

WHY RETAIL COLLECTION DELAYS BREAK OPERATIONS AT SCALE



CLICK & COLLECT

COLLECT HERE



(AND WHY CLICK & COLLECT SLOWS DOWN)

As order volumes rise, collection processes are not keeping up.

Delays create friction.

Friction creates dissatisfaction.

And at scale,

slow collection becomes a business problem.



Every minute of delay impacts customers, staff, and your bottom line.

Faster collections.
Happier customers.
Stronger operations.



LONGER WAIT TIMES

Frustrate customers



MISSED EXPECTATIONS

Damage customer experience



OPERATIONAL BOTTLENECKS

Slow teams down



ABANDONED ORDERS

Lead to lost revenue



STAFF OVERLOAD

Increases cost and errors



SCALE BECOMES RISK

Growth hurts performance



WHEN COLLECTION IS SLOW, EVERYTHING ELSE SUFFERS.



BUILD SMARTER COLLECTION PROCESSES. DELIVER BETTER EXPERIENCES AT SCALE.

WHY RETAIL COLLECTION DELAYS BREAK AT SCALE



Click & collect promises speed.

- ✓ Order online
- ✓ Pick up in-store
- ✓ No waiting



AT SMALL SCALE, IT WORKS.



AT LARGE SCALE, IT BREAKS.



DELAYS BECOME INEVITABLE.

AND WHEN COLLECTION SLOWS:



QUEUES FORM



STAFF ARE OVERWHELMED



CUSTOMER EXPERIENCE DECLINES



RETAIL COLLECTION DOESN'T FAIL GRADUALLY — IT FAILS UNDER PRESSURE.

WHAT ARE RETAIL COLLECTION DELAYS?

Retail collection delays occur when **customers must wait** to:



PICK UP ONLINE ORDERS



COLLECT RESERVED ITEMS



RECEIVE IN-STORE PURCHASES



THIS TYPICALLY HAPPENS IN:



CLICK & COLLECT COUNTERS



CUSTOMER SERVICE DESKS



STORE PICKUP AREAS



LONG WAIT TIMES



QUEUE CONGESTION



FRUSTRATED CUSTOMERS

THE RESULT:



AT SCALE, SPEED ISN'T GUARANTEED BY PROMISES. IT'S DELIVERED BY SYSTEMS THAT REMOVE DELAYS.



BUILT FOR SCALE. BUILT TO PERFORM.

THE HIDDEN IMPACT OF COLLECTION DELAYS



CUSTOMER EXPERIENCE BREAKDOWN

Customers expect fast pickup. Instead, they experience:

- Waiting
- Frustration
- Delays



LOST REVENUE

Delays reduce:

- In-store spending
- Upsell opportunities
- Customer retention



OPERATIONAL INEFFICIENCY

Staff spend time:

- Managing queues
- Searching for items
- Handling complaints



REDUCED STORE EFFICIENCY

Collection delays impact:

- Floor operations
- Customer service
- Overall store performance



INCREASED ERROR RISK

Under pressure:

- Wrong items are handed out
- Orders are misplaced
- Security checks are rushed



COLLECTION DELAYS DON'T JUST INCONVENIENCE CUSTOMERS. THEY DISRUPT OPERATIONS, HURT REVENUE, AND DAMAGE LOYALTY. >>>



THE SOLUTION ISN'T MORE OF THE SAME. IT'S SMARTER COLLECTION SYSTEMS.

WHY TRADITIONAL FIXES DON'T WORK



ADD MORE STAFF

- Increases cost
- Limited throughput improvement



HIGHER COSTS, SAME PROBLEMS



EXPAND COLLECTION COUNTERS

- Requires space
- Does not remove bottlenecks



MORE SPACE, NOT MORE SPEED



IMPROVE BACKROOM ORGANISATION

- Temporary improvement
- Breaks down at scale



WORKS TODAY, FAILS TOMORROW



STAGGER COLLECTION TIMES

- Difficult to enforce
- Limited behavioural impact



CUSTOMERS DON'T ALWAYS COMPLY

THE CORE PROBLEM:

LINEAR SYSTEMS VS PEAK DEMAND




Sequential systems cannot handle simultaneous demand.

