



SPS COMMERCE

INFINITE RETAIL POWER™

SUPPLIER PERFORMANCE ANALYICS

Solution Description

PERFORMANCE ANALYTICS

Definition

Supplier Performance Analytics provides customers with visibility into their products' performance across all sales channels. The SPS, cloud-based, service provides a comprehensive view of the business, so customers can refine forecasting, identify which retailers and products need the most attention, and pinpoint risk of stock-outs or oversupply before they become costly problems.

Functionality

Supplier Performance Analytics provides the Customer with a suite of retail industry best-practice analyses with capabilities to develop, explore, and distribute analytics to optimize your company's trading partner relationships.

Supplier Performance Analytics

The service includes a web-based reporting interface, analytics warehouse, retailer data sourcing, and storage.

Retailer Data Sourcing and Storage

SPS manages the end-to-end process to collect and prepare the Customer's POS (Point of Sale) information for consumption by Supplier Performance Analytics. The capabilities include:

a. Data Sourcing

SPS will collect the Customer's POS data from the retailers listed in the SPS Services Order Form, including supplier-provided Direct-to-Consumer and online sales channels. Data acquisition may include EDI and flat files and can be transmitted via a variety of means including VAN, FTP, SFTP and AS2, or downloaded from retailer portals. In some cases, sourcing the data will require the Customer's involvement, which will be determined by the retail setup process.

b. Quality Assurance

SPS performs a variety of industry best practice tests and some proprietary validations to ensure the highest possible quality of data is available to the Customer.

c. Resolution and Re-Transmittal

If SPS identifies an issue with the data being received directly from a retailer, then it will request resolution from the retailer and notify the Customer of the status. In cases where the data is being provided to SPS by the Customer, the Customer will work with the retailer directly to resolve the issues and retransmit the data. Once resolved, SPS will test and load the data to Supplier Performance Analytics.

d. Monitoring

SPS monitors for the receipt of new data and the normalization and quality assurance processes 24 hours a day and 7 days a week.

e. Data Storage

SPS stores up to three years of historic, retailer-supplied, data for the Customer so long as the Customer continues to subscribe to the retailer.

SPS will make retailer data available as soon as it has successfully passed quality control and has been prepared for analysis. Timely delivery of retailer data to the Customer is contingent upon each respective retailer providing SPS with complete and accurate data. SPS will not be held liable for late or missing retailer data due to issues beyond the control of SPS.

Incomplete, inaccurate, and/or delayed reports and analytics do not constitute a material breach of this Agreement unless due solely to the failure of SPS to perform its obligations contained herein, and the incomplete, inaccurate, and/or delayed reports substantially impair the value of the Services.

User Licenses and User Types

The Customer will receive an allocation of Power Users and Dashboard and Alerts Users. Additional users of each type are available for an additional monthly fee.

a. Power Users

This type of user has access to all the functionality of Supplier Performance Analytics and can create reports and dashboards and subscribe other users to any content.

b. Dashboard and Alerts Users

This type of user has access to all the pre-built or Customer specific dashboards and can receive email subscriptions and alerts that are configured by a Power User.

c. Administrators

These users are identified by the Customer and have access to create and manage user accounts within their company.

Customer shall ensure that all of its user login identification names are associated with active users of the Services, and, either independently or with the assistance of SPS, terminate access of inactive users.

Training

SPS provides online resources for Supplier Performance Analytics that are available anytime for the Customer's use. Public training sessions will be made available to the Customer and other SPS customers each month.

The Customer may request additional or on-site training. Travel costs for the trainer, including airfare or mileage, lodging, meals and local transportation, if needed, are the responsibility of the Customer. A daily rate for onsite training will apply.

Service Levels for Analytics

SPS will use good faith efforts (but does not guarantee) to make Analytics available twenty-four (24) hours a day, seven (7) days a week. SPS shall not be held responsible for the unavailability of Analytics caused by: (a) planned downtime or (b) circumstances beyond the reasonable control of SPS, including (but not limited to) extraordinary elements of nature or acts of God; acts of government; flood; fire; earthquakes; civil unrest; acts of terror; strikes or other labor problems (other than those involving SPS

employees); Internet service provider failures or delays; and electrical failures (collectively, “Force Majeure Events”). Such Force Majeure Events shall excuse SPS from performance of its affected obligation(s) for as long as such circumstances exist.

Supplier Performance Analytics Functionality and Features*

Supplier Performance Analytics

This service provides actionable insights into several high-value areas of analysis including retailer sales, inventory position, product sell-thru, and out of stock warnings – usually at the store and UPC level. Supplier Performance Analytics includes a breadth of features that are included in the standard service that is made up of a web-based reporting interface, the analytics warehouse, retailer data sourcing, storage, and other optional features.

