Using Performance Manager Part 1

As you've seen, Performance Manager is designed to help retailers answer two questions throughout each business day: 'How am I doing?' and 'What adjustments do I need to make?

With easy to read data and limitless customization options, you can easily inquire and respond accordingly.

In this course we will explore beyond the Home screen and review the 'Sales Summary' page, the 'Inventory Summary' page, the 'Market Basket' section and the 'Analysis' page.

Let's get started.

Topics

- Sales Summary Page
- Inventory Summary Page
- Market Basket by Item Page
- Analysis Page

Sales Summary Page

Clicking the 'Sales' icon opens the 'The Sales Summary' page.

This screen contains key comparative numbers for 'Today', 'Month to Date', and 'Year to Date' figures.

While these figures are real time when the page is launched, they will need to be periodically refreshed. Simply click 'Page' and choose 'Refresh Page'

A list of pre-built sales queries is also available here.

These can be easily accessed by double-clicking the name of the query you wish to run.

For example, the results of the 'Clerk Analysis' query display here.

The information available also includes a 'Low Margin Report' used to identify items that may need a price adjustment.

The 'Daily Sales by Hour' query which can be very beneficial for forecasting staffing requirements and scheduling employees.

'Sales by Item Across Stores' and the 'Top 100 Items', along with several other valuable sales reports.

Compass Analytics users have the ability to edit these queries and even create their own which can be saved to this query list.

Sometimes there are events outside your control that can affect your sales.

Clicking the 'Notes' button, here, allows you to enter information about weather or any other significant factors that may have affected sales.

If you notice later that there was a drastic spike or dip in sales activity, the notes you enter can help explain the variance.

The Sales Analysis Button gives you a closer look at the details of a given days sales activity.

The data shown here offers insight into who is buying, what items they buy, and what items are coming back.

Simply change the 'Date' field, and the data refreshes.

Notice that the tabs for several sections at the top correspond with the number of the tab at the bottom.

When you highlight a specific customer from the 'Who is Buying' section, 'What they Buy' is updated with sku specific information.

Identify a SKU from 'What is Selling' and answer the question, 'Are We Stocked'?

Highlight a 'Clerk' in the 'Returns' section and the items they are processing returns for at Point of Sale are displayed.

If a tab name does not start with a number, it stands on its own and has no drill down relationship with any other tab.

You'll also find 'Price Exceptions' here, 'Departmental Sales' for a Rolling 12 Month Period and a comparison of Department Sales to the same month last year.

Quickly view 'Returns as a Percentage of Sales', or perform a quick 'Salesperson' analysis.

One popular choice on this page is the 'Top 100 Items' analysis.

Using this query, sales managers can see the top 100 items by 'Gross Profit Dollars', 'Units' sold, 'Net Sales Dollars', 'Promotional Dollars', and more.

This type of analysis can be assembled for any combination of Date ranges and Stores.

It provides strong support for any adjustments you may want to make to purchasing, pricing, or merchandising.

On tabs that contain SKU level detail such as 'What is Selling', 'What They Buy', 'What is Coming Back' and 'Price Exceptions', double clicking on a line produces a pop up window.

This window enables the user to look directly at a specific Invoice, detailed Eagle IMU information or the Market Basket Affinity Report.

Inventory Summary Page

In addition to your Sales Summary and Analysis, Performance Manager also has invaluable information about your Inventory.

Click the 'Inventory' icon to launch the Inventory Summary page.The information available also includes a 'Low Margin Report' used to identify items that may need a price adjustment.

The top half of the screen contains vendor summary information.

The 'Low Inventory' tab forecasts the purchases that are required to stay stocked for the next two months of sales.

This is based on sales history from the same two month period last year.

Double-clicking a row populates the 'Low Inventory Details' at the bottom.

Here you can see item by item where you are in danger of not meeting your customers' expectations.

Keep in mind, this is based on previous sales and not on the order point.

Conversely, on the 'Excess Inventory' tab, you will be able to pinpoint areas where your cash may not be performing at optimum levels and some purchasing or pricing adjustments are needed.

The summary at the top is kept by Department and highlights areas where your 'Quantity On-hand' is greater than the expected next 6 months of sales.

This is based on sales history from the same six month period, last year.

The Inventory page also shows the 'Top Movers' 'Today', 'This 'Week', and 'This Month'.

The 'PIP Watch List' highlights items that have not been counted recently.

and items by 'Popularity Code' that are in danger of being out of stock because Quantity On-hand is at or below the Order Point.

There is also a Valuation tab for a quick glance at your Inventory dollars by Department, Class or Fineline.

And an 'Ad Hoc Item Details' area where you can use filters and other grid functionality to build your favorite view.

Market Basket by Item Page

Performance manager has several analyses that provide tremendous decision making power.

Headlining these is a function called 'Market Basket' available from this icon.

Simply enter an Item number, Store, and the desired From and To date and press Enter.

The resulting list shows all items that were in your customers' shopping carts, or 'Market Basket', when the selected item was purchased.

In other words, you get to find out what else sells when customers buy a particular item.

This analysis provides powerful information for merchandisers, buyers, and your company's marketing and advertising activities.

For example, you might plan an end-cap arrangement of gas cans the week before Memorial Day.

Simply enter the gas can SKU, the desired date range from last year, and review the list of all items that were purchased with that gas can.

This could help identify items that have an affinity for the gas and should perhaps be merchandised on the same end cap.

Analysis Page

When you click the Analysis icon, the resulting page lists over 25 key reports that represent your fellow Eagle customers' favorites.

We have taken the most popular views from our customers and arranged them by business category here.

Let's take a look at 'Clerk Analysis'. Simply double click to open this view.

Input the desired period from the drop down, and refresh the page by pressing Enter.

Or maybe you want to find out which Loyalty Customers have not recently visited your store.

Double-click Inactive Loyalty Customer…

Enter the Last Activity Date and press Enter to refresh.

Now you have a list of customers that you can reach out to and win back their business.

Compass Analytics users can even build their own queries and add them to this list.

As you can see, Performance Manager does a tremendous job of providing data in a format that gives you valuable insight to key business activities,

With this information you can determine what adjustments are needed, identify opportunities for growth, and free up valuable time compiling data from multiple areas.

Continue with the next class in this Training on Demand Agenda and uncover even more uses for Eagle Performance Manager.

About Epicor

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