SBN SAP User Conference 2021

SAP Instore Merchandise and Inventory Management

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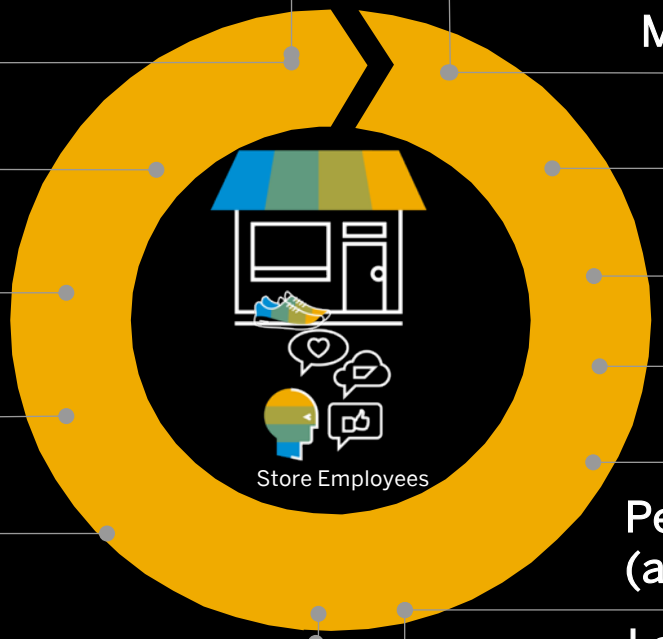
Current solution – SAP Fiori In-Store Merchandising

- Assign Associates to Stores (S/4)
- Online orders fulfillment at stores (S/4)
- Move Products
- Print Labels
- Adjust Stock
- Task Management
- Count Products
- Receive Products
- Transfer Products & Rebalance Stock
- Order Products / Review Order Proposal
- Lookup Products

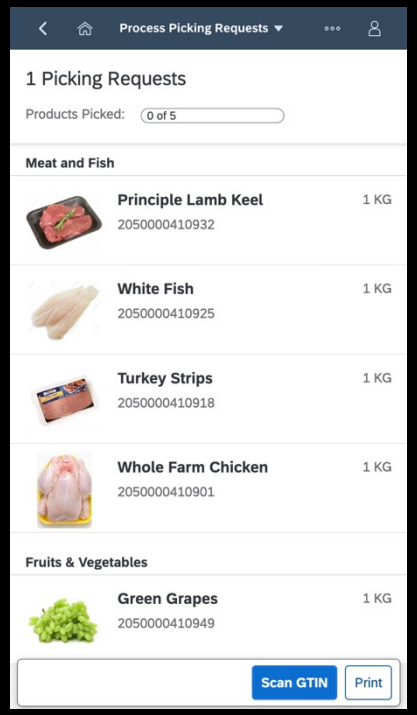


- Transfer Products with RFID (S/4)
- Count Products with RFID (S/4)
- Move Products with RFID (S/4)
- Move Products - Work List (S/4)
- Count Stock Ad-Hoc (S/4) — New
- My Store Overview (S/4)
- Adjust Mass Stock (S/4)
- Perform Task with Augmentation (available as PoC & demo only)
- Laser Scanning, Camera Scanning, RFID Reading
- Role based Launchpad
- Responsive, New Interaction Technologies
- Always online and Realtime, data persistent

Fiori apps for In-Store online order fulfillment on S/4HANA 2020

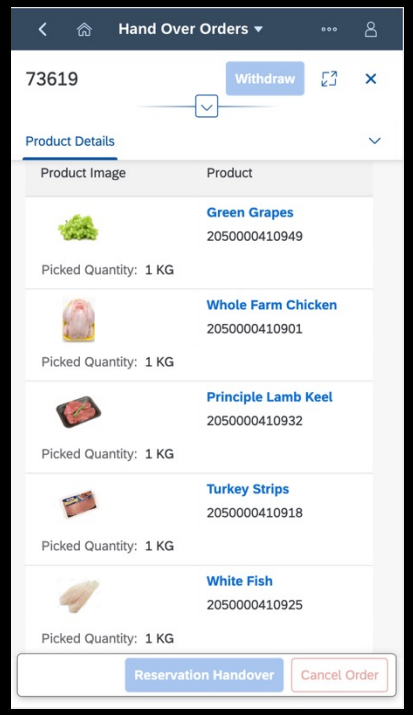
Process picking requests

- This app helps store associates to pick products for online orders quickly and efficiently and make the order ready for consumer pickup.



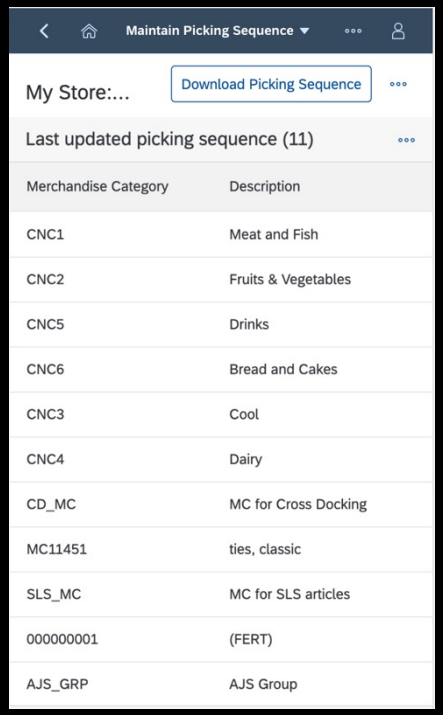
Hand over orders

- This app help store associates to identify the consumer at pickup time and hand over the products quickly.



Maintain picking sequence

- This app helps store managers to define a shorter picking walk path by rearranging the sequence of merchandise category hierarchies.



New features for online order fulfillment apps with S/4HANA Retail 2020 FPS 01

App for Process Picking Request

- Support weight products: Store associate can weigh a product, prints a label, puts the label on the packaging of the product, scans the label to update the picked weight in the app.
- Support product substitute: Store associate can select the button for “Out of stock”, select ”Substitute”, scan a substitute product to replace the original product with the substitute. Partial substitution. Closure of un-picked quantities.
- Unassign / reassign picking request: Store associate can assign a picking request to himself, unassign it, or assign it to another employee who would then finish the picking.

App for Hand Over Orders

- Process exceptions: Store associate can view exceptions in the order such as the substituted products due to out of stock, can discuss it with the consumer, and can remove the substituted products if the consumer declines the substitutes.
- Simple hand over process: hand over bin assignment is now optional. It results in easy hand over of products to consumer.

