

SERVICE SPECIFICATION / BUSINESS SYSTEMS

Business reporting and sales forecasting

GHT-SVC-040 · Revision 1.0 · 06 September 2026 · 1 / 3

Connect approved operational data to clear reports and evaluated forecasts that support purchasing, preparation, staffing, and location planning.

Intended outcome

Reconciled reporting and an evaluated forecasting workflow with understandable assumptions, refresh timing, access permissions, and decision ownership.

Service scope

The service defines the measures a manager needs, connects approved source records, checks data quality, and builds reports or dashboards. Forecasting may be added when the available history and intended decision support it.

Restaurant item demand, grocery replenishment, and location activity are example uses. Historical patterns inform a forecast; promotions, stockouts, seasonality, missing data, and changes in operations must be considered before a manager acts.

How the system fits together

01 Source records	Approved POS, inventory, ordering, staffing, or business-system data
02 Data preparation	Definitions, joins, dates, units, quality checks, and reconciliation
03 Analysis	Dashboards, baseline forecasts, evaluation, and uncertainty
04 Decision and review	Named owner, refresh schedule, overrides, and performance monitoring

Typical project triggers

- Managers retype or combine reports from different systems
- Purchasing or staffing decisions lack a consistent view of demand
- The business needs reporting across items, shifts, or locations



GHT-SVC-040 / BUSINESS REPORTING AND SALES FORECASTING

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Define the decision

Agree on users, measures, forecast horizon, reporting grain, decision cadence, and source-system responsibilities.

Acceptance evidence: Metric dictionary, reporting requirements, and evaluation plan.

02 Prepare and reconcile data

Connect permitted sources, document transformations, identify missing records and exceptional periods, and reconcile totals.

Acceptance evidence: Source mapping, quality report, and reconciled sample outputs.

03 Build and evaluate

Create reports and compare candidate forecasts with a relevant baseline using time-ordered holdouts or rolling evaluation.

Acceptance evidence: Reviewed dashboards, baseline comparison, and documented error measures.

04 Deliver and review

Set access and refresh behavior, explain uncertainty and limitations, train the decision owner, and agree on monitoring.

Acceptance evidence: Acceptance results, refresh/runbook, interpretation guide, and review cadence.

Handover deliverables

- Metric definitions and approved data-source map
- Data preparation and reconciliation record
- Configured dashboards or reports with access controls
- Forecast evaluation and limitations when forecasting is in scope
- Refresh schedule, interpretation guide, and acceptance record

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-040 / BUSINESS REPORTING AND SALES FORECASTING

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Decision, reporting audience, forecast horizon, and update cadence
- Historical records with timestamps, units, items, and location identifiers
- Known promotions, closures, stockouts, corrections, and business changes
- Source access, vendor licensing, privacy boundaries, and retention requirements
- Agreed reconciliation tolerance, evaluation baseline, error measures, and review owner

Constraints and coordination

- Forecasts are planning aids, not guaranteed revenue, demand, staffing, or savings outcomes.
- Sparse, inconsistent, or changing data may limit forecasting; data repair or longer collection periods may be required.
- Vendor API access, historical exports, integration subscriptions, and ongoing monitoring are separately scoped.
- Automatic purchasing or staffing actions require explicit approval rules and controls; reports do not authorize those actions by default.

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Hyndman and Athanasopoulos — [Evaluating point forecast accuracy](#) | Source review: 2026-09-06

Hyndman and Athanasopoulos — [Time series cross validation](#) | Source review: 2026-09-06

[Service guide and project discussion](#) | Source review: 2026-09-06