



PaladinN Sight™: Clean Up Your Inventory with the Lost Opportunity Tool

Ian McCracken

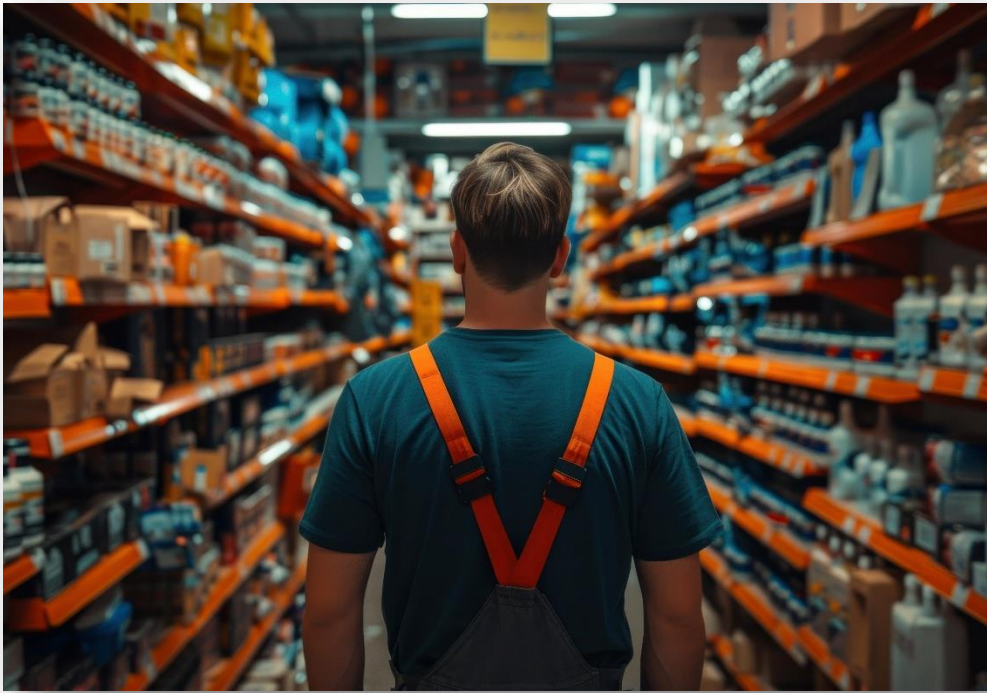
Customer Experience Specialist

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WHAT YOU'LL LEARN

- Why inventory clean up is important
- Lost Opportunity overview
- How the Lost Opportunity Tool makes inventory clean up easy
- Using the Lost Opportunity Tool
- How to find obsolete items
- Best Practice: Lost Opportunity Tool
- Learn more

Why inventory cleanup is important



- Your inventory is always changing.
 - New items are added.
 - Old items are discontinued.
- Over time, your inventory database can become bloated with items that you no longer carry.
- Obsolete items add clutter to your reports and inventory searches.
- Best Practice: Remove inventory clutter to improve business efficiency.

Increased sales are driven by accurate, well-maintained inventory



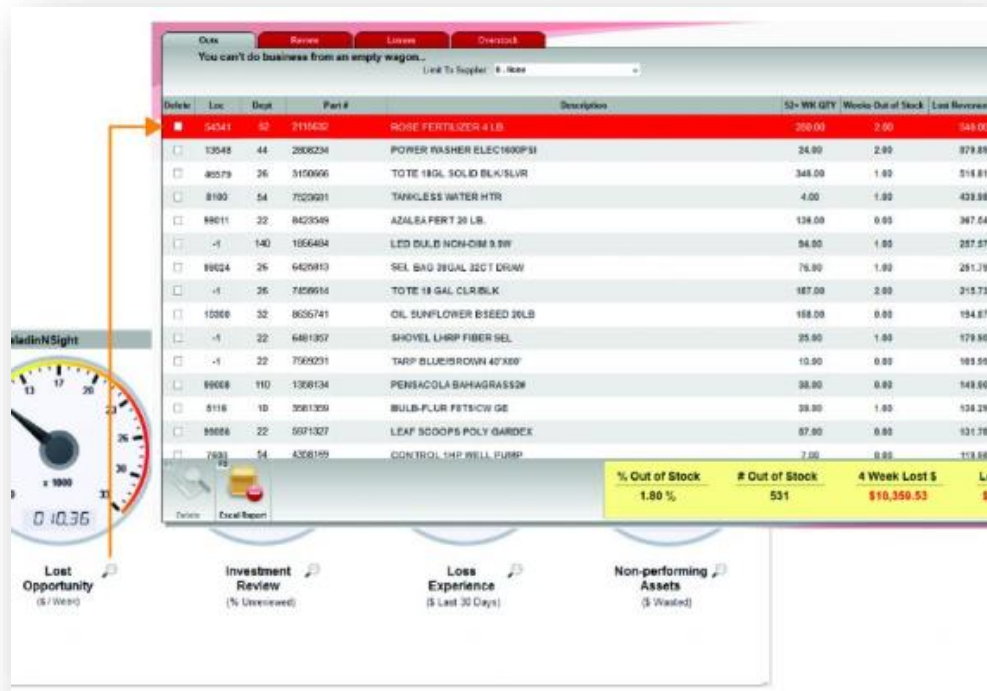
- The PaladinN Sight™ Lost Opportunity tool helps you claim lost dollars by making it easy to locate out of stock items.
- When an item that has sold in the last year is out-of-stock, you are potentially missing sales opportunities.
- Add up lost sales from all out-of-stock items, and you may be surprised at the lost revenue.

