



# Click & Collect, a Buy Online Pick Up in Store Application

End-to-end solution to drive sales and create efficient in store pickup processes



## Business Benefits

- Create quick, easy, and efficient processes for facilitating online orders picked up in store.
- Leverage popularity of consumer trends for Buy Online Pick Up in Store to drive sales
- Reduce the demand on time spent by store staff dealing with online order pick up.
- Deliver first class customer service

## Off the Shelf Solution - Configured and Deployed Within Weeks

eCommerce is an increasingly important part of the omnichannel retail mix. The option for customers to order goods online and then collect them from a local store is very convenient for many consumers.

Peak-Ryzex's Click & Collect solution can be used to track and handle goods ordered online once they arrive at the store, receiving the items from the e-fulfillment center, sorting them into customer orders, recording the critical customer handover and handling any returns or store absorption on uncollected orders.

## The solution process includes:

- Logistics and customer service management
- Scan to store – customer email / text triggers
- Put-away at the store
- Customer order search and status
- Location information and item retrieval scan
- Customer handover
  - Proof of identity capture
  - Item scanning for order validation
  - On-screen customer signature capture
  - Customer feedback questionnaire
- Non-collection handling and refund triggers



Peak-Ryzex's Click & Collect application is designed to work across a variety of mobile devices and operating systems, providing a flexible solution to meet the varying demands of in-store operations.

The Click & Collect application delivers a full end-to-end management solution for processing online orders that are picked up in store and can accommodate daily volumes of 100's and even 1000's of products to be handled efficiently and

