

National Retail Federation Client Set-up Process

March 2009

VANGENT'S ONLINE AND TOUCH TEST SCORING PLATFORM OVERVIEW

- National Retail Federation (NRF) current and future clients have the option to administer and score their assessments utilizing the Vangent Online or Touch Test scoring platforms:
 - Touch Test clients will administer the Retail Readiness Assessment TM(RRA) using an assessment booklet. The Touch Test platform allows the administrator to enter applicant responses numerically via a land line phone. A “800” number will be given to the client to facilitate the scoring of the assessment. Assessment results are available via phone and individual assessment reports can be faxed to a designated client fax number.
 - Online clients will have the ability to administer the Retail Readiness Assessment TM(RRA) either remotely online (applicant access card feature), in a proctored environment online (administer feature) , or in a proctored environment utilizing an assessment booklet (score booklet feature). When assessments are administered using a booklet the administrator will enter the applicant responses online. Assessment results are available online and can be emailed or faxed to a designated email or fax number. Online system requirements include:
 - Internet enabled computer
 - Internet Explorer 5.0 or greater, or Netscape 4.0 web browser in order to view applicant assessment results online and gain access to both the applicant and administrator websites
 - Adobe Acrobat Reader 6.0 or greater to view emailed assessment reports

ONLINE AND TOUCH TEST SCORING PLATFORM ORDERS

- The NRF purchase order form has been configured to include the following information necessary for the set-up of the Vangent Online and Touch Test scoring platforms:

Touch Test Clients

- Scoring Locations (Units)
 - A client will enter the information for each unit that will score assessments via the Touch Test scoring platform e.g. unit name, unit number and fax number
- Demographic Collection Option e.g. race, age, sex, or SSN
 - Demographic information can be collected for identification and/or summary reporting purposes
- Assessment Report Delivery Option
 - Assessment reports can be delivered via fax
- Summary Reporting
 - Additional summary reports, including EEOC reporting, can be requested from a Vangent Representative

Online Clients

- A one-time \$99.00 set-up fee
 - This fee only applies to new online clients
- Scoring Locations Unit(s)
 - A client will enter the information for each unit that will be scoring via the Online scoring platform e.g. unit name, unit number, fax number and/or e-mail address
- Demographic Collection Option e.g. race, age, sex, or SSN
 - Demographic information can be collected for identification and/or summary reporting purposes
- Assessment Report Delivery Option
 - Assessment reports can be delivered via fax or email. Note, assessment reports will only be delivered to one e-mail address per unit; therefore, if multiple parties are to receive assessment reports the client must set-up a group e-mail account.

ONLINE AND TOUCH TEST SCORING PLATFORM ORDERS CONT'D

- Coupon Administration Option e.g. corporate pool or by unit
 - For each assessment ordered, a client will receive one “coupon” which allows them to score the assessment. e.g., If 100 assessments are ordered, the Online system will be loaded with 100 coupons.
 - The client will need to determine if the coupons should be administered to a corporate pool (all units have access to the same pool of coupons) or distributed by unit (each unit has access to their own coupons). If the coupons are administered by unit, present and future orders must include unit names and/or number where the coupons will be placed
- Platform Feature Option e.g. administer feature, score booklet feature, or applicant access card feature
- Summary Reporting
 - A client can request activity summary reporting online via the “Data File” menu option
 - Additional summary reports, including EEOC reporting, can be requested from a Vangent Representative

VANGENT ONLINE CLIENT SUPPORT

- The Online Platform will be configured within 3-5 business days after receiving purchase order
- Once the Online Platform set-up is complete, a Vangent Representative will send the client an e-mail which will contain the following:
 - An Administrator Guide for the Online Platform, in a password protected file, that will include the URL and the user name/password
 - A Retail Readiness Assessment TM (RRA) Guide
 - Current coupon total(s)
- The booklets for the Retail Readiness Assessment TM(RRA) will be shipped to the client per the preferred shipping method, if applicable
- A Vangent Representative will contact the client to communicate the password to the file verbally and to set-up a training session for all system users. During the training session, the Online Platform functionalities will be reviewed. Additionally, assessment result interpretation will be discussed

VANGENT SUPPORT FOR TOUCH TEST CLIENT SUPPORT

- The Touch Test platform will be configured for phone scoring within 2-3 days after receiving the purchase order
- The booklets for the Retail Readiness Assessment TM(RRA) will be shipped to the client per the preferred shipping method
- Once the Touch Test client has been set-up, a Vangent Representative will send the client an e-mail or fax which will include the following:
 - An Administrator Guide for the Touch Test scoring platform that will include the clients scoring/unit number
 - A Retail Readiness Assessment TM (RRA) Guide
- A Vangent Representative will contact the client to set-up a training session for all system users
 - During the training session, the Touch Test scoring platform functionality will be reviewed. Additionally, assessment result interpretation will be discussed

CLIENT REORDERS

- Purchase orders should be faxed to Vangent at at 312-242-4477
- Upon reorder, the coupons will be added to the Online scoring platform within 2 business days
- If a client has technical difficulties, in the future, they can contact the Vangent Service Center Toll Free (800) 922-7343. Hours of Operation: 8:00 a.m. to 6:00 p.m. (CT) Monday – Friday.