Solutions for Supermarkets
Smart In-store Operations

satoeurope.com

Solutions for smart in-store operations

1. Versatile Label Printing

Print various types of labels using one printer model

3. HACCP Compliance

Collect temperature, hygiene, and other traceability data

2. Smart Service Counter

Drive in-store traffic with efficient customer service

4. Product Checking

Manage prices and best-before dates with speed

Cloud

Sato App Storage
Cloud-based Data Management Service

HACCP Cloud

Other cloud databases

Ingredient label

Nutrition Facts
10 servings per container
Serving size 2/3 cup(80g)

Amount per serving
Calories 310

% Daily Value
Total Fat 8g 10%
Saturated Fat 1g 5%
Trans Fat 0g
Cholesterol 0mg 0%
Sodium 160mg 7%
Total Carbohydrate 37g 13%
Dietary Fiber 4g 14%
Total Sugars 12g
Includes 10g Added Sugars 20%
Protein 3g

Vitamin D 2mcg 10%
Calcium 260mg 20%
Iron 8mg 45%
Potassium 235mg 6%

Chelsea Bun

Ingredients: *White flour*, veg marg, *milk powder*, sugar, *eggs*, cinnamon, water, currants, yeast.

Use By: 12/03/20XX

HAPPY DELI 01255 26717
4, Eade St. Tring, HE1 2H

Temperature record

Fried Chicken
Allergens: *Wheat (gluten)*
Produced: 10/03/20XX 15:17:21

END OF COOK TEMP: 85.4°C
USE WITHIN 4 HOURS

Fried Chicken
Allergens: *Wheat (gluten)*
Produced: 10/03/20XX 16:17:00

TEMP AFTER 60mins: 80.12°C
USE WITHIN 3 HOURS

Food rotation label

Chocolate dough
Lot No. : A0123456789
Made : 03.10.20XX 11:23
Discard : 03.10.20XX 11:23
Name : Richard

FLOUR
Use by: 03.10.20XX 12:50

Wheat, Milk
Net weight:1kg
Opened: 02.10.20XX 15:30

Order slip

Order Confirmation
Date: 10/12/20XX
Store: XXXXX
Name: John Smith

No: Christmas Turkey
Qty: 1
€28.99

Total 1
Amount: €28,99

Pick up date: 24/12/20XX

Click and collect label

SATO
Affix this label to your parcel
Order Number:1XXI

SATO
This is your receipt.
Please keep hold of it for your records.

Traceability label

BONELESS BEEF SA0310
TRACEABILITY CODE ORIGIN: AUSTRALIA
0123456789105012345678910010123456789105012345678

SLAUGHTERED IN: SATO EST.70
CUTTING IN: SATO EST.70 3PC
PACKED ON 10 - MAR 07 10:45
TOTAL TARE 1.20 kg
NET WEIGHT 34.86 Kg

Sell by weight label

CHICKEN BREAST
Product of USA

PACK DATE: 03.10.XX SELL BY: 03.12.XX
Net weight UNIT PRICE TOTAL PRICE
0.582Kg €9.95 /Kg €5.99

