



# WHERE DO WE GO FROM HERE?

By Mary Lau

**UNDER PREVIOUS CIRCUMSTANCES, THIS ARTICLE WOULD BE ABOUT**

the successful candidates that have moved from the primary ballot to the general election.

In consideration of social distancing, and COVID 19 related measures outlined by Governor Sisolak, Nevada conducted its first mail in ballot primary. There were a few locations where voters could drop off ballots on election day.

In a conversation with Bryan Wachter, RAN's Sr. Vice President of Government Affairs, we discussed the great challenges of this election regarding ballot counting processes. Previous elections had hundreds of volunteers; this election utilized only election department staff, and they were required to verify signatures, compare them to voter rolls, and then tabulate outcomes as they always have. This is an exacting process that has received both praise and concern from various parties.

So, for now, no one can tell you how the election actually turned out. That will have to wait until at least June 19th. At this point there are trends but not any permanent determinations in who won or lost. Stay tuned



Mary Lau, RAN CEO

for our RAN Express Lane for the "final, final" regarding primary election outcomes.

Another change in normal circumstances is the ever-fluctuating economic status of Nevada's budget. Governor Sisolak has asked his administrators to prepare deeper budget cuts for his consideration. This in light of special interests who are advocating for no budget cuts or increased taxes. Clearly, our elected leaders — both federal, state, and local — would rather be dealing with business as usual instead of this perfect economic storm in which we currently find ourselves.

In watching the Economic Forum, it was apparent that fiscal staff and other reporting departments, are used to compiling numbers once they have been received and verified, then trying to develop an

educated guess on the direction of our economy.

This particular meeting had none of the forecasting expertise required for that determination; nor do I think the Economic Forum can use that kind of information. The Forum is required to set the amount of money available for the elected officials use in budgeting for the State of Nevada, and it cannot really make that determination with too much modeling verses hard dollars.

This dynamic exacerbates

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NEVADA NEWS

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# FIVE WAYS TO MAKE YOUR CUSTOMERS TRUST YOU ENOUGH TO BUY FROM YOU

By Bob Phibbs, the Retail Doctor  
Reprinted with Author Permission

## ONLY TIME WILL TELL WHAT STORES

consumers actually visit or avoid, but the reality is, people are anxious to get back to normal. While stores with more open space may appear safest, they also have more foot traffic than smaller boutiques. Some customers may be more comfortable returning to those smaller stores before the malls. Here are five ways local retailers can put their customers at ease in the months to come.

### 1. REACH CONSUMERS AT HOME

Retailers can start reassuring customers now, before stores actually reopen. Show empathy for the current situation and explain your proactive safety efforts via your store's website and social media accounts. Show what has changed and what hasn't. Here are two great examples the first from Third Rock Music <https://youtu.be/iF4Cse5Jd4>

and Huthmaker Violins <https://youtu.be/Q6-yAMQeyRc>. Every retailer should do one on their own and post everywhere including on your Google My Business account.

### 2. INSTITUTE FAMILIAR SIGNS OF SAFETY

Look at what your competitors are doing and bring to your store. Have signs on your doors if it is "No mask, no shoes, no service." Don't assume anyone will understand just one sign. Place sidewalk tape and other markers to help limit shopper numbers, add floor decals were appropriate to maintain social distancing and add directional guidelines at registers to help space everyone out

### 3. MAKE SAFETY MEASURES HIGHLY VISIBLE

Plan on placing sanitizer stations at the door and throughout the store—and makeup shields for customers entering dressing rooms so they can protect

their faces – and your clothes. Signage should explain practices such as limiting store capacity, encouraging appointments and preferring credit payments over cash. Ultimately, you want to make a show of your cleanliness so make sure it is done while shoppers are in your store.

If I was a retailer, I'd be carrying masks for sale. I've seen branded ones being sold—even that match customers' dogs.

