

**A
RESEARCH REPORT
ON
A STUDY ON CONSUMER PREFERENCE OF THE NEW O2O INITIATIVE OF
ABSOLUTE IT SOLUTIONS WITH REFERENCE TO MUMBAI METROPOLITAN
REGION
AT ABSOLUTE IT SOLUTIONS PVT.LTD**

**A Project submitted to
University of Mumbai in Partial Completion of Degree of
Bachelor of Management Studies**

Under the faculty of Management Studies

**By
Akshat Deepak Aggarwal
(TYBMS)**

**Under the Guidance of
PROF. MRS. NIDHI CHANDORKAR**

**Bunts Sangha's
S.M. Shetty College of Science, Commerce and Management Studies,
Powai**

March, 2022

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Bunts Sangha's
S.M.Shetty College of Science, Commerce and
Management Studies, Powai, Mumbai - 400076
NAAC Accredited 'A' Grade
IMC RBNQ Certificate of Merit 2019
ISO 21001:2018 Certified




CERTIFICATE

This is to certify that Mr. Akshat Aggarwal has worked and duly completed her/his Project Work for the degree of Bachelor of Management Studies under the Faculty of Commerce in the subject of Management Studies (Commerce) and his project is entitled, "A Study on Consumer Preference of the new O2O initiative of Absolute IT Solutions with Reference to Mumbai Metropolitan Region." under my supervision.


I further certify that the entire work has been done by the learner under my guidance and that no part of it has been submitted previously for any Degree of Diploma of any University.

It is his own work and facts reported by his personal findings, investigation and research experience.


Signature of
Guiding Teacher


Signature of
PRINCIPAL

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Signature
External Examiner

Date of Submission:





Bunts Sangha's
S.M.Shetty College of Science, Commerce and
Management Studies, Powai, Mumbai – 400076
NAAC Accredited 'A' Grade
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DECLARATION BY LEARNER

I, the undersigned Mr Akshat Aggarwal hereby, declare that the work embodied in this project work titled "A Study on Consumer Preference of the new O2O initiative of Absolute IT Solutions with Reference to Mumbai Metropolitan Region.", forms my own contribution to the internship report written under the guidance of MRS. NIDHI CHANDORKAR is a result of my own research work and has not been submitted previously for any other Degree to this or any other University.

Wherever reference has been made to previous works of others, it has been clearly indicated as such and included in the bibliography.

I, hereby, further declare that all information of this document has been obtained and presented in accordance with academic rules and ethical conduct.

Akshat Aggarwal

Name of the Learner

ACKNOWLEDGEMENT

Working on this project has been a good experience. I would like to thank a number of people who helped me directly or indirectly for this project.

I want to express my gratitude towards my college, Bunts Sangha's S.M. Shetty College of Science, Commerce and Management Studies, Powai; the principal of my college Dr. Sridhara Shetty, Vice Principals Dr. Liji Santosh and Prof. Sandesha Shetty.

I sincerely thank our librarians for providing support. I am grateful to my guide Prof. Nidhi Chandorkar who guided me throughout the procedure in doing my research/ internship and in preparing this project report.

I would like to thanks my classmates, friends and my family members who supported me in collecting information and making my project better. I would also like to thank Mr. Deepak Gupta and his team for their constant support related to information about the company.

Name of the learner: Akshat Aggarwal

Signature:



INTERNSHIP CERTIFICATE



Absolute IT Solutions Pvt. Ltd.

209 Hindustan Kohinoor Industrial Complex, Near Surya Nagar Naka, Opp. Paper Mills LBS Marg,
Vikhroli (West) Mumbai-400083 Tel. 022- 25790051/ 52/ 53/ 54/ 55
*Mobile no.: 86558598589 * Email ID: ramsharad@absolutet.net.in*
Corporate Identity Number: U52100MH2013PTC245401

Date: 24-03-2022

Subject: Internship Completion Certificate

To whom it may concern:

Absolute IT Solutions Pvt Ltd certifies that Akshat Deepak Aggarwal has successfully completed the internship program from 03 January 2022 to 30 March 2022. During this time, Akshat has done his market research at Absolute's retail stores.

Akshat displayed professional traits during his internship period and managed to complete all assigned tasks as requested. He was hardworking, dedicated, and committed. It was a pleasure having him with us in this short period.

Sincerely,

Arushi Aggarwal

(HR & Admin)



Absolute IT Solutions Pvt Ltd

H.O. 209 Hindustan Kohinoor Industrial Complex, LBS Marg, Vikhroli (West) Mumbai-400083

Ph. 25790051

Email ID: - arushi@absolutet.net.in

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LETTER OF TRANSMITTAL

Letter of Transmittal

The HR,
Absolute IT Solutions PVT. LTD.,
Vikhroli,
Mumbai.

Dear Miss Arushi,

I submit here with a proposal in support of my research entitled “---” to be performed around stores across Mumbai and Thane region.

Questions related to any technical aspects of the proposal must be directed directly to me. I hereby request approval to visit stores across Mumbai, and for further requests I would reach directly to you.

This research work will be presented to the Promoters on 5th April (Tentative).

Your consideration of my proposal is greatly appreciated.

Sincerely,

Akshat Aggarwal

Enclosure: Research Proposal

Short Research Proposal

Short Research Proposal

Hello Arushi,

I am writing to you today to seek your permission to conduct a Market Research for Absolute IT Solutions LTD. This research, when completed would be presented to the Directors by the researcher i.e., Akshat Aggarwal through Microsoft PowerPoint. I must also highlight that I would be using this research for my final semester Black Book Project. Following points contain brief details about the proposed research.

General Details:

1. **Research Topic:** A Study on Consumer Preference of the new O2O initiative of Absolute IT Solutions with Reference to Mumbai and Thane Region (In accordance with our discussions earlier)
2. **Research Problem:** Absolute IT Solutions LTD. is unsure of the consumer perception related to their new Online to Offline (O2O) Experience for their consumers. This research will focus on how customers feel about the online platform for purchasing laptops (and its accessories) and its service.
3. **Statement of Objectives:**
 - a) To understand the consumer perception on an Online model of purchasing Laptops and Laptop related Accessories through a website.
 - b) To understand the consumer perception on an Online model for Laptop related Service through a website.
 - c) To understand the consumer perception on the communication channels to be used for marketing the Online Sales and Services Website.
4. **Methodology:** The Research would be Empirical and Exploratory in nature. The data collection method would be based on Convenient Cluster Sampling. The data would be collected using a questionnaire so that customer perception can be analyzed using a Likert scale. This would be done to ensure that the data collected for this research can be coded, sorted, analyzed and interpreted later.

5. Expected Outcomes:

- a) Consumer Perception of O2O when compared to the existing online options in the market.
- b) Desired channel of communication about the update on O2O, promotion activities and so on.

6. Expected Time: Expected Time for the final paper is approximately 2 months from the inception.

I really appreciate you taking out the time to go through this proposal. Please acknowledge my request to conduct research at your firm.

Akshat Aggarwal.

Arushi Aggarwal

HR,

Absolute IT Solutions pvt Ltd.,

Vikhroli, Mumbai.

PLAGIARISM CERTIFICATE



BUNTS SANGHA'S
S.M. SHETTY COLLEGE OF SCIENCE, COMMERCE &
MANAGEMENT STUDIES
POWAI, MUMBAI-76

PERMANENTLY AFFILIATED TO THE UNIVERSITY OF MUMBAI
ACCREDITED BY N.A.A.C. - 'A' GRADE
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PLAGIARISM CERTIFICATE

This is to certify that **Mr. Akshat Agarwal (Roll No.02)**, third year (Semester VI) student of **Bachelor of Management Studies** from University of Mumbai has submitted the project book content for plagiarism check. It was found that his content is good, as per format and the duplication is under UGC Recommended rules given in UGC (Promotion of Academic Integrity and Prevention of Plagiarism in Higher Educational Institutions) Regulations, 2018 [D.O.No.F.1-18/2010 (CPP-II)].

In-Charge
Plagiarism Committee

Project Guide

Coordinator

Stamp:



Date: 05.04.2022

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PART 1

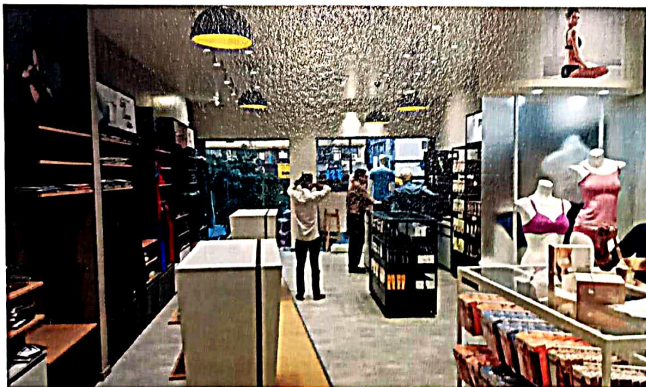
**ABOUT THE INDUSTRY AND
CONCEPTS**

INTRODUCTION TO THE RETAIL INDUSTRY

Retail is the offer of labour and products directly to shoppers and consumers, as opposed to wholesaling, which is a deal to business or institutional clients. A retailer buys products in enormous amounts from makers, straightforwardly or through a distributor, and afterward offers in more modest amounts to purchasers for a benefit. Retailers are the last connection in the store network from makers to buyers. Shopping by and large alludes to the demonstration of purchasing items. Here and there this is done to get last products, including necessities like food and dress; now and then it happens as a sporting action. Sporting shopping frequently includes window shopping and perusing: it doesn't continuously bring about a buy.

Retailing of IT related goods, especially PCs, Laptops and so on is not a recent phenomenon. What Retail IT enables is that it delivers IT based goods, direct to consumers. Nobody can reject that the laptops have become an important piece of our way of life. PC retailers earn enough to pay the rent selling the most recent workstations, work areas, overhauls and devices by buying items at discount costs and offering them to purchasers at a greater expense. PC purchasers have numerous options in where to purchase items, making it significantly more significant for retailers to acquire the legitimate preparation and plan their PC organizations around a speciality market.

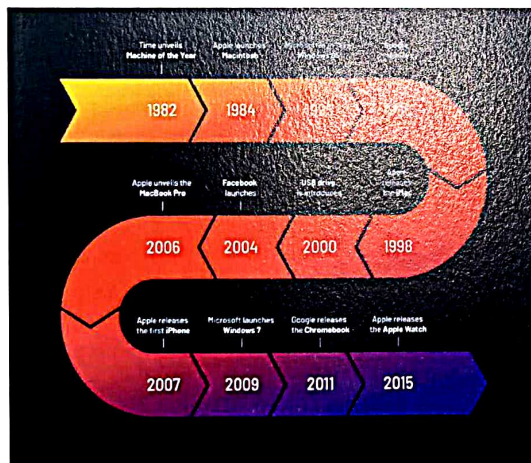
Covid Pandemic's impact on both IT and retail has been drastic. The need for laptops and computers across the nation has skyrocketed. The IT retailers have identified this and have acted upon this opportunity, thus creating a natural barrier for new entrants.



HISTORY AND CURRENT SCENARIO

The constant advancement of the retailing scene powers retailers to work in an exceptionally unique and cut-throat client driven market. They're expected to continually adjust to the changing assumptions for shoppers to make them want more. From Industrial Age retail chains to the present multichannel, omnipresent conditions, the advancement of retail business keeps on evolving significantly. However, in spite of how much the business changes, retailers who recollect that the 'client is above all else' appear to persevere. Retail as a coordinated industry truly started in the eighteenth and nineteenth century with the ascent of metropolitan covered business sectors, niche stores, and retail chains. Then, later during the beginning of the 1990s, "PC stores" permitted buyers to view and buy things on the web. Some time ago, this was viewed as an unsafe and vanguard idea, yet online retail has now formed into a fundamental channel. As internet business filled in the mid-2000s, retail wars pitted physical shops against online retailers, yet that fight has since a long time ago finished, as most significant retailers currently utilize cross-channel retail methodologies to arrive at clients both on the web and in actual stores. Now, as the world shapes online, retail has increased their online presence. Uprising platforms like D2C E-Commerce and Metaverse bring with humongous breaks for the risk-takers.

History of Computers 1980 - Present



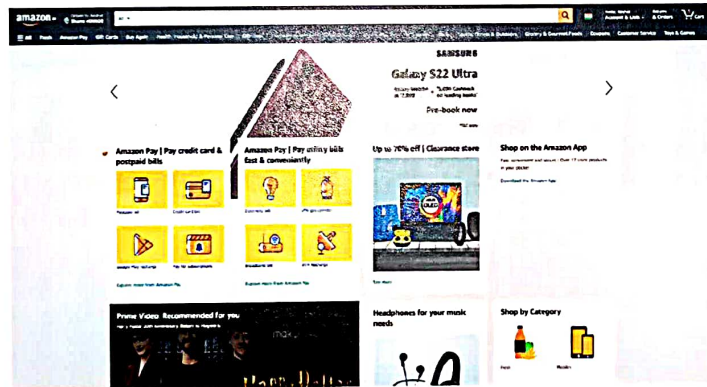
KEY COMPETITION

1) Pure Online D2C

A) Amazon.com



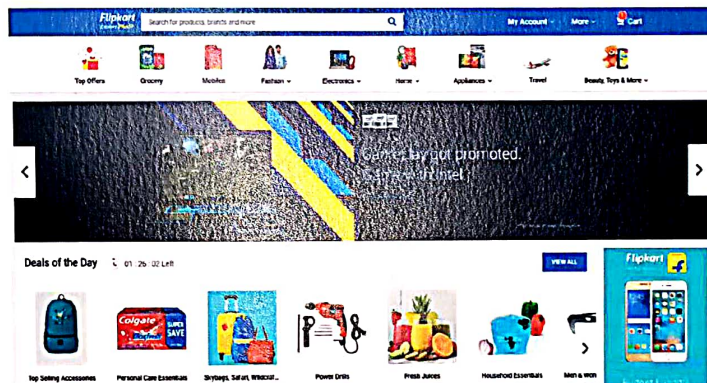
Amazon.com, online retailer, producer of electronic book per uses, and Web administrations supplier that turned into the notable illustration of electronic trade. Its central command is in Seattle, Washington. Amazon.com is an immense Internet-based undertaking that sells books, music, films, housewares, hardware, toys, and numerous different products, either straightforwardly or as the broker between different retailers and Amazon.com's large number of clients. Its Web administrations business incorporates leasing information stockpiling and figuring assets, alleged "distributed computing," over the Internet. Amazon India is a completely claimed auxiliary of US based online business goliath Amazon, Inc. The parent organization Amazon was established in 1994 by Jeff Bezos. Amazon India right now conveys to the majority of the functional PIN codes in India. It has in excess of 20,000 Indian venders and 41 satisfaction communities across 13 states.



B) Flipkart.com



Flipkart is an Indian web-based business organization, settled in Bangalore, Karnataka, India, and fused in Singapore as a private restricted company.[5] The organization at first cantered around online book deals prior to venturing into other item classifications like buyer hardware, style, home fundamentals, food, and way of life items. The help contends essentially with Amazon's Indian auxiliary and homegrown opponent Snapdeal. As of March 2017, Flipkart held a 39.5% piece of the pie of India's web-based business industry. Flipkart has a predominant situation in the clothing portion, supported by its procurement of Myntra, and was depicted as being "in a dead heat" with Amazon in the offer of gadgets and versatile phones. Flipkart additionally claims PhonePe, a portable payment administration in view of the UPI.



2) Omni-Channel Multi-Brand Retail

A) Vijay Sales



Vijay Sales is an Indian hardware corporate store based out of Mumbai. It is settled in Jogeshwari, Mumbai. Vijay Sales began as a little TV display area in Mahim by Mr. Nanu Gupta in 1967. It as of now works 113 stores across the locales of Maharashtra, Haryana, UP, Gujarat, Delhi, Andhra Pradesh, and Telangana. Vijay Sales has in excess of 3,500 Products to browse and is situated in prime locations all across India and has 33 stores in Mumbai, 12 stores in Pune, 16 stores in Gujarat, 18 stores in Delhi, 5 stores in Haryana, 4 stores in Uttar Pradesh, 7 stores in Andhra Pradesh and 18 stores in Telangana.

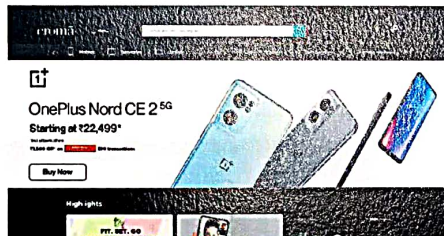
Vijay Sales' corporate settle is situated in Mumbai. It is going by Mr. Nanu Gupta who is the Founder and Chairman of Vijay Sales and is trailed by his two children Nilesh Gupta and Ashish Gupta and amazing child Karan Gupta who are Managing Directors of the organization.



B) Croma Retail



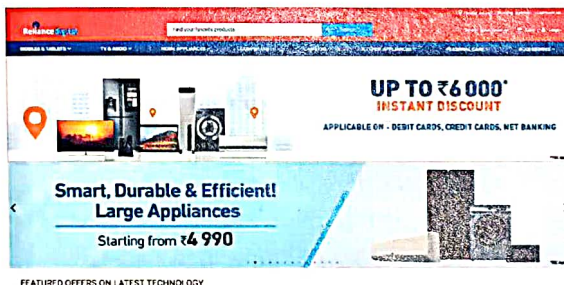
Sent off in 2006, Croma was the first of-its sort enormous arrangement expert retail location that took special care of all multi-brand advanced contraptions and home electronic requirements in India. North of 10 years since its initiation, Croma has nearly become equivalent words for all hardware needs, with its educated staff, item range, Staged presence and the will to help clients. Bringing alive the guarantee of a 'More splendid Every Day' for its clients, Croma offers its clients a top-notch climate to shop both coming up and staged at www.croma.com and furthermore takes into account a consistent 'omni-channel' shopping experience that allows a client to partake in awesome of both the Staged and the disconnected universes. With more than 6000 items across 200 brands and 150+ stores across 40+ significant urban areas of India, Croma guarantees that for every client, a Brighter Tomorrow starts Today! From the love bird couple setting up their home to the child diminishing his mom's weight with a clothes washer; from the little girl giving her folks another LED TV to the recently advanced director purchasing an inverter climate control system to make the late spring tolerable, Croma guarantees that clients generally get 'More for their Money'!



C) Reliance Digital



Dependence Digital is an Indian purchaser gadgets retailer. It is an auxiliary of Reliance Retail, an entirely claimed auxiliary of Reliance Industries. Dependence Digital opened its first store on 24 April 2007 in Delhi. Currently, there are in excess of 8,600 Reliance Digital and 1,800 My Jio stores in around 800 urban areas in India notwithstanding an internet-based presence. The stores are spread across the provinces of Andhra Pradesh, Delhi, Uttar Pradesh, Gujarat, Karnataka, Kerala, Maharashtra, Tamil Nadu, Telangana, West Bengal, Orissa, Assam, Bihar, and Jharkhand. Dependence Digital Stores are greater in size than the other organization Digital Xpress Mini Stores. It is one of the biggest hardware retailers in India with more than 5,000 items in its stock



ABSTRACT

Absolute IT Solutions Pvt. Ltd. is a partnership-based firm situated in Mumbai. It controls and operates retail stores for LenovoTM (primarily as of now) and JockeyTM Apparel (a recent venture). Absolute IT Solutions have been running a successful venture since their inception, with satisfactory results at their doorsteps at the end of every accounting year so far. However, their operations have remained direct to consumer i.e., retail with a brick-and-mortar model. Covid has had a grand impact on the way businesses were conducted, operations were undertaken and decisions were made. An increasing online presence of customers now demand an increasing online presence of the businesses, and that is where Absolute IT solutions come in. They have realized that in order to push sales in a highly competitive IT industry, they have to have an online model. This online model, called Offline to Online (O2O) initiates to bring customers from a highly online market to an offline one. This model creates a transition between the online experience of the customer and the offline retail experience. The model offers a customer a gateway through which the offline customer support, brand trust and retail experience can be delivered right at a customers' door step.

This is where this study comes in. The purpose of this study is to assess the consumer perception on the new O2O model through Mumbai. Keeping in mind the consumer perception, this study focuses on perceived consumer behaviour while purchasing a laptop online and availing after warranty laptop services online. Primary data has been collected through the survey method by collecting data orally on the field (50 m to 100 m radius of a Lenovo store). The researcher has tried to find out whether the consumer perception of O2O is positive or negative, and where the action must be taken in order to book profits early.

RESEARCH PROBLEM AND RESEARCH OBJECTIVES

Problem:

A Study on Consumer Preference of the new O2O initiative of Absolute IT Solutions with Reference to Mumbai Metropolitan Region.

Objectives:

1. To understand the consumer perception on an Online model of purchasing Laptops, Laptop related Accessories and Laptop related Service through a website.
2. To understand the consumer perception on an Online model of purchasing Laptops, Laptop related Accessories and Laptop related Service through a website.
3. To understand the consumer perception on the communication channels to be used for marketing and sales related communication by AIS.

RESEARCH METHODOLOGY AND HYPOTHESIS

| Research Methodology | Description |
|----------------------------------|---|
| Universe | Mumbai: 21 million (2021) |
| Sample Selection | Cluster Sampling Thane, Central Mumbai, Western Mumbai, Navi Mumbai |
| Sample Size | 718 Respondents |
| Source of Data Collection | Primary: Survey Secondary: Journals, Websites and Research Work |
| Statistical Tools and Techniques | Google Forms, MS Excel, Tabulation, Chi-Squared Test and Anova Test |

Hypothesis Testing:

- 1) H₀: There is NO significant relationship between Online Laptop buying-servicing preference and O2O laptop buying-servicing.
H_A: There is a significant relationship between Online Laptop buying-servicing preference and O2O laptop buying-servicing.
- 2) H₀: Geographical Location has no significant Impact on preferences for O2O
H_A: Geographical Location has a significant Impact on preferences for O2O

CONCEPTUAL AND THEORETICAL FRAMEWORK

1) Laptop:

A laptop, laptop computer, or notebook computer is a small, portable personal computer with a screen and alphanumeric keyboard.

2) Retail:

Retail is the offer of service and products to buyers, rather than wholesaling, which is deal to business or institutional clients. A retailer buys products in huge amounts from makers, straightforwardly or through a distributor, and afterward offers in more modest amounts to shoppers for a benefit. This study exclusively entertains the IT retail industry.

3) E-Commerce:

The term electronic trade (online business) alludes to a plan of action that permits organizations and people to trade services and products over the Internet. Online business works in four significant market portions and can be directed over PCs, tablets, cell phones, and other shrewd gadgets.

4) Online to Offline (O2O):

O2O is a new initiative introduced by Absolute IT solutions. O2O is an omnichannel initiative which plans to integrate online and offline shopping experience for customers. Through this initiative, the customers can gain access to the product portfolio through a website. The website would allow customers to book servicing for the laptops. O2O plans on bringing the entire existing retailing experience to a customer's doorstep, which is rather a newly introduced function in the entire industry. This website would also allow customers to report complaints and give feedbacks.

5) E-Commerce Buying Ecosystem:

E-Commerce buying ecosystem refers to the buying experience of a customer through the internet. It pertains to the pros and cons of buying a laptop through the internet. A benefit of buying through the internet is the price savings for the customers, however, one of the drawbacks to the customers is the lack of human interaction and missing out on retail experience.

6) Retail Buying Experience:

Retail buying experience is the general buying experience that a customer through when buying a laptop from a store. This includes all the features of retail and all the touch points a customer goes through.

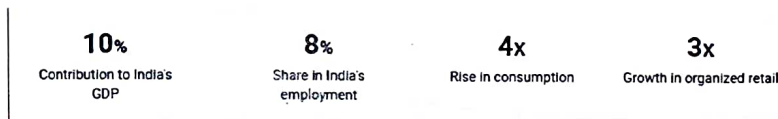
LIMITATIONS

- 1) This study is limited to the subjects of Mumbai City.
- 2) This study solely focuses on Laptop buying and Laptop Servicing behaviour only.
- 3) For the purpose of this study, all online buying mediums are categorised under a single E-Commerce buying ecosystem.
- 4) This study pertains to buying preference of laptops, which are subject to change post buying process.

PART 2
INTRODUCTION
TO
THE ORGANISATION

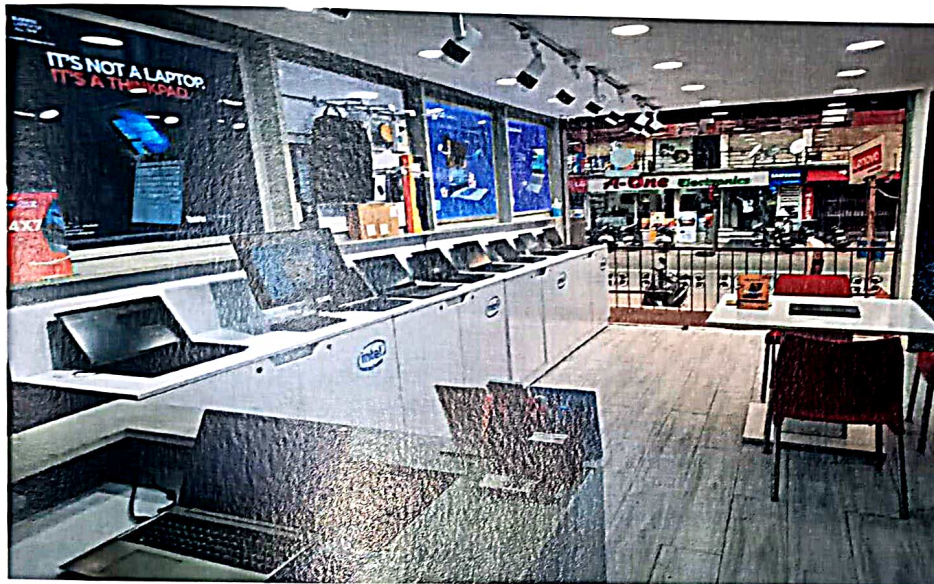
ABOUT THE ORGANISATION

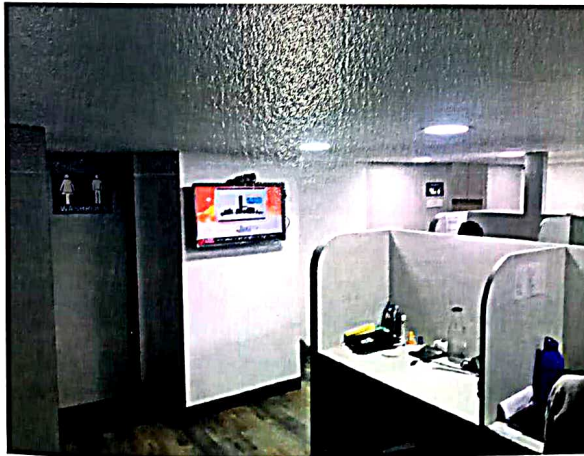
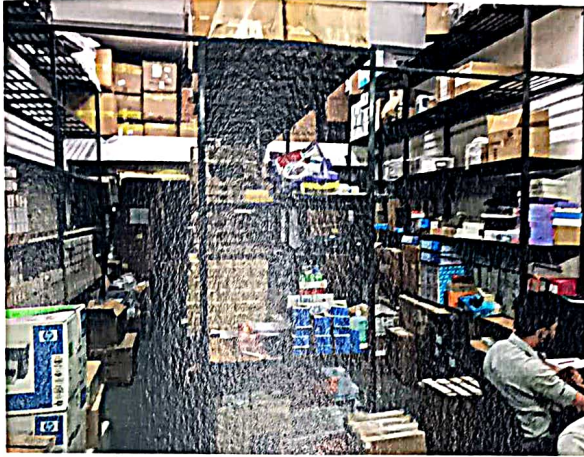
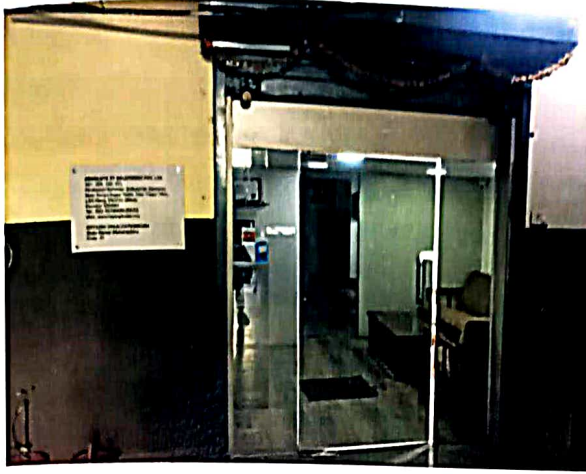
Indian retail industry has arisen as quite possibly the most powerful and high-speed industry because of the section of a few new players. It represents more than 10% of the nation's (GDP) and around 8% of the overall jobs. India is the world's fifth-biggest international destination in the global retail space. India's online-business industry set to become 84% by 2024. The Indian retail market is assessed to arrive at 1.5 trillion by 2030, from \$0.793 trillion in 2020, adding almost \$700 bn in market size within these ten years. India is positioned 73 in the United Nations Conference on Trade and Development's Business-to-Consumer (B2C) E-business Index 2019. India is the world's fifth-biggest worldwide location in the retail space and positioned 63 in World Bank's Doing Business 2020. In FDI Confidence Index, India positioned 16 (after US, Canada, Germany, United Kingdom, China, Japan, France, Australia, Switzerland, and Italy).



PC retailing industry contains organizations that work by essentially retailing PCs and laptops for organizations and overall communities for different purposes. The PC retailing industry contains different store areas that spend significant time, energy and resources in the retailing of PCs, laptops and related items, for example, software and peripherals like printers, toner, scanners, mouse, or potentially consoles. PC retailing stores acquire their stock by buying from PC makers, wholesalers, and merchants. The PC retailing industry might sell other shopper electronic gadgets too. Contingent on the organization's system and the PC retailing industry, a store may likewise publicize and give PC installation, establishment, and services to the buyer, in extra to the offerings already being provided to the consumer. Absolute IT Solutions is an eminent name on the IT retail business since 2014. Their expertise in the field of laptops retail has been a massive success. They have undertaken retail operations for Lenovo, a Chinese fortune 500 company. Absolute IT Solutions private limited is a retail franchise based in Mumbai.

