From Multi-Channel Retailing to Omni-Channel Retailing

Journal of Retailing 91, 174-181

DOI: 10.1016/j.jretai.2015.02.005

Citation Report

#	Article	IF	CITATIONS
1	When Online Engagement Gets in the Way of Offline Sales - A Natural Experiment. SSRN Electronic Journal, $2015,  ,  .$	0.4	0
2	Cannibalization or Market Expansion? The Impact of E-Books on Print Book Sales. SSRN Electronic Journal, 0, , .	0.4	4
3	Preparing students for careers in multichannel retailing using an authentic experiential learning project. International Journal of Fashion Design, Technology and Education, 2015, 8, 251-259.	1.6	5
4	Conceptualizing smart shopping with a smartphone: implications of the use of mobile devices for shopping productivity and value. International Review of Retail, Distribution and Consumer Research, 2015, 25, 529-550.	2.0	53
5	Multichannel customer segmentation: Does the after-sales channel matter? A replication and extension. International Journal of Research in Marketing, 2015, 32, 453-456.	4.2	116
6	The Analysis on the Relationship among Information Search Motivation, Tourism Omni-Channel Satisfaction and Purchase Intention in Data Technology Age. Indian Journal of Science and Technology, 2016, 9, .	0.7	5
8	Omni-Channel Retailâ€"Challenges and Opportunities for Packaging Innovation. , 2016, , 59-76.		9
9	Omnichannel Promotion Effectiveness. SSRN Electronic Journal, 0, , .	0.4	3
10	Omnichannel Customer Behavior: Key Drivers of Technology Acceptance and Use and Their Effects on Purchase Intention. Frontiers in Psychology, 2016, 7, 1117.	2.1	174
11	Choice confidence in the webrooming purchase process: The impact of online positive reviews and the motivation to touch. Journal of Consumer Behaviour, 2016, 15, 459-476.	4.2	167
12	Integration process in multichannel management: from consumer decisions to supply chain strategy. Supply Chain Forum, 2016, 17, 231-245.	4.2	4
13	Channel design to enrich customers' shopping experiences: synchronizing clicks with bricks in an omni-channel perspective - the Direct Optic case. International Journal of Retail and Distribution Management, 2016, 44, .	4.7	125
14	Mixed Channels for Apparel Sales. Springer Series in Fashion Business, 2016, , 79-100.	0.1	1
16	A near field communication adoption and its impact on Expo visitors' behavior. International Journal of Information Management, 2016, 36, 1328-1339.	17.5	48
17	Does the Nature of the Interaction Matter? Understanding Customer Channel Choice for Purchases and Communications. Journal of Service Research, 2016, 19, 276-290.	12.2	34
18	Facebook and sustainable development: a case study of a French supermarket chain. International Journal of Retail and Distribution Management, 2016, 44, 560-582.	4.7	27
20	An NFC-based O2O service model in exhibition-space. , 2016, , .		5
21	Retail Brand Equity and Loyalty. , 2016, , .		1

#	Article	IF	Citations
22	Adding store to web: migration and synergy effects in multi-channel retailing. International Journal of Retail and Distribution Management, 2016, 44, 658-674.	4.7	59
23	Segmenting multichannel consumers across search, purchase and after-sales. Journal of Retailing and Consumer Services, 2016, 33, 62-71.	9.4	79
24	Distribution systems in omni-channel retailing. Business Research, 2016, 9, 255-296.	4.0	169
25	How customers' offline experience affects the adoption of online banking. Internet Research, 2016, 26, 1072-1092.	4.9	14
26	The dark side of experience-seeking mall shoppers. International Journal of Retail and Distribution Management, 2016, 44, 1206-1222.	4.7	9
27	Emotional and Altruistic Values as Drivers for a Loyalty-Based Segmentation in Retailing: An Approach to Postrecession Spanish Apparel Consumers. Journal of Relationship Marketing, 2016, 15, 200-217.	4.4	6
28	Boundary research: Tools and rules to impact emerging fields. Journal of Consumer Behaviour, 2016, 15, 396-410.	4.2	3
30	E-distribution et gouvernance des canaux de distribution : l'exemple de l'industrie du livre. Logistique & Management, 2016, 24, 29-42.	0.6	1
31	Understanding the town centre customer experience (TCCE). Journal of Marketing Management, 2016, 32, 1562-1587.	2.3	13
32	Retail logistics in the transition from multi-channel to omni-channel. International Journal of Physical Distribution and Logistics Management, 2016, 46, 562-583.	7.4	202
33	Understanding Customer Experience Throughout the Customer Journey. Journal of Marketing, 2016, 80, 69-96.	11.3	2,631
34	Reimagining Society Through Retail Practice. Journal of Retailing, 2016, 92, 411-425.	6.2	16
35	The digitalization of retailing: an exploratory framework. International Journal of Retail and Distribution Management, 2016, 44, 694-712.	4.7	373
36	Online retail returns management. International Journal of Physical Distribution and Logistics Management, 2016, 46, 584-605.	7.4	112
37	Crosswise and reciprocal interdependencies within retailers' multichannel structures. International Review of Retail, Distribution and Consumer Research, 2016, 26, 347-374.	2.0	8
38	"Are multichannel customers really more valuable? An analysis of banking services― International Journal of Research in Marketing, 2016, 33, 208-212.	4.2	23
39	Multichannel service providers' strategy: Understanding customers' switching and free-riding behavior. Journal of Business Research, 2016, 69, 2226-2232.	10.2	103
40	Omni-channel research framework in the context of personal selling and sales management. Journal of Research in Interactive Marketing, 2016, 10, 2-16.	8.9	86

#	Article	IF	CITATIONS
41	Not all adaptive selling to omni-consumers is influential: The moderating effect of product type. Journal of Retailing and Consumer Services, 2017, 34, 271-277.	9.4	98
42	Trends in retail pricing: A consumer perspective. Journal of Revenue and Pricing Management, 2017, 16, 174-200.	1.1	6
43	Small and slow is beautiful: well-being, â€~socially connective retail' and the independent bookshop. Social and Cultural Geography, 2017, 18, 573-595.	2.3	10
44	The appeal of the omni-channels on lady casual wears retailing in China. Journal of the Textile Institute, 2017, 108, 472-482.	1.9	4
45	The effect of price promotions on consumer shopping behavior across online and offline channels: differences between frequent and non-frequent shoppers. Information Systems and E-Business Management, 2017, 15, 69-87.	3.7	26
46	Foreign market selection of online retailers â€" A path-dependent perspective on influence factors. International Business Review, 2017, 26, 710-723.	4.8	31
47	Managing Multi- and Omni-Channel Distribution: Metrics and Research Directions. Journal of Retailing, 2017, 93, 120-135.	6.2	290
48	Generation Z consumers' expectations of interactions in smart retailing: A future agenda. Computers in Human Behavior, 2017, 77, 374-381.	8.5	350
49	The Impact of Perceived Visual Complexity of Mobile Online Shops on User's Satisfaction. Psychology and Marketing, 2017, 34, 195-214.	8.2	80
50	"Why Would I Read a Mobile Review?―Device Compatibility Perceptions and Effects on Perceived Helpfulness. Psychology and Marketing, 2017, 34, 119-137.	8.2	33
51	Broadening the Perspective on Mobile Marketing: An Introduction. Psychology and Marketing, 2017, 34, 113-118.	8.2	22
52	Understanding consumer's showrooming behaviour. Asia Pacific Journal of Marketing and Logistics, 2017, 29, 409-431.	3.2	71
53	Consumer processing of mobile online stores: Sources and effects of processing fluency. Journal of Retailing and Consumer Services, 2017, 36, 137-147.	9.4	44
54	New Ways to Deal with Omni-Channel Services: Opening the Door to Synergies, or Problems in the Horizon?. Lecture Notes in Business Information Processing, 2017, , 51-63.	1.0	4
55	All that is solid melts into air: the servicescape in digital service space. Journal of Services Marketing, 2017, 31, 226-235.	3.0	48
56	Toward a three-dimensional framework for omni-channel. Journal of Business Research, 2017, 77, 53-67.	10.2	251
58	Omni-channel marketing, integrated marketing communications and consumer engagement. Journal of Research in Interactive Marketing, 2017, 11, 185-197.	8.9	180
59	Understanding loyalty in multichannel retailing: the role of brand trust and brand attachment. International Journal of Retail and Distribution Management, 2017, 45, 608-625.	4.7	76

#	Article	IF	Citations
60	The Showrooming Phenomenon: It's More than Just About Price. Journal of Interactive Marketing, 2017, 38, 29-43.	6.2	212
61	Under the sway of a mobile device during an inâ€store shopping experience. Psychology and Marketing, 2017, 34, 733-752.	8.2	52
62	Augmenting the eye of the beholder: exploring the strategic potential of augmented reality to enhance online service experiences. Journal of the Academy of Marketing Science, 2017, 45, 884-905.	11.2	325
64	An empirical study on consumer online shopping channel choice behavior in omni-channel environment. Telematics and Informatics, 2017, 34, 1398-1407.	5.8	72
66	Estudo sobre os fatores que afetam a intenção de compras online. REGE Revista De Gestão, 2017, 24, 181-194.	1.6	10
67	Innovation strategies in retail services: solutions, experiences and meanings. European Journal of Innovation Management, 2017, 20, 190-209.	4.6	28
68	Role of channel integration on the service quality, satisfaction, and repurchase intention in a multi-channel (online-cum-mobile) retail environment. International Journal of Mobile Communications, 2017, 15, 1.	0.3	29
69	Modelling and performance evaluation of explosive storage policies in internet fulfilment warehouses. International Journal of Production Research, 2017, 55, 5902-5915.	7.5	22
70	Generation Y multichannel behaviour for complex services: the need for human contact embodied through a distance relationship. Journal of Strategic Marketing, 2017, 25, 226-239.	5.5	16
71	Investigating logistics service quality in omni-channel retailing. International Journal of Physical Distribution and Logistics Management, 2017, 47, 263-296.	7.4	177
72	Tell me what they are like and I will tell you where they buy. An analysis of omnichannel consumer behavior. Computers in Human Behavior, 2017, 68, 465-471.	8.5	105
73	Digital marketing: A framework, review and research agenda. International Journal of Research in Marketing, 2017, 34, 22-45.	4.2	706
74	Fast or free shipping options in online and Omni-channel retail? The mediating role of uncertainty on satisfaction and purchase intentions. International Journal of Logistics Management, 2017, 28, 1099-1122.	6.6	52
75	Branding in a multichannel retail environment. Information Technology and People, 2017, 30, 853-886.	3.2	31
76	Online Healthy Food Experiments: Capturing Complexity by Using Choice-Based Conjoint Analysis. The Behavior Analyst, 2017, 40, 373-391.	2.5	11
77	The digitization of health care retailing. Journal of Research in Interactive Marketing, 2017, 11, 432-446.	8.9	17
78	A stakeholder-based methodology to enhance the success of urban freight transport measures in a multi-level governance context. Research in Transportation Economics, 2017, 65, 10-23.	4.1	28
79	Exploring omnichannel and network design in omni environment. Cogent Engineering, 2017, 4, 1382026.	2.2	14

#	ARTICLE	IF	CITATIONS
80	Understanding omni-channel shopping value: A mixed-method study. Journal of Retailing and Consumer Services, 2017, 39, 314-330.	9.4	181
82	Determinants of the intention to use Buy-Online, Pickup In-Store (BOPS): The moderating effects of situational factors and product type. Telematics and Informatics, 2017, 34, 1721-1735.	5.8	76
83	A game theoretic analysis of multichannel retail in the context of "showrooming― Decision Support Systems, 2017, 103, 34-45.	5.9	93
84	Now what? Evaluating the sales effects of introducing an online store. Journal of Retailing and Consumer Services, 2017, 39, 305-313.	9.4	24
85	The digital distribution of music and its impact on the business models of independent musicians. Service Industries Journal, 2017, 37, 875-895.	8.3	12
86	Disruptions versus more disruptions: How the Amazon dash button is altering consumer buying patterns. Journal of Retailing and Consumer Services, 2017, 39, 54-61.	9.4	49
87	The Demand for Licensed Merchandise in Sportsâ€"On the Purchase Channel Choice. Journal of Sport Management, 2017, 31, 433-451.	1.4	11
88	Match Your Own Price? Self-Matching as a Retailer's Multichannel Pricing Strategy. Marketing Science, 2017, 36, 908-930.	4.1	76
89	Omnichannel-based promotions' effects on purchase behavior and brand image. Journal of Retailing and Consumer Services, 2017, 39, 286-295.	9.4	83
90	When location and content matter: effects of mobile messages on intention to redeem. International Journal of Retail and Distribution Management, 2017, 45, 826-843.	4.7	17
92	Towards Efficient and Informative Omni-Channel Customer Relationship Management. Lecture Notes in Computer Science, 2017, , 69-78.	1.3	6
93	Social, local and mobile commerce practices in omni-channel retailing. International Journal of Retail and Distribution Management, 2017, 45, 711-729.	4.7	46
94	Price differentiated channel switching in a fixed period fast fashion supply chain. International Journal of Production Economics, 2017, 193, 31-39.	8.9	19
95	Webrooming behaviour: a conceptual framework. International Journal of Retail and Distribution Management, 2017, 45, 762-781.	4.7	50
96	Do channel integration efforts pay-off in terms of online and offline customer loyalty?. International Journal of Retail and Distribution Management, 2017, 45, 859-873.	4.7	50
97	Can Offline Stores Drive Online Sales?. Journal of Marketing Research, 2017, 54, 706-719.	4.8	174
98	Customer perceived value, satisfaction, and loyalty: the role of willingness to share information. International Review of Retail, Distribution and Consumer Research, 2017, 27, 164-188.	2.0	42
99	Public Multichannel Management – an Integrated Framework of Off- and Online Multichannel Government Services. Public Organization Review, 2017, 17, 563-580.	2.3	32

#	Article	IF	CITATIONS
100	A GA-based optimisation model for big data analytics supporting anticipatory shipping in Retail 4.0. International Journal of Production Research, 2017, 55, 593-605.	7.5	69
101	Impact of customers' assessment of website attributes on e-relationship in the securities brokerage industry: A multichannel perspective. Journal of Retailing and Consumer Services, 2017, 34, 58-69.	9.4	33
102	Customer Channel Migration and Firm Choice: The Effects of Cross-Channel Competition. International Journal of Electronic Commerce, 2017, 21, 8-42.	3.0	42
103	The path-to-purchase is paved with digital opportunities: An inventory of shopper-oriented retail technologies. Technological Forecasting and Social Change, 2017, 124, 228-242.	11.6	130
104	Towards emergence phenomenon in business process management. Archives of Control Sciences, 2017, 27, 263-277.	1.7	2
105	Consumer perspective of omnichannel commerce. Management, 2017, 21, 95-108.	0.9	21
106	Retail network organizational design and financial performance. , 2017, , .		0
107	Logistics in omni-channel retailing: Modelling and analysis of three distribution configurations. , 2017, , .		5
108	The Impact of Integration Quality on Customer Equity in Data Driven Omnichannel Services Marketing. Procedia Computer Science, 2017, 121, 784-790.	2.0	27
110	Integration of OMNI channels and machine learning with smart technologies. Journal of Ambient Intelligence and Humanized Computing, 0, , $1.$	4.9	6
111	Mobile Commerce Switching Intentions in Thai Consumers. Mediterranean Journal of Social Sciences, 2017, 8, 123-134.	0.2	1
112	Omni-channel service operations: Building technology-based business networks., 2017,,.		2
113	Action Research on Development and Application of Internet of Things Services in Hospital. Healthcare Informatics Research, 2017, 23, 25.	1.9	26
114	System and method for providing personalized advertisements to offline retailer users., 2017,,.		0
115	The New Paradigm of the Omnichannel Retailing: Key Drivers, New Challenges and Potential Outcomes Resulting from the Adoption of an Omnichannel Approach. International Journal of Business and Management, 2017, 13, 85.	0.2	32
116	Omni-Channel Management as a Countermeasure for Showrooming. Journal of Marketing & Distribution, 2017, 20, 23-41.	0.2	0
117	Repositioning the high street: evidence and reflection from the UK. Journal of Place Management and Development, 2017, 10, 364-379.	1.5	17
118	Physical web atmospherics: utilising internet of things to conceptualise store atmosphere in omnichannel retailing. International Journal of Technology Marketing, 2017, 12, 389.	0.2	5

#	Article	IF	CITATIONS
119	From Browsing to Buying and Beyond: The Needs-Adaptive Shopper Journey Model. SSRN Electronic Journal, 2017, , .	0.4	1
120	IoT-based omni channel service for smart exhibition and value of data., 2017,,.		1
121	Exploring online and offline shopping motivational values in Malaysia. Asia Pacific Journal of Marketing and Logistics, 2018, 30, 352-379.	3.2	16
122	Showrooming, Webrooming, and User-Generated Content Creation in the Omnichannel Era. Journal of Internet Commerce, 2018, 17, 145-169.	5.5	106
124	Why is Price Dispersion Higher Online than Offline? The Impact of Retailer Type and Shopping Risk on Price Dispersion. Journal of Retailing, 2018, 94, 136-153.	6.2	61
125	Build touchpoints and they will come: transitioning to omnichannel retailing. International Journal of Physical Distribution and Logistics Management, 2018, 48, 465-483.	7.4	91
126	Business logistics models in omni-channel: a classification framework and empirical analysis. International Journal of Physical Distribution and Logistics Management, 2018, 48, 439-464.	7.4	85
127	Online or in-store: unravelling consumer's channel choice motives. Journal of Research in Interactive Marketing, 2018, 12, 215-230.	8.9	43
128	The influence of perceived media richness of marketing channels on online channel usage. Baltic Journal of Management, 2018, 13, 169-190.	2.2	20
129	Customers' tolerance for validation in omnichannel retail stores. International Journal of Logistics Management, 2018, 29, 704-722.	6.6	24
130	Buy online and pick up in-store: Design of the service area. European Journal of Operational Research, 2018, 268, 613-623.	5.7	136
131	Omni-channel retailing research – state of the art and intellectual foundation. International Journal of Physical Distribution and Logistics Management, 2018, 48, 365-390.	7.4	89
132	Channel integration quality, perceived fluency and omnichannel service usage: The moderating roles of internal and external usage experience. Decision Support Systems, 2018, 109, 61-73.	5.9	232
133	Cannibalization and competition effects on a manufacturer's retail channel strategies: Implications on an omni-channel business model. Decision Support Systems, 2018, 109, 5-14.	5.9	74
134	Mindfully going omni-channel: An economic decision model for evaluating omni-channel strategies. Decision Support Systems, 2018, 109, 74-88.	5.9	44
135	Developing a Mobile Applications Customer Experience Model (MACE)- Implications for Retailers. Journal of Business Research, 2018, 85, 325-336.	10.2	186
136	Trust me if you can – neurophysiological insights on the influence of consumer impulsiveness on trustworthiness evaluations in online settings. European Journal of Marketing, 2018, 52, 118-146.	2.9	41
137	The impact of channel integration on consumer responses in omni-channel retailing: The mediating effect of consumer empowerment. Electronic Commerce Research and Applications, 2018, 28, 181-193.	5.0	220

#	Article	IF	CITATIONS
138	The future of omnichannel retail: A four-stage Delphi study. Technological Forecasting and Social Change, 2018, 132, 217-229.	11.6	147
139	Exploring the digitalization impact on consumer decision-making in retail banking. Electronic Markets, 2018, 28, 265-286.	8.1	67
140	Offline retailers expanding online to compete with manufacturers: Strategies and channel power. Industrial Marketing Management, 2018, 71, 203-214.	6.7	28
141	New marketing in fashion e-commerce. Journal of Global Fashion Marketing, 2018, 9, 1-8.	3.7	65
142	Relationship quality as an antecedent of customer relationship proneness: A cross-cultural study between Spain and Mexico. Journal of Retailing and Consumer Services, 2018, 42, 78-87.	9.4	34
143	From bricks-and-mortar to bricks-and-clicks. International Journal of Physical Distribution and Logistics Management, 2018, 48, 415-438.	7.4	129
144	Integrating KPSO and C5.0 to analyze the omnichannel solutions for optimizing telecommunication retail. Decision Support Systems, 2018, 109, 39-49.	5.9	15
145	Enabling the digital fashion consumer through fit and sizing technology. Journal of Global Fashion Marketing, 2018, 9, 9-23.	3.7	31
146	Crowdsourcing Last Mile Delivery: Strategic Implications and Future Research Directions. Journal of Business Logistics, 2018, 39, 7-25.	10.6	138
147	Customer's reaction to cross-channel integration in omnichannel retailing: The mediating roles of retailer uncertainty, identity attractiveness, and switching costs. Decision Support Systems, 2018, 109, 50-60.	5.9	177
148	Customer segmentation with purchase channels and media touchpoints using single source panel data. Journal of Retailing and Consumer Services, 2018, 41, 142-152.	9.4	60
149	The role of technology in an omnichannel physical store. Spanish Journal of Marketing - ESIC, 2018, 22, 63-82.	5.2	62
150	Characteristics of Japanese type of omnichannel and its theoretical issues. Journal of Marketing & Distribution, 2018, 21, 77-89.	0.2	2
151	Going liquid: French food retail industry experiencing an interregnum. Consumption Markets and Culture, 2018, 21, 445-474.	2.1	6
152	Shopping channel preference and usage motivations. Journal of Fashion Marketing and Management, 2018, 22, 270-284.	2.2	37
153	Antecedents to consumers' showrooming behaviour: an integrated TAM-TPB framework. Journal of Consumer Marketing, 2018, 35, 438-450.	2.3	58
154	E-fulfilment and distribution in omni-channel retailing: a systematic literature review. International Journal of Physical Distribution and Logistics Management, 2018, 48, 391-414.	7.4	174
155	Mapping touchpoint exposure in retailing. International Journal of Retail and Distribution Management, 2018, 46, 304-322.	4.7	53

#	Article	IF	CITATIONS
156	Omnichannel business research: Opportunities and challenges. Decision Support Systems, 2018, 109, 1-4.	5.9	90
158	Omni-channel retailing: propositions, examples and solutions. International Review of Retail, Distribution and Consumer Research, 2018, 28, 259-276.	2.0	37
159	Consumer Behaviour and Order Fulfilment in Online Retailing: A Systematic Review. International Journal of Management Reviews, 2018, 20, 255-276.	8.3	212
160	Evaluation of Order Fulfillment Options in Retail Supply Chains. Decision Sciences, 2018, 49, 487-521.	4.5	48
161	The impact of retail format diversification on retailers' financial performance. Journal of the Academy of Marketing Science, 2018, 46, 147-167.	11.2	25
162	Bricks or clicks? Understanding consumer usage of retail mobile apps. Journal of Services Marketing, 2018, 32, 211-222.	3.0	68
163	Cross-national variation in consumers' retail channel selection in a multichannel environment: Evidence from Asia-Pacific countries. Journal of Business Research, 2018, 86, 321-332.	10.2	38
164	How store attributes impact shoppers' loyalty in emerging countries: An investigation in the Indian retail sector. Journal of Retailing and Consumer Services, 2018, 40, 117-124.	9.4	34
165	Multichannel strategies in public services: levels of satisfaction and citizens' preferences. International Review on Public and Nonprofit Marketing, 2018, 15, 9-24.	2.0	11
166	Strategic Choice of Sales Channel and Business Model for the Hotel Supply Chain. Journal of Retailing, 2018, 94, 33-44.	6.2	54
167	Eâ€Commerce Effects on Energy Consumption: A Multiâ€Year Ecosystemâ€Level Assessment. Journal of Industrial Ecology, 2018, 22, 799-812.	5.5	19
168	Marketing Transformation: Marketing Practice in an Ever Changing World. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2018, , .	0.2	1
169	The Phygital Shopping Experience: An Attempt at Conceptualization and Empirical Investigation. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2018, , 61-74.	0.2	23
170	Implementation processes of online and offline channel conflict management strategies in manufacturing enterprises: A resource orchestration perspective. International Journal of Information Management, 2018, 39, 136-145.	17.5	32
171	Vehicle routing problem in omni-channel retailing distribution systems. International Journal of Production Economics, 2018, 196, 43-55.	8.9	49
172	Retailer Channel Decisions of Consumer Electronics Supply Chain in a Competitive Environment. Tehnicki Vjesnik, 2018, 25, .	0.2	1
173	Simulation Analysis of Omni-channel Strategy Based on System Dynamics: A Case Study of Company X. IOP Conference Series: Materials Science and Engineering, 2018, 439, 032039.	0.6	2
174	Multichannel Retailing: A Review and Research Agenda. Foundations and Trends in Marketing, 2018, 12, 1-79.	1.1	36

#	Article	IF	Citations
175	Influence of Negative eWOM on Switching Intention. Business Management and Strategy, 2018, 9, 67.	0.4	0
177	Analysis of Factors that Influence Purchase Intention on Omni-channel Services., 2018,,.		8
178	Mobile Technology Contributing to Omni-Channel Retail., 2018,,.		8
179	Understanding the Influence of Wireless Communications and Wi-Fi Access on Customer Loyalty: A Behavioral Model System. Wireless Communications and Mobile Computing, 2018, 2018, 1-16.	1.2	33
180	Retail corporate groups: Challenges of omnichannel management in Japan. Journal of Marketing Channels, 2018, 25, 245-248.	0.4	3
181	Do Online Reviews Matter? Towards an Understanding of the Effect of Online Reviews on a Hotel's Profit and Strategic Channel Choice. SSRN Electronic Journal, 2018, , .	0.4	0
182	Mobile Service Design Thinking for Consumer Decision-Making Under Multichannel Environment. International Journal of Online Marketing, 2018, 8, 57-71.	1.1	0
183	Omnichannel approach: Factors affecting consumer acceptance. Journal of Marketing Channels, 2018, 25, 73-84.	0.4	35
184	How Are Logistics Service Providers Adapting to Omnichannel retail?. IFAC-PapersOnLine, 2018, 51, 588-593.	0.9	10
185	The Impact of Digital Transformation on the Retailing Value Chain. SSRN Electronic Journal, 0, , .	0.4	8
186	Handelslogistik. , 2018, , 716-736.		0
187	9. Touchpoint-Marketing. , 2018, , 231-256.		4
188	Revealing the impact of operational logistics service quality on omni-channel capability. Asia Pacific Journal of Marketing and Logistics, 2018, 30, 1200-1221.	3.2	41
189	The value propositions of multi-, cross-, and omni-channel retailing. International Journal of Retail and Distribution Management, 2018, 46, 1133-1152.	4.7	57
190	You're dead to me, but should you be? Using a retail database to classify American malls by occupancy and sales and an extended analysis of dead and dying malls. International Review of Retail, Distribution and Consumer Research, 2018, 28, 490-515.	2.0	6
191	Does online service failure matter to offline customer loyalty in the integrated multi-channel context? The moderating effect of brand strength. Journal of Service Theory and Practice, 2018, 28, 774-806.	3.2	35
192	Consumer's webrooming conduct: an explanation using the theory of planned behavior. Asia Pacific Journal of Marketing and Logistics, 2018, 30, 1040-1063.	3.2	40
193	Omnichannel Behaviour. Definitions and Covariables. SSRN Electronic Journal, 2018, , .	0.4	1

#	Article	IF	CITATIONS
194	Busca de Informações e Apresentação dos Produtos no Ambiente de Varejo Omnichannel: Estratégias para Varejistas Puramente On-line, Puramente FÃsicos e Multicanal. Revista Administração Em Diálogo, 2018, 20, 123.	0.1	0
195	Fashion retailing "tech-gagement― engagement fueled by new technology. Research Journal of Textile and Apparel, 2018, 22, 390-406.	1.1	19
196	Young consumers' valuations of new payment services. International Journal of Quality and Service Sciences, 2018, 10, 384-399.	2.4	10
197	A new approach to segmenting multichannel shoppers in Korea and the U.S Journal of Retailing and Consumer Services, 2018, 45, 163-178.	9.4	28
198	Comportamento do Consumidor em Canais Cruzados: Modelo de Mediação-Moderada nas Compras Online/Offline. RAC: Revista De Administração Contemporânea, 2018, 22, 510-530.	0.4	1
199	Determinants of retail store network expansion via shop-in-shops. International Journal of Retail and Distribution Management, 2018, 46, 915-943.	4.7	10
200	The influence of interactive window displays on expected shopping experience. International Journal of Retail and Distribution Management, 2018, 46, 802-819.	4.7	23
201	An investigation of consumers' purchase intentions towards omni-channel shopping. International Journal of Retail and Distribution Management, 2018, 46, 959-976.	4.7	90
202	Towards a better understanding of mobile banking: the impact of customer experience on trust and commitment. Journal of Financial Services Marketing, 2018, 23, 141-152.	3.4	25
203	Does innovation propensity influence wineries' distribution channel decisions?. International Journal of Wine Business Research, 2018, 30, 446-462.	2.0	5
204	Adapting warehouse operations and design to omni-channel logistics. International Journal of Physical Distribution and Logistics Management, 2018, 48, 890-912.	7.4	90
205	A Critical Comparison of Alternative Distribution Configurations in Omni-Channel Retailing in Terms of Cost and Greenhouse Gas Emissions. Sustainability, 2018, 10, 307.	3.2	19
206	The last-mile logistical challenges of an omnichannel grocery retailer: A South African perspective. Journal of Transport and Supply Chain Management, 0, 12, .	0.6	7
207	Omni-Channel Operations with Showrooms and Consumer Returns. , 2018, , .		2
208	Omni-Channel Service Architectures in a Technology-Based Business Network: An Empirical Insight. Lecture Notes in Business Information Processing, 2018, , 31-44.	1.0	1
209	The Effects of Search-Related and Purchase-Related Mobile App Additions on Retailers' Shareholder Wealth: The Roles of Firm Size, Product Category, and Customer Segment. Journal of Retailing, 2018, 94, 343-351.	6.2	15
210	Consumption experience: past, present and future. Qualitative Market Research, 2018, 21, 402-420.	1.5	40
211	Customer-driven investment decisions in existing multiple sales channels: A downstream supply chain analysis. International Journal of Production Economics, 2018, 204, 44-58.	8.9	11

