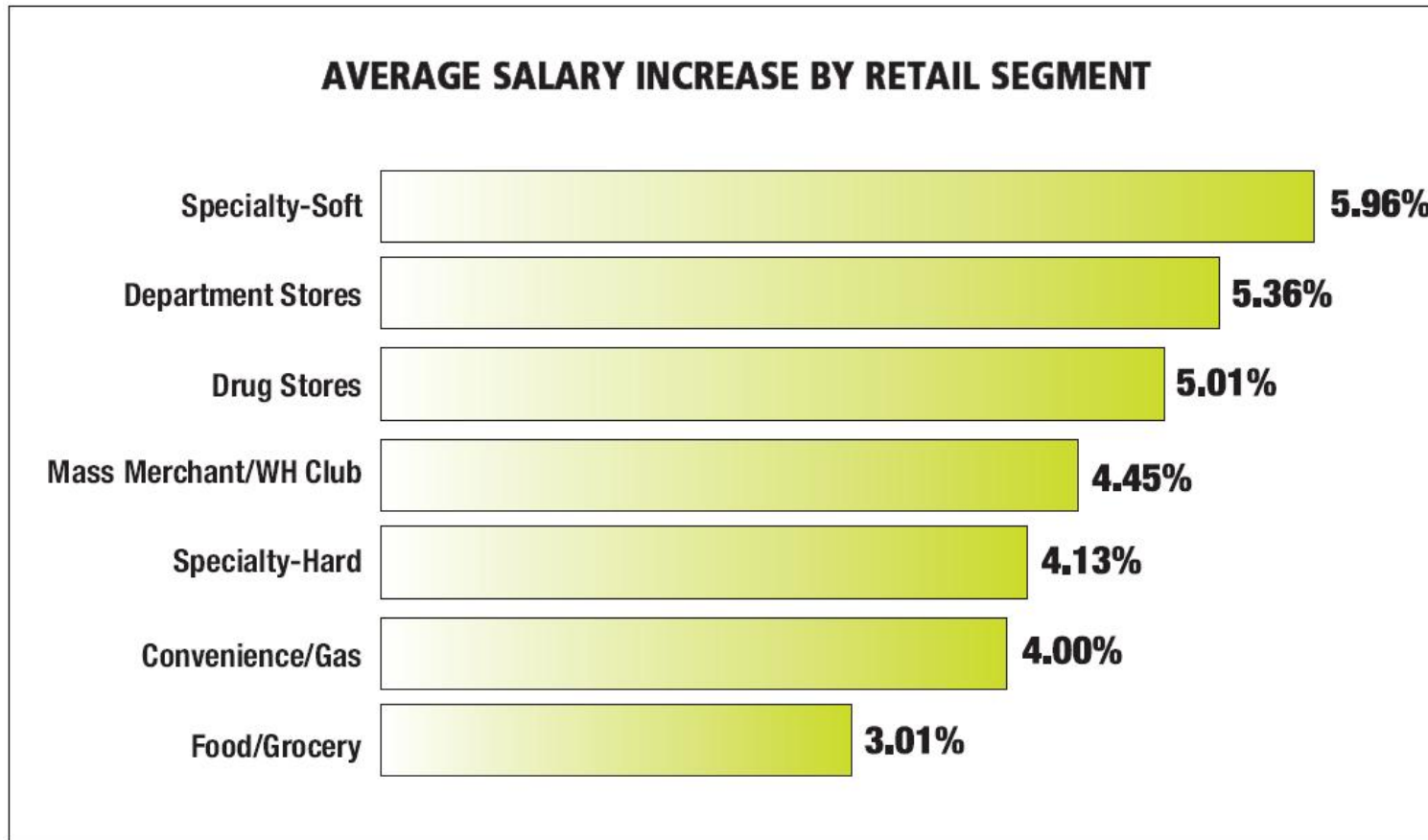
IT Salaries – Size matters

THE BIGGER THE RETAILER, THE BIGGER THE SALARY INCREASE





GMS rules IT salary growth





The IT Salary/Spend Connection

INCREASING STORE TECH SPEND INCREASES YOUR SALARY

IT budget increase

Average salary increase

Increase 5% or more



Increase less than 5%



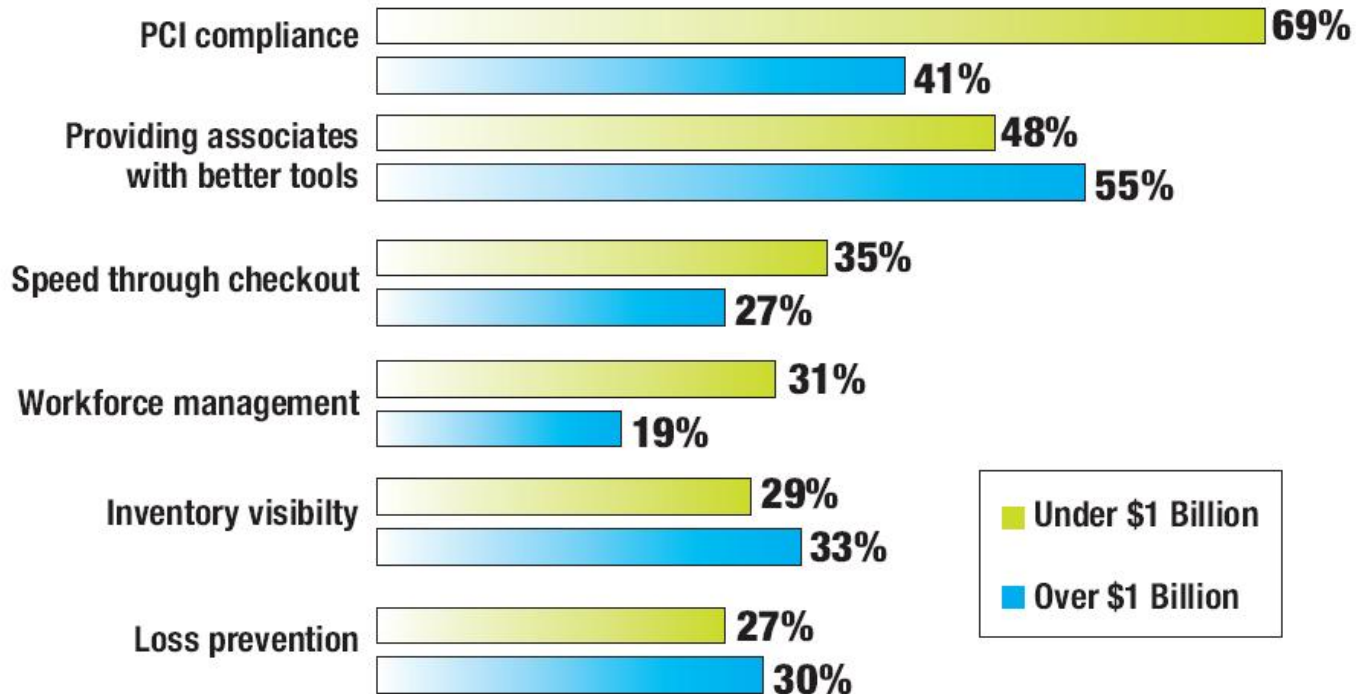
Decrease





Top Priorities

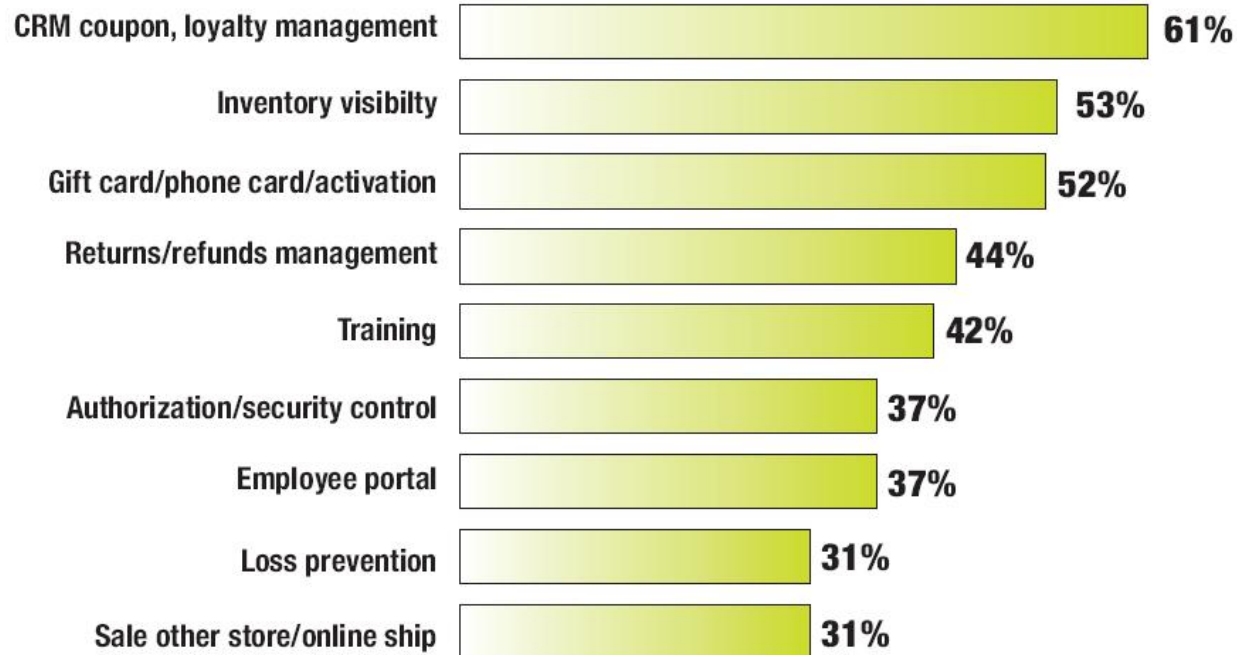
TOP STORES SYSTEM PRIORITIES BY RETAIL REVENUE LEVEL





Loyal Customers/Visible Inventory

POS FUNCTIONS TO BE INCORPORATED IN NEXT PURCHASE





Sig Capture, Printers Big

POS SPEND TRENDS

| | Within 18 Months | 18 Months-3 Years | 3 Years or more |
