



XBR

Loss Prevention and Store Analytics for Retail

Overview

Exception based loss prevention strategies are rapidly gaining popularity among retailers for protection against employee fraud, fraudulent returns, and other incidents. Exception reporting can help dramatically reduce shrink, obtain greater productivity, analyse margins, and achieve a rapid return on investment. By focusing the loss prevention and store operation teams on trends as well as incidents, exception based reporting provides even greater long-term effectiveness.

XBR from MICROS is the world's most widely used loss prevention and store data analysis tool that enables retailers and marketers to deliver an exceptional customer experience transparently across all channels. It goes into action quickly, using exception based reporting methods to easily identify, track, and respond to store events – everything from the highest sale by an associate to a potentially fraudulent return. It can be used by corporate staff and field personnel alike through flexible access.

Business Benefits

- Quickly identifies employee fraud and collects evidence
- Resolves compliance issues and identifies training issues early and easily
- Improves operational deficiencies
- Reduces operational costs through electronic efficiencies like auto-distribution of reports
- Offers easy access to queries and information by field and store staff
- Measures operational performance including score card comparisons, transaction analysis, and payroll analysis
- Measures productivity by store or associate
- Offers a rapid ROI - usually 100% return in 3-12 months



Rapid Identification and Reporting Dramatically Reduces Losses

XBR identifies trends associated with key performance business indicators and automatically sends alerts to investigators or other designated personnel. They can quickly drill down by location, cashier, register, and transaction level to uncover more information. Cases can be investigated in days or weeks instead of months, dramatically reducing overall losses and leading to faster restitution, regardless of whether the shrink is due to intentional fraud, poor training, or procedural issues.

Easily Execute Operational Performance and Productivity Queries

On-demand queries can help identify top associates, measure contests, and track key selling metrics

- Drill down from exception to detail in seconds
- Track exceptions and manage each issue from inception through resolution
- Monitor key compliance transactions such as voids, refunds, credit cards, discounts, coupons, low value transactions, and more.

Proven Return on Investment

Most retailers see 100% ROI in less than a year – some in just three months! Furthermore, ROI is ongoing for the long term as XBR becomes embedded in your daily processes and workflow.

Best in Class Solution

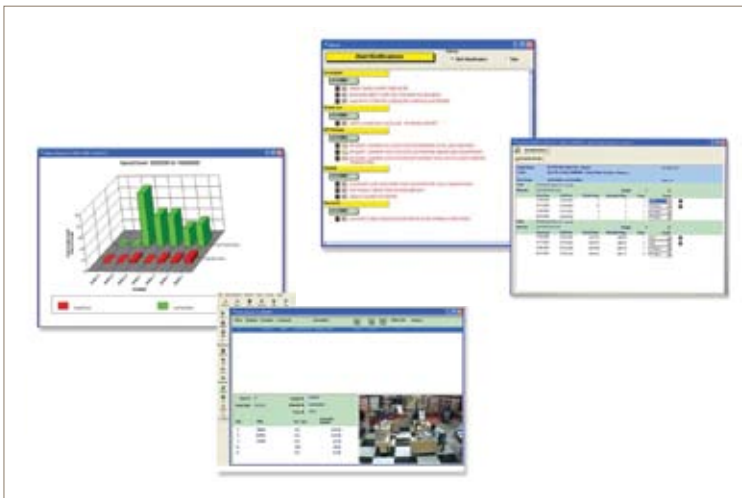
XBR's rich functionality results from years of ongoing development, incorporation of proven best practices, and knowledge gained from supporting a diverse base of retail customers. XBR can be readily used by novices for simply viewing alerts as well as advanced users building complex query sets for detailed analyses.

About MICROS Retail & Manufacturing Ltd

MICROS Retail and Manufacturing Limited is a subsidiary of MICROS Systems Inc. (NASDAQ: MCRS) the world's leading developer of enterprise applications for the hospitality and retail industries.

We have over 30 years' experience in the retail and manufacturing sector and offer our customers superior technology, expert services and the experience to help them improve their product delivery process. With our worldwide delivery network, we are able to provide a portfolio of extensible retail solutions, readily adaptable for your evolving business requirements.

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