# EDITED Digital / Omni 

Metrics Glossary

April 2024

| Name | Definition |
| :---: | :---: |
| \% Current Season Options | The percentage of active Option IDs that are in-season during the analysis period. |
| \% Current Season Parent Products | The percentage of active Parent Product IDs that are in-season during the analysis period. |
| \% Current Season Products | The percentage of active Product IDs that are in-season during the analysis period. |
| \% Discontinued Options | The percentage of active Option IDs that are discontinued. |
| \% Discontinued Parent Products | The percentage of active Parent Product IDs that are discontinued. |
| \% Discontinued Products | The percentage of active Product IDs that are discontinued. |
| \% Express Ship Units | The percentage of units shipped in an express or expedited fashion during the analysis period. Express Ship Units Sold divided by Units Sold. |
| \% Express Shipping Orders | The percentage of orders shipped in an express or expedited fashion during the analysis period. Express Ship Orders divided by Orders. |
| \% Free Ship Units | The percentage of units shipped without a shipping fee charge during the analysis period. Free Ship Units Sold divided by Units Sold. |
| \% Free Shipping Orders | The percentage of orders shipped without a shipping fee charge during the analysis period. Free Ship Orders divided by Orders. |
| \% Held Order Value Not Shipped (Backordered) | The percent of held order value not shipped during the analysis period that is backordered. Held Order Value Not Shipped (Backordered) divided by Held Order Value Not Shipped. |
| \% Held Order Value Not Shipped (In Stock) | The percent of held order value not shipped during the analysis period that was in stock at the time of purchase. Held Order Value Not Shipped (In Stock) divided by Held Order Value Not Shipped. |


| \% Held Order Value Not Shipped (Pre-Ordered) | The percent of held order value not shipped during the analysis period that is pre-ordered. Held Order Value Not Shipped (Pre-Ordered) divided by Held Order Value Not Shipped. |
| :---: | :---: |
| \% Held Order Value Not Shipped (Vendor Ship) | The percent of held order value not shipped during the analysis period that is to ship from the vendor. Held Order Value Not Shipped (Vendor Ship) divided by Held Order Value Not Shipped. |
| \% Last Purchase >13 Months | As of the end of the analysis period, the percentage of unique Customers IDs that have not made a purchase in more than 13 months ( 400 days). |
| \% Last Purchased < 6 Months | As of the end of the analysis period, the percentage of unique Customers IDs that have made one or more purchases within the last 6 months (185 days). |
| \% Last Purchased >6 \& <13 <br> Months | As of the end of the analysis period, the percentage of unique Customers IDs that have not made a purchase within the last 6 months ( 185 days), but have made a purchase within the last 13 months ( 400 days). |
| \% Markdown Options | The percentage of active Option IDs (assuming 1 or more SKU for the Option ID is marked down) that had a List Price less than Full Price during the analysis period. |
| \% Markdown Parent Products | The percentage of active Parent Product IDs (assuming 1 or more SKU for the Parent Product ID is marked down) that had a List Price less than Full Price during the analysis period. |
| \% Markdown Products | The percentage of active Product IDs (assuming 1 or more SKU for the Product ID is marked down) that had a List Price less than Full Price during the analysis period. |
| \% New Options | The percentage of active Option IDs newly published to the site within the last 30 days. |
| \% New Parent Products | The percentage of active Parent Product IDs newly published to the site within the last 30 days. |
| \% New Products | The percentage of active Product IDs newly published to the site within the last 30 days. |
| \% New to 11+ Time Buyer Base | The percentage of customers who moved into the 11+ Time Buyer segment during the analysis period. New to 11+ Time Buyer segment customers divided by 11+ Time Buyer Base as of the beginning of the analysis period. |


| \% New to 2-5 Time Buyer <br> Base | The percentage of customers who moved into the 2-5 Time Buyer <br> segment during the analysis period. New to 2-5 Time Buyer segment <br> customers divided by 2-5 Time Buyer Base as of the beginning of the <br> analysis period. |
| :--- | :--- |
| \% New to 6-10 Time Buyer <br> Base | The percentage of customers who moved into the 6-10 Time Buyer <br> segment during the analysis period. New to 6-10 Time Buyer segment <br> customers divided by 6-10 Time Buyer Base as of the beginning of the <br> analysis period. |
| \% New to One-Time Buyer |  |
| Base | The percentage of customers who moved into the One-Time Buyer <br> segment during the analysis period. New to One-Time Buyer segment <br> customers divided by One-Time Buyer Base as of the beginning of the <br> analysis period. |
| \% of Options Vendor Ship Site Options | The percentage of active Option IDs yet to be published to the site and/or <br> made available in stores. "Not on Site" is determined by the "Is Sellable" <br> flag. |
| \% Not on Site Parent | The percent of active options flagged as being available for shipment <br> directly from a vendor (drop ship). |
| Products Pre-Ordered | The percentage of active Parent Product IDs yet to be published to the <br> the end of the analysis period. <br> site and/or made available in stores. "Not on Site" is determined by the "Is <br> Sellable" flag. |
| The percent of active options flagged as being available for pre-order. |  |


| \% of Parent Products In <br> Stock | The percent of active parent products that have 1 or more stock units as of <br> the end of the analysis period. |
| :--- | :--- |
| \% of Parent Products <br> Pre-Ordered | The percent of active parent products flagged as being available for <br> pre-order. |
| \% of Parent Products Vendor <br> Ship | The percent of active parent products flagged as being available for <br> shipment directly from a vendor (drop ship). |
| \% of Products Backordered | The percent of active products flagged as being on backorder as of the <br> end of the analysis period. |
| \% of Products In Stock | The percent of active products that have 1 or more stock units as of the <br> end of the analysis period. |
| \% of Products Pre-Ordered | The percent of active products flagged as being available for pre-order. |\(\left|\begin{array}{ll}\hline \% of Products Vendor Ship \& \begin{array}{l}The percent of active products flagged as being available for shipment <br>

directly from a vendor (drop ship).\end{array} <br>
\hline \% Placed Order Value \& $$
\begin{array}{l}\text { The percent of placed order value during the analysis period that is } \\
\text { backordered. Placed Order Value (Backordered) divided by Placed Order } \\
\text { Value. }\end{array}
$$ <br>
\hline \% Split Shipments \& $$
\begin{array}{l}\text { The percent of placed order value during the analysis period that was in } \\
\text { stock at the time of purchase. Placed Order Value (In Stock) (i.e. placed } \\
\text { order value for order lines that are not backorder, preorder, or vendor ship) } \\
\text { divided by Placed Order Value. }\end{array}
$$ <br>
\hline $$
\begin{array}{l}\text { \% Placed Order Value (In } \\
\text { Stock) }\end{array}
$$ \& $$
\begin{array}{l}\text { The percent of placed order value during the analysis period that is } \\
\text { pre-ordered. Placed Order Value (Pre-Ordered) divided by Placed Order } \\
\text { Value. }\end{array}
$$ <br>
\hline $$
\begin{array}{l}\text { \% Placed Order Value } \\
\text { (Pre-Ordered) }\end{array}
$$ \& $$
\begin{array}{l}\text { The percent of placed order value during the analysis period that is to ship } \\
\text { from vendor (drop ship). Placed Order Value (Vendor Ship) divided by } \\
\text { Placed Order Value. }\end{array}
$$ <br>
\hline The percentage of shipments during the analysis period that shipped only <br>
a partial order, which will result in at least two shipments for the order. <br>
Orders with Split Shipment Status of "Split" divided by Orders.\end{array}\right|\)

| $1-2 \times$ Migrators | Customers who had only one lifetime purchase as of the beginning of the <br> analysis period but returned to make a second purchase within the analysis <br> period |
| :--- | :--- |
| 11+ Time Buyers (segment) | Customers who have placed 11 or more lifetime purchases. |
| $11+$ Time Buyer AOV | The average order value of orders placed during the analysis period by <br> customers who belonged to the 11+ Time Buyer Base as of the beginning of <br> the analysis period. |
| $11+$ Time Buyer Avg Lifetime | The average number of lifetime orders (including those made during the <br> analysis period) from those who belonged to the 11+ Time Buyer Base as of <br> the beginning of the analysis period. |
| $11+$ Time Buyer Avg LTV | The average lifetime revenue of the customers (including orders made <br> during the analysis period) from those who belonged to the 11+ Time Buyer <br> Base as of the beginning of the analysis period. |
| $11+$ Time Buyer Base | A count of customers who had 11 or more lifetime purchases and at least <br> one purchase within the last 400 days as of the beginning of the analysis <br> period. |
| $11+$ Time Buyer Days | The average number of days between purchases for customers who <br> purchased during the analysis period and belonged to the 11+ Time Buyer <br> Base as of the beginning of the analysis period. |
| Between Purchases | For customers who belonged to the 11+ Time Buyer Base as of the <br> beginning of the analysis period, the percentage of orders delivered on or <br> before the expected time during the analysis period. In the absence of <br> courier delivery data, it is assumed that a missed ship date will equate to a <br> missed delivery date. |
| $11+$ Time Buyer Orders | The number of orders placed by customers who belonged to the 11+ Time <br> Buyer Base as of the beginning of the analysis period. |
| Value \% Buyer Placed Order | The |
| Vat if if applicable to EU clients) placed during the analysis period by |  |
| customers who belonged to the 11+ Time Buyer Base as of the beginning of |  |
| the analysis period as a percentage of total Placed Order Value in the |  |
| period. |  |


| 11+ Time Buyer Profit | The amount of profit (Product Profit + Shipping Profit - Other Offer <br> Costs) associated to orders placed during the analysis period by <br> customers who belonged to the 11+ Time Buyer Base as of the beginning of <br> the analysis period. |
| :--- | :--- |
| 11+ Time Buyer Profit \% | The average profit (Product Profit + Shipping Profit - Other Offer Costs) <br> as a percentage of placed order value for orders placed during the analysis <br> period by customers who belonged to the 11+ Time Buyer Base as of the <br> beginning of the analysis period. |
| 11+ Time Buyer Profit/Order | The average profit (Product Profit + Shipping Profit - Other Offer Costs) <br> per order during the analysis period of customers who belonged to the 11+ <br> Time Buyer Base as of the beginning of the analysis period. |
| 11+ Time Buyer Purchase | The number of purchasing customers who belonged to the 11+ Time Buyer <br> Rase as of the beginning of the analysis period divided by the 11+ Time <br> Buyer Base. |
| 1-2x Buyer Days Between | The average number of days between purchases for One-Time Customers <br> who purchased again to become two-time buyers during the analysis <br> period. |
| 1-2x Migrating Customers | A count of customers who had only purchased one time as of the <br> beginning of the analysis period who made a second purchase within the <br> analysis period. |
| 2-5 Time Buyer AOV | The average order value of orders placed during the analysis period by <br> customers who belonged to the 2-5 Time Buyer Base as of the beginning <br> of the analysis period. |
| 2-5 Time Buyer Base | The average number of lifetime orders (including those made during the <br> analysis period) from those who belonged to the 2-5 Time Buyer Base as <br> of the beginning of the analysis period. |
| 2-5 Time Buyer Delivery on | For customers who belonged to the 2-5 Time Buyer Base as of the <br> beginning of the analysis period, the percentage of orders delivered on or <br> before the expected time during the analysis period. In the absence of |
| 2-5 Time Buyer Days |  |
| Between Purchases | The average lifetime revenue of the customers (including orders made <br> during the analysis period) from those who belonged to the 2-5 Time <br> Buyer Base as of the beginning of the analysis period. |
| A count of customers who had between 2 and 5 lifetime purchases and at |  |
| least one purchase within the last 400 days as of the beginning of the |  |
| analysis period. |  |


|  | courier delivery data, it is assumed that a missed ship date will equate to a <br> missed delivery date. |
| :--- | :--- |
| 2-5 Time Buyer Orders | The number of orders placed by customers who belonged to the 2-5 Time <br> Buyer Base as of the beginning of the analysis period. |
| 2-5 Time Buyer Placed Order | The total value of orders (excluding shipping charges and tax, but including <br> Value if applicable to EU clients) placed during the analysis period by <br> customers who belonged to the 2-5 Time Buyer Base as of the beginning <br> of the analysis period. |
| 2-5 Time Buyer Placed Order | The total value of orders (excluding shipping charges and tax, but including <br> VAT if applicable to EU clients) placed during the analysis period by <br> customers who belonged to the 2-5 Time Buyer Base as of the beginning <br> of the analysis period as a percentage of total Placed Order Value in the <br> period. |
| 2-5 Time Buyer Profit | The amount of profit (Product Profit + Shipping Profit - Other Offer <br> Costs) associated with orders placed during the analysis period by <br> customers who belonged to the 2-5 Time Buyer Base as of the beginning <br> of the analysis period. |
| 6-10 Time Buyer Avg LTV Buyer Avg | Lifetime |
| The average lifetime revenue of the customers (including orders made |  |
| during the analysis period) from those who belonged to the 6-10 Time |  |
| Buyer Base as of the beginning of the analysis period. |  |


| 6-10 Time Buyer Base | A count of customers who had between 6 and 10 lifetime purchases and at <br> least one purchase within the last 400 days as of the beginning of the <br> analysis period. |
| :--- | :--- |
| 6-10 Time Buyer Days <br> Between Purchases | The average number of days between purchases for customers who <br> purchased during the analysis period and belonged to the 6-10 Time Buyer <br> Base as of the beginning of the analysis period. |
| 6-10 Time Buyer Delivery on | For customers who belonged to the 6-10 Time Buyer Base as of the <br> beginning of the analysis period, the percentage of orders delivered on or <br> before the expected time during the analysis period. In the absence of <br> courier delivery data, it is assumed that a missed ship date will equate to a <br> missed delivery date. |
| 6-10 Time Buyer Orders | The number of orders placed by customers who belonged to the 6-10 <br> Time Buyer Base as of the beginning of the analysis period. |
| 6-10 Time Buyer Placed | The total value of orders (excluding shipping charges and tax, but including <br> VAT if applicable to EU clients) placed during the analysis period by <br> Customers who belonged to the 6-10 Time Buyer Base as of the beginning <br> of the analysis period. |
| 6-10 Time Buyer Placed | The total value of orders (excluding shipping charges and tax, but including <br> VAT if applicable to EU clients) placed during the analysis period by <br> customers who belonged to the 6-10 Time Buyer Base as of the beginning <br> of the analysis period as a percentage of total Placed Order Value in the <br> period. |
| 6rder Value \% |  |


| Abandoned Items | The count of carted items not purchased prior to a visit completion. [Web Only Data] |
| :---: | :---: |
| Abandonment Rate | Items abandoned (carted, but not ordered) divided by items added to cart during the analysis period. Abandoned Items / Units Added to Cart [Web Only Data] |
| Account | In the context of a marketing opportunity list, Account is the name of the Paid Search Account (e.g. Google-Europe). <br> In the context of the EDITED Digital/Omni application, Account is a unique instance of the application. For example, a Client may have 1 account for their European sites and another account for their Asian sites. |
| Active Customers | A count of customers who have purchased at least once within the last 400 days |
| Active Products | Logic applied within the calculation of various metrics such as "Products", "Number of SKUs", etc. For a day, a product is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or units still on backorder, preorder, or waitlist on the day. A product is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of products may be considered active by configuration, regardless of these metrics. |
| Add to Cart Rate | The average number of items carted per view of a product detail page during the analysis period. Cart Item Adds divided by Product Views. [Web Only Data] |
| AdGroup | The name of the Paid Search collection of ads (e.g. Asics Sneakers). |
| AdGroup Status | The status of the adgroup at the end of the analysis period as reported by the PPC vendor. |
| Ad Groups | The number of unique ad group values (Search Engine > Account > Campaign > Ad Group). |
| Affiliate Entry Page Views | The number of entry page views (visits) directly referred from an Affiliate marketing source. [Web Only Data] |
| Affiliate Externally Sourced Product Views | The number of entry views of a product directly referred from an Affiliate marketing source. [Web Only Data] |


| Affiliate Product Views | The number of views of a product within a session directly referred from an <br> Affiliate marketing source. [Web Only Data] |
| :--- | :--- |
| Affiliate Source Rate | The percentage of visits to a product directly referred from an Affiliate <br> marketing source. [Web Only Data] |
| All Customers (segment) | No customer segment logic applied - the report includes data pertaining to <br> all known customers. |
| Associated Average Order | The average value of item units sold, giving each associated promotion full <br> credit for all units, even in cases of multiple promotions (promotion <br> stacking). |
| Value | The average price (net of price discounts and promotion cost) at which <br> units were sold during the analysis period giving each associated <br> promotion full credit for all units, even in cases of multiple promotions <br> (promotion stacking). Associated Placed Order Value divided by <br> Associated Units Sold. |
| Price Average Selling |  |


| Associated Units Sold/Order | The number of item units sold, giving each associated promotion full credit <br> for all units even in cases of multiple promotions (promotion stacking), <br> divided by orders. |
| :--- | :--- |
| Attributed Page Placed | The portion of placed order value directly associated with carting and <br> purchasing a product from the given unit of web content (e.g. page, page <br> category). |
| Attributed Page Units Sold | The portion of units sold directly associated with carting and purchasing a <br> product from the given unit of web content (e.g. page, page category). |
| Attributed Page Units | The portion of units sold directly associated with carting and purchasing a <br> product from the given unit of web content (e.g. page, page category) <br> Sold/View |
| divided by views to the content. |  |


|  | orders from multiple sites. Available to Sell Stock Units multiplied by Full <br> Price |
| :--- | :--- |
| Available to Sell Inventory <br> Value (Retail) | The retail value of all stock units that are available to sell as of the end of <br> the analysis period. "Available to Sell" here means that the inventory <br> represents a shared stock pool that may be accessible to fulfill future <br> orders from multiple sites. Available to Sell Stock Units multiplied by <br> Current Price |
| Available to Sell Inventory |  |
| Value: Seasonal, On Site >12 |  |
| Months | The total cost value (not retail price) of all stock units as of the end of the <br> analysis period associated with SKUs flagged as seasonal and that have <br> been published to the website for more than 12 months. "On Site" is <br> determined by the "Is Sellable" flag. |
| Available to Sell Stock Units | The number of stock units that are available to sell as of the end of the <br> analysis period. "Available to Sell" here means that the inventory represents <br> a shared stock pool that may be accessible to fulfill future orders from <br> multiple sites. |
| Average Competitor Price | Available to Sell Units on <br> Satisfaction Score <br> Order |
| The available to Sell Stock |  |
| Units/Option |  |
| The average number of Stock Units that are available to sell as of the end |  |
| sto competitors, as reported in the Price Comparison data file. |  |
| analysis period. |  |
| Available to Sell Stock |  |
| that the inventory represents a shared stock pool that may be accessible to |  |
| fulfill future orders from multiple sites. Available to Sell Stock Units divided |  |
| by Unique Option IDs. |  |


| Average Days Between Purchases | The average number of days between purchases for customers who purchased again during the analysis period. This metric's applicability is strongly impacted by order count - the more orders the customer(s) have, the more reliable Average Days Between Purchases is as a behavior indicator. |
| :---: | :---: |
| Average Days on Site | The average number of days between site publish date (or store release date) and the last day of the reporting period for an onsite product, option, parent product or set of products. "On Site" is determined by the "Is Sellable" flag. |
| Average Days Since First Purchase | The average number of days between first order date and delivery date, averaged across delivered orders in the analysis period. |
| Average Days Since Last Purchase | The average number of days between order date and delivery date, averaged across delivered orders in the analysis period. |
| Average Days Since Previous Order | For orders placed by repeat customers, the average number of days since the customer's previous order. |
| Average Days to Deliver | The number of days between order date and delivery date, averaged across delivered orders in the analysis period. |
| Average Days to Promise Delivery | The number of days between order date and promised delivery date, averaged across shipped orders in the analysis period. |
| Average Days to Promise Shipment | The number of days between order date and promised shipment date, averaged across shipped orders in the analysis period. |
| Average Days to Ship | The average number of days between order placement and order shipment from the warehouse. Ship Date/Time - Order Date/Time. |
| Average High Competitor Price | The highest price listed for in-stock competitors for a given product (or the average of those for a group of products), as reported in the Price Comparison data file. |
| Average In-Store SKU Availability | The percentage of SKUs in stock per Product IDs stocked in stores as of the end of the analysis period, averaged across stores. When reporting across selling locations, this shows the average availability across selling locations, weighted by the number of SKUs sold in each selling location. Number of SKU-Selling Location combinations where the SKU is available divided by total number of SKU-Selling Location combinations. |


| Average Lifetime Value | As of the end of the analysis period, the average lifetime revenue per customer. Total Lifetime Revenue divided by Unique Customer IDs. |
| :---: | :---: |
| Average Low Competitor Price | The lowest price listed for in-stock competitors for a given product (or the average of those for a group of products), as reported in the Price Comparison data file. |
| Average Margin | The margin (Inventory Feed Price - Cost Price as of the end of the analysis period) averaged across all SKUs for a given product or group of products. |
| Average Margin \% | The margin \% (Margin / Current Price, where margin is the Inventory Feed Price - Cost Price as of the end of the analysis period) averaged across all SKUs for a given product or group of products. |
| Average Non-Store SKU Availability | The percentage of SKUs in stock per Product IDs not stocked in stores as of the end of the analysis period, averaged across selling locations. (The inverse of Average In-Store SKU Availability) When reporting across selling locations, this shows the average availability across selling locations, weighted by the number of SKUs sold in each selling location. Number SKU-Selling Location combinations where the SKU is available divided by total number of SKU-Selling Location combinations. |
| Average Offline Price | The average price of the product as of the end of the analysis period as sold in offline channels (e.g. stores). |
| Average Offline Price Diff \% | The average percent difference in product prices when comparing online prices to offline prices as of the end of the analysis period. This calculation will vary by channel context. For example, Web is (Offline Price - Current Price) / Current Price, Store is (Current Price - Average Online Price) / Average Online Price. Omnichannel is the difference between the online and offline channel values. |
| Average On-Site Search Results | The average number of search results delivered per on-site search or product listing page view during the analysis period. This metric is strictly internal to your site. It does not account for search results presented on external Search Engines (e.g. Google). |
| Average Order Value | The average gross revenue (placed order value) per order during the analysis period. Placed Order Value (net of price discounts) divided by Orders. |
| Average Order Value (Analytics) | The average gross revenue (placed order value) per order associated with a campaign during the analysis period as reported by the web analytics system. Placed Order Value (Analytics) divided by Orders (Analytics). |


| Average Order Value (Full <br> Order) | The average gross revenue (placed order value) for the entire order(s) the <br> analysis row item was a subset of. Placed Order Value (Full Order) divided <br> by Orders |
| :--- | :--- |
| Average Order Value <br> (Vendor) | The average gross revenue (placed order value) per order associated with <br> a campaign during the analysis period as reported by the marketing vendor <br> system. Placed Order Value (Vendor) divided by Orders (Vendor). |
| Average Page Load Time | The average amount of time elapsed for the page to fully load. Calculated <br> in milliseconds. |
| Average Placed Shippable <br> Order Value | The average value of orders placed in the analysis period that the <br> warehouse is intended to ship (not cancelled or declined in the analysis <br> period). (Placed Order Value - Declined \& Pending Order Value - <br> cancelled Order Value) divided by Placed Shippable Orders. |
| Average Placed Shippable |  |
| Selling Price | The average price (net of price discounts and promotion cost) at which <br> shippable (not declined or cancelled) units were sold during the analysis <br> period. Placed Shippable Order Value divided by Placed Shippable Units <br> Sold. |
| Average Position | The average position of a keyword in search result rankings during the <br> analysis period. |
| Average Review Rating | The average position of a keyword in search result rankings during the last <br> X days including the analysis period. |
| Average Position (last X |  |
| Aays) | The average customer review rating as of the analysis period excluding <br> non-rated products. (Sum of Review Ratings) divided by (Products with 1 <br> or more rating). |
| Average Product Cost | The average unit cost of SKUs for active products as reported in the <br> Inventory feed. Note that SKUs with null costs are not included - if the cost <br> is blank, it is not averaged. For a day, a product is considered active if it had <br> one or more units sold (including backorder, pre-order, or waitlist) in the <br> last 7 days, or it has stock units or units still on backorder, preorder, or <br> waitlist on the day. A product is also active if it has an expected delivery <br> date. Note: In some rare client cases, the full catalog of products may be <br> considered active by configuration, regardless of these metrics. |
| A measure of how relevant paid search creative (ad text) is to the keyword. |  |
| 100\% Relevance would suggest that creative includes all of the keyword |  |
| words (tokens). |  |$|$| The average count of user reviews placed for active products as of the |
| :--- |
| analysis period. (Sum of Review Counts) divided by (Number of Active |
| Products). |


| Average Search Results | The average number of search results displayed per on-site search. |
| :--- | :--- |
| Average Selling Price (7 <br> days) | The average price (net of price discounts and promotion cost) at which <br> units were sold over the last 7 days. Placed Order Value divided by Units <br> Sold. |
| Average Selling Price | The average price (net of price discounts and promotion cost) at which <br> units were sold during the analysis period. Placed Order Value divided by <br> Units Sold. |
| Average Selling Price <br> (Analytics) | The average price at which units were sold during the analysis period as <br> determined by your web analytics product. Placed Order Value (Analytics) <br> divided by Units Sold (Analytics). [Web Only Data] |
| Average Selling Price (Full | The theoretical average price (if no promotions or markdowns were to <br> have been applied) at which units were sold during the analysis period. Full <br> Price Order Value divided by Units Sold. |
| Average SKU Availability | The percentage of SKUs in stock per Product ID as of the end of the <br> analysis period, averaged across selling locations. When reporting across <br> selling locations, this shows the average availability across selling locations, <br> weighted by the number of SKUs sold in each selling location. Number <br> SKU-Selling Location combinations where the SKU is available divided by <br> total number of SKU-Selling Location combinations. |
| Avg Base Current Price (MI) | The average amount of time that visitors spend on a page. The metric is <br> calculated by subtracting the timestamp of the page from the timestamp <br> of the next page in the session. (MM:SS) |
| Average Time on Page |  |
| Average lowest priced SKU for a given option on the last time it was tracked. |  |
| [EDITED Market Data] |  |


