



MultiFlex Business Intelligence Tool FAQs

Can I view the reports on my tablet or phone?

The reports can be viewed on any desktop, laptop, or mobile device. The preferred browser is Chrome, followed by Safari. You can view the reports on Internet Explorer, but this is not a recommended browser.

How long will it take to run my report?

The report is run in the cloud, so the processing time is not affected by your local internet speed. The report generation time will depend on how many transactions the B.I. Engine needs to analyze to generate the report.

If you run a report that covers four weeks and is limited to one SKU, it will take the same amount of time as a report that covers four weeks and displays all of the SKUs. This is because the B.I. Engine must analyze the same transactions and time period to generate both reports.

How many parameters should I apply to the report before I run it?

If the report is for your private analysis, we recommend that you skip applying the product and location parameters. You will be able to apply these filters to the generated report when you view it.

If you wish to share the report with another individual, you may want to apply parameters to limit the amount of information displayed. For example, you might limit the report to one store location so that you can share the report with the store manager.

What is the “Up To” field, and what happens if I leave it blank?

If you leave the “Up To” field blank, the end date for the generated report will be the last data update to the B.I. Engine. Between the hours of 8 a.m. and midnight UTC, data is extracted from RMS every half hour and sent to the Business Intelligence Engine. There is no data extraction between 12 midnight and 8 a.m. UTC.

For smaller organizations, the data will be as current as the last 30 minutes. For larger organizations, data updates may take longer depending on the number of transactions that your organization has processed. If you are running a report in the morning, the data can be assumed to be current as of midnight the previous business day. If you are running a report at the end of the business day, the data should reflect the beginning of the business day.

Note that some of the data reflected in the reports will reflect end summaries for the time periods selected.



Will the report capture data from before I began using MultiFlex RMS?

The report will only pick up the transactions that are on file in RMS. If you select a period of time that is longer than the transactions that RMS has on file, the system will not be able to pick up the older ones.

Will the report update with new data after I run it?

No. Once the report is generated, the data in the report becomes static. You will be able to organize the data in different ways by applying filters, groupings, and adding or subtracting columns.

Why is the time on the report different from what I entered in the Parameters screen?

The reports are run in the cloud, which operates in the UTC time zone. The time you enter in your parameters will be converted to UTC format in the generated report.

How many reports can I run at the same time?

There is no limit on the number of reports that you can run simultaneously.

How long are my reports stored in the system?

Reports are held in the system for up to 90 days, unless you chose to delete them earlier. If you need to save a copy of the report for longer than 90 days, please export the report to your computer. You will find the Export icon next to the Column Chooser when you view the report.

Can I share the report with someone outside my organization?

Yes. You can copy the link that you see in your browser's address bar when you view the report. This link can be sent to anyone. They do not need to be a MultiFlex Business Intelligence Tool user to view the report.

You can also export the file and print or forward it to someone else. Before you export your report, note any filters or groupings that have been applied to the report. If you do not want any filters or groupings applied to the exported report, be sure to reset these settings before you proceed.

Why are my Total Qty, Total ST%, and Total GM% columns wrong?

For styles and SKUs that are older than the last RMS data cleanup, please ignore the Total Qty, Total ST%, and Total GM% columns. The inventory has not been readjusted to reflect the data cleanup. We recommend that you use the Column Chooser to remove these columns from the report to avoid confusion. This will not affect the usefulness of the report.