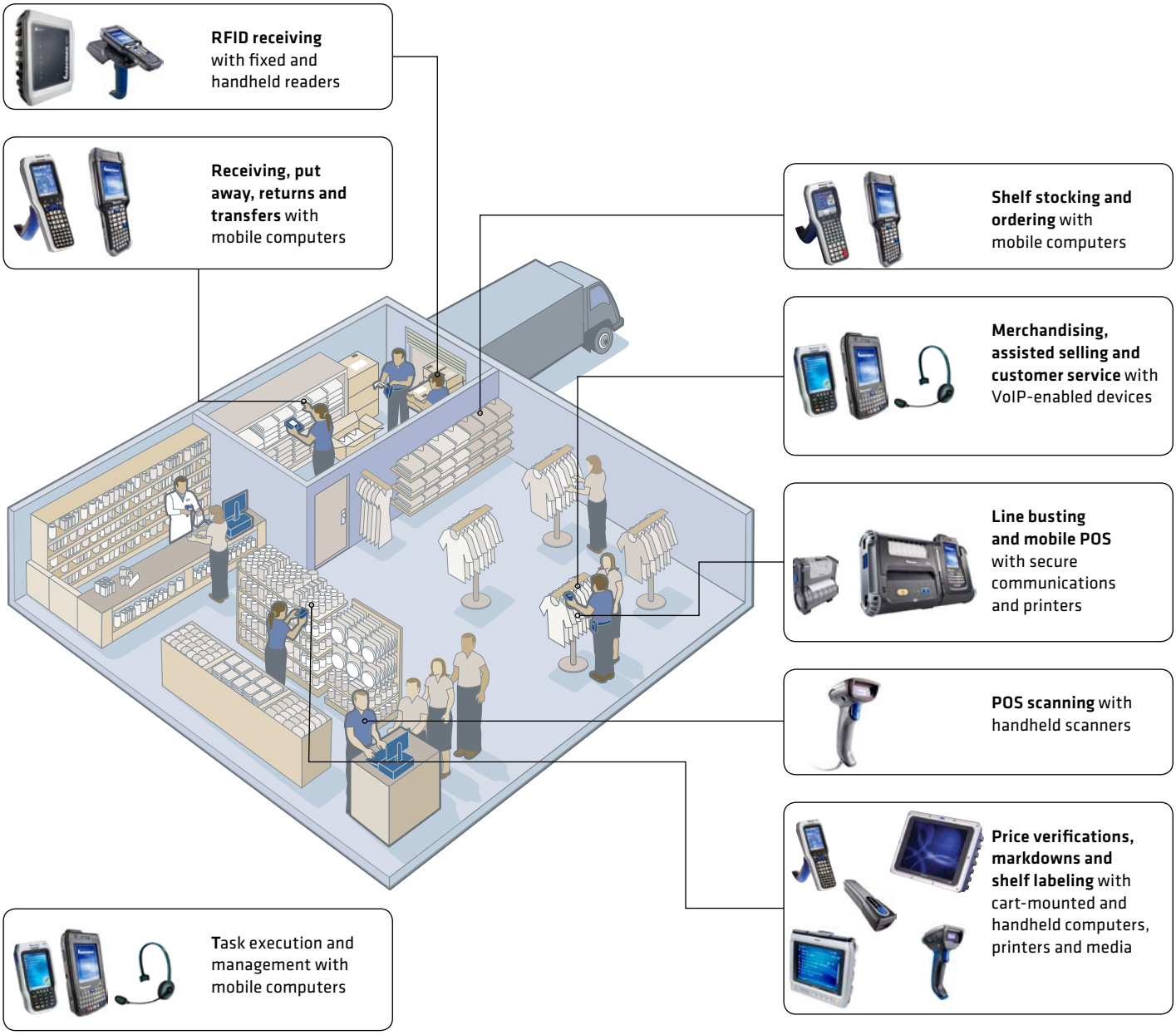Retail - in-store operations