InContext

Research Set-Up & Presentation



Research Set-Up is critical to running market research studies with InContext.

In this section, you will learn:

- How to create a ShopperMX Project
- Set up your planograms/concepts for testing
- How to present your findings
- Troubleshooting along the way

InContext

Before you begin

ShopperMX Utilization Cycle





- Planogram, Sign, Display creation
- Product Metadata
- Store Layout



- Test shopper behavior
- ROI impact on product and category sales
- Visual data analysis



- Live store walkthrough
- Screenshots
- Videos
- Sales presentation tools

Project Planning – Best Practices



Identify the Business Need

- What problem are you solving? Why?
- Can you use SMX? If so, how?



Plan your Project

- What is your timeline?
- What content will you need (.psa files, product images, signage)
- What resources do you have?



Create Content

- Create a project
- Upload content
- Record video, screenshots, VAA



Presentation

- How will you present the new concept? (store walk through, video, screenshots, PP,VAA)
- Who will present the new concept?



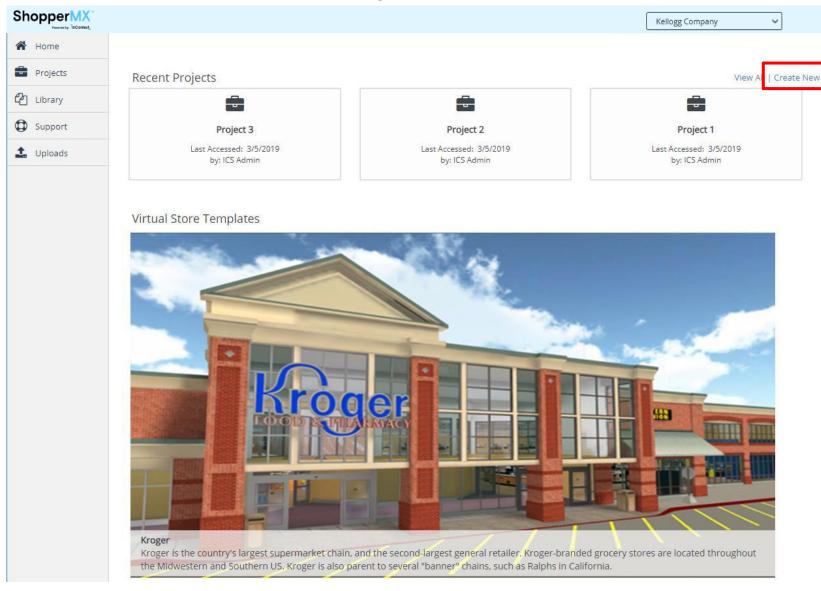
Research Set-Up

Set up research when you are running an Indicator with our team

Research Set-Up: Step by Step

- Creating a New Project in ShopperMX
- Adding Planogram/s to your project (2 Options)
 - Option 1: Upload a .psa file
 - Option 2: Copy an existing Planogram from another Project
- 3. Finding and Uploading Missing Images to your Products
 - Finding Missing Images (2 Options)
 - Option 1: Manually looking through Planogram
 - Option 2: Using the Image Status Spreadsheet
 - Uploading those Missing Images (2 Options)
 - Option 1: Mass Import Images
 - Option 2: Manually Import Images
- 4. Update Metadata
- 5. Check the Planogram/s for Accuracy (turn on Price Tags)
- 6. Add Planogram/s to Store Environment
- 7. Let your InContext Rep know you are Done Setting Up your Study

Create a new project

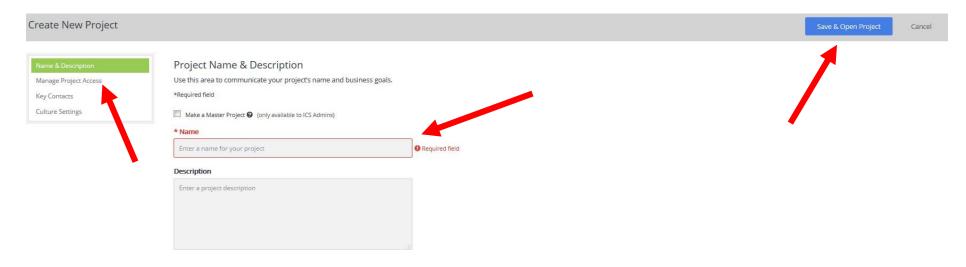


Notes:

Recent Projects – SMX shows you the 3 most recent projects you have created or have been given access to

View All – same as clicking on the Project tab on the left

Name your project and provide access to others, if necessary

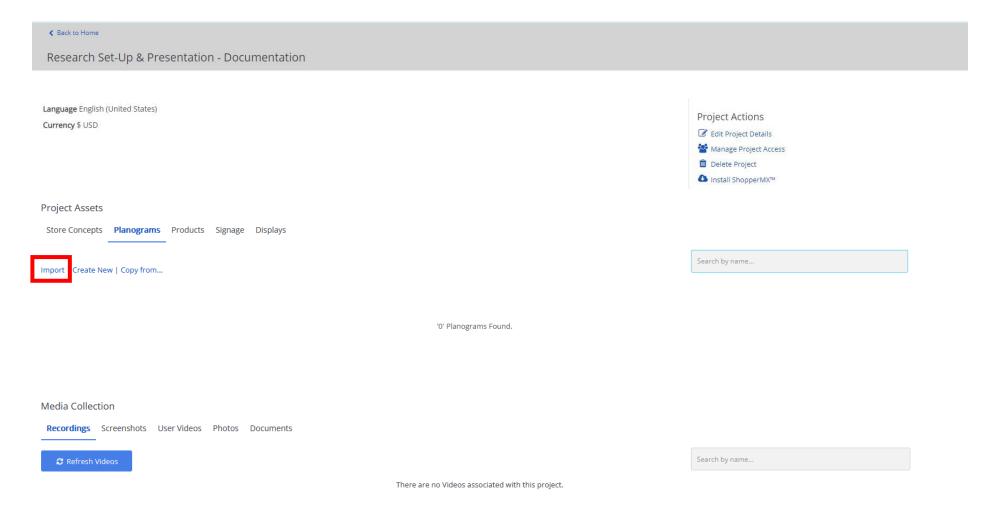


Fill out the project Name & Description page: project name, description (optional). Click the Save & Open Project icon. You have successfully created a project!

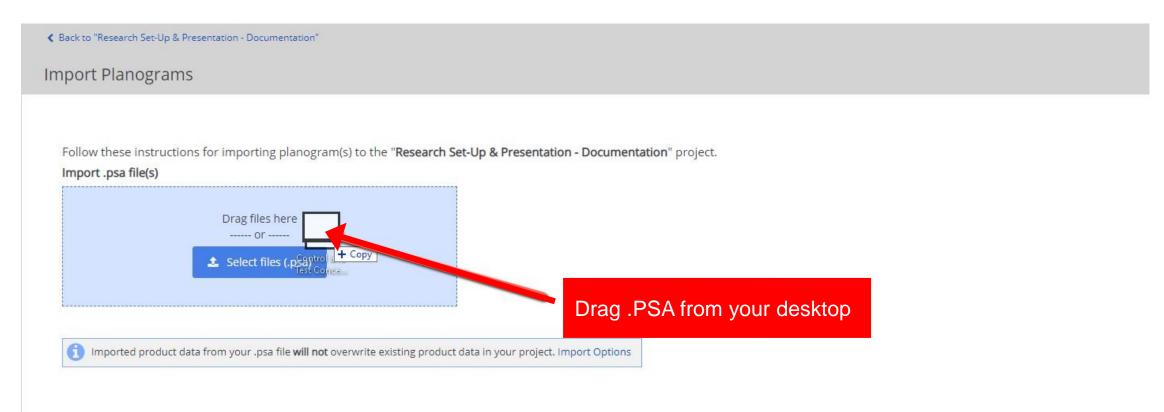
You can optionally manage project access, key contacts, and culture settings from this page too. Just click the options on the left to adjust those settings.

Option 1 – Importing Planogram/s to your project

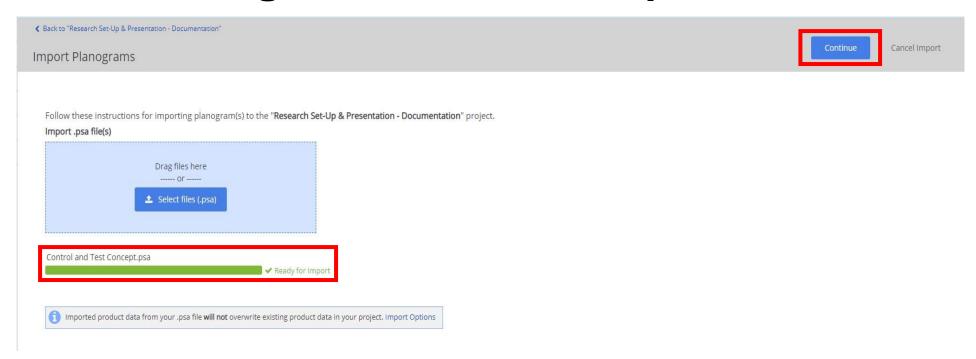
Click on Planograms tab then click Import



Drag your .PSA files to the blue box or select files from your computer



You should get a successful import then click Continue



A few **errors** you might see...

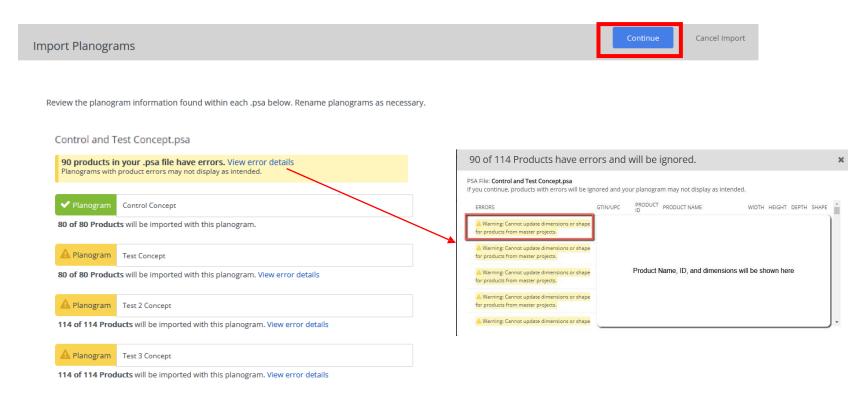
- ShopperMX does not support peg hooks or unique shelving: If it allows you to proceed, do so and delete the unique fixtures in ShopperMX
- **Need unique names**: If you planograms are named the same, you will need to provide a distinct name to each
- **Does not support file**: Make sure file is a .PSA

Reach out if you see any errors that you cannot troubleshoot

It is likely you will see an error message on the following page. That is OK.

This simply means the dimensions of the .PSA products do not *exactly* match the dimensions of those products already in the ShopperMX library. However, this is typically a result of being less than <.01 in off any particular dimension.

Go ahead and click **Continue** anyway.





After you click continue, you might see our Quick Match Page

This means that some of your product ID's are a close match to the ID's in our system, but not an exact match. Alternatively, there might be multiple options to select from.

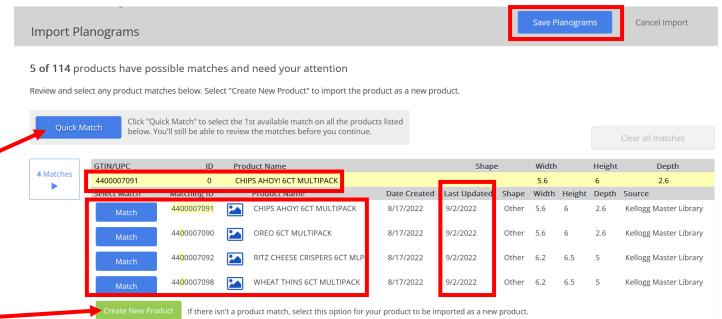
Go through each product one by one and select the best option.