Absolute IT solutions control and operate retail stores for Lenovo across parts of Maharashtra, primarily in Mumbai, Gujarat, Madhya Pradesh and other parts of India. They have been operating their operations from the year 2014 and have continued to book year on year growing profits, owing to the expertise and values of the promoters. Booking year on year profits during the pandemic was a challenging task, and the new normal has an impact on business, small or large. The functional and strategic prowess of Absolute IT solution led them to a financially stable year. It is true that the covid pandemic boosted the IT industry and demand for laptops however, it was a challenging task to overcome hardships and learn new methods of reaching the desired consumer base.





HISTORY AND KEY PEOPLE

History:

Absolute IT solutions' inception originated out of the demand for good quality Laptop outlets, consumer experience and laptop services. The partners realised that the market demand and supply for the aforementioned is subpar and hence, opens a new door. Therefore, in the year 2014, the partners decided to open their own retail outlets in Viviana Mall (Thane), Mira Road and Panvel. Often not spoken about, brand support, was essential to their success in the early days and continues to do the same today.

Key People:

- Mr. Deepak Gupta – Promoter/MD

Mr. Deepak Gupta hails from the Sir Chhotu Ram Institute of Engineering & Technology as an engineer. Having already worked in IT for some time in Mumbai, he realised the underlying opportunity.

He has been handling the front-end operations for Absolute IT Solutions since its inception. Mr. Deepak is also responsible for controlling the sales and pricing part of the business. He is an essential strategic component for the company and he also overlooks the communication with brand in directive to seek and provide support.

Mr. Deepak always ensures that the environment remains competitive and motivating in the front end, with rewards and punishments for the deserving people within the company. Mr. Deepak generally is invited to award ceremonies and functions to receive awards and is also called to parts of India and China to attend strategic meetings.

- **Mr. Ramsurat Yadav – Promoter/ Operations and Finance**

Mr. Ramsurat Yadav has been handling operations, finance and backend work for Absolute IT solutions since its birth. The back-end operations like billing, accounts management and communication across with C.A.s and Banks are over looked by Mr. Yadav.

He ensures a smooth transition for the customer, new prospects and other stakeholders as far as financial effort is concerned. It is because of him and his networking capacity that Absolute IT Solutions has been able to cope up with the covid pandemic and the advent of online buying and selling of IT based goods.

- **Mr. Dinesh Delchandra – Promoter/Investor**

Mr. Dinesh Delchandra acted as an angel investor in Absolute IT solutions. He has been a dormant partner for most of the life of absolute IT solutions. Mr. Dinesh has attended some crucial meetings for Absolute IT solutions and ensure proper audit as far as the company functions are concerned.

PRODUCT PORTFOLIO

Absolute IT solutions primarily handles store for Lenovo across parts of India. These stores are leased on rent and they are then equipped with fixtures and furniture. The operations of the stores are handled by Absolute IT Solutions as per the standards and guidelines of Lenovo. Each store equips different inventory for display, which is decided by Lenovo India Headquarters i.e., the Brand.

Lenovo, within itself, has several product brands and within each lies several types of laptops catered to a general user's needs.

- **ThinkPad:** A group of notebook laptops from Lenovo. Initially made by IBM and presented in 1992, Lenovo became proprietor of the brand when it obtained IBM's PC division in 2004. ThinkPads have been generally lauded for their predominant keyboard quality on a PC. ThinkPads were likewise quick to utilize a pointing stick for cursor development, and a few models have implicit key lights. In 1995, the collapsing "Butterfly" console won honours for its interesting plan.

ThinkPad

- **ThinkBook:** These PCs make it simple to work with style. From choices that keep you going immediately to security that works in the background. Also, that is not all, the ThinkBook workstations brag great entertainment highlights. What's more is that they are attractive as well.

ThinkBook

- **YOGA (Logo):** Lenovo Yoga (adapted as Lenovo YOGA or essentially YOGA) is a line of customer situated PCs tablets planned, created and advertised by Lenovo, named for their capacity to expect various structure factors because of a pivoted screen.

YOGA

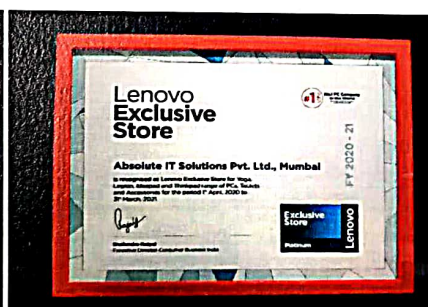
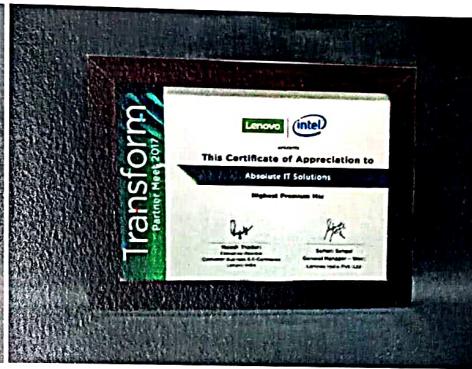
- **IDEAPAD:** IdeaPad is a line of customer -situated laptops, created and showcased by Lenovo. IdeaPads are unique in relation to ThinkPads in highlights like: widescreen contact controls, Dolby speaker frameworks, frameless screens, VeriFace facial acknowledgment framework, a polished screen, and the shortfall of the TrackPoint in IdeaPads.

IDEAPAD

- **LEGION:** The Lenovo Legion series is one of Lenovo's most remarkable and progressed gaming workstations with a 16-inch QHD show and 100% sRGB shading range. For a definitive gaming experience, these PCs are planned with a Legion 3.0 cooling framework with double fan plans and various fan modes.

LEGION

ACHIEVEMENTS





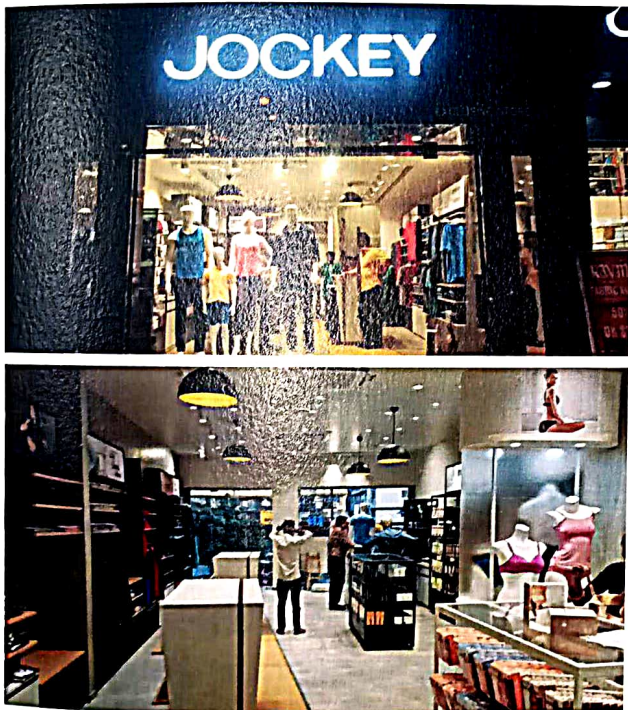


FUTURE PLANS

Absolute IT solutions plans to push their retail business out of IT. This diversification in their company portfolio will increase the brand awareness and bring in better opportunities for the firm. Absolute IT Solutions have recently shown interest in other chains of retail and have opened up stores for the Brand 'Jockey Apparel'. Jockey as a brand has stood out for the last 5 years and has shown promise all across the country. Jockey's presence in Indian market has so far been very positive and the brand support received from Jockey has been amazing.

Absolute IT solutions plan to open several stores for Jockey all across the state of Maharashtra, with investments in both, the stores and the factory outlets

Absolute IT solutions hopes to increase the number of stores for Lenovo India, along with a strong Online presence. The idea of creating a website has been quintessential to their medium-term plans and through this research the plan could come into fruition.



TYPES OF OWNERSHIP

Definition: A business owner is the legal proprietor of a business. An individual or group that owns the assets of a firm and profits from them.

Types of Business Ownerships:

1. Sole Proprietorship:

a) A Sole Proprietorship is a type of business ownership where the common business functions are controlled and managed by a single partner.

b) A sole proprietorship is the easiest kind of business due to its easier and smaller functions, lack of government scrutiny and individual self-control.

c) The business is owned, controlled and managed by a single person, although the person may hire other employees.

d) One Person Company, as introduced in Companies Act 2013 helps entrepreneurs start their own small sized ventures. Plenty of existing businesses can be run and functioned by single person and the overlap of OPC and Sole Proprietorship is huge, although the context of establishing each type differs.

Features:

a) Single ownership: A sole proprietorship is owned by a single person. The risk of loss is entirely on that person's shoulders. He owes what the business owes.

b) Personal Organisation: The owner of the business is controlled by a single person. The sole businessman provides both equity and management required for the business.

c) Unlimited Liability: The liability for debts to be paid by the business is unlimited. It falls on the shoulders, as a responsibility of the business owner. The creditors have the right to recover their dues from the personal property of the proprietor.

d) Profits and Losses: Profits and Losses i.e., Surplus and Deficit are responsibilities of the owner. The profits need not be shared by the owner and the losses are to be borne by the owner.

e) Rules and Scrutiny: The Sole Proprietorship is one of the easiest businesses to run and function as far as the legislation is concerned. The government does not demand superficial and complicated documentation whatsoever when it comes to sole proprietorship.

Limitations:

- a) **Smaller Size:** A small proprietorship is a business of a smaller size. By its very nature, the business has limited means, limited resources and limited finances.
- b) **Limited Professional Talent and Skills:** The proprietor may or may not lack professional skills, talent and expertise. The limited knowledge of business functions and ability to fend off competition may not be helpful in the longer run.
- c) **Unlimited Liability:** The small business owner has unlimited liability over their shoulders, which is a huge burden when compared to other forms of businesses.
- d) **Autonomy of decisions and lack of feedback mechanism:** A business which is owned, controlled and managed by a single person might fall into the abyss because of a lack of knowledge on the part of the business owner.
- e) **Limited Growth:** Limited business growth is a fundamental flaw when it comes to the sole proprietorship. Limited capital and a lack of competencies across business functions disallow the business owner to grow.

2. Partnership:

- a) The Sole proprietorship suffers from certain limitations, limited resource and unlimited liabilities being the most important ones. Expansion in business requires more capital and managerial skills but invites risks. This risk can be calculated and mitigated to an extent but Sole proprietorship fails to concern such issues. This calls for Partnership in business firms.
- b) **Definition:** A partnership is a form of business where two or more people share ownership, as well as the responsibility for managing the company and the income or losses the business generates.

Features:

- a) **Managerial efficiency:** As per the government regulations, a partnership form must contain multiple partners. It is subject to at least 2 person and ten persons for banking business while twenty for non-banking business to form a partnership.

b) Profit and Loss sharing: There is an agreement among the partners to share the profits earned and losses occurred in the business. These terms are either orally or written, are expressed explicitly before the business is conducted.

c) Existence of Lawful business: Partnership business exists to conduct legal business. If it is work related to charity, it cannot be called Partnership.

d) Shared Unlimited Liability: Akin to sole proprietorship, a partnership business has unlimited liability. Yet, unlike sole proprietorship, the liability is shared among partners, which reduces the risk exponentially.

e) Restriction on Transfer of Shares: Partners cannot transfer their shares to anyone else without a proper procedure of delusion and transfer of shares. This enables transparency and equality among various partners in a partnership firm.

f) Principal-Agent relationship: A business partner can represent the business entity as an agent of business. One partner can act on behalf of other partners while representing a firm.

Limitations:

a) Delegation and Responsibility: A partner can take action as an agent. This power of principal-agent can become an issue if the power is delegated to an incompetent person. A partner's actions can have serious consequences on the business.

b) Lack of Public confidence: A partnership can suffer dire consequences because of lack of serious legislature. A partnership can be formed on the basis of verbal contract, in a case which does not leave a room for justice, since oral and verbal contracts are unenforceable.

c) Limited Resources: A partnership firm has limited capital which often limits growth. This limit is generally up to the personal properties of the partners.

d) Unlimited Liability: Partners in a partnership firm are liable to pay all the credit up to the limit. The limit being their personal properties. This limits the firm to take higher calculated risks, capacity to grow and undertake risky adventures.

3. Public Company:

a) Company or a corporate body is defined by Indian Companies Act, 1956. It is defined as a legal entity formed by a group of individuals to engage and operate a business enterprise. A company can be either private or public.

b) Private company: Section 2(68) of Companies Act, 2013 defines private companies. According to that, private companies are “those companies whose articles of association restrict the transferability of shares and prevent the public at large from subscribing to them.”

c) Public companies: ‘public company’ means a company which— (a) is not a private company; (b) has a minimum paid-up share capital of five lakh rupees or such higher. paid-up capital, as may be prescribed: Definition by the Companies act, 1956.

Features:

a) Incorporated Association: A company is legally required to be registered as per the guidelines of Companies Act 2013. Any such association, which does not comply with the rules and guidelines of the companies act, 2013 cannot be called a company. The company needs to be registered with the registrar along with all the necessary details such as date of incorporation, head branch, company seal and so on.

b) Separate Legal entity: A Company is a separate legal entity. This lets the company several privileges which include distinction from Ownership and management, laws and duties towards stakeholders and the ability to deal by its own name.

c) Limited Liability: Since the company is liable for its own actions, the shareholders are not liable for its debts. Each shareholder is liable up to the amount invested in the company.

d) Transferability of Shares: The ownership of shares in a company is not permanent or untransferable. The ownership of the shares is guided by the Articles of Association, as per the Company’s Act. The Articles of Association acts as a legal charted for the company. The transferability of the shares in a public company can be restricted although it cannot be taken away permanently.

e) Artificial Existence: The company’s existence is prolonged by giving it an artificial existence. An artificial existence stands for company’s recognition as a separate entity, which does not have a restricted span of life. Hence, death, insanity and retirement do not apply to a corporate firm.

Limitations:

a) Difficulty of Formation: A corporation is not easy to incorporate. A number of detailed stages are involved. The expansion, existence and promotion of the company requires team work from several individuals at a larger scale.

b) Separation of Ownership and management: The ownership and management of a corporation is in different hands. The management may indulge in the immoral and unethical business activities. Sometimes, it is difficult for management to be motivated in the working of the company.

c) Fraudulent Management: The promoter and director, as history has witnessed may indulge in fraudulent practices. The company is in hands of people who may not share ownership and hence, motivation to conduct unnecessary and unethical business activities is high.

d) Lack of Secrecy: A firm, as per the VRIO framework, is susceptible to danger. These dangers can include human errors and a lack of secrecy. Decision making process is always time consuming and this property, although might allow transparency in the workings, leads to a lot of chaos. Hence, various opportunities are let go because of this feature.

4. Cooperative Society:

a) A Cooperative society is a voluntary association that has started with the aim of the service of its members, who share a particular mutual interest.

Features:

a) Voluntary Association: Anyone who shares a mutual interest for the existence of the cooperative society must be allowed to join it. The members can leave the society any time following the proper procedure.

b) Separate Legal Entity: A cooperative society is required to be registered as per the regulations of Societies Act. This gives a society a legal standpoint, along with an existence separate from its members. A cooperative society can sue and can be sued in its name. It can make arrangements and sell property in its name.

c) Service Motive: A cooperative society is and must be highly motivated with a service agenda. Its aim is to provide service efficiently. The agenda of earning profits is not as crucial.

d) Equal Voting Rights: The principle of "Universal Adult Franchise" is applicable to the cooperative societies. Each person gets one vote in every decision irrespective of numbers of shares held by the person.

e) Audit: In order to provide justice and transparency, auditing of document is done regularly. The auditor is appointed by the government for supervision.

Limitations:

- a) Motive: A lack of capitalist zeal, by pushing services for the people and making profits a second priority might hamper the business' prospects in the longer run.
- b) Inefficient management: Due to limited financial resources, a cooperative society is often forced to take up inefficient managers. This leads to problems and a lack of professional attitude.
- c) Inadequate Motivation: A business entity is run by motivated personnel. These personnel can be motivated through various factors, such as intrinsic, financial, social etc. When a company lacks resources, it is often difficult for people to feel motivated, and so is the case in cooperative societies.
- d) Delays: Delays in Decision making process and decision implementing is due to the strict conditions implied by the government. The transparency model often forces large bureaucratic barriers such as documentation.

5. State Enterprise:

A state-owned enterprise is an entity where the government control is significantly higher through either full ownership, partial ownership or minority stake.

Features:

- a) State Ownership: These enterprises are managed and owned by the state. State here implies the national or regional government.
- b) Financing from the government: The state-owned enterprises are owned and financed by the government. The share of the business is not given to private entities or individuals.
- c) Service Objective: The State-owned businesses are run with a service objective in mind. Profitability is not a primary concern for such businesses, unlike a private business entity.
- d) Monopoly: State owned businesses often run-in monopoly. The reason for this monopoly is to engage and allocate resource for the needy. The conventional model of government dictates that the government must not allow private firms to enter essential businesses because these businesses operate to serve people rather than focus on profitability.

e) Bureaucracy: The bureaucratic nature of government owned business is essential. The extreme documentation and record of data serves important function as far as the society is concerned.

Limitations:

a) Strict Decision making and Regulations: Strictness in decision making process acts as a hurdle when it come to their implementation. This can hamper the process thus making it inefficient by a large factor.

b) Bureaucratic Tone: The state-owned businesses have a strong bureaucratic and management tone. The employees have a lot less say in the process and meeting are held to inform rather than brainstorm or solve real issues at hand.

c) Strong political influence: A State-owned business is strongly influenced by political changes in the government. This causes vulnerability and non-standardization. The government has a final say in the decision which make them myopic.

d) Emphasis on status quo: Normally, management in the state-owned enterprises focuses on things at hand with conventional method. There is less space for innovation and R&D.

Absolute IT Solutions is a Partnership based firm:

Mr. Deepak Gupta, Mr. Ramsurat Yadav and Mr. Dinesh Delchandra owns an equal part in absolute IT solutions. The percentage distributions are:

Mr. Deepak Gupta – 33.3%

Mr. Ramsurat Yadav – 33.3%

Mr. Dinesh Delchandra – 33.3%

The front-end decisions are undertaken by Mr. Deepak Gupta, the back-end decisions are undertaken by Mr. Ramsurat Yadav and Dinesh Delchandra acted as an angel investor in the early days, however he does not handle operations of AIS now and acts like a dormant partner.

TYPES OF ORGANISATIONAL STRUCTURES

Definition: Investopedia defines Organisational structure as “An organizational structure is a system that outlines how certain activities are directed in order to achieve the goals of an organization.”

Types of Organisational Structures:

1. Functional Organisation Structures:

A functional structure is one which is characterised by its division of delegates on the basis of roles, responsibilities and specialities. A functional structure can be beneficial because departments can trust their employees with required skills and expertise to support a certain set of functions.

Features:

- a) Task division is conducted on the basis of different functions.
- b) Functions are performed by area specialists, which allows for more speciality and innovation.
- c) A functional head undertakes all the activities for their function. This helps them understand the job in a better sense.
- d) There is a good understanding of features, delegation and responsibilities as far as the work allotted is concerned.

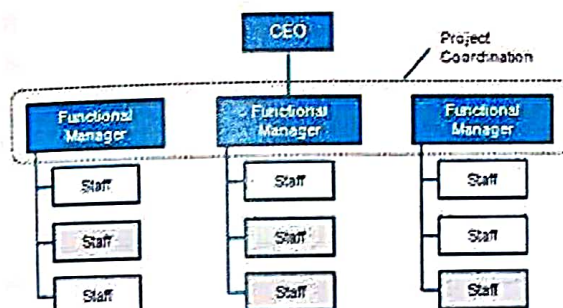
Benefits:

- a) **Specialisation:** This type of organisation structure has specialists in all the fields, which enables easier facilitation of work, an improved understanding and a smaller-steeper learning curve.
- b) **Increased efficiency:** The pyramid division of labour up to managerial levels helps in planning and execution. This helps in increasing the overall efficiency.
- c) **Flexibility:** Functional expertise allows labourers and workers with enough freedom to work and ponder upon the kind of work. This enables and promotes happiness in the workplace.
- d) **Relief to Top Executives:** With much trained employees, the top executives need not be burdened with work. Delegation of work plays a strong part.

Limitations:

- a) **Conflict in Authority:** One of the principles of 14 principles of Management, unity of command is hurt within the Functional Structure of organisation. The lower-level employees are answerable to more than one specialist, which can cause chaos.
- b) **Lack of Coordination:** When orders are received from multiple heads, it leads to a lack of coordination. Specialists try to give extra importance and biases to areas which they feel are more important.
- c) **Delay in decision making:** The involvement of a person radically increases, which slows down the decision-making process. The speed of action tends to hamper the entire chain of authority and delegation.
- d) **Expenses:** Every area or function requires specialists, which all in all cost more than generalists. This leads to an increase in costs, which businesses have to bear.

Organisational Structure:



2. Divisional Organisation Structures:

A Divisional Organisational Structure is a type of organisational structure that defines an organisation structure in terms of divisions such as geography, market and/or service groups.

Features:

- a) **Division of Work:** Labour division in Divisional Organisation Structure is based upon the aspects of division. The managers focus on various skills instead of just one specialisation.
- b) **Responsibility:** The responsibility of a divisional head is based upon expertise in several functions, which bring in a holistic view.

c) Each division is a self-sustaining and autonomous unit: This promotes flexibility, initiative and smoother decision-making process.

d) Deals with complexity: This kind of organisation structure helps dealing in complexities across the board, since a common goal is achieving the given objectives rather than specialising.

Benefits:

a) Independence: Each unit works and functions as a separate business entity, which allows for much more flexibility, independence and freedom.

b) Strategy: Each manager of a separate divisional structure is an expert of their own division. One needs to understand the functions from fundamental laws to hack success in the long run.

c) Decision Making: This system has a space for nimble and agile decision making, by making it more democratic and timelier.

d) Promotion of certain practices like delegation of authority, problem solving and agile decision making takes place.

Drawbacks:

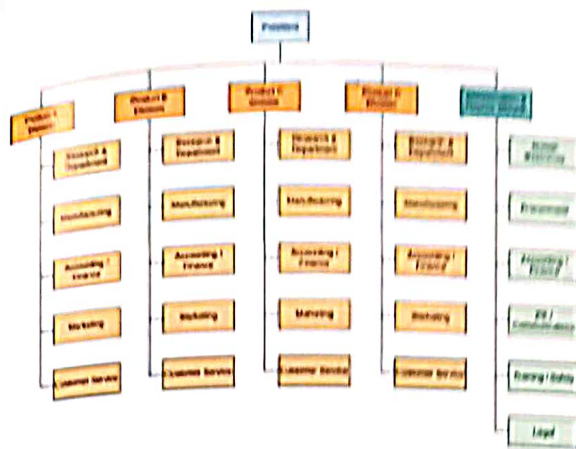
a) Small Organisations: The Divisional Structure is not favourable for smaller organisation. Headquarters may find difficulty in controlling the divisions.

b) Expenses: The Divisional Structure of organisation can be expensive as each unit is busy focusing on special features and functions.

c) Differentiations: A lack of coordination and myopic view of focusing on their own unit can cause differentiation. The managers can be susceptible to short term benefits when compared to a larger picture.

d) Systems: A manager need be a generalist in their areas, which demands management prowess on the part of the managers.

Organisational Structure:



3. Flat Organisation Structures:

A flat organisation structure is characterised by a lack of levels in distinction. There is less or no difference between the level of staff and management.

Features:

- Decentralised management:** The management approach is decentralised and a triangular system of hierarchy is avoided, since there are a few levels of management.
- Broadly defined Work and Jobs:** A strong characteristic of Flat Organisational Structure is that the work allocated to the managers is often broadly defined. Managers need to undertake several activities, often across multiple functions.
- Emphasis on Teams:** An emphasis on team building and winning through team work is put. Such assignments are pushed by people across a board, sharing similar delegation.
- Flexible Job boundaries:** Decentralisation and sheer management tactics allow not just a manager but a worker to open up, look beyond the ordinary and add value to the team through R&D. This also increases the customer support.

Benefits:

- Lower Cost:** Extra layers of business managements are eradicated through flat organisational structure. This saves up a lot of money as personnel can be hired at a lower cost.

b) **Easier Management:** Smaller units of teams are easily managed. They often follow the two-pizza rule, if it takes more than 2 pizzas to fill up the team, then it's probably best to divide it.

c) **Decision Making:** Decision making is closer to customer. This helps a company flow much effectively by allowing employees to interact with customers directly.

d) **Team based problem solving:** Instead of throwing and passing the baton, teams come together to solve a business problem.

Drawbacks:

a) **Loss of Control:** It is easier for management to lose control. This structure is good and efficient for start-ups and small companies but for a larger corporation, this system has proven to be a problem time and time again.

b) **Power Struggle:** This managerial system can create power struggle. It is observed that in absence of a reporting officer, employees get confused.

c) **Hinder Growth:** This kind of organisation structure makes growth difficult. It becomes difficult to manage a system and grabbing newer opportunities.

d) **Less Motivation:** Employees are observed to be lesser motivated due to an absence of organisational system and a hierarchical ladder. There is little room for ambitious employees.

Organisational Structure:



4. Matrix organisation Structures:

Matrix organisation, often called grid structure is a hybrid structure combining two complementary structures namely functional departmentation and project structure.

There are 3 types of Matrix structures:

- a) Balanced Matrix
- b) Strong Matrix
- c) Weak Matrix

Features:

- a) Attention on specifics: Matrix structure emphasises devotion on specific developments. The charge can be allotted to a project manager who has necessary authority over the work.
- b) Interpersonal-Interdepartmental Work: The project manager must draw information and personnel from various departments, upon which the work and speciality depends.
- c) Employees are more accountable to plural bosses and there can be different chains of commands.
- d) Balance of power is determined by the type of Matrix used. It can be more or equal towards one of the two, functional manager and Project manager.

Benefits:

- a) Clear Articulation of work: Clear instructions followed by workable way of integrating several tasks go hand in hand when it comes to matrix arrangement,
- b) Nimble network: A rapid information flow throughout the organisation with a retention of expert team is characterised with a back and forth from project to functional tasks.
- c) Higher Moral: Teams are delegated work and this way of working often results in development of high moral among the employees.
- d) Speciality: Project managers have agile techniques of working, which train and bring expertise to the organisation.

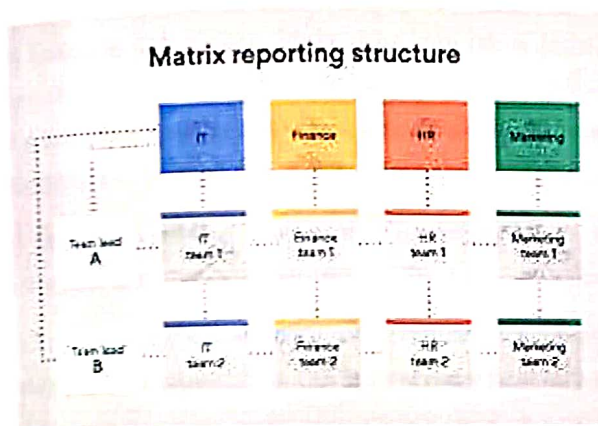
Drawbacks:

- a) Two boss problems: multiple heads to communicate to and delegate from become a tremendous task. This kind of work often overwhelms people in an organisation.
- b) Increased Complexity: Decision making can be challenging as power struggles and work-related complications can arise. This calls for a high level of organisational cooperation.

c) Difficulties in establishing priorities: It gets difficult when it comes to establishing authority and prioritizing work load, since multiple heads are giving work and different deadlines need to be managed.

d) Slowdown: A possible slowdown in management is evident. A collapse in crunch time increases the overhead costs.

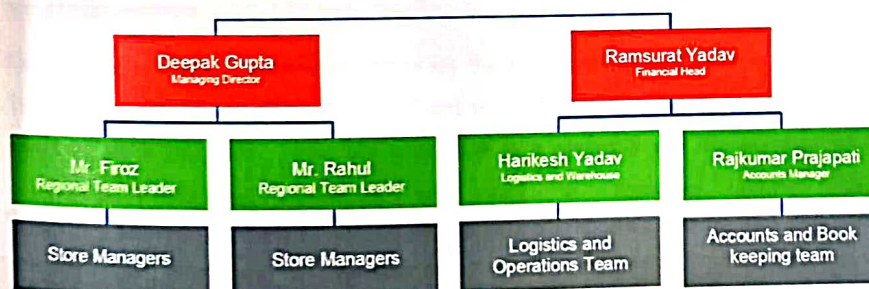
Organisational Structure:



Absolute IT Solutions have a functional organisational hierarchy:

Absolute IT Solutions have a functional based organisation system. This is because of the branches of functions that are answerable to the MD, or the central finance manager and so on.

The functions are, HR, Audit, Sales and so forth.



WORK CULTURE

Definition: Organizational culture is the collection of values, expectations, and practices that guide and inform the actions of all team members.

Meaning and Features:

a) Sense of Identity: An organisation culture is a basis of identity for its employees. It must create a sense of belongingness and provide a norm to the member of an organisation.

b) Enhancing Commitment: Studies have been able to positively correlate positive affiliation towards the company and the values, norms, beliefs and the philosophy of the organisation. It is said that a company with values, cultures and mission is always seen with a high regard in the public eye.

c) Standard Behaviour: Culture of a company helps us to indicate standard behaviour procedures and rules and regulations etc. This helps in standardizing things in a corporation.

d) Binding Force: Indicators of a strong culture act as a bond between the employer and the employee in the organisation. This helps in easier facilitation of goals and purposes.

3 Levels of Organisation Culture:

Level 1- The Artefacts: These entail the visible manifestations of culture. This includes all the visual cues that one might encounter as soon as they enter an organisation. Examples can be dress code, logos, architecture and so on.

