

Promotions

Impact of Mailer and Display Location on Kroger Purchases

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gitbub: <https://github.com/BethHilbert/r-KrogerCustomerEngagement>
data: <https://8451.com/area51>

Agenda

- Business Objective
- Data
- Analysis
 - Promotions with most sales
 - Product pairings
 - Product segments
- Recommendations

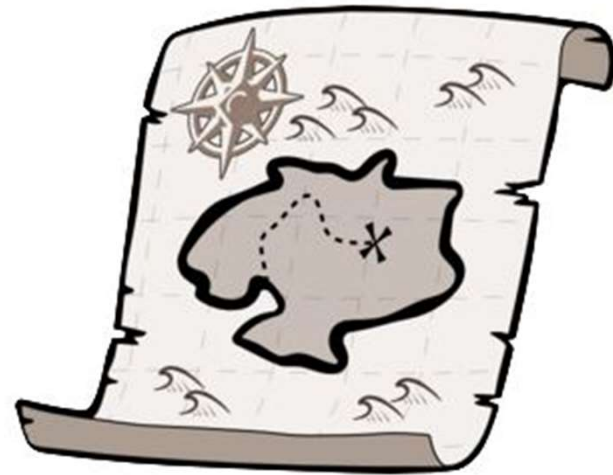


image: clipart-library.com

Business Objective

Which promotions are most effective for pastas, sauces, pancake mixes, and syrups in Kroger stores?

Promotion Types

Weekly Mailer:

- Wrap Front
- Wrap Back
- Wrap Interior
- Front Page
- Back Page
- Interior Page
- Interior Page Line Item
- Not Included in Mailer

In-Store Display:

- Store Front
- Front End Cap
- Side Aisle End Cap
- Promo Seasonal Aisle
- Secondary Location
- Rear End Cap
- Store Rear
- Mid Aisle End Cap
- In Aisle
- In Shelf
- Not Promoted in Store Display

General Recommendations

1. Overall, the most effective promotions are:
 - In-store: rear end cap, other end caps, and in-aisle
 - Mailer: front or interior page
2. Some products can benefit by pairing with other products.
3. Sauces are more influenced by promotions.

Data

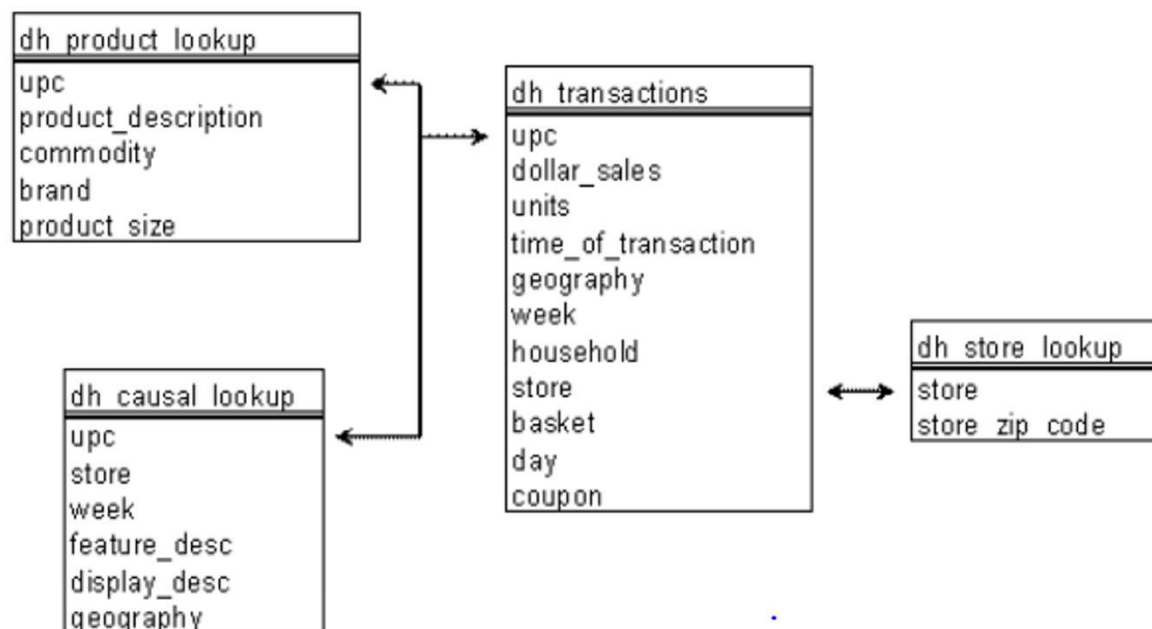
Kroger Data

Tables:

Products
Transactions
Promotions
Stores

Products:

pasta/sauce
pancake mix/syrup



Data: <https://8451.com/area51>

Data Overview

- Unique transactions: 5,197,681
- Unique households: 510,027 (30% with only one basket)
- Unique baskets: 3,316,349
(avg 6.5 baskets/house)



image: clipart-library.com

Data Wrangling

Clean the data

- Attributes (ex: mushroom, alfredo, macaroni, maple): 44 unique
- Sizes (ounces, labels, missing values)

Combine the 4 data tables

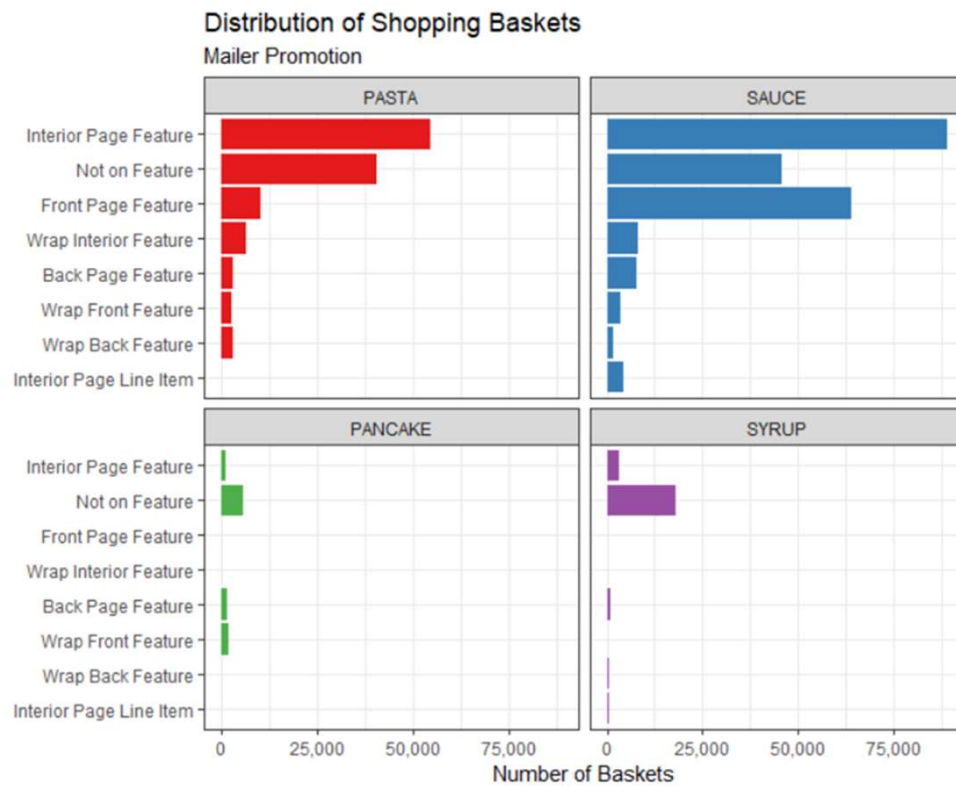
- Promotions recorded: 104 weeks → 61 weeks
- Unique transactions: 5,197,681 → 379,011
- Unique products: 927 → 411

