



UKG for Retail

Award-winning HR and workforce management solutions



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For retail businesses, success is all about delivering an exceptional customer experience while controlling costs and empowering employees to perform at their full potential. Your people — from store associates and managers to warehouse and back-office workers — are your most valuable competitive advantage. That's why you need an effective way to recruit, onboard, manage, and engage an inspired and productive workforce that consistently delights customers and drives revenue for better business outcomes and exceptional customer experiences.

At UKG, our purpose is people®. Because when you put your people first, they deliver a great customer experience across all channels, so you can build brand loyalty and gain market share. We're committed to inspiring people and businesses with innovative HR and workforce management offerings designed to meet the unique challenges of retail organizations. Our solutions provide robust automation and easy-to-use tools that deliver the mobility, self-service, and flexibility today's retail workforce demands.

Two-thirds of the retailers on the NRF Top 100 Retailers list rely on UKG® solutions to manage their people and drive results.



Solutions Purpose-Built for Retail

UKG for Retail provides the right human capital management (HCM) and workforce management solutions to help your people — and your business — thrive.



1 Powerful HCM

Transform your business with a truly connected workforce experience. Our HCM suite empowers you to build, support, and grow an engaged workforce that's focused on customer satisfaction. It's never been easier to keep your people motivated and inspired throughout the employee lifecycle for higher retention and impeccable service.

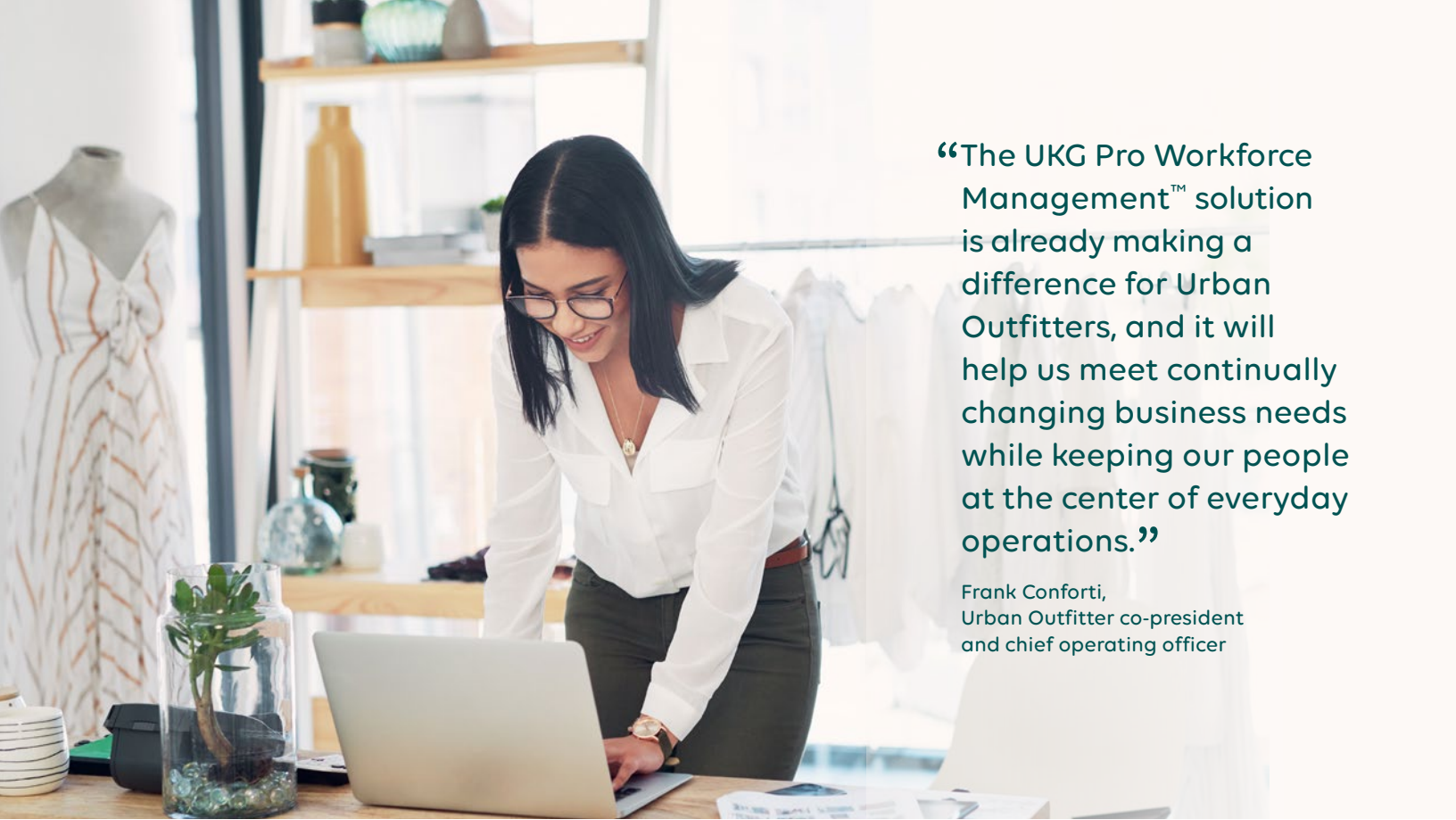
- **Recruit and onboard best-fit employees**
- **Pay and develop your team members**
- **Manage essential people processes**
- **Get real-time visibility into the workforce**



Seamless HR service delivery

Provide your people with a personalized workplace experience — anytime, anywhere — while improving HR's agility and impact. UKG solutions deliver a better way to support employee requests and their important life-work moments through HR digitization, process automation, and service-level insights that enhance HR productivity and the employee experience.