Ingredients: Fully cooked chicken, Salad Dressing (Water, Soybean Oil, Corn Syrup, Vinegar, Egg, Yolk, Salt, Paprika), Celery, Cucumber, Carrot. Contains: Egg, Soy
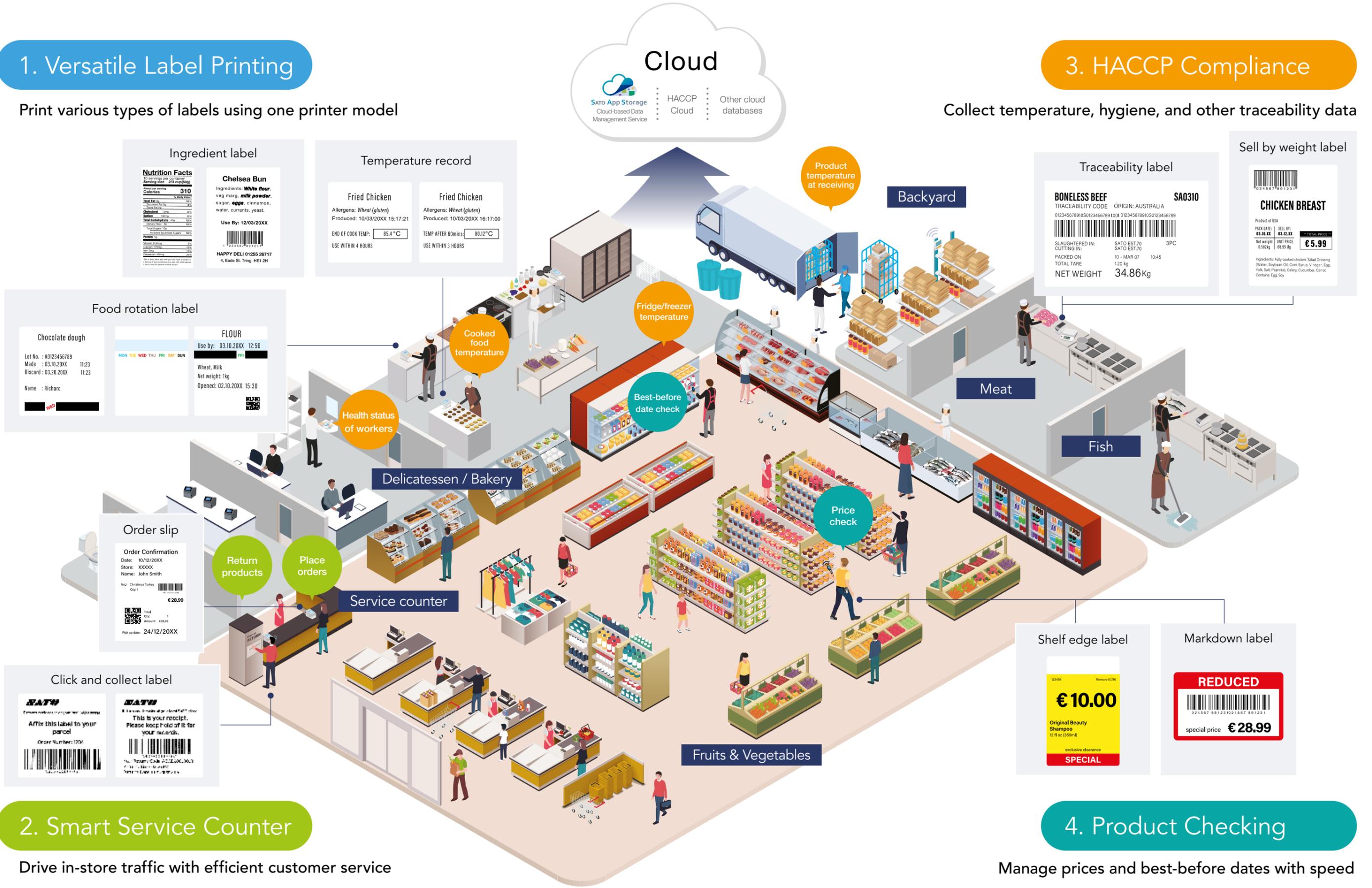
Shelf edge label

123456 Remove 03/10
€10.00
Original Beauty Shampoo
12 fl oz (355ml)
exclusive clearance
SPECIAL

Markdown label

REDUCED
024567 891230124067 8812311
special price **€28.99**

Map labels

- Backyard
- Meat
- Fish
- Delicatessen / Bakery
- Service counter
- Fruits & Vegetables

