

Secure is an advanced analytics and exception reporting solution that provides users with the capability to identify targeted and/or exception situations in point of sale and ecommerce transactions. These insights can be used to highlight suspicious activity related to employee or customer actions, products, locations, or processes that require further investigation by the retailer. Secure has been architected to give retailers a complete view of their enterprise, helping team members to quickly and efficiently make informed decisions that can directly impact the bottom line.

The base Secure Implementation supports the integration of data from the following data sources:

1. POS transaction data from brick and mortar stores, including transaction header data, line item detail, price change detail, tender detail, and customer information as available. Data transmitted daily.
2. Ecommerce transaction data which includes all transaction data as well as options for customer, order, fulfillment, shipping and adjustment data. Data transmitted daily.
3. Store Master data which includes reference data for the store such as address, configuration, hierarchy, etc. Data transmitted either daily or periodically.
4. HR Master data which includes reference data for the company associates such as name, job code, date of hire, etc. Data transmitted either daily or periodically.
5. Item Master data which includes reference data for the merchandise and non-merchandise items sold such as SKU, long description, short description, item hierarchy (i.e. dept, class, group, etc.), vendor, etc.

Data source and format are determined during the implementation process and changes to these items will incur professional service fees and possible increases to subscription rates.

The Secure Core platform includes the following features:

1. System Administration – A collection of framework components that provide the ability to set and maintain user permissions, and to establish and maintain base system parameters.
 - a. User Maintenance - includes the ability to add and delete users, assign roles, assign permissions and establish span of control for data visibility and alert reception. SSO can also be utilized for user maintenance.
 - b. System parameters include creation and management of teams, business calendars, control import of additional data for the Search Composer and export of search results, maintenance of hierarchies, build and maintain Quick Links, maintain system configurations.
2. Search Composer – The most versatile query writer in the industry. Written in plain language and capable of basic queries to complex functionality such as string difference, ranking, conditional aggregates, etc.
3. Alert Engine – Enables authorized users to specify targeted events that require notification and/or follow up by appropriate team members. Events can be a transaction(s) that meet specific conditions. Assigned recipients are alerted via interactive Work Items which include all identified transactions with dynamic replica receipts, corresponding POS journal and links to key transaction data such as store and cashier profiles, tender history, loyalty history, etc.
4. Instant Analytics – Provides the Work Item recipient with a quicker understanding of the identified transactions by displaying the results of the next steps taken by an investigator and highlighting if the issue has low, medium or high risk elements.
5. Guidelines – Customized by Work Item, Guidelines provide the next steps for investigation of the Work Item, enhancing training of new users and provides the framework for complete and consistent responses.
6. Store and Employee Profiles – Direct links to key information and selected metrics.
7. Investigations Center – Enables more efficient development of an investigation, using Clipboards to seamlessly gather and store facts. Investigations can be closed or transferred to Secure Incident (requires separate subscription) or a third party incident management tool (requires Case Integration subscription).
8. Report Builder – Authorized users can create multi-level reports utilizing any data within the Appriss Retail platform. Reports can be scheduled to run once or on a periodic basis. Report notifications can be set up via Secure and email.
9. Quick Links – Prebuilt searches with variable parameters to allow users to quickly obtain information from the Secure database.
10. Mobile Enabled – Secure provides a fully responsive experience on any mobile device.

Customer Assurance Program – Appriss Retail is committed to the success of our Secure customers and has established a process to ensure that the advanced users are comfortable with the overall solution and have a very good understanding of the advanced features and how they can benefit their organizations.

1. During the 12 months after go-live, up to twenty hours of access to the User Consultant team is available to address training, business process issues, general end user system use and other business use related items. Requests for Customer Assurance help are logged through the support portal.
2. Appriss Retail will provide generalized training and webinars throughout the year to assist all companies in how to use the Secure tool most effectively, strategies for addressing emerging retail trends and tips and tricks for using new features included in system updates. There is no limit to the number of these sessions that can be attended.
3. System user documents, new feature release notes, release schedules and other user help documents are available, without limit, through the customer support portal.

Version #	Date Effective	PDF
1.0	December 6, 2021	