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# **Export Express**

Insights to Accelerate International Expansion



Our Mission: Help Manufacturers "Spend time **Selling** to Distributors versus **Searching** for Distributors"

# Looking for New Distributors?

How about 9,200? Export Solutions' distributor database has helped 3,000 brand owners in 14 years speed up the process of finding qualified distributors. Our database covers more than 9,200 distributors of supermarket and drug store type products in 96 countries. Search by country, category, brand name, or country of origin. Experts for Europe, Middle East, Latin America, and Asia with complete regional coverage. "Spend time *selling* to distributors versus *searching* for distributors."

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## Costco Global Success Recipe



Costco sales outside the USA eclipsed \$57 billion in the last year. International accounts for 28% of sales through 256 clubs in 11 countries. Outlets in Canada, Japan, and South Korea enjoy sales per store levels similar to (or better) than the USA. Costco revenues surged 16% last year, with high expectations for continued acceleration as consumers seek value in this inflationary environment.

#### International Formula

Americans will recognize a familiar layout navigating a Costco in Seoul or Mexico City. The international assortment reflects a mix of America's favorite brands and local category leaders. Retail pricing is competitive, with gross margins averaging 12 percent. Costco expands methodically, typically opening only one new store per year in each country (ex. Canada). Global Club penetration is low outside the

USA. This supplies Costco with a dynamic opportunity for future growth, particularly in Asia, home to 60% of the world's consumers.

#### Watch-Outs

The practice of charging for membership to shop is not common in many countries. In emerging markets, consumers live in smaller dwellings and are reliant on public transportation. Handling and storing "Costco size" packs is not practical. Costco strictly adheres to local labeling requirements, difficult to navigate for USA vendors.

Low Costco retail pricing may disrupt your ability to serve all customers competing in a country. Will your brand sell without marketing? Selling to Costco International is attractive, but should be evaluated as part of a total country strategy.

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# Oil Change

Oil makes the world go round, fueling our cars, planes, and the trucks that transport our brands. Prices hover around record highs, overflowing the purses of oil-producing nations. Russia faces sanctions and a likely generationslong chill from the west. This creates a commercial challenge for Europe, which purchases 49% of Russian oil and 74% of



their natural gas. Oil revenues fund the Russian war machine. Which countries could replace Russia as oil and gas suppliers?

### Saudi A

Saudi Arabia is already booming, through record oil prices and a diversification of their economy. A key question is whether Saudi will develop a closer relationship with China, their biggest customer, or stick with the west that has provided commercial and military support since 1945? Saudi's behavior also influences their Gulf neighbors and OPEC partners such as Kuwait, Bahrain and UAE.

### 2. Guyana = Future Qatar of South America

Tiny Guyana includes a population of 800,000. Their economy grew 43% in 2021 and is projected to grow 500% by 2030. Guyana emerged as a hotspot after Exxon Mobil discovered more than 10 billion barrels of oil and gas, transforming an impoverished Guyana economy that had been dependent on agriculture and mining. Neighboring Suriname also looks promising, with new wells estimated to generate 3-4 billion barrels.

#### 3. Venezuela: End of Isolation?

1. Howdy Saudi

Venezuela possesses the world's largest oil reserves. However, it has been a small player in oil exports since the Hugo Chavez revolution of 1999. This deterioration was driven by the exit of oil multinationals and lack of investment in equipment and training on oil extraction best practices. Today, a window of opportunity appears where Venezuela and the west could commence the journey to resume normalization of relations. Venezuela would benefit from a boost to their economy and the world has a viable source to replace Russian oil. This is a mid- to long-term process, as decades of distrust and decline will not be reversed overnight.

#### 4. Iraq Comeback?

Iraq boasts the Middle East's third largest oil reserves and a population of 42 million. Iraq's post-war recovery has been slow due to safety concerns and limited investment by multinationals. Middle East oil politics is complicated, but ultimately Iraq could grasp a stronger position on the world stage.

### 5. USA #1

We may forget that the USA is the largest producer of petroleum products, accounting for 20 percent of global totals. Most USA oil stays in the USA, but export customers include Canada, Mexico, India, and China. Texas GDP of \$1.8 trillion is comparable to the GDP of Italy or Brasil.