#	Article	IF	CITATIONS
212	Determinants of Retailers' Cross-channel Integration: An Innovation Diffusion Perspective on Omni-channel Retailing. Journal of Interactive Marketing, 2018, 44, 1-16.	6.2	62
213	Showrooming: an Exploratory Empirical Investigation of Students' Attitudes and Behavior. Information Systems Management, 2018, 35, 294-307.	5.7	21
214	Assessing the effects of multichannel service provider corporate reputation on customer new product adoption and RFM value. Journal of Service Management, 2018, 29, 680-702.	7.2	13
215	Determinants of the intention of smartphone usage by mobile internet users for m-services. Management Decision, 2018, 56, 2291-2307.	3.9	17
216	Pour un renouvellement du concept de situation: le cas de la situation de shopping en ligne $\tilde{A}$ domicile. Recherche Et Applications En Marketing, 2018, 33, 27-49.	0.5	10
217	Technology at the dinner table: Ordering food online through mobile apps. Journal of Retailing and Consumer Services, 2018, 43, 342-351.	9.4	176
218	Multichannel segmentation in the after-sales stage in the insurance industry. International Journal of Bank Marketing, 2018, 36, 1055-1072.	6.4	5
219	The impact of experiential augmented reality applications on fashion purchase intention. International Journal of Retail and Distribution Management, 2018, 48, 433-451.	4.7	105
220	Understanding multichannel shopper journey configuration: An application of goal theory. Journal of Retailing and Consumer Services, 2018, 44, 108-117.	9.4	40
221	The paradox of odd-even price in fashion luxury sector: Empirical evidence from an international direct observation of luxury stores. Journal of Global Fashion Marketing, 2018, 9, 205-222.	3.7	5
222	Understanding the Omnichannel Customer Journey: Determinants of Interaction Choice. Journal of Interactive Marketing, 2018, 43, 116-133.	6.2	145
223	Drivers and barriers of omni-channel retailing in China. International Journal of Retail and Distribution Management, 2018, 46, 657-689.	4.7	64
224	Fostering Purchase Intentions Toward Online Retailer Websites in an Emerging Market: An S-O-R Perspective. Journal of Internet Commerce, 2018, 17, 255-282.	5.5	56
225	The Impact of Mobile-App Adoption on Grocery-Purchase Behavior. SSRN Electronic Journal, 0, , .	0.4	0
226	Opportunities and challenges of applying omnichannel approach to contact center. , 2018, , .		3
227	For a renewal of the situation concept: The situation of home online shopping. Recherche Et Applications En Marketing, 2018, 33, 24-45.	0.5	4
228	All's Not Well on the Marketing Frontlines: Grasping the Challenges of Adverse TechnologyyConsumer Interactions. SSRN Electronic Journal, 0, , .	0.4	0
229	Introduction to Special Issue: Consumer Response to the Evolving Retailing Landscape. Journal of the Association for Consumer Research, 2018, 3, 255-259.	1.7	29

#	Article	IF	CITATIONS
230	Understanding European tourists' use of e-tourism platforms. Analysis of networks. Information Technology and Tourism, 2018, 20, 131-152.	5.8	24
231	An Optimal Strategic Business Model for Small Businesses Using Online Platforms. Sustainability, 2018, 10, 579.	3.2	14
232	Investigating the effectiveness of retailers' mobile applications in determining customer satisfaction and repatronage intentions? A congruency perspective. Journal of Retailing and Consumer Services, 2018, 44, 235-243.	9.4	74
233	Assessing impacts of introducing shipâ€toâ€store service on sales and returns in omnichannel retailing: A data analytics study. Journal of Operations Management, 2018, 61, 15-45.	<b>5.</b> 2	97
234	Strategic customer engagement marketing: A decision making framework. Journal of Business Research, 2018, 92, 61-70.	10.2	94
235	Product flows and decision models in Internet fulfillment warehouses. Production Planning and Control, 2018, 29, 791-801.	8.8	12
236	E-grocery challenges and remedies: Global market leaders perspective. Cogent Business and Management, 2018, 5, 1459338.	2.9	22
237	Omnichannel retail operations with consumer returns and order cancellation. Transportation Research, Part E: Logistics and Transportation Review, 2018, 118, 308-324.	7.4	95
238	Webroomers versus showroomers: Are they the same?. Journal of Business Research, 2018, 92, 300-320.	10.2	67
239	Chapter 6: The Birth of Omni-Channel Marketing and New Dynamics of Consumers' Approach to Retail Channels. , 2018, , 247-272.		3
240	Engagement, satisfaction and customer behavior-based CRM performance. Journal of Service Theory and Practice, 2018, 28, 682-707.	3.2	44
241	The Challenges of Digital Transformation for Fast-Fashion Brands: A Proposal for an Operational Tool to Measure Omni-Channel Integration. Springer Proceedings in Business and Economics, 2018, , 95-103.	0.3	8
242	Consumer Motivations for Click-and-Collect and Home Delivery in Online Shopping. Springer Proceedings in Business and Economics, 2018, , 115-122.	0.3	2
243	Advances in National Brand and Private Label Marketing. Springer Proceedings in Business and Economics, 2018, , .	0.3	1
244	Transformative Marketing: The Next 20 Years. Journal of Marketing, 2018, 82, 1-12.	11.3	277
245	From Browsing to Buying and Beyond: The Needs-Adaptive Shopper Journey Model. Journal of the Association for Consumer Research, 2018, 3, 277-293.	1.7	44
246	What policyholder and contract features determine the evolution of non-life insurance customer relationships?. International Journal of Bank Marketing, 2018, 36, 1098-1124.	6.4	16
247	Stand der Forschung – Entwicklung von Omnichannel-Strategien als Antwort auf neues Konsumentenverhalten. , 2018, , 3-35.		19

#	Article	IF	CITATIONS
248	Ein theoriebasierter Ansatz zur Erlangung von Exzellenz im Omnichannel-Vertrieb., 2018,, 37-70.		6
249	Individual preferences of digital touchpoints: A latent class analysis. Journal of Retailing and Consumer Services, 2019, 50, 386-393.	9.4	48
250	Quel <i>smart retailing</i> en magasin pour quelle exp $\tilde{A}$ ©rience omnicanal v $\tilde{A}$ ©cue?. Recherche Et Applications En Marketing, 2019, 34, 95-118.	0.5	10
251	Paradoxes of Postmodern Tourists and Innovation in Tourism Marketing. , 2019, , 131-154.		17
252	Customers' valuation of time and convenience in e-fulfillment. International Journal of Physical Distribution and Logistics Management, 2019, 49, 75-98.	7.4	77
253	Multichannel service failure and recovery in a O2O era: A qualitative multi-method research in the banking services industry. International Journal of Production Economics, 2019, 215, 24-33.	8.9	24
254	Gamified in-store mobile marketing: The mixed effect of gamified point-of-purchase advertising. Journal of Retailing and Consumer Services, 2019, 50, 298-304.	9.4	51
255	Omnichannel management with consumer disappointment aversion. International Journal of Production Economics, 2019, 215, 84-101.	8.9	75
256	Marketing perspectives on digital business models: A framework and overview of the special issue. International Journal of Research in Marketing, 2019, 36, 341-349.	4.2	91
257	The Synergy of Business Theory and Practice. Palgrave Studies in Cross-disciplinary Business Research, in Association With EuroMed Academy of Business, 2019, , .	1.2	8
258	Smart Omni-Channel Consumer Engagement in Malls. Communications in Computer and Information Science, 2019, , 89-96.	0.5	5
259	Virtual Reality in Marketing: A Framework, Review, and Research Agenda. Frontiers in Psychology, 2019, 10, 1530.	2.1	101
260	One Vs. Many: who wins? An empirical investigation of online product display. International Review of Retail, Distribution and Consumer Research, 2019, 29, 285-305.	2.0	5
261	Retail supply chain management: a review of theories and practices. Journal of Data Information and Management, 2019, 1, 45-64.	2.7	27
262	Resilient Forms of Shopping Centers Amid the Rise of Online Retailing: Towards the Urban Experience. Sustainability, 2019, 11, 3999.	<b>3.</b> 2	21
263	Having a Smarter City through Digital Urban Interfaces: An Evaluation Method. Applied Sciences (Switzerland), 2019, 9, 3498.	2.5	3
264	Operations in an Omnichannel World. Springer Series in Supply Chain Management, 2019, , .	0.7	15
265	The Effect of Omni Channel Marketing on the Online Search Behavior of Jakarta Retail Consumers with Theory of Planned Behavior (TPB) Approach. , 2019, , .		2

#	Article	IF	CITATIONS
266	Consumer attitudes towards mobile advertising: an updated vision. International Journal of Internet Marketing and Advertising, 2019, 13, 235.	0.2	2
267	The influence of multi-channel pricing strategy on price fairness and customer confusion. International Review of Retail, Distribution and Consumer Research, 2019, 29, 504-517.	2.0	7
268	New vistas for marketing strategy: digital, data-rich, and developing market (D3) environments. Journal of the Academy of Marketing Science, 2019, 47, 977-985.	11.2	26
269	App users' emotional reactions and festival satisfaction: the mediating role of situational involvement. Journal of Travel and Tourism Marketing, 2019, 36, 980-997.	7.0	18
270	Evaluation of e-commerce location and entry to China $\hat{a}\in$ " implications on shipping and trade. Journal of Shipping and Trade, 2019, 4, .	1.9	5
271	Digital marketing. Handbook of Economics Marketing, 2019, 1, 259-290.	0.1	6
272	The need for services and technologies in physical fast fashion stores: Generation Y's opinion. Journal of Marketing Management, 2019, 35, 1437-1459.	2.3	18
273	A Decision-Making Framework for Inventory Positioning in an Omnichannel Business Environment. International Journal of Information Systems and Supply Chain Management, 2019, 12, 81-94.	0.9	8
274	The impact of digital transformation on the retailing value chain. International Journal of Research in Marketing, 2019, 36, 350-366.	4.2	249
275	Consumer decision-making of slow moving consumer goods in the age of multi-channels. International Review of Retail, Distribution and Consumer Research, 2019, 29, 1-22.	2.0	22
277	Deriving Competitive Foresight Using an Ontology-Based Patent Roadmap and Valuation Analysis. International Journal on Semantic Web and Information Systems, 2019, 15, 68-91.	5.1	10
278	Chronotypes' Task-Technology Fit for Search and Purchase in Omnichannel Context. Mobile Information Systems, 2019, 2019, 1-9.	0.6	5
279	The impact of risk perceptions on the attitude toward multi-channel technologies. International Review of Retail, Distribution and Consumer Research, 2019, 29, 262-284.	2.0	6
280	The Shift from Financial to Non-financial Measures During Transition into Digital Retail – A Systematic Literature Review. Lecture Notes in Business Information Processing, 2019, , 189-200.	1.0	5
282	Trigger factors in brick and click shopping. Intangible Capital, 2019, 15, 57.	0.9	4
283	Omni-Channel Product Distribution Network Design by Using the Improved Particle Swarm Optimization Algorithm. Discrete Dynamics in Nature and Society, 2019, 2019, 1-15.	0.9	4
284	The Impact of Adding Online-to-Offline Service Platform Channels on Firms' Offline and Total Sales and Profits. Journal of Interactive Marketing, 2019, 47, 115-128.	6.2	45
285	Stay in touch! New insights into end-user attitudes towards engagement platforms. Journal of Consumer Marketing, 2019, 36, 772-783.	2.3	18

#	Article	IF	Citations
286	Mobile coupon acquisition and redemption for restaurants: The effects of store clusters as a double-edged sword. Journal of Business Research, 2019, 103, 163-172.	10.2	10
287	Customer engagement with websites: a transactional retail perspective. European Journal of Marketing, 2019, 53, 1882-1904.	2.9	23
288	Exploring trends, implications and challenges for logistics information systems in omni-channels. International Journal of Retail and Distribution Management, 2019, 47, 384-411.	4.7	31
289	Technology adoption for the integration of online–offline purchasing. International Journal of Retail and Distribution Management, 2019, 47, 474-492.	4.7	84
290	Loyalty Formation for Different Customer Journey Segments. Journal of Retailing, 2019, 95, 9-29.	6.2	135
291	A brand view on the user acceptance of mobile apps: an evidence from India in the multi-channel context. International Journal of Electronic Marketing and Retailing, 2019, 10, 95.	0.2	1
292	Exploring the retail industry environment using nonlinear analysis. International Journal of Retail and Distribution Management, 2019, 47, 453-470.	4.7	4
293	Digital advertising as service: introducing contextually embedded selling. Journal of Services Marketing, 2019, 33, 396-406.	3.0	19
294	Mobile Social Commerce: Current State and Future Directions. Journal of Global Marketing, 2019, 32, 306-318.	3.4	17
295	Omni-channel banking integration quality and perceived value as drivers of consumers' satisfaction and loyalty. Journal of Enterprise Information Management, 2019, 32, 608-625.	7.5	66
296	Attention to online channels across the path to purchase: An eye-tracking study. Electronic Commerce Research and Applications, 2019, 36, 100864.	5.0	31
297	The Effect of Cross-Channel Integration on Cost Efficiency. Journal of Interactive Marketing, 2019, 47, 68-83.	6.2	26
298	Optimal in-store inventory policy for omnichannel retailers in franchising networks. International Journal of Retail and Distribution Management, 2019, 47, 1251-1265.	4.7	26
299	How Does Consumers' Omnichannel Shopping Behaviour Translate into Travel and Transport Impacts? Case-Study of a Footwear Retailer in Belgium. Sustainability, 2019, 11, 2534.	3.2	40
300	Definition, conceptualization and measurement of consumer-based retailer brand equity. Journal of Retailing and Consumer Services, 2019, 50, 73-84.	9.4	33
301	Introducing the storytelling analysis methodology in marketing: Principles, contributions and implementation. Recherche Et Applications En Marketing, 2019, 34, 27-46.	0.5	6
302	Managing online product assortment and order fulfillment for superior e-tailing service experience. Asia Pacific Journal of Marketing and Logistics, 2019, 31, 1161-1192.	3.2	44
303	Multi-sided marketplaces and the transformation of retail: A service systems perspective. Journal of Retailing and Consumer Services, 2019, 49, 380-388.	9.4	53

#	Article	IF	Citations
304	Omni-channel retailing: Do offline retailers benefit from online reviews?. International Journal of Production Economics, 2019, 218, 43-61.	8.9	58
305	Shopper Deal Seeking Across Channels: An Updated View. Journal of Marketing Theory and Practice, 2019, 27, 123-139.	4.3	8
306	Happiness as a value of event organizers in Abu Dhabi. International Journal of Event and Festival Management, 2019, 10, 34-47.	1.4	2
307	Different kinds of research shoppers, different cognitive-affective consequences. Spanish Journal of Marketing - ESIC, 2019, 23, 45-68.	5.2	14
308	App Adoption: The Effect on Purchasing of Customers Who Have Used a Mobile Website Previously. Journal of Interactive Marketing, 2019, 47, 16-34.	6.2	63
309	A Simulation Model Of Multiâ€Echelon Retail Inventory With Crossâ€Channel Product Returns. Journal of Business Logistics, 2019, 40, 322-338.	10.6	17
310	Feeling Confident and Smart with Webrooming: Understanding the Consumer's Path to Satisfaction. Journal of Interactive Marketing, 2019, 47, 1-15.	6.2	83
312	A text analytics approach for online retailing service improvement: Evidence from Twitter. Decision Support Systems, 2019, 121, 37-50.	5.9	75
313	A Systematic Literature Review and Analysis of Mobile Retailing Adoption. Journal of Internet Commerce, 2019, 18, 221-247.	5.5	10
314	Examining consumers' webrooming behavior: an integrated approach. Marketing Intelligence and Planning, 2019, 37, 339-354.	3.5	47
315	Disruptive Marketing Communication for Customer Engagement. The New Frontiers of Mobile Instant Messaging. JMM International Journal on Media Management, 2019, 21, 3-23.	0.8	13
316	Social media's effectiveness for activating social declarations and motivating personal discussions to improve organ donation consent rates. Journal of Research in Interactive Marketing, 2019, 13, 47-61.	8.9	10
317	Harnessing the Power of the General Public for Crowdsourced Business Intelligence: A Survey. IEEE Access, 2019, 7, 26606-26630.	4.2	18
318	A quantitative performance management framework for assessing omnichannel retail supply chains. Journal of Retailing and Consumer Services, 2019, 48, 257-269.	9.4	78
319	Omnichannel Shopper Segmentation in the Fashion Industry. Journal of Promotion Management, 2019, 25, 681-699.	3.4	18
320	The impact of dynamic price variability on revenue maximization. Tourism Management, 2019, 74, 224-233.	9.8	87
321	Setting acceptable prices: a key for success in retailing. Spanish Journal of Marketing - ESIC, 2019, 23, 119-139.	5.2	3
322	Introduction de la méthodologie d'analyse du storytelling en marketing : principes, apports et mise en œuvre. Recherche Et Applications En Marketing, 2019, 34, 33-53.	0.5	7

#	ARTICLE	IF	CITATIONS
323	Investigating the influential factors of return channel loyalty in omni-channel retailing. International Journal of Production Economics, 2019, 216, 118-132.	8.9	59
324	How Beneficial is Social Media for Business Process Management? A Systematic Literature Review. IEEE Access, 2019, 7, 39583-39599.	4.2	10
325	Dialogmarketing Perspektiven 2018/2019. , 2019, , .		2
326	Does digital footprint act as a digital asset? – Enhancing brand experience through remarketing. International Journal of Information Management, 2019, 49, 142-156.	17.5	72
327	Developing fashion retail operations to growth in emerging markets. Journal of Global Fashion Marketing, 2019, 10, 145-162.	3.7	8
329	Freight transportation service procurement: A literature review and future research opportunities in omnichannel E-commerce. Transportation Research, Part E: Logistics and Transportation Review, 2019, 125, 348-365.	7.4	87
330	The Dynamic Nature of Brand Experience. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2019, , 789-799.	0.2	2
331	Multichannel integration quality: A systematic review and agenda for future research. Journal of Retailing and Consumer Services, 2019, 49, 154-163.	9.4	82
332	Transitions towards omni-channel retailing strategies: a business model perspective. International Journal of Retail and Distribution Management, 2019, 47, 78-93.	4.7	98
333	How do goal and product knowledge specificity influence online channel choice? A polynomial regression analysis. Electronic Commerce Research and Applications, 2019, 35, 100846.	5.0	10
334	Multi-period price optimization problem for omnichannel retailers accounting for customer heterogeneity. International Journal of Production Economics, 2019, 212, 155-167.	8.9	48
335	Multichannel personalization: Identifying consumer preferences for product recommendations in advertisements across different media channels. Journal of Retailing and Consumer Services, 2019, 48, 87-99.	9.4	43
336	The Research Topics on E-Grocery: Trends and Existing Gaps. Sustainability, 2019, 11, 321.	3.2	37
337	Routing for an on-demand logistics service. Transportation Research Part C: Emerging Technologies, 2019, 103, 328-351.	7.6	18
338	The multichannel pricing dilemma: Do consumers accept higher offline than online prices?. International Journal of Research in Marketing, 2019, 36, 597-612.	4.2	26
339	Augmented Reality in Real Stores: Empirical Evidence from Consumers' Interaction with AR in a Retail Format. Progress in IS, 2019, , 3-16.	0.6	17
340	The impact of social media in business growth and performance: A scientometrics analysis. International Journal of Data and Network Science, 2019, , 223-244.	4.6	34
341	Branding in the era of digital (dis)intermediation. International Journal of Research in Marketing, 2019, 36, 367-384.	4.2	93

#	Article	IF	Citations
342	Effect of multichannel service delivery quality on customers' continued engagement intention. Asia Pacific Journal of Marketing and Logistics, 2019, 32, 473-494.	3.2	17
343	Omnichannel fulfillment strategies: defining the concept and building an agenda for future inquiry. International Journal of Logistics Management, 2019, ahead-of-print, .	6.6	16
344	Supply chain integration in omni-channel retailing: a human resource management perspective. International Journal of Physical Distribution and Logistics Management, 2019, 50, 101-121.	7.4	16
345	Consumer experience of interactive technology in fashion stores. International Journal of Retail and Distribution Management, 2019, 47, 1318-1335.	4.7	27
346	Why do online grocery shoppers switch or stay? An exploratory analysis of consumers' response to online grocery shopping experience. International Journal of Retail and Distribution Management, 2019, 47, 1300-1317.	4.7	66
347	The transition of small Spanish wineries toward multi-channel distribution. International Journal of Wine Business Research, 2019, 32, 139-158.	2.0	5
348	How logistics service quality and product quality matter in the retailer–customer relationship of food drive-throughs. International Journal of Physical Distribution and Logistics Management, 2019, 50, 535-555.	7.4	24
349	Store atmosphere and impulse: a cross-cultural study. International Journal of Retail and Distribution Management, 2019, 47, 817-835.	4.7	38
350	KPIs for performance measurement of e-fulfillment systems in multi-channel retailing. International Journal of Retail and Distribution Management, 2019, 48, 35-52.	4.7	17
351	Information privacy concern and deception in online retailing. Internet Research, 2019, 30, 511-537.	4.9	26
352	Adoption barriers in engaging young consumers in the Omni-channel retailing. Young Consumers, 2019, 21, 193-210.	3.5	18
353	Continuance interaction intention in retailing. Information Technology and People, 2019, 33, 1303-1326.	3.2	15
354	Managing technological innovation in the sports industry: a challenge for retail management. Competitiveness Review, 2019, 30, 78-100.	2.6	5
355	How website browsing impacts expectations of store features. International Journal of Retail and Distribution Management, 2019, 48, 92-108.	4.7	16
356	The effect of e-retailers' innovations on shoppers' impulsiveness and addiction in web-based communities: the case of Amazon's Prime Now. International Journal of Web Based Communities, 2019, 15, 327.	0.3	8
357	Customer experience quality in omni-channel banking: identifying the factors affecting customer experience in the Indian context. International Journal of Management Concepts and Philosophy, 2019, 12, 222.	0.1	3
358	Consumer behavior in the omni-channel supply chain under social networking services. Industrial Management and Data Systems, 2019, 119, 1785-1801.	3.7	17
359	Generation Z talking: transformative experience in educational travel. Journal of Tourism Futures, 2019, 5, 157-167.	3.9	17

#	Article	IF	CITATIONS
360	All's Not Well on the Marketing Frontlines: Understanding the Challenges of Adverse Technology–Consumer Interactions <sup>Ⰶ</sup> . Review of Marketing Research, 2019, , 121-140.	0.2	1
361	Omni-channel users and omni-channel customers: a segmentation analysis using distribution services. Spanish Journal of Marketing - ESIC, 2019, 23, 415-436.	5.2	21
362	The impact of consumers' positive online recommendations on the omnichannel webrooming experience. Spanish Journal of Marketing - ESIC, 2019, 23, 397-414.	5.2	32
363	A technology roadmap study on omni-channel library. Electronic Library, 2019, 37, 784-795.	1.4	0
364	Warehouse configuration in omni-channel retailing: a multiple case study. International Journal of Physical Distribution and Logistics Management, 2019, 50, 509-533.	7.4	11
365	Stock visibility for retail using an RFID robot. International Journal of Physical Distribution and Logistics Management, 2019, 49, 1020-1042.	7.4	30
366	Understanding the webrooming phenomenon. International Journal of Retail and Distribution Management, 2019, 47, 1074-1092.	4.7	62
367	Developing a generic retail business model – a qualitative comparative study. International Journal of Retail and Distribution Management, 2019, 47, 1029-1056.	4.7	19
368	Understanding online review helpfulness in omnichannel retailing. Industrial Management and Data Systems, 2019, 119, 1565-1580.	3.7	36
369	Revenue and yield management: a perspective article. Tourism Review, 2019, 75, 294-298.	6.4	10
370	Empirical Study of Omnichannel Purchasing Pattern with Real Customer Data from Health and Lifestyle Company. Sustainability, 2019, 11, 7185.	3.2	8
371	Factors Influencing the Intended Adoption of Digital Transformation: A South African Case Study. , 0, , .		10
372	Social Interactions Between Non-Profit Organization and Key Stakeholders. , 2019, , .		1
373	Augmenting reality: fusing consumers' experiences and interactions with immersive technologies in physical retail settings. International Journal of Technology Marketing, 2019, 13, 260.	0.2	16
374	Efficiency assessment of Indian electronics retail stores using DEA. International Journal of Business Performance and Supply Chain Modelling, 2019, 10, 386.	0.3	4
375	Marketing concepts of customer experience in digital economy. E3S Web of Conferences, 2019, 135, 04048.	0.5	6
376	Proximity Trade and Urban Sustainability: Small Retailers' Expectations Towards Local Online Marketplaces. Sustainability, 2019, 11, 7199.	3.2	14
377	The upside of showrooming: How online information creates positive spill-over for the brick-and-mortar retailer. Journal of Organizational Computing and Electronic Commerce, 2019, 29, 294-315.	1.8	12

#	Article	IF	CITATIONS
378	Pricing Strategies with Buy-Online-and-Pickup-in-Store., 2019,,.		2
379	Impact of Hedonic Evaluation of Technological Innovations on Revisit Intention in a Store Digitalization Context. International Journal of Technology and Human Interaction, 2019, 15, 38-53.	0.4	2
380	Digital Segmentation of Priority Populations in Public Health. Health Education and Behavior, 2019, 46, 81S-89S.	2.5	19
382	Towards a Predictive Approach for Omni-channel Retailing Supply Chains. IFAC-PapersOnLine, 2019, 52, 844-850.	0.9	12
383	Omni Channel Retailing: An Opportunity and Challenges in the Indian Market. Journal of Physics: Conference Series, 2019, 1362, 012121.	0.4	12
384	Modelling the environmental impact of omni-channel purchasing in the apparel industry: the role of logistics. International Journal of Logistics Systems and Management, 2019, 34, 431.	0.2	8
385	Smart Omnichannel Architecture for Air Travel Applications Using Big Data Techniques. Lecture Notes on Data Engineering and Communications Technologies, 2019, , 661-669.	0.7	1
386	The Future of Tourism., 2019,,.		12
387	Customer engagement through omnichannel retailing: The effects of channel integration quality. Industrial Marketing Management, 2019, 77, 90-101.	6.7	196
388	Examining customer channel selection intention in the omni-channel retail environment. International Journal of Production Economics, 2019, 208, 434-445.	8.9	101
389	Shopping centres in decline: analysis of demalling in Lisbon. Cities, 2019, 87, 21-29.	5.6	38
390	Secrets to design an effective message on Facebook: an application to a touristic destination based on big data analysis. Current Issues in Tourism, 2019, 22, 1841-1861.	7.2	32
391	What drives omnichannel shopping behaviors?. Journal of Fashion Marketing and Management, 2019, 23, 224-238.	2.2	45
392	Online relationship marketing. Journal of the Academy of Marketing Science, 2019, 47, 369-393.	11.2	212
393	What kind of in-store smart retailing for an omnichannel real-life experience?. Recherche Et Applications En Marketing, 2019, 34, 91-112.	0.5	30
394	Understanding complaint channel usage in multichannel retailing. Journal of Retailing and Consumer Services, 2019, 47, 94-103.	9.4	26
395	Uncovering the effects of digital movie format availability on physical movie sales. Decision Support Systems, 2019, 117, 75-86.	5.9	13
396	The influence of inâ€store personnel on online store value: An analogical transfer perspective. Psychology and Marketing, 2019, 36, 161-174.	8.2	18

#	ARTICLE	IF	CITATIONS
397	Lead users of business mobile services. International Journal of Information Management, 2019, 47, 283-292.	17.5	12
398	Antecedents and Consequences of Customer Satisfaction: Do They Differ Across Online and Offline Purchases?. Journal of Retailing, 2019, 95, 10-23.	6.2	178
399	Branded Apps and Their Impact on Firm Value: A Design Perspective. Journal of Marketing Research, 2019, 56, 76-88.	4.8	62
400	Multichannel consumer behaviors in the mobile environment: Using fsQCA and discriminant analysis to understand webrooming motivations. Journal of Business Research, 2019, 101, 757-766.	10.2	59
401	Triggering effects of mobile video marketing in nature tourism: Media richness perspective. Information Processing and Management, 2019, 56, 756-770.	8.6	46
402	The Internet of Things (IoT) in retail: Bridging supply and demand. Business Horizons, 2019, 62, 47-54.	5.2	120
403	Flatlined: Combatting the death of retail stores. Business Horizons, 2019, 62, 75-82.	5.2	45
404	The impact of virtual, augmented and mixed reality technologies on the customer experience. Journal of Business Research, 2019, 100, 547-560.	10.2	661
405	Exploring Omnichannel Retailing: Common Expectations and Diverse Reality., 2019, , 1-10.		5
406	Implementation of Omnichannel Strategy in the US Retail: Evolutionary Approach. , 2019, , 47-69.		12
407	Does Service Quality Perception in Omnichannel Retailing Matter? A Systematic Review and Agenda for Future Research., 2019,, 71-97.		16
408	Futurising the Physical Store in the Omnichannel Retail Environment. , 2019, , 197-223.		15
409	Exploring Omnichannel Retailing. , 2019, , .		5
410	The "next day, free delivery―myth unravelled. International Journal of Retail and Distribution Management, 2019, 47, 39-54.	4.7	81
411	Drivers for Channel Integration and Omnichannel Strategy: Evidence from the Leading Grocery Retailer in Turkey., 2019,, 99-114.		3
412	Engaging consumers in multichannel online retail environment. Journal of Modelling in Management, 2019, 14, 49-76.	1.9	26
414	Antecedents and consequences of virtual customer co-creation behaviours. Internet Research, 2019, 29, 218-244.	4.9	52
415	Navigating Through Digital Transformation Using Bimodal IT: How Changing IT Organizations Facilitates the Digital Transformation Journey at Deutsche Bahn Vertrieb GmbH. Management for Professionals, 2019, , 393-410.	0.5	1