PaladinN Sight Lost Opportunity Tool



- The PaladinN Sight™ Lost Opportunity Tool helps you claim those lost dollars.
- The Lost Opportunity Meter is in the Paladin **Inventory** module on the **Inventory** tab. It is part of the PaladinN Sight dashboard that automatically appears in PaladinPOS when you first go to the Inventory module. *(Note: If the PaladinN Sight Dashboard is not visible in Paladin at your store, contact Support for assistance.)*
- The Lost Opportunity Meter estimates how much money you risk losing over a four-week period from out-of-stock items.

PaladinNsight Lost Opportunity Tool



- To find out the financial impact of your out-of-stock items, multiply the meter value by \$1,000. Your lost revenue could be 3-5 times greater.
- Estimates in the Lost Opportunity Meter are conservative and do not factor in impulse buys that might have happened if you had items in-stock.
- Customers who can't find an item may take their shopping lists and future business to other stores.
- The cost to can be significant and hard to quantify and recoup.

Using the Lost Opportunity Viewer

- Example: Here are two items — Tankless Water Heater and Azalea Fertilizer 20 lbs. — in the viewer’s list of out-of-stock items.

Delete	Loc	Dept	Part #	Description	52+ WK QTY	Weeks Out of Stock	Lost Revenue	Lost Profit
<input type="checkbox"/>	8100	54	7523661	TANKLESS WATER HTR	4.00	1.00	439.98	96.36
<input type="checkbox"/>	99011	22	8423640	AZALEA FERT 20 LB.	138.00	0.00	367.54	123.33

Column	Value	Description
52+ WK QTY	4	You sold 4 in the past year (52 calendar weeks plus the days in this calendar week).
Weeks Out of Stock	1	Sometime last (calendar) week you stock-on-hand went to zero (0), and you have no open purchase orders.
Lost Revenue (estimated)	\$439.98	In the next four weeks, there is a high likelihood that you could sell this item and make \$439.98 in revenue—if you had it in stock.
Lost Profit (estimated)	\$96.36	In the next four weeks, there is a high likelihood that you could sell this item and make \$96.36 in profit—if you had it in stock.

