

Pattern Performance File

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11/18/2020

The Goals

Goal 1: Get visibility into performance across accounts Goal 2: Determine the most successful patterns; then deploy into pattern bank and into other accounts

The How

On the 14th day of each month we pull the following measures for the previous month. We pull it on the 14th so that the customer has a fair chance to close opportunities in regular time. If an opportunity was opened on the last day of the month they may need some time to receive the opportunity, work the opportunity and close it.

The Challenges

Data is manually collected on consolidated Customer needs and changes leave gaps in data Accounts define ""hit"" differently Some customers require their employees to input recovered value when closing an opportunity and some don't

Glossary

Number of Total Opps - Total count of opps generated

Number of Closed Opps - Total count of opps with closed status

Number of Opps with Hits - Total count of opps closed with a resolution

Opps Value - The total \$ of the opportunities value

Hit Value - The total \$ from opportunities closed with resolutions

Recovered Value - The total \$ that the user declared on the opportunity when closing it

Productivity % - The # of closed opps/total # of opps

Hit Rate % - The # of opps with hits/ (# of opps with hits + # closed opps)

Count of Recovered Value - The # of times an opportunity is closed with Recovered Value entered by the user

Max Captured Value - The max value of Hit Value and Recovered Value After careful examination of the data we combined the two methodologies, to created a cross account comparable measure that reflects a comprehensive measurment of the value captured within the ZPA tool. While we understand the risk of double counting value in the two measures, We still belive this is the best way to represent the value captured by each pattern in each account.

MoM - Month over Month

Account Industry- The type of industry the account belongs to, a customer segment. This report reflects the Account Industry found in Salesforce.

Labels: The patterns are tagged by a keyword/pain point. These can be used to look for similarities across accounts within the same industry, module, etc.

Pattern Activity: Pattern activity is being analyzed using pattern status. This was added to the report as of August and can be found at the bottom.

Account Health

account	module	2020-04-01	2020-05-01	2020-06-01	2020-07-01	2020-08-01	2020-09-01	industry
Customer 1	Inventory	0	0	480	583	722	951	Retail-Apparel
Customer 2	Inventory	7376	7466	11144	10984	11017	12360	Grocery
Customer 5	POS	282	990	1197	1372	1157	816	Specialty apparel and footwear
Customer 3	POS	179	351	469	600	657	602	Department stores
Customer 4	POS	0	0	9538	6047	6058	2850	Other
Customer 6	POS	1416	1993	1993	2231	2116	2685	Retail – Health & Beauty
Customer 7	POS	809	956	1111	1447	1625	1837	Grocery
Customer 8	POS	NA	NA	NA	NA	NA	0	Other
Customer 9	POS	1867	1191	3051	1974	2831	1399	Other
Customer 10	Inventory	431	387	353	379	446	453	Specialty apparel and

Customer 10	POS	187	487	533	502	580	754	footwear Specialty apparel and footwear
Customer 11	POS	486	1215	2125	2495	3579	3574	Hardlines
Customer 12	POS	10817	12594	13115	13944	14504	14110	Grocery
Customer 13	POS	6507	10650	25948	41048	30874	26556	Other
Customer 14	Inventory	0	0	0	1567	592	1855	Retail – Sporting Goods
Customer 14	POS	0	0	0	407	417	385	Retail – Sporting Goods
Customer 15	POS	16	0	NA	101	233	563	Grocery
Customer 16	POS	1909	3802	4286	3949	4543	3616	Grocery
Customer 17	POS	706	743	699	753	776	694	Hardlines
Customer 18	Inventory	1372	1024	1414	6801	5507	6381	Department stores
Customer 18	POS	2192	7	652	857	840	1402	Department stores

User and Store Information

This is the first release of user information. We've collected the # of Users and # of Stores by Account + Module combination for the following accounts. Percentile information could contribute to an account size score. The size score is being used to sort largest to smallest across both users and stores.

account	module	user_logins	stores	User Percentile	Store Percentile	Account Score
Customer 1	Inventory	69	959	58.8%	41.2%	100.0%
Customer 5	POS	18	2351	23.5%	76.5%	100.0%
Customer 4	POS	65	1412	47.1%	58.8%	105.9%
Customer 7	POS	8	124	17.6%	11.8%	29.4%
Customer 9	POS	112	15516	70.6%	100.0%	170.6%

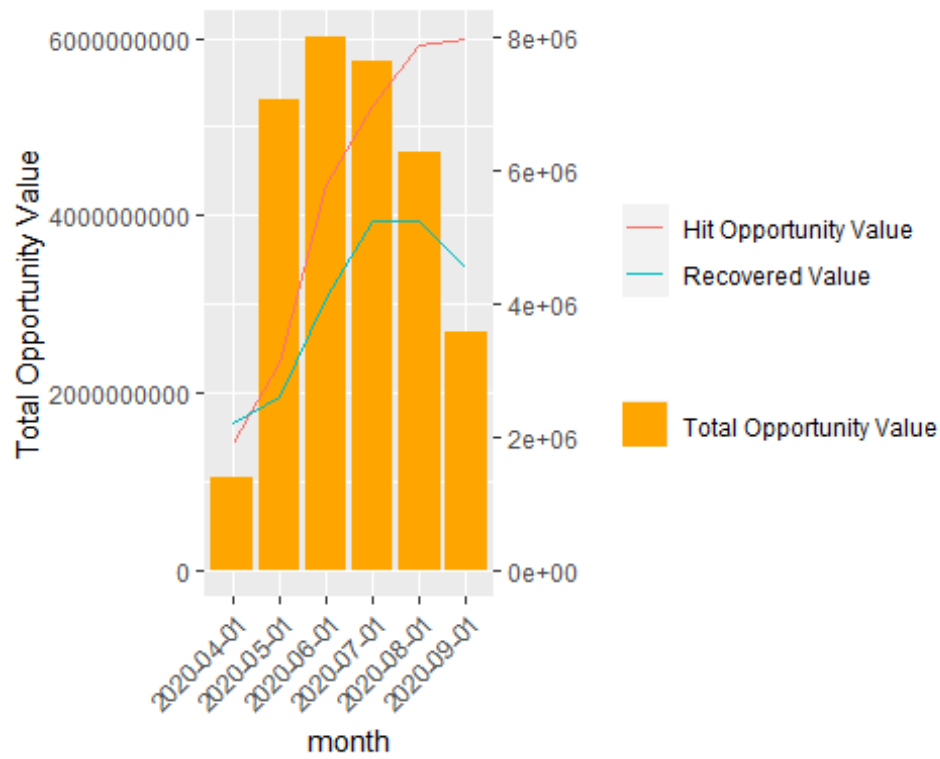
Customer 10	Inventory	8	1101	17.6%	47.1%	64.7%
Customer 10	POS	8	528	17.6%	35.3%	52.9%
Customer 11	POS	69	1990	58.8%	70.6%	129.4%
Customer 12	POS	221	84	82.4%	5.9%	88.2%
Customer 13	POS	932	3465	100.0%	82.4%	182.4%
Customer 14	Inventory	35	176	41.2%	17.6%	58.8%
Customer 14	POS	35	182	41.2%	23.5%	64.7%
Customer 15	POS	81	1319	64.7%	52.9%	117.6%
Customer 16	POS	167	290	76.5%	29.4%	105.9%
Customer 17	POS	20	1908	29.4%	64.7%	94.1%
Customer 18	Inventory	366	9099	94.1%	94.1%	188.2%
Customer 18	POS	342	9066	88.2%	88.2%	176.5%

How Customers Report Value

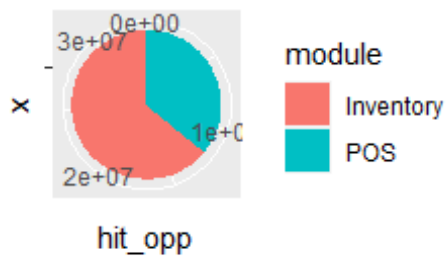
OppsValue is 1,000 times higher than Hit Value and Recovered Value. The opps value is completely system generated. The Hit Value is semi-reported by the user because it is the value of a resolved opportunity. Some accounts use Opps Value as their Hit Value. Recovered Value is reported by the users. There is a huge variance between what is predicted (Opps Value) and what is reported (Hit Value and Recovered Value).

POS & Inventory Modules-September 2020

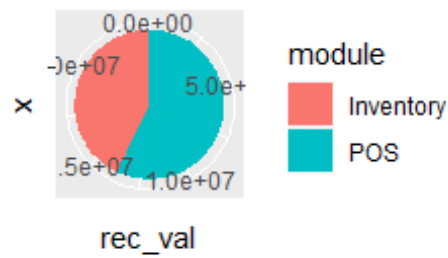
opps_val	tot_o pps	closed_ opps	hit_o pps	hit_val	recovere d_val	prod_ rate	hit_r ate	num_ rec	rate_re c_val
26828034 48.815	8384 3	35614	9776	799360 5.43	4568739	73%	45%	199	0.559%
-43%	-6%	3%	-13%	1%	-13%	99%	119 %	-7%	-10%



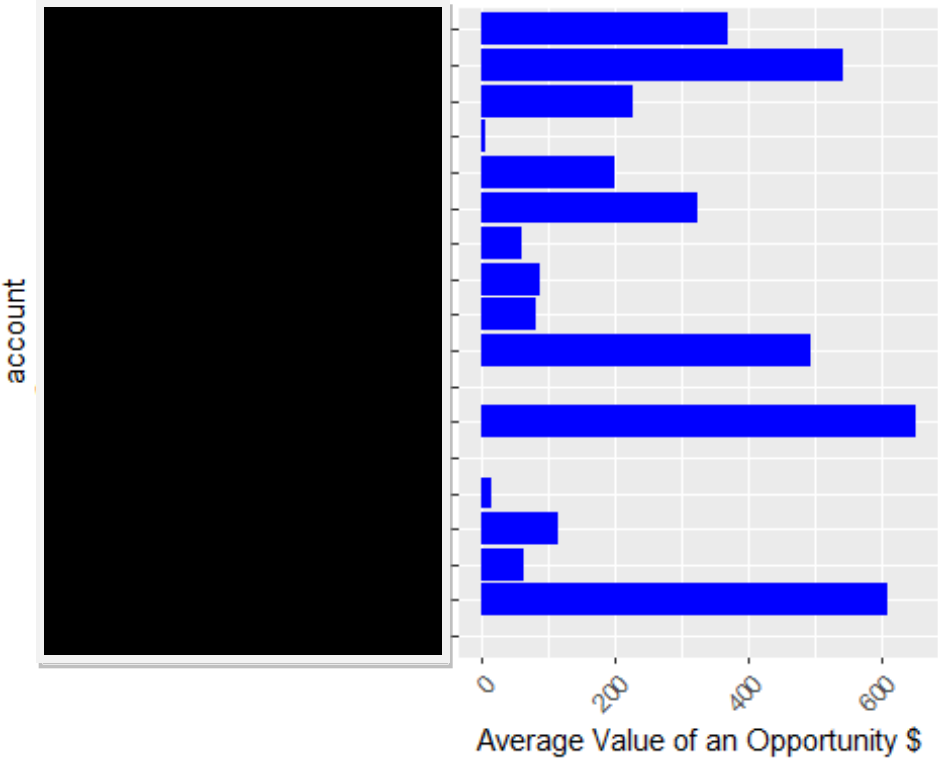
Hit Opportunity Value



Recovered Value

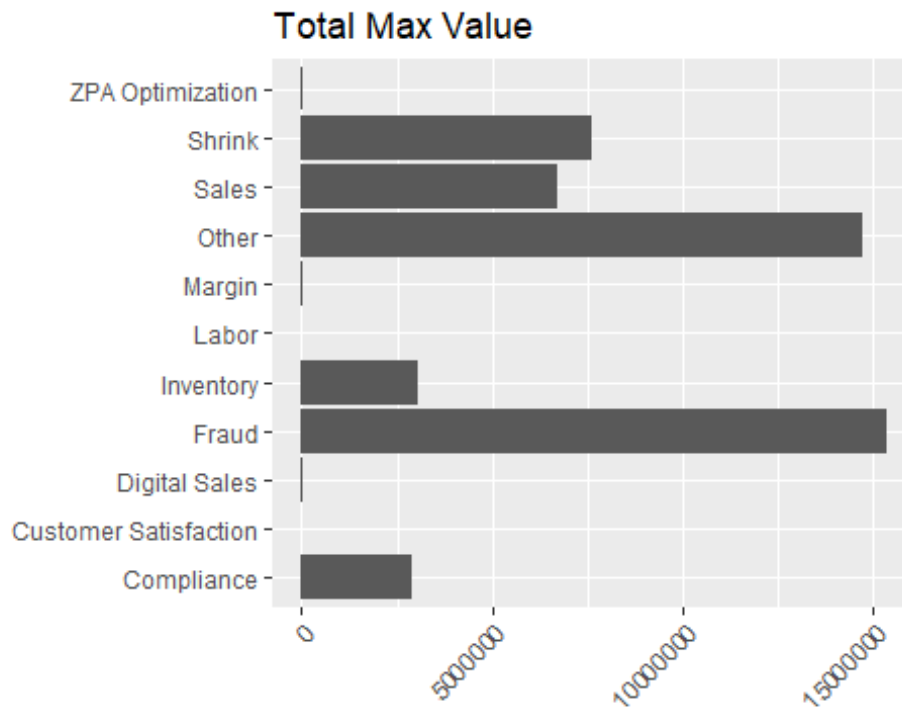


The average value of an opportunity (max value/closed opps)

