



# BEYOND FORECOURT

Mobility in a data-driven world

# IFSF 30th Anniversary Conference





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## NACS Convenience Briefing

- Trending Retail Technologies -

Mark Wohltmann  
Director NACS | Global



# Convenience Briefing

The Global Convenience Radar Screen

- Trending Retail Technologies -



# Strategic Industry Issues



— Global — EMEA — APAC — NAM — LATAM

# Retailer Best Practice



NACS | Global

# Future Industry Impacts



---NACS|CONVENIENCE BRIEFING---NACS|CONVENIENCE BRIEFING---NACS|CONVENIENCE BRIEFING---NACS|CONVENIENCE BRIEFING



NACS | Global

# NACS®

# Global

The exclusive, global network of senior leaders in convenience- and fuel retail, supporting its members in more than 60 countries, to advance your businesses and their careers

An initiative from

## NACS®

Advancing Convenience & Fuel Retailing

[convenience.org](http://convenience.org)

NACS

LATAM

NACS

EMEA

NACS

APAC

# Among NACS Members



NACS would like to thank the members of the NACS Global Supplier Council for their support of the industry's international activities.

NACS | Global Supplier Council



# Bringing the industry together

## NACSSHOW

EMAI PEI CONEXXUS

- NACS Show: The global commercial meeting place for all things convenience
- Massive trade expo (1,400 exhibitors) and education sessions (50+)
- 25,000 attendees from > 70 countries
- City rotation: Chicago, Atlanta, Las Vegas

## NACS | CEO Summit

- NACS|CEO Summit: Top tier content and strategic networking for selected industry leaders
- 20+ executives in attendance
- LATAM: Miami
- North America: Chicago
- Europe: London

## NACS | Convenience Leaders Exchange

- NACS|CLE: Commercial networking for regional retail executives and local representatives of NACS Global Supplier Council members
- 10-70 executives in attendance

## NACS | Convenience Summit Europe

- NACS|CSE: EMEA market trends and commercial networking for corporate marketing, merchandising and strategic leaders
- 200+ executives in attendance
- City rotation - 2024: Barcelona, 2025: Nordics

## NACS | Convenience Summit Asia

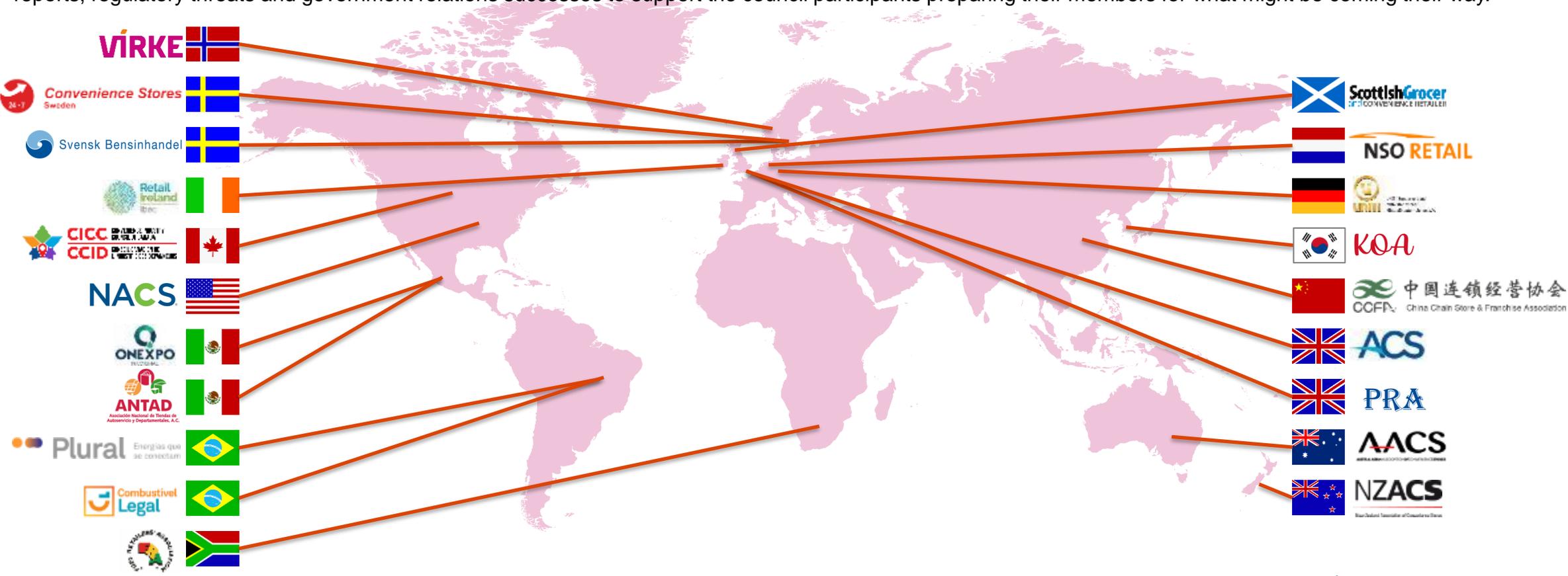
- NACS|CSA: Asian market trends and commercial networking for corporate marketing, merchandising and strategic leaders
- 150+ executives in attendance
- City rotation - 2024: Seoul, 2025: Tokyo

