



DC/FC



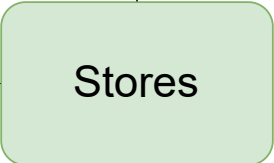
WH



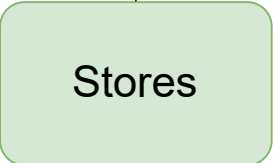
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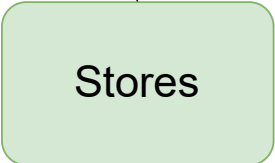
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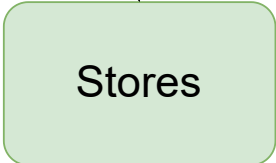
Stores



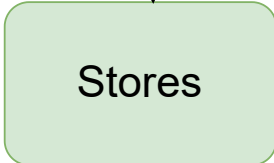
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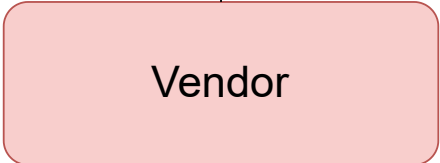
Stores



Stores



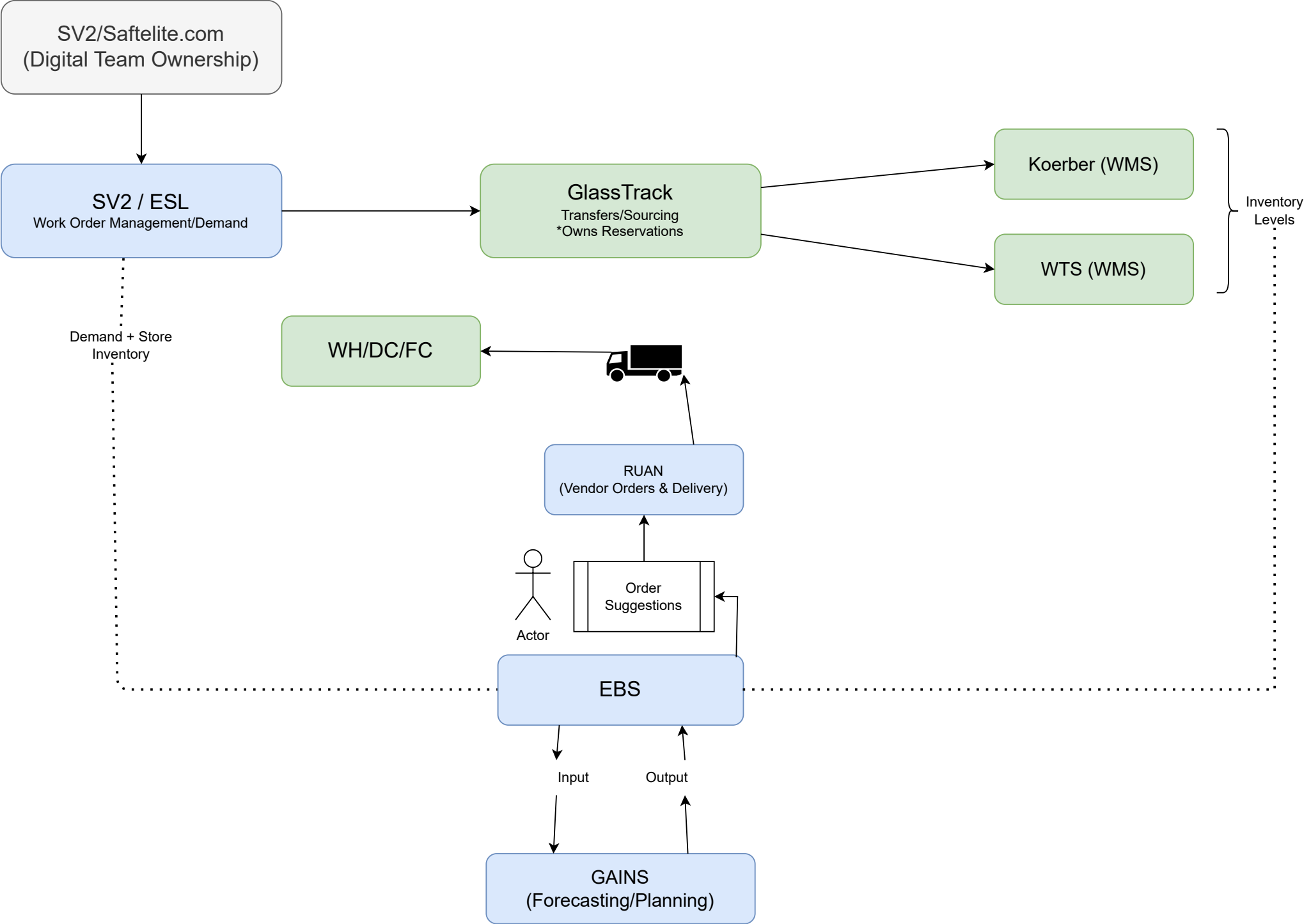
Stores



Vendor

Ship to Store





SV2/ESL
Store Inventory

RUAN - InTransit
No One Has Visibility

Koerber
WH/DC/FC Inventory

Inventory Service
Centralizing all inventory records and concepts

GlassTrack
Ownership of Reservations

WTS
WH/DC/FC Inventory

EBS
PO/TO/Inventory Levels

Incident Response and Resolution SLA's

Priority	SLA Target	
	Response	Resolution
1 - Critical	95% within 15 minutes	95% within 4 hours
2 - High	95% within 60 minutes	95% within 1 business day
3 - Medium	95% within 8 hours	95% within 3 business days
4 - Low	95% within 12 hours	95% within 5 business days