|-----------------------|------------------|-------------------|-----------------|
| POS Hardware | 36% | 31% | 33% |
| POS Software | 41% | 26% | 32% |
| POS Printers | 50% | 22% | 28% |
| EFT/Signature Capture | 62% | 14% | 24% |
| RF Payment | 54% | 17% | 29% |



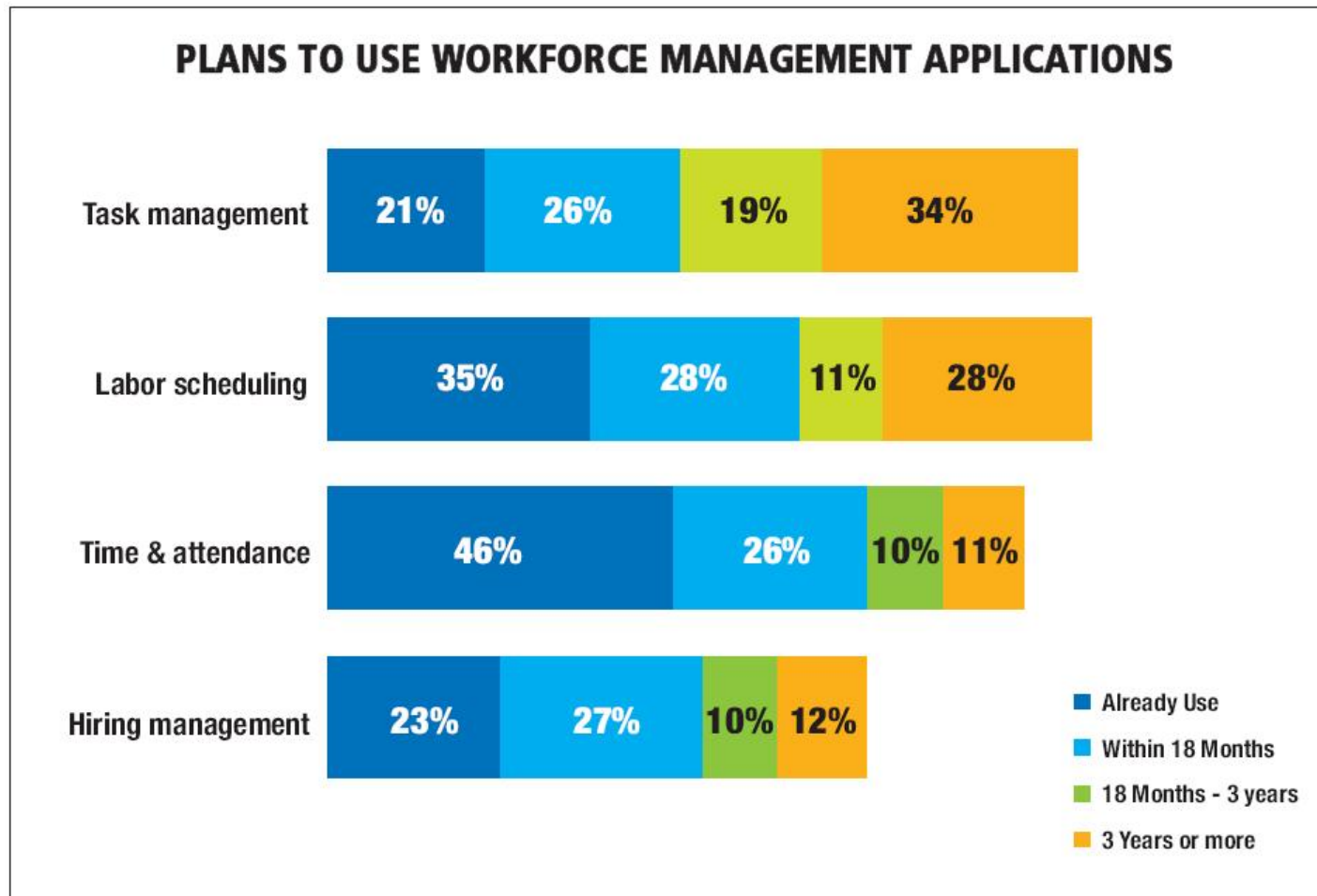
XPe, WEPOS, and Linux grow

OPERATING SYSTEMS AT POS

| OS at POS | DOS | IBM 4690 | Win 9x/ME | Win CE | Win NT/2k/XP | Win XPe | WEPOS | Linux |
|---|-----|----------|-----------|--------|--------------|---------|-------|-------|
| Use Today | 13% | 13% | 4% | 5% | 47% | 27% | 7% | 13% |
| Seriously considering for next purchase | 1% | 6% | 0% | 1% | 30% | 48% | 15% | 40% |