#	Article	IF	CITATIONS
416	Bi-objective optimization for sustainable supply chain network design in omnichannel. Journal of Manufacturing Technology Management, 2019, 30, 972-986.	6.4	29
417	Customer engagement in service. Journal of the Academy of Marketing Science, 2019, 47, 138-160.	11.2	259
418	Optimal overbooking decision for a "Hotel + OTA―dualâ€channel supply chain. International Transactions in Operational Research, 2019, 26, 999-1024.	2.7	14
419	Effects of customer response to fashion product stockout on holding costs, order sizes, and profitability in omnichannel retailing. International Transactions in Operational Research, 2019, 26, 200-222.	2.7	43
420	Online retailing across e-channels and e-channel touchpoints: Empirical studies of consumer behavior in the multichannel e-commerce environment. Journal of Business Research, 2020, 107, 256-270.	10.2	117
421	Conceptualization and assessment of E-service quality for luxury brands. Service Industries Journal, 2020, 40, 436-470.	8.3	18
422	Smart locker bank design optimization for urban omnichannel logistics: Assessing monolithic vs. modular configurations. Computers and Industrial Engineering, 2020, 139, 105544.	6.3	37
423	Online upselling: Moving beyond offline upselling in the hotel industry. International Journal of Hospitality Management, 2020, 84, 102322.	8.8	14
424	Customer satisfaction and firm performance: insights from over a quarter century of empirical research. Journal of the Academy of Marketing Science, 2020, 48, 543-564.	11.2	119
425	Development of an AHP hierarchy for managing omnichannel capabilities: a design science research approach. Business Research, 2020, 13, 39-68.	4.0	6
426	How can a travel agency network survive in the wake of digitalization? Evidence from the Robintur case study. Current Issues in Tourism, 2020, 23, 1049-1052.	7.2	13
427	Towards a framework for innovation in retailing through social media. Journal of Retailing and Consumer Services, 2020, 54, 101772.	9.4	26
428	Conceptualization of omnichannel customer experience and its impact on shopping intention: A mixed-method approach. International Journal of Information Management, 2020, 50, 325-336.	17.5	206
429	Digital Transformation in Business and Society. , 2020, , .		17
430	The impact of affective and cognitive app experiences on loyalty towards retailers. Journal of Retailing and Consumer Services, 2020, 54, 101948.	9.4	61
431	A holistic competence framework for (future) retail design and retail design education. Journal of Retailing and Consumer Services, 2020, 55, 101914.	9.4	3
432	Call for papers: Current trends and innovations in marketing management. European Management Journal, 2020, 38, 1-2.	5.1	1
433	Multichannel integration along the customer journey: a systematic review and research agenda. Service Industries Journal, 2020, 40, 1087-1118.	8.3	33

#	Article	IF	CITATIONS
434	Use of neurometrics to choose optimal advertisement method for omnichannel business. Enterprise Information Systems, 2020, 14, 243-265.	4.7	18
435	Store of the future: Towards a (re)invention and (re)imagination of physical store space in an omnichannel context. Journal of Retailing and Consumer Services, 2020, 55, 101913.	9.4	66
436	What help do you need for your fashion shopping? A typology of curated fashion shoppers based on shopping motivations. European Management Journal, 2020, 38, 319-334.	5.1	26
437	Combining channels to make smart purchases: The role of webrooming and showrooming. Journal of Retailing and Consumer Services, 2020, 52, 101923.	9.4	116
438	Marketing channel evolution: From contactual efficiency to brand value co-creation and appropriation within the platform enterprise. Journal of Marketing Channels, 2020, 26, 60-71.	0.4	7
439	Searching offline and buying online – An analysis of showrooming forms and segments. Journal of Retailing and Consumer Services, 2020, 52, 101919.	9.4	43
440	The dynamic stocking location problem – Dispersing inventory in fulfillment warehouses with explosive storage. International Journal of Production Economics, 2020, 224, 107550.	8.9	17
441	Consumer Interâ€Product Showrooming and Information Service Provision in an Omniâ€Channel Supply Chain. Decision Sciences, 2020, 51, 1232-1264.	4.5	38
442	Brand Building on the Doorstep: The Importance of the First (Physical) Impression. Journal of Retailing, 2020, 96, 155-167.	6.2	22
443	Antecedents and consequences of cross-effects: An empirical analysis of omni-coupons. International Journal of Research in Marketing, 2020, 37, 405-420.	4.2	22
444	Reducing Competitive Research Shopping With Cross-Channel Delivery. International Journal of Electronic Commerce, 2020, 24, 78-106.	3.0	19
445	From ambition to action: How to achieve integration in omni-channel?. Journal of Business Research, 2020, 110, 1-11.	10.2	41
446	The role of the store in managing postpurchase complaints for omnichannel shoppers. Journal of Business Research, 2020, 109, 288-296.	10.2	32
447	Understanding consumers' paths to webrooming: A complexity approach. Journal of Retailing and Consumer Services, 2020, 53, 101991.	9.4	36
448	Inroad into omni-channel retailing: Physical showroom deployment of an online retailer. European Journal of Operational Research, 2020, 283, 676-691.	5.7	76
449	What drives competitive webrooming? The roles of channel and retailer aspects. International Review of Retail, Distribution and Consumer Research, 2020, 30, 233-265.	2.0	9
450	The amplifying effect of branded queries on advertising in multi-channel retailing. Journal of Business Research, 2020, 112, 254-260.	10.2	8
451	An omnichannel approach to retailing: demystifying and identifying the factors influencing an omnichannel experience. International Review of Retail, Distribution and Consumer Research, 2020, 30, 266-288.	2.0	51

#	Article	IF	CITATIONS
452	Minding the competition: The drivers for multichannel service quality in fashion retailing. Journal of Retailing and Consumer Services, 2020, 53, 101974.	9.4	23
453	From "e―Retail to "omni―Channel Retail. International Journal of Business Analytics, 2020, 7, 54-68.	0.4	5
454	The role of omnichannel tendency in digital information processing. Online Information Review, 2020, 44, 1347-1367.	3.2	10
455	Digital atmosphere of fashion retail stores. Fashion and Textiles, 2020, 7, .	2.4	12
456	What Information Do Shoppers Share? The Effect of Personnel-, Retailer-, and Country-Trust on Willingness to Share Information. Journal of Retailing, 2020, 96, 524-547.	6.2	22
457	Personalization and hedonic motivation in creating customer experiences and loyalty in omnichannel retail. Journal of Retailing and Consumer Services, 2020, 57, 102233.	9.4	108
458	The evolving role of hit and niche products in brick-and-mortar retail category assortment planning: A large-scale empirical investigation of U.S. consumer packaged goods. Journal of Retailing and Consumer Services, 2020, 57, 102234.	9.4	16
459	The influence of showrooming on Millennial generational cohorts online shopping behaviour. International Journal of Retail and Distribution Management, 2020, 49, 81-103.	4.7	18
460	The Effect of Electronic Shelf Labels on Store Revenue. International Journal of Electronic Commerce, 2020, 24, 527-550.	3.0	9
461	Research on the reconstruction of consumers, goods and scenes in new retail based on new technology. IET Smart Cities, 2020, 2, 122-125.	3.1	1
462	Which future path to pick? A contingency approach to omnichannel warehouse configuration. International Journal of Physical Distribution and Logistics Management, 2020, 51, 48-75.	7.4	13
463	Service integration in omnichannel retailing and its impact on customer experience. Journal of Retailing and Consumer Services, 2022, 65, 102267.	9.4	58
464	Spatial dynamics of long-term urban retail decline in three transatlantic cities. Cities, 2020, 107, 102918.	5.6	13
465	A Simheuristic Algorithm for Solving the Stochastic Omnichannel Vehicle Routing Problem with Pick-up and Delivery. Algorithms, 2020, 13, 237.	2.1	5
466	Handelsmarketing., 2020,,.		3
467	Charting the Path to Purchase Using Topic Models. Journal of Marketing Research, 2020, 57, 1019-1036.	4.8	23
468	Moving from multi-channel to Omni-channel retailing: Special issue introduction. Journal of Retailing and Consumer Services, 2022, 65, 102311.	9.4	36
469	Examining retail business model transformation: a longitudinal study of the transition to omnichannel order fulfillment. International Journal of Physical Distribution and Logistics Management, 2020, 50, 557-576.	7.4	28

#	ARTICLE	IF	Citations
470	Understanding consumers' trust in social media marketing environment. International Journal of Retail and Distribution Management, 2020, 48, 1195-1212.	4.7	43
471	Cross-channel spillover effect of price promotion in fashion. International Journal of Retail and Distribution Management, 2020, 48, 1139-1154.	4.7	14
472	Customer journey analyses in digital media: exploring the impact of cross-media exposure on customers' purchase decisions. Journal of Service Management, 2020, 31, 489-508.	7.2	14
473	Electronic service quality: a meta-analysis. Marketing Intelligence and Planning, 2020, 38, 619-635.	3.5	8
474	The history of academic research in marketing and its implications for the future. Spanish Journal of Marketing - ESIC, 2020, 24, 3-36.	5.2	23
475	Who are the multichannel shoppers and how can retailers use them? Evidence from the French apparel industry. Asia Pacific Journal of Marketing and Logistics, 2020, 33, 250-274.	3.2	22
476	Multichannel versus omnichannel: a price-segmented comparison from the fashion industry. International Journal of Retail and Distribution Management, 2020, 48, 417-430.	4.7	39
477	Self-selection and purchase value of research shoppers. International Journal of Retail and Distribution Management, 2020, 48, 845-863.	4.7	4
478	The Unobserved Heterogeneneous Influence of Gamification and Novelty-Seeking Traits on Consumers' Repurchase Intention in the Omnichannel Retailing. Frontiers in Psychology, 2020, 11, 1664.	2.1	20
479	Who is interested in retail education? The (mis)match between the leading universities' offerings and job demand in the UK. International Journal of Retail and Distribution Management, 2020, 49, 317-340.	4.7	3
480	Attribution modelling in an omni-channel environment – new requirements and specifications from a practical perspective. International Journal of Electronic Marketing and Retailing, 2020, 11, 81.	0.2	3
481	Antecedents of Webrooming in Omnichannel Retailing. Frontiers in Psychology, 2020, 11, 606798.	2.1	12
482	Mobile word of mouth (m-WOM): analysing its negative impact on webrooming in omnichannel retailing. International Journal of Retail and Distribution Management, 2020, 49, 394-420.	4.7	14
483	Customer Experience Management in Omnichannel Retailing. , 2020, , 97-113.		1
484	The Hybrid Shopping Mile and Its Orbital Customer Journey Mapping. , 2020, , 133-152.		1
485	Application and Integration of Omnichannel Decisions to Customer Relationship Management. , 2020, , 153-176.		0
486	Integrating Different Channels: Showrooming and Webrooming – Evolution of Online Channels. , 2020, , 197-210.		0
487	Omni-Channel Strategy in the Framework of the Search Engines. , 2020, , 211-232.		0

#	Article	IF	CITATIONS
488	Internet of Things and Big Data as enablers for business digitalization strategies. Technovation, 2020, 98, 102173.	7.8	223
489	Social and technical chains-of-effects in business-to-business (B2B) service relationships. European Journal of Marketing, 2020, 54, 1225-1246.	2.9	9
490	The multi-generation. International Journal of Retail and Distribution Management, 2020, 48, 395-416.	4.7	32
491	Omni-channel capability and customer satisfaction: mediating roles of flexibility and operational logistics service quality. International Journal of Retail and Distribution Management, 2020, 48, 629-648.	4.7	39
492	Service quality in multichannel fashion retailing: an exploratory study. Information Technology and People, 2020, 33, 1327-1356.	3.2	23
493	Omnichannel fashion retailing: examining the customer decision-making journey. Journal of Fashion Marketing and Management, 2020, 24, 471-493.	2.2	51
494	Consumer engagement behaviors: do service convenience and organizational characteristics matter?. Journal of Service Theory and Practice, 2020, 30, 195-232.	3.2	29
495	Managing omni-customer brand experience via augmented reality. Qualitative Market Research, 2020, 23, 427-445.	1.5	21
496	Understanding consumers' showrooming behaviour: a stimulus–organism–response (S-O-R) perspective. International Journal of Retail and Distribution Management, 2020, 48, 1157-1176.	4.7	45
497	Young luxury fashion consumers' preferences in multi-channel environment. International Journal of Retail and Distribution Management, 2020, 48, 244-261.	4.7	30
498	E-commerce internationalization for top luxury fashion brands: some emerging strategic issues. Journal of Management Development, 2020, 39, 423-436.	2.1	19
499	Are privacy concerns still relevant? Revisiting consumer behaviour in omnichannel retailing. Journal of Retailing and Consumer Services, 2022, 65, 102242.	9.4	70
500	The effects of BOPS implementation under different pricing strategies in omnichannel retailing. Transportation Research, Part E: Logistics and Transportation Review, 2020, 141, 102014.	7.4	53
501	New taxonomy of relationship value and the moderating effect of relationship age: An empirical study in manufacturer-retailers partnership. Management Science Letters, 2020, , 3821-3832.	1.5	1
502	Dual-channel environmental hotel supply chain network equilibrium decision under altruism preference and demand uncertainty. Journal of Cleaner Production, 2020, 271, 122595.	9.3	23
503	From Dual Marketing to Marketing 4.0: The Role Played by Digital Technology and the Internet. , 2020, , 141-161.		2
504	Omnichannel strategy and customer loyalty in banking. International Journal of Bank Marketing, 2020, 38, 799-822.	6.4	50
505	When digitalized customers meet digitalized services: A digitalized social cognitive perspective of omnichannel service usage. International Journal of Information Management, 2020, 54, 102200.	17.5	54

#	Article	IF	CITATIONS
506	Data-driven online service supply chain: a demand-side and supply-side perspective. Journal of Enterprise Information Management, 2021, 34, 365-381.	<b>7.</b> 5	11
507	A two-phase local search with a discrete-event heuristic for the omnichannel vehicle routing problem. Computers and Industrial Engineering, 2020, 148, 106695.	6.3	21
508	The changing role of marketing: transformed propositions, processes and partnerships. AMS Review, 2020, 10, 299-310.	2.5	7
509	Barriers in omnichannel retailing returns: a conceptual framework. International Journal of Retail and Distribution Management, 2020, 49, 121-143.	4.7	27
510	The interplay between product and retail service meaning. International Journal of Retail and Distribution Management, 2020, 49, 105-120.	4.7	2
511	The drivers of omni-channel shopping intention: a case study for fashion retailing sector in Danang, Vietnam. Journal of Asian Business and Economic Studies, 2021, 28, 143-159.	2.5	13
512	Satisfying consumers all around: a multidisciplinary view of omnichannel retail. Industrial Management and Data Systems, 2020, 121, 158-171.	3.7	9
513	Supply chain channel strategies for online retailers: Whether to introduce web showrooms?. Transportation Research, Part E: Logistics and Transportation Review, 2020, 144, 102122.	7.4	36
514	Change in technology-enabled omnichannel customer experiences in-store. Journal of Retailing and Consumer Services, 2022, 65, 102338.	9.4	49
516	Technology-infused Organizational Frontlines: When (Not) to Use Chatbots in Retailing to Promote Customer Engagement., 2020,, 71-84.		2
517	Can't touch this? Conceptualizing the customer touchpoint in the context of omni-channel retailing. Journal of Retailing and Consumer Services, 2022, 65, 102269.	9.4	20
518	Blurring the Lines between Physical and Digital Spaces: Business Model Innovation in Retailing. California Management Review, 2020, 63, 99-117.	6.3	40
519	Transformative technologies and the loss of privacy. Fashion, Style and Popular Culture, 2020, 7, 351-365.	0.2	1
520	Keep customers coming back: Enhancing value and satisfaction in a mobile shopping application context. Cogent Business and Management, 2020, 7, 1788874.	2.9	6
521	Have an omnichannel seamless interaction experience! Dimensions and effect on consumer satisfaction. Journal of Marketing Management, 2020, 36, 1731-1761.	2.3	32
522	Unravelling material/digital shopping space: An assemblage approach. Geography Compass, 2020, 14, e12539.	2.7	4
523	Development and validation of the pick-up service quality scale of the buy-online-pick-up-in-store service. Operations Management Research, 2020, 13, 218-232.	8.5	21
524	Marketing- und Kommunikationstrends. , 2020, , .		2

#	Article	IF	CITATIONS
525	The Effects of the Antecedents of "Buy-Online-Pick-Up-In-Store―Service on Consumer's BOPIS Choice Behaviour. Sustainability, 2020, 12, 9989.	3.2	13
526	Exploring customers' likeliness to use e-service touchpoints in brick and mortar retail. Electronic Markets, 2022, 32, 523-545.	8.1	9
527	Channel and Pricing Strategy of Competing Retailers in a Two-Stage Supply Chain. IEEE Transactions on Engineering Management, 2022, 69, 2882-2896.	3.5	7
528	Omnichannel retailing: The role of situational involvement in facilitating consumer experiences. Information and Management, 2020, 57, 103390.	6.5	40
529	Experiential art infusion effect on a service's brand: the role of emotions. Journal of Marketing Management, 2020, 36, 1055-1075.	2.3	10
530	Critical Omni-Channel Service Elements Affecting Satisfaction and Loyalty. International Journal of E-Business Research, 2020, 16, 32-46.	1.0	3
531	New business and marketing concepts for cross-sector valorization of food waste., 2020,, 417-433.		6
532	Does online retail coupons and memberships create favourable psychological disposition?. Journal of Business Research, 2020, 116, 229-244.	10.2	23
533	Methodological principles of forming multichannel digital communication in the supply chains. E3S Web of Conferences, 2020, 157, 05010.	0.5	1
534	The Digital Transformation of the Retail Electricity Market in Spain. Energies, 2020, 13, 2085.	3.1	19
535	Bridging the valuescape with digital technology: A mixed methods study on customers' value creation process in the physical retail space. Journal of Retailing and Consumer Services, 2020, 56, 102161.	9.4	27
536	A Savings-Based Heuristic for Solving the Omnichannel Vehicle Routing Problem with Pick-up and Delivery. Transportation Research Procedia, 2020, 47, 83-90.	1.5	5
538	The omni-channel approach: A utopia for companies?. Journal of Retailing and Consumer Services, 2022, 65, 102131.	9.4	47
539	How to increase multichannel shopping satisfaction? An adapted Kano based stage-gate approach to select new technologies. Journal of Retailing and Consumer Services, 2020, 56, 102172.	9.4	20
540	Revisiting customer analytics capability for data-driven retailing. Journal of Retailing and Consumer Services, 2020, 56, 102187.	9.4	42
541	Impact of Big Data and Machine Learning on Digital Transformation in Marketing: A Literature Review. IEEE Access, 2020, 8, 101284-101292.	4.2	44
542	Recipes for achieving customer loyalty: A qualitative comparative analysis of the dimensions of customer experience. Journal of Retailing and Consumer Services, 2020, 56, 102171.	9.4	53
543	Marketing innovation: a systematic review. Journal of Marketing Management, 2020, 36, 763-793.	2.3	29

#	Article	IF	CITATIONS
544	Omnichannel Strategy and Consumer Behavior in Distribution Channels: Trends in the Ophthalmology Sector. Frontiers in Psychology, 2020, 11, 1142.	2.1	6
545	Regional Intelligence. , 2020, , .		3
546	Optimal pricing decisions for an omniâ€channel supply chain with retail service. International Transactions in Operational Research, 2020, 27, 2927-2948.	2.7	53
547	Performance evaluation of Omni channel distribution network configurations using multi criteria decision making techniques. Annals of Operations Research, 2020, 288, 435-456.	4.1	23
548	Measuring retail performance in an omni-channel world. Journal of Marketing Channels, 2020, 26, 120-126.	0.4	4
549	Identifying omnichannel deal prone segments, their antecedents, and their consequences. Journal of Retailing, 2020, 96, 310-327.	6.2	40
550	Joint Decision on Pricing and Ordering for Omnichannel BOPS Retailers: Considering Online Returns. Sustainability, 2020, 12, 1539.	3.2	18
551	Perspectives on Consumer Behaviour. Contributions To Management Science, 2020, , .	0.5	3
552	Augmented reality and the customer journey: An exploratory study. Australasian Marketing Journal, 2021, 29, 354-363.	5.4	35
554	A study of multichannel shopper's behavior for apparel products in the physical store. International Journal of Human Culture Studies, 2020, 2020, 202-232.	0.0	0
555	Customer experience management in the age of big data analytics: A strategic framework. Journal of Business Research, 2020, 116, 356-365.	10.2	121
556	Digital Environment in Global Markets: Cross-Cultural Implications for Evolving Customer Journeys. Journal of International Marketing, 2020, 28, 28-47.	4.4	45
557	Digitalized markets. Consumption Markets and Culture, 2020, 23, 97-109.	2.1	13
558	Examining the Channel Choice of Experience-Oriented Customers in Omni-Channel Retailing. International Journal of Information Systems in the Service Sector, 2020, 12, 16-27.	0.4	12
559	Sociodemographic and spatial disaggregation of e-commerce channel use in the grocery market in Great Britain. Journal of Retailing and Consumer Services, 2020, 55, 102076.	9.4	43
560	Design and the customer experience: The challenge of embodying new meaning in a new service. Creativity and Innovation Management, 2020, 29, 152-161.	3.3	16
561	Quick response and omnichannel retail operations with the shipâ€ŧoâ€store program. International Transactions in Operational Research, 2020, 27, 3007-3030.	2.7	28
562	Exploring the system of digitised retail designâ€"flattening the ontology. Journal of Retailing and Consumer Services, 2020, 54, 102053.	9.4	18

#	ARTICLE	IF	CITATIONS
563	Reconceptualizing Integration Quality Dynamics for Omnichannel Marketing. Industrial Marketing Management, 2020, 87, 225-241.	6.7	134
564	The Power of Personal. Journal of Retailing, 2020, 96, 88-100.	6.2	24
565	Is showrooming really so terrible? start understanding showroomers. Journal of Retailing and Consumer Services, 2020, 54, 102048.	9.4	38
566	Store Closings and Retailer Profitability: A Contingency Perspective. Journal of Retailing, 2020, 96, 411-433.	6.2	25
567	Multichannel customer journeys and their determinants: Evidence from motor insurance. Journal of Retailing and Consumer Services, 2020, 54, 102022.	9.4	28
568	Shoppen, Surfen, Socializen– Aktuelle Konsumtrends hybrider Konsumenten in der Innenstadt. Zeitschrift Fur Wirtschaftsgeographie, 2020, 64, 28-42.	1.2	0
569	Need-for-touch and online purchase propensity: A comparative study of Portuguese and Chinese consumers. Journal of Retailing and Consumer Services, 2020, 55, 102122.	9.4	17
570	Creating Sustainable Order Fulfillment Processes through Managing the Risk: Evidence from the Disposable Products Industry. Sustainability, 2020, 12, 2871.	3.2	6
571	Designing an Omni-Experience to Save Retailing. Research Technology Management, 2020, 63, 24-32.	0.8	15
572	International Digital Marketing in China. , 2020, , .		8
573	Omni-channel management in the new retailing era: A systematic review and future research agenda. International Journal of Production Economics, 2020, 229, 107729.	8.9	156
574	The paradox of diminishing returns: Measurement and metrics for valuation of B2C sales professionals. Journal of Marketing Channels, 2020, 26, 141-146.	0.4	4
575	The impact of channel integration on consumers' channel preferences: Do showrooming and webrooming behaviors matter?. Journal of Retailing and Consumer Services, 2022, 65, 102130.	9.4	33
576	Promised delivery time: Implications for retailer's optimal sales channel strategy. Computers and Industrial Engineering, 2020, 144, 106474.	6.3	20
577	Advertising Effectiveness for Multiple Retailer-Brands in a Multimedia and Multichannel Environment. Journal of Marketing Research, 2020, 57, 445-467.	4.8	38
578	Channel Habits and the Development of Successful Customer-Firm Relationships in Services. Journal of Service Research, 2020, 23, 456-475.	12.2	12
579	Application of social marketing to recruitment for a digital weight management intervention for young adults. Translational Behavioral Medicine, 2021, 11, 484-494.	2.4	5
	Seven Paradoxes of Business Process Management in a Hyper-Connected World. Business and		

#	Article	IF	CITATIONS
581	Still work and/or fun? Corroboration of the hedonic and utilitarian shopping value scale. Journal of Business Research, 2021, 126, 578-590.	10.2	54
582	Showcasing optimization in omnichannel retailing. European Journal of Operational Research, 2021, 294, 895-905.	5.7	32
583	One-Voice Strategy for Customer Engagement. Journal of Service Research, 2021, 24, 42-65.	12.2	41
584	Multichannel retailing and price competition. International Transactions in Operational Research, 2021, 28, 2002-2032.	2.7	8
585	Measuring customer experience quality: The EXQ scale revisited. Journal of Business Research, 2021, 126, 624-633.	10.2	71
586	Consignment supply chain cooperation for complementary products under online to offline business mode. Flexible Services and Manufacturing Journal, 2021, 33, 136-182.	3.4	11
587	The effects of integrated information & Service, institutional mechanism and need for cognition (NFC) on consumer omnichannel adoption behavior. Asia Pacific Journal of Marketing and Logistics, 2021, 33, 1386-1414.	3.2	33
588	EÂcommerce structures for retail and service franchises. Asia Pacific Journal of Marketing and Logistics, 2021, 33, 1292-1308.	3.2	7
589	From the store to omnichannel retail: looking back over three decades of research. International Review of Retail, Distribution and Consumer Research, 2021, 31, 1-35.	2.0	38
590	E-commerce of Seafood – A Review of Existing Research. Journal of International Food and Agribusiness Marketing, 2021, 33, 3-35.	2.1	8
591	Inâ€store shopping hassles: Conceptualization and classification. International Journal of Consumer Studies, 2021, 45, 119-130.	11.6	14
592	Exploring service innovation in a network of travel agencies: the Robintur case. Journal of Hospitality and Tourism Technology, 2021, 12, 58-71.	3.8	4
593	Going Online for Groceries: Drivers of Category-Level Share of Wallet Expansion. Journal of Retailing, 2021, 97, 154-172.	6.2	18
594	Development and validation of a measurement scale for the experience capability construct. Journal of Service Management, 2021, 32, 315-345.	7.2	4
595	Competition in dual-channel supply chains: The manufacturers' channel selection. European Journal of Operational Research, 2021, 291, 244-262.	5.7	77
596	Artificial intelligence to design collaborative strategy: An application to urban destinations. Journal of Business Research, 2021, 129, 936-948.	10.2	14
597	Mobile-assisted showroomers: Understanding their purchase journey and personalities. Journal of Retailing and Consumer Services, 2021, 58, 102280.	9.4	25
598	Who is interested in a crowdsourced last mile? A segmentation of attitudinal profiles. Travel Behaviour & Society, 2021, 22, 22-31.	5.0	46

#	Article	IF	CITATIONS
599	Informational Challenges in Omnichannel Marketing: Remedies and Future Research. Journal of Marketing, 2021, 85, 103-120.	11.3	105
600	Acquiring customers through online marketplaces? The effect of marketplace sales on sales in a retailer's own channels. International Journal of Research in Marketing, 2021, 38, 311-328.	4.2	17
601	Omnichannel retailing operations with coupon promotions. Journal of Retailing and Consumer Services, 2021, 58, 102324.	9.4	31
602	Omnichannel marketing: Are cross-channel effects symmetric?. International Journal of Research in Marketing, 2021, 38, 290-310.	4.2	21
603	Digitalization and business models: Where are we going? A science map of the field. Journal of Business Research, 2021, 123, 489-501.	10.2	234
604	Selling actors in multi-actor sales ecosystems: who they are, what they do and why it matters. Journal of Business and Industrial Marketing, 2021, 36, 641-653.	3.0	2
605	Going with the flow: smart shopping malls and omnichannel retailing. Journal of Services Marketing, 2021, 35, 325-348.	3.0	35
606	"Ship-from-store―strategy in platform retailing. Transportation Research, Part E: Logistics and Transportation Review, 2021, 145, 102153.	7.4	40
607	Evolution of retail formats: Past, present, and future. Journal of Retailing, 2021, 97, 42-61.	6.2	83
608	Online channel adoption in supermarket retailing. Journal of Retailing and Consumer Services, 2021, 59, 102374.	9.4	13
609	From physical to virtual store: factors that spur Bangladeshi manufacturers/retailers to introduce multi-channel retailing. Journal of Asia Business Studies, 2021, 15, 240-256.	2.2	4
610	The effect of assortment and fulfillment on shopping assistance and efficiency: An e-tail servicescape perspective. Journal of Retailing and Consumer Services, 2021, 59, 102393.	9.4	27
611	Forays into omnichannel: An online retailer's strategies for managing product returns. European Journal of Operational Research, 2021, 292, 633-651.	5.7	70
612	Customer satisfaction and natural language processing. Journal of Business Research, 2021, 124, 264-271.	10.2	26
613	Commentary: Omnichannel from a Manufacturer's Perspective. Journal of Marketing, 2021, 85, 121-125.	11.3	17
614	Behavioral changes of multichannel customers: Their persistence and influencing factors. Journal of Retailing and Consumer Services, 2021, 58, 102335.	9.4	25
615	Exploration of retail design in integrated bricks & clicks environment. Materials Today: Proceedings, 2021, 37, 1887-1892.	1.8	1
616	How You Remind Me! The Influence of Mobile Push Notifications on Success Rates in Last-Minute Bidding. Journal of Interactive Marketing, 2021, 54, 11-24.	6.2	3