Callouts

- Product temperature at receiving
- Fridge/freezer temperature
- Cooked food temperature
- Health status of workers
- Best-before date check
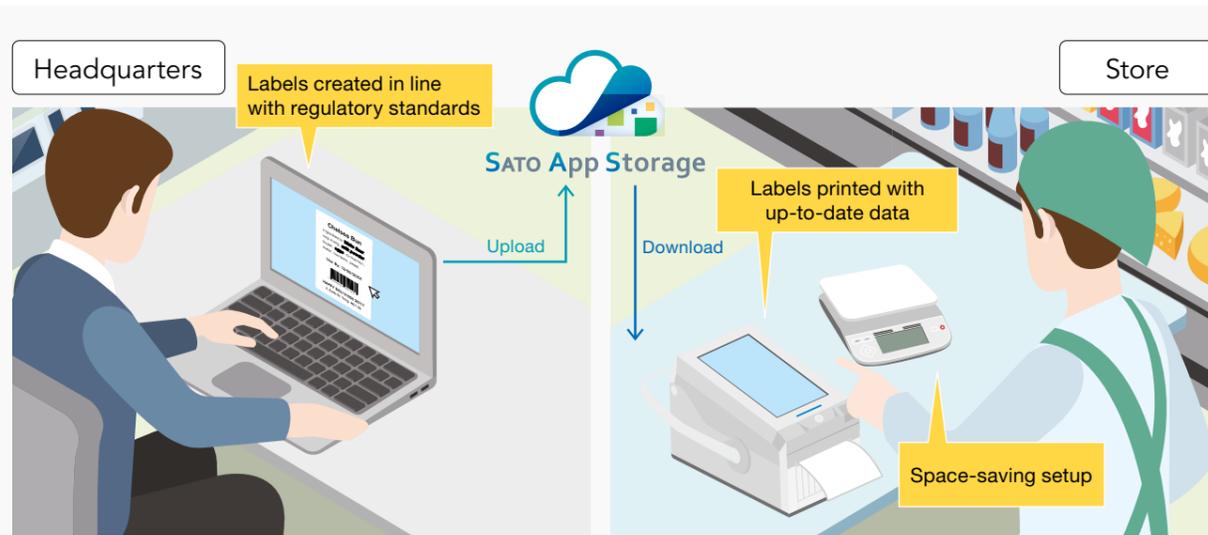- Price check
- Return products
- Place orders

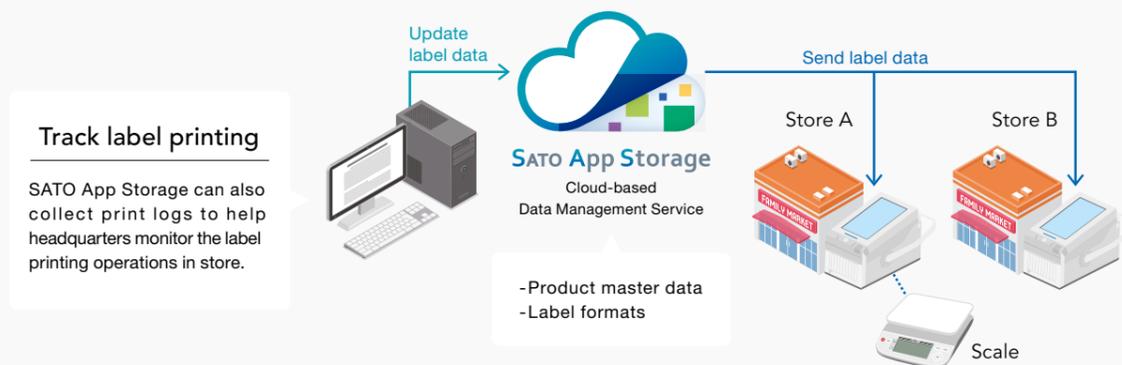# Increase food labelling compliance & efficiency

Challenge
- Food labelling requirements are complex and keep changing
- Headquarters worry that not all in-store printers are using the correct label data
- Stores have no space for bulky scale label printer machines

Solution
- ▶ Print labels based on the latest food labelling regulations
- ▶ Manage data centrally to prevent mistakes
- ▶ Save space by simply connecting label printer to weighing scale

Headquarters

Labels created in line with regulatory standards

SATO App Storage

Upload

Download

Labels printed with up-to-date data

Store

Space-saving setup

System configuration

Track label printing

SATO App Storage can also collect print logs to help headquarters monitor the label printing operations in store.