LINEAR SYSTEMS


VS

PEAK DEMAND




Retail collection is built on:

-  Manual processes
-  Staff interaction
-  Sequential handling




-  One customer at a time
- Queues build quickly
- Delays increase under pressure
- Staff become overwhelmed

Retail demand is:

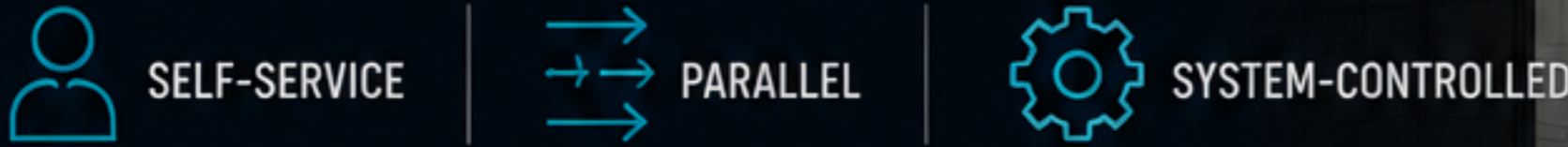
-  Peak-driven
-  High volume
-  Time-sensitive




-  Many customers at once
- High pressure on staff
- Long wait times
- Poor customer experience






THE SCALABLE SOLUTION: AUTOMATED, SELF-SERVICE COLLECTION

To eliminate delays, collection must become:



 **SMART LOCKER COLLECTION SYSTEMS FOR RETAIL**
Smart lockers transform click & collect into a high-speed, scalable system.

 <p>PARALLEL COLLECTION</p> <p>Multiple customers collect simultaneously. No queues.</p>	 <p>INSTANT RETRIEVAL</p> <p>Orders stored in fixed locations. No searching required.</p>	 <p>NO STAFF DEPENDENCY</p> <p>Removes bottlenecks. Reduces labour cost.</p>	 <p>SECURE, VERIFIED ACCESS</p> <p>Customers access only their order. Reduced error and fraud.</p>	 <p>24/7 COLLECTION AVAILABILITY</p> <p>No dependency on store hours. Increased convenience.</p>
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 <p>REDUCED WAIT TIMES</p> <p>Customers in and out faster.</p>	 <p>HAPPIER CUSTOMERS</p> <p>Better experience. More loyalty.</p>	 <p>HIGHER STORE PERFORMANCE</p> <p>Smoother operations. Stronger results.</p>	 <p>LOWER OPERATIONAL COSTS</p> <p>Less staff pressure. Better resource use.</p>	 <p>BUILT TO SCALE</p> <p>Handles peak demand without breaking.</p>
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 **BUILT FOR PEAK DEMAND. DESIGNED FOR SCALE. SMART LOCKERS KEEP COLLECTION FAST, EASY, AND RELIABLE.**

REAL OPERATIONAL IMPACT

With automated collection systems:



COLLECTION DELAYS ARE ELIMINATED

No waiting.
No queues.



THROUGHPUT INCREASES SIGNIFICANTLY

More orders processed.
More customers served.



STAFFING COSTS DECREASE

Fewer staff required.
Lower labour costs.



CUSTOMER SATISFACTION IMPROVES

Faster service.
Happier customers.
Stronger loyalty.



STORE EFFICIENCY INCREASES

Smoother operations.
Better performance.
Higher productivity.

THE BOTTOM LINE

Retail collection delays are not caused by poor execution.

They are caused by:
Systems that cannot process demand at scale.

At scale:



DEMAND SPIKES
Orders increase unpredictably.



THROUGHPUT IS LIMITED
Manual systems can only process one at a time.



DELAYS ARE INEVITABLE
Queues grow.
Customers suffer.
Revenue is lost.

MANUAL COLLECTION

Linear. Slow. Limited.



One customer at a time



Searching for orders



Staff dependent



Bottlenecks and delays

VS

AUTOMATED COLLECTION

Parallel. Fast. Scalable.