- Look at GTIN/UPC/ID
- Product Name
- Product Image (click on the blue box with a mountain)
- Last Updated Date

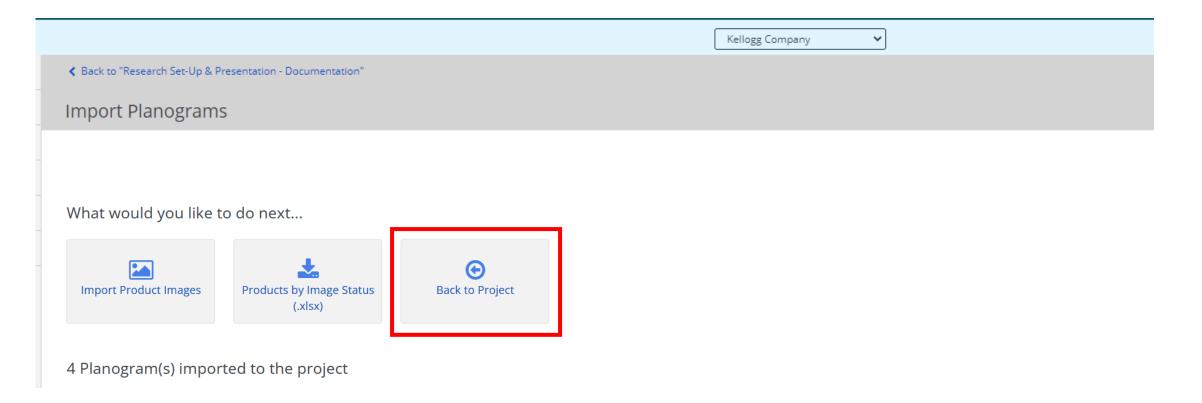
Alternatively, you can click **Quick Match** and it will select the latest updated product.*

If none of these are matches, you can click Create New Product to create a new product.

Once you have selected a Match or Clicked Create New Product for each product, Click Save Planograms.



Once complete, go Back to Project

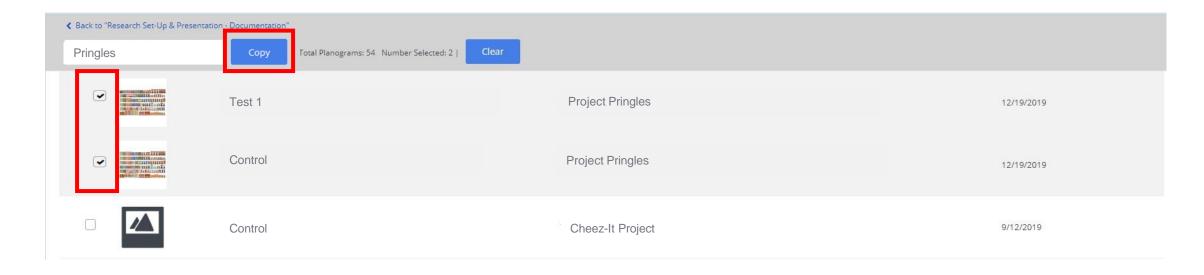


Option 2: Copy a planogram from a different project

If you've already used a planogram previously, or want to use someone else's, you can copy their planogram into your project.

∢ Back to Home	
Research Set-Up & Presentation - Documentation	
Language English (United States) Currency \$ USD	Project Actions ☑ Edit Project Details ☑ Manage Project Access ☑ Delete Project ☑ Install ShopperMX™
Project Assets	
Store Concepts Planograms Products Signage Displays	
Import Create New Copy from	Search by name
'0' Planograms Found.	

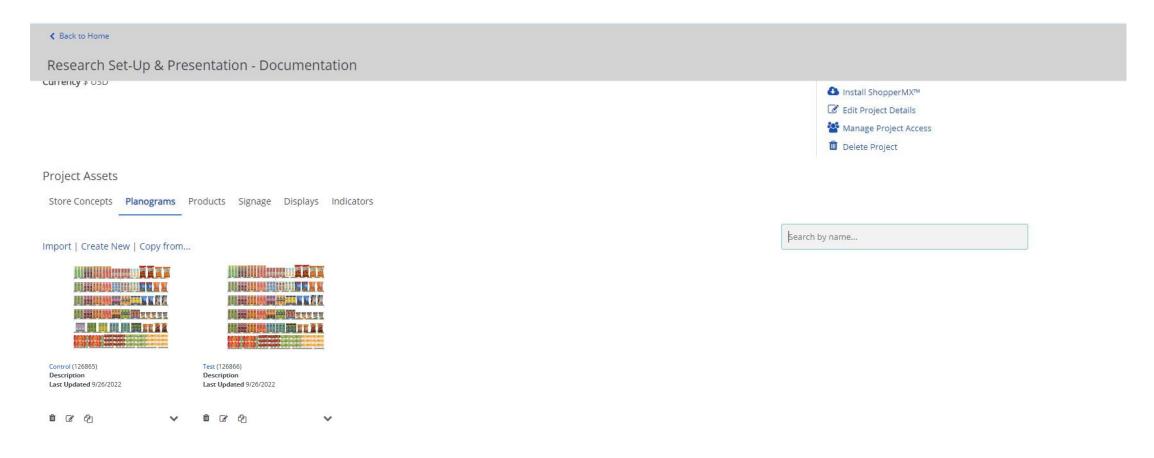
Check the box to the left of the name and picture to copy into your project then click Copy



You can search for planograms by planogram name or project name in the top left.

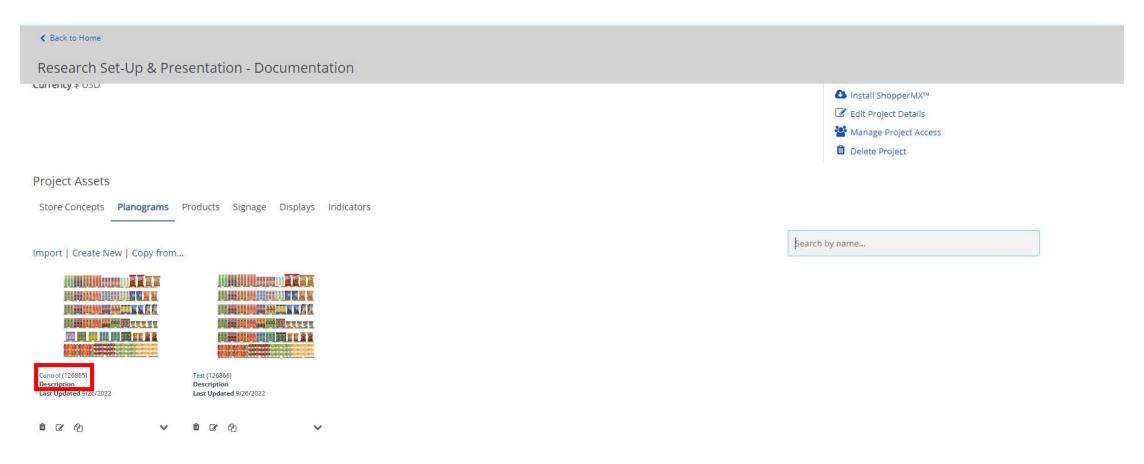
As a reminder, you only have access to **copy** over planograms you have created or to which others have provided you access.

Now you have planograms in your project. The next step is to find out what (if any) products are missing images

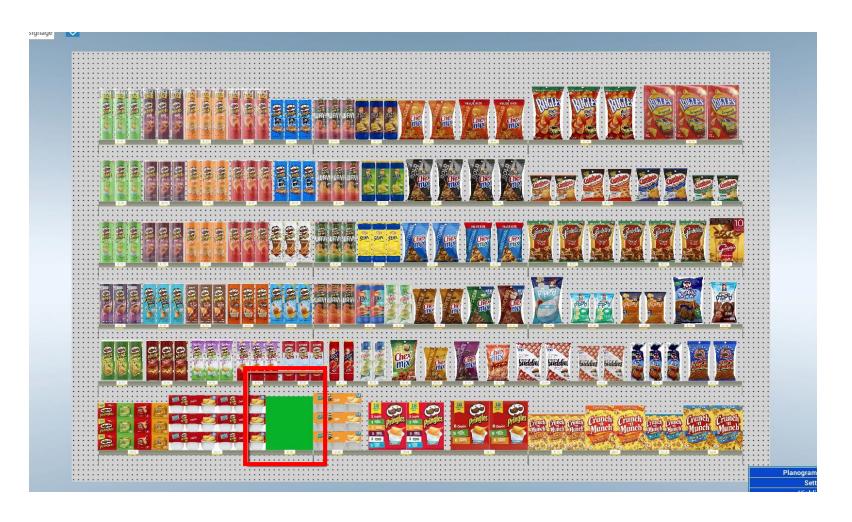


Option 1 – Manually checking by looking through a Planogram

Open a planogram to see which products are missing the images.



If there are any boxes that are just a blank-colored box, that means there are no images associated with that product.

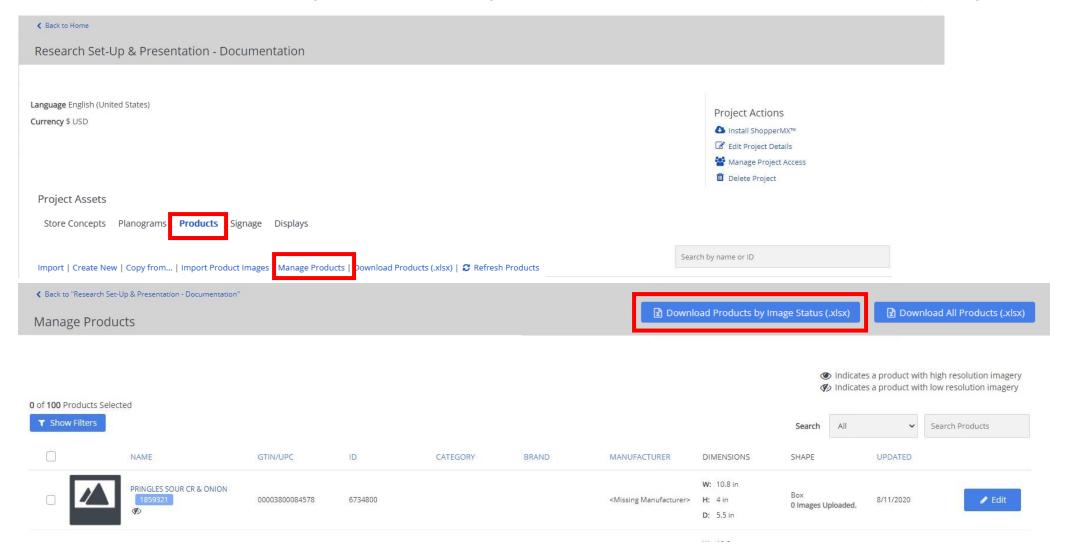


Click on the product to find out what the UPC or Product ID is for each product.

