



# PaladinN Sight™: Stop Lost Items from Draining Your Bottom Line

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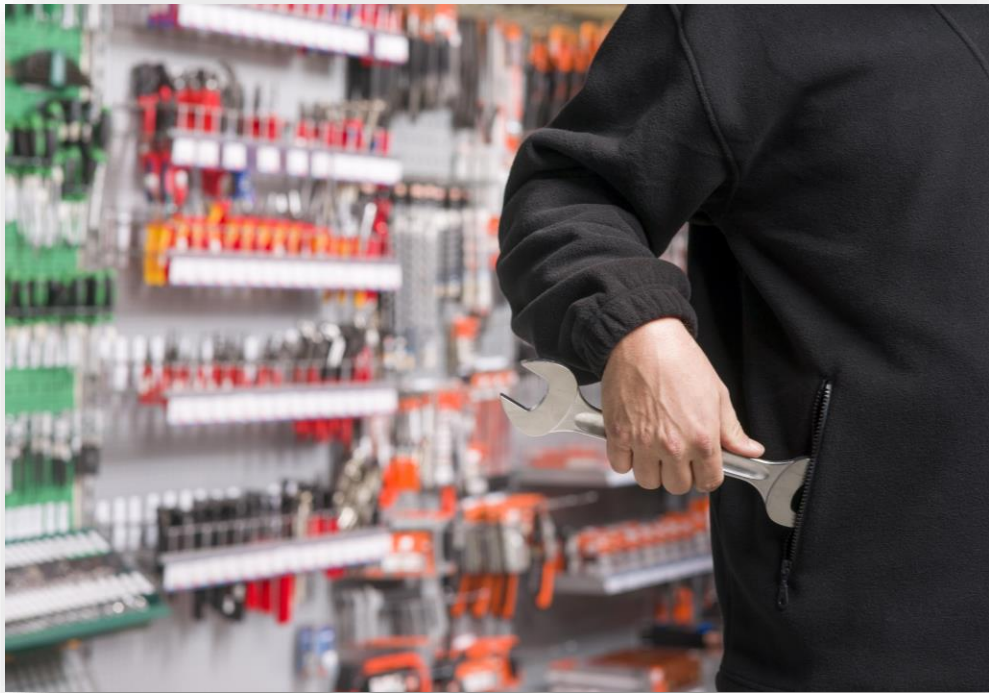
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# **WHAT YOU'LL LEARN**

- Investigating losses
- How the Loss Experience Tool can help
- Loss Experience Tool views
- Loss Experience Meter
- Loss Experience Viewer
- Loss Experience Details
- Best Practices – Investigate lost items and identify loss trends
- Learn more

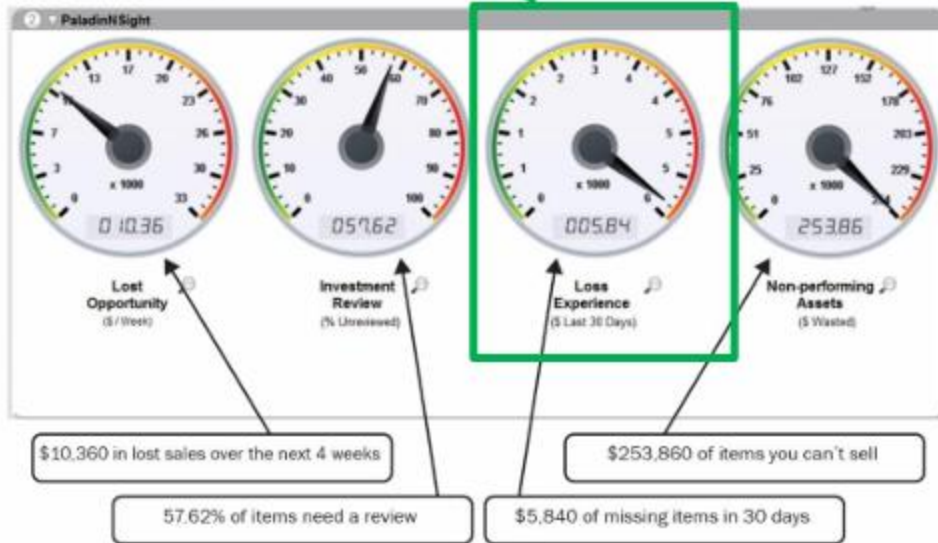
## Investigating losses



- Items disappear for many reasons:
  - Misplaced inventory
  - Incorrect stock counts
  - Theft
  - Breakage
- When items are missing in your store, you lose investment dollars and then spend more money to replace them.
- When you regularly take the time to investigate losses, you will reduce their financial impact and increase your awareness of loss trends.