### 4. ESTABLISH EMPLOYEE SAFETY PROTOCOLS

It's important to have all employees on board with newly implemented safety precautions. Now's the time for training crews in not just how to clean but how to develop rapport, especially in a mask. Avoid hospital-standard masks, choosing either branded ones or allowing employees to bring their own but make sure they are subject to your approval. You certainly don't want to see an

employee in one with grim reaper teeth.

Consistency counts here too. Either all do or all don't wear masks but consumers don't want to see customers with masks and half of your employees without, saying, "our managers say we don't need them."

Employees may need reminders about how to care for and assist customers but not hover—plus a protocol for when a visitor doesn't practice social distancing measures.

### 5. THINK THROUGH CURRENT AND FUTURE REALITIES

Don't think about this as reopening or holding a "grand opening." You'll have a soft opening as you learn a lot of procedures that are going to change.

Yet there is hope. Retail industry insiders have taken note of "revenge buying" in some reopened places—with the "revenge" directed at the coronavirus. Pent-up demand is being released but it is uneven as to

*Continued on page 4*



# MEETING THE MOMENT

By Andy Peterson

## DO NOT UNDERESTIMATE RETAIL. AS AN INDUSTRY RETAIL

has been around a very long time, and it always seemed to thrive when things got rough.

For instance, consider the California gold rush; minors came from all over to make a fortune by digging gold out of the streams and rivers. A few made it big, but more often than not, most miners were hungry, dirty, and poor — not rich. Many died of injury, malnutrition, illness, and violence.



Doesn't sound like the kind of work environment many Americans would currently embrace.

Many non-miners who participated in the gold rush, however, often times became wealthy. Levi Straus comes to mind. He traveled to San Francisco with the specific intent to sell goods to miners. In the process he ended up inventing blue jeans, patenting them, and became a wealthy individual. He made the best of the situation.

Today there are plenty of dire outcomes predicted

for the retail industry. Yet, retail is not dying.

New retailers have sprung up, new

products have appeared, and some retailers have even expanded in this time of upheaval. Like Straus they have sensed opportunity and quickly adapted their business model to take advantage of opportunity.

Many now understand omnichannel retailing and are using new techniques to reach new and established customers.

Some have quickly moved into direct to consumer retailing, others have ramped up text marketing, and yet others have figured out ways to bring customers back into their stores as we have slowly emerged from isolation the likes of which no living person can remember.

Retail in Nevada is no different. We have seen hard times. The booms and busts of the great depression, and



Andy Peterson

the meltdown of 2008 come to mind. It remains to be seen, though, if the pandemic and subsequent shutdown will emerge as more damaging as those apocryphal events.

It has not been easy, and we'll clearly be able to access things once the pandemic and its effects pass. However we rate the severity of our current condition, it is clear the industry – over the long haul – will not only survive, it will once again thrive. ■

## WHERE DO WE GO FROM HERE? *Continued from page 1*

the difficulties facing both the Governor and legislative leadership in working on an agenda for the upcoming special sessions. We still need to have a budget discussion and we were also looking at possible business issues too.

Those issues were largely centered around operations and the reality of COVID-19.

Now the legislature is also going to have to continue conversations regarding judicial and police reform earlier than the planned 2021 Legislative Session discussion. Regardless of how people feel about this topic, it is imperative we address them. It is important we implement reforms while at the same

time putting in place some mechanism for ongoing discussion. I do not anticipate that Nevada will charge headstrong into this wave at this time, there were already discussions taking place on these issues during 2017 and 2019, but I do look for some change, and ultimately some guidance as to the direction

that serves all communities of interest, and, at the same time, not destroy our law and order system along the way.

When RAN knows where we are going regarding all these issues, so will you. We are living in a rapidly changing world. Stay informed please. ■



# STATE BOARD OF PHARMACY UPDATE

By Liz MacMenamin

## THE NEVADA STATE BOARD OF PHARMACY CONDUCTED

the most recent meeting via teleconference on June 3, 2020. All board members were in attendance, and the public was made aware of the conference line through their website and postings of the public meeting.