S/4HANA Backend

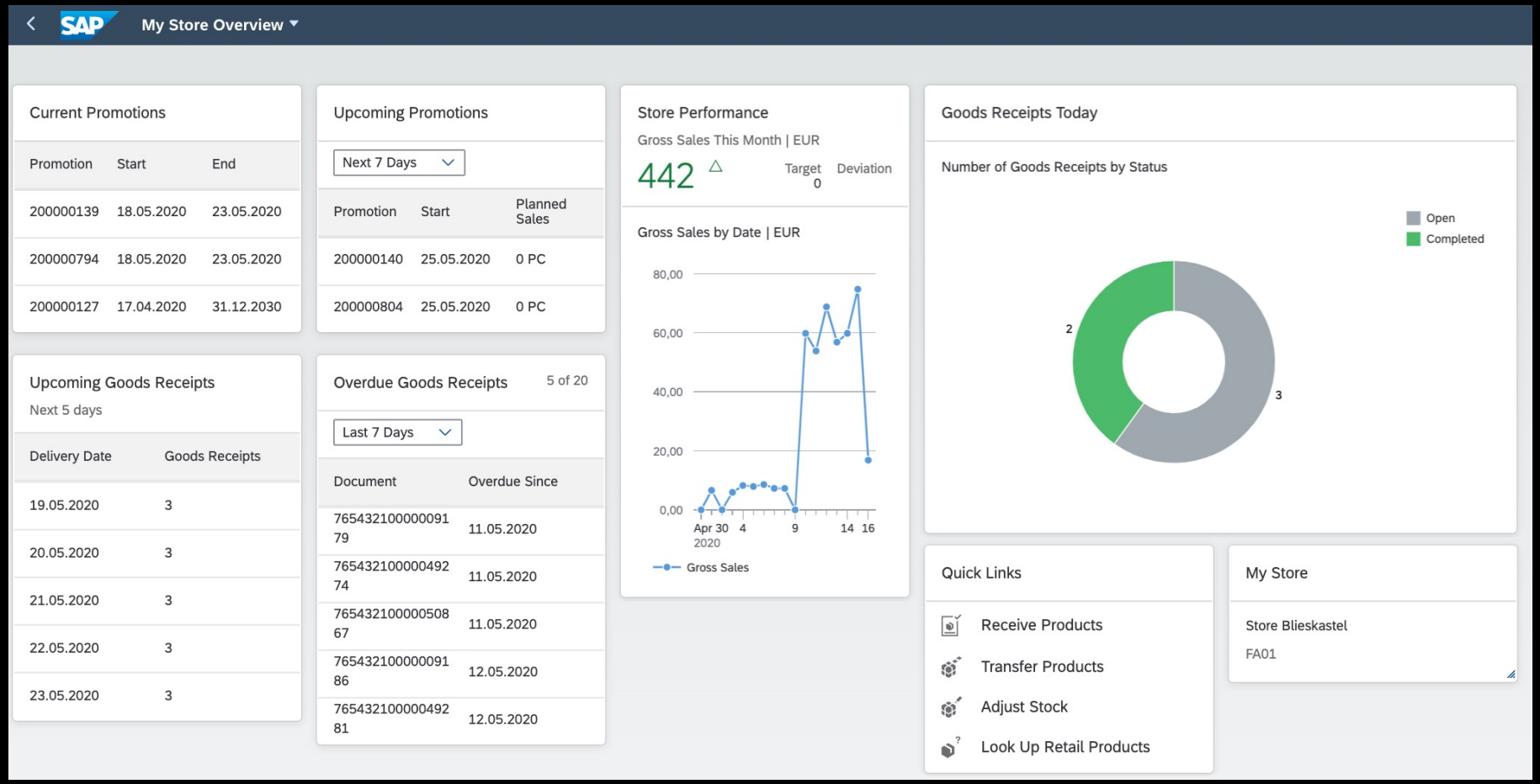
- BADI: Control logic of generation of store picking requests
- BADI: custom implementation for scanning of weight-based bar code
- BADI: Change product substitution preference, meaning mark order that accept substitute
- BADI : Validate the substitute product

App extensibility

- With more extensibility options for the app Process Picking Requests, you can enhance the app for your business needs.

Store Manager Overview Page (My Store Overview)

S/4HANA 2020



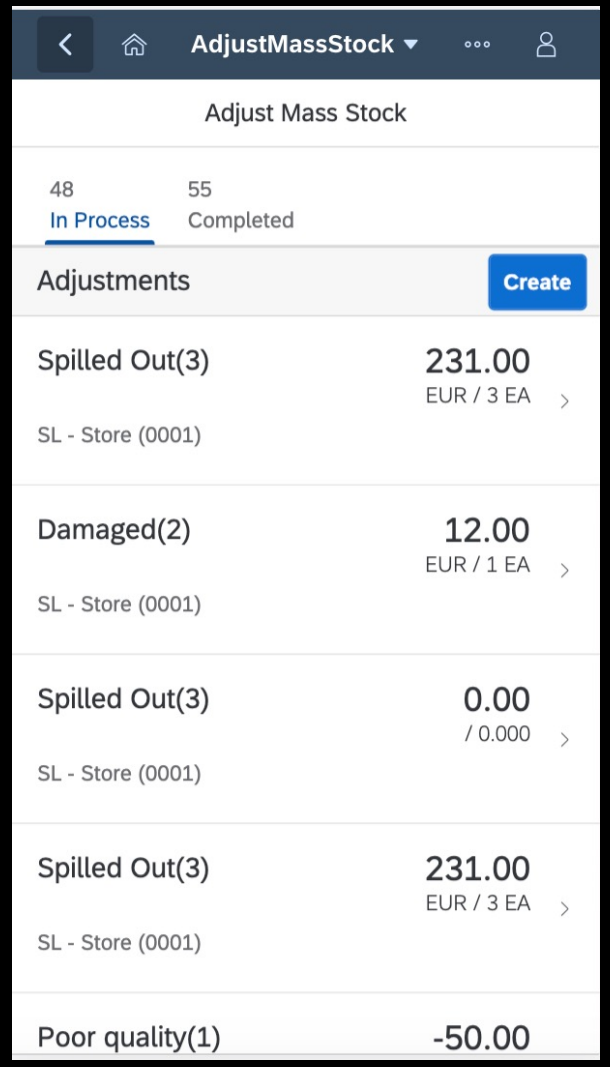
Description:

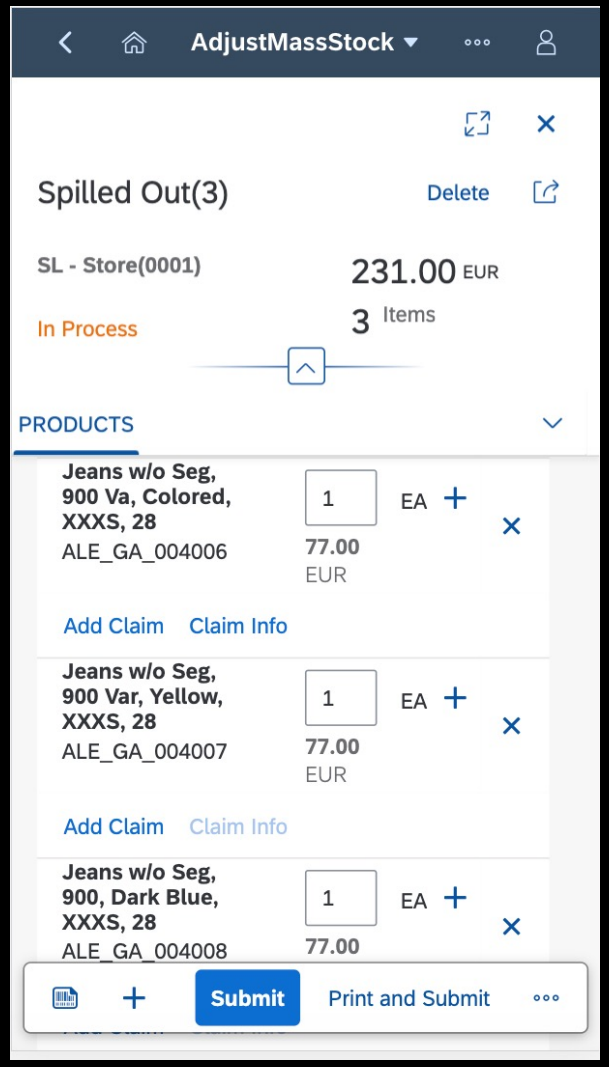
- View most important KPIs
- Easy access to tools and information
- Flexible to enhance with your own KPIs

Benefit:

- Make store managers smarter and more productive
- View information and act in a timely fashion

Adjust Mass Stock





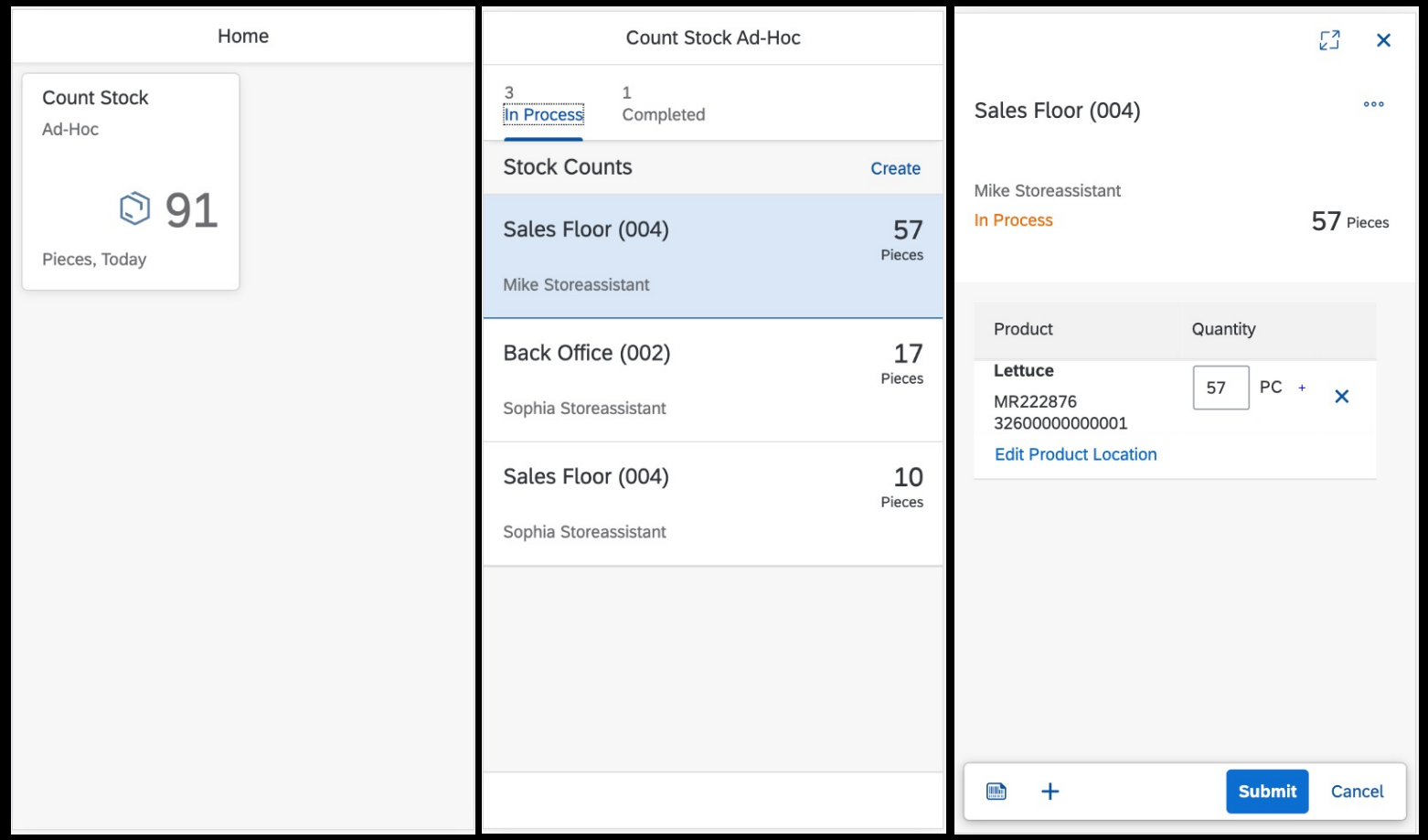
Description

- Allows store associates to adjust the stock of products for different reasons. It improves stock accuracy, ensures customer satisfaction and prevents loss of sales, increases store associate productivity.

Capabilities

- Select reason and storage location for adjustment
- Add products to adjustment list by scanning the barcode
- Enter claim info such as cost center
- Print or e-mail adjustment list
- Submit adjustment
- Cross navigation to other In-Store Merchandising apps

Count Stock Ad-Hoc



Description

- Allows store associates to count the stock of products spontaneously (unplanned). It improves stock accuracy, ensures customer satisfaction and prevents loss of sales, increases store associate productivity.

