



Focus on in-store execution

Field Audit, Task Management & Ticket Tracking

Service Overview

January 20, 2012



What is Compliantia?



- A field audit platform
- A task management platform
- A ticket tracking platform
- Works on the web, tablets and smartphones
- Real-time. Multi-lingual.
- A service specifically designed for retailers, manufacturers, wholesalers and facility operators
- A service that integrates with a customer's store list, hierarchy and workflow
- Software-as-a-Service. Turn-key. Secure.
- Quick time to market + free trial

Benefits and Return on Investment

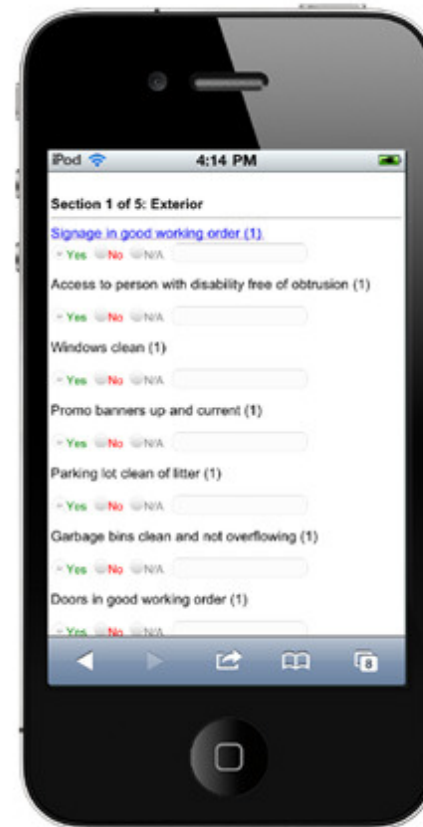
- Increase in-store merchandising effectiveness and sales
- Improve loss prevention. Reduce “shrinkage”.
- Protect the health & safety of your customers
- Cut operational costs
- Increase franchisee participation and engagement
- Increase customer satisfaction
- Protect the brand, drive it forward
- Track the performance of your stores, programs, regions and team