## How the Loss Experience Tool can help

### PaladinN Sight™ dashboard



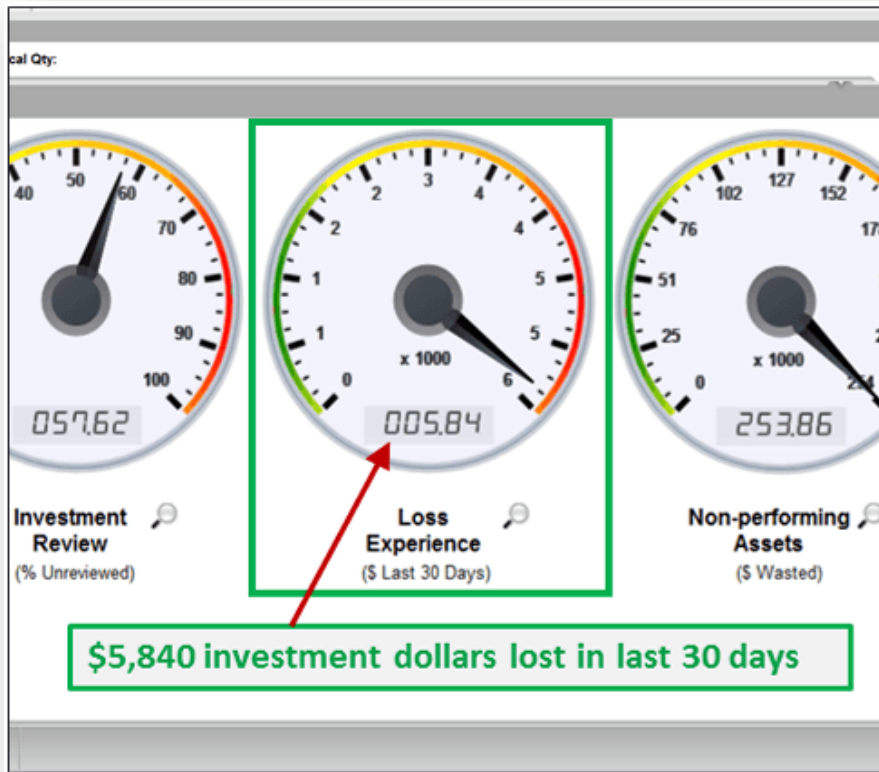
- The PaladinN Sight **Loss Experience Tool** helps you discover losses and loss trends by grouping them by department and location.
- The **Loss Experience Tool** is part of the PaladinN Sight™ dashboard and tools that are available in the Inventory module.
- PaladinN Sight™ is powered by Paladin's sophisticated Market-Driven Inventory Management™ system.

# Loss Experience Tool views



- The **Loss Experience Tool** provides multiple levels of detail – Meter, Viewer and Details – to help you identify and investigate losses.