Level 2- Espoused Values: These includes how an organisation explains its culture, with regards to policy and accepted norms etc. The Espoused Values are brought over time and are adopted under different leaderships. Each new leader may bring a new set of espoused values in to the organisation.

Level 3- Shared Tacit Assumptions: These are the hidden assumptions, values and beliefs. These are understood throughout, traditional and an unofficial way of being, doing and feeling things in an organisation. These are embedded in a company and are experienced as unconscious behaviour, therefore are hard to recognise from within.

7 types of Organisation cultures:

- **Innovation:** An association that energizes advancement and inventiveness in item improvement as well as in performing routine errands of workers, is considered to have an inventive culture. People who plan to develop and are leaned towards trying different things with advancements typically like organizations that permit space for novel thoughts by workers. These organizations are bound to arise with recent fads since they give significance to advancement and makers.
- **Aggressive:** Organizations that follow a forceful culture, go all out in attempting to beat their rivals. They give significance to advancement however with a plan to beat the opposition. This regularly costs the organization generally to some extent. Since the opposition is truly expanding and adjusting to recent fads, there is no dependability in a forceful association. The strategies are changed rapidly and strongly. This frequently prompts worker weakening which influences the usefulness of the organization. Once in a while, things leave hand and lawful move should be made, but inside no time the organization is in the groove again to following a forceful culture.
- **Outcome Oriented:** Result situated societies are those that give a great deal of weightage to results, accomplishment of objectives. They believe the result of endeavours to be vital. Individuals working in a result arranged culture - including pioneers and representatives, are very much aware of their objectives and that it is so vital to accomplish them proficiently. Representatives are given legitimate preparation in order to work on the nature of the result and usefulness. Associations that adjust result situated societies practice responsibility and has a framework to compensate workers for effectively accomplishing targets.
- **Stable:** A steady association is entirely unsurprising and keeps guidelines and guideline with most extreme devotion. The workers respond and follow the methodology as composed and set somewhere around initiative group. A steady association expects to coordinate all endeavours to accomplish proficiency. This sort of culture is best when the climate is sure, unsurprising controllable and stable. In such ideal circumstances, stable societies assist the organization with effectively working by giving strong and steady degrees of information and result.
- **People Oriented:** People oriented culture understands the importance of its employees. It is one that values and respects the employees. In a people-oriented culture, good work is

recognized and rewarded. Employees are treated as valued partners and not just workers. They are considered to be key contributors in the success of the company. Employees are valued as people and not just as employees. Meaning work life balance is also given importance which plays a very important role in retaining employees.

- **Team Oriented:** Teamwork is very essential in the success of an organization. A team-oriented culture focuses on working well with others to achieve common organizational goals. It is a workplace that respects working as a team and overcoming barriers. This applies to all aspects of the business. Be it production, marketing, goals, rules and regulations etc. It can also be defined as the intensity to

which employees give emphasis on collaboration and team work in fulfilling their responsibilities and making decisions regarding the business.

- **Detail Oriented:** In this kind of culture, exclusive requirements relating to detail are laid out and expected to be followed. A meticulous culture requests exactness and accuracy in crafted by their representatives. This sort of culture is useful in making an upper hand and setting a benchmark or standard for the other organizations of that specific industry.

Work Culture at Absolute IT Solutions

1. **Communication:** At Absolute IT Solutions, communicational flow is a vital part of small successes in the office. The communicational prowess of employees at both backend and frontend are given their importance. At the backend, communication takes place primarily for client and stakeholder-based work meanwhile at the front end, the communication takes place primarily for the sales work. HR functions demand both front-end and back-end communication.
2. **Training:** Training period for an employee lasts for 2 weeks. Within these 2 weeks, they are taught and mentored. This period does not differ for both front end and back end. Meanwhile, meetings and seminars are held by both, Lenovo and Absolute IT Solutions to train the employees regularly.
3. **Timing:** Working hours are similar for everyone, both at backend and frontend. They start by 9.30am and end by 6pm for backend and by 9.30 for front end.
4. **Dress Code:** Dress Code at Absolute IT Solutions is formal. Men prefer wearing shirt and trousers with formal footwear. Women prefer wearing Indian formals, which is salwar kurta. The front-end sales persons wear T-shirt and jeans at the store, with a Lenovo logo on it.
5. **Infrastructure:** Absolute IT Solutions have decent and apt infrastructure. This includes a head office with space around 2500 square feet, with a warehouse. Each store has a back room with water and washroom.

PART 3
RESEARCH REPORT

LITERATURE REVIEW

In their article on "Computer Retailing Market Research Reports & Industry Analysis", MarketResearch.com earmarked that The PC retailing industry contains different store areas that spend significant time in the retailing of PCs and PC related items like programming and peripherals (like printers, toner, scanners, mouse, or potentially consoles). PC retailing stores get their stock by buying from PC producers, wholesalers, and merchants. PC retail stores are frequently seen as specialty stores, and as such their rivals comprise of web retailers, customer electronic stores, and list retailers, notwithstanding affiliates, distribution centre club stores, direct deals store outlets, office supply retailers, and mass merchandisers. Business Standard India, "India plugged: Work from home drives laptop sales amid Covid-19 lockdown", Lenovo India's Chief Executive Officer and MD, "consumers are now prone to upgrade to high performance devices and become more conscious about data security and privacy — resulting in better growth prospects for the category". This statement explains how consumer market is now a highly contagious place for information. Covid Pandemic did not just increase the demand but the surges in demand necessitated an improvement in overall customer experience throughout, since the competition is cut-throat.

In an article "Global Demand for Laptops Gets Pandemic Push" based on a comprehensive study by counterpointresearch.com, the surge in work from home and study from home because of the Covid Pandemic meant a surge in online demand for laptops. The following chart explains the global shipments of laptops across (figure below) explains how a stagnated industry, due to increase in demands of smartphones, now started to grow tremendously because of the pandemic. Regardless, because of the persistent interest for workstations for business use, the market remains generally stable with worldwide shipments averaging 160 million units throughout recent years. As far as players, the worldwide PC market has become very developed and focused throughout the long term. The main three players - Lenovo, Hewlett-Packard and Dell - represent 68% of the market in 2020

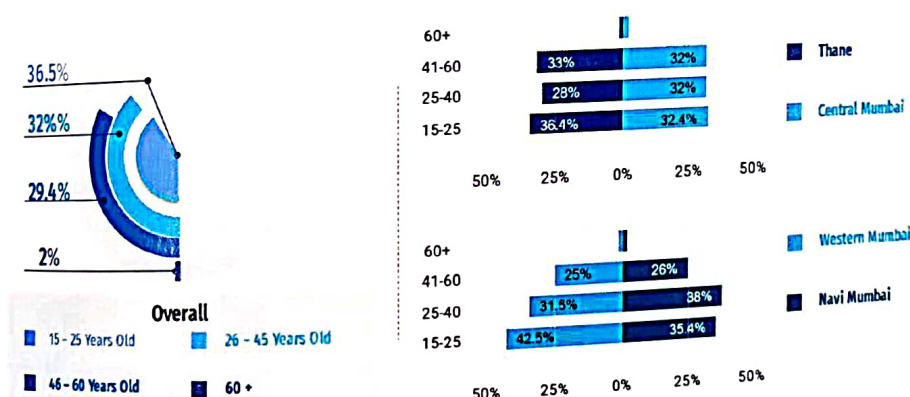
PRIMARY DATA REPRESENTATION AND INTERPRETATION

The Researcher has collected primary data using the cluster sampling method. The data was collected with 50-100m range of each store the researcher has visited. This has been done to ensure that the data collected pertains to the local population within an area. The 4 regional data clusters have been explained in the table below:

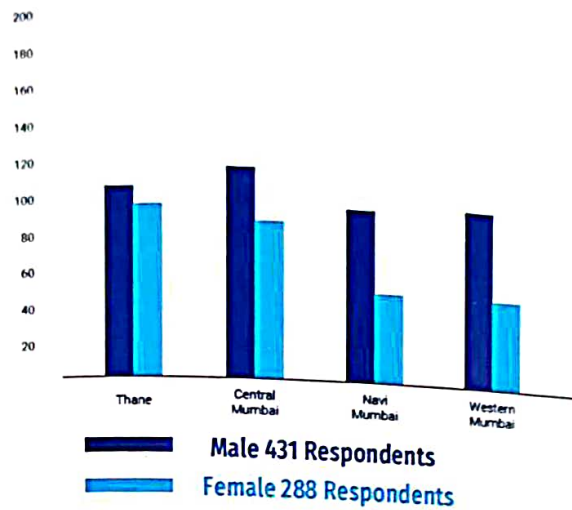
| Region Name | Area within the cluster |
|----------------|--|
| Thane | Kalyan, Dombivali Station, Dombivali Palava Mall, Thane Viviana Mall and Thane Ram Maruti Road |
| Central Mumbai | Mulund, Ghatkopar, Kurla, Parel and Fort |
| Navi Mumbai | Airoli, Belapur, Vashi and Kharghar |
| Western Mumbai | Borivali, Prabhadevi, Grant Road and Santacruz. |

The researcher has visited the field and collected data by filling the forms manually through oral responses of the respondents. Each location has contributed ~40 responses each.

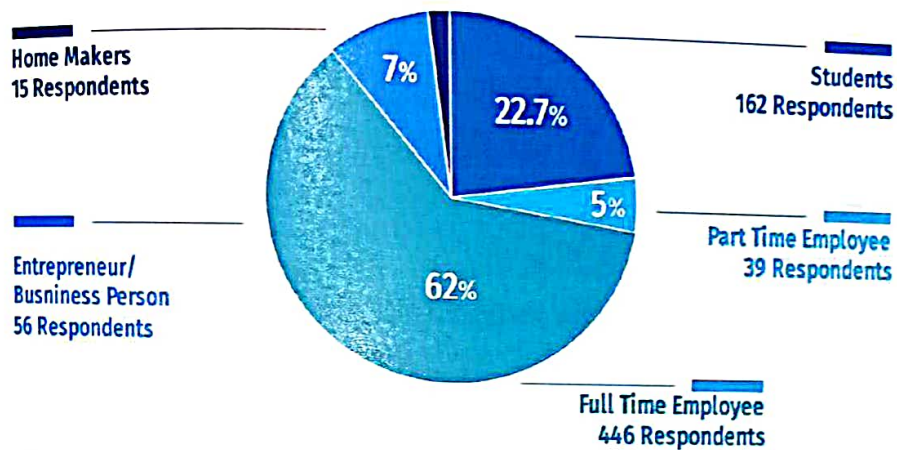
Age of the Respondents



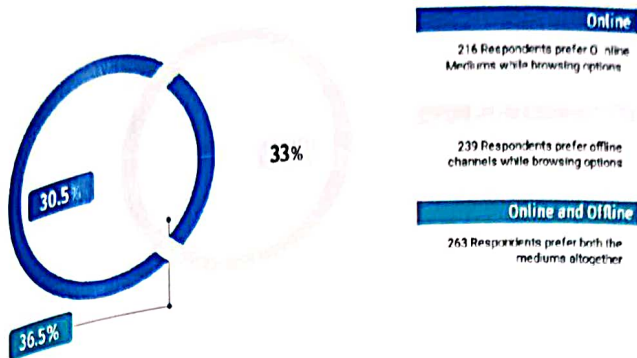
Gender of the Respondents



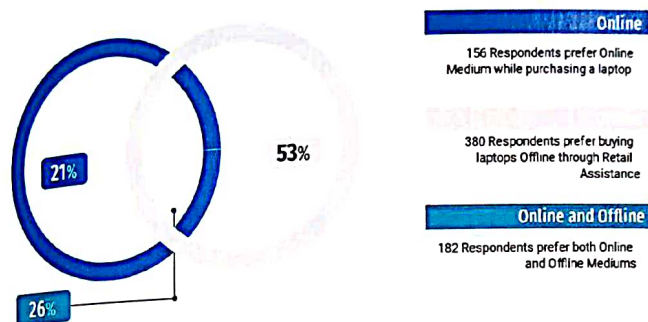
Professional Background



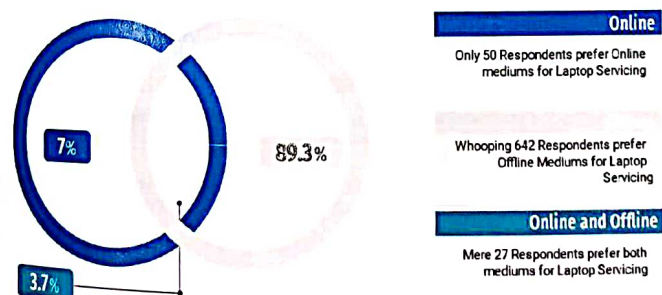
Channel Preferred for Browsing Options



Channel Preferred for Purchasing Laptops



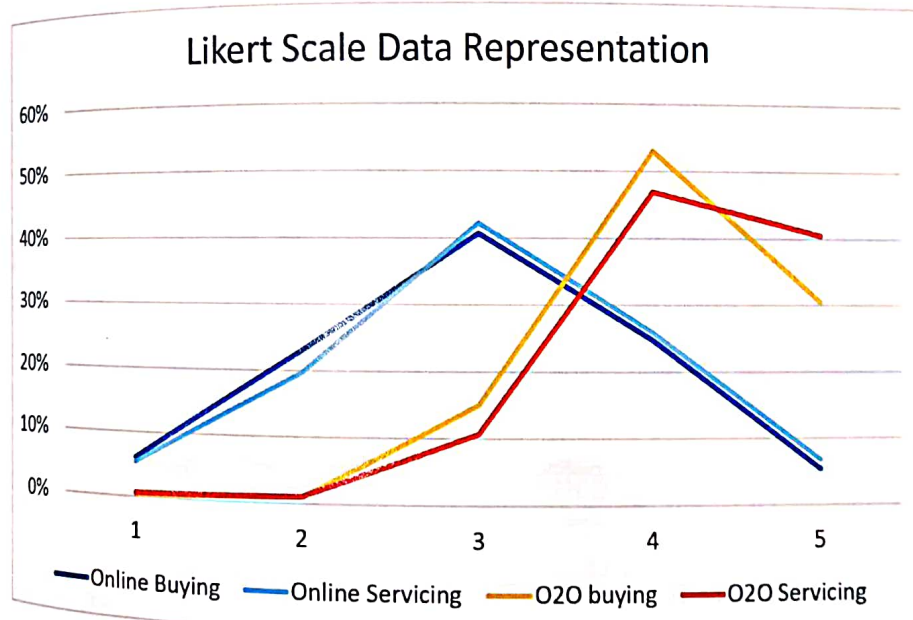
Channel Preferred for Laptop Servicing (Post Warranty)



Likert Scale Data Representation: Entire Data Set

| Preference | Online Buying | Online Servicing | O2O buying | O2O Servicing |
|------------|---------------|------------------|------------|---------------|
| 1 | 44 | 39 | 3 | 5 |
| 2 | 165 | 141 | 7 | 8 |
| 3 | 292 | 303 | 108 | 77 |
| 4 | 178 | 186 | 381 | 337 |
| 5 | 39 | 49 | 219 | 291 |
| Total | 718 | 718 | 718 | 718 |

| Preference | Online Buying | Online Servicing | O2O buying | O2O Servicing |
|------------|---------------|------------------|------------|---------------|
| 1 | 6% | 5% | 0% | 1% |
| 2 | 23% | 20% | 1% | 1% |
| 3 | 41% | 42% | 15% | 11% |
| 4 | 25% | 26% | <u>53%</u> | <u>47%</u> |
| 5 | 5% | 7% | <u>31%</u> | <u>41%</u> |
| Total | 100% | 100% | 100% | 100% |



Preferences sorted according to the Professional Background:

| | OLB | OLS | O2OB | O2OS |
|---|-----|-----|------------|------------|
| 1 | 7% | 4% | 0% | 0% |
| 2 | 20% | 20% | 0% | 1% |
| 3 | 41% | 41% | 12% | 10% |
| 4 | 26% | 24% | <u>53%</u> | <u>48%</u> |
| 5 | 6% | 15% | <u>35%</u> | <u>41%</u> |

Students: 100%

| | OLB | OLS | O2OB | O2OS |
|---|-----|-----|------------|------------|
| 1 | 6% | 6% | 0% | 1% |
| 2 | 25% | 19% | 1% | 1% |
| 3 | 40% | 43% | 16% | 11% |
| 4 | 24% | 28% | <u>55%</u> | <u>46%</u> |
| 5 | 5% | 4% | <u>28%</u> | <u>41%</u> |

Full Time Employees: 100%

| | OLB | OLS | O2OB | O2OS |
|---|-----|-----|------------|------------|
| 1 | 3% | 3% | 3% | 3% |
| 2 | 15% | 18% | 5% | 5% |
| 3 | 41% | 46% | 18% | 13% |
| 4 | 33% | 21% | <u>36%</u> | <u>54%</u> |
| 5 | 8% | 12 | <u>38%</u> | <u>25%</u> |

Part Time Employees: 100%

| | OLB | OLS | O2OB | O2OS |
|---|-----|-----|------------|------------|
| 1 | 9% | 7% | 2% | 2% |
| 2 | 23% | 20% | 0% | 0% |
| 3 | 39% | 39% | 14% | 7% |
| 4 | 25% | 23% | <u>50%</u> | <u>38%</u> |
| 5 | 4% | 11% | <u>32%</u> | <u>53%</u> |

Business Persons: 100%

STATISTICAL ANALYSIS

1) Chi-Square Test

A Chi-Square test of independence was performed to examine the relationship between the Online laptop buying and servicing preference, and O2O buying and servicing preference. The results of the test are as follows:

The table below presents information collected across the entire region:

| Preference | Online Buying | Online Servicing | O2O buying | O2O Servicing |
|------------|---------------|------------------|------------|---------------|
| 1 | 44 | 39 | 3 | 5 |
| 2 | 165 | 141 | 7 | 8 |
| 3 | 292 | 303 | 108 | 77 |
| 4 | 178 | 186 | 381 | 337 |
| 5 | 39 | 49 | 219 | 291 |
| Total | 718 | 718 | 718 | 718 |

| | Online | O2O |
|--|-------------|-------------|
| Buying (Mean) | 3.004178273 | 4.122562674 |
| Service (Mean) | 3.090529248 | 4.254874652 |
| Mean | 3.04735376 | 4.188718663 |
| P value | 0.430296746 | |
| Test Statistic | 0.622022386 | |
| Tabular Value of Chi Square at 0.95 confidence and (2-1) degree of freedom | | 0.004 |

Interpretation:

The result is significant at $p < 0.05$.

The result observes the p-value at 0.430296746.

The Null hypothesis is **rejected** as the result indicates that there is a significant relationship between Online buying-servicing preferences and O2O buying-service preferences for a subject.

2) ANOVA Test

ANOVA Test

Analysis of variance is a collection of statistical models and their associated estimation procedures used to analyse the differences among means. ANOVA or Analysis of Variance is used in this research work to establish relationship between location of a store i.e., the cluster and impact of O2O.

Note: For further calculations, 147 Responses from each of the 4 clusters were considered.

| | | | |
|------------------------------|--------------------------------------|----------|---------------------|
| Sum of Squares within Groups | | 302.6667 | |
| All Ob Mean | <u>Total Sum of Squares</u> | 4.112245 | 318.5918 |
| | <u>Sum of Squares bw Groups</u> | 15.92517 | |
| | <u>Sum of Squares between groups</u> | | Squared |
| | Thane - all ob. mean | 0.057823 | 0.003343514 |
| | CM - all ob. mean | 0.227891 | 0.051934379 |
| | WM-all ob. mean | -0.22109 | 0.048880096 |
| | NM - All ob. mean | -0.06463 | 0.004176501 |
| | | | 0.10833449 |
| | | | 15.92517007 |
| Final Calculations | | | |
| | SSbwG/Deg of Free | 2.981293 | |
| | | | F ratio (3,584) |
| | SSW/Deg of free | 0.518265 | Table value (3,500) |
| | | | 5.75245 |
| | | | 2.6227 |

Interpretation:

The F ratio (3,584) is 5.75245 which is significantly > Table value i.e., 2.6227 at a confidence level of 95%.

Through the above statement, we reject the null hypothesis and we come to a conclusion that O2O preferences would significantly change with location.

CONCLUSION

From the study conducted on the buying preference of laptops across the households in Mumbai, the researcher can conclude the following:

- 1) Through statistical analysis two major conclusions can be drawn:
 - a) A relationship exists between Online buying-services preferences and preferences for O2O buying-selling.
 - b) Online buying preference through O2O changes significantly with the location of the customer, hence, consumer behaviour plays an important role in analysing demand and sales in a particular region.
- 2) Channels preferred while browsing through different options were either online channels such as an E-Commerce website or an omnichannel website, offline channels such as retail multi-brand outlets or exclusive outlets or a combination of both. Around 30.5% respondents preferred only Online channels meanwhile around 33% respondents preferred offline channels exclusively. Remaining 36.5 preferred both the channels. This change in online browsing experience is owed to the massive internet penetration, the increase in phone and laptops users and increasing hours online in India during the pandemic.
- 3) Channels preferred while making a laptop purchase were predominantly offline, around 53% of the respondents, whereas online and mixture of offline-online stood at 21% and 26% of the respondents respectively. This owes to the general trust, humanly communication and retail experience a customer may receive while buying a laptop, a purchase with a higher ticket size.
- 4) Channels preferred while opting for laptop servicing were largely Offline, at around 89.3% of the respondents. Servicing remains largely offline because of the trust and quality a brand promises.
- 5) From the findings above, it can be concluded that O2O is an initiative that would do well in localities that demand it. Awareness and education are required in areas that do not prefer O2O over existing retail options.

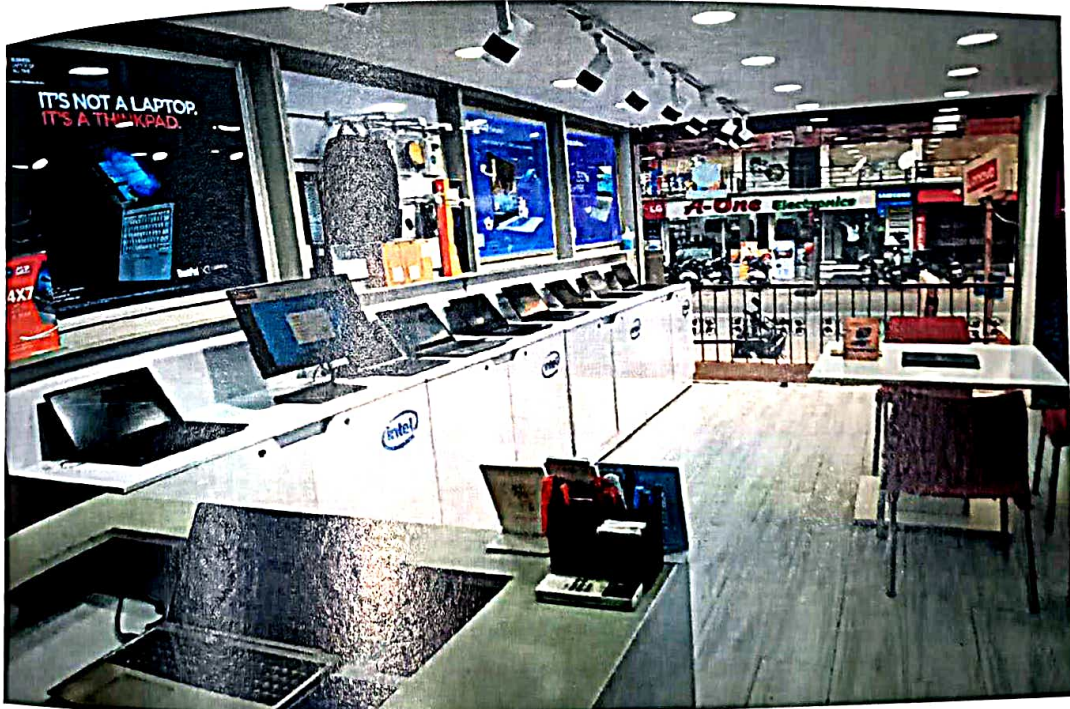
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PICTURES



Data Collection



Store Image



ABSOLUTE IT SOLUTIONS PVT LTD

Corporate office:

209 Hindustan Kohinoor Industrial Complex, Near
Surya Nagar Naka, Opp Paper Mills LBS Marg,
Vikhroli (West) Mumbai-400083

022- 25790051 / 52 / 53 , 8655858589

ramsarat@absoluteit.net.in

Stores located:

We have 65+ stores in Maharashtra, Gujarat,
Madhya Pradesh, Telangana

Visiting Card HO

ANNEXURE

QUESTIONAIRE

Absolute IT Solutions Market Research

22/12/22 11:43 AM

Absolute IT Solutions Market Research

Hey Folks,

I am Akshat Aggarwal, a student of Bunts Sangha's SM Shetty College, Powai. I am conducting a market research for Absolute IT solutions.

You would be Qualified for the research if you own a laptop.

I really appreciate your input.

1. Your Age

Mark only one oval.

- ☐ A) 15 - 25
- ☐ B) 26 - 45
- ☐ C) 46 - 60
- ☐ D) 60+

2. Your Gender

Mark only one oval.

- ☐ Female
- ☐ Male
- ☐ Other

3. What is your professional background?

Mark only one oval.

- ☐ 1) Student
- ☐ 2) FullTime Employee
- ☐ 3) Part Time Employee
- ☐ 4) Entrepreneur / Business person
- ☐ 5) Homemaker
- ☐ 6) Retired

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1/4

20/12/22 11:43 AM

4. Which channel did you consider to browse information and seek out details about the laptop that you have purchased?

Check all that apply

- ☐ Pure Online Websites
☐ Retail Stores

5. Which channel did you prefer while purchasing the laptop?

Check all that apply

- ☐ Pure Online Websites
☐ Retail Stores

6. Which channel do you prefer for laptop after-warranty servicing?

Check all that apply

- ☐ Pure Online Websites
☐ Retail Stores

7. Do you prefer buying laptops online, given that many of the major platforms do not provide any kind of installation help, before and after warranty service and it lacks human touch?

Mark only one oval.

| | | | | | | |
|---------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------|
| 1 | 2 | 3 | 4 | 5 | | |
| <hr/> | | | | | | |
| Absolutely No | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Absolutely Yes |

8. Do you prefer the existing Online options for your laptop servicing?

Mark only one oval.

| | | | | | | |
|---------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------|
| 1 | 2 | 3 | 4 | 5 | | |
| <hr/> | | | | | | |
| Absolutely No | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Absolutely Yes |

<https://docs.google.com/forms/d/1TGPOSpqnPpzb5T-dqXSx4umWNVYAagNT-h6MkmEOg/edit>

2/4

20/10/2021 11:43 AM

Absolute IT Solutions is introducing a new initiative. This new initiative, O2O, will bring the retail customer experience to your home. Once you've made a purchase from AIS's Website, a qualified engineer would come to your home, set up the laptop and cater to your need. The employee would also discuss the service terms and conditions, with a follow up within a month of the purchase. Same goes for after warranty Services, the employee would pick and drop the diagnosed laptop at your home, at your convenience.

9. Would you prefer buying Laptops from the Absolute IT Solution website with this new O2O initiative in place?

Mark only one oval.

| | | | | | | |
|---------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------|
| | 1 | 2 | 3 | 4 | 5 | |
| Absolutely No | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Absolutely Yes |

10. For your Laptop service needs, would you prefer Absolute IT Solution's website with the new O2O initiative in place?

Mark only one oval.

| | | | | | | |
|---------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------|
| | 1 | 2 | 3 | 4 | 5 | |
| Absolutely No | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Absolutely Yes |

11. From the below listed channels, which one would you prefer while communicating with the company?

Check all that apply.