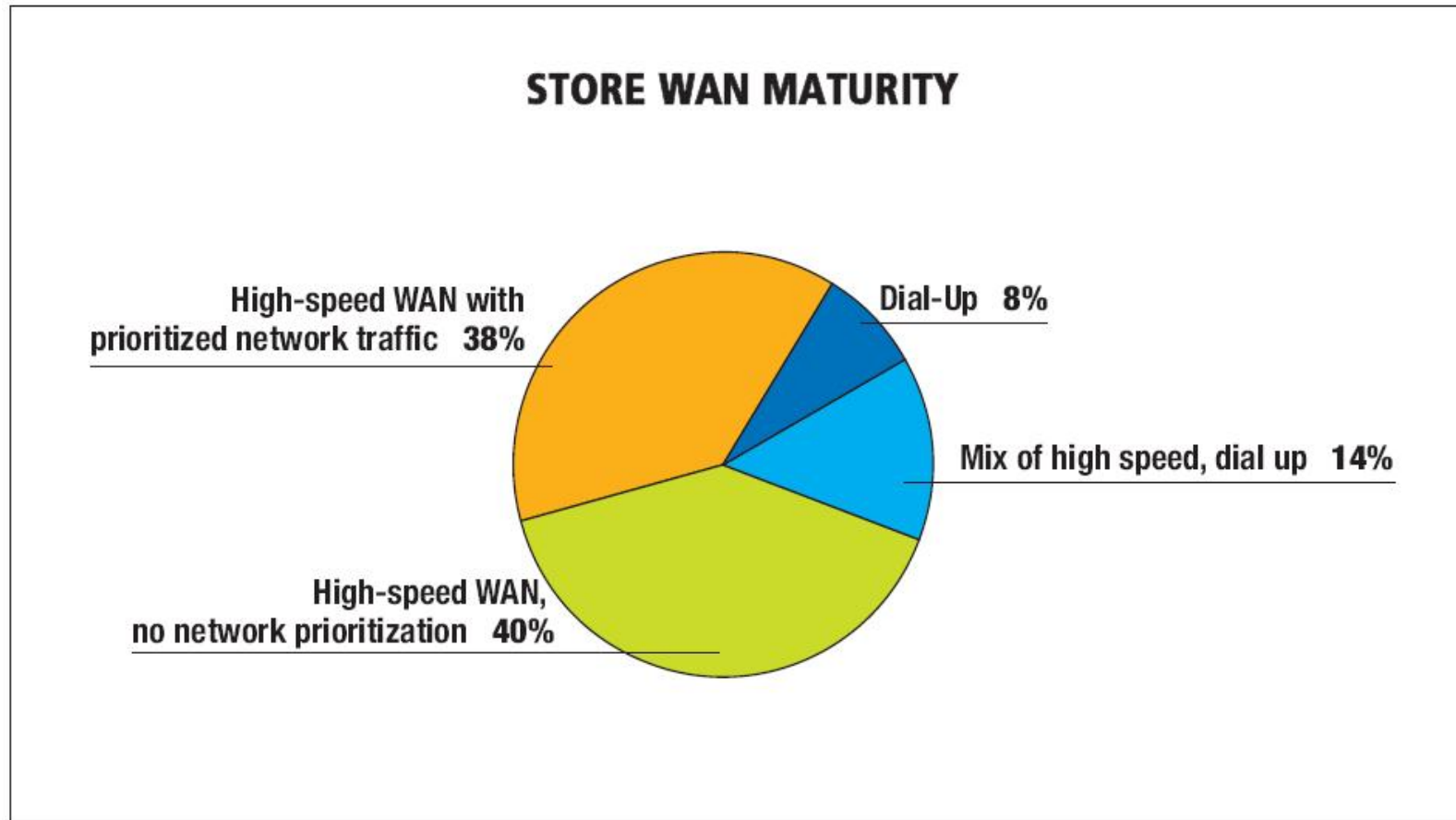


WFM heavy investment





WAN Potential High





Elephant in the room

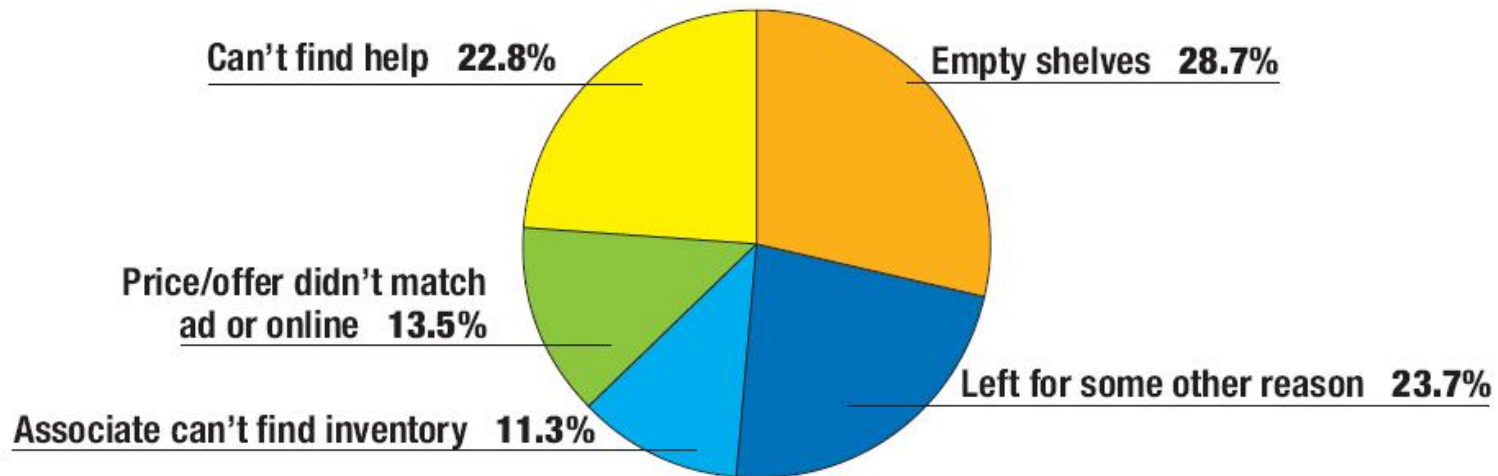
3.7%

Average same store sales increase if retailers solve their out of stock problem completely