The board only had one regulation to consider during public hearing. The regulation, **LCB File No. R008-20**, is an adoption of the federal guidelines for prescribing and dispensing drugs for the treatment of sexually transmitted diseases without a medical examination or "existing doctor/patient relationship" with the sexual partner of the person diagnosed with such an infection. The board unanimously

adopted this regulation. This will now go to the next hearing of the Legislative Commission to be adopted as law.

The following is proposed regulation language for consideration. This was heard during the workshop portion of the meeting and may be of interest to RAN members:

### Amendment to Nevada Administrative Code (NAC) 639:

This amendment establishes new requirements for licensing and regulation of "recovery centers" to dispense controlled substances and dangerous drugs.

There was discussion and suggestions by representatives from the recovery centers with the board adopting their suggestions. The language was approved and will



Liz MacMenamin

move forward after determining if the state required fee schedule is in accordance with the federal requirements.

**Amendment to NAC 639 and 453:** This language is setting forth the requirements and the waiver process for electronic prescribing requirement adopted as law in Assembly Bill 310 of the 2019 Legislative Session. AB 310 requires all controlled substance

prescriptions be transmitted electronically unless a waiver has been granted by the State Board of Pharmacy. This requirement is effective January 1, 2021. This waiver can be obtained by the prescriber from the Board of Pharmacy. The waiver process will certify that the practitioner is exempt from this procedure. This language was approved and will now move to a public hearing,

For a complete listing of all regulations and proposed language heard during the meeting you may visit the board website at <https://bop.nv.gov/>. The next meeting of the board will be an in-person meeting to be held in Las Vegas on July 15th and 16th at the Hilton Garden Inn. ■

## FIVE WAYS

Continued from page 2

product category.

Some stores may have a slower start as consumers ease back in to shopping over the coming months. Even if a \$700 sale is typical, you have to think a \$7 sale is great. Be glad you have an opportunity for someone to

come in.

You are going to have to sell your way out of this. Reopening a door is easy, rebuilding trust between you and your employees and your customers will take some time.

In the future it may not

be the whole nation going through this, but it could be a city getting locked down. Whatever we learn from this is going to be a playbook going forward.

To learn how to retail during the time of Covid-19 including how to market,

sell, and merchandise, check out this free 8-lesson course. No credit card required or commitment. <https://www.retaildoc.com/en/free-course-on-reopening-retail-and-rebuilding-trust>. ■



# CHANGES TO PHARMACY AS A RESULT OF COVID-19

By Liz MacMenamin

## THE RECENT CHANGES IN BUSINESS PRACTICES

during COVID-19 will have an impact on the community pharmacy of the future. These changes will most likely be long term and will change the practice of pharmacy not only in our state but across the United States.

The community

include COVID-19. The pharmacists on the front lines also believe that this will lead to a much-needed change and an increase in the scope of practice of a pharmacist. This is something RAN has been addressing for quite some time.

What does this mean? It means the pharmacist will be able to practice to the level of

patients in medication compliance, implementing evidence-based interventions for chronic disease management, administering immunizations, and more as the roles change. There will need to be changes in the views of lawmakers for this to become reality in Nevada.

During the pandemic the Nevada State Board

Pharmacies in Nevada continued to operate effectively and safely during this waiver period.

The ratio has been an issue in Nevada for quite a while with the Board of Pharmacy limiting the ratio in community pharmacies settings to an arbitrary number. This is an example of changes Nevada need to make to allow community



pharmacies to address any future pandemic issues. This will also give our state the ability to optimize health care needs even in less stressful environment.

RAN is looking forward to having conversations with the elected officials of Nevada to obtain these changes to the benefit of our citizens. We would also like to thank Governor Sisolak and the

pharmacy is now expecting that they will see an increase in point of care testing for various illnesses and that will

their education and will emerge as the trusted health care provider they are trained to be. This will include assisting

of Pharmacy and the governor issued a waiver allowing for an increase in ratio of the pharmacist technician in a pharmacy.

board for recognizing the needed changes brought about during the pandemic. ■



# Nevada Notes

## SISOLAK ANNOUNCES STEPS TO TEST FOR COVID-19

Governor Steve Sisolak announced the approval of a community-based testing, laboratory analysis and contact tracing plan designed to support state, local and tribal efforts to contain the coronavirus.

