

WHY ORDER HANDOVER ERRORS **BREAK OPERATIONS**

(AND WHY ACCURACY COLLAPSES UNDER VOLUME)



- RISING ERRORS**
More orders. More handovers. More mistakes.
- OPERATIONAL DISRUPTION**
Delays, rework and constant interruptions.
- ESCALATING COSTS**
Returns, refunds and wasted labour.
- CUSTOMER IMPACT**
Complaints, churn and lost trust.
- ACCURACY COLLAPSES**
Manual processes can't keep up with volume.

INACCURATE HANDOVERS DON'T JUST CREATE ERRORS. THEY **BREAK SYSTEMS, TEAMS, AND CUSTOMER TRUST.**

THE SOLUTION IS CLEAR: ACCURATE HANDOVERS. EVERY TIME. AT ANY SCALE.



- ACCURACY BY DESIGN**
Every order. Every time.
- BUILT TO SCALE**
Handles volume without breaking.
- BETTER EXPERIENCE**
Faster handovers. Happier customers.
- STRONGER OPERATIONS**
Efficient, reliable and future-ready.

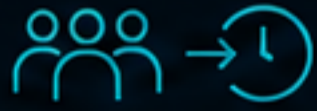
- ACCURATE HANDOVERS**
- ZERO MISTAKES**
- FASTER OPERATIONS**
- AT ANY SCALE**

WHY ORDER HANDOVER ERRORS INCREASE AT SCALE



As volume grows, manual handovers break down. Accuracy can't keep up with speed and complexity.

1 VOLUME OVERWHELMS ACCURACY



As order volume increases:

- More items are processed
- More customers arrive simultaneously
- More handovers occur in a short time

This leads to:

- Reduced attention per transaction
- Increased likelihood of mistakes



The faster the system moves, the less accurate it becomes.

2 MANUAL MATCHING IS ERROR-PRONE



Most systems rely on:

- Order numbers
- Names
- Verbal confirmation
- Visual identification

At scale:

- Names are similar
- Numbers are misread
- Staff rush verification

This creates:

- Incorrect matches
- Wrong handovers



Small human errors lead to big operational failures.

3 RETRIEVAL ERRORS LEAD TO WRONG ITEMS



When staff retrieve items:

- Storage may be disorganised
- Items may be moved
- Labels may be unclear

This results in:

- Wrong item selected
- Delays in finding correct orders



Disorganisation behind the scenes causes mistakes at the counter.

4 QUEUE PRESSURE REDUCES VERIFICATION



When queues build:

- Staff prioritise speed
- Verification steps are skipped
- Checks become inconsistent



Queues force speed — and speed reduces accuracy.

5 NO SYSTEM-ENFORCED IDENTITY CONTROL

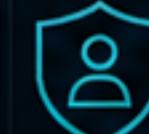


In many environments:

- Anyone with basic information can collect
- Verification is informal
- Identity is not enforced

This leads to:

- Unauthorised collection
- Fraud risk
- Disputes



Without identity control, anyone can walk away with the wrong order.

6 MULTIPLE ORDERS INCREASE COMPLEXITY



Customers may:

- Collect multiple items
- Have split orders
- Return or exchange items

This increases:

- Handling complexity
- Error probability
- Processing time



More moving parts mean more opportunities for errors.



AT SCALE, ACCURACY DOESN'T DECLINE BY CHOICE — IT DECLINES BY DESIGN.

Without system control, handover errors are not exceptions. They are inevitable.



THE SOLUTION:

Replace manual handovers with system-enforced accuracy.

- ✓ Verify automatically
- ✓ Match accurately
- ✓ Handover with confidence
- ✓ Scale without failure

WHY ORDER HANDOVER ERRORS BREAK AT SCALE



Order handover should be simple.

An item is prepared. A customer arrives. The correct item is given.

At small scale, this works. At large scale, it fails.

✓ **AT SMALL SCALE, IT WORKS.**



✗ **AT LARGE SCALE, IT FAILS.**



Because accuracy depends on speed, and at scale, **speed destroys accuracy.**

AND WHEN HANDOVERS GO WRONG:



Customers receive the wrong items

Poor experience. Instant frustration.



Orders are lost or duplicated

Wasted time. Wasted resources.



Trust breaks down

Customers don't return. Reputation is damaged.



AT SCALE, HANDOVER ERRORS ARE NOT EXCEPTIONS — THEY ARE INEVITABLE WITHOUT SYSTEM CONTROL.

WHAT ARE ORDER HANDOVER ERRORS?

Order handover errors occur when:



The wrong item is given to a customer

Incorrect products. Upset customers.



The correct item cannot be found

Orders go missing. Delays increase.



An order is handed to the wrong person

Security risk. Compliance issues.