- ☐ 1) Email
- ☐ 2) SMS
- ☐ 3) Whatsapp Business
- ☐ 4) Social Media

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34

DATA COLLECTED (RAW)

Sc. Nishad → Day 12

[illegible]

Borivali → Day 12

| CH | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 |
|----|----|----|----|-----|----|----|----|----|----|
| 1 | A | 1 | M | FFF | 2 | 2 | 1 | 1 | A |
| | B | 2 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | B | 2 | F | FFF | 2 | 2 | 1 | 1 | AC |
| 5 | A | 1 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 2 | F | FFF | 2 | 2 | 1 | 1 | AC |
| | EC | 3 | F | FFF | 2 | 2 | 1 | 1 | AC |
| | B | 4 | M | FFF | 2 | 2 | 1 | 1 | AC |
| 10 | B | 1 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 2 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 3 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 4 | M | FFF | 2 | 2 | 1 | 1 | AC |
| 15 | A | 1 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 2 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 3 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 4 | M | FFF | 2 | 2 | 1 | 1 | AC |
| 20 | A | 1 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 2 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 3 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 4 | M | FFF | 2 | 2 | 1 | 1 | AC |
| 25 | A | 1 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 2 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 3 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 4 | M | FFF | 2 | 2 | 1 | 1 | AC |
| 30 | A | 1 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 2 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 3 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 4 | M | FFF | 2 | 2 | 1 | 1 | AC |
| 35 | A | 1 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 2 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 3 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 4 | M | FFF | 2 | 2 | 1 | 1 | AC |
| 40 | A | 1 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 2 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 3 | M | FFF | 2 | 2 | 1 | 1 | AC |
| | A | 4 | M | FFF | 2 | 2 | 1 | 1 | AC |

Khargor → Day 10.

| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 |
|-----|----|----|----|----|----|----|----|----|----|
| 1 | a | 1 | N | NW | 2 | 2 | 3 | 3 | e |
| | a | 2 | N | WF | 2 | 1 | 4 | 4 | e |
| | a | 3 | N | FF | 1 | 2 | 4 | 5 | or |
| F | a | 4 | F | WF | 2 | 2 | 3 | 3 | or |
| | b | 1 | F | EF | 3 | 3 | 4 | 4 | a |
| | b | 2 | F | FF | 4 | 4 | 5 | 5 | or |
| | b | 3 | N | WF | 4 | 4 | 4 | 4 | a |
| | b | 4 | N | FF | 4 | 4 | 5 | 5 | e |
| 10 | a | 1 | F | NW | 4 | 4 | 4 | 4 | c |
| | a | 2 | F | WF | 4 | 4 | 5 | 5 | c |
| | a | 3 | F | FF | 4 | 4 | 4 | 4 | c |
| | a | 4 | F | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | F | WF | 4 | 4 | 4 | 4 | or |
| | b | 2 | F | FF | 4 | 4 | 5 | 5 | a |
| 15 | a | 1 | F | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | F | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | F | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | F | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | F | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | F | FF | 4 | 4 | 5 | 5 | or |
| 20 | a | 1 | M | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | M | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | M | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | M | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | M | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | M | FF | 4 | 4 | 5 | 5 | or |
| 25 | a | 1 | M | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | M | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | M | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | M | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | M | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | M | FF | 4 | 4 | 5 | 5 | or |
| 30 | a | 1 | M | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | M | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | M | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | M | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | M | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | M | FF | 4 | 4 | 5 | 5 | or |
| 35 | a | 1 | M | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | M | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | M | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | M | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | M | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | M | FF | 4 | 4 | 5 | 5 | or |
| 40 | a | 1 | M | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | M | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | M | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | M | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | M | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | M | FF | 4 | 4 | 5 | 5 | or |
| 45 | a | 1 | M | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | M | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | M | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | M | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | M | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | M | FF | 4 | 4 | 5 | 5 | or |
| 50 | a | 1 | M | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | M | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | M | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | M | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | M | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | M | FF | 4 | 4 | 5 | 5 | or |
| 55 | a | 1 | M | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | M | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | M | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | M | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | M | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | M | FF | 4 | 4 | 5 | 5 | or |
| 60 | a | 1 | M | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | M | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | M | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | M | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | M | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | M | FF | 4 | 4 | 5 | 5 | or |
| 65 | a | 1 | M | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | M | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | M | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | M | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | M | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | M | FF | 4 | 4 | 5 | 5 | or |
| 70 | a | 1 | M | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | M | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | M | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | M | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | M | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | M | FF | 4 | 4 | 5 | 5 | or |
| 75 | a | 1 | M | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | M | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | M | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | M | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | M | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | M | FF | 4 | 4 | 5 | 5 | or |
| 80 | a | 1 | M | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | M | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | M | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | M | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | M | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | M | FF | 4 | 4 | 5 | 5 | or |
| 85 | a | 1 | M | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | M | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | M | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | M | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | M | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | M | FF | 4 | 4 | 5 | 5 | or |
| 90 | a | 1 | M | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | M | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | M | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | M | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | M | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | M | FF | 4 | 4 | 5 | 5 | or |
| 95 | a | 1 | M | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | M | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | M | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | M | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | M | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | M | FF | 4 | 4 | 5 | 5 | or |
| 100 | a | 1 | M | NW | 4 | 4 | 4 | 4 | a |
| | a | 2 | M | WF | 4 | 4 | 5 | 5 | or |
| | a | 3 | M | FF | 4 | 4 | 4 | 4 | a |
| | a | 4 | M | WF | 4 | 4 | 5 | 5 | or |
| | b | 1 | M | WF | 4 | 4 | 4 | 4 | a |
| | b | 2 | M | FF | 4 | 4 | 5 | 5 | or |

1-5
✓
Safety
at issue
for
Q7.

→ Fort Ray 10.

| 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 |
|-----|----|-----|-----|-----|-----|-----|-----|-----|
| 1 | A | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 2 | B | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 3 | C | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | D | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | E | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 6 | F | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| 7 | G | 7 | 7 | 7 | 7 | 7 | 7 | 7 |
| 8 | H | 8 | 8 | 8 | 8 | 8 | 8 | 8 |
| 9 | I | 9 | 9 | 9 | 9 | 9 | 9 | 9 |
| 10 | J | 10 | 10 | 10 | 10 | 10 | 10 | 10 |
| 11 | K | 11 | 11 | 11 | 11 | 11 | 11 | 11 |
| 12 | L | 12 | 12 | 12 | 12 | 12 | 12 | 12 |
| 13 | M | 13 | 13 | 13 | 13 | 13 | 13 | 13 |
| 14 | N | 14 | 14 | 14 | 14 | 14 | 14 | 14 |
| 15 | O | 15 | 15 | 15 | 15 | 15 | 15 | 15 |
| 16 | P | 16 | 16 | 16 | 16 | 16 | 16 | 16 |
| 17 | Q | 17 | 17 | 17 | 17 | 17 | 17 | 17 |
| 18 | R | 18 | 18 | 18 | 18 | 18 | 18 | 18 |
| 19 | S | 19 | 19 | 19 | 19 | 19 | 19 | 19 |
| 20 | T | 20 | 20 | 20 | 20 | 20 | 20 | 20 |
| 21 | U | 21 | 21 | 21 | 21 | 21 | 21 | 21 |
| 22 | V | 22 | 22 | 22 | 22 | 22 | 22 | 22 |
| 23 | W | 23 | 23 | 23 | 23 | 23 | 23 | 23 |
| 24 | X | 24 | 24 | 24 | 24 | 24 | 24 | 24 |
| 25 | Y | 25 | 25 | 25 | 25 | 25 | 25 | 25 |
| 26 | Z | 26 | 26 | 26 | 26 | 26 | 26 | 26 |
| 27 | AA | 27 | 27 | 27 | 27 | 27 | 27 | 27 |
| 28 | AB | 28 | 28 | 28 | 28 | 28 | 28 | 28 |
| 29 | AC | 29 | 29 | 29 | 29 | 29 | 29 | 29 |
| 30 | AD | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| 31 | AE | 31 | 31 | 31 | 31 | 31 | 31 | 31 |
| 32 | AF | 32 | 32 | 32 | 32 | 32 | 32 | 32 |
| 33 | AG | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| 34 | AH | 34 | 34 | 34 | 34 | 34 | 34 | 34 |
| 35 | AI | 35 | 35 | 35 | 35 | 35 | 35 | 35 |
| 36 | AJ | 36 | 36 | 36 | 36 | 36 | 36 | 36 |
| 37 | AK | 37 | 37 | 37 | 37 | 37 | 37 | 37 |
| 38 | AL | 38 | 38 | 38 | 38 | 38 | 38 | 38 |
| 39 | AM | 39 | 39 | 39 | 39 | 39 | 39 | 39 |
| 40 | AN | 40 | 40 | 40 | 40 | 40 | 40 | 40 |
| 41 | AO | 41 | 41 | 41 | 41 | 41 | 41 | 41 |
| 42 | AP | 42 | 42 | 42 | 42 | 42 | 42 | 42 |
| 43 | AQ | 43 | 43 | 43 | 43 | 43 | 43 | 43 |
| 44 | AR | 44 | 44 | 44 | 44 | 44 | 44 | 44 |
| 45 | AS | 45 | 45 | 45 | 45 | 45 | 45 | 45 |
| 46 | AT | 46 | 46 | 46 | 46 | 46 | 46 | 46 |
| 47 | AU | 47 | 47 | 47 | 47 | 47 | 47 | 47 |
| 48 | AV | 48 | 48 | 48 | 48 | 48 | 48 | 48 |
| 49 | AW | 49 | 49 | 49 | 49 | 49 | 49 | 49 |
| 50 | AX | 50 | 50 | 50 | 50 | 50 | 50 | 50 |
| 51 | AY | 51 | 51 | 51 | 51 | 51 | 51 | 51 |
| 52 | AZ | 52 | 52 | 52 | 52 | 52 | 52 | 52 |
| 53 | BA | 53 | 53 | 53 | 53 | 53 | 53 | 53 |
| 54 | BB | 54 | 54 | 54 | 54 | 54 | 54 | 54 |
| 55 | BC | 55 | 55 | 55 | 55 | 55 | 55 | 55 |
| 56 | BD | 56 | 56 | 56 | 56 | 56 | 56 | 56 |
| 57 | BE | 57 | 57 | 57 | 57 | 57 | 57 | 57 |
| 58 | BF | 58 | 58 | 58 | 58 | 58 | 58 | 58 |
| 59 | BG | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| 60 | BH | 60 | 60 | 60 | 60 | 60 | 60 | 60 |
| 61 | BI | 61 | 61 | 61 | 61 | 61 | 61 | 61 |
| 62 | BJ | 62 | 62 | 62 | 62 | 62 | 62 | 62 |
| 63 | BK | 63 | 63 | 63 | 63 | 63 | 63 | 63 |
| 64 | BL | 64 | 64 | 64 | 64 | 64 | 64 | 64 |
| 65 | BM | 65 | 65 | 65 | 65 | 65 | 65 | 65 |
| 66 | BN | 66 | 66 | 66 | 66 | 66 | 66 | 66 |
| 67 | BO | 67 | 67 | 67 | 67 | 67 | 67 | 67 |
| 68 | BP | 68 | 68 | 68 | 68 | 68 | 68 | 68 |
| 69 | BQ | 69 | 69 | 69 | 69 | 69 | 69 | 69 |
| 70 | BR | 70 | 70 | 70 | 70 | 70 | 70 | 70 |
| 71 | BS | 71 | 71 | 71 | 71 | 71 | 71 | 71 |
| 72 | BT | 72 | 72 | 72 | 72 | 72 | 72 | 72 |
| 73 | BU | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| 74 | BV | 74 | 74 | 74 | 74 | 74 | 74 | 74 |
| 75 | BW | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| 76 | BX | 76 | 76 | 76 | 76 | 76 | 76 | 76 |
| 77 | BY | 77 | 77 | 77 | 77 | 77 | 77 | 77 |
| 78 | BZ | 78 | 78 | 78 | 78 | 78 | 78 | 78 |
| 79 | CA | 79 | 79 | 79 | 79 | 79 | 79 | 79 |
| 80 | CB | 80 | 80 | 80 | 80 | 80 | 80 | 80 |
| 81 | CC | 81 | 81 | 81 | 81 | 81 | 81 | 81 |
| 82 | CD | 82 | 82 | 82 | 82 | 82 | 82 | 82 |
| 83 | CE | 83 | 83 | 83 | 83 | 83 | 83 | 83 |
| 84 | CF | 84 | 84 | 84 | 84 | 84 | 84 | 84 |
| 85 | CG | 85 | 85 | 85 | 85 | 85 | 85 | 85 |
| 86 | CH | 86 | 86 | 86 | 86 | 86 | 86 | 86 |
| 87 | CI | 87 | 87 | 87 | 87 | 87 | 87 | 87 |
| 88 | CJ | 88 | 88 | 88 | 88 | 88 | 88 | 88 |
| 89 | CK | 89 | 89 | 89 | 89 | 89 | 89 | 89 |
| 90 | CL | 90 | 90 | 90 | 90 | 90 | 90 | 90 |
| 91 | CM | 91 | 91 | 91 | 91 | 91 | 91 | 91 |
| 92 | CN | 92 | 92 | 92 | 92 | 92 | 92 | 92 |
| 93 | CO | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| 94 | CP | 94 | 94 | 94 | 94 | 94 | 94 | 94 |
| 95 | CQ | 95 | 95 | 95 | 95 | 95 | 95 | 95 |
| 96 | CR | 96 | 96 | 96 | 96 | 96 | 96 | 96 |
| 97 | CS | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| 98 | CT | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| 99 | CU | 99 | 99 | 99 | 99 | 99 | 99 | 99 |
| 100 | CV | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

+ Safety → an issue 1st → reader → parent
 + Almost all → Online institutions and no one

Belgum CBS → Day 10

| Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Q9 |
|----|----|----|----|-----|----|----|----|----|
| 1 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 2 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 3 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 4 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 5 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 6 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 7 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 8 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 9 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 10 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 11 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 12 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 13 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 14 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 15 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 16 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 17 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 18 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 19 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 20 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 21 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 22 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 23 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 24 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 25 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 26 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 27 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 28 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 29 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 30 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 31 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 32 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 33 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 34 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 35 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 36 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 37 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 38 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 39 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 40 | A | M | 1 | NFF | 3 | 3 | 4 | C |

Prabha devi → Day 8

| Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Q9 |
|----|----|----|----|-----|----|----|----|----|
| 1 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 2 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 3 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 4 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 5 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 6 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 7 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 8 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 9 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 10 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 11 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 12 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 13 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 14 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 15 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 16 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 17 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 18 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 19 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 20 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 21 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 22 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 23 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 24 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 25 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 26 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 27 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 28 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 29 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 30 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 31 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 32 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 33 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 34 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 35 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 36 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 37 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 38 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 39 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 40 | A | M | 1 | NFF | 3 | 3 | 4 | C |

At a tech location → office
People are sceptical as the engineers will spend time at Home → T... ..

Pard → Day 9

| Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Q9 |
|----|----|----|----|-----|----|----|----|----|
| 1 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 2 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 3 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 4 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 5 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 6 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 7 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 8 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 9 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 10 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 11 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 12 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 13 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 14 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 15 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 16 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 17 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 18 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 19 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 20 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 21 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 22 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 23 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 24 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 25 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 26 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 27 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 28 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 29 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 30 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 31 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 32 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 33 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 34 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 35 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 36 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 37 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 38 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 39 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 40 | A | M | 1 | NFF | 3 | 3 | 4 | C |

Pard → Day 9

| Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Q9 |
|----|----|----|----|-----|----|----|----|----|
| 1 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 2 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 3 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 4 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 5 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 6 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 7 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 8 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 9 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 10 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 11 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 12 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 13 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 14 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 15 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 16 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 17 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 18 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 19 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 20 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 21 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 22 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 23 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 24 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 25 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 26 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 27 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 28 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 29 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 30 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 31 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 32 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 33 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 34 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 35 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 36 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 37 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 38 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 39 | A | M | 1 | NFF | 3 | 3 | 4 | C |
| 40 | A | M | 1 | NFF | 3 | 3 | 4 | C |

[illegible][illegible]

| Mul $\rightarrow 50$ | | | | | | | | | |
|-----------------------------|----|----|----|-----|----|----|----|----|----|
| Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Q9 | |
| N1 | h | M | 2 | RR | 5 | 4 | 7 | | |
| JC | a | E | 4 | RE | 4 | 4 | | | c |
| 12 | c | M | 4 | RE | 4 | 5 | 4 | | a |
| 13 | a | E | 2 | RE | 4 | 4 | | | ac |
| 15 | b | M | 2 | NL | 2 | 5 | 4 | | a |
| 16 | c | M | 4 | NNE | 1 | 5 | 5 | | ac |
| $\Delta \rightarrow \Delta$ | | | | | | | | | |
| 1 | p | M | 2 | RE | 4 | 4 | 5 | 4 | a |
| 3 | c | N | 4 | RE | 4 | 4 | 5 | 4 | a |
| 4 | b | M | 4 | RE | 4 | 5 | 5 | 4 | a |
| 7 | c | M | 2 | RE | 4 | 4 | 4 | 4 | ac |
| 1 | a | E | 1 | RE | 2 | 5 | 4 | 4 | a |
| 2 | t | M | 2 | RE | 2 | 2 | 4 | 4 | ac |
| 3 | a | E | 4 | RE | 4 | 4 | 4 | 4 | ac |
| 10 | c | E | 4 | RE | 4 | 4 | 4 | 4 | a |
| 11 | c | M | 4 | RE | 4 | 4 | 4 | 4 | a |
| 12 | c | E | 4 | RE | 4 | 4 | 4 | 4 | ac |
| 13 | c | M | 2 | RE | 2 | 2 | 4 | 4 | a |
| 14 | c | h | 2 | RE | 4 | 3 | 5 | 4 | ac |
| 15 | c | M | 2 | RE | 2 | 2 | 4 | 4 | ac |
| 16 | c | E | 1 | RE | 2 | 2 | 4 | 4 | ac |
| 17 | c | E | 2 | RE | 2 | 2 | 4 | 4 | a |
| 18 | a | M | 2 | RE | 2 | 2 | 4 | 4 | a |
| 19 | a | M | 2 | RE | 2 | 2 | 4 | 4 | a |
| 20 | a | E | 2 | RE | 2 | 2 | 4 | 4 | ac |
| 21 | c | N | 2 | RE | 2 | 2 | 4 | 4 | ac |
| 22 | c | M | 2 | RE | 2 | 2 | 4 | 4 | a |
| 23 | c | M | 2 | RE | 2 | 2 | 4 | 4 | a |
| 24 | c | M | 2 | RE | 2 | 2 | 4 | 4 | a |
| 25 | c | M | 2 | RE | 2 | 2 | 4 | 4 | a |
| 26 | c | M | 2 | RE | 2 | 2 | 4 | 4 | a |
| 27 | c | M | 2 | RE | 2 | 2 | 4 | 4 | a |
| 28 | c | M | 2 | RE | 2 | 2 | 4 | 4 | a |
| 29 | b | F | 2 | RE | 2 | 2 | 4 | 4 | ac |
| 30 | c | N | | NN | 5 | 5 | 5 | 5 | ac |

| | Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Q9 |
|-----|----|----|----|------|----|----|----|----|----|
| 21 | A | E | 2 | NMF | 2 | 4 | 5 | 5 | a |
| 22 | D | M | 2 | BNMF | 4 | 5 | 5 | 5 | a |
| 23 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 24 | C | E | 2 | BNMF | 4 | 5 | 5 | 5 | a |
| 25 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 26 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 27 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 28 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 29 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 30 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 31 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 32 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 33 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 34 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 35 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 36 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 37 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 38 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 39 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 40 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 41 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 42 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 43 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 44 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 45 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 46 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 47 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 48 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 49 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 50 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 51 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 52 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 53 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 54 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 55 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 56 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 57 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 58 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 59 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 60 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 61 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 62 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 63 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 64 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 65 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 66 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 67 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 68 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 69 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 70 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 71 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 72 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 73 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 74 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 75 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 76 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 77 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 78 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 79 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 80 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 81 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 82 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 83 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 84 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 85 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 86 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 87 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 88 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 89 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 90 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 91 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 92 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 93 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 94 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 95 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 96 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 97 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 98 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 99 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |
| 100 | C | M | 1 | BNMF | 4 | 5 | 5 | 5 | a |

[illegible]

| C/FACIT Food • Cambridge → Day 8. | | | | | | | | | | | | | |
|-----------------------------------|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 06 | 07 | 08 | 09 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 1 | c | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 2 | b | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 3 | a | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 4 | d | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 5 | e | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 6 | f | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 7 | g | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 8 | h | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 9 | i | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 10 | j | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 11 | k | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 12 | l | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 13 | m | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 14 | n | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 15 | o | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 16 | p | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 17 | q | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 18 | r | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 19 | s | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 20 | t | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| 21 | u | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 |
| 22 | v | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 |
| 23 | w | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 |
| 24 | x | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 |
| 25 | y | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 |
| 26 | z | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 |
| 27 | aa | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 |
| 28 | ab | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 |
| 29 | ac | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 |
| 30 | ad | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 |
| 31 | ae | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 |
| 32 | af | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 |
| 33 | ag | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 |
| 34 | ah | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 | 45 |
| 35 | ai | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 | 45 | 46 |
| 36 | aj | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 | 45 | 46 | 47 |
| 37 | ak | 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 | 45 | 46 | 47 | 48 |
| 38 | al | 38 | 39 | 40 | 41 | 42 | 43 | 44 | 45 | 46 | 47 | 48 | 49 |
| 39 | am | 39 | 40 | 41 | 42 | 43 | 44 | 45 | 46 | 47 | 48 | 49 | 50 |
| 40 | an | 40 | 41 | 42 | 43 | 44 | 45 | 46 | 47 | 48 | 49 | 50 | 51 |
| 41 | ao | 41 | 42 | 43 | 44 | 45 | 46 | 47 | 48 | 49 | 50 | 51 | 52 |
| 42 | ap | 42 | 43 | 44 | 45 | 46 | 47 | 48 | 49 | 50 | 51 | 52 | 53 |
| 43 | aq | 43 | 44 | 45 | 46 | 47 | 48 | 49 | 50 | 51 | 52 | 53 | 54 |
| 44 | ar | 44 | 45 | 46 | 47 | 48 | 49 | 50 | 51 | 52 | 53 | 54 | 55 |
| 45 | as | 45 | 46 | 47 | 48 | 49 | 50 | 51 | 52 | 53 | 54 | 55 | 56 |
| 46 | at | 46 | 47 | 48 | 49 | 50 | 51 | 52 | 53 | 54 | 55 | 56 | 57 |
| 47 | au | 47 | 48 | 49 | 50 | 51 | 52 | 53 | 54 | 55 | 56 | 57 | 58 |
| 48 | av | 48 | 49 | 50 | 51 | 52 | 53 | 54 | 55 | 56 | 57 | 58 | 59 |
| 49 | aw | 49 | 50 | 51 | 52 | 53 | 54 | 55 | 56 | 57 | 58 | 59 | 60 |
| 50 | ax | 50 | 51 | 52 | 53 | 54 | 55 | 56 | 57 | 58 | 59 | 60 | 61 |
| 51 | ay | 51 | 52 | 53 | 54 | 55 | 56 | 57 | 58 | 59 | 60 | 61 | 62 |
| 52 | az | 52 | 53 | 54 | 55 | 56 | 57 | 58 | 59 | 60 | 61 | 62 | 63 |
| 53 | ba | 53 | 54 | 55 | 56 | 57 | 58 | 59 | 60 | 61 | 62 | 63 | 64 |
| 54 | bb | 54 | 55 | 56 | 57 | 58 | 59 | 60 | 61 | 62 | 63 | 64 | 65 |
| 55 | bc | 55 | 56 | 57 | 58 | 59 | 60 | 61 | 62 | 63 | 64 | 65 | 66 |
| 56 | bd | 56 | 57 | 58 | 59 | 60 | 61 | 62 | 63 | 64 | 65 | 66 | 67 |
| 57 | be | 57 | 58 | 59 | 60 | 61 | 62 | 63 | 64 | 65 | 66 | 67 | 68 |
| 58 | bf | 58 | 59 | 60 | 61 | 62 | 63 | 64 | 65 | 66 | 67 | 68 | 69 |
| 59 | bg | 59 | 60 | 61 | 62 | 63 | 64 | 65 | 66 | 67 | 68 | 69 | 70 |
| 60 | bh | 60 | 61 | 62 | 63 | 64 | 65 | 66 | 67 | 68 | 69 | 70 | 71 |
| 61 | bi | 61 | 62 | 63 | 64 | 65 | 66 | 67 | 68 | 69 | 70 | 71 | 72 |
| 62 | bj | 62 | 63 | 64 | 65 | 66 | 67 | 68 | 69 | 70 | 71 | 72 | 73 |
| 63 | bk | 63 | 64 | 65 | 66 | 67 | 68 | 69 | 70 | 71 | 72 | 73 | 74 |
| 64 | bl | 64 | 65 | 66 | 67 | 68 | 69 | 70 | 71 | 72 | 73 | 74 | 75 |
| 65 | bm | 65 | 66 | 67 | 68 | 69 | 70 | 71 | 72 | 73 | 74 | 75 | 76 |
| 66 | bn | 66 | 67 | 68 | 69 | 70 | 71 | 72 | 73 | 74 | 75 | 76 | 77 |
| 67 | bo | 67 | 68 | 69 | 70 | 71 | 72 | 73 | 74 | 75 | 76 | 77 | 78 |
| 68 | bp | 68 | 69 | 70 | 71 | 72 | 73 | 74 | 75 | 76 | 77 | 78 | 79 |
| 69 | bq | 69 | 70 | 71 | 72 | 73 | 74 | 75 | 76 | 77 | 78 | 79 | 80 |
| 70 | br | 70 | 71 | 72 | 73 | 74 | 75 | 76 | 77 | 78 | 79 | 80 | 81 |
| 71 | bs | 71 | 72 | 73 | 74 | 75 | 76 | 77 | 78 | 79 | 80 | 81 | 82 |
| 72 | bt | 72 | 73 | 74 | 75 | 76 | 77 | 78 | 79 | 80 | 81 | 82 | 83 |
| 73 | bu | 73 | 74 | 75 | 76 | 77 | 78 | 79 | 80 | 81 | 82 | 83 | 84 |
| 74 | bv | 74 | 75 | 76 | 77 | 78 | 79 | 80 | 81 | 82 | 83 | 84 | 85 |
| 75 | bw | 75 | 76 | 77 | 78 | 79 | 80 | 81 | 82 | 83 | 84 | 85 | 86 |
| 76 | bx | 76 | 77 | 78 | 79 | 80 | 81 | 82 | 83 | 84 | 85 | 86 | 87 |
| 77 | by | 77 | 78 | 79 | 80 | 81 | 82 | 83 | 84 | 85 | 86 | 87 | 88 |
| 78 | bz | 78 | 79 | 80 | 81 | 82 | 83 | 84 | 85 | 86 | 87 | 88 | 89 |
| 79 | ca | 79 | 80 | 81 | 82 | 83 | 84 | 85 | 86 | 87 | 88 | 89 | 90 |
| 80 | cb | 80 | 81 | 82 | 83 | 84 | 85 | 86 | 87 | 88 | 89 | 90 | 91 |
| 81 | cc | 81 | 82 | 83 | 84 | 85 | 86 | 87 | 88 | 89 | 90 | 91 | 92 |
| 82 | cd | 82 | 83 | 84 | 85 | 86 | 87 | 88 | 89 | 90 | 91 | 92 | 93 |
| 83 | ce | 83 | 84 | 85 | 86 | 87 | 88 | 89 | 90 | 91 | 92 | 93 | 94 |
| 84 | cf | 84 | 85 | 86 | 87 | 88 | 89 | 90 | 91 | 92 | 93 | 94 | 95 |
| 85 | cg | 85 | 86 | 87 | 88 | 89 | 90 | 91 | 92 | 93 | 94 | 95 | 96 |
| 86 | ch | 86 | 87 | 88 | 89 | 90 | 91 | 92 | 93 | 94 | 95 | 96 | 97 |
| 87 | ci | 87 | 88 | 89 | 90 | 91 | 92 | 93 | 94 | 95 | 96 | 97 | 98 |
| 88 | cj | 88 | 89 | 90 | 91 | 92 | 93 | 94 | 95 | 96 | 97 | 98 | 99 |
| 89 | ck | 89 | 90 | 91 | 92 | 93 | 94 | 95 | 96 | 97 | 98 | 99 | 100 |
| 90 | cl | 90 | 91 | 92 | 93 | 94 | 95 | 96 | 97 | 98 | 99 | 100 | 101 |
| 91 | cm | 91 | 92 | 93 | 94 | 95 | 96 | 97 | 98 | 99 | 100 | 101 | 102 |
| 92 | cn | 92 | 93 | 94 | 95 | 96 | 97 | 98 | 99 | 100 | 101 | 102 | 103 |
| 93 | co | 93 | 94 | 95 | 96 | 97 | 98 | 99 | 100 | 101 | 102 | 103 | 104 |
| 94 | cp | 94 | 95 | 96 | 97 | 98 | 99 | 100 | 101 | 102 | 103 | 104 | 105 |
| 95 | cq | 95 | 96 | 97 | 98 | 99 | 100 | 101 | 102 | 103 | 104 | 105 | 106 |
| 96 | cr | 96 | 97 | 98 | 99 | 100 | 101 | 102 | 103 | 104 | 105 | 106 | 107 |
| 97 | cs | 97 | 98 | 99 | 100 | 101 | 102 | 103 | 104 | 105 | 106 | 107 | 108 |
| 98 | ct | 98 | 99 | 100 | 101 | 102 | 103 | 104 | 105 | 106 | 107 | 108 | 109 |
| 99 | cu | 99 | 100 | 101 | 102 | 103 | 104 | 105 | 106 | 107 | 108 | 109 | 110 |
| 100 | cv | 100 | 101 | 102 | 103 | 104 | 105 | 106 | 107 | 108 | 109 | 110 | 111 |
| 101 | cw | 101 | 102 | 103 | 104 | 105 | 106 | 107 | 108 | 109 | 110 | 111 | 112 |
| 102 | cx | 102 | 103 | 104 | 105 | 106 | 107 | 108 | 109 | 110 | 111 | 112 | 113 |
| 103 | cy | 103 | 104 | 105 | 106 | 107 | 108 | 109 | 110 | 111 | 112 | 113 | 114 |
| 104 | cz | 104 | 105 | 106 | 107 | 108 | 109 | 110 | 111 | 112 | 113 | 114 | 115 |
| 105 | da | 105 | 106 | 107 | 108 | 109 | 110 | 111 | 112 | 113 | 114 | 115 | 116 |
| 106 | db | 106 | 107 | 108 | 109 | 110 | 111 | 112 | 113 | 114 | 115 | 116 | 117 |
| 107 | dc | 107 | 108 | 109 | 110 | 111 | 112 | 113 | 114 | 115 | 116 | 117 | 118 |
| 108 | dd | 108 | 109 | 110 | 111 | 112 | 113 | 114 | 115 | 116 | 117 | 118 | 119 |
| 109 | de | 109 | 110 | 111 | 112 | 113 | 114 | 115 | 116 | 117 | 118 | 119 | 120 |
| 110 | df | 110 | 111 | 112 | 113 | 114 | 115 | 116 | 117 | 118 | 119 | 120 | 121 |
| 111 | dg | 111 | 112 | 113 | 114 | 115 | 116 | 117 | 118 | 119 | 120 | 121 | 122 |
| 112 | dh | 112 | 113 | 114 | 115 | 116 | 117 | 118 | 119 | 120 | 121 | 122 | 123 |
| 113 | di | 113 | 114 | 115 | 116 | 117 | 118 | 119 | 120 | 121 | 122 | 123 | 124 |
| 114 | dj | 114 | 115 | 116 | 117 | 118 | 119 | 120 | 121 | 122 | 123 | 124 | 125 |
| 115 | dk | 115 | 116 | 117 | 118 | 119 | 120 | 121 | 122 | 123 | 124 | 125 | 126 |
| 116 | dl | 116 | 117 | 118 | 119 | 120 | 121 | 122 | 123 | 124 | 125 | 126 | 127 |
| 117 | dm | 117 | 118 | 119 | 120 | 121 | 122 | 123 | 124 | 125 | 126 | 127 | 128 |
| 118 | dn | 118 | 119 | 120 | 121 | 122 | 123 | 124 | 125 | 126 | 127 | 128 | 129 |
| 119 | do | 119 | 120 | 121 | 122 | 123 | 124 | 125 | 126 | 127 | 128 | | |