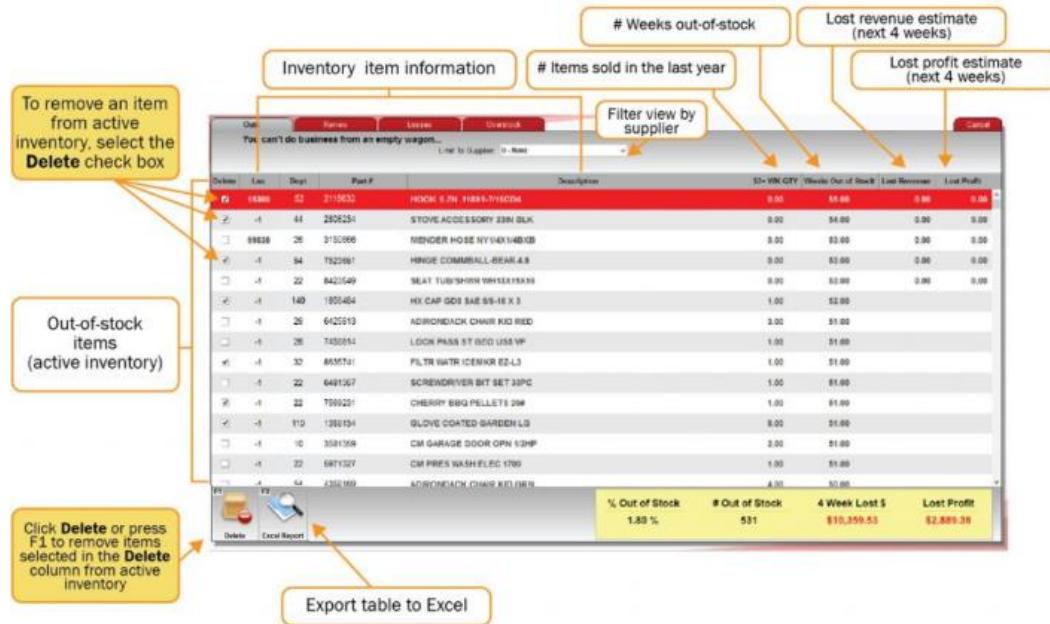
- Example 1: The water heater is in the lost opportunity list because it is out of stock and there are no open purchase orders for it.
- The lost opportunity values suggest that there is a good chance to sell one or more in the next four weeks.
- By not having this item in stock, a store risks losing, conservatively, an estimated \$439.98 in lost revenue and \$96.36 in lost profit.

Using the Lost Opportunity viewer

Column	Value	Description
52+ WK QTY	136	You sold 136 in the past year (52 calendar weeks plus the days in this calendar week).
Weeks Out of Stock	0	Sometime this (calendar) week you stock-on-hand went to zero (0), and you have no open purchase orders.
Lost Revenue (estimated)	\$367.54	In the next four weeks, there is a high likelihood that you could sell this item and make \$367.54 in revenue—if you had it in stock.
Lost Profit (estimated)	\$123.33	In the next four weeks, there is a high likelihood that you could sell this item and make \$123.33 in profit—if you had it in stock.

- Example 2: The Azalea Fertilizer 20 lbs.
 - It has been out-of-stock for only a few days, and there aren't any on order.
 - It appears to be a very popular item – 136 sold in the last year – so there is a likelihood of losing revenue by not having it in stock.
 - A store could, conservatively, earn an estimated \$367.54 in revenue and \$123.33 in profit over the next four weeks if it were in stock
 - Remember that this revenue doesn't include additional sales from the rest of a customer's shopping list.

Removing obsolete items



The screenshot shows an inventory management interface with the following callouts:

- To remove an item from active inventory, select the Delete check box**: Points to the 'Delete' column in the table.
- Out-of-stock items (active inventory)**: Points to the 'Out of Stock' column.
- Click Delete or press F1 to remove items selected in the Delete column from active inventory**: Points to the 'Delete' button on the bottom ribbon.
- Export table to Excel**: Points to the 'Excel Report' button on the bottom ribbon.
- Inventory item information**: Points to the 'Part #' column.
- # Weeks out-of-stock**: Points to the 'Weeks Out of Stock' column.
- Lost revenue estimate (next 4 weeks)**: Points to the 'Lost Revenue' column.
- Lost profit estimate (next 4 weeks)**: Points to the 'Lost Profit' column.
- # Items sold in the last year**: Points to the '4 Week Lost \$' column.
- Filter view by supplier**: Points to the 'Filter by Supplier' dropdown menu.

Part #	Description	Units	Weeks Out of Stock	Lost Revenue	Lost Profit
14880	HOOK 1/2" #188-71425M	0.00	10.00	0.00	0.00
2802251	STOVE ACCESSORY 2801 BLK	0.00	0.00	0.00	0.00
99828	MENDER HOSE NY 5/8X1/4B/CS	0.00	0.00	0.00	0.00
7522981	HINGE COMBALL BEAR 4.8	0.00	0.00	0.00	0.00
8421549	SEAT TUB/SHOIR WHITE 19X19	0.00	0.00	0.00	0.00
1801484	HV CAP GDS SAE 5/8-18 X 3	1.00	0.00	\$2.00	0.00
6425513	ADJORNBACK CHAIR KID RED	0.00	0.00	\$1.00	0.00
7450554	LOOK PRAS ST BEO USS VP	1.00	0.00	\$1.00	0.00
845711	FILTR WATR ICENMR E2-L3	1.00	0.00	\$1.00	0.00
6481267	SCREWDRIVER BIT SET 33PC	1.00	0.00	\$1.00	0.00
7099221	CHERRY BBQ PELLETS 20#	1.00	0.00	\$1.00	0.00
1382194	GLOVE COATED GARDEN L3	0.00	0.00	\$1.00	0.00
3581268	CM GARAGE DOOR OPN 1/2HP	0.00	0.00	\$1.00	0.00
6812327	CM PRES WASH FLEC 1700	1.00	0.00	\$1.00	0.00
2312103	NORWICK CHAIR ED 1/2" B	0.00	0.00	\$1.00	0.00

