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We've Turbo-Charged Response Times!... *more*
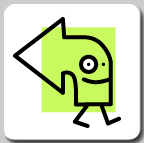
Feeling Insecure? Not Any More!... *more*

Show And Tell... *more*

Olly Proves ... There's No Business Like Shoe Business!... *more*

What's The Fuss About Loss Prevention?... *more*

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New Service Level Agreement:
Help Desk Commits to Turnaround in One Business Day!

As you know, we've been striving in every way to make our customer service as good as our technology. As part of that mission, the KWI Help Desk has been operating under a new Service Level Agreement (SLA) since early May 2006.

Our new target is same business day response and resolution for all issues, the only exception being complex technical problems. This represents a vast improvement over our previous service levels. See the chart below for our new commitment to superior service. **We strongly recommend that you distribute this chart to all Regional Supervisors, District Managers and Store Managers.**

In most cases, one technician will handle the call from beginning to end, for more efficient follow-up. This approach encourages our technicians to "own the call." They now take personal responsibility for investigations and pride in issue resolution.

These new commitments and procedures were implemented as a direct result of customer survey feedback. So *thank you* for letting us know how we can improve and giving us the opportunity to do so.

KWI Service Levels as of May 2006

PRIORITY	RESPONSE NEW	RESPONSE former	RESOLVE NEW	RESOLVE former
1	immediate*	1 hour	6 hours	24 hours
2	immediate*	2 hours	6 hours	2 business days
3	immediate*	4 hours	1 day	3 business days
4	immediate*	4 hours	1 day	4 business days
5	immediate*	1 business day	1 day	5 business days

* Note: Average response 30 seconds

PRIORITY		DEFINITIONS AND EXAMPLES
1	Critical	Store Down–50% or more of registers; Register 1, printer or monitor down; no PLU file; credit cards not dialing out. Note: Response immediate but resolve could take up to 8 hours for hardware and up to 30 hours if hard drive must be rebuilt.
2	Limited Functionality	Multiple registers down–not Register 1; PLU not correct; gift card problems. Note: Response immediate but resolve could take up to 12 hours for hardware parts.
3	Intermittent	Problem with register, printer, modem; traffic counter or hand held scanner not working; polling issues.
4	Non-critical	Fading monitor; batch settlement problems; etc.
5	Training/Procedural	"How-do-I...?" POS; minor functional queries. KWI will help trouble shoot issues beyond our scope such as power failures, telephone lines down or external problems.

For complete information on Service Level Agreement, priority levels and response times, please contact our Director of Store Systems Support, Doug Scicolone, at dscicolone@kligerweiss.com.

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New SSL Technology Puts a Stop to "Insecurity"

How secure do you feel when you login to software applications? Ever feel like someone's looking over your shoulder? You may be right! Even if you're alone at your office, someone may be snooping your work via the Internet.

Hackers and scammers know how to scan Internet traffic for bits and bytes of unencrypted text. These openings could potentially let them break into your private Internet account.

To protect you against this type of vulnerability, KWI has upgraded the security surrounding our web-based back-office system's login process. We've accomplished this by incorporating Secure Sockets Layer (SSL) technology.

SSL uses software "keys" to encrypt the data being transmitted. These keys are stored in electronic "certificates" that reside *only* on KWI's servers. There are no other copies.

So now, when you enter a login ID and password, think of your data as being locked into a special briefcase. While the briefcase is traversing the World Wide Web, nobody can see what's inside. When the briefcase arrives at KWI, we use our certificate to open it and authenticate you as a customer. Once authenticated, you proceed to use the system as you always have.

You'll find this change virtually undetectable. The only difference you'll possibly see is a change in the URL in your browser: where it once said "HTTP" it will now say "HTTPS." Also, on the main login screen there will now be a little yellow "padlock" indicating that SSL is enabled.

KWI recently verified that every Java customer could successfully connect to our back-office system using HTTPS and SSL, so the only impact of this change should be peace of mind. As always, we're ready to jump to action on the off chance you experience difficulties down the road. That's our constant commitment to our customers, and it holds true whether we're making changes or not.

KWI has additional enhancements in the pipeline pertaining to data security, so expect to see more announcements in the near future. Protecting your data is Job #1, and we never stop working on ways to do it better.