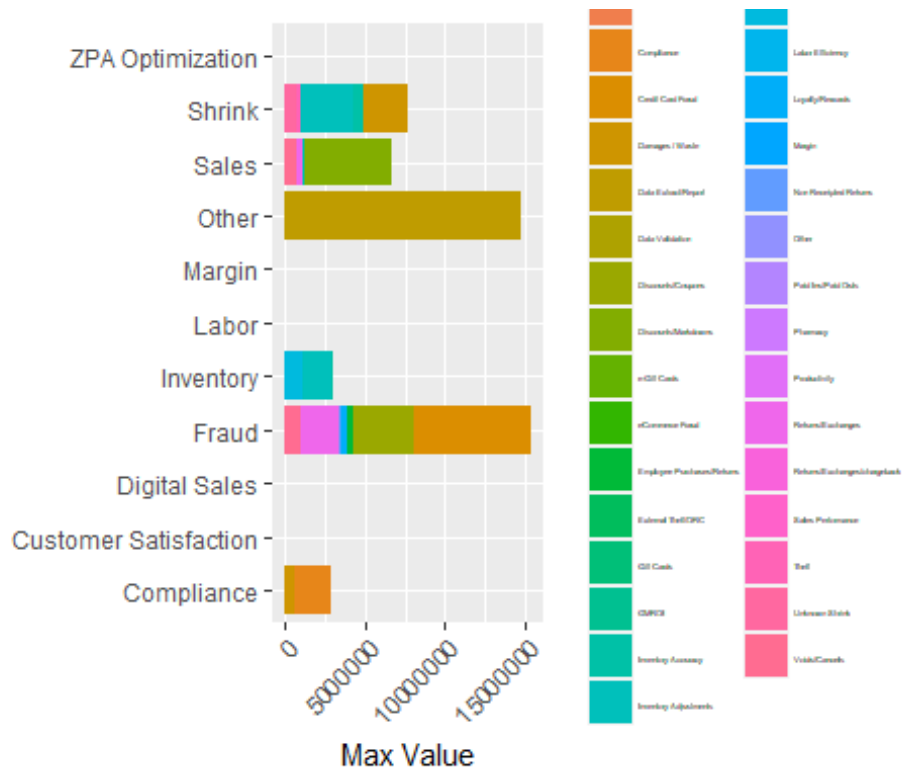


Measuring Patterns Across Labels-September 2020

Primary Labels (1st tier on hierarchy)



Lower Level Labels (2nd tier on hierarchy, more granular)



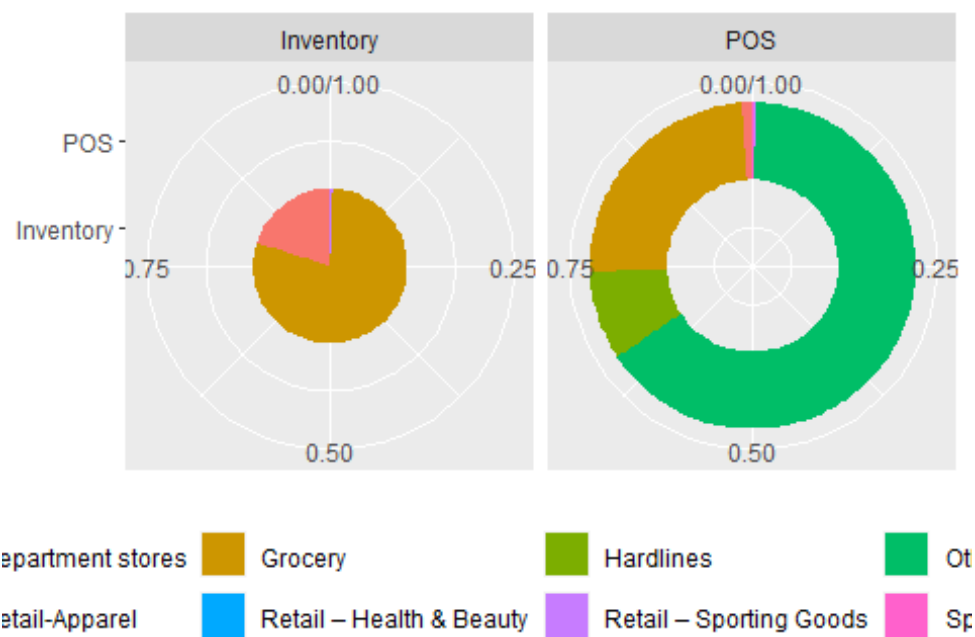
	Compliance	Customer Satisfaction	Digital Sales	Fraud	Inventory	Labor	Margin	Other	Sales	Shrink	ZPA Optimization	NA
AdminTransactions				13298								
Alcohol/Tobacco	2049											
Compliance	1172734.15											
Credit Card Fraud				11407217.19								
Damages / Waste	349534.06									2821760.8		

Data			2242	
Extract/Report			8192	
			53.84	
Data			1537	
Validation			4009	
			6.74	
Discounts/	392			231
Coupons	523			362
	4.18			.04
Discounts/				506
Markdowns				461
				5.5
				2
e-Gift	146			
Cards	254			
	.45			
eCommerce	119	648		
e Fraud	208	03.9		
	2.8	6		
	2			
Employee		112		
Purchases/		144		
Returns		95.4		
		4		
External		142		
Theft/ORC		123.		
		77		
Gift Cards				127
				624
				.74
GMROI			15	
			15	
			12.	
			44	
Inventory		9334		292
Accuracy		4890		14
				711
				.97
Inventory		1229		206
Adjustments		5122		023
		.968		3.1
				7

Inventory			1523			
Efficiency			8864			
Inventory			9782			
Planning			6270			
Labor				106		
Efficiency				528		
				6.2		
				1		
Loyalty/Re			701			106
wards			869.			14.
			78			51
Margin				38		
				0.7		
				5		
Non			298			
Receipted			893.			
Returns			04			
Other	114	304	103		327	128
		7	849.		23	936
			17			.86
Paid					275	
Ins/Paid					334	
Outs					5.0	
					1	
Pharmacy	132					
	799					
	.26					
Productivit						220
y						10
Returns/E			602		310	
xchanges			514		466	
			5.47		.12	
Returns/E					229	
xchanges/c					47.	
hargeback					11	
Sales					184	
Performan					986	
ce						
Theft						530
						944
						5

Unknown Shrink			1778905.33	
Voids/Cancels	1531680.4	476091.2		
NA				6246554.327

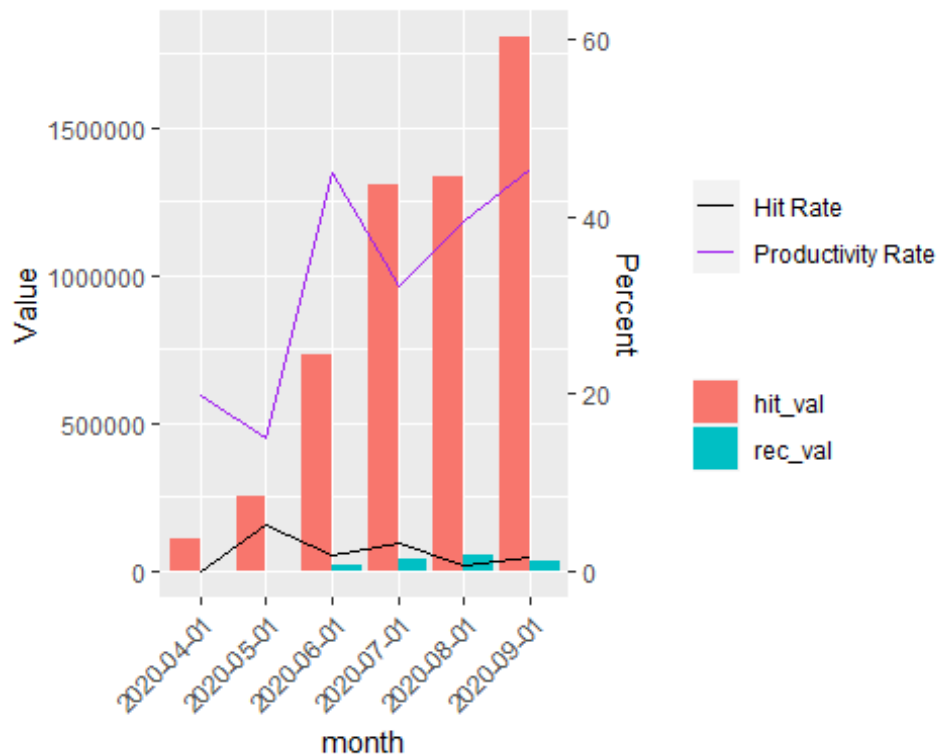
Measuring Pattern Success Across Industry



mod	industry	max_value
Inventory	Department stores	5380896.00
Inventory	Grocery	21314512.60
Inventory	Retail-Apparel	245.00
Inventory	Retail – Sporting Goods	142922.29
Inventory	Specialty apparel and footwear	0.00
POS	Department stores	253255.73

POS	Grocery	5965313.31
POS	Hardlines	2117656.65
POS	Other	15841977.67
POS	Retail – Health & Beauty	0.00
POS	Retail – Sporting Goods	39164.51
POS	Specialty apparel and footwear	35310.97

Department Stores

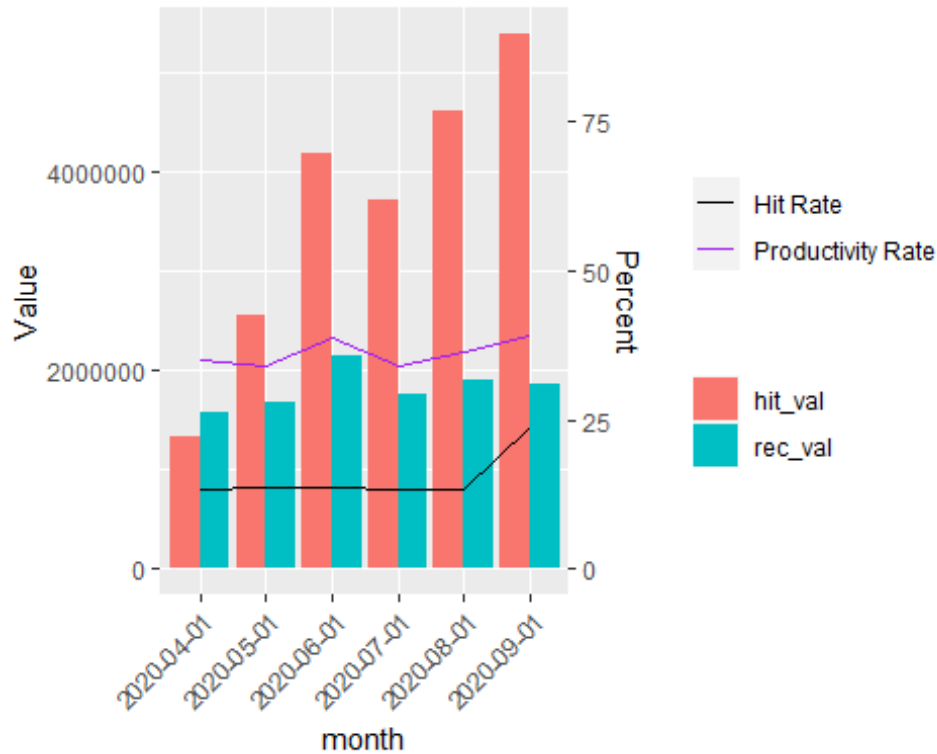


month	max_value	hit_val	rec_val	hit_rate	prod_rate
2020-04-01	110943.6	110713.6	1878.00	0.0000000	19.81937
2020-05-01	253068.1	252419.3	3415.13	5.2506266	14.94224
2020-06-01	748255.4	730909.5	20800.26	1.7285654	44.89842
2020-07-01	1328119.8	1302911.9	38575.30	3.2977654	32.07702
2020-08-01	1363260.0	1335002.5	58265.02	0.6122574	39.45813
2020-09-01	1830504.8	1804816.7	31376.92	1.6541667	45.45329
labels	max_value	hit_val	rec_val	hit_rate	prod_rate
Compliance - Compliance	2230092	2230092	4743	0	40.01317
Shrink - Unknown Shrink	721826	721826	2404	0	71.67118
Inventory - Inventory	651041	651041	0	0	75.52798

Adjustments

Compliance - Damages / Waste	637495	637495	6555	0	84.74314
Shrink - Inventory Adjustments	623681	623681	3708	0	30.32728
Shrink - Inventory Accuracy	570844	570844	3993	0	72.69506

Grocery

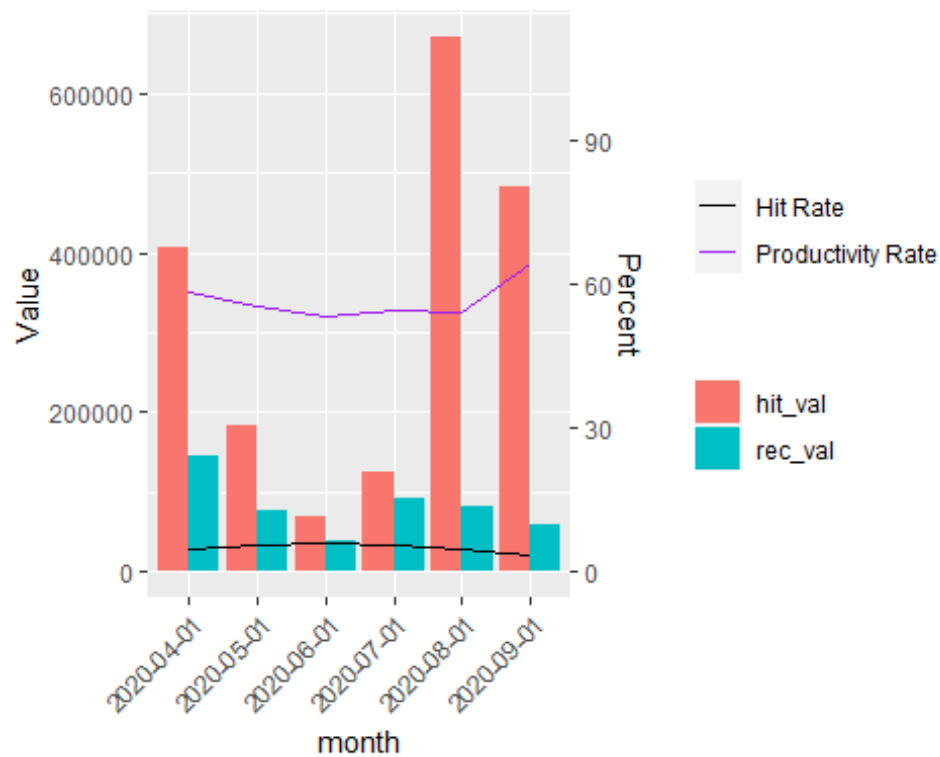


month	max_value	hit_val	rec_val	hit_rate	prod_rate
2020-04-01	236830	1321269	1576664	13.18803	35.05716
2020-05-01	325554	2547734	1671106	13.46261	34.03264
2020-06-01	5285687	4192594	2153306	13.72293	38.65006