Oil is a major driver of economic growth. The oil business creates employment and in good periods spurs infrastructure investment and social benefits to citizens. A spike in oil revenues can transform societies to include more expatriates across all industries. United Arab Emirates and Qatar serve as prime examples.

**Greg Seminara** 

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### **Strategic Services**

Contact Us for Export Solutions

- 1. Identify Best in Class
  Distributors: 96 Countries
- 2. Best Practices Export Strategy
- 3. Distributor Management Workshops
- 4. Export 101: Let's Get Started
- 5. New Market
  Prioritization
  and Launch Plan
- Personal Distributor Introductions: 96 Countries
- 7. Walmart International
- Distributor Contracts, Margins, and Fees
- Meeting Speaker
- 10. International Strategy Expert

# Can We Help You?

## Distributor Search Helper for:

























## Recent Distributor Search Projects

| Asia        | Europe         | Middle East   | Latin America |
|-------------|----------------|---------------|---------------|
| Australia   | Germany        | Israel        | Argentina     |
| China       | Ireland        | Kuwait        | Brazil        |
| Indonesia   | Netherlands    | Qatar         | Colombia      |
| Japan       | Nordics        | Saudi Arabia  | Costa Rica    |
| Malaysia    | Spain          | UAE           | Ecuador       |
| Philippines | United Kingdom | North America | Mexico        |
| Singapore   | Africa         | Canada        | Panama        |
| South Korea | South Africa   | United States | Peru          |



## **Call the Export Accelerator!**

Contact Greg Seminara at greg@exportsolutions.com to discuss your business development project.

www.exportsolutions.com

# Managing 4 Margins

What will your retail shelf price be on July 1? October 1? The industry faces a global realignment of our pricing framework. Price increase execution is the number one issue for 2022.

Our business faces unprecedented pressure. Raw materials, international freight, delivery (fuel), and labor have skyrocketed. Manufacturers attempt to protect margins by passing on costjustified price increases.

All industry partners must work together in a pro-active, transparent process to ensure that our mutual business is protected. Manufacturers do not seek to control pricing. The goal is to keep the shelves full and help all participants manage through the most challenging period in recent history.

### **Pricing Target**

A new price model will impact sales if the action places your brand in a higher pricing tier relative to competition.

Normally, export brands aim to fall in the premium to super-premium range relative to locally produced products. For example, a brand shipped from the USA may retail at 30% higher everyday versus a local competitor. Under a price increase scenario, this gap may extend to 50% or more if other brands do not pass on a price increase, or a distributor or retailer grabs too much margin in the pricing realignment.

#### Manufacturer Margin – #1

Companies raise prices to recoup higher costs and achieve their business goals. The hope is that consumers will continue to purchase the brand at a higher price, with no decline in unit sales volume. Is this a dream or reality?

#### Distributor Margin – #2

Distributors pay themselves, capturing the difference between price paid from the manufacturer and amount collected from the retailer. With a price increase, distributors supply themselves with a raise. This year, distributors also experienced severe inflation, particularly with higher fuel costs. What is the distributor margin before your price increase versus afterwards?



### Retailer Margin - #3

Retailers fiercely guard and track their category profit margin. Most buyers will not miss an opportunity to expand their margins and income. To be fair, retailers also face increased transportation, labor, and e-commerce costs that must be considered. As with distributors, a key metric is retailer margin before and after your price increase.

#### Trade Promotion Margin – #4

Promotional discounts are critical drivers of incremental business. Some incentives and "back margins" are case rated at a percent of sales. Other activities require a fixed price tag. For example, a chain-wide display program costs \$10,000 per week. With a price increase, this may translate to a lower percentage of sales.

#### Currency, Duties, VAT

In this period of global disruption, there are other line items in your pricing calculation that may experience fluctuations, frequently in a negative direction. These include currency exchange rates, duties, and sales taxes. All may impact your shelf price.

#### **Getting Greedy**

The export price model must incorporate four potential margin rates before the new shelf price is established. A risk

appears when one participant in the value chain captures a higher margin than the original equation. Everyone would love to increase sales, but ultimately bills are paid with cash, not margin percentages.

### **Contingency Plans**

Inflation appears out of control at this point. Prices only appear to go up. A worthwhile discussion to conduct is "what if" costs retreat? Are price rollbacks possible? What are reasonable expectations from all sides?