The announcement followed the Interim Finance Committee's (IFC) approval of \$96-million in federal grant funds designated for Epidemiology and Laboratory Capacity.

The Nevada Department of Health and Human Services, Division of Emergency Management and State Public Health Laboratory developed the community-based testing, aimed at providing

logistical support for local jurisdictions by supplying testing kits, Personal Protective Equipment (PPE), and increasing resources for antibody collection.

Strong emphasis will be placed on building and maintaining statewide laboratory capacity by expanding on public and private partnerships. Contact tracing, a large component of the Governor's plan, will be an ongoing priority for the state as it serves as a critical component for prevention and control.

Governor Sisolak additionally announced the approval of a standing order from the Nevada Department of Health and Human Services authorizing any trained Nevada medical provider to collect

testing samples in the state.

Dr. Mark Pandori, the current Director of the Nevada State Public Health Laboratory was named the state's new Chief of Testing and will oversee the collection, management and reporting of testing data as Nevada adjusts to its COVID-19 recovery phase.

*McDonald Carano*

## PLUGGING THE BUDGET HOLE

Governor Steve Sisolak released a plan to further fill the nearly \$812-million hole in the fiscal year 2020 budget caused by plummeting tax revenue amid the COVID-19 pandemic. The proposed plan includes \$67-million in reductions to state agency operating

expenses, as well as \$49-million in the reversal of appropriations awarded during the 2019 legislative session that have not yet been spent.

The Interim Finance Committee (IFC) previously approved the transfer of the state's "Rainy Day Fund" of \$401-million to help fill the budget hole.

The latest steps proposed by the Governor, as well as the sweep of the Rainy-Day fund, are expected to address \$612-million of the shortfall, with the remaining \$200-million to come from dollars already allocated through a reduced Disaster Relief Account transfer and funds left over from fiscal years 2019 and 2020.

*McDonald Carano*

# National Notes

## STORES APPROACH CUSTOMER MASKS DIFFERENTLY

Stores are handling mask requirements differently. This after some customers have become confrontational.

In a worst-case scenario, a store security guard was shot after asking a customer to comply with mask regulations. Other

stores have reported mask flouting customers and confrontations.

Approaches to the issue have included calling law enforcement to ensure all who enter are wearing a mask.

Whatever the approach, the goal remains the same; reduce the transmission of the Covid-19 virus to

employee and customer alike. *WSJ*

## PANDEMIC HINDERS MEAT PRODUCTION

COVID-19 is expected to hinder meat production in the U.S. for several months. This according to JBS, one of the largest meat producers in the country. Increased safety factors, while necessary

to slow the spread of the Covid-19 virus, also slows production.

The virus has already killed at least twenty workers and sickened others at more than thirty plants across the country. This has forced plants to sharply reduce production or closed plants altogether.

Approximately 6,000

*Continued on next page*



# National Notes *Continued from previous page*

JBS workers, those over age sixty or those with pre-existing conditions, were asked to stay home further complicating production.

Producers and others have warned the slow downs may have a lasting effect upon supply. Meat supplies in stores could drop by 30 percent resulting in increased prices – some prices could increase by 20 percent.

*Grocery Dive*

## **KROGER'S THREE NEW NEXT-GEN FULFILLMENT CENTERS**

Three new leading-edge Kroger fulfillment centers will be located in different regions. These are the Great Lakes, Pacific Northwest, and West regions. All will incorporate artificial intelligence, and are intended to expand Kroger products to a larger footprint via omnichannel sales.

The new facility in the West will measure 300,000-sq.-ft., the new facility in the Pacific Northwest will measure 200,000-sq.-ft, and the facility in the Great Lakes region will measure 150,000-sq.-ft.

When operational, Kroger says the facilities will collectively create more than 1,000 new jobs.