Cost of Out of Stocks

RETAILERS LOSE \$93 BILLION ANNUALLY TO OUT OF STOCKS



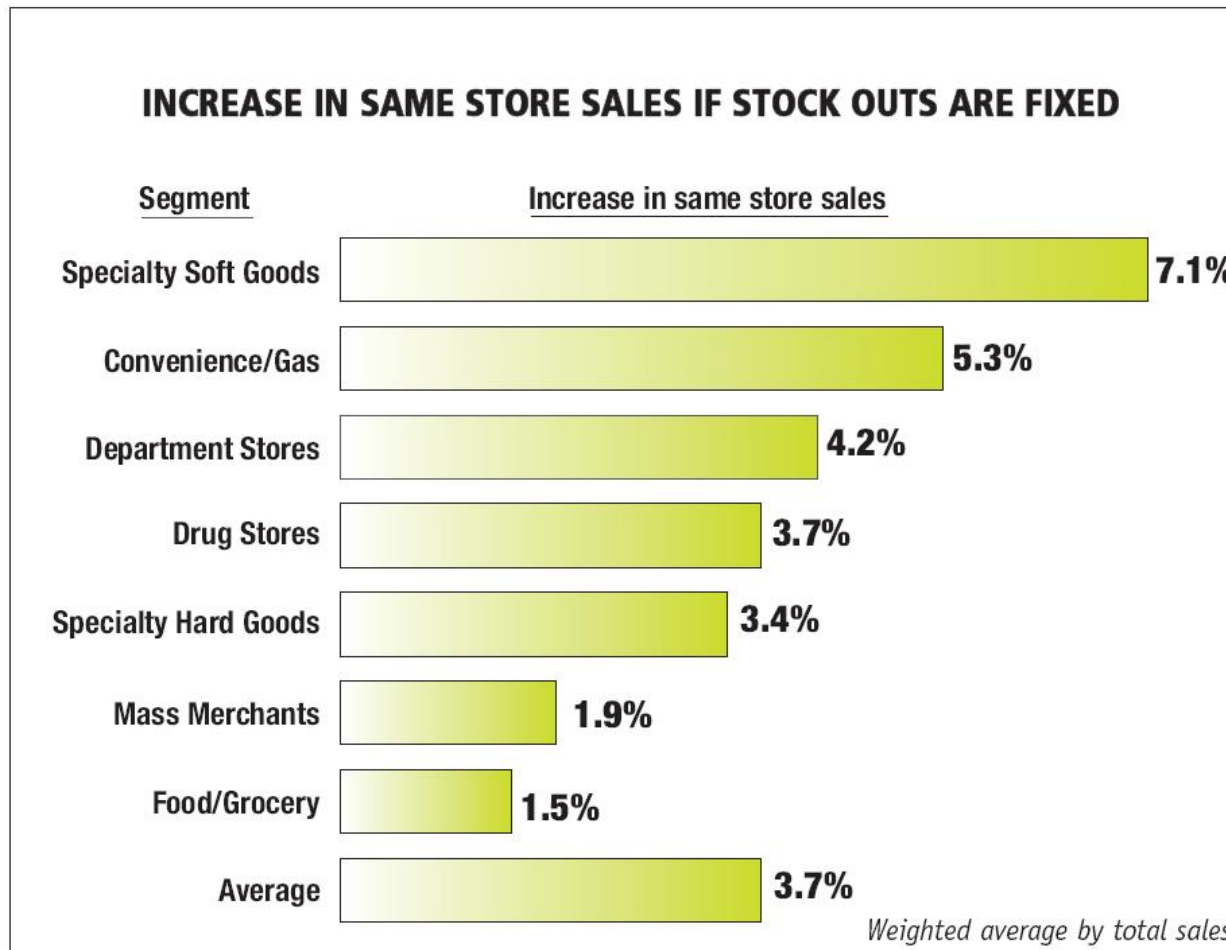


Plenty of blame to go around





Low hanging fruit

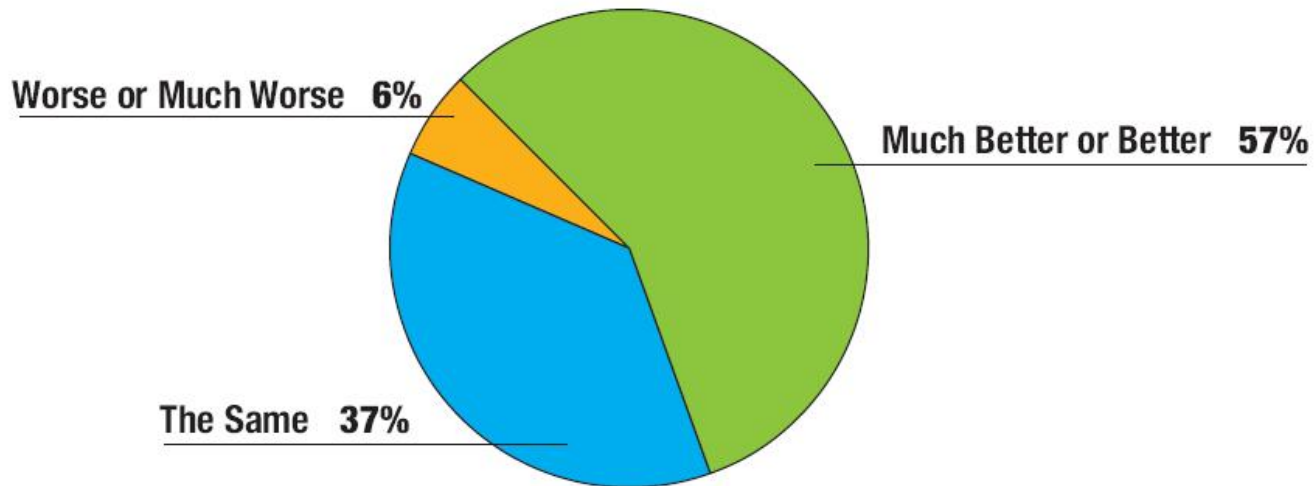




Lake Wobegon effect

BUT WE'RE BETTER THAN AVERAGE

AVERAGE RESPONSE COMPARING STOCK OUTS TO COMPETITORS





Workforce Management Request for Proposal Version 2.0



NRF-ARTS RFP Program

- 2003 – by direction of CIO Council
- Committee development
- Information collected
- 7 RFPs to date on NRF website
- 1000's of downloads
- Free for ARTS / NRF members



WFM RFP Update

- Version 1.0 – released in 2005
 - 803 feature and function lines
 - Limited glossary
 - Duplicate feature listings
- Version 2.0 – January 2008
 - Clean up / consolidation
 - Format updated
 - 1427 feature and function lines
 - Areas in each tab for retailer feature additions
 - Reporting and configuration moved to functional area
- New Task Management tab



NRF-ARTS RFP Program

- Every RFP has two parts:
 - Master Agreement and proposal instructions
 - Request for Proposal Response document



**Request For Proposal
 Master Agreement and Proposal
 Instructions**

1: REQUEST FOR PROPOSAL OBJECTIVES.....2

2: “THE COMPANY” CONTACT INFORMATION.....2

3: PROJECT SCHEDULE AND MILESTONES.....2

4: PROPOSAL INSTRUCTIONS.....2

 4.1: Acknowledgement of Receipt of RFP.....2

 4.2: Document.....2

 4.3: Submission Date/ Proposal Response Delivery.....2

 4.4: Questions.....2

 4.5: Letter of Transmittal.....2

 4.6: Vendor’s Presentation.....2

 4.7: Withdrawal of Proposal.....2

 4.8: Incurred Costs/Suppliers Cost for Proposal Development.....2

 4.9: Proposal Life.....2

 4.10: Return or Destroy the RFP.....2

5: PROPOSAL EVALUATION CRITERIA.....2

 5.1: Detailed Product Review.....2

 5.2: RFP Evaluation Process.....2

6: VENDOR SERVICES.....2

 6.1: Project Management Services.....2

 6.2: Design and Development Services.....2

 6.3: Installation Services.....2

 6.4: Test and Acceptance Services.....2

 6.5: Documentation Services.....2

7: RFP TERMS AND CONDITIONS.....2

 7.1: Confidentiality.....2

 7.2: RFP Disclaimer.....2

 7.3: Acceptance or Rejection of Submissions.....2

 7.4: RFP Cancellation.....2

 7.5: Submittal of Vendor’s Terms and Conditions.....2

 7.6: Infringement and Confidentiality.....2

 7.7: Vendor’s Solution.....2

 7.8: Conflicts.....2

 7.9: Contract Negotiation and Execution.....2

8: EVALUATION METHODOLOGY.....2

 8.1: Contract Evaluation and Reward.....2



”---(insert Retailer name)---” Workforce Management Functional Requirements Matrix Request For Proposal Response Document

Version 2.0 January 2008

All NRF and ARTS RFPs are developed from a selection of documents previously used by retailers to make purchase decisions. The RFP committee is comprised of retailers, vendors that provide products included in the subject RFP and consultants experienced in assisting retailers in purchase decisions. Every RFP has two parts:

- 1) "Request For Proposal Master Agreement and Proposal Instructions" - a word document providing guidance for: scheduling and managing the RFP process, formatting vendor response documents and negotiating contract terms and conditions. It is presented in the form of an instruction guide to be tailored to the retailers' specific requirements and sent to all vendors with the Features and Functions section. Beginning with release 2.0 (January 2007), the Master Agreement has been revised to move all retailer current business process and architecture / technology information to the new retailer current state tab in the

[Introduction](#) / [Retailer Guidance\(SP\)](#) / [Vendor Guidance](#) / [Retailer Current State](#) / [ARTS Standards - Conformance](#) / [Vendor Exec Response](#) / [Technical Overview](#) / [General](#) <



Retailer Guidance for Preparing and Reviewing the RFP

It is critical that the retailer carefully review and modify the information under each tab of the RFP to make certain it conforms to current and intended business practices and IT environments. This guidance tab is intended to provide direction on which area/department of the Retailer would be the most appropriate for the edit and review of information.

| Document | Content | These Sections are <i>populated</i> by the Retailer and <i>reviewed</i> by the Vendor Departments | | | | | These Sections are <i>populated</i> and <i>edited</i> for content by the Retailer, responded to by the Vendor | | | | |
|-----------------------------------|------------------------------|---|--------------|--------------|---------|--------------|---|--------------|--------------|--------------|--|
| | | Store Ops | HR | Training | Finance | Legal | Applications | Data Serv | Network Ops | Support | |
| SECTION | | | | | | | | | | | |
| Master Agreement | Exec Summary Intro (Ch. 1-3) | CREATE | | | | | | | | | |
| | Proposal Instructions | CREATE | | | | | CREATE | | | | |
| | Proposal Eval Criteria | CREATE | | | | | | | | | |
| | Vendor Services | CREATE | CREATE | CREATE | CREATE | | CREATE | CREATE | CREATE | CREATE | |
| | Evaluation Methodology | | | | | | CREATE | | | | |
| | RFP Ts & Cs | | | | | CREATE | | | | | |
| TAB | | | | | | | | | | | |
| Functional Requirements Matrix | Retailer Profile | CREATE | | | | | | | | | |
| | User Profile | CREATE | | | | | | | | | |
| | Scope | CREATE | | | | | | | | | |
| | Out of Scope | CREATE | | | | | | | | | |
| | Current Environment | | | | | | CREATE | CREATE | CREATE | | |
| | Home Office/Enter Arch | | | | | | CREATE | CREATE | CREATE | | |
| | Standards | | | | | | CREATE | CREATE | CREATE | | |
| | Conformance Certifications | | | | | | CREATE | CREATE | CREATE | | |
| | Legacy | | | | | | CREATE | CREATE | CREATE | | |
| | Mandated Technology | | | | | | CREATE | CREATE | CREATE | | |
| | Offline Capability | | | | | | CREATE | CREATE | CREATE | | |
| | Limitations or Restrictions | | | | | | CREATE | CREATE | CREATE | | |
| IMA (Vendor Resp) | Acknowledgement of Receipt | EDIT/ REVIEW | | | | EDIT/ REVIEW | | | | | |
| | Vendor's T's & C's | EDIT/ REVIEW | | | | EDIT/ REVIEW | EDIT/ REVIEW | EDIT/ REVIEW | EDIT/ REVIEW | EDIT/ REVIEW | |
| | Vendor Services | EDIT/ REVIEW | EDIT/ REVIEW | EDIT/ REVIEW | | EDIT/ REVIEW | EDIT/ REVIEW | EDIT/ REVIEW | EDIT/ REVIEW | EDIT/ REVIEW | |
| Vendor's Matrix (Vendor Response) | Exec Summary Response | EDIT/ REVIEW | EDIT/ REVIEW | EDIT/ REVIEW | | | | | | | |
| | Retailer Current State | EDIT/ REVIEW | EDIT/ REVIEW | EDIT/ REVIEW | | | EDIT/ REVIEW | EDIT/ REVIEW | EDIT/ REVIEW | | |
| | Vendor Exec Response | EDIT/ REVIEW | EDIT/ REVIEW | EDIT/ REVIEW | | | EDIT/ REVIEW | | | | |