Combined all transactions for each Product

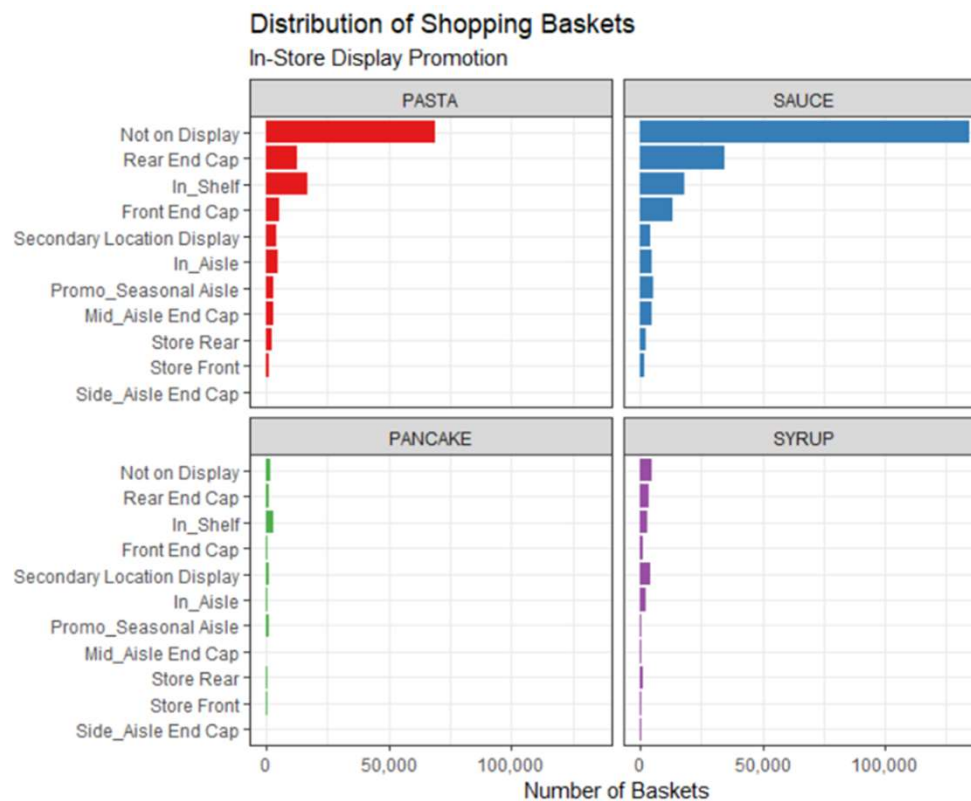


image: clipart-library.com

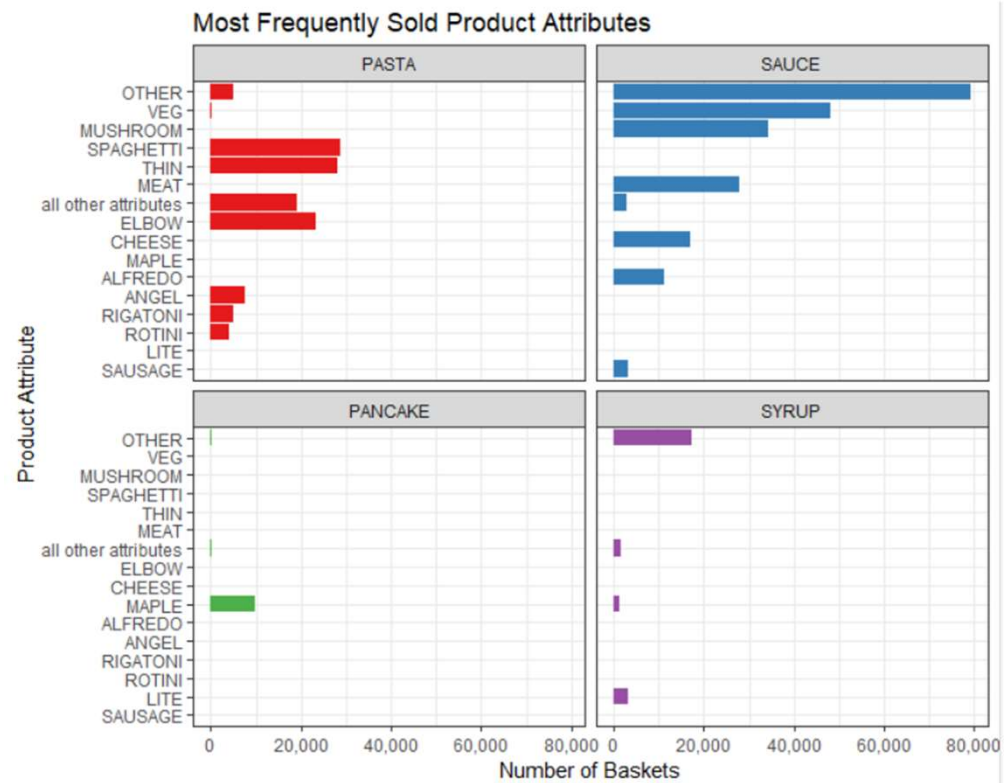
Mailer Promo Resulting in Sales



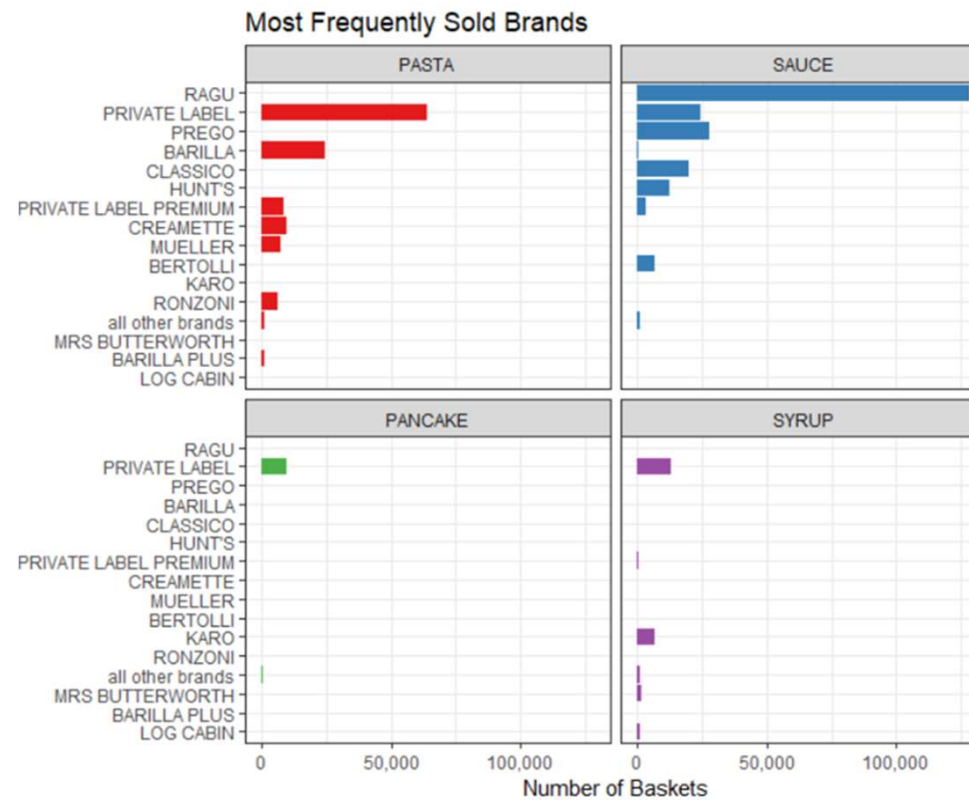
In-Store Promo Resulting in Sales



Most Frequent Attributes



Most Frequent Brands



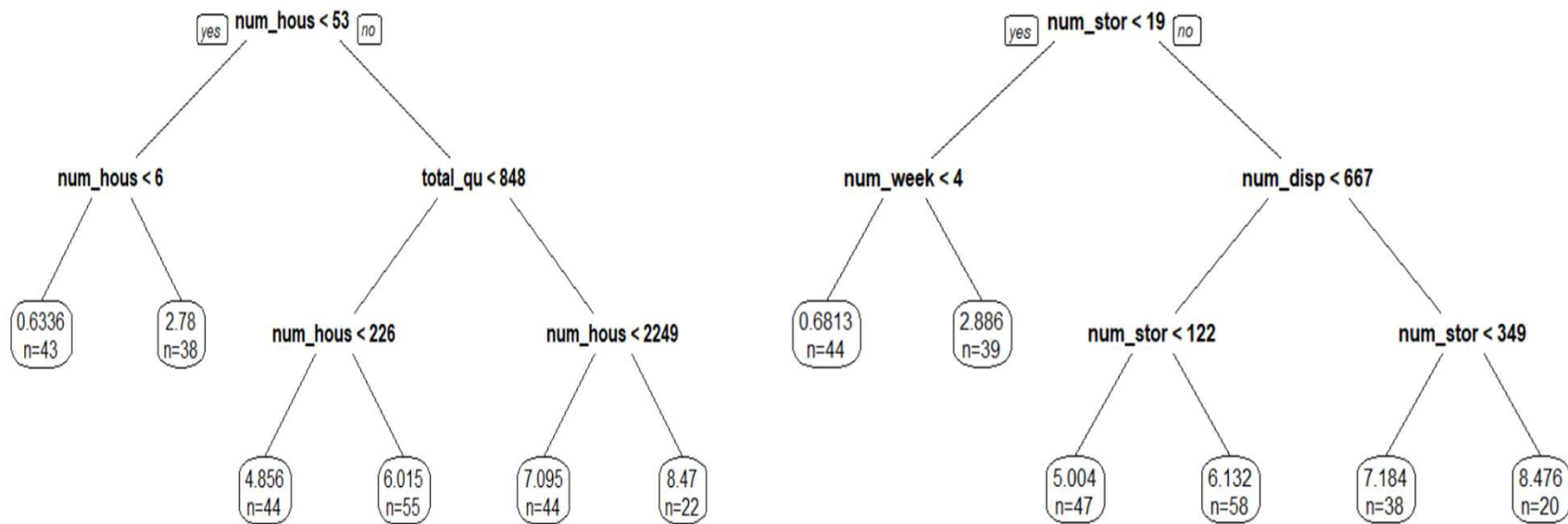
Analysis

**Goal: best results for promotion
(Display and Mailer)**

KPI: number products sold

**Random
Forest**

Random Forest Ensemble



Why Random Forest?

- **Decision Tree Model. Aggregates to improve predictions**
 - Random variables (reduce variance)
 - Random rows (reduce bias)
- **Advantage: measurable goal → number baskets**
- **Advantage: variable importance**
- **Advantage: accuracy**



Random Forest Modeling

- Organized by product (one row per product)
- Key variables used:
 - In-store display location
 - Weekly mailer placement
 - Number baskets (log)
- Split data into train, validation, and test data sets

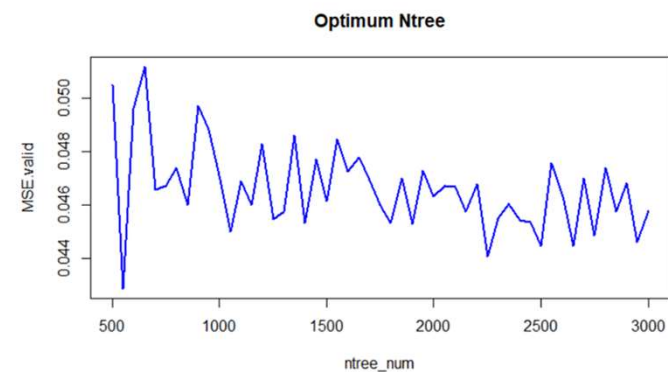
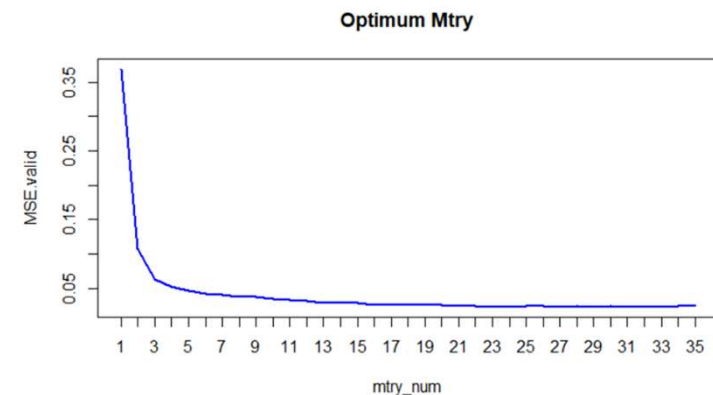
Random Forest Parameter Tuning

mtry = 5

- # randomly selected variables at each split
- rule = $p/3$
- need less when many relevant predictors

ntrees = 1000

- high to stabilize error
- rule = $p*10$
- need more to converge if mtry low
- need more to converge if sample size small



Model Robustness

- Similar MSE with different samples
- Similar Variable Importance results with different samples

Sample	MSE training	MSE testing
1	6.5916	0.0215
2	6.3910	0.0264
3	7.1961	0.0162

Random Forest Results

- Target: predict number sales
- Overall, not by commodity