NACS | Global - The exclusive, global network to advance your business and your career

NACS | Global

# Global Government Affairs Council

NACS hosts the Global Government Affairs Council (GGAC), inviting executives of associations, representing convenience- and fuel retail to share metrics reports, regulatory threats and government relations successes to support the council participants preparing their members for what might be coming their way.



# NACS | Relationship Partners



**Claudio Rebedo** NACS | LATAM  
 Founder CORE Crowd & Partner at FGC  
 NACS Relationship Partner Latin America  
 Based in Buenos Aires, Argentina



**Flavio Santiago** NACS | LATAM  
 Co-Founder, Executive Director, Valsa  
 NACS Relationship Partner Brazil  
 Based in Rio de Janeiro, Brazil



**Giselle Valdevez** NACS | LATAM  
 Co-Founder, Executive Director, Valsa  
 NACS Relationship Partner Brazil  
 Based in Rio de Janeiro, Brazil



**Jeff Murphy** NACS | LATAM  
 Managing Director, TMG Consultancy  
 NACS Relationship Partner Latin America  
 Based in Florida, U.S.A.

## NACS Relationship Partners

17 Partners, Directors and senior executives of locally, regionally or globally leading consultancies, research agencies and other supplier companies, each with a strong industry network in their respective region.




**Christian Warning** NACS | EMEA  
 Managing Director, The Retail Marketeers  
 NACS Relationship Partner Germany/Austria/Switzerland  
 Based in Hamburg, Germany



**Dan Munford** NACS | EMEA  
 Managing Director, Insight Research  
 NACS Relationship Partner, Global  
 Based in Shrewsbury, Wales, UK



**Craig Lourens** NACS | EMEA  
 CEO, In2Gr8 Business Coaching  
 NACS Relationship Partner, Southern Africa  
 Based in Johannesburg, South Africa



**Leszek Jurczak** NACS | EMEA  
 Executive Director, New Concept  
 NACS Relationship Partner Eastern Europe  
 Based in Warsaw, Poland



**Magnar Møkkelgård** NACS | EMEA  
 Retired. Former VP M&A, Reitan  
 NACS Relationship Partner, Nordics  
 Based in Oslo, Norway



**Nick Scherzer** NACS | EMEA  
 Director, Insight Research  
 NACS Relationship Partner, Global  
 Based in Shrewsbury, Wales, UK



**Nikolay Vylegzhanin** NACS | EMEA  
 Managing Director, ProStore Consulting  
 NACS Relationship Partner, Middle East  
 Based in Abu Dhabi, UAE



**Brett Barclay** NACS | APAC  
 Director, Convenience Measures  
 NACS Relationship Partner Australia  
 Based in Melbourne, Australia



**Craig Panter** NACS | APAC  
 Chief Business Development Director, Invenco  
 NACS Relationship Partner, Asia  
 Based in Hawaii, U.S.A.