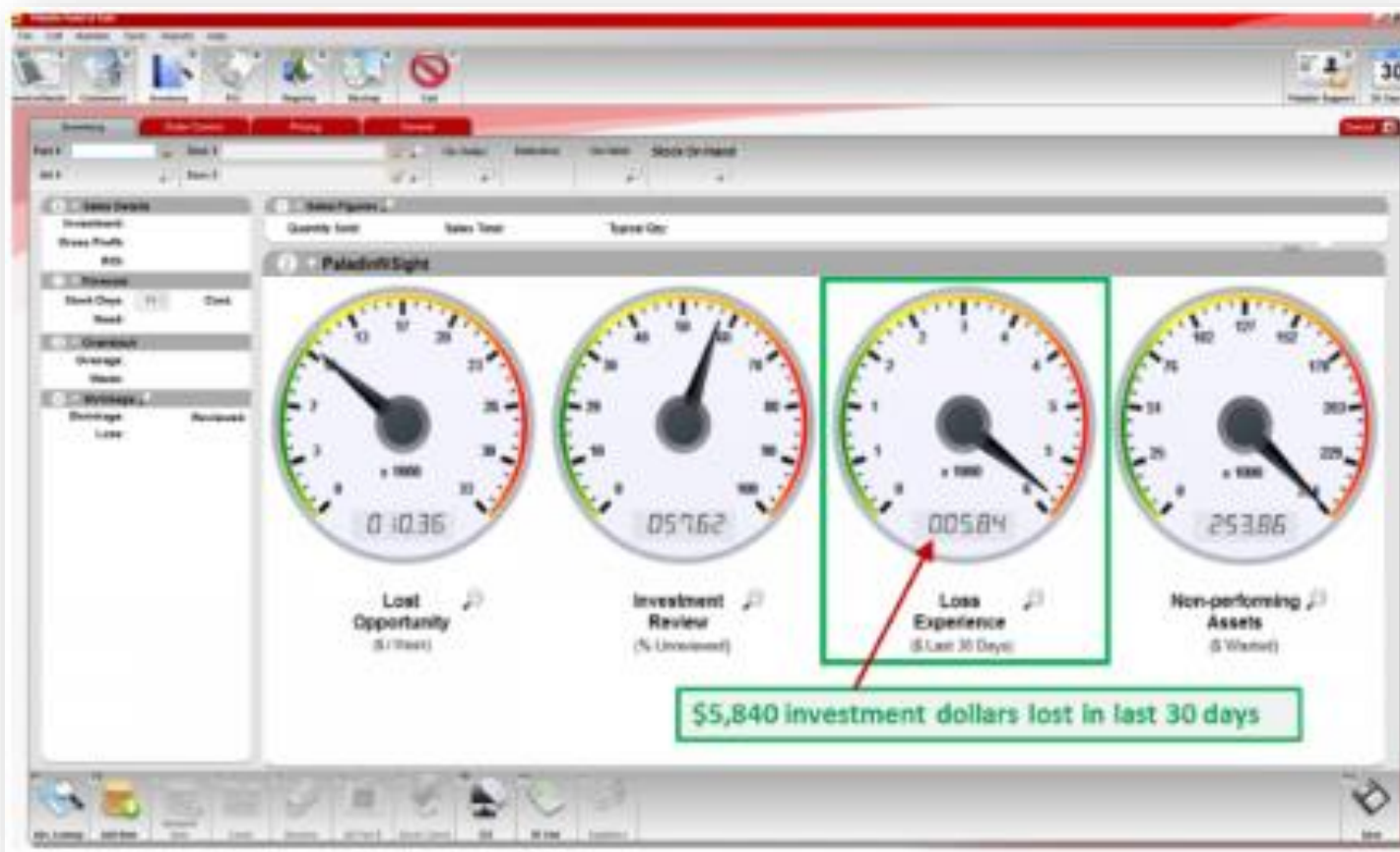
## Loss Experience Meter: A bird's eye view



- The **Loss Experience Meter** shows the total investment dollar loss from items that disappeared in the last 30 days.
- **Tip:** To keep your inventory investment on track, monitor this meter daily for loss trends. Ideally, this meter value should be a low value or steadily decreasing.
- **Tip:** If the meter value is increasing over time, use the **Loss Experience Tool** to investigate the cause so you can stop the revenue loss.

## Loss Experience Viewer: Catching loss trends

- Click the **Loss Experience Meter** magnifying glass to open the **Loss Experience Viewer**.
- This view shows you the departments or locations where losses are occurring, and which ones have the largest losses.