- Higher percent is better predictor

	%IncMSE
Mailer: interior page	.3024
Store: rear end cap	.1176
Store: front end cap	.0655
Store: in shelf	.0573
Store: mid aisle end cap	.0528
Store: in aisle	.0313
Mailer: front page	.0191
Store: secondary location	.0184
Store: store rear	.0135
Store: promo seasonal	.0116
Store: store front	.0115
Percent coupons	.0102
Mailer: wrap interior	.0076
Store: side aisle end cap	.0012
Mailer: line item	.0007
Mailer: back page	< .0001
Mailer: wrap front	< .0001
Mailer: wrap back	< .0001

Actionable Recommendations

In-store Display Promotions

- Rear end caps are prime
- Also consider other end caps and in-aisle

Weekly Mailer Promotions

- Mailer interior or front page are prime
- Mailer wrap less effective



image: clipart-library.com

Goal: evaluate purchase pairings

KPI: 'lift' compared with guessing

Association

Association



image: clipart-library.com

Variables Used in Analysis

basket & products (n=411)

Basket	Ragu Meat Sauce	Kroger Thin Spaghetti	Bertolli Garlic Alfredo Sauce	Ragu Chunky Tomato Sauce	Creamette Macaroni
3207644	1	0	0	0	0
7462988	0	1	1	0	0
8212345	0	0	0	1	0
4231123	1	0	0	0	0

Most Frequent Purchases

411 products

Most frequently purchased products:

- Ragu Traditional Plain (20,111)
- Private Label Spaghetti Regular (19,011)
- Ragu Spaghetti Sauce Meat (14,918)
- Private Label Thin Spaghetti (11,242)
- Private Label Complete Pancake Mix (9,460)



How Good is the Rule?

- Support: percent transactions that contain both items
- Confidence: percent time second item is included when first item is sold
- Lift: improvement over random guessing