Update label data

SATO App Storage
Cloud-based
Data Management Service

- Product master data
- Label formats

Send label data

Store A

Store B

Scale

+ SATO Online Services

SOS SATO Online Services

IoT preventative maintenance for greater reassurance

SOS is a service that makes use of IoT to monitor SATO printers at customer sites 24/7 and enable proactive servicing before issues become critical. Using it with SATO App Storage helps customers eliminate unplanned downtime and maintain stable operations for peace of mind.

Downtime due to printer errors cut by

Video
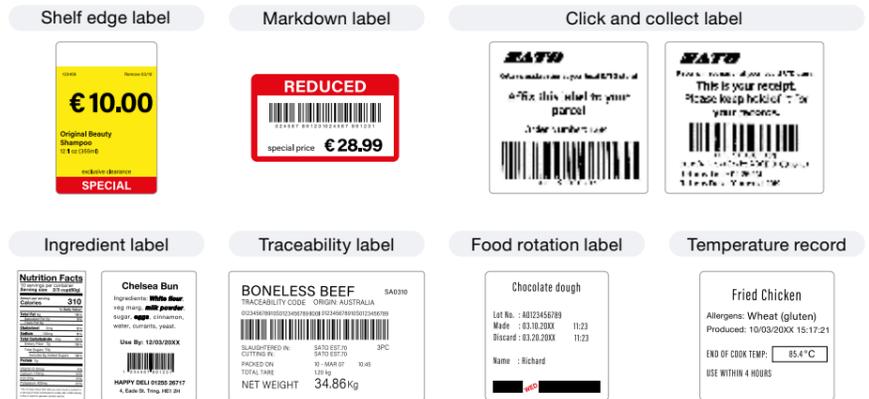
86%

*Based on in-house estimates

Standardise operations with one printer model

Challenge
- Different printers are used to print different labels
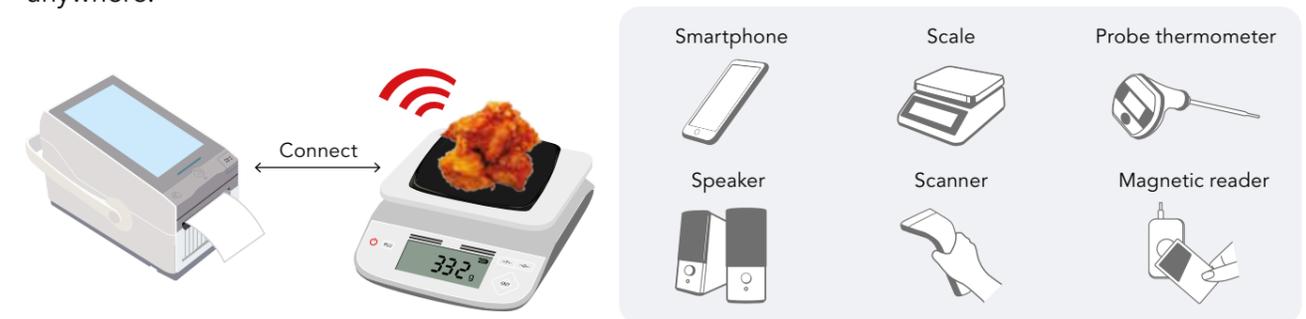- Workers are tied to the printers they are being trained to operate

Solution
- ▶ Print various types of labels using one printer model for work standardisation
- ▶ Simplify training and enjoy flexibility in worker allocation

Shelf edge label	Markdown label	Click and collect label
€10.00 Original Beauty Shampoo SPECIAL	REDUCED special price €28.99	

Ingredient label	Traceability label	Food rotation label	Temperature record
Nutrition Facts / Chelsea Bun	BONELESS BEEF NET WEIGHT 34.86 Kg	Chocolate dough	Fried Chicken

FX3-LX

Connect to external devices for greater convenience

SATO offers printers that can connect to external devices for many applications. When connected to, for example, a weighing scale via Bluetooth, the printer can be carried around to print scale labels anywhere.