#	Article	IF	CITATIONS
617	Digital transformation of traditional marketing business model in new industry era. Journal of Enterprise Information Management, 2021, 34, 1252-1273.	7.5	30
618	Pricing strategies for O2O business model considering service spillover and power structures. International Transactions in Operational Research, 2021, 28, 1978-2001.	2.7	27
619	Consumer decisionâ€making in omnichannel retailing: Literature review and future research agenda. International Journal of Consumer Studies, 2021, 45, 147-174.	11.6	178
620	Social media management in the traveller's customer journey: an analysis of the hospitality sector. Current Issues in Tourism, 2021, 24, 1768-1779.	7.2	18
621	Factors affecting luxury consumers' webrooming intention: A moderated-mediation approach. Journal of Retailing and Consumer Services, 2021, 58, 102306.	9.4	64
622	Research manuscript: The Bullwhip Effect in rule-based supply chain planning systems–A case-based simulation at a hard goods retailer. Omega, 2021, 98, 102121.	5.9	8
623	Digital transformation: A multidisciplinary reflection and research agenda. Journal of Business Research, 2021, 122, 889-901.	10.2	1,416
624	Channel stickiness in the shopping journey for electronics: Evidence from China and South Korea. Journal of Business Research, 2021, 130, 506-516.	10.2	9
625	Challenges at the marketing–operations interface in omni-channel retail environments. Journal of Business Research, 2021, 122, 864-874.	10.2	84
626	What's in store: prospects and challenges for American street-level commerce. Journal of Urban Design, 2021, 26, 159-177.	1.4	7
627	How to Ensure an Ideal Omnichannel Client Experience With Key Performance Indicators. Advances in Business Strategy and Competitive Advantage Book Series, 2021, , 83-113.	0.3	0
628	The Usage of Artificial Intelligence in Digital Marketing: A Review. Studies in Computational Intelligence, 2021, , 357-383.	0.9	4
629	Social selling cues: The dynamics of posting numbers viewed and bought on customers' purchase intentions. International Journal of Research in Marketing, 2021, 38, 994-1016.	4.2	16
630	The Impact of Electronic Services on Traditional Services. Studies in Systems, Decision and Control, 2021, , 305-334.	1.0	1
631	The Future of E-Commerce Systems: 2030 and Beyond. Studies in Systems, Decision and Control, 2021, , 311-330.	1.0	7
632	Notes and debate paper: Should merchandising and sourcing be worlds apart? The opportunity for more integrated strategic sourcing research. Journal of Purchasing and Supply Management, 2021, 27, 100659.	5 <b>.7</b>	3
633	Digital touchpoints and multichannel segmentation approach in the life insurance industry. International Journal of Retail and Distribution Management, 2021, 49, 652-677.	4.7	9
634	Determinants of Webrooming and Showrooming Behavior: A Systematic Literature Review. Journal of Internet Commerce, 2021, 20, 137-166.	5.5	22

#	Article	IF	CITATIONS
635	Challenges, Opportunities, and Lessons Learned: Sustainability in Brazilian Omnichannel Retail. Sustainability, 2021, 13, 666.	3.2	10
636	The Key Drivers of Perceived Omnichannel Service Quality in Fashion. , 2021, , 3-30.		0
637	Online prejudice and barriers to digital innovation: Empirical investigations of Chinese consumers. Information Systems Journal, 2022, 32, 630-652.	6.9	6
638	How to Design Effective AR Retail Apps. Progress in IS, 2021, , 3-16.	0.6	3
639	The Positive Influences of Financial Omni-Channel Marketing Approach on Customer Satisfaction. Contributions To Finance and Accounting, 2021, , 223-236.	0.4	0
640	Relationships Between Human Capital, Organizational Integration, and Performance in Omni-Channel Retailing., 2021,, 717-730.		0
641	Solving the location problem of front distribution center for omni-channel retailing. Complex $\&$ Intelligent Systems, 0, , 1.	6.5	3
642	Analytical framework, typology and retail experience design process for integrated relational brand experience. International Journal of Retail and Distribution Management, 2021, 49, 466-490.	4.7	5
643	Experiential Retailing Leveraged by Data Analytics. International Journal of Business Intelligence Research, 2021, 12, 98-113.	0.9	2
644	Marketing Attribution in Omnichannel Retailing. Springer Proceedings in Business and Economics, 2021, , 114-120.	0.3	1
645	Dimensions of Retail Customer Experience and Its Outcomes: A Literature Review and Directions for Future Research. Lecture Notes in Computer Science, 2021, , 71-89.	1.3	5
646	Omnichannel Shopping Experiences for Fast Fashion and Luxury Brands. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2021, , 22-43.	0.8	11
647	Critical View of Multiple Channels Retailing. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2021, , 302-313.	0.8	0
648	Omni-channel Retailing in the Fashion Industry: Its Definition and Implementation. , 2021, , 3-15.		0
649	Touchpoints and Channels: Classifications, Characteristics, and Issues for Future Research. Smart Innovation, Systems and Technologies, 2021, , 311-323.	0.6	1
650	Omnichannel in FMCG: Digitally Enhancing Retail Consumer Journey. Smart Innovation, Systems and Technologies, 2021, , 375-388.	0.6	2
651	Visual analysis of domestic and foreign Omni-channel retail research based on knowledge graph. Journal of Physics: Conference Series, 2021, 1774, 012031.	0.4	0
652	Efficiency Assessment Through Peer Evaluation and Benchmarking: A Case Study of a Retail Chain Using DEA. Springer Proceedings in Mathematics and Statistics, 2021, , 403-419.	0.2	0

#	Article	IF	CITATIONS
653	Omnichannel retailing: Digital transformation of a medium-sized retailer. Journal of Information Technology Teaching Cases, 2021, 11, 122-126.	2.4	9
654	Exploring Antecedents to Adopt Mobile Augmented Reality Applications. Advances in Systems Analysis, Software Engineering, and High Performance Computing Book Series, 2021, , 285-303.	0.5	1
655	The Role of Physical Stores in the Digital Age: Quasi-Experimental Evidence from Product Level Analysis. SSRN Electronic Journal, 0, , .	0.4	2
656	A further approach in omnichannel LSQ, satisfaction and customer loyalty. International Journal of Retail and Distribution Management, 2021, 49, 1133-1153.	4.7	32
657	Omnichannel retailer brand experience: conceptualisation and proposal of a comprehensive scale. Journal of Brand Management, 2021, 28, 388-401.	3.5	13
658	How to Promote Healthier Shopping Behaviour: Which Are the Most Effective Retail Marketing' Levers in E-Commerce Grocery. International Journal of Business and Management, 2021, 16, 101.	0.2	1
659	Impact of environmental attitude and materialism on apparel disposal intention. Journal of Physics: Conference Series, 2021, 1790, 012095.	0.4	1
660	Importance of offline service quality in building loyalty of OC service brand. Journal of Retailing and Consumer Services, 2022, 65, 102493.	9.4	19
661	Digital transformation and value-based selling activities: seller and buyer perspectives. Baltic Journal of Management, 2021, 16, 298-317.	2.2	14
662	Factors Affecting Customer Satisfaction and Loyalty in Online Food Delivery Service during the COVID-19 Pandemic: Its Relation with Open Innovation. Journal of Open Innovation: Technology, Market, and Complexity, 2021, 7, 76.	5.2	108
663	Do connected town-centre shopping journeys improve town-centre patronage?. International Journal of Retail and Distribution Management, 2021, 49, 1198-1212.	4.7	5
664	Omni-channel retailing in supply chains: a systematic literature review. Benchmarking, 2021, 28, 2605-2635.	4.6	11
665	From channel management towards network coordination $\hat{a} \in \text{``changing perspectives on distribution}$ arrangements. Journal of Business and Industrial Marketing, 2021, 36, 42-53.	3.0	4
666	Webrooming and showrooming: a multi-stage consumer decision process. Marketing Intelligence and Planning, 2021, 39, 649-669.	3.5	10
667	Did the Macy's in my mall close? Revisiting the closures of Macy's, Sears, and JCPenney stores. Geo Journal, 2022, 87, 2551-2575.	3.1	2
668	Omnichannel Retail and Business Model Transformation. , 0, , .		1
669	Online Grocery Shopping at Multichannel Supermarkets: The Impact of Retailer Brand Equity. Journal of Food Products Marketing, 2021, 27, 89-104.	3.3	15
670	Reverse logistics, organizational culture and firm operational performance: Some empirical evidence. Business Strategy and Development, 2021, 4, 326-342.	4.2	23

#	Article	IF	CITATIONS
671	Large-scale Retailers, Digital Media and In-store Communications. , 2021, , 145-160.		2
672	Business Model Themes and Product Market Strategies as Value Drivers in Omni-Channel Retail: A Set of Propositions. Journal of Business Accounting and Finance Perspectives, 2020, 2, 1.	0.5	5
673	Are e-books a different channel? Multichannel management of digital products. Quantitative Marketing and Economics, 2021, 19, 179-225.	1.5	8
674	Retaining customers with in-store mobile usage experience in omni-channel retailing: The moderating effects of product information overload and alternative attractiveness. Electronic Commerce Research and Applications, 2021, 46, 101028.	5.0	21
675	Extending variety seeking to multi-sided platforms: Impact of new retailer listing. Journal of Retailing and Consumer Services, 2021, 59, 102382.	9.4	4
676	In-store shopping with location-based retail apps: perceived value, consumer response, and the moderating effect of flow. Information Technology and Management, 2021, 22, 83-97.	2.4	11
677	Multichannel search patterns and webrooming behaviours in the service industries: the case of motor insurance. Italian Journal of Marketing, 2021, 2021, 57-81.	2.8	1
678	Crafting the customer experience in omnichannel contexts: The role of channel integration. Journal of Business Research, 2021, 126, 12-22.	10.2	93
679	ROPO and Reverse ROPO Effect in Gender-Generation Characteristics. GATR Journal of Management and Marketing Review, 2021, 6, 24-35.	0.2	0
680	The role of attitude toward chatbots and privacy concern on the relationship between attitude toward mobile advertising and behavioral intent to use chatbots. Italian Journal of Marketing, 2021, 2021, 83-102.	2.8	21
681	Can offline–online congruence explain online loyalty in electronic commerce?. International Journal of Retail and Distribution Management, 2021, 49, 1271-1294.	4.7	8
682	The Customer Engagement Journey: Establishing Propositions. , 2021, , 89-100.		0
683	Social Shopping: Implications for Store Retailing. , 2021, , 113-128.		0
684	Omnichannel Customer Experience and Management: An Integrative Review and Research Agenda. Sustainability, 2021, 13, 2824.	3.2	25
685	Novo Constructo de Gerenciamento da Experiência Ampliada do Cliente: Integração dos Ambientes Off-Line e On-Line. Future Studies Research Journal: Trends and Strategies, 2021, 13, 203-229.	0.2	1
686	An analytical model for comparing the profitability of competing online marketing channels: Search engine marketing versus e-commerce marketplace. Journal of Marketing Theory and Practice, 2021, 29, 534-549.	4.3	6
687	Omni-Chanel Network Design towards Circular Economy under Inventory Share Policies. Sustainability, 2021, 13, 2875.	3.2	14
688	Retail service innovations and their impact on retailer shareholder value: evidence from an event study. Journal of the Academy of Marketing Science, 2021, 49, 811.	11.2	13

#	Article	IF	CITATIONS
689	Scientific Measurement and Visualization Analysis of International Omni-channel Retailing Research (2011-2020)-Research on Knowledge Graph-Based on Co-word Analysis. Journal of Physics: Conference Series, 2021, 1861, 012078.	0.4	4
690	At the source of integrated interactions across channels. International Journal of Retail and Distribution Management, 2021, 49, 899-918.	4.7	8
691	Investigating the Relative Performance of Bricks-and-Mortar, Clicks-and-Mortar, and Pure-Click Firms in Taiwan. Sustainability, 2021, 13, 3516.	3.2	0
692	Understanding Omni-Channel Shopping Value from a Customer Perspective. Japan Marketing Journal, 2021, 40, 75-83.	0.1	0
693	Designing a memorable in-store customer shopping experience: practical evidence from sports equipment retailers. International Journal of Retail and Distribution Management, 2021, 49, 1295-1311.	4.7	15
694	Reciprocity within major retail purchase channels and their effects on overall, offline and online loyalty. Journal of Business Research, 2021, 125, 279-294.	10.2	11
695	Examining scarcity in mobile promotion and purchase intention: the role of location. Journal of Marketing Theory and Practice, 2022, 30, 1-19.	4.3	4
696	The role of marketing channels in consumers' promotional point redemption decisions. Journal of Business Research, 2021, 125, 314-323.	10.2	3
697	Managing a Global Retail Brand in Different Markets: Meta-Analyses of Customer Responses to Service Encounters. Journal of Retailing, 2022, 98, 294-314.	6.2	9
698	The Dynamic Capabilities of International Retailers. International Journal of Applied Behavioral Economics, 2021, 10, 65-77.	0.3	1
699	From channel integration to platform integration: Capabilities required in hospitality. Industrial Marketing Management, 2021, 94, 19-40.	6.7	13
700	Omnichannel consignment supply chain cooperation: a comparative analysis of game-theoretical models. International Journal of Management Science and Engineering Management, 2021, 16, 151-164.	3.1	2
701	Omni-channel strategies for fresh produce with extra losses in-store. Transportation Research, Part E: Logistics and Transportation Review, 2021, 148, 102243.	7.4	25
702	The Effect of a Company's Sales Capacity on Performance: Focusing on the Value Congruence between the Salesperson and the Company and the Behavior of the Salesperson. Journal of Channel and Retailing, 2021, 26, 53-77.	0.4	2
703	Evaluation method of path selection for smart supply chain innovation. Annals of Operations Research, 2023, 322, 167-193.	4.1	5
704	A systematic review of consumer information search in online and offline environments. RAUSP Management Journal, 2021, 56, 234-253.	1.4	7
705	Multichannel integration through innovation capability in manufacturing SMEs and its impact on performance. Journal of Business and Industrial Marketing, 2022, 37, 115-127.	3.0	12
706	The mediating effect of consumer empowerment in omni-channel retailing. International Journal of Retail and Distribution Management, 2021, 49, 1481-1496.	4.7	21

#	Article	IF	Citations
707	Digital supply chains in omnichannel retail: A conceptual framework. Journal of Business Logistics, 2022, 43, 169-188.	10.6	55
708	A citation and co-citation bibliometric analysis of omnichannel marketing research. Management Review Quarterly, 2022, 72, 1017-1050.	9.2	12
709	Effectiveness of Integrated Offline-and-Online Promotions in Omnichannel Targeting: A Randomized Field Experiment. Journal of Management Information Systems, 2021, 38, 484-516.	4.3	14
710	Unlocking the link between relationship duration and product De-listing in retail channels: The role of market orientation and brand diffusion. Industrial Marketing Management, 2021, 95, 5-16.	6.7	4
711	The net environmental impact of online shopping, beyond the substitution bias. Journal of Transport Geography, 2021, 93, 103058.	5.0	20
712	Ease or excitement? Exploring how concept stores contribute to a retail portfolio. International Journal of Retail and Distribution Management, 2021, 49, 1025-1044.	4.7	9
713	The complexity analysis and chaos control in omni-channel supply chain with consumer migration and advertising cost sharing. Chaos, Solitons and Fractals, 2021, 146, 110884.	5.1	19
714	An Automatized Contextual Marketing System Based on a Wi-Fi Indoor Positioning System. Sensors, 2021, 21, 3495.	3.8	5
715	Omnichannel Management in B2B. Complexity-based model. Empirical evidence from a panel of experts based on Fuzzy Cognitive Maps. Industrial Marketing Management, 2021, 95, 99-113.	6.7	27
716	What citizens experience and how omni-channel could help–insights from a building permit case. Information Technology and People, 2021, , .	3.2	5
717	Optimal Channel Strategy for a Fresh Produce E-Commerce Supply Chain. Sustainability, 2021, 13, 6057.	3.2	18
718	Pandemics and marketing: insights, impacts, and research opportunities. Journal of the Academy of Marketing Science, 2021, 49, 835-854.	11.2	69
719	Tourist purchases in a destination: what leads them to seek information from digital sources?. European Journal of Management and Business Economics, 2021, 30, 243-260.	3.1	5
720	How customer experience incongruence affects omnichannel customer retention: The moderating role of channel characteristics. Journal of Retailing and Consumer Services, 2021, 60, 102487.	9.4	36
721	Omni-Channel Intensity and Shopping Value as Key Drivers of Customer Satisfaction and Loyalty. Sustainability, 2021, 13, 5961.	3.2	14
722	Systematic review of digital value propositions in the retail sector: New approach for digital experience study. Electronic Commerce Research and Applications, 2021, 47, 101053.	5.0	12
723	Micro-level practices of bricolage during business model innovation process: The case of digital transformation towards omni-channel retailing. Scandinavian Journal of Management, 2021, 37, 101154.	1.9	27
724	Nominal effect vs actual effect: overconfidence in a consignment omnichannel. Electronic Commerce Research, 2023, 23, 843-876.	5.0	1

#	Article	IF	CITATIONS
725	The omnichannel strategy in portuguese companies: an overview., 2021,,.		2
726	Factors influencing the smart supply chain innovation performance of commodity distribution enterprises: an investigation from China. Industrial Management and Data Systems, 2021, ahead-of-print, .	3.7	16
727	Enhancing the Sneakers Shopping Experience through Virtual Fitting Using Augmented Reality. Sustainability, 2021, 13, 6336.	3.2	18
728	Toward a conceptualization of personalized services in apparel e-commerce fulfillment. Research Journal of Textile and Apparel, 2021, 25, 414-430.	1.1	5
729	Stuck Online: When Online Engagement Gets in the Way of Offline Sales. MIS Quarterly: Management Information Systems, 2021, 45, 755-788.	4.2	11
730	Driving forces of repurchasing social enterprise products. Journal of Business and Industrial Marketing, 2022, 37, 447-460.	3.0	9
731	Exploring Gen Y Luxury Consumers' Webrooming Behavior: An Integrated Approach. Australasian Marketing Journal, 2022, 30, 371-380.	5.4	7
732	Understanding Mobile Showrooming Based on a Technology Acceptance and Use Model. Sustainability, 2021, 13, 7288.	3.2	10
733	Understanding in-store interactive technology use: a uses and gratifications theory (UGT) perspective. International Journal of Retail and Distribution Management, 2021, 49, 1621-1639.	4.7	15
734	A model of adoption of AR-based self-service technologies: a two country comparison. International Journal of Retail and Distribution Management, 2021, 49, 875-898.	4.7	22
735	Demand-Enhancing Services for Tangible Products in a Distribution System With Online and Off-Line Channels. Journal of Service Research, 0, , 109467052110228.	12.2	1
736	Information Search and Product Returns Across Mobile and Traditional Online Channels. Journal of Retailing, 2022, 98, 260-276.	6.2	9
737	The role of marketing in the development of digital touchpoints. , 2021, , .		1
738	Virtually the Same: Understanding Consumer Experience in an Omnichannel Environment. , 2021, , 123-135.		0
739	Art Galleries in Transformation: Is COVID-19 Driving Digitisation?. Arts, 2021, 10, 48.	0.3	13
740	Implementation of the Digital Sales Channel in the Coatings Industry. Processes, 2021, 9, 1168.	2.8	1
741	Contactless channel for shopping and delivery in the context of social distancing in response to COVID-19 pandemic. Electronic Commerce Research and Applications, 2021, 48, 101075.	5.0	32
742	The new retail model: global reach demands omni-channels. Journal of Business Strategy, 2022, 43, 339-349.	1.6	4

#	Article	IF	CITATIONS
743	Omnichannel retailing: a bibliometric and network visualization analysis. Benchmarking, 2022, 29, 1113-1136.	4.6	18
744	Customer experience research: intellectual structure and future research opportunities. Journal of Service Theory and Practice, 2021, 31, 893-931.	3.2	19
745	Omnichannel promotions and their effect on customer satisfaction. European Journal of Marketing, 2021, 55, 177-201.	2.9	9
746	A conceptual framework of the antecedents of customer journey satisfaction in omnichannel retailing. Journal of Retailing and Consumer Services, 2021, 61, 102550.	9.4	45
747	Webrooming or showrooming, that is the question: explaining omnichannel behavioural intention through the technology acceptance model and exploratory behaviour. Journal of Fashion Marketing and Management, 2022, 26, 401-419.	2.2	12
748	Supermarket competence in emergent markets: Conceptualization, measurement, effects, and policy implications. Journal of Consumer Affairs, 2021, 55, 1633-1659.	2.3	2
749	Omni-Channel Customer Experience (In)Consistency and Service Success: A Study Based on Polynomial Regression Analysis. Journal of Theoretical and Applied Electronic Commerce Research, 2021, 16, 1997-2013.	5.7	23
750	Entre peur et d $\tilde{A}$ ©sir de la digitalisation du commerce de d $\tilde{A}$ ©tail : une premi $\tilde{A}$ "re conceptualisation pour comprendre les r $\tilde{A}$ ©actions ambivalentes des chalands. Recherche Et Applications En Marketing, 0, , 076737012110231.	0.5	1
751	The Impact of Product Assortment Integration and Price Integration on Shopping Benefits under Omni-Channel Environment: Webrooming vs Showrooming. Journal of Channel and Retailing, 2021, 26, 27-61.	0.4	2
752	Digital Transformation in the Chilean Lodging Sector: Opportunities for Sustainable Businesses. Sustainability, 2021, 13, 8097.	3.2	10
753	What omnichannel really means?. Journal of Strategic Marketing, 2021, 29, 567-573.	5 <b>.</b> 5	18
754	Omnichannel inventory models accounting for Buy-Online–Return-to-Store service and random demand. Soft Computing, 2021, 25, 11691-11710.	3.6	6
<b>7</b> 55	Customer experience quality in African B2B contexts. Journal of Services Marketing, 2021, 35, 891-900.	3.0	0
756	All that glitters is not sold: selling a luxury brand outside a luxury environment. Journal of Personal Selling and Sales Management, 2022, 42, 26-45.	2.8	3
757	Toward better purchase decision-performance: Linking person-environment fit to explorative and exploitative use of branded applications. Electronic Commerce Research and Applications, 2021, 48, 101063.	5 <b>.</b> 0	9
758	Omni-channel retailing: some reflections. Journal of Strategic Marketing, 2021, 29, 608-616.	<b>5.</b> 5	37
759	Assessing omnichannel strategies for global retailing industries in a developing country. Journal of Strategic Marketing, 0, , 1-14.	5 <b>.</b> 5	4
760	Complementarity between online and offline channels for quality signaling. Journal of Economics/ Zeitschrift Fur Nationalokonomie, $0,1.$	0.7	0

#	Article	IF	CITATIONS
761	EXPLORING THE EVOLUTION OF BUSINESS MODEL INNOVATION ALLIANCES: THE CASE OF VELASCA. International Journal of Innovation Management, 0, , 2150079.	1.2	0
762	Gender difference in visual attention to digital content of place-based advertising: a data-driven scientific approach. Electronic Commerce Research, $0$ , $1$ .	5.0	3
763	ÇOK KANALLI PAZARLAMADAN BÜTÜNCÜL KANALLI PAZARLAMAYA: PERAKENDE SEKTÃ−RÜNDE BÜTÃ KANALLI PAZARLAMANIN AVANTAJLARI, ZORLUKLARI VE STRATEJİLERİ ÜZERİNE KAVRAMSAL BİR ÇERÇE Yorum-Yönetim-Yöntem Uluslararası Yönetim-Ekonomi Ve Felsefe Dergisi, 0, , .		0
764	Amazon's New Supra-Omnichannel: Realizing Growing Seamless Switching for Apparel During COVID-19. Technology in Society, 2021, 66, 101645.	9.4	11
765	Strategic sourcing: An empirical study among Indian construction retailers. International Journal of Construction Supply Chain Management, 2021, 11, 34-48.	0.5	0
766	The Effect of Online Channel Addition on Store Performance: Empirical Evidence from Chinese Chain Retailers. Journal of Systems Science and Information, 2021, 9, 356-377.	0.6	0
767	Wield the Power of Omni-channel Retailing Strategy: a Capability and Supply Chain Resilience Perspective. Journal of Strategic Marketing, 0, , 1-25.	5.5	18
768	Investigating the Role of Product Assortment in Technology-Enabled Sales Platforms. Journal of Interactive Marketing, 2021, 55, 31-51.	6.2	5
769	How does convenience impact showrooming intention? Omnichannel retail strategies to manage global retail apocalypse. Journal of Strategic Marketing, 0, , 1-22.	5.5	22
770	How do consumers choose offline shops on online platforms? An investigation of interactive consumer decision processing in diagnosis-and-cure markets. Journal of Research in Interactive Marketing, 2022, 16, 277-291.	8.9	4
771	Examining consumers' continuous usage of multichannel retailers' mobile applications. Psychology and Marketing, 0, , .	8.2	8
772	It is different than what I saw online: Negative effects of webrooming on purchase intentions. Psychology and Marketing, 0, , .	8.2	7
773	Mobile channel as a strategic distribution channel in times of crisis: a self-determination theory perspective. Journal of Strategic Marketing, $0$ , , $1$ - $16$ .	5.5	9
774	How Does Channel Integration Affect Consumers' Selection of Omni-Channel Shopping Methods? An Empirical Study of U.S. Consumers. Sustainability, 2021, 13, 8983.	3.2	19
775	Nouvelles attentes sociétales et relations de service en grandes surfaces alimentaires : le cas du drive et de la livraison à domicile. Logistique & Management, 0, , 1-15.	0.6	1
776	Why and how do individual entrepreneurs use digital channels in an emerging market? Determinants of use and channel coordination. International Journal of Emerging Markets, 2023, 18, 2735-2764.	2.2	12
777	â€~Crying over spilt milk?' Effect of postâ€consumption dissonance on coping behaviour for online purchases. International Journal of Consumer Studies, 2022, 46, 1035-1054.	11.6	8
778	Contributions of Industry 4.0 to supply chain resilience. International Journal of Logistics Management, 2022, 33, 547-566.	6.6	21

#	Article	IF	Citations
779	Behavior in rationing inventory across retail channels. European Journal of Operational Research, 2021, 299, 208-208.	5.7	2
780	How does shopping duration evolve and influence buying behavior? The role of marketing and shopping environment. Journal of Retailing and Consumer Services, 2021, 62, 102607.	9.4	30
781	Competitive strategy selection in retail E-Commerce using IF AHP & TOPSIS methodology. Journal of Intelligent and Fuzzy Systems, 2021, 41, 2617-2637.	1.4	2
782	Preventing Return Fraud in Reverse Logisticsâ€"A Case Study of ESPRES Solution by Ethereum. Journal of Theoretical and Applied Electronic Commerce Research, 2021, 16, 2170-2191.	5.7	11
783	Getting the most from E-commerce in the context of omnichannel strategies. Italian Journal of Marketing, 2021, 2021, 331-349.	2.8	8
784	Designing satisfying service encounters: website versus store touchpoints. Journal of the Academy of Marketing Science, 2022, 50, 85-107.	11.2	24
785	COVID-19 and retail: The catalyst for e-commerce in Belgium?. Journal of Retailing and Consumer Services, 2021, 62, 102645.	9.4	80
786	Consumer Job Journeys. Journal of Service Research, 2022, 25, 347-370.	12.2	9
787	Consumer retention through phygital experience in omnichannel retailing: role of consumer empowerment and satisfaction. Journal of Strategic Marketing, 2023, 31, 749-766.	5.5	27
788	Online selling through O2O platform or on your own? Strategic implications for local Brick-and-Mortar stores. Omega, 2021, 103, 102424.	5.9	39
789	The impact of Covid-19 on customer journeys: implications for interactive marketing. Journal of Research in Interactive Marketing, 2022, 16, 22-36.	8.9	22
790	Competitive (versus loyal) showrooming: An application of the push-pull-mooring framework. Journal of Retailing and Consumer Services, 2021, 62, 102639.	9.4	20
791	Optimal in-store fulfillment policies for online orders in an omni-channel retail environment. European Journal of Operational Research, 2021, 293, 1058-1076.	5.7	27
792	The strategic drivers of drop-shipping and retail store sales for seasonal products. Journal of Retailing, 2021, 97, 561-581.	6.2	13
793	Shoppers' digital deal seeking: Charting new territory. Journal of Marketing Theory and Practice, 0, , 1-21.	4.3	1
794	Brand effects of omnichannel-based pickup service on consumption value and service satisfaction. Innovative Marketing, 2021, 17, 124-134.	1.7	1
795	What Drives Brand Equity? A Comprehensive Study of Price and Volume Premiums. Review of Marketing Research, 2021, , 75-109.	0.2	2
796	Advance booking across channels: The effects on dynamic pricing. Tourism Management, 2021, 86, 104341.	9.8	15

#	Article	IF	CITATIONS
797	Triggers of consumers' enhanced digital engagement and the role of digital technologies in transforming the retail ecosystem during COVID-19 pandemic. Technological Forecasting and Social Change, 2021, 172, 121029.	11.6	48
798	Managing multi-stakeholder relationships in nonprofit organizations through multiple channels: A systematic review and research agenda for enhancing stakeholder relationship marketing. Public Relations Review, 2021, 47, 102074.	3.2	19
799	Channel-level resource allocation decision in multichannel retailing: A U.S. multichannel company application. Journal of Retailing and Consumer Services, 2021, 63, 102679.	9.4	12
800	Deciphering in-store-online switching in multi-channel retailing context: Role of affective commitment to purchase situation. Journal of Retailing and Consumer Services, 2021, 63, 102742.	9.4	15
801	Catch me if you scan: Data-driven prescriptive modeling for smart store environments. European Journal of Operational Research, 2021, 294, 860-873.	5.7	9
802	Quality of channel integration and customer loyalty in omnichannel retailing: The mediating role of customer engagement and relationship program receptiveness. Journal of Retailing and Consumer Services, 2021, 63, 102688.	9.4	47
803	How Does Online Engagement Drive Consumers' Webrooming Intention?. Journal of Global Information Management, 2021, 29, 1-25.	2.8	19
804	Do myriad e-channels always create value for customers? A dynamic analysis of the perceived value of a digital information product during the usage phase. Journal of Retailing and Consumer Services, 2021, 63, 102674.	9.4	7
805	Information management can't be all fun and games, can it? How gamified experiences foster information exchange in multi-actor service ecosystems. International Journal of Information Management, 2021, 61, 102391.	17.5	12
806	Balance cues of online-offline channel integration: Considering the moderating role of customer's showrooming motivation. Information and Management, 2021, 58, 103535.	6.5	6
807	A push–pull–mooring view on technology-dependent shopping under social distancing: When technology needs meet health concerns. Technological Forecasting and Social Change, 2021, 173, 121109.	11.6	27
808	Towards rebuilding the highstreet: Learning from customers' town centre shopping journeys. Journal of Retailing and Consumer Services, 2022, 64, 102772.	9.4	6
809	Dual-Channel Supply Chain Coordination With BOPS and a Revenue-Sharing Contract. International Journal of Information Systems and Supply Chain Management, 2022, 15, 0-0.	0.9	1
810	Coopetition with platforms: Balancing the interplay of cooperation and competition in hospitality. Tourism Management, 2022, 88, 104417.	9.8	14
811	Les <i>drive</i> : l'avenir de la grande distribution alimentaire ? Une analyse en termes de valeur perçue du parcours client et du mix marketing/logistique. Logistique & Management, 2021, 29, 15-33.	0.6	1
812	Mind the Gap: Discrepancy Between Customer Expectation and Perception on Commercial Chatbots Usage. Asian Journal of Empirical Research, 2021, 11, 1-10.	0.3	2
814	A rising tide lifts all boats: the role of share and category changes in managing organic sales growth. Journal of Strategic Marketing, $0$ , $1-18$ .	5.5	1
815	Should Price Cannibalization be Avoided or Embraced? A Multi-Method Investigation. SSRN Electronic Journal, 0, , .	0.4	0