Lamington is a IT specialist

DATA COLLECTED (PROCESSED)

| Timestamp | Store Code | Age | Gender | Prof. BG | CPF BO | CPF BL | CPF LS | OLB | OLS | O2O buying | O2O service | O2O Channels |
|--------------------|------------|---------|--------|----------|--------|--------|--------|-----|-----|------------|-------------|--------------|
| 1/24/2022 14:34:07 | H1 | 26 - 45 | M | FTE | B | F | F | 5 | 4 | 5 | 5 | E |
| 1/24/2022 14:34:30 | H1 | 26 - 45 | F | FTE | B | F | F | 3 | 3 | 4 | 5 | E, WB |
| 1/24/2022 14:34:49 | H1 | 46 - 60 | M | FTE | F | F | F | 3 | 3 | 5 | 5 | E |
| 1/24/2022 14:35:08 | H1 | 26 - 45 | M | FTE | B | B | F | 4 | 4 | 4 | 5 | E, WB |
| 1/24/2022 14:35:34 | H1 | 46 - 60 | M | FTE | F | F | F | 3 | 3 | 4 | 4 | E |
| 1/24/2022 14:36:05 | H1 | 15 - 25 | F | S | F | F | F | 2 | 2 | 3 | 3 | E, WB |
| 1/24/2022 14:36:34 | H1 | 15 - 25 | F | S | B | B | B | 2 | 2 | 4 | 4 | E, WB |
| 1/24/2022 14:36:52 | H1 | 26 - 45 | M | FTE | F | F | B | 1 | 2 | 4 | 4 | E |
| 1/24/2022 14:37:15 | H1 | 15 - 25 | F | S | B | B | F | 4 | 4 | 5 | 4 | E |
| 1/24/2022 14:37:34 | H1 | 46 - 60 | F | E | F | F | F | 2 | 3 | 4 | 4 | WB |
| 1/24/2022 14:38:00 | H1 | 46 - 60 | M | E | F | B | F | 4 | 4 | 4 | 4 | E, WB |
| 1/24/2022 14:38:19 | H1 | 15 - 25 | F | S | F | F | F | 2 | 2 | 4 | 4 | E |
| 1/24/2022 14:38:39 | H1 | 15 - 25 | F | S | F | F | F | 2 | 2 | 5 | 5 | E, WB |
| 1/24/2022 14:39:01 | H1 | 15 - 25 | M | FTE | B | F | F | 3 | 3 | 4 | 4 | E, WB |
| 1/24/2022 14:39:20 | H1 | 26 - 45 | M | FTE | B | F | F | 2 | 2 | 4 | 5 | WB |
| 1/24/2022 14:39:41 | H1 | 46 - 60 | F | FTE | B | F | F | 1 | 1 | 5 | 4 | E |
| 1/24/2022 14:40:03 | H1 | 15 - 25 | M | S | B | F | F | 3 | 3 | 5 | 4 | E, WB |
| 1/24/2022 14:40:24 | H1 | 15 - 25 | M | FTE | N | F | N | 2 | 2 | 4 | 4 | WB |
| 1/24/2022 14:40:43 | H1 | 15 - 25 | F | S | F | F | F | 1 | 1 | 5 | 5 | E |
| 1/24/2022 14:41:08 | H1 | 46 - 60 | M | E | B | B | F | 4 | 4 | 4 | 4 | WB |
| 1/24/2022 14:41:28 | H1 | 46 - 60 | M | S | F | F | F | 1 | 1 | 4 | 4 | E, WB |
| 1/24/2022 14:42:01 | H1 | 15 - 25 | M | S | B | F | F | 1 | 2 | 4 | 4 | E |
| 1/24/2022 14:43:09 | H1 | 26 - 45 | F | E | F | F | F | 3 | 3 | 5 | 5 | WB |
| 1/24/2022 14:43:35 | H1 | 60+ | F | E | B | F | F | 4 | 4 | 5 | 5 | E |
| 1/24/2022 14:44:00 | H1 | 15 - 25 | F | PTE | N | N | F | 2 | 3 | 5 | 5 | WB |
| 1/24/2022 14:44:30 | H1 | 15 - 25 | F | PTE | B | F | F | 3 | 3 | 4 | 4 | WB |
| 1/24/2022 14:44:54 | H1 | 26 - 45 | M | S | F | B | F | 2 | 2 | 4 | 4 | E, WB |
| 1/24/2022 14:45:14 | H2 | 26 - 45 | F | FTE | N | F | F | 3 | 3 | 5 | 5 | E, WB |
| 1/24/2022 14:45:39 | H1 | 46 - 60 | M | PTE | N | N | N | 5 | 5 | 5 | 5 | E, WB |
| 1/24/2022 14:46:42 | H1 | 26 - 45 | F | FTE | N | B | F | 2 | 4 | 5 | 5 | E |
| 1/24/2022 14:47:10 | H1 | 26 - 45 | F | FTE | N | N | N | 5 | 5 | 4 | 4 | E, WB |
| 1/24/2022 14:47:33 | H1 | 15 - 25 | M | S | F | N | F | 4 | 4 | 5 | 5 | E |
| 1/24/2022 14:47:56 | H1 | 46 - 60 | M | S | B | B | F | 3 | 3 | 4 | 4 | E, WB |
| 1/24/2022 14:48:16 | H1 | 46 - 60 | F | FTE | F | F | F | 2 | 2 | 4 | 4 | E |
| 1/24/2022 14:49:21 | H1 | 26 - 45 | F | PTE | N | F | F | 4 | 2 | 4 | 4 | WB |
| 02-06-2022 13:47 | H2 | 15 - 25 | M | S | F | F | F | 3 | 3 | 5 | 5 | WB |
| 02-06-2022 13:48 | H2 | 26 - 45 | F | FTE | N | N | F | 4 | 4 | 5 | 5 | WB |
| 02-06-2022 14:07 | H4 | 15 - 25 | M | S | B | B | F | 3 | 3 | 4 | 5 | WB, SM |
| 02-06-2022 14:07 | H4 | 15 - 25 | M | S | B | B | F | 3 | 3 | 4 | 5 | E, WB |
| 02-06-2022 14:08 | H4 | 15 - 25 | M | S | B | B | F | 3 | 3 | 4 | 5 | WB |
| 02-06-2022 14:08 | H4 | 15 - 25 | M | FTE | F | F | F | 1 | 1 | 4 | 5 | E, WB |
| 02-06-2022 14:08 | H4 | 26 - 45 | F | FTE | N | N | F | 3 | 3 | 4 | 4 | WB |

| Timestamp | Store Code | Age | Gender | Prof. BG | CPF BO | CPF BL | CPF LS | OLB | OLS | O2O buying | O2O service | O2O Channels |
|------------------|------------|---------|--------|----------|--------|--------|--------|-----|-----|------------|-------------|--------------|
| 02-06-2022 14:09 | H4 | 46 - 60 | M | E | F | N | F | 3 | 3 | 3 | 3 | E |
| 02-06-2022 14:09 | H4 | 15 - 25 | F | S | B | F | F | 2 | 2 | 4 | 4 | E |
| 02-06-2022 14:10 | H4 | 26 - 45 | M | FTE | F | F | F | 2 | 2 | 3 | 3 | E, WB |
| 02-06-2022 14:10 | H4 | 26 - 45 | M | FTE | B | F | F | 3 | 3 | 3 | 4 | E, WB |
| 02-06-2022 14:10 | H4 | 46 - 60 | F | FTE | B | B | F | 3 | 3 | 4 | 4 | WB |
| 02-06-2022 14:11 | H4 | 26 - 45 | M | FTE | F | F | F | 2 | 2 | 3 | 4 | E, WB |
| 02-06-2022 14:11 | H4 | 46 - 60 | M | FTE | F | F | F | 3 | 3 | 3 | 3 | E |
| 02-06-2022 14:11 | H4 | 15 - 25 | M | S | N | N | F | 4 | 4 | 5 | 5 | E, WB |
| 02-06-2022 14:12 | H4 | 46 - 60 | M | S | F | F | F | 1 | 2 | 4 | 4 | E |
| 02-06-2022 14:12 | H4 | 46 - 60 | F | HM | B | B | F | 2 | 2 | 4 | 4 | E |
| 02-06-2022 14:12 | H4 | 46 - 60 | M | S | B | F | F | 3 | 3 | 3 | 4 | E, WB |
| 02-06-2022 14:13 | H4 | 26 - 45 | M | FTE | B | B | N | 3 | 4 | 4 | 4 | E |
| 02-06-2022 14:13 | H4 | 26 - 45 | M | FTE | N | F | F | 4 | 4 | 4 | 5 | E |
| 02-06-2022 14:13 | H4 | 15 - 25 | M | FTE | F | F | F | 2 | 2 | 3 | 3 | WB |
| 02-06-2022 14:14 | H4 | 15 - 25 | M | PTE | N | F | F | 3 | 3 | 4 | 4 | E, WB |
| 02-06-2022 14:14 | H4 | 15 - 25 | M | S | B | N | F | 3 | 3 | 3 | 5 | WB |
| 02-06-2022 14:14 | H4 | 26 - 45 | F | FTE | F | F | F | 2 | 2 | 4 | 4 | E |
| 02-06-2022 14:15 | H4 | 46 - 60 | M | FTE | N | N | F | 3 | 4 | 4 | 4 | E |
| 02-06-2022 14:15 | H4 | 26 - 45 | M | FTE | B | B | F | 2 | 2 | 3 | 3 | E, WB |
| 02-06-2022 14:15 | H4 | 15 - 25 | M | S | F | F | F | 3 | 3 | 4 | 5 | WB, NAD |
| 02-06-2022 14:16 | H4 | 15 - 25 | M | S | F | F | F | 4 | 3 | 4 | 5 | E |
| 02-06-2022 14:16 | H4 | 15 - 25 | M | S | F | F | F | 4 | 3 | 4 | 5 | E |
| 02-06-2022 14:16 | H4 | 15 - 25 | M | PTE | F | F | F | 4 | 3 | 5 | 5 | E |
| 02-06-2022 14:17 | H4 | 15 - 25 | F | S | F | F | F | 3 | 3 | 4 | 3 | E |
| 02-06-2022 14:17 | H4 | 15 - 25 | F | S | F | F | F | 5 | 5 | 4 | 5 | E |
| 02-06-2022 14:17 | H4 | 15 - 25 | F | S | F | F | F | 2 | 2 | 3 | 4 | E, WB |
| 02-06-2022 14:23 | H4 | 26 - 45 | Othe | S | N | F | F | 3 | 3 | 3 | 3 | E |
| 02-06-2022 14:24 | H4 | 46 - 60 | M | FTE | F | F | F | 2 | 2 | 3 | 4 | E |
| 02-06-2022 14:24 | H4 | 46 - 60 | F | FTE | B | F | F | 2 | 2 | 3 | 4 | WB |
| 02-06-2022 14:24 | H4 | 26 - 45 | M | FTE | F | F | F | 3 | 3 | 4 | 4 | E, WB |
| 02-06-2022 14:24 | H4 | 46 - 60 | M | FTE | B | F | F | 3 | 3 | 4 | 5 | E |
| 02-06-2022 14:24 | H4 | 46 - 60 | F | FTE | F | F | F | 4 | 4 | 5 | 5 | E, WB |
| 02-06-2022 14:25 | H4 | 46 - 60 | F | FTE | F | F | F | 4 | 4 | 5 | 5 | E |
| 02-06-2022 14:25 | H4 | 26 - 45 | M | E | N | N | F | 3 | 3 | 5 | 5 | E |
| 02-06-2022 14:31 | H5 | 15 - 25 | M | FTE | N | N | F | 3 | 3 | 3 | 3 | WB |
| 02-06-2022 14:31 | H5 | 15 - 25 | M | FTE | F | F | F | 2 | 2 | 4 | 5 | E |
| 02-06-2022 14:31 | H4 | 26 - 45 | F | FTE | N | F | F | 1 | 2 | 4 | 4 | E, WB |
| 02-06-2022 14:32 | H5 | 15 - 25 | F | S | N | F | F | 2 | 2 | 3 | 3 | E, WB |
| 02-06-2022 14:32 | H5 | 26 - 45 | F | FTE | B | F | F | 3 | 3 | 4 | 4 | E |
| 02-06-2022 14:33 | H5 | 26 - 45 | F | FTE | B | F | F | 3 | 3 | 4 | 4 | E |
| 02-06-2022 14:47 | H5 | 26 - 45 | M | FTE | B | F | F | 4 | 4 | 4 | 5 | E, WB |
| 02-06-2022 14:47 | H5 | 46 - 60 | M | FTE | N | F | F | 4 | 5 | 3 | 4 | E |
| 02-06-2022 14:47 | H5 | 15 - 25 | M | PTE | N | B | F | 4 | 4 | 3 | 3 | WB |

| Timestamp | Store Code | Age | Gender | Prod. BG | Opp. BO | Opp. BL | Opp. LS | CLS | CLS | OZO Invm Hg | OZO Serv. cr | OZO Channels |
|---------------------|------------|-----|--------|----------|---------|---------|---------|-----|-----|-------------|--------------|--------------|
| 02-06-2022 14:48 H5 | 25 - 45 | M | FTE | B | B | F | | 4 | 4 | 4 | 4 | WS |
| 02-06-2022 14:48 H5 | 45 - 50 | F | FTE | N | F | F | | 4 | 4 | 3 | 4 | WS |
| 02-06-2022 14:48 H5 | 45 - 50 | M | FTE | B | F | F | | 4 | 4 | 3 | 3 | E WS |
| 02-06-2022 14:48 H5 | 25 - 45 | M | FTE | F | B | F | | 3 | 3 | 3 | 4 | E |
| 02-06-2022 14:48 H5 | 15 - 25 | F | S | N | B | F | | 4 | 4 | 4 | 3 | E WS |
| 02-06-2022 14:48 H5 | 25 - 45 | M | FTE | N | N | F | | 3 | 3 | 4 | 4 | E WS |
| 02-06-2022 14:48 H5 | 45 - 50 | M | FTE | F | F | F | | 1 | 1 | 3 | 3 | E |
| 02-06-2022 14:50 H5 | 45 - 50 | F | FTE | F | N | F | | 2 | 3 | 3 | 3 | E WS |
| 02-06-2022 14:51 H5 | 25 - 45 | F | FTE | N | N | F | | 4 | 4 | 3 | 3 | E |
| 02-06-2022 14:51 H5 | 25 - 45 | F | FTE | B | N | F | | 3 | 3 | 3 | 3 | E |
| 02-06-2022 14:51 H5 | 15 - 25 | M | S | N | F | F | | 3 | 3 | 3 | 3 | E WS |
| 02-06-2022 14:51 H5 | 15 - 25 | M | S | N | F | F | | 2 | 2 | 3 | 4 | E WS |
| 02-06-2022 14:52 H5 | 15 - 25 | M | S | F | F | F | | 1 | 1 | 4 | 4 | E |
| 02-06-2022 14:52 H5 | 25 - 45 | M | FTE | N | N | F | | 2 | 2 | 4 | 4 | E WS |
| 02-06-2022 14:53 H5 | 25 - 45 | F | FTE | F | F | F | | 2 | 2 | 4 | 4 | E WS |
| 02-06-2022 14:53 H5 | 45 - 50 | M | FTE | F | F | F | | 3 | 3 | 3 | 3 | E |
| 02-06-2022 14:53 H5 | 15 - 25 | F | FTE | F | F | F | | 1 | 1 | 4 | 4 | E |
| 02-06-2022 14:54 H5 | 45 - 50 | M | E | F | N | N | | 4 | 4 | 4 | 3 | E WS |
| 02-06-2022 14:54 H5 | 45 - 50 | M | FTE | F | N | F | | 4 | 4 | 4 | 3 | E WS |
| 02-06-2022 14:55 H5 | 45 - 50 | F | FTE | B | B | F | | 3 | 3 | 3 | 4 | E |
| 02-06-2022 14:55 H5 | 15 - 25 | M | FTE | B | F | N | | 4 | 3 | 3 | 3 | E |
| 02-06-2022 14:55 H5 | 25 - 45 | M | FTE | B | B | F | | 4 | 4 | 4 | 3 | E |
| 02-06-2022 14:56 H5 | 25 - 45 | F | FTE | B | F | F | | 2 | 2 | 4 | 4 | E WS |
| 02-06-2022 14:57 H5 | 45 - 50 | F | FTE | F | F | F | | 3 | 3 | 3 | 4 | E WS |
| 02-06-2022 14:57 H5 | 15 - 25 | M | S | F | F | F | | 2 | 2 | 4 | 3 | E |
| 02-06-2022 14:57 H5 | 45 - 50 | M | FTE | N | F | F | | 3 | 3 | 4 | 4 | E |
| 02-06-2022 14:58 H5 | 15 - 25 | F | FTE | F | F | F | | 4 | 4 | 4 | 3 | E WS |
| 02-06-2022 14:58 H5 | 25 - 45 | F | FTE | B | B | F | | 2 | 2 | 3 | 3 | E WS |
| 02-06-2022 14:58 H5 | 25 - 45 | M | FTE | B | F | F | | 4 | 4 | 3 | 3 | E WS |
| 02-06-2022 14:59 H5 | 45 - 50 | F | FTE | B | F | F | | 2 | 2 | 2 | 2 | WS |
| 02-06-2022 14:59 H5 | 25 - 45 | M | FTE | B | F | F | | 3 | 3 | 4 | 4 | E |
| 02-06-2022 15:27 H2 | 15 - 25 | M | S | B | B | F | | 4 | 4 | 3 | 3 | WS |
| 02-06-2022 15:27 H2 | 25 - 45 | M | FTE | N | N | F | | 4 | 3 | 3 | 3 | WS |
| 02-06-2022 15:28 H2 | 25 - 45 | M | E | F | F | F | | 4 | 4 | 3 | 3 | WS |
| 02-06-2022 15:28 H2 | 25 - 45 | M | FTE | B | F | F | | 3 | 3 | 4 | 4 | WS |
| 02-06-2022 15:28 H2 | 25 - 45 | F | FTE | N | N | F | | 3 | 3 | 4 | 3 | WS |
| 02-06-2022 15:29 H2 | 15 - 25 | M | FTE | B | B | F | | 4 | 4 | 3 | 3 | WS |
| 02-06-2022 15:29 H2 | 45 - 50 | M | FTE | F | B | F | | 3 | 3 | 4 | 4 | WS |
| 02-06-2022 15:29 H2 | 25 - 45 | M | FTE | N | N | F | | 3 | 3 | 4 | 4 | E |
| 02-06-2022 15:34 H2 | 45 - 50 | F | E | N | B | F | | 4 | 4 | 3 | 3 | WS |
| 02-06-2022 15:34 H2 | 15 - 25 | M | S | B | F | F | | 3 | 3 | 4 | 4 | E WS |
| 02-06-2022 15:34 H2 | 15 - 25 | F | FTE | N | B | F | | 3 | 3 | 3 | 3 | WS |

| Timestamp | Store Code | Age | Gender | Prof. BG | CPF BO | CPF BL | CPF LS | OLB | OLS | O2O buyin gg | O2O Service | O2O Channels |
|--------------------|------------|---------|--------|----------|--------|--------|--------|-----|-----|--------------|-------------|--------------|
| 02-06-2022 16:35 | H2 | 26 - 45 | M | FTE | F | F | F | 2 | 2 | 4 | 5 | WB |
| 02-06-2022 16:35 | H2 | 26 - 45 | M | PTE | F | B | F | 3 | 3 | 5 | 4 | WB |
| 02-06-2022 16:35 | H2 | 26 - 45 | M | FTE | N | B | F | 3 | 4 | 4 | 4 | E, WB |
| 02-06-2022 16:37 | H2 | 26 - 45 | M | FTE | B | F | F | 3 | 3 | 4 | 5 | WB |
| 02-06-2022 16:37 | H2 | 26 - 45 | F | FTE | N | B | F | 3 | 3 | 4 | 4 | E, WB |
| 02-06-2022 16:37 | H2 | 26 - 45 | F | FTE | F | F | F | 2 | 2 | 5 | 5 | WB |
| 02-06-2022 16:38 | H2 | 15 - 25 | M | S | N | N | B | 2 | 2 | 4 | 5 | WB |
| 02-06-2022 16:38 | H2 | 46 - 60 | M | FTE | F | F | F | 3 | 3 | 4 | 5 | E, WB |
| 02-06-2022 16:38 | H2 | 15 - 25 | M | PTE | N | N | F | 3 | 3 | 3 | 3 | WB |
| 02-06-2022 16:39 | H2 | 26 - 45 | F | FTE | F | B | F | 3 | 3 | 4 | 5 | E, WB |
| 02-06-2022 16:40 | H2 | 26 - 45 | F | FTE | N | N | F | 4 | 4 | 5 | 5 | WB |
| 02-06-2022 16:40 | H2 | 26 - 45 | M | FTE | B | B | F | 3 | 4 | 4 | 4 | WB |
| 02-06-2022 16:40 | H2 | 15 - 25 | M | FTE | N | N | B | 4 | 4 | 5 | 5 | WB |
| 02-06-2022 16:41 | H2 | 46 - 60 | M | FTE | B | B | F | 3 | 3 | 4 | 5 | E, WB |
| 02-06-2022 16:41 | H2 | 26 - 45 | M | FTE | N | N | F | 3 | 3 | 3 | 4 | WB |
| 02-06-2022 16:42 | H2 | 26 - 45 | F | FTE | N | B | F | 4 | 3 | 4 | 4 | E, WB |
| 02-06-2022 16:43 | H2 | 15 - 25 | M | S | B | B | F | 3 | 3 | 4 | 4 | E, WB |
| 02-06-2022 16:46 | H2 | 15 - 25 | M | FTE | B | B | F | 4 | 3 | 4 | 4 | E, WB |
| 02-06-2022 16:47 | H2 | 46 - 60 | F | PTE | F | F | F | 2 | 1 | 4 | 4 | WB |
| 02-06-2022 16:47 | H2 | 26 - 45 | M | FTE | B | B | F | 3 | 4 | 4 | 4 | E |
| 02-06-2022 16:47 | H2 | 15 - 25 | F | FTE | F | B | B | 3 | 3 | 4 | 4 | E, WB |
| 1/18/2022 15:59:58 | C6 | 15 - 25 | M | S | N | B | F | 3 | 2 | 5 | 4 | E, WB |
| 1/18/2022 16:01:07 | C5 | 15 - 25 | F | S | B | F | F | 1 | 2 | 5 | 4 | E, NAD |
| 1/18/2022 16:01:52 | C5 | 15 - 25 | M | E | F | N | F | 1 | 2 | 5 | 4 | E, SMS |
| 1/18/2022 16:02:17 | C5 | 46 - 60 | M | FTE | F | F | F | 2 | 1 | 4 | 4 | E, SMS |
| 1/18/2022 16:02:58 | C5 | 15 - 25 | M | FTE | N | N | F | 2 | 3 | 5 | 5 | E, WB |
| 1/18/2022 16:03:33 | C5 | 26 - 45 | M | FTE | F | F | F | 1 | 4 | 5 | 5 | E |
| 1/18/2022 16:03:58 | C5 | 15 - 25 | M | S | F | F | F | 3 | 3 | 3 | 3 | E, WB |
| 1/18/2022 16:04:36 | C5 | 15 - 25 | M | FTE | B | B | F | 3 | 3 | 4 | 5 | E, SMS, WE |
| 1/18/2022 16:05:03 | C5 | 15 - 25 | F | S | N | F | F | 2 | 2 | 5 | 5 | E, SMS, WE |
| 1/18/2022 16:05:35 | C5 | 15 - 25 | F | S | F | F | F | 3 | 2 | 5 | 5 | WB |
| 1/18/2022 16:05:59 | C5 | 15 - 25 | F | FTE | F | B | N | 3 | 4 | 5 | 4 | WB |
| 1/18/2022 16:06:57 | C5 | 26 - 45 | F | FTE | F | B | F | 4 | 5 | 3 | 5 | E |
| 1/18/2022 16:07:52 | C5 | 26 - 45 | M | FTE | F | B | N | 2 | 1 | 4 | 4 | E, SMS |
| 1/18/2022 16:08:44 | C5 | 15 - 25 | F | S | F | N | F | 3 | 2 | 5 | 4 | WB, SM |
| 1/18/2022 16:09:09 | C5 | 15 - 25 | F | PTE | F | F | F | 3 | 3 | 2 | 2 | WB |
| 1/18/2022 16:09:29 | C5 | 15 - 25 | F | PTE | F | B | N | 3 | 2 | 5 | 5 | WB |
| 1/18/2022 16:09:46 | C5 | 15 - 25 | F | PTE | F | B | F | 3 | 4 | 5 | 5 | WB |
| 1/18/2022 16:12:22 | C5 | 46 - 60 | M | FTE | F | F | F | 2 | 1 | 4 | 4 | E, WB |
| 1/18/2022 16:12:49 | C5 | 26 - 45 | F | FTE | B | B | F | 4 | 4 | 5 | 5 | WB |
| 1/18/2022 16:13:48 | C5 | 15 - 25 | M | FTE | F | F | N | 3 | 4 | 5 | 5 | WB |
| 1/18/2022 16:14:15 | C5 | 26 - 45 | M | FTE | N | N | F | 4 | 3 | 5 | 5 | E |

| Timestamp | Store Code | Age | Gender | Prof. BG | CPF BO | CPF BL | CPF LS | OLB | OLS | O2O buyin gg | O2O Service | O2O Channels |
|--------------------|------------|---------|--------|----------|--------|--------|--------|-----|-----|--------------|-------------|--------------|
| 1/18/2022 16:15:20 | C5 | 15 - 25 | M | FTE | B | F | F | 3 | 4 | 5 | 5 | WB |
| 1/18/2022 16:15:40 | C5 | 15 - 25 | M | FTE | N | F | F | 3 | 3 | 5 | 4 | WB |
| 1/18/2022 16:16:05 | C5 | 15 - 25 | M | FTE | N | F | F | 3 | 2 | 4 | 4 | E, WB |
| 1/18/2022 16:16:28 | C5 | 26 - 45 | F | FTE | F | F | B | 3 | 4 | 5 | 4 | WB |
| 1/18/2022 16:16:58 | C5 | 46 - 60 | M | E | B | B | F | 2 | 2 | 5 | 5 | WB |
| 1/18/2022 16:17:30 | C5 | 15 - 25 | F | S | F | F | F | 2 | 1 | 4 | 4 | E, WB |
| 1/18/2022 16:17:51 | C5 | 26 - 45 | M | FTE | F | F | F | 3 | 2 | 4 | 5 | WB |
| 1/18/2022 16:18:10 | C5 | 26 - 45 | F | HM | F | F | F | 3 | 2 | 5 | 4 | WB |
| 1/18/2022 16:22:58 | C5 | 15 - 25 | M | S | F | N | F | 2 | 3 | 3 | 2 | E, WB |
| 1/18/2022 16:23:28 | C5 | 15 - 25 | M | FTE | F | F | B | 1 | 2 | 4 | 4 | WB |
| 1/18/2022 16:23:54 | C5 | 15 - 25 | F | PTE | N | B | F | 2 | 3 | 3 | 4 | WB |
| 1/18/2022 16:24:29 | C5 | 15 - 25 | F | FTE | F | B | F | 3 | 2 | 4 | 4 | E, WB, SM |
| 1/18/2022 16:25:03 | C5 | 15 - 25 | F | E | B | B | B | 3 | 3 | 4 | 5 | E, WB |
| 1/18/2022 16:27:12 | C5 | 15 - 25 | M | PTE | F | B | F | 3 | 3 | 4 | 4 | WB |
| 1/18/2022 16:30:07 | C5 | 46 - 60 | F | FTE | F | B | F | 1 | 2 | 4 | 1 | E, WB |
| 1/18/2022 16:30:39 | C5 | 46 - 60 | F | FTE | F | B | F | 2 | 3 | 4 | 3 | SMS, WB |
| 1/18/2022 16:32:32 | C5 | 46 - 60 | F | FTE | F | B | F | 1 | 3 | 4 | 4 | E |
| 1/18/2022 16:33:40 | C5 | 60+ | M | FTE | B | B | F | 2 | 2 | 3 | 4 | WB |
| 1/18/2022 16:34:10 | C5 | 60+ | F | E | N | N | N | 1 | 1 | 4 | 4 | E |
| 1/18/2022 16:34:30 | C5 | 15 - 25 | M | FTE | N | F | F | 3 | 3 | 5 | 3 | WB |
| 1/19/2022 15:09:23 | C6 | 46 - 60 | M | FTE | F | F | F | 1 | 1 | 3 | 3 | E, WB |
| 1/19/2022 15:09:52 | C6 | 46 - 60 | F | FTE | B | F | F | 2 | 2 | 4 | 3 | E |
| 1/19/2022 15:10:23 | C6 | 46 - 60 | F | FTE | F | F | F | 1 | 1 | 4 | 4 | E, WB |
| 1/19/2022 15:10:49 | C6 | 46 - 60 | M | FTE | F | F | F | 1 | 2 | 3 | 5 | E, WB |
| 1/19/2022 15:11:52 | C6 | 60+ | M | PTE | F | F | F | 1 | 2 | 1 | 1 | E |
| 1/19/2022 15:12:32 | C6 | 46 - 60 | M | FTE | B | B | F | 1 | 1 | 3 | 3 | E, WB |
| 1/19/2022 15:13:03 | C6 | 26 - 45 | M | FTE | N | B | F | 3 | 4 | 4 | 5 | WB, SM |
| 1/19/2022 15:13:34 | C6 | 46 - 60 | M | FTE | N | N | F | 2 | 2 | 4 | 4 | WB |
| 1/19/2022 15:13:57 | C6 | 46 - 60 | M | FTE | F | F | B | 1 | 1 | 4 | 5 | WB |
| 1/19/2022 15:15:47 | C6 | 15 - 25 | M | S | F | F | B | 1 | 2 | 4 | 5 | E, WB |
| 1/19/2022 15:16:19 | C6 | 46 - 60 | F | HM | F | F | B | 4 | 4 | 3 | 4 | WB |
| 1/19/2022 15:17:52 | C6 | 26 - 45 | F | FTE | F | F | F | 4 | 4 | 3 | 4 | WB |
| 1/19/2022 15:18:15 | C6 | 26 - 45 | F | FTE | F | N | F | 2 | 3 | 3 | 4 | WB |
| 1/19/2022 15:19:23 | C6 | 15 - 25 | M | S | N | F | F | 3 | 3 | 5 | 5 | WB |
| 1/19/2022 15:19:59 | C6 | 46 - 60 | M | FTE | N | N | B | 3 | 3 | 5 | 5 | E, WB |
| 1/19/2022 15:20:30 | C6 | 46 - 60 | M | FTE | N | F | F | 2 | 2 | 4 | 3 | E, WB |
| 1/19/2022 15:21:00 | C6 | 15 - 25 | M | FTE | N | B | F | 2 | 3 | 4 | 4 | E, WB |
| 1/19/2022 15:21:30 | C6 | 46 - 60 | M | FTE | N | B | F | 2 | 3 | 4 | 5 | E, SMS, WE |
| 1/19/2022 15:22:03 | C6 | 46 - 60 | F | FTE | B | B | F | 2 | 1 | 4 | 4 | E |
| 1/19/2022 15:37:35 | C6 | 46 - 60 | F | HM | B | F | F | 3 | 3 | 4 | 4 | E |
| 1/19/2022 15:38:00 | C6 | 46 - 60 | F | HM | B | B | F | 3 | 2 | 4 | 5 | E |
| 1/19/2022 15:38:51 | C6 | 46 - 60 | F | HM | B | B | F | 3 | 2 | 4 | 5 | E |

