

# **Overview of Retail Innovation in China**



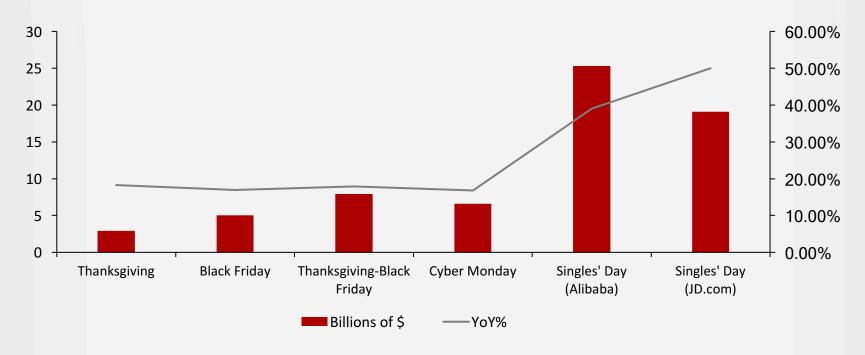
### **Deborah Weinswig**

Managing Director Coresight Research March 20, 2018





## China's 11.11 Versus US Thanksgiving Weekend Sales



<sup>\*</sup>Estimate as of 10 p.m. on Cyber Monday \*\*Includes sales from Alibaba's 11.11 popup stores and other physical stores \*\*\*Includes sales from 11.1-11.11. Source: Adobe/ShopperTrak/Alibaba Group/JD.com



### China Has Become a Frictionless, Cashless Society





**Estimated Penetration** 

38.1%

51.8%

Source: iResearch



A panhandler accepting donations via QR code in China



Alipay and WeChat Pay options at a local farmers' market in Shanghai



# **Rapid Urbanization in China**



Shanghai in 1990

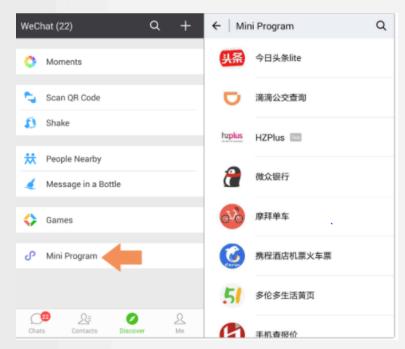
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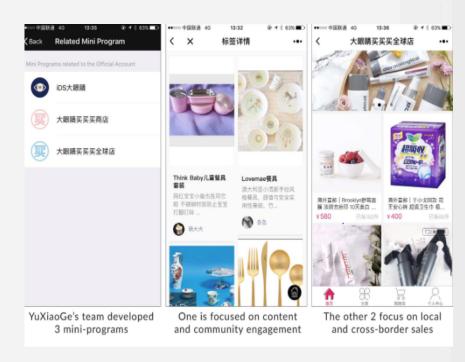
Shanghai in 2017

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### The Rise of Wechat Mini Programs



**Wechat Mini Program Interface** 



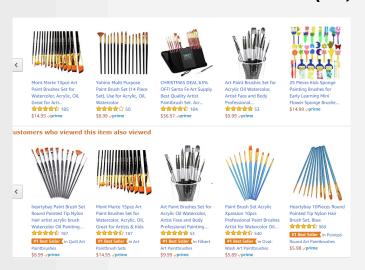
**Localized Commerce Experience** 

### Types of Recommendations Vary on Amazon and Alibaba





#### **Recommends More Paintbrushes (i.e., Goods)**



#### Recommends a Painting Class (i.e., Experiences)



### Alls Essential for Robotics



**JD.com** sent robots to deliver items for the first time in June 2017. Once a robot reaches its destination, it sends a message to notify the recipient of the delivery.



Walmart is testing robots developed by Bossa Nova Robotics to scan and keep track of in-store inventory and price changes, and allows associates to spend more time with customers.



# Retail Is All About the Experience in China

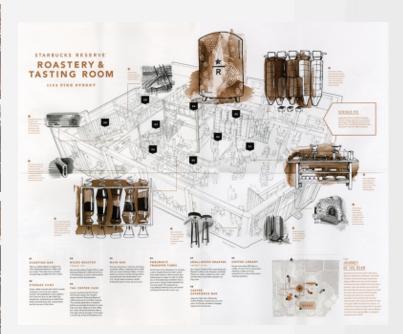
### **Starbucks Reserve Roastery in Shanghai**











## WeChat: Living in the App







WeChat functions

46 Billion WeChat Red Packets on CNY

Starbucks Loyalty Program in Wechat