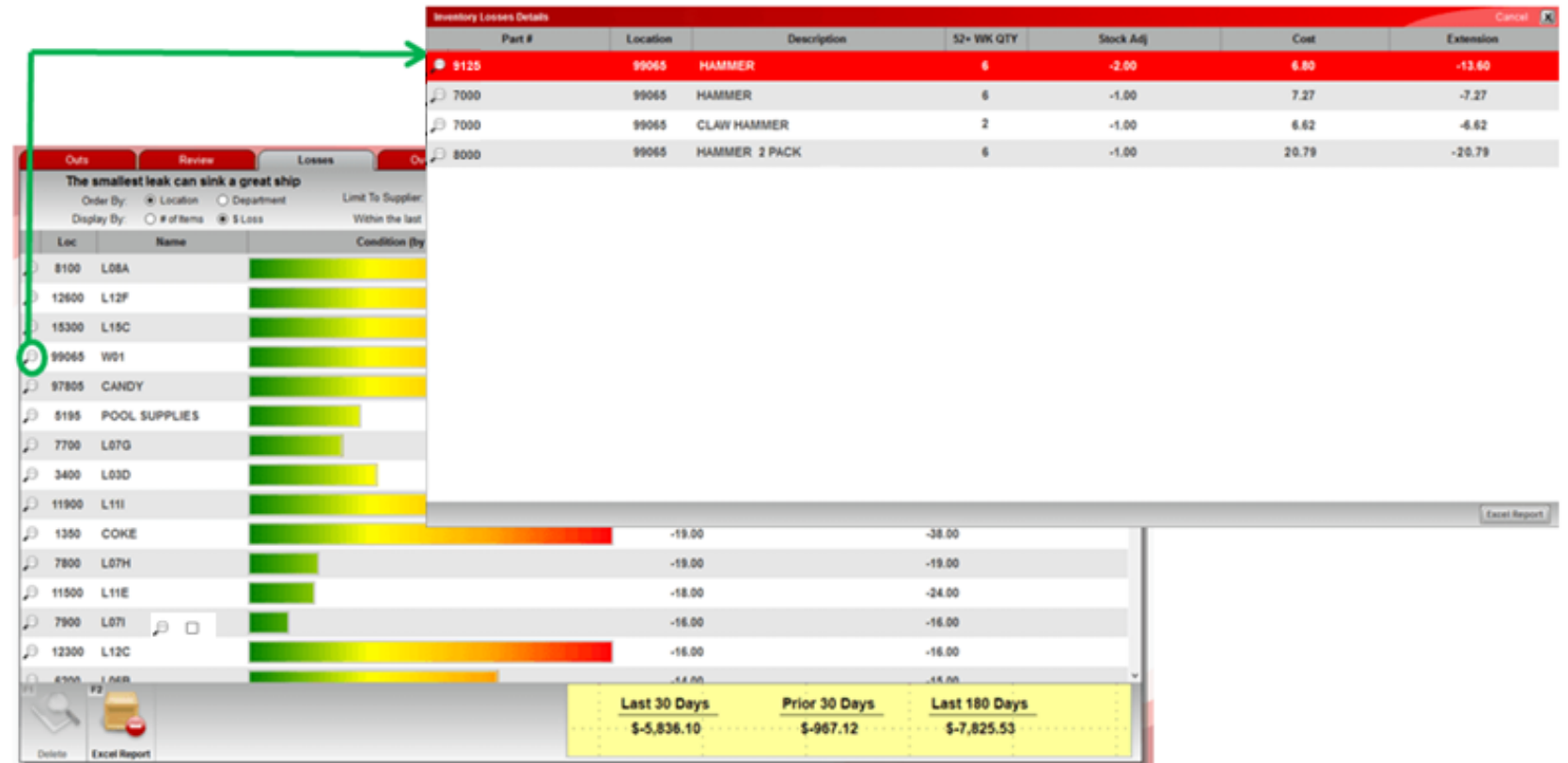
## Loss Experience Viewer: Catching loss trends

- The **Loss Experience Viewer** also allows you to customize your view by:
  - Departments or locations
  - The # of lost items or investment \$ loss
  - The # of days since the last review
  - Suppliers
- Values can be sorted in any column.
- Tip: Investigate departments or locations losing the most money first.
  1. In the Order By: options, select \$Loss.
  2. Click the \$Loss/Gain Last 30 days column to display the largest loss on top.