Analytics Functionality

1. Web-based Reporting

- a. **Best Practice Dashboards** - Access to pre-built dashboards including Business Overview, Product Performance, and Inventory Analysis.
- b. **Reporting Authoring** - Power Users can leverage the two pre-built wizards (To-Date and Time Range Analysis) for simplified report creation with ‘drag and drop’ report and filter authoring. Reports can include results up to 350,000 rows that can be viewed online or downloaded.
- c. **Email Subscription** = Distribute Reports and Dashboards to all users by email. The content in the email can be delivered in HTML or PDF for dashboards or in HTML, PDF, and spreadsheet formats for reports.
- d. **Alerts** - Thresholds can be set on critical business drivers to automatically notify specified users by email if a condition is met. The email notification can include a notice or attached report or dashboard with similar options of delivery as the email subscription.
- e. **User Created Dashboards** - Power Users can create, share and distribute any number of custom developed dashboards using the SPS dashboard authoring capability.
- f. **Online Administration** - The Customer’s Administrator has access to an interface for managing user profiles and configuring data security.

2. Analytics Warehouse

Provides storage and access to a pre-built analytics warehouse that includes up to three (3) years of available history to analyze the Customer’s business. Users will have access to the rich analysis of all subscribed retailer data through the User Experience components.

- a. **Metric Library** - Supplier Performance Analytics includes more than 800 metrics and attributes to analyze the business.

- b. **Calendars** – The Supplier Performance Analytics Warehouse uses a standard NRF 4-5-4 Restated and Non-Restated calendars or the calendars provided by the retailer. The Customer can also provide their own calendar to be integrated in Supplier Performance Analytics.
- c. **Retailer Defined Item Attributes** - Certain retailers provide SPS with retailer specific item attributes for the Customer's products. If made available to SPS by the retailer, these will be available for use in analysis.

3. Supplier Data Sourcing and Storage

SPS will manage the end-to-end process to collect and prepare the Customer's provided Item and Location information for use with the service. The capabilities include:

- a. **Item Master** - Inclusion of a single Customer provided item master that contains the product attributes that the Customer would like to use in the analysis. The Customer will map their attributes to the standard SPS Item Master structure, and the contents can be updated by the Customer weekly and shared with SPS via an FTP upload.
- b. **Location Master** - Inclusion of a single Customer-provided location master that is provided in the standard SPS location master format. The location master can include the Account, Store Number, Store Name, Address1, Address2, City, State, ZIP Code, Open Date, Close Date, and Mall. The Location Master can be updated by the Customer weekly and shared with SPS via an FTP upload.

**Supplier Performance Analytics Functionality and Features are subject to change as SPS continues to enhance the product.*

Optional Features

In addition to all the standard features that are included in Supplier Performance Analytics, the Customer has access to add optional features to the service, possibly for an additional fee.

Customer Specific Dashboards – SPS will work with the Customer to develop one or more custom dashboards to address a Customer specific use cases. The Customer Specific Dashboard will use the standard metrics and attributes that are included in the standard Supplier Performance Analytics service. The dashboard will consist of one dashboard page and can be linked to other Dashboards that a Customer may optionally purchase. These dashboards will be upgraded with new releases of Supplier Performance Analytics. Customers that require custom metrics or attributes will need to purchase the creation of the Customer Specific Metric feature separately (see below).

Customer Specific Metrics – In addition to the robust set of standard metrics SPS can develop new metrics for the Customer based on the existing data available in the Customer's Supplier Performance Analytics Warehouse. SPS will quote the creation of these metrics on a per request basis.

Customer Specific Reports – While Power Users can author reports directly in Supplier Performance Analytics, some Customers may elect to use SPS's expertise in authoring complex reports. SPS will quote the creation of these reports on a per request basis.

Item Master Consolidation – This service is for Customers that have more than one Item Master and require consolidation of these to meet the business need to roll-up all the analysis into one view, often across different brands or divisions. SPS will quote the creation and ongoing support of an Item Master Consolidation project on a per request basis.

Item Master by Retailer – This capability provides Customers with the ability to provide different item attributes per retailer partner. As an example, a supplier might have a different MSRP that they want to include in the analysis that differs per retailer.

Supplier Data Sourcing Mapping – If the Customer is unable to map its Item or Location Master files to the standard provided by SPS then SPS may do so on behalf of the client. The cost to setup and maintain any changes to the mappings will be quoted based on the Customer specific configuration and required mappings.