

Retail industry

mega trends 2018 risks and opportunities



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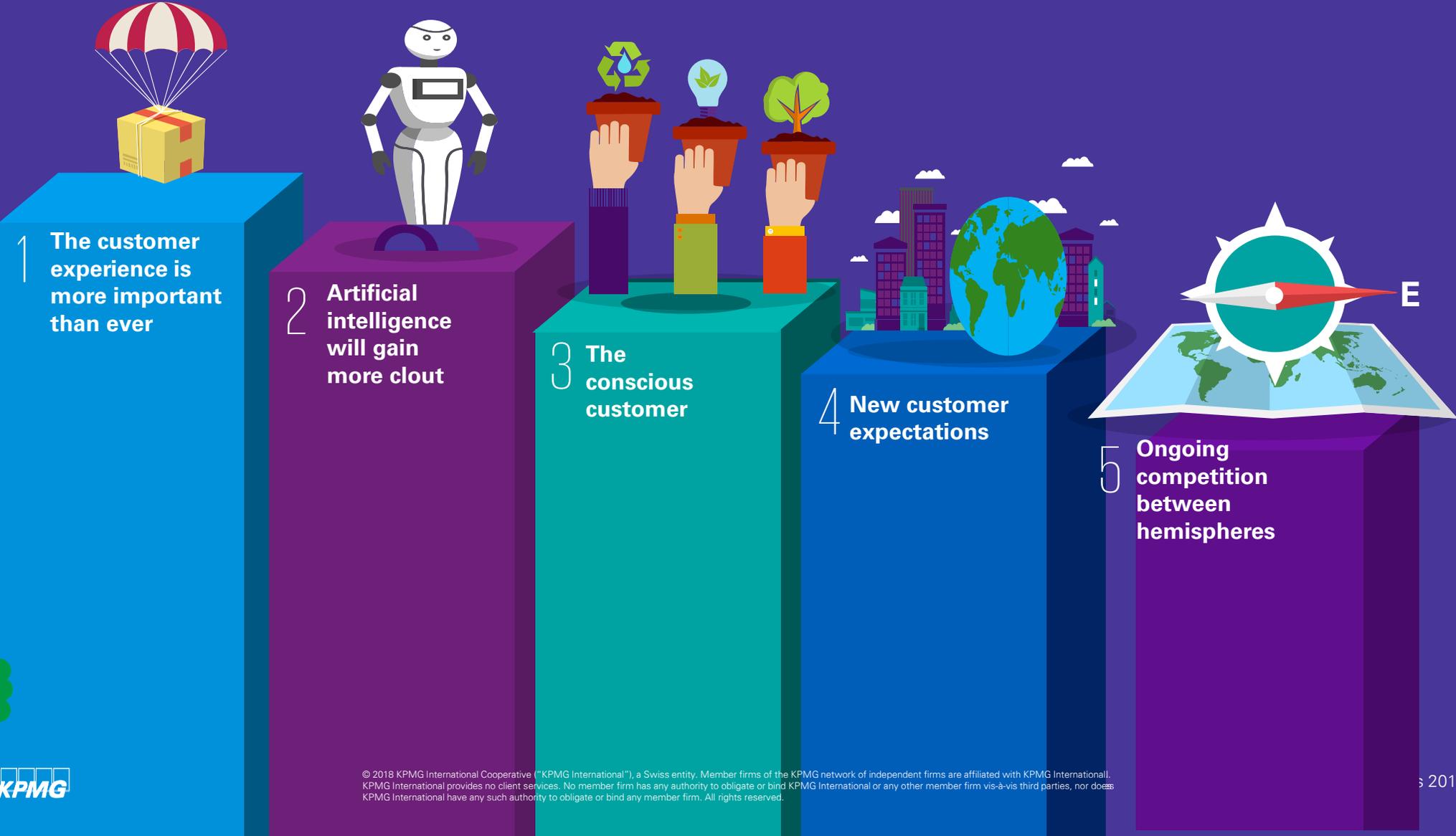