Workflow

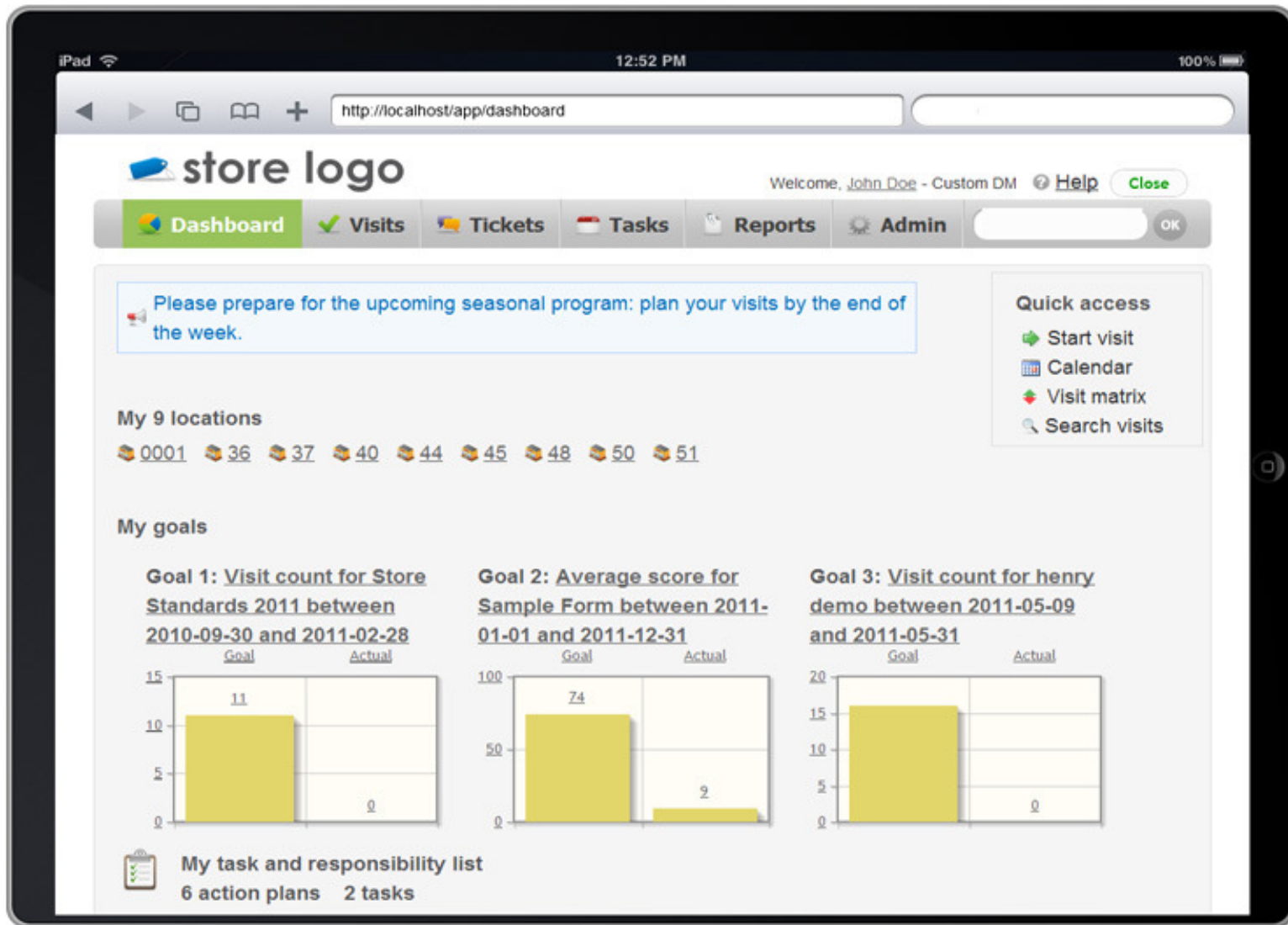




Field Audit



On smartphones...



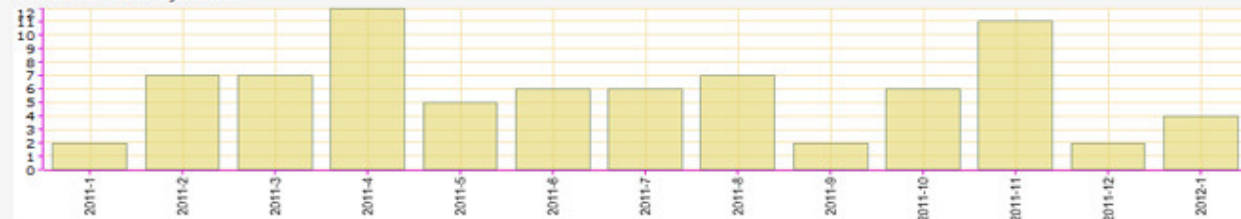
tablets...

Start visit

Quick access

- [Calendar](#)
- [Visit matrix](#)
- [Search visits](#)
- [Form builder](#)

Number of visits by month



Last 5 flagged visits

Form	Pictures	Location	Date/Time	Created by	Status	Score	Notes
Store Standards 2011		45	2010-08-16 16:40	John Doe	Completed Flagged	92.31	Spoke with assistant store manager about gaps in execution of current seasonal program. Assigned action plan items. Scheduled follow-up visit for next week, one more, and this.
Store Standards 2011		45	2010-07-12 14:36	John Doe	Completed Flagged	81.48	Unannounced issues, health and safety concerns around the handling of food products. Also substandard service in dealing with customers. Long line.
Store Standards 2011	View View View View	17	2009-11-06 16:37	Fabien Tiburce	Completed Flagged	77.78	Certains problèmes avec l'extérieur du magasin, J'en ai parlé avec le franchisé.
Store Standards 2011		0004	2009-11-06 10:05	Fabien Tiburce	Completed Flagged	81.48	Some issues discussed with assistant store manager. Will come back next week.

and laptops.