Vendor Guidance for Reviewing and Responding to the Master Agreement and RFP Proposal

This guidance tab is intended to provide direction on which department in the Vendor organization would be the most appropriate for review and response of information.

| | | REVIEW | These Sections are <i>populated</i> by the Retailer and <i>reviewed</i> by the Vendor Departments | | | | RESPOND | These Sections are <i>populated</i> by the Retailer and <i>responded</i> to by the Vendor Departments | |
|--|------------------------------|----------|---|--------|-------------|--------------|---------|---|--|
| Vendor Guidance | | | | | | | | | |
| Document | Content | Prod Dev | Marketing | Legal | Custom Serv | Architecture | Support | | |
| SECTION | | | | | | | | | |
| Master Agreement | Exec Summary Intro (Ch. 1-3) | | REVIEW | | | | | | |
| | Proposal Instructions | | | REVIEW | | | | | |
| | Proposal Eval Criteria | | | REVIEW | | | | | |
| | Vendor Services | REVIEW | REVIEW | REVIEW | REVIEW | REVIEW | REVIEW | | |
| | Evaluation Methodology | REVIEW | REVIEW | | | REVIEW | | | |
| RFP Ts &Cs | | | REVIEW | | | | | | |
| TAB | | | | | | | | | |
| Functional Requirements Matrix | Retailer Profile | | REVIEW | | | | | | |
| | User Profile | | REVIEW | | | | | | |
| | Scope | | REVIEW | | | | | | |
| | Out of Scope | | REVIEW | | | | | | |
| | Current Environment | | | | REVIEW | REVIEW | REVIEW | | |
| | Home Office/Enter Arch | REVIEW | | | REVIEW | REVIEW | REVIEW | | |
| | Standards | REVIEW | | | | | | | |
| | Conformance Certifications | REVIEW | | REVIEW | REVIEW | REVIEW | REVIEW | | |
| | Legacy | | | | REVIEW | REVIEW | REVIEW | | |
| | Mandated Technology | REVIEW | | | REVIEW | REVIEW | REVIEW | | |
| Offline Capability | REVIEW | | | REVIEW | REVIEW | REVIEW | | | |
| Limitations or Restrictions | REVIEW | | | REVIEW | REVIEW | REVIEW | | | |
| MA (Vendor Resp) | Acknowledgement of Receipt | | RESPOND | | | | | | |
| | Vendor's T's & C's | | RESPOND | RESPON | | | | RESPOND | |
| | Vendor Services | RESPOND | RESPOND | | RESPOND | RESPOND | RESPOND | | |
| onal Requirements Matrix (Vendor Response) | Exec Summary Response | | RESPOND | | | | | | |
| | Retailer Current State | RESPOND | RESPOND | | | RESPOND | | | |
| | Vendor Summary Response | | RESPOND | | | | | | |
| | ARTS Standards - Conformance | RESPOND | | | | RESPOND | | | |
| | Technical Overview | RESPOND | | | RESPOND | RESPOND | | | |
| | General | RESPOND | | | RESPOND | RESPOND | | | |
| | Associate Management | RESPOND | | | | | | | |
| Forecasting & Budgeting | RESPOND | | | | | | | | |



| Retailer Current State Overview | Retailer to fill in company and current environment information. This provides the vendor with information needed to propose the optimum solution. N/A where not applicable. |
|---|--|
| Retailer Profile | |
| Company Mission statement | |
| # of stores | |
| # of employees | |
| Avg. # of employees per store | |
| Avg # of management users per store | |
| Size of stores | |
| Solution Overview | <i>Briefly introduce the objectives and/or vision of this solution.</i> |
| Business Requirements | <i>Specific business requirements such as multi brand, multi language etc. . .</i> |
| User Profile | |
| <i>Describe user base - roles, positions, etc. . .</i> | |
| Scope: | |
| <i>General in scope statement. Software solution, integration, deployment, etc. . .</i> | |
| Out of Scope | |
| <i>Specific areas that may be out of scope such as hardware or device implementations</i> | |
| Current Environment | <i>Describe in general the current environment</i> |
| Integrated software solutions | |
| Operating Systems | |
| Database | |
| Other middleware | |
| Legacy interfaces that will remain after the product is installed. | |
| Existing Hardware Interfaces | |
| Existing Software Interfaces | |
| Volume metrics - Describes the kind of volumes the solution is expected to handle, such as Average and maximum number of Transactions per location, per day/period. | |
| Network Utilization - Bandwidth utilization allocated to this solution. | |
| Home Office / Enterprise Architecture | <i>Provide an overview of the current home office/ enterprise architecture with focus on store system environments.</i> |
| Network Architecture | |
| LAN Environment - connectivity in store / at the | |



ARTS STANDARDS - CONFORMANCE

The following chart is a reference tool, identifying the points of integration by area and which ARTS standard(s) can be used to accomplish the integration at less time and cost. If your current systems do not employ ARTS standards we encourage you to encourage your vendor to add them. Please contact ARTS@nrf.com for more information.

| | |
|--|---|
| Referenced Documents | |
| <i>Data Model Conformance Program</i> | |
| <i>ARTS XML Interface Conformance Tool</i> | |
| ARTS Dictionary | Standard business terms definitions used in the ARTS Standards and are applicable across multiple verticals. |
| ARTS Data Model | The ARTS Data Model is a Logical model, in 3rd normal form so that retail systems constructed by the ARTS membership using the ARTS Data Model will be able to inter-operate with reduced integration costs. The data model committee recognizes that interoperability at the level of a physical database implementation is only one focus of the data model, the other focus is the provision of common data element definitions to be used in the development of XML messages to interface applications within the retail enterprise. |
| Workforce Management | Business Function |
| | Employee Maintenance Subject Area |
| | Employee Performance Management Subject Area |
| | Time and Attendance Subject Area |
| | Workforce Planning Subject Area |
| ARTS XML Associate Management Schema | The Workforce Management XML schema enables exchanging workforce management-related data between applications. It is intended to be applicable across multiple retail segments including convenience, fast food, general merchandise, specialty merchandise, food and drug to ensure broad-based adoption. |
| Create a Associate for Associate Management | USE Case |
| | Scenario: Set up Associate Personal Information |
| | Scenario: Set up Student Associate |
| | Scenario: Set Associate Pay Rate |
| | Scenario: Set Associate Classification |
| | Scenario: Set Associate Job Qualifications |
| | Scenario: Set Associate Position Assignment |
| | Scenario: Set Associate Availability |
| Request Associate Information | USE Case |
| | Scenario: Request Associate Personal Information |
| | Scenario: Request Student Information |
| | Scenario: Request Associate Job Status Information |
| | Scenario: Request Associate Availability |
| | Scenario: Request Associate Pay Information |
| | Scenario: Request Associate Security Information |
| | Scenario: Report Accruals by Associate |
| | Scenario: Request Associate Special Payment Information |