#### **Online Price Monitoring**

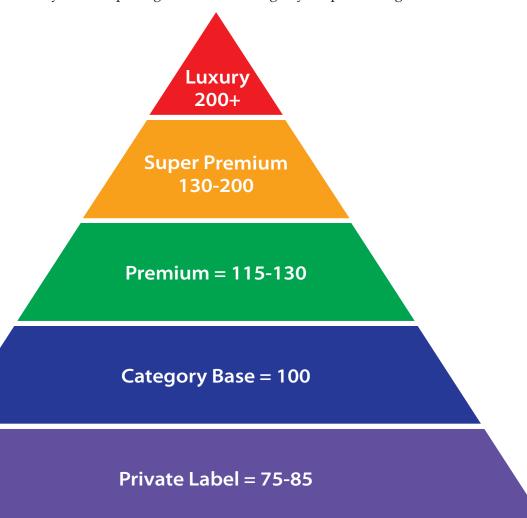
Today, overseas prices can be checked instantly from your home office. This appears possible by monitoring e-commerce websites for leading retailers. This tactic is more accurate and effective than waiting for old fashioned monthly price reports supplied by the distributor.

#### Act Now

Managers are navigating through a crisis and the stakes are high. All participants in the value chain maintain a vested interest in managing the "four margins" in a balanced way. Fortunately, consumer goods remains an essential industry that will survive and thrive. Winners will act now to minimize the impact and disruption of the global retail pricing realignment.

# Retail Pricing Pyramid

Where will your brand land on the shelf in overseas markets? Pricing maintains a direct influence on consumer purchases. Has your new pricing framework changed your positioning?



### Talk to an Expert

- Find Distributors in 96 Countries
- International Strategy Road Map
- Fix Problem Markets
- **Entry Plans**
- Online Export Workshops
- **Motivational Meeting Speaker**





Contact Greg Seminara at (001)-404-255-8387 to discuss your business development project. www.exportsolutions.com

# 7 Scenarios – Country Segmentation

All companies maintain a mix of countries with different route-to-market models and business aspiration. The key is to align investment with aspiration and select the right type of distributor depending on your scenario.

| Туре   | Description   | Aspiration           |
|--|---|----------------------|
| Local  | Subsidiary. Factory + direct sales team.<br>Large investment: 360 marketing.  | Market share leader. |
| Player   | Invest in marketing. Mass distributor.  | #1 or #2 brand.      |
| Participant  | t Investment proportional to sales.  Mid size distributor. Top 5 brand.   |                      |
| Adjacent   | Small countries near your HQ. Mid to large size distributor.  #1 or #2 brand.   |                      |
| Pioneer  | New product: unique/relevant.  Invest to gain traction.  Specialist or mid-size distributor.  Niche to start.  First one in benefits. |                      |
| Core brands sold to homesick expats.  Limited complexity and investment.  Homesick distributor – your country. |   | Incremental volume.  |
| Trading  | Sell to anyone: all are customers.<br>Dead net price. No investment.  | Incremental volume.  |

# Create Your Own Export Library



**©** Export Strategy Guide



Distributor Search Guide



Export Handbook



Selling to USA Handbook



Distributor Management Guide



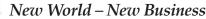
**SS** Finance & Logistics



300 Tips for **Export Managers** 



Idea Guide:





**Export Treasure Chest** My Favorite Templates & Forms



People Power Strong Teams Build Great Brands



New Distributor
Cooperation Model

All guides available free at www.exportsolutions.com in the Export Tips section.

### Costco Global Success Recipe

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#### Canada

Canada is a top performer, with sales exceeding \$30 billion. Market penetration and productivity per club surpasses Costco USA. Costco operates two Canadian divisions: East (Ottawa) and West (Vancouver). Sam's Club exited in 2009 with six stores after five years of futility.

#### Asia

Clubs in South Korea, Japan, and Taiwan have become destinations for upscale Asian consumers enjoying a treasure hunt as well as showrooms for Made in USA brands. Australia is doing well, after a modest start. Costco's Shanghai opening attracted crowds and set records. A second China store was christened last December with significant upside through future expansion plans. The first New Zealand store should open in August.

### Europe

Costco has a measurable presence in the UK and a handful of stores in Spain, France, and Iceland. Progress has been limited, as Europeans prefer small packs and frequent visits to convenient neighborhood or discount stores. Costco has faced difficulties in site identification and securing building permits. Europe is not a priority growth engine for Costco.