**George Zheng** NACS | APAC  
 Director, Maketogo Foodservice Company  
 NACS Relationship Partner, China  
 Based in Shanghai, China



**Philip Course** NACS | APAC  
 Managing Director, Cullinan Group  
 NACS Relationship Partner APAC  
 Based in Singapore



**Simon Tarring** NACS | APAC  
 Co Founder, Chalawam  
 NACS Relationship Partner APAC  
 Based in Kuala Lumpur

## Local Knowledge and a Global Network

Direct access to leading industry experts worldwide provides unparalleled insights into the dynamics of convenience markets around the globe, enabling NACS to identify latest strategic issues and opportunities, defining their regional relevance and sharing these with its members.



# Global trending Retail Technologies

**NACS**

| **Ideas2Go**<sup>®</sup>

# Retail Technology – Why it is important

## Economic challenges

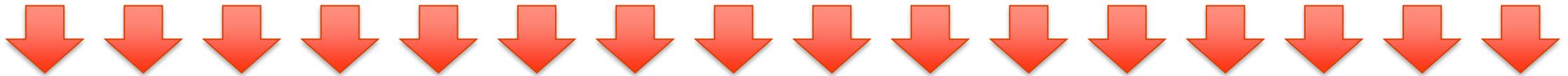
- Labour shortage
- Supply chain disruption
- High inflation
- ESG / Financial Institutions

## Change in demand

- Tobacco sales decrease
- Fuel sales decrease
- HFSS challenge
- + Food for now

## Consumer expectations shift

- From products to experience
- Anywhere payment
- Digital in-store journey
- 24/7, 365, Omnichannel



Instore experience

Self checkout

Predictive distribution

Loyalty initiatives

Unmanned retail

Inventory management

Click&Collect, Delivery

Planogramming

Try before you buy

Instore guidance

E-Receipts

Item tracking

Personalized offers

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Global

# Solving the Issues Puzzle...



- ← Loyalty initiatives
- ← Predictive distribution
- ← Self checkout
- ← Instore experience
- ← Click&Collect, Delivery
- ← Inventory management
- ← Unmanned retail
- ← Planogramming
- ← Item tracking
- ← E-Receipts
- ← Instore guidance
- ← Personalized offers

# ...with tech puzzle-pieces



- QR Codes
- RFID
- IPS
- AR
- AI
- Sensors
- Ecommerce data
- Robotics
- Voice
- Biometrics
- NFT's
- ...

# QR codes – Use cases finally ready



For more information, ask your NACS representative to connect you with the experts on this concept