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1. Retail mega trends



Top five retail trends for 2018





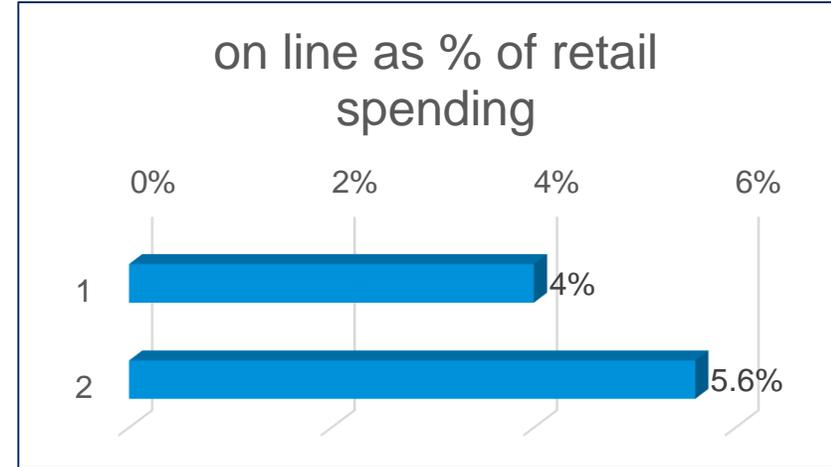
The most disruptive consumer trends



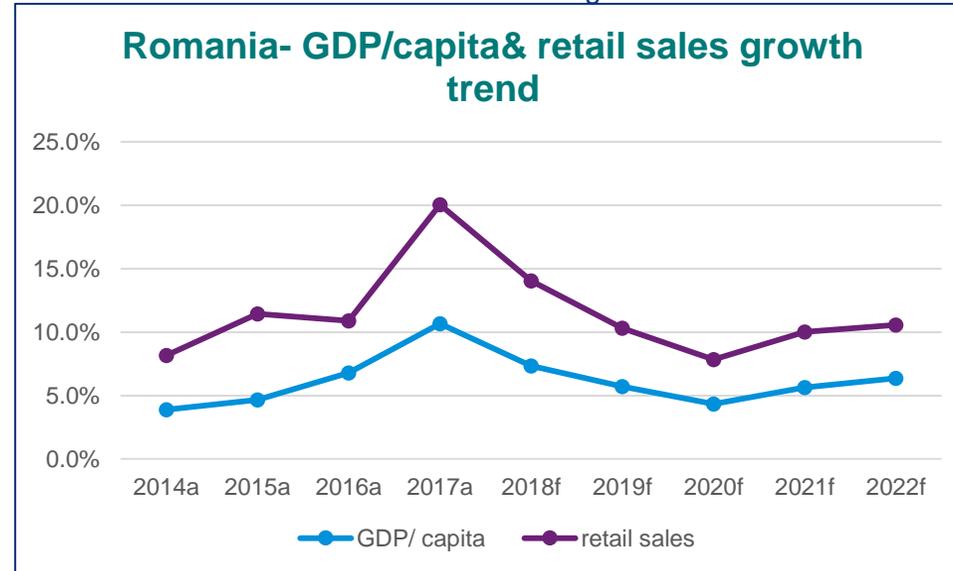
Source: 2017 KPMG Top of Mind Survey

Retail in Romania

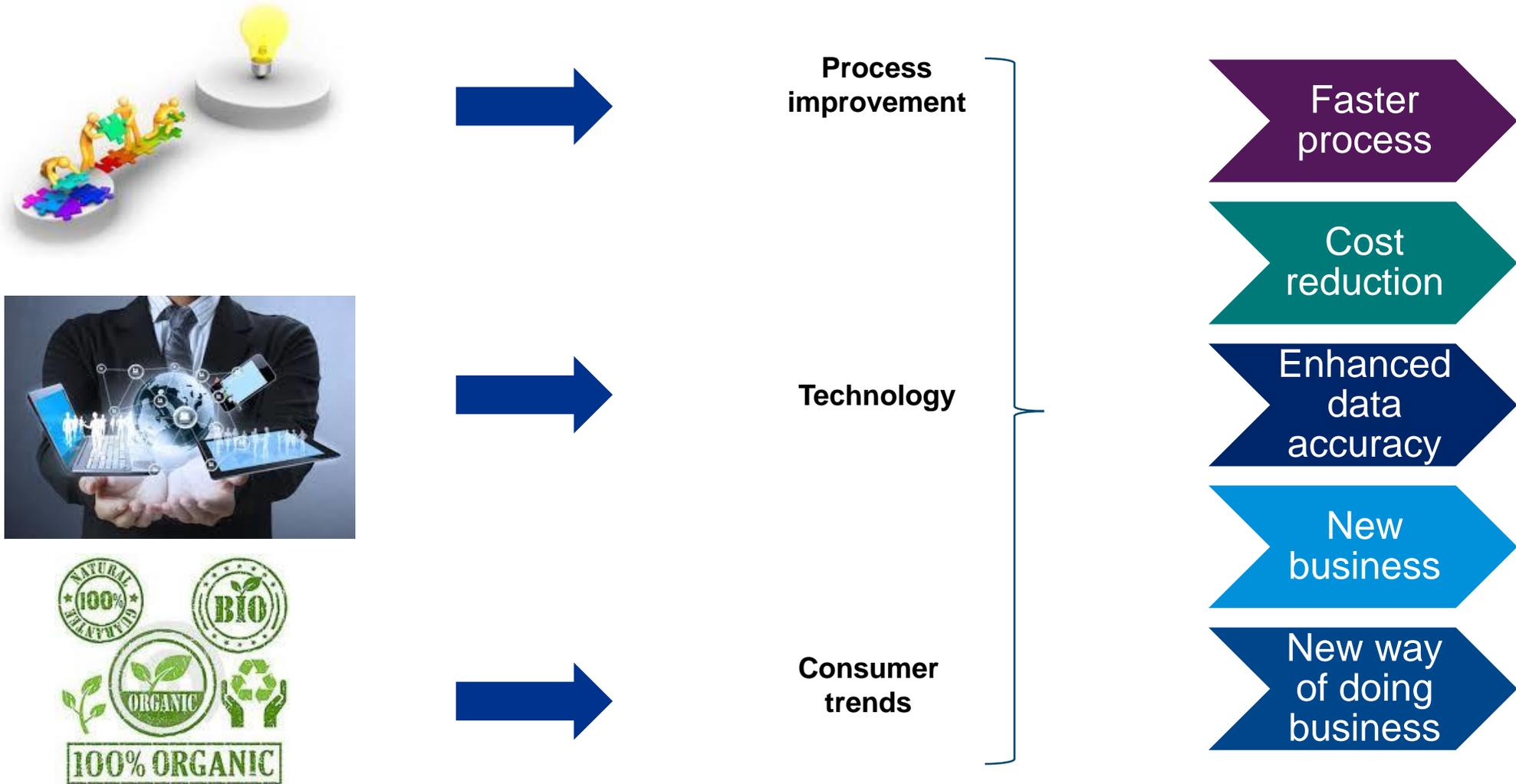
	2005
	2001
	2011
	2005
