ORACLE

Oracle Retail Sales Audit

The accuracy of point-of-sale information is mission-critical. If sales data is compromised, decisions from planning to distribution are affected. Retailers need a highly scalable, configurable, and exception-based tool to allow their auditor to easily and quickly identify and resolve errors.

OVERVIEW

Fundamentally, retailers need to pull transaction data from the point-of-sale and verify that the information is accurate before exporting it to the merchandising, data warehouse, and financial systems. The auditing process needs to be flexible enough to allow each retailer to define their own rules and exception-based so that the downstream systems get cleansed data as soon as possible.

ORACLE RETAIL SALES AUDIT

Oracle Retail Sales Audit is an agile tool that evaluates all sales transactions from all channels, ensuring clean and consistent sales information. With a highly configurable and integrated sales audit solution, the retailer can maintain existing business practices and have their resources focus only on the exceptions and not looking for audit errors. The solution identifies any missing, duplicate, or erroneous data highlights any suspicious transactions, and ensures errors are resolved so that all downstream systems operate off the same cleansed sales information.

UNIQUE FEATURES OF ORACLE RETAIL SALES AUDIT

Role-Based Dashboards. Thousands of sales transactions are processed at stores, and auditors are responsible for many stores across many days. An intuitive interface with a configurable dashboard presents information that focuses auditors' work efforts, identifies areas of concern, and highlights trends, anomalies, and patterns. The dashboard contextual launch streamlines work steps and increases productivity by allowing auditors to jump from a raised issue directly to the resolution area. Business intelligence is embedded throughout the process, aiding auditors' decisions, and improving resolution accuracy.

Trickle Polling of Point-of-Sale Data. Sales audit has the ability to process point of sale information from selling locations multiple times throughout the day according to the retailer's requirements. The retailer can also define the frequency of when sales data is sent to downstream applications. Certain downstream systems, like merchandising, often receive sales data in near real-time, whereas more analytical systems, like the data warehouse, may wait for the daily audited sales.

Error Resolution. Errors that are found on the transactions or store/day are highlighted to the user on their dashboards. The auditor can resolve the same error across the store/day, across multiple days, or across multiple stores in a single action providing considerable time savings to the auditor.

Key Benefits

- *Reduce administrative expenses*
- *Improve data accuracy*
- *Reduce potential fraud*
- *Early detection of problems via retailer-defined audit rules*
- *Ability to correct past transaction history*
- *Automated data cleansing*
- *Consolidates sales across all selling channels*
- *Exports one version of cleansed sales data across the entire organization*

Multi- and Single-Level Auditing. The solution provides retailers with the option to perform auditing at the store, corporate headquarters, or both. An error resolution workflow is established by using these different levels and the exception definitions.

Security Controls. The retailer defines the actions that are available to store and headquarter users. Store users only see their particular store information, while headquarter users have the ability to view multiple stores and change more information.

Automatic Totaling of Point-of-Sale Transactions. The sales audit totaling process allows retailers to sum or count any data in the system. The totals can be used to roll-up information for export to downstream systems, facilitate loss-prevention analysis, or simply for reporting. Users create the totals. Totals such as over/short allow users to compare the declared totals from the POS with the system-calculated totals and enter corrective information. Combined totals are sums of existing totals, which are useful for more complex analysis or aggregation.

Retailer-defined Audit Rules and Exceptions. Audit rules are applied against retailer-defined totals and transaction data to identify exceptions for further research. While some rules are inherent in the system, like unidentified SKU transactions, others are completely defined by the retailer. The rule definition determines who receives the exception, the impact of the error, whether it can be overridden, and also provides a recommended resolution.

Multiple Purchasing Options. As the variety of consumer purchasing options change, retailers need to account for them accurately. Sales audit integrates the activity at the POS, online order capture, and order management system with the merchandising and store inventory management systems. Whether the customer purchases online for home delivery, in-store pick-up, or vendor direct shipment or if they shop in-store for home delivery, pick-up at another store, or pick-up at a later date, sales audit facilitates the appropriate reservation of inventory, creation, and subsequent release of the customer order liability with the recognition of the sale at the time of pick-up or delivery.

Integration. Sales audit shares core foundation elements – items, locations, pricing, and tax information – with the **Oracle Retail Merchandising System**. Transactions are integrated with Oracle Retail Point of Service, Oracle Retail Store Inventory Management, Oracle Retail Insights, Oracle (EBS), PeopleSoft Financials, and other applications.

Request a demo

Key Features

- *Automatic validation for duplicate or missing transactions*
- *Dashboard insights, in-context launch, and embedded BI throughout the process*
- *Analytical data in a dashboard format that allow users to identify trends, anomalies, and patterns that may indicate areas of concern*
- *Configurable totals for analysis and financials*
- *Time-saving resolution capabilities*
- *Retailer-defined rules to highlight suspicious transactions*
- *Exception-based auditing at selling location or Headquarters*
- *Support for tracking financial liabilities of customer orders*
- *Manages customer order liabilities*
- *Efficient import/export processes including support for trickle polling*
- *Cleanses raw POS data before export*
- *Seamless integration to Oracle Retail Merchandising*
- *Integration to Oracle or PeopleSoft financials*
- *Ability to upload new codes and administrative capabilities using common spreadsheet tools*

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