October 2011

today

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
				Normes operationelles 2011 at 0001 Score:100		
2	3	4	5	6	7	8
	6:0 at 0001					
9	10	11	12	13	14	15
			6:0 at 40			
16	17	18	19	20	21	22
	10:30 at 0001		17:15 at 49			

Plan store visits...



Dashboard



Visits



Tickets



Tasks



Reports




Admin

OK

Step 1: Specify a location and date [?](#)

Location:

50: 1656 Broadway, New York City 

Visit date/time:



If no date is specified, today's date will be used

 Next

January 2012						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

conduct store visits...

 Back to visit

Action Plan

The action plan consists of non-compliant items. To assign an item, specify a responsibility. To close it, specify a fixed date.

Location:  0001: 123 Yonge Street bis, Toronto

Form: [Store Standards 2011](#)

Visit date/time: 2011-10-17 08:28

Type: Announced, Manager present

Score: 77.78 (14/18)


Status: Completed

Notes by John Doe, Custom DM:

Some issues with signage and store exterior. Discuss with store manager.

Section 1 of 5: Exterior

Score: 72.73 (8/11)


1. Signage in good working order (1)  View

Signage is cracked. Please order new sign.


Target date

2011-10-18 

Responsibility *

Steven Brodeur 

Fixed date *




Fixed by



3. Promo banners up and current (1)

Not ready for upcoming seasonal program.
Install ASAP.


Target date




Responsibility *



Fixed date *




Fixed by



create action plans...

 Back to visit

Send Visit Email

Send an email about this visit 

Location: 0001: 123 Yonge Street bis, Toronto

Form: Store Standards 2011

Visit date/time: 2011-10-17 08:28

Status: Completed

Recipient:

Message:

Steven, I just looked up the "Outstanding action plan" report and noticed that the two issues in the action plan assigned to you are still unresolved. Please address ASAP. I'll re-run the report at the end of the day.


 Send

and follow ups.

Section 1 of 6: Signalisation

Points: 9

1. End of aisle displays in place and stocked (1)  [View](#)

 Tagged: Finance

☒ Yes

☐ No

☐ N/A

2. Aisle labels up (1)

☒ Yes

☐ No

☐ N/A

3. Magazine rack properly stocked (1)

☒ Yes

☐ No

☐ N/A

4. Baskets available (1)

☒ Yes

☐ No

☐ N/A

5. Sales signage up and current (1)

☒ Yes

☐ No

☐ N/A

6. Seasonal products on display (1)

☒ Yes

☐ No

☐ N/A

7. Store lighting in good order (1)

☒ Yes


☐ No





☐ N/A



Add photos & attachments...

Section 2 of 6: Exterior

Score: 0.0 (0/11) 

1. Signage in good working order (1)  [View](#)
2. Windows clean (1)
3. Promo banners up and current (1)
4. Parking lot clean of litter (1)
5. Garbage bins clean and not overflowing (1)
6. Doors in good working order (1)
7. Flyers at the door (1)
8. No caddie and obstruction at door (1)
9. Access to person with disability free of obtrusion (1)  Critical
 -  Pallets in the way
10. Store hours clearly posted (1)
11. Product palette with specials by the door (1)  [View](#)

critical items...