202	45779	3708	1759	13.16	33.93
0-	66	782	765	482	539
07-					
01					
202	55450	4615	1905	13.36	36.29
0-	05	691	401	819	257
08-					
01					
202	62472	5390	1851	23.76	39.23
0-	93	192	786	247	137
09-					
01					

labels	max_v alue	hit_val	rec_val	hit_ra te	prod_ rate
Other - Data Extract/Report	11633 956	116279 20.8	308871 .04	10.81 319	47.20 820
Fraud - Discounts/Coupons	30449 36	303347 5.7	35000. 89	14.23 284	47.56 276
Shrink - Damages / Waste	27629 87	188958 7.0	258228 3.00	29.97 190	45.81 849
Shrink - Inventory Adjustments	25703 11	111712 4.4	255602 4.00	31.19 754	55.93 228
Sales - Discounts/Markdowns	21147 04	884913 .8	210831 6.00	17.82 182	24.83 568
Inventory - Inventory Adjustments	10991 80	384151 .8	109917 9.00	36.10 246	74.08 883

Hardlines



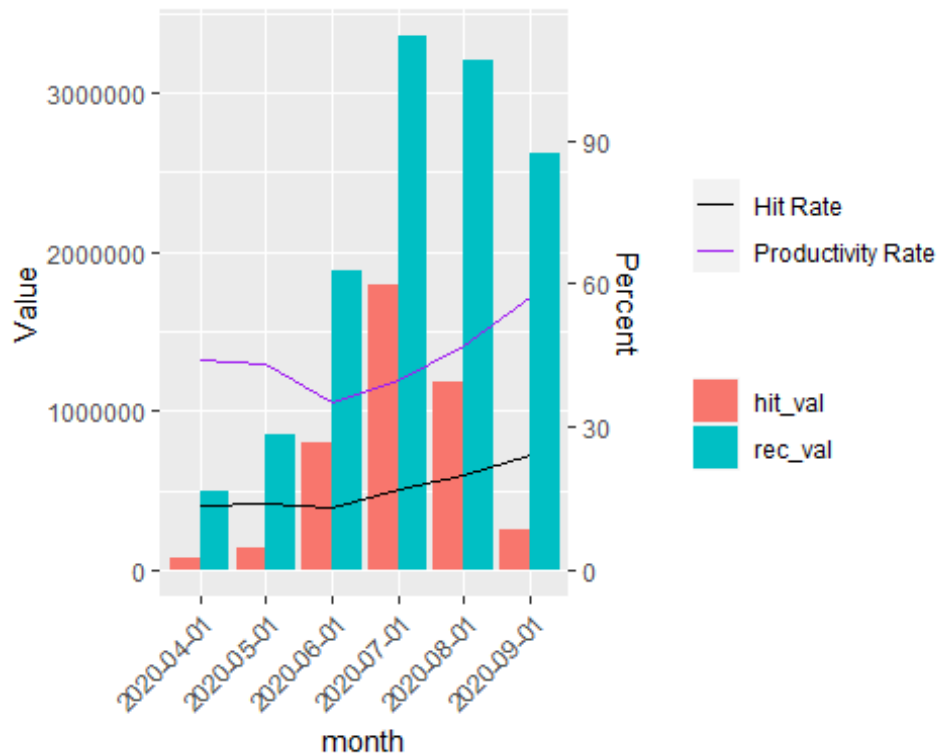
month	max_value	hit_val	rec_val	hit_rate	prod_rate
2020-04-01	44769	40563	14386	4.768	58.22
2020-05-01	19895	18407	75978	5.608	55.59
2020-06-01	75533	68484	37089	6.107	53.21
2020-07-01	18114	12489	91055	5.657	54.74
2020-08-01	70300	67065	82319	4.460	53.99

01

202 51132 48381 57303 3.536 64.54
 0- 8.35 9.35 .00 337 158
 09-
 01

labels	max_value	hit_val	rec_val	hit_rate	prod_rate
Fraud - Returns/Exchanges	1267628.25	1256909.08	31835.37	6.364517	53.03890
NA	345658.90	275071.05	134037.52	4.895232	61.09794
Fraud - Voids/Cancel	316866.88	231576.51	246962.18	5.520232	73.45663
Fraud - Employee Purchases/Returns	6769839	5452239	43319.01	3.585573	60.87428
Fraud - Non Receipted Returns	5979469	5979469	157000	5.023444	60.36992
Sales - Gift Cards	4401970	4369670	26920.05	14.519723	94.89158

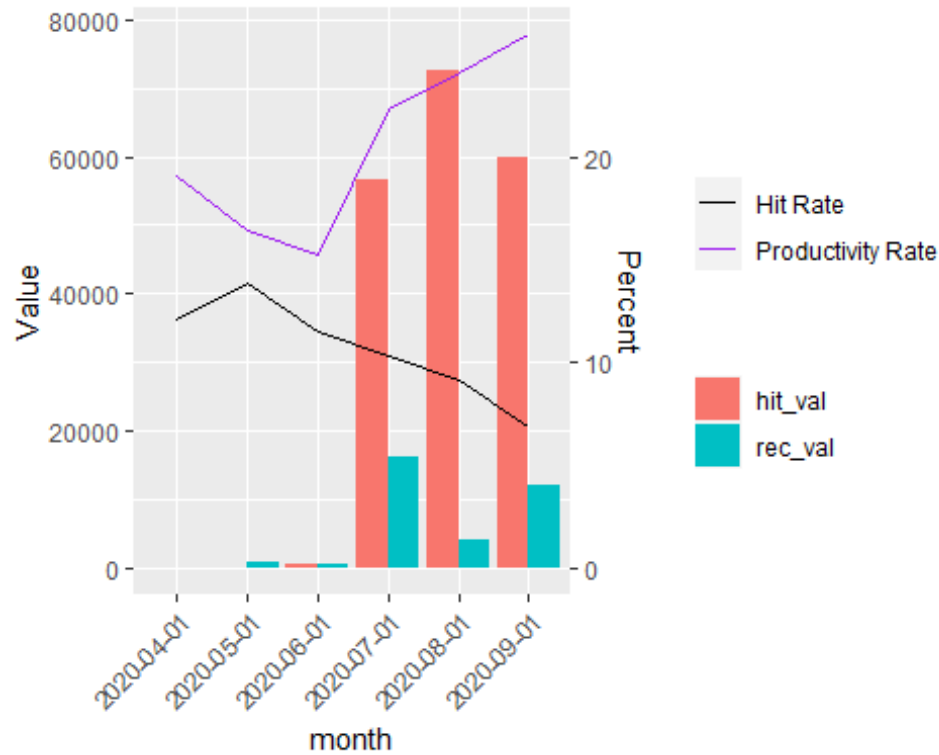
Other



month	max_value	hit_val	rec_val	hit_rate	prod_rate
2020-04-01	529205.7	73579.94	494923.8	13.77918	44.12502
2020-05-01	928616.4	145071.46	850078.3	13.84476	43.27660
2020-06-01	2500004.6	796730.47	1884920.5	13.33336	35.15520
2020-07-01	4931128.2	1789952.15	3355623.8	17.03311	39.98650
2020-08-01	4227121.7	1187188.71	3197806.9	19.94425	47.16030
2020-09-01	2725901.2	254811.27	2616162.0	24.00506	57.09662
labels	max_value	hit_val	rec_val	hit_rate	prod_rate
Fraud - Credit Card Fraud	7067574.1	200941.55	7067574.1	5.215638	42.27926
Sales - Discounts/Markdowns	3327469.8	181624.41	3324142.8	16.814206	34.54068
Other - Data Extract/Report	3125931.2	3125931.16	101970.0	13.426701	26.56587
Fraud - Discounts/Coupons	691104.7	63231.58	669232.8	14.861529	36.76276
Fraud - Returns/Exchanges	650493.8	90663.51	631050.4	18.206132	49.79028
Sales - Voids/Cancel	290734.0	250193.36	140064.9	28.366033	76.19586

Retail

Retail – Health & Beauty, Retail – Sporting Goods, Retail-Apparel, Specialty apparel and footwear



month	max_value	hit_val	rec_val	hit_rate	prod_rate
2020-04-01	0.00	0.00	0.00	12.096774	19.06942
2020-05-01	832.00	0.00	832.00	13.815789	16.43443
2020-06-01	806.39	488.39	647.93	11.479480	15.27877
2020-07-01	71609.32	5662.27	16228.16	10.306058	22.27233

202 75953 7246 4052. 9.166 24.11
0- .01 5.15 35 985 323
08-
01
202 68442 5996 1211 6.856 25.95
0- .05 5.97 0.63 326 625
09-
01

labels	max_v alue	hit_val	rec_v al	hit_rate	prod_ rate
Shrink - Inventory Adjustments	11310 4.90	11310 4.90	0.00	14.559 8250	46.55 526
Fraud - Employee Purchases/Returns	45977 .85	24608 .86	2713 9.07	7.0891 739	18.75 804
Shrink - Unknown Shrink	21492 .97	21492 .97	0.00	0.8008 658	58.83 760
Fraud - Discounts/Coupons	13794 .68	13794 .68	0.00	9.1490 692	25.60 869
Inventory - Inventory Accuracy	8324. 42	8324. 42	0.00	20.352 5455	36.88 844
NA	6754. 00	6754. 00	0.00	10.617 3789	10.14 182

POS Accounts

opps_val	tot_o pps	closed_ opps	hit_o pps	hit_val	recovere d_val	prod_ rate	hit_r ate	num_ rec	rate_re c_val
23478344 85.67	6184 3	23702	4424	201654 9.73	2828032	75%	4 036 %	199	0.840%
-44%	-13%	-2%	-29%	-30%	-19%	100%	158 %	-7%	-4%

We are not seeing a trend month over month across accounts that is meaningful enough to look all together. Here we're taking a look at month over month activity per account. We are looking to see which account uses which measures to measure success. We're also looking at the top pattern(s) per account (considering the measures in the legend below - September only). Accounts listed in alphabetical order.

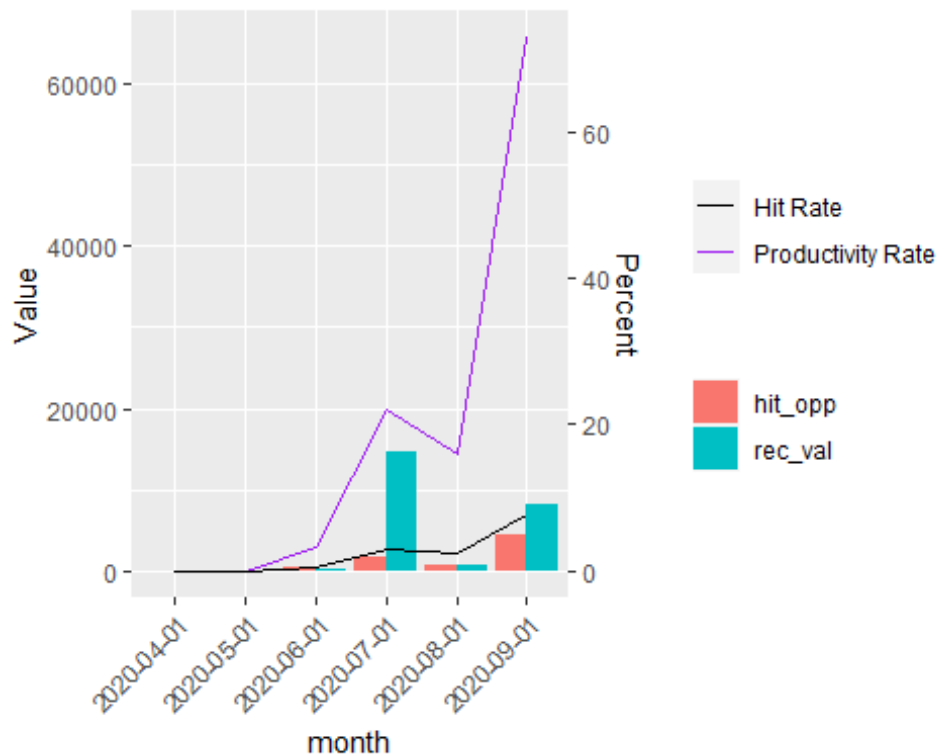
Customer 5

CP-30 Cashier with high cash refunds frequently in last 4 weeks

Max Value = \$5,373 | Productivity = 71% Hit Rate = 75%

CP-186 Employee Credit Card Returns - Token Number (Monday, Wednesday, Friday))

Max Value = \$3,192 | Productivity = 92% Hit Rate = 63%



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	0.00	0.00	0.0000000	0.000000
2020-05-01	0.00	0.00	0.0000000	0.000000
2020-06-01	488.39	329.93	0.6566604	3.224633
2020-07-01	1722.15	14696.16	3.0883017	22.102009
2020-08-01	822.39	682.35	2.4413530	15.911908
2020-09-01	4377.05	8251.63	7.6829268	72.905882