I used support > 0.0001 and confidence > 0.05

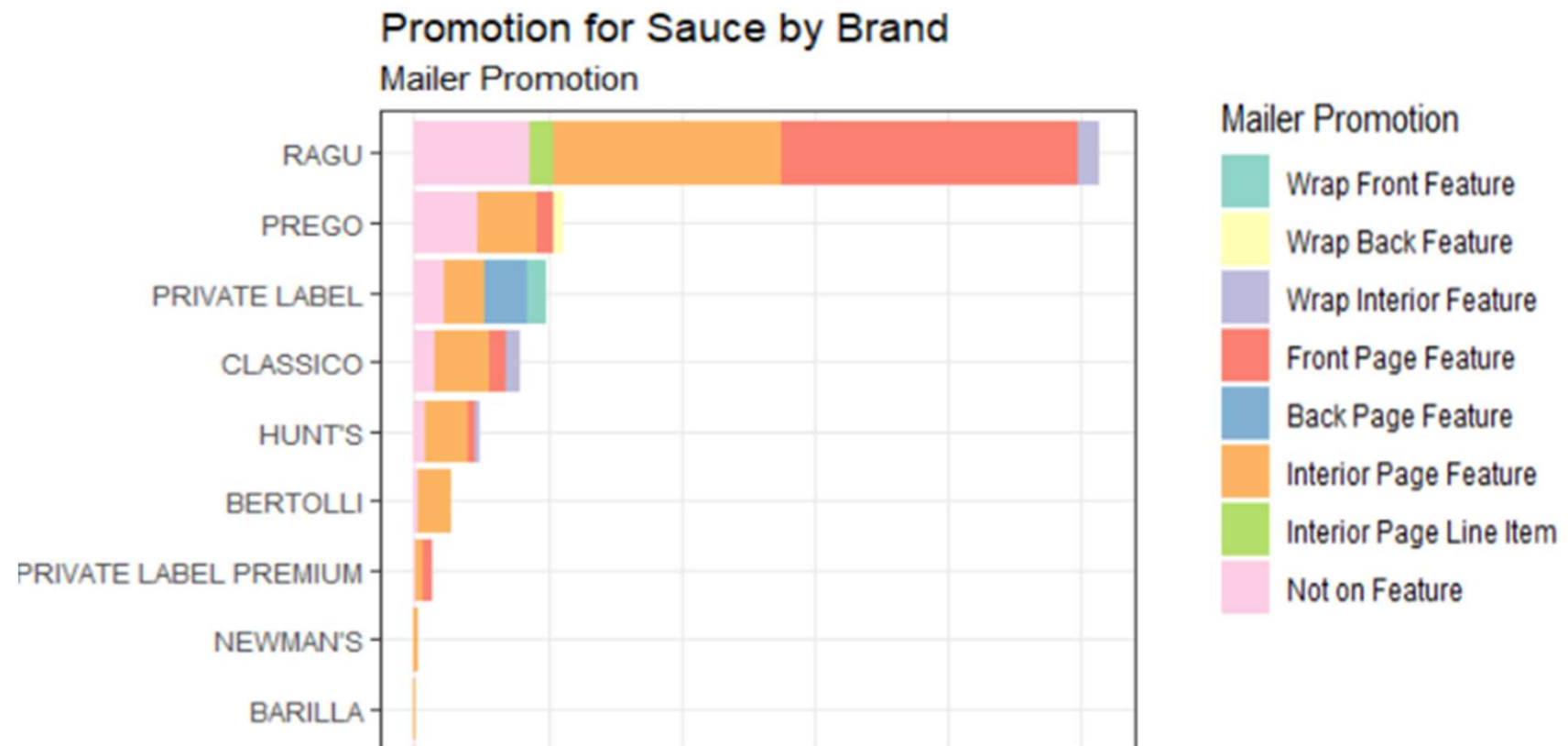
Results

When someone has Private Label Spaghetti in basket, what else are they buying?

Basket Including This	Also Include This	Support	Conf	Lift
PRIVATE LABEL SPAGHETTI REGULAR, RAGU TRADITIONAL PLAIN	=> RAGU OWS SPAG SAUCE MEAT	0.0002	0.105	2.1
PRIVATE LABEL SPAGHETTI REGULAR, RAGU TRADITIONAL PLAIN	=> RAGU\TOMATO GRLC/ONION SC	0.00011	0.056	2.0
PRIVATE LABEL SPAGHETTI REGULAR, RAGU\TOMATO GRLC/ONION SC	=> RAGU TRADITIONAL PLAIN	0.00011	0.126	1.8
PRIVATE LABEL SPAGHETTI REGULAR, RAGU OWS SPAG SAUCE MEAT	=> RAGU TRADITIONAL PLAIN	0.0002	0.112	1.6

Observation: purchasing Private Label pasta, but not Private Label sauce!

Mailer Promotions for Sauce By Brand



Actionable Recommendation

Increase marketing of Private Label Spaghetti Sauce to pair with Private Label pasta.

One possible target area is promotion on back page of mailer.



**Goal: identify similar products
to inform marketing strategy**

**KPI: analyze what is similar and
different between groups**

Clustering

Clustering



image: clipart-library.com

Variable Selection

Variables in model determine how clusters are formed.

Used LASSO regression modeling to identify key variables which predict number sales.

(Intercept)	12.719	1
upc	.	.
commodity	.	.
brand	.	.
product_attribute	.	.
product_size_factor	.	.
product_desc	.	.
num_households	0.569	.
percent_coupons	.	.
total_quantity	0.298	.
avg_quantity	.	.
max_quantity	.	.
num_weeks	.	.
first_week	.	.
last_week	.	.
avg_dollars	.	.
total_dollars	0.047	.
num_stores	.	.
num_regions	.	.
num_feature_wrap_front	.	.
num_feature_wrap_back	.	.
num_feature_wrap_interior	.	.
num_feature_front_page	.	.
num_feature_back_page	.	.
num_feature_interior_page	.	.
num_feature_interior_page_line_item	.	.
num_feature_not_on	.	.
num_display_store_front	.	.
num_display_front_end_cap	.	.
num_display_side_aisle_end_cap	.	.
num_display_promo_seasonal_aisle	.	.
num_display_secondary_location	.	.
num_display_rear_end_cap	0.061	.
num_display_store_rear	.	.
num_display_mid_aisle_end_cap	0.195	.
num_display_in_aisle	.	.
num_display_in_shelf	.	.
num_display_not_on	.	.

Key Variables Used in Analysis

Variables used to cluster:

- number households
- total quantity
- total dollars
- display: rear end cap
- display: mid aisle end cap

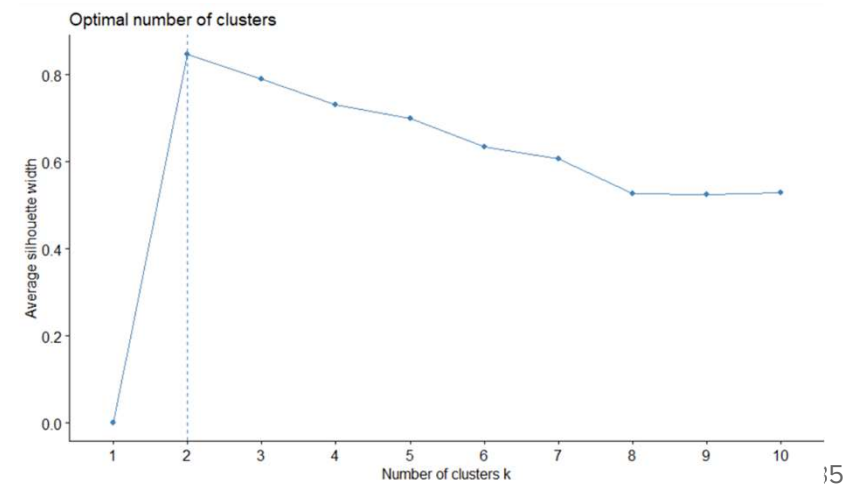
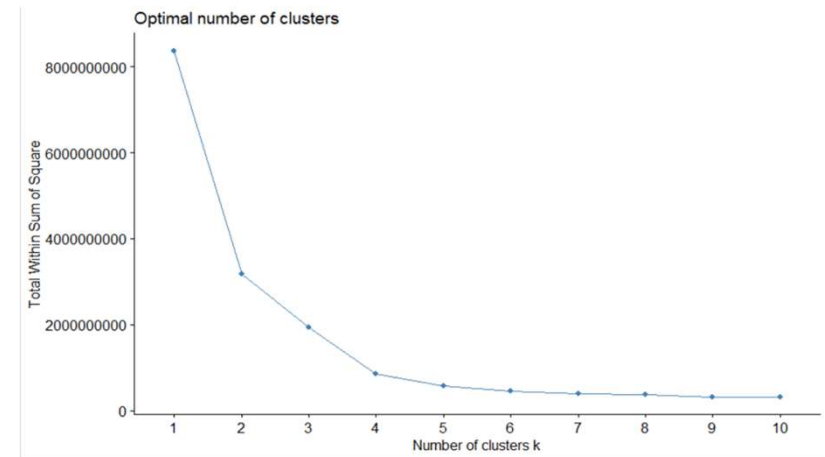
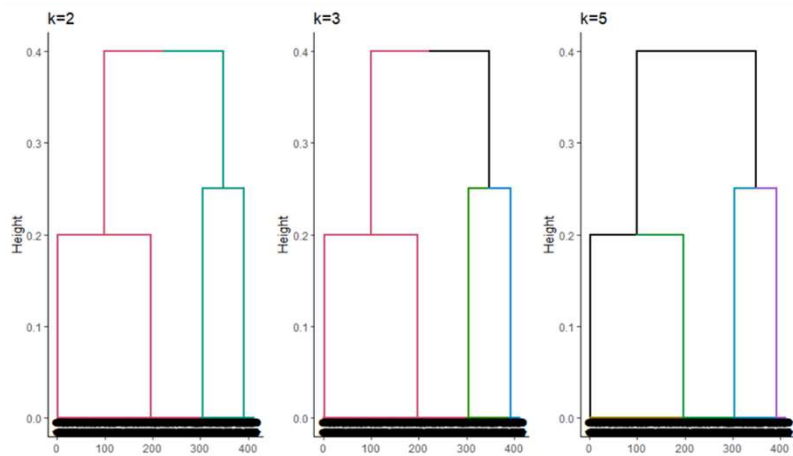
Variables used to understand clusters:

- commodity
- product description
- attribute

Number Clusters

Three methods to select optimal number:

- Dendrogram: height
- Elbow: Compactness of cluster
- Silhouette: Quality of cluster



Promos More Important for Cluster 2

Cluster 1 (n=109 products): less influenced by promotion

Cluster 2 (n=302 products): more influenced by promotion

Cluster	avg # house	avg qty	avg rear endcap sales	avg mid aisle endcap sales
1	81	102	0	0.58
2	1095	1612	169.26	28.05

Sauces More Frequent in Cluster 2

Category	Ratio cluster1 to cluster2
Pasta	1:2
Sauce	1:4
Pancake	1:1
Syrup	1:2

Can also dig deeper into specific products within cluster

Actionable Recommendation

Sauces should be promoted, potentially the best location being in rear and mid-aisle end caps.



Implementation

Actionable Recommendations

- Overall, the most effective promotions are:
 - Display: rear end cap, other end caps, in-aisle
 - Mailer: interior or front page (random forest)
- Increase marketing of Private Label Spaghetti Sauce to pair with Private Label pasta. One possible target area is back page mailer promo. (association)
- Sauces should be promoted, particularly in rear and mid-aisle end caps. (clustering)

Links

Github: <https://github.com/BethHilbert/r-KrogerCustomerEngagement>

RPubs: http://rpubs.com/Beth_Hilbert/446290

Dashboard: <https://public.tableau.com/profile/beth.hilbert#!/vizhome/KrogerCarboPromotions/StoryNewProduct>

Data: <https://8451.com/area51>

Thank you

Supplemental Slides

Random Forest MSE

```
randomForest(formula = log_num_baskets ~ ., data = carbo_product_train
,          mtry = 5, ntree = 1000, importance = TRUE)
      Type of random forest: regression
      Number of trees: 1000
No. of variables tried at each split: 5

      Mean of squared residuals: 0.02925261
      % Var explained: 99.54
```

Comparison: MSE for different seeds

Seed	MSE in-sample	MSE out-of-sample
513398	6.5916	0.0215
123456	6.3910	0.0264
765432	7.1961	0.0162

Random Forest Variable Importance

Comparison: Variable Importance for different seeds

	%IncMSE	IncNodePurity		%IncMSE	IncNodePurity
num_households	1.389896	256.829	num_households	1.492812	272.930
total_quantity	1.312795	245.813	total_quantity	1.321068	236.843
log_total_dollars	0.867237	187.217	log_total_dollars	0.867256	191.637
num_stores	0.712819	177.221	num_stores	0.748286	166.821
num_display_Not_on	0.474066	113.246	num_display_Not_on	0.589969	143.023
num_feature_Interior_Page	0.312262	86.450	num_feature_Interior_Page	0.302420	88.780
max_quantity	0.181702	82.513	num_weeks	0.186619	64.081
num_weeks	0.160652	58.481	num_feature_Not_on	0.179941	47.155
num_feature_Not_on	0.155070	41.928	max_quantity	0.162338	84.402
num_display_Rear_End_Cap	0.138708	47.058	num_display_Rear_End_Cap	0.117588	38.372
avg_quantity	0.101703	37.013	avg_quantity	0.116743	52.573
num_display_Front_End_Cap	0.059833	27.098	num_display_Front_End_Cap	0.065456	31.226
num_display_Mid_Aisle_End_Cap	0.057790	30.495	num_display_In_Shelf	0.057334	21.071
num_display_In_Shelf	0.041143	10.806	num_display_Mid_Aisle_End_Cap	0.052866	24.765
num_feature_Front_Page	0.027192	6.943	num_display_In_Aisle	0.031263	7.244
num_display_In_Aisle	0.023380	7.142	num_regions	0.019456	15.345
percent_coupons	0.020904	9.279	num_feature_Front_Page	0.019123	4.317
num_regions	0.016480	10.748	num_display_Secondary_Location	0.018363	6.293
num_display_Secondary_Location	0.013809	2.985	num_display_Store_Rear	0.013534	3.860
first_week	0.013751	7.869	num_display_Promo_Seasonal_Aisle	0.011595	5.256
last_week	0.013109	8.351	num_display_Store_Front	0.011476	6.449
num_display_Store_Rear	0.012909	4.437	last_week	0.011227	6.350
num_display_Promo_Seasonal_Aisle	0.011883	3.730	percent_coupons	0.010213	5.051
num_display_Store_Front	0.011540	5.312	first_week	0.007670	5.329
num_feature_Wrap_Interior	0.008806	2.289	num_feature_Wrap_Interior	0.007570	1.647
avg_dollars	0.008091	2.657	avg_dollars	0.007515	2.870
num_display_Side_Aisle_End_Cap	0.002235	0.605	product_attribute	0.002562	10.364
product_attribute	0.000832	10.026	commodity	0.001622	0.719
num_feature_Wrap_Back	0.000817	0.168	num_display_Side_Aisle_End_Cap	0.001207	0.592
commodity	0.000660	0.850	product_size_factor	0.000878	0.536
product_size_factor	0.000578	0.519	num_feature_Interior_Page_Line_Item	0.000711	0.446
num_feature_Interior_Page_Line_Item	0.000392	0.210	num_feature_Back_Page	0.000038	0.089
num_feature_Wrap_Front	0.000079	0.075	num_feature_Wrap_Front	0.000033	0.024
num_feature_Back_Page	-0.000025	0.050	num_feature_Wrap_Back	0.000011	0.076

Association: Items

390 items, 293,320 shopping trips

```
transactions as itemMatrix in sparse format with
293320 rows (elements/itemsets/transactions) and
390 columns (items) and a density of 0.0033
```

most frequent items:

RAGU TRADITIONAL PLAIN	PRIVATE LABEL SPAGHETTI REGULAR	RAGU OWS SPAG SAUCE MEAT
20111	19011	14918
PRIVATE LABEL THIN SPAGHETTI	PRIVATE LABEL COMPLETE PANCAKE MIX	(other)
11243	9460	303831

element (itemset/transaction) length distribution:
sizes

1	2	3	4	5	6	7	8	9	10	11	12	13	14
231823	46200	10081	3347	1131	410	158	95	41	20	4	6	2	2

Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
1.0	1.0	1.0	1.3	1.0	14.0

Association: Rules

support = 0.0001, confidence = 0.05

set of 1518 rules

rule length distribution (lhs + rhs):sizes

1	2	3	4
3	706	805	4

Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
1.0	2.0	3.0	2.5	3.0	4.0

summary of quality measures:

support	confidence	lift	count
Min. :0.000	Min. :0.05	Min. : 1	Min. : 30
1st Qu.:0.000	1st Qu.:0.07	1st Qu.: 6	1st Qu.: 35
Median :0.000	Median :0.11	Median : 10	Median : 45
Mean :0.000	Mean :0.12	Mean : 16	Mean : 124
3rd Qu.:0.000	3rd Qu.:0.16	3rd Qu.: 19	3rd Qu.: 84
Max. :0.069	Max. :0.51	Max. :215	Max. :20111

mining info:

data	ntransactions	support	confidence
TransFood	293320	0.0001	0.05

Association: Rules for Specific Product

```

data ntransactions support confidence
TransFood      293320 0.0001      0.05
> rules_lift <- sort(basket_rules, by = "lift", decreasing = TRUE)
> rules_subset <- subset(basket_rules, subset = lhs %in% "PRIVATE LABEL SPAGHETTI REGULAR")
> rules_lift <- sort(rules_subset, by = "lift", decreasing = TRUE)
> inspect(rules_lift)

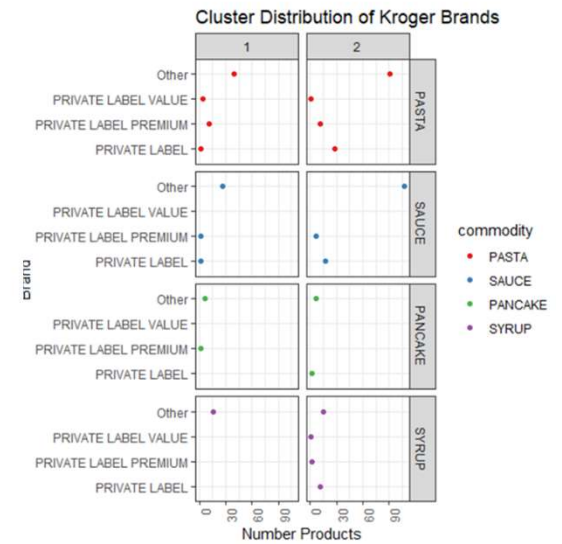
```

	lhs	rhs	support	confidence	lift	count
[1]	{PRIVATE LABEL LASAGNA PASTA, PRIVATE LABEL SPAGHETTI REGULAR}	=> {PRIVATE LABEL ELBOW MACARONI}	0.00013	0.355	11.7	38
[2]	{PRIVATE LABEL SPAGHETTI REGULAR, PRIVATE LABEL SPAGHETTI THIN}	=> {PRIVATE LABEL ELBOW MACARONI}	0.00027	0.224	7.4	80
[3]	{PRIVATE LABEL COMPLETE PANCAKE MIX, PRIVATE LABEL SPAGHETTI REGULAR}	=> {PRIVATE LABEL ELBOW MACARONI}	0.00015	0.181	5.9	43
[4]	{PRIVATE LABEL ELBOW MACARONI, PRIVATE LABEL SPAGHETTI REGULAR}	=> {PRIVATE LABEL SPAGHETTI THIN}	0.00027	0.105	3.3	80
[5]	{PRIVATE LABEL SPAGHETTI REGULAR, RAGU TRADITIONAL PLAIN}	=> {RAGU OWS SPAG SAUCE MEAT}	0.00020	0.105	2.1	60
[6]	{PRIVATE LABEL SPAGHETTI REGULAR, RAGU TRADITIONAL PLAIN}	=> {RAGU\TOMATO GRIC/ONION SC}	0.00011	0.056	2.0	32
[7]	{PRIVATE LABEL SPAGHETTI REGULAR, RAGU\TOMATO GRIC/ONION SC}	=> {RAGU TRADITIONAL PLAIN}	0.00011	0.126	1.8	32
[8]	{PRIVATE LABEL ELBOW MACARONI, PRIVATE LABEL SPAGHETTI REGULAR}	=> {PRIVATE LABEL COMPLETE PANCAKE MIX}	0.00015	0.057	1.8	43
[9]	{PRIVATE LABEL SPAGHETTI REGULAR, RAGU OWS SPAG SAUCE MEAT}	=> {RAGU TRADITIONAL PLAIN}	0.00020	0.112	1.6	60

Clustering Product Details

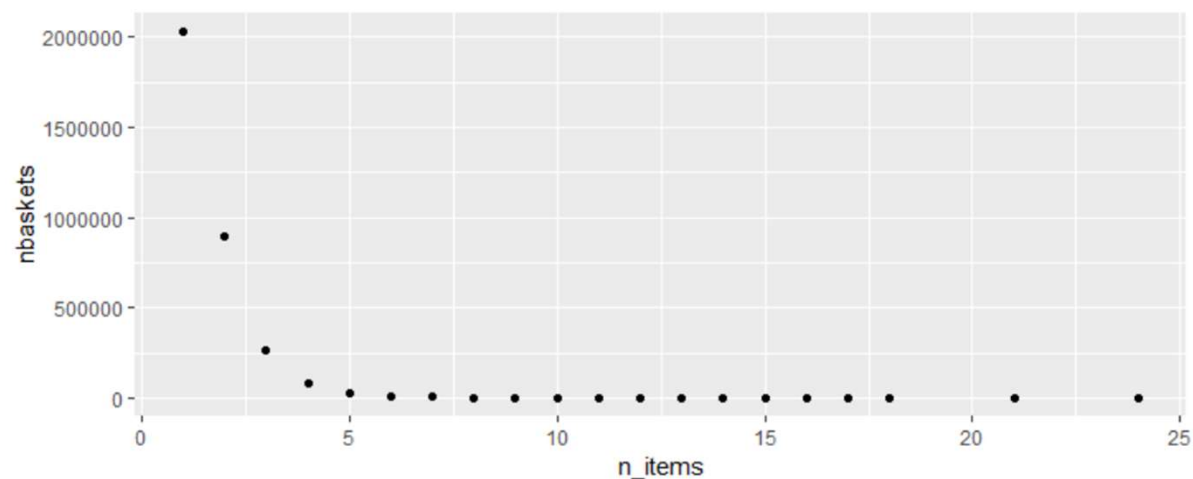
	num_households	total_quantity	total_dollars	num_display_Rear_End_Cap	num_display_Mid_Aisle_End_Cap
1	81.4	101.61	149.54	0	0.58
2	1095.82	1611.95	1873.23	169.26	28.05

1	SAUCE	ALFREDO	FIVE BROS GARLIC ALFREDO	2	SAUCE	MEAT	RAGU MAMAS MEAT SAUCE
1	SAUCE	ALFREDO	CLSCO ALFREDO ROAST GARLC	2	SAUCE	MEAT	RAGU RICH&MEATY BF/ON/GRL
1	SAUCE	CHEESE	NEWMANS SAY CHEESE PAS	2	SAUCE	MEAT	RAGU MEAT SPAGHETTI SAUCE
1	SAUCE	CHEESE	RAGU ORGANIC CHEESE SAUCE	2	SAUCE	MEAT	PREGO MEAT PASTA SAUCE
1	SAUCE	CHEESE	CHEF PIZZA SAUCE CHEESE	2	SAUCE	MEAT	PREGO SPAG SAUCE MEAT
1	SAUCE	MARINARA	NEWMANS MARINARA SAUCE	2	SAUCE	MEAT	PREGO MINI MEATBALL PASTA
1	SAUCE	MEAT	RAGU RICH&MEATY CLASSIC I	2	SAUCE	MEAT	PREGO SPAG SAUCE MEAT
1	SAUCE	MEAT	RAGU R&M MAMAS MEAT SAUCE	2	SAUCE	MEAT	PREGO HEARTY MT MEATBALL
1	SAUCE	MUSHROOM	PRIVATE LABEL ORIG SPAG SC MUSHROOM	2	SAUCE	MEAT	PREGO HEARTY 3 MEAT SUPRM
1	SAUCE	MUSHROOM	PRIVATE LABEL HM STY SPAG SCE MUSH	2	SAUCE	MEAT	PRIVATE LABEL SPAGHTTI SAUCE MEAT
1	SAUCE	MUSHROOM	PRIVATE LABEL 3 MUSHROOM PASTA SAUCE	2	SAUCE	MEAT	PRIVATE LABEL SPAG SCE MEAT
1	SAUCE	OTHER	NEWMANS\SOCKAROONI SAUCE	2	SAUCE	MUSHROOM	HUNTS SPAG.SAUCE MUSHROOM
1	SAUCE	OTHER	NWMN DIAVOLO SPCY SMR SCE	2	SAUCE	MUSHROOM	RAGU TRADITIONAL MUSHROOM
1	SAUCE	OTHER	NEWMN OWN BOMBOLINA PASTA SCE	2	SAUCE	MUSHROOM	RAGU GS SUPER MUSHROOM
1	SAUCE	OTHER	NEWMN OWN GARLIC&PPR SCE	2	SAUCE	MUSHROOM	BERTOLLI MUSHROOM&GRLC SC
1	SAUCE	OTHER	BERTOLLI BASIL DCD SPICE	2	SAUCE	MUSHROOM	RAGU HEARTY SAUT ON/MUSH
1	SAUCE	OTHER	RAGU ORGANIC TRADITIONAL	2	SAUCE	MUSHROOM	RAGU SUPER MUSHRM SPGH SC
1	SAUCE	OTHER	PREGO SPAG SAUCE PLAIN	2	SAUCE	MUSHROOM	CLASSICO MUSH&RIPE OLIVES
1	SAUCE	OTHER	EMERIL SCE PEPR PSTA	2	SAUCE	MUSHROOM	CLASSICO\TRIPLE MUSHROOM
1	SAUCE	OTHER	EMERILS ROSTED GARLIC SCE	2	SAUCE	MUSHROOM	PREGO MUSH & GRN PEPPER S
1	SAUCE	PESTO	CLSCO BASIL PESTO SAUCE	2	SAUCE	MUSHROOM	PREGO MUSHROOM & GARLIC
				2	SAUCE	MUSHROOM	PREGO MUSHROOM SPAG SAUCE
				2	SAUCE	MUSHROOM	PREGO MUSHROOM SPAG SAUCE
				2	SAUCE	MUSHROOM	PREGO ZESTY MUSH/X SPICY