[All 17 visits](#)
[Calendar](#)
[Trends](#)
[All 17 tickets](#)
[Action plan](#)
[Email](#)
[Print](#)

Store Standards 2011 at 17

Created by [Fabien Tiburce](#) on 2009-11-06 16:37
 Last updated by [Fabien Tiburce](#) on 2009-11-06 16:37
[View complete audit trail](#)

Legend
 Yes No N/A

Location: [17: 35 Yonge St., Toronto](#)
 Form: [Store Standards 2011](#)
 Visit date/time: 2009-11-06 16:37 (web)
 Type: Unannounced, Manager not present
 Score: 77.78 (21/27)
 Status: Completed ■ Flagged

Visit pictures (5): [View](#) [Delete](#) [View](#) [Delete](#) [View](#) [Delete](#) [View](#) [Delete](#) [View](#) [Delete](#)


Notes by Fabien Tiburce, Custom Brand As
 Issue with end of aisles and seasonal sig

Section 1 of 6: Signage

- End of aisle specials on display (2)
 “ Seasonal O/A vendor disp
- Aisle labels up (1)
- Magazine rack properly stocked (1)
- Baskets available (1)
- Sales signage up and current (1)
- Seasonal products on display (1)
- Store lighting in good order (1)
- Cash registers open, no lineup (2)
- Newspapers & magazines near c

Section 2 of 6: Exterior

- Signage in good working order



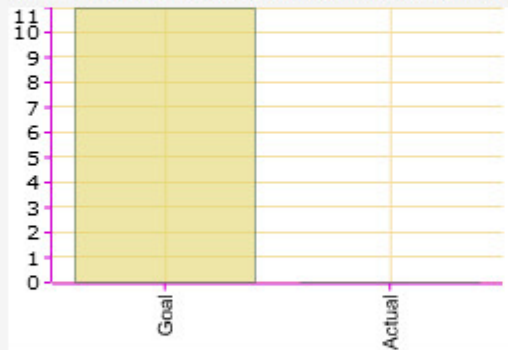
and visit photos.