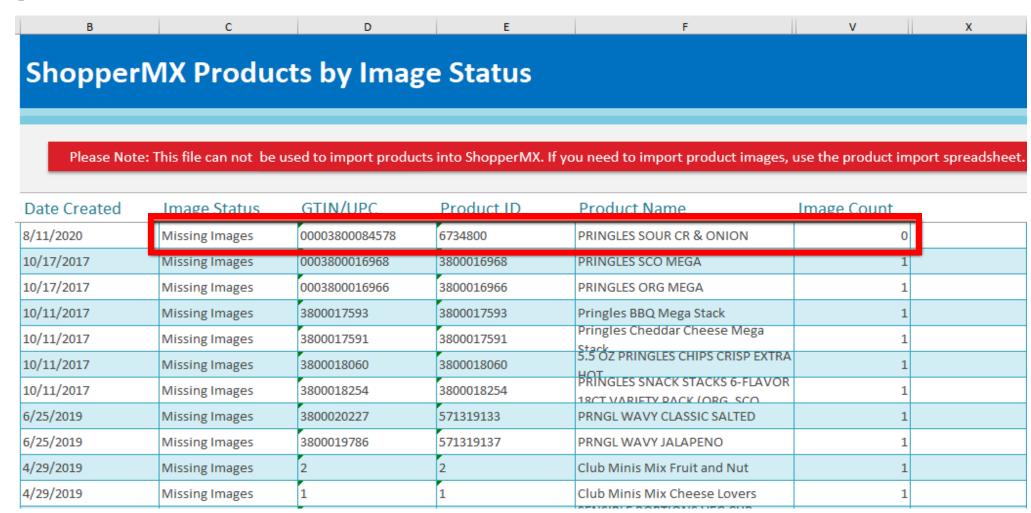


Option 2 – Using the Image Status spreadsheet to check what products (if any) are missing images

Go back to the project homepage, and click Manage Products. Then, click Download Products by Image Status



Open the .xlsx from your browser. Look in Column V – any product that has Image Count of 0 needs an image uploaded.





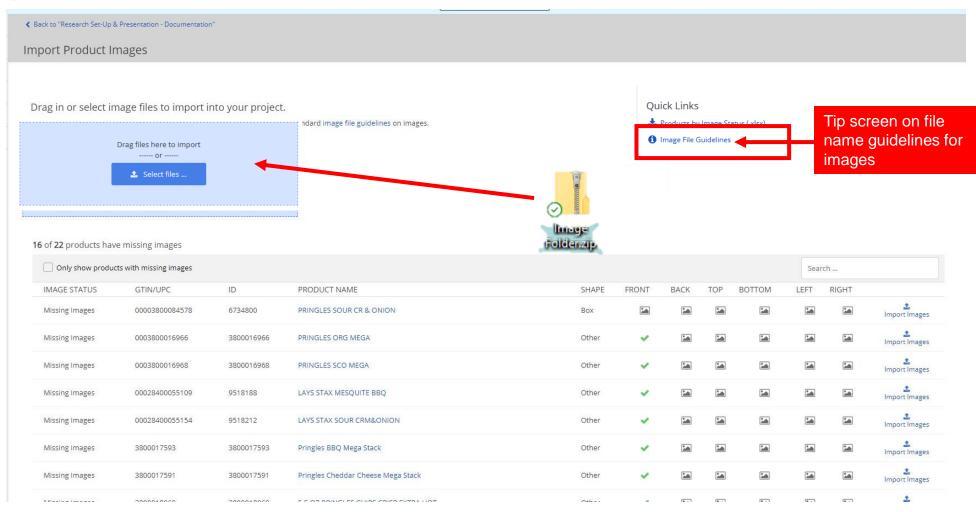
Option 1 – Upload those missing images – Mass Import Images

If you have more than 5 or 6 products that need images, this is the best way to mass import images.

Click on the Products tab. Then, click Import Product Images



Add images to products by dragging a zip file to the provided area

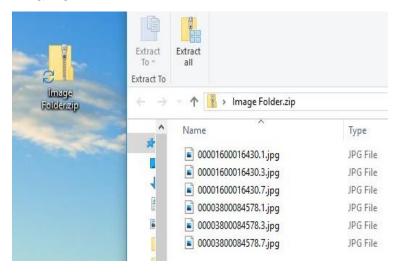


See the next couple of slide on how the organization of the zip files must be in for our system to correctly add the images to the products.

Zip File Organization Options

Option 1

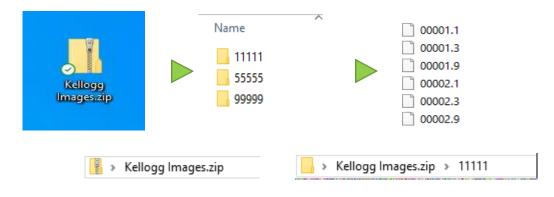
You can upload a Zip folder = all images with facing extension with GTIN as the name



This will upload the front, top, and back images for products 00003800084578 and 00001600016430

Option 2

You can upload via Syndigo/Gladson zip file format



This will **upload** the front, top, and bottom images for products 1111111111, as well as any other images if there are suffixes associated with the prefixes 55555 and 99999

The zip file must follow this exact format: Zip folder > folders containing first 5 digits of UPC / GTIN > subfolders containing the remaining digits of the UPC / GTIN followed by the facing extension.

Option 2 – Upload those missing images – Manually Import Images

If you have only a couple if products that need images.

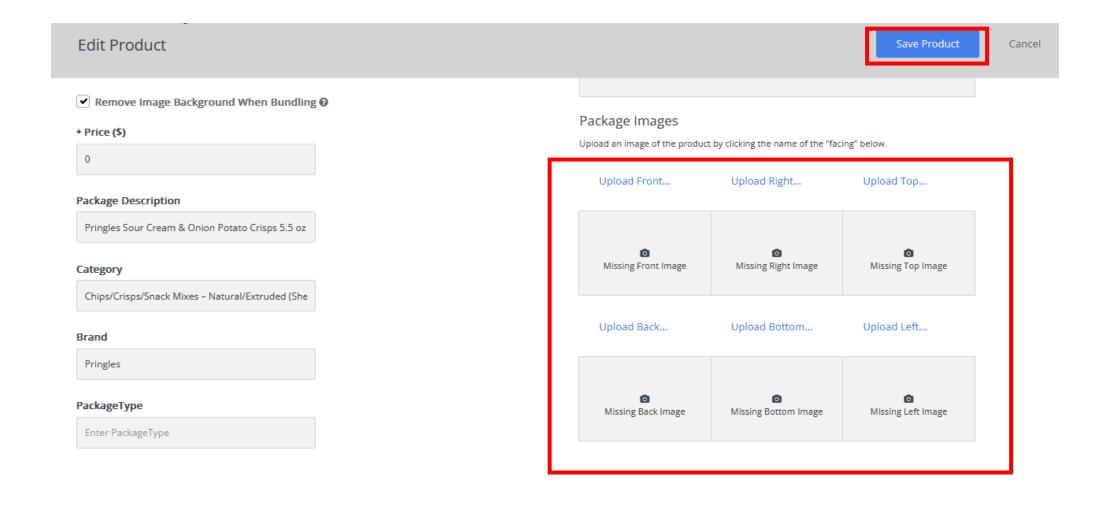
Click on the Products tab. Then, click on the name of the product that need images.







Select each facing then select the image from your computer. Once done, click Save Product



Once you have your planograms, you will want to work on your metadata. So...what is Metadata?

Metadata is consolidated product information used for **2 key purposes**:

- 1. Shopping Experience
- 2. Research Output

1. Shopping Exercise



 Providing product details for shopper during virtual research shopping exercise

2. Research Output

Brand	Brand = Pringles	Total Units	302		329	С	286	
		Share of Total Units	50.6%		52.6%		53.6%	
		Total Dollars	\$572		\$662	aС	\$560	
		Share of Total Dollars	45.8%		48.0%		48.2%	
		Penetration(% of Shoppers Buying)	62.2%		63.0%		66.4%	
		Unit Buy Rate(Units per Buyer)	1.6	С	1.7	С	1.4	
		Dollar Buy Rate(Dollars per Buyer)	\$3.07		\$3.50	AC	\$2.81	
		Units Per Shopper	1.0		1.1	С	1.0	
		Dollars per Shopper	\$1.91		\$2.21	aC	\$1.87	
Size	Size = Multi-Serve	Total Units	78		101	ac	80	
0.20		Share of Total Units	13.1%		16.2%	а	15.0%	
		Total Dollars	\$140		\$181		\$143	
		Share of Total Dollars	11.2%		13.2%		12.3%	
		Penetration(% of Shoppers Buying)	20.9%		24.5%	_	21.8%	
		Unit Buy Rate(Units per Buyer)	1.3		1.4	_	1.2	
		Dollar Buy Rate(Dollars per Buyer)	\$2.24		\$2.46	_	\$2.18	
		Units Per Shopper	0.3		0.3		0.3	
		Dollars per Shopper	\$0.47		\$0.60		\$0.48	
Flavor	Flavor = Regular	Total Units	326	_	335	_	282	
		Share of Total Units	54.6%		53.5%		52.8%	
		Total Dollars	\$754		\$850	С	\$705	
		Share of Total Dollars	60.3%		61.7%		60.6%	
		Penetration(% of Shoppers Buying)	64.8%	С	65.8%	С	59.3%	
		Unit Buy Rate(Units per Buyer)	1.7		1.7		1.6	
		Dollar Buy Rate(Dollars per Buyer)	\$3.88		\$4.31		\$3.96	
		Units Per Shopper	1.1	С	1.1		0.9	
		Dollars per Shopper	\$2.51		\$2.83	С	\$2.35	

 Granular analysis of respondent shopping data once a study has fielded

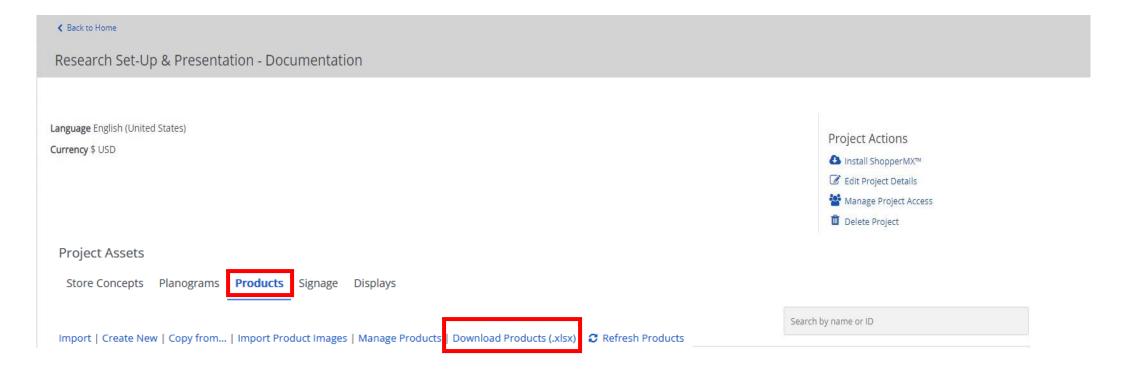




Update/Fill out your Metadata

Click on the Products Tab then select Download Products (.xlsx)

Open the excel spreadsheet from your browser downloads



Ur

Update/Fill out the Metadata Sheet



Minimum fields to fill out-

The following columns are required to fill out for the metadata sheet:

Manufacturer, Price, Category, & Brand columns 2 Adding custom columns-

Using the Custom Data columns, you can add diagnostics in order to look at the output by different cuts of data. (Examples below)

- Sub-category
- Size
- Flavor

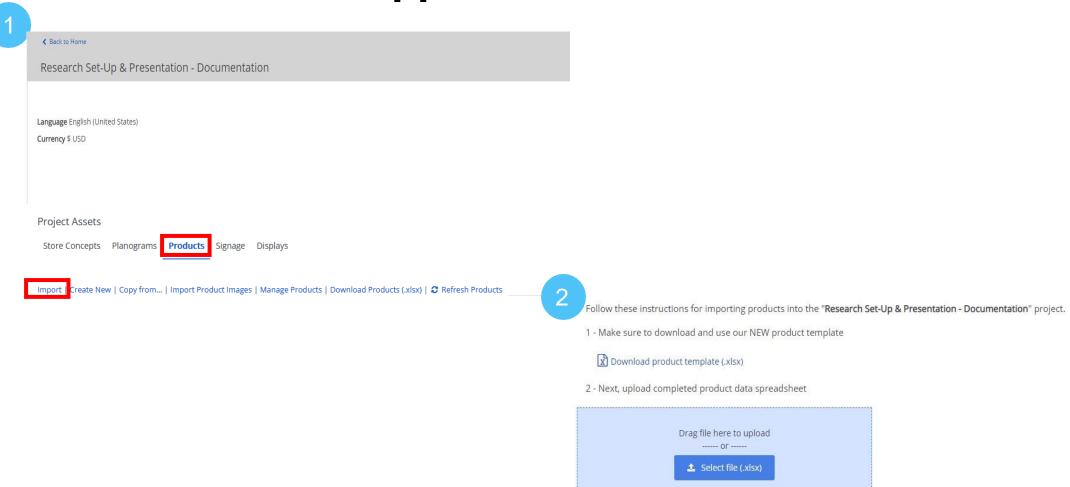


Why is metadata so important?

