



Numerator

NEW FRONTIERS

**Finding the Growth:
Understanding the Omnichannel Marketplace**

FROM: [REDACTED]
SENT: Thursday February 23, 2017 at 11:01AM
TO: shalin.shah@Numeratorinc.com
SUBJECT: Numerator's Take on Sales

Hey Shalin,

Reaching out to see what perspectives and Insights Numerator might have regarding the state of the retail environment across not only the [REDACTED] category but many [REDACTED] over the past [REDACTED] and we need [REDACTED]

There seem to be some serious declines

Is it P [REDACTED] factors? Curious to understand Numerator's perspective as a new player in the industry. Let me know what you guys think and if there's any already existing information that Jared might be socializing.

Thanks,
[REDACTED]

FROM: [REDACTED]
SENT: Wednesday March 16, 2017 at 4:54PM
TO: bret@Numeratorinc.com
SUBJECT: Hot Question on NA Business

Hi Bret,

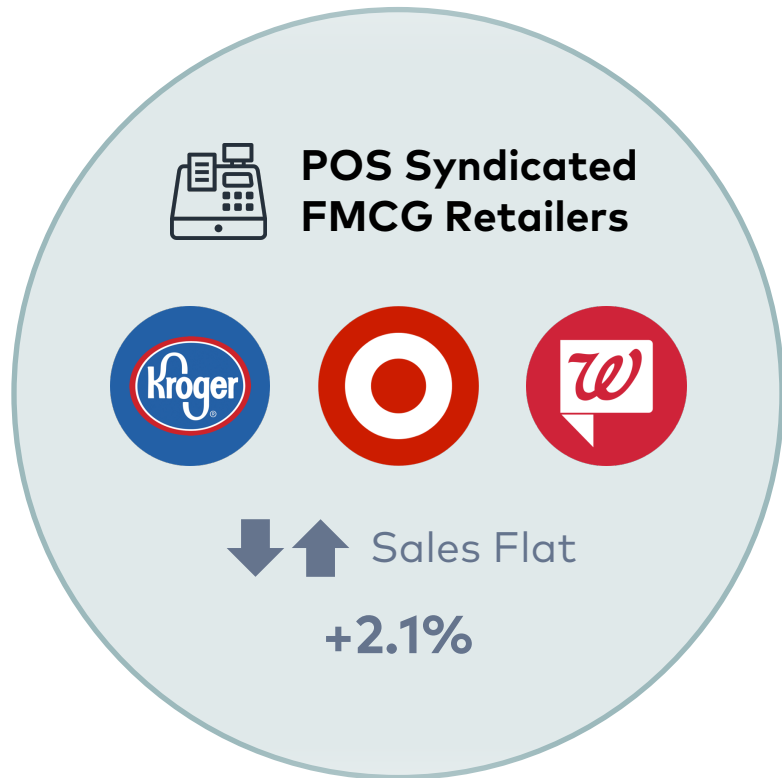
Share reports went out today and all categories are looking soft - Not just [REDACTED] but the whole category. Needless to say, we got slammed with questions. The [REDACTED] a [REDACTED] immediately. [REDACTED] ed tonight to ask for his v [REDACTED]

All categories are looking soft

My team and [REDACTED] may need your help in the following hours/days because it's just not an easy answer.

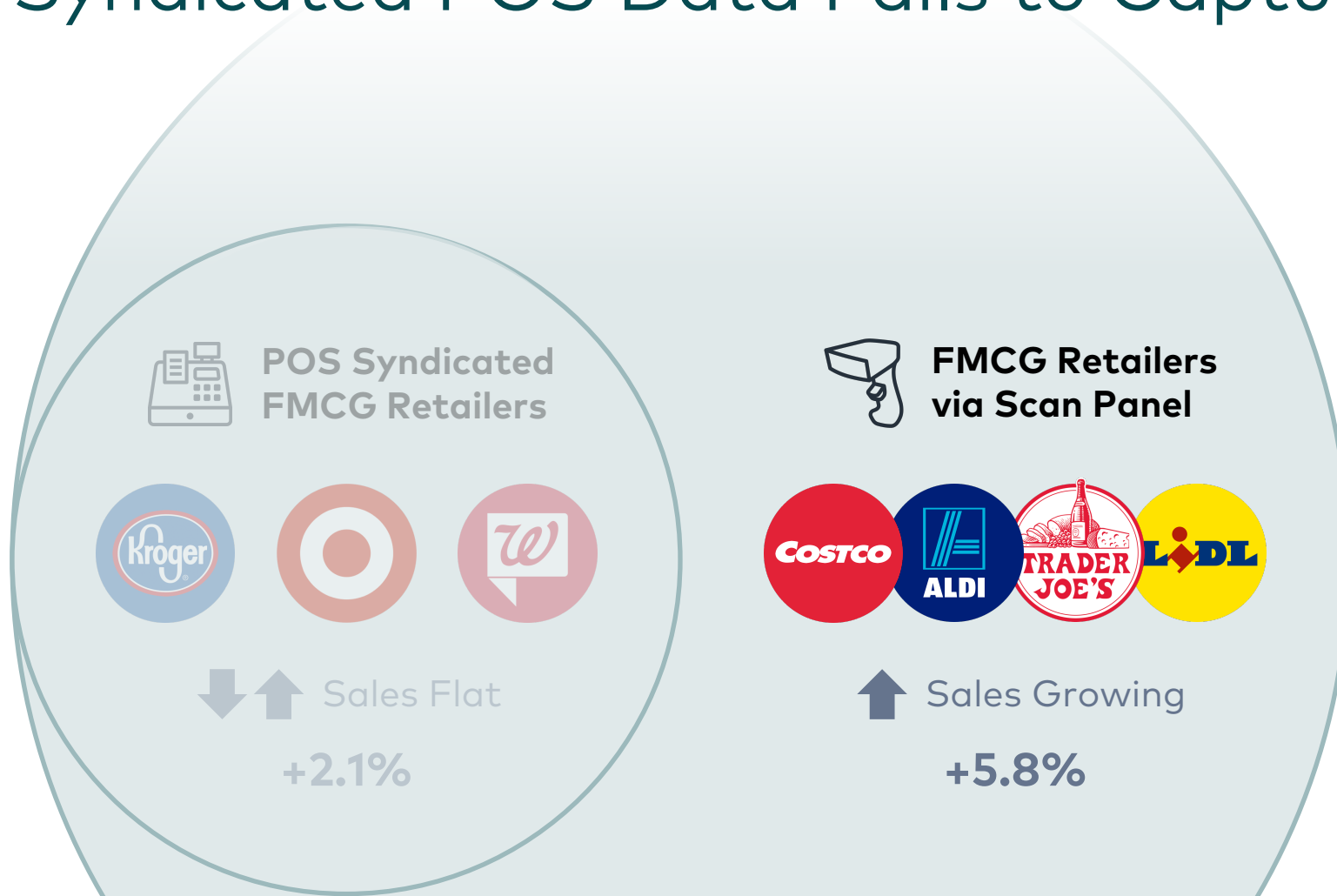
Regards
[REDACTED]

Syndicated POS Data Fails to Capture Channel Shift



Data source: Numerator Insights, Basket Sales Growth, YE June 2018 over previous
Bubble 1: xAOC estimate (a subset of FMCG); B&M panel

Syndicated POS Data Fails to Capture Channel Shift



Data source: Numerator Insights, Basket Sales Growth, YE June 2018 over previous
Bubble 1: xAOC estimate (a subset of FMCG); B&M panel
Bubble 2: FMCG; B&M panel

Syndicated POS Data Fails to Capture Channel Shift



POS Syndicated
FMCG Retailers



Sales Flat

+2.1%



FMCG Retailers
via Scan Panel



Sales Growing

+5.8%



Omnichannel via
Numerator OmniPanel



Sales Growing

+6.6%

Data source: Numerator Insights, Basket Sales Growth, YE June 2018 over previous

Bubble 1: xAOC estimate (a subset of FMCG); B&M panel

Bubble 2: FMCG; B&M panel

Bubble 3: FMCG, eCom, Spec, Restaurants; Omni Panel for eCom, all others

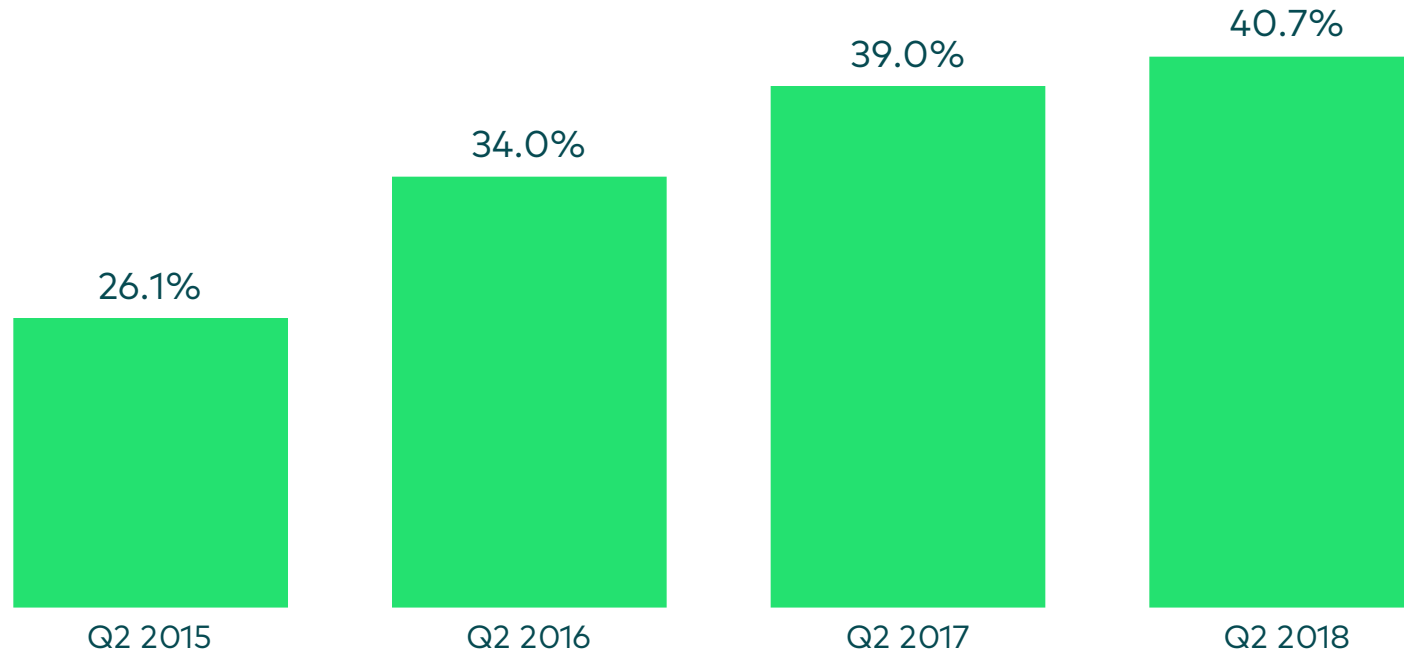
Blind Spot growth is consistently increasing

As companies continue to look for growth pockets, the areas to which they are largely blind continue to get larger...

...and continue to outpace the growth of what is visible.

% of Dollar Sales in the Blind Spot

Sales Outside the POS Observable Universe



"Observable Universe" Growth

+2.1%

Dollar sales growth vs year ago, YE Jun 2018
for legacy channels tracked by POS data

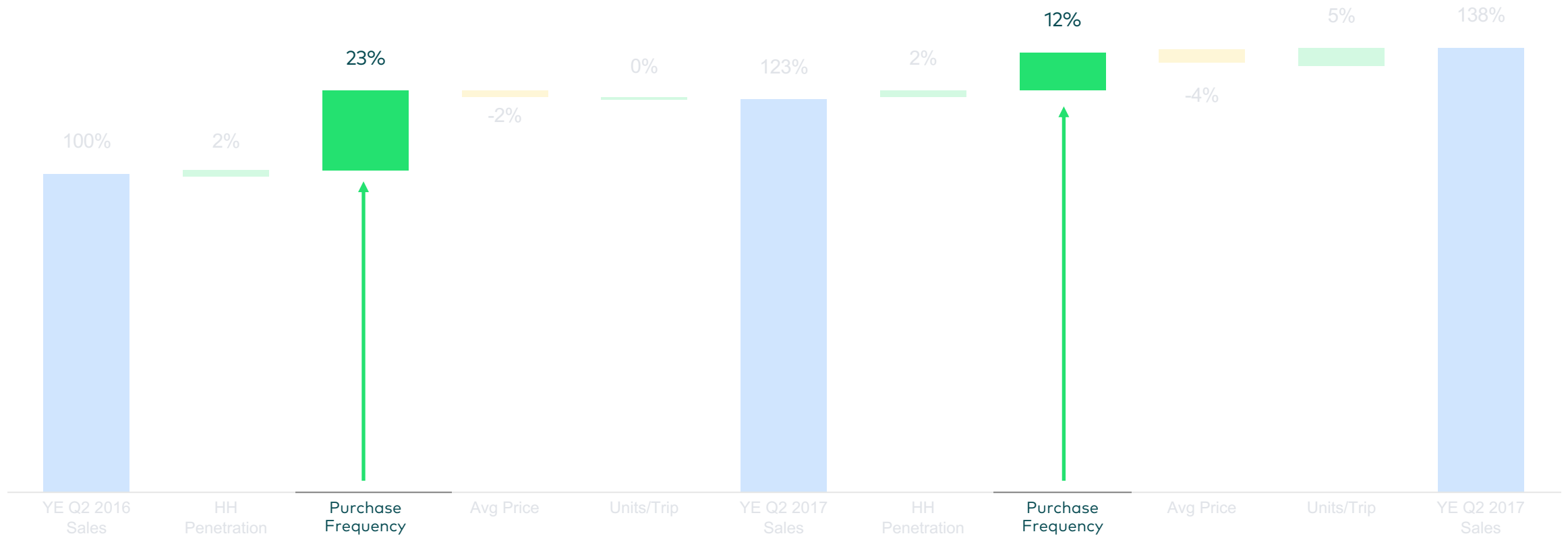
"Blind Spot" Growth

+11.7%

Dollar sales growth vs year ago, YE Jun 2018
for untracked channels

More Trips Are Key to This Growth

Shoppers making more trips to ecommerce retailers continues to be the largest factor in online sales growth for CPG products



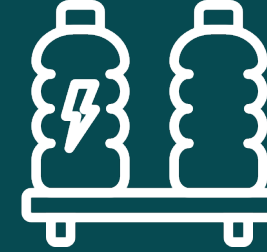
The "Blind Spot" seems big and scary.
Here are 4 ways to think about it...