#	Article	IF	CITATIONS
816	Acceptance of an AR-Based In-Store Shopping Advisor - the Impact of Psychological User Characteristics. Lecture Notes in Computer Science, 2021, , 457-479.	1.3	2
817	Influence of Channel Synergy and Channel Conflict on Channel Performance in Omni-Channel Retailing. Advances in Intelligent Systems and Computing, 2021, , 329-339.	0.6	1
818	Omnichannel Retailing and Brand Equity: A New Balance to Achieve., 2021,, 31-49.		1
819	Investigation of consumers' crossâ€channel switching intentions: A pushâ€pullâ€mooring approach. Journal of Consumer Behaviour, 2021, 20, 1092-1112.	4.2	17
820	Digital Marketing and Digital Retail Strategies in the Luxury Sector. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2021, , 112-129.	0.8	1
821	Effect of the buyâ€onlineâ€andâ€pickupâ€inâ€store option on pricing and ordering decisions during online shopping carnivals. International Transactions in Operational Research, 2021, 28, 2496-2517.	2.7	25
822	Analyzing Purchase Decisions Using Dynamic Location Data. SSRN Electronic Journal, 0, , .	0.4	0
823	Understanding Customer Engagement and Purchase Behavior in Automobiles. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2021, , 1-13.	0.8	0
824	Digital Transformation of Luxury Brands. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2021, , 77-96.	0.8	0
825	Retail Sector., 2021,, 57-71.		0
826	Applying transfer learning to achieve precision marketing in an omni-channel system – a case study of a sharing kitchen platform. International Journal of Production Research, 2021, 59, 7594-7609.	7.5	16
827	Understanding Consumer Behavior in Technology-Mediated Spaces. , 2020, , 169-189.		2
828	The Practicable Aspect of the Omni-Channel Retailing Strategy and Its Impact on Customer Loyalty. Palgrave Studies in Cross-disciplinary Business Research, in Association With EuroMed Academy of Business, 2019, , 239-260.	1.2	13
829	Distribution in Omnichannel Grocery Retailing: An Analysis of Concepts Realized. Springer Series in Supply Chain Management, 2019, , 283-310.	0.7	18
830	Omnichannel Assortment Planning. Springer Series in Supply Chain Management, 2019, , 51-86.	0.7	21
831	Drivers and Challenges for Digital Transformation in the South African Retail Industry. Lecture Notes in Business Information Processing, 2020, , 42-62.	1.0	3
832	Omni-Channel Retailing Strategy and Research Agenda. Contributions To Management Science, 2020, , 261-280.	0.5	4
834	Social Media and Omni-Channel Strategies in the Tourism Industry: An Analysis of Club Med. Springer Proceedings in Business and Economics, 2020, , 47-55.	0.3	2

#	Article	IF	CITATIONS
835	Measuring Users' Psychophysiological Experience in Non-linear Omnichannel Environment. Lecture Notes in Computer Science, 2020, , 762-779.	1.3	2
836	Loyalty Programs: Current Insights, Research Challenges, and Emerging Trends. Profiles in Operations Research, 2017, , 143-165.	0.4	11
838	Complaining at the Store or Through Social Media: The Influence of the Purchase Channel, Satisfaction, and Commitment. Springer Proceedings in Business and Economics, 2017, , 87-94.	0.3	2
839	Crafting an Omnichannel Strategy: Identifying Sources of Competitive Advantage and Implementation Barriers., 2019,, 11-46.		12
840	Digital Adoption Retail – Hat der Offline-Handel eine Vision?. , 2016, , 49-78.		7
841	Transformation von GeschÄftsmodellen in einer digitalisierten Welt. , 2017, , 43-70.		12
842	Mega-Trend Individualisierung: Personalisierte Produkte und Dienstleistungen am Beispiel der Verpackungsbranche. , 2019, , 243-260.		7
843	The Business-to-Business Customer Experience: An Aggregated Company Experience Based on Multiple Department and Employee Journeys. , 2020, , 499-517.		4
844	Vintage Fashion Retailing: Building the Store Brand. Springer Series in Fashion Business, 2018, , 59-71.	0.1	4
845	The distribution network of Amazon and the footprint of freight digitalization. Journal of Transport Geography, 2020, 88, 102825.	5.0	48
846	Marketing orientation as a basis for retail structures' innovative development. E3S Web of Conferences, 2020, 210, 13042.	0.5	3
847	Environmental discourse in hotel online reviews: a big data analysis. Journal of Sustainable Tourism, 2021, 29, 829-848.	9.2	29
848	Digitalization in retailing: multi-sided platforms as drivers of industry transformation. Baltic Journal of Management, 2018, 13, 152-168.	2.2	126
849	A moderated mediating mechanism of omnichannel customer experiences. International Journal of Retail and Distribution Management, 2021, 49, 595-615.	4.7	42
850	An analysis of factors influencing omnichannel retailing adoption using ISM-DEMATEL approach: an Indian perspective. International Journal of Retail and Distribution Management, 2020, 49, 550-576.	4.7	21
851	Gaining customer centric understanding of retail displays for future innovations. International Journal of Retail and Distribution Management, 2020, 49, 491-513.	4.7	5
852	In-Store Augmented Reality-Enabled Product Comparison and Recommendation. , 2020, , .		10
853	A Store Management System for the Improvement of Shopping Process of Omni-shoppers of Fast Fashion Brand. , 2020, , .		1

#	Article	IF	CITATIONS
854	Searching for Comparative Value in Small and Medium-Sized Alternative Accommodation: A Synthesis Approach. Journal of Asian Finance, Economics and Business (discontinued), 2018, 5, 139-149.	1.0	5
855	Is Consumer Characteristics and Shopping for Fashion in the Omni-channel Retail Environment. Journal of Business Economics and Environmental Studies, 2019, 9, 15-22.	0.4	5
856	Decision Support System for Multistore Online Sales Based on Priority Rules and Data Mining. Computer Science and Information Technology, 2020, 8, 1-12.	0.1	4
857	Digitalizációs projektek a magyar kiskereskedelmi szektorban. Két meghatározó szegmens összehasonlÃŧÁ¡sa empirikus példákon keresztÃ⅓4l. Vezetéstudomány / Budapest Management Review, 2 51, 27-41.	.02.3,	4
858	A Study on the Support Policy for Digital Transformation of Small Businesses. Journal of Distribution Science, 2018, 16, 89-99.	0.4	6
860	Stay or switch? Investigating lock-in effect in multi-channel apparel retailing. Economics and Business Letters, 2020, 9, 298-305.	0.7	6
861	Cross-Border in the E-Commerce as Exemplified by the Baltic Countries. International Journal of Synergy and Research, 2018, 6, 163.	0.2	1
862	Estudio omnicanal de las empresas minoristas del sector cosmético en España. Redmarka Revista De Marketing Aplicado, 2019, 23, 19-41.	0.3	1
863	Digitalization Impact on Transformations of Mass Customization Concept: Conceptual Modelling of Online Customization Frameworks. Marketing and Management of Innovations, 2020, , 120-132.	1.5	4
864	Structural Analysis of Multi-Channel Demand. SSRN Electronic Journal, 0, , .	0.4	3
865	Charting the Path to Purchase Using Topic Models. SSRN Electronic Journal, 0, , .	0.4	2
866	Systematic review of omni-channel banking and preview of upcoming developments in Germany. Innovative Marketing, 2020, 16, 104-125.	1.7	9
867	Online technology and promotion tools in SMEs. Innovative Marketing, 2020, 16, 85-97.	1.7	3
868	Identificar-se com os outros Consumidores Minimiza o Efeito Crowding? O papel da similaridade percebida. Revista Eletrônica De Ciência Administrativa, 2020, 19, 83-103.	0.4	3
869	How does Omnichannel Integration Quality Affect Consumers' Stickiness Intention. , 2019, , .		6
870	Les <i>consumer-to-consumer supply chains</i> li>. Revue Francaise De Gestion, 2018, 44, 93-107.	0.3	4
871	Plateforme contre canal. Revue Francaise De Gestion, 2019, 45, 93-107.	0.3	6
872	The smartphoners: consumer segmentation by smartphone usage. Mercati & Competitivit $\tilde{A} \in \{0, 123, 144, 123, 144, 123, 144, 144, 144, 144, 144, 144, 144, 14$	0.1	4

#	Article	IF	CITATIONS
874	Omnichannel Fashion Retail and Channel Integration. Advances in Logistics, Operations, and Management Science Book Series, 0, , 398-419.	0.4	16
875	A Review of Consumer-Facing Digital Technologies Across Different Types of Fashion Store Formats. Advances in Business Information Systems and Analytics Book Series, 2017, , 137-163.	0.4	15
877	Omni-Channel Retailing. Advances in Logistics, Operations, and Management Science Book Series, 2018, , 97-118.	0.4	2
878	The Impacts of Omni-Channel Purchasing Behavior on Service Quality. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2019, , 221-236.	0.8	1
879	Tourist Shopping and Omnichanneling. Advances in Hospitality, Tourism and the Services Industry, 2020, , 87-97.	0.2	2
880	Retailing 4.0 and Technology-Driven Innovation. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2020, , 338-354.	0.8	1
881	Customer Experience in the Restaurant Industry. Advances in Hospitality, Tourism and the Services Industry, 2020, , 254-272.	0.2	4
882	Digital Era. Advances in Business Strategy and Competitive Advantage Book Series, 2020, , 1-29.	0.3	3
883	Marketing Management for Consumer Products in the Era of the Internet of Things. Advances in Internet of Things, 2017, 07, 47-70.	2.2	24
884	Immersive Technologies in Retail: Practices of Augmented and Virtual Reality. , 2020, , .		4
885	The Impact of the Transparency Consent Framework on Current Programmatic Advertising Practices. , 2020, , .		2
886	Fashion and New Luxury Digital Disruption: The New Challenges of Fashion between Omnichannel and Traditional Retailing. International Journal of Business and Management, 2019, 14, 41.	0.2	14
887	Courses connectéesÂ: un cas de destruction ou de création de valeur pour les clients et les distributeurs. Decisions Marketing, 2016, N° 84, 43-59.	0.3	15
888	Le souvenir de l'experience vécue en magasin physique. Les apports de l'analyse de réseaux. Decision Marketing, 2017, 88, 71-87.	S <sub>0.3</sub>	5
889	Explorer l'expérience de shopping dans un magasin phygital. Decisions Marketing, 2018, N° 91, 45-60.	0.3	11
890	Évolution numérique des points de vente par la borne interactiveÂ: quels impacts sur l'imagerie mentale, l'expérience de magasinage et la valeur de magasinage�. Decisions Marketing, 2018, N° 91, 61-	78: <sup>3</sup>	6
891	A Study on the Factors Affecting the Intention to Use O2O Services. Journal of the Korea Society of IT Services, 2016, 15, 125-151.	0.0	3
892	VAREJO EM DESMATERIALIZAÇÃO: EXPERIÊNCIA DA LIVRARIA NAS DIMENSÕES FÃSICA E VIRTUAL. RAE Revist De Administracao De Empresas, 2021, 61, .	.a 0.3	O

#	Article	IF	CITATIONS
893	Discovering Geographical Patterns of Retailers' Locations for Successful Retail in City Centers. Lecture Notes in Information Systems and Organisation, 2021, , 99-104.	0.6	1
894	DEMATERIALIZATION RETAIL: BOOKSTORE EXPERIENCE IN PHYSICAL AND VIRTUAL DIMENSIONS. RAE Revista De Administracao De Empresas, 2021, 61, .	0.3	2
896	The Future of the Retail Industry by Implementing Omnichannel Marketing Strategy in the Republic of North Macedonia. International Journal of Academic Research in Business and Social Sciences, 2021, 11,	0.1	0
897	How does differentiated multichannel collaboration matter? The boom-bust effects on online–offline store images. Internet Research, 2021, ahead-of-print, .	4.9	0
898	Towards the introduction of elements that contribute to the LRT operation sustainability through technology-based ancillary revenue. Journal of Physics: Conference Series, 2021, 2053, 012015.	0.4	0
899	The impact of mobile app adoption on physical and online channels. Journal of Retailing, 2022, 98, 453-470.	6.2	19
900	Assortment optimization in omni-channel retailing. European Journal of Operational Research, 2022, 301, 124-140.	5.7	14
901	Digital product innovations for the greater good and digital marketing innovations in communications and channels: Evolution, emerging issues, and future research directions. International Journal of Research in Marketing, 2022, 39, 482-501.	4.2	35
902	Toward the inter-channel synergy renaissance in emerging markets: evidence from adding clicks to bricks in Serbia. International Journal of Emerging Markets, 2023, 18, 3309-3333.	2.2	5
903	User Experience Evaluation of Cross-Channel Consumption: Based on Grounded Theory and Neural Network. Wireless Communications and Mobile Computing, 2021, 2021, 1-12.	1.2	1
904	Shop at Your Own Risk? Consumer Activities in Fashion Eâ€Commerce. International Journal of Consumer Studies, 0, , .	11.6	7
905	Customer-based execution strategy in a global digital economy. International Journal of Research in Marketing, 2022, 39, 566-582.	4.2	8
906	Consumers' intention to adopt virtual grocery shopping: do technological readiness and the optimisation of consumer learning matter?. International Journal of Retail and Distribution Management, 2022, 50, 638-657.	4.7	11
907	Boundary Research: Tools and Rules to Impact Emerging Fields. SSRN Electronic Journal, 0, , .	0.4	0
908	Inconsistency between Information Search and Purchase Channels: Focusing on the "Showrooming Phenomenon― Journal of Distribution Science, 2015, 13, 81-93.	0.4	2
909	Information searching in services purchasing process. Studia I Prace WNEiZ, 2016, 43, 209-218.	0.1	О
910	Assessing the Effects of Multi-Channel Service Quality on Customer Satisfaction and Loyalty in Retail Banking. Journal of the Korean Operations Research and Management Science Society, 2016, 41, 71-85.	0.1	0
911	A Study on Influencing Factors of Channel Preference. Journal of Information Technology Applications and Management, 2016, 23, 239-261.	0.0	1

#	Article	IF	CITATIONS
912	Omnichannel's Perception Effect on Omnichannel Use and Customer-Brand Relationship. Journal of Distribution Science, 2016, 14, 83-90.	0.4	5
913	ã,ªãfãf<ãfãf£ãfãf«åŒ–ã™ã,<æ¶^費者ãëè³¼è²-æ"æ€æ±°å®šãf—ãfã,»ã,¹. Japan Marketing Journal, 2016, 36,	<b>2</b> 01143.	1
914	VAREJO: COMPETITIVIDADE E INOVAÇÃO. RAE Revista De Administracao De Empresas, 2016, 56, 596-599.	0.3	2
915	Customer Experience Modelling and Analysis Framework A Semantic Lifting Approach for Analyzing Customer Experience. , 2016, , .		3
916	Application of Network Analysis for FMCG Distribution Channels. Springer Proceedings in Mathematics and Statistics, 2017, , 215-228.	0.2	0
917	Techniken zur Planung der Prozessarchitektur. , 2017, , 103-125.		0
918	Online-/Offline Shopping. , 2017, , 131-140.		0
919	Conceptual Foundation for a Town Centre Physical/Digital Integration Measurement Tool. Springer Proceedings in Business and Economics, 2017, , 173-182.	0.3	0
920	Communication omnicanalÂ: comment orchestrer numÃ@rique et mobile pour gÃ@nÃ@rer de la valeur incrÃ@mentale auprÃ"s des clients connectÃ@sÂ?. Decisions Marketing, 2016, N° 84, 61-75.	0.3	2
921	Economics and Marketing of E-Commerce at 0 km and Further on the Path Towards S-Commerce. Springer Proceedings in Business and Economics, 2017, , 181-192.	0.3	0
922	Products moving along channels, consumers cross channels. Mercati & CompetitivitÀ, 2017, , 7-11.	0.1	0
923	Effect on Brand Loyalty in Omni-Channel: Focus on Category Knowledge. Journal of Distribution Science, 2017, 15, 61-72.	0.4	3
924	Marketing Challenges and Opportunities in Multi-Channel Distribution. Annales Universitatis Mariae Curie-SkÅ,odowska Sectio H Oeconomia, 2017, 51, 151.	0.1	0
925	Multichanneling or channel elimination? The empirical results of E-channel migration strategy. Annales Universitatis Mariae Curie-SkÅ,odowska Sectio H Oeconomia, 2017, 51, 39.	0.1	0
926	PERAKENDECİLİKTE OMNİ-KANAL UYGULAMALARI: LOJİSTİK FAALİYETLERE İLİŞKİN ZORLUKLAR VI Uluslararası İktisadi Ve İdari İncelemeler Dergisi, 0, , .	E EŊGELLI	ER <sub>s</sub>
927	10. Forms of food distribution and trends in food retailing. , 2017, , 151-171.		2
928	Estrategia omnicanal para no usuarios del e-gobierno. Gestión Y análisis De PolÃŧicas Públicas, 0, , 94-109.	0.0	2
929	Omnichannel as a modern multiple channel sales model. Ekonomiczne Problemy UsÅ,ug, 2018, 131, 47-54.	0.1	1

#	Article	IF	Citations
930	Service Business Development im Handel – Grundlagen, Entwicklungen und Herausforderungen. , 2018, , 545-565.		2
931	Economics, Marketing and Performances of US Classical Music: Journeyin' Together to de Promise Land. Springer Proceedings in Business and Economics, 2018, , 161-173.	0.3	0
932	Multikanalmanagement., 2018,, 359-375.		0
933	Connected Customer sucht Connected Enterprise –Âeine Standortbestimmung. , 2018, , 319-354.		O
934	The Value of Information Sharing. Advances in Logistics, Operations, and Management Science Book Series, 2018, , 284-301.	0.4	0
935	Matching Data and Emotions for Designing Personalized Digital Experiences. , 0, , .		0
936	Service marketing and quality strategies. Periodicals of Engineering and Natural Sciences, 2018, 6, 182.	0.5	9
937	The Effect of Channel Expansion on Sales in Small Business: Focusing on Online Channel Subscription Period. Journal of Distribution and Management Research, 2018, 21, 43-50.	0.0	1
938	Marketing-Mix: Distributionspolitische Entscheidungen., 2019, , 577-629.		0
939	La distribution face au consommateur connectéÂ: un monde au bout des doigts… et aprðsÂ?. Decisions Marketing, 2018, N° 91, 5-21.	0.3	2
940	La livraison collaborative des consommateurs connectés, nouvel enjeu de la logistique urbaine. Decisions Marketing, 2018, N° 91, 97-113.	0.3	0
941	Pioneering the Distribution Industry in Korea: Dynamic Capability at Lotte Shopping. Journal of Distribution Science, 2018, 16, 5-21.	0.4	4
942	Miroir, mon beau miroir, facilite mes choixÂ! L'influence de l'essayage virtuel dans un contexte omnicanal. Decisions Marketing, 2018, N° 91, 79-95.	0.3	1
943	Le point de vente physique, entre espace de showrooming et espace d'achat. Decisions Marketing, 2018, N° 91, 27-44.	0.3	0
944	Competing in an omnichannel environment. e-tailers strategies and challenges. Esperienze D Impresa, 2018, , 5-28.	0.2	0
945	Entwicklung eines Entity-Relationship-Modells und eines VerknÃ⅓pfungskonzeptes– eine Betrachtung des Omni-Channel-Managements aus einer Information Systems-Perspektive. Edition HMD, 2019, , 53-67.	0.2	0
946	IMPACT OF THE NEW RETAIL CONCEPTS ON LOGISTICS STRATEGY. South American Development Society Journal, 2018, 4, 01.	0.0	2
947	Gestaltungsprinzipien f $\tilde{A}\frac{1}{4}$ r mobile, kontextbezogene Dienste zur Ko-Kreation digitaler Einkaufserlebnisse im Einzelhandel. Edition HMD, 2019, , 123-138.	0.2	0

#	Article	IF	CITATIONS
949	Adopting an Omnichannel Approach to Improve User Experience in Online Enrolment at an E-learning University. Communications in Computer and Information Science, 2019, , 115-122.	0.5	2
950	Exploring Omnichannel Retailing Differences and Preferences Among Consumer Generations. Springer Proceedings in Business and Economics, 2019, , 129-146.	0.3	4
951	Efficiency assessment of Indian electronics retail stores using DEA. International Journal of Business Performance and Supply Chain Modelling, 2019, 10, 386.	0.3	0
953	A Multivariate Hidden Semi-Markov Model of Customer-Multichannel Engagement. SSRN Electronic Journal, 0, , .	0.4	1
954	Omnichannel Analytics. Springer Series in Supply Chain Management, 2019, , 115-150.	0.7	5
955	How Smartness Enables Value Co-Creation. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2019, , 226-248.	0.8	1
956	Augmented Reality: Fusing Consumers' Experiences and Interactions with Immersive Technologies in Physical Retail Settings. International Journal of Technology Marketing, 2019, 1, 1.	0.2	0
957	Beyond Competition – How Cooperation Fosters Customer Experience in Service Industries. Forum Dienstleistungsmanagement, 2019, , 477-504.	1.2	0
958	The Arm's Length Principle in the 21st Century – Alive and Kicking?. SSRN Electronic Journal, 0, , .	0.4	0
959	The rivalry between online and direct selling – Is there a winner?. Acta Commercii, 2019, 19, .	0.5	1
960	Evolution des Kanalmanagements und Transformation der IT– der Weg der Deutschen Bahn Vertrieb GmbH. Edition HMD, 2019, , 41-54.	0.2	0
961	Time Series Variations on Consumer's Online Purchasing and Their Covariates. Kodo Keiryogaku (the) Tj ETQo	<sub>1</sub> 1 d.8.784	-3
962	Cross-Channel Integration and Customer Retention in Omnichannel Retailing: The Role of Retailer Image and Alternative Attractiveness. , 2019, , .		2
963	How Albert Heijn Applied the Omni-Channel Strategy: A Case Study. Theoretical Economics Letters, 2019, 09, 415-423.	0.5	1
964	The selected types of activities and motivators of multichannel purchase among the generation Y consumers., 2019, 2019, 31-39.	0.2	0
965	HOW TO MANAGE THE ONLINE EXPERIENCE CONCERNING TRANSACTIONAL AND EXPERIMENTAL CUSTOMERS: CASE OF E-FASHION SECTOR. Journal of Business Economics and Management, 2019, 20, 595-617.	2.4	3
966	Measuring the Operation Performance of Unattended Convenience Store Using a Two-stage SBM Method. Advances in Intelligent Systems and Computing, 2020, , 184-197.	0.6	0
968	Food in Retailers' Commercial Offer – Possibilities of Building Relationships with Consumers. Olsztyn Economic Journal, 2019, 14, 313-324.	0.5	1

#	Article	IF	CITATIONS
969	How the shift to omni-channel commerce strategy aids a furniture retailer's competitive differentiation: the case of xxx Lutz in Austria. Pressacademia, 2019, 3, 197-203.	0.2	0
970	Investigating new consumer behaviour dimensions in grocery retailing: some evidence from Southern Italy. Journal of Business and Retail Management Research, 2019, 14, .	0.1	5
971	Analysing Omni-Channel Strategies of the Turkish Clothing Sector. Fibres and Textiles in Eastern Europe, 2019, 27, 20-29.	0.5	1
972	WHAT ARE WE EDUCATING TOWARDS? SALES ASSISTANTSÂ' WORK IN DIGITALISED BRICKS AND MORTAR STORES., 2019, , .		1
973	Customer Acceptance of Shopping-Assistant Chatbots. Smart Innovation, Systems and Technologies, 2020, , 278-287.	0.6	14
974	Driving Factors of Consumer Irrationality in Omnichannel Consumer Behaviour. Smart Innovation, Systems and Technologies, 2020, , 146-155.	0.6	1
975	Consumer Neuroscience: Recent Theoretical and Methodological Developments for Research and Practice Using a Cube Model. Advances in Neuroethics, 2020, , 67-86.	0.3	1
976	Effects of usage motivation for omni-channel services on continuance and affective commitment and brand purchase intention. The Research Journal of the Costume Culture, 2019, 27, 553-568.	0.3	O
977	A Study on Consumer's Channel Transition Behavior in the Information Search and Purchase Channel. Fashion & Textile Research Journal, 2019, 21, 743-753.	0.6	1
979	Research on Marketing Strategy of B2C E-Commerce Platform Based On Marketing Strategy Triangle Model. , 0, , .		2
981	Research Note: And Then What Happened? A Longitudinal Study of the Temporal Effects of Adding an Online Channel in Grocery Retailing. SSRN Electronic Journal, 0, , .	0.4	0
983	EXPERIÊNCIA E ENGAJAMENTO DO CLIENTE. RAE Revista De Administracao De Empresas, 2020, 60, 3-6.	0.3	1
984	The Influence Relationship among Consumers' Characteristics, Information Search, and Purchase Decision in On/Offline Retailing Environment. Fashion & Textile Research Journal, 2020, 22, 323-334.	0.6	1
985	La distribución de artÃculos deportivos en España: evaluación de la estrategia omnicanal del sector. Redmarka Revista De Marketing Aplicado, 2020, 24, 1-16.	0.3	0
986	Framework for evaluating the relationship between the omnichannel online sales approach and performance outcome in the case of niche products. , $0$ , , .		0
987	Value creation through omnichannel practices for multi-actor customers: an evolutionary view. Journal of Enterprising Communities, 2022, 16, 93-118.	2.5	5
988	A small independent retailer's performance: Influenced by innovative strategic decision-making skills?. Journal of Innovation & Knowledge, 2021, 6, 280-289.	14.0	15
989	Is e-commerce an investment risk priced by retail real estate investors? An investigation. Journal of Property Research, 2022, 39, 197-214.	2.8	5

#	Article	IF	CITATIONS
990	E-Customer Relationship Management. Springer Reference Wirtschaft, 2020, , 1-18.	0.1	0
992	Omni-Channel-Management und Customer Journey. Edition Sales Excellence, 2020, , 107-124.	0.2	2
993	Key Terminology and Evolution of e-Business. Classroom Companion: Business, 2020, , 3-30.	10.7	0
994	The Impact of Electronic Services on Traditional Services. Studies in Systems, Decision and Control, 2021, , 311-341.	1.0	1
995	A framework of digitalization: Insights based on resource orchestration theory for digital transformation of traditional retailers. International Journal of Management Excellence, 2020, 16, 2260-2271.	0.1	O
996	DOKUNMA İHTİYACI AÇISINDAN SHOWROOMING ve WEBROOMING DAVRANIŞLARININ ARAŎTIRILMASI. B Akademi Dergisi, 0, , 20-40.	eykoz	4
997	Pioneering Strategies in Retail Settings: An Empirical Study of Successful Practices. Management and Marketing, 2020, 15, 643-663.	1.7	2
998	Webrooming Application On Marketing 4.0 Axis. Econder International Academic Journal, 2020, 4, 363-374.	0.3	2
999	An Efficient Supply Chain in Fast Fashion Through IoT., 2021,, 205-212.		1
1000	Price, online coupon, and store service effort decisions under different omnichannel retailing models. Journal of Retailing and Consumer Services, 2022, 64, 102787.	9.4	24
1001	Understanding multi-channel consumer behavior: A comparison between segmentations of multi-channel purchases by product category and overall products. Journal of Retailing and Consumer Services, 2022, 64, 102792.	9.4	15
1002	Do brands' social media marketing activities matter? A moderation analysis. Journal of Retailing and Consumer Services, 2022, 64, 102794.	9.4	48
1003	Pre-, During-, and Post-COVID-19 Era in Retailing. Health Information Systems and the Advancement of Medical Practice in Developing Countries, 2022, , 1-23.	0.1	1
1004	Exploring customer experience during channel switching in omnichannel retailing context: A qualitative assessment. Journal of Retailing and Consumer Services, 2022, 64, 102803.	9.4	35
1005	Digital economy: An innovation driver for total factor productivity. Journal of Business Research, 2022, 139, 303-311.	10.2	352
1006	Transforming the automotive retail: Drivers for customers' omnichannel BOPS (Buy Online & Drivers) Tj ETQq1 I	1 0.78431 10.2	4.rgBT /Ov€
1007	E-Customer Relationship Management. , 2020, , 355-372.		0
1008	Luxury and Fashion Retailing in China: The Case of Florentia Village. , 2020, , 49-69.		0