#### Mexico

Costco was late to scale in Mexico, dwarfed by Sam's Club's 165 outlets and burdened by a troubled 20 year jv that was dissolved. Fortunately, sales have accelerated in the last five years with increased traction and positive outlook. Costco is a destination for upscale Mexican families.

|   | Sales*<br>(\$ billions) | Stores | Sales/Store (millions) |
|---|-------------------------|--------|------------------------|
| USA   | 148                     | 572    | 258                    |
| Canada  | 30                      | 105    | 286                    |
| Japan   | 7                       | 30     | 233                    |
| South Korea                                   | 6                       | 16     | 375                    |
| UK  | 4                       | 29     | 138                    |
| Mexico  | 3                       | 40     | 75                     |
| Taiwan  | 3                       | 14     | 214                    |
| Australia                                     | 2                       | 13     | 154                    |
| Other   | 2                       | 9      | 222                    |
| Total   | 205                     | 828    | 248                    |
| *estimated: 52 weeks ending February 13, 2022 |                         |        |                        |

#### **Distributor or Direct?**

Most local distributors supply Costco outlets in their country. Frequently distributors add value through product stickering, creation of local packs, and 24-hour delivery. Distributors can also maintain market pricing equilibrium and help Costco grow through countrywide marketing efforts.

Selling to Costco International direct through their USA headquarters is possible and straight forward. However, this approach usually creates severe challenges when the brand attempts to sell to other market customers due to broad price gaps. In some cases, the USA brand suffers slow sales, as the brand is unknown in the new country.

### **Export Solutions Can Help**

Export Solutions has executed more than 30 projects across Costco's 11 countries. This includes strong distributor contacts across Asia, a key growth area for Costco. Export Solutions' expertise helps companies execute a balanced market entry model. This allows brand owners to sell to local supermarket operators as well as Costco.

# **Export Solutions Can Help!**

Distributor Search helper in 96 countries

Contact Greg Seminara at greg@exportsolutions.com or (001)-404-255-8387 www.exportsolutions.com





### Export Solutions' New Distributor Checklist

|   | Contract/Agreement  |  |
|---|---|--|
| P | Price Calculation Model                                       |  |
|   | Business Plan: objectives, marketing,<br>spending, key dates  |  |
|   | Category Review: Pricing, Shelf,<br>Assortment, Merchandising |  |
| L | abel Compliance   |  |
| S | Shelf Life  |  |
| ( | Order Lead Time   |  |
| \ | Minimum Order   | <br>Training: Key Account Managers, Retail, Administrative Staff, Warehouse        |
| P | Pick up Point   | In Store Standards: Pricing, Shelf   |
| P | Payment Terms   | <br>Management, Merchandising  |
| P | Payment Currency  | <br>FAQ's/Handling Common Objections   |
| [ | Damage Policy   | <br>Key Account Presentation   |
| P | Product Registration  | <br>Customer Appointment Dates   |
| F | Forecast: Year 1  | <br>Category/Business Review:  |
| P | Pipeline Order & Inventory                                    | Tailored to Each Key Account   |
| E | Brand Facts   | <br>Retail Sales Contest   |
| P | Product Samples   | <br>Checkpoint Calls   |
| A | Appointment Letter  | <br>Market Audit Date  |
|   | Brand Specifications in System:<br>Distributor & Customers    | <br>Reporting: Track Distribution, Pricing, Shelf Positioning, Merchandising, etc. |

### 5 Critical Questions to Thrive in 2025

- 1. Are we willing to pursue international acquisitions?
- 2. Would your company consider overseas contract packing (versus export)?
- 3. Can we test a high spend investment plan ("The Right Way") in a strategic country?
- 4. Would your company invest aggressively in offshore head count in advance of sales?
- 5. Europeans: can we develop the USA market implementing the USA playbook? USA factory, broker network, competitive pricing, USA team, channel strategy, 30-50% trade promotions?

# Searching for New Distributors?

Export Solutions makes life a little easier for more than 3,000 export managers. Our time saving distributor database serves as a "helper" for identifying more than 9,200 qualified, local brand builders in 96 countries.