| Avg Base Days to First Discount (MI) | Average days to first discount at the base retailer. Days between date seen and date first discounted. An option is discounted if its current price is lower than its full price (the highest price ever seen). [EDITED Market Data] |
| :---: | :---: |
| Avg Base Days to First Majority Sell-Out (MI) | Average days to first majority sell-out at the base retailer. Majority sell-out is when $51 \%$ or more of SKUs that have previously been seen as available are sold out for a given option. [EDITED Market Data] |
| Avg Base Days to First Replenishment (MI) | Average days to first replenishment at the base retailer. An option has been replenished when it has two or more SKUs and 51\% or more SKUs have returned to available to purchase at the same time. [EDITED Market Data] |
| Avg Base Discount \% (MI) | Average discount percent at the base retailer. Discount \% is the largest difference across all available SKUs for an option between the current price and the highest price ever seen. [EDITED Market Data] |
| Avg Base Full Price (MI) | Average full price at the base retailer. Full price is the highest price ever seen across all SKUs for a given option. [EDITED Market Data] |
| Avg Base Options/Retailer (MI) | Average option count at the base retailer. [EDITED Market Data] |
| Avg Base SKU Availability (MI) | Average SKU availability at the base retailer. [EDITED Market Data] |
| Avg Competitor Current Price (MI) | Average current price at competitor retailers. Current price is the listed price of the lowest priced SKU for a given option on the last time it was tracked. [EDITED Market Data] |
| Avg Competitor Days to First Discount (MI) | Average days to first discount at competitor retailers. Days between date seen and date first discounted. An option is discounted if its current price is lower than its full price (the highest price ever seen). [EDITED Market Data] |
| Avg Competitor Days to First Majority Sell-Out (MI) | Average days to first majority sell-out at competitor retailers. Majority sell-out is when $51 \%$ or more of SKUs that have previously been seen as available are sold out for a given option. [EDITED Market Data] |
| Avg Competitor Days to First Replenishment (MI) | Average days to first replenishment at competitor retailers. An option has been replenished when it has two or more SKUs and 51\% or more SKUs have returned to available to purchase at the same time. [EDITED Market Data] |
| Avg Competitor Discount \% (MI) | Average discount percentage at competitor retailers. Discount \% is the largest difference across all available SKUs for an option between the current price and the highest price ever seen. [EDITED Market Data] |


| Avg Competitor Full Price (MI) | Average full price at competitor retailers. Full price is the highest price ever seen across all SKUs for a given option. [EDITED Market Data] |
| :---: | :---: |
| Avg Competitor Options/Retailer (MI) | Average count of options per competitor retailer. [EDITED Market Data] |
| Avg Competitor SKU Availability (MI) | Average SKU availability at competitor retailers. [EDITED Market Data] |
| Avg Matched Days to First Discount (MI) | Average days to first discount for matched options. Days between date seen and date first discounted. An option is discounted if its current price is lower than its full price (the highest price ever seen). [EDITED Market Data] |
| Avg Matched Days to First Restock (MI) | Average days to first restock for matched options. An option has been restocked when it has two or more SKUs and 51\% or more SKUs have returned to available to purchase at the same time. [EDITED Market Data] |
| Avg Matched Days to Majority Sell-Out (MI) | Average days to first majority sell-out for matched options. Majority sell-out is when $51 \%$ or more of SKUs that have previously been seen as available are sold out for a given option. [EDITED Market Data] |
| Avg Matched Discount \% (MI) | Average discount percentage for matched options. Discount \% is the largest difference across all available SKUs for an option between the current price and the highest price ever seen. [EDITED Market Data] |
| Avg Matched Discount \% Ratio (MI) | Average discount ratio for matched options versus the current option. Discount \% is the largest difference across all available SKUs for an option between the current price and the highest price ever seen. [EDITED Market Data] |
| Avg Matched Price (MI) | Average price of matched options. [EDITED Market Data] |
| Avg Matched Price Ratio (MI) | Average price ratio for matched options versus the current option. [EDITED Market Data] |
| Avg Matched SKU Availability (MI) | Average SKU availability for matched options. [EDITED Market Data] |
| Avg Matched SKU Availability Ratio (MI) | Average SKU availability ratio for matched options versus the current option. [EDITED Market Data] |


| Avg Matched SKU Count (MI) | Average SKU count for matched options. [EDITED Market Data] |
| :--- | :--- |
| Backorder Units | A count of the total number of units that are marked as backordered in <br> inventory as of the end of the analysis period. (Total backorder inventory, <br> includes orders placed in previous periods.) |
| Backorder Units Sold | A count of units sold as backordered in the analysis period according to <br> order data. |
| Base Discounted Options \% <br> (MI) | Percentage of discounted options at the base retailer. An option is <br> discounted if its current price is lower than its full price (the highest price <br> ever seen). [EDITED Market Data] |
| Base Majority Sell-out <br> Options \% (MI) | Percentage of options with a majority sell-out at the base retailer. Majority <br> sell-out is when 51\% or more of SKUs that have previously been seen as <br> available are sold out for a given option. [EDITED Market Data] |
| Base Price Increased Options <br> \% (MI) | Percentage of options with a price increase at the base retailer. A price <br> increase is flagged whenever the price is found to be higher than the last <br> tracked price. [EDITED Market Data] |
| Base Restocked Options \% | Percentage of options that have been restocked at the base retailer. An <br> option has been restocked when it has two or more SKUs and 51\% or more <br> SKUs have returned to available to purchase at the same time. [EDITED <br> Market Data] |
| (MI) | Percentage of options that are sold-out at the base retailer. [EDITED <br> Market Data] |
| BORIS Returned Order Value | The value of orders originally purchased online that were returned to the <br> store. |
| Base Sold-out Options \% <br> (MI) | The total amount of placed order value in which the order was placed <br> online for pick-up in store. |
| BOPIS Placed Order Value Value \% | The share of placed order value in which the order was placed online for <br> pick-up in store. BOPIS Placed Order Value divided by Placed Order Value |
| The total number of units sold (quantity) in which the order was placed |  |
| online for pick-up in store. |  |$|$| Bold |
| :--- |


| BORIS Returned Order Value <br> \% | The share of returned order value originally purchased online that were <br> returned to the store. BORIS Returned Order Value / Returned Order <br> Value |
| :--- | :--- |
| BORIS Returned Units | The count of units returned to the store that were originally purchased <br> online. |
| Bounce Rate | The percentage of one page visits in the analysis period per total visits in <br> the analysis period. In the case of product categories or other summaries, <br> the calculation remains the same: the sum of all one page visits divided by <br> total of all visits. [Web Only Data] |
| Bounce Rate (Analytics) | The percentage of one page visits in the analysis period per total visits in <br> the analysis period as determined by your web analytics product. In the <br> case of product categories or other summaries, the calculation remains the <br> same: the sum of all one page visits divided by total of all visits. [Web Only <br> Data |
| Brand | The brand (manufacturer or vendor) of the product. |
| Brand Nudged Customers | Customers placing an order during the analysis period that contained an <br> item from a brand not previously purchased by the customer (Brand <br> Nudged does not include single order customers). |
| segment) | The number of product views during the analysis period directly sourced <br> (direct referral link) from a navigational click (e.g. top navigation, left |
| navigation, etc.). |  |
| Browser Internal Sourced | The average number of product views per on-site option during the <br> analysis period directly sourced (direct referral link) from a navigational <br> click (e.g. top navigation, left navigation, etc.). Browse Sourced Product <br> Views divided by Unique Count of On-Site Option IDs. |
| Views | The average number of product views per on-site parent product during <br> the analysis period directly sourced (direct referral link) from a navigational <br> click (e.g. top navigation, left navigation, etc.). Browse Sourced Product <br> Views divided by Unique Count of On-Site Parent Product IDs. |
| Browse Sourced | The average number of product views per on-site product during the <br> analysis period directly sourced (direct referral link) from a navigational <br> click (e.g. top navigation, left navigation, etc.). Browse Sourced Product <br> Views divided by Unique Count of On-Site Product IDs. |
| Biews/Option | Browse Sourced |
| Views/Parent Product |  |
| Views/Product |  |


| Browsing Visits (Analytics) | The number of web sessions that included at least one Product view as <br> determined by your web analytics product. [Web Only Data] |
| :--- | :--- |
| Browsing Visits/Visit <br> (Analytics) | The number of web sessions that included at least one Product view per <br> visit as determined by your web analytics product. Browsing Visits <br> (Analytics) divided by Visits (Analytics) [Web Only Data] |
| Buyer Base | A lifetime count of all customers. Where lifetime metrics are available (such <br> as dimension views of customer segments), Buyer Base is equivalent to <br> Lifetime Customers for that item. |
| Buyer Count (last 12 months) | A count of all customers who have made a purchase in the last 12 months. |$|$| Campaign | The name of the marketing Campaign (e.g. Running Shoes). Note: the <br> campaign field may apply to multiple marketing channel types (Paid <br> Search, Affiliates, Email, etc.) |
| :--- | :--- |
| Campaign Status | The status of the campaign at the end of the analysis period as reported by <br> the PPC vendor. |
| CampaignID 1 | The first level of the marketing Campaign. Note: the campaign field may <br> apply to multiple marketing channel types (Paid Search, Affiliates, Email, <br> etc.) |
| CampaignID 2 | The second level of the marketing Campaign. Note: the campaign field <br> may apply to multiple marketing channel types (Paid Search, Affiliates, <br> Email, etc.) |
| CampaignID 4 | The third level of the marketing Campaign. Note: the campaign field may <br> apply to multiple marketing channel types (Paid Search, Affiliates, Email, <br> etc.) |
| Cancellation Date | The fourth level of the marketing Campaign. Note: the campaign field may <br> apply to multiple marketing channel types (Paid Search, Affiliates, Email, <br> etc.) |
| The pate | The date on which an order was cancelled (either by a customer or by the <br> warehouse). <br> (teriod. cancelled Orders divided by Orders. [Combined Direct Purchases] |


| Cancellation Rate (last 4 weeks) | The percentage of orders placed that were cancelled during the last 4 weeks including the analysis period. cancelled Orders for 4 weeks divided by Orders for 4 weeks. [Combined Direct Purchases] |
| :---: | :---: |
| Cancellation Rate (Customer Initiated) (last 4 weeks) | The percentage of orders placed that were cancelled by a customer during the last 4 weeks including the analysis period. Customer cancelled Orders for 4 weeks divided by Orders for 4 weeks. [Combined Direct Purchases] |
| Cancellation Rate (Value) | The percentage of orders placed that were cancelled during the analysis period. cancelled Orders divided by Orders. [Combined Direct Purchases] |
| Cancellation Rate (Warehouse Initiated) (last 4 weeks) | The percentage of orders placed that were cancelled by the warehouse during the last 4 weeks including the analysis period. Warehouse cancelled Orders for 4 weeks divided by Orders for 4 weeks. [Combined Direct Purchases] |
| Cancellation Reason | The customer or warehouse reason for canceling the order. |
| cancelled Order Profit | The amount of order profit (shipping profit + product profit - other offer costs) associated with cancelled orders during the analysis period. [Combined Direct Purchases] |
| cancelled Order Value | The value of placed orders that were cancelled (either customer or warehouse initiated) during the analysis period. [Combined Direct Purchases] |
| cancelled Order Value \% | The value of placed orders that were cancelled (either customer or warehouse initiated) divided by the total value of placed orders during the analysis period. (cancelled Order Value divided by Placed Order Value) [Combined Direct Purchases] |
| cancelled Units | The number of items (units) that were cancelled during the analysis period. [Combined Direct Purchases] |
| cancelled Units (last 4 weeks) | The number of items (units) that were cancelled during the last 4 weeks including the analysis period. [Combined Direct Purchases] |
| Cart Adds (Analytics) | The number of times a product was added to the cart during the analysis period as determined by your web analytics product. [Web Only Data] |
| Cart Adds/Visit | The number of times a product was added to the cart (cart adds) per visit during the analysis period. Cart Adds divided by Visits. [Web Only Data] |


| Cart Adds/Visit (Analytics) | The number of times a product was added to the cart per visit during the <br> analysis period as determined by your web analytics product. Cart Adds <br> (Analytics) divided by Visits (Analytics). [Web Only Data] |
| :--- | :--- |
| Cart Item Adds/Product <br> View | The number of times an item was added to the cart (cart item adds) per <br> product view during the analysis period. Cart Item Adds divided by Product <br> Views. [Web Only Data] |
| Cart Views/Cart Add | The number of times the shopping cart page was viewed compared to the <br> number of times a product was added to the cart during the analysis <br> period. Cart Views divided by Cart Adds. [Web Only Data] |
| Cart Completion Rate <br> (Analytics) | The number of Orders per Cart Add for the analysis period as determined <br> by your web analytics product. Orders (Analytics) / Cart Adds (Analytics) <br> [Web Data Only] |
| Category Nudged <br> Customers (segment) | Customers placing an order during the analysis period that contained an <br> item from a 2nd level category not previously purchased by the customer <br> (Category Nudged does not include single order customers). |
| Category Range | A count of unique active product IDs in the same category as the product. |$|$| Channel | Field indicating the scope of metrics - Web or Store |
| :--- | :--- |
| Channels Segment | Flag indicating whether a customer has purchased web only, store only, or <br> both. |
| Churned Customers | A count of customers who moved into the Lapsed segment ("churned") <br> during the analysis period. |
| Customers/Non-Lapsed <br> Churned Customers <br> Csegment) | Customers who moved into the Lapsed segment ("churned") during the have not placed an order within the past 400 days. <br> analysis period, as a percentage of the number of non-lapsed customers at <br> the beginning of the analysis period. Churned Customers divided by <br> Non-Lapsed Base as of the beginning of the analysis period. |
| Customer Base | Customers who moved into the Lapsed segment ("churned") during the <br> analysis period, as a percentage of the number of lapsed customers at the <br> beginning of the period. Churned Customers divided by Lapsed Base as <br> of the beginning of the analysis period. (Formerly "\% New to Lapsed <br> Base") |
| Castomers |  |


| Click Assisted Orders | Orders attributed to the PPC ad (or keyword, adgroup, campaign) being <br> clicked prior to conversion without being the last ad clicked before <br> conversion. |
| :--- | :--- |
| Clicks | The number of times an item or campaign was clicked during the analysis <br> period. |
| Clicks (last 4 weeks) | The number of times an item or campaign was clicked during the last 4 <br> weeks including the analysis period. |
| Clicks with Provided Orders | The number of times an item or campaign was clicked during the analysis <br> period where the marketing vendor data included orders associated with <br> the clicks down to the marketing parameter 4 level. |
| Click-Thru Rate | Clicks divided by Impressions during the analysis period. |
| Combined Direct Customer | The cumulative amount of placed order value across all orders placed by <br> the customer through the end of the analysis period, excluding returns and <br> cancellations, for non-store/direct channels (website, mobile, call center, <br> etc.) Lifetime Net Revenue = Lifetime Revenue - Lifetime Returned Order <br> Value - Lifetime cancelled Order Value |
| Lifetime Net Revenue | The cumulative orders placed by the customer through the end of the <br> analysis period, for non-store/direct channels (website, mobile, call center, <br> etc.) |
| Combined Direct Customer |  |
| Lifetime Orders | The cumulative profit (Product Profit + Shipping Profit - Other Offer <br> Costs) across all orders placed by the customer through the end of the <br> analysis period, for non-store/direct channels (website, mobile, call center, <br> etc.) |
| Combined Direct Customer |  |
| Lifetime Profit | The cumulative amount of placed order value across all orders placed by <br> the customer through the end of the analysis period, for non-store/direct <br> channels (website, mobile, call center, etc.) |
| Combined Direct Customer |  |
| Lifetime Revenue | The total cost value (not retail price) of all stock units as of the end of the <br> analysis period. Note: This is the same definition as Inventory Value. <br> "Combined Direct" nomenclature is used tod distinguish from "Store" <br> metrics for Omnichannel. [Stock Units* (Stock Value/Stock UnitCost Price <br> of Unit)] |
| Total profit during the analysis period. Note: This is the same definition as <br> Retailing Profit. "Combined Direct" nomenclature is used to distinguish <br> from "Store" metrics for Omnichannel. Product Profit + Shipping Profit - <br> Other Offer Costs - Marketing Costs. [Combined Direct Purchases] |  |


| Combined Direct SKU <br> Availability | The percentage of SKUs in stock per Product ID as of the end of the analysis period. For example, if a product has 10 SKUs (whether active on site or not), but 4 of the SKUs have zero stock units, the product has a $60 \%$ SKU Availability. When reporting across selling locations, a SKU is considered to be available if it is sold anywhere. Note: This is the same definition as SKU Availability. "Combined Direct" nomenclature is used to distinguish from "Store" metrics for Omnichannel. |
| :---: | :---: |
| Combined Direct Stock Units | The number of stock units in warehouse(s) as of the end of the analysis period. Note: This is the same definition as Stock Units. "Combined Direct" nomenclature is used to distinguish from "Store" metrics for Omnichannel. |
| Combined Direct Units Sold | The total number of product units sold (web + non-web direct if applicable) during the analysis period. [Combined Direct Purchases] Note: This is the same definition as Units Sold. "Combined Direct" nomenclature is used to distinguish from "Store" metrics for Omnichannel. Online Units Sold + Non-Web Direct Units Sold. |
| Combined Direct Weeks of Stock Cover | A measure of how many weeks remain before an item sells out given average sales velocity (units sold/week) over the last 4 weeks. At a site level, this metric reflects the portion of available inventory allocated to the site based on expected future demand. Note: This is the same definition as Weeks of Stock Cover. "Combined Direct" nomenclature is used to distinguish from "Store" metrics for Omnichannel. Stock Units as of the end of the analysis period divided by Average Units Sold + External Units Sold/Week over the last 4 weeks. [Combined Direct Purchases] |
| Competitive Price Ratio | The percent difference between the current price and the average competitor price as of the end of the analysis period. (Current Price Average Competitor Price) / Current Price) |
| Competitor Discounted Options \% (MI) | Percentage of discounted options at competitor retailers. An option is discounted if its current price is lower than its full price (the highest price ever seen). [EDITED Market Data] |
| Competitor Majority Sell-out Options \% (MI) | Percentage of options with majority sell-out at competitor retailers. Majority sell-out is when $51 \%$ or more of SKUs that have previously been seen as available are sold out for a given option. [EDITED Market Data] |
| Competitor Price Increased Options \% (MI) | Percentage of options with a price increase at competitor retailers. A price increase is flagged whenever the price is found to be higher than the last tracked price. [EDITED Market Data] |
| Competitor Restocked Options \% (MI) | Percentage of options that have been restocked at competitor retailers. An option has been restocked when it has two or more SKUs and $51 \%$ or more SKUs have returned to available to purchase at the same time. [EDITED Market Data] |


| Competitor Sold-out Options \% (MI) | Percentage of options that are sold out at competitor retailers. [EDITED Market Data] |
| :---: | :---: |
| Confidence | In Affinities, the percentage of primary field orders that contain at least one item from the affinity field. (Support / Primary Field Orders) |
| Content Conversion | For a product, the order influence for the product page. For a page (including search result page/term), the order influence for the page. Order Influence / Page Views. [Web Only Data] |
| Core | Products that your business consistently sells with the intent to always be in stock (non-seasonal products). In some cases, known as Continuity lines, Never out of stock lines or Program lines. |
| Core Line | Products that your business consistently sells with the intent to always be in stock (non-seasonal products). In some cases, also known as Continuity lines, Never out of stock lines or Program lines. |
| Cost of Goods on Order | The cost of products on order during the analysis period. Cost of products on order is sourced from the Purchase Orders feed. On order item cost times Units On Order. |
| Cost of Goods on Order/Unit | The average cost of products on order per unit during the analysis period. Cost of products on order is sourced from the Purchase Orders feed. Cost of Goods on Order divided by Units on Order. |
| Cost of Goods Shipped | The cost of products shipped during the analysis period. Where available, the product cost is sourced from the Order Lines feed. Otherwise, the most recent unit cost information from inventory is used. Item cost at the time of the order times Shipped Units. |
| Cost of Goods Shipped/Shipped Units | The cost of products shipped divided by units shipped during the analysis period |
| Cost of Goods Sold | The cost of products ordered/sold during the analysis period. Also referred to as Ordered Product Cost. Where available, the product cost is sourced from the Order Lines feed. Otherwise, the most recent unit cost information from inventory is used. Item cost at the time of the order times Units Sold. |
| Cost of Goods Sold/Units Sold | The cost of products sold divided by units sold during the analysis period. |
| Country | The country of the web site visitor as determined via geo-location look-up. |


| Crawling Errors | URLs on your site that Google could not successfully crawl or that returned <br> an HTTP error code. |
| :--- | :--- |
| Creative | The text/copy associated with a Paid Search keyword (e.g. Free Shipping <br> on Asics 2170. Huge Selection.) |
| CSE Entry Page Views | The number of entry page views (visits) directly referred from a <br> Comparison Shopping Engine (CSE) marketing source. [Web Only Data] |
| CSE Externally Sourced <br> Product Views | The number of entry views of a product directly referred from a <br> Comparison Shopping Engine marketing source. [Web Only Data] |
| CSE Sourced Product Views | The number of views of a product within a session directly referred from a <br> Comparison Shopping Engine marketing source. [Web Only Data] |
| Current Discount \% (MI) | The current discount percentage. Discount \% is the largest difference <br> across all available SKUs for an option between the current price and the <br> highest price ever seen. [EDITED Market Data] |
| Current Price | The price for an item as currently listed online for sale as of the end of the <br> analysis period. |
| Current Price (MI) | The listed price of the lowest priced SKU for a given option on the last time <br> it was tracked. [EDITED Market Data] |
| Customer Acquisition Month | Current and Selling Price <br> Difference |
| The difference between the price at which products are currently listed <br> online for sale at the date of order and the price (after discounts are <br> applied) for which products were purchased during the analysis period. <br> Note this is the total difference, not per unit sold. |  |
| The yeastomer's first purchase. |  |


| Customer Email | The customer's email address sourced from order information or customer <br> feeds, depending on the list data sources. |
| :--- | :--- |
| Customer First Store <br> Purchase Store ID | The store ID from which the customer placed their first store order. If the <br> field is left blank for a customer, it is because the customer has not had an <br> order since EDITED Digital/Omni started collecting and processing the <br> detailed data. |
| Customer First Purchase <br> Sales Channel | The Order Channel of the customer's first order. If the field is left blank for <br> a customer, it is because the customer has not had an order since EDITED <br> Digital/Omni started collecting and processing the detailed data. |
| Customer First Web <br> Purchase Marketing Channel | The marketing channel from which the customer placed their first order. <br> When a customer's first order is attributed to multiple marketing channels, <br> the largest attribution is used. In the case of a tie, the selection is random. <br> If the field is left blank for a customer, it is because the customer has not <br> had an order since EDITED Digital/Omni started collecting and processing <br> the detailed data. [Web Only Data] |
| Customer Frequency | The buying segment into which a customer falls based on their purchase <br> frequency. (New Customers, One-Time Buyers, 2-5 Time Buyers, etc.) |
| Customer Frequency <br> Segment | The buying segment into which a customer falls based on the number of <br> purchases they have made in their lifetime through the end of the analysis <br> period. Customer Frequency Segment values include: 1, 2-5, 6-10, 11+ |
| Customer Attribute | A custom attribute (field) of customers. As attributes are defined by <br> clients, they could contain almost any information. A typical use of <br> customer attributes could be loyalty status, first order date, or age group. |
| Customer Profit | Based on customer lifetime profit as of the beginning of the analysis <br> period, all customers with positive lifetime profit values are sorted and <br> divided into ten groups of approximately equal total lifetime profit <br> contribution (10\% of the total positive profit in each group). These are <br> named based on percentile with the group "91--10Oth Percentile" containing <br> the highest profit customers and "1-1Oth Percentile" containing the lowest <br> non-negative profit customers. "Negative Profit" is a separate group, and <br> "New Customers" who made their first transaction during the analysis <br> period is a separate group. Anonymous customers will appear in a group <br> called "Unknown". |
| The amount of profit (Product Profit + Shipping Profit - Other Offer |  |
| Costs) associated with orders placed during the analysis period by New |  |
| and Existing Customers. |  |


| Customer Profit \% | The amount of profit (Product Profit + Shipping Profit - Other Offer Costs) associated with orders placed during the analysis period by New and Existing Customers as a percentage of Placed Order Value during the analysis period. |
| :---: | :---: |
| Customer Profit Segment | Grouping of amounts of profit (Product Profit + Shipping Profit - Other Offer Costs) associated to orders placed during the analysis period by New and Existing Customers. Customer Profit Segment values include: Negative, Low (<30 th percentile), Moderate, High ( $>70^{\text {th }}$ percentile) |
| Customer Profit/Order | The amount of profit (Product Profit + Shipping Profit - Other Offer Costs) divided by the number of orders placed during the analysis period by New and Existing Customers. |
| Customer Profit/Retailing Revenue | Customer Profit (Product Profit + Shipping Profit - Other Offer Costs) divided by Retailing Revenue (Placed Order Value + Shipping Revenue) during the analysis period. |
| Customer Profit/View | Online Customer Profit divided by Product Views during the analysis period. |
| Customer Recency | The buying segment into which a customer falls based on the number of days between their last order and the end of the analysis period. Customer Recency segment values include: "New Customers", "0-3 Months" (1-91 days), "3-6 Months" (92-183 days), "6-13 Months" (184-396 days), "13-25 Months" (397-761 days), "25+ Months" (762+ days), and "Unknown". |
| Customer Repurchase Risk Ratio Segment | Grouping of customers by their ratio of Days Since Last Purchase to Average Days Between Purchases (Repurchase Risk Ratio). A customer is considered to be early in their repurchase window when Repurchase Risk Ratio is less than 1 (days that have passed are fewer than average), late in their repurchase window when greater than 1 but less than 2 , and outside their repurchase window when the ratio is greater than 2 (days that have passed are more than double their typical purchase cadence). Customer Repurchase Risk Ratio Segment values include: N/A, Early Repurchase Window, Late Repurchase Window, Outside Repurchase Window |
| Customer Service Contacts | The number of times that a client contacted customer service or customer support during the analysis period. |
| Customers | A count of unique customer IDs. |
| Damaged Returned Units | The total number of product units returned during the analysis period with a reason code mapped as "Damaged". |


| Days Between Last Two Purchases | The number of days between the date of the customer's most recent purchase and the purchase prior. This metric is based on orders since processing has begun, so may not populate for all customers. |
| :---: | :---: |
| Days On Site | The number of days between site publish date (or store release date) and the last day of the reporting period for an on-site product or set of products. |
| Days Post Order Segment | The segment into which a shipment falls based on the number of working days between the date the order was placed and the shipment date. Days Post Order Segment values include: <2 Days, 2 Days, 3-4 Days, 5+ Days |
| Days Post Promise Segment | The segment into which a shipment falls based on the number of working days between the shipment promise date and the shipment date. Days Post Promise Segment values include: Shipped Early, Met Promise, 1-4 Days, 5+ Days |
| Days Since Ad Group First Seen (30 Days) | Looking back 30 days from the end of the analysis period, the number of days ago that the first activity (impression, click, etc) was seen for the marketing item to the ad group level. A shorthand for how established a campaign is. |
| Days Since Ad Group First Seen (90 Days) | Looking back 90 days from the end of the analysis period, the number of days ago that the first activity (impression, click, etc) was seen for the marketing item to the ad group level. A shorthand for how established a campaign is. |
| Days Since First Purchase | The number of days between the end of the reporting period and the date on the customer's first order. |
| Days Since Keyword First Seen (30 Days) | Looking back 30 days from the end of the analysis period, the number of days ago that the first activity (impression, click, etc) was seen for the marketing item to the keyword level. A shorthand for how established a campaign is. |
| Days Since Keyword First Seen (90 Days) | Looking back 90 days from the end of the analysis period, the number of days ago that the first activity (impression, click, etc) was seen for the marketing item to the keyword level. A shorthand for how established a campaign is. |
| Days Since Last Visit | The number of days between today's date and the date of the visitor's last web site visit. Calculated using customer's cookie which may lead to inaccuracies if visitor visits site with multiple browsers and devices. [Web Only Data] |
| Days Since Last Purchase | The number of days between the end of the reporting period and the date on the customer's most recent order prior to the end of the reporting period. |