Connect

Smartphone

Scale

Probe thermometer

Speaker

Scanner

Magnetic reader

Support multi-interface connectivity (USB, LAN & NFC)
Wireless LAN and Bluetooth options also available.

+ Linerless label

An environmentally responsible solution with lower total cost of ownership

The use of linerless labels allows for printing in various layouts and sizes from the same roll. This cuts downtime associated with changing out label rolls and saves cost of stocking different sized labels.

- 30-40% more labels per roll
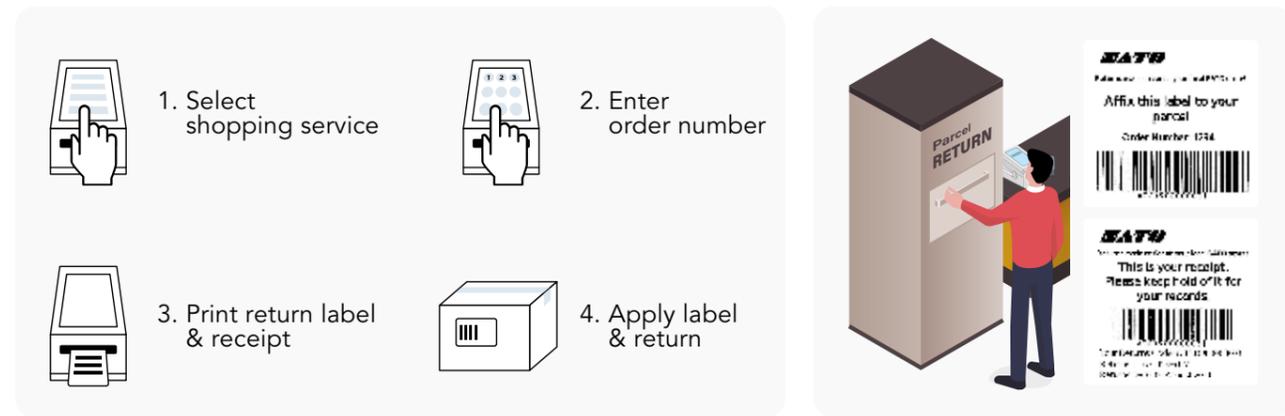- Less waste disposal translates to less carbon emission
- Less storage space required

Enable merchandise return via self-service kiosk

Challenge
- Store traffic is decreasing because consumers prefer the convenience of shopping online
- Rise in e-commerce leads to an increase in returned goods
- Return procedures are troublesome, and require added delivery cost and manpower
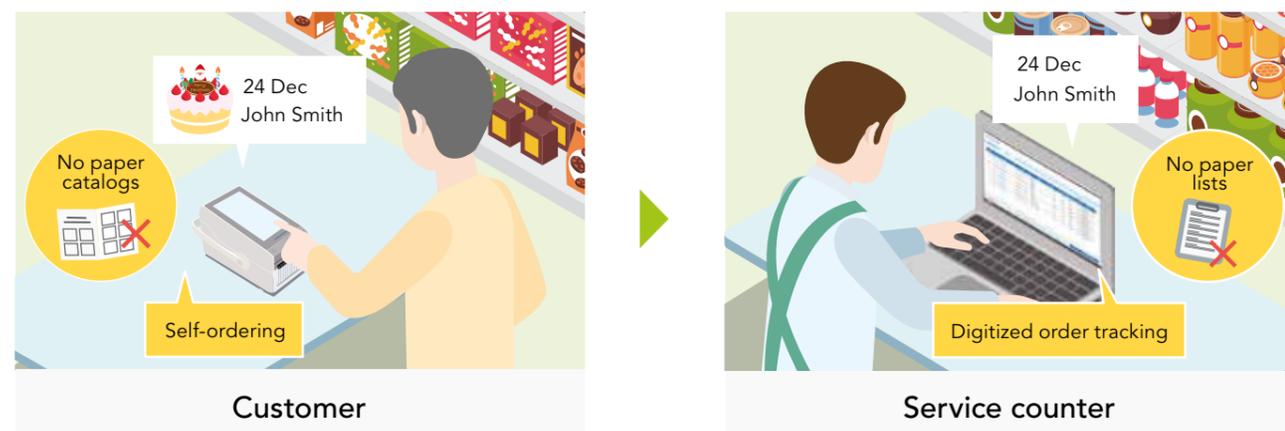
Solution
- ▶ Draw consumers to brick-and-mortar retail locations with services for returning online purchases in store
- ▶ Print labels and receipts instantly to drop off returns on the spot