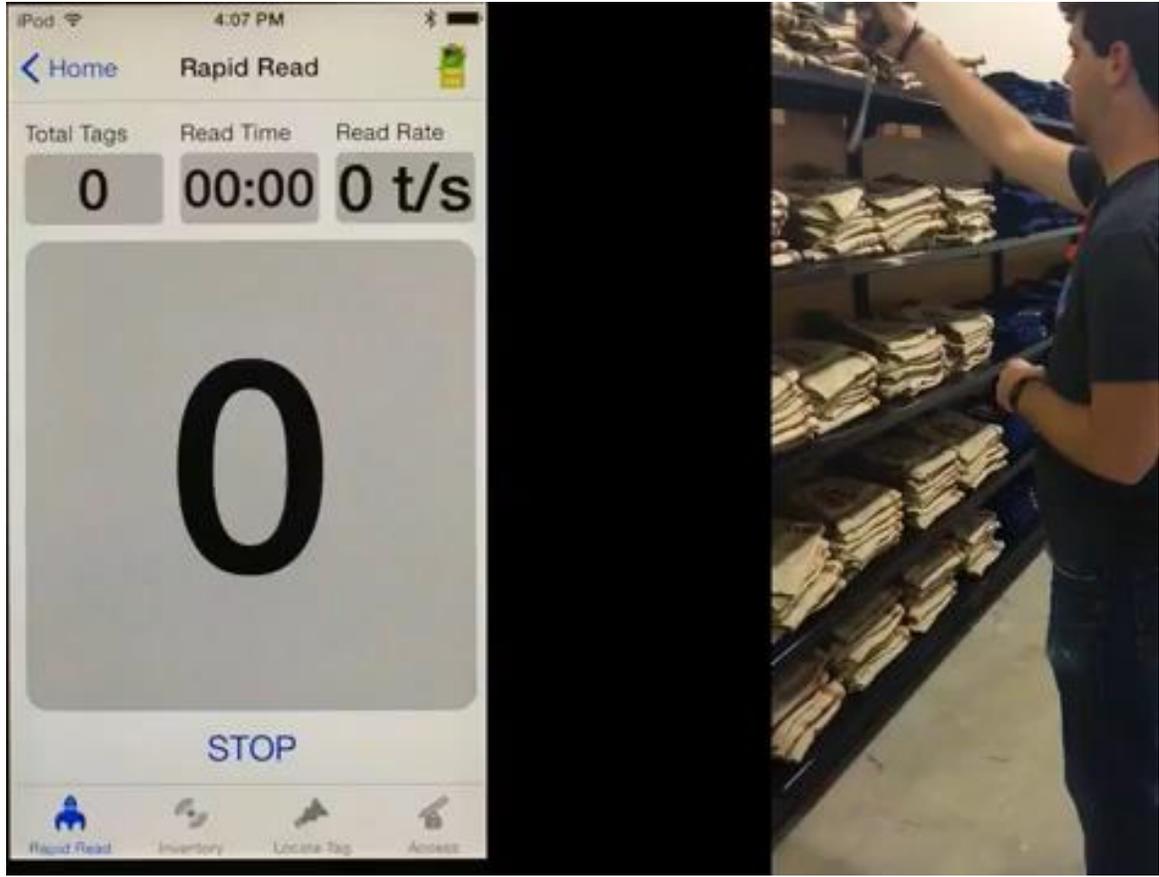
As seen at the NACS Show 2022, Las Vegas, U.S.A.

# RFID – prices down for mass usage



For more information, ask your NACS representative to connect you with the experts on this concept

As seen at the NACS Show 2022, Las Vegas, U.S.A.



