

Frequently Asked Questions

SERVICE DETAILS

How can I get access to store-level POS data from Walgreens?

Walgreens has launched a program to provide its suppliers with access to near real-time point of sale (POS) and inventory data by store / item. This new program provides you with greater visibility into consumer demand, enabling better collaboration with Walgreens in achieving business goals. This program is made available through Retail Solutions.

What data types (metrics) are available through the program?

The level of data access is set by Walgreens and may vary from one vendor to another. All vendors will be granted access to POS (sales) data by UPC and store, including units and dollars sold. A break-down of promoted versus not promoted sales is available at the UPC/store/day level along with store on-hand inventory quantities (units).

How often is the data updated?

Updates to POS data occur on a daily basis and reflect all transactions from the preceding day. For example, users will have access to Monday's sales on Tuesday. Store level inventory data is transmitted by Walgreens once a week and is available for reporting on Thursdays.

How much historical data is provided?

All levels of service include access to 2 full years of historical POS data and up to 52 rolling weeks of store level inventory data.

Can I access data for an entire product category?

Category-wide data sharing can be supported by the service, although vendors will require special authorization from Walgreens in order to access category-wide data (i.e. including data for competitive items). To place a request for category-wide data access, please submit your request to your Walgreens category manager or to Kimberly Trachtman (kimberly.trachtman@walgreens.com).

What product hierarchies can I use to report against the data?

Retail Solutions provides unlimited flexibility in assigning attributes to items. This means that you can report against the data using your own custom hierarchy definitions or using Walgreens' product hierarchy (Category, Department, Division, etc). Because the most granular level of data is always available, changes to attributes or hierarchy values can be made with reports generated the same day.

What geographic attributes can I apply to the store-level data?

As with product hierarchies, Retail Solutions provides unlimited flexibility in assigning attributes to stores. For instance, you can report against the Walgreens store-level data using your own custom definitions of regions or clusters. Walgreens-defined store attributes are also available for use through the Retail Solutions service.

Is the data reported according to Walgreens fiscal calendar?

The service supports the use of multiple calendars. You have the flexibility to aggregate the daily data according to Walgreens fiscal calendar or according to your own calendar.

PROGRAM DETAILS**Why should Walgreens trading partners sign up for this Operational Data Sharing program?**

By participating in this program, Walgreens believe that you will be able to:

- Improve sales performance and product assortment through better store/item analysis
- Increase new item sales through more efficient store distribution
- Reduce out-of-stocks by monitoring local product inventory availability
- Maximize ROI of trade promotions by understanding past effectiveness

This new program provides you with greater visibility into consumer demand, enabling better collaboration with Walgreens in achieving business goals and providing customers with the highest service. Walgreens encourages you to explore this program and participate.

Why doesn't Walgreens share data directly with its trading partners?

Walgreens has decided to use the Retail Solutions Demand Signal Management (DSM) offering because it provides a cleansing and validation service that standardizes the data format, providing it in the way each trading partner wants to see their data.

With this value added service, Walgreens trading partners can focus on leveraging and using daily POS data as soon as it becomes available, every day, rather than on receiving, cleansing, harmonizing and loading the data.

How does the service work?

When you contract with Retail Solutions, you enter into a subscription agreement for services that facilitate the exchange of data between Walgreens and your company. You will then be granted access to data based on permissions granted by Walgreens and will be subject to Walgreens' confidentiality and non-disclosure policies.

Why is there a fee to Retail Solutions for this data?

The fee is not for Walgreens data itself. The fee covers costs for Retail Solutions to process, host, cleanse and make the data available to Walgreens trading partners on a daily basis, as well as for the analytic and reporting tools that will enable you to leverage this data and gain operational benefits.

Aside from my contract with Retail Solutions, are there any other charges involved?

Data for this program is delivered directly by Walgreens to Retail Solutions and requires no EDI or VAN charges.

What service level alternatives are available?

With Retail Solutions, you can choose from the following three options.

Weekly Reporting	This is Retail Solutions' most basic level of service. You can receive up to five Excel reports emailed to your team each week containing store/item level POS data.
Portal Access	In this option, you are granted user licenses for 24/7 access to our easy-to-use web-based portal, featuring multiple report templates that can be applied to the store/item/day information. The portal contains convenient features such as automated report scheduling and delivery, and the ability to create and save custom filters to be applied to the data.
Portal Access with Advanced Reporting	This premium service offering gives you access to the web portal, plus our Advanced Analytic Library to enable more sophisticated users to work with purposed views of the data.

How long does it take to get access to the data?

Once you have contracted with Retail Solutions and have executed a non-disclosure agreement (NDA) with Walgreens, you can expect to be live with services in about two weeks.

Do I need to install software in order to use this service?

There is no software installation required to use the Retail Solutions web reporting portal or advanced reporting services.

How do I get started?

If you have not already been approved by Walgreens to access the data then the first step involves securing that approval. You can do this by contacting Kim Trachtman at Walgreens (Kim.Trachtman@Walgreens.com). All suppliers participating in the program will be required to sign a NDA with Walgreens. Kim Trachtman can provide you with the details of the Walgreens NDA requirements. At the same time you are securing authorization from Walgreens, you can work with your Retail Solutions representative to sign up for your service subscription.

For more information or to receive a price quote, please contact your Retail Solutions representative or email WalgreensDSM@retailsolutions.com.