Summary statistics at the bottom of the table:

- % Out of Stock: 1.83 %
- # Out of Stock: 531
- 4 Week Lost \$: \$10,259.53
- Lost Profit: \$2,889.38

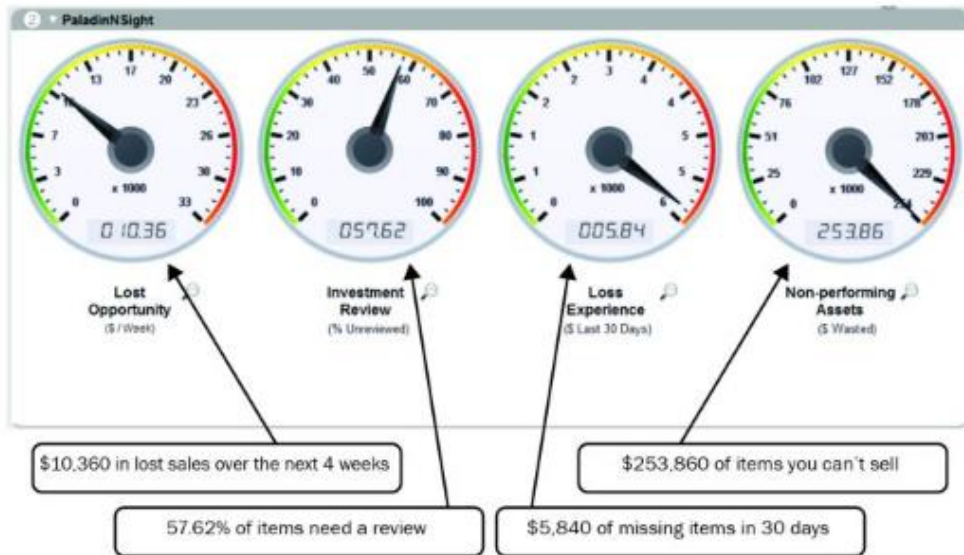
- When viewing out-of-stock items, note:
 - Only active inventory items that have sold in the past year appear.
 - Items with open purchase orders, won't appear.
 - An out-of-stock value of zero weeks means the item went out of stock in the current week.
 - A zero lost revenue and lost profit value means that the item has a good sales history, but there isn't enough data to know that it would sell if it were in stock – typical with seasonal items.
 - If lost revenue and lost profit values are blank, the item didn't have enough sales history and other information to forecast sales of this item.
 - If an entire item description is viewable, mouse over the ellipses [...] to view a message window that shows the full description.
 - Current views can be exported to Excel at any time by clicking **Excel Export** on the bottom ribbon.

Best Practices: Lost Opportunity Tool



- Each day, open the Lost Opportunity Viewer.
- Sort the list to show the smallest Revenue Loss value on top.
- Review the top 10 items.
- Remove the items that are obsolete.
- Review more items if there is time.
- This is an easy and quick way to keep inventory clear of inefficient clutter.
- If you use suggested ordering, these items are likely appearing because your supplier is not fulfilling them. Review whether a secondary supplier is needed.

Boost Your Business



- The **PaladinN Sight™** dashboard and its tools were built for store owners and managers to help stores succeed and thrive.
- They provide insight on the following:
 - Out-of-stock items (outs)
 - Watching your investment (counting)
 - Catching loss of items (shrinkage)
 - Overstock of items (slow movers)
- Once you understand them, these tools can help you grow your business.

Learn More

To learn more, see the following resources in our [Help Portal](#)

- [PaladinN sight: Boost Your Business](#)
- [PaladinN sight™: View potential lost revenue with the Lost Opportunity Tool](#)
- [PaladinN sight™: Lost Opportunity Tool improvements for seasonal items and more](#)
- [PaladinN sight™: View and edit inventory items](#)

A recording of this webinar will be available at portal.paladinpos.com/webinars.

Next Webinar:

PaladinNsisht: Take Control of Your Inventory

Investment

June 9, 2026

9am PT

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