Multiple customers simultaneously



Orders in fixed locations



Self-service and secure



No bottlenecks
No delays

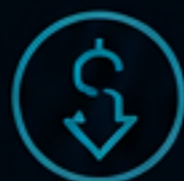


The solution is not better manual processes.

IT'S REMOVING MANUAL COLLECTION ENTIRELY.



2-5X
HIGHER THROUGHPUT



20-40%
LOWER STAFFING COSTS



30-50%
IMPROVEMENT IN CUSTOMER SATISFACTION



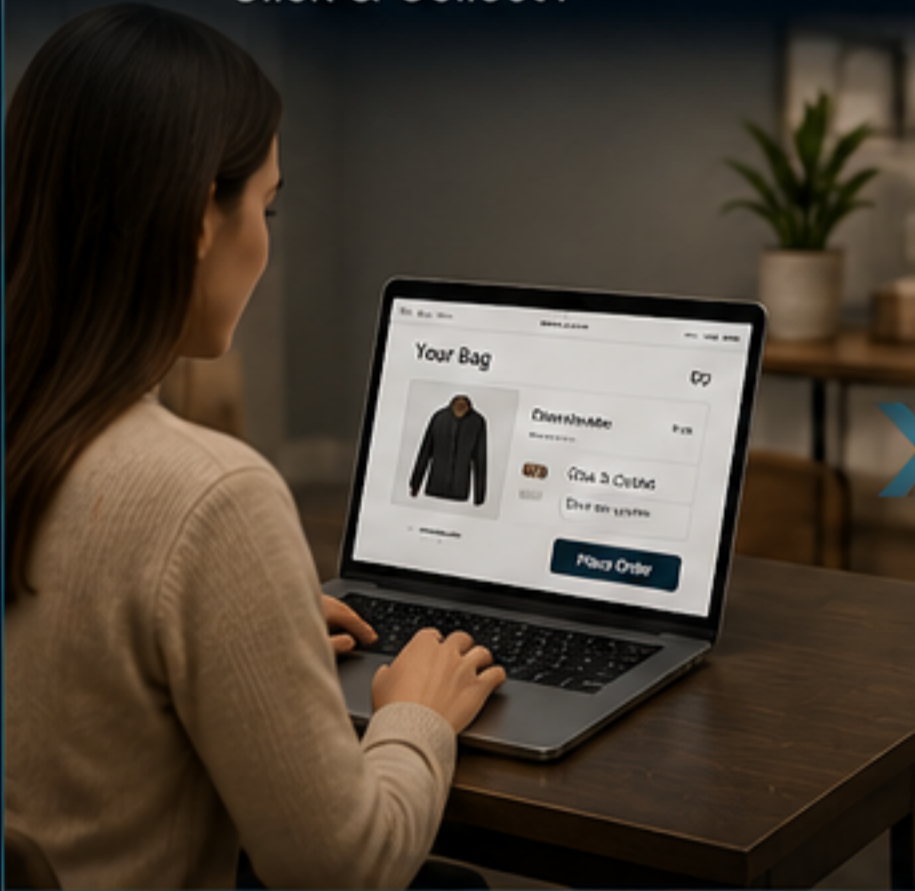
HIGHER
STORE EFFICIENCY AND REVENUE

RETAIL CLICK & COLLECT SMART LOCKER PROCESS

A seamless, secure, and contactless collection experience in 4 simple steps.

1 SHOP ONLINE

Customer places an order online and selects 'Click & Collect'.



2 ORDER IS DELIVERED TO SMART LOCKER

Store staff places the order into an available locker.



3 CUSTOMER ARRIVES TO COLLECT

Customer goes to the smart locker at a time that suits them.



4 ORDER COLLECTED IN SECONDS

Customer collects their order and is on their way.



Order confirmed.
Customer receives a pickup notification when order is ready.



Order is securely stored.
System sends a unique collection code or QR to the customer.



Customer enters their code or scans QR.
Locker door opens automatically.



Fast, easy, contactless collection.
Happy customers, every time.



24/7 AVAILABILITY
Collect anytime, even outside store hours.



NO QUEUES
Multiple customers collect simultaneously.



SECURE & VERIFIED
Only the right customer can access their order.



SCALE WITHOUT LIMITS
Handles peak demand without delays.