











SKU RECOGNITION SHELF AUDIT SPACE MANAGEMENT

SHELFMATCH[™] SYSTEM

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INTRODUCTION. MANUAL AUDIT: PITFALLS

RETAIL SUPPLY CHAINS: CHALLENGES

Retail sales volume directly depend on the on consumer satisfaction: taking the customer's response beyond satisfaction by exceeding expectations, is a competitive strategy most retailers aspire to achieve.



Key tasks for retailers are **neat shelves always full of stock**. Merchandisers are those who arrange the layout of the product and make it attractive to potential buyers. How are field sales teams or third-party brokers and merchandisers used to check the shelves?



Manual shelf checks have their limitations: they are not able to capture the dynamic and complex nature of retail operations, as they only provide a snapshot of the shelf condition at a given point in time. The problem of manual shelf audits can be solved by **ShelfMatchTM** – automated shelf management tool.

WHAT IS SHELFMATCH™

HOW SHELFMATCH[™] WORKS

 \circ

Take a picture

of a shelf

Send it to Shelfmatch[™]

server



ShelfMatch™

analyzes images

Shelfmatch[™]

generates a report



Get an alert in real time with valuable KPIs. Take action.

Images of the shelf are captured using smartphone/tablet.

- 2 Images are sent via a mobile app (SFA) or uploaded directly from the customer's storage to Shelfmatch[™] server.
- 3 Images are analyzed on the Shelfmatch[™] cloud and converted to meaningful insights in real-time, tracking key metrics like: SKU presence, OOS, share of shelf and other valuable KPIs.

4 5 After interpreting the data, a detailed report is transferred directly either to your BI-system (if you use JSON-API), or back to the field force's mobile device, and/or to ShelfMatch[™] personal account – depending on the business model.

6

In-store actions are recommended in real-time. Field personnel is now able to immediately fix out of stock issues, optimize product displays and improve planogram compliance.

WHAT IS SHELFMATCH™

BUSINESS PROCESSES



WHAT IS SHELFMATCH[™]

BUSINESS PROCESSES

Shelfmatch[™] allows you 2 business options which can be implemented both together and separately.

Real-time analytics dashboards with a list of changes that need to be made on the shelf

Alerts are generated so that your reps can take action while in front of the shelf – like restocking the items that are missing from the shelf or checking the price tags. The steps are as described on <u>slide 3</u>.

Delayed processing of shelf audit results

The delay option causes the program to halt with reports for a specified time. Pictures received by ShelfmatchTM are processed according to pre-agreed schedule:

- at night
- once an hour
- every 3 hours, etc.

Shelf audit reports are sent to Shelfmatch[™] personal account (and/or to external BI-system) for further analysis when reaches the back-office supervisors.

WHAT IS SHELFMATCH[™]

WHAT YOU GET WITH SHELFMATCH™

	PROBLEM	SOLUTION	BENEFITS
1	Out-of-stock issues due to merchandising mistakes	Planogram compliance control and analysis of all relevant data from multiple channels to avoid future stock-out scenarios	7% INCREASE IN OSA (ON-SHELF AVAILABILITY)
2	Decrease in sales due to inappropriate control over the sales force	Efficient monetary and non-monetary motivation program for merchandisers based on an automated retail audit solution	TURNOVER GROWTH 2-3%
3	Field force specialist spends a lot of time at a sales point filling out reports	. Images of the shelf captured using smartphones and analyzed by computer vision platform	AUDITOR'S VISIT COSTS 50% LOWER
4	Low data analysis quality due to manual verification audit	Al-powered measurement for fix auditing and stocking issues quickly and precisely	DATA QUALITY AUDIT HIGHER BY 30%

SHELF ANALYTICS WITH AI-IMAGE RECOGNITION TECHNOLOGY

- Product Presence
- Out-of-Shelf
- Planogram Compliance
- Price Compliance & Promotion Activation
- Competitor Adjacency
 - Other KPIs

WHAT IS SHELFMATCH™

WHAT YOU GET WITH SHELFMATCH™

FULL PLANOGRAM COMPLIANCE CONTROL

- Product placement ("diamond shelf", retail space zoning)
- Analysis and optimization of the assortment
- The shelf decoration
- Price tags location

COMPUTER VISION-POWERED SHELF INSIGHTS

- High recognition speed: Shelfmatch[™] developed image recognition algorithm that works 40% faster than analogs. Image is recognized at around 1-2 seconds.
- Highest SKU level recognition accuracy: 97+% depending on product category and input image quality.

