

1. **Omni- Channel:** Merge online and offline
 - a. **Machine Vision** Amazon Go tracks and charge what you put in your basket
 - b. **Artificial Intelligence** tracks what customers look at online and make a recommendation for better service delivery
2. **Immersive experience “experienced economy.”**
 - a. **“experience economy”** brick-and-mortar stores offer aggregated value to the shopping experience through mix-use spaces. For example, Cucci's flagship store in Italy merges an art gallery, café, and shop.
 - b. **Senses** Abercrombie and Fitch stimulate senses and build brand identity through smell
 - c. **Augmented Reality** Nike meet your virtual trainer
 - d. **Virtual Reality** Tom's shoes and apparel travel to Peru
3. **Subscription Model**
 - a. **Company to customer** cuts the middle-man. Companies gain direct access to data. Dollar shave club, Black socks, and Loreal are some examples
4. **Autonomous Delivery**
 - a. **Automated Warehouse** relies on a supply chain and operates like hive robots. Use robot delivery services like amazon drone delivery.
5. **Supply Chain Transparency**
 - a. **Blockchain technology-Device and sensors** track the supply chain for transparency. For example, Dbs traces, diamonds, and non-fungible tokens are used for expensive leather goods.
6. **Conscious Consumption**
 - a. **Sustainability efforts** carbon emission reduction through packaging and supply chain
7. **Influence Retail – Call it, see it, like it & Buy it**
 - a. **Influencer marketing**
 - b. **Tv shows marketing**
 - c. **Video games or youtube videos** encrypted with shopping options
8. **Livestream Retail**
 - a. live streaming being popular across a wide range of apps, fashion and beauty brands are increasingly using live streaming to market

their clothes and beauty products, while simultaneously having customers buy them.

- 9. Upcycled Retail** Retail stores feature upcycled construction or decor pieces.
- 10. Local Retail** To help support local economies, some multinational companies are selling locally sourced products or building their stores with locally sourced materials. This shift comes as small businesses and economies struggle to catch up in a post-pandemic world.
- 11. Autonomous Hubs:** Unstaffed retailers are popping up in densely populated areas. Retail hubs like hotels, offices, and malls are increasingly featuring unstaffed stores in order to speed up consumers' shopping times. These stores allow for smart detection and automatic charges for products that consumers purchase.
- 12. Retail Bot:** Retail-based robots now have more social features and functions. Retail bots offer assistance with in-store and social interactions associated with brick-and-mortar shopping.
- 13. Reflective Display:** Brick and Mortar use Connected mirrors to help retailers personalize the shopping journey. A tech-enhanced shopping experience.
- 14. Gesture Kiosk:** Gesture-controlled interfaces use hand-tracking technology to reduce health risks.
- 15. Sustainable Delivery:** Autonomous delivery systems are designed to be eco-friendly
- 16. Grocery Rewards:** Grocery stores promise loyalty points that lead to discounts on groceries
- 17. Retail Finance:** Banking apps include online retail features and functions
 - a. Bank apps** Paypal allows people to shop within the app