Customer 3

CP-67 Non-Receipted Fine Jewelry Returns

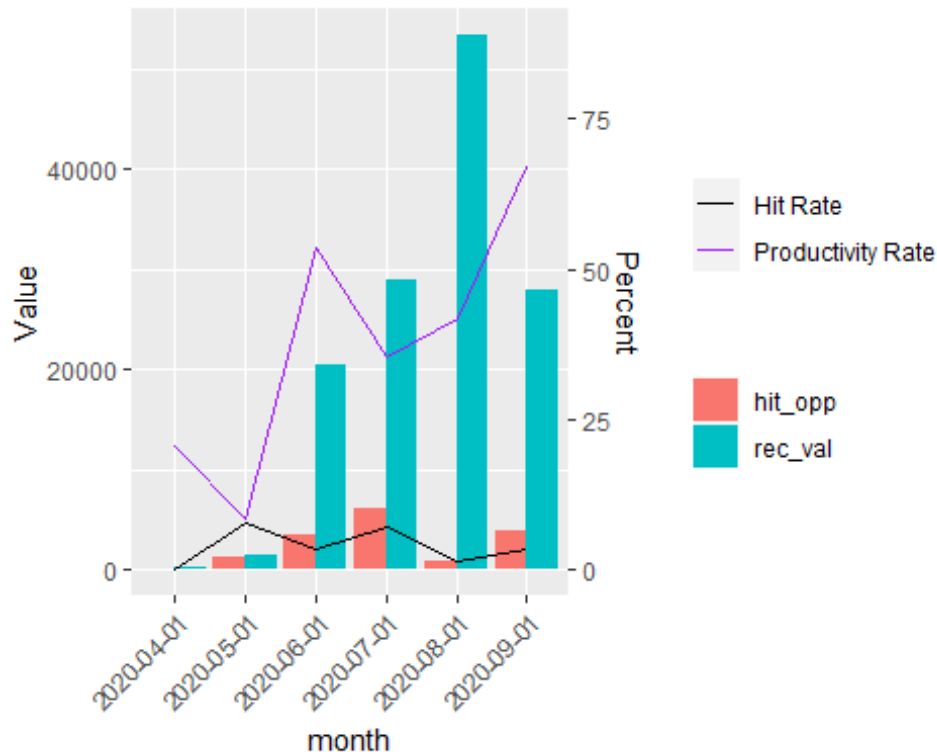
Max Value = \$8,080 | Productivity = 77% Hit Rate =17%

CP-220 Employee ID with High Void Activity

Max Value = \$4,096 | Productivity = 65% Hit Rate = 0%

CP-191 Hand Key GC sold >\$200

Max Value = \$3,350 | Productivity = 91% Hit Rate = 11%



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	0.00	230.00	0.000000	20.651042
2020-05-01	1318.31	1457.13	7.673993	8.515694
2020-06-01	3494.48	20326.26	3.509511	53.472648
2020-07-01	6034.42	28907.30	7.127428	35.493937
2020-08-01	895.19	53352.02	1.308964	41.667958
2020-09-01	3770.85	27908.92	3.544643	66.952083

Customer 4

CP-32 No-Receipt Cash Refunds/Exchanges

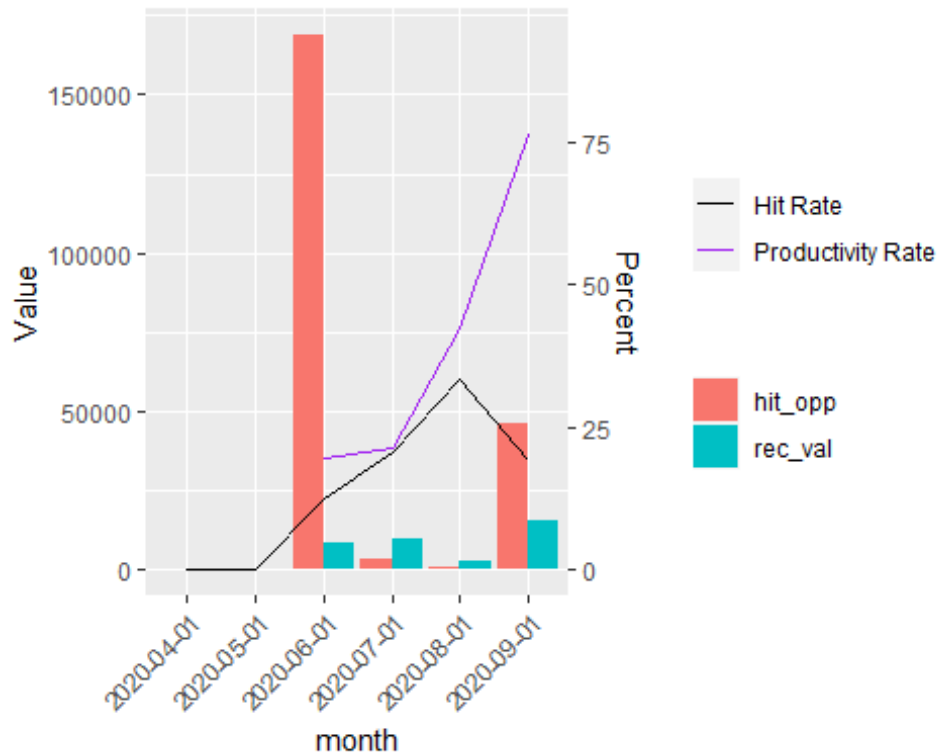
Max Value: \$22,992 | Productivity = 88% Hit Rate = 14%

CP-51 LIV 500% of Transaction and Tran Amt = \$15

Max Value: \$12,408 | Productivity = 53% Hit Rate = 24%

CP-44 Gift Cards Issued and Redeemed by Same Associate

Max Value: \$1,242 | Productivity = 34% Hit Rate = 76%



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	0.00	0.00	0.00000	NaN
2020-05-01	0.00	0.00	0.00000	NaN
2020-06-01	168850.11	8145.43	12.31729	19.71891
2020-07-01	3489.54	9404.68	20.55708	21.39383
2020-08-01	502.37	2278.69	33.41821	42.20879
2020-09-01	45764.30	15416.97	19.17231	76.47900

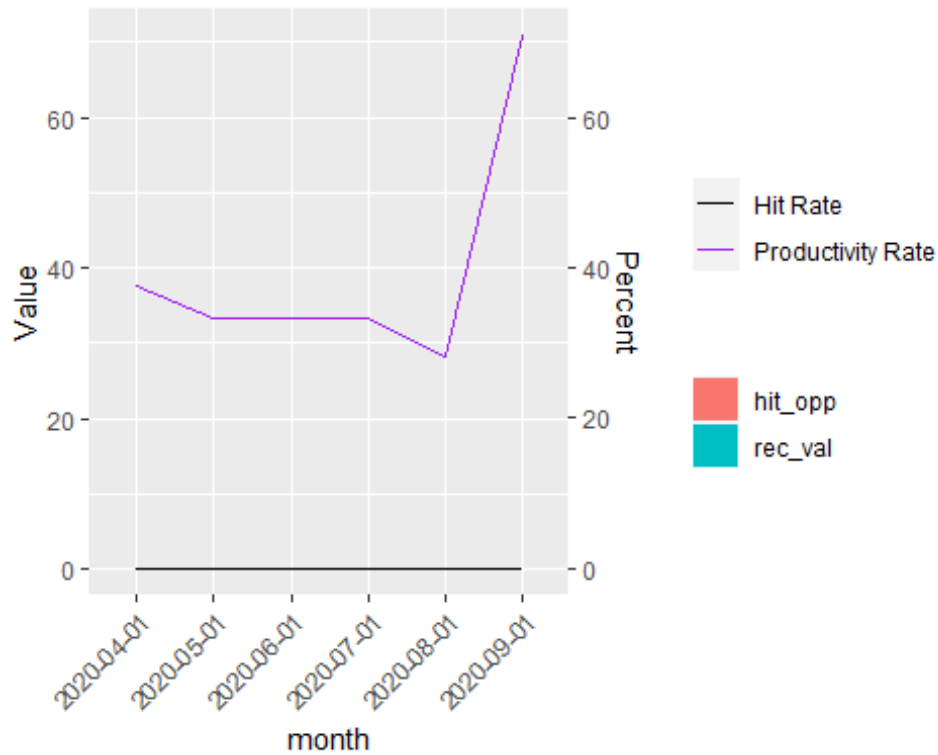
Boots UK

CP-327 Voided Transactions - Codeine and Nurofen products

Productivity = 75%

CP-375 Evelyn Sheppard Adcard - Case 46012

Productivity = 50%



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	0	0	0	37.53347
2020-05-01	0	0	0	33.17511
2020-06-01	0	0	0	33.17511
2020-07-01	0	0	0	33.28891
2020-08-01	0	0	0	28.18391
2020-09-01	0	0	0	70.88235

Customer 7

CP-79 TB Voids

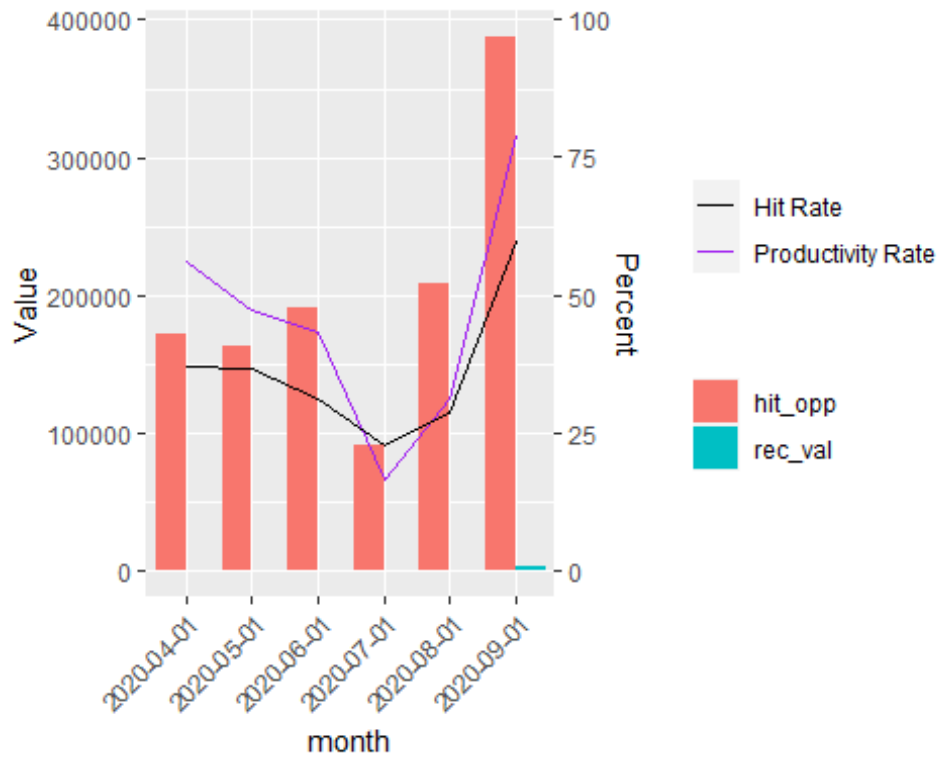
Max Value = \$152,974 | Productivity = 89% Hit Rate = 86%

CP-70 TB Suspended Transactions

Max Value = \$107,593 | Productivity = 67% Hit Rate = 83%

CP-73 Same Credit Card #, \$500 or More in Gift Cards Daily

Max Value = \$47,207 | Productivity = 78% Hit Rate = 76%



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	171540.22	0	37.19706	56.19164
2020-05-01	163616.35	2	36.73997	47.36584
2020-06-01	191000.56	0	31.19612	43.40876
2020-07-01	90547.46	0	22.71656	16.38871
2020-08-01	208193.50	0	28.51340	31.14398
2020-09-01	387435.57	3464	59.67854	79.06091

Customer 9

CP-95 FD: Cashiers with High Scoring

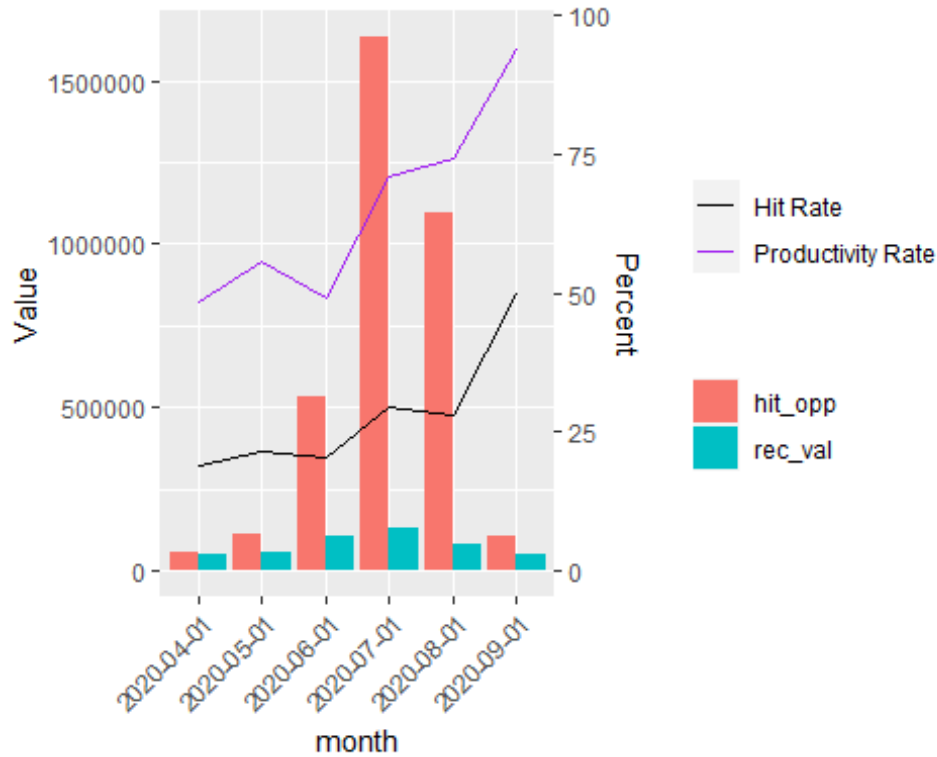
Max Value = \$53,491 | Productivity = 69% Max Hit Rate = 40%