My 9 locations

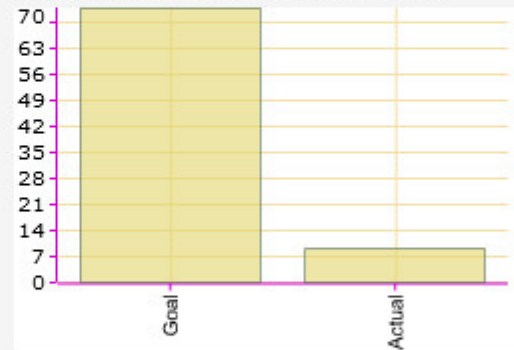
0001 36 37 40 44 45 48 49 50

My goals

Goal 1: Visit count for Store Standards
2011 between 2010-09-30 and 2011-02-28



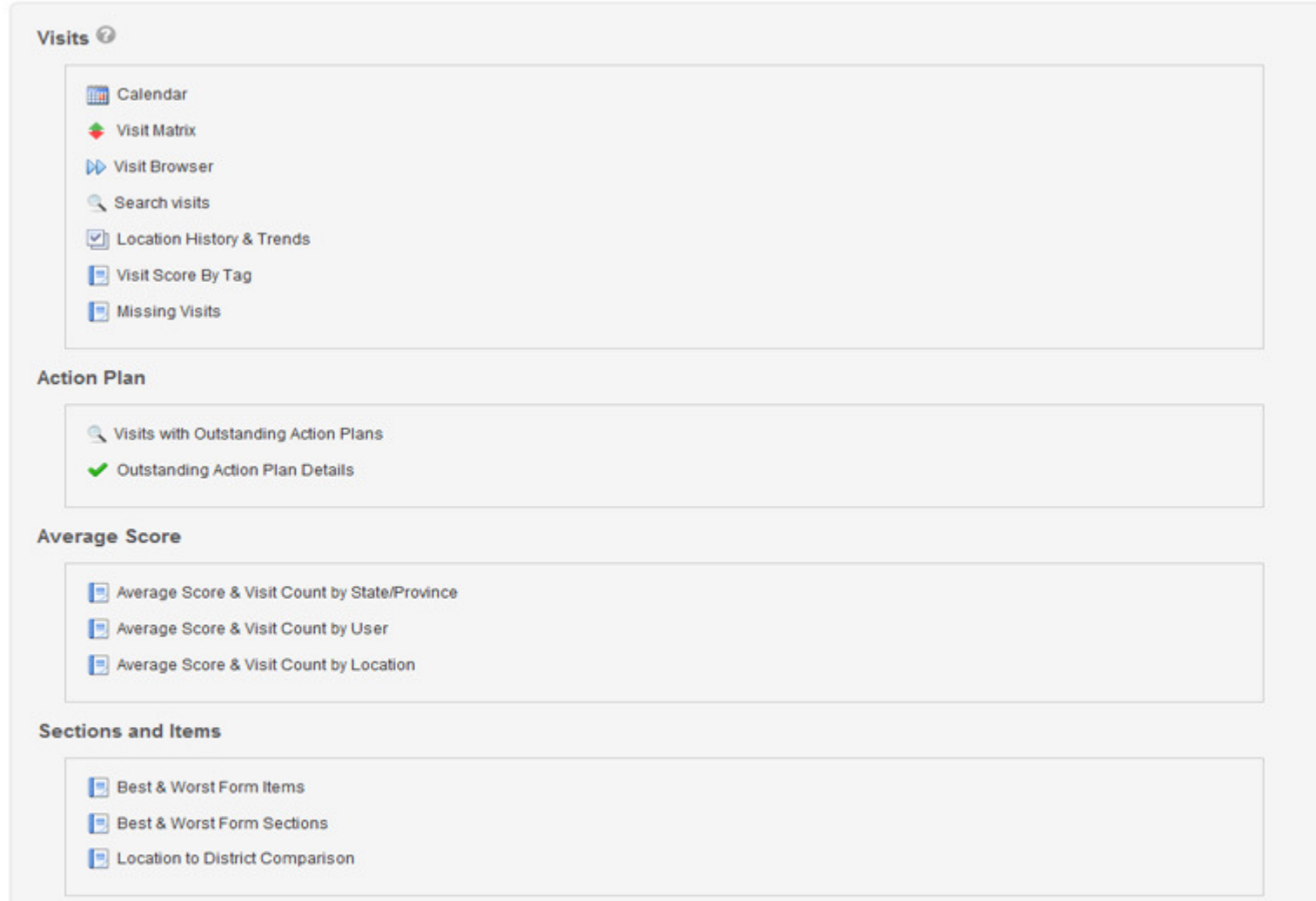
Goal 2: Average score for Sample Form
between 2011-01-01 and 2011-12-31



Track goals...

	<u>2011-08-17</u> Score: 94.44	<u>2011-08-17</u> Score: 100	<u>2011-10-17</u> Score: 77.78	Trend
Exterior / 1. Signage in good working order	Yes	Yes	No	↓
Exterior / 2. Windows clean	Yes	Yes	Yes	
Exterior / 3. Promo banners up and current	Yes	Yes	No	↓
Exterior / 4. Parking lot clean of litter	Yes	Yes	Yes	
Exterior / 5. Garbage bins clean and not overflowing	Yes	Yes	Yes	
Exterior / 6. Doors in good working order	Yes	Yes	No	↓
Exterior / 7. Flyers at the door	Yes	Yes	Yes	
Exterior / 8. No caddie and obstruction at door	Yes	Yes	Yes	
Exterior / 9. Access to person with disability	Yes	Yes	Yes	
Exterior / 10. Store hours clearly posted	Yes	Yes	Yes	

trends...



and performance.

Forms [Back to form "Store Standards 2012"](#)

Form builder: Edit Form Metadata

Name (English) *:
Name displayed in form pick-list

Name (Français) *:

Type *: A type is a cluster of forms with a common purpose ?

Start date *: If the date of visit is before this date, the form is unavailable

End date *: If the date of visit is after this date, the form is unavailable

Status *: Inactive forms are not visit eligible

Subtitle (English):

Subtitle (Français):

Instructions (English):
Displayed to end-user when new visit starts

controlled by you online...