Capabilities

- Select storage location
- Add products by scanning the barcode
- Print or e-mail count list
- Submit count
- Cross navigation to other In-Store Merchandising apps

Common issues faced by retailers today

Inaccurate Inventory

No way to standardize and streamline store operations

Multitude of Tools

No effective way for the corporate HQ to push tasks to the store

Capability of Instore IoT devices not leveraged effectively

No centralized task management for the store

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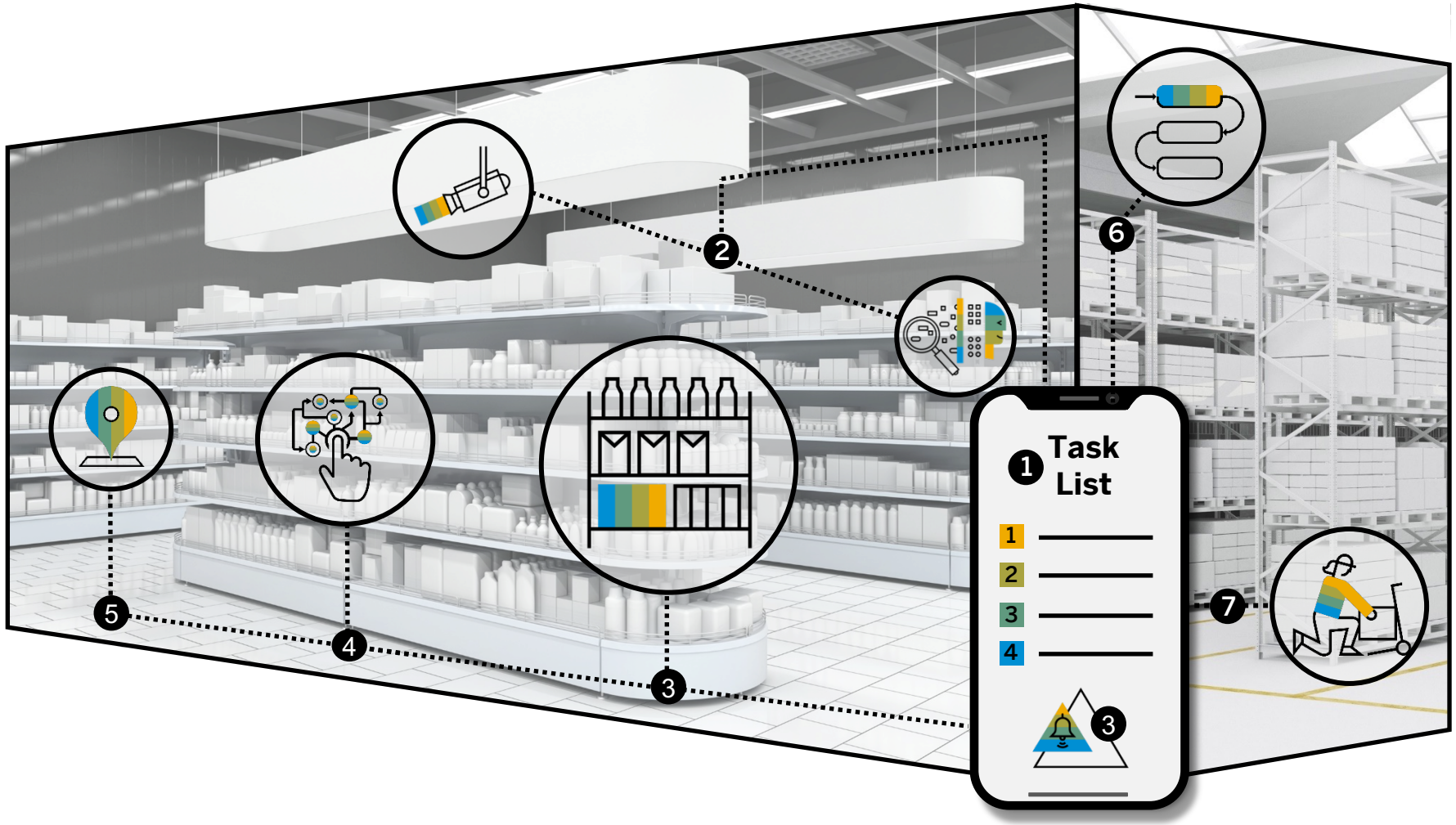
Our Vision for the store of the future

Productive and happy employees, intelligent processes and excellent customer experience.

1. See and process tasks that a user is responsible for in a central task list with a dynamic prioritization for fast overview
2. Customizable logic to define store operations that must be executed to provide the best customer experience given certain events (e.g IoT, POS, etc.)
3. Notify the associates if they have to take action based on an event that has occurred
4. Intelligent and automated processes increase customer satisfaction and efficiency
5. Access all relevant information to provide best of class customer service
6. Increase efficiency by optimizing tasks based on product location and additional attributes
7. Enable intelligent and adaptive Buy Online Pickup from Store and Buy Online Fulfill From Store