CP-108 FD: Returns without Receipts (V2)

Max Value = \$30,024 | Productivity = 82% Hit Rate = 29%

CP-96 FD: High Order Cancels

Max Value = \$13,116 | Productivity = 95% Hit Rate = 14%



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	55655.55	46710.52	18.88859	48.30984
2020-05-01	113893.20	53863.92	21.39088	55.59846
2020-06-01	533437.02	104241.40	20.27304	49.17724
2020-07-01	1633642.50	129774.46	29.53114	70.81510
2020-08-01	1092610.01	77801.78	28.14382	74.14872
2020-09-01	1063777.31	46605.08	49.99478	94.02609

Customer 10

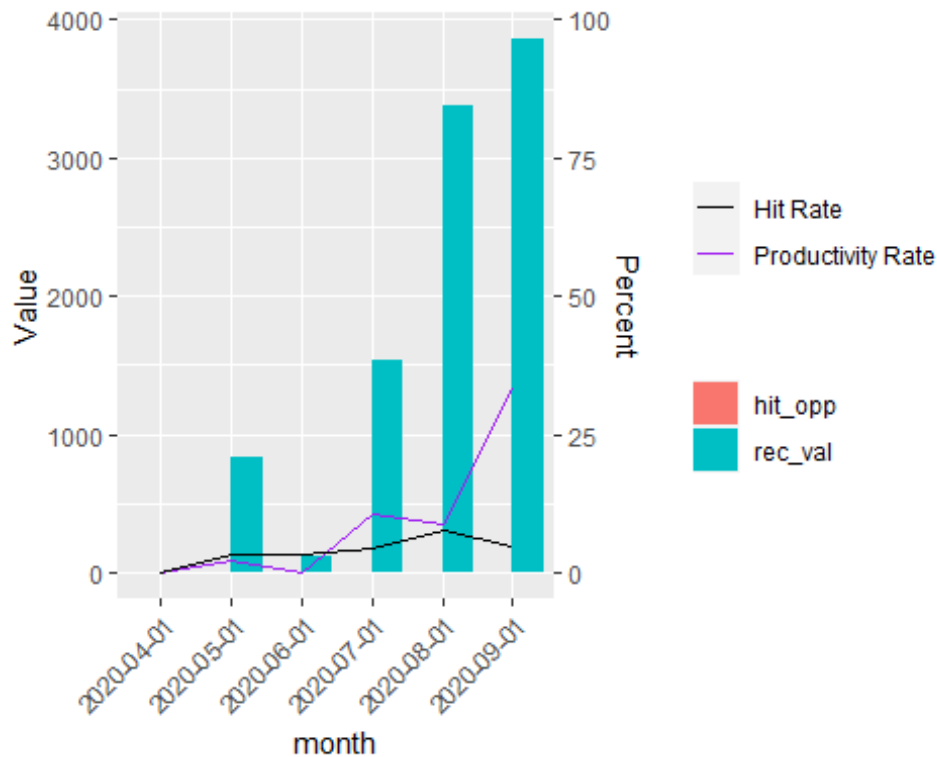
CP-481 Net Negative Employee Credit Cards

Max Value = \$2,025 | Productivity = 0% Hit Rate = 100%

CP-491 Rewards Fraud Opportunity (District)

Max Value = \$1,834 | Productivity = 54% Hit Rate = 46%

Mostly used by Purchase Order Management team. Asset Protection team has opportunity to execute additional patterns in inventory module in the future. **DSW Rewards hit rate: opps are sent to store emails, they do not have logins, so they are not able to go in and close them.



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	0	0	0.000000	0.0000000
2020-05-01	0	832	3.125000	2.2786458
2020-06-01	0	118	3.225807	0.1075269
2020-07-01	0	1532	4.292929	10.5429293
2020-08-01	0	3370	7.625598	8.8038839
2020-09-01	0	3859	4.871667	33.2925000

Customer 11

They think they measures success by number of cases but now we can direct them to capture value in dollar form.

CP-161: Employee Transactions w/ High Risk Item Corrects

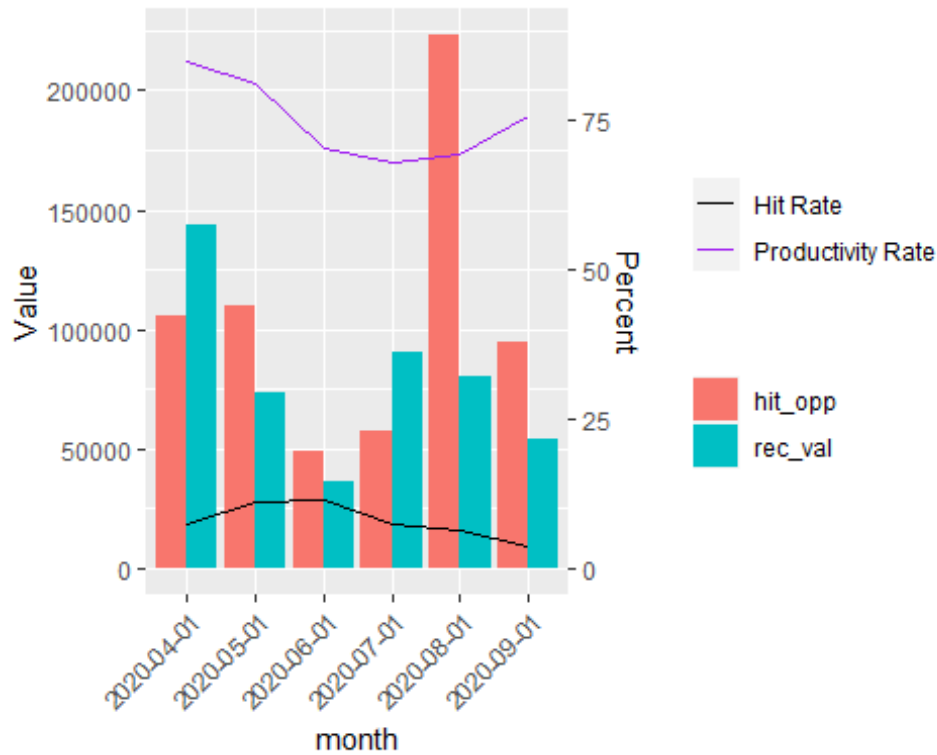
Max Value \$27,946 | Productivity = 99% Hit Rate = 1%

CP-117: Back to Back Manually Entered Discounts

Max Value \$6,692 | Productivity = 95% Hit Rate = 26%

CP-48: Cashiers with Low \$ Transactions and Manual Markdowns

Max Value \$3,150 | Productivity = 9% Hit Rate = 26%



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	105507.00	143862.00	7.395764	84.71518
2020-05-01	109961.00	73836.00	11.215825	81.26682
2020-06-01	49035.00	36470.00	11.563707	70.34803
2020-07-01	57785.98	90716.02	7.557497	67.80275
2020-08-01	223126.00	80694.00	6.463793	69.27311
2020-09-01	94715.00	53959.00	3.752273	75.62366

Customer 12

CP-223 High Dollar Line Voids

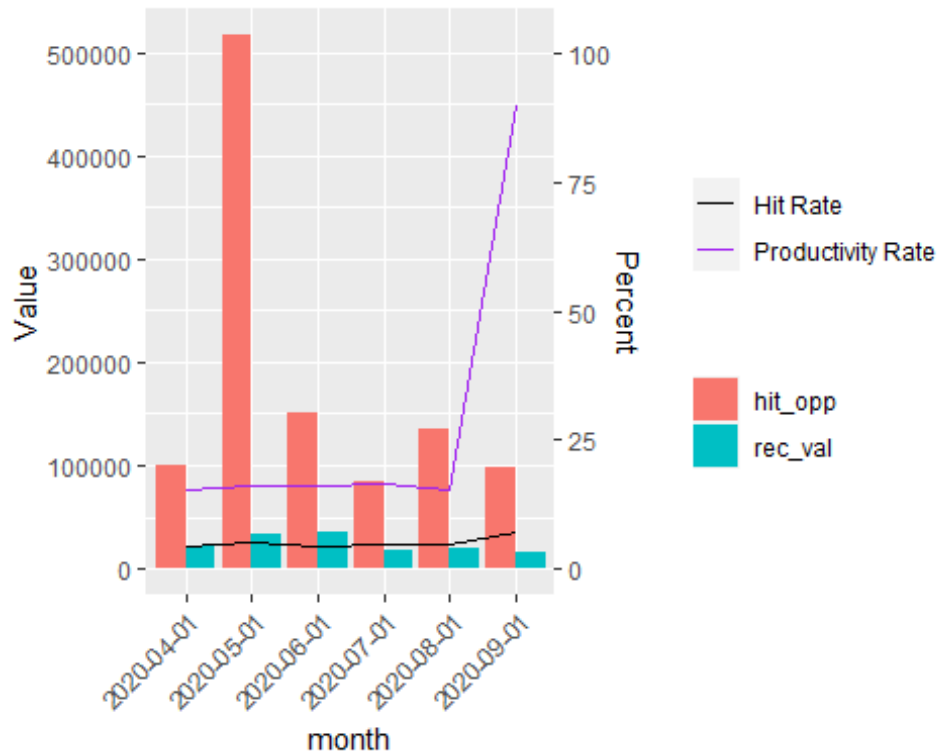
Max Value = \$60,941 | Productivity = 100% Hit Rate = 52%

CP-230 3rd Party GC Sales >= \$1k | Prev Day

Max Value = \$18,655 | Productivity = 100% Hit Rate = 12%

CP-80 Cashier with Cash refund transactions greater than \$20_By Cashier

Max Value = \$6,558 | Productivity = 99% Hit Rate = 38%



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	100439.61	21518.43	4.331681	15.45974
2020-05-01	517451.86	33668.00	4.986287	16.05215
2020-06-01	150065.84	35320.54	4.481450	15.92448
2020-07-01	83606.36	16951.46	4.892708	16.44996
2020-08-01	136252.31	19090.33	4.653196	15.17568
2020-09-01	97128.80	14849.47	7.247500	89.66500

Customer 14

CP-96 Garage Sale Items Sold Under Inline SKUs

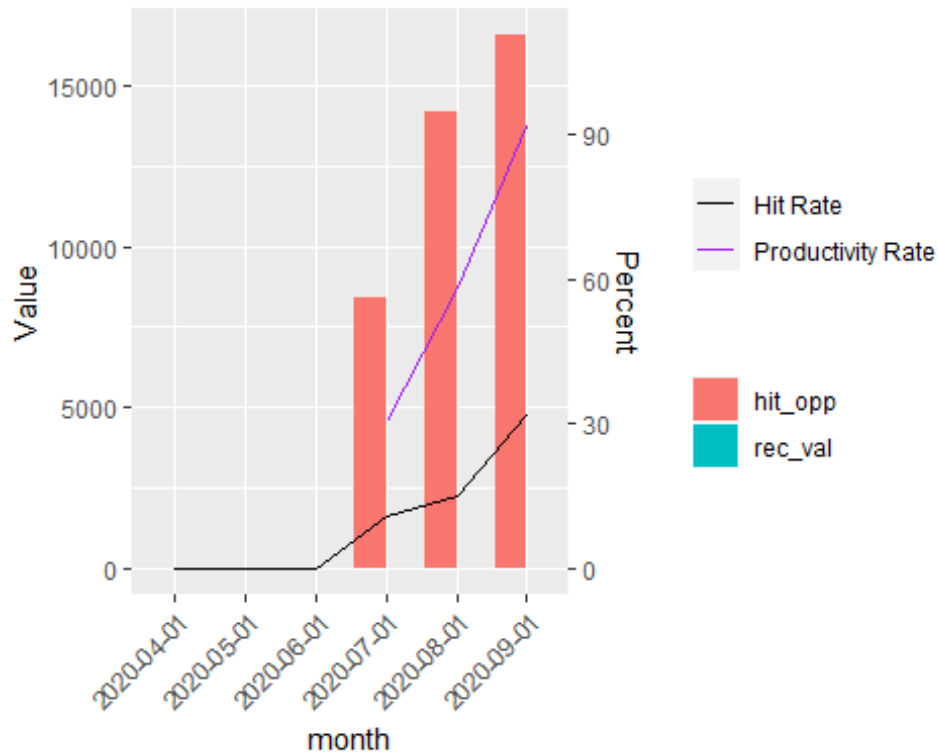
Max Value = \$3,585 | Productivity = 75% Hit Rate = 87%

CP-34 High Risk Price Override Discount Transactions

Max Value = \$2,758 | Productivity = 91% Hit Rate = 41%

CP-43 Non-Receipted & Non-Employee Return to Employee Owned Tender Card

Max Value = \$1,801 | Productivity = 92% Hit Rate = 56%



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	0.00	0	0.00000	NaN
2020-05-01	0.00	0	0.00000	NaN
2020-06-01	0.00	0	0.00000	NaN
2020-07-01	8403.99	0	10.75071	30.51604
2020-08-01	14202.52	0	15.02117	58.27702
2020-09-01	16558.00	0	31.70522	91.38375