ECOMMERCE EFFECT



Online sales are growing... double digits

PRIVATE LABEL PARADOX



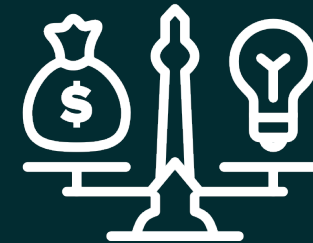
Private Label is a troubling blind spot

SHARE OF STOMACH



Americans are eating out, more than ever

DIMINISHING BARRIERS TO ENTRY

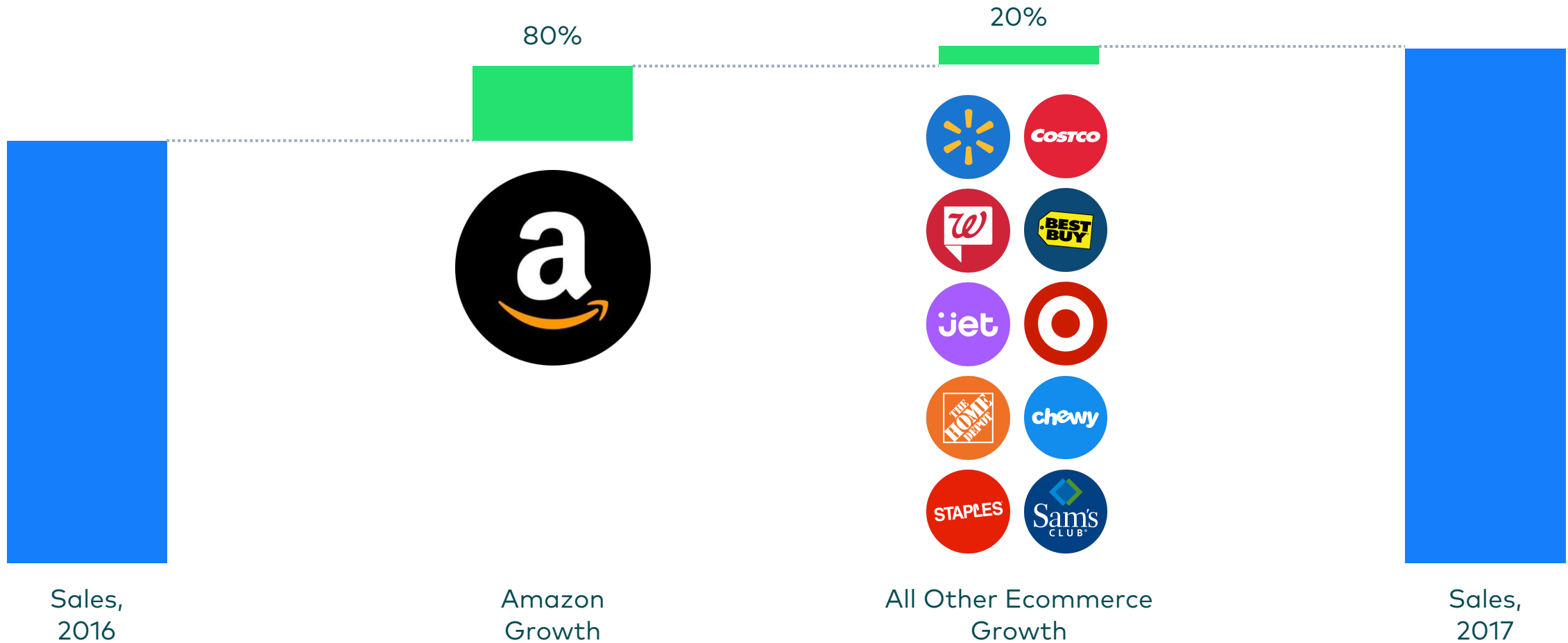


Big brands are being challenged by big ideas



The Ecommerce Effect (aka The Amazon Effect)