| Vendor Executive Summary Response | | Retailer: <i>REVIEW AND EDIT</i> each line for validation of your requirements. Additional requirements should be added at the end of the worksheet in the Retailer "other" lines. Vendor: Fill in response in format requested. Additional information should be added at the end of the worksheet in the Vendor "other" lines N/A = Not applicable |
|--|--|--|
| 1.00 General Company Information | | |
| 1.01 | Company name | |
| 1.02 | Company address (Provide the full name and address(s) of your company location(s) where this proposed business is to be overseen and/or conducted.) | |
| 1.03 | Physical locations - Operational areas (development, sales and marketing, customer support). | |
| 1.04 | Name of Parent Company | |
| 1.05 | Company's mission statement? | |
| 1.06 | Company's strategic vision? | |
| 1.07 | What is your company vision on how in-store systems will change over the next 5 years? | |
| 2.00 Contact Information | | |
| 2.01 | RFP contact name / title | |
| 2.02 | Contact address | |
| 2.03 | Contact telephone | |
| 2.04 | Contact e-mail address | |
| 2.05 | Contact mobile phone | |
| 3.00 Vendor Offering Proposed | | |
| 3.01 | Please identify the product you are submitting in response to this proposal | |
| 3.02 | Product Name | |
| 3.03 | Version # | |
| 3.04 | List of Documentation Provided: User , Technical, Help Desk | |
| 3.05 | What advantage or additional value can your company provide that differentiates you from your competitors? | |
| 3.06 | List any additional module options available that may be beneficial | |
| 4.00 Company Information & Financials | | |
| 4.01 | Public or private? | |
| 4.02 | Stock exchange and ticker symbol | |
| 4.03 | Describe ownership structure (attach additional information if required) | |
| 4.04 | YTD Results (2007) | |
| 4.05 | Revenue | |
| 4.06 | Profit | |
| 4.07 | Materials revenue | |



| Technical Overview | | Retailer: REVIEW AND EDIT each line for validation of your requirements. Additional requirements should be added at the end of each section in the Retailer "other" lines. Vendor: Fill in response in format requested. Additional features should be added at the end of each section in the Vendor "other" lines N/A = Not applicable |
|---|--|---|
| 16.00 | Architecture | |
| 16.01 | Describe the architecture of the proposed solution | |
| 16.02 | Include architectural diagram with this RFP response | |
| 16.03 | Deployment options? centralized, de-centralized, hybrid | |
| 16.04 | Development language used for the application | |
| 16.05 | Architecture secure at the application? If "No", please explain | |
| 16.06 | Architecture secure at the infrastructure? If "No", please explain | |
| 16.07 | Web based? | |
| 16.08 | MS or Linux Versions supported. List Versions supported. | |
| 16.09 | Active X controls required? | |
| 16.10 | Downloading of any applets required? | |
| 16.11 | Support a small OS footprint with Java and Graphics. | |
| 16.12 | What is the database that is being used? List those supported. | |
| 16.13 | Data Flow Diagram/Schematic - Include a detailed data flow diagram showing all interfaces between their recommended solution and external systems with this RFP response. NOTE: This data flow diagram will be reviewed in detail during the Vendor demo session | |
| 16.14 | Support multiple domestic and international divisions, with various languages and currencies, within a single software instances with a single database | |
| 16.15 | Describe the proposed architecture if multiple database are required | |
| 16.16 | Describe how time zones are supported on the user interfaces as well as stored in the database | |
| 16.17 | Are there any specific hardware requirements required to support multiple languages (e.g., printer, keyboard)? If yes, please explain | |
| 16.18 | Support multiple independent brands within the same instance. | |
| 16.19 | Separate forecasting, labor demand generation, scheduling, associate availability, and reporting into distinct stand alone components. | |
| 16.20 | Provided API's for each component? | |
| Retailer - Other Requirements | | |
| <i>Retailer - add other requirements for the solution relative to this topic that are not identified in this section.</i> | | |
| Vendor - Other Capabilities | | |
| <i>Other - add other features in your solution relative to this topic that are not identified in this section.</i> | | |
| 17.00 | Capacity/Performance/Scalability | |
| 17.01 | Support XXX concurrent users of the scheduler. | |
| 17.02 | Scheduler required to be run off hours to maximize performance? | |
| 17.03 | Forecaster required to be run off hours to maximize performance? | |
| 17.04 | Support XXX concurrent users of the self-service tool. | |



| General - Functionality/Capabilities | | Base Functionality System | Future (Version # and Date of Custom | 3rd party Tool or Package Required | N/A | Comments |
|---|---|---------------------------|--------------------------------------|------------------------------------|-----|----------|
| Retailer: REVIEW AND EDIT (if required) each line for validation of your business requirements. Additional requirements should be added at the end of each section in the Retailer "other" lines. Vendor: Fill in response in format requested. Additional features should be added at the end of each section in the Vendor "other" lines. N/A = Not applicable | | | | | | |
| 30.00 | Key Performance Indicators | | | | | |
| 30.01 | The ability for the retailer to select from a group of pre-defined KPI's for reporting analytics on the dashboard or portal | | | | | |
| 30.02 | The ability for the retailer to define and configure KPI's for reporting analytics on the dashboard or portal | | | | | |
| 30.03 | Provide flexible roll up of metrics and performance information according to defined hierarchies such as: corporate, district, store, department, or scheduling area | | | | | |
| 30.04 | The ability to identify percent increase or decrease and impact of moves on summary tab of all budget worksheets (3 less retail locations, -4.5% of sales) so user can identify differences | | | | | |
| 30.05 | The ability for the dashboard to show actual results for current week for all days completed, and approved sales forecast and labor budget numbers for days left in the week | | | | | |
| Retailer - Other Requirements | | | | | | |
| <i>Retailer - add other requirements for the solution relative to this topic that are not identified in this section.</i> | | | | | | |
| Vendor - Other Capabilities | | | | | | |
| <i>Other - add other features in your solution relative to this topic that are not identified in this</i> | | | | | | |
| 31.00 | Reporting - General | | | | | |
| 31.01 | Provide an internal report writer or integrated 3rd party product | | | | | |
| 31.02 | The system allows specification of amount of history to be stored by the user | | | | | |
| 31.03 | The system allows the user to configure batch/auto schedule jobs to improve system efficiency | | | | | |
| 31.04 | The system allows grouping of stores for peer to peer reporting | | | | | |
| 31.05 | The system allows reporting to be restricted by organization hierarchy | | | | | |
| 31.06 | The system allows reporting across organization by defined hierarchy | | | | | |
| 31.07 | Provide a mechanism for non-technical personnel to generate reports via a web-based, wizard-style interface | | | | | |
| 31.08 | Provide reports on daily hours worked by store, district, and company either 'ad hoc' or on a scheduled basis, by selected criteria | | | | | |
| 31.09 | Ability to configure or modify standard delivered reports supplied as part of software package | | | | | |
| 31.10 | Ability to create new reports with retailer or 3rd party report writing tool | | | | | |
| 31.11 | Provide mechanism to automate report creation and distribution for standard reports (e.g. standard report every Friday at 12pm) | | | | | |
| 31.12 | Provide automatic report creation and delivery for exception reports (e.g. when store manager forecast exceeds budget threshold) | | | | | |
| 31.13 | Provide both statistical and graphical representations of data for view/print | | | | | |
| 31.14 | Export report data into an MS Excel spreadsheet | | | | | |
| 31.15 | Export report data into a .PDF file | | | | | |
| 31.16 | Central limit report availability for various levels within the defined hierarchy | | | | | |