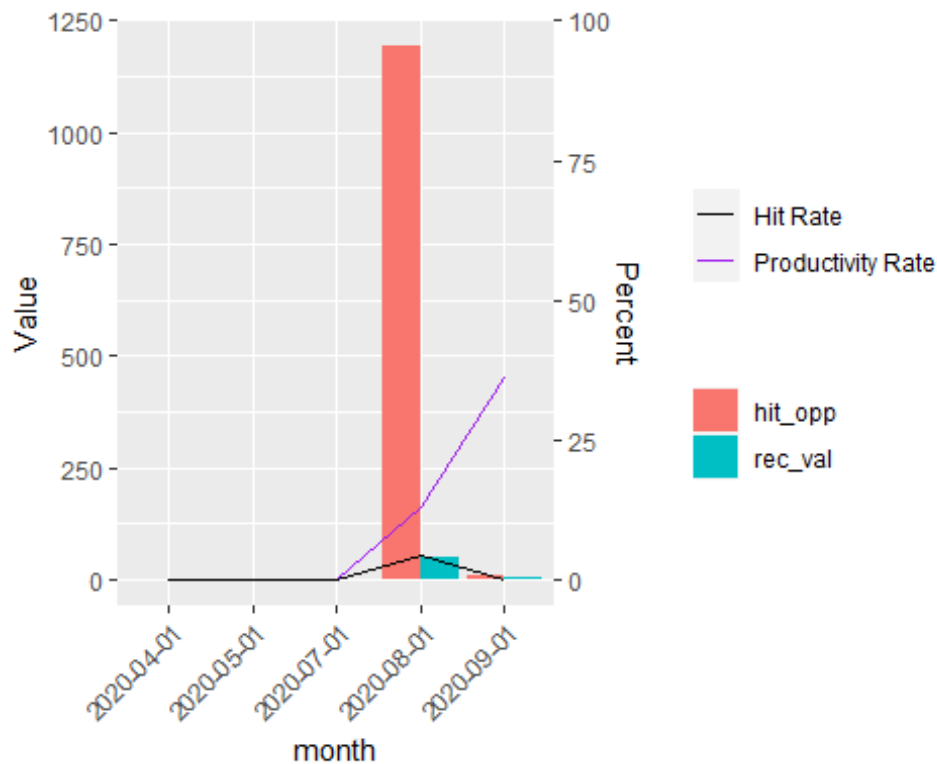
Customer 15

CP-27 Returns By Cashier Over Limit

Max Value = \$7 | Productivity = 34% Hit Rate = 1%

CP-1 Line Voids

Max Value = \$3 | Productivity = 34% Hit Rate = 0%



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	0.00	0	0.0000000	0.00000
2020-05-01	0.00	0	0.0000000	NaN
2020-07-01	0.00	0	0.0000000	0.00000
2020-08-01	1192.98	50	4.4871795	13.09101
2020-09-01	9.00	3	0.1263636	36.26200

Customer 16

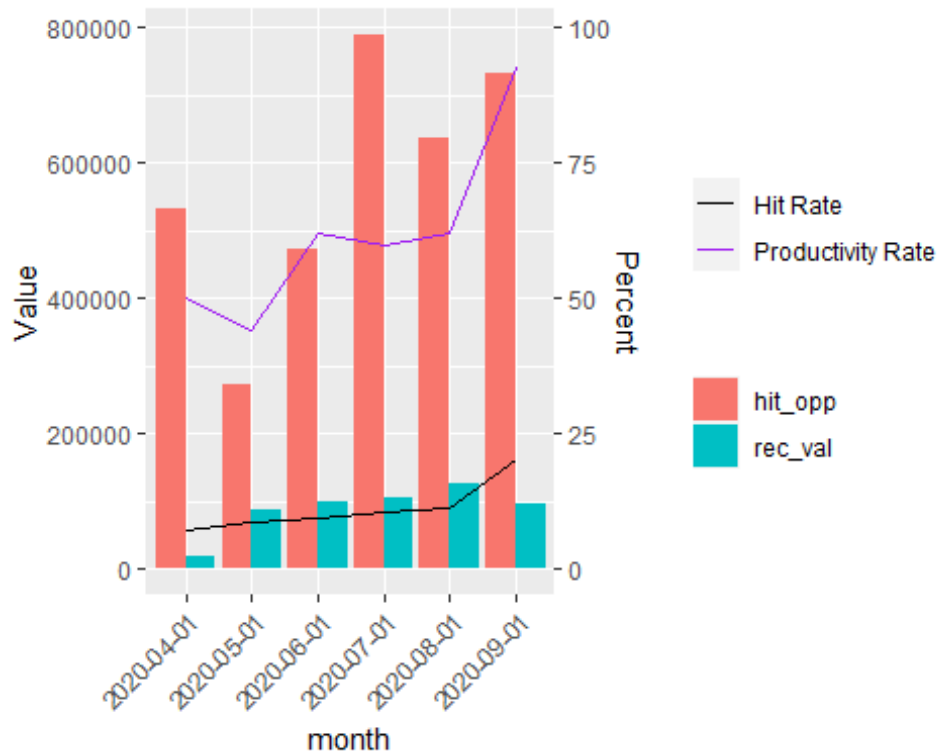
Any of the SRA and items not scanned patterns even if they have low recovered value are the ones the Tops corporate team pushes on their regional investigators.

CP-444 Overnight Manufacturer Coupon Variance

Max Value = \$658,885 | Productivity = 100% Hit Rate = 23%

SRA Patterns & Items Not Scanned Patterns

Max Value = \$98,023 | Productivity = 95%
Hit Rate = 58%



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	531497	19103	7.091203	50.04327
2020-05-01	271057	87449	8.647218	44.09887
2020-06-01	473628	98156	9.264564	62.15846
2020-07-01	789246	105527	10.322634	59.62399
2020-08-01	636383	124142	11.209066	62.07591
2020-09-01	732646	96159	20.078627	92.83414

Customer 17

CP-46 External: Net Negative by Account Number

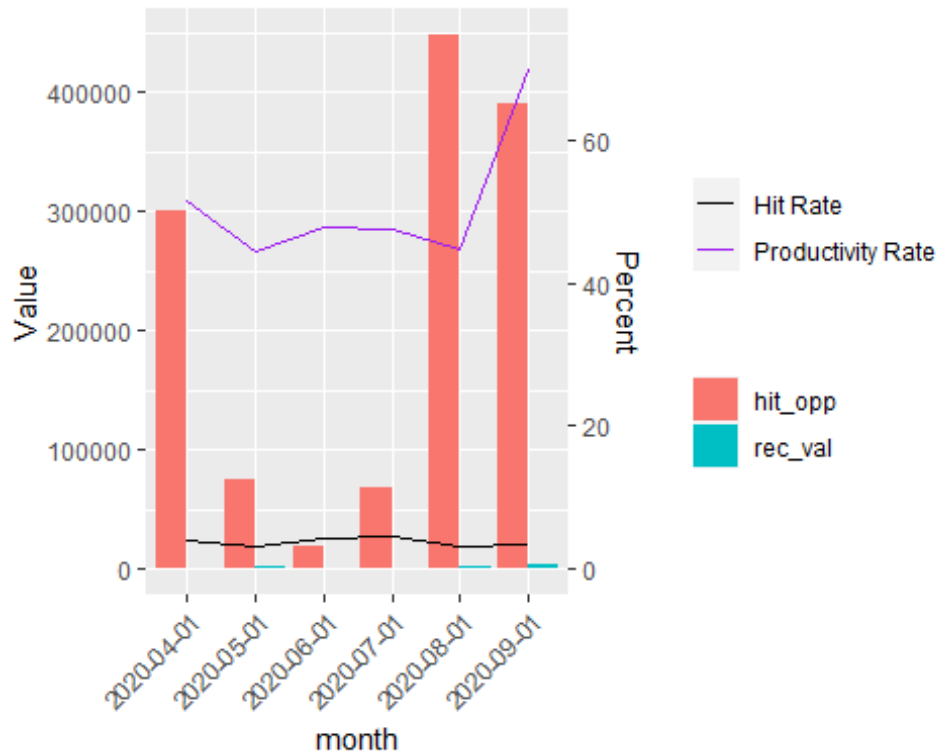
Max Value = \$375,846 | Productivity = 25% Hit Rate = 100%

CP-137 Cashiers using their own credit card (refund)

Max Value = \$6,319 | Productivity = 83% Hit Rate = 33%

CP-87 Same Managers Code with non receipt returns

Max Value = \$4,986 | Productivity = 94% Hit Rate = 3%



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	300125.22	0	4.090822	51.39444
2020-05-01	74109.13	2142	3.155378	44.36832
2020-06-01	19449.89	619	4.347427	47.69048
2020-07-01	67107.99	339	4.587984	47.39677
2020-08-01	447533.70	1625	3.220457	44.53400
2020-09-01	389104.35	3344	3.369649	69.75776

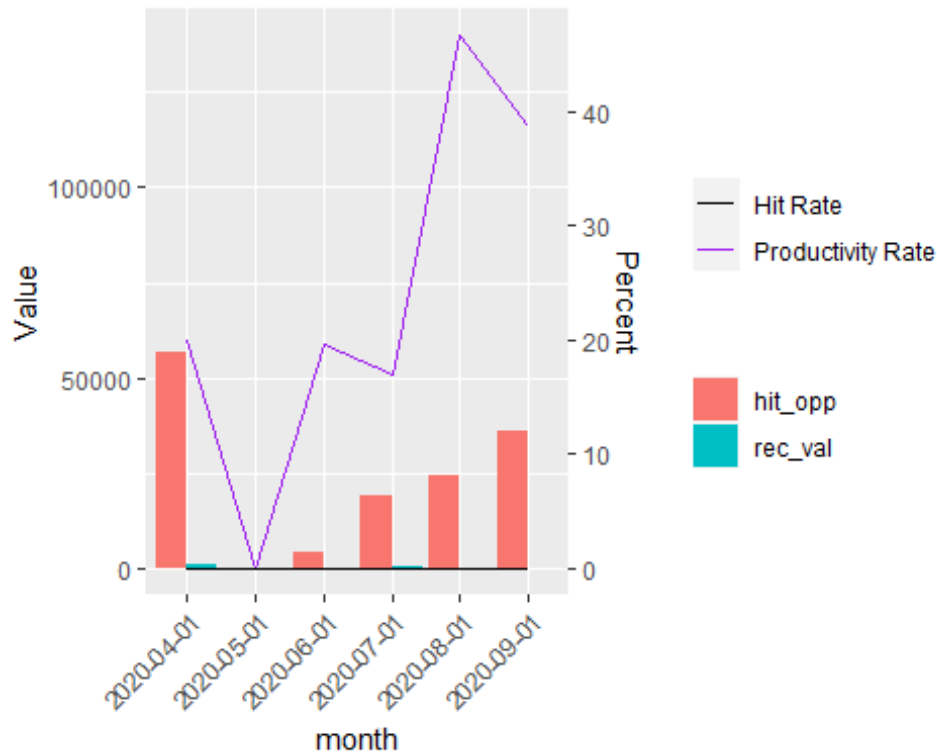
Customer 18

CP-296 Stores with No QSR Usage

Max Value = \$30,840 | Productivity = 80%

CP-88 High Risk Cashiers: House Charge

Max Value = \$4,859 | Productivity = 85%



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	56630.62	824	0	19.99802
2020-05-01	0.00	0	0	0.00000
2020-06-01	4406.99	0	0	19.64365
2020-07-01	19133.44	582	0	16.94743
2020-08-01	24199.29	72	0	46.64484
2020-09-01	35993.84	72	0	38.61970

Inventory Accounts

opps_val	tot_o pps	closed_ opps	hit_o pps	hit_val	recovere d_val	prod_ rate	hit_r ate	num_ rec	rate_re c_val
33496896 3.145	2200 0	11912	5352	59770 55.7	1740707	64%	6 093 %	199	1.67%
-35%	20%	17%	8%	20%	-1%	91%	44%	-7%	-20%

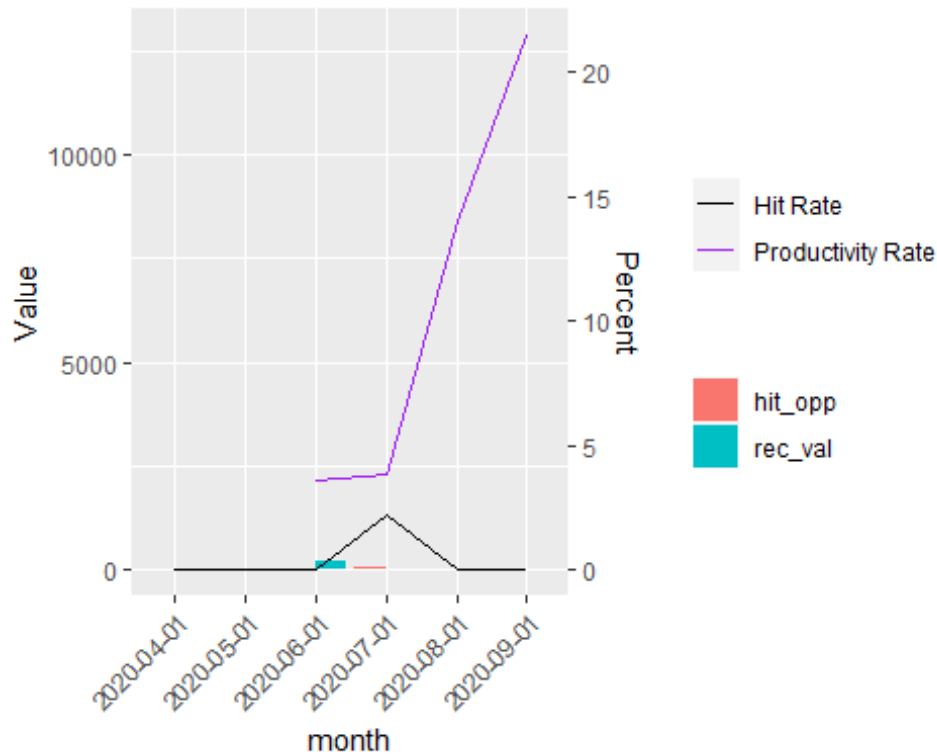
Customer 1

CP-133 Excessive Damages

Max Value = \$13 | Productivity = 18% Hit Rate = 0.2%

CP-118 No Damages Last 35 Days

Productivity = 28%



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	0	0	0.0000000	NaN
2020-05-01	0	0	0.0000000	NaN
2020-06-01	0	200	0.0000000	3.549757
2020-07-01	32	0	2.2222222	3.809086
2020-08-01	0	0	0.0000000	13.992512
2020-09-01	13	0	0.0171703	21.470355