## Loss Experience Details: An item-by-item account

- To see the detailed list of lost inventory items for a location or department, click the magnifying glass to open the **Loss Experience Details** view.



Part #	Location	Description	52-WK QTY	Stock Adj	Cost	Extension
9125	99065	HAMMER	6	-2.00	6.80	-13.60
7000	99065	HAMMER	6	-1.00	7.27	-7.27
7000	99065	CLAW HAMMER	2	-1.00	6.62	-6.62
8000	99065	HAMMER 2 PACK	6	-1.00	20.79	-20.79

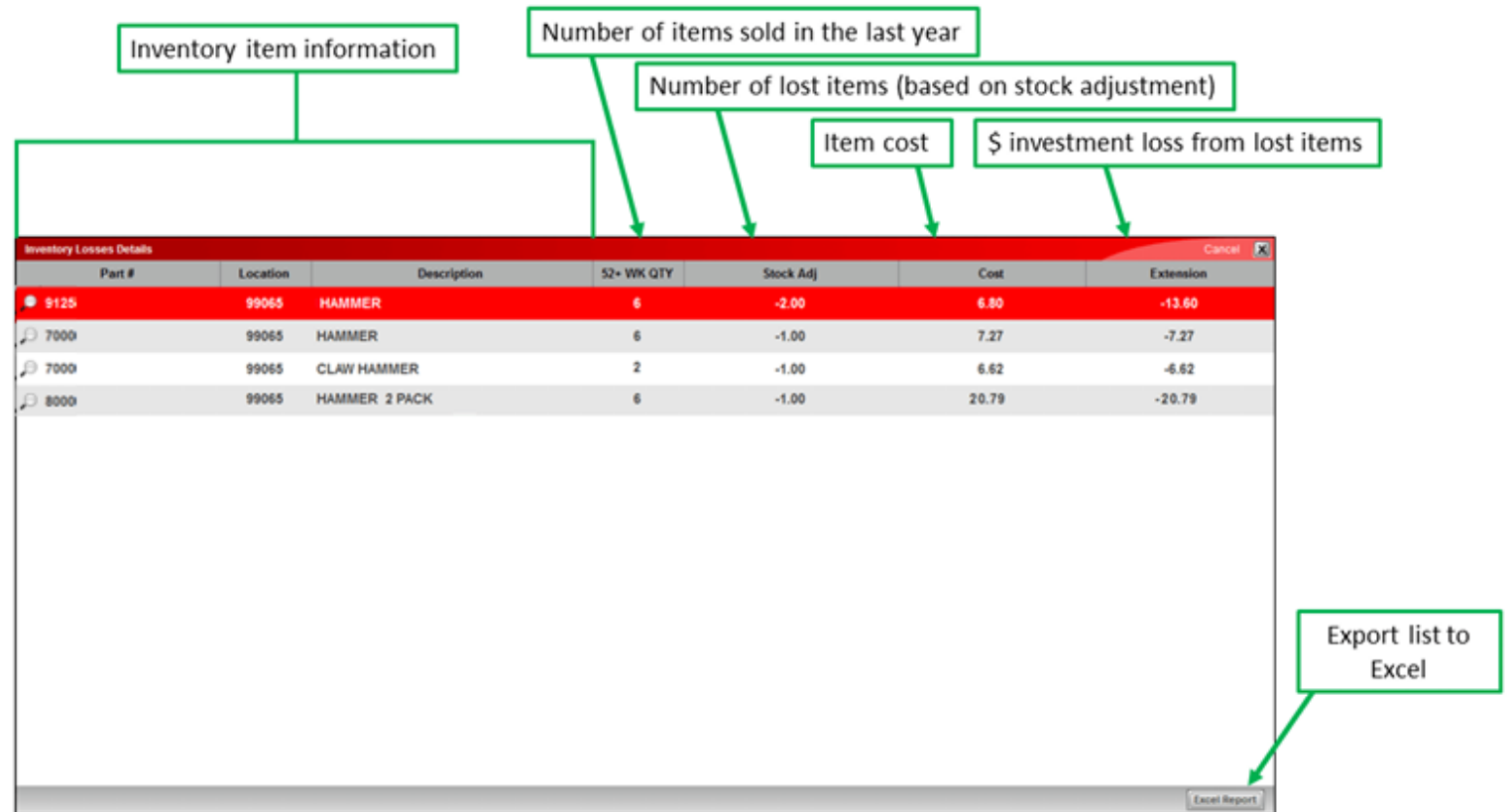
Loc	Name	Condition (by)		
8100	L08A			
12600	L12F			
15300	L15C			
99065	W01			
97805	CANDY			
5195	POOL SUPPLIES			
7700	L07G			
3400	L03D			
11900	L11I			
1350	COKE		-19.00	-38.00
7800	L07H		-19.00	-19.00
11500	L11E		-18.00	-24.00
7900	L07I		-16.00	-16.00
12300	L12C		-16.00	-16.00
8700	L07B		-14.00	-14.00