For more information, please contact our Chief Technology Officer, Mike Ruvolo, at mruvolo@kligerweiss.com.

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Exhibition Roundup:
Retail Systems and the NRF Loss Prevention Show

RETAIL SYSTEM SHOW 2006

KWI recently made the scene at two major industry shows. Here's the scoop. The annual **Retail Systems Conference & Exposition** provides executives in the Extended Retail Industry (ERI) with new, thought-provoking ideas to help deliver more value to their customers. The 2006 show, held May 21st - 24th in Chicago, IL, drew close to 2,800 visitors. The event was co-located with the Value Chain Vision Conference, giving attendees and exhibitors some great double exposure.

High on everyone's "must see" list was the KWI booth. The exciting, interactive display attracted a steady stream of visitors eager to review the latest specialty retailer information technology. Members of the KWI executive team were on hand to meet, greet and explain the newest product and service developments.

If you've never attended the Retail Systems Conference, you can check it out, along with other industry events, at www.retailsystems.com.

NRF LOSS PREVENTION SHOW 2006

The **NRF Loss Prevention Conference and Exhibition** is the nation's leading retail-specific event for loss prevention. This year's event was held June 5th - 7th in Minneapolis, MN, and drew close to 3,000 visitors. KWI's Loss Prevention Division, with it's security partner, had one of the most highly trafficked booths. The Civil Recovery program was a big hit with visitors,

along with other Loss Prevention and Field Audit services.

Samsung's video division also had a presence in the booth, presenting the latest in security cameras and DVRs. A team of ten members hosted the booth, fielded questions and collected entries for a popular iPod giveaway.

For more information about this show and other National Retail Federation activities, visit www.nrf.com.

For more information about KWI's Loss Prevention services, please contact Alan Semel at asemel@zellmangroup.com.

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Olly Steps Into Growth Mode

Olly Shoes, a Canada-based retailer with U.S. locations in the Philadelphia and Washington, D.C. areas, is poised for a major expansion. The company, which sells branded children's shoes, is the brainchild of Tom Stemberg, the founder and former CEO of Staples Inc., and entrepreneur Katherine Chapman.

Olly has a truly unique approach: a patented shoe fitting method which uses an in-store computerized station to scan each child's foot. *OllyScan* produces a highly accurate 3-D measurement that even includes the angle of the ankle.

The OllyScan system is linked to a database that stores sizing information for each style and brand the store carries (including Jumping Jacks, Nina, Robeez, Columbia, Nike, New Balance and Bass). The most appropriate branded shoes for the child's foot are instantly identified.

Since children typically outgrow their shoes in eight months, Olly also has excellent follow-up procedures to build loyalty. Each scanned foot image is saved and the customer receives a reference number for future use. Customers then receive periodic reminders from Olly that it's time for new shoes.

Naturally, you'd expect a retailer already into sophisticated technology to be very picky when it comes to choosing a tech partner - and they are. Now ready for U.S. expansion with the goal of becoming a national chain, Olly has selected KWI. We're pleased to be in growth mode with this exciting, innovative company.

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Loss Prevention - Why Bother?

Is outsourcing a professional Loss Prevention (LP) program worth the effort? Do the results justify the cost? Consider these benefits and decide for yourself:

1. Reduced shrinkage

The obvious goal of an LP program is to reduce both internal and external theft. This is generally measured through a reduction in inventory shrinkage. Sometimes, since other issues affect shrinkage, it's easier to quantify the benefits through other measurements such as:

- an increase in the number of dishonesty cases
- the amount of each case
- the amount of restitution

With an effective LP program in place, these measurements can make it clear that the program is more than paying for itself.

2. Increased sales and margins

Depending on the type of theft that is taking place, an LP program may reduce the amount of wrongful discounts and passed goods. This can lead to higher sales and profit margins.

3. Increased productivity and customer satisfaction

A successful LP program begins with a review and update of policies and procedures that pertain to internal and external theft. Monitoring operations for appropriate procedures can:

- help reduce training issues and employee turnover
- promote greater consistency across the chain
- create an overall increase in productivity and customer satisfaction

As you can see, a comprehensive Loss Prevention program can produce significant results - especially when you work with the professionals from KWI's Loss Prevention team. So is it worth the effort? You bet.

For more information about KWI's Loss Prevention programs, please contact Alan Semel at asemel@zellmangroup.com.

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