# Instore Positioning Systems



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As seen at the NACS Show 2022, Las Vegas, U.S.A.



# Augmented Reality

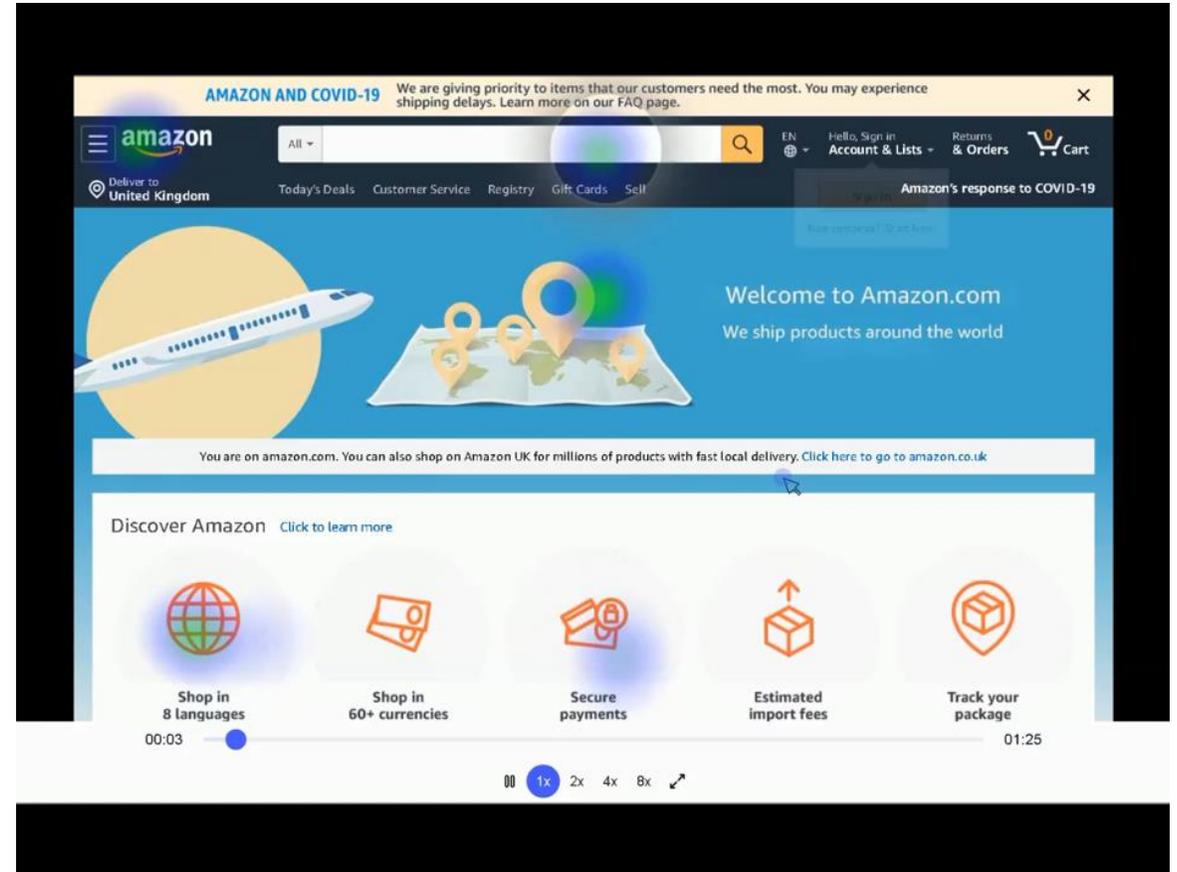
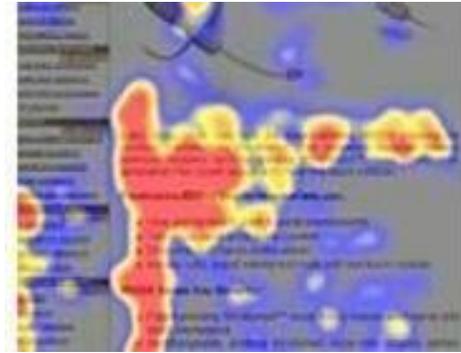