$\left.\begin{array}{|l|l|}\hline \text { Days Visited Per Year } & \text { The average number of days a customer views the site per year. } \\ \hline \text { Decline Rate } & \begin{array}{l}\text { The percentage of orders placed that were declined during the analysis } \\ \text { period. Declined Orders divided by Orders. [Combined Direct Purchases] }\end{array} \\ \hline \text { Decline Rate (last 4 weeks) } & \begin{array}{l}\text { The percentage of orders placed that were declined during the last 4 } \\ \text { weeks including the analysis period. Declined Orders for 4 weeks divided } \\ \text { by Orders for 4 weeks. [Combined Direct Purchases] }\end{array} \\ \hline \text { Decline Reason Code } & \text { The rationale (e.g. payment issue) for the declined order. } \\ \hline \text { Declined \& Pending Order } & \begin{array}{l}\text { The amount of order profit (shipping profit + product profit - other offer } \\ \text { costs) associated with declined and pending orders during the analysis } \\ \text { period. [Combined Direct Purchases] }\end{array} \\ \hline \text { Profit } & \begin{array}{l}\text { The value of placed orders that were declined (e.g. payment type issue) or } \\ \text { pending (e.g. waiting fraud check) during the analysis period. [Combined } \\ \text { Direct Purchases] }\end{array} \\ \hline \text { Declined \& Pending Order } \\ \text { Value } & \begin{array}{l}\text { The date on which the order was declined. }\end{array} \\ \hline \text { Delivered Units } & \begin{array}{l}\text { The value of placed orders that were declined (e.g. fraud, payment type, } \\ \text { etc.) during the analysis period. [Combined Direct Purchases] }\end{array} \\ \hline \text { Declined Order Value } & \begin{array}{l}\text { The number of units that have been delivered net of declines, cancellations } \\ \text { and returns. (Delivered Units - Returned Units) }\end{array} \\ \hline \text { Declined Units (last 4 weeks) } & \begin{array}{l}\text { The number of items (units) that were declined during the analysis period. } \\ \text { Theluding the analysis period. [Combined Direct Purchases] } \\ \text { [Combined Direct Purchases] }\end{array} \\ \hline \text { For delivered orders during the analysis period, the total amount of order } \\ \text { profit (shipping profit + product profit - other offer costs). [Combined } \\ \text { Direct Purchases] }\end{array}\right\}$

| Delivery Attempts | The number of times that the delivery courier attempted to deliver the package to the customer. |
| :---: | :---: |
| Delivery Date | The date on which the order was delivered to the customer. |
| Delivery on Promise Rate | The percentage of orders delivered during the analysis period that was delivered on or before the expected time. In the absence of courier delivery data, we assume that a missed ship date will equate to a missed delivery date. |
| Delivery Promise Date | The date by which the package is expected to be delivered to the customer. If not passed in the order lines data feed, it is calculated by assuming a configurable x days post the shipping promise date. |
| Demand Availability (last 1 week) | Demand Availability demonstrates how well you keep top-selling SKUs in stock. Use this metric with Views Availability and SKU availability to get a well-rounded view of customers' availability experience and needs. The ratio of in-stock product demand to total sales, where in-stock product demand is the total sales in the last week for SKUs that are still in stock at the end of the analysis period. 60\% demand availability means that 60\% of placed order value over the past week was for skus that are in stock (one or more units of stock) as of the end of the period. |
| Demand Availability (last 4 weeks) | Demand Availability demonstrates how well you keep top-selling SKUs in stock. Use this metric with Views Availability and SKU availability to get a well-rounded view of customers' availability experience and needs. The ratio of in-stock product demand to total sales, where in-stock product demand is the total sales in the last four weeks for SKUs that are still in stock at the end of the analysis period. 60\% demand availability means that $60 \%$ of placed order value over the past four weeks was for skus that are in stock (one or more units of stock) as of the end of the period. |
| Discontinued | A status indicating that the product will no longer be actively merchandised after the inventory has been sold out. |
| Discounted Matched Options \% (MI) | The percentage discount of matched options. An option is discounted if its current price is lower than its full price (the highest price ever seen). [EDITED Market Data] |
| Display Entry Page Views | The number of entry page views (visits) directly referred from a Display Advertising marketing source. [Web Only Data] |
| Display Externally Sourced Product Views | The number of entry views of a product directly referred from a Display Advertising marketing source. [Web Only Data] |


| Display Product Views | The number of views of a product within a session directly referred from a <br> Display Advertising marketing source. [Web Only Data] |
| :--- | :--- |
| Display Source Rate | The percentage of visits to a product directly referred from a Display <br> Advertising marketing source. [Web Data Only] |
| Dominant Purchase Brand | The brand from which the customer has purchased the most orders. <br> EDITED Digital/Omni scans all known orders (all orders since EDITED <br> Digital/Omni started processing) and counts all orders that have one or <br> more units sold within each brand. If the field is blank for a customer, it is <br> because the customer has not purchased since EDITED Digital/Omni <br> started running the detail order data. |
| Dominant Purchase | The marketing channel from which the customer has purchased most <br> orders. EDITED Digital/Omni scans the Marketing Channel for all orders <br> and sums the attributed orders for each channel. If the field is left blank for <br> a customer, it is because the customer has not had an order since EDITED <br> Digital/Omni started collecting and processing the detailed data. [Web <br> Only Data] |
| Marketing Channel | The product category from which the customer has purchased the most <br> orders. EDITED Digital/Omni scans all known orders (all orders since <br> EDITED Digital/Omni started processing) and counts all orders that have <br> one or more units sold within each product category. If the field is blank for <br> a customer, it is because the customer has not purchased since EDITED <br> Digital/Omni started running the detail order data. |
| Dominant Purchase Product |  |
| Category | The percentage of total visits sourced from an earned marketing channel <br> (e.g. Natural Search, YouTube, Forums) during the analysis period. Earned <br> Channel Visits divided by Total Visits. |
| Email Address | When viewing Action Impact by Profit, this is the difference between an <br> Efem's Product Profit/View and its peer category's Product Profit/View. <br> When viewing Action Impact by Sales, this is the difference between an <br> item's Placed Order Value/View and the category's peer Placed Order |
| Value/View. |  |


| Email Complaints | The number of email spam complaints your account received during the analysis period. |
| :---: | :---: |
| Email Complaint Rate | The number of email spam complaints your account received during the analysis period divided by emails sent. Email Complaints divided by Emails Sent. |
| Email Domain | The domain of the customer's email address (e.g. gmail.com, yahoo.com, etc.) |
| Email Entry Page Views | The number of entry page views (visits) directly referred from an Email marketing source. [Web Only Data] |
| Email Externally Sourced Product Views | The number of entry views of a product directly referred from an Email marketing source. [Web Only Data] |
| Email Forward Rate | The percentage of emails that were forwarded during the analysis period. |
| Email Open Rate | The percentage of emails that were opened during the time interval you defined. Email Opens divided by Emails Sent |
| Email Opens | The number of times your emails are opened during the analysis time period. |
| Email Product Views | The number of views of a product within a session directly referred from an Email marketing source. [Web Only Data] |
| Email Source Rate | The percentage of visits to a product directly referred from an Email marketing source. [Web Only Data] |
| Emails Sent | The number of emails sent during the analysis period, as reported by the email marketing vendor. |
| Engaged/Disengaged | Engaged and Disengaged are used in the context of customer opportunity lists to identify customers' recent web activity. The standard definition of an engaged customer is a visitor who has had one or more product views within the last 35 days. A disengaged customer is a visitor who has not viewed a product on the site in over 35 days. <br> In the context of marketing lists, engagement refers to the campaign's success at luring customers who engaged with multiple products during |


|  | the session. It is measured by the average number of product views per visit generated by the campaigns. |
| :---: | :---: |
| Engagement Segment | Engaged and Disengaged are used in the context of customer opportunity lists to identify customers' recent web activity. The standard definition of an engaged customer is a visitor who has had one or more product views within the last 35 days. A disengaged customer is a visitor who has not viewed a product on the site in over 35 days. Engagement Segment values include: Disengaged, Engaged |
| Entry Page Views | The number of times in which a page was viewed as the first page of a visitor's visit. [Web Only Data] |
| Entry Rate | The percentage of visits initiating on a page compared to all views of the page. Entry Page Views divided by Page Views to the Page. [Web Only Data] |
| Estimated Marketing Cost | An estimate of the share of marketing cost associated with a product. For each marketing channel, cost is divided by externally sourced product views driven from the channel, giving a cost-per-view. This cost is then multiplied by the channel views for the product to produce the estimate. |
| Estimated Profit | The Estimated Profit calculation estimates a practical improvement factor for the analysis period, assumes the action is taken and calculates the profit return given the estimated improvement. |
| Estimated Retailing Profit | An estimate of the total profit during the analysis period. For Average Product Profit \%, the Channel average is used if available. Otherwise, overall is used. (Placed Order Value vendor * Average Product Profit \%) Marketing Cost + Average Shipping Profit. |
| Estimated Retailing Profit (last X days) | An estimate of the total profit during the last $X$ days including the analysis period calculated with all metrics for last $X$ days. For Average Product Profit $\%$, the Channel average for the last $X$ days is used if available. Otherwise, overall for the last $X$ days is used. (Placed Order Value vendor * Average Product Profit \%) - Marketing Cost + Average Shipping Profit. |
| Estimated Revenue | The Estimated Revenue calculation estimates a practical improvement factor for the analysis period, assumes the action is taken and calculates the revenue return given the estimated improvement. |
| Estimated Exposure Impact | Estimated amount of profit or placed order value (depending on the view of Action Impact you are using) attributed to changes in exposure (product views). |
| Estimated Price Change Impact | Estimated amount of profit or placed order value (depending on the view of Action Impact you are using) attributed to changes in price (average selling price). |


| Estimated SKU Availability |
| :--- | :--- |
| Impact | | Estimated amount of profit or placed order value (depending on the view |
| :--- |
| of Action Impact you are using) attributed to a change in availability (SKU |
| availability \%). |$|$| Existing Customer AOV | The average order value of Existing Customer purchases during the <br> analysis period. Existing Customer Revenue (Placed Order Value) divided <br> by Orders. |
| :--- | :--- |
| Existing Customer Order \% | The percentage of orders completed during the analysis period by Existing <br> Customers. |
| Existing Customer Orders | The count of orders completed during the analysis period by Existing <br> (non-New) Customers. |
| Existing Customer | The average number of orders placed per Existing Customer (Non-Lapsed <br> and Reactivated Customers) during the analysis period. |
| Existing Customer Placed | The total value of orders (excluding shipping charges and tax, but including <br> VAT if applicable to EU clients) placed during the analysis period by <br> Existing (non-New) Customers. |
| Order Value | The total value of orders (excluding shipping charges and tax, but including <br> VAT if applicable to EU clients) placed during the analysis period by <br> Existing (non-New) Customers as a percentage of total Placed Order <br> Value in the period. |
| Exder Value \% Customer Placed |  |
| Existing Customer Profit | The amount of profit (Product Profit + Shipping Profit - Other Offer <br> Costs) associated with orders placed during the analysis period by Existing <br> Customers. |
| Existing Customer | The amount of profit (Product Profit + Shipping Profit - Other Offer <br> Costs) associated with orders placed during the analysis period by Existing <br> Customers divided by total profit. (Existing Customer Profit / Customer <br> Profit) |
| Profit/Order | The average profit (Product Profit + Shipping Profit - Other Offer Costs) <br> per order from Existing Customer purchases during the analysis period. <br> Existing Customer Profit divided by Existing Customer Orders. |
| Eustomer Units Sold | The total number of units sold (quantity) in orders placed by Existing <br> Customers during the analysis period. |
| Units Sold | The share of units sold (quantity) in orders placed by Existing Customers <br> during the analysis period. Existing Customer Units Sold / Units Sold |

$\left.\begin{array}{|l|l|}\hline \text { Existing Customers } & \begin{array}{l}\text { A count of the number of customers who purchased during the analysis } \\ \text { period and are not "New Customers" during the analysis period. }\end{array} \\ \hline \text { Exit Page Views } & \begin{array}{l}\text { The number of times the page was the last page viewed in a visitor's visit. } \\ \text { [Web Only Data] }\end{array} \\ \hline \text { Exit Rate } & \begin{array}{l}\text { The percentage of visits ending on a page compared to all visits to the } \\ \text { page. Exit Page Views divided by Visits to the Page. [Web Only Data] }\end{array} \\ \hline \text { External Footfall/Store } & \begin{array}{l}\text { The average amount of traffic outside stores (based on external footfall } \\ \text { value) per store location. }\end{array} \\ \hline \text { External Links } & \begin{array}{l}\text { The number of links from a site other than your own with the potential to } \\ \text { directly drive traffic to your website page. [Web Only Data] }\end{array} \\ \hline \text { External Product Views } & \begin{array}{l}\text { The number of entry product views directly sourced from an external } \\ \text { referral source (e.g. a marketing campaign, a Paid Search click, etc.) during } \\ \text { the analysis period. Note: direct load/bookmark referred pages are } \\ \text { considered neither Internally nor Externally sourced. [Web Only Data] }\end{array} \\ \hline \text { External Sales } & \begin{array}{l}\text { Revenue associated with external orders. External orders are orders that } \\ \text { are not reported in EDITED Digital/Omni but that affect sales velocity used } \\ \text { to calculate Stock Cover (in order words, orders that deplete inventory but } \\ \text { are not part of the sales reported in EDITED Digital/Omni). }\end{array} \\ \hline \text { External Sourced } & \begin{array}{l}\text { Exter }\end{array} \\ \hline \text { Aiews/Parent Product } & \begin{array}{l}\text { A measure of traffic (visits) outside the store. }\end{array} \\ \hline \text { listed on the site during the analysis period directly sourced (direct referral } \\ \text { link) from a page external to the site (e.g. paid marketing, emails, social } \\ \text { media, etc.). External Sourced Product Views divided by Unique Count of } \\ \text { On-Site Parent Product IDs. [Web Only Data] }\end{array}\right\}$

| External Sourced | The average number of entry product views per on-site product listed on <br> the site during the analysis period directly sourced (direct referral link) from <br> a page external to the site (e.g. paid marketing, emails, social media, etc.). <br> External Sourced Product Views divided by Unique Count of On-Site <br> Product IDs. [Web Only Data] |
| :--- | :--- |
| Externally Sourced Product <br> Views | The number of entry product views (page views that have a product view <br> associated) directly sourced from an external referral source (e.g. a <br> marketing campaign, a Paid Search click, etc.) during the analysis period. <br> Note: direct load/bookmark referred pages are considered neither <br> Internally nor Externally sourced. [Web Only Data] |
| Externally Sourced Set Views | The number of entry product set views directly sourced from an external <br> referral source (e.g. a marketing campaign, a Paid Search click, etc.) during <br> the analysis period. Note: direct load/bookmark referred pages are <br> considered neither Internally nor Externally sourced. [Web Only Data] |
| Failed Order Attempts | The number of times orders were attempted but failed during the analysis <br> period. Failed Order Attempts are often the result of automated checks <br> (e.g. orders rejected because of fraud rules, invalid payments, size of the <br> order, shipping region, ordering customer, etc.). [Combined Direct <br> Purchases, does not include in-store purchases] |
| Failed Order Value | The total value of all failed order attempt orders during the analysis period. <br> [Combined Direct Purchases, does not include in-store purchases] |
| Firsters Applied Purchase Brand | The number of filters (search facets: by color, by price, by brand, etc.) <br> applied to results (applicable to both on-site search and browse filtering). |
| First Purchase Product Click/Avg Click Revenue | The amount of attributed revenue applied to the marketing source. First <br> Category <br> Click divided by Avg Click Revenue With first click revenue, the first <br> marketing source within the attribution time window receives all credit for a <br> downstream conversion. With average click revenue, all marketing sources <br> receive equal credit for a downstream conversion. First Click Revenue <br> divided by Avg Click Revenue |
| The brand from which the customer purchased in their first order. EDITED |  |
| Digital/Omni scans all known orders (all orders since EDITED Digital/Omni |  |
| started processing) and identifies the brand in the first purchase. If the |  |
| field is blank for a customer, it is because the customer has not purchased |  |
| since EDITED Digital/Omni started running the detail order data. |  |$|$


|  | because the customer has not purchased since EDITED Digital/Omni started running the detail order data. |
| :---: | :---: |
| Footfall/Store | The average number of store visits (based on footfall value) per store location. |
| Forward Rate | The percentage of emails that were forwarded during the analysis period. |
| Fragmented Externally Sourced Product Views | The number of entry views to products with less than $50 \%$ SKU Availability directly sourced from an external referral source (e.g. a marketing campaign, a Paid Search click, etc.) during the analysis period. |
| Fragmented Product Views | The total number of times a product detail page for a product with less than $50 \%$ SKU Availability was viewed during the analysis period. |
| Free Sample Units Sold | The total number of product units included in orders as a free sample (web + non-web direct if applicable) during the analysis period. Online Units Sold + Non-Web Direct Units Sold. |
| Free Sample Units Sold (Full Order) | The number of free sample units included in orders the analysis row item was a subset of. Compare this value with Free Sample Units Sold to estimate the average share of basket. |
| Frequency Segment | The segment into which a customer falls based on their number of lifetime purchases. Frequency Segment values include: 1, 2-5, 6-10, 11+ |
| Fulfilled Order Value | The value of orders purchased and handed off to the customer either in person or via shipment. Store Placed Order Value + Shipped Order Value |
| Fulfilled Units | The number of units purchased and handed off to the customer either in person or via shipment. Store Units Sold + Units Shipped |
| Fulfilled Units (Last 4 Weeks) | The number of units purchased and handed off to the customer either in person or via shipment over the last four weeks including the analysis period. Store Units Sold + Units Shipped |
| Fulfillment Location | The store/warehouse at which the shipment was fulfilled. From the Shipments feed. |
| Fulfillment Locations Status | The number of fulfillment locations from which shipments were made for a single order. Fulfillment Locations Status segment values include: Not Shipped, One Fulfillment Source, Two Fulfillment Sources, More Than 2 Fulfillment Sources |


| Fulfillment Location Type | The type of location at which the shipment was fulfilled (e.g. Warehouse, Store, etc.) From the Shipments feed. |
| :---: | :---: |
| Full Price | The original full price for an item prior to markdowns. In the case of product sets, the full price of a full set. (Assumed to include VAT where applicable for EU clients) |
| Full Price (MI) | The highest price ever seen across all SKUs for a given option. [EDITED Market Data] |
| Full Price Margin | The theoretical margin associated with units sold during the analysis period if they were sold at full price excluding tax. ((Full Price - Cost Price) * Units Sold) |
| Full Price Margin \% | The theoretical margin percentage associated with units sold during the analysis period if they were sold at full price excluding tax. ((Full Price Cost Price) * Units Sold) divided by (Full Price * Units Sold). |
| Full Price Order Value | The theoretical value of placed orders if no promotions or markdowns were to have been applied. Full Price * Units Sold |
| Full Price Order Value No VAT | The theoretical value of placed orders if no promotions or markdowns were to have been applied, excluding VAT (estimated using the difference between Placed Order Value and Placed Order Value no VAT). Full Price * Units Sold |
| Full Price Shipping Revenue | The theoretical value of shipping revenue if no shipping promotions were applied. Shipping Revenue + Shipping Promotion Cost |
| Full Price Shipping Revenue/Order | The theoretical value of shipping revenue per order if no shipping promotions were applied. (Shipping Revenue + Shipping Promotion Cost)/ Orders |
| Full Price Units Sold | The number of units sold during the analysis period where the selling price matched the full price. |
| Full Price Units Sold \% | The percent of units sold where the selling price matched the full price during the analysis period. |
| Hard Bounces | The total number of hard bounces (email messages that have been returned to the sender because the recipient's address is invalid) received during the analysis period. |


| Hard Bounce Rate | The total number of hard bounces (email messages that have been returned to the sender because the recipient's address is invalid) received during the analysis period divided by emails sent. Hard Bounces divided by Emails Sent |
| :---: | :---: |
| Has High Home Changing Room Returned Units (last 12 months) | A customer segmentation flag indicating that the customer was in the top $30^{\text {th }}$ percentile of customers with total number of product units returned in the last 12 months that were part of an order that had multiple SKUs of said product. Has High Home Changing Room Returned Units (last 12 months) segment values include: $\mathrm{Y}, \mathrm{N}$ |
| Held Order Value Not Shipped | The value of placed orders (excluding declines and cancellations) not shipped during the analysis period. [Combined Direct Purchases] |
| Held Order Value Not Shipped (Backordered) | The value of backorders (excluding declines and cancellations) not shipped during the analysis period. [Combined Direct Purchases] |
| Held Order Value Not Shipped (In Stock) | Held Order Value Not Shipped that was in stock at the time of purchase. Held Order Value Not Shipped - Held Order Value Not Shipped (Backordered) - Held Order Value Not Shipped (Pre-Ordered) -Held Order Value Not Shipped (Vendor Ship). [Combined Direct Purchases] |
| Held Order Value Not Shipped (Pre-Ordered) | The value of pre-orders (excluding declines and cancellations) not shipped during the analysis period. [Combined Direct Purchases] |
| Held Order Value Not Shipped (Vendor Ship) | The value of ship from vendor orders (excluding declines and cancellations) not shipped during the analysis period. [Combined Direct Purchases] |
| Held Order Value Shipped | The value of orders placed in a prior period but shipped during the analysis period. [Combined Direct Purchases] |
| High Profit Orders | The total number of customer transactions placed during the analysis period where the order profit was greater than the average order profit for the site on which the order was placed. A unique count of Order IDs that had high order profit. |
| High Return Rate Externally Sourced Product Views | The number of entry views to high Return Rate ( $>70^{\text {th }}$ percentile compared to peers) products directly sourced from an external referral source (e.g. a marketing campaign, a Paid Search click, etc.) during the analysis period. |
| High Return Rate Product <br> Views | The total number of times a product detail page for a high Return Rate (> $70^{\text {th }}$ percentile compared to peers) product was viewed during the analysis period. |


| High Value Buyer Base | A count of customers who belong to the top Customer Lifetime Profit <br> decile. |
| :--- | :--- |
| High Value Churned <br> Customers | A count of Churned (newly lapsed) Customers who belong to the top <br> Customer Lifetime Profit decile. |
| High Value Customer <br> Profit/Order | The average profit per order from High Value (top Customer Lifetime <br> Profit decile) Customer purchases during the analysis period. |
| High Value Purchasing <br> Customers | A count of Purchasing Customers who belong to the top Customer <br> Lifetime Profit decile. |
| High Value Purchasing <br> Customers (segment) | Customers classified as 'high value' who made a purchase within the <br> analysis period. ('high value' by default is considered top 10\% in lifetime <br> Product Profit). |
| High Value Reactivated <br> Customers | A count of Reactivated (previously lapsed) Customers who belong to the <br> top Customer Lifetime Profit decile. |
| Home Changing Room <br> Customers | The number of customers who had a home changing room return in the <br> analysis period. |
| Home Changing Room <br> Returned Order Value | The value of the units returned during the analysis period that were part of <br> an order that had multiple SKUs of the same product. |
| Impressions | The number of times that an object (e.g. marketing campaign, product, <br> promotion, etc.) was viewed during the analysis period. |
| Home Changing Room <br> Returned Units | The total number of product units returned during the analysis period that <br> were part of an order that had multiple SKUs of the same product. |
| Home Changing Room Stock Units \% <br> Returned Units (last 4 weeks) | The total number of product units returned during the last 4 weeks <br> including the analysis period that were part of an order that had multiple <br> SKUs of the same product. |
| This is the share of stock units expected to be available to the site, <br> assuming optimal inventory sharing. (Stock Units / Available to Sell Stock <br> Units) |  |
| Orders attributed to the PPC ad (or keyword, adgroup, campaign) being |  |
| displayed but not clicked prior to conversion. |  |$|$| Infa |
| :--- |


| Impressions (last X days) | The number of times that an object (e.g. marketing campaign, product, <br> promotion, etc.) was viewed during the last X days including the analysis <br> period. |
| :--- | :--- |
| In-Stock Matched Options \% <br> (MI) | The percentage of matched options where at least one SKU is in stock. <br> [EDITED Market Data] |
| In-Store Inventory Value <br> (Allocated) | The total cost value (not retail price) of all stock units that are available to <br> sell as of the end of the analysis period. In-Store means that the product is <br> physically present in the store. Allocated means this is the portion of what is <br> physically present in the store that is expected to sell via the store itself <br> and not other drains on inventory (e.g. online purchases that are fulfilled <br> through the store) |
| In-Store Inventory Value | The total cost value (not retail price) of all stock units that are available to <br> sell as of the end of the analysis period. In-Store means that the product is <br> physically present in the store. Full means all units physically present in the <br> store including those that may be expected to sell outside the store itself <br> (e.g. online purchases that are fulfilled through the store) |
| (Full) | The total full price value of all stock units that are available to sell as of the <br> end of the analysis period. In-Store means that the product is physically <br> present in the store. Allocated means this is the portion of what is physically <br> present in the store that is expected to sell via the store itself and not other <br> drains on inventory (e.g. online purchases that are fulfilled through the <br> store) |
| In-Store Inventory Value (Full |  |
| Price) (Allocated) | The total full price value of all stock units that are available to sell as of the <br> end of the analysis period. In-Store means that the product is physically <br> present in the store. Full means all units physically present in the store <br> including those that may be expected to sell outside the store itself (e.g. <br> online purchases that are fulfilled through the store) |
| In-Store SKU Availability | The retail value (based on Current Price) of all stock units as of the end of <br> the analysis period. In-Store means that the product is physically present in <br> the store. Full means all units physically present in the store including those <br> that may be expected to sell outside the store itself (e.g. online purchases <br> that are fulfilled through the store) |
| In-Store Inventory Value Inventory Value (Full |  |
| (Retail) (Full) |  |
| the end of the analysis period. When reporting across selling locations, a |  |
| SKU is considered to be available if it is sold anywhere. |  |$|$