Amazon Drove 80% of All Online Growth for CPG



amazonPrime

amazonPrimePantry

amazonPrimenow

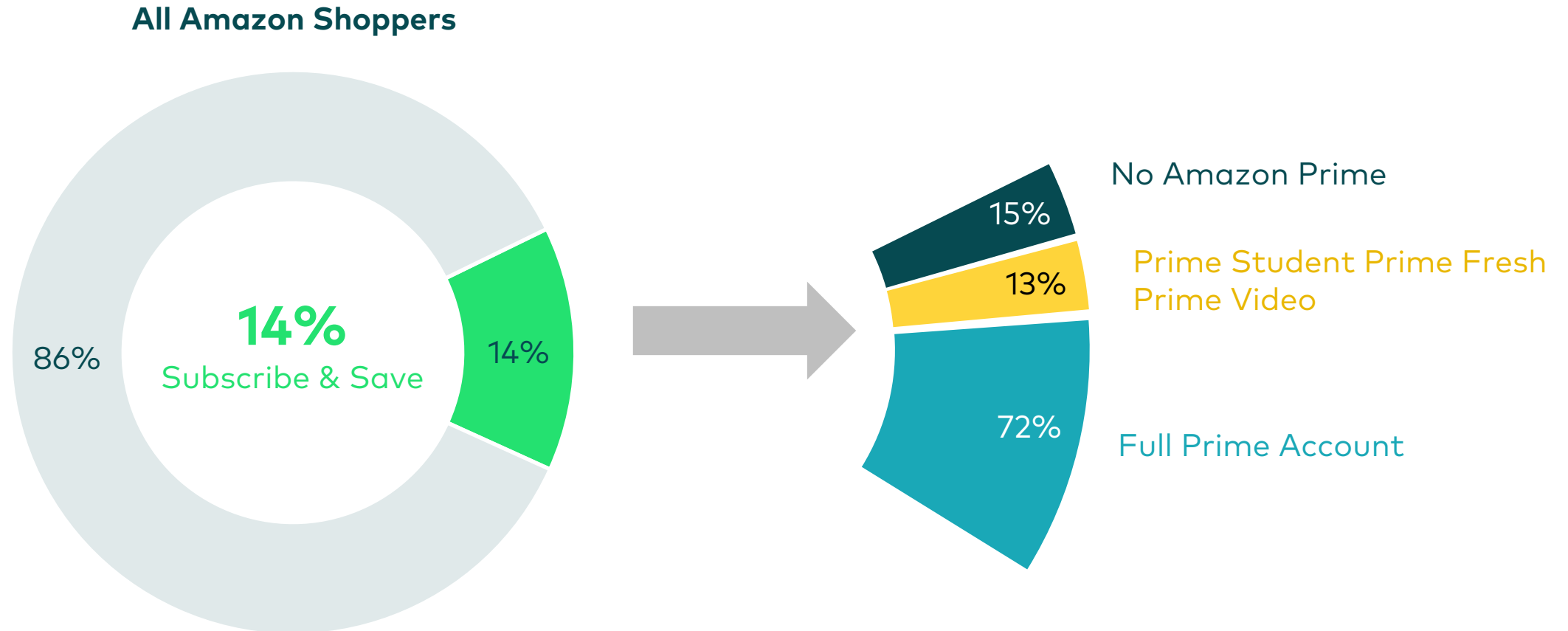
amazonfresh

amazonlocker

amazonSubscribe&Save



14% of Amazon Shoppers Use Subscribe & Save



S&S Users More Valuable Than the Avg. Amazon Shopper

% HH, Index vs.
All US Households



ALL AMAZON



PRIME



SUBSCRIBE & SAVE



AGE

35-44

20.4%, **110 index**

45-54

23.3%, **116 index**

35-44

25.5%, **137 index**



INCOME

Over \$125k

16.4%, **106 index**

Over \$125k

21.7%, **139 index**

Over \$125k

25.2%, **162 index**



HH SIZE

2 Persons

33.1%, **101 index**

4 Persons

13.9%, **110 index**

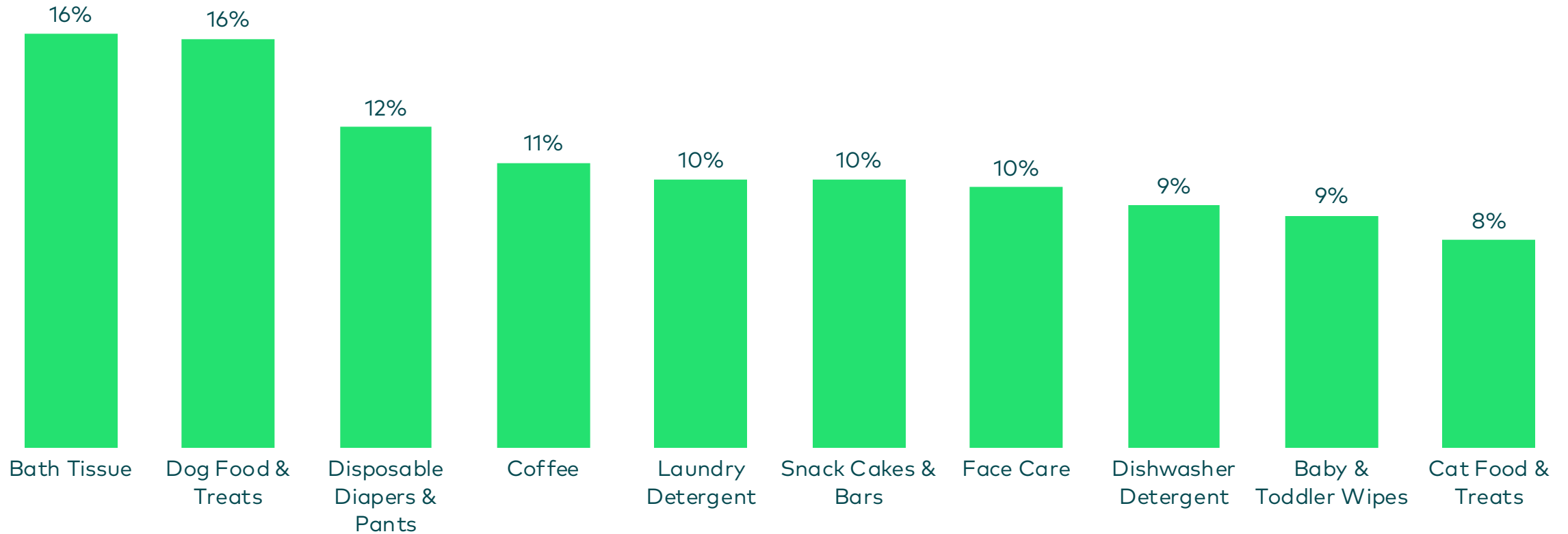
3 Persons

18.9%, **112 index**

Bath Tissue, Dog Food, Diapers: Most Popular Categories

Categories Purchased by Total Subscribe & Save Shoppers

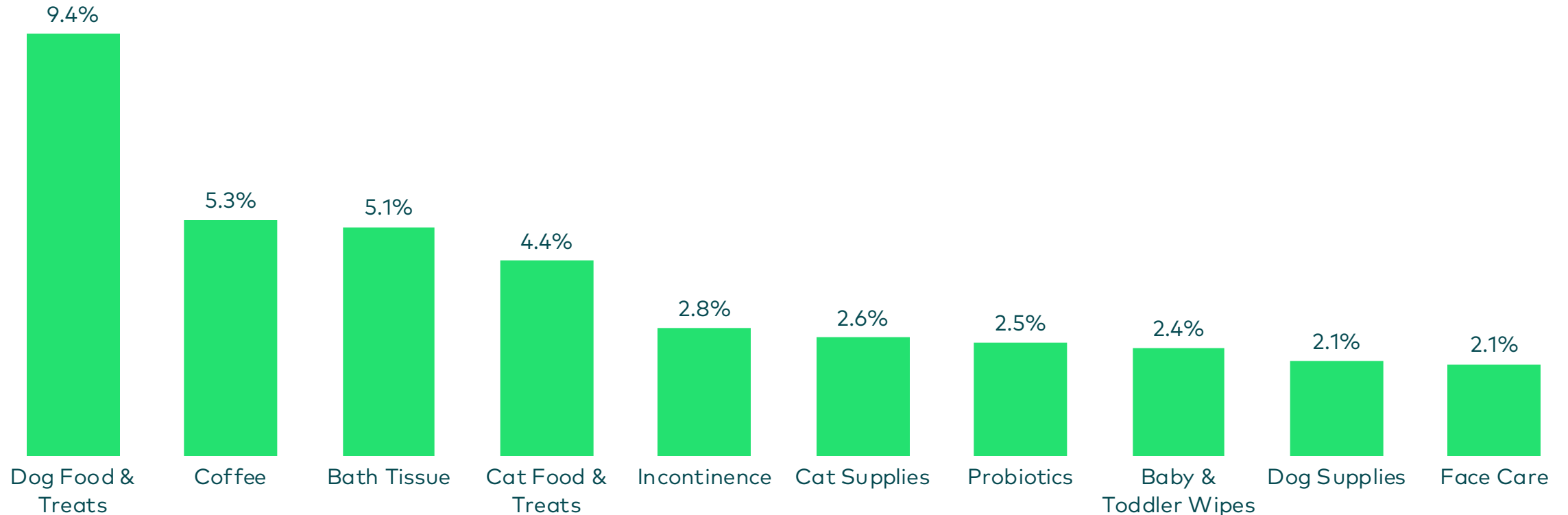
% of Households, Last 12 Months



Shoppers Entered Subscribe & Save Mainly Through Pet

First Category Purchased by New Subscribe & Save Shoppers

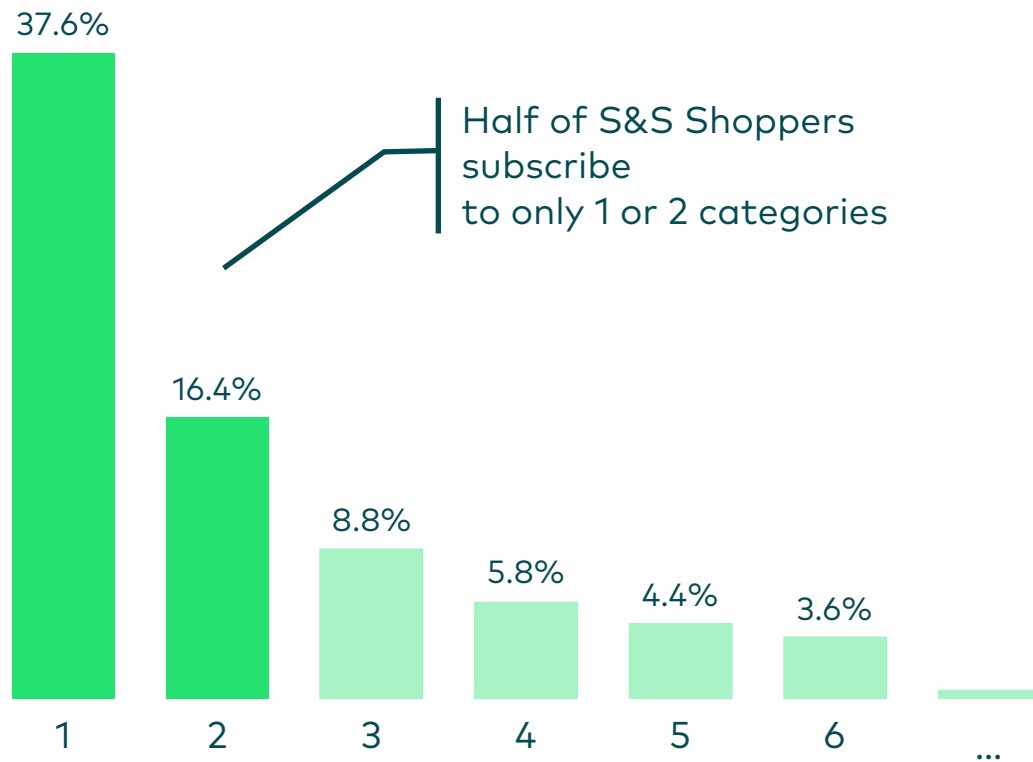
% of Households, Last 6 Months



Shoppers Are Brand Loyal When Using Subscribe & Save

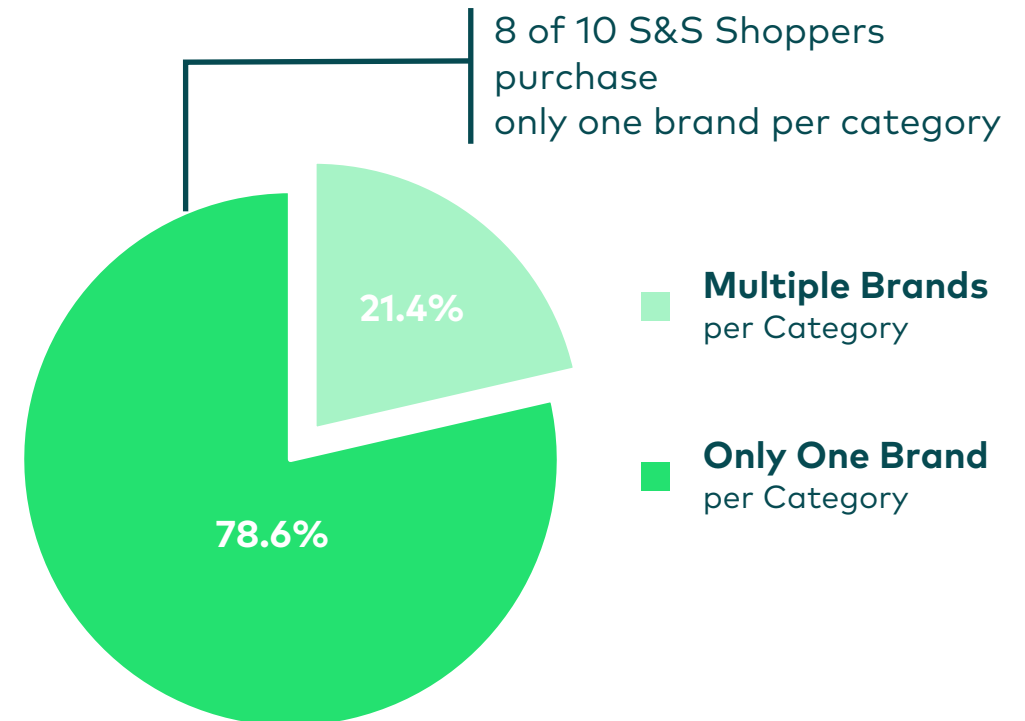
Number of Categories Subscribed-To

% of Households, Last 52 Weeks



Number of Brands Subscribed-To

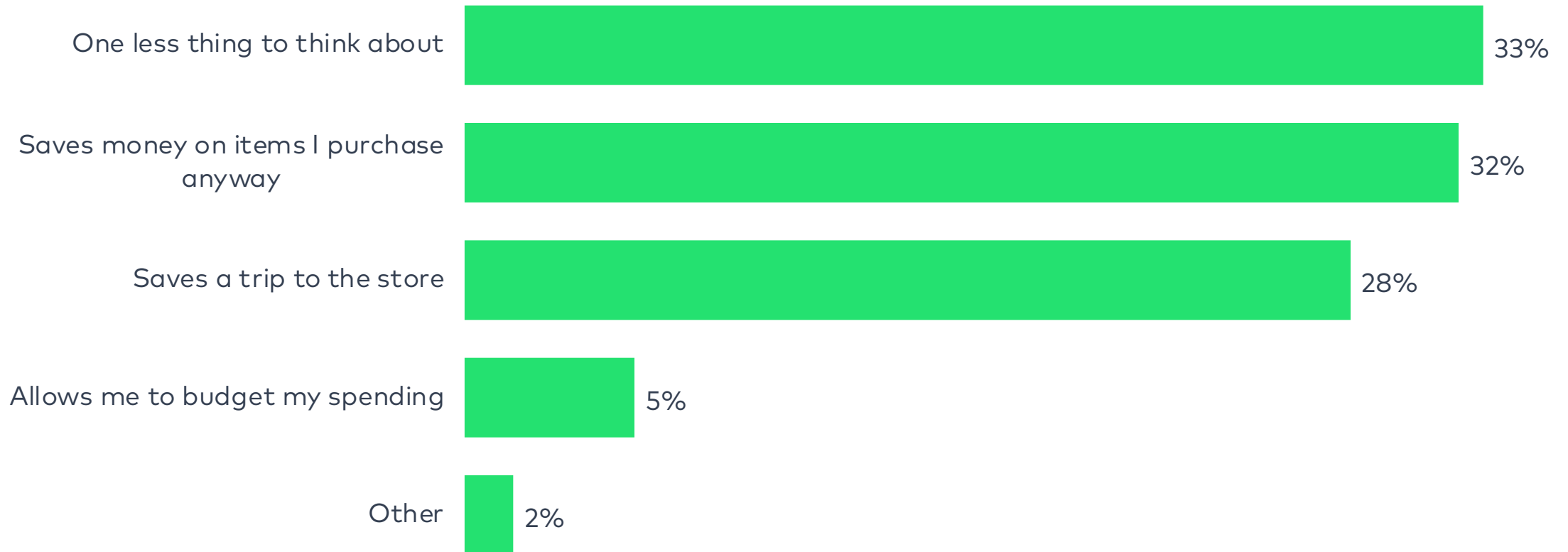
% of Households, Last 52 Weeks



Shoppers Use Subscribe & Save for Convenience

What is the biggest advantage of using Amazon Subscribe & Save?

% of Shoppers Responding



What Do You Dislike About Amazon Subscribe & Save?

PRICE FLUCTUATION

- “ I don't like how the **prices fluctuate**.
- “ That the **prices change** that you have to pay attention to it or the price may go up on an item and you won't know until it's actually time to ship it to you so I have to check it as soon as they notify my shipment is being prepared so that I don't overpay.
- “ Some prices are higher than in-store. **Can't use coupons**. Some items not available to subscribe to. Items I subscribe to are sometimes out of stock on next delivery date.

NOT ENOUGH FLEXIBILITY

- “ You might forget about it and **not need the item anymore**.
- “ Having **too many or not enough** diapers if my kids use more than normal or less than normal.
- “ I need **more choices of time intervals for delivery**. For example; Pet Food, my pets don't eat all the food I ordered in the time interval. I have to cancel orders.

The background of the slide features a stack of several cardboard boxes, likely Amazon packages, with the Amazon logo and 'amazon' text visible on them. The entire image is overlaid with a semi-transparent teal color. Centered on this background is the text 'How does Subscribe & Save affect Retailers?' in a white, sans-serif font.

How does Subscribe & Save
affect Retailers?

Pet, Mass, and Club Channels: All Affected by Subscribe & Save

% Change in Share of Wallet, Key Channels

All Categories, Subscribe & Save Shoppers who joined in the recent 6 months

	PET	BABY	FOOD	HOUSEHOLD
CATEGORIES	<ul style="list-style-type: none"> • Dog Food & Treats • Dog Supplies • Cat Food & Treats • Cat Supplies 	<ul style="list-style-type: none"> • Disposable Diapers • Baby & Toddler Wipes 	<ul style="list-style-type: none"> • Coffee • Snack Cakes & Bars 	<ul style="list-style-type: none"> • Bath Tissue • Dishwasher Detergent • Laundry Detergent
CHANNELS with Biggest Loss in Share of Wallet	Specialty Pet -4.0%	Mass -7.1%	Club -1.2%	Mass -4.7%



Amazon continues
to innovate

BRIEF

Amazon moves Prime Pantry to subscription model

AUTHOR

Daphne Howland
@daphnehowland

PUBLISHED

March 12, 2018

SHARE IT

Dive Brief:

- Amazon is gradually shifting its U.S. Prime Pantry program for household items to a subscription model, an Amazon spokesperson confirmed to Retail Dive in an email.
- Prime members opting for the program can sign up for a free 30-day trial, after which they will automatically be charged \$4.99/month (on top of their \$99 annual Prime fee) to continue the service (which can be canceled at any time), the spokesperson said. Subscribers receive



The background of the slide features a stack of several cardboard boxes, likely Amazon packages, with the Amazon logo and 'amazon' text visible on them. The entire image is overlaid with a semi-transparent teal color. Centered on this background is the text 'How have retailers responded?' in a white, sans-serif font.

How have retailers responded?



Click & Collect

BUSINESS NEWS DECEMBER 17, 2017 / 10:16 PM / 7 MONTHS AGO

To thwart Amazon, Kroger and Walmart lure shoppers with curbside pickup

Lisa Baertlein

8 MIN READ



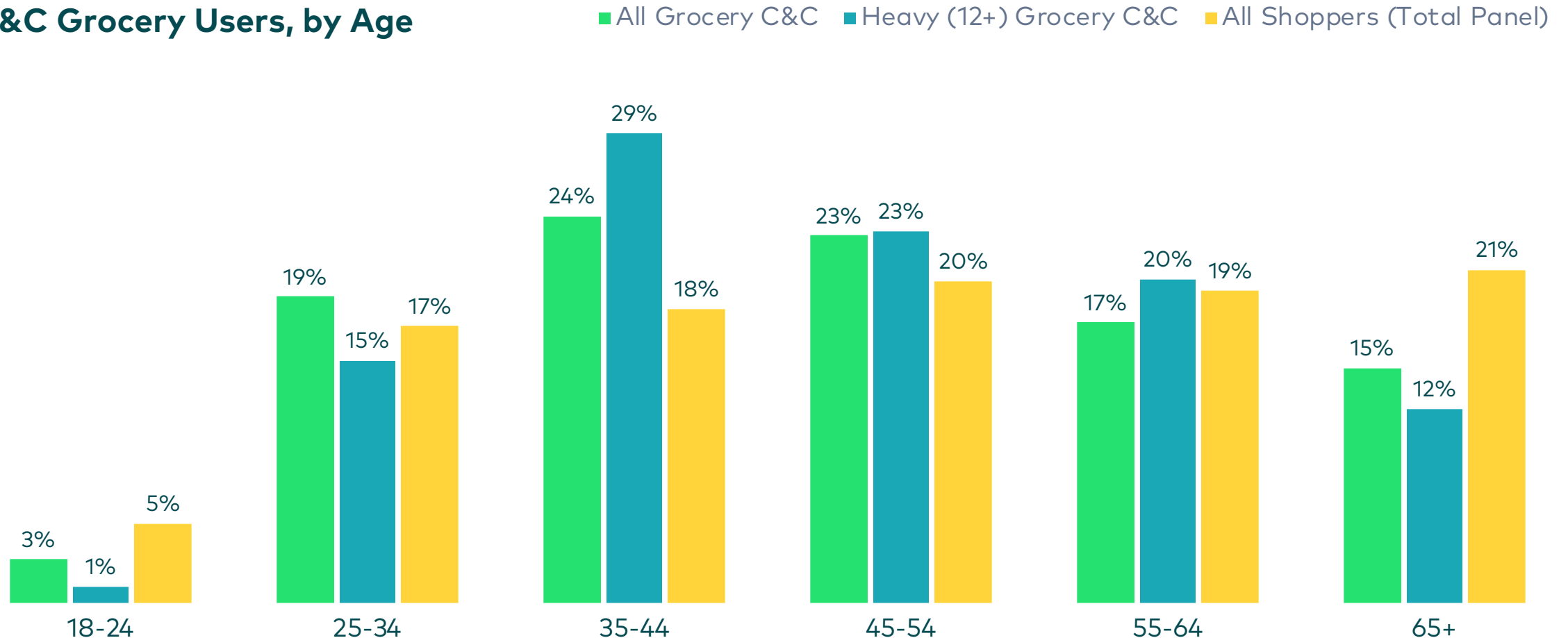
LOS ANGELES (Reuters) - As Amazon.com looks to upend the U.S. grocery market with home delivery, some veteran supermarket operators are betting on a different strategy: curbside pickup. Americans have long loved the convenience of drive-through service for burgers and coffee. Kroger Co (KR.N) and Walmart Inc (WMT.N) are tweaking that formula for groceries.



The companies have invested heavily in online systems that allow customers to order ahead from their neighborhood store. Workers pick and pack the products, then run

Age Demographic Is the Same as Amazon

C&C Grocery Users, by Age

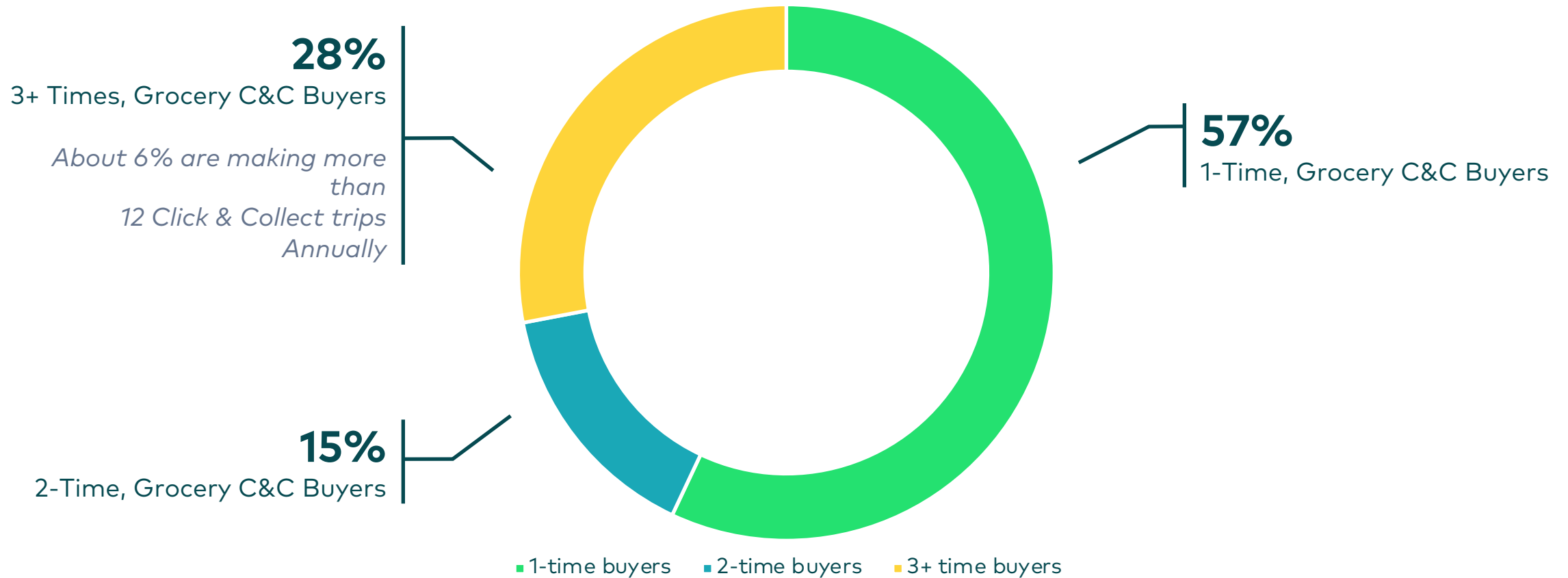


Source: Numerator Insights, 12M Ending March 2018, Bought Grocery Sector (Food & Beverage) Products through C&C, All Buyers n=4,759, 1-time buyers n=2718, 2-time buyers n=702, 3+ time buyers n=1,339, 12+ time buyers n=265