| Timestamp | Store Code | Age | Gender | Prof. BG | CPF BO | CPF BL | CPF LS | OLB | OLS | O2O buying | O2O Service | O2O Channels |
|--------------------|------------|---------|--------|----------|--------|--------|--------|-----|-----|------------|-------------|--------------|
| 1/19/2022 15:39:39 | C6 | 26 - 45 | F | FTE | B | F | F | 3 | 2 | 4 | 5 | E |
| 1/19/2022 15:40:05 | C6 | 46 - 60 | F | FTE | N | F | F | 2 | 2 | 3 | 3 | WB |
| 1/19/2022 15:40:31 | C6 | 46 - 60 | F | FTE | B | F | F | 2 | 1 | 3 | 4 | E, WB |
| 1/19/2022 15:41:06 | C6 | 15 - 25 | F | PTE | N | F | F | 3 | 3 | 3 | 3 | WB |
| 1/19/2022 15:41:33 | C6 | 15 - 25 | F | FTE | N | F | F | 5 | 3 | 5 | 4 | WB |
| 1/19/2022 15:42:06 | C6 | 15 - 25 | M | FTE | B | F | F | 2 | 2 | 4 | 5 | E, WB |
| 1/19/2022 15:43:34 | C6 | 26 - 45 | F | S | B | F | F | 1 | 3 | 4 | 4 | E |
| 1/19/2022 15:44:03 | C6 | 46 - 60 | M | FTE | B | F | F | 2 | 5 | 4 | 4 | E, WB |
| 1/19/2022 15:46:24 | C6 | 60+ | M | PTE | B | F | B | 3 | 2 | 5 | 4 | E, WB |
| 1/19/2022 16:15:07 | C6 | 26 - 45 | F | S | N | N | B | 3 | 3 | 5 | 4 | E |
| 1/19/2022 16:15:35 | C6 | 26 - 45 | F | FTE | N | B | F | 3 | 4 | 2 | 1 | E, WB |
| 1/19/2022 16:16:15 | C6 | 60+ | M | PTE | N | N | N | 5 | 4 | 5 | 4 | E |
| 1/19/2022 16:16:45 | C6 | 15 - 25 | F | S | B | F | F | 3 | 3 | 5 | 4 | E, WB |
| 1/19/2022 16:17:17 | C6 | 46 - 60 | F | HM | B | F | F | 3 | 3 | 5 | 4 | E |
| 1/19/2022 16:17:40 | C6 | 15 - 25 | M | S | B | F | F | 3 | 5 | 5 | 4 | E |
| 1/19/2022 16:18:05 | C6 | 60+ | M | PTE | N | N | F | 4 | 5 | 5 | 5 | E |
| 1/19/2022 16:18:33 | C6 | 26 - 45 | M | S | B | F | F | 3 | 5 | 5 | 4 | E |
| 1/19/2022 16:18:58 | C6 | 15 - 25 | F | S | B | F | F | 5 | 5 | 5 | 3 | WB |
| 1/19/2022 16:19:38 | C6 | 46 - 60 | F | E | F | B | F | 2 | 2 | 5 | 4 | E, WB |
| 1/19/2022 16:20:03 | C6 | 26 - 45 | F | FTE | N | B | F | 3 | 3 | 4 | 3 | E, WB |
| 1/19/2022 16:20:27 | C6 | 15 - 25 | M | FTE | N | B | F | 2 | 2 | 4 | 4 | WB |
| 1/19/2022 16:20:51 | C6 | 46 - 60 | M | FTE | N | B | F | 2 | 2 | 4 | 4 | WB |
| 1/19/2022 16:21:17 | C6 | 46 - 60 | F | PTE | F | F | F | 3 | 3 | 4 | 4 | E, WB |
| 1/25/2022 12:44:39 | C9 | 15 - 25 | M | S | N | F | F | 3 | 2 | 4 | 4 | E, WB |
| 1/25/2022 12:45:03 | C9 | 15 - 25 | M | S | F | F | F | 3 | 2 | 4 | 4 | WB |
| 1/25/2022 12:45:50 | C9 | 46 - 60 | F | FTE | B | B | F | 2 | 2 | 4 | 4 | E |
| 1/25/2022 12:46:19 | C9 | 26 - 45 | F | HM | F | F | F | 2 | 2 | 4 | 5 | WB |
| 1/25/2022 12:46:40 | C9 | 46 - 60 | F | HM | F | F | F | 2 | 3 | 3 | 3 | WB |
| 1/25/2022 12:47:03 | C9 | 15 - 25 | F | S | N | N | F | 3 | 3 | 5 | 5 | E, WB |
| 1/25/2022 12:48:09 | C9 | 15 - 25 | F | S | N | N | F | 4 | 3 | 5 | 5 | E, WB |
| 1/25/2022 12:48:38 | C9 | 15 - 25 | M | S | N | F | F | 1 | 1 | 4 | 4 | E, WB |
| 1/25/2022 12:48:59 | C9 | 46 - 60 | M | FTE | N | B | F | 2 | 2 | 3 | 3 | WB |
| 1/25/2022 12:49:26 | C9 | 15 - 25 | F | S | N | N | F | 5 | 5 | 4 | 4 | E |
| 1/25/2022 12:49:57 | C9 | 15 - 25 | F | S | F | N | F | 3 | 4 | 4 | 4 | E |
| 1/25/2022 12:50:25 | C9 | 46 - 60 | F | HM | F | F | F | 3 | 3 | 4 | 4 | E |
| 1/25/2022 12:50:53 | C9 | 46 - 60 | M | FTE | B | N | F | 5 | 5 | 5 | 5 | WB |
| 1/25/2022 12:51:21 | C9 | 26 - 45 | M | FTE | N | N | F | 4 | 4 | 5 | 5 | E |
| 1/25/2022 12:51:44 | C9 | 26 - 45 | M | E | B | B | F | 3 | 3 | 4 | 5 | E, WB |
| 1/25/2022 12:52:06 | C9 | 46 - 60 | M | FTE | N | F | F | 2 | 2 | 3 | 3 | E |
| 1/25/2022 12:52:26 | C9 | 26 - 45 | F | FTE | N | N | N | 3 | 3 | 4 | 4 | E, WB |
| 1/25/2022 12:52:51 | C9 | 26 - 45 | M | FTE | F | F | F | 2 | 2 | 3 | 3 | WB |
| 1/25/2022 12:53:12 | C9 | 26 - 45 | M | FTE | F | F | F | 2 | 2 | 3 | 3 | WB |

| Timestamp | Store Code | Age | Gender | Prof. BG | CPF BO | CPF BL | CPF LS | OLB | OLS | O2O buying | O2O Service | O2O Channels |
|--------------------|------------|---------|--------|----------|--------|--------|--------|-----|-----|------------|-------------|--------------|
| 1/25/2022 12:53:35 | C9 | 46 - 60 | M | FTE | N | F | F | 4 | 4 | 4 | 5 | WB |
| 1/25/2022 12:53:58 | C9 | 15 - 25 | F | S | B | B | F | 2 | 2 | 4 | 4 | E, WB |
| 1/25/2022 12:54:30 | C9 | 46 - 60 | M | FTE | B | F | F | 3 | 2 | 4 | 4 | E, WB |
| 1/25/2022 12:54:58 | C9 | 46 - 60 | F | FTE | F | F | F | 2 | 3 | 4 | 4 | WB |
| 1/25/2022 12:55:20 | C9 | 15 - 25 | M | S | B | B | F | 4 | 4 | 4 | 4 | E |
| 1/25/2022 12:55:46 | C9 | 46 - 60 | M | S | F | F | F | 3 | 3 | 5 | 5 | WB |
| 1/25/2022 12:56:11 | C9 | 46 - 60 | M | FTE | B | N | F | 4 | 4 | 5 | 4 | E, WB |
| 1/25/2022 12:56:36 | C9 | 46 - 60 | M | FTE | N | N | N | 2 | 3 | 3 | 3 | WB |
| 1/25/2022 12:57:28 | C9 | 15 - 25 | M | S | F | F | F | 3 | 3 | 4 | 4 | E |
| 1/25/2022 12:57:47 | C9 | 26 - 45 | M | E | F | F | F | 2 | 3 | 3 | 3 | WB |
| 1/25/2022 12:58:11 | C9 | 15 - 25 | M | FTE | F | F | F | 2 | 3 | 4 | 4 | WB |
| 1/25/2022 12:58:43 | C9 | 46 - 60 | F | PTE | B | B | F | 3 | 3 | 4 | 4 | E, WB |
| 1/25/2022 12:59:07 | C9 | 46 - 60 | M | PTE | B | B | F | 3 | 3 | 4 | 4 | E |
| 1/25/2022 12:59:30 | C9 | 26 - 45 | M | FTE | F | F | F | 3 | 3 | 5 | 5 | WB |
| 1/25/2022 13:00:08 | C9 | 46 - 60 | M | PTE | B | N | F | 4 | 4 | 5 | 4 | WB |
| 1/25/2022 13:00:53 | C9 | 26 - 45 | F | FTE | B | N | F | 4 | 3 | 5 | 4 | WB |
| 1/25/2022 13:01:14 | C9 | 26 - 45 | M | FTE | N | N | F | 3 | 3 | 4 | 4 | WB |
| 1/25/2022 13:01:58 | C9 | 46 - 60 | F | FTE | N | B | F | 3 | 3 | 4 | 4 | WB |
| 1/25/2022 13:02:24 | C9 | 15 - 25 | M | FTE | B | N | F | 4 | 2 | 4 | 5 | WB |
| 1/25/2022 13:06:25 | C10 | 26 - 45 | M | FTE | B | F | F | 3 | 3 | 5 | 5 | E, WB |
| 1/25/2022 13:06:55 | C10 | 15 - 25 | F | S | B | B | F | 4 | 4 | 4 | 5 | E |
| 1/25/2022 13:07:21 | C9 | 15 - 25 | F | S | B | B | F | 4 | 4 | 5 | 5 | WB |
| 1/25/2022 13:07:55 | C10 | 46 - 60 | F | FTE | B | F | F | 4 | 4 | 4 | 4 | E, WB |
| 1/25/2022 13:08:15 | C10 | 46 - 60 | M | FTE | B | F | F | 3 | 4 | 5 | 5 | E, WB |
| 1/25/2022 13:08:56 | C10 | 46 - 60 | M | FTE | B | F | F | 3 | 4 | 5 | 5 | E, WB, NAC |
| 1/25/2022 13:09:18 | C10 | 26 - 45 | F | E | B | N | F | 3 | 4 | 4 | 5 | WB |
| 1/25/2022 13:09:41 | C10 | 26 - 45 | M | FTE | N | B | F | 4 | 3 | 4 | 4 | E, WB |
| 1/25/2022 13:10:08 | C10 | 15 - 25 | F | S | B | B | F | 5 | 5 | 5 | 5 | E |
| 1/25/2022 13:10:28 | C10 | 26 - 45 | M | FTE | N | N | N | 4 | 3 | 5 | 5 | E, WB |
| 1/25/2022 13:12:02 | C10 | 15 - 25 | F | S | B | B | F | 4 | 4 | 5 | 4 | E, WB, NAC |
| 1/25/2022 13:12:23 | C10 | 26 - 45 | F | FTE | F | F | F | 2 | 2 | 4 | 5 | E |
| 1/25/2022 13:12:49 | C10 | 15 - 25 | M | S | N | F | N | 4 | 4 | 4 | 4 | E |
| 1/25/2022 13:13:13 | C10 | 15 - 25 | F | S | N | N | F | 5 | 5 | 5 | 5 | WB |
| 1/25/2022 13:13:36 | C10 | 15 - 25 | F | S | N | N | F | 4 | 4 | 5 | 4 | WB |
| 1/25/2022 13:14:05 | C10 | 15 - 25 | F | FTE | N | F | F | 3 | 3 | 4 | 4 | E |
| 1/25/2022 14:00:25 | C10 | 26 - 45 | M | S | F | F | F | 2 | 2 | 5 | 4 | E, WB |
| 1/25/2022 14:00:45 | C10 | 46 - 60 | M | FTE | B | N | F | 4 | 4 | 5 | 5 | E |
| 1/25/2022 14:01:05 | C10 | 26 - 45 | M | FTE | N | N | F | 3 | 3 | 4 | 4 | E |
| 1/25/2022 14:01:28 | C10 | 26 - 45 | M | FTE | B | B | F | 4 | 4 | 3 | 3 | E |
| 1/25/2022 14:01:54 | C10 | 26 - 45 | F | FTE | F | F | F | 2 | 3 | 4 | 4 | E, WB |
| 1/25/2022 14:02:17 | C10 | 15 - 25 | M | S | N | N | N | 4 | 4 | 4 | 5 | WB |
| 1/25/2022 14:02:37 | C10 | 26 - 45 | M | E | F | F | F | 1 | 1 | 5 | 5 | E, WB |

| Timestamp | Store Code | Age | Gender | Prof. BG | CPF BO | CPF BL | CPF LS | OLB | OLS | O2O buying | O2O Service | O2O Channels |
|--------------------|------------|---------|--------|----------|--------|--------|--------|-----|-----|------------|-------------|--------------|
| 1/25/2022 14:02:59 | C10 | 46 - 60 | M | FTE | N | N | F | 4 | 4 | 5 | 4 | E, WB |
| 1/25/2022 14:03:22 | C10 | 15 - 25 | F | FTE | B | N | N | 4 | 4 | 5 | 5 | E, WB |
| 1/25/2022 14:03:43 | C10 | 15 - 25 | M | FTE | N | N | F | 3 | 3 | 4 | 4 | E |
| 1/25/2022 14:04:04 | C10 | 26 - 45 | M | E | F | F | F | 2 | 2 | 4 | 5 | WB |
| 1/25/2022 14:04:26 | C10 | 46 - 60 | F | HM | N | N | F | 4 | 3 | 4 | 4 | E, WB |
| 1/25/2022 14:14:22 | C10 | 26 - 45 | M | FTE | N | F | F | 3 | 3 | 4 | 4 | E, WB |
| 1/25/2022 14:14:45 | C10 | 46 - 60 | F | FTE | F | F | F | 2 | 2 | 3 | 3 | WB |
| 1/25/2022 14:15:04 | C10 | 15 - 25 | M | FTE | N | F | F | 2 | 3 | 4 | 4 | WB |
| 1/25/2022 14:15:26 | C10 | 26 - 45 | M | FTE | N | N | F | 3 | 4 | 5 | 4 | E |
| 1/25/2022 14:15:46 | C10 | 26 - 45 | M | FTE | N | B | F | 4 | 4 | 5 | 5 | E |
| 1/25/2022 14:16:10 | C10 | 46 - 60 | F | FTE | N | B | N | 4 | 4 | 5 | 4 | E, WB |
| 1/25/2022 14:16:37 | C10 | 26 - 45 | M | FTE | N | B | N | 3 | 3 | 4 | 5 | E, WB |
| 1/25/2022 14:17:00 | C10 | 26 - 45 | F | FTE | N | B | F | 2 | 2 | 5 | 4 | E, WB |
| 1/31/2022 13:22:54 | C8 | 15 - 25 | M | S | N | F | F | 3 | 3 | 4 | 4 | E, WB |
| 1/31/2022 13:23:44 | C8 | 26 - 45 | F | FTE | F | F | F | 3 | 3 | 4 | 5 | E |
| 1/31/2022 13:24:05 | C8 | 15 - 25 | M | FTE | B | F | F | 3 | 3 | 4 | 4 | WB |
| 1/31/2022 13:26:29 | C8 | 15 - 25 | F | FTE | F | F | F | 3 | 3 | 4 | 5 | E |
| 1/31/2022 13:26:51 | C8 | 46 - 60 | M | FTE | B | F | F | 3 | 4 | 5 | 5 | E, WB |
| 1/31/2022 13:27:09 | C8 | 46 - 60 | F | FTE | F | F | F | 3 | 3 | 4 | 4 | E |
| 1/31/2022 13:27:36 | C8 | 46 - 60 | F | FTE | F | F | F | 3 | 3 | 4 | 4 | E |
| 1/31/2022 13:27:55 | C8 | 15 - 25 | M | S | N | F | F | 4 | 4 | 5 | 5 | WB |
| 1/31/2022 13:28:17 | C8 | 46 - 60 | F | S | F | F | F | 2 | 3 | 4 | 4 | E, WB |
| 1/31/2022 13:28:43 | C8 | 15 - 25 | M | S | N | N | F | 4 | 4 | 3 | 3 | WB |
| 1/31/2022 13:29:04 | C8 | 15 - 25 | F | S | B | B | F | 3 | 4 | 4 | 4 | WB |
| 1/31/2022 13:29:30 | C8 | 26 - 45 | F | FTE | F | F | F | 2 | 3 | 4 | 4 | WB |
| 1/31/2022 13:29:52 | C8 | 15 - 25 | M | FTE | B | F | F | 3 | 3 | 5 | 5 | E |
| 1/31/2022 13:30:26 | C8 | 26 - 45 | M | FTE | B | F | F | 3 | 4 | 5 | 5 | E, WB |
| 1/31/2022 13:30:26 | C8 | 26 - 45 | M | FTE | N | B | F | 2 | 2 | 5 | 5 | WB |
| 1/31/2022 13:31:06 | C8 | 46 - 60 | M | FTE | N | F | F | 3 | 3 | 4 | 4 | E, WB |
| 1/31/2022 13:32:07 | C8 | 46 - 60 | M | FTE | F | F | F | 3 | 3 | 4 | 4 | E, WB |
| 1/31/2022 13:32:30 | C8 | 26 - 45 | M | FTE | B | N | F | 3 | 3 | 3 | 3 | WB |
| 1/31/2022 13:32:52 | C8 | 46 - 60 | M | E | N | B | F | 3 | 3 | 3 | 3 | WB |
| 1/31/2022 13:32:52 | C8 | 46 - 60 | M | E | N | B | F | 4 | 4 | 5 | 5 | WB |
| 1/31/2022 13:33:18 | C8 | 46 - 60 | M | E | N | B | F | 4 | 4 | 5 | 5 | E |
| 1/31/2022 13:33:39 | C8 | 15 - 25 | F | S | F | F | F | 4 | 4 | 5 | 5 | E |
| 1/31/2022 13:33:39 | C8 | 15 - 25 | F | S | F | F | F | 4 | 3 | 5 | 5 | E, WB |
| 1/31/2022 13:34:00 | C8 | 26 - 45 | M | FTE | B | F | F | 4 | 3 | 5 | 5 | E, WB |
| 1/31/2022 13:34:22 | C8 | 26 - 45 | F | FTE | F | F | F | 2 | 3 | 4 | 4 | WB |
| 1/31/2022 13:34:50 | C8 | 26 - 45 | F | FTE | B | F | F | 3 | 3 | 4 | 5 | E, WB |
| 1/31/2022 13:35:10 | C8 | 26 - 45 | F | FTE | B | F | F | 3 | 3 | 4 | 4 | WB |
| 1/31/2022 13:35:10 | C8 | 15 - 25 | M | S | N | N | F | 4 | 4 | 4 | 4 | WB |
| 1/31/2022 13:35:32 | C8 | 15 - 25 | F | S | F | F | F | 3 | 3 | 4 | 4 | E, WB |
| 1/31/2022 13:35:32 | C8 | 15 - 25 | F | S | F | F | F | 3 | 3 | 4 | 4 | E, WB |
| 1/31/2022 13:35:58 | C8 | 26 - 45 | F | FTE | N | N | N | 4 | 4 | 5 | 4 | E |
| 1/31/2022 13:35:58 | C8 | 26 - 45 | F | FTE | N | N | N | 4 | 4 | 5 | 4 | E |
| 1/31/2022 13:36:21 | C8 | 46 - 60 | M | FTE | F | F | F | 2 | 2 | 4 | 5 | WB |
| 1/31/2022 13:36:21 | C8 | 46 - 60 | M | FTE | F | F | F | 2 | 2 | 4 | 5 | WB |
| 1/31/2022 13:36:41 | C8 | 26 - 45 | M | S | F | F | F | 3 | 3 | 3 | 4 | WB |
| 1/31/2022 13:36:41 | C8 | 26 - 45 | M | S | F | F | F | 3 | 3 | 3 | 4 | WB |
| 1/31/2022 13:37:02 | C8 | 46 - 60 | M | FTE | N | B | F | 4 | 4 | 5 | 5 | E, WB |
| 1/31/2022 13:37:02 | C8 | 46 - 60 | M | FTE | N | B | F | 4 | 4 | 5 | 5 | E, WB |

| Timestamp | Store Code | Age | Gender | Prof. BG | CPF BO | CPF BL | CPF LS | OLB | OLS | O2O buying | O2O Service | O2O Channels |
|--------------------|------------|---------|--------|----------|--------|--------|--------|-----|-----|------------|-------------|--------------|
| 1/31/2022 13:37:53 | C8 | 15 - 25 | M | S | N | N | F | 5 | 5 | 5 | 5 | WB |
| 1/31/2022 13:38:22 | C8 | 46 - 60 | M | FTE | N | B | F | 3 | 3 | 5 | 5 | E |
| 1/31/2022 13:38:43 | C8 | 15 - 25 | F | FTE | N | N | F | 3 | 3 | 5 | 4 | WB |
| 1/31/2022 13:39:06 | C8 | 15 - 25 | F | FTE | N | N | F | 3 | 3 | 4 | 4 | WB |
| 1/31/2022 13:39:23 | C8 | 26 - 45 | F | FTE | F | F | F | 3 | 3 | 4 | 3 | WB |
| 1/31/2022 13:39:43 | C8 | 15 - 25 | M | S | N | B | N | 4 | 4 | 5 | 5 | E |
| 1/31/2022 13:41:50 | C8 | 26 - 45 | M | FTE | F | N | F | 4 | 4 | 5 | 5 | WB |
| 1/31/2022 13:42:08 | C8 | 15 - 25 | F | S | N | N | F | 3 | 3 | 5 | 4 | WB |
| 1/31/2022 13:42:32 | C8 | 26 - 45 | M | E | B | B | F | 4 | 5 | 4 | 4 | E, WB |
| 1/31/2022 13:42:53 | C8 | 46 - 60 | F | FTE | B | N | N | 5 | 5 | 5 | 5 | WB |
| 1/31/2022 13:43:14 | C8 | 46 - 60 | M | FTE | B | F | N | 4 | 4 | 5 | 5 | WB |
| 1/31/2022 13:43:35 | C8 | 46 - 60 | M | FTE | B | F | N | 4 | 4 | 5 | 4 | WB |
| 1/31/2022 13:44:11 | C8 | 26 - 45 | F | FTE | B | B | F | 4 | 4 | 4 | 5 | E |
| 1/31/2022 13:44:33 | C8 | 46 - 60 | M | E | F | F | F | 3 | 2 | 4 | 4 | WB |
| 1/24/2022 14:05:59 | C7 | 46 - 60 | M | FTE | B | F | F | 4 | 4 | 4 | 5 | E |
| 1/24/2022 14:06:29 | C7 | 26 - 45 | M | FTE | N | N | F | 4 | 3 | 4 | 4 | E |
| 1/24/2022 14:06:53 | C7 | 26 - 45 | F | FTE | B | B | F | 4 | 4 | 5 | 5 | E, NAD |
| 1/24/2022 14:07:20 | C7 | 15 - 25 | M | FTE | N | N | F | 5 | 4 | 5 | 5 | E |
| 1/24/2022 14:07:50 | C7 | 15 - 25 | F | E | N | N | F | 2 | 2 | 4 | 5 | E |
| 1/24/2022 14:08:14 | C7 | 26 - 45 | M | FTE | F | F | F | 5 | 5 | 5 | 5 | WB |
| 1/24/2022 14:08:53 | C7 | 26 - 45 | M | FTE | B | B | B | 1 | 1 | 4 | 4 | E |
| 1/24/2022 14:09:29 | C7 | 15 - 25 | M | S | B | F | F | 2 | 2 | 4 | 5 | E, WB |
| 1/24/2022 14:09:53 | C7 | 26 - 45 | F | FTE | B | B | F | 3 | 4 | 4 | 4 | E |
| 1/24/2022 14:10:37 | C7 | 15 - 25 | M | FTE | F | F | B | 4 | 4 | 3 | 3 | WB |
| 1/24/2022 14:11:10 | C7 | 15 - 25 | F | FTE | F | F | B | 4 | 4 | 3 | 3 | WB |
| 1/24/2022 14:11:40 | C7 | 15 - 25 | F | FTE | F | F | B | 4 | 4 | 4 | 4 | WB |
| 1/24/2022 14:12:03 | C7 | 26 - 45 | F | E | F | F | F | 3 | 5 | 5 | 5 | E |
| 1/24/2022 14:12:43 | C7 | 46 - 60 | F | FTE | F | F | F | 4 | 4 | 5 | 5 | E |
| 1/24/2022 14:13:07 | C7 | 15 - 25 | M | S | B | B | F | 5 | 5 | 4 | 3 | WB |
| 1/24/2022 14:13:35 | C7 | 26 - 45 | F | FTE | B | B | F | 5 | 4 | 5 | 5 | WB |
| 1/24/2022 14:14:01 | C7 | 26 - 45 | F | FTE | N | F | F | 4 | 4 | 4 | 4 | WB |
| 1/24/2022 14:14:29 | C7 | 46 - 60 | M | S | N | B | F | 3 | 5 | 5 | 5 | E, WB, SM |
| 1/24/2022 14:14:53 | C7 | 46 - 60 | F | FTE | B | B | F | 4 | 4 | 5 | 5 | E, WB |
| 1/24/2022 14:15:18 | C7 | 46 - 60 | F | FTE | N | B | F | 5 | 5 | 4 | 5 | E |
| 1/24/2022 14:15:52 | C7 | 26 - 45 | M | FTE | B | B | F | 5 | 4 | 5 | 5 | WB |
| 1/24/2022 14:16:24 | C7 | 15 - 25 | F | S | B | B | F | 5 | 4 | 5 | 4 | E |
| 1/24/2022 14:16:46 | C7 | 46 - 60 | F | HM | B | F | F | 3 | 2 | 5 | 4 | E, WB |
| 1/24/2022 14:17:09 | C7 | 46 - 60 | M | FTE | F | F | F | 3 | 3 | 4 | 4 | E |
| 1/24/2022 14:18:44 | C7 | 15 - 25 | F | FTE | B | F | F | 2 | 3 | 5 | 4 | E |
| 1/24/2022 14:19:06 | C7 | 26 - 45 | M | FTE | N | N | F | 2 | 2 | 5 | 5 | E |
| 1/24/2022 14:19:32 | C7 | 46 - 60 | M | E | N | N | F | 1 | 3 | 4 | 5 | E, WB |
| 1/24/2022 14:20:09 | C7 | 15 - 25 | M | S | N | B | F | 4 | 2 | 5 | 4 | WB |