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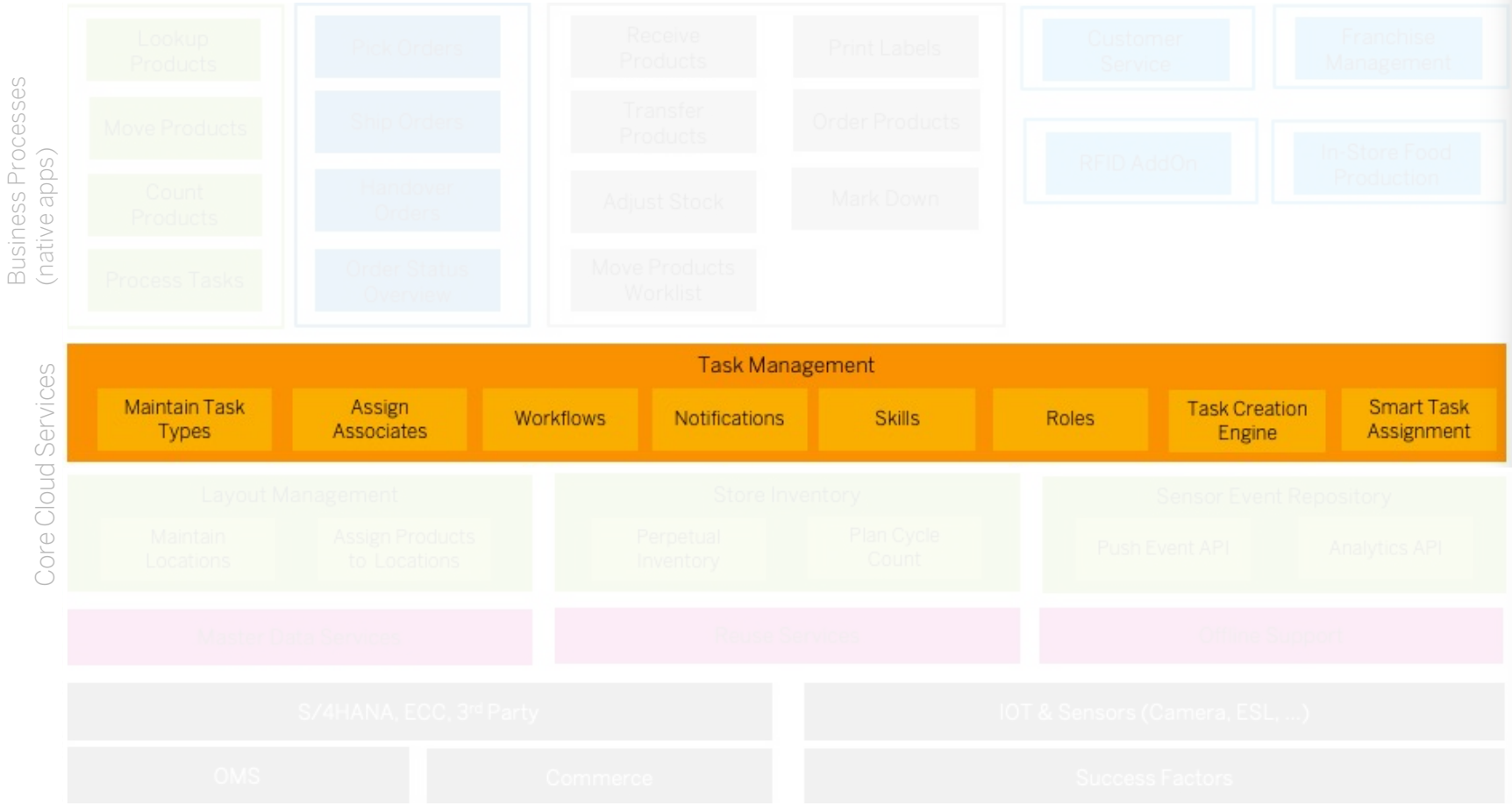
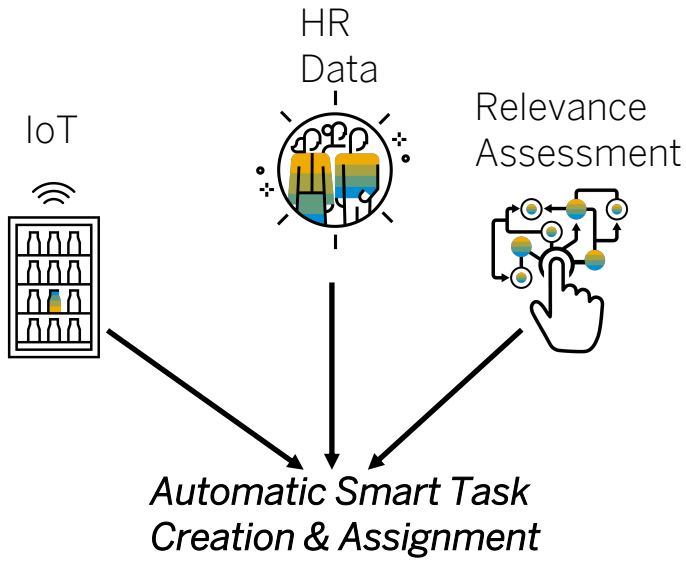
Task Management

2022 – Task Management

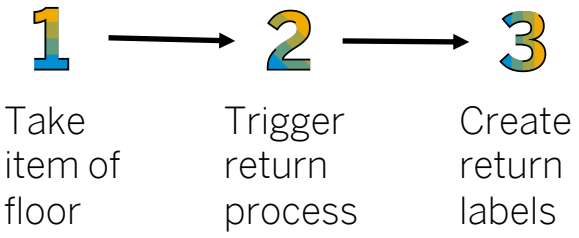


LAB PREVIEW OF PLANNED RELEASES
SUBJECT TO CHANGE



Smart Task Workflows

Example: Callback of a product



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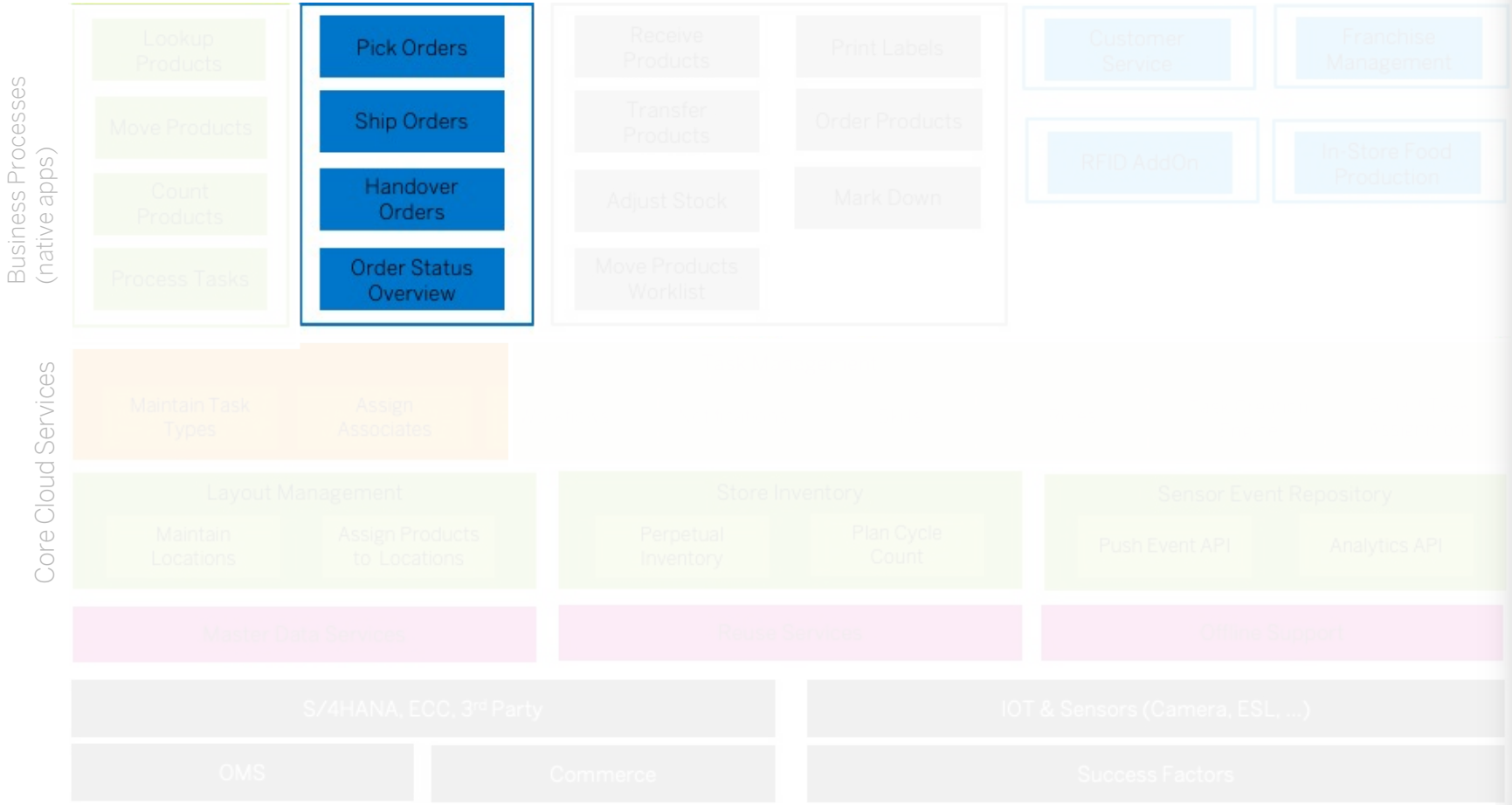
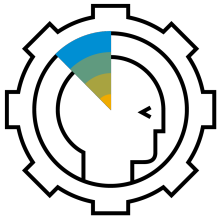
SAP Retail Store