Summaries: # baskets for each # items

	n_items	nbaskets
	<int>	<int>
1	1	2029944
2	2	891441
3	3	265834
4	4	85373
5	5	27749
6	6	9853
7	7	3549
8	8	1451
9	9	607
10	10	282
11	11	115
12	12	68
13	13	37
14	14	20
15	15	16
16	16	1
17	17	5
18	18	2
19	21	1
20	24	1

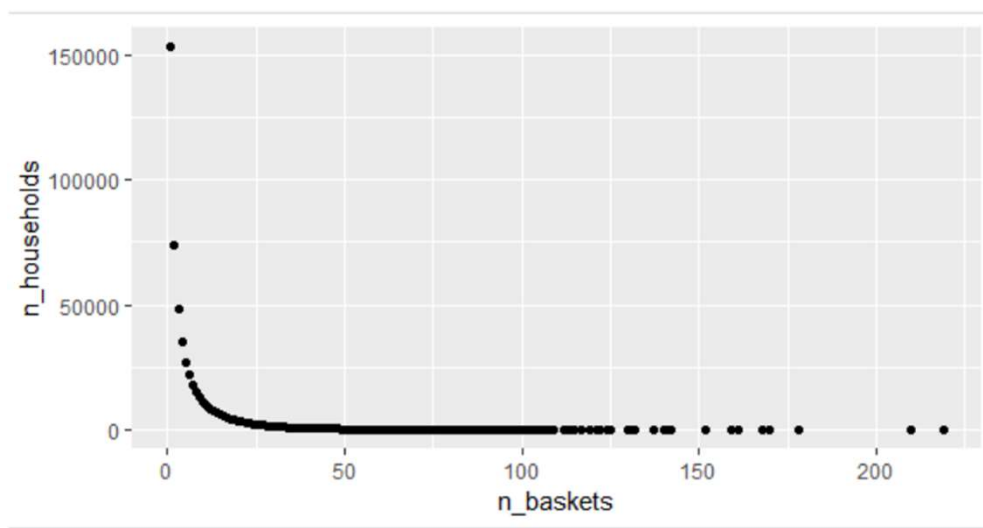


Unique baskets: 3,316,349
(avg 6.5 baskets/house, avg size 1.57 items)

Summaries: # houses for each # baskets

	n_baskets	n_households
	<int>	<int>
1	1	<u>153390</u>
2	2	<u>73590</u>
3	3	<u>47968</u>
4	4	<u>35256</u>
5	5	<u>27189</u>
6	6	<u>21962</u>
7	7	<u>18129</u>
8	8	<u>14940</u>
9	9	<u>12737</u>
10	10	<u>10926</u>

... with 124 more rows



Unique households: 510,027

Join Sources

- Remove the following:
 - Transactions without products: 58,436
 - Products without transactions: 27
 - Transactions without promotions: 4,815,935
 - Promotions without transactions: 177,471
 - Products without stores: 0

Result is:

Transactions: 5,197,681 → 379,011

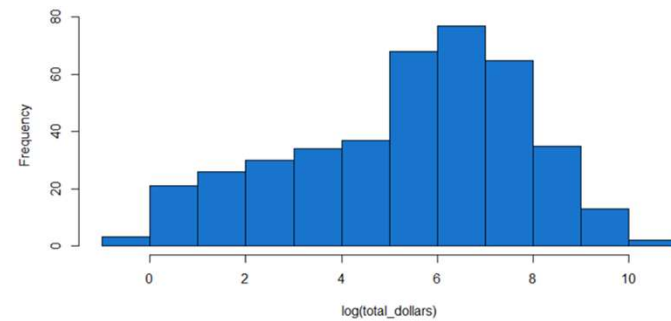
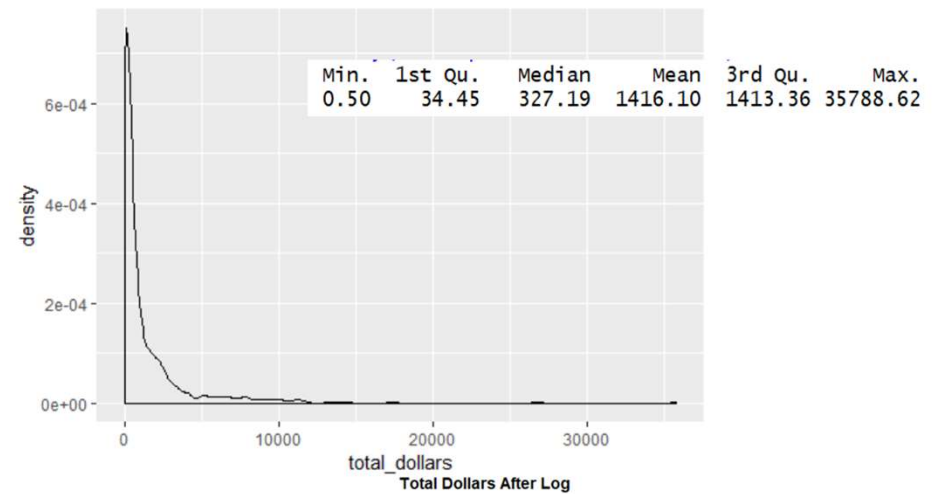
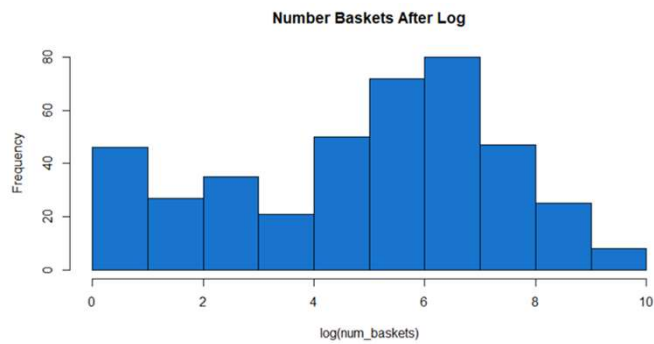
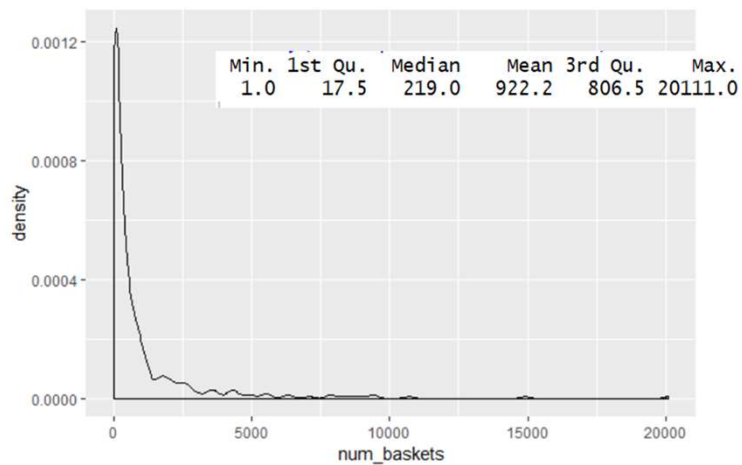
Products: 927 → 411