Greater value by real-time reports: allowing field personnel to immediately fix out of stock issues, optimize product displays and improve planogram compliance.

 Fully automated and AI-powered: Shelfmatch[™] minimizes human error and thus offers a more objective and consistent way to track in-store conditions compared to manual audits.

COST REDUCTION AND PRODUCTIVITY INCREASE

- Reduce data collection time by 80% and improve team productivity.
- Up to 5 percent sales uplift in a single category.
- ✓ Anti-fraud protection: Shelfmatch[™] can detect image duplicates, false images and all types of fake pictures e.g. printscreens.

WHAT IS SHELFMATCH[™]

SYSTEM COMPONENTS AND TECHNOLOGIES



MOBILE APP

Shelfmatch[™] can easily integrate with any mobile app (SFA) or cloud / storage to get photos of shelves



IMAGE STITCHING

Shelfmatch[™] stitches multiple overlapping images to generate a wide image of shelves to create a realogram



SKU RECOGNITION MODULE

SKU detection and classification based on Artificial Intelligence and convolutional networks



DEEP ANALYTICS MODULE

analysing share of shelf, planogram compliance, brand presence, competitive landscape and other KPIs



PRICE TAGS RECOGNITION MODULE

recognizes both the price and the type of a price tag (e.g., whether it is regular or by special offer)



WEB INTERFACE

to receive recognition results and deep analytics to deliver real-time insights into the state of your store shelves



SHELFMATCH[™] TRAINING PROCESS



SHELFMATCH[™] KPIs: TYPES AND GOALS

KPI: SKU PRESENCE ON THE SHELF

- total SKUs on the shelf
- total SKU facings number of SKU facings that are present on the shelf
- facings of each SKU on the shelf
- V

Each of these KPIs can be calculated both for the rack itself as a whole, and separately for each shelf.

KPI: OUT-OF-SHELF/ SHELF GAPS

OOS items is a critical performance measurement for inventory managers. Mind the gaps and alert store staff to quickly fix the situation. Shelfmatch[™] is a powerful and accurate solution for retailers to collect and analyze physical shelves by utilizing image recognition technologies.

KPI: SHARE OF SHELF BY SKU / BRAND / SKU GROUPS , %

As shelf positioning became increasingly more challenging to maintain, it is important to have a mechanism that could count the number of facings and compare it to the number of facings your competitors have. SKUs can be grouped by any attribute: manufacturer, brand, product category, etc.

The data provided by tracking share of shelf can help you to see where you're succeeding, as well as identify opportunities for new growth.

SHELFMATCH[™] KPIs: TYPES AND GOALS

KPI: PLANOGRAM DISCREPANCY

Image Recognition in the CPG industry is expected to grow from \$1.4 Billion in 2020 to \$3.7 Billion in 2025 at a Compound Annual Growth Rate (CAGR) of 21.7% from 2020 to 2025. An increase in the need for successful retail execution and 100% adherence to planogram standards are a few of the major factors driving this exponential growth.

According to Shopper Technology Institute's report, planogram compliance increases profits in retail by 8.1%. By taking the visual intelligence approach in planogram compliance, you can quickly assess the compliance of your planograms without the need for in-person inspections.

Shelfmatch[™] checks whether your planograms are correctly implemented in the field and how compliant they are, with accuracy of 98% (thanks to AI).