Microsoft Excel - ComplianceForm

File Edit View Insert Format Tools Data Window Help

100% Arial 10

Reply with Changes... End Review...

L35 fx

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Section La	Section La	Item Lang	Item Lang	Item Point	Item Flag	Critical iter	Item Optio	Item Optio	Item Optio	Tags (; se	Restrict lo	Item Type
2			Fins de couloirs bien		1	TRUE	FALSE						YES_NO
3	Signalisation				1	FALSE	FALSE						YES_NO
4	Signalisation		Magazine rack proper		1	FALSE	FALSE						YES_NO
5	Signalisation		Baskets available		1	FALSE	FALSE						YES_NO
6	Signalisation		Sales signage up and		1	FALSE	FALSE						YES_NO
7	Signalisation		Seasonal products on		1	FALSE	FALSE						YES_NO
8	Signalisation		Store lighting in good		1	FALSE	FALSE						YES_NO
9	Signalisation		Cash registers open;		1	FALSE	FALSE						YES_NO
10	Exterior		Signage in good work		1	FALSE	FALSE						YES_NO
11	Exterior		Windows clean		1	FALSE	FALSE						YES_NO
12	Exterior		Promo banners up an		1	FALSE	FALSE						YES_NO

Private notes :


Form administrator's own notes (private)

Upload the form: No file chosen File must be named ComplianceForm.csv [\(download template\)](#)

and offline.



Task Management


Welcome, [Brand Admin](#) - Custom Brand Administrator
[Help](#) | [Print](#) | [Logout](#)

[Dashboard](#)
[Visits](#)
[Tickets](#)
[Tasks](#)
[Reports](#)
[Admin](#)

[Tasks I created](#)

New task

Description (English) *:

Coordinate with franchisees regarding upcoming seasonal program. Install signage and begin staff training. Follow up with each store visit 1 week before program.

Description (Français) *:

Coordonner avec les franchisés au sujet du programme saisonnier à venir. Installer la signalisation et commencer la formation du personnel. Effectuez un suivi avec chaque magasin 1 semaine avant le programme.

Priority:

Due date:

Image:

No file chosen
 .jpeg/gif, image automatically resized if too large

Attachment 1:

English:
 Français:
 No file chosen

Attachment 2:

English:
 Français:
 No file chosen

Attachment 3:

English:
 Français:
 No file chosen

Status:

An inactive task is not shown to recipients

[Recipients](#)

You can assign this task to one or more Retail Co. users and one or more email addresses

Email recipients:

☒ If checked, an email is sent to each recipient to let them know there is a new task


Email when completed:

☒ If checked, an email is sent to you every time a user completes the task

Recipients:

☒ [All Custom Brand Administrator](#)
☐ [Brand Admin, Custom Brand Administrator](#)
☐ [Joe Csafordi, Custom Brand Administrator](#)
☐ [Dan Desmarais, Custom Brand Administrator](#)
☐ [Larry Ellerton, Custom Brand Administrator](#)

Create and assign a task...

 Tasks assigned to me

Complete Task

To mark a task as completed, change its status to Completed and click Save.