	1996
	1995
	2011
	2001
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	2003



Source: Economist Intelligence Unit



Retail in Romania



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2. Addressing typical risks in the Cash Management process



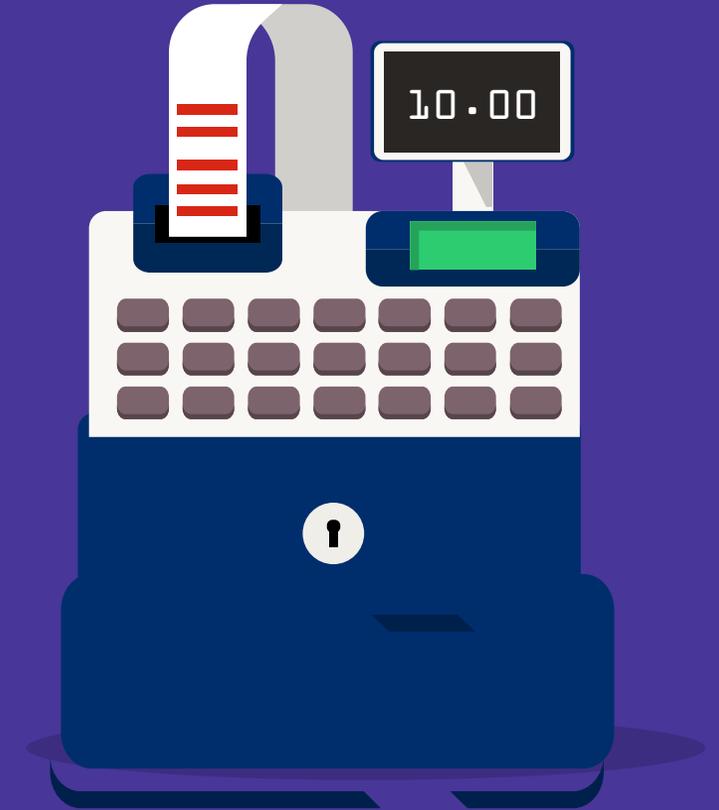
2. Addressing risks in the Cash management process