Metadata directly affects the research deliverable, so please make sure the data is reviewed & accurate



Once you complete the metadata, save and upload excel sheet to ShopperMX

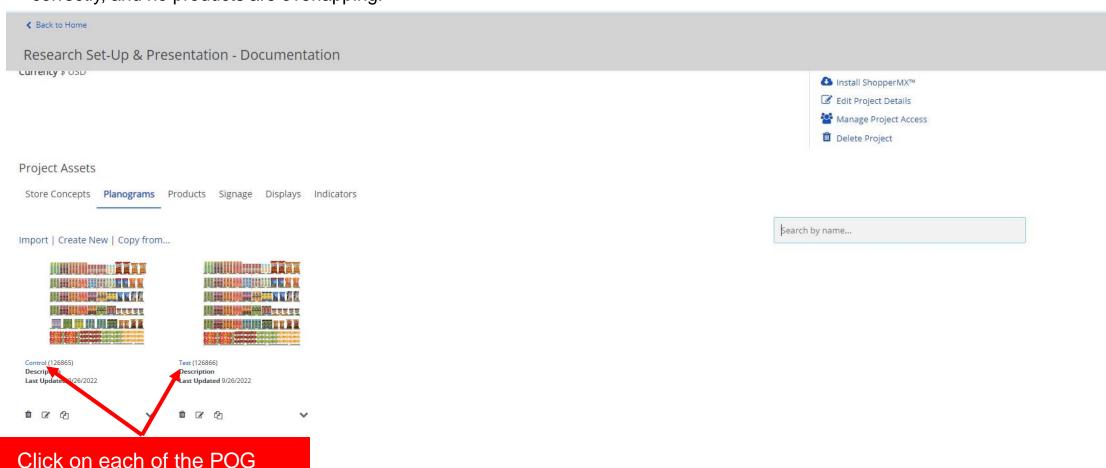


Metadata: Things to keep in mind.

- Delete everything in Column P (Custom Metadata) on, then add up to 3 additional metadata columns for your study.
- Do NOT alter the order of columns before Column P, as ShopperMX.com will not take the import if you do.
- Since this directly affects your research output, please review all inputs are correct.
- Make sure every product in your project has an input for brand, manufacturer, and price. If you add additional metadata columns, make sure you add an input for every product in the additional column as well.

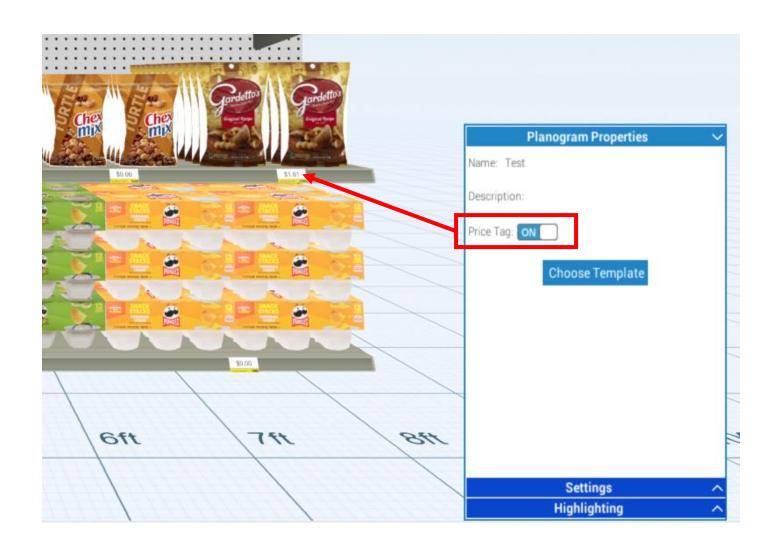
Now you have planograms and metadata. Time to check the POGs.

Click on the name of each Planogram. Check to make sure all the products are facing the correct way, pricing came through correctly, and no products are overlapping.



names to open them in SMX

Turn on price tags for your planogram

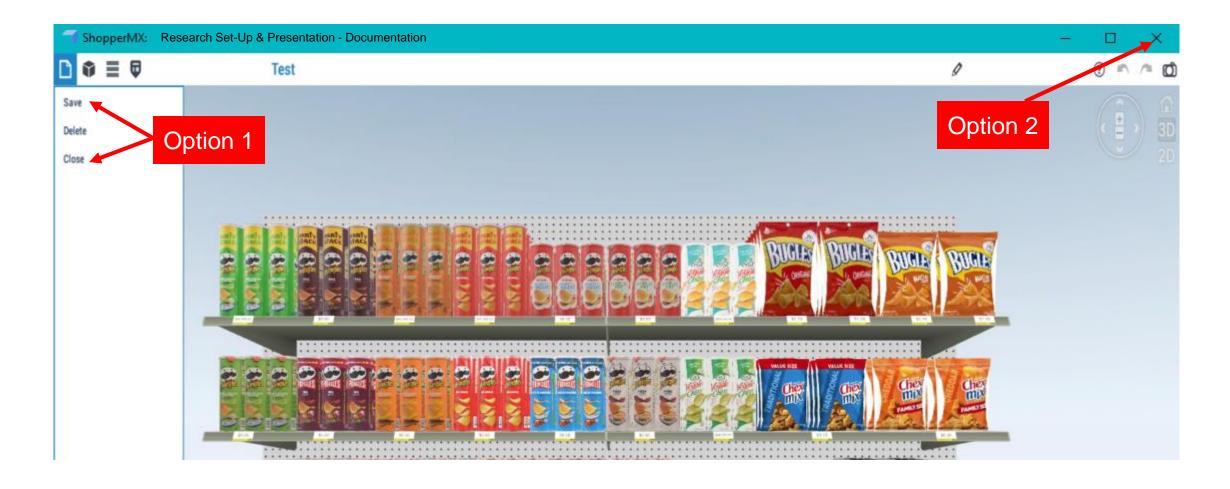


In the bottom right of Planogram Builder, click on Planogram Properties and turn on Price Tag.

The prices on the planogram should reflect the prices you input in the metadata.

Turn on Price Tags FOR ALL PLANOGRAMS. If you do not, respondents will not see price tags in the shopping experience.

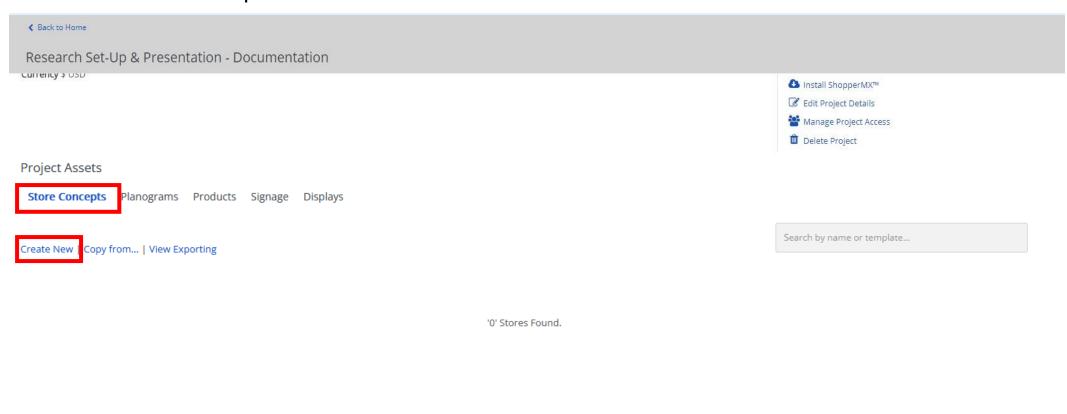
Save and Close out of Planogram Builder



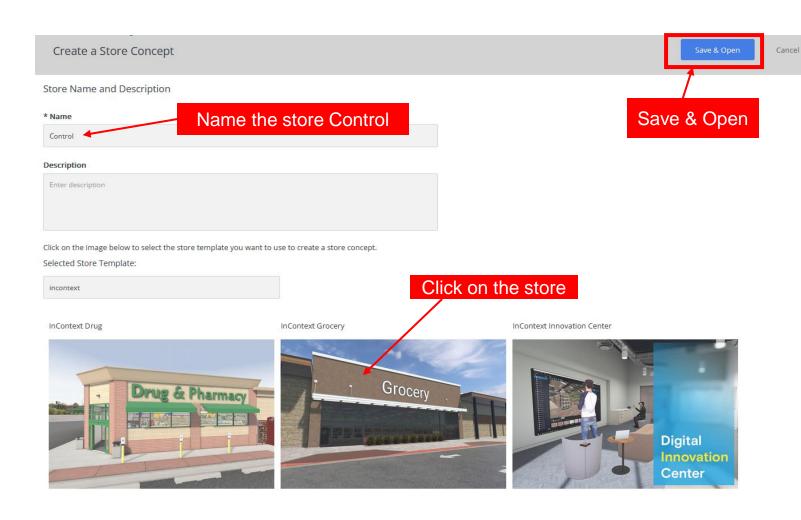


Now, it's time to add our Planograms to the Store Concepts.

