

Click & Collect

A quick guide



PRIMO
FOODS

ACRELEC

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Click & collect

Quick guide

An **innovative, practical** and **contactless** order collection solution.

1 Retail challenges

The new expectations



Retail

Challenges

It's become clear that home delivery cannot scale quickly in a financially viable way to address the explosion of online orders.

Click & Collect is now best placed to address the increased demand, both now and in the future via a scalable, convenient, and cost-effective service that observes social distancing guidelines.

Our store collection management solutions offer:

Contactless Collections



Customers can collect from the safety of their own vehicle

Reduce Queues



Complete more orders in less time, reducing lines & labour costs

Increase Capacity



More collections in less time without needing additional staff

Manage Demand Peaks



Manage spikes in demand by calling associates to action as needed



2 New action and process

A response to Covid-19

ACTION

and process

During these difficult times, retailers face new and unprecedented operational and safety challenges.

Consumer demand for access to goods quickly, efficiently, and safely has caused panic-buying, lines to enter shops, and businesses forced to close due to social distancing measures.

Overnight, there was a shift to online ordering with demand far exceeding supply, leaving many stores unable to increase their fulfillment capacity and with delivery slots booked up weeks in advance :

Retail's priorities are now:



Protecting store associates



Facilitating customer separation



Web-store fulfillment



Increasing operational capacity

3 Reinventing the journey

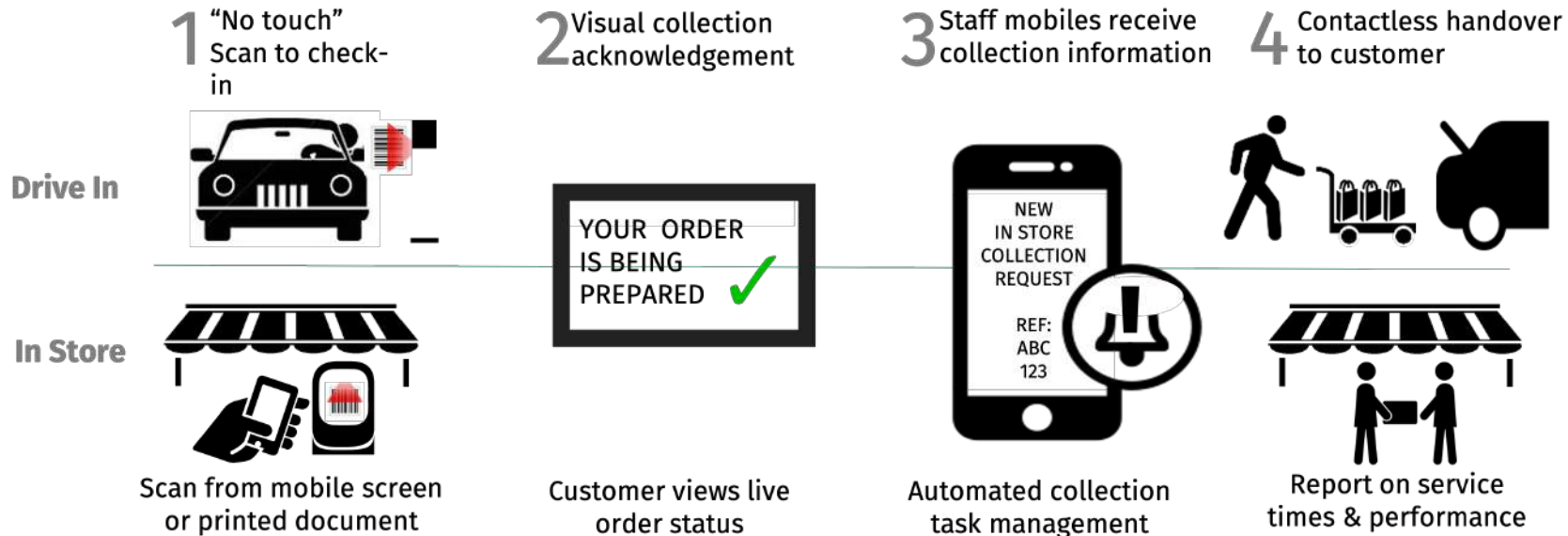
Acrelec's new software suite

Journey

Reinvented



Contactless collection



4 Managing the process

Automating the colleague journey

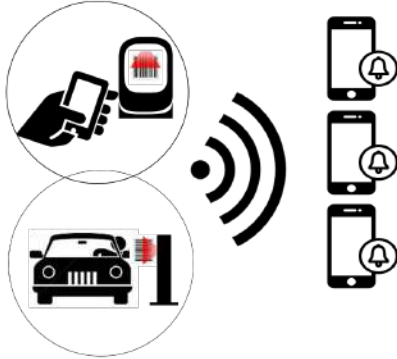
Managing

the process



Contactless collection

1 Collection alerts received on all store mobile devices



In Store or Drive In

Manages service peaks, more alerts means more staff called to action

2 Staff able to perform general tasks until required for collection



Reduce labour costs - no dedicated collection staff required

3 Solution automates task allocation & info to retrieve the order



Automated collection task management requires no supervision

4 Manage in store or parking area collections at the same time



Increase productivity, process more collections in less time

we know

Click & Collect

Acrelec first started helping retailers manage their store collection orders over a decade ago.

Today, millions of collections later, we're still helping the most recognised retail brands make their store collections fast, efficient and profitable!

Now it's even easier for your stores & customers to benefit from this experience with our simple to deploy solutions.



Thank

you

Contact us:

Craig Bevan
VP Sales & Marketing

Acrelec UK & Ireland

31 Mark Road

Hemel Hempstead

HP2 7BW

Mobile +44 (0)7553 55 28 38

Email: craig.bevan@acrelec.co.uk