### Search by Country, Category, or Country of Origin

### **Local Experts**

### **Distributor Coverage**

Asia: 2,030

Europe: 3,139

Latin America: 1,574

Middle East: 937

USA/Canada: 1,464

### **Category Experts**

### **Distributor Coverage**

Beverage: 1,691

Candy/Snack: 2,713

International Food: 3,276

Health & Beauty: 1,800

Natural Food: 837

### **Country Experts**

### <u>Distributor Coverage</u>

German Brands: 648

Italian Brands: 1,397

UK Brands: 682

USA Brands: 1,189



"Select Your Distributors,
Do Not Let Your Distributors Select You"

www.exportsolutions.com



### Export Distributor Data Sheet:

### (Distributor Name)

| Key Contact:   |                         | Telephone:        |               |  |
|--|-------------------------|-------------------|---------------|--|
| Web Site:  |                         | Email:            |               |  |
| Annual Sales:  |                         | Total Employees:  |               |  |
| Employees, by Function:  |                         |                   |               |  |
| Key Account Sales  | Logistics               | Marketing         | Merchandising |  |
| Company Owned Warehouse:   |                         | Yes               | No            |  |
| If Yes   | Warehouse Size:         | Location:         |               |  |
| Channel Coverage (percen   | t sales by channel):    |                   |               |  |
| Supermarket  | Convenience             | Foodservice       | Other         |  |
| Top Five Manufacturer Clie   | ents:                   |                   |               |  |
| Company Name   | Brands Represented      |                   | Years Service |  |
| 1  |                         |                   |               |  |
| 2  |                         |                   |               |  |
| 3  |                         |                   |               |  |
| 4  |                         |                   |               |  |
| 5  |                         |                   |               |  |
| Manufacturer references:   |                         |                   |               |  |
| Company Name   | Contact Name            | Contact Telephone | Contact Email |  |
| 1  |                         |                   |               |  |
| 2  |                         |                   |               |  |
| 3  |                         |                   |               |  |
| Why are you interested in  | distributing our brand? |                   |               |  |
|  |                         |                   |               |  |
|  |                         |                   |               |  |
|  |                         |                   |               |  |
| Why is your company the best candidate to represent our brand in the market? |                         |                   |               |  |
|  |                         |                   |               |  |
|  |                         |                   |               |  |
| Feel free to attach your company credentials presentation.                   |                         |                   |               |  |
| reer nee to attach your company credentials presentation.                    |                         |                   |               |  |

Export Solutions recommends creating your own one page Export Distributor fact sheet template. Insist that all candidates complete the template 100 percent prior to a phone interview or trade show meeting. Pay particular attention to the annual sales number, brands represented and manufacturer references. Qualified candidates will enthusiastically complete these sections. "Pretenders" or time wasters will leave these sections blank or disappear saving you time and money!

## Are Distributors Interested in Your Brand?

I have conducted hundreds of distributor interviews for multinational companies: P&G, Nestle, General Mills, Duracell, Lindt, Tabasco, Barilla, J&J, etc. Distributor candidates all claim enthusiasm and high interest in your brand. See Export Solutions' checklist of clues to measure true distributor interest level.

|                        | High Interest               | Low Interest                   |
|------------------------|-----------------------------|--------------------------------|
| <b>Email Response</b>  | Immediate reply             | Delayed or no reply            |
| CEO Engagement         | Active participation        | Delegated to middle management |
| Scheduling Meeting     | Flexible and easy           | Difficult. Conflicts.          |
| Airport/Hotel Pick-Up  | Offers to pick you up       | Take a taxi!                   |
| Meeting Presentation   | Tailored. Prepared for you. | Standard presentation          |
| Category Research      | Obtains data                | None                           |
| Competitive Review     | Shares photos: store sets   | Informal comments              |
| Store Visits           | Organized/led by CEO        | Office meeting only            |
| Samples                | Obtains and tries samples   | Waits for you                  |
| Team Participation     | 3-6 people at meeting       | One person                     |
| Cell Phone             | Shares private number       | Email address only             |
| Questions              | Addresses key issues        | No questions                   |
| Timeline               | Meets due dates             | Delays                         |
| Post Meeting Follow-up | Immediate and frequent      | None                           |
| Proposed Plan          | Detailed and fact based     | Brief topline                  |
| Results                | Winner                      | Second place?                  |

# Where Do You Want to Grow?



Use Export Solutions Database to fill in the Gaps in your Export Coverage Map