For more information, ask your NACS representative to connect you with the experts on this concept

As seen at the NACS Show 2022, Las Vegas, U.S.A.



# Ecommerce analytics based instore routing



For more information, ask your NACS representative to connect you with the experts on this concept

As seen at the NACS Show 2022, Las Vegas, U.S.A.

# Robotics



For more information, ask your NACS representative to connect you with the experts on this concept



As seen at the NACS Store Tours UK & U.S.A.



# Voice



For more information, ask your NACS representative to connect you with the experts on this concept

As seen at the NACS Show 2022, Las Vegas, U.S.A.



# Biometrics



For more information, ask your NACS representative to connect you with the experts on this concept

To be experienced at NACS Convenience Summit Asia 2024



7 Eleven Signature, Seoul, South Korea

# Artificial Intelligence in the media



Saturday 27 May 2023 The Guardian

FTSE 100	All share	Dow Indl	Nikkei 225	LC	ES
56.33	21.21	296.78	115.18	1.1520	1.2332
762720	415254	390618	305163	10200	62500



LIVE TEXAS, U.S.A.

**BBC NEWS**

**GRAY TAYLOR CHANGES NAME TO GR-AI TAYLOR**

OCT 2023 CHANGE TO REFLECT THE ADVANCEMENTS IN TECHNOLOGY

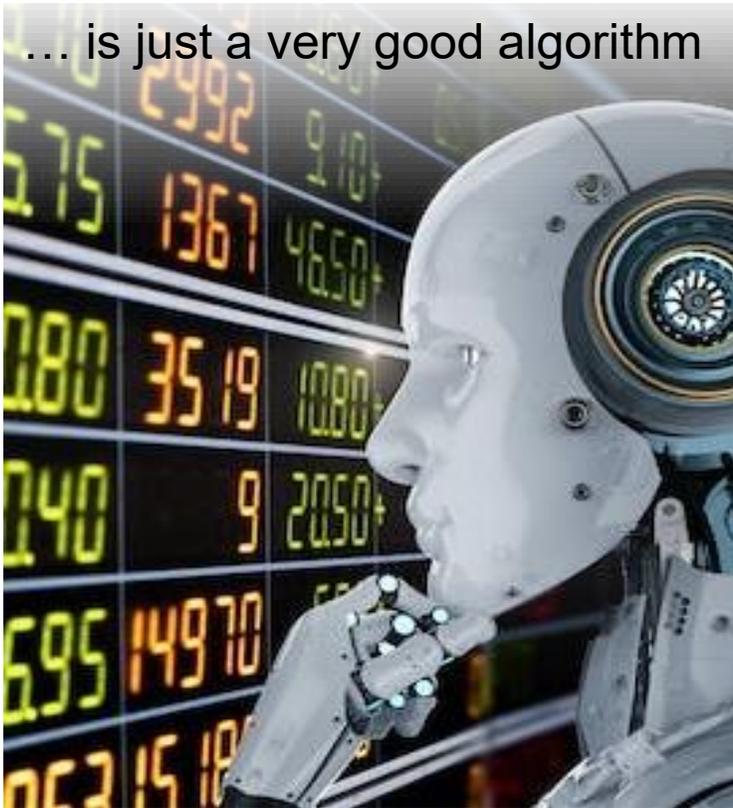
Fake News...



# This is not AI...

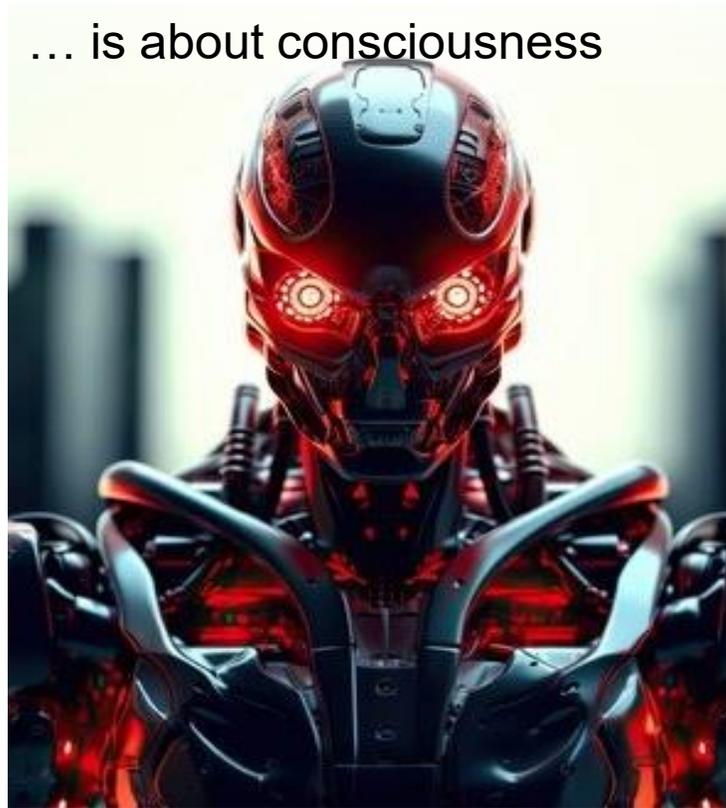
High Frequency Trading...

... is just a very good algorithm



Killer Robots...

... is about consciousness



Gray ~~ix~~ Taylor...

... is just good old Gray ;-)



# Artificial Intelligence – unmanned retail



For more information, ask your NACS representative to connect you with the experts on this concept