#	Article	IF	CITATIONS
1009	SchlieÄŸen neue Technologien am POS die Servicelücken des stationÃÆn Modehandels? Anwendung eines modifizierten ISL-Ansatzes auf Basis des Kano-Modells. , 2020, , 617-634.		0
1010	Sensorial and Experiential Marketing in Shopping Centers. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2020, , 162-182.	0.8	1
1011	Einzelhandel im Wandel– Herausforderungen und Standortanforderungen. , 2020, , 7-47.		0
1013	Spatial Big Data and Business Location Decision-Making: Opportunities and Challenges. , 2020, , 205-224.		2
1014	The Impact of Digital Book Readers on Print Sales: Analysis using Genre Exposure Heterogeneity. SSRN Electronic Journal, 0, , .	0.4	3
1015	The Omnichannel Retailing Capabilities Wheel: Findings of the Literature. Lecture Notes in Logistics, 2020, , 204-214.	0.8	0
1017	Millennials vs. Cyborgs and Blockchain Role in Trust and Privacy. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2020, , 109-134.	0.8	0
1018	Mastering Omni-Channel Retailing Challenges with Industry 4.0 Concepts. , 2020, , .		2
1019	Kundenzufriedenheit in Zeiten von Omni-Channel-Retailing und digitalen Ökosystemen. , 2020, , 409-434.		1
1020	Handelsmarketing. , 2020, , 1095-1139.		0
1021	Multikanalmanagement., 2020,, 351-366.		0
1022	Visualising Trade-offs of Objectives in Omnichannel Management: A Mental Model Approach. , 2020, , .		1
1023	A Study for Analysing Key Factors for Establishing the Omni-Channel Customer System in a Financial Enterprise Using ANP. Journal of Society of Korea Industrial and Systems Engineering, 2020, 43, 50-60.	0.2	0
1024	Determining Safety Stock for an Omni-Channel Environment. International Journal of Information Systems and Supply Chain Management, 2020, 13, 59-76.	0.9	1
1025	Omni-channel integration: the matter of information and digital technology. International Journal of Operations and Production Management, 2021, 41, 1660-1710.	5.9	13
1026	Online Value Coâ€creation Activities in Three Management Domains: The Role of Climate and Personal Needs. International Journal of Consumer Studies, 0, , .	11.6	3
1027	Marketing geographical indication products in the digital age: aÂholistic perspective. British Food Journal, 2022, 124, 2857-2876.	2.9	4
1028	Organisational and Marketing Challenges in Designing and Implementing an Omnichannel Strategy for Luxury Fashion Brands. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 0, , 89-107.	0.8	0

#	ARTICLE	IF	CITATIONS
1029	Omni-Channel Retailing and Perceived Service Quality. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 0, , 145-164.	0.8	1
1030	The Role of Product Perceived Quality in Building Customer Behavioral Loyalty Across Retail Channels. Lecture Notes in Mechanical Engineering, 2021, , 625-640.	0.4	0
1031	Towards Omnichannel Retail Management: Evidences from Practice. , 2020, , 97-110.		0
1032	Understanding Omnichannel Behavior:. Japan Marketing Journal, 2020, 40, 42-52.	0.1	1
1033	Consumer Behavior in Omnichannel Retailing. , 2020, , 75-95.		2
1034	Exploring the Collaborative Consumption Journey: The Case of Access-Based Consumption. Advances in Hospitality and Tourism Research, 2020, 8, 256-287.	1.6	0
1035	Technology Acceptance, Social Marketing and the Design of a Mobile Health App to Support Active Ageing Amongst Senior Citizens in the Asia-Pacific Region., 2021,, 239-261.		2
1036	Advantages of using Omni-channel marketing technologies in the field of trade. , 2020, , .		O
1038	Shoppers' logistics activities in omni-channel retailing: A conceptualisation and an exploration on perceptual differences in effort valuation. Transport Policy, 2022, 115, 195-208.	6.6	13
1039	Should a small-sized store have both online and offline channels? An efficiency analysis of the O2O platform strategy. Journal of Retailing and Consumer Services, 2022, 64, 102823.	9.4	11
1040	Challenging the "integration imperative": A customer perspective on omnichannel journeys. Journal of Retailing and Consumer Services, 2022, 64, 102829.	9.4	24
1041	Seamless experience in the context of omnichannel shopping 14 s scale development and empirical validation. Journal of Retailing and Consumer Services, 2022, 64, 102800.	9.4	24
1042	Thanks COVID-19, I'll reconsider my purchase: Can fear appeal reduce online shopping cart abandonment?. Journal of Retailing and Consumer Services, 2022, 64, 102843.	9.4	31
1043	Effects of Increased Omnichannel Integration on Customer Satisfaction and Loyalty Intentions. International Journal of Electronic Commerce, 2021, 25, 440-468.	3.0	28
1044	The effects of circular format on store patronage: An Italian perspective. Journal of Business Research, 2022, 140, 430-438.	10.2	5
1045	A QUALITATIVE STUDY TO DETERMINE DIGITIZATION IN FOOD RETAILING IN TURKEY AND THE EFFECTS OF COVID-19 ON DIGITIZATION. Hacettepe Üniversitesi İktisadi Ve İdari Bilimler Fakültesi Dergisi, 2021, 39, 91-107.	0.9	2
1046	Places of Phygital Shopping Experiences? The New Supply Frontier of Business Improvement Districts in the Digital Age. Sustainability, 2021, 13, 13150.	3.2	6
1047	Omnichannel retailing: does it empower consumers and influence patronage?. International Journal of Retail and Distribution Management, 2022, 50, 229-250.	4.7	20

#	Article	IF	CITATIONS
1048	Predicting Stages in Omnichannel Path to Purchase: A Deep Learning Model. Information Systems Research, 2022, 33, 429-445.	3.7	14
1049	Factors of Digitalization Development on Gas Station Market Using Online Channels Example. Lecture Notes in Networks and Systems, 2022, , 177-182.	0.7	0
1050	Let it flow: the role of seamlessness and the optimal experience on consumer word of mouth in omnichannel marketing. Journal of Research in Interactive Marketing, 2023, 17, 1-18.	8.9	17
1051	The architecture of the phygital customer journey: a dynamic interplay between systems of insights and systems of engagement. European Journal of Marketing, 2022, 56, 72-91.	2.9	29
1052	How to operate physical showrooms: Service decision and pricing based on product quality. RAIRO - Operations Research, 2021, 55, 3797-3816.	1.8	2
1053	Uzbekistan: The Silk Route of Handloom. Sustainable Textiles, 2021, , 281-294.	0.7	1
1054	Commercial Product Returns. Advances in Logistics, Operations, and Management Science Book Series, 2022, , 86-118.	0.4	1
1055	Understanding the omnichannel customer journey: The effect of online and offline channel interactivity on consumer value co-creation behavior. Journal of Retailing and Consumer Services, 2022, 65, 102869.	9.4	32
1056	Shopping in the omnichannel supply chain under price competition and product return. Journal of Retailing and Consumer Services, 2022, 65, 102848.	9.4	28
1057	Is the shopper always the king/queen? Study of omnichannel retail technology use and shopping orientations. Journal of Retailing and Consumer Services, 2022, 65, 102844.	9.4	14
1058	Inventory rationing and replenishment for an omni-channel retailer. Computers and Operations Research, 2022, 140, 105647.	4.0	11
1059	Information effects of warehouse automation on sales in omnichannel retailing. Journal of Retailing and Consumer Services, 2022, 66, 102903.	9.4	3
1060	Rethinking Leisure Tourism: From the Perspective of Tourist Touch Points and Perceived Well-being. SAGE Open, 2021, 11, 215824402110591.	1.7	6
1061	Diagnosis of Existing Design Guidelines for Commercial Land with Changing Consumption Trends. Journal of Korea Planning Association, 2021, 56, 5-21.	0.5	0
1062	Analyzing the Omni-Channel Shopper Journey Configuration of Generations Y and Z. Journal of Organizational and End User Computing, 2021, 33, 1-18.	2.9	3
1063	Interoperability of online loyalty and offline loyalty in omnichannel retailing service: seeking innovation in retail industry. Asian Journal of Technology Innovation, 0, , 1-22.	2.8	2
1064	Consumer Motivations for Adopting Omnichannel Retailing: A Safety-Driven Perspective in the Context of COVID-19. Frontiers in Public Health, 2021, 9, 708199.	2.7	9
1065	Whether a manufacturer introduces a direct or an indirect online channel in the presence of consumer showrooming behaviour?. International Journal of Logistics Research and Applications, 0, , 1-21.	8.8	4

#	Article	IF	CITATIONS
1066	Examination of aspects ofÂpro-consumer refund system. TQM Journal, 2022, 34, 1667-1690.	3.3	4
1067	The revival of retail stores via omnichannel operations: A literature review and research framework. European Journal of Operational Research, 2022, 302, 799-818.	5 <b>.</b> 7	31
1068	Intention to use buy online-pickup in store of coffee shop. Procedia Computer Science, 2022, 197, 591-598.	2.0	3
1069	Regional retail landscapes emerging from spatial network analysis. Regional Studies, 2022, 56, 1829-1844.	4.4	6
1070	E-fulfillment across product type: a review of literature (2000–2020). Management Research Review, 2022, ahead-of-print, .	2.7	3
1071	Omnichannel retailing strategy: a systematic review. International Review of Retail, Distribution and Consumer Research, 2022, 32, 59-79.	2.0	23
1072	Channel integration affects usage intention in food delivery platform services: the mediating effect of perceived value. Asia Pacific Journal of Marketing and Logistics, 2023, 35, 54-73.	3.2	19
1073	The transformative and evolutionary approach of omnichannel in retail companies: insights from multi-case studies in Portugal. International Journal of Retail and Distribution Management, 2022, 50, 799-815.	4.7	13
1074	Price promotion in omnichannel retailing: how much is too much?. Asia Pacific Journal of Marketing and Logistics, 2023, 35, 198-213.	3.2	8
1075	Omnichannel Business. Electronic Markets, 2022, 32, 687-699.	8.1	20
1076	Marketing comes to its senses: a bibliometric review and integrated framework of sensory experience in marketing. European Journal of Marketing, 2022, 56, 704-737.	2.9	20
1077	Integrated store service quality measurement scale in omni-channel retailing. International Journal of Retail and Distribution Management, 2022, 50, 839-859.	4.7	25
1078	Why Do Some Consumers Still Prefer In-Store Shopping? An Exploration of Online Shopping Cart Abandonment Behavior. Frontiers in Psychology, 2021, 12, 829696.	2.1	16
1079	SafeCX: a framework for safe customer experience in omnichannel retailing. Journal of Services Marketing, 2022, 36, 499-529.	3.0	4
1080	The effect of retail assortment size on perceptions, choice, and sales: Review and research directions. Journal of Retailing, 2022, 98, 24-45.	6.2	16
1081	A Qualitative Study on Innovation and Dimensional Aspects of the Omnichannel Retail Business Model. International Journal of E-Business Research, 2022, 18, 1-20.	1.0	0
1082	Exploring disrupting scenarios in the fashion retail and communication paradigms., 2022, 1, 45-65.		0
1083	Combined effect of the multichannel retailer's price self-matching strategy and channel role. Journal of the Operational Research Society, 2023, 74, 143-156.	3.4	1

#	Article	IF	CITATIONS
1084	Determinants of selection behavior in online distribution channels for fresh food. International Journal of Consumer Studies, 2022, 46, 2318-2332.	11.6	4
1085	Omnichannel marketing: structured review, synthesis, and future directions. International Review of Retail, Distribution and Consumer Research, 2022, 32, 221-265.	2.0	6
1086	Influence of Personality Traits on Choice of Retail Purchasing Channel: Literature Review and Research Agenda. Journal of Theoretical and Applied Electronic Commerce Research, 2021, 16, 3299-3320.	5.7	12
1087	Determinants of Consumers' Willingness to Participate in Fast Fashion Brands' Used Clothes Recycling Plans in an Omnichannel Retail Environment. Journal of Theoretical and Applied Electronic Commerce Research, 2021, 16, 3340-3355.	5.7	18
1088	Modern Marketing Strategies for Development of the Company's Green Competitiveness. Mechanism of an Economic Regulation, 2021, 2021, 30-38.	0.1	0
1089	Digitalização para sobrevivência. SER Social, 2021, 23, 115-140.	0.1	0
1090	The importance of digitalization of procurement in achieving multiple channel retail excellence. Quarterly Marketing Journal, 2021, 52, 163-172.	0.4	2
1091	Contract Preference of an Online Intermediary in the Presence of Online Reviews and Cross-Channel Spillover. SSRN Electronic Journal, 0, , .	0.4	O
1093	The Impact of Mobile-Based Digital Transformation on Tax Stickiness. SSRN Electronic Journal, 0, , .	0.4	3
1094	Online channel design in the presence of price self-matching: Self-operating or e-marketplace?. Journal of Industrial and Management Optimization, 2023, 19, 2303-2332.	1.3	1
1096	Does Digital Transformation Impact Customer Experience?. Advances in E-Business Research Series, 2022, , 210-232.	0.4	0
1097	Transportation Makes Modern Retail "Click― Research Questions for the Future. Transportation Journal, 2022, 61, 1-17.	0.7	1
1098	Do â€~Likes' in a Brand Community Make You Buy Less?. SSRN Electronic Journal, 0, , .	0.4	0
1099	The Role of Interactivity from Instagram Advertisements in Shaping Perceived Value and Omnichannel Outcomes. SSRN Electronic Journal, 0, , .	0.4	0
1100	Knowledge Development in Tourism Distribution Channels: From Single Channel to Omnichannel. Advances in Hospitality and Tourism Research, 0, , .	1.6	0
1101	Omnichannel retailing and post-pandemic recovery: buildingÂaÂresearch agenda. International Journal of Retail and Distribution Management, 2022, 50, 1156-1181.	4.7	37
1102	Blockchain, logistics and omnichannel for last mile and performance. International Journal of Logistics Management, 2022, 33, 663-686.	6.6	23
1103	A digital business model: anÂillustrated framework from theÂcultural heritage business. International Journal of Entrepreneurial Behaviour and Research, 2022, 28, 2000-2023.	3.8	11

#	Article	IF	CITATIONS
1104	The Effects of Augmented Reality Technology in Fashion Stores on Flow and Usage Intention. The Korean Society of Costume, 2022, 72, 51-68.	0.2	0
1105	The emergence of B2B omni-channel marketing in the digital era: a systematic literature review. Journal of Business and Industrial Marketing, 2022, 37, 2156-2168.	3.0	11
1106	Developing a conversion rate optimization framework for digital retailersâ€"case study. Journal of Marketing Analytics, 2023, 11, 233-243.	3.7	4
1107	Cross-channel effects of omnichannel retail marketing strategies: A review of extant data-driven research. Journal of Retailing, 2022, 98, 133-151.	6.2	39
1108	Demand Expansion and Cannibalization Effects from Retail Store Entry: A Structural Analysis of Multichannel Demand. Management Science, 2022, 68, 8829-8856.	4.1	13
1109	Transitioning from Multichannel to Omnichannel Customer Experience in Service-Based Companies: Challenges and Coping Strategies. Journal of Theoretical and Applied Electronic Commerce Research, 2022, 17, 394-413.	5.7	14
1110	The customer journey: a proposal of indicators to evaluate integration and customer orientation. Journal of Marketing Communications, 2022, 28, 528-559.	4.0	6
1111	Exploring digitalisation at IKEA. International Journal of Retail and Distribution Management, 2022, 50, 59-76.	4.7	4
1112	Integrating online and offline channels for online customer loyalty: the moderating role of retailer credibility. Information Technology and People, 2023, 36, 758-784.	3.2	3
1113	Influence of IT support on firms' cross-channel integration: theÂmoderating role ofÂinstitutional environment. Industrial Management and Data Systems, 2022, 122, 1056-1080.	3.7	4
1114	A multi-objective mathematical model of financial flows in Omni-Channel distribution systems. Journal of Intelligent and Fuzzy Systems, 2022, 42, 4851-4879.	1.4	1
1115	Online and offline retailing: What we know and directions for future research. Journal of Retailing, 2022, 98, 152-177.	6.2	37
1116	The impact of trust on purchase intention through omnichannel retailing. Journal of Advances in Management Research, 2022, 19, 513-532.	3.0	11
1117	MULTIPLE CRITERIA APPROACH APPLIED TO DIGITAL TRANSFORMATION IN FASHION STORES: THE CASE OF PHYSICAL RETAILERS IN SPAIN. Technological and Economic Development of Economy, 2022, 28, 500-530.	4.6	1
1118	The Effects of COVID-19 on the Adoption of "On-the-Shelf Technologies― Virtual Dressing Room Software and the Expected Rise of Third-Party Reverse-Logistics. Service Science, 2022, 14, 179-194.	1.3	5
1119	The Effects of Perceived Omni-Channel Intensity on Mobile Application Adoption, Purchase Intention and Brand Recommendation among Omni-Channel Shoppers. Japan Marketing Journal, 2022, 41, 93-105.	0.1	0
1120	Experiential value and shopping wellâ€being of aging consumers. Canadian Journal of Administrative Sciences, 2022, 39, 168-183.	1.5	2
1121	Consumer Behavior in the Process of Buying Fashion Products: a Study of Generational Differences in Terms of Shopping Channel Preferences. GATR Journal of Management and Marketing Review, 2022, 7, 1-12.	0.2	1

#	Article	IF	CITATIONS
1122	The omnichannel continuum: Integrating online and offline channels along the customer journey. Journal of Retailing, 2022, 98, 111-132.	6.2	46
1123	Last mile practices in e-commerce: framework development and empirical analysis of Swedish firms. International Journal of Retail and Distribution Management, 2022, 50, 942-961.	4.7	8
1124	Designâ€manufacturing coordination: Proximity, integration and beyond, towards omnishoring. Creativity and Innovation Management, 2022, 31, 260-273.	3.3	0
1125	Understanding the transformation toward omnichannel logistics in grocery retail: a dynamic capabilities perspective. International Journal of Retail and Distribution Management, 2022, 50, 1095-1128.	4.7	21
1126	The Effects of Omni-Channel Retailing on Promotional Strategy. Journal of Theoretical and Applied Electronic Commerce Research, 2022, 17, 360-374.	5.7	9
1127	Behavioral response to price: Data-based insights and future research for retailing. Journal of Retailing, 2022, 98, 46-70.	6.2	9
1128	Toward Multisensory Customer Experiences: A Cross-Disciplinary Bibliometric Review and Future Research Directions. Journal of Service Research, 2022, 25, 440-459.	12.2	14
1129	Týketicilerin plansız satın alma davranışının satın alma sonrası pişmanlık ve webrooming da Business & Management Studies: an International Journal, 2022, 10, 208-228.	ıvrapış	Ä <sub>‡</sub> na etkisi.
1130	TaxoMulti: Rule-Based Expert System to Customize Product Taxonomies for Multi-Channel E-commerce. SN Computer Science, 2022, 3, 1.	3.6	0
1131	Perceived Omnichannel Customer Experience (OCX): Concept, measurement, and impact. Journal of Retailing, 2022, 98, 611-632.	6.2	42
1132	Understanding digital consumer: A review, synthesis, and future research agenda. International Journal of Consumer Studies, 2022, 46, 1829-1858.	11.6	23
1133	Come fly with me: exploring the private aviation customer experience (PAX). European Journal of Marketing, 2022, 56, 1126-1152.	2.9	5
1134	Modernizing Competition Policy and Law: The Impact of Marketing Developments on the Legal Treatment of Price Maintenance in the United States, the European Union, and China. Journal of Public Policy and Marketing, 2022, 41, 221-236.	3.4	1
1135	Drivers of showrooming behaviour:Âinsights from integrated perspectives. International Journal of Retail and Distribution Management, 2022, 50, 398-413.	4.7	12
1136	Omnichannel fulfillment and item-level RFID tracking in fashion retailing. Computers and Industrial Engineering, 2022, 168, 108108.	6.3	7
1137	Does retail type matter? Consumer responses to channel integration in omni-channel retailing. Journal of Retailing and Consumer Services, 2022, 67, 102992.	9.4	28
1138	Lifestyle of the rich and famous: Exploring the ultra-high net-worth individuals' customer experience (UHCX). Journal of Business Research, 2022, 147, 49-58.	10.2	3
1139	Operationalizing Artificial Intelligence-Enabled Customer Analytics Capability in Retailing. Journal of Global Information Management, 2022, 30, 1-23.	2.8	6

#	Article	IF	CITATIONS
1140	Understanding the impact of online customers' shopping experience on online impulsive buying: A study on two leading E-commerce platforms. Journal of Retailing and Consumer Services, 2022, 68, 103000.	9.4	51
1141	Understanding the E-Banking Channel Selection Behavior of Elderly Customers. Journal of Organizational and End User Computing, 2022, 34, 1-21.	2.9	3
1142	Smart Retailing Technologies to counter current Retail Challenges - An Assessment of Impacts. , 2021, , .		1
1143	BÜTÜNLEŞİK KANALLI PERAKENDECİLİĞİN HİZMET KALİTESİ BOYUTLARININ MÜŞTERİ BAĞ BİR ARAŞTIRMA: DEFACTO ÖRNEĞİ. , 2021, 21, 633-660.	LILIÄžI Ãα	eZERİNDEI 2
1144	Capturing behavioural outcomes through branded applications: theÂperspective of the investment model. Internet Research, 2022, 32, 1532-1561.	4.9	6
1145	The relationship between brand experience and word-of-mouth in the TV-series sector: The moderating effect of culture and gender. Journal of Marketing Communications, 2022, 28, 506-527.	4.0	2
1146	Research on Omni-channel Supply Chain Pricing Decision with the Allowance of Cross-channel Return. , 2021, , .		0
1147	Omnichannel retailing strategy: a systematic review. International Review of Retail, Distribution and Consumer Research, $0$ , $1-22$ .	2.0	0
1148	A Postdigital Perspective on Service Work: Salespeople's Service Encounters in the Connected Store. Postdigital Science and Education, 2022, 4, 422-446.	5.3	2
1149	Factors Effecting Omnichannel Customer Experience: Evidence from Fashion Retail. Information (Switzerland), 2022, 13, 12.	2.9	11
1150	A note on bi-objective optimization for sustainable supply chain network design in omnichannel. Journal of Manufacturing Technology Management, 2022, 33, 1369-1383.	6.4	2
1152	Fashion. , 2021, , 216-233.		0
1153	Reconfigure the apparel retail stores with interactive technologies. Research Journal of Textile and Apparel, 2023, 27, 54-73.	1.1	3
1154	Beyond the beaten paths of forecasting call center arrivals: on the use of dynamic harmonic regression with predictor variables. Journal of Business Economics, 0, , 1.	1.9	1
1156	Fulfillment scheduling for buyâ€onlineâ€pickupâ€inâ€store orders. Production and Operations Management, 2022, 31, 2982-3003.	3.8	4
1157	Information services and omnichannel retailing strategy choices of e-commerce platforms with supplier competition. Electronic Commerce Research, 0, , .	5.0	7
1158	Enhancing brick-and-mortar store shopping experience with an augmented reality shopping assistant application using personalized recommendations and explainable artificial intelligence. Journal of Research in Interactive Marketing, 2023, 17, 273-298.	8.9	21
1159	Internet of things and consumer engagement on retail: state-of-the-art and future directions. EuroMed Journal of Business, 2022, ahead-of-print, .	3.2	5

#	Article	IF	CITATIONS
1160	Marketing optimization methods. , 2018, , .		2
1161	The Future of Marketing: Artificial Intelligence, Virtual Reality, and Neuromarketing. Palgrave Studies of Marketing in Emerging Economies, 2022, , 253-280.	1.0	2
1163	Pricing and Contract Coordination of BOPS Supply Chain Considering Product Return Risk. Sustainability, 2022, 14, 5055.	3.2	5
1164	Establishing Design Consensus toward Next-Generation Retail: Data-Enabled Design Exploration and Participatory Analysis. , 2022, , .		2
1165	Assessing the moderating effect of brick-and-mortar store on omnichannel retailing. International Journal of Retail and Distribution Management, 2022, 50, 1259-1280.	4.7	1
1166	Attributes of young adults' favorite retail shops: a qualitative study. Young Consumers, 2022, 23, 555-569.	3.5	2
1167	Investigating webrooming behavior: a case of Indian luxury consumers. Journal of Fashion Marketing and Management, 2023, 27, 241-261.	2.2	4
1168	Last-Mile Capacity Constraints in Online Grocery Fulfilment in Great Britain. Journal of Theoretical and Applied Electronic Commerce Research, 2022, 17, 636-651.	5.7	4
1169	Digitalization in B2B marketing: omnichannel management from a PLS-SEM approach. Journal of Business and Industrial Marketing, 2023, 38, 317-336.	3.0	7
1170	Extrinsic motivations behind mobile shopping: what drives regular and occasional shoppers?. International Journal of Retail and Distribution Management, 2022, 50, 962-980.	4.7	7
1171	Sorting out the sorting in omnichannel retailing. Journal of Business Logistics, 2022, 43, 593-622.	10.6	10
1172	Omni-channel retail operations in the presence of strategic customers: The benefit of inventory commitment. PLoS ONE, 2022, 17, e0264900.	2.5	1
1173	Joint Decisions of Inventory Optimization and Order Allocation for Omni-Channel Multi-Echelon Distribution Network. Sustainability, 2022, 14, 5903.	3.2	6
1174	An Intelligent omnichannel assortment model to manage webrooming: an optimization approach. Journal of Strategic Marketing, 0, , 1-25.	5.5	3
1175	Influence Mechanism of Implementation Intentions from the Perspective of Time and Space in Mobile Shopping. International Journal of Human-Computer Interaction, 2023, 39, 1675-1689.	4.8	1
1176	Convenience stores in the digital age: A focus on the customer experience and revisit intentions. Journal of Retailing and Consumer Services, 2022, 68, 103014.	9.4	17
1178	The role of proximity in omnichannel customer experience: a service logic perspective. Journal of Service Management, 2022, 33, 774-786.	7.2	1
1179	Physical internet enabled two-tier city logistics solution in the newÂretail era. Industrial Management and Data Systems, 2022, 122, 1453-1479.	3.7	4

#	Article	IF	CITATIONS
1180	Exploring the Role of Omni-Channel Retailing Technologies: Empirical Insights and Future Research Directions. SSRN Electronic Journal, 0, , .	0.4	0
1184	Sustainable digital transformation for ambidextrous digital firms: systematic literature review, meta-analysis and agenda for future research directions., 2022, 1, 100020.		29
1185	Mobile dependency and uncertainty reduction: influence on showrooming behaviours and user-generated content creation. International Journal of Retail and Distribution Management, 2022, 50, 996-1014.	4.7	8
1186	A configurational analysis of cross-channel integration. Industrial Management and Data Systems, 2022, 122, 1686.	3.7	4
1187	Marketing and operational strategies during the COVID-19 pandemic: a case study of a Hong Kong footwear enterprise. Journal of Fashion Marketing and Management, 2022, ahead-of-print, .	2.2	3
1188	A typology of omnichannel retailerÂactivities during theÂCOVID-19 pandemic. International Journal of Retail and Distribution Management, 2022, 50, 1062-1094.	4.7	7
1189	OMNICHANNEL E RETAIL DESIGN. Revista Projetar - Projeto E Percepção Do Ambiente, 2022, 7, 55-72.	0.0	0
1190	Omni micro-reseller's path-to-purchase and MSEs omnichannel readiness in the Indonesian affordable fashion industry. Asia Pacific Journal of Marketing and Logistics, 2023, 35, 874-889.	3.2	2
1191	Techniken zur Planung der Prozessarchitektur. , 2014, , 99-113.		0
1193	Regional Heterogeneity and Role of Natural Resources for Economic Recovery Effects in Chinese Provinces. SSRN Electronic Journal, 0, , .	0.4	0
1194	Demand Allocation, Inventory Positioning and Distribution Network Design in Omnichannel Retailing. SSRN Electronic Journal, 0, , .	0.4	0
1195	A binding tie: why do customers stick to omnichannel retailers?. Information Technology and People, 2023, 36, 1126-1159.	3.2	23
1196	Optimal Channel Strategy for Dual-Channel Retailers: The Bright Side of Introducing Agency Channels. Frontiers in Physics, 0, 10, .	2.1	1
1197	Conceptualizing Green Strategies' Effects on Customer Experience in the Context of Omnichannel Retailing. International Journal of Innovation and Technology Management, 0, , .	1.4	1
1198	Impact of omnichannel integration on Millennials' purchase intention for fashion retailer. Cogent Business and Management, 2022, 9, .	2.9	8
1199	The End of Animal Welfare Labelling as We Know It? Persisting Problems at the Consumer Level and PLF-Based Solutions. Frontiers in Animal Science, 0, 3, .	1.9	6
1200	Leveraging the circular economy with a closed-loop supply chain and a reverse omnichannel using blockchain technology and incentives. International Journal of Operations and Production Management, 2022, 42, 959-994.	5.9	43
1201	A systematic literature review on e-commerce logistics: towards an e-commerce and omni-channel decision framework. International Review of Retail, Distribution and Consumer Research, 2023, 33, 67-91.	2.0	9