Q2/2022 – Order Fulfillment



LAB PREVIEW OF PLANNED RELEASES
SUBJECT TO CHANGE

Application supporting BOPIS / BOFFS use cases E2E



Process intelligence along the BOPIS / BOFFS journey

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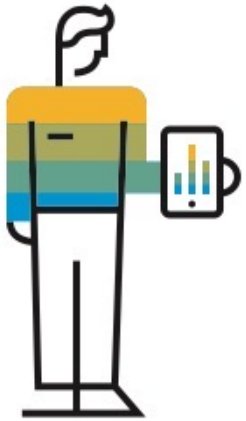
Store as Fulfilment Location



Pick List

- Order Splitting (weight, temp. zones, departments, …)
- Optimized sorting
- Monitoring / Analytics
- Continuously resorted

Picking

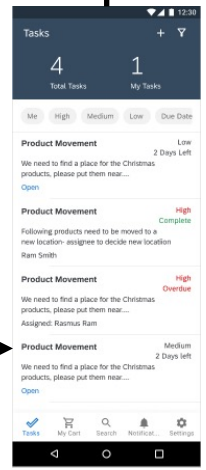
- Single Order Picking
- Multi Order Picking
- Capture Weight (scale integration)
- Product Substitution
- Order Storage

Auto-Substitution

Delay affected orders

Substitution Proposals

- Product attributes
- Customer Preferences



Handover

- Order Search / Scan
- Notifications
- Customer Self Service
- Drop Box Integration

Shipping

- Carrier Integration
- Tracking Link
- Transport Management

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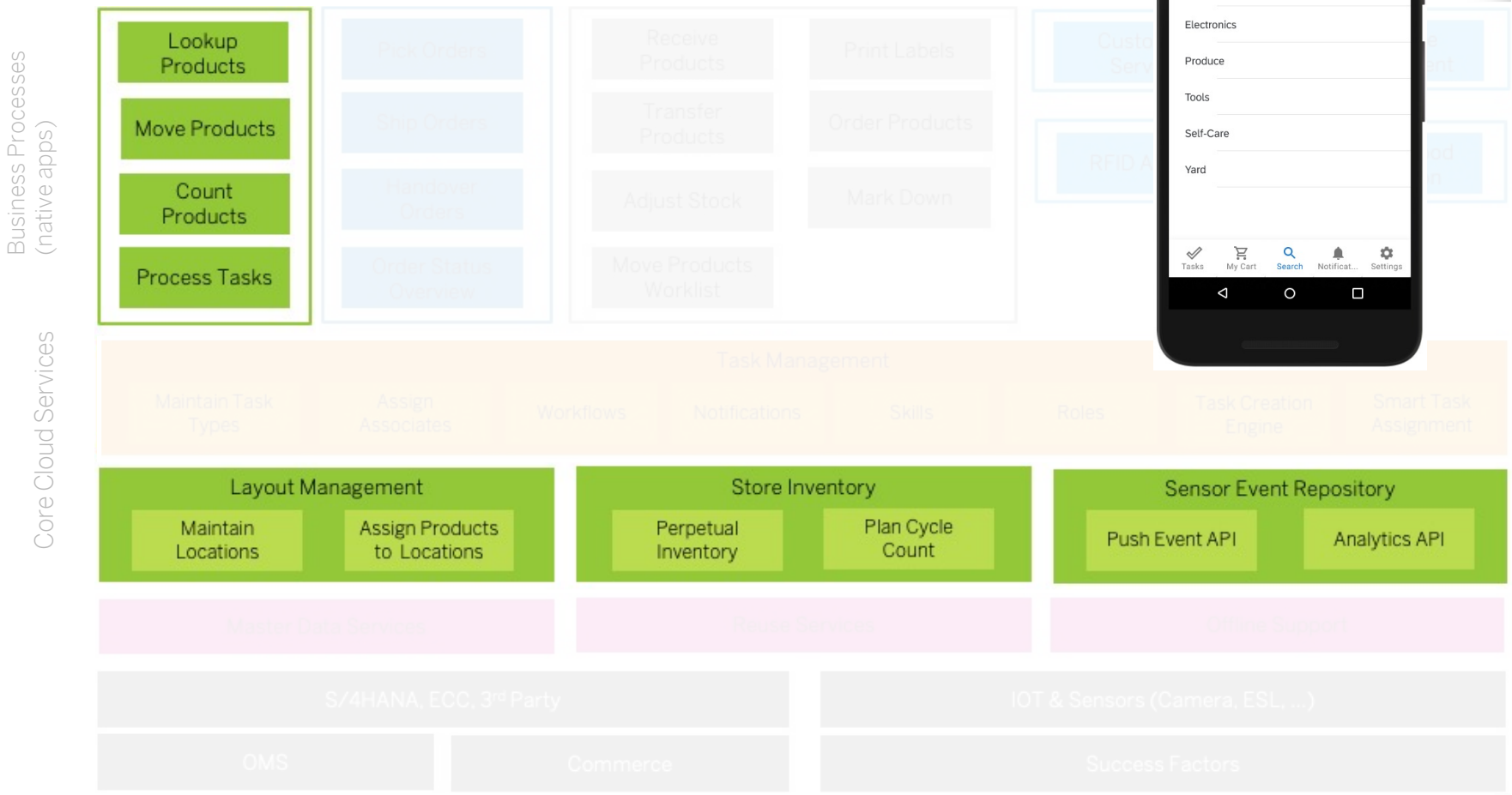
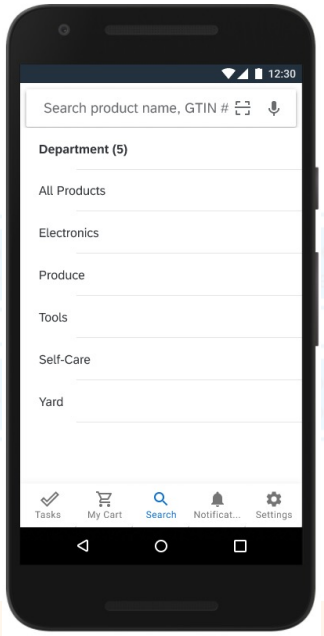
SAP Retail Store

