**Meeting Notes**:

**Questions**

* **MRO**
  + Do you print once for both Cactus and King House? It costs $60K for both?
* **Loss Prevention**
  + How many incidents were conducted last year? Annually? How many incidents per store? Per month?
  + Can we obtain surveillance footage to help better understand the current data quality that we’re working with for Loss Prevention? This will help us in developing our recommendation for technical solutions.
    - One store location should be fine. Ideally during the busiest time.
  + Can we also obtain one month of transaction history of POS / EIGEN data?
    - 3-4 stores, in a period where lots of transactions with voids have been flagged.
* **Knowledge Retrieval**
  + How many head office employees are there? Are they included in the 6,500?
  + Do all employees have access to MyCactus? Or just head office?
  + How much time does it take to train and onboard someone? Head office versus retail?
  + What are admin costs? For head office?
    - Our typical clients where use cases for knowledge retrieval are easily quantifiable are once you have all of the operational parameters such as purchasing orders and OIs, then calculating the impact of how much time it takes you to gather the required info to fulfill an order as it can increase the fulfillment queue and increase storage costs for inventory

**Action Items:**

* Get retention report from Rebecca