Click on Store Concepts then Click Create New



Open your store. Depending on your project, you will choose the appropriate store for virtual research

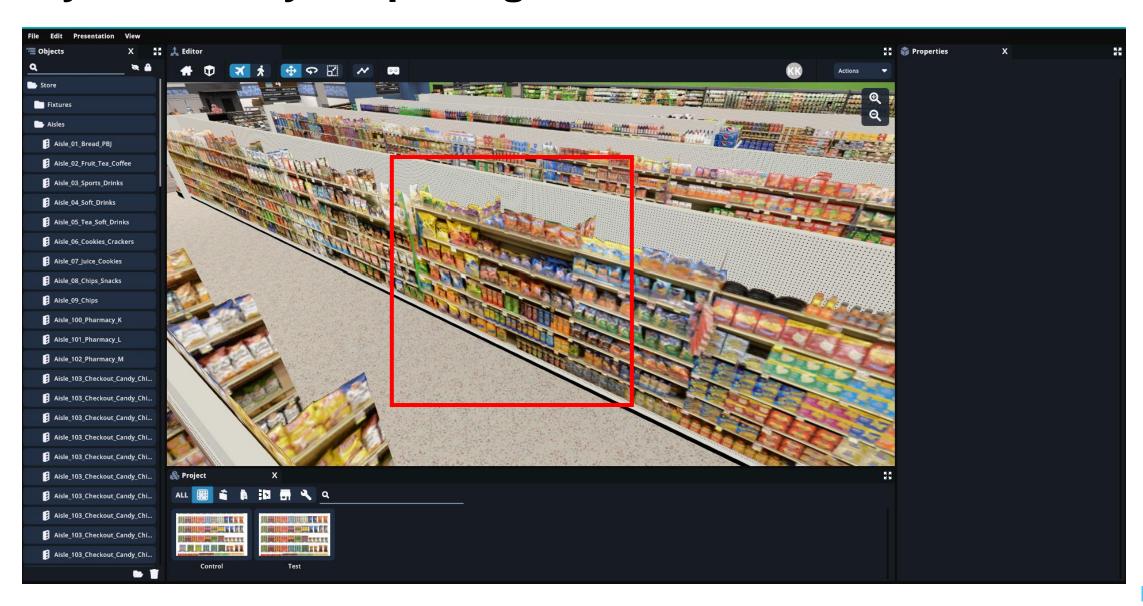


If you are doing a Wal-Mart study, choose a Wal-Mart (3 WM options)

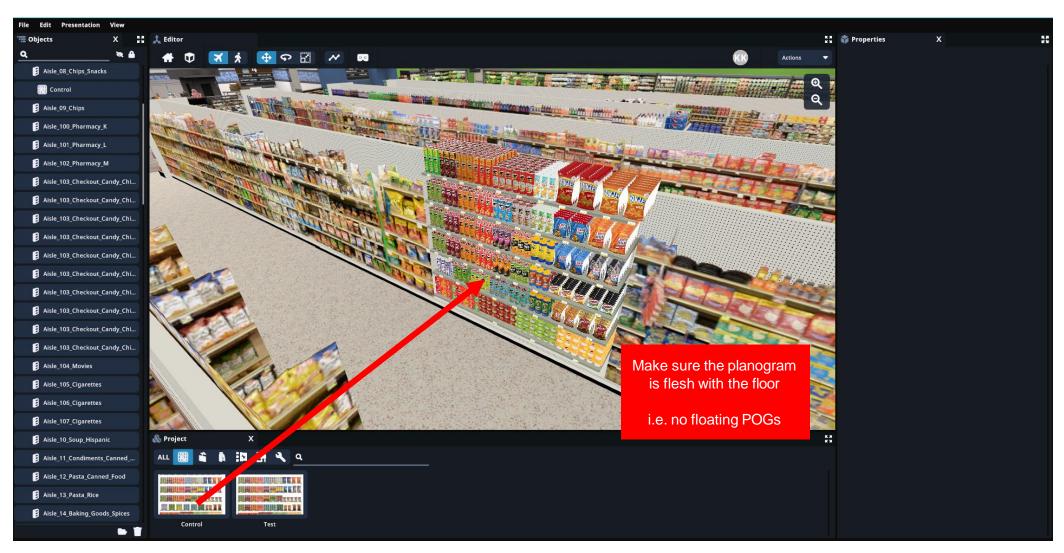
If you are doing a Target Study, choose a Target (2 Target options)

If you are doing a generic study, choose **InContext Grocery**

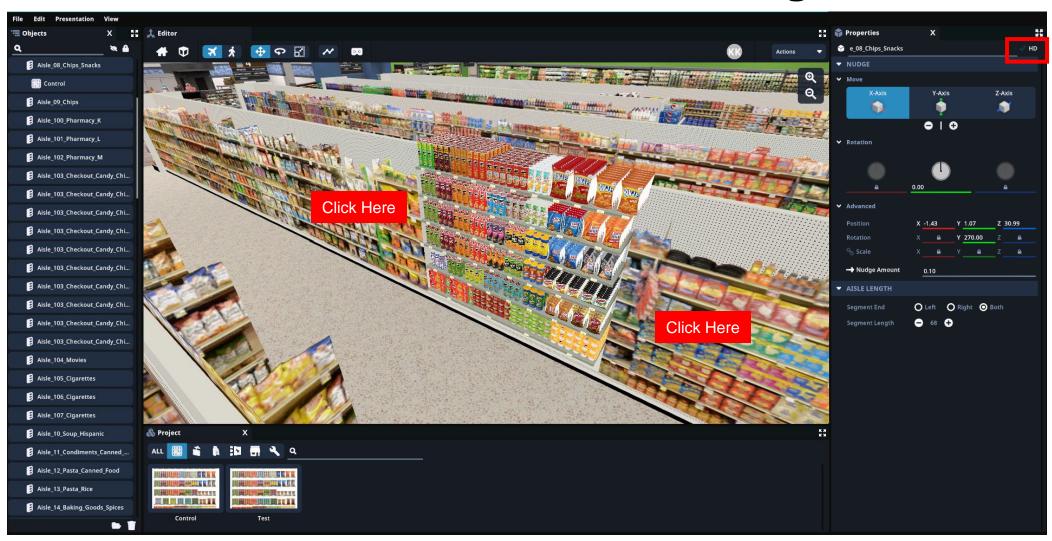
Fly to where your planogram would be in store



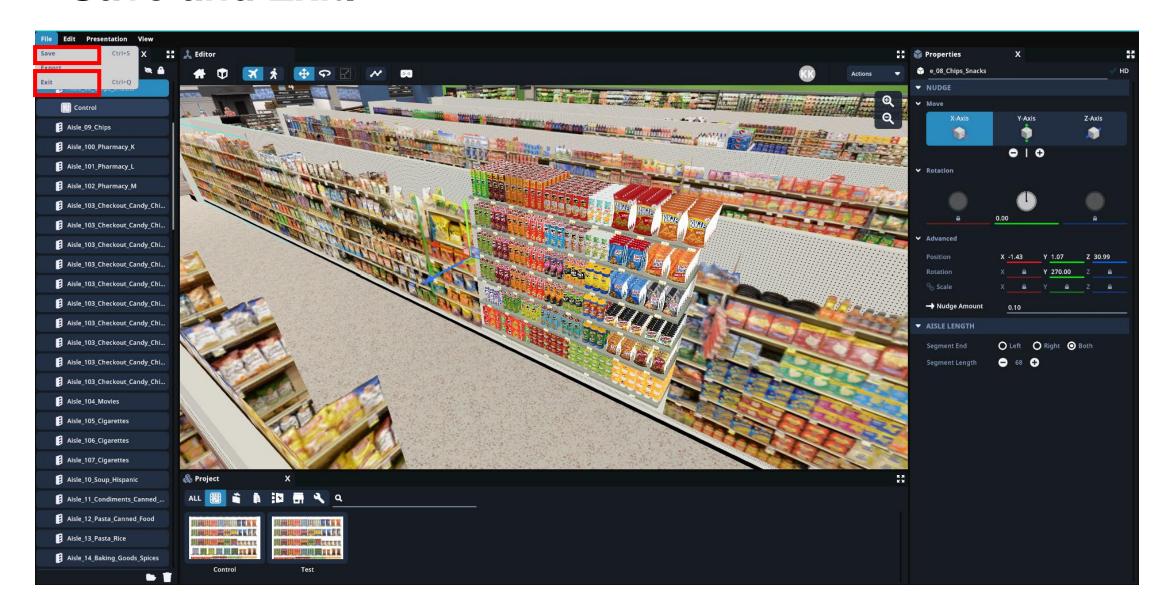
Drag your planogram from the Project Panel in to the store



Click on the aisle the POG is in. Go the Properties Panel and click HD to make the aisle high resolution



Save and Exit.





Next Steps

- Let your InContext Representative know when you have set up your control cell in the store concept. We will finish putting the study links together for you to review before fielding.
- Please just let the representative know the name of the project you set up.
- Any additional questions, reach out to Kristen.koennecke@incontextsolutions.com

InContext

Customer Presentation

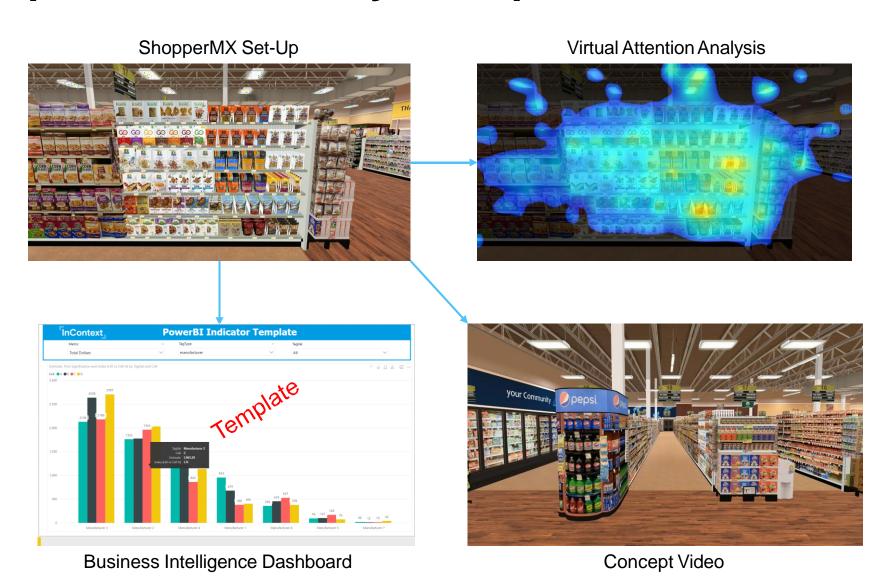


Presenting your concepts/findings with InContext and ShopperMX puts you ahead of the competition

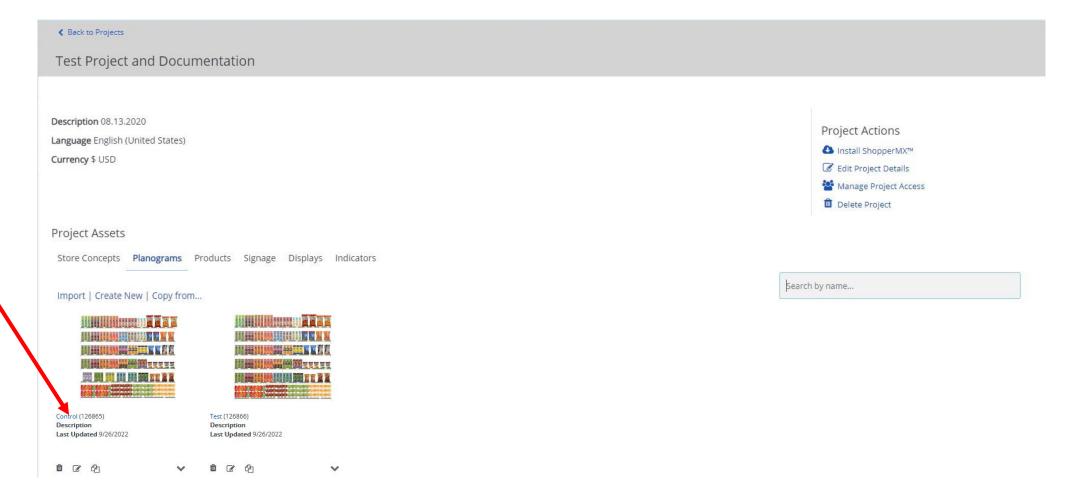
There are many ways to showcase these concepts/findings, including (but not limited to)...

- Screenshots
- Virtual Attention Analysis
- Videos
- Highlighting
- Data Visualization

Set-up. Visualize. Analyze. Implement.