| In-Store Speed \% | The rate at which units stocked in stores are selling, without regard to <br> replenishment. Store Units Sold plus Store External Units Sold divided by <br> (In-Store Stock Units (Allocated) plus Store Units Sold plus Store External <br> Units Sold) |
| :--- | :--- |
| In-Store Speed (Full Price) \% | The theoretical rate units stocked in stores are selling, without regard to <br> replenishment. Store Full Price Order Value plus Store External Sales (Full <br> Price) divided by (In-Store Inventory Value (Full Price) (Allocated) plus <br> Store Full Price Order Value plus Store External Sales (Full Price)) |
| In-Store Stock Cover (1 wk) | A measure of how many weeks remain before an item sells out given <br> average sales velocity (units sold/week) over the last week. In-Store Stock <br> Units (Allocated) as of the end of the analysis period divided by In-Store <br> Units Sold (Allocated) during the last week of the analysis period. |
| In-Store Stock Cover (4 wks) | A measure of how many weeks remain before an item sells out given <br> average sales velocity (units sold/week) over the last four weeks. In-Store <br> Stock Units (Allocated) as of the end of the analysis period divided by <br> In-Store Units Sold (Allocated) over the last four weeks. |
| In-Store Stock Units | The number of stock units in store(s) as of the end of the analysis period. In <br> the case of product sets, the number of full sets (stock units of least <br> stocked product). Allocated means this is the portion of what is physically <br> present in the store that is expected to sell via the store itself and not other <br> drains on inventory (e.g. online purchases that are fulfilled through the <br> store) |
| (Allocated) | The number of stock units in stores(s) as of the end of the analysis period. In <br> the case of product sets, the number of full sets (stock units of least <br> stocked product). Full means all units physically present in the store <br> including those that may be expected to sell outside the store itself (e.g. <br> online purchases that are fulfilled through the store) |
| In-Store Stock Units (Full) |  |


| Initial Purchase to Repeat Rate (12 Months) | The metric is calculated by looking back from the end date of period $A$ to discover what percentage of ${ }^{\text {stt }}$ time buyers returned to buy again on a later date. The One-Time to Repeat Rate ( 12 Months) metric considers all customers who made their first purchase between 365 ( 12 mos ) and 393 ( 12 mos +4 wks ) days ago. It then evaluates how many of them returned to purchase on a subsequent day within the next 365 days. Reference the 2014.2 Release Notes for more detail. |
| :---: | :---: |
| Internal Links | The number of links within your site with the potential to directly drive traffic to another website page. |
| Internal Product Views | The number of product views directly sourced from an internal referral source (e.g. browsing, on-site search, product recommendations, etc.) during the analysis period. Note: direct load/bookmark referred pages are considered neither Internally nor Externally sourced. [Web Only Data] |
| Internal Sourced Views/Option | The average number of product views per on-site option listed on the site during the analysis period directly sourced (direct referral link) from a page internal to the site (e.g. product listing page, home page, etc.) or via direct load/bookmark. Internal Sourced Product Views divided by Unique Count of On-Site Option IDs. [Web Only Data] |
| Internal Sourced Views/Parent Product | The average number of product views per on-site parent product listed on the site during the analysis period directly sourced (direct referral link) from a page internal to the site (e.g. product listing page, home page, etc.) or via direct load/bookmark. Internal Sourced Product Views divided by Unique Count of On-Site Parent Product IDs. [Web Only Data] |
| Internal Sourced Views/Product | The average number of product views per on-site product listed on the site during the analysis period directly sourced (direct referral link) from a page internal to the site (e.g. product listing page, home page, etc.) or via direct load/bookmark. Internal Sourced Product Views divided by Unique Count of On-Site Product IDs. [Web Only Data] |
| Internally Sourced Product Views | The total number of product views (based on page views that have a product view associated) during the analysis period directly sourced (direct referral link) from a page internal to the site (e.g. product listing page, home page, etc.). Note: direct load/bookmark referred pages are considered neither Internally nor Externally sourced. [Web Only Data] |
| Internally Sourced Set Views | The total number of product set views during the analysis period directly sourced (direct referral link) from a page internal to the site (e.g. product listing page, home page, etc.). Note: direct load/bookmark referred pages are considered neither Internally nor Externally sourced. [Web Only Data] |
| Inventory Location | The location ID associated with the inventory (e.g. the warehouse or store ID). This could be where inventory is stocked or the location from which an order was fulfilled, depending on the analysis context. |


| Inventory Location Attribute | A custom attribute (field) of an inventory location. As attributes are defined by clients, they could contain almost any information. A typical use of inventory location attributes could be geographic location, warehouse size, or type/configuration. |
| :---: | :---: |
| Inventory Value | The total cost value (not retail price) of all stock units as of the end of the analysis period. At a site level, this metric reflects the portion of available inventory allocated to the site based on expected future demand. Stock Units multiplied by Unit Cost |
| Inventory Value (Full Price) | The full price value of all stock units as of the end of the analysis period. At a site level, this metric reflects the portion of available inventory allocated to the site based on expected future demand. Stock Units multiplied by Full Price |
| Inventory Value (Full Price): Not Purchased (4 wks) | The full price value of all stock units as of the end of the analysis period associated with SKUs at Selling Locations that had zero units sold in the past 4 weeks |
| Inventory Value (Full Price): Not Purchased (4 wks) \% | The share of the full price value of all stock units as of the end of the analysis period associated with SKUs at Selling Locations that had zero units sold in the past 4 weeks. Inventory Value (Full Price): Not Purchased (4 wks) / Inventory Value (Full Price) |
| Inventory Value/Stock Unit | The average cost (not retail price) of stock units as of the end of the analysis period. Inventory Value divided by Stock Units. |
| Inventory Value: Markdown SKUs | The total cost value (not retail price) of all stock units as of the end of the analysis period associated with SKUs where the current price value is less than the full price value. Price data is sourced from the inventory feed. |
| Inventory Value: Not on Site | As of the end of the analysis period, the cost value (not retail price) of inventory in your warehouse(s) yet to be published to the web site and/or unreleased in stores. "Not on Site" is determined by the "Is Sellable" flag. |
| Inventory Value: Not Viewed | As of the end of the analysis period, the cost value (not retail price) of inventory that drew zero product views during the analysis period. [Web Only Data] |
| Inventory Value: Not Viewed \% | As of the end of the analysis period, the share of inventory that drew zero product views during the analysis period. Inventory Value: Not Viewed divided by Inventory Value [Web Only Data] |
| Inventory Value: Not Purchased (4 wks) | The total cost value (not retail price) of all stock units as of the end of the analysis period associated with SKUs at Selling Locations that had zero units sold in the past 4 weeks |


| Inventory Value: Not <br> Purchased (4 wks) \% | The share of total cost value (not retail price) of all stock units as of the end <br> of the analysis period associated with SKUs at Selling Locations that had <br> zero units sold in the past 4 weeks. Inventory Value: Not Purchased (4 wks) <br> /Inventory Value |
| :--- | :--- |
| Inventory Value: On Site | As of the end of the analysis period, the cost value (not retail price) of <br> inventory in your warehouse(s) that has been published to the web site <br> and/or released in stores. Calculated as Inventory Value - Inventory Value: <br> Not on Site where "Not on Site" is determined by the "Is Sellable" flag. |
| Inventory Value: Viewed, Not <br> Purchased | As of the end of the analysis period, the cost value (not retail price) of <br> inventory that drew one or more product views, but zero units sold. [Web <br> Only Data] |
| Inventory Value: Viewed, Not | As of the end of the analysis period, the share of inventory that drew one <br> or more product views, but zero units sold. Inventory Value: Viewed, Not <br> Purchased divided by Inventory Value [Web Only Data] |
| Inventory Value: Web-Store | The total cost value (not retail price) of all stock units as of the end of the <br> analysis period associated with products that have greater than a 1\% price <br> difference when comparing online to offline price. |
| Price Mismatch | The retail value of all stock units as of the end of the analysis period. At a <br> site level, this metric reflects the portion of available inventory allocated to <br> the site based on expected future demand. Stock Units multiplied by <br> Current Price |
| Inventory Value (Retail) | The first 2 octets of the IP address from which the web site visitor <br> accessed the web site. |
| IP Range | In Operations opportunities, a Y/N indicator (or checkbox) for whether an <br> order/shipment is flagged as being for a backorder. Is Backorder segment <br> values include: Y, N |
| Is Core Backorder | Value is "Y" if the product is core line. Core Line are products that your <br> business consistently sells with the intent to always be in stock <br> (non-seasonal products). In some cases, also known as Continuity lines, <br> Never out of stock lines or Program lines. |
| A product flag indicating that a product does not carry units of stock. A |  |
| common example is gift certificates. |  |


| Is Preorder | In Operations opportunities, a Y/N indicator (or checkbox) for whether an <br> order/shipment is flagged as being for a preorder. Is Preorder segment <br> values include: Y, N |
| :--- | :--- |
| Is Reorderable | Value is "Y" if the product is flagged as able to be reordered. |
| Is Seasonal | Value is "Y" if the product is seasonal. Seasonal products are products that <br> your business sells only within a specific time window without the intent to <br> re-stock after the season (not Core Line/Continuity/Program/Always <br> In-Stock products). |
| Is Ship From Vendor | In Operations opportunities, a Y/N indicator (or checkbox) for whether an <br> order/shipment is flagged as being shipped from a vendor. Is Ship From <br> Vendor segment values include: Y, N |
| Item Returning Customers | The count of customers who returned at least one item in the analysis <br> period. |
| Items Added to Cart | The count of items of a given product added to the cart. [Web Only Data] |
| Items Added/Product View | The count of items of a given product added to the cart divided by the <br> number of views for the product. [Web Only Data] |
| Keywords With Exact Match | Keyword Status <br> Campaign > Ad Group > Match Type > Keyword) where an "Exact" Match <br> Type keyword exists for a marketing item with matching Search Engine > <br> Account > Keyword. |
| Items Sold | In affinities, the count of order/SKU combinations (approximate order <br> lines) of the analysis row item that were sold. |
| Keywords | The name of the keyword targeted by paid search ads or optimized for in <br> SEO (e.g. Asics GT-2170). Note: Keywords apply to both Paid Search and <br> Natural Search. |
| The status of the keyword at the end of the analysis period as reported by |  |
| the PPC vendor. |  |


| Keywords With Non-Exact <br> Match | The number of unique keyword values (Search Engine > Account > <br> Campaign > Ad Group > Match Type > Keyword) where a match type of <br> something other than "Exact" (e.g. "Phrase" or "Broad") exists for a <br> marketing item with matching Search Engine > Account > Keyword. |
| :--- | :--- |
| Known Customer Orders | The number of orders during the analysis period completed by identifiable <br> customers. |
| Landing Page | The entry page to the web site as a direct result of a campaign (the <br> campaign's target destination). |
| Language | The browser language of the web site visitor's browser. |\(\left|\begin{array}{ll}LThe average number of lifetime orders of the Lapsed Customer Base as of <br>


the beginning of the analysis period.\end{array}\right|\)| Lapsed Customer Avg |  |
| :--- | :--- |
| Lifetime Orders | The average lifetime revenue value of the Lapsed Customer Base as of the <br> beginning of the analysis period. |
| Lapsed Customer Avg LTV |  |
| Lapsed Customer Base | A count of customers who have not made a purchase within the last 400 <br> days as of the beginning of the analysis period. |
| Latest Purchase Brand | The amount of attributed revenue applied to the marketing source. With <br> last click revenue, the last marketing source within the attribution time <br> window receives all of the credit for a conversion. With average click <br> revenue, all marketing sources receive equal credit for a downstream <br> conversion. Last Click Revenue divided by Avg Click Revenue |
| Last Click/Avg Click Revenchase Date Order Value | The value of all orders that shipped during this analysis period that shipped <br> Late where 'late' is defined as having shipping after the promise date. |
| The date of the customer's last order. |  |
| EDITED Digital/Omni scans all known orders (all orders since EDITED |  |
| Digital/Omni started processing) and identifies the brand in the most |  |
| recent purchase. If the field is blank for a customer, it is because the |  |
| customer has not purchased since EDITED Digital/Omni started running |  |
| the detail order data. |  |


| Latest Purchase Product Category | The product category from which the customer has purchased in their most recent order. EDITED Digital/Omni scans all known orders (all orders since EDITED Digital/Omni started processing) and identifies the product category in the most recent purchase. If the field is blank for a customer, it is because the customer has not purchased since EDITED Digital/Omni started running the detail order data. |
| :---: | :---: |
| Lifetime Affiliate Order \% | The ratio of customer orders that are sourced from the Affiliate marketing channel versus all orders where the channel is known. Orders from Affiliate Marketing Channel divided by Orders Where Marketing Channel is Known [Web Only Data] |
| Lifetime Average Customer Profit | The average profit across all orders placed by the customer through the end of the analysis period. Lifetime Profit divided by Lifetime Orders. |
| Lifetime Average Order Value | The average gross revenue (placed order value) per order across all orders placed by the customer through the end of the analysis period. |
| Lifetime Average Profit/Order | Customer average profit per order. Lifetime Customer Profit divided by Lifetime Orders |
| Lifetime Average Profit/Unit Sold | Customer average profit per unit. Lifetime Customer Profit divided by Lifetime Units Sold |
| Lifetime Cancellations | The cumulative count of cancellation actions taken by the customer (or taken by the warehouse, impacting the customer) through the end of the analysis period. [Combined Direct Purchases, does not include in-store purchases] |
| Lifetime cancelled Order Value | The cumulative value of placed orders that were cancelled (either customer or warehouse initiated) through the end of the analysis period. [Combined Direct Purchases, does not include in-store purchases] |
| Lifetime Customer Profit | The total profit (Product Profit + Shipping Profit - Other Offer Costs) across all orders placed by the customer through the end of the analysis period. |
| Lifetime Customer Profit \% | The average profit (Product Profit + Shipping Profit - Other Offer Costs) as a percentage of placed order value across all orders placed by the customer through the end of the analysis period. Lifetime Profit divided by Lifetime Revenue. |
| Lifetime Customer Profit/Order | The average profit (Product Profit + Shipping Profit - Other Offer Costs) per order across all orders placed by the customer through the end of the analysis period. Lifetime Customer Profit / Lifetime Orders |


| Lifetime Customers | As of the end of the analysis period, a count of all unique customer IDs that <br> have made at least one purchase. |
| :--- | :--- |
| Lifetime Net Profit | The cumulative amount of profit (margin) in orders placed by customers <br> through the end of the analysis period. Note that this calculation is based <br> on the ratio of net revenue to gross revenue and therefore may hide <br> extreme cases in a long lifetime such as a single large return or purchase. <br> Lifetime Profit * (Lifetime Net Revenue / Lifetime Revenue) |
| Lifetime Net Revenue | The cumulative amount of placed order value by customers through the <br> end of the analysis period, excluding returns and cancellations. Lifetime <br> Revenue - Lifetime Returned Order Value - Lifetime cancelled Order <br> Value |
| Lifetime Order Value | The cumulative value of all orders placed by the customer through the end <br> of the analysis period. |
| Lifetime Orders | The cumulative number of orders placed by the customer through the end <br> of the analysis period. |
| Lifetime Orders/Customer | The cumulative number of orders placed divided by the number of <br> customers that placed them through the end of the analysis period. |
| Lifetime Profit | The cumulative profit generated by orders placed by the customer(s) <br> through the end of the analysis period. |
| Lifetime Profit/Customer | The cumulative profit generated divided by the number of customers who <br> placed orders through the end of the analysis period. |
| Value | The cumberned Order <br> number of customers who placed orders through the end of the analysis <br> period. |
| The cumulative value of orders previously shipped but returned by |  |
| customer through the end of the analysis period. |  |
| end of the analysis period. |  |


| Lifetime Units Sold | The cumulative number of units sold by the customer through the end of <br> the analysis period. |
| :--- | :--- |
| Lifetime Units/Order | The average number of units sold per customer order through the end of <br> the analysis period. Lifetime Units Sold / Lifetime Orders |
| Lift | In Affinities, the relative likelihood the affinity field will be purchased in a <br> primary field order. It is calculated as the ratio of Confidence to expected <br> )Confidence, where expected Confidence is based on how often the <br> affinity fields occur in orders individually. A Lift value of 1 indicates that the <br> actual likelihood matches the expected likelihood. (1xas likely) A Lift value <br> between O and 1 is less likely than expected, and above 1 means more likely. |
| Likelihood to Recommend | The percentage of product reviewers that would recommend the product <br> to others. |
| Low Cover Externally | The number of entry views to products in the < 30 |
| Seers percentile compared to Stock Cover (4 wks) that are directly sourced from an external |  |
| referral source (e.g. a marketing campaign, a Paid Search click, etc.) during |  |
| the analysis period. Note: this does not include out of stock products, |  |
| which are calculated separately under Out of Stock Externally Sourced |  |
| Product Views. |  |$|$| Low Coduct Views |
| :--- | :--- |


| Markdown Margin Reduction <br> \% | The margin percentage reduction associated with price markdowns on <br> units sold during the analysis period. |
| :--- | :--- |
| Marketing Channel | The Marketing Channel (e.g. Paid Search, Natural Search, Display, Affiliate, <br> Social, Email, Comparison Shopping Engine) that referred (linked) the <br> visitor to the web site. [Web Only Data] |
| Marketing Channels | A count of the number of unique Marketing Channels that sourced visits <br> during the analysis period. [Web Only Data] |
| Marketing Cost | Total spend associated with marketing activities in the analysis period as <br> collected from your marketing vendor feeds. Note negative marketing <br> costs are considered refunded and not included here. |
| Marketing Cost (last X days) | Total spend associated with marketing activities over the last X days <br> including the analysis period, as collected from your marketing vendor <br> feeds. Note negative marketing costs are considered refunded and not <br> included here. |
| Marketing Cost with Provided | The portion of marketing cost where the marketing vendor data included <br> orders associated with clicks down to the marketing parameter 4 level. |
| Orders | Marketing Cost with Zero <br> Orders |
| The portion of marketing cost where orders were provided, but zero orders <br> were placed. Provided means that the marketing vendor data included <br> orders associated with clicks down to the marketing parameter 4 level. |  |
| Marketing Cost/Order (last X | Total spend associated with marketing activities in the last X days including <br> the analysis period divided by the total number of orders placed in the last <br> X days including the analysis period. X Day Marketing Cost divided by $X$ <br> Day Orders. |
| Marketing Cost/Click | Total spend associated with marketing activities in the analysis period <br> divided by the total number of clicks reported in the analysis period. <br> Marketing Cost divided by Clicks. |
| Marketing Cost/New <br> Customer | Total spend associated with marketing activities in the analysis period <br> divided by the total number of orders placed by New Customers in the <br> analysis period. (Marketing Cost / New Customer Orders) |
| Cost/Order | Total spend associated with marketing activities in the analysis period <br> divided by the total number of New Customers in the analysis period. <br> (Marketing Cost / New Customers) |
| Total spend associated with marketing activities in the analysis period |  |
| divided by the total number of orders placed in the analysis period. |  |
| Marketing Cost divided by Online Orders. |  |$|$


| Marketing Cost/Order <br> (Vendor) | Total spend associated with marketing activities in the analysis period <br> divided by the total number of orders reported by marketing vendors in the <br> analysis period. Marketing Cost divided by Orders (Vendor). |
| :--- | :--- |
| Marketing Cost/Provided <br> Order | Total spend associated with marketing activities in the analysis period <br> divided by the total number of orders reported by marketing vendors in the <br> analysis period. Provided means that the marketing vendor data included <br> orders associated with clicks down to the marketing parameter 4 level. |
| Marketing Cost/Unit | Total spend associated with marketing activities in the analysis period <br> divided by the number of units sold in the analysis period. Marketing Cost <br> divided by Online Units Sold. |
| Marketing Cost/View | Total spend associated with marketing activities in the analysis period <br> divided by the number of product detail page views in the analysis period. <br> Marketing Cost divided by Product Views. [Web Only Data] |
| Marketing Cost/Visit | Total spend associated with marketing activities in the analysis period <br> divided by the number of web visits in the analysis period. Marketing Cost <br> divided by Visits. [Web Only Data] |
| Marketing Cost \% | The ratio of marketing-related costs to placed order value (excluding VAT) <br> for a given product. This metric relies on marketing costs being explicitly <br> associated with a given product in the marketing vendor feeds. Marketing <br> Cost/ Online Placed Order Value (excluding VAT) |
| Match Type | A means to control which Paid Searches will trigger your ad. Exact Match = <br> exact terms and close variations. Broad Match = misspellings, synonyms, <br> related searches. Phrase Match = matches components of a phrase. <br> Negative Match = searches that do not contain the keyword. |
| Matched Existing Buyer | For a given marketing campaign, the ratio of orders that were placed by <br> existing customers versus all joinable orders for the campaign. This metric <br> only applies where the order ID in the marketing vendor feed can be joined <br> to the order IDs in the Order feed. [Web Only Data] |
| Matched Existing Buyer Options (MI) | For a given marketing campaign, the number of orders that were placed by <br> existing customers. This metric only applies where the order ID in the <br> marketing vendor feed can be joined to the order IDs in the Order feed. <br> [Web Only Data] |
| Order \% The unique count of matched options. [EDITED Market Data] |  |\(\left|\begin{array}{l}The highest discount percentage among matched options. Discount \% is <br>

the largest difference across all available SKUs for an option between the <br>
current price and the highest price ever seen. [EDITED Market Data]\end{array}\right|\)

| Max Matched Price (MI) | The highest price among matched options. [EDITED Market Data] |
| :--- | :--- |
| Min Matched Discount \% (MI) | The lowest discount percentage among matched options. Discount \% is <br> the largest difference across all available SKUs for an option between the <br> current price and the highest price ever seen. [EDITED Market Data] |
| Min Matched Price (MI) | The lowest price among matched options. [EDITED Market Data] |$|$| Mobile Device | The mobile device (if applicable) used by the web site visitor to access the <br> web site. |
| :--- | :--- |
| Mobile Visit\% | The percentage of visits accessed via a mobile device (e.g. smartphone). <br> Mobile Visits divided by Total Visits. [Web Only Data] |
| Multi-Page Visit \% | The percentage of visits that include 2 or more page views. [Web Only <br> Data] |
| Multi-Page Visits | The number of visits that include 2 or more page views. [Web Only Data] |


| Net Non-Lapsed Customers | A measure to help quantify the growth of the Non-Lapsed Customer Base. (New Customers + Reactivated Customers - Churned Customers). |
| :---: | :---: |
| Net Order Profit | The profit associated with Net Order Value. Profit for orders excluding declines, excluding cancellations, excluding returns, excluding unshipped orders, and including shipped orders placed prior to the analysis period. Shipped Order Profit - Returned Order Profit |
| Net Order Profit \% | The profit percentage of Net Order Value. Net Order Profit divided by Net Order Value |
| Net Order Value | The value of placed orders net of declines, cancellations and returns. Net Order Value also removes held order value not shipped and adds back in held order value from a prior period shipping during the analysis period. Shipped Order Value - Returned Order Value |
| Net Order Value No VAT | The value of placed orders net of declines, cancellations and returns and excluding VAT where applicable. Net Order Value No VAT also removes held order value not shipped and adds back in held order value from a prior period shipping during the analysis period. Shipped Order Value No VAT Returned Order Value |
| Net Profit (last 12 months) | Profit for orders, excluding declines, cancellations, and returns, placed in the 12 months prior to the end of the analysis period. |
| Net Profit (last 12 months) Segment | Profit for orders, excluding declines, cancellations, and returns, placed in the 12 months prior to the end of the analysis period. Net Profit (last 12 months) Segment values include: Negative, Low ( $<30^{\text {th }}$ percentile), Moderate, High (>70 ${ }^{\text {th }}$ percentile) |
| Net Units Sold | The number of product units shipped less the number of units returned. Shipped Units - Returned Units |
| New Buyer \% | The percentage of new buyers compared to unique buyers. New Buyers divided by Unique Buyers |
| New Customers (segment) | Customers who made their first lifetime purchase within the analysis period. |
| New Customer AOV | The average order value of customers who made their first purchase during the analysis period. |


| New Customer Order \% | The percentage of orders during the analysis period completed by <br> customers who had never purchased previously. |
| :--- | :--- |
| New Customer Orders | The number of orders during the analysis period completed by customers <br> who had never purchased previously. |
| New Customer <br> Orders/Customer | The average number of orders placed per New Customer during the <br> analysis period. |
| New Customer Placed Order <br> Value | The total value of orders (excluding shipping charges and tax, but including <br> VAT if applicable to EU clients) placed during the analysis period by <br> customers who had never purchased previously. |
| New Customer Placed Order | The total value of orders (excluding shipping charges and tax, but including <br> VAT if applicable to EU clients) placed during the analysis period by <br> customers who had never purchased previously as a percentage of total <br> Placed Order Value in the period. |
| Value \% | The amount of profit (Product Profit + Shipping Profit - Other Offer <br> Costs) associated with orders placed during the analysis period by <br> customers who made their first lifetime purchase within the analysis period. |
| New Customer Profit | The average profit (Product Profit + Shipping Profit - Other Offer Costs) <br> as a percentage of placed order value for customers making their first <br> purchase during the analysis period. |
| New Customer Profit \% |  |


| New Options | A count of unique Option IDs that have been published within the analysis period. |
| :---: | :---: |
| New Parent Products | A count of unique Parent Product IDs that have been published within the analysis period. |
| New Products | A count of unique Product IDs that have been published within the analysis period. |
| Non-Lapsed Customer Base | A count of customers who have made at least one purchase within the last 400 days as of the beginning of the analysis period. |
| Non-Lapsed Customer Orders | The number of orders during the analysis period completed by customers who made at least one purchase within the last 400 days as of the beginning of the analysis period. |
| Non-Lapsed Customer Orders/Customer | The average number of orders placed per Non-Lapsed Customer during the analysis period. |
| Non-Lapsed Customer Orders/Customer Base | A measure of the purchasing engagement level of the Non-Lapsed Customer Base. This metric provides the ratio of Non-Lapsed Customer Orders placed in the analysis period divided by the Non-Lapsed Customer Base. |
| Non-Lapsed Customers/Non-Lapsed Customer Base | The percentage of non-lapsed customers who made a purchase in the analysis period out of the Non-Lapsed Customer Base. |
| Non-Lapsed Purchasing Customers | A count of customers who made a purchase in the analysis period and have also made a purchase within the last 400 days as of the beginning of the analysis period. |
| Non-Stockable | A product flag indicating that a product does not carry units of stock. A common example is gift certificates. |
| Non-Store Inventory Value (Allocated) | The total cost value (not retail price) of all stock units that are not physically present in stores. Inventory Value minus In-Store Inventory Value (Allocated) |
| Non-Store Inventory Value (Full) | The total cost value (not retail price) of all stock units that are not physically present in stores. Full means all units not physically present in the store including those that may be expected to sell outside the selling locations themselves. Available to Sell Inventory Value minus In-Store Inventory Value (Full) |