1. Select shopping service
2. Enter order number
3. Print return label & receipt
4. Apply label & return

SATO
Affix this label to your parcel
Order Number: 1744

SATO
This is your receipt. Please keep hold of it for your records

Parcel RETURN

Support self-ordering for special occasions

Challenge
- Service staff struggle to take and manage orders for Christmas or other festive/event periods
- Handwritten order forms need to be entered into the system manually
- Order collection and cancellation are checked against paper lists

Solution
- ▶ Get customers to place orders and print out order slips on their own
- ▶ Capture order data into the system automatically
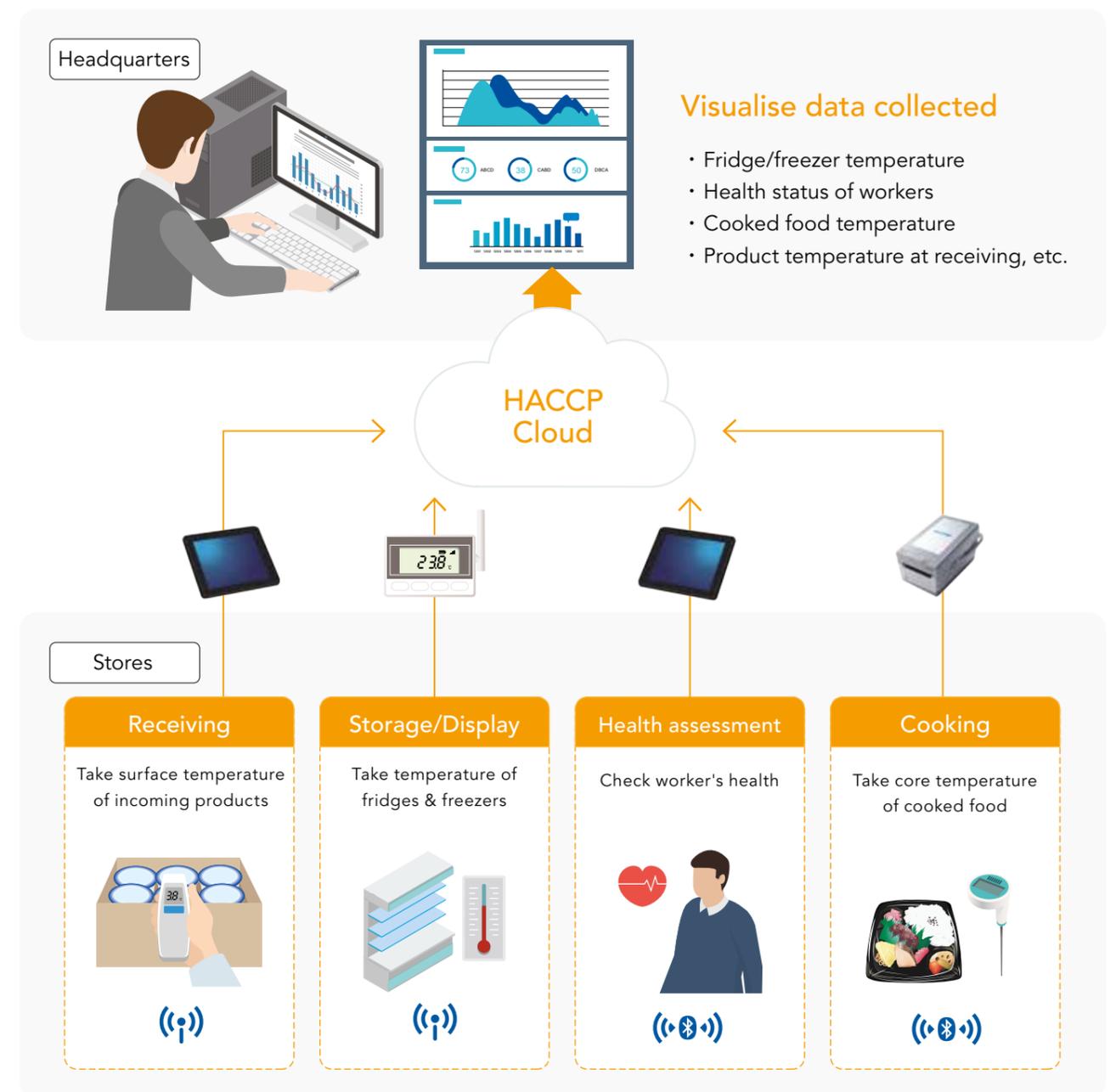- ▶ Check order status and collection details in real time