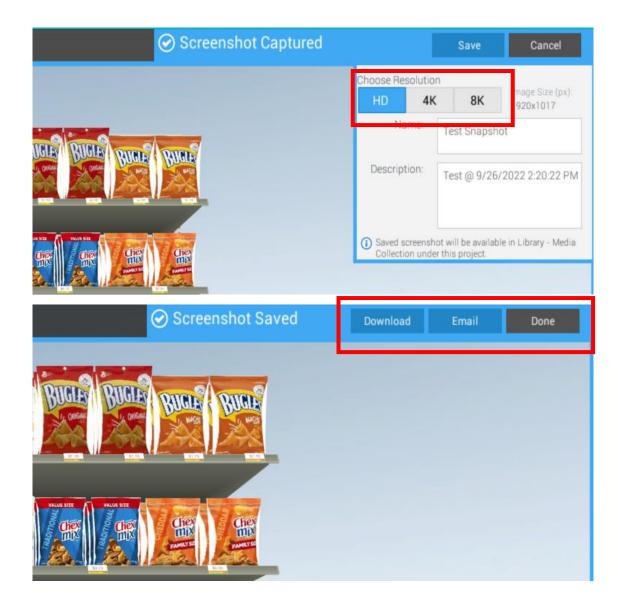
Screenshots in POG Builder: In your project go to Planograms and click on the name of a concept



Once in your concept, go to the top right and click the camera icon



Select resolution then Download or Email





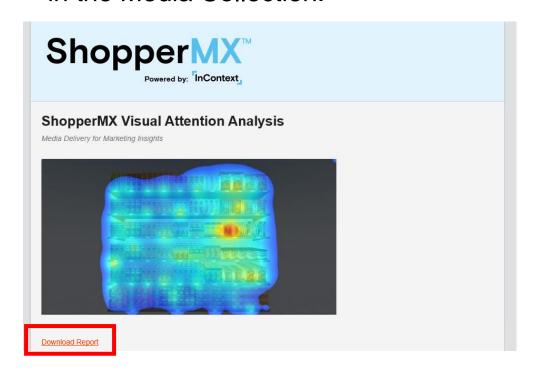
Virtual Attention Analysis

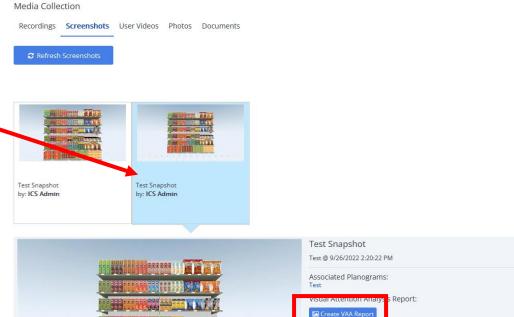
- What is Virtual Attention Analysis? Technology that has been tailored by experts at 3M to accurately predict how an image will be seen in the first 3-5 seconds of viewing it.
- Remember: This is an algorithm that analyzes photos, not a product that analyzes eye tracking from respondents.
- Click the source below from the 3M website for more information or in the VAA report.

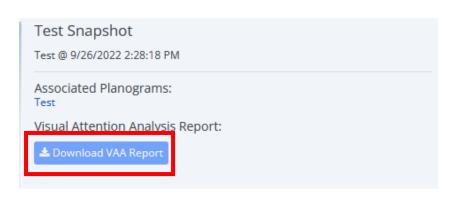
How to Run VAA

 After taking a screenshot, click on Screenshots under Media Collections then click on the photo you would like to run VAA. Click Create VAA Report.

 The report will get emailed to you. You to download it from there or you can click Download VAA Report in the Media Collection.



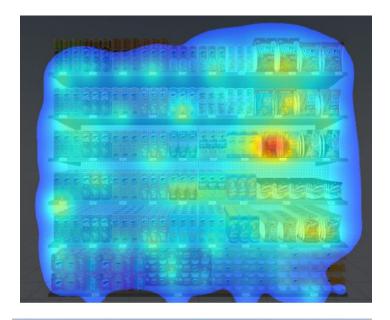




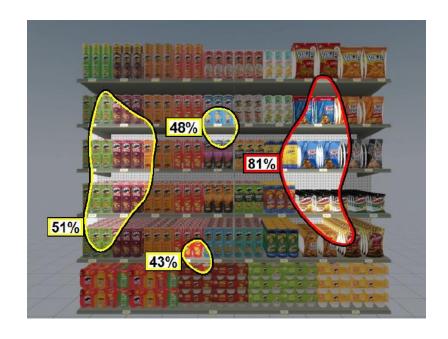
Click the PDF provided to read the report

Name

- TestSnapshot- VAS report.pdf
- TestSnapshot-_Results_Legend.jpg
- TestSnapshot-_VAS_Heatmap.jpg
- TestSnapshot-_VAS_Original.jpg
- TestSnapshot-_VAS_Regions.jpg
- TestSnapshot-_VAS_VisualElements.jpg
- TestSnapshot-_VAS_VisualSequence.jpg







And more!

You can also highlight by data cuts in POG Builder

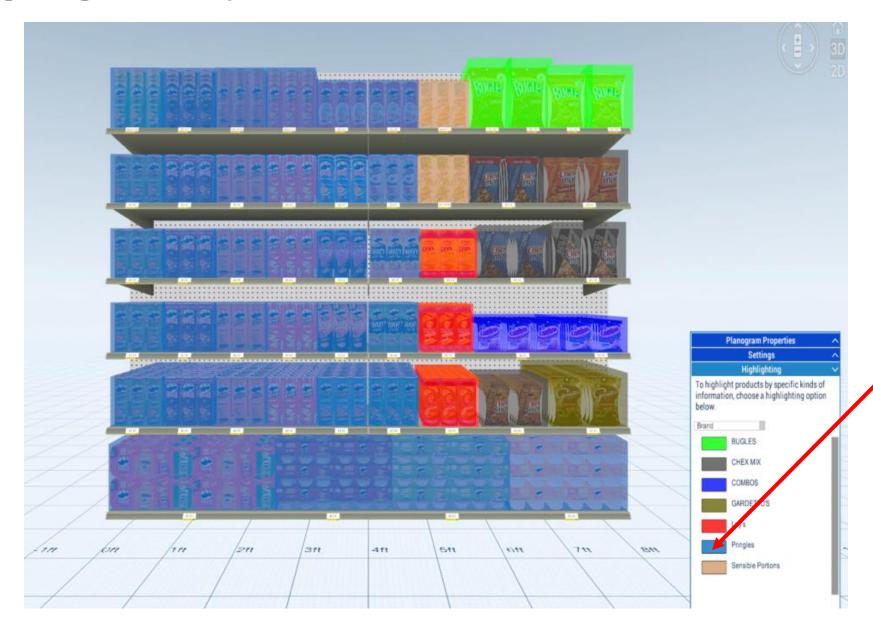
Remember that metadata you filled out? That feeds directly into product highlighting. In POG Builder, click **Highlighting** in the bottom right corner



ShopperMX will provide you with a way to highlight every single data cut



Highlighted by Brand



Click on a color box to change the color of the highlight

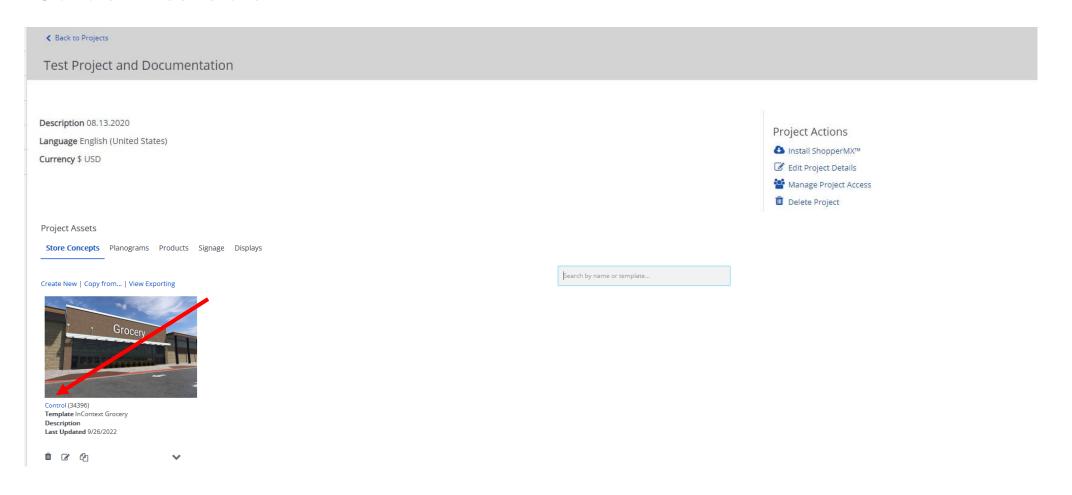
Take a screenshot of your concept highlighted by brand!

Additional Use Cases:

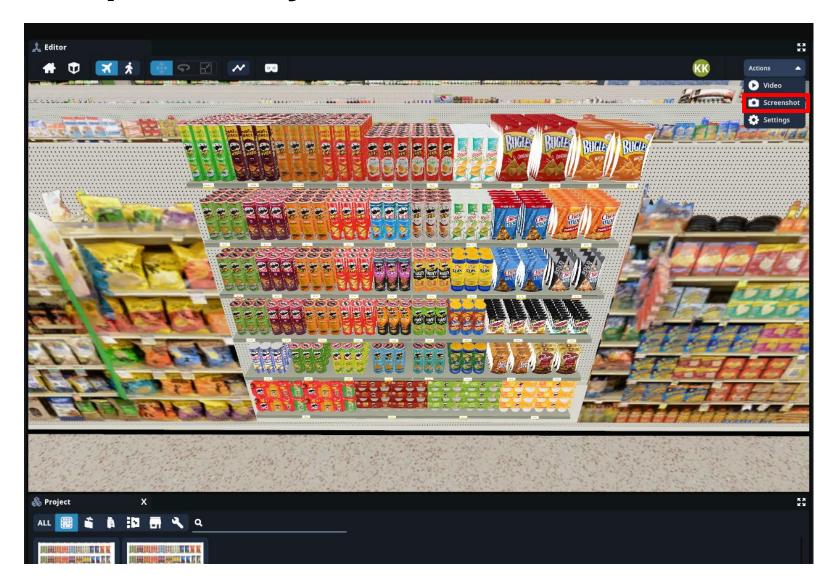
- Quickly showcase changes made between concepts
 - Doors vs Windows branding
 - Lead the aisle vs. non-lead the aisle
 - Different locations for sizes on shelf
- Make a data cut that highlights best selling items
 - Name the column top ten
 - Anything that is a top 10 percent selling item, put yes
 - Anything that isn't leave blank
 - Highlight POG by top ten to showcase where the best selling items are on shelf

We can also take screenshots, run VAA, and highlight in the virtual Store (among other things)!