Channels include Grocery, Mass, Club

Click & Collect Usage Is Infrequent for Purchases in Grocery

C&C Grocery Users, by Frequency

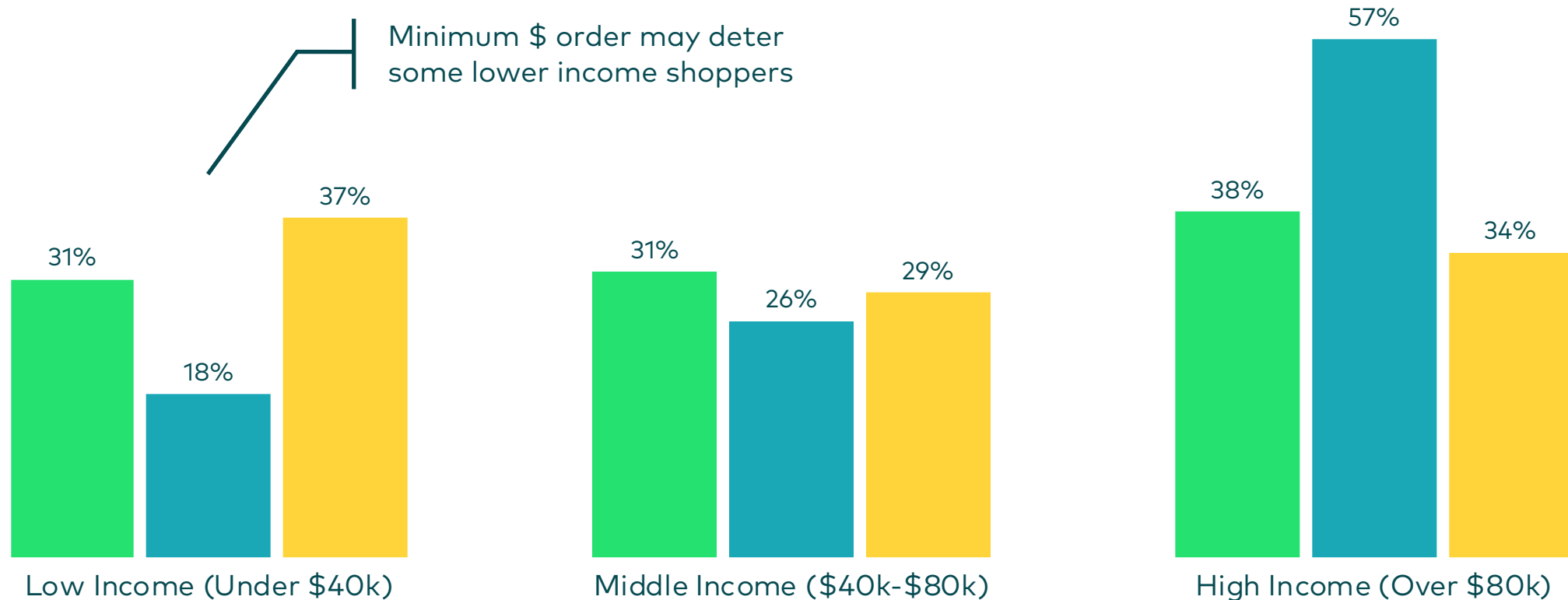


Source: Numerator Insights, 12M Ending March 2018, Bought Grocery Sector (Food & Beverage) Products through C&C, All Buyers n=4,759, 1-time buyers n=2718, 2-time buyers n=702, 3+ time buyers n=1,339, 12+ time buyers n=265
Channels include Grocery, Mass, Club

Click & Collect Shoppers Skew Higher Income

C&C Grocery Users, by Income

■ All Grocery C&C ■ Heavy (12+) Grocery C&C ■ All Shoppers



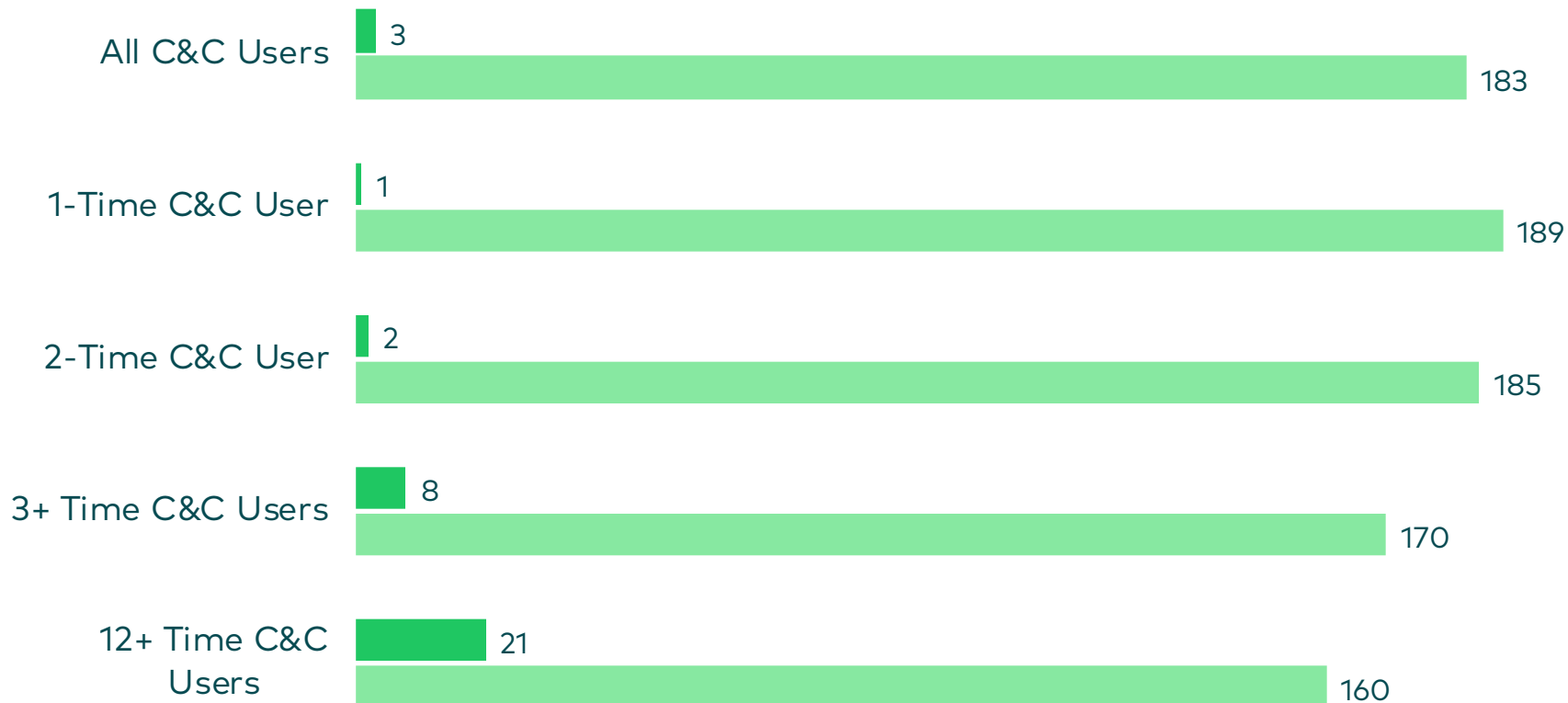
Source: Numerator Insights, 12M Ending March 2018, Bought Grocery Sector (Food & Beverage)
Products through C&C, All Buyers n=4,759, 12+ time buyers n=265
Channels include Grocery, Mass, Club

Click & Collect Trips Replace B&M Trips, Over Time

C&C vs. B&M, Annual Trips per HH

Past 52 Weeks, Among C&C Users

■ C&C Trips/C&C HH ■ B&M Trips/C&C HH



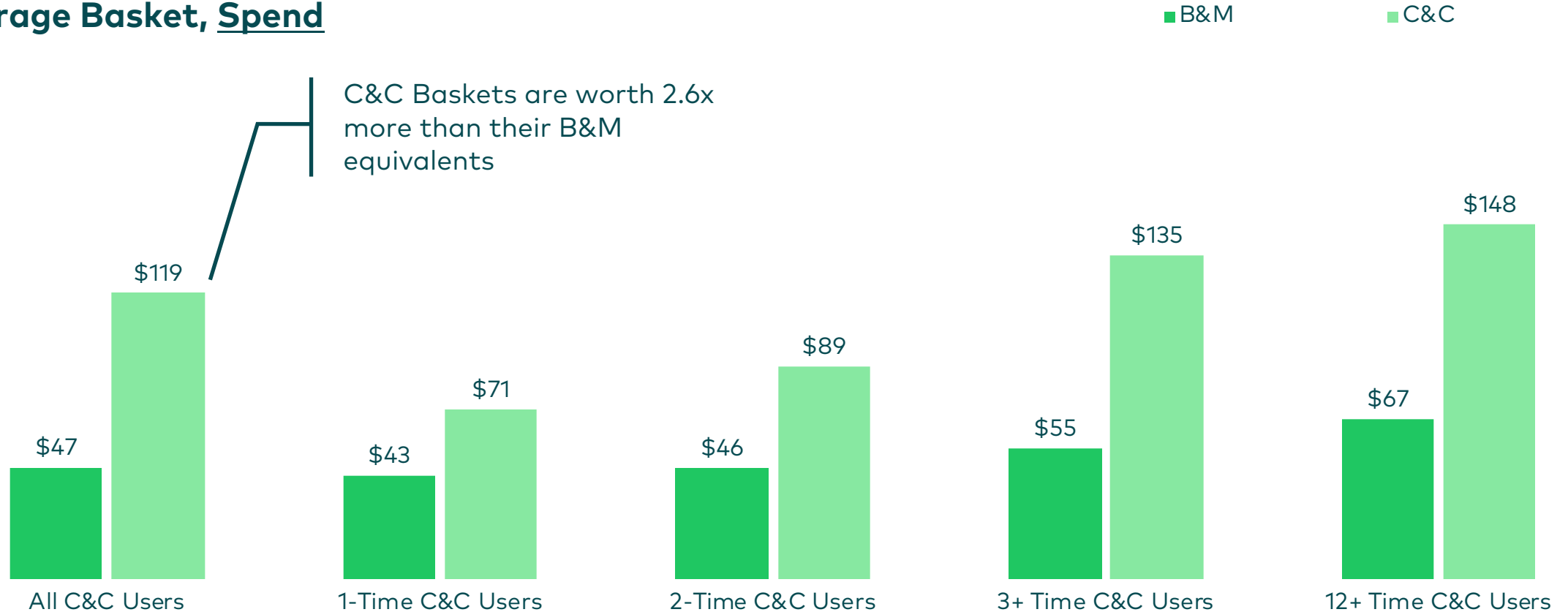
OF B&M TRIPS, PER C&C TRIP
57
189
93
20
8

Source: Numerator Insights, 12M Ending March 2018, Bought Grocery Sector (Food & Beverage) Products through C&C, All Buyers n=4,759, 1-time buyers n=2718, 2-time buyers n=702, 3+ time buyers n=1,339, 12+ time buyers n=265

Channels include Grocery, Mass, Club

Click & Collect Transactions Have Higher Basket Value

Average Basket, Spend



Source: Numerator Insights, 12M Ending March 2018, Bought Grocery Sector (Food & Beverage) Products through C&C, All Buyers n=4,759, 1-time buyers n=2718, 2-time buyers n=702, 3+ time buyers n=1,339, 12+ time buyers n=265

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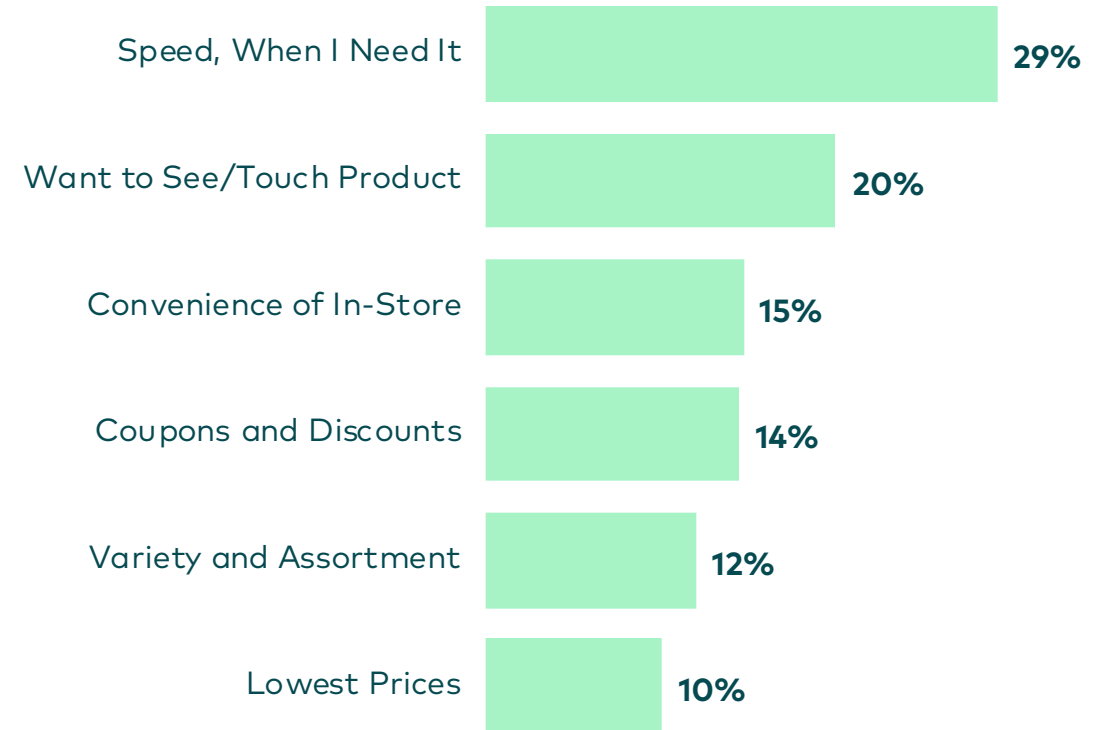
The Convenience of Click & Collect Is Its Main Driver

While urgency of product needs and general preference to see/touch products is typically driving C&C Users to In-Store experiences

Drivers: Click & Collect over In-Store

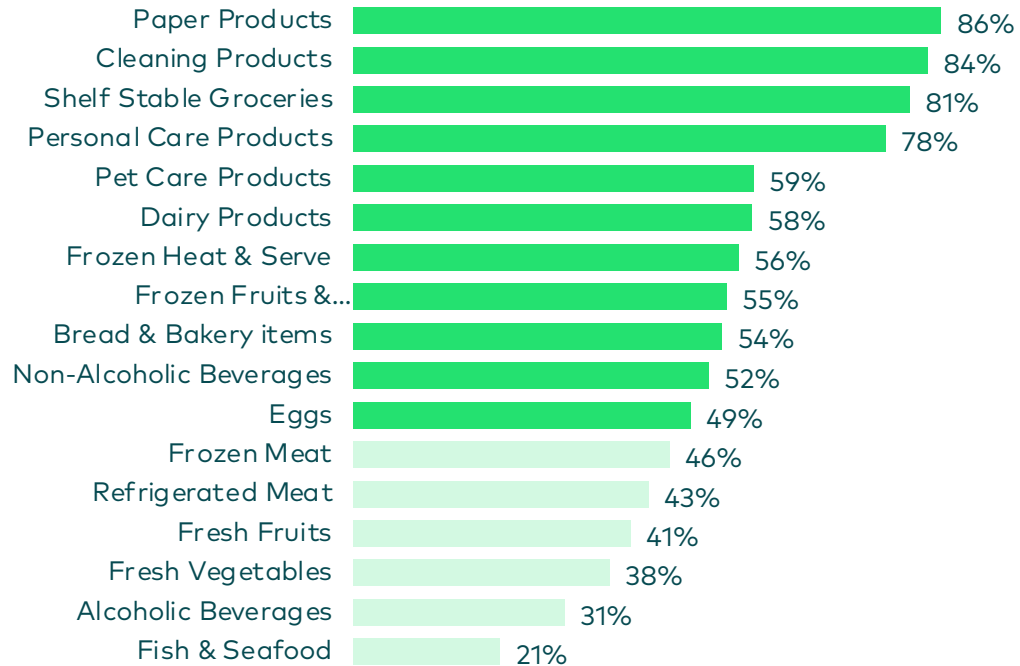


Drivers: In-Store over Click & Collect

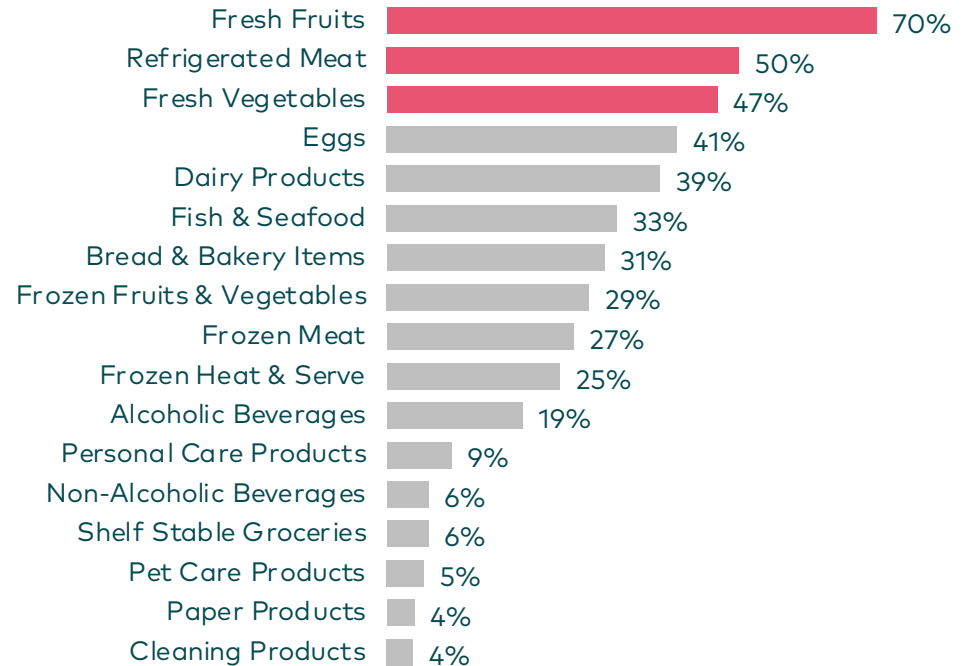


There Are Certain Categories that Still Drive B&M Trips

Sure, I'll Buy That Online!