#	Article	IF	CITATIONS
1202	Designing a seamless shopping journey through omnichannel retailer integration. Journal of Business Research, 2022, 150, 461-475.	10.2	18
1205	Digital Marketing and Digital Marketing Applications in the Asian Tourism Industry. , 2022, , 115-130.		1
1206	Digital retailâ€"key trends and developments. , 2022, , 237-254.		0
1207	Digital Transformation of Enterprises and Post-Pandemic Sustainable Developmental Goals., 2022,, 53-67.		0
1209	The Requirements of Product Lifecycle Management (PLM) frameworks for integration and synergic collaboration with Omnichannel strategy. , 0, , .		2
1210	When Digitalization Meets Omnichannel in International Markets: A Case Study from the Agri-Food Industry. Administrative Sciences, 2022, 12, 68.	2.9	9
1211	A Revised Technology–Organisation–Environment Framework for Brick-and-Mortar Retailers Adopting M-Commerce. Journal of Risk and Financial Management, 2022, 15, 289.	2.3	0
1212	When Offline Stores Reduce Online Returns. Sustainability, 2022, 14, 7829.	3.2	3
1213	The Effects of Omnichannel Integration Quality Dimensions on Consumers' Purchase Intention. International Journal of Social Inquiry, 0, , .	0.5	0
1214	Customer Experience Management in the Digital Marketing Era. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2022, , 351-382.	0.8	0
1215	Service Sharing Decisions between Channels considering Bidirectional Free Riding Based on a Dual-Equilibrium Linkage Algorithm. Computational Intelligence and Neuroscience, 2022, 2022, 1-14.	1.7	0
1216	Smart and Sustainable Economy. Advances in Finance, Accounting, and Economics, 2022, , 106-146.	0.3	7
1217	Mobile payment in omnichannel retailing: dynamics between trust and loyalty transfer processes. Internet Research, 2022, 32, 1783-1805.	4.9	7
1218	Category Management or Category Captainship in the Consumer Value Chain?. Economics of Contemporary Russia, 2022, , 86-106.	0.4	0
1219	A hybrid multi criteria decision-making framework to facilitate omnichannel adoption in logistics: an empirical case study. Annals of Operations Research, 0, , .	4.1	3
1220	KOBİ'lerin Örgütsel Öğrenme, Dijitalleşme ve Uluslararasılaşma Süreçleri üzerine Nitel bir A Sosyal Bilimler:, 0, , .	Çalä±ÅŸr 1.8	na <sub>O</sub> Nitel
1221	Crowdsourced orderâ€fulfillment policies using inâ€store customers. Production and Operations Management, 2022, 31, 4075-4094.	3.8	5
1222	I "showroom―but "webroom―too: investigating cross-shopping behaviour in a developing nation. International Journal of Retail and Distribution Management, 2022, 50, 1475-1493.	4.7	6

#	Article	IF	CITATIONS
1223	Defining online to offline (O2O): aÂsystematic approach to defining an emerging business model. Internet Research, 2022, 32, 1453-1495.	4.9	10
1224	Between fear of and desire for the digitalization of retailing: An initial conceptualization to understand the ambivalent reactions of shoppers. Recherche Et Applications En Marketing, 2022, 37, 47-75.	0.5	2
1225	Multichannel customer purchase behavior and long tail effects in the fashion goods market. Journal of Retailing, 2023, 99, 46-65.	6.2	7
1226	Brand post popularity on Facebook, Twitter, Instagram and LinkedIn: the case of start-ups. Online Information Review, 2023, 47, 486-504.	3.2	8
1227	The effect of COVID-19 on consumers' channel shopping behaviors: A segmentation study. Journal of Retailing and Consumer Services, 2022, 68, 103065.	9.4	17
1228	The harmonious role of channel integration and logistics service in Omnichannel retailing: The case of IKEA. Journal of Retailing and Consumer Services, 2022, 68, 103030.	9.4	17
1229	Reconsidering retailers' resilience and the city: A mixed method case study. Cities, 2022, 128, 103796.	5.6	3
1230	Relationships between locus of control, theory of planned behavior, and cyber entrepreneurial intention: The moderating role of cyber entrepreneurship education. International Journal of Management Education, 2022, 20, 100682.	3.9	13
1231	Do Handwritten Notes Benefit Online Retailers? A Field Experiment. Journal of Interactive Marketing, 2022, 57, 651-664.	6.2	2
1232	Factors of customers' channel choice in an omnichannel environment: a systematic literature review. Management Review Quarterly, 2023, 73, 1579-1630.	9.2	6
1233	Estimating impacts of logistics processes on online customer ratings: Consequences of providing technologyâ€enabled order tracking data to customers. Journal of Operations Management, 2022, 68, 775-811.	5.2	6
1234	Webrooming és showrooming Magyarországon : Omnichannel vásárlói magatartás a sportcikkek piacán. Vezetéstudomány / Budapest Management Review, 2022, , 79-93.	0.5	0
1235	Omni-Channel Challenges and Opportunities for Profitable Customer Relationship. Advances in Logistics, Operations, and Management Science Book Series, 2022, , 204-226.	0.4	0
1236	Humans and Digital Technologies in the Omnichannel Post-COVID-19 Era. Advances in Logistics, Operations, and Management Science Book Series, 2022, , 55-75.	0.4	0
1237	Delineate Omnichannel Retailer and Consumer Engagement on Social Networks. Advances in Electronic Commerce Series, 2022, , 290-303.	0.3	0
1238	Planned or unplanned purchases? The effects of perceived values on omnichannel continuance intention. International Journal of Retail and Distribution Management, 2022, 50, 1535-1551.	4.7	9
1239	Unleashing the mechanism between small and medium enterprises, and green financing in China: a pathway toward environmental sustainability and green economic recovery. Environmental Science and Pollution Research, 2023, 30, 1672-1685.	5.3	6
1240	How omnichannel integration promotes customer word-of-mouth behaviors: the mediating roles of perceived personal preference fit and perceived social relatedness. Information Technology and People, 2023, 36, 1726-1753.	3.2	14

#	Article	IF	CITATIONS
1241	Dynamic capabilities in the realisation of omnichannel retailing. International Journal of Retail and Distribution Management, 2023, 51, 21-38.	4.7	15
1242	Modelling the influence of returns for an omni-channel retailer. European Journal of Operational Research, 2023, 306, 1248-1263.	5.7	9
1243	Schema Incongruity: A Framework for Distributing Service Forms of FMCG Brands via a Digital Channel. Journal of Theoretical and Applied Electronic Commerce Research, 2022, 17, 1124-1142.	5.7	0
1244	Impulse buying behaviour in omnichannel retail: an approach through the stimulus-organism-response theory. International Journal of Retail and Distribution Management, 2023, 51, 39-58.	4.7	23
1245	Knowledge mapping of e-commerce supply chain management: a bibliometric analysis. Electronic Commerce Research, 0, , .	5.0	6
1246	Research on the Sustainability of Channel Strategy Selection on the Overall Efficiency of Listed Retail Enterprises: Evidence from China. Sustainability, 2022, 14, 9992.	3.2	0
1247	Are price matching and logistics service enhancement always effective strategies for improving profitability?. European Journal of Operational Research, 2023, 307, 103-115.	5.7	6
1248	Energy Efficient Digital Omnichannel Marketing Based on a Multidimensional Approach to Network Interaction. Frontiers in Energy Research, 0, $10$ , .	2.3	1
1249	Opera streaming: perceived value as an explanatory factor for loyalty and intention to attend an opera in an opera house. Journal of Marketing Management, 0, , 1-29.	2.3	3
1250	Coupon strategies for competitive products in an omnichannel supply chain. Electronic Commerce Research and Applications, 2022, 55, 101189.	5.0	6
1251	Store density in omnichannel implementation while considering the environmental impact of packaging materials. Journal of Cleaner Production, 2022, 371, 133668.	9.3	2
1252	How to retain customers in omnichannel retailing: Considering the roles of brand experience and purchase behavior. Journal of Retailing and Consumer Services, 2022, 69, 103070.	9.4	20
1253	Effects of online commercial friendships on customer revenge following a service failure. Journal of Business Research, 2022, 153, 102-114.	10.2	1
1255	Renewable energy, industrial upgradation, and import-export quality: green finance and CO2 emission reduction nexus. Environmental Science and Pollution Research, 2023, 30, 13327-13341.	5.3	13
1256	Benefit from a high store visiting cost in an omnichannel with BOPS. Transportation Research, Part E: Logistics and Transportation Review, 2022, 166, 102904.	7.4	8
1257	Omnichannel retail operations with mixed fulfillment strategies. International Journal of Production Economics, 2022, 254, 108608.	8.9	7
1258	The relationship between loneliness and consumer shopping channel choice: Evidence from China. Journal of Retailing and Consumer Services, 2023, 70, 103125.	9.4	10
1259	Towards a Better Digital Transformation: Learning from the Experience of a Digital Transformation Project. Lecture Notes in Business Information Processing, 2022, , 203-214.	1.0	5

#	Article	IF	CITATIONS
1260	Dienstleistungsmarketing., 2022, , 283-433.		0
1261	Service Design in einer digitalisierten Omnikanalwelt: von Kundenreisen und der Möglichkeit zu scheitern., 2022,, 211-233.		0
1262	Natural Resources and Financial Development: Role of Corporate Social Responsibility on Green Economic Growth in Vietnam. SSRN Electronic Journal, 0, , .	0.4	0
1263	Omni-Channel Overtures Defining the Concept and Its Applicability in Public Sector Channel Management. Lecture Notes in Computer Science, 2022, , 60-72.	1.3	0
1264	Digital Transformation for SMES in the Retail Industry. Procedia Computer Science, 2022, 204, 671-681.	2.0	7
1265	Factors Affecting the Behavioural Intentions of Indian Millennials. International Journal of Online Marketing, 2022, 12, 1-16.	1.1	2
1266	How Companies Can Use Social Media for Social Selling. Future of Business and Finance, 2022, , 27-44.	0.4	0
1267	Understanding Consumer Behavior in the Hyper-Connected Omnichannel Retailing. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2022, , 61-90.	0.8	1
1268	Consumer Intention towards Webrooming Behavior in Emerging Economies: A Conceptual Framework based on Behavioral Reasoning Theory. Sustainable Business and Society in Emerging Economies, 2022, 4, .	0.1	0
1269	Millennials vs. Cyborgs and Blockchain Role in Trust and Privacy. , 2022, , 1167-1192.		0
1270	Cross-Channel Integration and Customer Experience in Omnichannel Retail Services. Service Science, 2022, 14, 307-317.	1.3	2
1271	Value Creation Measurement and Management in Times of Radical Social and Technological Change. Journal of Creating Value, 2022, 8, 171-183.	0.9	4
1272	Evaluation of post COVID-19 energy poverty and global trading impact on energy affordability. Frontiers in Energy Research, 0, $10$ , .	2.3	3
1273	Proliferation in live streaming commerce, and key opinion leader selection. Electronic Commerce Research, 0, , .	5.0	8
1274	Optimal Omnichannel Development Strategy in O2O Supply Chain under the Impact of Webrooming. Mathematical Problems in Engineering, 2022, 2022, $1-13$ .	1.1	0
1275	An Assessment of Application of Artificial Intelligence in Retail. Algorithms for Intelligent Systems, 2023, , 77-89.	0.6	0
1276	Optimising Business Process by Multi-method Modelling: A Case Study of Customer Support Centre for Fashion Omnichannel e-Retailing., 2023,, 17-31.		0
1277	Developing a Sustainable Omnichannel Strategic Framework toward Circular Revolution: An Integrated Approach. Sustainability, 2022, 14, 11578.	3.2	4

#	Article	IF	Citations
1278	Optimal channel structure for a green supply chain with consumer green-awareness demand. Annals of Operations Research, 2023, 324, 601-628.	4.1	15
1279	Competitiveness of Food Industry in the Era of Digital Transformation towards Agriculture 4.0. Sustainability, 2022, 14, 11779.	3.2	24
1280	The relationship between online retailing and the regional economy. Journal of Industrial and Business Economics, 2022, 49, 691-711.	1.5	1
1281	Customer experience dimensions in last-mile delivery: an empirical study on unattended home delivery. International Journal of Physical Distribution and Logistics Management, 2023, 53, 184-205.	7.4	9
1282	Gestão contemporânea de Marketing. Revista De Ciências Da Administração: RCA, 2022, 24, .	0.1	0
1283	Consumer logistics in contemporary shopping: a synthesised review. Transport Reviews, 2023, 43, 502-532.	8.8	18
1284	Integrated Stakeholders' Communication Management in B2C Context., 2022,, 69-88.		0
1285	Negative eWOM and perceived credibility: a potent mix in consumer relationships. International Journal of Retail and Distribution Management, 2023, 51, 149-169.	4.7	4
1286	Augmented Reality and Corporate Brand Identity: An Opportunity for Pioneer Enterprises. , 2022, , 263-279.		1
1287	On the same boat but singing a different tune: Coopetition between hotels and platforms close to customers. Industrial Marketing Management, 2022, 107, 52-69.	6.7	5
1288	How Much Did Store Closures Boost Online Sales During COVID-19?. SSRN Electronic Journal, 0, , .	0.4	0
1289	Sales Channel Choice in the Hotel Industry: The Impact of Online Reviews. IEEE Transactions on Engineering Management, 2024, 71, 5230-5241.	3.5	2
1290	Simultanes Dynamic Pricing und Placement im Omni-Channel-Handel., 2022,, 209-234.		0
1291	Einf $ ilde{A}^{1}\!\!/\!\!4$ hrung in das Offline- und Online-Channel-Marketings. , 2022, , 1-24.		0
1292	Strategien von Kleinstunternehmen, kleinen und mittleren Unternehmen (KMU) f $\tilde{A}\frac{1}{4}$ r ein integriertes Online- und Offline-Channel-Marketing. , 2022, , 299-316.		0
1293	Shopping Channel Preference for Readymade apparels Among Consumers in Dehradun City. , 2022, , .		O
1294	Transformationen in der Wissenschaftskommunikation – Online- und Offline-Channel im Wandel. , 2022, , 407-435.		2
1295	A Estratégia Omnichannel para a Fidelização do Cliente No Varejo: Um Estudo de Caso da Empresa Amaro. , 2022, 2, e032.		0

#	Article	IF	CITATIONS
1296	Local online Marketplaces – Expectations of retailers and service providers. , 2022, , .		0
1297	Marine tourism omnichannel coordination. Marine Economics and Management, 2022, 5, 147.	1.4	O
1298	The strategic role of middle managers in the formulation and implementation of digital transformation projects. Strategic Change, 2022, 31, 613-622.	4.1	3
1299	How is social capital formed across the digital-physical servicescape?. Digital Business, 2022, , 100047.	4.7	4
1300	Omnichannel Retail Strategy Considering Cost-Sharing and Consumer Heterogeneity under Different Power Structures. Mathematics, 2022, 10, 4004.	2.2	2
1301	Digital sales channels and the relationship between product and international diversification: Evidence from going digital retail <scp>MNEs</scp> . Global Strategy Journal, 2023, 13, 830-856.	7.4	5
1302	Performance Evaluation of Omni-Channel Distribution Network Configurations considering Green and Transparent Criteria under Uncertainty. Sustainability, 2022, 14, 12607.	3.2	8
1303	The Impact of Digital Transformation on Corporate Environment Performance: Evidence from China. International Journal of Environmental Research and Public Health, 2022, 19, 12846.	2.6	11
1304	The Effect of Omnichannel Integration on Fresh Food Customer Engagement from the Viewpoint of Flow Experience. Sustainability, 2022, 14, 13914.	3.2	1
1305	Guest editorial: The "new normal― rethinking supply chains during and post-COVID-19 global business environment. International Journal of Physical Distribution and Logistics Management, 2022, 52, 481-490.	7.4	4
1306	Determinants of Omnichannel Shopping Intention for Sporting Goods. Sustainability, 2022, 14, 14109.	3.2	2
1307	Design et développement d'un prototype de magasin connecté pour les petites entreprises. Marché Et Organisations, 2022, n° 45, 49-80.	0.1	1
1309	Combining the financial development and stock market return for green economic recovery in selected developing economies. Economic Change and Restructuring, 0, , .	5.0	0
1310	The effect of inside sales and hybrid sales structures on customer value creation. Journal of Business Research, 2023, 154, 113343.	10.2	2
1312	Seamless Omnichannel Experience in Fashion Retail and Customer Loyalty - Influence of Retail Types Fashion & Textile Research Journal, 2022, 24, 605-617.	0.6	0
1313	Mathematical modeling of Vehicle Routing Problem in Omni-Channel retailing. Applied Soft Computing Journal, 2022, 131, 109791.	7.2	6
1314	Bibliometric analysis of the customer experience literature. Economic Research-Ekonomska Istrazivanja, 2023, 36, .	4.7	0
1315	Digital and Customizable Insurance: Empirical Findings and Validation of Behavioral Patterns, Influential Factors, and Decision-Making Framework of Baltic Insurance Consumers in Digital Platforms. Lecture Notes in Networks and Systems, 2023, , 397-426.	0.7	O

#	Article	IF	CITATIONS
1316	Akzeptanz und Nutzung von digitalen Kommunikationswegen im B2B-Kundenservice. FOM-Edition, 2022, , 43-60.	0.1	O
1317	Digital Vaccination Journey und Experience bei der Covid-19-Impfkampagne des Saarlandes – Potenziale für die hybride Wertschöpfung. FOM-Edition, 2022, , 61-81.	0.1	0
1318	Strategic orientation towards digitization to improve supermarket loyalty in an omnichannel context. Journal of Business Research, 2023, 156, 113475.	10.2	16
1319	Visualizing Critical Objectives in Omnichannel Management Through Mental Models: The Application of an Assortment Integration Context. Communications in Computer and Information Science, 2022, , 139-156.	0.5	1
1320	Research on urban terminal network planning and design based on Genetic algorithm., 2022,,.		0
1321	The Role of Gamification in Omnichannel Service Systems From the Customer Experience Perspective. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2022, , 161-184.	0.8	0
1322	The Capacity Decision-Making of Omnichannel Catering Firms Based on Queueing System Considering Customer Reference Behavior. Systems, 2022, 10, 229.	2.3	0
1323	Engaging with omnichannel brands: the role of consumer empowerment. International Journal of Retail and Distribution Management, 2023, 51, 238-261.	4.7	13
1324	PERAKENDECİLERİN OMNI-CHANNEL KABİLİYETİNİN MÜŞTERİ ALIŞVERİŞ DENEYİMİNE ET 0, , .	KİSİ. M	armara Busin
1325	Channel strategies for competing retailers under supplier selection. Journal of the Operational Research Society, 2023, 74, 912-927.	3.4	1
1327	Examining Pareto Law across department store shoppers. International Journal of Market Research, 0, , 147078532211458.	3.8	1
1328	Effect of online–offline informational integration on customer patronage: the mediating roles of customer satisfaction and perceived deception. Journal of Data Information and Management, 0, , .	2.7	0
1329	Sustainable Fashion: The Case of a Mexican BCorp. Palgrave Studies of Marketing in Emerging Economies, 2023, , 237-263.	1.0	0
1330	Changes in market organisation due to exogenous shocks – the case of the transformation of the Swedish fashion industry caused by the COVID-19 pandemic. International Review of Retail, Distribution and Consumer Research, 2023, 33, 276-299.	2.0	0
1331	Digitales Marketing-Management. , 2023, , 1-66.		0
1332	B2B online sales pushes: Whether, when, and why they enhance sales performance. Production and Operations Management, 0, , .	3.8	3
1333	The Collective Candidate Experience: Theory and Business Unit Consequences. Journal of Management, 0, , 014920632211394.	9.3	2
1334	Enablers and Barriers of Omnichannel in Traditional Grocery Retailers. , 2022, , .		0

#	Article	IF	Citations
1335	Assessing financial factors for oil supply disruptions and its impact on oil supply security and transportation risks. Environmental Science and Pollution Research, 2023, 30, 33695-33710.	<b>5.</b> 3	2
1336	Green Consumers' Responses to Integrated Digital Communication in the Context of Multichannel Retail. Sustainability, 2023, 15, 1419.	3.2	0
1337	The omni-channel marketing strategy and customer path in fast food industries: A comparison study. AIP Conference Proceedings, 2023, , .	0.4	0
1338	Tracing the evolution of digitalisation research in business and management fields: Bibliometric analysis, topic modelling and deep learning trend forecasting. Journal of Information Science, 0, , 016555152211483.	3.3	2
1339	Driving mechanism of consumer migration behavior under the COVID-19 pandemic. Frontiers in Public Health, 0, $10$ , .	2.7	2
1340	Factors affecting consumers' purchase intention for agriculture products omni-channel. Frontiers in Psychology, 0, 13, .	2.1	2
1341	Physical or virtual showroom? The decision for omni-channel retailers in the context of cross-channel free-riding. Electronic Commerce Research, 0, , .	5.0	3
1342	E-Commerce-Strategien – Digitaler Vertrieb und aktuelle Praxisbeispiele. , 2023, , 349-361.		0
1343	Multiple channel strategy selection: A roadmap perspective for brick-and-click retailers. Electronic Commerce Research and Applications, 2023, 57, 101234.	5.0	3
1344	Case Study of Multichannel Interaction in Healthcare Services. Information (Switzerland), 2023, 14, 37.	2.9	3
1345	How Can Customer Experience Improve Retail Operations Sustainability?. Springer Proceedings in Business and Economics, 2023, , 337-346.	0.3	0
1346	Configuring managerial factors to enhance omnichannel experience and customer engagement behaviors for a solid loyalty loop. Electronic Commerce Research, 2023, 23, 1591-1619.	5.0	2
1347	Consumers' Continued Intention to Use Online-to-Offline (O2O) Services in Omnichannel Retail: Differences between To-Shop and To-Home Models. Sustainability, 2023, 15, 945.	3.2	6
1348	How digital technologies reshape marketing: evidence from a qualitative investigation. Italian Journal of Marketing, 0, , .	2.8	8
1349	Effects of cross-platform multichannel shopping on online customer–firm relationship length, depth, and breadth: An empirical investigation. Information Processing and Management, 2023, 60, 103218.	8.6	4
1350	A thematic exploration of the evolution of research in multichannel marketing. Journal of Business Research, 2023, 157, 113564.	10.2	6
1351	Personalised marketing effect on consumer trust formation on e-grocery Russian market. Moscow University Economics Bulletin, 2023, , 221-250.	0.3	0
1352	Research on the effectiveness of methods adaptive management of the enterprise's goods sales using machine learning methods. , 2022, , .		0

#	Article	IF	CITATIONS
1353	Covid-19 and mobile payment in Belgium: Closing the digital divide or just for the young, social, and impulsive?. Electronic Commerce Research, $0$ , , .	5.0	1
1354	Exploring the Impact of Online and Offline Channel Advantages on Brand Relationship Performance: The Mediating Role of Consumer Perceived Value. Behavioral Sciences (Basel, Switzerland), 2023, 13, 16.	2.1	2
1355	Individualisation of markets: towards personalisation. , 2023, , 127-147.		0
1356	Customer Interactive Experience in Luxury Retailing: The Application of Al-Enabled Chatbots in the Interactive Marketing., 2023,, 785-805.		2
1357	An exploratory study on the perceived agility by consumers in luxury brand omni-channel. Journal of Global Scholars of Marketing Science, 2023, 33, 154-166.	2.0	3
1358	Creating Omni-Channel In-Store Shopping Experiences through Augmented-Reality-Based Product Recommending and Comparison. International Journal of Human-Computer Interaction, 0, , 1-26.	4.8	1
1359	Dynamic customer journey analysis and its advertising impact. Journal of Strategic Marketing, 0, , 1-20.	5.5	1
1360	The Difference between Subscription Economy Types and Product Types on Subscription Intention. Journal of Channel and Retailing, 2023, 28, 61-81.	0.4	0
1361	Going solo and feeling smart? An exploratory study on shoppers' time valuation and cultural perception. Internet Research, 2023, ahead-of-print, .	4.9	0
1362	Technological Innovations in Interactive Marketing: Enhancing Customer Experience at the New Retail Age., 2023,, 183-197.		1
1363	Design Principles of a Mixed-Reality Shopping Assistant System in Omnichannel Retail. Applied Sciences (Switzerland), 2023, 13, 1384.	2.5	1
1364	Understanding Omnichannel Shopping Behaviors: Incorporating Channel Integration into The Theory of Reasoned Action. Journal of Consumer Sciences, 2023, 8, 15-26.	1.3	1
1365	Impacts of Platform's Omnichannel Coupons on Multichannel Suppliers. Journal of Systems Science and Systems Engineering, 2023, 32, 71-99.	1.6	3
1366	Herausforderungen der Digitalisierung f $ ilde{A}$ 1/4r den innerst $ ilde{A}$ tischen Einzelhandel. , 2022, , 1-19.		0
1367	Virtual Reality Stores: Studies on Shopper Perceptions and Behaviors. , 2022, , .		2
1368	Omni-Channel Logistics: Optimierungen in Distribution und Fulfillment zur Realisierung digitalisierter Vertriebsprozesse für stationäe Handelsunternehmen. Edition Sales Excellence, 2023, , 213-253.	0.2	0
1369	Configurational analysis of conditions influencing customers' channel switching intention in omnichannel retailing: a fuzzy-set analysis. Quality and Quantity, 2024, 58, 141-178.	3.7	3
1370	The impact of buy-online-and-return-in-store channel integration on online and offline behavioral intentions: The role of offline store. Journal of Retailing and Consumer Services, 2023, 72, 103227.	9.4	8

#	Article	IF	CITATIONS
1371	Interlinking organisational resources, AI adoption and omnichannel integration quality in Ghana's healthcare supply chain. Journal of Business Research, 2023, 162, 113866.	10.2	9
1372	The impact of information sharing and bullwhip effects on improving consumer services in dual-channel retailing. Journal of Retailing and Consumer Services, 2023, 73, 103307.	9.4	8
1373	Commercial dynamics in urban China during the COVID-19 recession: Vulnerability and short-term adaptation of commercial centers in Shanghai. Applied Geography, 2023, 152, 102889.	3.7	9
1374	Twitter sentiment analysis on online food services based on elephant herd optimization with hybrid deep learning technique. Cluster Computing, 2024, 27, 655-671.	5.0	7
1375	Omnichannel as a driver of digitalization: evidence from the emerging market in the fashion industry. Journal of Fashion Marketing and Management, 2023, 27, 905-923.	2.2	3
1376	The cultural acceptance of digital food shopping: conceptualisation, scale development and validation. International Journal of Retail and Distribution Management, 2023, 51, 306-326.	4.7	3
1377	The Environmental, Economic and Social Welfare Impacts of the CCREW Project in China: A Study Based on the CGE Model. Sustainability, 2023, 15, 2780.	3.2	1
1378	The Trend of Omnichannel Trade Fairs. Are B2B Exhibitors Open to This Challenge? A Study on Portuguese Exhibitors. Journal of Business-to-Business Marketing, 2023, 30, 15-31.	1.5	0
1379	Understanding the Continuance Intention of Omnichannel: Combining TAM and TPB. Sustainability, 2023, 15, 3039.	3.2	10
1380	Digital Marketing in the Perspective of Omnichannel Retailing for Customer Engagement. Lecture Notes in Networks and Systems, 2023, , 122-131.	0.7	0
1381	Reverse channel selection for commercial product returns under time-to-market and product value considerations. Annals of Operations Research, 0, , .	4.1	1
1382	Did New Retail Enhance Enterprise Competition during the COVID-19 Pandemic? An Empirical Analysis of Operating Efficiency. Journal of Theoretical and Applied Electronic Commerce Research, 2023, 18, 352-371.	5.7	7
1383	Creating customer value through omnichannel service delivery: a study of the French insurance market. Journal of Financial Services Marketing, 0, , .	3.4	0
1384	Advancing the marketingâ€operations interface in omnichannel retail. Journal of Operations Management, 2023, 69, 188-196.	5.2	3
1385	THE EMPLOYEE'S PERSPECTIVE AS AN ONLINE CONSUMER. , 2019, 5, 30-43.		0
1386	Omnichannel retailing with brand engagement, trust and loyalty inÂbanking: the moderating role ofÂpersonal innovativeness. International Journal of Bank Marketing, 2023, 41, 663-694.	6.4	6
1387	The platform competition with multihoming on both sides in the omnichannel – —fee or subsidy?. Kybernetes, 2024, 53, 1039-1060.	2.2	0
1388	Kundenverhalten in InnenstÄ <b>d</b> ten. , 2022, , 21-95.		0

#	Article	IF	CITATIONS
1389	The optimal capacity decision of $\hat{A}$ the catering merchant in omnichannel $\hat{a} \in \hat{A}$ service, production and delivery capacity. Kybernetes, 2023, ahead-of-print, .	2.2	1
1390	After-Sales Attributes in E-Commerce: A Systematic Literature Review and Future Research Agenda. Journal of Theoretical and Applied Electronic Commerce Research, 2023, 18, 475-500.	5.7	2
1391	La mise en pratique d'une orientation client augmentée face aux enjeux de l'omni-canal. Decisions Marketing, 2022, N° 104, 31-48.	0.3	0
1392	Deviceâ€mediated customer behaviour on the internet: A systematic literature review. International Journal of Consumer Studies, 0, , .	11.6	2
1393	Exploring Customer Journeys in the Context of Dentistry: A Case Study. Dentistry Journal, 2023, 11, 75.	2.3	0
1394	The impact of e-retail usage on relative retail patronage formation. International Journal of Retail and Distribution Management, 2023, 51, 16-32.	4.7	5
1395	Channel integration in grocery retailers via mobile applications. Marketing Intelligence and Planning, 2023, 41, 427-441.	3.5	2
1396	Marketing in the metaverse era: toward an integrative channel approach. Virtual Reality, 2023, 27, 1905-1918.	6.1	9
1397	The Future of E-Commerce: Overview and Prospects of Multichannel and Omnichannel Retail. Journal of Theoretical and Applied Electronic Commerce Research, 2023, 18, 656-667.	5.7	6
1398	A latent approach in the fashion retailing context: segmenting co-creator users. Fashion and Textiles, 2023, 10, .	2.4	3
1399	The role of digitalization in business and management: a systematic literature review. Review of Managerial Science, 2024, 18, 449-491.	7.1	15
1400	Order effect of multiâ€touchpoints on Generation Z consumers. International Journal of Consumer Studies, 2023, 47, 1516-1532.	11.6	2
1401	Authentic omnichannel: Providing consumers with a seamless brand experience through authenticity. Psychology and Marketing, 2023, 40, 1280-1298.	8.2	6
1402	Modeling of barrier in the adoption of omnichannel marketing: a case of Indian handloom industry. Research Journal of Textile and Apparel, 2023, ahead-of-print, .	1.1	1
1403	Interplay of tourism renewable energies, tourism institutional quality, and political risk in OECD economies. Environmental Science and Pollution Research, 0, , .	5.3	0
1404	The Impact of Big Data on Customer Satisfaction Through Marketing. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2023, , 1-22.	0.8	0
1406	The impact of reverse logistics process coordination on third party relationship quality: A moderated mediation model for multichannel retailers in the fashion industry. Journal of Retailing and Consumer Services, 2023, 73, 103362.	9.4	2
1407	Channel competition in omniâ€channel supply chain considering social media advertising. Managerial and Decision Economics, 0, , .	2.5	2