	Last 30 Days	Prior 30 Days	Last 180 Days
	\$-5,836.10	\$-967.12	\$-7,825.53

## Loss Experience Details: An item-by-item account

- Use the **Loss Experience Details** view to investigate lost items.
- To open the lost items list in Excel, click Excel Report.

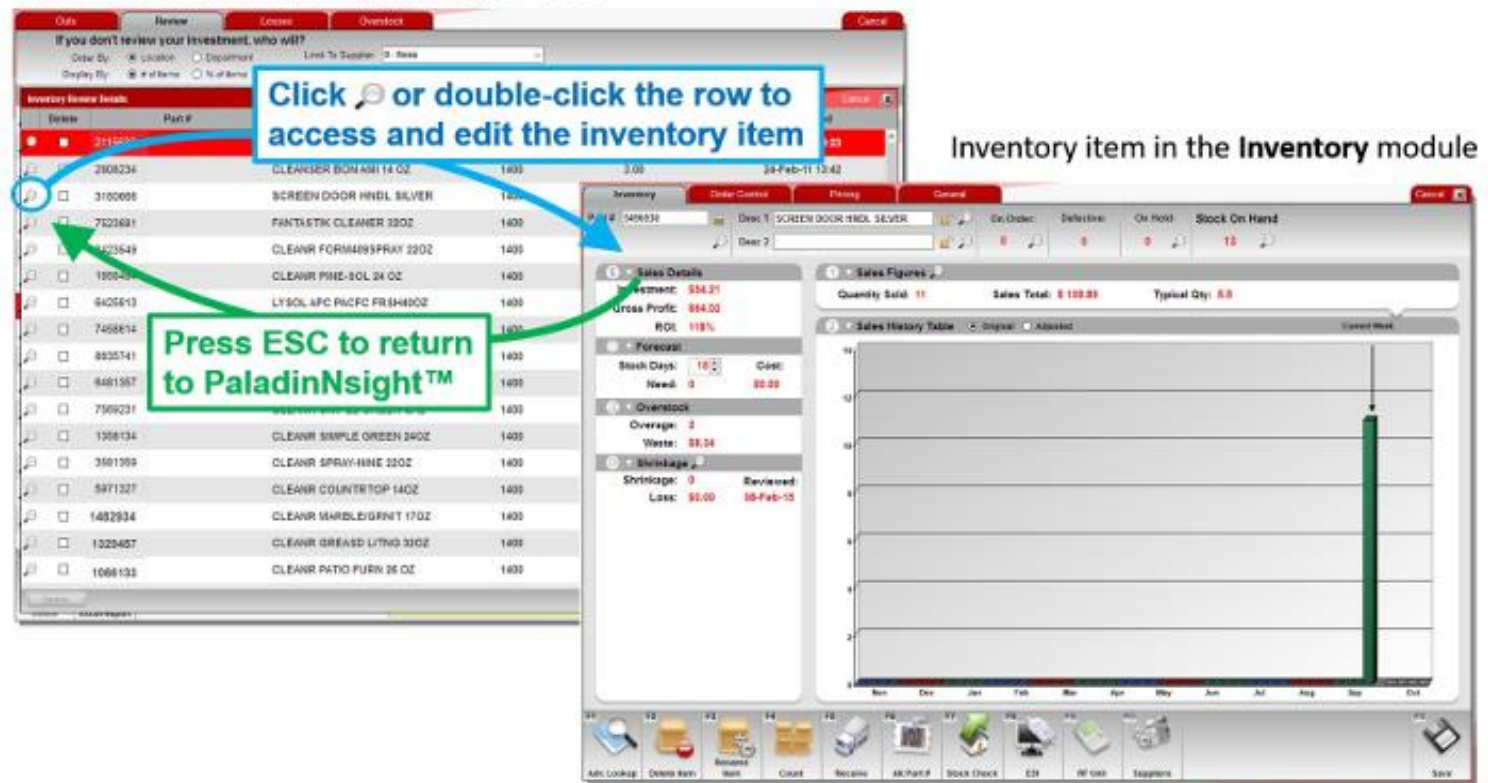


Part #	Location	Description	52+ WK QTY	Stock Adj	Cost	Extension
9125	99065	HAMMER	6	-2.00	6.80	-13.60
7000	99065	HAMMER	6	-1.00	7.27	-7.27
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8000	99065	HAMMER 2 PACK	6	-1.00	20.79	-20.79

## Loss Experience Details: An item-by-item account

- You can open an inventory item's complete information in the **Inventory** module by clicking the item's magnifying glass.
- When you are done, press ESC to return to the **Loss Experience Details** view.

Inventory item list in a PaladinNaight™ tool



The screenshot displays two windows from the PaladinNaight™ tool. The left window, titled 'Inventory item list in a PaladinNaight™ tool', shows a table of inventory items. A blue box highlights a row with the text 'Click or double-click the row to access and edit the inventory item'. A green box highlights the magnifying glass icon in the first column of the table with the text 'Press ESC to return to PaladinNaight™'. The right window, titled 'Inventory item in the Inventory module', shows the detailed view for the selected item 'SCREEN DOOR HNDL SILVER'. It includes sections for 'Sales Details', 'Forecast', 'Overstock', and 'Shrinkage'. A 'Sales History Table' is visible at the bottom right, showing a single bar for the month of November.

Item #	Part #	Description	QTY	Unit Price	34-Feb-11 12:42