2022: Inventory Management





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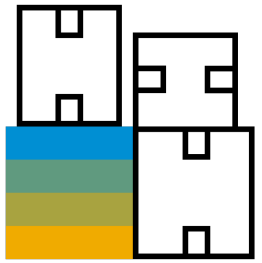
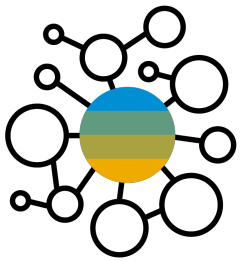
SUBJECT TO CHANGE



Granular inventory information per product location (incl. physical layout)



By listening to IoT Events and creating smart tasks to ensure a flawless customer experience

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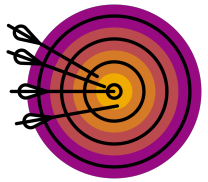
SAP Retail Store – Inventory Management: Solution overview

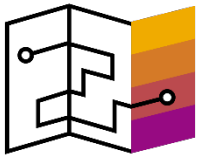
Value drivers



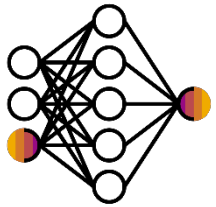
Increased inventory accuracy

Increased operational efficiency

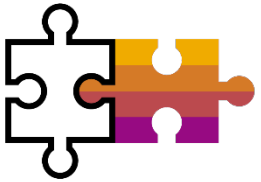
Features



Digital Store Layout



Inventory Intelligence



Markdown Process

Business Impact

Smart Processes

- Better inventory overview to reduce shrinkage
- Location information to optimize routing for BOPIS/BOFFS processes

More accuracy & less effort

- Reduce time spend counting per associate
- Ability to focus on priority articles
- Less customer disturbance and no 3rd party personnel needed for counts

Markdown

- Trigger markdown processes
- Stock per delivery / BBD date

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Merchandize & Inventory Management

t.b.d.

LAB PREVIEW OF PLANNED RELEASES
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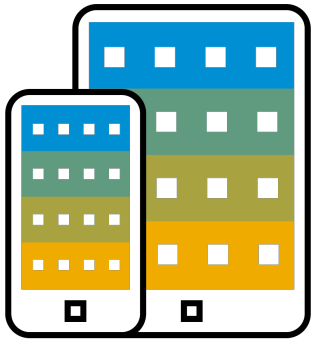
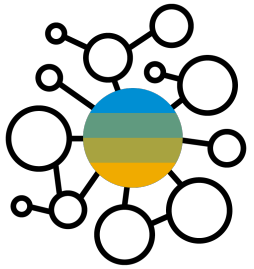


App Suite for in Store Operations



App Suite for in Store Operations

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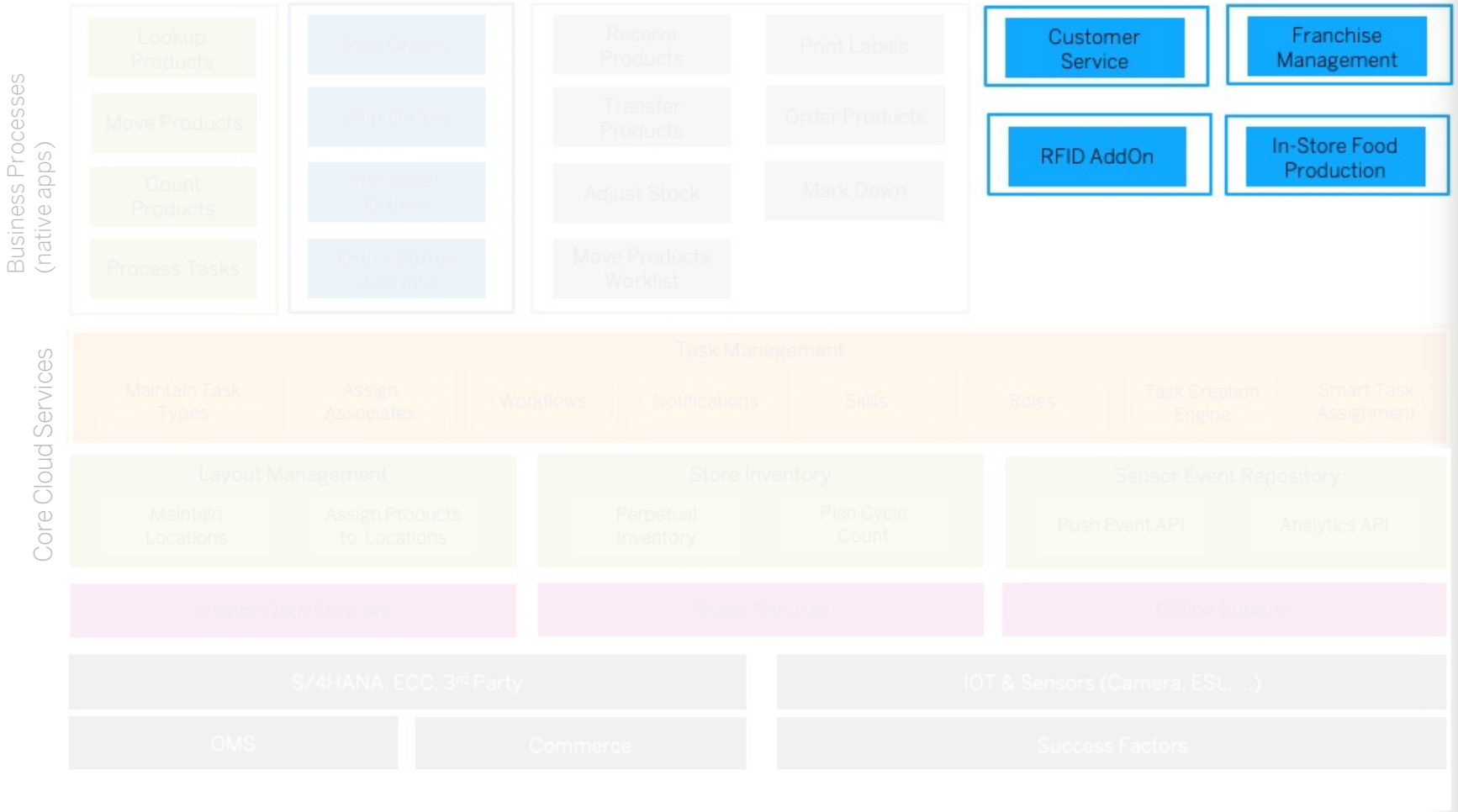
Future Scope