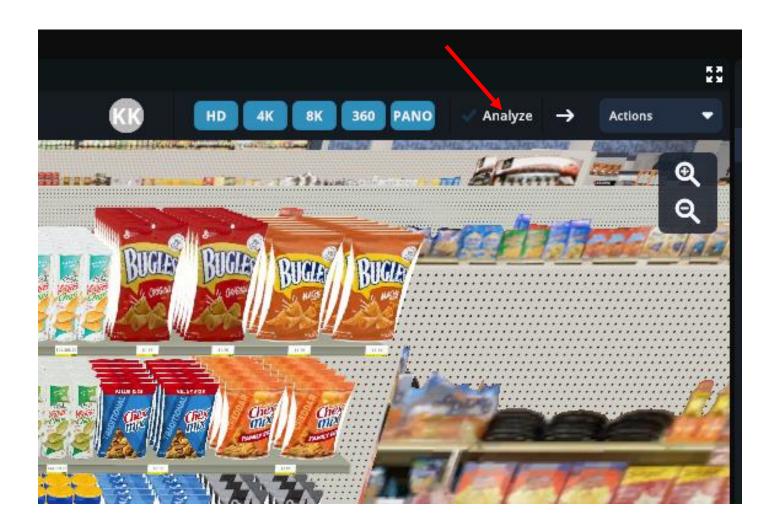
Go to a virtual store



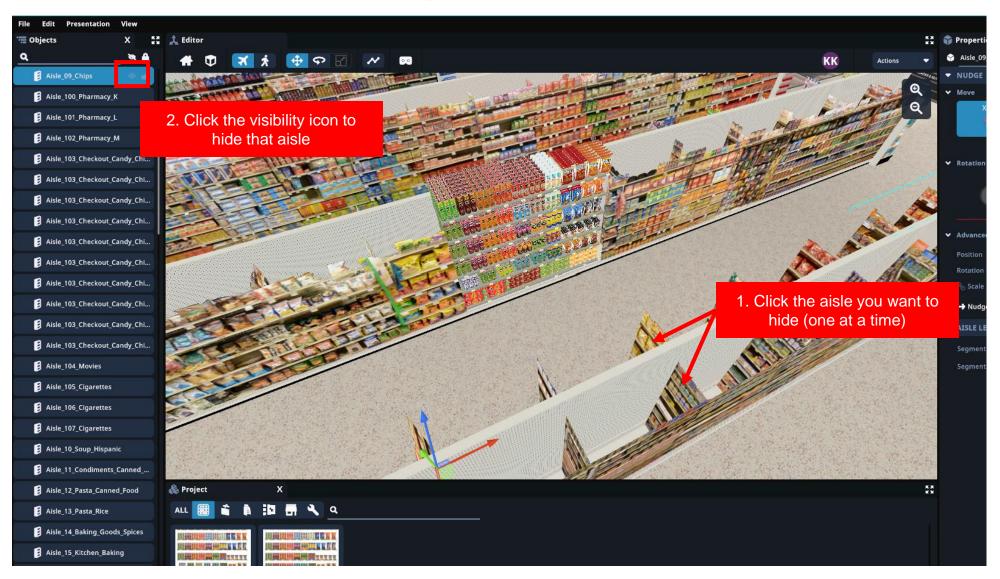
Under Actions in the Editor Window, click Screenshot to take a photo of your store view



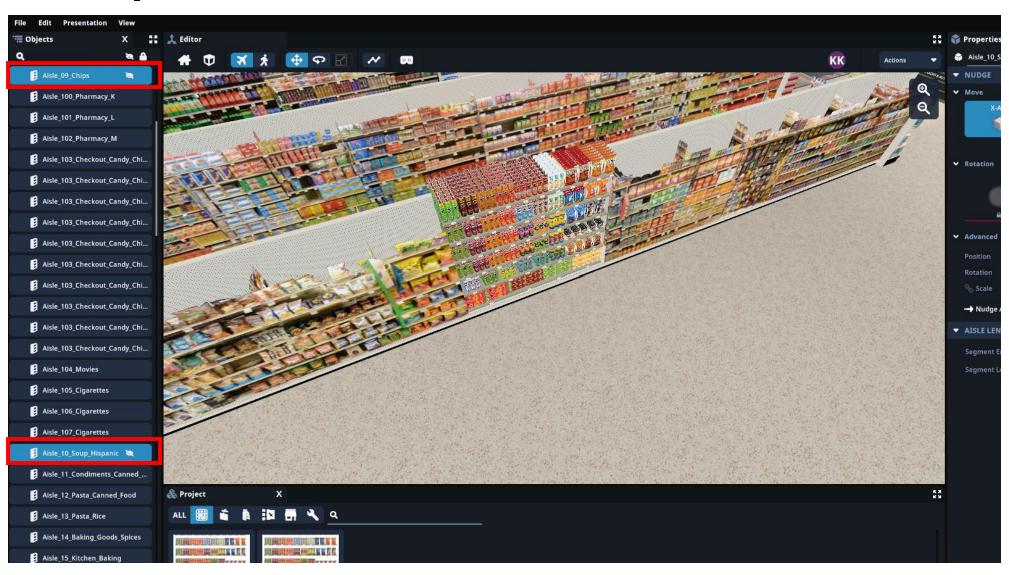
Choose your resolution and the photo will download to your computer. If you click Analyze, a VAA report will be sent to your email.

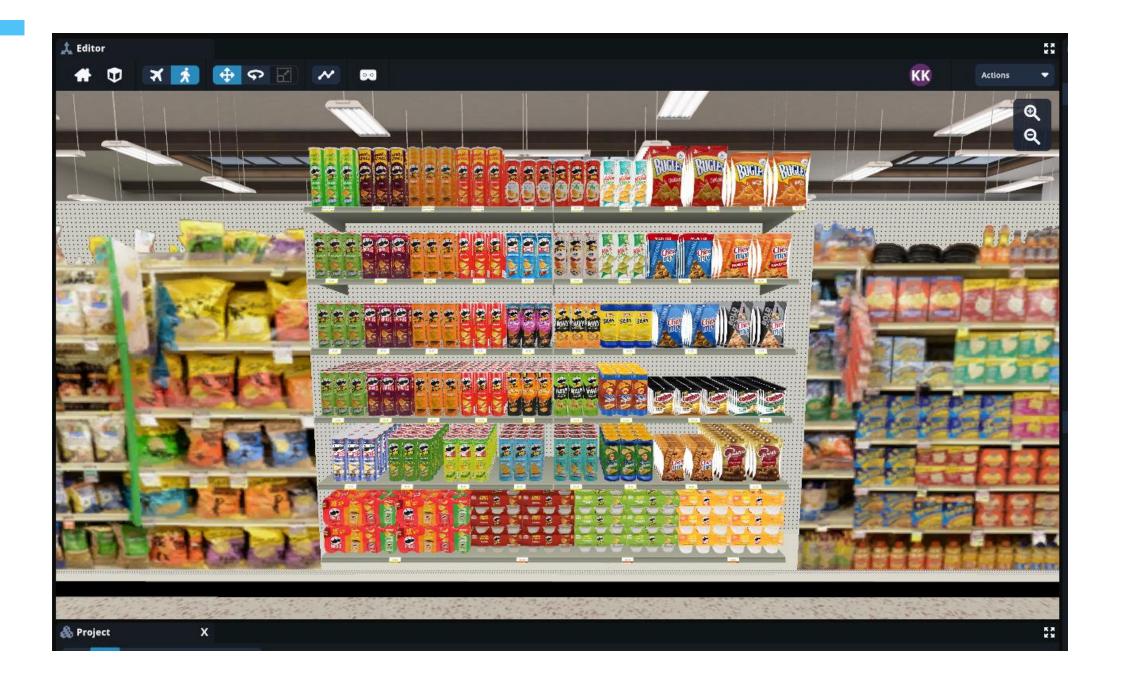


Pro Tip: Hide the aisle adjacent to your concept so you can take a better photo

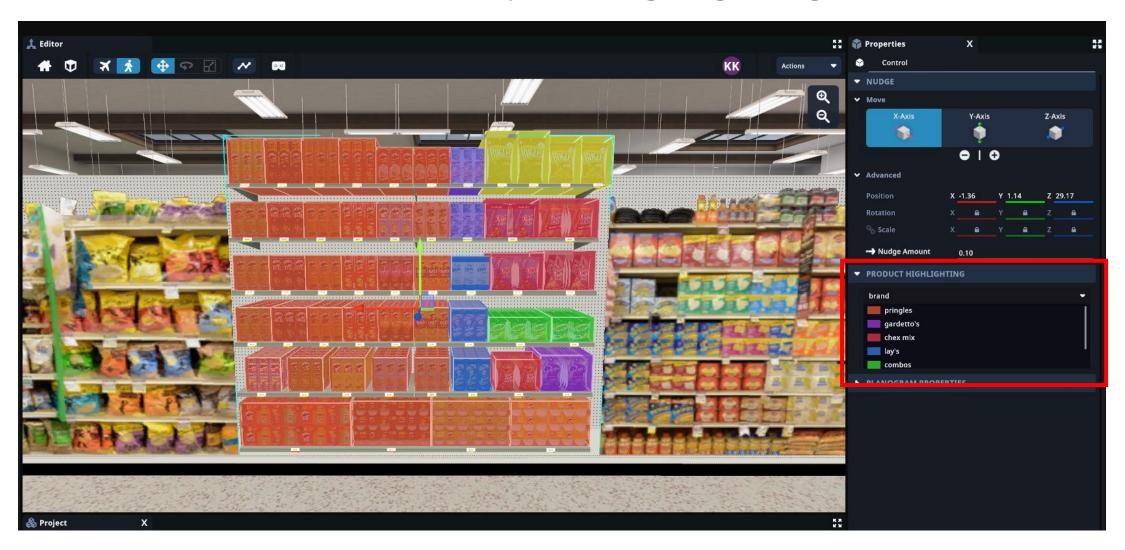


Now that the aisles are out of the way, you can take a better photo

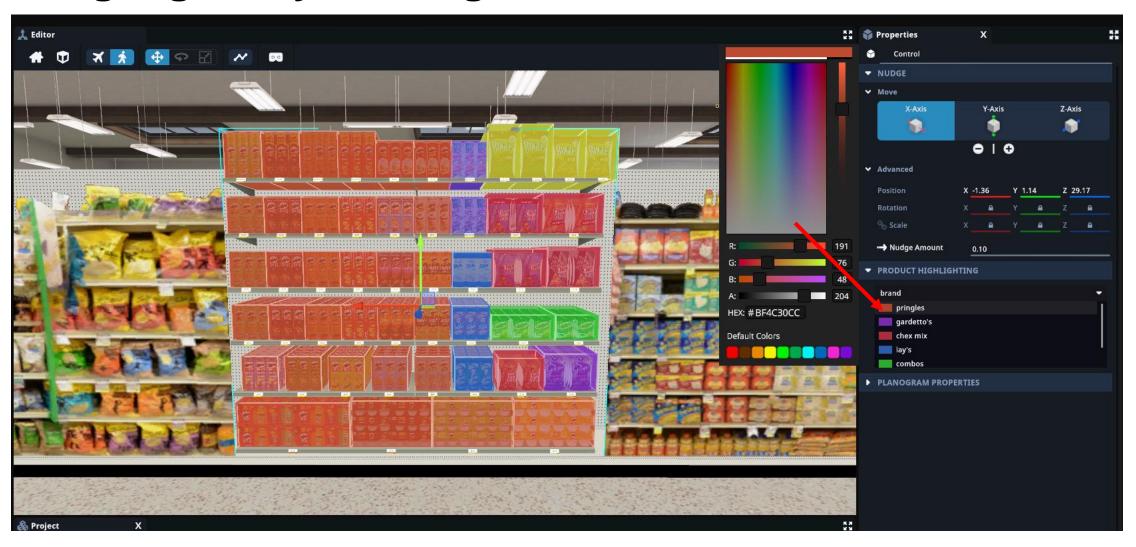




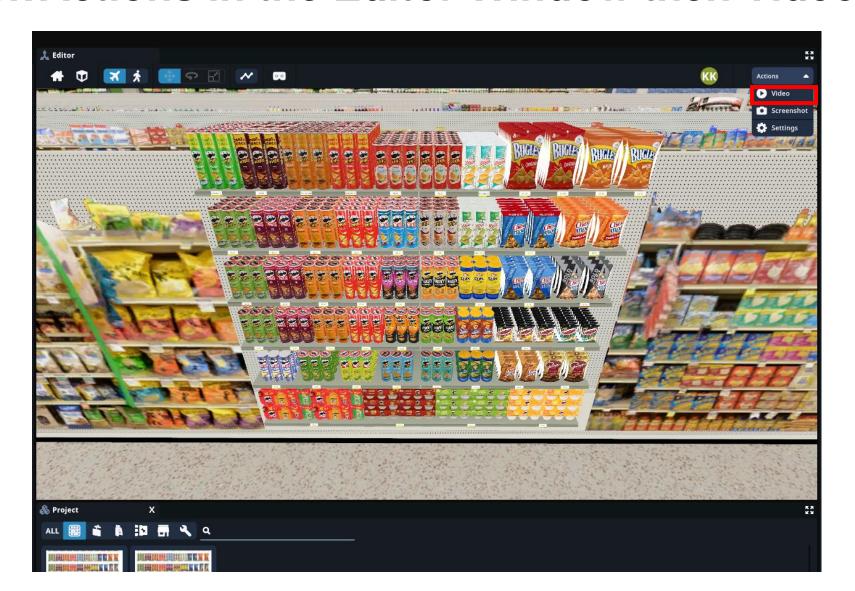
You can also highlight in store. Click on the POG, and in the Properties Window, select your Highlighting cut