Winner of the 2022 NACS European Convenience Retail Technology Award

Zabka, Warsaw, Poland

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# NFT's

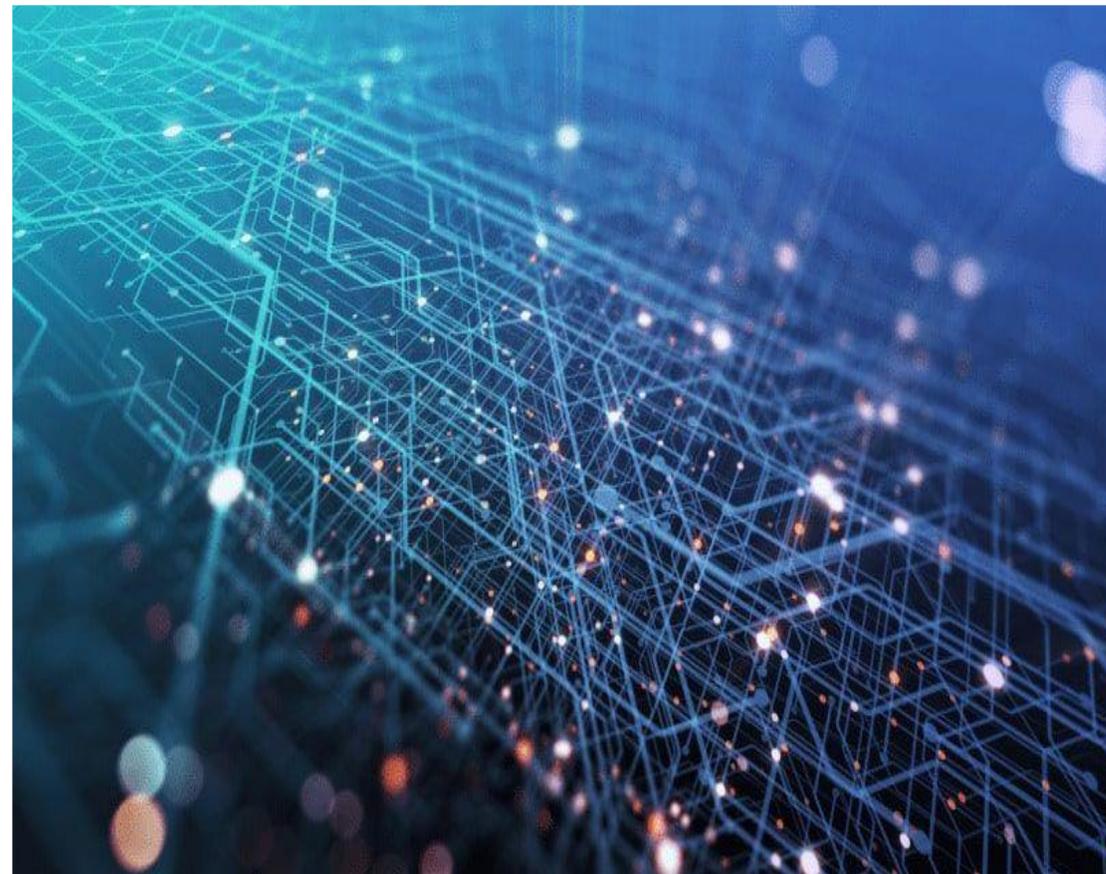


For more information, ask your NACS representative to connect you with the experts on this concept

As seen at NACS Store Tours Milan, Italy



# Tech is part of evolution...



# Join our exclusive, global network

## NACS Show

7-10 October 2024, Las Vegas, U.S.A.  
'25 Chicago, '26 Las Vegas, '27 Atlanta

## NACS | Convenience Summit

- Asia 5 Mar – 7 Mar 2024, Seoul, South Korea  
March 2025, Tokyo, Japan
- Europe 4 Jun - 6 Jun 2024, Barcelona, Spain  
June 2025, Nordics (t.b.a.)

## NACS | CEO Summit

- Latin America 30-31 January 2024, Miami, U.S.A.
- Europe 20 March 2024, London, UK
- North America 20-21 April 2024, Chicago, U.S.A.

## NACS | Convenience Leaders Exchange

- MENA (Middle East / North Africa)  
22/23 November 2023, Abu Dhabi, UAE
- CEE (Central & Eastern Europe)  
11 January 2024, Warsaw, Poland
- D-A-CH (Germany, Austria, Switzerland)  
25 Apr 2024, Hamburg, Germany
- LATAM (Latin America)  
9/10 April 2024, Buenos Aires, Argentina
- China  
Summer 2024, Shanghai, China
- Sub-Saharan Africa  
Sep 2024, Johannesburg, South Africa

#NACSGlobal - [www.convenience.org/global](http://www.convenience.org/global)



**IFSF 30th Anniversary Conference**



**Thank you**  
**Any questions**