24 Dec John Smith

No paper catalogs

Self-ordering

Customer

24 Dec John Smith

No paper lists

Digitized order tracking

Service counter

Achieve food safety and reassurance

HACCP compliance becoming an essential requirement for food retailers

Many countries including Japan mandate the HACCP guidelines to continuously monitor, record, and control critical parameters for food safety

Challenge
- Manually managing data for a huge number of devices is tedious and error-prone
- Temperature taking is done multiple times a day, resulting in piles of log sheets

Solution
- ▶ Log and automatically store data of connected devices in the cloud database
- ▶ View and find records easily from data collected

Headquarters

Visualise data collected
- Fridge/freezer temperature
- Health status of workers
- Cooked food temperature
- Product temperature at receiving, etc.

HACCP Cloud

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Stores

Receiving	Storage/Display	Health assessment	Cooking
Take surface temperature of incoming products	Take temperature of fridges & freezers	Check worker's health	Take core temperature of cooked food
38			

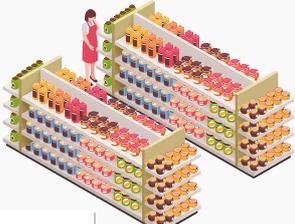# Identify expiring items accurately & effortlessly

Challenge
- Visually checking all items for expiry is labour-intensive
- Stores risk selling expired items to customers
- A lot of food waste due to best-before dates happens at the retail level

Solution
- ▶ **Receive automatic alerts for items nearing their best-before dates**
- ▶ **Ensure all expired items are identified and removed from shelves**
- ▶ **Empower stores with data to mark down and sell items before they expire**

BEFORE
Check all items on shelves

Best-before Date Checklist

Item	Date-in	Expire

80 hours

AFTER
Only look for items with expiry alerts

Remove Items
1/4
012345678910 98542136647
Milk
56486932155 12354846356
Tomato Soup
56486932155 12354846356
Canned Meat Pork
56486932155 12354846356
Candy
Back Next Select

Discount
**40 %
OFF**
milk

30 hours

*All numbers based on internal calculations assuming implementation in 100 stores for a year

Check shelf price against checkout price instantly

Challenge
- Stores cannot be confident that all their items are correctly priced on shelves
- Labels need to be re-printed from the backroom when there are inaccuracies in in-store pricing

Solution
- ▶ **Apply shelf edge labels with QR codes that can be scanned very quickly in continuous mode to check prices easily**
- ▶ **Re-print labels on the spot using portable printers**

CAPERS
240G
066X-001-01
999-999
MG3-D80 99
€ 3.89
€2.52/100gdr.wt

QR code

Quick, Continuous Scan

OK FAIL

Video

For more information, please contact
your local SATO office, or visit:
satoeurope.com

SATO

Ceaseless Creativity for a Sustainable World