

# Click & Collect

A quick guide



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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

1 "No touch"  
Scan to check-in



Drive In

2 Visual collection  
acknowledgement



Customer views live  
order status

3 Staff mobiles receive  
collection information



Automated collection  
task management

4 Contactless handover  
to customer



Report on service  
times & performance

In Store  
Scan from mobile screen  
or printed document



# 4 Managing the process

Automating the colleague journey

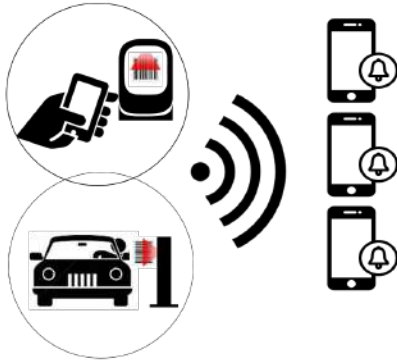
# Managing

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

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