Customer 2

****Popular: Deli & Dairy “Destroy without Markdown” Patterns Max Value = \$164,889 | Productivity = 69% Hit Rate = 40%**

CP-570 Vendor Delivery to Credit

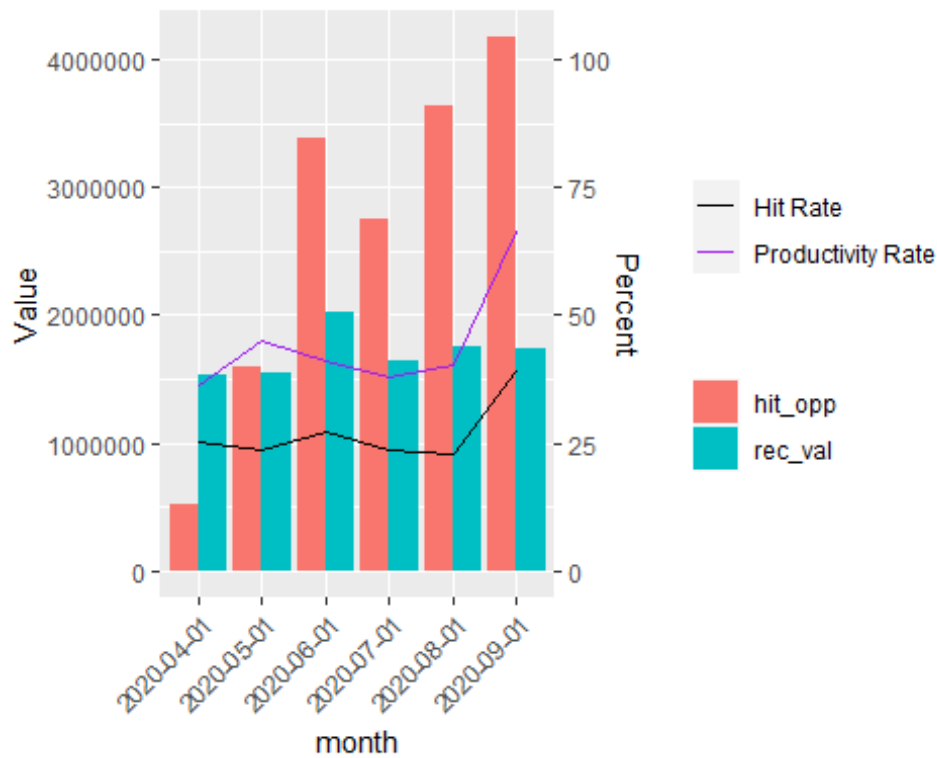
Max Value = \$225,445 | Productivity = 72% Hit Rate = 79%

CP-965 GFI Invoices NOT Entered Into DSD (Prior Week)

Max Value = \$149,667 | Productivity = 100% Hit Rate = 46%

CP-169 High Meat Markdowns - by Store

Max Value = \$142,333 | Productivity = 71% Hit Rate = 66%



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	517792.5	1536043	25.44583	36.17354
2020-05-01	1595608.9	1549987	23.74226	45.03052
2020-06-01	3377899.5	2019829	27.38103	40.92201
2020-07-01	2745382.6	1637287	23.68654	38.02794
2020-08-01	3633669.0	1762119	23.00042	40.38048
2020-09-01	4172972.8	1737311	39.14928	66.43761

Customer 10

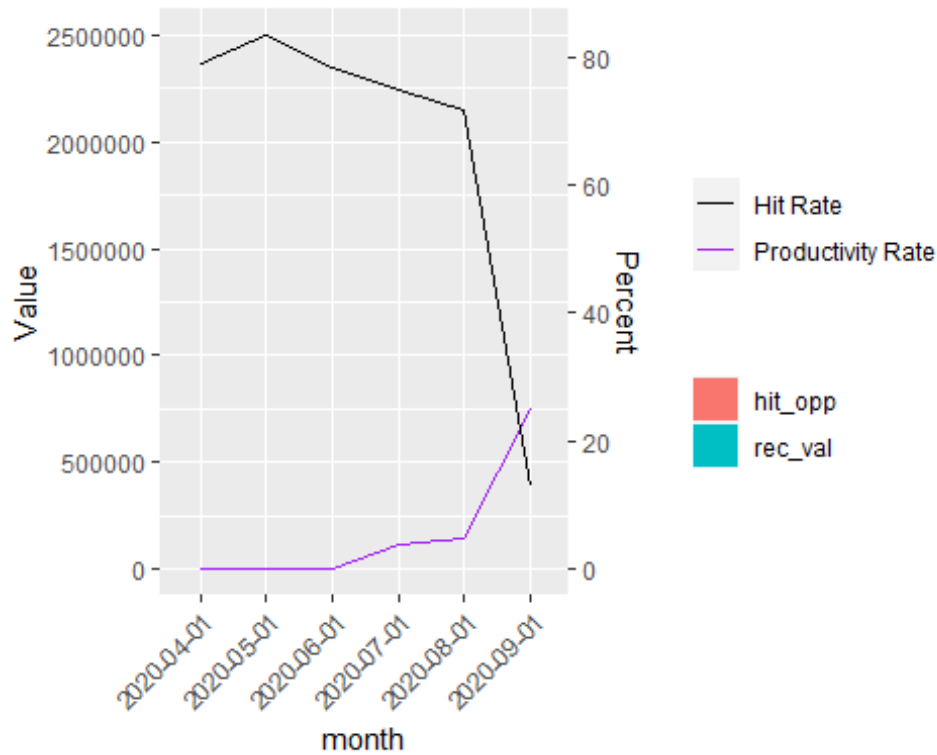
EBL Monitoring Patterns

Hit Rate = 87%

CP-523 Increase in EBL Qty, Decrease in Sales

Productivity = 83%

Mostly used by Purchase Order Management team. Asset Protection team has opportunity to execute additional patterns in inventory module in the future.



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	0	0	78.94737	0.0000000
2020-05-01	0	0	83.33333	0.1388889
2020-06-01	0	0	78.26087	0.0000000
2020-07-01	0	0	74.91943	3.7878788
2020-08-01	0	0	71.54887	4.8245614
2020-09-01	0	0	12.87719	25.0000000

Customer 14

CP-8 Stores with High Net Shrink Loss in Previous Week

Max Value = \$36,197 | Productivity = 60% Hit Rate = 44%

CP-5 SKUs Sold Resulting in Negative On Hand

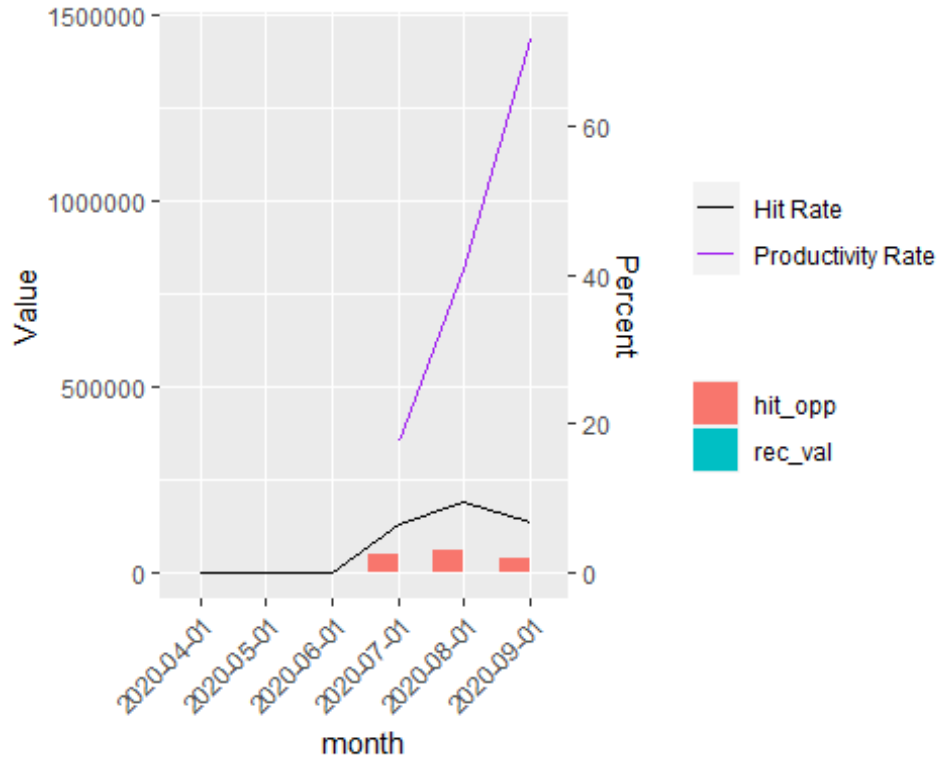
Max Value = \$2,820 | Productivity = 82% Hit Rate = 43%

CP-10 Store with Unrestricted to Block MVT on Just Received Merchandise

Productivity = 100%

CP-82 High Dollar Shrink or Scrap Movements

Productivity = 100%



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	0.00	0	0.000000	NaN
2020-05-01	0.00	0	0.000000	NaN
2020-06-01	0.00	0	0.000000	NaN
2020-07-01	46464.13	0	6.402526	17.65873
2020-08-01	57440.24	0	9.377782	40.67721
2020-09-01	39017.92	0	6.744615	71.68000

Customer 18

CP-140 Waste claims much larger than normal

Max Value = \$646,029 | Productivity = 85%

CP-255 Excessive Positive Adjustments

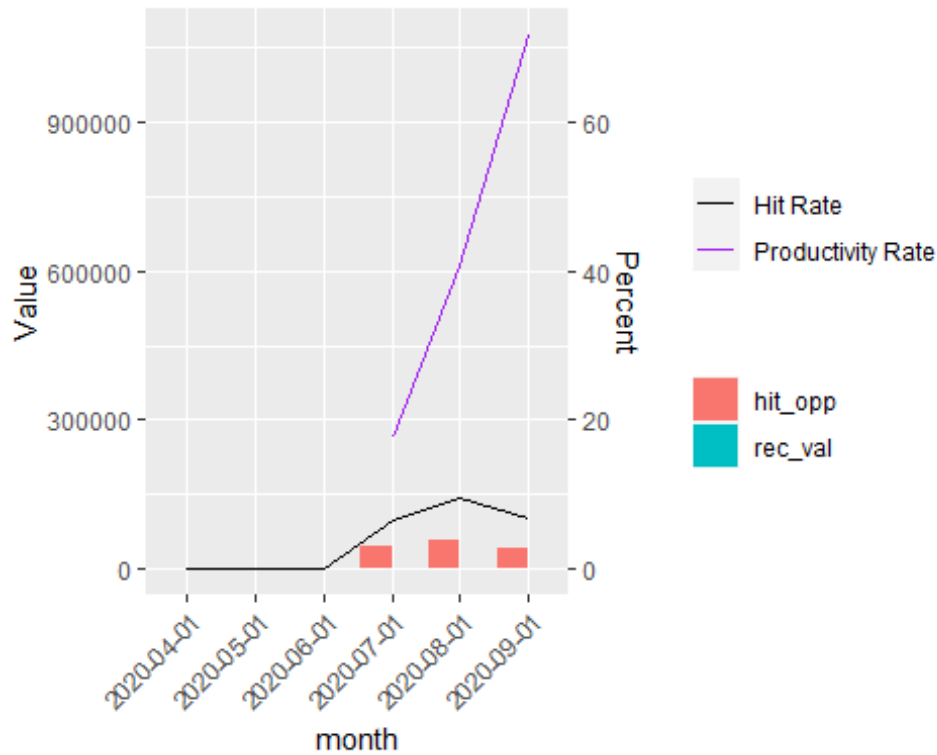
Max Value = \$248,412 | Productivity = 80%

CP-116 PLNs with high SIMS shrink

Max Value = \$218,525 | Productivity = 68%

CP-349 Phantom Inventory

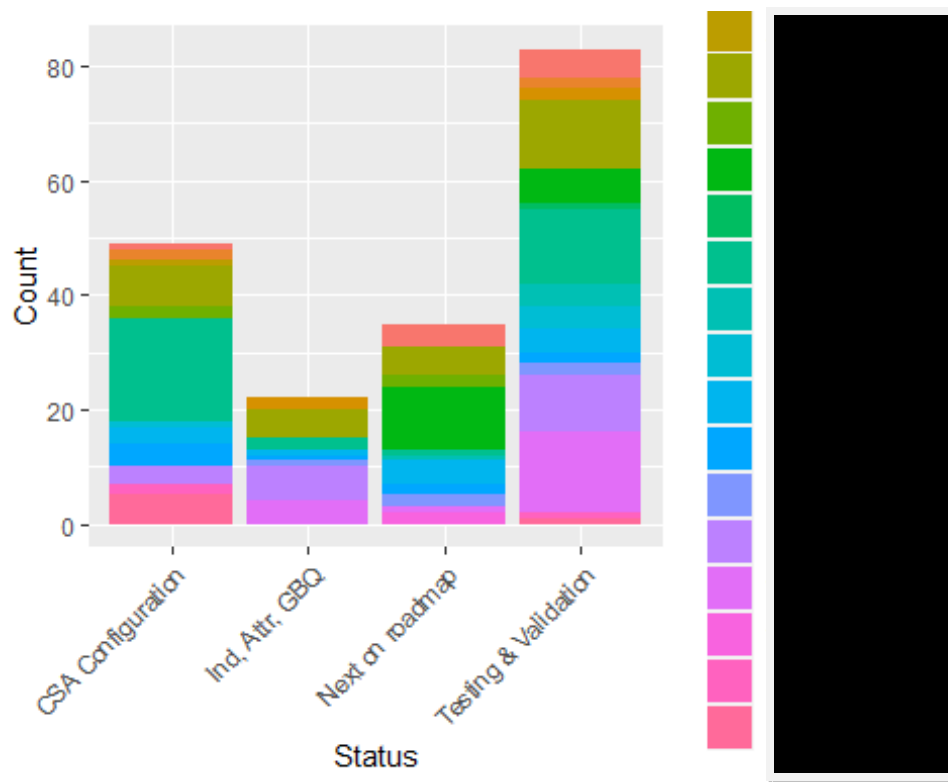
Max Value = \$206,437 | Productivity = 75%



month	hit_opp	rec_val	hit_rate	prod
2020-04-01	0.00	0	0.000000	NaN
2020-05-01	0.00	0	0.000000	NaN
2020-06-01	0.00	0	0.000000	NaN
2020-07-01	46464.13	0	6.402526	17.65873
2020-08-01	57440.24	0	9.377782	40.67721
2020-09-01	39017.92	0	6.744615	71.68000

