
\% of consumers who use coupons "ever"

APPS ON THE RISE

| MOBILE | Grocery/drug/mass store and/or | 2016 | 2017 | 2018 |
| :--- | :--- | :--- | :--- | :--- |
|  | supercenter savings app | $38 \%$ | $51 \%$ | $56 \%$ |
|  | Cash back/points app | $30 \%$ | $41 \%$ | $46 \%$ |
|  | Coupon app | $31 \%$ | $44 \%$ | $45 \%$ |
|  | In-store shopping rewards app | $29 \%$ | $39 \%$ | $43 \%$ |
|  | Shopping list app | $25 \%$ | $34 \%$ | $36 \%$ |
|  | Deal comparison app | $25 \%$ | $32 \%$ | $34 \%$ |
|  | \% of consumers who use these apps "ever" |  |  |  |

WHO SHOPS WHERE?
When shopping for food products, household goods and health \& beauty care products


IN-STORE SHOPPERS

- More likely promotion sensitive
- Skews female (for food \& HH goods)
- HH income \$50K+
- Skews baby boomers


## I do all or most <br> my shopping for th category onine

ONLINE SHOPPERS

- Motivated by convenience
- Higher coupon usage
- Skews male (for food \& HH goods)
- More likely to have children in HH
- HH income $\$ 75 \mathrm{~K}+$
-Skews millennials \& gen Xers


OMNI-CHANNEL SHOPPERS

- Behaviors similar to online shopper
- Skews parents (for HBC products)
- HH income $\$ 50 \mathrm{~K}+$
- Skews millennials \& gen Xers

In-Store \& online shopper includes food, HH goods and HBC category purchases | omni-channel shopper includes HH goods and HBC category purchases

CHANGES IN LIST-MAKING 》
(IN ADDITION TO HANDWRITTEN)


PLAN \& SHOP AS NEEDED 》


## 1/3

of consumers have no preferred day for planning or shopping

hop for food throughout the week (Mon-Fri)


TURNING TO NEW OPTIONS

| ONCE A WEEK | ORDER... | $\begin{aligned} & \text { ALL } \\ & \text { CONSUMERS } \end{aligned}$ | PARENTS | MILLENNIALS | MILLENNIAL PARENTS |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | Groceries online from website | 7\% | 14\% | 12\% | 15\% |
| $\stackrel{\square}{\square}$ | Groceries online from a local grocer and pick up at the store | 8\% | 17\% | 14\% | 20\% |
|  | Groceries online from a local grocer and delivered to my home | 6\% | 10\% | 11\% | 13\% |
|  | A meal kit online delivered to my home | 5\% | 10\% | 10\% | 14\% |

## BESIDES SAVINGS,

WHAT ATTRACTS
MODERN SHOPPERS?

$56 \% 55 \%{ }^{66 \%} 36 \%$
stores with $48 \% 50 \%^{60 \%} 33 \% \quad \begin{aligned} & \text { : Parents } \\ & \text { : Milennials } \\ & \text { : Mill ennial parents } \\ & \text { All consumers }\end{aligned}$