| Timestamp | Store Code | Age | Gender | Prof. BG | CPF BO | CPF BL | CPF LS | OLB | OLS | O2O buyin g | O2O Serv ice | O2O Channels |
|--------------------|------------|---------|--------|----------|--------|--------|--------|-----|-----|-------------|--------------|--------------|
| 1/24/2022 14:20:35 | C7 | 26 - 45 | M | FTE | N | B | F | 4 | 1 | 4 | 4 | WB |
| 1/24/2022 14:21:01 | C7 | 46 - 60 | F | E | N | B | F | 2 | 3 | 4 | 4 | E, WB |
| 1/24/2022 14:21:31 | C7 | 26 - 45 | F | FTE | N | F | F | 3 | 2 | 5 | 5 | E |
| 1/24/2022 14:21:56 | C7 | 15 - 25 | M | S | N | F | F | 3 | 3 | 5 | 5 | WB |
| 1/24/2022 14:22:22 | C7 | 26 - 45 | F | FTE | N | F | F | 3 | 4 | 5 | 5 | WB |
| 1/24/2022 14:22:50 | C7 | 46 - 60 | F | E | B | F | B | 3 | 2 | 5 | 4 | E, WB |
| 1/24/2022 14:23:58 | C7 | 15 - 25 | F | FTE | B | B | F | 3 | 2 | 4 | 5 | E |
| 1/24/2022 14:24:23 | C7 | 26 - 45 | M | FTE | F | F | F | 3 | 2 | 4 | 5 | E, WB |
| 1/24/2022 14:24:50 | C7 | 60+ | M | PTE | F | F | F | 3 | 2 | 4 | 4 | E |
| 1/24/2022 14:25:16 | C7 | 46 - 60 | M | FTE | B | N | F | 3 | 3 | 5 | 5 | E, WB |
| 1/24/2022 14:25:55 | C7 | 46 - 60 | M | E | N | N | B | 2 | 2 | 5 | 5 | E, WB |
| 1/24/2022 14:26:31 | C7 | 60+ | M | HM | N | B | F | 2 | 3 | 5 | 4 | E |
| 1/24/2022 14:27:09 | C7 | 15 - 25 | M | FTE | N | B | F | 2 | 2 | 4 | 4 | WB |
| 1/24/2022 14:27:33 | C7 | 26 - 45 | F | E | B | B | F | 3 | 5 | 4 | 5 | WB |
| 1/24/2022 14:27:58 | C7 | 46 - 60 | M | FTE | B | N | F | 2 | 1 | 2 | 2 | E |
| 1/24/2022 14:29:25 | C7 | 46 - 60 | M | FTE | B | F | F | 4 | 4 | 5 | 5 | E |
| 1/24/2022 14:29:49 | C7 | 26 - 45 | F | E | B | B | F | 5 | 5 | 5 | 5 | E |
| 1/24/2022 14:30:13 | C7 | 46 - 60 | M | FTE | B | F | F | 5 | 4 | 5 | 5 | E |
| 1/24/2022 14:30:36 | C7 | 15 - 25 | F | PTE | B | N | F | 4 | 3 | 3 | 4 | E |
| 1/24/2022 14:30:54 | C7 | 26 - 45 | M | FTE | F | F | F | 3 | 3 | 4 | 4 | WB, SM |
| 1/24/2022 14:31:18 | C7 | 46 - 60 | M | PTE | N | N | F | 5 | 5 | 5 | 5 | E, WB |
| 1/31/2022 12:58:19 | C4 | 15 - 25 | F | S | B | B | F | 4 | 5 | 5 | 5 | E, WB |
| 1/31/2022 12:58:47 | C4 | 26 - 45 | M | FTE | B | F | F | 3 | 3 | 4 | 4 | WB |
| 1/31/2022 13:00:04 | C4 | 26 - 45 | F | FTE | F | B | F | 4 | 3 | 4 | 4 | WB |
| 1/31/2022 13:00:30 | C4 | 15 - 25 | F | S | B | F | F | 3 | 3 | 5 | 4 | E, WB |
| 1/31/2022 13:00:59 | C4 | 15 - 25 | M | S | B | F | F | 3 | 3 | 4 | 4 | E, WB |
| 1/31/2022 13:01:27 | C4 | 15 - 25 | M | S | B | F | F | 3 | 3 | 4 | 5 | E, WB |
| 1/31/2022 13:01:59 | C4 | 15 - 25 | M | S | B | B | F | 3 | 3 | 3 | 4 | E, WB |
| 1/31/2022 13:02:24 | C4 | 15 - 25 | M | S | B | B | F | 3 | 3 | 4 | 4 | E, WB |
| 1/31/2022 13:03:29 | C4 | 26 - 45 | M | S | N | F | F | 3 | 3 | 4 | 4 | WB |
| 1/31/2022 13:03:54 | C4 | 46 - 60 | M | S | B | N | F | 4 | 5 | 5 | 5 | E, WB |
| 1/31/2022 13:04:18 | C4 | 46 - 60 | F | FTE | B | N | F | 5 | 3 | 5 | 5 | WB |
| 1/31/2022 13:04:44 | C4 | 26 - 45 | M | FTE | B | F | F | 1 | 1 | 5 | 5 | E |
| 1/31/2022 13:05:08 | C4 | 46 - 60 | M | E | F | F | F | 2 | 2 | 4 | 4 | WB |
| 1/31/2022 13:06:03 | C4 | 46 - 60 | M | FTE | B | F | F | 3 | 3 | 5 | 5 | E, WB |
| 1/31/2022 13:06:25 | C4 | 46 - 60 | M | FTE | B | B | F | 4 | 4 | 5 | 5 | WB |
| 1/31/2022 13:07:40 | C4 | 15 - 25 | M | S | N | N | F | 4 | 4 | 5 | 5 | E |
| 1/31/2022 13:08:01 | C4 | 15 - 25 | M | FTE | B | F | F | 4 | 4 | 5 | 5 | WB |
| 1/31/2022 13:08:27 | C4 | 26 - 45 | F | FTE | F | B | B | 5 | 5 | 4 | 4 | E, WB |
| 1/31/2022 13:09:31 | C4 | 46 - 60 | M | FTE | B | B | F | 3 | 3 | 4 | 4 | E |
| 1/31/2022 13:09:51 | C4 | 15 - 25 | F | S | F | F | F | 3 | 3 | 4 | 4 | WB |
| 1/31/2022 13:10:19 | C4 | 15 - 25 | M | S | F | B | F | 4 | 4 | 4 | 4 | WB |

| Timestamp | Store Code | Age | Gender | Prof. BG | CPF BO | CPF BL | CPF LS | OLB | OLS | O2O buying | O2O Service | O2O Channels |
|--------------------|------------|---------|--------|----------|--------|--------|--------|-----|-----|------------|-------------|--------------|
| 1/31/2022 13:11:23 | C4 | 46 - 60 | M | E | F | B | F | | | | | |
| 1/31/2022 13:11:54 | C4 | 60+ | M | FTE | N | F | F | 3 | 3 | 4 | 5 | |
| 1/31/2022 13:12:23 | C4 | 46 - 60 | M | FTE | N | F | F | 2 | 3 | 5 | 5 | E, WB |
| 1/31/2022 13:12:46 | C4 | 26 - 45 | F | S | N | N | F | 2 | 3 | 5 | 5 | E, WB |
| 1/31/2022 13:13:09 | C4 | 46 - 60 | M | E | F | F | F | 4 | 4 | 5 | 5 | E, WB |
| 1/31/2022 13:13:31 | C4 | 46 - 60 | M | FTE | N | B | N | 3 | 3 | 4 | 4 | E, WB |
| 1/31/2022 13:14:11 | C4 | 26 - 45 | M | FTE | F | F | F | 5 | 5 | 4 | 4 | WB |
| 1/31/2022 13:15:11 | C4 | 26 - 45 | M | FTE | F | F | F | 4 | 4 | 4 | 4 | E, WB |
| 1/31/2022 13:15:32 | C4 | 46 - 60 | F | FTE | N | F | F | 3 | 3 | 4 | 4 | WB |
| 1/31/2022 13:15:53 | C4 | 46 - 60 | M | FTE | F | F | F | 3 | 3 | 4 | 5 | E, WB |
| 1/31/2022 13:16:26 | C4 | 26 - 45 | F | FTE | F | F | F | 2 | 3 | 4 | 4 | WB |
| 1/31/2022 13:17:00 | C4 | 15 - 25 | M | S | B | F | F | 3 | 3 | 4 | 5 | E |
| 1/31/2022 13:17:25 | C4 | 26 - 45 | F | FTE | F | F | F | 4 | 4 | 4 | 5 | E, WB |
| 1/31/2022 13:18:37 | C4 | 46 - 60 | M | FTE | F | F | F | 3 | 3 | 4 | 4 | E |
| 1/31/2022 13:20:04 | C4 | 46 - 60 | F | HM | B | B | F | 2 | 2 | 4 | 5 | E, WB |
| 1/31/2022 13:20:46 | C4 | 46 - 60 | M | FTE | N | N | N | 4 | 4 | 5 | 5 | WB |
| 1/31/2022 13:21:08 | C4 | 26 - 45 | F | HM | F | F | F | 4 | 4 | 5 | 5 | WB |
| 1/31/2022 13:21:29 | C4 | 26 - 45 | F | FTE | N | N | N | 3 | 4 | 4 | 4 | E, WB |
| 1/31/2022 14:40:50 | C5 | 15 - 25 | M | FTE | B | F | N | 3 | 3 | 5 | 5 | E |
| 1/31/2022 14:41:09 | C5 | 46 - 60 | F | FTE | B | B | F | 4 | 4 | 4 | 5 | WB |
| 1/31/2022 14:41:42 | C5 | 26 - 45 | F | FTE | B | B | F | 4 | 4 | 4 | 4 | E, WB |
| 1/31/2022 14:42:03 | C5 | 15 - 25 | M | FTE | B | N | N | 3 | 2 | 4 | 4 | E |
| 1/31/2022 14:42:23 | C5 | 46 - 60 | M | E | B | F | F | 4 | 4 | 5 | 5 | E |
| 1/31/2022 14:42:46 | C5 | 26 - 45 | F | FTE | F | F | F | 5 | 5 | 5 | 5 | E |
| 1/31/2022 14:43:08 | C5 | 15 - 25 | F | S | F | F | F | 3 | 3 | 4 | 5 | E, WB |
| 1/31/2022 14:43:29 | C5 | 15 - 25 | M | FTE | B | F | F | 2 | 2 | 5 | 5 | E, WB |
| 1/31/2022 14:43:47 | C5 | 46 - 60 | M | FTE | B | N | F | 3 | 3 | 3 | 3 | WB |
| 1/31/2022 14:44:10 | C5 | 60+ | F | FTE | B | N | F | 5 | 5 | 5 | 5 | E |
| 1/31/2022 14:44:31 | C5 | 60+ | F | FTE | B | N | F | 5 | 4 | 5 | 5 | E, WB |
| 1/31/2022 14:44:51 | C5 | 26 - 45 | F | E | B | B | F | 4 | 4 | 4 | 4 | E, WB |
| 1/31/2022 14:45:12 | C5 | 15 - 25 | M | FTE | F | B | F | 4 | 3 | 4 | 4 | WB |
| 1/31/2022 14:45:30 | C5 | 46 - 60 | F | FTE | B | B | N | 3 | 3 | 5 | 5 | E |
| 1/31/2022 14:45:49 | C5 | 15 - 25 | F | FTE | F | F | F | 3 | 3 | 3 | 4 | WB |
| 1/31/2022 14:45:59 | C5 | 26 - 45 | M | E | F | N | F | 2 | 3 | 4 | 4 | WB |
| 1/31/2022 14:46:11 | C5 | 26 - 45 | F | FTE | F | N | F | 3 | 3 | 5 | 4 | WB |
| 1/31/2022 14:46:35 | C5 | 15 - 25 | M | S | N | B | N | 4 | 4 | 5 | 4 | E, WB |
| 1/31/2022 14:47:10 | C5 | 46 - 60 | F | E | F | F | F | 2 | 1 | 4 | 4 | E |
| 1/31/2022 14:47:30 | C5 | 46 - 60 | F | FTE | F | F | F | 1 | 1 | 4 | 4 | E |
| 1/31/2022 14:47:54 | C5 | 15 - 25 | M | FTE | N | B | F | 4 | 4 | 5 | 5 | E, WB |
| 1/31/2022 14:48:19 | C5 | 60+ | M | FTE | N | F | F | 2 | 2 | 4 | 4 | E |
| 1/31/2022 14:48:37 | C5 | 26 - 45 | F | FTE | F | F | F | 2 | 2 | 4 | 5 | E, WB |
| 1/31/2022 14:48:53 | C5 | 15 - 25 | M | S | N | B | F | 4 | 4 | 5 | 5 | E |
| 1/31/2022 14:49:12 | C5 | 15 - 25 | F | S | F | F | F | 2 | 2 | 4 | 5 | E |

| Timestamp | Store Code | Age | Gender | Prof. BG | CPF BO | CPF BL | CPF LB | OLB | OLB | O2O buying | O2O Service | O2O Channels |
|--------------------|------------|---------|--------|----------|--------|--------|--------|-----|-----|------------|-------------|--------------|
| 1/31/2022 14:49:38 | C5 | 15 - 25 | F | S | N | F | N | 2 | 3 | 4 | 4 | E |
| 1/31/2022 14:50:04 | C5 | 46 - 60 | M | E | N | B | F | 4 | 4 | 5 | 5 | E, WB |
| 1/31/2022 14:50:24 | C5 | 60+ | F | FTE | F | F | B | 2 | 3 | 4 | 4 | WB |
| 1/31/2022 15:00:58 | C5 | 26 - 45 | F | FTE | N | F | N | 2 | 2 | 3 | 4 | WB |
| 1/31/2022 15:01:15 | C5 | 15 - 25 | M | S | F | B | N | 4 | 4 | 5 | 5 | WB |
| 1/31/2022 15:01:47 | C5 | 46 - 60 | F | FTE | N | F | F | 3 | 3 | 3 | 3 | WB |
| 1/31/2022 15:02:05 | C5 | 26 - 45 | F | FTE | F | F | F | 5 | 5 | 5 | 5 | E |
| 1/31/2022 15:02:28 | C5 | 15 - 25 | M | S | N | B | F | 3 | 3 | 4 | 4 | WB |
| 1/31/2022 15:02:57 | C5 | 46 - 60 | F | FTE | F | N | F | 2 | 2 | 4 | 5 | E |
| 1/31/2022 15:03:26 | C5 | 26 - 45 | F | FTE | N | N | F | 3 | 3 | 4 | 4 | E, WB |
| 1/31/2022 15:03:49 | C5 | 15 - 25 | M | S | N | B | F | 4 | 4 | 4 | 5 | E |
| 1/31/2022 15:04:08 | C5 | 15 - 25 | M | S | N | B | F | 4 | 4 | 4 | 4 | E |
| 1/31/2022 15:04:32 | C5 | 60+ | M | FTE | F | B | F | 2 | 4 | 4 | 4 | E |
| 1/31/2022 15:05:03 | C5 | 26 - 45 | F | FTE | N | F | F | 3 | 4 | 3 | 4 | WB |
| 1/31/2022 15:05:24 | C5 | 26 - 45 | M | FTE | N | F | F | 3 | 3 | 4 | 4 | E, WB |
| 1/31/2022 15:05:42 | C5 | 26 - 45 | M | FTE | N | F | F | 3 | 3 | 5 | 5 | E |
| 1/31/2022 15:06:00 | C5 | 46 - 60 | M | FTE | F | F | F | 2 | 2 | 4 | 4 | E |
| 02-06-2022 12:51 | C7 | 26 - 45 | M | FTE | B | B | F | 3 | 4 | 5 | 5 | E |
| 02-06-2022 12:52 | C7 | 26 - 45 | M | FTE | F | F | F | 2 | 2 | 5 | 5 | E, WB |
| 02-06-2022 12:52 | C7 | 46 - 60 | M | FTE | B | N | F | 3 | 3 | 4 | 4 | E |
| 02-06-2022 12:53 | C7 | 46 - 60 | M | E | N | N | F | 3 | 5 | 5 | 5 | E, WB |
| 02-06-2022 12:56 | C7 | 15 - 25 | F | S | N | N | F | 3 | 5 | 5 | 5 | E, WB |
| 02-06-2022 12:56 | C7 | 26 - 45 | M | FTE | B | B | F | 4 | 4 | 4 | 4 | E |
| 02-06-2022 12:57 | C7 | 15 - 25 | F | S | N | N | F | 3 | 3 | 4 | 5 | E |
| 02-06-2022 12:57 | C7 | 46 - 60 | M | FTE | F | F | F | 4 | 4 | 4 | 4 | E |
| 02-06-2022 12:58 | C7 | 15 - 25 | F | PTE | N | N | F | 4 | 5 | 5 | 5 | E |
| 02-06-2022 12:58 | C7 | 15 - 25 | M | S | B | N | F | 3 | 3 | 5 | 5 | E, WB |
| 02-06-2022 12:58 | C7 | 46 - 60 | M | FTE | N | F | F | 3 | 3 | 3 | 3 | E |
| 02-06-2022 12:58 | C7 | 46 - 60 | F | FTE | N | N | F | 3 | 4 | 4 | 4 | E, WB |
| 02-06-2022 12:59 | C7 | 26 - 45 | F | FTE | B | B | F | 4 | 4 | 5 | 5 | WB |
| 02-06-2022 12:59 | C7 | 15 - 25 | M | S | F | F | F | 3 | 3 | 4 | 4 | WB |
| 02-06-2022 12:59 | C7 | 15 - 25 | M | S | F | F | F | 3 | 3 | 3 | 3 | E |
| 02-06-2022 13:00 | C7 | 46 - 60 | F | FTE | B | F | F | 4 | 4 | 4 | 5 | WB |
| 02-06-2022 13:00 | C7 | 46 - 60 | F | FTE | N | N | F | 5 | 5 | 5 | 5 | WB |
| 02-06-2022 13:00 | C7 | 26 - 45 | M | FTE | B | F | F | 3 | 3 | 4 | 4 | E |
| 02-06-2022 13:01 | C7 | 15 - 25 | M | S | B | F | N | 3 | 3 | 5 | 5 | WB |
| 02-06-2022 13:02 | C7 | 15 - 25 | F | S | B | B | N | 3 | 4 | 4 | 5 | WB |
| 02-06-2022 13:02 | C7 | 26 - 45 | F | FTE | N | N | F | 2 | 2 | 5 | 5 | E |
| 02-06-2022 13:02 | C7 | 26 - 45 | M | FTE | N | N | F | 4 | 4 | 4 | 4 | E, WB |
| 02-06-2022 13:03 | C7 | 26 - 45 | M | FTE | F | F | F | 3 | 3 | 4 | 5 | E |
| 02-06-2022 13:03 | C7 | 26 - 45 | F | FTE | B | F | F | 4 | 4 | 4 | 4 | E, WB |
| 02-06-2022 13:03 | C7 | 26 - 45 | F | FTE | B | F | F | 2 | 3 | 4 | 4 | E |

| Timestamp | Store Code | Age | Gender | Prof. BG | CPF BO | CPF BL | CPF LS | OLB | OLS | O2O buying | O2O Service | O2O Channels |
|------------------|------------|---------|--------|----------|--------|--------|--------|-----|-----|------------|-------------|--------------|
| 02-06-2022 13:04 | C7 | 46 - 60 | M | E | B | N | F | 3 | 3 | 5 | 5 | WB |
| 02-06-2022 13:04 | C7 | 15 - 25 | M | FTE | N | N | F | 4 | 4 | 4 | 4 | WB |
| 02-06-2022 13:05 | C7 | 15 - 25 | M | S | N | N | F | 2 | 2 | 4 | 4 | E |
| 02-06-2022 13:05 | C7 | 15 - 25 | M | FTE | B | N | F | 3 | 3 | 4 | 5 | E |
| 02-06-2022 13:05 | C7 | 46 - 60 | M | FTE | F | F | F | 3 | 3 | 3 | 3 | E, WB |
| 02-06-2022 13:05 | C7 | 15 - 25 | F | FTE | N | N | F | 4 | 4 | 4 | 4 | E, WB |
| 02-06-2022 13:06 | C7 | 15 - 25 | F | FTE | F | F | F | 3 | 3 | 4 | 5 | E |
| 02-06-2022 13:06 | C7 | 15 - 25 | F | FTE | N | F | F | 4 | 4 | 4 | 5 | E |
| 02-06-2022 13:07 | C7 | 46 - 60 | M | FTE | N | F | F | 4 | 5 | 5 | 5 | WB |
| 02-06-2022 13:07 | C7 | 15 - 25 | M | FTE | N | F | F | 4 | 4 | 5 | 5 | E, WB |
| 02-06-2022 13:08 | C7 | 26 - 45 | F | FTE | B | B | F | 5 | 5 | 5 | 5 | WB |
| 02-06-2022 13:08 | C7 | 26 - 45 | F | FTE | B | B | F | 3 | 2 | 4 | 4 | WB |
| 02-06-2022 13:08 | C7 | 26 - 45 | M | FTE | F | F | F | 5 | 5 | 4 | 5 | E |
| 02-06-2022 13:08 | C7 | 15 - 25 | M | S | B | F | N | 3 | 3 | 4 | 5 | E |
| 02-06-2022 13:09 | C7 | 15 - 25 | M | S | B | N | F | 3 | 3 | 4 | 5 | WB |
| 02-06-2022 13:10 | C6 | 46 - 60 | F | FTE | F | F | F | 3 | 3 | 4 | 5 | E, WB |
| 02-06-2022 13:11 | C6 | 26 - 45 | M | FTE | B | B | F | 3 | 4 | 4 | 4 | E |
| 02-06-2022 13:11 | C6 | 26 - 45 | M | FTE | B | N | F | 4 | 4 | 4 | 4 | E |
| 02-06-2022 13:12 | C6 | 15 - 25 | M | FTE | N | N | F | 3 | 3 | 4 | 5 | E, WB |
| 02-06-2022 13:12 | C6 | 46 - 60 | F | FTE | N | N | F | 4 | 4 | 4 | 4 | WB |
| 02-06-2022 13:13 | C6 | 15 - 25 | M | FTE | N | N | F | 3 | 3 | 4 | 4 | WB |
| 02-06-2022 13:13 | C6 | 26 - 45 | M | FTE | F | F | F | 3 | 3 | 3 | 3 | WB |
| 02-06-2022 13:13 | C6 | 26 - 45 | M | FTE | N | N | N | 4 | 4 | 4 | 5 | E, WB |
| 02-06-2022 13:16 | C6 | 26 - 45 | M | FTE | N | N | N | 3 | 3 | 4 | 5 | E |
| 02-06-2022 13:17 | C6 | 46 - 60 | F | FTE | F | F | F | 3 | 3 | 4 | 4 | E |
| 02-06-2022 13:17 | C6 | 26 - 45 | M | PTE | B | B | F | 4 | 4 | 4 | 5 | E, WB |
| 02-06-2022 13:17 | C6 | 46 - 60 | F | FTE | N | N | F | 4 | 4 | 4 | 4 | E |
| 02-06-2022 13:18 | C6 | 15 - 25 | M | S | N | N | N | 3 | 3 | 4 | 5 | E, WB |
| 02-06-2022 13:18 | C6 | 15 - 25 | F | S | F | N | N | 3 | 3 | 4 | 5 | E, WB |
| 02-06-2022 13:25 | C7 | 15 - 25 | F | S | F | N | N | 3 | 3 | 4 | 4 | WB |
| 02-06-2022 13:25 | C6 | 15 - 25 | F | S | F | N | N | 3 | 3 | 4 | 4 | WB |
| 02-06-2022 13:25 | C6 | 26 - 45 | F | FTE | N | N | F | 2 | 4 | 4 | 4 | WB |
| 02-06-2022 13:26 | C6 | 15 - 25 | M | FTE | B | B | F | 3 | 3 | 4 | 4 | WB |
| 02-06-2022 13:26 | C6 | 15 - 25 | M | FTE | B | B | F | 3 | 3 | 4 | 3 | E, WB |
| 02-06-2022 13:26 | C6 | 15 - 25 | M | FTE | B | B | N | 2 | 3 | 4 | 4 | E |
| 02-06-2022 13:26 | C6 | 26 - 45 | F | FTE | B | B | N | 3 | 3 | 5 | 4 | E |
| 02-06-2022 13:27 | C7 | 15 - 25 | M | FTE | F | F | F | 3 | 3 | 4 | 5 | E |
| 02-06-2022 13:27 | C6 | 15 - 25 | M | FTE | F | F | F | 3 | 3 | 3 | 3 | WB |
| 02-06-2022 13:28 | C6 | 46 - 60 | M | FTE | N | F | F | 3 | 3 | 4 | 5 | E, WB |
| 02-06-2022 13:28 | C6 | 15 - 25 | M | FTE | F | N | F | 3 | 3 | 4 | 4 | E, WB |
| 02-06-2022 13:28 | C6 | 15 - 25 | M | FTE | N | N | F | 3 | 3 | 4 | 5 | WB |
| 02-06-2022 13:29 | C6 | 26 - 45 | F | FTE | N | N | F | 3 | 3 | 3 | 4 | WB |
| 02-06-2022 13:29 | C6 | 26 - 45 | F | E | B | F | F | 3 | 3 | 3 | 4 | WB |
| 02-06-2022 13:30 | C6 | 46 - 60 | F | FTE | B | F | F | 3 | 3 | 4 | 4 | WB |
| 02-06-2022 13:38 | C6 | 46 - 60 | F | FTE | B | F | F | 5 | 5 | 4 | 5 | E |
| 02-06-2022 13:38 | C6 | 26 - 45 | F | FTE | N | N | N | 4 | 4 | 3 | 5 | E |
| 02-06-2022 13:38 | C6 | 26 - 45 | F | FTE | B | B | F | 4 | 4 | 3 | 5 | E |

| Timestamp | Store Code | Age | Gender | Prof. BG | CPF BO | CPF BL | CPF LS | OLB | OLS | O2O buying | O2O Service | O2O Channels |
|--------------------|------------|---------|--------|----------|--------|--------|--------|-----|-----|------------|-------------|--------------|
| 02-06-2022 13:39 | C6 | 46 - 60 | F | E | F | F | F | 3 | 3 | 4 | 4 | E |
| 02-06-2022 13:40 | C6 | 15 - 25 | M | FTE | N | B | F | 2 | 2 | 4 | 3 | E, WB |
| 02-06-2022 13:41 | C6 | 26 - 45 | M | E | B | F | N | 2 | 3 | 4 | 4 | E, WB |
| 02-06-2022 13:41 | C6 | 26 - 45 | F | E | N | N | F | 4 | 3 | 3 | 4 | WB |
| 02-06-2022 13:41 | C6 | 26 - 45 | M | E | B | B | F | 3 | 3 | 3 | 5 | E |
| 02-06-2022 13:42 | C6 | 46 - 60 | F | FTE | F | F | F | 4 | 5 | 4 | 5 | E |
| 02-06-2022 13:42 | C6 | 46 - 60 | M | E | B | F | N | 4 | 4 | 4 | 5 | E, WB |
| 02-06-2022 13:42 | C6 | 46 - 60 | M | FTE | F | B | F | 4 | 3 | 5 | 3 | E |
| 02-06-2022 13:43 | C6 | 46 - 60 | F | FTE | F | N | F | 4 | 3 | 5 | 5 | E, WB |
| 02-06-2022 13:43 | C6 | 46 - 60 | F | PTE | B | N | F | 3 | 3 | 3 | 3 | WB |
| 02-06-2022 13:43 | C6 | 46 - 60 | M | FTE | B | B | F | 4 | 4 | 5 | 5 | E, WB |
| 1/31/2022 15:11:48 | W6 | 46 - 60 | M | FTE | B | N | N | 3 | 3 | 4 | 4 | E |
| 1/31/2022 15:12:05 | W6 | 26 - 45 | M | FTE | B | F | F | 3 | 3 | 3 | 3 | E, WB |
| 1/31/2022 15:12:19 | W6 | 46 - 60 | M | FTE | B | F | F | 3 | 2 | 4 | 3 | E, WB |
| 1/31/2022 15:12:41 | W6 | 15 - 25 | F | S | B | F | F | 3 | 2 | 4 | 3 | E |
| 1/31/2022 15:13:00 | W6 | 15 - 25 | M | S | B | F | F | 3 | 2 | 4 | 3 | E |
| 1/31/2022 15:13:22 | W6 | 15 - 25 | M | S | F | F | F | 2 | 2 | 4 | 2 | E, WB |
| 1/31/2022 15:13:22 | W6 | 15 - 25 | M | S | F | F | F | 2 | 2 | 4 | 2 | E, WB |
| 1/31/2022 15:13:54 | W6 | 26 - 45 | F | FTE | B | B | F | 3 | 4 | 4 | 4 | WB |
| 1/31/2022 15:14:14 | W6 | 46 - 60 | M | FTE | F | F | F | 3 | 4 | 4 | 4 | E, WB |
| 1/31/2022 15:14:32 | W6 | 26 - 45 | M | FTE | F | F | F | 4 | 4 | 5 | 5 | E, WB |
| 1/31/2022 15:14:50 | W6 | 15 - 25 | M | FTE | B | F | F | 3 | 3 | 4 | 4 | E |
| 1/31/2022 15:15:05 | W6 | 15 - 25 | M | FTE | F | F | F | 1 | 1 | 5 | 5 | E |
| 1/31/2022 15:15:05 | W6 | 46 - 60 | M | FTE | F | F | F | 1 | 1 | 5 | 5 | E |
| 1/31/2022 15:15:22 | W6 | 26 - 45 | M | FTE | F | F | F | 4 | 4 | 4 | 4 | WB |
| 1/31/2022 15:15:22 | W6 | 26 - 45 | M | FTE | F | F | F | 4 | 4 | 4 | 4 | WB |
| 1/31/2022 15:15:39 | W6 | 15 - 25 | F | S | B | F | F | 3 | 3 | 4 | 4 | WB |
| 1/31/2022 15:15:39 | W6 | 15 - 25 | F | S | B | F | F | 4 | 4 | 4 | 4 | WB |
| 1/31/2022 15:16:03 | W6 | 26 - 45 | M | FTE | F | F | F | 4 | 4 | 4 | 4 | WB |
| 1/31/2022 15:16:03 | W6 | 26 - 45 | M | FTE | F | F | F | 3 | 3 | 4 | 4 | WB |
| 1/31/2022 15:16:24 | W6 | 15 - 25 | F | S | B | B | F | 3 | 3 | 4 | 4 | WB |
| 1/31/2022 15:16:24 | W6 | 15 - 25 | F | S | B | B | F | 3 | 3 | 4 | 4 | WB |
| 1/31/2022 15:16:47 | W6 | 46 - 60 | M | FTE | B | F | F | 2 | 2 | 1 | 1 | E, WB |
| 1/31/2022 15:16:47 | W6 | 46 - 60 | M | FTE | B | F | F | 2 | 2 | 1 | 1 | E, WB |
| 1/31/2022 15:17:02 | W6 | 26 - 45 | M | FTE | B | F | F | 3 | 3 | 4 | 3 | E, WB |
| 1/31/2022 15:17:02 | W6 | 26 - 45 | M | FTE | B | F | F | 3 | 3 | 4 | 4 | WB |
| 1/31/2022 15:17:36 | W6 | 46 - 60 | F | FTE | B | F | F | 3 | 3 | 4 | 4 | WB |
| 1/31/2022 15:17:36 | W6 | 46 - 60 | F | FTE | B | F | F | 3 | 2 | 4 | 4 | E |
| 1/31/2022 15:17:53 | W6 | 26 - 45 | M | FTE | F | F | F | 3 | 3 | 4 | 5 | WB |
| 1/31/2022 15:17:53 | W6 | 26 - 45 | M | FTE | F | F | F | 3 | 3 | 4 | 5 | WB |
| 1/31/2022 15:18:15 | W6 | 26 - 45 | M | FTE | F | F | F | 3 | 3 | 5 | 5 | WB |
| 1/31/2022 15:18:15 | W6 | 26 - 45 | M | FTE | F | F | F | 3 | 3 | 5 | 5 | WB |
| 1/31/2022 15:18:36 | W6 | 46 - 60 | M | E | B | B | F | 2 | 2 | 4 | 4 | E |
| 1/31/2022 15:18:36 | W6 | 46 - 60 | M | E | B | B | F | 2 | 2 | 4 | 4 | E |
| 1/31/2022 15:18:54 | W6 | 46 - 60 | M | FTE | B | F | F | 3 | 3 | 5 | 5 | WB |
| 1/31/2022 15:18:54 | W6 | 46 - 60 | M | FTE | B | F | F | 3 | 3 | 5 | 5 | WB |
| 1/31/2022 15:19:14 | W6 | 46 - 60 | M | FTE | F | F | F | 2 | 2 | 4 | 4 | E |
| 1/31/2022 15:19:14 | W6 | 46 - 60 | M | FTE | F | F | F | 2 | 2 | 4 | 4 | E |
| 1/31/2022 15:19:32 | W6 | 26 - 45 | M | FTE | B | F | F | 4 | 4 | 5 | 5 | E, WB |
| 1/31/2022 15:19:32 | W6 | 26 - 45 | M | FTE | B | F | F | 4 | 4 | 5 | 5 | E, WB |
| 1/31/2022 15:19:54 | W6 | 15 - 25 | M | S | B | N | F | 2 | 2 | 4 | 4 | E |
| 1/31/2022 15:19:54 | W6 | 15 - 25 | M | S | B | N | F | 2 | 2 | 4 | 4 | E |
| 1/31/2022 15:20:17 | W6 | 26 - 45 | F | FTE | B | F | F | 2 | 2 | 5 | 5 | WB |
| 1/31/2022 15:20:17 | W6 | 26 - 45 | F | FTE | B | F | F | 2 | 2 | 5 | 5 | WB |
| 1/31/2022 15:20:37 | W6 | 46 - 60 | M | FTE | B | F | F | 2 | 2 | 3 | 4 | E, WB |
| 1/31/2022 15:20:37 | W6 | 46 - 60 | M | FTE | B | F | F | 2 | 2 | 3 | 4 | E, WB |
| 1/31/2022 15:20:56 | W6 | 26 - 45 | M | FTE | B | B | F | 2 | 3 | 4 | 4 | WB |
| 1/31/2022 15:20:56 | W6 | 26 - 45 | M | FTE | B | B | F | 2 | 3 | 4 | 4 | WB |
| 1/31/2022 15:21:17 | W6 | 26 - 45 | M | S | F | F | F | 2 | 2 | 3 | 4 | WB |
| 1/31/2022 15:21:17 | W6 | 26 - 45 | M | S | F | F | F | 2 | 2 | 3 | 4 | WB |
| 1/31/2022 15:21:38 | W6 | 15 - 25 | M | S | F | N | F | 2 | 2 | 3 | 4 | E |
| 1/31/2022 15:21:38 | W6 | 15 - 25 | M | S | F | N | F | 3 | 3 | 4 | 4 | E |
| 1/31/2022 15:22:00 | W6 | 26 - 45 | F | FTE | B | F | F | 3 | 3 | 4 | 4 | E |
| 1/31/2022 15:22:00 | W6 | 26 - 45 | F | FTE | B | F | F | 3 | 3 | 4 | 4 | E |
| 1/31/2022 15:22:16 | W6 | 26 - 45 | M | FTE | B | B | F | 3 | 3 | 4 | 4 | E |
| 1/31/2022 15:22:16 | W6 | 26 - 45 | M | FTE | B | B | F | 3 | 3 | 4 | 4 | E |