Similar to POG Builder, you can alter the color of the highlights by clicking on the color boxes



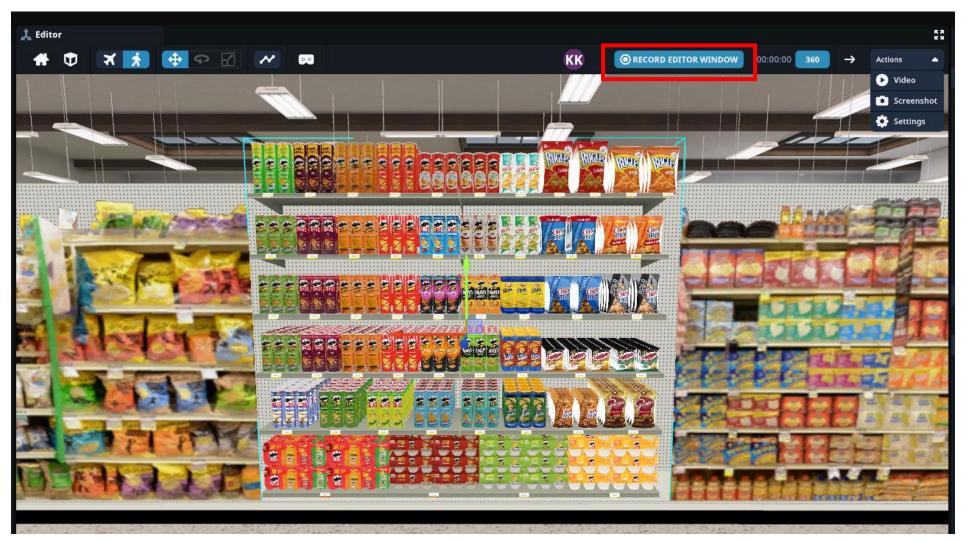
Instead of a photo, you might want to take a video. Click Actions in the Editor Window then Video





When ready, click Record. Click Finished when complete.

Once finished, you can **Play** back the Video, **Save** it, or create a **New Video** by clicking **Exit**.

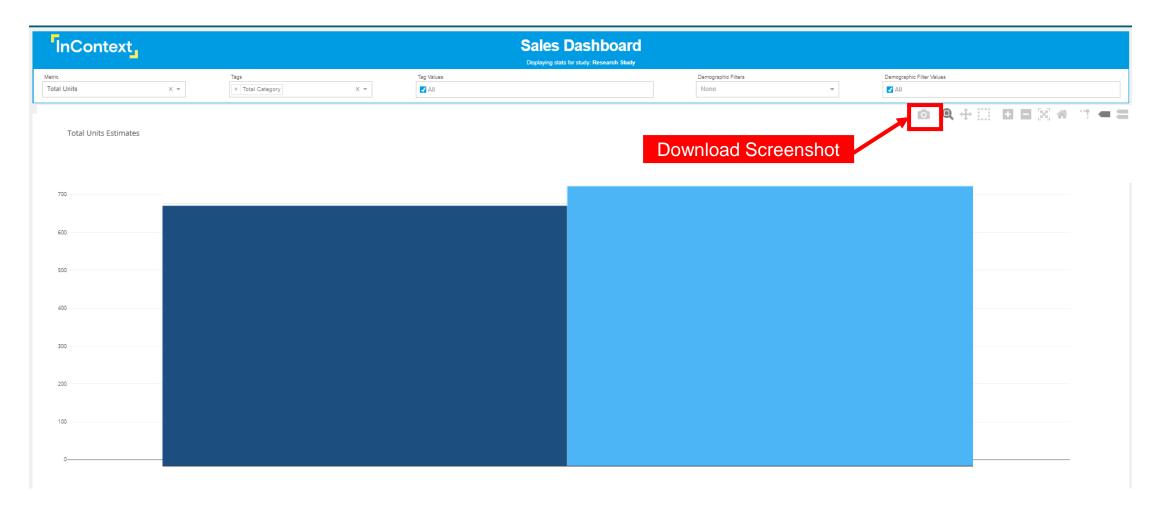


Outside of ShopperMX, you will receive a dashboard with all your sales data.

It will look similar to what you see here



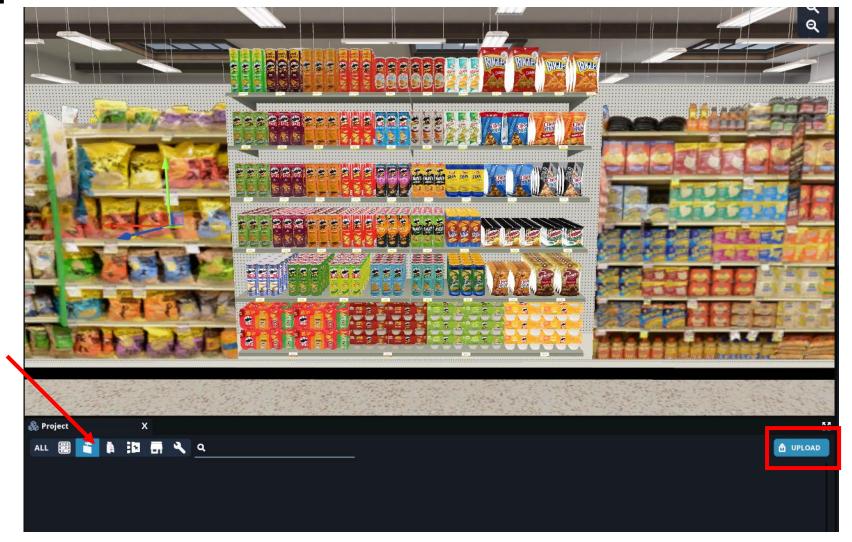
Use Case: Let's integrate this with ShopperMX...take a screenshot of the bar graph



Go back into our store

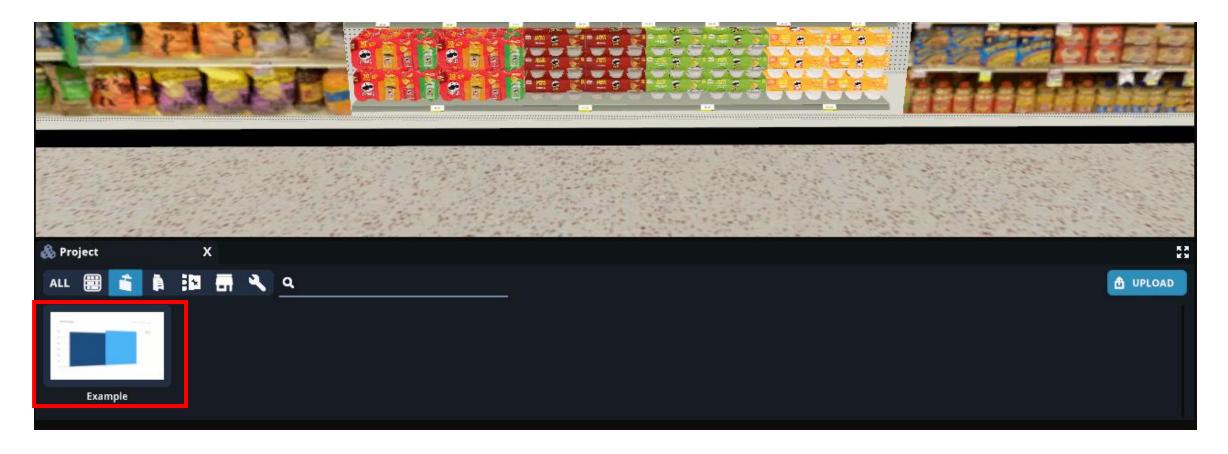


Once in ShopperMX, we can actually add pictures to the store directly as a Signage. Go to the Project Window then click Upload

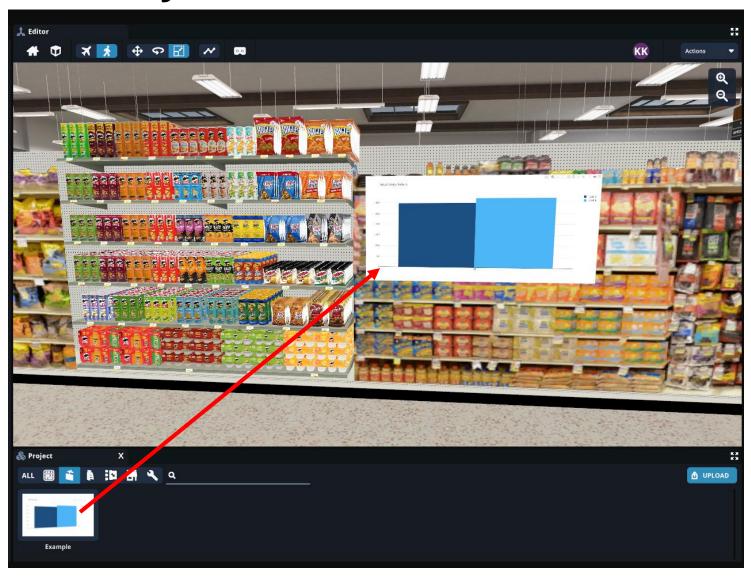


Can only upload .png or .jpg files

Select your photo (.png or .jpg) and within seconds that picture will be available in the virtual store



Drag and Drop your photos in to the store to enhance your sales story



You've successfully enhanced your presentation!

Let's review what we've done –

- Screenshots (In POG Builder and Virtual Store)
- Highlighting (In POG Builder and Virtual Store)
- VAA (In POG Builder and Virtual Store)
- Creating Videos
- Analyzing the Dashboard
- Adding Signage in store

If you have any additional questions, don't hesitate to reach out to: Kristen.koennecke@incontextsolutions.com



Resources

Missing Image Help

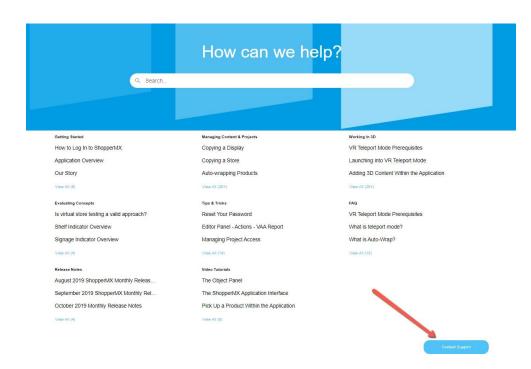
More help when you have missing images: Kellogg_Filling Image Gaps on Planograms

An in-depth review of how to add images to products

General Questions

ShopperMX Help Site: https://shoppermx.force.com/smxsupport/s/

Ask a question, or contact ShopperMX support at the bottom right.





Questions?

Kristen Koennecke

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