| Non-Store Inventory Value (Full Price) (Allocated) | The total full price value of all stock units that are not physically present in stores. At a selling location (store or site) level, this metric reflects the portion of non-store inventory allocated to the site based on expected future demand. Inventory Value (Full Price) minus In-Store Inventory Value (Full Price) (Allocated) |
| :---: | :---: |
| Non-Store Inventory Value (Full Price) (Full) | The total full price value of all stock units that are not physically present in stores. Full means all units not physically present in the store including those that may be expected to sell outside the selling locations themselves. Available to Sell Inventory Value (Full Price) minus In-Store Inventory Value (Full Price) (Full) |
| Non-Store Inventory Value (Retail) (Full) | The retail value (based on Current Price) of all stock units that are not physically present in stores. At a selling location (store or site) level, this metric reflects the portion of non-store inventory allocated to the site based on expected future demand. Inventory Value (Retail) minus In-Store Inventory Value (Retail) (Allocated) |
| Non-Store Inventory Value (Retail) (Allocated) | The retail value (based on Current Price) of all stock units that are not physically present in stores. Full means all units not physically present in the store including those that may be expected to sell outside the selling locations themselves. Available to Sell Inventory Value (Retail) minus In-Store Inventory Value (Retail) (Full) |
| Non-Store SKU Availability | The percentage of SKUs in stock per Product IDs not stocked in stores as of the end of the analysis period. (The inverse of In-Store SKU Availability) When reporting across selling locations, a SKU is considered to be available if it is sold anywhere. |
| Non-Store Stock Units (Allocated) | The number of stock units not physically present in store(s) as of the end of the analysis period. In the case of product sets, the number of full sets (stock units of least stocked product). At a selling location (store or site) level, this metric reflects the portion of non-store inventory allocated to the site based on expected future demand. Stock Units minus In-Store Stock Units (Allocated) |
| Non-Store Stock Units (Full) | The number of stock units not physically present in store(s) as of the end of the analysis period. In the case of product sets, the number of full sets (stock units of least stocked product). Full means all units including those that may be expected to sell outside the selling locations themselves. Available to Sell Stock Units minus In-Store Stock Units (Full) |
| Non-Web Direct Orders | A count of unique Order IDs placed through a direct sales channel other than your web site (e.g. Store, Call Center, Amazon, etc.) during the analysis period. |
| Non-Web Direct Placed Order Value | The value of the orders placed through a direct sales channel other than your web site (e.g. Store, Call Center, Amazon, etc.) during the analysis period. |


| Non-Web Direct Units Sold | A count of the quantity of units sold at the time of order placement through a direct sales channel other than your web site (e.g. Store, Call Center, Amazon, etc.) during the analysis period. |
| :---: | :---: |
| Number of SKUs | A count of the total number SKUs associated with active Product IDs. For a day, a product is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or units still on backorder, preorder, or waitlist on the day. A product is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of products may be considered active by configuration, regardless of these metrics. |
| Number of SKUs (Store) | A count of the total number SKUs associated with Product IDs active in the store channel. For a day, a product is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or units still on backorder, preorder, or waitlist on the day. A product is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of products may be considered active by configuration, regardless of these metrics. |
| Number of SKUs (Web) | A count of the total number SKUs associated with Product IDs active in the web channel. For a day, a product is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or units still on backorder, preorder, or waitlist on the day. A product is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of products may be considered active by configuration, regardless of these metrics. |
| Offline Price | The price of the product as sold in offline channels (e.g. stores) as of the end of the analysis period. |
| Omnichannel Customer ID | The unique identifier of the customer for the omnichannel scope (regardless of scope being viewed). |
| On-Site Options | The count of Option IDs published to the site as of the end of the analysis period. |
| On-Site Parent Products | The count of Parent Product IDs published to the site as of the end of the analysis period. |
| On-Site Products | The count of Product IDs published to the site as of the end of the analysis period. |


| On-Site Searches | The total number of on-site searches performed on the web site during <br> the analysis period. [Web Only Data] |
| :--- | :--- |
| On-Site SKUs | The count of SKUs published to the site as of the end of the analysis <br> period. |
| One Page Visits | During the analysis period, the number of visits in which the visitor only <br> viewed one page view. [Web Only Data] |
| One Page Visits (Analytics) | During the analysis period, the number of visits in which the visitor only <br> viewed one page view as determined by your web analytics product. [Web <br> Only Data] |
| One-Time Buyer AOV | The average order value of orders placed during the analysis period by <br> customers who were One-Time Buyers as of the beginning of the analysis <br> period. |
| One-Time Buyer Avg LTV | The average lifetime revenue of the One-Time Buyer Base as of the <br> beginning of the analysis period. |
| One-Time Buyer Base | A count of customers who have made one lifetime purchase (within the last <br> 4OO days), but are not "new customers" as of the beginning of the analysis <br> period. |
| One-Time Buyer Profit | The percentage of One-Time Buyer orders delivered during the analysis <br> period on or before the expected time. In the absence of courier delivery <br> data, it is assumed that a missed ship date will equate to a missed delivery <br> date. |
| One-Time Buyer Delivery on |  |
| Promise Rate | The amount of profit (Product Profit + Shipping Profit - Other Offer <br> Costs) associated with orders placed during the analysis period by |
| One-Time Buyer Orders | The number of orders placed by customers who had purchased only one <br> time as of the beginning of the analysis period. |
| Order Value Vayer Placed | The total value of orders (excluding shipping charges and tax, but including <br> VAT if applicable to EU clients) placed during the analysis period by <br> customers who had only purchased one time as of the beginning of the <br> analysis period. |
|  | The total value of orders (excluding shipping charges and tax, but including <br> VAT if applicable to EU clients) placed during the analysis period by <br> customers who had only purchased one time as of the beginning of the <br> analysis period as a percentage of total Placed Order Value in the period. |

$\left.\left.\begin{array}{|l|l|}\hline & \begin{array}{l}\text { customers who were One-Time Buyers as of the beginning of the analysis } \\ \text { period. }\end{array} \\ \hline \text { One-Time Buyer Profit \% } & \begin{array}{l}\text { The average profit (Product Profit + Shipping Profit - Other Offer Costs) } \\ \text { as a percentage of placed order value for orders placed during the analysis } \\ \text { period by customers who were One-Time Buyers as of the beginning of } \\ \text { the analysis period. }\end{array} \\ \hline \begin{array}{l}\text { One-Time Buyer } \\ \text { Profit/Order }\end{array} & \begin{array}{l}\text { The average profit (Product Profit + Shipping Profit - Other Offer Costs) } \\ \text { per order of customers who were One-Time Buyers as of the beginning of } \\ \text { the analysis period. }\end{array} \\ \hline \begin{array}{l}\text { One-Time Buyer Purchase } \\ \text { Rate }\end{array} & \begin{array}{l}\text { The number of purchasing customers who were One-Time Customers as } \\ \text { of the beginning of the analysis period divided by One-Time Customer } \\ \text { Base. }\end{array} \\ \hline \text { Online Average Selling Price } & \begin{array}{l}\text { For products sold on the web, the average gross revenue (placed order } \\ \text { value) per order during the analysis period. Placed Order Value (net of } \\ \text { price discounts) divided by Units Sold. }\end{array} \\ \hline \text { Online Customer Profit } & \begin{array}{l}\text { For products that sold on the web, the amount of profit (Product Profit + } \\ \text { Shipping Profit - Other Offer Costs) associated with orders placed during } \\ \text { the analysis period by New and Existing Customers. }\end{array} \\ \hline \text { Online Only Product } & \begin{array}{l}\text { A product that is only available for purchase online. It has no stock in any } \\ \text { store. }\end{array} \\ \hline \text { Online Orders } & \begin{array}{l}\text { The number of orders placed online during the analysis period. Intended to } \\ \text { align with data received from web analytics sources. }\end{array} \\ \hline \text { Online Placed Order Value } & \begin{array}{l}\text { Online Price }\end{array} \\ \hline \text { Calculation based on direct channel data where associated analytics data is } \\ \text { provided. } \\ \text { Client, but excluding shipping charges) placed during the analysis period. } \\ \text { Placed Order Value (Backordered) + Placed Order Value (In Stock) + Metrics } \\ \text { Placed Order Value (Pre-Ordered) + Placed Order Value (Vendor Ship). }\end{array}\right\} \begin{array}{l}\text { A count of distinct occurrences of product ids in online orders during the } \\ \text { analysis period. Each distinct product id in each order is counted as one } \\ \text { Product Order, regardless of the quantity ordered. For example, an order }\end{array}\right\}$

|  | containing three different products counts as three Product orders, and <br> two such orders count as six Product Orders. [Web Only Data] |
| :--- | :--- |
| Online Product Profit | For products sold on the web, the product profit associated with units sold <br> during the analysis period. Ordered Product Cost is the product cost in the <br> Order Lines feed, if available. Otherwise, it is the unit cost in the Inventory <br> feed. Product Profit does not account for shipping costs, marketing costs, <br> other offer costs, etc. (Product Selling Price - Ordered Product Cost) <br> Units Sold |
| Online Shipping Profit | For orders placed on the web, the profit from shipping (Shipping Revenue <br> excluding VAT - Shipping Costs) during the analysis period. Shipping <br> Revenue excluding tax minus Shipping Cost. |
| Online Units Sold | The total number of product units sold online during the analysis period. |
| On-Site Search Product | The number of times a product was displayed in on-site search results <br> during the analysis period. [Web Only Data] |
| Impressions | The average number of on-site search results returned for a search term <br> during the analysis period. On-Site Search Results divided by On-Site <br> Searches [Web Only Data] |
| On-Site Search Results | The percentage of page views to a product directly referred from an <br> On-Site Search results link. [Web Only Data] |
| On-Site Search Source Rate |  |

\(\left.$$
\begin{array}{|l|l|}\hline & \begin{array}{l}\text { units or units still on backorder, preorder, or waitlist on the day. An option is } \\
\text { also active if it has an expected delivery date. Note: In some rare client } \\
\text { cases, the full catalog of options may be considered active by } \\
\text { configuration, regardless of these metrics. }\end{array} \\
\hline \text { Option ID } & \text { A unique option identifier. } \\
\hline \text { Option ID Attribute } & \begin{array}{l}\text { A custom attribute (field) of an option. As attributes are defined by clients, } \\
\text { they could contain almost any information. A typical use of option ID } \\
\text { attributes could be season, pattern, or color family. }\end{array}
$$ <br>

\hline Option Name \& The full name of the option.\end{array}\right\}\)| A measure of range. Options is a count of the total number of active unique |
| :--- |
| Option IDs as of the end of the analysis period. For a day, an option is |
| considered active if it had one or more units sold (including backorder, |
| pre-order, or waitlist) in the last 7 days, or it has stock units or units still on |
| backorder, preorder, or waitlist on the day. An option is also active if it has |
| an expected delivery date. Note: In some rare client cases, the full catalog |
| of options may be considered active by configuration, regardless of these |
| metrics. |


|  | The count of options where the store price (Current Price (Store)) and the <br> web price (Current Price (Web) are not equal as of the end of the analysis <br> period. To be included in this count, an option must be active in both Web <br> and Store. For a day, an option is considered active if it had one or more <br> units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it <br> has stock units or units still on backorder, preorder, or waitlist on the day. An <br> option is also active if it has an expected delivery date. Note: In some rare <br> client cases, the full catalog of options may be considered active by <br> configuration, regardless of these metrics. |
| :--- | :--- |
| Order \% Using Markdown | During the analysis period, the percentage of orders in which one or more <br> units sold were marked down. Orders with marked down units sold divided <br> by Total Orders. |
| Order \% Using Other Promo | The percentage of orders to which a promotion classified as "Other" was <br> applied during the analysis period. Orders with applied Other promotion <br> divided by Total Orders. |
| Order \% Using Product | The percentage of orders to which a promotion classified as "Product" was <br> applied during the analysis period. Orders with applied Product promotion <br> divided by Total Orders. |
| Order \% Using Promo | The percentage of orders to which a promotion was applied during the <br> analysis period. Orders with applied promotion divided by Total Orders. |
| Order \% Using Shipping | The percentage of orders to which a promotion classified as "Shipping" <br> was applied during the analysis period. Orders with applied Shipping <br> promotion divided by Total Orders. |
| Oromo | Order Conversion |
| Order \% with Markdown Adjustment Value | The percentage of orders placed inclusive of one or more items that have a <br> price markdown. |
| The total value of all order adjustments provided in the Order Adjustment |  |
| feed. Use cases for order adjustments can vary, but would include delays |  |
| and cleaning charges associated with returned items, returns accepted |  |
| post the return policy date, etc. |  |


| Order Date | The date on which the order was placed. |
| :--- | :--- |
| Order ID | Unique order identifier. |
| Order Attribute | A custom attribute (field) of order. As attributes are defined by clients, <br> they could contain almost any information. A typical use of order attributes <br> could be credit card type, shipment type, or gift options. |
| Order Influence | Orders occurring in the same session as the page view from the Page <br> Sources file. Dictated heavily by analytics systems definition. [Web Only <br> Data] |
| Order Line Attribute | A custom attribute (field) of an order line. As attributes are defined by <br> clients, they could contain almost any information. A typical use of order <br> line attributes could be promotion or pricing details. |
| Order Profit | Total profit during the analysis period calculated as Product Profit + <br> Shipping Profit - Other Offer Costs. |
| Order Type | The type of order placed (e.g. Web \| Buy Online, Pick-Up In Store (BOPIS)। <br> Reserve Online, Pick-Up In Store, etc.) |
| Orders (Analytics) (Vendor) | The total number of customer transactions placed during the analysis <br> period. A unique count of Order IDs. |
| Orders | The total number of customer transactions associated with a campaign <br> during the analysis period, as reported by the marketing vendor. |
| Orders (Analytics) | The total number of customer transactions placed during the analysis <br> Theriod as determined by your web analytics product. [Web Only Data] |
| The Year total number of customer transactions associated with a campaign |  |
| during the analysis period, as reported by the web analytics system. |  |


| Orders (Vendor) (last X days) | The total number of customer transactions associated with a campaign during the last X days including the analysis period, as reported by the marketing vendor. |
| :---: | :---: |
| Orders (Vendor)/Click | The total number of customer transactions divided by the number of clicks associated with a campaign during the analysis period, as reported by the marketing vendor. |
| Orders (Vendor)/Open | The total number of customer transactions divided by the number of email opens associated with a campaign during the analysis period, as reported by the marketing vendor. |
| Orders (Vendor) with Cost | The portion of orders provided by the vendor where cost is also reported down to the marketing parameter 4 level. |
| Orders/Cart Add | The average number of orders per cart add during the analysis period. Online Orders divided by Cart Adds. [Web Only Data] |
| Orders/Customer | Total Orders during the analysis period divided by Purchasing Customers (customers who placed an order during the same period). |
| Orders/External Store Footfall | The average number of orders during the analysis period per traffic (visit) outside the store based on the external footfall value. |
| Orders/Page View | The average number of orders per page view during the analysis period. Orders divided by Page Views. [Web Only Data] |
| Orders/Page Visit | The average number of orders per page visit during the analysis period. Online Orders divided by visit (session) including the page. [Web Only Data] |
| Orders/Page Visit (last 4 weeks) | The average number of orders per page visit during the last 4 weeks (including the analysis period). Orders over the last 4 weeks divided by visits (sessions) over the last 4 weeks including the page. [Web Only Data] |
| Orders/Payment View | The average number of orders per view of the payment page during the analysis period. Online Orders divided by Payment page views. [Web Only Data] |
| Orders/Store Footfall | The average number of orders generated in the channel during the analysis period per store visit based on the footfall value. |
| Orders/Visit | The average number of web orders (as provided by your Order feeds - not web analytics) per web visit during the analysis period. Orders divided by |


|  | Visits. This metric is often referred to as "Order Conversion" or "Conversion Rate." [Web Only Data] |
| :---: | :---: |
| Orders/Visit (Analytics) | The number of orders per visit for the analysis period as determined by your web analytics product. [Web Data Only] |
| Other Internal Sourced Views | The number of product views during the analysis period directly sourced (direct referral link) from an Internal Link that is not a Search or Browse click (e.g. Product Recommendation, Direct Load/Bookmark, etc). [Web Only Data] |
| Other Internal Views/Option | The average number of product views per on-site option during the analysis period directly sourced (direct referral link) from an Internal Link that is not a Search or Browse click (e.g. Product Recommendation, Direct Load/Bookmark, etc). Other Internal Sourced Product Views divided by Unique Count of On-Site Option IDs. [Web Only Data] |
| Other Internal Views/Parent Product | The average number of product views per on-site parent product during the analysis period directly sourced (direct referral link) from an Internal Link that is not a Search or Browse click (e.g. Product Recommendation, Direct Load/Bookmark, etc). Other Internal Sourced Product Views divided by Unique Count of On-Site Parent Product IDs. [Web Only Data] |
| Other Internal Views/Product | The average number of product views per on-site product during the analysis period directly sourced (direct referral link) from an Internal Link that is not a Search or Browse click (e.g. Product Recommendation, Direct Load/Bookmark, etc). Other Internal Sourced Product Views divided by Unique Count of On-Site Product IDs. [Web Only Data] |
| Other Offer Cost/Order | The average amount of Other Offer Costs (e.g. free gift with purchase, bonus offers, etc.) per order during the analysis period. Other Offer Costs divided by Orders. |
| Other Offer Cost/Unit | The average amount of Other Offer Costs (e.g. free gift with purchase, bonus offers, etc.) per unit sold during the analysis period. Other Offer Costs divided by Units Sold. |
| Other Promotion Cost | For promotions classified as "Other", the cost incurred as a result of promotional offers (e.g. Free Sample, Free Gift, etc.) during the analysis period determined by the promotion codes applied at checkout. A promotion that has a cost but does not reduce the price paid for a product or the shipping price paid is an "Other" promotion. |
| Other Promotion Cost/Order | The average Other promotion cost (costs incurred by offering promotions classified as "Other") per order during the analysis period. A promotion that has a cost but does not reduce the price paid for a product or the shipping price paid is an "Other" promotion. Other Promotion Cost divided by Orders. |


| Other Promotion Cost/Store | The average Other promotion cost (costs incurred by offering promotions classified as "Other") per store during the analysis period. A promotion that has a cost but does not reduce the price paid for a product or the shipping price paid is an "Other" promotion. Other Promotion Cost divided by Stores. |
| :---: | :---: |
| Other Promotion Cost/Unit | The average Other promotion cost (costs incurred by offering promotions classified as "Other") per unit sold during the analysis period. A promotion that has a cost but does not reduce the price paid for a product or the shipping price paid is an "Other" promotion. Other Promotion Cost divided by Units Sold. |
| Out of Stock Externally Sourced Product Views | Entry views directly sourced from an external referral source (e.g. a marketing campaign, a Paid Search click, etc.) to products that had zero units of stock as of the end of the day of the view. |
| Out of Stock Product Views | Views to products that had zero units of stock as of the end of the day of the view. |
| Outlet Matched Options \% (MI) | Percentage of options that are labeled as Outlet by the retailer. Where no Outlet label exists, where an option has a previous price or RRP for which the option has never been available to sell on that retailer site. [EDITED Market Data] |
| Overstock Score | A relative measure of how far above an ideal range of stock cover an item is at the end of the analysis period. 'Ideal' stock cover is the level of cover between the $30^{\text {th }}$ and $70^{\text {th }}$ percentiles versus category peers. |
| Overstock+Understock Score | The sum of Overstock Score and Understock Score values for an item. |
| Overstock-Understock Score | The difference of Overstock Score and Understock Score for an item |
| Overstock/Understock Score | The ratio of Overstock Score to Understock Score for an item. |
| Overstocked | An indication that you have a high amount of remaining inventory compared to current (last 4 weeks) selling velocity. |
| Overstocked Inventory Value | Amount of inventory cost value (not retail price) in excess of the amount that would exist if the product were at the 70th percentile of stock cover. |


| Overstocked SKU-Location \% | Percent of SKU-Selling Location combinations that are overstocked relative to their category peers (greater than $70^{\text {th }}$ percentile of stock cover relative to peers). For example, if a product has 10 SKUs sold in 5 Stores, the product has 50 SKU-Selling Location combinations. If 20 of those SKU-Selling Locations are overstocked, Overstocked SKU-Location \% will be 40\% for the product. |
| :---: | :---: |
| Overstocked SKU Units Sold | Units sold of items that were overstocked in the selling location in which they were purchased as of the end of the day on which they were purchased. Overstocked SKUs are SKUs whose level of stock cover is above the 70th percentile versus category peers. |
| Overstocked SKU Units Sold \% | Share of units sold of items that were overstocked in the selling location in which they were purchased as of the end of the day on which they were purchased. Overstocked SKUs are SKUs whose level of stock cover is above the 70th percentile versus category peers. Overstocked SKU Units Sold / Units Sold |
| Overstocked Selling Location Score | A measure of the number of selling locations in which a SKU is considered to be overstocked. When reporting at a SKU level, this gives the number of selling locations for which the SKU is overstocked. At higher level grouping of SKUs, this reports an average number of selling locations for which the SKUs are overstocked. When reporting at the selling location level, this gives the percent of SKUs that are overstocked at the selling location. |
| Owned Channel Visit \% | The percentage of total visits sourced from an owned marketing channel (e.g. Email, Facebook Page, Your Blog) during the analysis period. Owned Channel Visits divided by Total Visits. [Web Only Data] |
| Page | The name of the web site page viewed. |
| Page Category | The full categorization of the page. For example, if the page falls into the "Registration" category which rolls up to the "Loyalty Program" category which rolls up to the "Members" category, then the Page Category would be shown as the full classification: Members > Loyalty Program > Registration. |
| Page Category 1 | The first level of the full categorization of the page. For example, if the page falls into the "Registration" category which rolls up to the "Loyalty Program" category which rolls up to the "Members" category, then Page Category 1 would be shown as the highest level value: Members. |
| Page Category 2 | The second level of the full categorization of the page. For example, if the page falls into the "Registration" category which rolls up to the "Loyalty Program" category which rolls up to the "Members" category, then Page Category 2 would be shown as second level value: Loyalty Program. |


| Page Category 3 | The third level of the full categorization of the page. For example, if the page falls into the "Registration" category which rolls up to the "Loyalty Program" category which rolls up to the "Members" category, then Page Category 3 would be shown as the lowest level value: Registration. |
| :---: | :---: |
| Page Name | The name of the web site page viewed. |
| Page Sales Score | For content, a score indicating the influence the page had on sales. This score is zero if analytics feeds reported zero sales influence and increases as sales influence increases. |
| Page Type | Type of page (e.g. Category, Search Results, Product Detail, Shipping, Payment, Shopping Cart, Order Confirmation, Login, My Account) |
| Page Views | A count of the number of times your web pages were viewed during the analysis period as tracked by your web analytics software. [Web Only Data] |
| Page Views/Visit | The average number of page views per visit. Page Views divided by Visits. [Web Only Data] |
| Page Visits | The number of web site visits to a given page during the analysis period. [Web Only Data] |
| Pages | A count of the unique pages in a grouping. A page is defined as a unique combination of category 1-2-3, page type, page ID, selling location, and selling location type. |
| Paid Channel Bounce Rate | The percentage of one page visits from paid channel sources in the analysis period per total visits from paid channel sources in the analysis period. Paid Channel One Page Visits divided by Paid Channel Visits. [Web Only Data] |
| Paid Channel Entry Page Views | The number of times in which a page was viewed as the first page of a visitor's visit from a paid marketing source (e.g. Paid Search, Display, Affiliate, etc). [Web Only Data] |
| Paid Channel Product Views/Visit | The average product views per visit for visits sourced from paid channel sources in the analysis period. Paid Channel Product Views divided by Paid Channel Visits. [Web Only Data] |
| Paid Channel Visit \% | The percentage of total visits sourced from a paid marketing channel (e.g. Paid Search, Display, Affiliates, Comparison Shopping) during the analysis period. Paid Channel Visits divided by Total Visits. [Web Only Data] |


|  | The percentage of active parent products where the store price (Current <br> Price (Store)) and the web price (Current Price (Web)) are not equal. To be <br> included in this calculation, a parent product must be active in both Web <br> and Store. For a day, a parent product is considered active if it had one or <br> more units sold (including backorder, pre-order, or waitlist) in the last 7 <br> Ways, or it has stock units or units still on backorder, preorder, or waitlist on <br> Whe way. A parent product is also active if it has an expected delivery date. <br> the Price Mismatch <br> Note: In some rare client cases, the full catalog of parent products may be <br> considered active by configuration, regardless of these metrics. |
| :--- | :--- |
| Parent Product ID | A unique identifier for a parent product. |
| Parent Product ID Attribute | A custom attribute (field) of a parent product. As attributes are defined by <br> clients, they could contain almost any information. A typical use of parent <br> product ID attributes could be buyer, collection, or department. |
| Parent Product Name | The name of the parent product. |
| Parent Products | A measure of range. Parent products is a count of the total number of <br> active unique Parent Product IDs as of the end of the analysis period. For a <br> day, a parent product is considered active if it had one or more units sold <br> (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock <br> units or units still on backorder, preorder, or waitlist on the day. A parent <br> product is also active if it has an expected delivery date. Note: In some rare <br> client cases, the full catalog of parent products may be considered active <br> by configuration, regardless of these metrics. |
| Parent Product Publish Year | The year of the parent product's publish date as of the most recent <br> inventory information. |
| Parent Products | A count of the total number of unique active Parent Product IDs that are <br> marked as pre-ordered as of the end of the analysis period. |
| Pre-Ordered | A count of the total number of unique active Parent Product IDs that are <br> marked as backordered in inventory as of the end of the analysis period. |
| Parent Products <br> Backordered | A count of the total number of unique active Parent Product IDs that are <br> marked as in stock as of the end of the analysis period. |
| The month of the parent product's publish date as of the most recent |  |
| inventory information. |  |


| Parent Products Vendor Ship | A count of the total number of unique active Parent Product IDs that are <br> marked as ship from vendor as of the end of the analysis period. |
| :--- | :--- |
|  | The count of parent products where the store price (Current Price (Store)) <br> and the web price (Current Price (Web) are not equal as of the end of the <br> analysis period. To be included in this count, a parent product must be <br> active in both Web and Store. For a day, a parent product is considered <br> active if it had one or more units sold (including backorder, pre-order, or <br> waitlist) in the last 7 days, or it has stock units or units still on backorder, <br> preorder, or waitlist on the day. A parent product is also active if it has an <br> expected delivery date. Note: In some rare client cases, the full catalog of <br> parent products may be considered active by configuration, regardless of <br> these metrics. |
| Parent Products with <br> Web-Store Price Mismatch |  |
| Payment Views/Shipping | The number of views to the Payment page divided by the number of views <br> to the Shipping page during the analysis period. [Web Only Data] |
| View Pack Cost | The total pick and pack cost during the analysis period. |\(\left|\begin{array}{ll}Pick Pack Cost/Order \& \begin{array}{l}The average pick and pack cost per order placed during the analysis <br>

period. Pick Pack Costs divided by Orders. [Combined Direct Purchases]\end{array} <br>
\hline Pick Pack Cost/Unit \& $$
\begin{array}{l}\text { The average pick and pack cost per unit ordered during the analysis period. } \\
\text { Pick Pack Costs divided by Units Ordered. [Combined Direct Purchases] }\end{array}
$$ <br>
\hline Placed Order Value \& $$
\begin{array}{l}\text { The total value of orders (excluding shipping charges and tax, but including } \\
\text { VAT if applicable to EU Clients) placed during the analysis period. This } \\
\text { metric includes non-web direct orders if applicable. Placed Order Value } \\
\text { (Backordered) + Placed Order Value (In Stock) + Placed Order Value } \\
\text { (Pre-Ordered) + Placed Order Value (Vendor Ship). }\end{array}
$$ <br>
\hline $$
\begin{array}{l}\text { Stock) }\end{array}
$$ <br>
\hline $$
\begin{array}{l}\text { Placed Order Value } \\
\text { (Analytics) }\end{array}
$$ \& $$
\begin{array}{l}\text { The total value of orders (including VAT depending if applicable to Client, } \\
\text { but excluding shipping charges) sourced by a campaign as reported by } \\
\text { web analytics during the analysis period. }\end{array}
$$ <br>
(Backordered) \& $$
\begin{array}{l}\text { The total value of orders in stock during the time of purchase. Placed } \\
\text { Order Value excluding backorders, pre-orders and vendor ship orders } \\
\text { placed during the analysis period. }\end{array}
$$ <br>
\hline The total value of backorders (including VAT depending if applicable to <br>