Hmm, Want to See It In-Store First



What would get you to try a food item online that you haven't tried before?

71%
Sample or Free Trial

57%
Sale or Promotion

36%
Positive Reviews or Ratings



Understanding
Bricks → to → Clicks
is table stakes



Private Label
is a growing blind spot

Private Label is Big, Pervasive, and Growing



100% of U.S. households buy Private Label

Shoppers make a Private Label purchase once every 5 days



\$146 Billion spent across all channels

Almost \$1,200 annually per household across all categories
That's 20% of annual spending



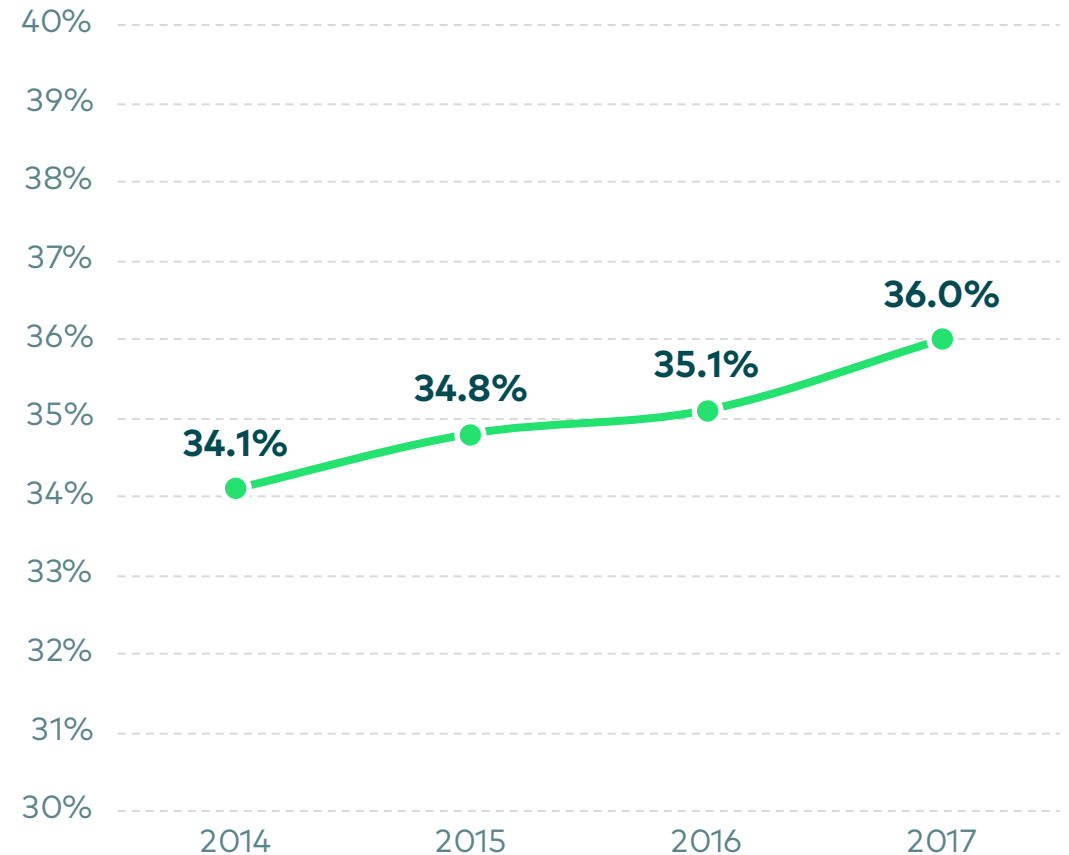
\$2.82 Average Unit Price for Private Label

Average Basket Unit Price
\$3.45 (Index: 81)

More Categories Being Adopted for Private Label Purchases

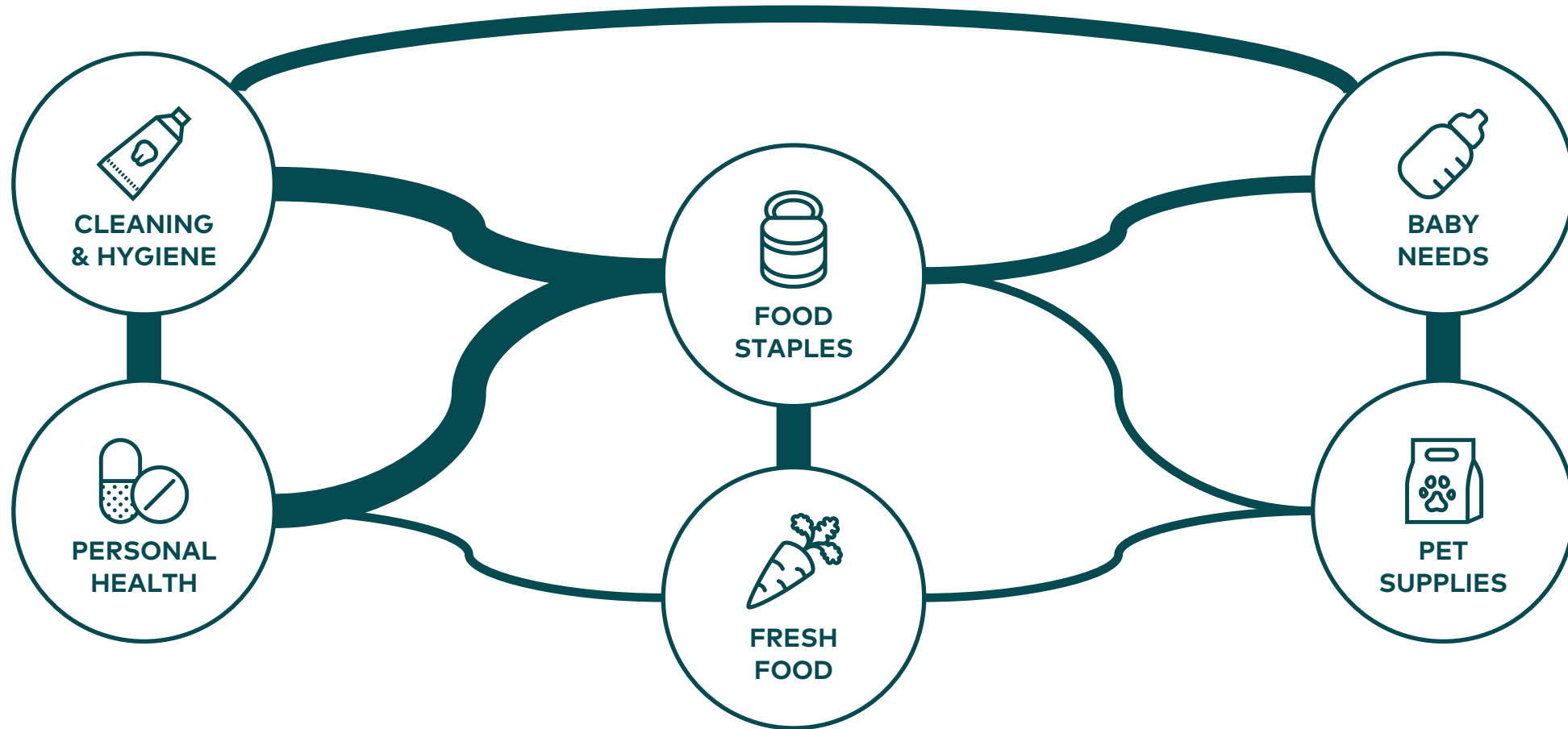
- A typical U.S. household will buy roughly 150 categories in a year
 - Across Grocery, Health & Beauty, Household Goods, Pet, and Baby
- Last year, those same households bought Private Label in about 54 categories
 - 36% of categories
- Over the past 3 years, shoppers have added 3-4 new categories where they choose to buy Private Label products

Categories with a Private Label Purchase



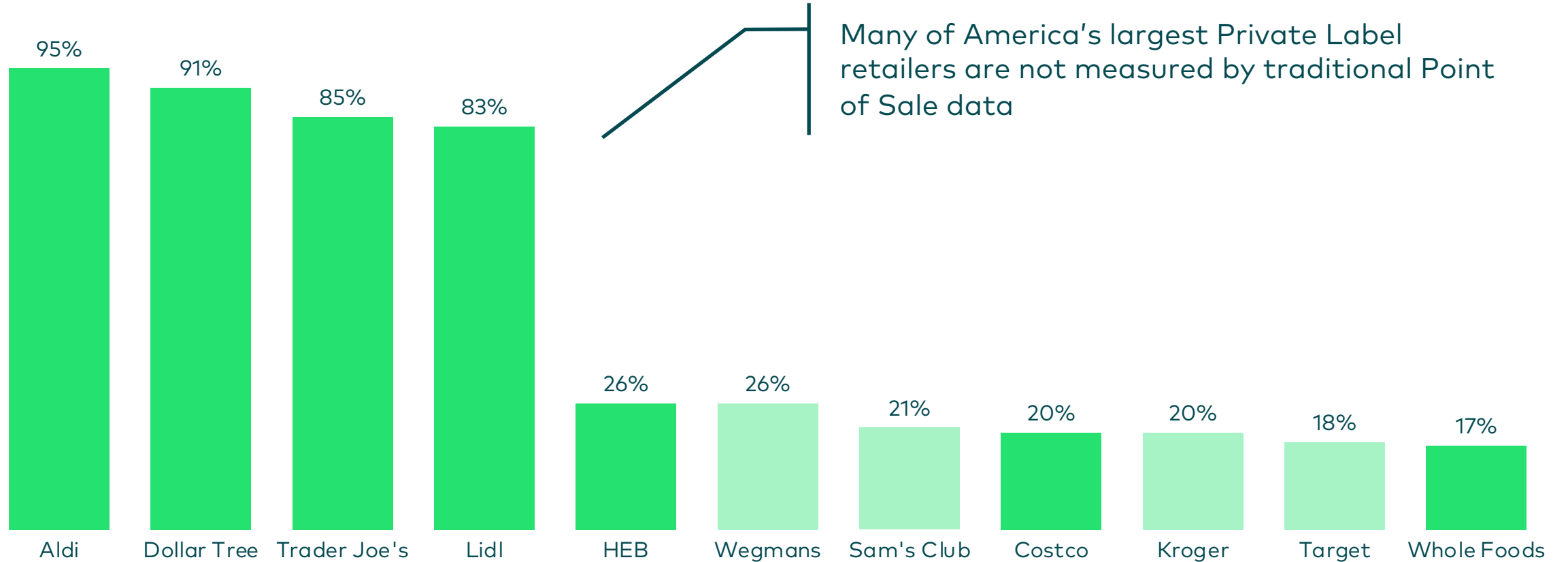
Private Label Categories Build Upon One Another

- Shoppers enter Private Label through Food Staples, then related categories follow


















Private Label Is a Significant Blindspot

Private Label, as % of Total Store Sales, Top 50 US Retailers



Walmart and Aldi Lead in Private Label – Target Falls

- Aldi tops Kroger, now the 2nd largest seller of Private Label in the U.S
- By 2021, Aldi will top Walmart and become the largest seller of traditional FMCG Private Label products in the United States
- Target drops from 2nd to 4th, as other retailers accelerate their growth in Private Label

TOTAL PRIVATE LABEL SALES, FMCG			
RANK	2015	2016	2017
#1			
#2			
#3			
#4			
#5			



Does buying Private Label make us
more or less loyal to a retailer?

KAREN'S POPCORN JOURNEY

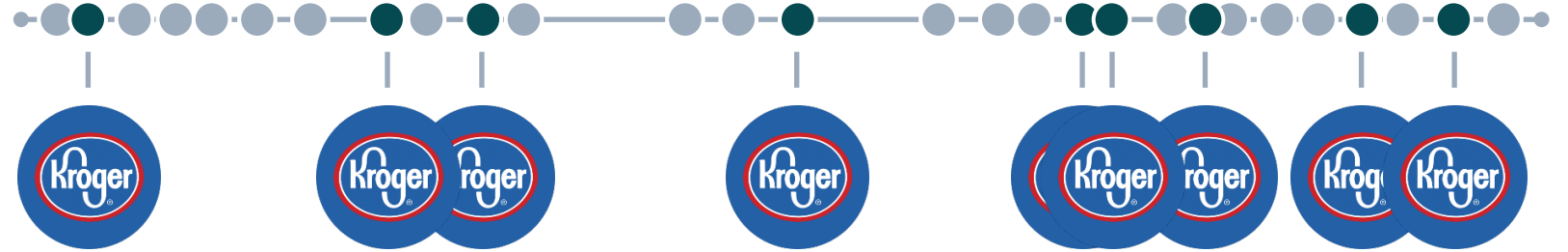


A look at how
Private Label
purchases have
impacted one
panelist's behavior

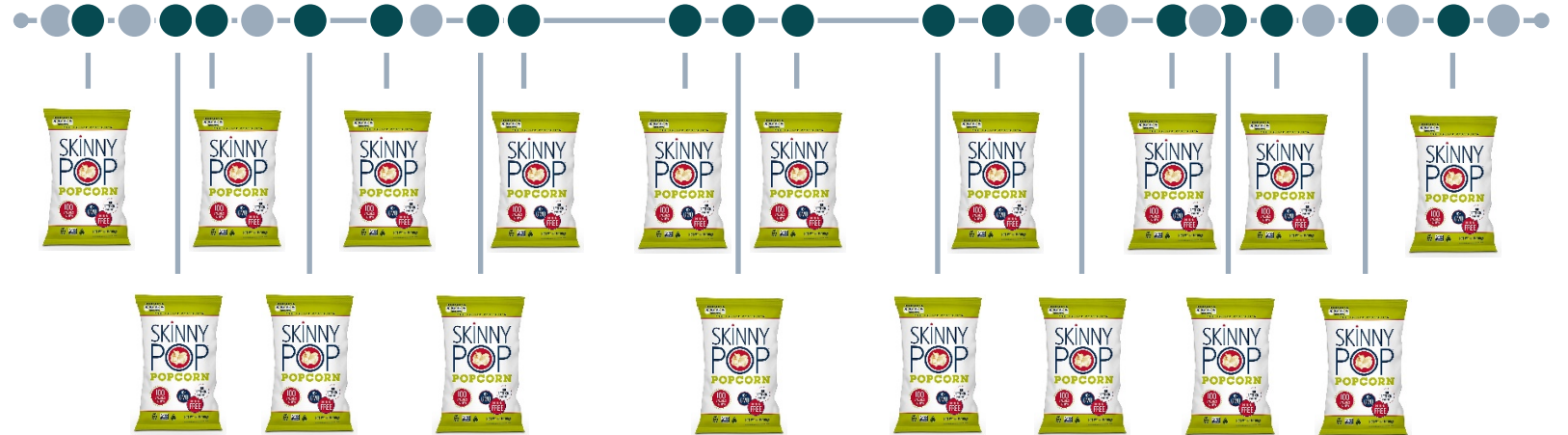
Karen purchases popcorn regularly, frequently at Kroger