The exact locations of the new facilities will soon be announced.

*Chain Store Age*

## **PANDEMIC LIKELY TO CHANGE GROCERY SHOPPING**

While mask wearing, one-way aisles, and plexiglass shields may eventually go away, the way we shop for groceries might permanently change.

Customers will continue to seek contactless ways to buy or pay for groceries and the trend will likely continue for years to come.

Customers may also seek food which is closer to home, employ personal shoppers, and grocers may invest in automation which will intensify the trends.

Gone are the days of leisurely browsing the aisles of grocery stores.

*CNBC*

## **RETAILERS READY TO EMBRACE NEW ID SYSTEM**

According to NACS, a revolutionary age-verification system is soon to be released. The system should be in test phase this summer. All of this to protect personal information of those using electronic payments.

In a national consumer poll conducted in March 2020, NACS found that 90 percent of Americans support a nationwide standard for age-verification and 78 percent of Americans want a

universal, compulsory We Card-like program that was established in the 1990s and approach for all age-restricted purchases.

More than three in four Americans (76 percent) would support the development of an age-verification program developed by major retailers who sell age-restricted products.

*Retail Leader*

## **STRONG SALES ASIDE, MAJOR RETAILERS CONFUSED BY COVID-19**

Even with strong sales during the pandemic, retailers are reluctant to say where sales are going in the third and fourth quarters. This is due to COVID-19 and its uncertainties.

Some have withdrew financial guidance citing the broader economy.

*WSJ*

## **CONSUMERS PLACE A HIGH LEVEL OF TRUST IN FOOD DURING PANDEMIC, SURVEY SAYS**

More than three in four consumers are confident in food safety amidst pandemic. This according to a survey by the Food Information Council.

Nearly the same percentage said food manufacturers can produce enough food to

meet consumer demand while most are cooking at home.

More than a third of consumers — 36 percent — are buying more packaged foods than usual. This is slightly less than the 42 percent who were purchasing more when IFIC did a similar survey in April.

The same number of consumers — 36 percent — are purchasing the same amount of packaged food as usual. Nearly a quarter — 22 percent — are buying less packaged food.

Since the pandemic started impacting consumers, 33 percent say they have a more favorable opinion of packaged foods' safety.

*Grocery Dive*

## **SURVEY SAYS: GROCERY DELIVERY GROWTH IS FLATTENING**

● Results from a new Gallup poll indicate shoppers are becoming increasingly comfortable with restaurant takeout and delivery during the pandemic while interest in grocery delivery has flattened.

● According to the poll, the percentage of U.S. consumers who said they're using grocery delivery more

*Continued on page 11*



# YOU'RE FINALLY BACK IN BUSINESS AND YOU RECALL EMPLOYEES. SOME CHOOSE TO STAY HOME RATHER THAN RETURN TO WORK. NOW WHAT?

By Lindsay Knox, McDonald Carano Law Firm



## THE COVID-19 PANDEMIC HAS CRIPPLED THE NEVADA

economy and left many businesses closed and Nevadans struggling financially.

As state officials began to see unemployment numbers increase, the Governor waived the eligibility requirement to seek employment and the federal government provided an additional \$600 per week on top of state unemployment benefits.

Now, as businesses reopen, they are confronted with an unsettling amount of uncertainty and unforeseen consequences of those policy decisions.

One of the pressing questions for many businesses is, what if an employee refuses to come back to work?

First and foremost, it is imperative to communicate with and educate employees with

respect to the safety measures the business has implemented, which should follow the Governor's Directives, Nevada OSHA, the CDC and local government requirements.

Second, employers must understand why an employee does not want to reenter the workforce.

When having discussions with employees it is important to understand if the individual has any constraints that would prohibit them from reentering the workplace such as underlying health condition or lack of childcare, each of which could entitle the employee to certain legal rights depending upon the circumstances.

For the individuals who refuse to come to work without good reason, it is important to clarify that they are not eligible for unemployment benefits and, even if they were, the additional \$600 per



Lindsay Knox

week from the federal government ends on July 31, 2020.