Please prepare for upcoming seasonal program

Recipients: John Doe, Custom DM


Created by: John Doe

Priority: Medium

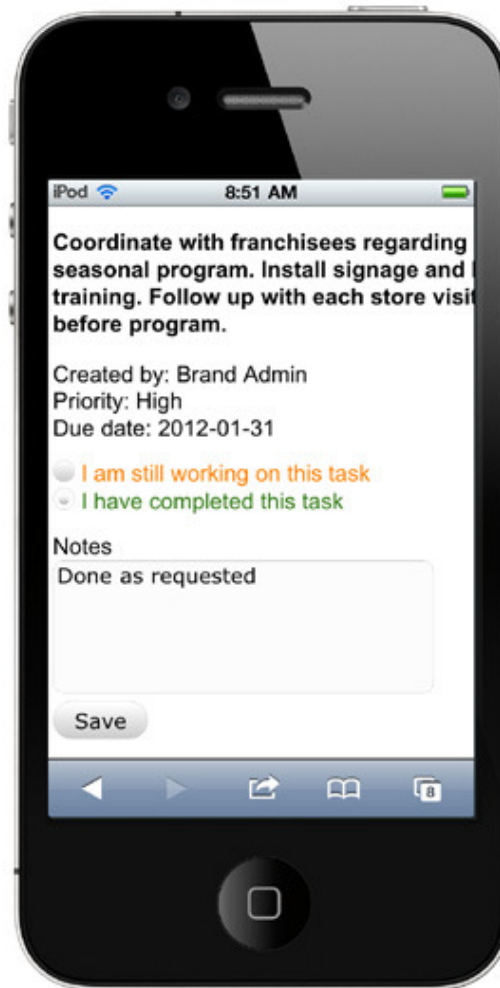
Due date: 2011-03-31

Status: ☐ I am still working on this task
☒ I have completed this task (Last update 2011-03-25 14:45 by John Doe)

Notes: Done as requested

 Save

get it done on the web...



or in the field...

[Dashboard](#)
[Visits](#)
[Tickets](#)
[Tasks](#)
[Reports](#)
[Admin](#)

[Tasks I created](#)


Task summary

Coordinate with franchisees regarding upcoming seasonal program. Install signage and begin staff training. Follow up with each store visit 1 week before program.

Created by: Brand Admin
Priority: High
Due date: 2012-01-31
Completion: 33.33%
Email recipients: Yes
Email when completed: Yes
Date created: 2012-01-18 08:18
Last update: 2012-01-18 08:18
Status: Active

Legend


Completed Pending



Completed (1) Pending (2)

Recipients

- [John Doe, Custom DM](#)
- [John Cash, Custom DM](#)
- [Gail Adams, Custom DM](#)

 Done as requested!

and track progress online.



Ticket Tracking

My Tickets Search tickets

New Ticket ?

Ticket type: ☒ Complaint ☐ Feedback ☐ Information

Reported by: A Retail Co. user: or somebody else:

First name: John Last name: Doe Language: English

Work phone: 555-555-1255 Home phone: Cell phone:

Address: 25 Main Av. Email: john@test.com

City: Toronto Zip/Postal: State/Province: CA - Ontario

Description: Lid did not properly fit. John's coffee spilled and burned him.

Location: t 1: 19 Yonge St., Toronto Visible to (and above): Custom Manager

About: Product Cups and lids

Reported date: 2011-10-19

Submitted by: ☒ Web ☐ Email ☐ Phone

Priority: Medium

Target date: 2011-10-27

Status: ☐ New ☒ Pending ☐ Closed

Complaints and feedback...

YOUR LOGO 

Welcome, Brand Admin - Custom Brand Administrator [Help](#) | [Print](#) | [Logout](#)



Dashboard



Visits



Tickets



Tasks



Reports



Admin

OK



Search tickets



New ticket

My Tickets

Tickets created by me or my team and tickets assigned to my locations

Description	Ticket type	Location	Status	Reported by	Reported date
<u>The lid did not fit tightly on the cup, snapped and the liquid burned the customer's hand.</u>	Complaint	0001: 123 Yonge Street bis, Toronto	Pending	Jane Doe (jane@example.com)	2011-01-26
<u>Service issue with employee behind the counter, not knowledgeable of promotion and dismissive of customer</u>	Complaint	0001: 123 Yonge Street bis, Toronto	Pending	John Doe	2011-01-26

from your stores and team...



How did we do today?

You have two options to send us your comments regarding Retail Co., 1656 Broadway, New York City:

1. Scan the QR code below with your smart phone
2. No QR code reader? No problem. Using your smartphone, go to <http://yourbrand.scorepod.com> and specify store code "50"

Thank you! We look forward to hearing from you.




and your customers.





Compliantia

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