Client, but excluding shipping charges) placed during the analysis period.\end{array}\right|\)| (In Value |
| :--- |


|  | The total value of orders (including VAT depending if applicable to Client, <br> but excluding shipping charges) placed during the prior 4 weeks including <br> the analysis period. This metric includes non-web direct orders if <br> weeks) <br> applicable. Placed Order Value (Backordered) + Placed Order Value (In <br> Stock) + Placed Order Value (Pre-Ordered) + Placed Order Value (Vendor <br> Ship) for the prior 4 weeks including the analysis period. |
| :--- | :--- |
| Placed Order Value <br> (Pre-Ordered) | The total value of pre-orders (including VAT depending if applicable to <br> Client, but excluding shipping charges) placed during the analysis period. |
| Placed Order Value <br> (Analytics) | The total value of orders for a campaign as reported by web analytics <br> during the analysis period. |
| Placed Order Value (Full <br> Order) | The value of the entire order(s) the analysis row item was a subset of. <br> Compare this value with Placed Order Value to estimate the average share <br> of basket. |
| Placed Order Value (Vendor) | The total value of orders for a campaign as reported by a marketing vendor <br> during the analysis period. |
| Placed Order Value (Vendor) |  |
| (last X days) | The total value of orders for a campaign as reported by a marketing vendor <br> during the last X days including the analysis period. |
| Placed Order Value (Store) | The total value of orders (including VAT if applicable to EU Clients) placed <br> during the analysis period in the Store channel. |
| Placed Order Value/Option | The average placed order value per option during the analysis period. <br> Calculated as Placed Order Value divided by Options. |
| Placed Order Value (Vendor <br> Ship) | The total value of ship from vendor orders (including VAT depending if <br> applicable to Client, but excluding shipping charges) placed during the <br> analysis period. |
| Placed Order <br> Value/Customer | The total value of orders (excluding shipping charges and tax, but including <br> VaT if applicable to EU Clients) placed during the analysis period in the <br> Web channel. This metric includes non-web direct orders if applicable. <br> Placed Order Value (Backordered) + Placed Order Value (In Stock) + <br> Placed Order Value (Pre-Ordered) + Placed Order Value (Vendor Ship). |
| The average Placed Order Value of orders placed by identifiable |  |
| customers during the analysis period. |  |$|$| (Web |
| :--- |

$\left.\begin{array}{|l|l|}\hline \begin{array}{l}\text { Placed Order Value/Parent } \\ \text { Product }\end{array} & \begin{array}{l}\text { The average placed order value per parent product during the analysis } \\ \text { period. Calculated as Placed Order Value divided by Parent Products. }\end{array} \\ \hline \begin{array}{l}\text { Placed Order Value/Product } \\ \text { Impression }\end{array} & \begin{array}{l}\text { Online Placed Order Value divided by Product Impressions during the } \\ \text { analysis period. [Web Only Data] }\end{array} \\ \hline \text { Placed Order Value/Sq Ft } & \begin{array}{l}\text { The average value of all orders placed in the Store channel during the } \\ \text { analysis period per square foot of store real estate. }\end{array} \\ \hline \text { Placed Order Value/Store } & \begin{array}{l}\text { The average value of all orders placed in the Store channel during the } \\ \text { analysis period per store. }\end{array} \\ \hline \text { Placed Order Value/View } & \begin{array}{l}\text { The average value of all orders placed during the analysis period per } \\ \text { product view. Online Placed Order Value / Product View }\end{array} \\ \hline \begin{array}{l}\text { Placed Order Value/View (7 } \\ \text { days) }\end{array} & \begin{array}{l}\text { The average value of all orders placed over the last 7 days per product } \\ \text { view. Online Placed Order Value / Product View }\end{array} \\ \hline \begin{array}{l}\text { Placed Order Value/View } \\ \text { (Category Peers) }\end{array} & \begin{array}{l}\text { The average value of all orders placed during the analysis period per } \\ \text { product view for the peer category in which the product resides. }\end{array} \\ \hline \text { Placed Order Value No VAT } & \begin{array}{l}\text { The total value of orders (excluding shipping charges and tax, and } \\ \text { excluding VAT if applicable to EU Clients) placed during the analysis period. } \\ \text { This metric includes non-web direct orders if applicable. Placed Order } \\ \text { Value (Backordered) + Placed Order Value (In Stock) + Placed Order Value } \\ \text { (Pre-Ordered) + Placed Order Value (Vendor Ship). }\end{array} \\ \hline \text { Placed Shippable Orders } & \begin{array}{l}\text { The count of orders placed during the analysis period that the warehouse is } \\ \text { intended to ship (not cancelled or declined). Orders - Declined \& Pending } \\ \text { Orders - cancelled Orders }\end{array} \\ \hline \begin{array}{l}\text { Placed Shippable Order } \\ \text { Conversion }\end{array} & \begin{array}{l}\text { The average number of web orders (as provided in Order feeds, not } \\ \text { analytics) that are intended to be shipped (not cancelled or declined) by } \\ \text { the warehouse per web visit during the analysis period. Placed Shippable } \\ \text { Orders divided by Visits. [Web Only Data] }\end{array} \\ \hline \text { Profit Shippable Order } & \begin{array}{l}\text { The profit component of Placed Shippable Order Value. Profit on orders } \\ \text { that the warehouse is intended to ship (not cancelled or declined) during } \\ \text { the analysis period. }\end{array} \\ \hline \text { The value of orders placed in the analysis period that the warehouse is } \\ \text { intended to ship (not cancelled or declined in the analysis period). Placed } \\ \text { Order Value - Declined \& Pending Order Value - cancelled Order Value. }\end{array}\right\}$

| Placed Shippable Order <br> Value/Customer | The average Placed Shippable Order Value of orders placed by identifiable <br> customers during the analysis period. |
| :--- | :--- |
| Placed Shippable Units Sold | The units that were sold during the analysis period that the warehouse is <br> intended to ship (not cancelled or declined in the analysis period). Units <br> Sold - Declined \& Pending Units - cancelled Units |
| Potential Profit | The Potential Profit calculation estimates a practical improvement factor <br> for the analysis period, assumes the action is taken on each item in the list <br> and calculates the profit return given the estimated improvement. |
| Potential Revenue | The Potential Revenue calculation estimates a practical improvement <br> factor for the analysis period, assumes the action is taken on each item in <br> the list and calculates the revenue return given the estimated <br> improvement. |
| PPC Account | The name of the Paid Search Account (e.g. Google-Europe) as recorded in <br> the paid search vendor feeds. |
| PPC Ad ID | The value of Ad ID (e.g. 36439670612) as recorded in the paid search <br> vendor feeds. |
| PPC Ad ID (Full) | The value of PPC Ad ID along with its hierarchy of search engine, account, <br> campaign, and ad group (e.g. Google > Google-Europe > Running Shoes > <br> Asics Sneakers > 36439670612) as recorded in the paid search vendor <br> feeds. |
| PPC Ad Group (Full) | The value of Ad Type (e.g. Product listing ad, Text ad) as recorded in the <br> paid search vendor feeds. |
| PPC Ad Type Average Position | The value of PPC Ad Group along with its hierarchy of search engine, <br> account, and campaign (e.g. Google > Google-Europe > Running Shoes > <br> Asics Sneakers) as recorded in the paid search vendor feeds. |
| The name of the Campaign (e.g. Running Shoes) as reported in the paid |  |
| search vendor feeds. |  |
| Tecorded in the paid search vendor feeds. |  |
| The average position in which your paid search creative is shown to visitors |  |
| on external search engines during the analysis period. |  |$|$| The Asics Sneakers) as |
| :--- |


| PPC Creative | The ID of the Creative (e.g. 30514274607) as reported in the paid search vendor feeds. |
| :---: | :---: |
| PPC Creative (Full) | The value of PPC Creative along with its hierarchy of search engine, account, campaign, and ad group (e.g. Google > Google-Europe > Running Shoes Asics Sneakers > 30514274607) as recorded in the paid search vendor feeds. |
| PPC Entry Page Views | The number of entry page views (visits) directly referred from a Pay-Per-Click (Paid Search) Advertising marketing source. [Web Only Data] |
| PPC Externally Sourced Product Views | The number of entry views of a product directly referred from a Pay-Per-Click (Paid Search) Advertising marketing source. [Web Only Data] |
| PPC Keyword | The name of the keyword targeted by paid search ads (e.g. Asics GT-2170) as reported in the paid search vendor feeds. |
| PPC Keyword (Full) | The value of PPC Keyword along with its hierarchy of search engine, account, campaign, and ad group (e.g. Google > Google-Europe > Running Shoes > Asics Sneakers > Asics GT-2170) as recorded in the paid search vendor feeds. |
| PPC Match Type | The match type value (e.g. Exact, Phrase) used in targeting paid search ads as recorded in the paid search vendor feeds. |
| PPC Orders (Vendor) (last X days) | The total number of customer transactions associated with a campaign during the last X days including the analysis period, as reported by the PPC vendor 90 day historical feed. |
| PPC Placed Order Value (Vendor) (last X days) | The total value of orders for a campaign as reported in the PPC vendor 90 day historical feed during the last X days including the analysis period. |
| PPC Product Views | The number of views of a product within a session directly referred from a Pay-Per-Click (Paid Search) Advertising marketing source. [Web Only Data] |
| PPC Search Engine | The name of the external search engine on which the search was performed (e.g. Google) |
| PPC Source Rate | The percentage of visits to a product directly referred from a Paid Search marketing source. [Web Only Data] |


| PPC Token Count | The number of words in the targeted paid search phrase (i.e. Keyword). Asics GT-2170 $=2$ Tokens. |
| :---: | :---: |
| Pre-Promo Order Value | The value of the placed order prior to subtracting the value of applied promotions. |
| Pre-Order Units | A count of the total number of units that are marked as pre-ordered in inventory as of the end of the analysis period. (Total pre-order inventory, includes orders placed in previous periods.) |
| Pre-Order Units Sold | A count of units sold as pre-orders in the analysis period according to order data. |
| Price Increased Matched Options \% (MI) | The percentage of options with a price increase among matched options. A price increase is flagged whenever the price is found to be higher than the last tracked price. [EDITED Market Data] |
| Price Markdown | The difference between full price and current price for a single product, or the average difference for a group of products. Full Price - Current Price |
| Price Markdown \% | The percentage markdown, without regard to sales as of the end of the analysis period. 1 - (Current Price / Full Price) |
| Price Markdown Value | The value of price markdowns on placed orders during the analysis period. Full Price - (Selling Price + Product Promotion Cost), with a forced minimum value of zero. |
| Price Status | Field which is set to "Markdown" where the price is less than full price, and to "Full" when the price is the same as full price. The timing of "price" is context-dependent. For instance, for orders and order-related metrics, it is the price values at the time of order. For views it is the time of the view. For inventory metrics, it is price values at the end of the analysis period. |
| Product \% with Web-Store Price Mismatch | The percentage of active products where the store price (Current Price (Store)) and the web price (Current Price (Web)) are not equal. To be included in this calculation, a product must be active in both Web and Store. For a day, a product is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or units still on backorder, preorder, or waitlist on the day. A product is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of products may be considered active by configuration, regardless of these metrics. |


|  | A measure of category range. Product Categories is a count of the total <br> number of unique Product Categories (Subcategories) containing at least <br> one active product. For a day, a product is considered active if it had one or <br> more units sold (including backorder, pre-order, or waitlist) in the last 7 <br> days, or it has stock units or units still on backorder, preorder, or waitlist on <br> the day. A product is also active if it has an expected delivery date. Note: In <br> some rare client cases, the full catalog of products may be considered <br> active by configuration, regardless of these metrics. |
| :--- | :--- |
| Product Category | The full master catalog categorization of the product. For example, if the <br> product falls into the "Dress Shirts" category which rolls up to the "Shirts" <br> category which rolls up to the "Men's" category, then the Product <br> Category would be shown as the full classification: Men's > Shirts > Dress <br> Shirts. |
| Product Category 1 | The first level of the master catalog categorization of the product. For <br> example, if the product falls into the "Dress Shirts" category which rolls up <br> to the "Shirts" category which rolls up to the "Men's" category, then 1 <br> Product Category would be the highest level of the classification: Men's |
| Product Category (MI) | The first level of the EDITED Market categorization of the product. For <br> example, if the product falls into the "A Line" category which rolls up to the <br> "Skirts" category which rolls up to the "Bottoms" category, then Product <br> Category (MI) would be the highest level of the classification: Bottoms |
| [EDITED Market Data] |  |$|$


| Product Conversion (7 days) | The average units sold per product detail page view over the last 7 days. In the case of product sets, the calculation uses units sold for all products in the set divided by product views (which includes set views). Online Units Sold divided by Product View. [Web Only Data] |
| :---: | :---: |
| Product Detail Page View \% | The percentage of product detail page views (product views) per total page views. Product Detail Page Views divided by Total Page Views. [Web Only Data] |
| Product Gender (MI) | The EDITED Market gender associated with the product. Possible values include "men", "women", "girls", "boys", "unisex-kids" and "unisex-adults" |
| Product ID | A unique product identifier. |
| Product Attribute | A custom attribute (field) of a product. As attributes are defined by clients, they could contain almost any information. A typical use of product attributes could be buyer, collection, or department. |
| Product Impressions | The number of times that a product is displayed on the web site during the analysis period. [Web Only Data] |
| Product Listing Page Exit Rate | The percentage of product listing page views that end a visitor's session. Product Listing Exit Pages divided by Product Listing Page Views. [Web Only Data] |
| Product Listing Page View \% | The percentage of product listing (e.g. product category pages, product search result pages) page views per total page views. Product Listing Page Views divided by Total Page Views. [Web Only Data] |
| Product Name | The name of the product. |
| Product Orders/Product View | Online Product Orders divided by Product Views during the analysis period. [Web Only Data] |
| Product Profit | The product profit associated with units sold during the analysis period. Ordered Product Cost is the product cost in the Order Lines feed, if available. Otherwise, it is the unit cost in the Inventory feed. Product Profit does not account for ship costs, marketing costs, other offer costs, etc. Product Profit excludes VAT, where applicable. (Product Selling Price Ordered Product Cost) * Units Sold. |


| Product Profit (Full Order) | The Product Profit of all orders the analysis row item was a subset of. <br> Compare this value with Product Profit to estimate the average share of <br> basket. |
| :--- | :--- |
| Product Profit/Order (Full <br> Order) | The Product Profit/Order of all orders the analysis row item was a subset <br> of. Compare this value with Product Profit/Order to estimate the average <br> share of basket. |
| Product Profit (Store) | The product profit associated with units sold in the Store channel during <br> the analysis period. Ordered Product Cost is the product cost in the Order <br> Lines feed, if available. Otherwise, it is the unit cost in the Inventory feed. <br> Product Profit does not account for ship costs, marketing costs, other offer <br> costs, etc. Product Profit excludes VAT, where applicable. (Product Selling <br> Price - Ordered Product Cost) * Units Sold. |
| Product Profit (Web) | The product profit associated with units sold in the Web channel during the <br> analysis period. Ordered Product Cost is the product cost in the Order |
| Lines feed, if available. Otherwise, it is the unit cost in the Inventory feed. |  |
| Product Profit does not account for ship costs, marketing costs, other offer |  |
| costs, etc. Product Profit excludes VAT, where applicable. (Product Selling |  |
| Price - Ordered Product Cost) * Units Sold. |  |$|$| Product Profit \% | The product margin percentage associated with units sold during the <br> analysis period. Ordered Product Cost is the product cost in the Order <br> Lines feed, if available. (Product Selling Price - Ordered Product Cost)* <br> Units Sold divided by (Placed Order Value No VAT). |
| :--- | :--- |
| Product Profit/Store | The product margin percentage associated with units sold in the Store <br> channel during the analysis period. Ordered Product Cost is the product <br> cost in the Order Lines feed, if available. (Product Selling Price - Ordered <br> Product Cost) * Units Sold divided by (Placed Order Value No VAT). |
| Product Profit/Order Profit \% (Store) | The product margin percentage associated with units sold in the Web <br> channel during the analysis period. Ordered Product Cost is the product <br> cost in the Order Lines feed, if available. (Product Selling Price - Ordered <br> Product Cost) * Units Sold divided by (Placed Order Value No VAT). |
| Product Profit/Product \% (Web) | The average product profit per order during the analysis period. Product <br> Profit does not account for ship costs, marketing costs, other offer costs, <br> etc. (Revenue - Cost) divided by Orders |
| Impression | Online Product Profit divided by Product Impressions during the analysis <br> period. [Web Only Data] |
| The average product profit generated by store. |  |
| Prod |  |


| Product Profit/Sq Ft | The average product profit generated by square foot of store real estate. |
| :--- | :--- |
| Product Profit/Unit | The average product profit per unit sold during the analysis period. <br> Product Profit does not account for ship costs, marketing costs, other offer <br> costs, etc. (Revenue - Cost) divided by Units Sold |
| Product Profit/View | Online Product Profit divided by Product Views during the analysis period. <br> [Web Only Data] |
| Product Profit/View (7 days) | Online Product Profit divided by Product Views over the last 7 days <br> inclusive ending on the last day of the analysis period. [Web Only Data] |
| Product Profit/View <br> (Category Peers) | Product Profit divided by Product Views during the analysis period for the <br> peer category in which the product resides. |
| Product Profit Return on <br> Capital | A measure of the efficiency of capital invested in inventory calculated as <br> Product Profit during the analysis period divided by Inventory Value as of <br> the end of the analysis period. Product Profit divided by Inventory Value |
| Product Promotion Cost | For promotions classified as "Product", the cost incurred as a result of <br> promotional offers (e.g. Buy 1, Get 1Free; 10\% off, etc.) during the analysis <br> period determined by the promotion codes applied at checkout. A <br> promotion that reduces the price paid for a product is a "Product" <br> promotion. |
| Product Publish Month | The average Product promotion cost (costs incurred by offering <br> promotions classified as "Product") per order during the analysis period. A <br> promotion that reduces the price paid for a product is a "Product" <br> promotion. Product Promotion Cost divided by Orders. |
| Product Promotion | The average Product promotion cost (costs incurred by offering <br> promotions classified as "Product") per store during the analysis period. A <br> promotion that reduces the price paid for a product is a "Product" <br> promotion. Product Promotion Cost divided by Stores. |
| Cost/Order | The average Product promotion cost (costs incurred by offering <br> promotions classified as "Product") per unit sold during the analysis period. <br> A promotion that reduces the price paid for a product is a "Product" <br> promotion. Product Promotion Cost divided by Units Sold. |
| inventory information. |  |
| The month and year of the product's publish date as of the most recent |  |
| Comit | Thotion |


| Product Publish Year | The year of the product's publish date as of the most recent inventory information. |
| :---: | :---: |
| Product Sales Decile | Based on product placed order value during the analysis period (across all channels in the case of omnichannel implementation), all active products with non-zero placed order value are sorted and divided into ten groups of approximately equal count of products ( $10 \%$ of products with sales in each group). These are named based on percentile with the group "91-100th Percentile" containing the highest sales products and "1-10th Percentile" containing the lowest positive sales products. "No Sales" is a separate group of active products with zero placed order value in standard analysis periods (custom analysis periods use the sales decile value from the end of the last standard period). As this is a product field, not a metric, it is not recalculated based on filter criteria. |
| Product Sales Decile (Store) | Based on product placed order value during the analysis period in the Store channel, all active products with non-zero placed order value are sorted and divided into ten groups of approximately equal count of products ( $10 \%$ of products with sales in each group). These are named based on percentile with the group "91-100th Percentile" containing the highest sales products and "1-10th Percentile" containing the lowest positive sales products. "No Sales" is a separate group of active products with zero placed order value in standard analysis periods (custom analysis periods use the sales decile value from the end of the last standard period). As this is a product field, not a metric, it is not recalculated based on filter criteria. |
| Product Sales Decile (Web) | Based on product placed order value during the analysis period in the Web channel, all active products with non-zero placed order value are sorted and divided into ten groups of approximately equal count of products (10\% of products with sales in each group). These are named based on percentile with the group "91-100th Percentile" containing the highest sales products and "1-10th Percentile" containing the lowest positive sales products. "No Sales" is a separate group of active products with zero placed order value in standard analysis periods (custom analysis periods use the sales decile value from the end of the last standard period). As this is a product field, not a metric, it is not recalculated based on filter criteria. |
| Product Style (MI) | The third level of the EDITED Market categorization of the product. For example, if the product falls into the "A Line" category which rolls up to the "Skirts" category which rolls up to the "Bottoms" category, then Product Style (MI) 3 would be the lowest level of classification: A Line [EDITED Market Data] |
| Product Subcategory (MI) | The second level of the EDITED Market categorization of the product. For example, if the product falls into the "A Line" category which rolls up to the "Skirts" category which rolls up to the "Bottoms" category, then |


|  | Subcategory (MI) would be the second level of classification: Skirts <br> [EDITED Market Data] |
| :--- | :--- |
| Product Views | The total number of times a product detail page was viewed during the <br> analysis period. Note: Internally Sourced Product Views + Externally <br> Sourced Product Views do not equal Product Views because direct <br> load/bookmark referred pages are considered neither Internally nor <br> Externally sourced. Note that for product sets, product views includes set <br> views as well as views for each product in the set. [Web Only Data] |
| Product Views (7 days) | The total number of times a product detail page was viewed over the last 7 <br> days. Note: Internally Sourced Product Views + Externally Sourced <br> Product Views do not equal Product Views because direct load/bookmark <br> referred pages are considered neither Internally nor Externally sourced. <br> Note that for product sets, product views includes set views as well as <br> views for each product in the set. [Web Only Data] |
| Product Views Per Year | The average number of product views a customer performs per year. |
| Product Views (last 4 weeks) | The total number of times a product detail page was viewed during the last <br> 4 weeks (including the analysis period). [Web Only Data] |
| Product Views (last 35 days) | For customers, the total number of times a product detail page was viewed <br> during the last 35 days (including the analysis period). This metric is used <br> for Engaged/Disengaged indicators. [Web Only Data] |
| Product Views/Stock Unit | The average number of views of a product detail page per on-site option <br> (a unique Option ID) during the analysis period. Product Views divided by <br> Count of On-Site Option IDs. [Web Only Data] |
| Product Views/Option | The average number of product views during the analysis period per stock <br> unit as of the end of the analysis period. Total Product Detail Page Views <br> divided by Stock Units. [Web Only Data] |
| Product Views/Parent <br> Product | The average number of views of a product detail page per on-site parent <br> product (a unique Parent Product ID) during the analysis period. Product <br> Views divided by Count of On-Site Parent Product IDs. [Web Only Data] |
| Impression Views/Product | The average number of views of a product detail page per on-site product <br> (a unique Product ID) during the analysis period. Product Views divided by <br> Count of On-Site Product IDs. [Web Only Data] |
| Product Views divided by Product Impressions during the analysis period. |  |
| [Web Only Data] |  |


| Product Views/Units Sold | The average number of product views per unit sold during the analysis <br> period. Total Product Detail Page Views. Product Views divided by Total <br> Units Sold. [Web Only Data] |
| :--- | :--- |
| Product Views/Visit | The average number of times product detail pages were viewed per web <br> visit during the analysis period. Product Views divided by Visits. [Web Only <br> Data] |
| Products | A measure of product range. Products is a count of the total number of <br> active unique Product IDs as of the end of the analysis period. For a day, a <br> product is considered active if it had one or more units sold (including <br> backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or <br> units still on backorder, preorder, or waitlist on the day. A product is also <br> active if it has an expected delivery date. Note: In some rare client cases, <br> the full catalog of products may be considered active by configuration, <br> regardless of these metrics. |
| Products (Store) | A count of the total number of active unique Product IDs in the store <br> channel as of the end of the analysis period. For a day, a product is <br> considered active if it had one or more units sold (including backorder, <br> pre-order, or waitlist) in the last 7 days, or it has stock units or units still on <br> backorder, preorder, or waitlist on the day. A product is also active if it has <br> an expected delivery date. Note: In some rare client cases, the full catalog <br> of products may be considered active by configuration, regardless of these <br> metrics. |
| Products In Stock | A count of the total number of active unique Product IDs in the web <br> channel as of the end of the analysis period. For a day, a product is <br> considered active if it had one or more units sold (including backorder, <br> pre-order, or waitlist) in the last 7 days, or it has stock units or units still on <br> backorder, preorder, or waitlist on the day. A product is also active if it has <br> an expected delivery date. Note: In some rare client cases, the full catalog <br> of products may be considered active by configuration, regardless of these <br> metrics. |
| Products Backordered | A count of the total number of unique active Product IDs that are marked |
| as backordered in inventory as of the end of the analysis period. |  |$|$| Products In Set (Web) | A count of the number of active product IDs associated with the set ID as <br> of the end of the analysis period. |
| :--- | :--- |
| A count of the total number of unique active Product IDs that are marked |  |
| as in stock as of the end of the analysis period. |  |


| Products Pre-Ordered | A count of the total number of unique active Product IDs that are marked as pre-ordered as of the end of the analysis period. |
| :---: | :---: |
| Products Vendor Ship | A count of the total number of unique active Product IDs that are marked as ship from vendor as of the end of the analysis period. |
| Products With Competitor Price | The count of products with a non-zero value for Average Competitor Price as of the end of the analysis period. |
| Products with Web-Store Price Mismatch | The count of products where the store price (Current Price (Store)) and the web price (Current Price (Web) are not equal as of the end of the analysis period. To be included in this count, a product must be active in both Web and Store. For a day, a product is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or units still on backorder, preorder, or waitlist on the day. A product is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of products may be considered active by configuration, regardless of these metrics. |
| Profit in Unsold Inventory | The product profit associated with unsold units as of the end of the analysis period. Product Profit does not account for ship costs, marketing costs, other offer costs, etc. (Product Selling Price - Cost Price) * Units In Stock |
| Profit Segment | Grouping of amounts of profit (Product Profit + Shipping Profit - Other Offer Costs) associated to orders placed during the analysis period by New and Existing Customers. Profit Segment values include: Negative, Low ( $<30^{\text {th }}$ percentile), Moderate, High ( $>70^{\text {th }}$ percentile) |
| Profit/Order Segment | Grouping of amounts of profit (Product Profit + Shipping Profit - Other Offer Costs) divided by orders placed during the analysis period by New and Existing Customers. Profit/Order Segment values include: Negative, Low ( $<30^{\text {th }}$ percentile), Moderate, High ( $>70^{\text {th }}$ percentile) |
| Projected Customer Orders (12 months) | For lifetime customers as of the end of the analysis period, the total number of orders projected to be placed over the next 12 months. Projected Customer Orders are based on prior customer activity and therefore does not include orders derived from new customer acquisition in those 12 months. |
| Projected Customer Orders (36 months) | For lifetime customers as of the end of the analysis period, the total number of orders projected to be placed over the next 36 months. Projected Customer Orders are based on prior customer activity and therefore does not include orders derived from new customer acquisition in those 36 months. |