2108234		CLEANER BOMASH 14 OZ	1400	3.00	
3100008		SCREEN DOOR HNDL SILVER	1400		
7020691		FANTASTIK CLEANER 32OZ	1400		
923549		CLEANR FORMERISPRAY 32OZ	1400		
1800000		CLEANR PINE-SOL 24 OZ	1400		
8405613		LYSOL APC PVCFC FRSHROZ	1400		
7458614			1400		
8835741			1400		
8481987			1400		
7509231			1400		
1308134		CLEANR SIMPLE GREEN 24OZ	1400		
3101389		CLEANR SPRAY-MINE 32OZ	1400		
5871327		CLEANR COUNTERTOP 14OZ	1400		
1482934		CLEANR MARBLE/GRNIT 17OZ	1400		
1023467		CLEANR GREASE LUTING 32OZ	1400		
1088133		CLEANR PATIO FURN 16 OZ	1400		

## Best Practices

### **IMPORTANT**

You must have **accurate SOH values** to correctly calculate losses.  
Maintain up-to-date SOH values with the **PaladinNsight™ Investment Review Tool**.

- Use the **Loss Experience Tool** to identify and resolve losses.
- Monitor the **Loss Experience Meter** daily for loss trends.
- Once a week – at minimum – open the **Loss Experience Viewer** and identify the top 10 departments or locations with the greatest investment dollar loss.
- Review the **Loss Experience Details** for these departments or locations and investigate the cause to minimize financial loss.

## Learn More

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

- [PaladinNsight™: Discover losses and loss trends with the Loss Experience Tool](#)

[PaladinNsight™](#)

[PaladinNsight™: Boost your business](#)

A recording of this webinar will be available at [portal.paladinpos.com/webinars](http://portal.paladinpos.com/webinars).

**Next Webinar:**  
**PaladinN sight: Uncover and  
Reduce Non-Performing Inventory**

July 21, 2006

9am PT

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