Pattern Activity

Pattern activity is being analyzed using the pattern's status. This review looks at all status excluding active. The purpose is to see the progression of patterns throughout the pattern lifecycle. This analysis can also give a sense of how the account is currently working with patterns in general. ### September Pattern Statuses Across Accounts



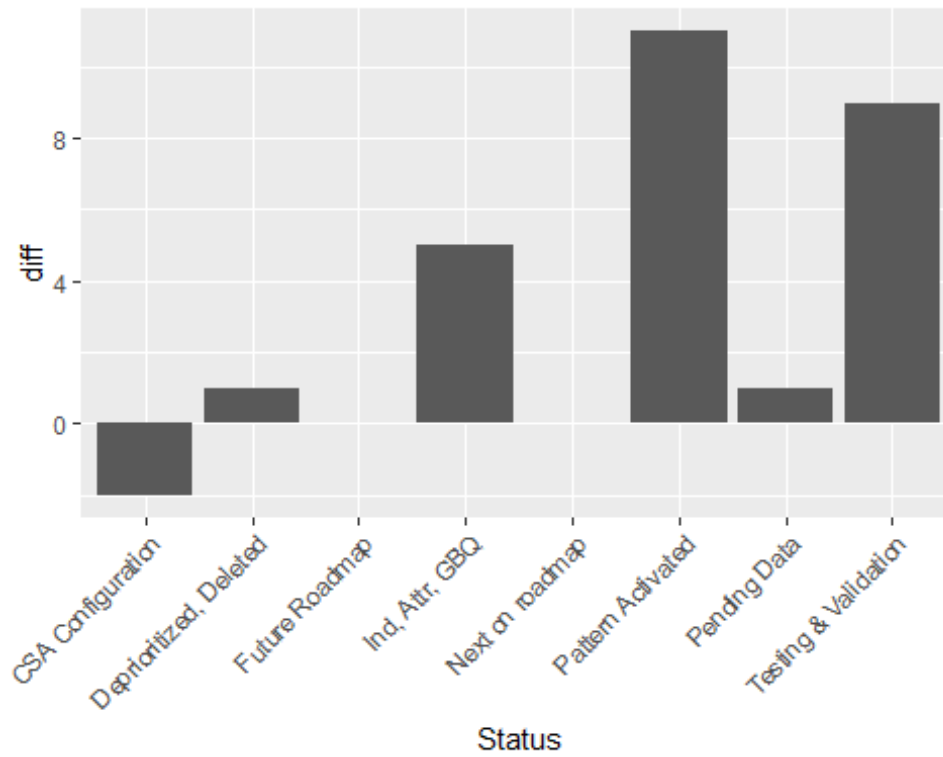
Pattern Statuses Month over Month

Change to Last Month

This view shows the difference of pattern count in each status to the prior month.

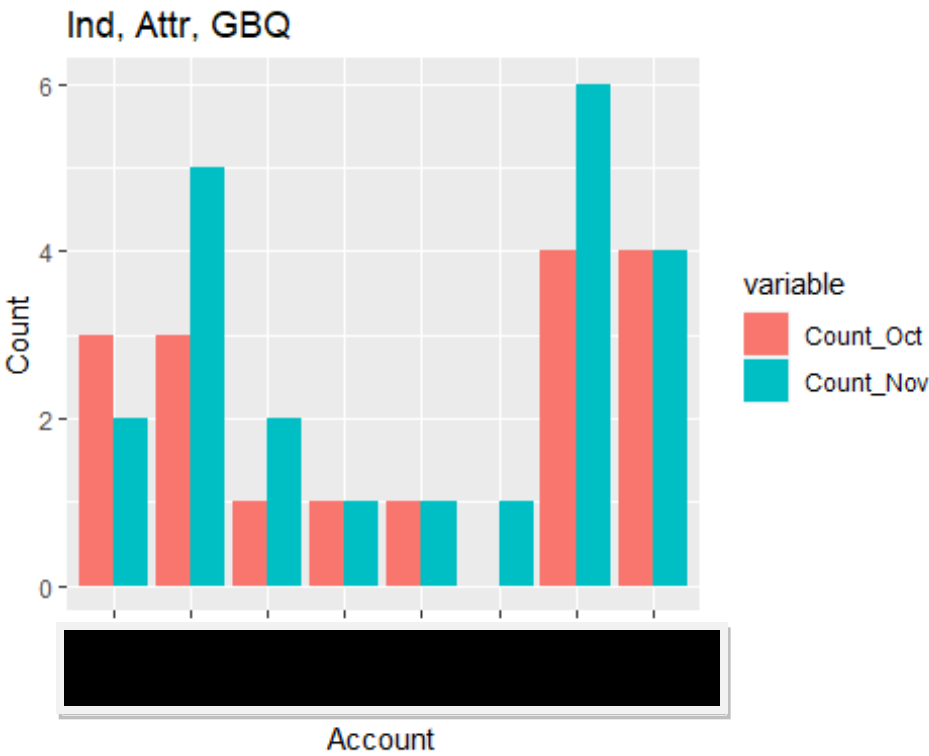
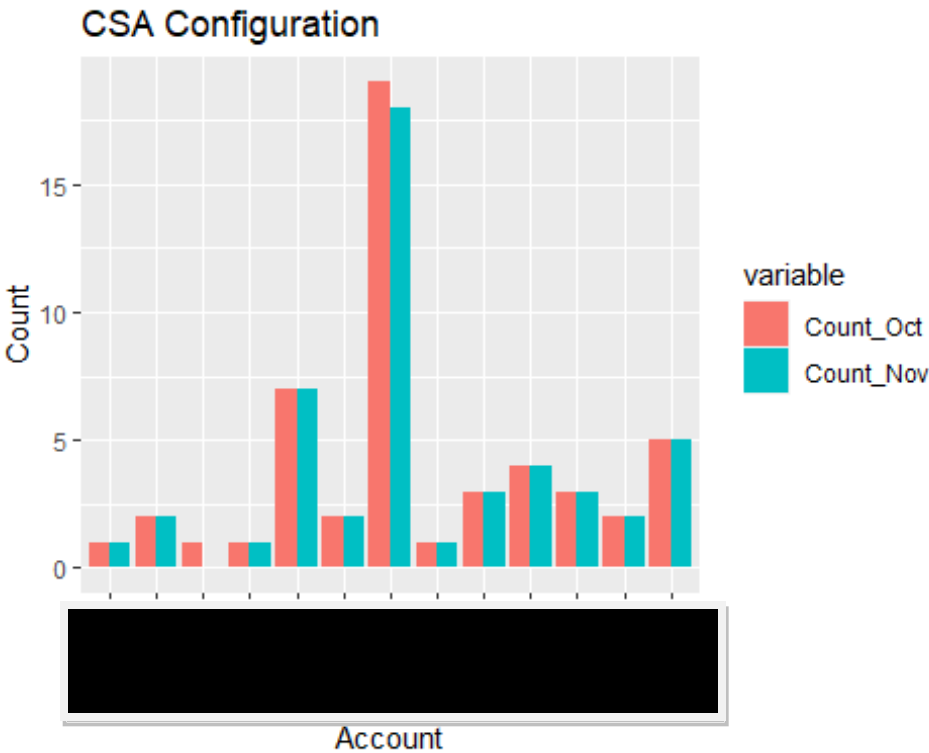
Highlights

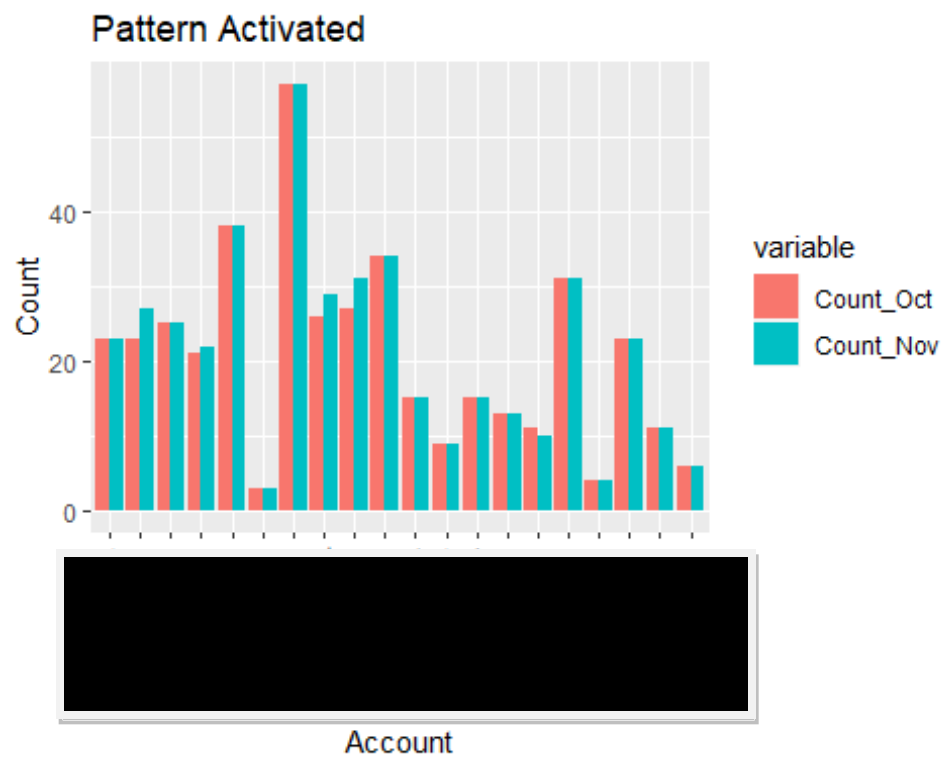
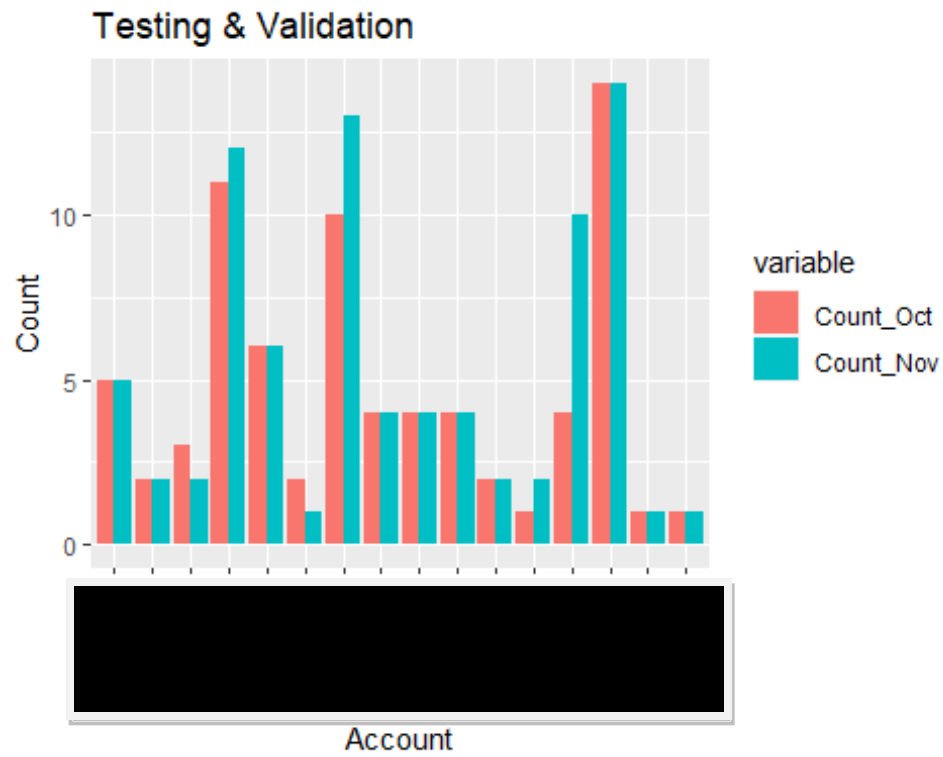
41 patterns activated since last month! 17 more in testing and validation Decrease of patterns in Development waiting for Indicator/Attributes/GBQ. "



Status	diff
CSA Configuration	-2
Deprioritized, Deleted	1
Future Roadmap	0
Ind, Attr, GBQ	5
Next on roadmap	0
Pattern Activated	11
Pending Data	1
Testing & Validation	9

Each Account's Contribution to Specific Statuses MOM (Aug & Sep)





Next Steps

Completed

Added Pattern Labels (September)

Action Taken: Utilized new standardized labeling system to analyze top performing patterns. This aligns with the Pattern Bank in Salesforce. ### Added User and Store information (October) Action Taken: # of Users and # of Stores per Account added to this report ### Analysis by business unit - AP vs Loss Prevention (November) Action Taken: Business Function added to all patterns in the Pattern Bank. Additional views added next ## In Progress Explore the relationship of pattern performance and total retail loss/shrink KPIs and pain points ## Next on Roadmap Use surveys to measure customer satisfaction in conjunction with ROI measurements Use forecasting capabilities to calculate and prioritize based on future impact.