| Projected Customer <br> Orders/Customer (12 <br> months) | For lifetime customers as of the end of the analysis period, the total <br> number of orders projected to be placed per customer over the next 12 <br> months. Projected Customer Orders (12 months) divided by Lifetime <br> Customers. |
| :--- | :--- |
| Projected Customer <br> Orders/Customer (36 <br> months) | For lifetime customers as of the end of the analysis period, the total <br> number of orders projected to be placed per customer over the next 36 <br> months. Projected Customer Orders (36 months) divided by Lifetime <br> Customers. |
| Projected Customer Profit <br> (12 months) | For lifetime customers as of the end of the analysis period, the total <br> customer profit projected to be gained over the next 12 months. Projected <br> Customer Orders (12 months) multiplied by Average Lifetime Customer <br> Profit per Order. |
| Projected Customer Profit <br> (12 months) Segment | For lifetime customers as of the end of the analysis period, the total <br> customer profit projected to be gained over the next 12 months. Projected <br> Customer Orders (12 months) multiplied by Average Lifetime Customer <br> Profit per Order. Projected Customer Profit (12 months) Segment values <br> include: Negative, Low, Moderate, High |
| Projected Customer Profit | For lifetime customers as of the end of the analysis period, the total <br> customer profit projected to be gained over the next 36 months. <br> Projected Customer Orders (36 months) multiplied by Average Lifetime <br> Customer Profit per Order. |
| $(36$ months) | For lifetime customers as of the end of the analysis period, the total <br> customer profit per customer projected to be gained over the next 12 <br> months. Projected Customer Profit (12 months) divided by Lifetime <br> Customers. |
| Projected Customer |  |
| Profit/Customer (12 months) |  |


| Projected Customer <br> Revenue/Customer (36 <br> months) | For lifetime customers as of the end of the analysis period, the total sales <br> per customer projected to be placed over the next 36 months. Projected <br> Customer Revenue (36 months) divided by Lifetime Customers. |
| :--- | :--- |
| Promo Class | The aspect of the order that the promotion cost impacts. There are three <br> allowed values: Product, where the promotion impacts the price paid for <br> the product; Shipping, where the promotion impacts the price paid for <br> shipping; and Other, where the promotion bears a cost but impacts neither <br> of these (e.g. gift with purchase). |
| Promo Code | The unique promotion identifier or name as specified in the order lines <br> feed. |
| Promo Cost | The cost incurred as a result of all promotional offers (e.g. 10\% off, Free <br> Shipping, Free Sample, etc.) during the analysis period determined by the <br> promotion codes applied at checkout. Promo Cost includes all promotion <br> classes: Product, Shipping, and Other |
| Promo Cost \% | The ratio of promotion-related costs to placed order value (excluding VAT) <br> for a given product. |
| Promo Discount \% | Product promotion value's share of full price value. Product Promo Cost / <br> Full Price Order Value |
| Promotion Cost/Order | The margin percentage reduction associated with product promotions on <br> units sold during the analysis period. (Product Promo Cost divided by Total <br> Discount) times (Full Price Margin \% - Product Profit \%). |
| Promo Margin Reduction \%Promo Use Segment | The average promotion cost (costs incurred by offering promotions) per <br> order during the analysis period. Promotion Cost divided by Orders. |
| The category or grouping of the promotion as specified in the order lines |  |
| feed. |  |


| Promotion Cost/Store | The average promotion cost (costs incurred by offering promotions) per store during the analysis period. Promotion Cost divided by Stores. |
| :---: | :---: |
| Promotion Cost/Unit | The average promotion cost (costs incurred by offering promotions) per unit sold during the analysis period. Promotion Cost divided by Units Sold. |
| Promotions Value | The value of promotions applied to placed orders during the analysis period. |
| Provided Orders (Vendor)/Click | The total number of customer transactions divided by the number of clicks associated with a campaign during the analysis period, as reported by the marketing vendor. Provided means that the marketing vendor data included orders associated with clicks down to the marketing parameter 4 level. |
| Publish Date | The date on which the product was published to the web site and made available for purchase. |
| Purchase Product Category Affinity | This field is related to the Dominant Purchase Product Category. It scans all customer orders over the last 30 days, to reveal the product category most commonly purchased within the same order as the Dominant Purchase Product Category. If you intend to deliver a targeted marketing message, you might consider advertising products related to both the Dominant and Affinity categories. |
| Purchasing Customers | A count of customers who made a purchase in the analysis period (New Customers + Existing Customers) |
| Quality Score | A variable determined by external Search Engines (e.g. Google, Yahoo, Bing) that can influence both the rank and Cost per Click of Ads. While the exact formulas are not published, factors such as Click-Through Rate, Ad Copy Relevance and Landing Page Quality are believed to be major factors. |
| Ranked Impressions | Impressions associated with campaigns that had a non-blank value for rank or position, as reported by marketing vendors. |
| Rating Count | A count of the number of user ratings given for the product as of the analysis period. |
| Reactivated Customer AOV | The average order value of orders placed during the analysis period by previously Lapsed Customers who purchased again. (Formerly "Lapsed Customer AOV") |


| Reactivated Customer Days <br> Between Purchases | The average number of days between purchases for previously Lapsed Customers who purchased again during the analysis period. (Formerly "Lapsed Customer Days Between Purchases") |
| :---: | :---: |
| Reactivated Customer Delivery on Promise Rate | The percentage of Lapsed Customer orders delivered during the analysis period that was delivered on or before the expected time. In the absence of courier delivery data, we assume that a missed ship date will equate to a missed delivery date. (Formerly "Lapsed Customer Delivery on Promise Rate") |
| Reactivated Customer Order \% | The share of orders placed during the analysis period by Lapsed Customers who purchased again as a percentage of total orders. |
| Reactivated Customer Orders | The number of orders during the analysis period completed by customers who had not made a purchase within the last 400 days as of the beginning of the analysis period. (Formerly "Lapsed Customer Orders") |
| Reactivated Customer Orders/Customer | The average number of orders placed per Reactivated Customer during the analysis period. |
| Reactivated Customer Placed Order Value | The amount of placed order value (value of orders including VAT if applicable to Client but excluding shipping charges) associated with orders placed during the analysis period by Lapsed Customers who purchased again. (Formerly "Lapsed Customer Placed Order Value") |
| Reactivated Customer Placed Order Value \% | The share of placed order value (value of orders including VAT if applicable to Client but excluding shipping charges) associated with orders placed during the analysis period by Lapsed Customers who purchased again as a percentage of total placed order value. (Formerly "Lapsed Customer Placed Order Value \%") |
| Reactivated Customer Profit | The amount of profit (Product Profit + Shipping Profit - Other Offer Costs) associated with orders placed during the analysis period by Lapsed Customers who purchased again. (Formerly "Lapsed Customer Profit") |
| Reactivated Customer Profit \% | The average profit (Product Profit + Shipping Profit - Other Offer Costs) as a percentage of placed order value for orders placed during the analysis period by previously Lapsed Customers who purchased again. (Formerly "Lapsed Customer Profit \%") |
| Reactivated Customer Profit/Order | The average profit (Product Profit + Shipping Profit - Other Offer Costs) per order of previously Lapsed Customers who purchased again during the analysis period. (Formerly "Lapsed Customer Profit/Order") |
| Reactivated Customers | A count of customers who made a purchase in the analysis period, but who had not made a purchase within the last 400 days as of the beginning of the analysis period (previously Lapsed). |


| Reactivated Customers (segment) | Customers who made a purchase in the analysis period but had not made a purchase within the last 400 days as of the beginning of the analysis period (previously Lapsed). |
| :---: | :---: |
| Reactivated Customers/Lapsed Customer Base | The number of previously Lapsed Customers who purchased again during the analysis period divided by Lapsed Customer Base. (Formerly "Lapsed Customer Purchase Rate") |
| Reason Code | Reason for a return or cancellation. Typically gathered via customer feedback and potentially mapped to a theme to help aggregate responses. |
| Recency Segment | The grouping into which a customer falls based on the time between their last order and the analysis date. Recency Segment values include: 0-3 Months, 3-6 Months, 6-13 Months, 13+ Months |
| Relevance | A measure of how relevant paid search creative (ad text) is to the keyword. $100 \%$ Relevance would suggest that creative includes all of the keyword words (tokens). |
| Recommendation Internal Sourced Views | The number of product views directly sourced from a product recommendation click. This metric must be populated via web analytics tagging that flags product views resulting from a product recommendation (e.g. may we suggest) click. [Web Only Data] |
| Refunded Marketing Cost | Total refunds and reversals associated with marketing activities in the analysis period as collected from your marketing vendor feeds (negative marketing cost). |
| Refunded Marketing Cost (last X days) | Total refunds and reversals associated with marketing activities over the last $X$ days including the analysis period, as collected from your marketing vendor feeds (negative marketing cost). |
| Reorderable | Value is " $Y$ " if the product is flagged as able to be reordered. |
| Reorderable SKUs | The count of SKUs that have the Reorderable flag set to "TRUE" in the Product Catalog feed. |
| Repurchase Point | Pre and Post Repurchase Point are used in the context of customer opportunity lists to identify customers' recent purchase activity. The repurchase point is the average amount of time it takes members of that segment to repurchase. If a customer has not purchased by the repurchase point, the customer falls into the post repurchase point segment. If a customer has yet to reach the repurchase point, the customer falls into the pre-repurchase point segment. |

\(\left.$$
\begin{array}{|l|l|}\hline & \begin{array}{l}\text { For a customer, the ratio of Days Since Last Purchase to Average Days } \\
\text { Between Purchases. A customer is considered to be early in their } \\
\text { repurchase window when Repurchase Risk Ratio is less than 1 (days that } \\
\text { have passed are fewer than average), late in their repurchase window when } \\
\text { greater than 1 but less than 2, and outside their repurchase window when } \\
\text { the ratio is greater than 2 (days that have passed are more than double } \\
\text { their typical purchase cadence). When Average Days Between Purchases is } \\
\text { undefined, this metric is NA or null. Average Days Between Purchases is } \\
\text { undefined when a customer has only one order or when all their orders are } \\
\text { on the same day. This metric's applicability is strongly impacted by order } \\
\text { count - the more orders the customer(s) have, the more reliable Average } \\
\text { Days Between Purchases is as a behavior indicator. Days Since Last } \\
\text { Purchase divided by Average Days Between Purchases }\end{array} \\
\hline \text { Repurchase Risk Ratio Ratio } & \begin{array}{l}\text { Grouping of customers by their ratio of Days Since Last Purchase to } \\
\text { Average Days Between Purchases (Repurchase Risk Ratio). A customer is } \\
\text { considered to be early in their repurchase window when Repurchase Risk } \\
\text { Ratio is less than 1 (days that have passed are fewer than average), late in } \\
\text { their repurchase window when greater than 1 but less than 2, and outside } \\
\text { their repurchase window when the ratio is greater than 2 (days that have } \\
\text { passed are more than double their typical purchase cadence). Repurchase } \\
\text { Risk Ratio Segment values include: N/A, Early Repurchase Window, Late } \\
\text { Repurchase Window, Outside Repurchase Window }\end{array} \\
\hline \text { Restocked Matched Options } & \begin{array}{l}\text { The percentage of options that have been restocked among matched } \\
\text { options. An option has been restocked when it has two or more SKUs and } \\
\text { 51\% or more SKUs have returned to available to purchase at the same time. } \\
\text { [[EDITED Market Data] }\end{array} \\
\hline \text { Retailing Revenue } & \text { Retailing Profit/Order } \\
\text { Retailing Profit \% (MI) } & \begin{array}{l}\text { Total profit during analysis period calculated as Product Profit + Shipping } \\
\text { Profit - Other Offer Costs - Marketing Costs. }\end{array} \\
\hline \text { Retailing Profit } & \begin{array}{l}\text { Reve }\end{array}
$$ <br>
\hline The average retailing profit per order during the analysis period. Retailing <br>

Profit divided by Orders.\end{array}\right\}\)| Revenue during the analysis period calculated as Placed Order Value + |
| :--- |
| Shipping Revenue profit percentage of placed order value (Retailing Profit/ |
| Placed Order Value) |


| Return Date | The date on which the item was returned. |
| :---: | :---: |
| Return on Ad Spend | The revenue (placed order value) generated during the analysis period divided by the marketing cost (spend), as reported by the marketing vendor, during the analysis period. Online Placed Order Value (excluding VAT) / Marketing Cost |
| Return on Ad Spend (Vendor) | The revenue (placed order value) generated during visits sourced from paid marketing activities divided by the marketing cost (spend) associated with those marketing activities, as reported by the marketing vendor, during the analysis period. |
| Return on Ad Spend (last X days) | The revenue (placed order value) generated during visits sourced from paid marketing activities divided by the marketing cost (spend) associated with those marketing activities, as reported by the marketing vendor, during the last $X$ days including the analysis period. |
| Return on Capital | A measure of the efficiency of capital invested in inventory calculated as Retailing Profit during the analysis period divided by Inventory Value as of the end of the analysis period. |
| Return Rate | The percentage of units returned compared to the number of units shipped during the analysis period. Where necessary, units shipped is estimated as Units Sold - Units cancelled - Units Declined. |
| Return Rate (last 4 weeks) | The percentage of units returned compared to the number of units shipped during the last 4 weeks including the analysis period. Where necessary, units shipped is estimated as Units Sold - Units cancelled Units Declined. |
| Return Rate (last 12 months) | The percentage of units returned compared to the number of units shipped during the last 12 months including the analysis period. Where necessary, units shipped is estimated as Units Sold - Units cancelled Units Declined. |
| Return Rate (Better Price) | The percentage of units returned compared to the number of units shipped during the analysis period where the return reason mapped to "Better Price". Where necessary, units shipped is estimated as Units Sold Units cancelled - Units Declined. |
| Return Rate (Better Price) (last 4 weeks) | The percentage of units returned compared to the number of units shipped during the last 4 weeks including the analysis period where the return reason mapped to "Better Price". Where necessary, units shipped is estimated as Units Sold - Units cancelled - Units Declined. |


| Return Rate (Damaged) | The percentage of units returned compared to the number of units shipped during the analysis period where the return reason mapped to "Damaged". Where necessary, units shipped is estimated as Units Sold Units cancelled - Units Declined. |
| :---: | :---: |
| Return Rate (Damaged) (last 4 weeks) | The percentage of units returned compared to the number of units shipped during the last 4 weeks including the analysis period where the return reason mapped to "Damaged". Where necessary, units shipped is estimated as Units Sold - Units cancelled - Units Declined. |
| Return Rate (Differs from Ordered) | The percentage of units returned compared to the number of units shipped during the analysis period where the return reason mapped to "Differs from Ordered". Where necessary, units shipped is estimated as Units Sold - Units cancelled - Units Declined. |
| Return Rate (Differs from Ordered) (last 4 weeks) | The percentage of units returned compared to the number of units shipped during the last 4 weeks including the analysis period where the return reason mapped to "Differs from Ordered". Where necessary, units shipped is estimated as Units Sold - Units cancelled - Units Declined. |
| Return Rate (Differs from Web Description) | The percentage of units returned compared to the number of units shipped during the analysis period where the return reason mapped to "Differs from Web Description". Where necessary, units shipped is estimated as Units Sold - Units cancelled - Units Declined. |
| Return Rate (Differs from Web Description) (last 4 weeks) | The percentage of units returned compared to the number of units shipped during the last 4 weeks including the analysis period where the return reason mapped to "Differs from Web Description". Where necessary, units shipped is estimated as Units Sold - Units cancelled Units Declined. |
| Return Rate (last 12 months) Segment | Customer grouping by the percentage of units returned compared to the number of units sold (excluding units cancelled) during the last 12 months including the analysis period. Return Rate (last 12 months) Segment values include: No Orders, No Returns, All Returned, Low (<30 ${ }^{\text {th }}$ percentile), Moderate, High (>70 ${ }^{\text {th }}$ percentile) |
| Return Rate (Missed Delivery Date) | The percentage of units returned compared to the number of units shipped during the analysis period where the return reason mapped to "Missed Delivery Date". Where necessary, units shipped is estimated as Units Sold - Units cancelled - Units Declined. |
| Return Rate (Missed Delivery Date) (last 4 weeks) | The percentage of units returned compared to the number of units shipped during the last 4 weeks including the analysis period where the return reason mapped to "Missed Delivery Date". Where necessary, units shipped is estimated as Units Sold - Units cancelled - Units Declined. |


| Return Rate (Size Issue) | The percentage of units returned compared to the number of units shipped during the analysis period where the return reason mapped to "Size Issue". Where necessary, units shipped is estimated as Units Sold Units cancelled - Units Declined. |
| :---: | :---: |
| Return Rate (Size Issue) (last 4 weeks) | The percentage of units returned compared to the number of units shipped during the last 4 weeks including the analysis period where the return reason mapped to "Size Issue". Where necessary, units shipped is estimated as Units Sold - Units cancelled - Units Declined. |
| Return Rate (Style/Color Issue) | The percentage of units returned compared to the number of units shipped during the analysis period where the return reason mapped to "Size Issue". Where necessary, units shipped is estimated as Units Sold Units cancelled - Units Declined. |
| Return Rate (Style/Color Issue) (last 4 weeks) | The percentage of units returned compared to the number of units shipped during the last 4 weeks including the analysis period where the return reason mapped to "Style/Color Issue". Where necessary, units shipped is estimated as Units Sold - Units cancelled - Units Declined. |
| Returned Order Profit | The amount of order profit (shipping profit + product profit - other offer costs) associated with returned orders during the analysis period. |
| Returned Order Value | The value of orders previously shipped, but returned by customer during the analysis period. |
| Returned Order Value (last 4 weeks) | The value of orders previously shipped, but returned by customer during the last four weeks including the analysis period. |
| Returned Order Value (last 12 months) | The value of orders previously shipped, but returned by customer during the last twelve months including the analysis period. |
| Returned Order Value \% | For a given analysis period, the percentage of order value that was returned compared to the order value shipped. Returned Order Value divided by Shipped Order Value. |
| Returned to Store | The number of units returned to the store rather than returned to the online channel. |
| Returned Units | The total number of product units returned during the analysis period. |


| Returned Units (last 12 months) | The total number of product units returned by the customer during the last 12 months including the analysis period. |
| :---: | :---: |
| Returned Units (last 4 weeks) | The total number of product units returned during the last 4 weeks including the analysis period. |
| Returned Units (Better Price) | The total number of product units returned where the return reason mapped to "Better Price" during the analysis period. |
| Returned Units (Better Price) (last 4 weeks) | The total number of product units returned where the return reason mapped to "Better Price" during the last 4 weeks including the analysis period. |
| Returned Units (Damaged) | The total number of product units returned where the return reason mapped to "Damaged" during the analysis period. |
| Returned Units (Damaged) (last 4 weeks) | The total number of product units returned where the return reason mapped to "Damaged" during the last 4 weeks including the analysis period. |
| Returned Units (Differs from Ordered) | The total number of product units returned where the return reason mapped to "Differs from Ordered" during the analysis period. |
| Returned Units (Differs from Ordered) (last 4 weeks) | The total number of product units returned where the return reason mapped to "Differs from Ordered" during the last 4 weeks including the analysis period. |
| Returned Units (Differs from Web Description) | The total number of product units returned where the return reason mapped to "Differs from Web Description" during the analysis period. |
| Returned Units (Differs from Web Description) (last 4 weeks) | The total number of product units returned where the return reason mapped to "Differs from Web Description" during the last 4 weeks including the analysis period. |
| Returned Units (Missed Delivery Date) | The total number of product units returned where the return reason mapped to "Missed Delivery Date" during the analysis period. |
| Returned Units (Missed Delivery Date) (last 4 weeks) | The total number of product units returned where the return reason mapped to "Missed Delivery Date" during the last 4 weeks including the analysis period. |
| Returned Units (Size Issue) | The total number of product units returned where the return reason mapped to "Size Issue" during the analysis period. |


| Returned Units (Size Issue) <br> (last 4 weeks) | The total number of product units returned where the return reason <br> mapped to "Size Issue" during the last 4 weeks including the analysis <br> period. |
| :--- | :--- |
| Returned Units (Style/Color <br> Issue) | The total number of product units returned where the return reason <br> mapped to "Style/Color Issue" during the analysis period. |
| Returned Units (Style/Color <br> Issue) (last 4 weeks) | The total number of product units returned where the return reason <br> mapped to "Style/Color Issue" during the last 4 weeks including the <br> analysis period. |
| Reversal Value (Vendor) | The placed order value (vendor reported sales) that were affected by a <br> marketing cost refund or commission reversal. (Negative Vendor Sales) |
| Reversed Order Value \% | The share of placed order value (vendor reported sales) that were affected <br> by a marketing cost refund or commission reversal. (Negative Vendor <br> Sales) / (Positive Vendor Sales) |
| Review Count | A count of the number of user reviews placed for the product as of the <br> analysis period. |
| Review Rating | The average user review rating for the product as of the analysis period. In <br> the case of product sets, the set rating is used if available. Otherwise, a <br> weighted average of the rating of each product in the set is used. |
| Search Engine | Sales occurring in the same session as the page view from the Page <br> Sources file. Dictated heavily by analytics systems definition. [Web Only <br> Data] |
| Satisfaction Score Influence | Demand on inventory in terms of units sold. Units Sold + External Units <br> Sold |
| Sales Velocity | The name of the external search engine on which the search was <br> performed (e.g. Google) |
| The width and height in pixels of a website visitor's screen. |  |
| The most current satisfaction survey score for the customer. |  |$|$| Demand on inventory in terms of order value. Placed Order Value + |
| :--- |
| External Sales |


| Search Result Exit Rate | The percentage of on-site search result pages that end a visitor's session. <br> On-Site Search Result Exit Pages divided by On-Site Search Result Page <br> Views. [Web Only Data] |
| :--- | :--- |
| Search Internal Sourced <br> Views | The number of product views directly sourced from an on-site search click. <br> This metric must be populated via web analytics tagging that flags product <br> views resulting from an on-site search (e.g. may we suggest) click. [Web <br> Only Data] |
| Search Sourced <br> Views/Option | The average number of product views per active on-site option during the <br> analysis period directly sourced (direct referral link) from an on-site search <br> result click. Search Sourced Product Views divided by Unique Count of <br> Active On-Site Option IDs. [Web Only Data] |
| Search Sourced | The average number of product views per active on-site parent product <br> during the analysis period directly sourced (direct referral link) from an <br> on-site search result click. Search Sourced Product Views divided by <br> Unique Count of Active On-Site Parent Product IDs. [Web Only Data] |
| Views/Parent Product | The average number of product views per active on-site product during <br> the analysis period directly sourced (direct referral link) from an on-site <br> search result click. Search Sourced Product Views divided by Unique Count <br> of Active On-Site Product IDs. [Web Only Data] |
| Search Sourced | The search phrase entered by the web site visitor into the on-site search <br> feature on the web site. |
| Search Term | Using automated fuzzy matching, this field groups terms with similar terms <br> with the objective to identify common misspellings, etc. |
| Selling Location | A count of the unique site+search term combinations in content |
| opportunities. |  |

\(\left.$$
\begin{array}{|l|l|}\hline \text { Selling Location Attribute } & \begin{array}{l}\text { A custom attribute (field) of a selling location. As attributes are defined by } \\
\text { clients, they could contain almost any information. A typical use of selling } \\
\text { location attributes could be store type, store size, or geographic location. }\end{array} \\
\hline \begin{array}{l}\text { Selling Location Nudged } \\
\text { (segment) }\end{array} & \begin{array}{l}\text { Customers placing an order during the analysis period at a selling location } \\
\text { not associated with any of the customer's past transactions (Selling } \\
\text { Location Nudged does not include single order customers). }\end{array}
$$ <br>