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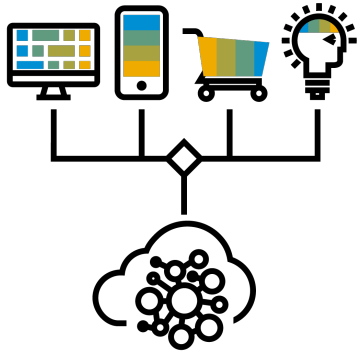
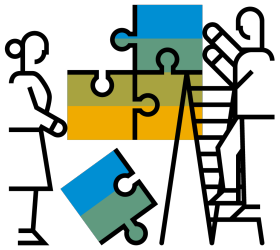


Continuous addition of new functional use cases



Easy extendibility

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LAB PREVIEW OF PLANNED RELEASES
SUBJECT TO CHANGE

How the SAP Retail Store Becomes Reality

Task Management | Order Fulfillment | Inventory Management | Task Execution | Future Scope

Business Processes

- Lookup Products
- Move Products
- Count Products
- Process Tasks
- Pick Orders
- Ship Orders
- Handover Orders
- Order Status Overview
- Receive Products
- Print Labels
- Transfer Products
- Order Products
- Adjust Stock
- Mark Down
- Move Products Worklist
- Customer Service
- Franchise Management
- RFID AddOn
- In-Store Food Production

Core Cloud Services

Task Management
- Maintain Task Types
- Assign Associates
- Workflows
- Notifications
- Skills
- Roles
- Task Creation Engine
- Smart Task Assignment

Layout Management
- Maintain Locations
- Assign Products to Locations

Store Inventory
- Perpetual Inventory
- Plan Cycle Count

Sensor Event Repository
- Push Event API
- Analytics API

Cross App Services

- Master Data Services
- Reuse Services
- Offline Support

Integrations

- S/4HANA, ECC, 3rd Party
- IOT & Sensors (Camera, ESL, ...)
- OMS
- Commerce
- Success Factors

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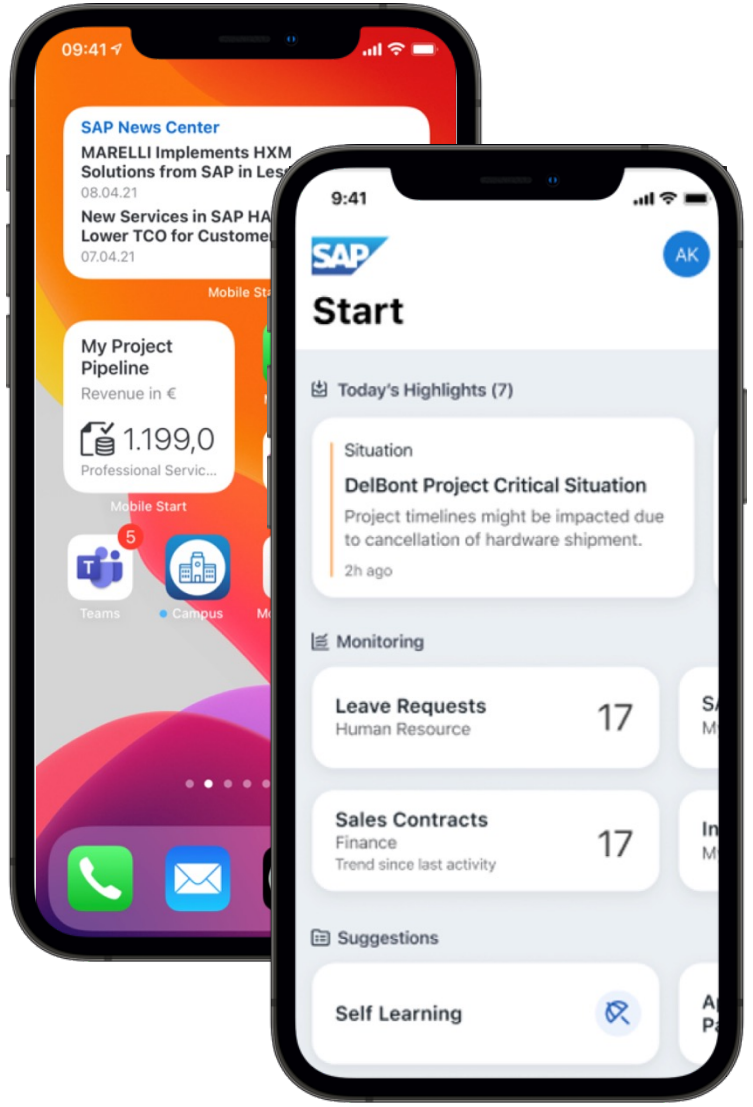
SAP Mobile Start App

Seamless UX and Integration

Seamless interplay of and access to SAP content, mobile features and capabilities, mobile OS-specific services and information:

- **Consistent UX** across SAP S/4HANA and IES
- **Persona-centric** content based on backend role configuration
- **Home** Area
  - Today's Highlights, Monitoring KPI's, Suggestions, ..
- **Launch** Area:
  - Access to all mobile-enabled **SAP Fiori UI5 / Web apps, SAP native mobile apps, external content** with most efficient navigational flows
- **Inbox** Area:
  - Workflows, Alerts, Notifications, ..
- Consumes **mobile OS and device-specific capabilities** such as widgets, actionable notifications, spotlight search, …



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Thank you.

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