

# IM2 Retail

More efficient processes.  
Better customer service.  
More sales.

An end-to-end retail mobility solution

## IM2 Retail is a complete suite of retail store applications for mobile devices.

It is designed for use in store by staff to provide improved customer service, real-time stock visibility and multi-channel fulfilment. Accurate data capture and real-time information means quicker replenishment, rapid answers to stock enquiries and fitting room requests, and more streamlined receiving and transfer processes.

### Pricing, availability & customer service

#### Product enquiry

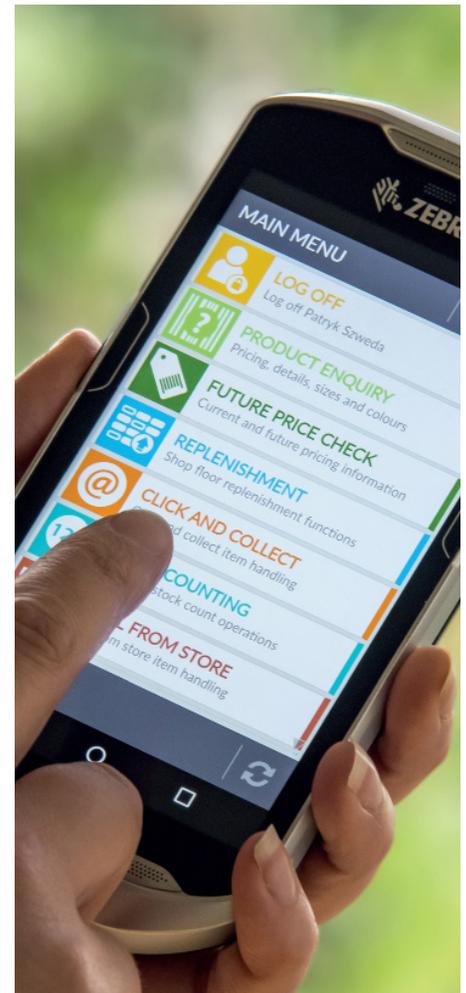
PRODUCT ENQUIRY means no more running from the fitting rooms to the stock room to look for a different size. The shop floor staff can just scan the item and see immediately what is available and where it is. They can then advise on linked products, alternative options and even check the availability of arriving stock.

#### Click & collect

CLICK & COLLECT provides full visibility and tracking of goods ordered online, receiving items from the e-fulfillment center and sorting them into customer orders. Customer communications and a slick customer handover process combine with a seamless returns process for an enhanced customer experience.

#### Price management

PRICE MANAGEMENT improves productivity, accuracy and control. Price change information can be made available on mobile devices in advance of sales or for end of shelf-life reductions. Merchandising and promotion details, or revised pricing combines with immediate printing of new product tickets on a mobile printer for fast re-pricing or re-labeling.



### Fulfill from store

FULFILL FROM STORE provides the ability and functionality to pick, pack, label and dispatch in-stock items from a retail store that have been ordered online. The items can be either despatched from store for home delivery, for collection by the customer at an alternative store or for an enhanced 'super quick' Click & Collect service in the picking store.



*Get in touch and find out how we enabled John Lewis to expand its Click & Collect capacity by 30%.*

### Store stock management

#### In-store replenishment

IN-STORE REPLENISHMENT allows accurate replenishment of the sales floor from multiple stock storage locations. This can be done through automatic analysis of sales data, by manual department review, through ad-hoc gap scanning or by reviewing zero sale lines.

### Stock movements

STOCK MOVEMENTS provides the capability to move stock between locations in a single store, move stock between sites (transfers, DC returns etc), adjust stock levels (write-offs, adjustments) and perform directed stock adjustment transactions such as recalls. Stock Movements is highly configurable that can be configured to meet business workflows.

### Stock receiving

STOCK RECEIVING permits receiving at carton, box, cage or rail level, with validation against expected delivery data from the supplier or distribution center. Item level checks can be performed to ensure stock levels are maintained accurately and any shortages and damages are accounted for.

### Stock counting

STOCK COUNTING improves productivity, accuracy and control. Price change information can be made available on mobile devices in advance of sales or for end of shelf-life reductions. Merchandising and promotion details, or revised pricing combines with immediate printing of new product tickets on a mobile printer for fast re-pricing or re-labeling.

## Contact Us

Order online or contact us today!

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