\hline Selling Location Type \& The type of location at which the item can be sold (e.g. Store, Site, etc.)\end{array}\right\}\)| Selling Price | The current selling price of a product. <br> The average position in which your natural search listing is shown to visitors |
| :--- | :--- |
| SEO Average Position | The percentage of one page visits referred by Natural Search marketing <br> sources in the analysis period per total visits referred by Natural Search <br> marketing sources in the analysis period. SEO One Page Visits divided by <br> SEO Visits. [Web Only Data] |
| SEO Bounce Rate | The number of entry page views (visits) directly referred from a Natural <br> Search marketing source. [Web Only Data] |
| SEO Entry Page Views Views Availability | The number of entry views of a product directly referred from a Natural <br> Search marketing source. [Web Only Data] |
| SEO Product Views | The percentage of in-stock set views per set view. Views Availability shows <br> your customers' experience of product availability. In the absence of <br> in-stock view web analytics tagging, the calculation uses the SKU <br> Availability for the set as of the end of each day multiplied by set views to |
| SEO Externally Sourced Vate | The number of views of a product within a session directly referred from an <br> SEO (Natural Search) marketing source. [Web Only Data] |
| Product Views | The percentage of visits to a product directly referred from a Natural <br> Search marketing source. [Web Only Data] |
| The total number of times a product set page was viewed during the |  |
| analysis period. Note: Internally Sourced Set Views + Externally Sourced |  |
| Set Views do not equal Set Views because direct load/bookmark referred |  |
| pages are considered neither Internally nor Externally sourced. [Web Only |  |
| Data] |  |


|  | approximate in-stock product views. A weighted average is then used to <br> aggregate the daily calculations for longer analysis periods. In-Stock Set <br> Views divided by Total Set Views. [Web Only Data] |
| :--- | :--- |
| Ship Date | The date on which the order was shipped to the customer. |
| Ship From Vendor Units Sold | The total number of product units sold (web + non-web direct if <br> applicable) during the analysis period that are marked as ship from vendor. |
| Shipment Timing | Grouping of orders/shipments by whether they were shipped late or on <br> time where 'late' is defined as having shipping more than one day after the <br> date of order for Regular orders or after the promise date for Special <br> orders. Shipment Timing segment values include: Late, On Time |
| Shipments | The total number of shipments made during the analysis period. A unique <br> count of shipment IDs. |
| Shipments >1 Day After | A count of shipments during the analysis period that shipped more than 1 <br> full day after the day the original order was placed. |
| Order | The count of units sold in channels where shipment is expected. Web Units <br> Sold. |
| Shippable Units Sold | Shipped Product Profit |
| Shipped Order Value | The product profit associated with units shipped during the analysis period. <br> Shipped Product Cost is the product cost in the Order Lines feed, if <br> available. Otherwise, it is the unit cost in the Inventory feed. Shipped |
| Shipped From Store Order \% | Than a warehouse. Shipped From Store Orders / Shipped Orders <br> than |
| Shipped Days Post Order | The value of orders shipped (excluding shipping charges) during the <br> analysis period. <br> Sate. |
| Thumber of days that passed between the order date and the shipment |  |
| costs) associated with shipped orders during the analysis period. |  |$|$| The number of days that passed between the date shipment was promised |
| :--- |
| and the shipment date. |


|  | Product Profit does not account for ship costs, marketing costs, other offer costs, etc. Product Profit excludes VAT, where applicable. (Product Selling Price - Shipped Product Cost) * Units Shipped. |
| :---: | :---: |
| Shipped Product Profit \% | The product margin percentage associated with units shipped during the analysis period. Shipped Product Cost is the product cost in the Order Lines feed, if available. (Product Selling Price - Shipped Product Cost) * Units Shipped divided by (Shipped Order Value No VAT). |
| Shipped Units | The total number of product units shipped during the analysis period. |
| Shipped Units (last 4 weeks) | The total number of product units shipped during the last four weeks including the analysis period. |
| Shipping Cost (Actual) | The actual shipping cost of shipped orders during the analysis period. Shipping Cost (Actual) leverages actual shipping costs at the time that the order is shipped. |
| Shipping Cost (Actual)/Shipped Order | The average actual shipping cost divided by shipped orders during the analysis period. |
| Shipping Cost (Estimated) | The estimated shipping cost of all orders placed during the analysis period. Shipping Cost is estimated at the time of the placed order by leveraging a look-up table that assumes a shipping rate by delivery type. Because the actual shipping costs may not be known until many days later, the estimated shipping costs is used in the retailing profit calculation. |
| Shipping Cost (Estimated)/Order | The average estimated shipping cost divided by placed orders during the analysis period. |
| Shipping Cost/Unit | The average amount of shipping cost with orders placed associated with shipped units during the analysis period. Shipping Costs divided by Units Shipped. |
| Shipping Cost (Estimated)/Unit | The estimated amount of shipping cost with orders placed associated with shipped units during the analysis period. Shipping Cost (Estimated) divided by Units |
| Shipping Cost No Pick Pack (Estimated) | The estimated shipping cost of all orders placed during the analysis period, excluding pick pack costs. Shipping Cost is estimated at the time of the placed order by leveraging a look-up table that assumes a shipping rate by delivery type. Shipping Cost (Estimated) - Pick Pack Cost |


| Shipping Country | The country to which an order or order item was shipped. |
| :--- | :--- |
| Shipping Method | The method (e.g. Express Delivery, 3 Day Delivery, 7 Day Delivery, etc.) by <br> which the customer has chosen to have the item shipped based on the <br> shipment feed. |
| Shipping Method Match | Grouping of orders/shipments by whether the shipment method used <br> matched the shipping method on the order. Shipping Method Match <br> segment values include: Not Matched, Matched |
| Shipping Profit | The profit from shipping (Shipping Revenue excluding VAT - Shipping <br> Costs) during the analysis period. Shipping Revenue excluding tax minus <br> Shipping Cost. |
| Shipping Profit Segment | Grouping of orders/shipments by shipping profit (Shipping Revenue <br> excluding VAT - Shipping Costs). Shipping Profit Segment values include: <br> Negative, Low (<30 th percentile), Moderate, High (>70 70 percentile) |
| Shipping Profit/Order | The average amount of Shipping Profit (Shipping Revenue excluding VAT - <br> Shipping Costs) per order during the analysis period. Shipping Profit |
| divided by Orders. |  |


| Shipping Revenue | The revenue (excluding VAT) from shipping during the analysis period. |
| :--- | :--- |
| Shipping Revenue/Order | The average amount of shipping revenue (excluding VAT) collected per <br> order placed during the analysis period. Shipping Revenue divided by <br> Placed Orders. |
| Shipping Revenue/Unit | The average amount of shipping revenue (excluding VAT) collected per <br> ordered unit during the analysis period. Shipping Revenue divided by Units <br> ordered. |
| Shipping Revenue Promo | The percentage reduction in shipping revenue represented by the cost <br> incurred as a result of promotional offers classified as "Shipping" on orders <br> Rlaced during the analysis period. Shipping Promotion Cost / (Shipping <br> Revenue + Shipping Promotion Cost) |
| Shipping Status | Grouping of orders/shipments by the status of the associated shipments. <br> Shipping Status segment values include: Shipped, Not Shipped, Partially <br> Shipped |
| Shipping Views/Cart View | The number of page views to the Shipping page divided by the number of <br> views to the Shopping Cart page during the analysis period. |
| Shopping Channel | The Shopping Comparison engine (e.g. Google Shopping, Shopzilla, <br> Pricegrabber, etc.) that delivered the visitor to the web site. |
| Single Unit Order \% | Single Item Order \% |
| Single Afrequency at which orders for the analysis row item contained only that |  |
| item/item type. |  |

$\left.\left.\begin{array}{|l|l|}\hline \text { Single Unit Orders } & \begin{array}{l}\text { The count of orders for the analysis row item/item type that contained only } \\ \text { that item/item type and only one unit of that item/item type. }\end{array} \\ \hline \text { Site/Channel } & \begin{array}{l}\text { The Site/Channel field represents the source of the information. Site is } \\ \text { commonly used to identify which web site (e.g. US or UK or FR or DE) } \\ \text { sourced the traffic. Channel is commonly used to identify which order } \\ \text { channel (e.g. Web, Amazon, Call Center, Store) sourced the order. }\end{array} \\ \hline \text { SKU } & \begin{array}{l}\text { The unique "Stock Keeping Unit" identifier for the product. It is intended to } \\ \text { uniquely identify the product at the lowest level to differentiate by color, } \\ \text { size, style, etc.). }\end{array} \\ \hline \text { SKU Attribute } & \begin{array}{l}\text { A custom attribute (field) of items or SKUs. As attributes are defined by } \\ \text { clients, they could contain almost any information. A typical use of SKU } \\ \text { attributes could be color, size, or pattern. }\end{array} \\ \hline \text { SKUs } & \begin{array}{l}\text { SKUs is a count of the total number SKUs associated with active Product } \\ \text { IDs. For a day, a product is considered active if it had one or more units sold } \\ \text { (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock } \\ \text { units or units still on backorder, preorder, or waitlist on the day. A product is } \\ \text { also active if it has an expected delivery date. Note: In some rare client } \\ \text { cases, the full catalog of products may be considered active by } \\ \text { configuration, regardless of these metrics. }\end{array} \\ \hline \text { SKUs Backordered } & \begin{array}{l}\text { A count of the total number of unique SKUs that are marked as } \\ \text { backordered as of the end of the analysis period. }\end{array} \\ \hline \text { SKU Availability (MI) } & \begin{array}{l}\text { A count of the total number of unique SKUs that are marked as } \\ \text { pre-ordered as of the end of the analysis period. }\end{array} \\ \hline \text { SKUs Vendor Ship Pre-Ordered } & \begin{array}{l}\text { The percent of SKUs that are available for sale of the SKUs that are visible. } \\ \text { [EDITED Market Data] }\end{array} \\ \hline \text { A count of the total number of SKUs associated with active Product IDs } \\ \text { that are marked as ship from vendor as of the end of the analysis period. }\end{array}\right\} \begin{array}{l}\text { The percentage of SKUs in stock per Product ID as of the end of the } \\ \text { analysis period. For example, if a product has 10 SKUs (whether active on } \\ \text { site or not), but 4 of the SKUs have zero stock units, the product has a 60\% } \\ \text { SKU Availability. In the case of product sets, SKU availability is calculated } \\ \text { across all products in the set - a set with 10 SKUs, 4 with zero units, has } \\ \text { 6O\% SKU Availability. When reporting across selling locations, a SKU is } \\ \text { considered to be available if it is sold anywhere. }\end{array}\right\}$
$\left.\begin{array}{|l|l|}\hline \text { Social Entry Page Views } & \begin{array}{l}\text { The number of entry page views (visits) directly referred from a Social } \\ \text { Media marketing source. [Web Only Data] }\end{array} \\ \hline \begin{array}{l}\text { Social Externally Sourced } \\ \text { Product Views }\end{array} & \begin{array}{l}\text { The number of entry views of a product directly referred from a Social } \\ \text { Media marketing source. [Web Only Data] }\end{array} \\ \hline \text { Social Product Views } & \begin{array}{l}\text { The number of views of a product within a session directly referred from a } \\ \text { Social Media marketing source. [Web Only Data] }\end{array} \\ \hline \text { Social Source Rate } & \begin{array}{l}\text { The percentage of visits to a product directly referred from a Social } \\ \text { marketing source (e.g. Twitter, Facebook, Linkedln, etc.). [Web Only Data] }\end{array} \\ \hline \text { Soft Bounces } & \begin{array}{l}\text { The total number of soft bounces (email messages that get as far as the } \\ \text { recipient's mail server but are bounced back undelivered before it gets to } \\ \text { the intended recipient) received during the analysis period. }\end{array} \\ \hline \text { Soft Bounce Rate } & \begin{array}{l}\text { The total number of soft bounces (email messages that get as far as the } \\ \text { recipient's mail server but are bounced back undelivered before it gets to } \\ \text { the intended recipient) received during the analysis period divided by the } \\ \text { number of emails sent. Soft Bounces divided by Emails Sent }\end{array} \\ \hline \text { Sold-Out Matched Options } & \begin{array}{l}\text { The percentage of options that are sold out (no SKUs are available to } \\ \text { purchase on the retailer site) among the matched options. [EDITED Market } \\ \text { Data] }\end{array} \\ \text { \% (MI) } & \begin{array}{l}\text { The rate at which units are selling, without regard to replenishment. (Units } \\ \text { Sold plus External Units Sold) divided by (Stock Units plus Fulfilled Units } \\ \text { plus External Units Sold) }\end{array} \\ \hline \text { Speed \% Cover (1 wk) } & \begin{array}{l}\text { The theoretical rate units are selling based on their full price values. (Full } \\ \text { Price Order Value plus External Sales (Full Price)) divided by (Inventory } \\ \text { Value (Full Price) plus Fulfilled Full Price Order Value plus External Sales } \\ \text { (Full Price)) }\end{array} \\ \hline \text { Speed (Full Price) \% } & \begin{array}{l}\text { Grouping of orders/shipments by the splitting status of the associated } \\ \text { shipments. A split shipment is one where there is more than one shipment } \\ \text { per order ID. Split Shipment Status segment values include: Not Shipped, } \\ \text { Split, Not Split }\end{array} \\ \hline \text { A measure of how many weeks remain before an item sells out given } \\ \text { average sales velocity (units sold/week) over the last week. At a site level, } \\ \text { this metric reflects the portion of available inventory allocated to the site } \\ \text { based on expected future demand. Stock Units as of the end of the } \\ \text { analysis period divided by Units Sold + External Units Sold during the last } \\ \text { week of the analysis period. }\end{array}\right\}$

| Stock Cover ( 4 wk ) | A measure of how many weeks remain before an item sells out given average sales velocity (units sold/week) over the last 4 weeks. At a site level, this metric reflects the portion of available inventory allocated to the site based on expected future demand. Stock Units as of the end of the analysis period divided by Average Units Sold + External Units Sold/Week over the last 4 weeks. |
| :---: | :---: |
| Stock Status | Grouping of orders/shipments by the status of the stock required to fulfill the remaining items in the order. Stock Status segment values include: Shipped, No Stock, Partial Stock, Full Stock |
| Stock Units | The number of stock units in warehouse(s) as of the end of the analysis period. In the case of product sets, the number of full sets (stock units of least stocked product). At a site level, this metric reflects the portion of available inventory allocated to the site based on expected future demand. |
| Stock Units Ratio | A ratio comparing the difference between the highest and lowest stock levels per product versus the average stock level in a given set. Used to determine how varied the stock level is across the products within the set the closer the figure is to zero, the more balanced all products in the set are. [(Highest Product Stock Units in Set - Lowest Product Stock Units in Set) / Average Product Stock Units in Set)] |
| Stock Units/Option | The average number of Stock Units as of the end of the analysis period per unique Option ID. At a site level, this metric reflects the portion of available inventory allocated to the site based on expected future demand. Stock Units divided by Unique Option IDs. |
| Stock Units/Parent Product | The average number of Stock Units as of the end of the analysis period per unique Parent Product ID. At a site level, this metric reflects the portion of available inventory allocated to the site based on expected future demand. Stock Units divided by Unique Parent Product IDs. |
| Stock Units/Product | The average number of Stock Units as of the end of the analysis period per unique Product ID. At a site level, this metric reflects the portion of available inventory allocated to the site based on expected future demand. Stock Units divided by Unique Product IDs. |
| Stock Units: Not Purchased (4 wks) | The count of stock units as of the end of the analysis period associated with SKUs at Selling Locations that had zero units sold in the past 4 weeks |
| Stock Units: Not Purchased (4 wks) \% | The share of stock units as of the end of the analysis period associated with SKUs at Selling Locations that had zero units sold in the past 4 weeks. Stock Units: Not Purchased (4wks) / Stock Units |
| "Store" Metrics | Calculation based on physical store data. |


| Store \& Web Customer \% | The percentage of customers who have made purchases both online and in store. |
| :---: | :---: |
| Store Average Rate of Sale | The count of store units sold divided by the number of stores with inventory for a given product as of the end of the reporting period. |
| Store Exclusive Option \% | The percentage of active options that are only sold in stores. For a day, an option is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or units still on backorder, preorder, or waitlist on the day. An option is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of options may be considered active by configuration, regardless of these metrics. |
| Store Exclusive Options | The count of active options that are only sold in stores. For a day, an option is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or units still on backorder, preorder, or waitlist on the day. An option is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of options may be considered active by configuration, regardless of these metrics. |
| Store Exclusive Parent Product \% | The percentage of active parent products that are only sold in stores. For a day, a parent product is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or units still on backorder, preorder, or waitlist on the day. A parent product is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of parent products may be considered active by configuration, regardless of these metrics. |
| Store Exclusive Parent Products | The count of active parent products that are only sold in stores. For a day, a parent product is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or units still on backorder, preorder, or waitlist on the day. A parent product is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of parent products may be considered active by configuration, regardless of these metrics. |
| Store Exclusive Product \% | The percentage of active products that are only sold in stores. For a day, a product is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or units still on backorder, preorder, or waitlist on the day. A product is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of products may be considered active by configuration, regardless of these metrics. |


| Store Exclusive Products | The count of active products that are only sold in stores. For a day, a <br> product is considered active if it had one or more units sold (including <br> backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or <br> units still on backorder, preorder, or waitlist on the day. A product is also <br> active if it has an expected delivery date. Note: In some rare client cases, <br> the full catalog of products may be considered active by configuration, <br> regardless of these metrics. |
| :--- | :--- |
| Store Exclusive SKUs | The count of SKUs associated with active products that are only sold in <br> stores. For a day, a product is considered active if it had one or more units <br> sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has <br> stock units or units still on backorder, preorder, or waitlist on the day. A <br> product is also active if it has an expected delivery date. Note: In some rare <br> client cases, the full catalog of products may be considered active by <br> configuration, regardless of these metrics. |
| Store Footfall | A measure of store traffic (visits). | | Store Only Customer \% | The percentage of customers who have made all of their purchases in <br> store. |
| :--- | :--- |
| Store Orders/External | The average number of orders during the analysis period per store traffic <br> (visit) outside the store based on the external footfall value. |
| Sootfall | The average number of orders generated in stores during the analysis <br> period per store visit based on the footfall value. |
| Store Orders/Footfall Sold/Footfall | The total number of product units sold within store orders during the <br> analysis period divided by the footfall value. |
| Store Profit/Sq Ft | Total profit during the analysis period calculated as Product Profit - Other <br> Offer Costs. |
| Store Units Sold/External | The average number of units sold during the analysis period per traffic <br> (visit) outside the store based on the external footfall value. |
| The average store profit generated by store. |  |


| Stores | The count of stores with inventory for a given product as of the end of the reporting period. |
| :---: | :---: |
| Support | In Affinities, the count of overlapping orders between the two criteria. In other words, if comparing Brand A to Brand B , the number of orders in which at least one $B$ rand $A$ and $B r a n d B$ product were purchased. |
| Tablet Visit \% | The percentage of visits accessed via a tablet device (e.g. iPad). Tablet Visits divided by Total Visits. |
| Term Family | The most commonly occurring term in the group of terms identified by fuzzy term matching. |
| Token Count | The number of words in the search phrase. Red Sweater $=2$ Tokens. |
| Tokens | The number of words in the search phrase. Red Sweater $=2$ Tokens. |
| Top Discount Decile Customers (segment) | Customers who are among the top 10 percent ("91-100th Percentile") of lifetime applied discount value (cumulative discount value obtained via lifetime purchased markdown and promotional items) customers. |
| Top Profit Decile Customers (segment) | Customers who are among the top 10 percent ("91-100th Percentile") of lifetime product profit (cumulative product profit obtained via lifetime purchases) customers. |
| Top Returns Decile Customers (segment) | Customers that have generated the top 10 percent ("91-100th Percentile") of lifetime returned order value (cumulative returned order value from lifetime purchases) customers. |
| Top Sales Decile Customers (segment) | Customers who are among the top 10 percent ("91-100th Percentile") of lifetime placed order value (cumulative placed order value obtained via lifetime purchases) customers. |
| Total Discount | The total difference between full price and selling price - promotion and markdown value combined. Full Price Order Value - Placed Order Value |
| Total Discount \% | The ratio of the difference between full price and selling price - promotion and markdown value combined - to the full price value. (Full Price Order Value - Placed Order Value) / Full Price Order Value |
| Trademark Term Keywords | A metric counting keywords that are among those in your configured list of trademark or brand terms. |


| Understock Score | A relative measure of how far below an ideal range of stock cover an item is at the end of the analysis period. 'Ideal' stock cover is the level of cover between the $30^{\text {th }}$ and $70^{\text {th }}$ percentiles versus category peers. |
| :---: | :---: |
| Understocked | An indication that you have a low amount of remaining inventory compared to current (last 4 weeks) selling velocity. |
| Understocked Inventory Value | Amount of inventory cost value (not retail price) it would take to reach the 30th percentile of stock cover. |
| Understocked SKU-Location \% | Percent of SKU-Selling Location combinations that are understocked relative to their category peers (less than $30^{\text {th }}$ percentile of stock cover relative to peers). For example, if a product has 10 SKUs sold in 5 Stores, the product has 50 SKU-Selling Location combinations. If 20 of those SKU-Selling Locations are understocked, Understocked SKU-Location \% will be $40 \%$ for the product. |
| Understocked Selling Location Score | A measure of the number of selling locations in which a SKU is considered to be understocked. When reporting at a SKU level, this gives the number of selling locations for which the SKU is understocked. At higher level grouping of SKUs, this reports an average number of selling locations for which the SKUs are understocked. When reporting at the selling location level, this gives the percent of SKUs that are understocked at the selling location. |
| Units Abandoned | The count of carted items not purchased prior to a visit completion. [Web Only Data] |
| Units on Order | The number of stock units on order as of the analysis period for a given product. In the case of product sets or categories, the total number of stock units on order for all products in the set is displayed. At a site level, this metric reflects the portion of on order inventory allocated to the site based on expected future demand. |
| Units on Order Ratio | A ratio comparing the difference between the highest and lowest counts of units on order per product versus the average number of units on order per product in a given set. Used to determine how varied the count of units is across the products within the set - the closer the figure is to zero, the more balanced all products in the set are. (Highest Units on Order in Set Lowest Units on Order in Set) / Average Units on Order in Set |
| Units Sold | The total number of units sold (quantity) during the analysis period. |


| Units Sold (7 days) | The total number of units sold (quantity) over the last 7 days. |
| :---: | :---: |
| Units Sold (7 days) (\% vs prior 7 days) | The percentage change between the Units Sold (7 days) metric value to that metric's value for the previous 7 days. |
| Units Sold (Analytics) | The total number of units sold (quantity) during the analysis period as determined by your web analytics product [Web Only Data] |
| Units Sold (Full Order) | The number of units sold in orders the analysis row item was a subset of. Compare this value with Units Sold to estimate the average share of basket. |
| Units Sold (last 12 months) | The total number of product units bought by the customer during the last 12 months including analysis period. |
| Units Sold (last 4 weeks) | The total number of product units sold (web + non-web direct if applicable) during the last 4 weeks including analysis period. Online Units Sold in 4 weeks + Non-Web Direct Units Sold in 4 weeks. |
| Units Sold (Store) | The total number of product units sold in store channel orders during the analysis period. |
| Units Sold (Web) | The total number of product units sold in web channel orders during the analysis period. |
| Units Sold/Cart Item Add | The average number of units sold per items carted during the analysis period. Online Units Sold divided by Items added to Cart. [Web Only Data] |
| Units Sold/External Store Footfall | The average number of units sold during the analysis period per traffic (visit) outside the store based on the external footfall value. |
| Units Sold/Option | The average number of units sold during the analysis period per unique on-site option ID. Units Sold divided by Unique On-Site Option IDs. |
| Units Sold/Order | The average number of units sold per order during the analysis period. Units Sold divided by Orders. |
| Units Sold/Order (Full Order) | The average number of units sold per orders the analysis row item was a subset of. Units Sold (Full Order) / Orders |


| Units Sold/Parent Product | The average number of Units Sold during the analysis period per unique <br> on-site parent product ID. Units Sold divided by Unique On-Site Parent <br> Product IDs. |
| :--- | :--- |
| Units Sold/Product | The average number of units sold during the analysis period per unique <br> on-site product ID. Units Sold divided by Unique On-Site Product IDs. |
| Units Sold/Product View | The average number of Units Sold during the analysis period per product <br> view. Online Units Sold divided by Product Views. [Web Only Data] |
| Units Sold/Store Footfall | The total number of product units sold within store orders during the <br> analysis period divided by the footfall value. |
| Units/Order | The average number of units sold per order during the analysis period. <br> Units Sold divided by Orders. |
| Unprofitable Spend | Total marketing spend associated with unprofitable marketing campaigns <br> during the analysis period. |
| Unknown Customer Order \% | The percentage of orders placed without customer ID information. <br> (Unknown Customer Orders / Orders) |
| Unprofitable Order \% | The count of orders placed without customer ID information. |
| Unkrofitable Orders | The share of customer transactions placed during the analysis period <br> where the order profit was less than zero. Unprofitable Orders / Orders |
| Unknown Customer Profit | The profit associated with orders without customer ID information. |


| Unprofitable Purchasing <br> Customers | Count of customers who generated negative customer profit in the <br> analysis period. |
| :--- | :--- |
| Unshipped Order Profit | Order profit associated with orders (or parts of orders) that have not yet <br> been shipped. |
| Unshipped Order Value | The value of orders (or parts of orders) that have not yet been shipped. |
| Vnshipped Units | The count of units for orders (or parts of orders) that have not yet been <br> shipped. |
| Views-Weighted Speed \% (Analytics) | The percentage of in-stock product views per product view. Views <br> Availability shows your customers' experience of product availability. In the <br> absence of in-stock view web analytics tagging, the calculation uses the <br> SKU Availability as of the end of each day multiplied by product views to <br> approximate in-stock product views. A weighted average is then used to <br> aggregate the daily calculations for longer analysis periods. 60 \% views <br> availability means that over the course of the analysis period, customers |
| viewed products at 60\% availability (i.e., on average 6 out of 10 SKUs had |  |
| one or more unit of stock) In-Stock Product Views divided by Total Product |  |
| Views. [Web Only Data] |  |


| Views-Weighted Stock Cover (1wk) | A weighted average of the Stock Cover (1 week) metric where product views provide the weight. Views-Weighted Stock Cover (1 week) conveys how well-balanced available stock and selling velocity are with respect to product views. The calculation uses Stock Cover (1 week) multiplied by daily product views, then divides by total analysis period product views. As such, for an individual product for a single day, Stock Cover (1 week) and Views-Weighted Stock Cover (1 week) will be the same. Zero sales as well as zero stock are considered as zero cover in this calculation. |
| :---: | :---: |
| Views-Weighted Stock Cover (4 wks) | A weighted average of the Stock Cover ( 4 wks ) metric where product views provide the weight. Views-Weighted Stock Cover ( 4 wks ) conveys how well-balanced available stock and selling velocity are with respect to product views. The calculation uses Stock Cover ( 4 wks ) multiplied by daily product views, then divides by total analysis period product views. As such, for an individual product for a single day, Stock Cover (1 week) and Views-Weighted Stock Cover (1 week) will be the same. Zero sales as well as zero stock are considered as zero cover in this calculation. |
| Waitlist Units | The number of units as of the analysis period for which customers have asked to be notified when the product is once again in stock. |
| Web Exclusive Option \% | The percentage of active options that are only sold online. For a day, an option is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or units still on backorder, preorder, or waitlist on the day. An option is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of options may be considered active by configuration, regardless of these metrics. |
| Web Exclusive Options | The count of active options that are only sold online. For a day, an option is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or units still on backorder, preorder, or waitlist on the day. An option is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of options may be considered active by configuration, regardless of these metrics. |
| Web Exclusive Parent Product \% | The percentage of active parent products that are only sold online. For a day, a parent product is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or units still on backorder, preorder, or waitlist on the day. A parent product is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of parent products may be considered active by configuration, regardless of these metrics. |
| Web Exclusive Parent Products | The count of active parent products that are only sold online. For a day, a parent product is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock |


|  | units or units still on backorder, preorder, or waitlist on the day. A parent product is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of parent products may be considered active by configuration, regardless of these metrics. |
| :---: | :---: |
| Web Exclusive Product \% | The percentage of active products that are only sold online. For a day, a product is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or units still on backorder, preorder, or waitlist on the day. A product is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of products may be considered active by configuration, regardless of these metrics. |
| Web Exclusive Products | The count of active products that are only sold online. For a day, a product is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or units still on backorder, preorder, or waitlist on the day. A product is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of products may be considered active by configuration, regardless of these metrics. |
| Web Exclusive SKUs | The count of SKUs associated with active products that are only sold online. For a day, a product is considered active if it had one or more units sold (including backorder, pre-order, or waitlist) in the last 7 days, or it has stock units or units still on backorder, preorder, or waitlist on the day. A product is also active if it has an expected delivery date. Note: In some rare client cases, the full catalog of products may be considered active by configuration, regardless of these metrics. |
| Web Only Customer \% | The percentage of customers who have made all of their purchases online. |
| Weekly Sales Velocity ( 1 wk ) | The denominator of the Stock Cover ( 1 wk ), this is the total units sold (including external units sold) for one week. |
| Weekly Sales Velocity ( 4 wks ) | The denominator of the Stock Cover ( 4 wk ), this is the weekly average units sold (including external units sold) for the last four weeks. |
| Weeks Since First Seen | A count of weeks (including the reporting period) since the promotion first appeared in reporting data. |
| Working Days to Ship | The average number of working days elapsed between order placement and order shipment from the warehouse. Ship Date/Time - Order Date/Time - Non-Working Days |


| Working Days to Shipment <br> Promise | Averaged across shipped orders in the analysis period, the number of <br> working days between order date and promised shipment date. |
| :--- | :--- |
| Zero Result Search \% | The percentage of on-site search queries to return zero results. Zero <br> Result On-Site Searches divided by Total On-Site Searches. |