A detailed planogram compliance report with analytical dashboards will also be created.

Here's what you get with Shelfmatch's[™] planogram compliance features:

- a list of SKUs that are present on the shelves according to the planogram
- a list of SKUs that are not present on the shelves, but should be according to the
- planogram (OOS) a list of SKUs that are on the shelves, but should not be there according to the planogram.

SHELFMATCH[™] KPIs: TYPES AND GOALS

KPI: PRICE TAGS RECOGNITION

For many retailers, competitive pricing analysis is the key to increasing their revenue and staying ahead of the competition. Global shifts are forcing to become more datacentric, collect and analyze pricing data, and offer optimal prices. Shelfmatch[™] module recognizes both the **price** and the **type of a price tag** (whether it is regular or a special offer). Price information can be automatically integrated with data on recognized SKUs, which helps you make sure that your pricing and promotions are correct and displayed well on the shelf.

SHELFMATCH[™]: A RELIABLE DECISION MAKING TOOL

Today's retailers collect massive amounts of data on transactions and interactions with consumers both online and offline. AI and machine learning capabilities can leverage that data to drive faster, more accurate decisions – making AI-enabled solutions a perfect match for retail industry. High levels of speed and accuracy are invaluable in an industry where retailers must control millions of goods flows and accurately match supply to demand at hundreds or even thousands of locations daily. The Shelfmatch[™] service solves this problem. This service accumulates all collected data from all points of sales and generates an analytical report: both on each single visit to a POS, and also KPIs in any combination of parameters, like:

- period of time
- retail format
- retail network
- address: city | region | country
- merchandiser.

Shelfmatch[™] offers 4 key aspects of data-powered image recognition:

- Production-level SKU detection accuracy for the SKUs in scope
- Shelf KPIs looking at facing count, out-of-shelf rate (OOS), share-of-shelf (SOS), and shelf-planogram compliance
- Standardised KPI collection process across multiple stores
- A faster, more efficient shelf auditing turn-around for field representatives

SHELFMATCH[™]: A RELIABLE DECISION MAKING TOOL

POINT OF SALES ANALYTICS



HOW TO START WORKING WITH SHELFMATCH[™]: GUIDELINES



HOW TO START WORKING WITH SHELFMATCH[™]: API



API (application programming interface) is a set of routines, protocols, and tools that enable two software components to communicate with each other using a set of definitions and protocols.

HOW TO START WORKING WITH SHELFMATCH[™]: PRICING MODELS

	SAAS-MODEL	LICENSE
Payment	Usage-based pricing: - for the amount of processed pictures - for the number of sales rep's visits per month Subscription-based pricing: - fixed cost fees set over a specified period of time: a month, 6 months, 12 months.	Perpetual license or Leased license Perpetual (owned) license is a one-time-fee purchase. Once purchased, it can be used for an unlimited period of time. A leased license_entitles you to the use of Shelfmatch [™] as long as your license subscription is active.
Service deployment	Server side	Client side

HOW TO START WORKING WITH SHELFMATCH[™]: DISCOUNT

ShelfMatch[™] provides flexible discount rules based on the quantity of processed images:

	QUANTITY OF PROCESSED IMAGES	DISCOUNT
1	o to 50,000 images	o %
2	50,000 to 100,000 images	5 %
3	100,000 to 250,000 images	10 %
4	250,000 to 500,000 images	20 %
5	500,000+ images	UPON REQUEST

When you **prepay** for processing of **over 100,000 images**, you will receive an additional **5% off**!



Quantity discount and prepayment discount can be summed up only within one calendar month.

SHELFMATCH[™]: PHOTO-TAKING GUIDELINES



ENSURING GOOD QUALITY IMAGES



SHELFMATCH[™]: PHOTO-TAKING GUIDELINES

HOW TO TAKE PICTURE OF A LONG SHELF

If SKUs are placed on a long shelf and do not fit the photo, the image of such a shelf has to be taken in several steps – like panoramic shooting. When the field rep captures a long bay in multiple images – Shelfmatch[™] will stitch them altogether in the correct sequence and build a correct realogram.