**Data
accuracy/ risk
of fraud**

- Automated data transfer/ system integration (e.g.: sales posting, payment processing)
- Segregation of duties
- User access management
- Revenue recognition
 - Returns/ sales cancelation
 - Transfer of risks& rewards
 - Loyalty schemes
- Managing cash collections

**Optimal cash
flow**

- Inventories management (NB: system integration, data analytics)
- Supply management
- Logistics management(eg: Centralized platforms, store proximity supply network)
- Financing activities
- Budgeting process

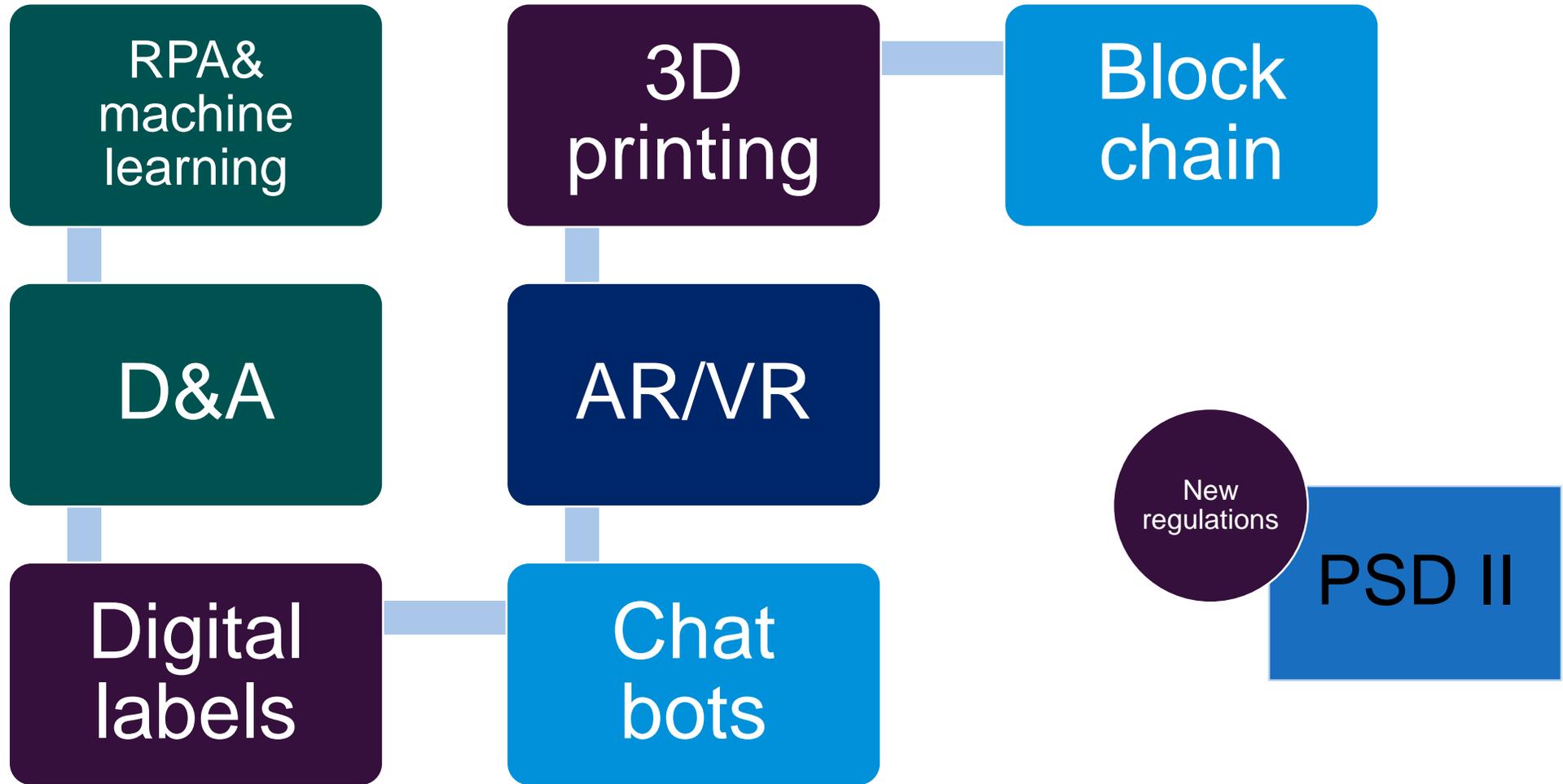
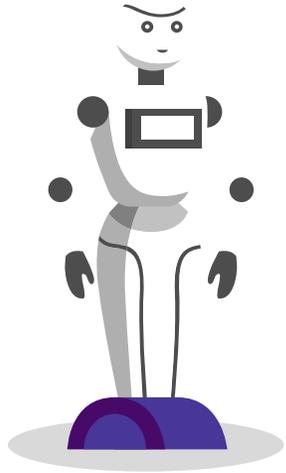