#	Article	IF	CITATIONS
1408	Enhancing Short-Term Berry Yield Prediction for Small Growers Using a Novel Hybrid Machine Learning Model. Horticulturae, 2023, 9, 549.	2.8	3
1409	Effect of demand uncertainty on omnichannel distribution network design strategies. International Transactions in Operational Research, 0, , .	2.7	1
1410	Title is missing!., 2023, , .		0
1411	Internet of Things in Marketing. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2023, , 349-361.	0.8	0
1412	Multichannel Integration, Trust and Repurchase Intention: Antecedent and Its Implications. A Study in the BLP Beauty Product., 2023,, 508-519.		0
1413	Developing trends in showrooming, webrooming, and omnichannel shopping behaviors: Performance analysis, conceptual mapping, and future directions. Journal of Consumer Behaviour, 2023, 22, 1237-1264.	4.2	3
1414	The Modern Hearing Care Landscape: Toward the Provision of Personalized, Dynamic, and Adaptive Care. Seminars in Hearing, $0, \dots$	1.2	3
1415	Uncovering the gamified customer experience in the retail environment. International Journal of Retail and Distribution Management, 2023, 51, 955-971.	4.7	1
1416	Identifying Application Areas for Machine Learning in the Retail Sector. SN Computer Science, 2023, 4, .	3.6	0
1417	Financial consequences of adding bricks to clicks. International Journal of Research in Marketing, 2023, 40, 609-628.	4.2	1
1418	New Trends of Omnichannel Operation in Retail Trade in the Visegrad Countries. Visegrad Journal on Bioeconomy and Sustainable Development, 2023, 12, 12-17.	0.5	0
1419	The commercial impact of live streaming: A systematic literature review and future research agenda. International Journal of Consumer Studies, 0, , .	11.6	1
1420	Replenishment and fulfilment decisions for stores in an omni-channel retail network. European Journal of Operational Research, 2023, 311, 1009-1022.	5.7	4
1421	Channel strategies when digital platforms emerge: A systematic literature review. Omega, 2023, 120, 102919.	5.9	4
1422	Channeling Chirmi. Emerald Emerging Markets Case Studies, 2023, 13, 1-15.	0.1	0
1423	Environmental factors to maximize social media engagement: A comprehensive framework. Journal of Retailing and Consumer Services, 2023, 75, 103458.	9.4	2
1424	Conceptualizing an Omnichannel Approach for Social Marketing Under the Assumptions of the Transtheoretical Model of Change. Social Marketing Quarterly, 0, , .	1.7	0
1425	Design de varejo e experiência de compra em espaços figitais – teoria e prática. DAT Journal, 2023, 8, 78-94.	0.2	O

#	Article	IF	CITATIONS
1426	Exploring the Role of Omnichannel Retailing Technologies: Future Research Directions. Australasian Marketing Journal, 2024, 32, 162-177.	5 <b>.</b> 4	4
1427	Who Buys When and Where? How Channel Design and Consumer Attributes Influence Customer Journey Outcomes. Springer Proceedings in Business and Economics, 2023, , 9-19.	0.3	0
1428	Analyzing Customer Behavior In-Store: A Review of Available Technologies. Springer Proceedings in Business and Economics, 2023, , 243-252.	0.3	1
1429	Omnichannel Integration Quality Analysis, Cross Buying Intention to Perceived Value, Study on Tokopedia Indonesia., 2023,, 164-177.		0
1430	Inventory Management With Multisource Heterogeneous Information: Roles of Representation Learning and Information Fusion. IEEE Transactions on Systems, Man, and Cybernetics: Systems, 2023, 53, 5343-5355.	9.3	1
1431	Study of the Online Fashion Consumer Shopping Journey and the Effects of Digital Communication Media: Case Study MO Online. Smart Innovation, Systems and Technologies, 2023, , 719-738.	0.6	0
1432	Integrierte Erfolgskontrolle von Online-Marketinginstrumenten. , 2023, , 465-478.		0
1433	The impact of omnichannel integrated marketing communications (IMC) on product and retail service satisfaction. Journal of Economics, Finance and Administrative Science, 2023, ahead-of-print, .	1.5	1
1434	Factors Determining the Choice of Online/Offline Channel: A Discriminant Analysis Approach. , 2022, , .		0
1435	The influence of return channel type on the relationship between return service quality andÂcustomer loyalty inÂomnichannel retailing. Journal of Enterprise Information Management, 2023, 36, 1105-1134.	7.5	2
1436	An investigation on consumers' preferences for parcel deliveries: applying consumer logistics inÂomni-channel shopping. International Journal of Logistics Management, 2024, 35, 557-576.	6.6	0
1437	The spillover effects of online tourism platforms on sustainable development. Information Systems Journal, 2024, 34, 788-827.	6.9	0
1438	Creating memorable shopping experiences to meet phygital customers' needs: evidence from sporting goods stores. International Journal of Retail and Distribution Management, 2023, 51, 81-100.	4.7	3
1439	Sensory-enabling Technology in M-commerce: The Effect of Haptic Stimulation on Consumer Purchasing Behavior. International Journal of Electronic Commerce, 2023, 27, 354-384.	3.0	0
1440	Chaotic Customer Centricity. Communications in Computer and Information Science, 2023, , 189-198.	0.5	0
1441	Nexus among financial development and equity market on green economic finance: Fresh insights from European Union. Renewable Energy, 2023, 216, 118938.	8.9	3
1442	The Impact of Forced and Reinforced Channel Migration Strategies on Churn: Evidence from a Quasi-Natural Experiment. Journal of Interactive Marketing, 0, , .	6.2	0
1443	Does IT Lead to More Equal Treatment? An Empirical Study of the Effect of Smartphone Use on Customer Complaint Resolution. SSRN Electronic Journal, 0, , .	0.4	0

#	Article	IF	CITATIONS
1444	The evolving directâ€toâ€consumer retail model: A review and research agenda. International Journal of Consumer Studies, 2023, 47, 2816-2842.	11.6	2
1445	How do omnichannel strategies contribute to value-based healthcare? An orchestra-based analysis. Journal of Business Research, 2023, 167, 114175.	10.2	1
1446	Metaverse and Digital Twins. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2023, , 217-235.	0.8	0
1447	How digital platforms affect the internationalisation ofÂwine firms in China. International Journal of Retail and Distribution Management, 0, , .	4.7	0
1448	Perakende Kanal Entegrasyonun Tekrar Satın Alma Niyetine Etkisinde Müşteri Memnuniyetinin Aracı Rolü. Dumlupınar Üniversitesi Sosyal Bilimler Dergisi, 2023, , 248-271.	0.5	2
1449	Transformation of Distribution Channels Based on Marketing Interaction in Terms of Sustainable Development. Lecture Notes in Networks and Systems, 2023, , 922-930.	0.7	0
1450	Predicting intention to adopt omnichannel retailing of SMEs in Indonesia using UTAUT: the moderating role of personal innovativeness. International Journal of Research in Business and Social Science, 2023, 12, 30-41.	0.3	0
1451	Reappraising the roles of review valence and conflict in online relationships. Journal of Business Research, 2023, 167, 114187.	10.2	0
1452	Exploring the Influence of Omnichannel Experience on Trust and Repurchase Intention in Retail Companies: Evidence from Indonesia., 2023, 11, e631.		0
1453	Simulating the Synergistic Experiences of Customers in Show-Rooming and Web-Rooming Retail Channels. Springer Texts in Business and Economics, 2023, , 347-367.	0.3	0
1454	Green purchase intention in omnichannel retailing: role of environmental knowledge and price sensitivity. Journal of Strategic Marketing, 0, , 1-24.	5.5	11
1455	Prioritization of the Digital Banking Services in Islamic Banking. Studies in Systems, Decision and Control, 2023, , 969-985.	1.0	0
1456	The role of artificial intelligence inÂimproving the omnichannel customer experience. International Journal of Retail and Distribution Management, 2023, 51, 1174-1194.	4.7	4
1457	Scenarios to Improve E-Commerce SMEs Activity Based on Their Classification: A Case Study on Romania. Sustainability, 2023, 15, 11963.	3.2	0
1458	Potenziale und Herausforderungen von Omni-Channel-Strategien im Möbeleinzelhandel. FOM-Edition, 2023, , 65-90.	0.1	0
1460	Use of Internet-of-Things for Sustainable Art Businesses: Action Research on Smart Omni-Channel Service. Sustainability, 2023, 15, 12035.	3.2	1
1461	Adoption Potentials of Metaverse Omnichannel Retailing and Its Impact on Mass Customization Approaches. Lecture Notes in Mechanical Engineering, 2023, , 110-119.	0.4	1
1462	The Retail Revolution: Synergy of E-Tail and Brickand-Mortar in a Post-Pandemic Era. , 2021, , 76-83.		0

#	Article	IF	CITATIONS
1463	Volunteer omnichannel behavior in nonprofit organizations: Key antecedents and implications for management. Nonprofit Management and Leadership, 2023, 34, 433-463.	2.5	0
1464	Internationalization and digitalization: Their differing role on grocer and non-grocer retailer performance. Journal of Retailing, 2023, 99, 400-419.	6.2	3
1465	Showrooming: a retrospective andÂprospective review using theÂSPAR-4-SLR methodological framework. International Journal of Retail and Distribution Management, 2023, 51, 1588-1613.	4.7	1
1466	Varejo phygital: Um estudo do consumidor sob a ótica dos componentes das atitudes. , 2024, 4, e27.		0
1467	The role of innovation ambidexterity on the relationship between cognitive computing capabilities and entrepreneurial quality: A comparative study of India and China. Technovation, 2023, 127, 102835.	7.8	1
1468	Transferring in-store experience to online: An omnichannel strategy for DIY customers' enhanced brand resonance and co-creative actions. Journal of Business Research, 2023, 168, 114237.	10.2	1
1469	Is in-store mobile usage a toxic to customer purchase? A multigroup analysis of customer type. Electronic Commerce Research and Applications, 2023, 61, 101306.	5.0	0
1470	Multirooming: generating e-satisfaction throughout omnichannel consumer journey design and online customer experience. Journal of Research in Interactive Marketing, 0, , .	8.9	2
1471	Bibliometric Study on the Social Shopping Concept. Administrative Sciences, 2023, 13, 213.	2.9	0
1472	Why retail firms commonly get only halfway through channel integration with online channels. Internet Research, 0, , .	4.9	0
1473	The mediating role of perceived enjoyment and attitude consistency in omni-channel retailing. Asia Pacific Journal of Marketing and Logistics, 0, , .	3.2	1
1474	Customer experiences in omnichannel retail environments: a thematic literature review. International Review of Retail, Distribution and Consumer Research, 2023, 33, 445-478.	2.0	2
1475	The effect of personal innovativeness on customer journey experience and reuse intention in omni-channel context. Asia Pacific Journal of Marketing and Logistics, 0, , .	3.2	2
1476	Analyzing Purchase Decisions Using Dynamic Location Data. Journal of Interactive Marketing, 0, , .	6.2	0
1477	Omnichannel as a Consumer-Based Marketing Strategy. RAC: Revista De Administração Contemporânea, 2023, 27, .	0.4	1
1478	B2C multi- to single-channel: the effect of removing a consumer channel preference on consumer retailer and channel choice. Journal of Business and Industrial Marketing, 0, , .	3.0	0
1479	Predicting the Use of Chatbots for Consumer Channel Selection in Multichannel Environments: An Exploratory Study. Systems, 2023, 11, 522.	2.3	0
1480	Digital Showroom inÂ3DWeb, theÂScene Effect onÂObject Placement. Lecture Notes in Computer Science, 2023, , 439-449.	1.3	O

#	Article	IF	CITATIONS
1481	Hybrid intelligence: human–Al collaboration in marketing analytics. Journal of Marketing Analytics, 2023, 11, 263-274.	3.7	5
1482	Future of Marketing After Disruptions and Uncertainties: Physical, Digital, or Phygital?. Palgrave Studies in Marketing, Organizations and Society, 2023, , 31-40.	0.1	1
1483	Embedding Perceptual Quality in Omnichannel's Touchpoints in Product Development Lifecycle Management Using Data Analytics. Lecture Notes in Mechanical Engineering, 2024, , 999-1010.	0.4	0
1484	Empowering retailers: A bounded rationality perspective to enhancing omnichannel journey satisfaction. Journal of Retailing and Consumer Services, 2023, 75, 103536.	9.4	2
1485	Directions for transforming enterprise business models by implementing sustainable digital economy. E3S Web of Conferences, 2023, 420, 08007.	0.5	0
1486	Should price cannibalization be avoided or embraced? A multimethod investigation. Production and Operations Management, 2023, 32, 3816-3836.	3.8	0
1487	Managerial approaches and sociotechnical implications of the adoption of consumer-facing in-store technology in organizational processes: the case of fashion retail. Information Technology and People, 0, , .	3.2	0
1488	Establishing the link: Does web traffic from various marketing channels influence direct traffic source purchases?. Marketing Letters, 2024, 35, 59-71.	2.9	0
1489	Effects of Holistic Marketing on Organizational Performance. British Journal of Management and Marketing Studies, 2023, 6, 117-127.	0.4	0
1490	Omnichannel Shopping Intention in Indonesian Online-to- Offline Grocery Retailers. E3S Web of Conferences, 2023, 426, 02023.	0.5	0
1491	Identifying the factors influencing enterprise digital transformation intention: an empirical study based on net effects and joint effects. Business Process Management Journal, 2023, 29, 2107-2128.	4.2	2
1492	Online purchasing during the Covid pandemic. Megatrend Revija, 2022, 19, 475-493.	0.2	0
1493	The Future of Digital Transformation in Omnichannel Marketing Approach: A Conceptual Study for Higher Education. İnsan Ve Toplum Bilimleri Araştırmaları Dergisi, 2023, 12, 1596-1618.	0.3	0
1494	A bibliometric review of the omnichannel logistics literature. International Review of Retail, Distribution and Consumer Research, $0$ , $1-21$ .	2.0	1
1495	Analysis of Multichannel Service Delivery Quality on Customers' Continued Engagement Intention a Context of Multichannel Service in Indonesia. , 2024, , 734-742.		0
1496	THE IMPACT OF ONLINE SHOPPING ON SHOPPING CENTRES IN KLANG VALLEY, MALAYSIA. Planning Malaysia, 0, 21, .	0.2	0
1497	Smart Luxury Shoppers' Behaviour in China: Omni-Channel Perspectives of Gen Y Consumers. Marketing and Management of Innovations, 2023, 14, 176-187.	1.5	0
1498	Navigating the platform economy: Crafting a customer analytics capability instrument. Journal of Business Research, 2024, 170, 114260.	10.2	0

#	Article	IF	CITATIONS
1499	Customer inspiration in retailing: The role of perceived novelty and customer loyalty across offline and online channels. Journal of Retailing and Consumer Services, 2024, 76, 103592.	9.4	4
1500	Half a decade in two years: household freight after COVID-19. Transport Reviews, 2024, 44, 544-565.	8.8	1
1501	Analýzza kÄ¾Ã°Äøvých faktorov hodnotenia omni-channel koncepcieÂ. PoÅ¡ta Telekomunikácie A Elektronic Obchod, 2023, 18, 18-27.	cký 0.2	0
1502	Role of bigdata analytics in improving drivers of omni-channel retailing for improving logistics experience. Benchmarking, 0, , .	4.6	0
1503	Analýza kľúÄových faktorov hodnotenia omni-channel koncepcieÂ. PoÅ¡ta Telekomunikácie A Elektronic Obchod, 2023, 18, 18-27.	cký 0.2	0
1504	Omnichannel management capabilities in international marketing: the effects of word ofÂmouth on customer engagementÂand customer equity. International Marketing Review, 2024, 41, 42-73.	3.6	1
1505	The Importance of User Experience in Brand Experience. , 0, , .		0
1506	A retailing dilemma: sell only in-person or go multiple channel and digital?. Journal of Business Strategy, 0, , .	1.6	1
1507	CREATION OF TRADE MARKETING SYSTEM ARCHITECTURE OF SILK ENTERPRISES. , 2023, 11, 286-295.		0
1508	The Agency of Consumer Value and Behavioral Reasoning Patterns in Shaping Webrooming Behaviors in Omnichannel Retail Environments. Sustainability, 2023, 15, 14852.	3.2	0
1509	The impact of technologies on society through NPO-social enterprise value co-creation. Humanities and Social Sciences Communications, 2023, 10, .	2.9	1
1510	A Bibliometric Analysis of Omnichannel and Customer Satisfaction. Environment-Behaviour Proceedings Journal, 2023, 8, 73-79.	0.2	0
1511	Estratégia omnichannel na perspectiva da economia circular: uma estrutura conceitual. Journal of Urban Technology and Sustainability, 2022, 5, e50.	0.2	1
1512	Influences of omnichannel integration and value congruence on customer patronage: the flow theory perspective. Journal of Marketing Management, 2024, 40, 151-182.	2.3	0
1513	More than Machines: The Role of the Future Retail Salesperson in Enhancing the Customer Experience. Journal of Retailing, 2023, 99, 518-531.	6.2	2
1514	Live streaming shopping as aÂnewÂretail format: insights fromÂaÂqualitative study of consumersÂand retailers. International Journal of Retail and Distribution Management, 2023, 51, 1313-1351.	4.7	O
1515	Proximity-store introductions: A new route to big-box retailer success?. Journal of Retailing, 2023, 99, 621-633.	6.2	2
1516	Leveraging In-Store Technology and Al: Increasing Customer and Employee Efficiency and Enhancing their Experiences. Journal of Retailing, 2023, 99, 487-504.	6.2	4

#	Article	IF	CITATIONS
1518	An analysis of customer retention strategies in e-commerce fashion business in the UK: A case study of Primark. SSRN Electronic Journal, 0, , .	0.4	0
1519	Influencer Marketing 2.0: The Role of Realism in Virtual Influencer Endorsements. SSRN Electronic Journal, 0, , .	0.4	0
1520	Demonstrating the influencing factors and outcomes of customer experience in omnichannel retail. Journal of Retailing and Consumer Services, 2024, 77, 103622.	9.4	0
1521	Optimal sales strategies for an omni-channel manufacturer in livestreaming demonstration trends. Transportation Research, Part E: Logistics and Transportation Review, 2023, 180, 103222.	7.4	1
1522	Dual-decoder attention model in hierarchical reinforcement framework for dynamic crowd logistics problem with batch-matching. Transportation Research Part C: Emerging Technologies, 2023, 157, 104417.	7.6	0
1523	Analysis of omni-channel implementations that are preferred by consumers in clothing sector. Autex Research Journal, 2023, 24, .	1.1	0
1524	The transformation of digital strategy and value creation in omnichannel organisations: the case of the gambling industry. European Journal of Information Systems, $0$ , , $1$ -18.	9.2	0
1525	Influence of perceived value on omnichannel usage: Mediating and moderating roles of the omnichannel shopping habit. Journal of Retailing and Consumer Services, 2024, 77, 103627.	9.4	3
1526	ÇOK KANALLI ENTEGRASYON BAĞLAMINDA OMNİ-KANAL PERAKENDECİLİĞİ: LİTERATÜR TARAMASI Dergisi, 0, , .	. Ekey Aka	demi
1527	Does cross-channel consistency always create brand loyalty in omni-channel retailing?. International Journal of Retail and Distribution Management, 0, , .	4.7	0
1528	Las redes Sociales como estrategia de marketing digital: Un análisis bibliomÃ@trico. , 2023, 9, 16-30.		0
1529	A comparison of the environmental sustainability of brickâ€andâ€mortar retailing and online retailing: Contrasting academic research and consumer perceptions. Business and Society Review, 2023, 128, 635-660.	1.7	1
1530	Understanding the consumer's luxury webrooming intention: Moderating role of perceived risk and review. Journal of Consumer Behaviour, 0, , .	4.2	0
1531	Optimising Customer Segmentation in Digital Marketing Using Predictive Analytics: A Review of Literature. SSRN Electronic Journal, 0, , .	0.4	0
1532	Marketing-Mix: Distributionspolitische Entscheidungen., 2024,, 549-597.		0
1533	The Cross-Channel Effects of In-Store Customer Experience in the Case of Omnichannel Fashion Retailing in Finland. , 0, , .		0
1534	Omnichannel Retailing in Light of Psychological Factors: A Mediated Model. Psychology Research and Behavior Management, 0, Volume 16, 5069-5088.	2.8	0
1535	The Effects of Information Technology in Retailer Performance and Survival: The Case of Store-Based Retailers. SAGE Open, 2023, 13, .	1.7	0

#	Article	IF	CITATIONS
1536	What to Explore Next?., 2023,, 217-224.		0
1537	Building consumer–brand relationships in the channel-mix era. The role of self–brand connection and product involvement. Journal of Product and Brand Management, 0, , .	4.3	0
1538	Engaging in Sensory Marketing in Practice. , 2023, , 199-215.		0
1539	Optimal multi-period pricing andÂsales effort decisions withÂaÂlogit demand model inÂanÂintegrated channel. Kybernetes, 0, , .	2.2	0
1540	Optimising Student Enrollment Management in Public Universities Using Predictive Modelling: A Survey. SSRN Electronic Journal, 0, , .	0.4	0
1541	Optimizing online selling through an online-to-offline platform: strategic ramifications for local n stores. Journal of Revenue and Pricing Management, 0, , .	1.1	0
1542	How Can Digitalization Mitigate Pandemic-Induced Demand Shocks? A Case Study from the Apparel Industry. Administrative Sciences, 2023, 13, 257.	2.9	0
1543	VARIETY OF SHOPPING MODES: THEORETICAL FRAMEWORK, PIVOTAL FACTORS, AND MANAGERIAL IMPLICATIONS. Journal of Business Economics and Management, 2023, 24, 857-876.	2.4	0
1544	The influence of seamless shopping experience on customers' word of mouth on social media. Journal of Services Marketing, 0, , .	3.0	1
1545	КаÑ,ĐµĐ³Đ¾Ñ€Ñ–Đ¹Đ½Đ,Đ¹ Đ°Đ¿Đ°Ñ€Đ°Ñ, Đ² Đ¾Đ¼Đ½Ñ–Đ°Đ°Đ½Đ°Đ»ÑŒĐ½Đ¾Đ¼Ñƒ Đ¼Đ°Ñ€Đ	<sup>ϼ</sup> ĐμÑ,иĐ <sup>1</sup> ,	∕2Ð3Ñf.,20
1546	Gender and generational differences in omnichannel shopping travel decisions: What drives consumer choices to pick up in-store or ship direct?. Research in Transportation Economics, 2024, 103, 101403.	4.1	0
1547	10.3917/dm.104.0163. Decisions Marketing, 2000, , .	0.3	0
1548	Adoption of blockchain considering platform $\hat{a} \in \mathbb{N}$ information sharing and service effort under the cap-and-trade scheme. International Journal of Production Research, 0, , 1-25.	<b>7.</b> 5	0
1549	True Elements: leveraging opportunities for growth. CASE Journal, 0, , .	0.1	0
1550	Digital Marketing and Customer Experience Strategy. Advances in Business Strategy and Competitive Advantage Book Series, 2024, , 149-167.	0.3	0
1551	Healthy foods, healthy sales? Cross-category effects of a loyalty program promoting sales of fruit and vegetables. Journal of Retailing, 2024, 100, 85-103.	6.2	0
1552	Consumer Awareness and Perception of Online Services. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2024, , 178-197.	0.8	0
1553	Gen Z's Perspective: Unveiling the Impact of Emotion and Cognitive in Shaping Customer Experience in Omnichannel Context. International Journal of Social Science and Business, 2024, 7, 832-842.	0.2	0

#	Article	IF	CITATIONS
1554	Business Drivers in Promoting Digital Detoxification. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2024, , 16-24.	0.8	0
1555	Distribution velocity in wine retailing. Wine Economics and Policy, 2023, 12, 31-41.	0.9	0
1556	Place-Based Strategies, Multichannel Merger, and Context-Driven Alerts for Engagement With Mobile Marketing. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2024, , 198-229.	0.8	0
1557	Phygital luxury experiences. A correspondence analysis on retail technologies. International Journal of Consumer Studies, 2024, 48, .	11.6	O
1558	The Role of Social Media Presence, Technology, and Personalization in Increasing Sales and Achieving Sustainable Business Growth. Advances in Computational Intelligence and Robotics Book Series, 2024, , 220-253.	0.4	0
1559	The Role of Social Media Presence and Personalization in Increasing Sales and Achieving Sustainable Business Growth., 2023,, 175-199.		0
1560	Market expansion through online-buying to store-pickup (O2S): Implications for end-to-end supply chain strategy. International Journal of Production Economics, 2024, 269, 109155.	8.9	0
1561	Consumers' Marketing Channel Choice and the Impact on Logistics and Operations: A Systematic Literature Review of the Fresh Food and Grocery Sector. Logistics, 2024, 8, 11.	4.3	O
1562	Smart Marketing. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2024, , 154-177.	0.8	0
1563	Strategic enablers: Unveiling crucial drivers for managerial adoption of electronic resources planning. Problems and Perspectives in Management, 2024, 22, 295-309.	1.4	0
1564	The distribution of retail gross margin: analysis and implications. International Review of Retail, Distribution and Consumer Research, 0, , 1-20.	2.0	0
1566	Demystifying the Combined Effect of Consistency and Seamlessness on the Omnichannel Customer Experience: A Polynomial Regression Analysis. Journal of Theoretical and Applied Electronic Commerce Research, 2024, 19, 232-248.	5.7	0
1567	From storefront to screen: an in-depth analysis of the dynamics of online for offline retailing. Humanities and Social Sciences Communications, 2024, 11, .	2.9	0
1568	Decentralized Online Order Fulfillment in Omni-Channel Retailers. SSRN Electronic Journal, 0, , .	0.4	0
1569	Integrating Online and Offline Distribution Strategies $\hat{a}\in$ A Portuguese Case Study. Lecture Notes in Networks and Systems, 2024, , 71-80.	0.7	0
1570	Retail Marketing Competencies in an Omnichannel World: A Post-Pandemic Shopping Revolution. SEISENSE Business Review, 2023, 3, 76-94.	1.8	0
1571	The impact of omnichannel integration towards customer interest in alternatives: retailer uncertainty and web rooming in retailing. Cogent Business and Management, 2024, $11$ , .	2.9	0
1572	The Future of Luxury Brand Management: A Study on the Impact of New Technology and Relationship Marketing. Studies in Systems, Decision and Control, 2024, , 57-68.	1.0	0

#	Article	IF	CITATIONS
1573	Land prices, digital instruments and retail performance. Kybernetes, 0, , .	2.2	0
1574	Geomarketing as an important element of a food retailer's business model: A managerial view. International Journal of Management and Economics, 2024, 60, 46-58.	0.4	0
1575	Understanding customers' choice for digital D2C versus multi-brand operations. Journal of Retailing, 2024, , .	6.2	0
1576	Customer Retention Using Machine Learning. , 2023, , .		O
1577	Drivers of industrial sales performance in the agent-buyer chat channel: The role of social and functional content, message valence, and synchronicity. Journal of Retailing and Consumer Services, 2024, 78, 103774.	9.4	0
1578	Omnichannel Approach to Meet Retail Customers' Expectations. Advances in Social Networking and Online Communities Book Series, 2024, , 148-156.	0.4	0
1579	Navigating the Digital Era: Exploring Consumer Behavior Across Multiple Channels: A Review and Research Agenda., 2024,, 211-229.		0
1580	Innovating Services: Navigating the Digital Frontier. Advances in Hospitality, Tourism and the Services Industry, 2024, , 1-26.	0.2	O
1582	The impact of online and offline experiences on the repurchase intention and word of mouth of women's fashion products with the intermediate trust factor. Cogent Business and Management, 2024, 11, .	2.9	0
1583	Al-Powered Marketing Strategies in the Tourism and Hospitality Sector. Advances in Hospitality, Tourism and the Services Industry, 2024, , 223-242.	0.2	O
1584	Customer journey design in omnichannel retailing: Examining the effect of autonomy-competence-relatedness in brand relationship building. Journal of Retailing and Consumer Services, 2024, 78, 103776.	9.4	0
1586	Omnichannel marketing: a systematic review and research agenda. International Review of Retail, Distribution and Consumer Research, 0, , 1-30.	2.0	O
1589	Psychographic segmentation of multichannel customers: investigating the influence of individual differences on channel choice and switching behavior. Journal of Retailing and Consumer Services, 2024, 79, 103806.	9.4	0
1590	From Trait to Choice: How Regulatory Focus Shapes Store Promotion Usage. Journal of Promotion Management, 0, , 1-32.	3.4	0
1591	Digital Transformation in the Finance and Banking Sector., 2024, , 95-117.		0
1592	A system dynamics model for optimum time, profitability, and customer satisfaction in omni-channel retailing. Journal of Retailing and Consumer Services, 2024, 78, 103784.	9.4	0
1593	Digital Transformation in the Small Businesses Sector. , 2024, , 171-191.		0
1594	Navigating the Omnichannel Landscape: Unraveling the Antecedents of Customer Loyalty. SAGE Open, 2024, 14, .	1.7	0

#	Article	IF	Citations
1595	Digital technology-empowered omnichannel integration: a review and research agenda. International Journal of Retail and Distribution Management, 2024, 52, 407-424.	4.7	0
1596	Marketinginstrumente in der Customer-Dominant Logic. , 2024, , 309-387.		0
1597	Augmented reality in marketing: aÂclose look at the current landscape and future possibilities. Marketing Intelligence and Planning, 0, , .	3.5	0
1599	Omni-channel shopping experiences $\hat{a} \in \text{``to share or not to share''}.$ Cogent Business and Management, 2024, 11, .	2.9	0
1600	Linking Clicks to Bricks: Understanding the Effects of Email Advertising on Multichannel Sales. Information Systems Research, $0$ , , .	3.7	0
1601	How to acquire customer loyalty in online retailing industry? An empirical study from service recovery perspective. Electronic Commerce Research and Applications, 2024, 65, 101385.	5.0	0