| Associate Management Functionality/Capabilities | | Base Functionality - System Configurable | Future (Version # and Date of Release) | Custom | 3rd party Tool or Package Required | N/A | Comments |
|--|---|--|--|--------|------------------------------------|-----|----------|
| Retailer : REVIEW AND EDIT (if required) each line for validation of your business requirements - Additional requirements should be added at the end of each section in the Retailer "other" lines. Vendor: Fill in response in format requested. Additional features should be added at the end of each section in the Vendor "other" lines. N/A = Not applicable | | | | | | | |
| 37.00 | Maintain Associate Records | | | | | | |
| 37.01 | Maintains both existing either an existing associates and allows adding of new associates | | | | | | |
| 37.02 | Maintain associate with position information when hiring, promoting or changing of position | | | | | | |
| 37.03 | Interface (including exporting data) with corporate HRMS | | | | | | |
| 37.04 | Designate the owner of associate information for management | | | | | | |
| 37.05 | Ability to hire, rehire, terminate or change an associate's personal information online with proper security | | | | | | |
| 37.06 | Support shared associate across the positions and locations | | | | | | |
| 37.07 | The system allows the 'home store' to be the primary driver of the associate schedule and availability, with other local stores as secondary schedulers | | | | | | |
| 37.08 | Consolidate all time worked at various positions and locations at the home store for ease of time calculation and accurate salary calculation | | | | | | |
| 37.09 | Deletions from the associate master file at the end of the pay period. | | | | | | |
| 37.10 | Create unique enterprise wide associate ID (automatically generated by system) | | | | | | |
| 37.11 | Support the following associate record fields: | | | | | | |
| 37.12 | Social Security Number | | | | | | |
| 37.13 | Name | | | | | | |
| 37.14 | Photograph | | | | | | |
| 37.15 | Biometric information | | | | | | |
| 37.16 | Address, city, state, postal code, country | | | | | | |
| 37.17 | Phone number and type (home, mobile, work, pager, fax) | | | | | | |
| 37.18 | e-Mail | | | | | | |
| 37.19 | Date of birth (DOB) | | | | | | |
| 37.20 | Gender | | | | | | |
| 37.21 | Badge number | | | | | | |
| 37.22 | Home store | | | | | | |
| 37.23 | Alternate sites for scheduling | | | | | | |
| 37.24 | Home department | | | | | | |
| 37.25 | Create a minor rules override for emancipated minor | | | | | | |
| 37.26 | The system supports emergency contact information | | | | | | |
| 37.27 | Primary and secondary emergency contact names | | | | | | |
| 37.28 | Associate's relationship to emergency contacts | | | | | | |
| 37.29 | Associate's emergency contact addresses | | | | | | |



| Forecasting & Budgeting Functionality/Capabilities <i>Retailer : REVIEW AND EDIT (if required) each line for validation of your business requirements . Additional requirements should be added at the end of each section in the Retailer "other" lines.</i> <i>Vendor: Fill in response in format requested. Additional features should be added at the end of each section in the Vendor "other" lines</i> N/A = Not applicable | | Base Functionality - System Configurable | Future (Version # and Date of Release) | Custom | 3rd party Tool or Package Required | N/A | Comments |
|---|---|--|--|--------|------------------------------------|-----|----------|
| 48.00 | Labor Workload Forecasts | | | | | | |
| 48.01 | Provide the ability to create a store's forecast based on another store's or group of stores' history | | | | | | |
| 48.02 | Create preliminary forecasts XX weeks in advance | | | | | | |
| 48.03 | The system can import defined data drivers (example - sales, transactions, items, signs, traffic report, delivery schedule, cartons, etc.) | | | | | | |
| 48.04 | Aggregate data drivers from lowest level of time granularity to a higher level of time | | | | | | |
| 48.05 | Import historical information for user defined parameters (sales, payroll dollars, etc.) to be factored during budget calculations | | | | | | |
| 48.06 | Import store hierarchy information | | | | | | |
| 48.07 | Allow inclusion or exclusion of 'extraordinary' non-recurring factors that impact store forecasts | | | | | | |
| 48.08 | Ability to assign comment to non-recurring event to identify any anomalies, whether included in forecast or not, when viewing historical data | | | | | | |
| 48.09 | Adjust the forecast for recurring exceptions flagged as such | | | | | | |
| 48.10 | Cap forecasted workload not to exceed planned hours for total store and/or department based on configurable threshold | | | | | | |
| 48.11 | Use a blended pay rate in calculating labor forecast costs | | | | | | |
| 48.12 | Use actual pay rates in calculating labor forecast costs | | | | | | |
| 48.13 | Utilize defined forecast data elements against defined tasks and standards | | | | | | |
| 48.14 | Compare system generated forecast of requirements versus manager adjusted forecast to measure forecast accuracy | | | | | | |
| 48.15 | On-screen views of workload forecasts in graphical format by week, day, or hour | | | | | | |
| 48.16 | Drag and drop editing of graphically presented workload forecasts | | | | | | |
| 48.17 | Ability to define rules for overriding system generated forecast | | | | | | |
| 48.18 | Ability to generate labor forecast by the following: | | | | | | |
| | Retailer - Other Requirements | | | | | | |
| | <i>Retailer - add other requirements for the solution relative to this topic that are not identified in this section.</i> | | | | | | |
| | Vendor - Other Capabilities | | | | | | |
| | <i>Other - add other features in your solution relative to this topic that are not identified in this section.</i> | | | | | | |
| 49.00 | Labor Forecast Constraints | | | | | | |
| 49.01 | Ability to weight various store attributes as a component of the labor forecast | | | | | | |



| Scheduling & Optimization Functionality/Capabilities <i>Retailer: REVIEW AND EDIT (if required) each line for validation of your business requirements. Additional requirements should be added at the end of each section in the Retailer "other" lines.</i> <i>Vendor: Fill in response in format requested. Additional features should be added at the end of each section in the Vendor "other" lines.</i> N/A = Not applicable | | Base Functionality - System Configurable | Future (Version # and Date of Release) | Custom | 3rd party Tool or Package Required | N/A | Comments |
|--|---|--|--|--------|------------------------------------|-----|----------|
| 58.00 | Schedule Configuration | | | | | | |
| 58.01 | Ability to configure the application to create schedules that begin on any day of the week (e.g., create schedules from Wednesday to Tuesday or Friday to Thursday rather than Sunday to Monday) | | | | | | |
| 58.02 | By Zone | | | | | | |
| 58.03 | By Region | | | | | | |
| 58.04 | By District | | | | | | |
| 58.05 | By Store | | | | | | |
| 58.06 | Define minimum staffing levels by one or more of the following: | | | | | | |
| 58.07 | Task/Job | | | | | | |
| 58.08 | Department | | | | | | |
| 58.09 | Store | | | | | | |
| 58.10 | Store Grouping | | | | | | |
| 58.11 | Time of Day | | | | | | |
| 58.12 | Day of Week | | | | | | |
| 58.13 | Configure minimum/maximum overtime hours per week | | | | | | |
| 58.14 | Configure minimum/maximum overtime hours per day | | | | | | |
| 58.15 | Allow store managers to designate 'request off black out' dates | | | | | | |
| 58.16 | The ability for the retailer to configure all business rules with no support required by the vendor | | | | | | |
| 58.17 | The ability for the retailer to configure all business rules by location or globally | | | | | | |
| 58.18 | The ability to configure business rules to any level of the hierarchy | | | | | | |
| 58.19 | System shall always access most updated schedule for time and attendance punch calculations | | | | | | |
| 58.20 | Ability for user to manually transmit schedule to a separate time and attendance system | | | | | | |
| 58.21 | Configure for 24 hour or regular time | | | | | | |
| 58.22 | Define minimum time assigned to each job (if multiple jobs are assigned in a shift) | | | | | | |
| 58.23 | Limit scheduling in departments or user-defined scheduling areas by setting minimums and maximums for each department or scheduling area (e.g. no less than one, but no more than three associates to be scheduled concurrently in photo) | | | | | | |
| 58.24 | Set minimum and maximum staffing requirements by time of day (e.g. no less than two cashiers from 4pm to 6pm) | | | | | | |
| 58.25 | Configure schedules by job type or department to begin and/or end at a specific time (e.g. 30 minutes prior to store opening, 15 minutes after store closing) | | | | | | |