- **Give associates access to personalized HR information**
- **Manage employee documents efficiently and compliantly**
- **Configure intuitive dashboards to track key metrics**
- **Capture employee sentiments with AI-powered surveys**



“The UKG Pro Workforce Management™ solution is already making a difference for Urban Outfitters, and it will help us meet continually changing business needs while keeping our people at the center of everyday operations.”

Frank Conforti,
Urban Outfitter co-president
and chief operating officer



Modern workforce management

Manage your people more effectively with AI-powered solutions built on a secure, intelligent cloud platform. UKG’s modern workforce management suite streamlines complex processes, simplifies compliance, and delivers operational insights to balance the needs of your people and your business objectives. Our solutions help your workforce stay productive and connected — from any device — for quick action and smart decisions.

- Automate time, attendance, leave, and accruals
- Intelligently schedule to demand with accurate forecasts
- Empower associates with self-service tools available from their mobile devices
- Get AI-driven business recommendations



Strategic workforce planning

Get a longer-term view into your future staffing and business needs so you can prepare for any scenario and take a more strategic approach to planning. UKG Strategic Workforce Planning lets you predict, analyze, and address any gaps between your frontline workforce today and your HCM needs tomorrow. Uncover powerful insights and accelerate decision-making with flexible workload budgeting and capacity planning tools.

- Prepare for potential operational realities while breaking down organizational silos
- Unlock the power of your labor model by aligning it against corporate budgets
- Track progress with fully customizable and configurable labor analytics
- Define, calculate, and test what-if scenarios in minutes



Earned wage: a new way to pay

For employees, financial flexibility and wellness no longer have to wait until payday. With UKG Wallet™, you can change the way your people get paid for the better, giving them access to the income they've earned — when they need it. UKG's innovative earned wage access (EWA) solution is good for your business, too, with 36% higher employee engagement and 30% lower turnover.¹

- **Boost recruiting with competitive earned wage access benefit**
- **Ease financial stress on your workforce with powerful financial support**
- **Meet today's demands for financial flexibility and wellness**
- **Lower absenteeism and keep your business operating efficiently**



Connect, collaborate, and belong

The ability to easily collaborate and communicate among teams is more important than ever, yet many organizations struggle to keep frontline employees connected to each other. Employees want to connect and engage in ways that are flexible with how they live and work. UKG Talk™ empowers employees to do just that, fostering a strong sense of belonging no matter where people physically do their work. Leaders are better able to reach all employees at once, promoting engagement and boosting productivity among teams.

- **Connect with frontline workers for timely communications**
- **Build a sense of community by fostering peer-to-peer and team collaboration and connections**
- **Ensure your people have a voice through interactive features and group chats based on interests and hobbies**
- **Understand what resonates with your people and gain valuable insights through analytics**



Advanced task management

Forecast, assign, and track work more efficiently to improve store operations and optimize the customer experience. UKG provides advanced tools to simplify the entire task management process and keep team members focused on priority work. Managers simply input tasks, assign the work to the right person with the right skills, and confirm task completion and work quality.

- **Get real-time visibility into the status of tasks**
- **Gain insights into workload with store audits**
- **Instantly connect store associates with expert support**
- **Embrace a simple and seamless experience for corporate, managers, and associates**

“UKG Pro Workforce Management has proven to be a great choice for our business, ensuring people are paid accurately for their time and giving them the flexibility to negotiate work and life. As we expand the solution globally, we’ll be better positioned to meet the needs of our entire workforce.”

Lisa Hartman-Loos, Tiffany & Co. manager of application information services

**Recruit, manage, and engage
your entire workforce —
part-time, full-time, seasonal,
hourly, and salaried — with
UKG for Retail.**

[Learn more @UKG.com/retail](https://www.ukg.com/retail)

About UKG

At UKG, our purpose is people®. As strong believers in the power of culture and belonging as the secret to success, we champion great workplaces and build lifelong partnerships with our customers to show what’s possible when businesses invest in their people. One of the world’s leading HCM cloud companies today, UKG and our Life-work Technology™ approach to HR, payroll, and workforce management solutions for all people helps more than 80,000 organizations around the globe and across every industry anticipate and adapt to their employees’ needs beyond just work. To learn more, visit [ukg.com](https://www.ukg.com).

References:

1. Payactiv, *Annual Cost Reduction with Payactive* (2021), found at <https://www.payactiv.com/resources/business-outcomes-employee-financial-wellness/>.