Align to Product-Grain

upc
commodity
brand,
product_attribute
product_size_factor
product_desc
counts (qty, weeks, dollars)
feature and display counts

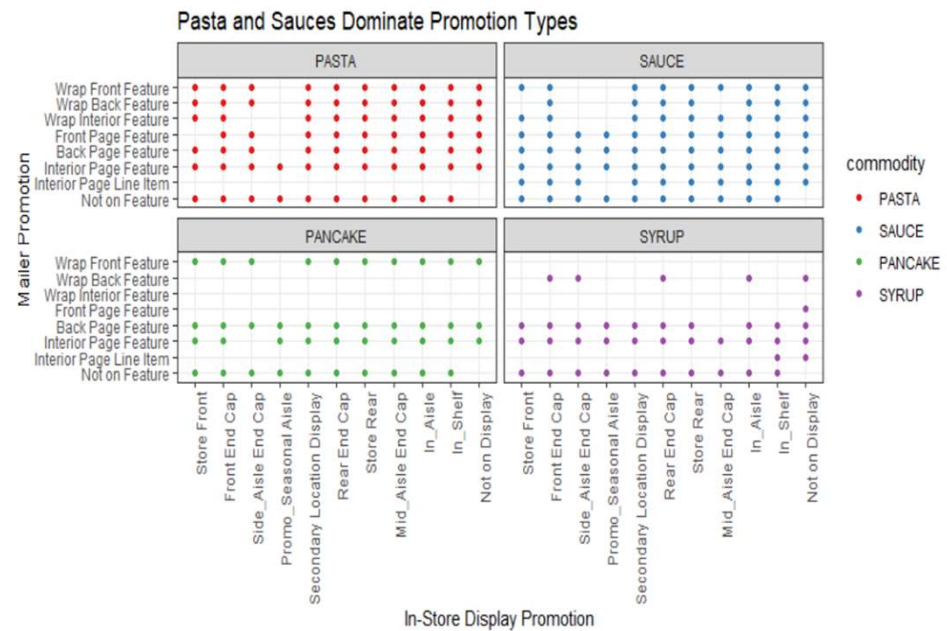
```
carbo_product <- carbo %>%  
  group_by(upc,  
            commodity,  
            brand,  
            product_attribute,  
            product_size_factor,  
            product_desc) %>%  
  summarize(num_households = n_distinct(household),  
            percent_coupons = mean(coupon),  
            total_quantity = sum(quantity),  
            avg_quantity = mean(quantity),  
            max_quantity = max(quantity),  
            num_baskets = n_distinct(basket),  
            num_weeks = n_distinct(week),  
            first_week = min(week),  
            last_week = max(week),  
            avg_dollars = round(mean(dollar_sales),2),  
            total_dollars = round(sum(dollar_sales),2),  
            num_stores = n_distinct(store),  
            num_regions = n_distinct(geography)  
  )
```

Log num_baskets and total_dollars



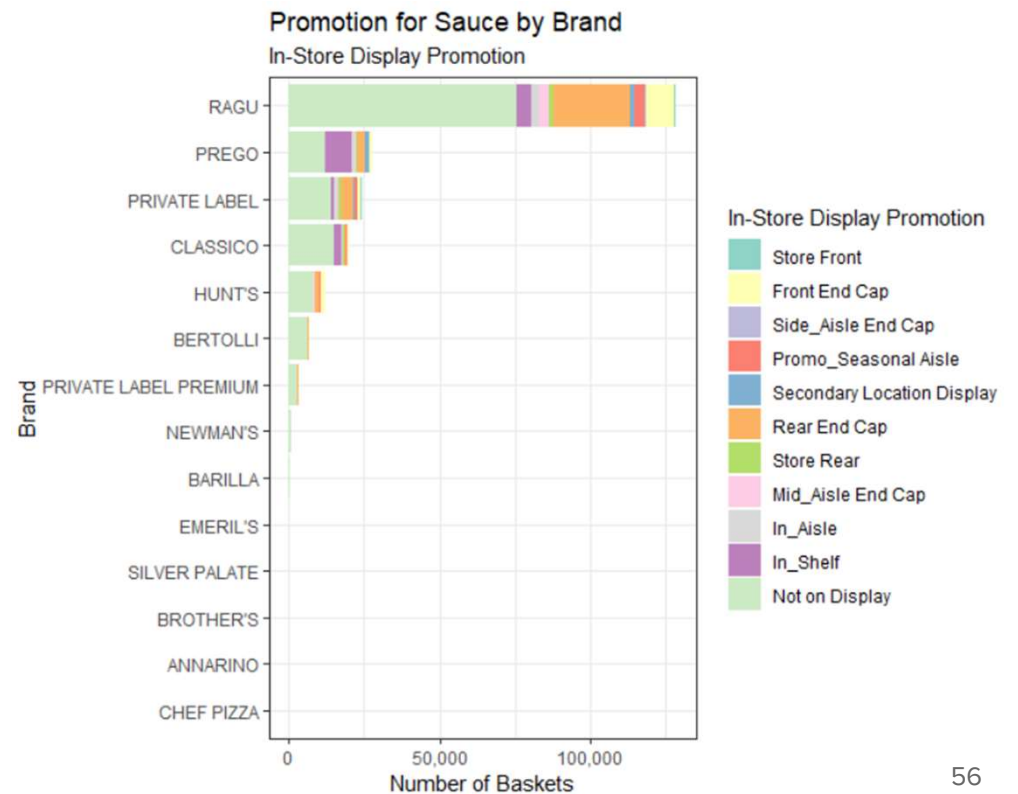
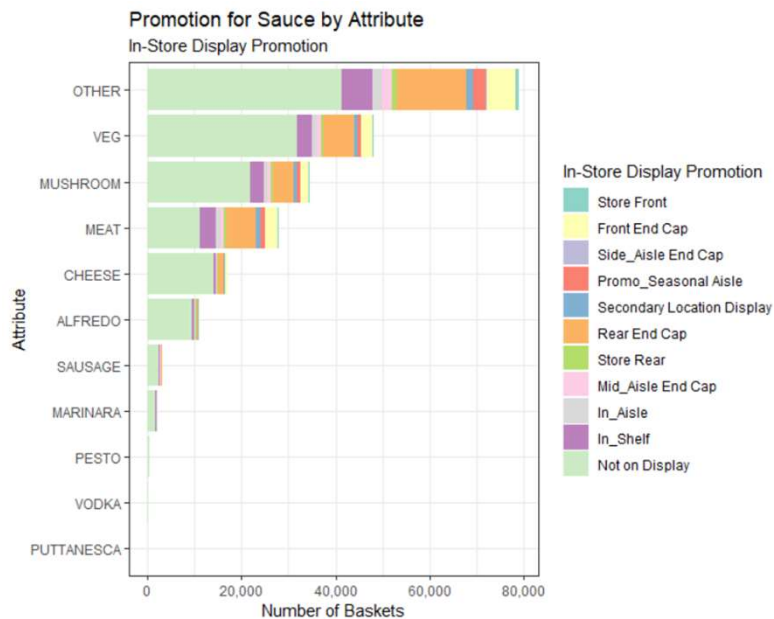
Promotion Type Pairings

- Blank cell, never promoted in that combo
- Observations:
 - pasta/sauces promoted across all categories
 - sauces not front or side end caps
 - pastas never line item
 - pancakes/syrups back or interior but otherwise absent



Focus on Sauce ~ Display

- Attribute: Vegetable and Mushroom most
- Brand: Ragu dominates
- Location: Rear End Cap, then In-Shelf
- Not front store



Focus on Sauce ~ Mailer

- Location: Interior and Front Page
- Not on feature is much smaller than with