JAN 2016

DEC 2017



She generally buys branded popcorn, Skinny Pop most often



Numerator Insights: 1/1/2016-12/31/2017. Analysis looks at 1 household (n=1) over a 2 year timeframe within RTE Popcorn

KAREN'S POPCORN JOURNEY



A look at how Private Label purchases have impacted one panelist's behavior

May 2017, Karen bought Private Label popcorn for the first time

JAN 2016

MAY 2017

DEC 2017



First Private Label buy in this category, at Kroger



Second and third P.L. purchases, at Trader Joes



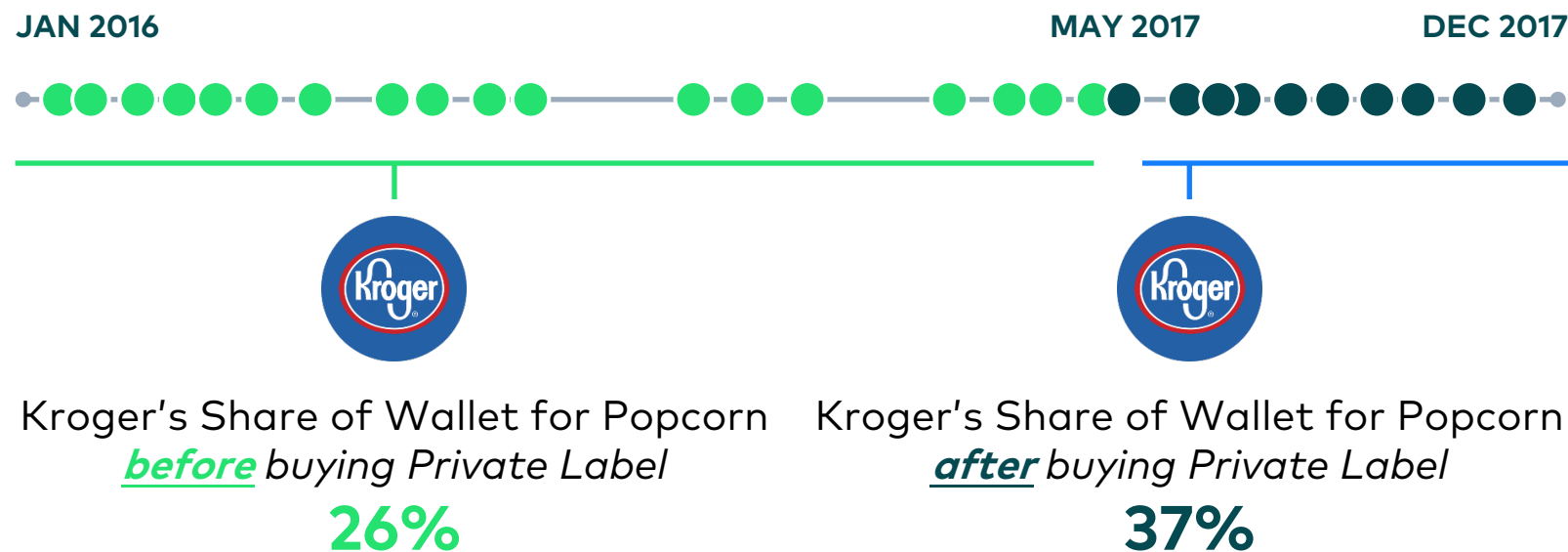
Numerator Insights: 1/1/2016-12/31/2017. Analysis looks at 1 household (n=1) over a 2 year timeframe within RTE Popcorn

Kroger's Share of Wallet increased after Karen tried Private Label

KAREN'S POPCORN JOURNEY



A look at how Private Label purchases have impacted one panelist's behavior



	BEFORE 1 st PURCHASE	AFTER 1 st PURCHASE	INDEX
Average Unit Price at Kroger	\$3.66	\$3.07	84
Average Unit Price at Other Retailers	\$5.23	\$3.23	62
Share of Spend	26%	37%	142

Numerator Insights: 1/1/2016-12/31/2017. Analysis looks at 1 household (n=1) over a 2 year timeframe within RTE Popcorn

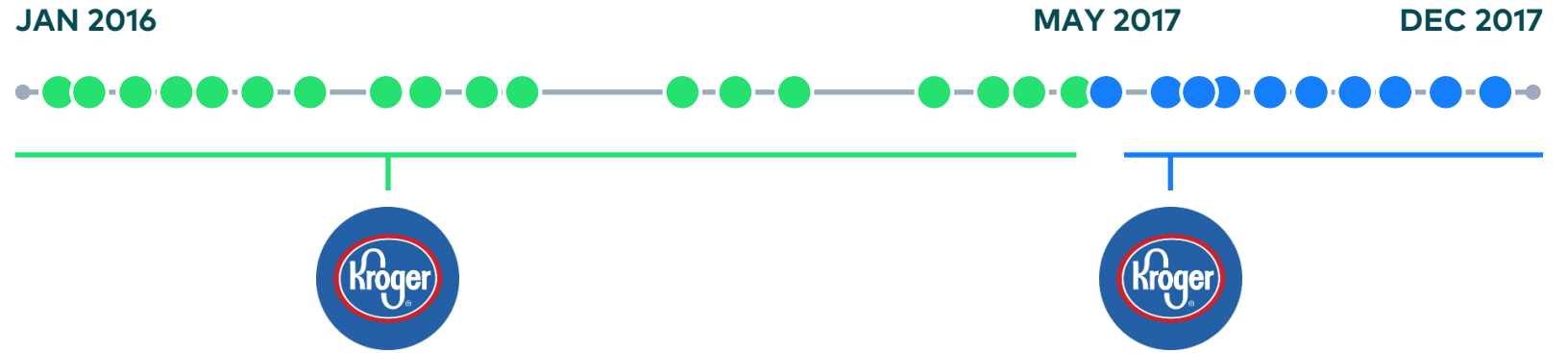


KAREN'S POPCORN JOURNEY



A look at how Private Label purchases have impacted one panelist's behavior

But, Average Unit Price decreased, and her overall spend declined



Kroger's Share of Wallet for Popcorn *before* buying Private Label

26%

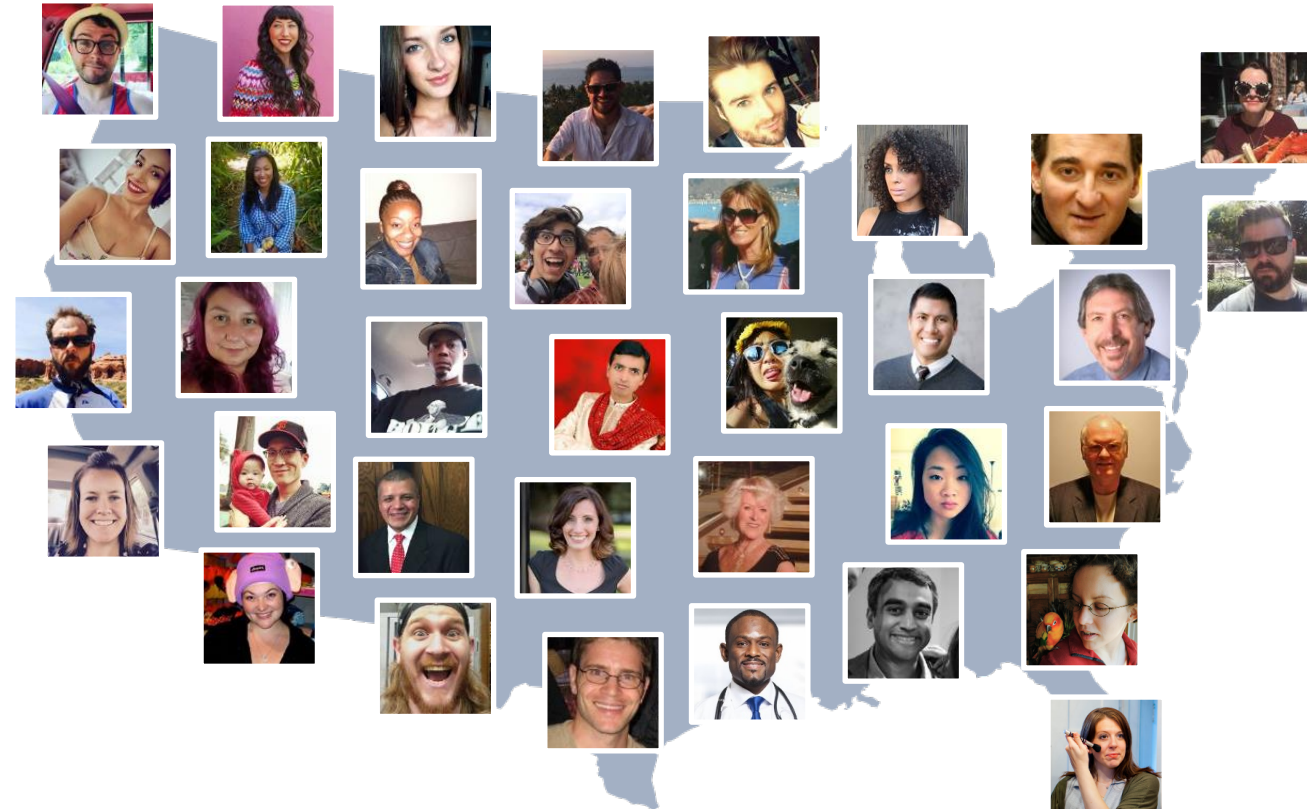
Kroger's Share of Wallet for Popcorn *after* buying Private Label

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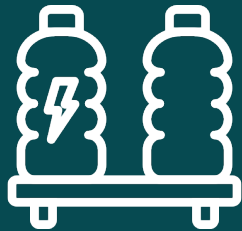
Numerator can scale this across all our panelists and measure the true impact of Private Label





Ecommerce Effect

meet



Private Label Paradox

The screenshot shows a CNN Money article from May 3, 2018. The main headline is "Now Amazon wants to feed your dog" by Nathaniel Meversohn. A sub-headline reads "Wagging the dog: Amazon disrupts pet market with new brand". The article features a photo of a dog with its mouth around a wheel. The text discusses Amazon's private label dry dog food, "Wag", and its impact on the pet market.

CNN Money Companies Markets Tech Media u.s. ▼

Now Amazon wants to feed your dog

by Nathaniel Meversohn @CNNAmev
May 3, 2018: 5:44

sn SUPERMARKET NEWS

NEWS > ONLINE RETAIL

Wagging the dog: Amazon disrupts pet market with new brand

With the launch last week of Wag, its private label dry dog food, Amazon is living up to its promise to grow its pet business overall — and is posing a greater threat to pet market players both online and in-store.

While the Wag brand is kicking off with dry dog food, Amazon plans to expand the selection to include other pet supplies. The brand is available only to Amazon Prime subscribers, who pay monthly or annual fees in exchange for fast delivery. Initially Wag will be offered in multiple varieties that can be ordered in three different sizes (5-, 15- and 30-pound bags) and include flavor options such as chicken, turkey, beef and more.



Americans are eating out
more than ever before

The Washington Post

"That was the other shoe to drop," said John Newton, the director of market intelligence at the American Farm Bureau Federation. "The on-the-go consumer leads to farmers getting a smaller share of the food total."

Americans are eating out more than ever

The share of total food dollars spent away from home, at restaurants or other food service establishments.



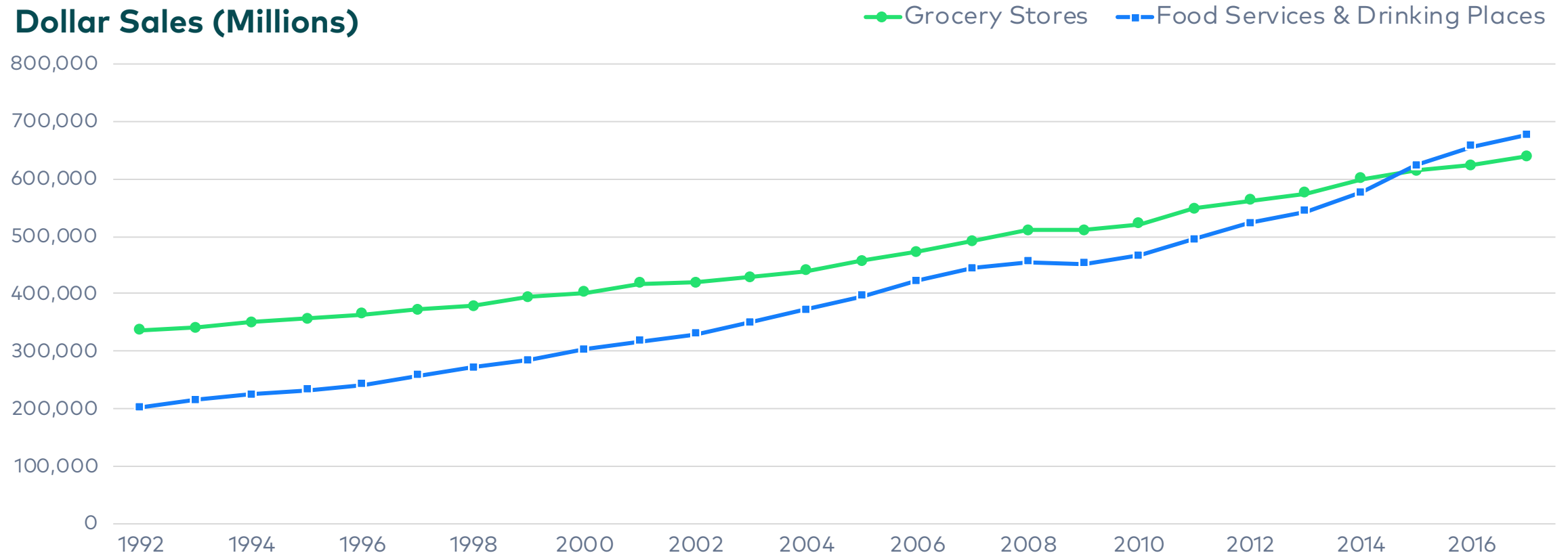
Source: USDA ERS

On top of that, over the past decades, Americans have also embraced an incredible range of processed and prepared foods, from frozen pizzas and rotisserie chickens to meal-replacement bars, meal kits and riced vegetables. That trend is likely to accelerate, USDA predicts, because