On June 5, 2020, the President signed the Paycheck Protection Program Flexibility Act, which relaxes PPP loan requirements as follows:

- Instead of 75%, an employer's now need only spend at least 60% of PPP loan proceeds on payroll costs in order to obtain full forgiveness
- Employers now have until December 31 instead of June 30, 2020 to re-hire laid off workers in order to

obtain full forgiveness

- New PPP loans now have a 5-year instead of a 2-year maturity date, but previously disbursed loans still have a 2-year maturity

- PPP borrowers who obtain forgiveness are permitted to defer payroll taxes

It is important to consider potential incentives when bringing employees back to the workplace.

If a business has received the PPP loan or is in a financial position to do so, it may consider a temporary increase in pay, bonuses, hazard pay, or additional paid or unpaid leave.

If a business makes the decision to incentivize employees to return it is imperative that employees be treated equally such that all employees, at least those within a certain job position, receive the same benefit and an end date of the incentives.

Should an employee

*Continued on page 11*





# USE YOUR SNAP BENEFITS TO PURCHASE GROCERIES ONLINE AT WALMART AND AMAZON

Nevada SNAP and TANF recipients can now use their EBT card to purchase groceries online through Walmart or Amazon. You will be able to order food online that you would normally buy with your SNAP EBT card in-person and pick up curbside or select home delivery\* if available.



## How do I sign up to use my SNAP EBT benefits on Amazon?

To use your SNAP EBT card, visit [www.Amazon.com/SNAP/Register](http://www.Amazon.com/SNAP/Register) and follow the instructions on the screen.

If you are not already an Amazon customer, you will need to:

**Create an account** and add your SNAP EBT card plus zip code to make sure that you are eligible.

There are also opportunities to add an EBT card during checkout or in your amazon wallet.



## How do I make online purchases at Walmart?

Create an account on the Walmart app or the website and place your order.

Tap or click **Payment methods**. You will see an option to add your EBT card to your account.

Add your **EBT card** information. Then, tap or click **Save Card**.

Toggle the EBT card switch on the **Select payment method** screen.

Enter the **EBT food** or **EBT cash** amount (if you have TANF) you'd like to use.

Tap or click Continue to complete your transaction.

\* Delivery fess may apply; Nevada SNAP benefits **cannot** be used to cover the cost of delivery. Nevada TANF benefits **can** be used to cover the cost of delivery.



Nevada Department of Health and Human Services  
DIVISION OF WELFARE AND SUPPORTIVE SERVICES



Supplemental Nutrition Assistance Program



## Important Information for SIG Members

*NRS requires all existing members of a self-insured group to be notified of all new members.  
NRNSIG new members are listed below.*


**Rich Little Productions LLC**  
**Winnemucca Farms Inc.**

**NRNSIG** members who wish to register a negative vote on a new group member, please write NRNSIG at 575 S. Saliman Road, Carson City, NV 89701, indicating which member and the reason(s) for the negative vote.

**If you have a newsworthy item please forward it to [andy@rannv.org](mailto:andy@rannv.org).  
RAN reserves the right to edit for space.**

## DID YOU KNOW?

*John Adams believed that July 2 would be the day when Americans would celebrate their independence. On July 3, 1776, he wrote to his wife, Abigail: "The second day of July, 1776, will be the most memorable epocha in the history of America. I am apt to believe that it will be celebrated by succeeding generations as the great anniversary festival."*





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10 ♦ or the RAN office at **775-882-1700** (toll free in Nevada 800-690-5959). Don't forget to check out our website, [www.RANNV.org](http://www.RANNV.org).



# NOW WHAT? *Continued from page 8*

nonetheless refuse to return to work despite an employer’s good faith effort to re-hire the employee or recall the employee from furlough, with or without additional incentives, the good news is that PPP loan forgiveness guidelines will not penalize an employer if the headcount falters for this reason, as long as the employer documents these decisions.