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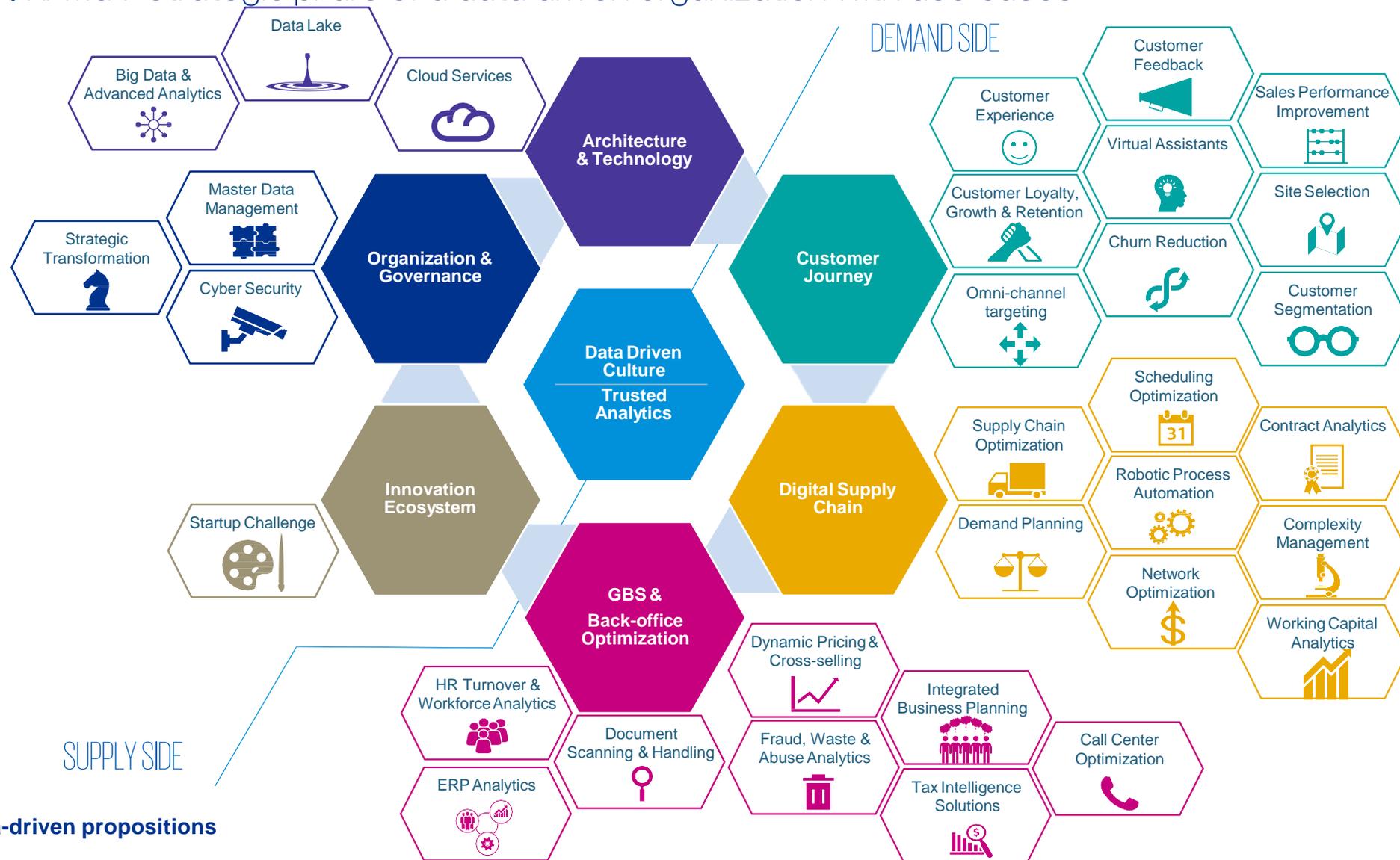
3. New opportunities