- ✓ The photographing order should always start from top-to-down and continue from left to the right of the shelves.
- ✓ Go to the left edge of the shelf, and take the first photo.
- Take a couple of steps to the right and take another photo of the shelf allowing a 30% buffer space to overlap images.
- Continue taking successive photographs in this manner until the entire subject has been photographed.



An example of good photos that you will get while shooting panorama

SHELFMATCH[™]: PHOTO-TAKING GUIDELINES

HOW TO USE OVERLAPPING

We ask you to leave a 30% buffer space to overlap images captured so that merchandisers can effectively capture a sequential order of the aisles minimizing chances of errors.



When measured in e.g. beer bottles, 30% is about 4-5 bottles of 1.9-2L or 5-6 small bottles of 0.33-0.6L, each.

If overlapping is over 30%, it is perfectly all right: the service will process it safely.

However, you'd rather not reduce the overlap. Overlap less then 30% may lead to errors in recognition results, which may lead to an incorrect KPI calculation. When KPI calculation results in errors that make metrics inaccurate and untrustworthy, it becomes challenging to make the right decision.

REPORTS AVAILABLE IN SHELFMATCH[™]

PLANOGRAM COMPLIANCE

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REPORTS AVAILABLE IN SHELFMATCH[™]

PRICE TAGS RECOGNITION



REPORTS AVAILABLE IN SHELFMATCH[™]

PRICE COMPARISON



#	EAN	Label	Name	Brand	Price	Price range	Facing
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16	20	valmiera_skabais_krejums_20_450g_plastic_ cup	Krējums skābais 20% 0.45kg glāz.	valmiera_skabais_krejums_20_450g_plastic_ cup	Price 1.55 (regular price)	1.70-1.80	7
11	66	valmiera_skabais_krejums_15_450g_plastic_ cup	Skābais krējums VALMIERA 15%. 450g	valmiera_skabais_krejums_15_450g_plastic_ cup	Price 2.29 (regular price)	2.20-2.30	2
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6	62	valmiera_biezpiens_5_180g_plastic_box	Biezpiens VALMIERA 5%, 180g	valmiera_biezpiens_5_180g_plastic_box	Price .67 (regular price)	0.65-0.70	1
5	65	limbazu_piens_skabais_krejums_20_300g_ plastic_cup	Skābais krējums LIMBAŽU PIENS 20%, 300g	limbazu_piens_skabais_krejums_20_300g_ plastic_cup	Price 1.29 (regular price)	0.65-0.69	3

HOW SHELFMATCH[™] WORKS WITH PLANOGRAMS

Shelfmatch[™] supports:



There are various solutions for creating planograms (DotActiv, Symphony RetailAI, RELEX Solutions, NielsenIQ – Spaceman etc.), but their implementation can indeed be a complex, expensive and time-consuming process.

Shelfmatch[™] allows you to convert a realogram to a planogram without using additional software solutions and skills:

- ✓ Take a picture of the shelf with proper shelf layout (realogram).
- ✓ Put it into Shelfmatch[™] service for recognition. No complex software and special skills are required, images only need to be imported.
- ✓ Planogram generated from a realogram by Shelfmatch[™] enables you to view the planogram compliance as percentage value to verify the specific placement policy of SKUs and fulfillment rates.



Want to start with Shelfmatch[™]? No need to purchase large and complex software systems. Just provide us with a list of SKUs in Excel or CSV format.

HOW SHELFMATCH[™] WORKS WITH PLANOGRAMS

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Rack 1 errors

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General errors

Shelf 3 position 16: remove " Shelf 4 position 15: remove "

Want to try ShelfMatch[™]? Have any questions or concerns?

Please reach out! Our team is always here to help.

welcome@shelfmatch.com Shelfmatch.com

We value your business and look forward to serving you in the future.