The Nevada Department of Employment Training and Rehabilitation (DETR) regulates Nevada’s

unemployment insurance benefits. While the Governor has temporarily waived the work search requirement, DETR still requires that an employee must be “ready, willing, and able” to work in order to be eligible for unemployment.

Through DETR, employers can file a complaint about an employee that refuses to come back to work without a legitimate reason because this individual is not willing to work. This is an option some businesses may

consider, and for those that wish to take this step, it is important for the employer to explain to the employee the ramifications of refusing to come back to work.

If the complaint is found valid the employee could be forced to repay the unemployment benefits, they received back to the state as it is a case of fraud.

To file a complaint with DETR, email their Business Service Office at **JOBBANKMPKWY@detr.nv.gov** with the subject line “Work Refusals” and

include the following information:

- Employer Information -name, address, employer account number and contact person
- Full name and the last 4 of the SSN of the employee
- Date the employee was contacted and advised of a return to work date
- Reason employee gave for not being able to return to work ■

# NATIONAL NOTES *Continued from page 7*

consumers who said they’re using grocery delivery more now than a month ago grew from 11 percent to 14 percent from late March to mid-April, then stayed the same when consumers were polled again in mid-May. Curbside pickup from stores, including grocery and non-grocery locations, increased 17 percentage points over that time period, from 19 percent to 36 percent.

● The percentage of consumers who said they’re using restaurant takeout more often grew from 26 percent in late March to 44 percent in May, with delivery jumping 13 percent to 23 percent during the same time period.

*Grocery Dive*

## GROCERY SHOPPING PATTERNS CHANGE AMIDST AT-HOME WORK

Placer.ai, in a study, reports the pandemic is changing shopper habits. Specifically, the store chains in the study, found that consumers shifted grocery buying times. The time slot from 6 – 11 a.m. saw dramatic increases. The time period from 4 – 9 p.m. stayed roughly the same, while the 4 – 9 p.m. time period saw a decrease in shopping activity.

*Grocery Perimeter*

## BRICKS AND PIXELS BEATS JUST PIXELS

In the midst of a

pandemic where people stayed home and worked at social distancing Walmart proved superior to Amazon.

Both companies experienced sales increases. Walmart experienced a nine percent increase in the first three months of 2020 with total sales of \$135 billion. Unlike Amazon, and despite nearly \$900 million of in corona spending on things like higher wages, bonuses, and healthcare spending, net income rose by four percent to \$4 billion.

Walmart’s sales and profit surge came as a result of its nimbleness. For instance, prior to the pandemic it offered “ship from store,” and

due to its fulfillment centers becoming overwhelmed it quickly expanded to using some 2,500 stores to fulfill orders. It also piloted two-hour delivery at 100 stores, eventually it expanded two-hour to over 2,500 stores.

Walmart also took advantage of its ongoing investment into e-commerce to offer more grocery services which easily outshined Amazon beating them as they became bogged down with “Amazon Fresh.”

If anything comes out of this it is the lesson than bricks and pixels beats only pixels anytime.

*The Economist*



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# IMPORTS UP SLIGHTLY AT U.S. PORTS

## THE IMPACT OF COVID-19 AT MAJOR

U.S. retail container ports appears to be easing slightly, with projected imports remaining below last year's levels but not as much as previously forecast, according to the Global Port Tracker report released

today by the National Retail Federation and Hackett Associates. "The numbers we're seeing are still below last year, but are better than what

***"The numbers we're seeing are still below last year..."***

we expected a month ago," NRF Vice President for Supply Chain and Customs Policy Jonathan Gold said.

"It may still be too soon to say but we'll take that as a sign that the situation could be slowly starting to improve. Consumers want to get back to

shopping, and as more people

get back to work, retailers want to be sure their shelves are stocked." ■

NRF

## UPCOMING EVENT July 20-22, 2020 Virtual Event

NRF NXT provide free digital content for retail ecommerce and marketing leaders. Explore what is possible in digital retail with insights from industry leaders to help propel your business forward.