3. New opportunities



Appendix 1 KPMG 7 strategic pillars of a data driven organization with use cases



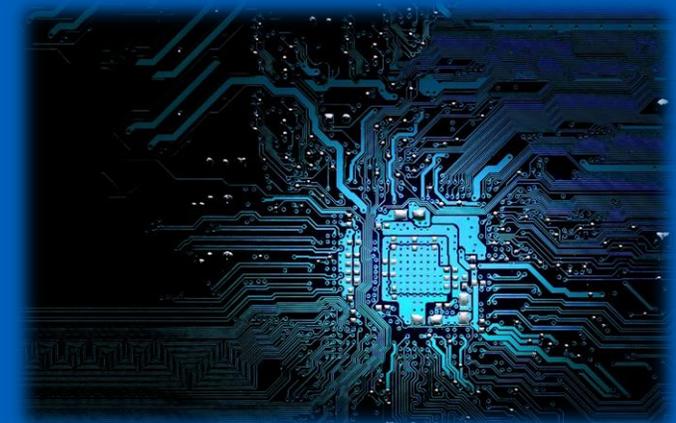
KPMG Data-driven propositions



PSD2 - What and When?

Appendix 2

- The PSD2 should have been applied starting January 2018 and has the potential to bring forth a revolution in banking.
- The PSD2 will allow third parties to access customer's transaction data in the databases of banks, following an instruction from the customer.
- The Third parties could be payments services providers, technology companies, social networks, and RETAILERS.
- **A retailer who sees the opportunity has the chance to be a real GAMECHANGER.**

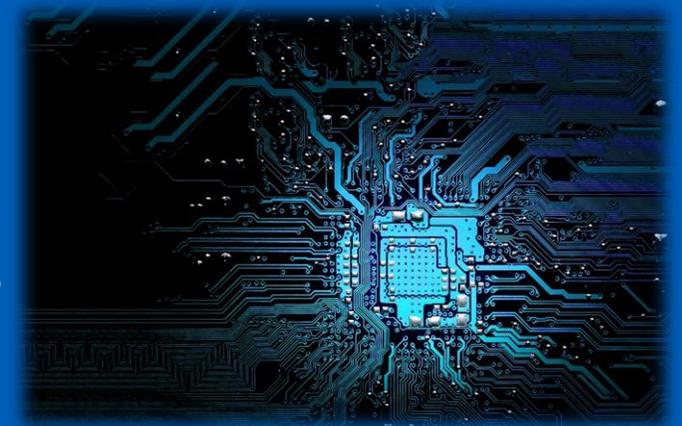


PSD2 - What?

Appendix 2

Retailers may be able to provide 2 types of new services:

- Account Information Services Provider – AISP.
- As an AISP, a retailer could provide customers with an app which presents accessible and user-friendly analysis of their financial data by providing consolidated information on one or more payment accounts held by the clients with banks.
- Payments Initiation Services Provider – PISP.
- As a PISP, a retailer could provide customers with an app which allows them to initiate payments from their bank accounts without having to use their credit card



Reduce costs paid to payments services providers

Have direct access to valuable data on customer transactions

Added value to clients-online payments made easier; less “clicks” to pay

POTENTIAL TO INCREASE ONLINE SALES



Adela Ciucioi
Partner, Audit and Assurance
Retail LOB



kpmg.com/socialmedia

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