Americans have
nearly tripled
their spend on
eating out

Restaurant Is Outpacing Grocery, No Signs of Stopping

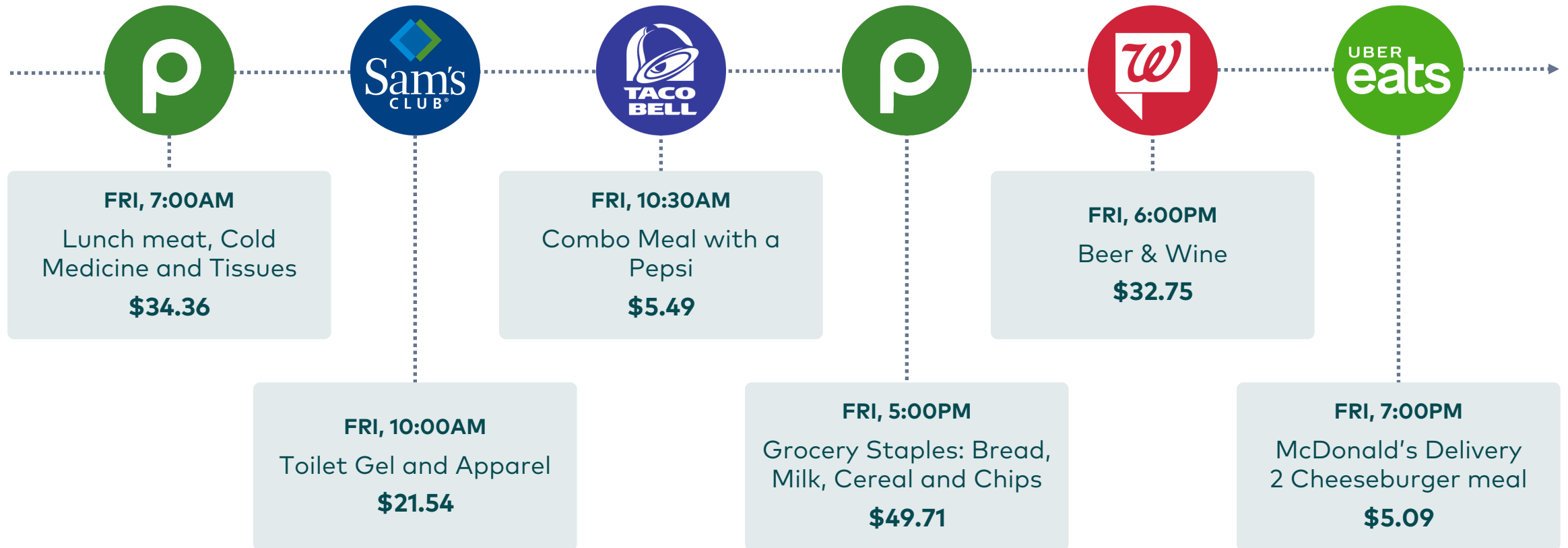
Dollar Sales (Millions)





ELENA, ONE OF AMERICA'S BUSIEST SHOPPERS

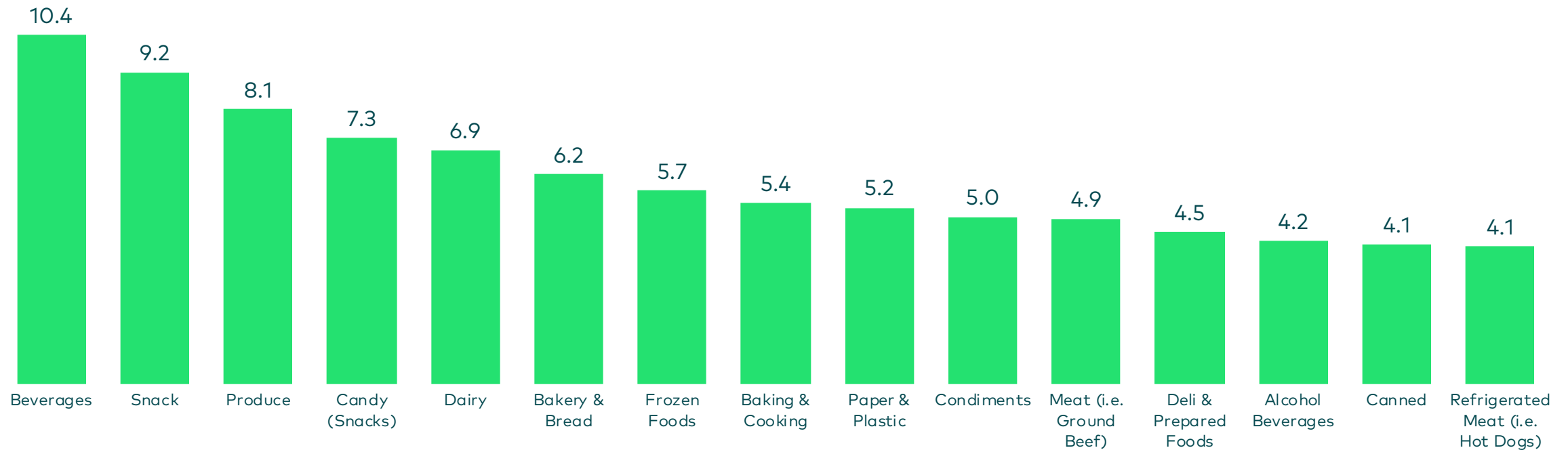
- During one hectic day, a real panelist purchased from Drug, Club, Grocery (twice), QSR, and made an Online Food Delivery Order... the total day's spend was \$149
- Each retailer only obtained a portion of the dollars they could have earned



Traditional Grocery Alone Is a Battle for Share of Stomach

- Shoppers visited more than 10 different retailers for their non-alcoholic beverages and more than 4 different retailers for their refrigerated meat

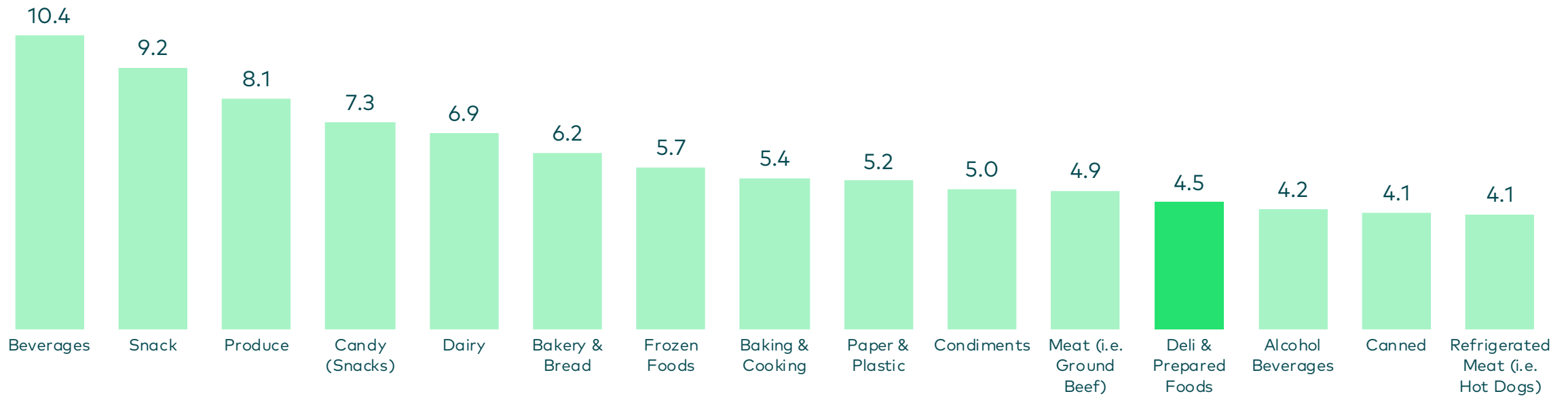
Avg. Unique Retailers per Department



Let's use Immediate Consumption purchases as an example

- Whether a fountain beverage or an entire meal, Deli and Prepared Food shoppers are looking for a convenient solution
- The challenge in this Department is the competitive options that span across multiple channels

Avg. Unique Retailers per Department

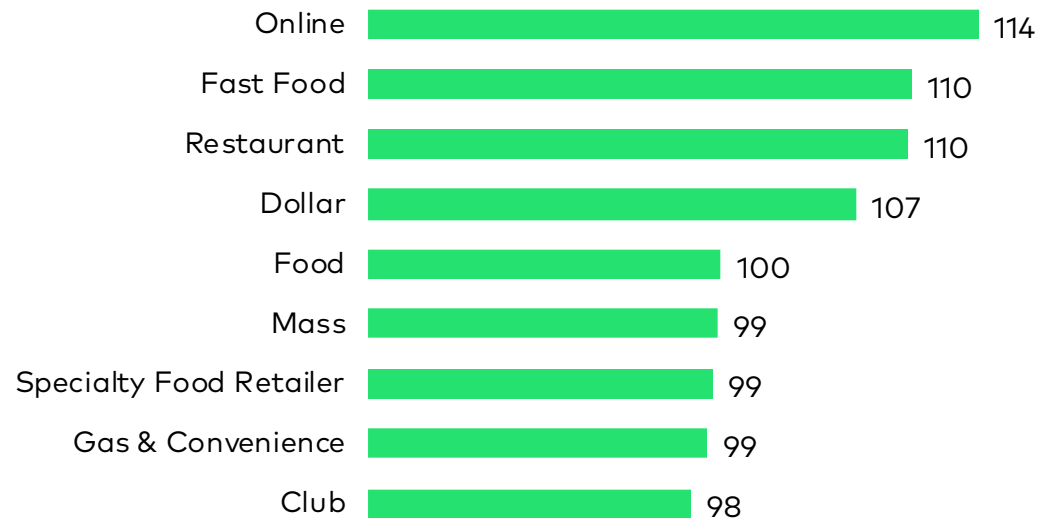


Prepared Shoppers ARE Buying in the Blind Spot

- Over the past year, **Prepared Shoppers** have increased their Food & Beverage purchases outside of traditional channels
- This interaction leads to a lower share of wallet for Grocery retailers, and increases trips for key occasions at immediate consumption outlets like Fast Food/QSR

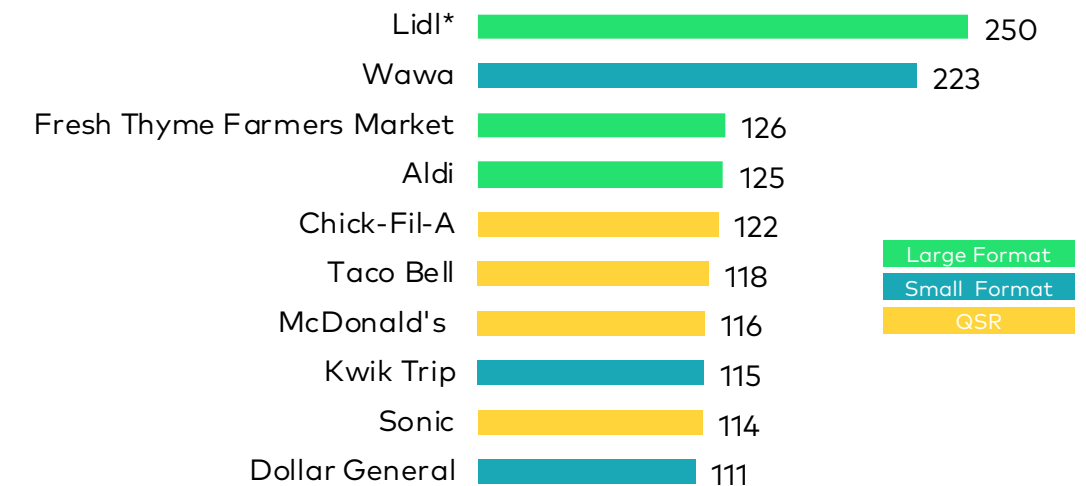
Food & Beverage Trips by Channel

Prepared Shoppers: Index vs. Year Ago



Food & Beverage Spend by Retailer

Prepared Shoppers: Index vs. Year Ago





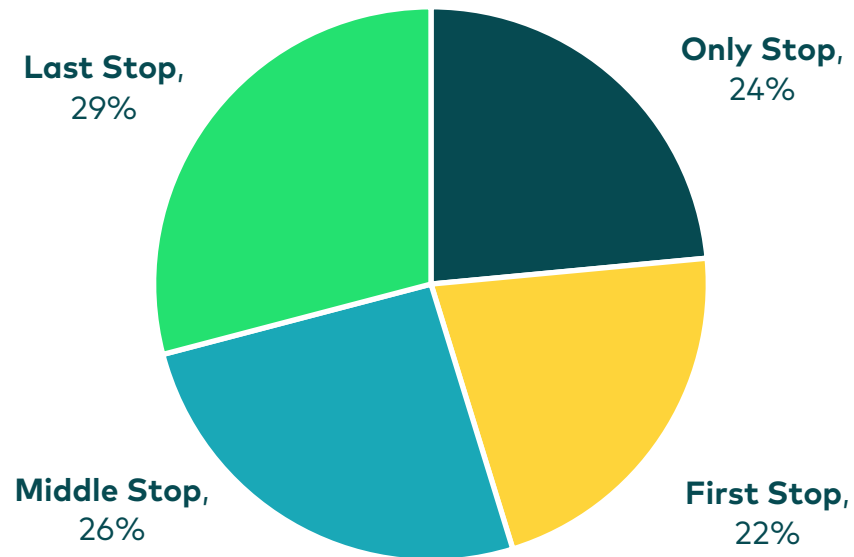
So in this competitive world,
how could YOU grow your share?

Inject a highly successful
category (Energy Drinks) into an
untapped channel (QSR)

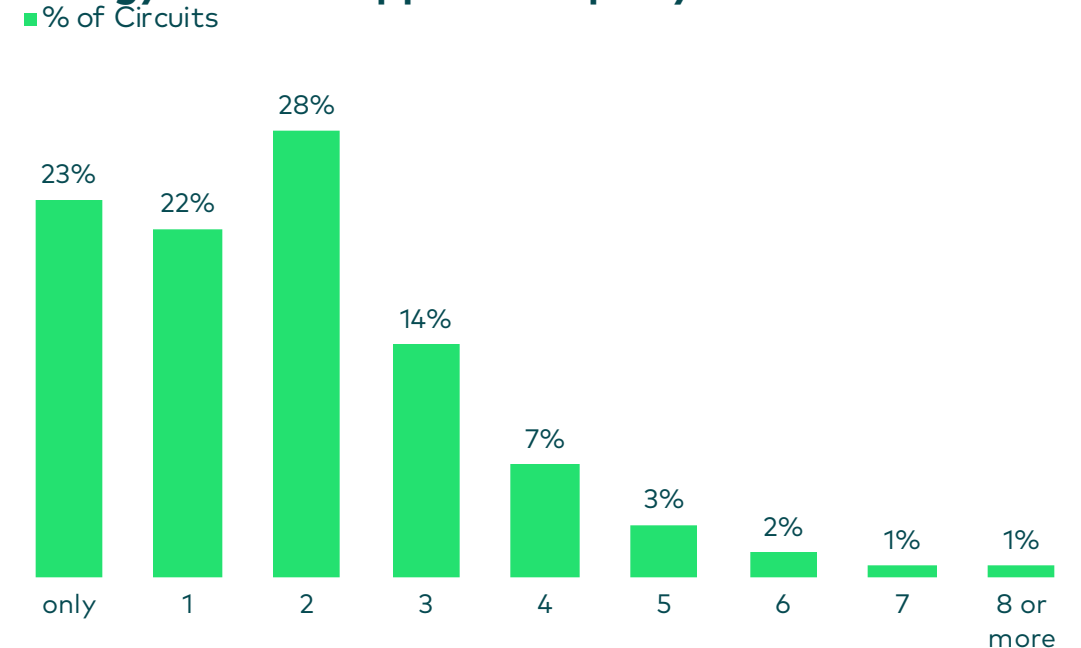
Energy Drink Trips Are Rarely Made On Their Own