| Time & Attendance Functionality/Capabilities | | Base Functionality - System Configurable | Future (Version # and Date of Release) | Custom | 3rd party Tool or Package | N/A | Comments |
|--|---|--|--|--------|---------------------------|-----|----------|
| Retailer: REVIEW AND EDIT (if required) each line for validation of your business requirements. Additional requirements should be added at the end of each section in the Retailer "other" lines. Vendor: Fill in response in format requested. Additional features should be added at the end of each section in the Vendor "other" lines. N/A = Not applicable | | | | | | | |
| 67.00 | Time Capture Devices | | | | | | |
| 67.01 | Capture time clock in/out through different input options: | | | | | | |
| 67.02 | Electronic time clock - Kronos, ATS etc. (please specify in comments) | | | | | | |
| 67.03 | PC time station/Kiosk | | | | | | |
| 67.04 | POS register | | | | | | |
| 67.05 | Associate badge - magnetic card swiping system | | | | | | |
| 67.06 | Associate badge - bar code scanning system | | | | | | |
| 67.07 | Web-based portal - internet/corporate intranet | | | | | | |
| 67.08 | PDA | | | | | | |
| 67.09 | Biometric devices (retinal scanners, finger or palm readers) | | | | | | |
| 67.10 | Multiple device types within a shift | | | | | | |
| 67.11 | Offline timesheets that cache clocks and update punch tables once connection is established | | | | | | |
| 67.12 | System can interface with time clocks via the following: | | | | | | |
| 67.13 | Ethernet connection | | | | | | |
| 67.14 | Serial connection | | | | | | |
| 67.15 | Modem connection | | | | | | |
| 67.16 | RF connection | | | | | | |
| 67.17 | Supports offline time capture | | | | | | |
| 67.18 | Upload data captured while offline | | | | | | |
| 67.19 | The ability to support a network-ready, IP-addressable Time Capture device to capture and transfer time & attendance information. | | | | | | |
| | Retailer - Other Requirements | | | | | | |
| | <i>Retailer - add other requirements for the solution relative to this topic that are not identified in this section.</i> | | | | | | |
| | Vendor - Other Capabilities | | | | | | |
| | <i>Other - add other features in your solution relative to this topic that are not identified in this section.</i> | | | | | | |
| 68.00 | Clock Management | | | | | | |



| Task Management <i>Retailer: REVIEW AND EDIT (if required) each line for validation of your business requirements. Additional requirements should be added at the end of each section in the Retailer "other" lines.</i> <i>Vendor: Fill in response in format requested. Additional features should be added at the end of each section in the Vendor "other" lines.</i> N/A = Not applicable | | Base Functionality - System Configurable | Future (Version # and Date of Release) | Custom | 3rd party Tool or Package Required | N/A | Comments |
|---|---|--|--|--------|------------------------------------|-----|----------|
| 83.00 | System Set Up and Configuration | | | | | | |
| 83.01 | Configurable fiscal calendar used to define the weeks and months in each fiscal week and month | | | | | | |
| 83.02 | Supports organizational hierarchy | | | | | | |
| 83.03 | How are the field and stores organized? | | | | | | |
| 83.04 | Ability to modify system defined attributes - stores, users | | | | | | |
| 83.05 | Allows creation of user defined attributes | | | | | | |
| 83.06 | Users and units can be directly imported into the application | | | | | | |
| 83.07 | User profiles set up to determine who can create projects, who can approve them and who will complete them | | | | | | |
| 83.08 | User roles defined for creating, approving, and launching of projects and tasks | | | | | | |
| 83.09 | Allow the creation and management of store distribution groups. (example - by grouping of stores in specific markets or test groups) How? | | | | | | |
| 83.10 | Provide mechanism for synchronization with the retailer's source of record for distribution groups | | | | | | |
| 83.11 | Enable the ad-hoc, one-off creation of distribution groups | | | | | | |
| 83.12 | Ability to categorize distribution groups e.g. Operations, Marketing, etc. | | | | | | |
| 83.13 | Allow the launch of projects and tasks to entities within the organization other than stores - e.g. corporate office, field offices?. Please describe how you target these entities | | | | | | |
| 83.14 | Predefined distribution lists that are created based on store attributes | | | | | | |
| 83.15 | Ability to set up and maintain question bank for feedback and survey information | | | | | | |
| 83.16 | Ability to create customized surveys | | | | | | |
| 83.17 | Drill down functionality provides the ability to look at summary details across all Stores or to drill down the hierarchy of divisions, regions, districts | | | | | | |
| 83.18 | Dashboard view by user profile | | | | | | |
| 83.19 | Compliance to task completion is measured in real-time; real-time visibility | | | | | | |
| 83.20 | Alerts are defined to notify management of non-compliance | | | | | | |
| 83.22 | Feedback from all stores is collated at the Corporate associates as they complete their work | | | | | | |
| 83.23 | Allow for multiple levels of approval that are configurable for each project type | | | | | | |
| 83.24 | Allow business rules to be setup for alternate types of approval for projects with different characteristics | | | | | | |
| 83.25 | Configure the departmental subset to which a project may be relevant | | | | | | |
| 83.26 | Define the roles that can create a copy of each project template, and what edit capability each role will have for the process | | | | | | |
| 83.27 | Ability to define multiple attributes for each project by store (function, labor standard, min/max time) | | | | | | |
| 83.28 | Ability to import project information | | | | | | |
| Associate Management / Forecasting & Budgeting / Scheduling & Optimization / Time and Attendance / Task Management / Glossary | | | | | | | |



| GLOSSARY | |
|---------------------------------|--|
| Name | Definition |
| A | |
| Actual Labor Hours | The actual labor hours worked by the group of associates being reported |
| Ad hoc | Created for or concerned with one specific purpose |
| Article Number | A single article or unit in a collection, enumeration, or series of items |
| Associate | An individual that works for a retail store, accepts direction from the retail store management and satisfies the statutory criteria requiring that payroll taxes and benefit contributions be paid by the retailer. |
| Availability | A specific time/day that a associate has availability constraints or work hour preferences. |
| B | |
| Break Time | The amount of time configured for meals and work breaks |
| Broadband | The class of transmission system that allows large amounts of data to be transferred at high speed. |
| Budget | The total sum of money allocated for a particular purpose or period of time |
| Business Unit | A part of an organization that operates as a distinct function, department, division, or stand-alone business. |
| Brand | A trademark or distinctive name identifying a group, product or a manufacturer |
| C | |
| Channel | A method of selling and distributing products to customers, directly or through intermediaries. Channels include direct sales, retail outlets, the Internet and wholesalers |
| Commissions | Payment of commissions to sales associates for items sold. This includes spiffs, partial commissions, and the definition of commission rules. |
| Contractor (subtype of | A person who is not an employee but provides services to the retail enterprise; may take direction from retail store management. |
| D | |
| Dashboard Reporting | Reporting of key organizational performance data and options on a near real time |
| Data | Information of a concrete nature used as a basis for reasoning and decision making. |
| Decision Tree | Graphic display of an underlying decision process |
| Demographic Information | Statistical information about the characteristics of the size and structure of a human population, including size, age, sex, birth and death rates, location, income, occupation, race, education, etc. |
| Department | A major subdivision in a store, either selling or non-selling, having a specialized function |
| E | |
| Email | Electronic mail, a message sent across the Internet, or a system for transferring messages between computers, mobile phones, or other communications attached to the Internet. |
| Employee (subtype of associate) | An individual that works for a retail store, accepts direction from the retail store management and satisfies the statutory criteria requiring that payroll taxes and benefit contributions be paid by the retailer. |
| Employee Assignment | Employee assignment to a specific position, at one point in time. |
| EOD | End of Day |
| F | |
| Fixed Shift | Always has the same start and end time (doesn't necessarily involve the same work) |
| Forecast | Estimate future trends by examining and analyzing available information |
| G | |
| Granularity | Determines the interval for which staffing levels will be generated for a particular task. Granularity can be specified in 15, 30, and 60 minute intervals |
| H | |



NRF-ARTS RFP Program

- 100's of Downloads
- Benefit of knowing what features are available in software package
 - Single document, easy to work with
 - Functional areas contain comprehensive list of features
 - Reduces time in preparation and review
 - Saves cost and improves quality



How to Get Started. . .

- Use the NRF ARTS RFP templates
- Download from www.nrf-arts.org
- Help us make them better
 - Join ARTS
 - Volunteer for Committee
 - Submit priority recommendations
- Look for the ARTS logo when reviewing software



The Vendor Perspective

Tim Hood – VP SAP AG
Member ARTS Board



The Panel for Q&A

Joe Skorupa,

Greg Buzek

Ann McCool

Jeannine Ralston

Tim Hood