| Timestamp | Store Code | Age | Gender | Prof. BG | CPF BO | CPF BL | CPF LS | OLB | OLS | O2O buying | O2O Service | O2O Channels |
|--------------------|------------|---------|--------|----------|--------|--------|--------|-----|-----|------------|-------------|--------------|
| 1/31/2022 15:22:43 | W6 | 26 - 45 | M | FTE | B | F | F | | | | | |
| 1/31/2022 15:23:10 | W6 | 46 - 60 | M | FTE | B | B | F | 3 | 3 | 4 | 4 | E |
| 1/31/2022 15:23:34 | W6 | 15 - 25 | M | S | B | F | N | 2 | 3 | 4 | 5 | WB |
| 1/31/2022 15:23:59 | W6 | 15 - 25 | F | FTE | F | B | F | 3 | 3 | 5 | 5 | WB |
| 1/31/2022 15:24:25 | W6 | 46 - 60 | F | FTE | B | F | F | 2 | 2 | 5 | 5 | E, WB |
| 1/31/2022 15:24:47 | W6 | 15 - 25 | F | S | B | F | F | 2 | 3 | 5 | 5 | E, WB |
| 1/31/2022 15:25:04 | W6 | 46 - 60 | M | FTE | B | F | F | 3 | 3 | 4 | 4 | E |
| 1/31/2022 15:25:23 | W6 | 26 - 45 | M | E | B | F | F | 2 | 2 | 4 | 5 | WB |
| 1/31/2022 15:52:56 | W6 | 15 - 25 | M | S | B | F | F | 4 | 4 | 3 | 4 | E, WB |
| 1/31/2022 15:53:49 | W5 | 15 - 25 | M | S | B | F | F | 4 | 4 | 4 | 4 | E, WB |
| 1/31/2022 16:49:24 | W6 | 15 - 25 | F | S | B | F | F | 4 | 4 | 4 | 4 | E, WB |
| 1/31/2022 16:49:49 | W5 | 15 - 25 | M | FTE | F | F | F | 3 | 3 | 4 | 4 | E, WB |
| 1/31/2022 16:50:06 | W5 | 15 - 25 | M | S | B | B | F | 2 | 2 | 4 | 4 | WB |
| 1/31/2022 16:50:27 | W5 | 15 - 25 | M | S | B | B | F | 4 | 4 | 3 | 3 | WB |
| 1/31/2022 16:50:53 | W5 | 15 - 25 | F | S | B | F | F | 3 | 3 | 3 | 3 | E, WB |
| 1/31/2022 16:51:13 | W5 | 26 - 45 | M | FTE | B | F | F | 4 | 4 | 4 | 4 | E, WB |
| 1/31/2022 16:51:33 | W5 | 46 - 60 | F | FTE | N | N | F | 3 | 3 | 4 | 4 | WB |
| 1/31/2022 16:51:59 | W5 | 46 - 60 | M | FTE | N | B | F | 4 | 4 | 5 | 5 | WB |
| 1/31/2022 16:52:17 | W5 | 46 - 60 | M | FTE | B | F | F | 5 | 5 | 5 | 5 | WB |
| 1/31/2022 16:52:34 | W6 | 46 - 60 | F | FTE | B | F | F | 1 | 1 | 2 | 2 | E |
| 1/31/2022 16:53:04 | W6 | 26 - 45 | M | FTE | B | F | F | 1 | 1 | 2 | 2 | E |
| 1/31/2022 16:53:29 | W5 | 46 - 60 | M | FTE | B | F | F | 3 | 3 | 4 | 4 | E, WB |
| 1/31/2022 16:53:53 | W5 | 26 - 45 | M | FTE | B | B | F | 1 | 1 | 2 | 2 | WB |
| 1/31/2022 16:54:09 | W6 | 46 - 60 | M | E | F | F | F | 3 | 3 | 4 | 4 | E, WB |
| 1/31/2022 16:54:27 | W6 | 15 - 25 | F | S | B | F | F | 2 | 2 | 4 | 5 | E, WB |
| 1/31/2022 16:54:42 | W5 | 26 - 45 | M | FTE | B | F | F | 4 | 4 | 4 | 4 | E |
| 1/31/2022 16:55:01 | W5 | 46 - 60 | M | FTE | F | F | F | 3 | 3 | 4 | 4 | E |
| 1/31/2022 16:55:23 | W5 | 26 - 45 | M | FTE | B | F | F | 2 | 2 | 4 | 4 | WB |
| 1/31/2022 16:55:50 | W5 | 46 - 60 | M | FTE | F | F | F | 3 | 3 | 3 | 4 | E, WB |
| 1/31/2022 16:56:09 | W5 | 26 - 45 | F | FTE | F | F | F | 2 | 2 | 4 | 4 | E |
| 1/31/2022 17:02:37 | W5 | 46 - 60 | M | FTE | F | F | F | 2 | 2 | 4 | 4 | E, WB |
| 1/31/2022 17:02:57 | W5 | 15 - 25 | F | FTE | B | B | F | 3 | 3 | 4 | 5 | E |
| 1/31/2022 17:03:14 | W5 | 26 - 45 | M | PTE | N | N | F | 2 | 2 | 4 | 4 | E |
| 1/31/2022 17:03:32 | W5 | 26 - 45 | M | FTE | F | F | F | 4 | 4 | 4 | 5 | E, WB |
| 1/31/2022 17:03:54 | W5 | 15 - 25 | M | FTE | F | F | F | 1 | 3 | 5 | 5 | E |
| 1/31/2022 17:04:14 | W5 | 15 - 25 | M | S | B | B | F | 2 | 3 | 5 | 5 | E, WB |
| 1/31/2022 17:04:31 | W5 | 15 - 25 | M | FTE | B | B | N | 4 | 4 | 4 | 4 | E |
| 1/31/2022 17:04:47 | W5 | 26 - 45 | F | FTE | B | B | N | 2 | 4 | 4 | 4 | E, WB |
| 1/31/2022 17:05:04 | W5 | 26 - 45 | F | FTE | F | F | F | 3 | 3 | 3 | 3 | E, WB |
| 1/31/2022 17:05:26 | W5 | 15 - 25 | F | FTE | B | F | F | 2 | 3 | 5 | 5 | E, WB |
| 1/31/2022 17:05:46 | W5 | 15 - 25 | F | FTE | B | F | F | 2 | 2 | 5 | 5 | E, WB |
| 1/31/2022 17:06:09 | W5 | 15 - 25 | M | FTE | B | F | F | 3 | 4 | 5 | 5 | E |
| 1/31/2022 17:06:29 | W5 | 26 - 45 | M | FTE | B | B | F | 2 | 3 | 4 | 4 | E |

| Timestamp | Store Code | Age | Gender | Prof. BG | CPF BO | CPF BL | CPF LS | OLB | OLS | O2O buying | O2O Service | O2O Channels |
|--------------------|------------|---------|--------|----------|--------|--------|--------|-----|-----|------------|-------------|--------------|
| 1/31/2022 17:06:26 | W5 | 46 - 60 | F | FTE | F | F | F | 2 | 3 | 3 | 3 | E |
| 1/31/2022 17:06:43 | W5 | 26 - 45 | M | FTE | N | N | F | 3 | 3 | 4 | 4 | E, WB |
| 1/31/2022 17:07:07 | W5 | 15 - 25 | F | PTE | N | F | F | 3 | 3 | 5 | 4 | WB |
| 1/31/2022 17:07:29 | W5 | 15 - 25 | F | PTE | N | F | F | 4 | 3 | 5 | 4 | WB |
| 1/31/2022 17:07:51 | W5 | 26 - 45 | M | FTE | F | F | F | 3 | 3 | 4 | 4 | E, WB |
| 1/31/2022 17:08:12 | W5 | 26 - 45 | F | FTE | N | F | F | 3 | 3 | 4 | 4 | E, WB |
| 1/31/2022 17:08:30 | W5 | 46 - 60 | M | FTE | F | F | F | 3 | 3 | 3 | 4 | WB |
| 1/31/2022 17:08:47 | W5 | 15 - 25 | M | FTE | F | F | F | 3 | 3 | 3 | 3 | E |
| 1/31/2022 17:09:06 | W5 | 15 - 25 | F | FTE | B | F | F | 2 | 2 | 5 | 4 | E, WB |
| 1/31/2022 17:09:22 | W5 | 46 - 60 | M | FTE | B | F | F | 3 | 3 | 3 | 4 | E |
| 1/31/2022 17:09:40 | W5 | 15 - 25 | F | S | F | B | F | 3 | 4 | 4 | 5 | E |
| 1/31/2022 17:10:03 | W5 | 26 - 45 | M | E | N | B | F | 4 | 4 | 4 | 5 | E, WB |
| 02-06-2022 15:46 | W7 | 15 - 25 | M | S | B | F | F | 2 | 2 | 4 | 5 | E |
| 02-06-2022 15:47 | W7 | 15 - 25 | M | S | N | N | F | 2 | 3 | 4 | 4 | E, WB |
| 02-06-2022 15:47 | W7 | 15 - 25 | F | FTE | F | F | F | 3 | 2 | 4 | 5 | E |
| 02-06-2022 15:48 | W7 | 26 - 45 | M | FTE | N | F | F | 2 | 3 | 3 | 3 | WB |
| 02-06-2022 15:48 | W7 | 46 - 60 | F | FTE | F | B | F | 4 | 4 | 4 | 4 | WB |
| 02-06-2022 15:48 | W7 | 15 - 25 | M | S | F | B | F | 4 | 3 | 4 | 4 | E |
| 02-06-2022 15:49 | W7 | 26 - 45 | F | FTE | N | N | F | 2 | 3 | 4 | 5 | E |
| 02-06-2022 15:55 | W7 | 26 - 45 | M | FTE | N | F | F | 4 | 4 | 4 | 5 | E |
| 02-06-2022 15:56 | W7 | 46 - 60 | F | FTE | B | F | F | 4 | 4 | 4 | 5 | E, WB |
| 02-06-2022 15:56 | W7 | 46 - 60 | M | FTE | B | F | F | 3 | 3 | 4 | 5 | WB |
| 02-06-2022 15:56 | W7 | 46 - 60 | F | E | F | F | F | 1 | 1 | 1 | 1 | E, WB |
| 02-06-2022 15:57 | W7 | 15 - 25 | M | PTE | B | N | F | 2 | 3 | 3 | 3 | E |
| 02-06-2022 15:57 | W7 | 26 - 45 | M | FTE | F | F | F | 1 | 1 | 4 | 4 | E |
| 02-06-2022 15:57 | W7 | 15 - 25 | F | FTE | B | B | F | 4 | 4 | 3 | 4 | WB |
| 02-06-2022 15:58 | W7 | 15 - 25 | M | PTE | N | N | F | 4 | 4 | 4 | 4 | E, WB |
| 02-06-2022 15:58 | W7 | 26 - 45 | M | FTE | F | F | F | 5 | 5 | 5 | 5 | WB |
| 02-06-2022 15:58 | W7 | 46 - 60 | F | FTE | B | B | F | 4 | 4 | 4 | 4 | WB |
| 02-06-2022 15:59 | W7 | 46 - 60 | F | E | F | N | F | 3 | 2 | 3 | 3 | E |
| 02-06-2022 15:59 | W7 | 46 - 60 | M | FTE | F | F | F | 3 | 3 | 3 | 3 | E, WB |
| 02-06-2022 15:59 | W7 | 26 - 45 | M | FTE | N | F | F | 2 | 3 | 4 | 4 | E |
| 02-06-2022 16:00 | W7 | 15 - 25 | M | S | B | F | F | 2 | 3 | 4 | 5 | E, WB |
| 02-06-2022 16:00 | W7 | 15 - 25 | F | PTE | B | F | F | 2 | 2 | 4 | 4 | E |
| 02-06-2022 16:01 | W7 | 46 - 60 | M | S | F | F | F | 1 | 1 | 5 | 5 | E |
| 02-06-2022 16:01 | W7 | 15 - 25 | M | FTE | F | F | F | 3 | 3 | 3 | 3 | WB |
| 02-06-2022 16:01 | W7 | 46 - 60 | F | FTE | F | F | F | 4 | 4 | 5 | 5 | E, WB |
| 02-06-2022 16:01 | W7 | 46 - 60 | F | FTE | F | F | F | 4 | 5 | 4 | 4 | WB |
| 02-06-2022 16:02 | W7 | 15 - 25 | M | FTE | N | B | F | 4 | 4 | 4 | 4 | WB |
| 02-06-2022 16:02 | W7 | 26 - 45 | F | PTE | B | B | B | 4 | 4 | 4 | 4 | WB |
| 02-06-2022 16:02 | W7 | 15 - 25 | M | FTE | F | F | F | 4 | 4 | 5 | 5 | WB |
| 02-06-2022 16:02 | W7 | 15 - 25 | M | FTE | F | F | F | 1 | 1 | 3 | 3 | WB |
| 02-06-2022 16:03 | W7 | 15 - 25 | M | FTE | F | F | F | 4 | 4 | 4 | 4 | E, WB |
| 02-06-2022 16:03 | W7 | 26 - 45 | M | FTE | B | B | F | 4 | 4 | 4 | 4 | E, WB |

| Timestamp | Store Code | Age | Gender | Prof. BG | CPF BO | CPF BL | CPF LS | OLB | OLS | O2O buying | O2O Service | O2O Channels |
|------------------|------------|---------|--------|----------|--------|--------|--------|-----|-----|------------|-------------|--------------|
| 02-06-2022 16:03 | W7 | 15 - 25 | M | FTE | N | N | F | | | | | |
| 02-06-2022 16:04 | W7 | 26 - 45 | F | FTE | N | F | F | 4 | 4 | 4 | 5 | E, WB |
| 02-06-2022 16:04 | W7 | 46 - 60 | M | FTE | N | F | F | 4 | 4 | 4 | 4 | E, WB |
| 02-06-2022 16:04 | W7 | 15 - 25 | M | FTE | F | F | F | 5 | 5 | 5 | 5 | E, WB |
| 02-06-2022 16:05 | W7 | 15 - 25 | M | FTE | B | F | F | 2 | 2 | 4 | 4 | E |
| 02-06-2022 16:05 | W7 | 26 - 45 | M | FTE | F | N | F | 3 | 3 | 4 | 5 | E |
| 02-06-2022 16:05 | W7 | 46 - 60 | F | FTE | N | F | F | 4 | 4 | 4 | 4 | E |
| 02-06-2022 16:06 | W3 | 15 - 25 | M | S | F | F | F | 3 | 3 | 3 | 5 | E, WB |
| 02-06-2022 16:06 | W3 | 15 - 25 | M | S | F | F | F | 2 | 2 | 3 | 3 | E |
| 02-06-2022 16:07 | W3 | 26 - 45 | M | FTE | N | F | F | 2 | 3 | 4 | 4 | E, WB |
| 02-06-2022 16:07 | W3 | 15 - 25 | F | FTE | B | F | F | 2 | 2 | 4 | 4 | E |
| 02-06-2022 16:08 | W3 | 26 - 45 | M | FTE | F | F | F | 3 | 3 | 3 | 3 | E, WB |
| 02-06-2022 16:08 | W3 | 15 - 25 | M | S | B | B | F | 3 | 3 | 3 | 4 | WB |
| 02-06-2022 16:09 | W3 | 15 - 25 | M | S | B | B | F | 4 | 4 | 4 | 5 | E, WB |
| 02-06-2022 16:09 | W3 | 15 - 25 | F | FTE | F | N | B | 4 | 3 | 4 | 5 | E, WB |
| 02-06-2022 16:09 | W3 | 46 - 60 | M | E | N | N | F | 3 | 3 | 4 | 5 | E |
| 02-06-2022 16:10 | W3 | 15 - 25 | M | S | N | N | F | 4 | 4 | 4 | 5 | E |
| 02-06-2022 16:10 | W3 | 26 - 45 | M | FTE | N | N | F | 4 | 4 | 4 | 4 | WB |
| 02-06-2022 16:11 | W3 | 15 - 25 | M | FTE | F | F | F | 3 | 3 | 3 | 5 | E, WB |
| 02-06-2022 16:11 | W3 | 15 - 25 | M | S | F | F | F | 2 | 3 | 4 | 4 | E, WB |
| 02-06-2022 16:12 | W3 | 26 - 45 | F | FTE | N | N | F | 2 | 3 | 3 | 4 | WB |
| 02-06-2022 16:12 | W3 | 46 - 60 | M | FTE | B | B | F | 3 | 3 | 4 | 4 | E |
| 02-06-2022 16:13 | W3 | 15 - 25 | M | S | N | N | F | 2 | 3 | 5 | 5 | E, WB |
| 02-06-2022 16:13 | W3 | 15 - 25 | F | FTE | F | F | F | 1 | 1 | 3 | 3 | E |
| 02-06-2022 16:13 | W3 | 26 - 45 | F | S | F | F | F | 1 | 1 | 3 | 3 | E, WB |
| 02-06-2022 16:14 | W3 | 15 - 25 | M | FTE | F | F | F | 1 | 1 | 3 | 3 | E |
| 02-06-2022 16:14 | W3 | 46 - 60 | F | FTE | F | F | F | 2 | 2 | 3 | 3 | E |
| 02-06-2022 16:14 | W3 | 15 - 25 | F | FTE | B | B | B | 2 | 1 | 3 | 4 | E, WB |
| 02-06-2022 16:15 | W3 | 26 - 45 | M | FTE | N | N | F | 2 | 3 | 4 | 4 | WB |
| 02-06-2022 16:16 | W3 | 15 - 25 | F | FTE | N | N | F | 3 | 3 | 4 | 5 | E |
| 02-06-2022 16:16 | W3 | 46 - 60 | M | S | N | F | F | 3 | 3 | 4 | 4 | E, WB |
| 02-06-2022 16:17 | W3 | 15 - 25 | M | FTE | F | F | B | 4 | 3 | 4 | 4 | E |
| 02-06-2022 16:17 | W3 | 15 - 25 | F | S | N | N | F | 4 | 5 | 5 | 5 | WB |
| 02-06-2022 16:18 | W3 | 15 - 25 | F | S | B | B | F | 5 | 5 | 5 | 5 | E |
| 02-06-2022 16:18 | W3 | 46 - 60 | M | E | F | F | F | 3 | 3 | 4 | 4 | E |
| 02-06-2022 16:18 | W3 | 60+ | M | FTE | N | N | F | 3 | 3 | 3 | 3 | E, WB |
| 02-06-2022 16:19 | W3 | 15 - 25 | M | FTE | F | F | F | 2 | 2 | 4 | 4 | E |
| 02-06-2022 16:19 | W3 | 26 - 45 | M | FTE | B | F | F | 2 | 3 | 3 | 3 | E, WB |
| 02-06-2022 16:20 | W3 | 15 - 25 | M | FTE | F | F | F | 4 | 4 | 5 | 5 | E, WB |
| 02-06-2022 16:20 | W3 | 26 - 45 | M | FTE | N | N | F | 3 | 3 | 3 | 4 | E, WB |
| 02-06-2022 16:21 | W3 | 15 - 25 | M | FTE | N | N | F | 3 | 4 | 4 | 4 | WB |
| 02-06-2022 16:21 | W3 | 46 - 60 | M | FTE | F | F | F | 3 | 4 | 3 | 3 | WB |
| 02-06-2022 16:22 | W3 | 15 - 25 | M | S | B | F | F | 3 | 3 | 4 | 4 | E |

| Timestamp | Store Code | Age | Gender | Prof. BG | CPF BO | CPF BL | CPF LS | OLB | OLS | O2O buying | O2O Service | O2O Channels |
|------------------|------------|---------|--------|----------|--------|--------|--------|-----|-----|------------|-------------|--------------|
| 02-06-2022 16:22 | W3 | 26 - 45 | M | FTE | N | F | F | 3 | 3 | 4 | 5 | WB |
| 02-06-2022 16:22 | W3 | 15 - 25 | F | FTE | B | F | F | 2 | 2 | 4 | 5 | E |
| 02-06-2022 16:23 | W3 | 15 - 25 | M | FTE | N | N | F | 3 | 3 | 5 | 4 | E |
| 02-06-2022 16:23 | W3 | 26 - 45 | F | FTE | B | F | F | 3 | 3 | 5 | 4 | E, WB |
| | | | | | | | | | | | | |

Coding:

Gender

- 1) Male: M
- 2) Female: F

Professional Background: Prof BG

- 1) FTE: Full Time Employee
- 2) PTE: Part Time Employee
- 3) S: Student
- 4) E: Entrepreneur/ Businessperson
- 5) H: Homemaker

CPF- Channels Preferred For

- 1) N- Online
- 2) B- Both
- 3) F- Offline

OLB- Online Laptop Buying Preference

OLS- Online Laptop Service Preference

O2O Channels:

- 1) WB- WhatsApp Business
- 2) E- Emails
- 3) SM- Social Media
- 4) N- Newspaper Ads

REPORTING OFFICER AND PROFILE



Arushi Aggarwal, HR

Arushi Aggarwal is a recent graduate of the MBA program of NMIMS, Mumbai. Her Association with Absolute IT solutions have been noteworthy. She started at the firm as a sales representative at low performing stores. Her performances at these stores made a huge difference in the sales. This decision to work in the stores and not directly starting as an HR rep was made by her so that she understands the functions first handed. The HR functions of the firms are undertaken by her, along with which she also ensures audit and staffing functions at Absolute IT solutions. The leadership team at Absolute IT Solutions have always admired the efforts and hardships of Arushi Aggarwal at both Backend and Frontend.

1/1

[REDACTED]

| New Release: Attendance IT | | | | | | | | | | | | |
|-------------------------------------|------------|-------------|-------------|-------------|-------------|-------------|--------------|------------|-------------|------------|--------------|---------------|
| Report Date: 21-Feb-2022 13:52 PM | | | | | | | | | | | | |
| Title: Individual Attendance Report | | | | | | | | | | | | |
| Name: Abdul Azeem | | | | | | | | | | | | |
| Employee ID: 6000405713 | | | | | | | | | | | | |
| Contractor | | | | | | | | | | | | |
| Day | Date | In Time | Out Time | In Device | Out Device | In-Location | Out-Location | In-Map-Urf | Out-Map-Urf | Time spent | User-Comment | Admin-Comment |
| Monday | 2022-01-24 | 20:22:41:28 | 20:22:41:28 | Abdul Azeem | Abdul Azeem | 19.007 | 19.016 | https://m | https://m | 6:57 | | |
| Monday | 2022-01-24 | 20:22:41:28 | 20:22:41:28 | Abdul Azeem | Abdul Azeem | 18.943 | 18.947 | https://m | https://m | 6:57 | | |
| Monday | 2022-01-24 | 20:22:41:28 | 20:22:41:28 | Abdul Azeem | Abdul Azeem | 19.001 | 19.009 | https://m | https://m | 1:08 | | |
| Monday | 2022-01-24 | 20:22:41:27 | 20:22:41:27 | Abdul Azeem | Abdul Azeem | 19.006 | 19.102 | https://m | https://m | 1:06 | | |
| Monday | 2022-01-24 | 20:22:41:27 | 20:22:41:27 | Abdul Azeem | Abdul Azeem | 19.212 | 19.236 | https://m | https://m | 1:36 | | |
| Monday | 2022-01-24 | 20:22:41:25 | 20:22:41:25 | Abdul Azeem | Abdul Azeem | 19.164 | 19.163 | https://m | https://m | 1:45 | | |
| Monday | 2022-01-24 | 20:22:41:24 | 20:22:41:24 | Abdul Azeem | Abdul Azeem | 19.217 | 19.216 | https://m | https://m | 1:12 | | |
| Monday | 2022-01-24 | 20:22:41:24 | 20:22:41:24 | Abdul Azeem | Abdul Azeem | 19.217 | 19.216 | https://m | https://m | 1:12 | | |
| Monday | 2022-01-24 | 20:22:41:20 | 20:22:41:20 | Abdul Azeem | Abdul Azeem | 19.146 | 19.146 | https://m | https://m | 1:22 | | |
| Monday | 2022-01-24 | 20:22:41:19 | 20:22:41:19 | Abdul Azeem | Abdul Azeem | 19.182 | 19.182 | https://m | https://m | 1:30 | | |
| Monday | 2022-01-24 | 20:22:41:18 | 20:22:41:18 | Abdul Azeem | Abdul Azeem | 19.186 | 19.186 | https://m | https://m | 1:30 | | |
| Monday | 2022-01-24 | 20:22:41:13 | 20:22:41:13 | Abdul Azeem | Abdul Azeem | 19.186 | 19.186 | https://m | https://m | 1:50 | | |

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Frühling Aggarwal (HR & Admin)

CONCLUSION

This research project at Absolute IT solutions has helped me not only gain experience in research work, client communication, consumer behaviour analysis and statistical analysis but has also helped me gain non-tangible essentials such as confidence and integrity. The incorporation of theoretical knowledge into the real world has been an essential part of the curriculum we are taught at SM Shetty College, however as we step into the 'real world', it becomes a moral duty for us to apply these theories and extract as much value as possible from an environment.

Absolute IT solutions and I share a special relationship now, us both realising what we bring to the table for each other. The 'fit', as described by Michael Porter becomes an apt word for the kind of professional relationship we have established. Having no such department for 'Research and Development', Franchise promoters generally rely on Intuitive answers to questions which can be scientifically answered by statistical analysis, and such was this case.

The work was non-monotonous and it was interesting. The entire journey of this research work kept pushing me out of my comfort zone and learn more about both; theory and practical understanding. This research work pushed me to learn more about the fundamentals of research methodology, through which, my class teacher and my research guide. Professor Nidhi Chandorkar was helpful.

Overall, it was a fun learning experience.



Akshat Aggarwal