- More than 70% of Energy Drink sales comes from C-Stores and over $\frac{3}{4}$ of those trips have another retail stop in the same day
- The majority of circuits only have a few stops

% of Circuits by Position of Trip

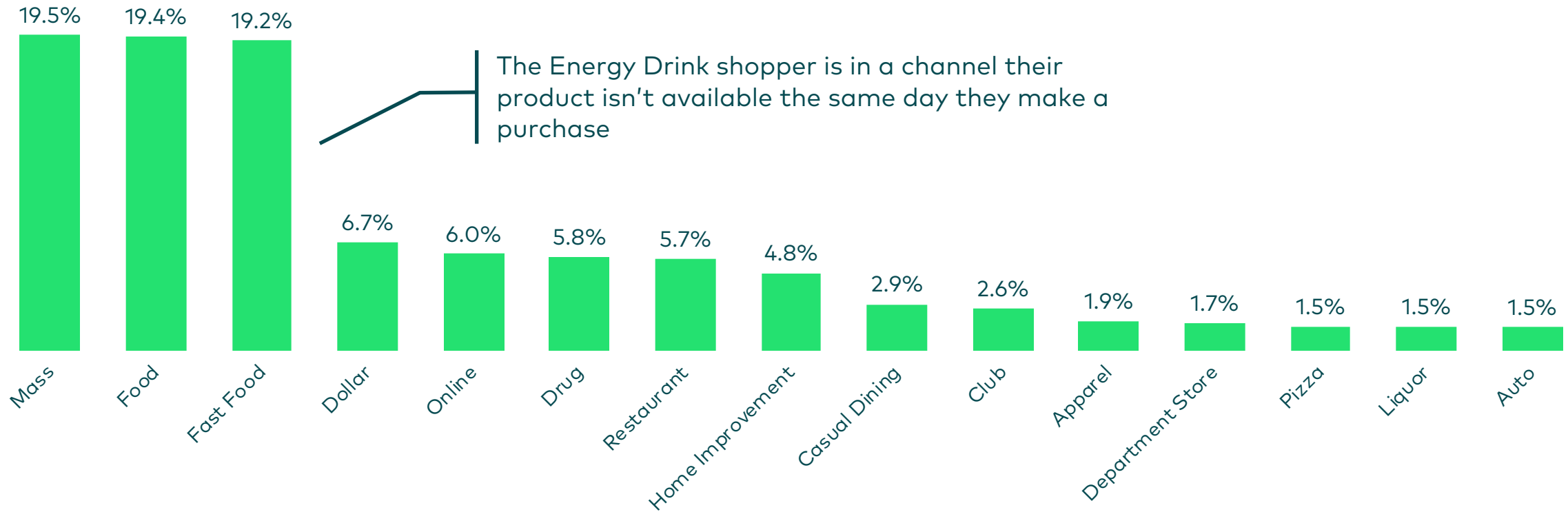


Energy Drink Shoppers' Stops by Circuit



Just as Likely to Visit Fast Food, as They Are Mass or Food

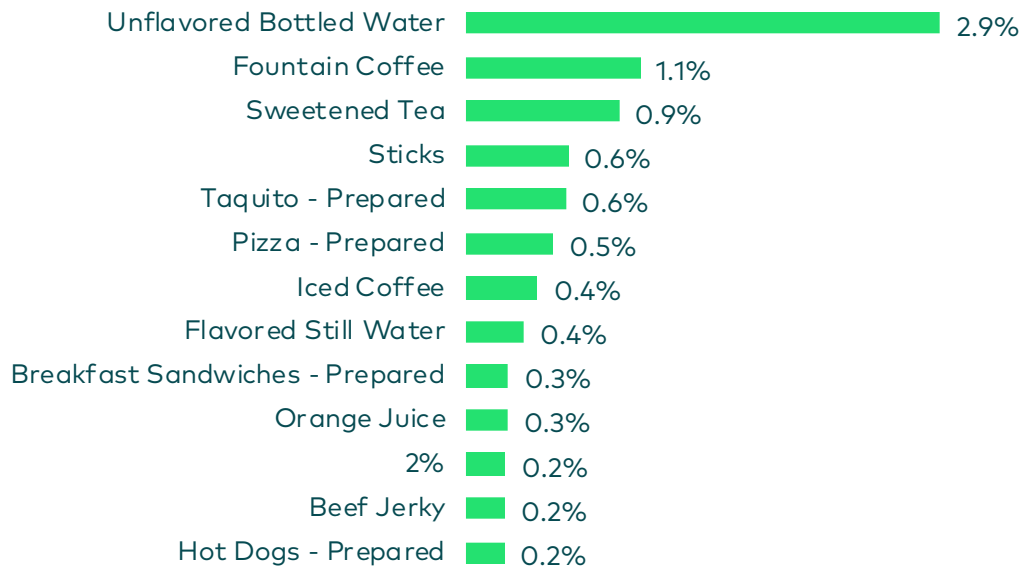
% of Trip Circuits by Channel



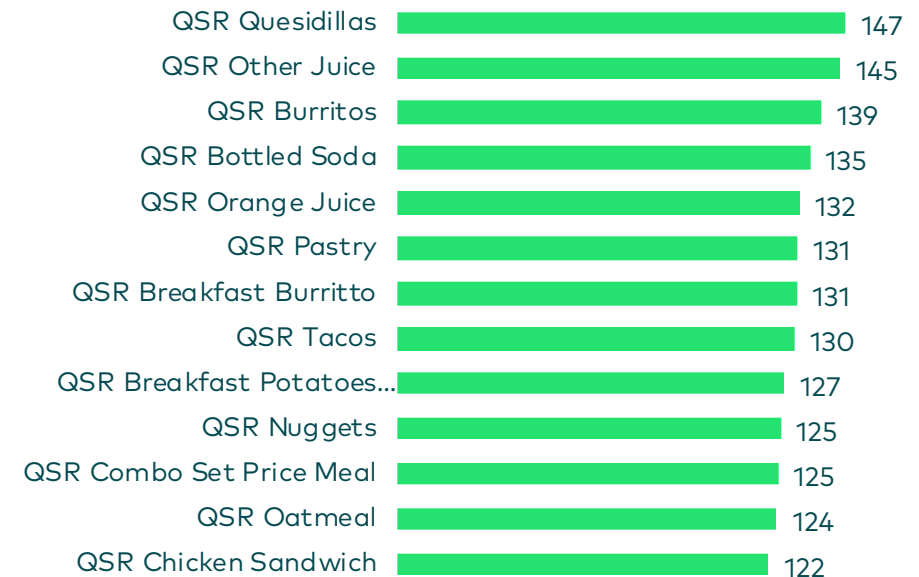
The Baskets Reveal the Potential for QSR to Convert Trips

- Beverage and prepared food options represent the highest share of Energy Drink baskets in Convenience
- These same shoppers are also interacting with similar categories when in QSR

Energy Drink Basket Affinity in Convenience



Energy Shopper QSR Cross-Purchase Index

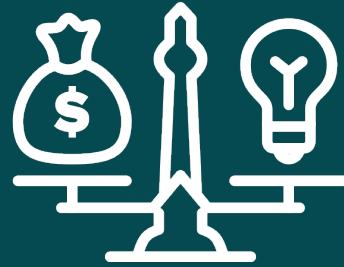


The value of just 1% of
Energy Drink Shopper Spend in Convenience

\$137 mm



Retailers and brands risk losing out on growth opportunities if they are not monitoring their true Share of Stomach



Big Brands are being
challenged by Big Ideas

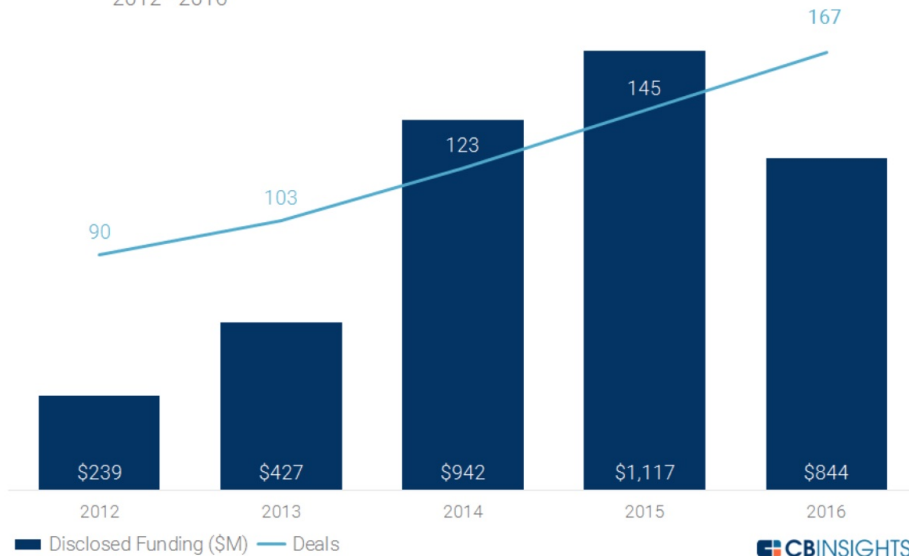
Venture Capital for CPG Startups Has Tripled in 4 Years

CBINSIGHTS

CPG Startups Hit A New Deal High

VC-backed CPG companies raised 167 investment rounds in 2016 worth \$844M in total disclosed funding, compared to 145 deals worth over \$1.1B in 2015. Helping drive this growth, we saw deals flow to startups offering all-natural food and beauty products, personalization, and direct-to-consumer distribution models.

VC-BACKED CPG STARTUPS ANNUAL GLOBAL FINANCING HISTORY
2012 - 2016



QUARTERLY VC-BACKED DEALS AND DOLLARS

COMPANIES TO WATCH

THRIVE
- MARKET -

\$111M
Series B

ripple[™]

\$30M
Series B



\$23M
Series F

Subscription Service...



Expands to B&M

Menu Search **Bloomberg** Sign In Subscribe

A photograph showing several white Harry's razor boxes lined up on a wooden shelf. A blue-handled razor is also visible on the shelf. The boxes have "HARRY'S" printed on them in a stylized font with red and blue horizontal lines below the text.

Business

Walmart Tries to Lure Millennials With Harry's Razors

By [Matthew Boyle](#)
May 7, 2018, 1:30 PM PDT

LISTEN TO ARTICLE
▶ 1:21

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In this article

WMT
WALMART INC
84.28 USD
▼ -0.10 -0.12%

TGT
TARGET CORP
72.98 USD
▲ +0.70 +0.97%

Walmart Inc. will offer men's grooming products from Harry's later this month, expanding the brand's reach beyond Target Corp. and giving Walmart a product coveted by millennials.

Starting May 21, the world's biggest retailer will sell Harry's goods in 2,200 of its U.S. stores -- fewer than half of the total -- and online. There are plans to further expand availability by the end of the year, according to a statement. The offering will include one exclusive item -- Harry's Truman-style razor in a surf-blue color similar to Walmart's logo.

The rollout means that fans of Harry's shaving and skincare supplies won't be limited to shopping at Target, which has

Subscription Service...

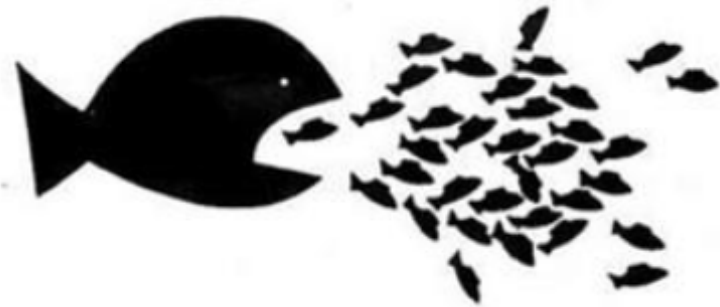


Expands to B&M

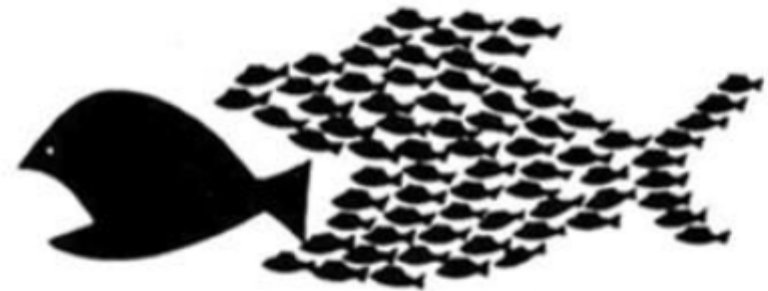
A screenshot of an Eater website article. The Eater logo is in a red box at the top left. Navigation links for "CITIES", "VIDEO", "FEATURES", and "MORE" are in the top right. The article title is "Blue Apron Will Now Hawk Its Meal Kits in Actual Stores" with a sub-headline "That means buyers won't be forced to subscribe". The byline is "by Whitney Filloon | @whitneyfilloon | Mar 15, 2018, 12:15pm EDT". Below the byline are social media share icons for Facebook, Twitter, and a "SHARE" button. The main image shows a Blue Apron meal kit for "ONE-PAN BEEF STIR FRY" with fresh cilantro, onions, and sweet peppers, surrounded by various ingredients like tomatoes, onions, and a bowl of sauce.

There Is a Paradigm Shift in the Market

1960 – MID 2000's



MID 2000's – TODAY



Numerator Helps Filter the Signal from the Noise

CHALLENGE:

Large CPG manufacturer wanted to understand if a smaller food company was differentiated enough to add significant value to their business through an acquisition

NUMERATOR ASSETS LEVERAGED:



Shopper Profile

Learn more about a key buyer group, including where they shop and why they buy.



Existing Brand Source of Volume

Understand if a brand sales change was due to category growth or stealing share.



Shopper Metrics

Core panel metrics across channels and demographics.



Surveys

Hear what buyers have to say about your brand and what they have to say about competing brands.

RESULTS:

\$100 million dollar acquisition and increased distribution at retailer

Shoppers Skew Towards Young, High-Income, Urbanites

CASE STUDY



AGE

25-34

HHs: 22%, Index: 131



INCOME

\$125k+

HHs: 30%, Index: 185



URBANICITY

Urban

HHs: 40%, Index: 121



From Numerator Insights:
Shopper Profile

Driving growth through premiumization

CASE STUDY



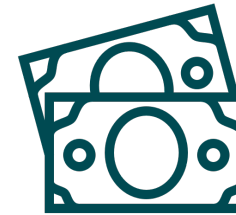
48%

of growth from
Category Incrementality



52%

of growth from
Brand Shifting



43%

Higher Buy Rate
than average



From Numerator Insights:

Shopper Metrics and Brand Volume Sourcing

Positive Product Reviews with High Repurchase Intent

CASE STUDY

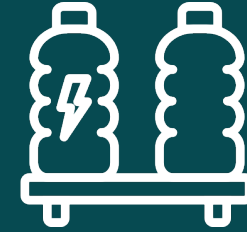
- “ Great product and I believe they care about the environment and what is put into its products and is eventually consumed
- “ I liked the design and overall aesthetic of the bottle
- “ Price is a little high but worth it for the quality
- “ Good ingredients



From Numerator Insights:
Survey



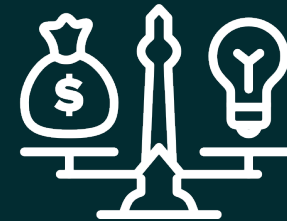
Omnichannel means
every channel



Think outside of
Point of Sale data



$$\text{Value} = \frac{\text{Benefit} + \text{Convenience}}{\text{Price}}$$



The rules...
have changed



Numerator

NEW FRONTIERS

Learn how your consumer's behavior is shifting

hello@numerator.com