Items are duplicated or missed

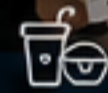
Extra cost. Inventory problems.

THIS IS COMMON IN:



CLICK & COLLECT RETAIL

High volumes. Many SKUs.



FOOD AND BEVERAGE PICKUP

Fast-paced. Time-sensitive.



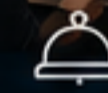
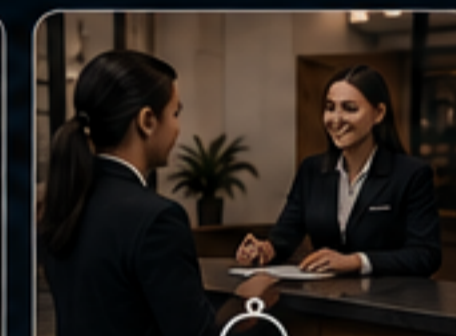
EVENT MERCHANDISE STANDS

Large crowds. Limited space.



PARCEL AND WORKPLACE COLLECTION

Multiple users. High frequency.



HOTEL AND SERVICE ENVIRONMENTS

Guest expectations. Brand reputation.

WHY TRADITIONAL FIXES DON'T WORK



IMPROVE STAFF TRAINING

- Helps consistency
- Does not eliminate human error



ADD MORE STAFF

- Increases cost
- Does not improve accuracy



IMPROVE LABELLING SYSTEMS

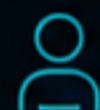
- Reduces some confusion
- Does not prevent incorrect handover



INTRODUCE MORE CHECKS

- Slows the process
- Increases queues

THE CORE PROBLEM: MANUAL HANDOVER RELIES ON HUMAN ACCURACY



Staff judgement



Manual verification

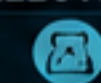


Sequential processing

At scale, human accuracy cannot keep up with **high-speed, high-volume** demand.

THE SCALABLE SOLUTION: SYSTEM-CONTROLLED, AUTOMATED HANDOVER

✓ **SMART LOCKER COLLECTION SYSTEMS**



Verified user access

Only the correct user can access the item. No incorrect collection.



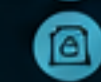
No staff interaction required

Eliminates human error. Removes bottlenecks.



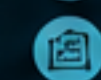
Defined storage location

Every item has a fixed position. No retrieval mistakes.



Automated audit trail

Every transaction recorded. Full accountability.



Parallel processing

Multiple collections simultaneously. No queues.



ELIMINATE ERRORS.

Protect customers.



SPEED UP SERVICE.

Delight customers.



EMPOWER TEAMS.

Less manual work. More value.



SCALE WITH CONFIDENCE.

Built to handle any volume.

THE CORE PROBLEM: MANUAL HANDOVER RELIES ON HUMAN ACCURACY

Order handover systems depend on:

- Staff judgement
- Manual verification
- Sequential processing

⚠️ AT SCALE:

Human accuracy cannot keep up with **high-speed, high-volume** demand.



THE RESULT: ERRORS INEVITABLY INCREASE AS VOLUME GROWS

- WRONG ITEMS**
Customers receive incorrect items. **↑ ERRORS**
- DELAYS**
Longer wait times and issue resolution. **↑ DELAYS**
- HIGHER COSTS**
Refunds, replacements, and lost revenue. **↑ COSTS**
- LOWER SATISFACTION**
Trust breaks down. Loyalty is lost. **↓ TRUST**
- OPERATIONAL CHAOS**
Teams overwhelmed. Systems under pressure. **↑ CHAOS**

THE SCALABLE SOLUTION: SYSTEM-CONTROLLED, AUTOMATED HANDOVER

To eliminate errors, handover must be:

- Automated
- Verified
- System-controlled



✔️ SMART LOCKER COLLECTION SYSTEMS Smart lockers remove manual handover entirely.



- VERIFIED USER ACCESS**
 - Only the correct user can access the item
 - No incorrect collection
- NO STAFF INTERACTION REQUIRED**
 - Eliminates human error
 - Removes bottlenecks
- DEFINED STORAGE LOCATION**
 - Every item has a fixed position
 - No retrieval mistakes
- AUTOMATED AUDIT TRAIL**
 - Every transaction recorded
 - Full accountability
- PARALLEL PROCESSING**
 - Multiple collections simultaneously
 - No queues



ACCURACY

100% verified access.
Zero wrong handovers.



SPEED

Faster handovers.
No waiting.



COST SAVINGS

Fewer errors.
Lower operational costs.



BETTER EXPERIENCE

Convenient, reliable
and secure.



BUILT TO SCALE

Handles high volume
without breaking down.



Smart Infrastructure.
Real Impact.

THE HIDDEN IMPACT OF HANDOVER ERRORS

Small errors at handover. Big consequences at scale.



CUSTOMER EXPERIENCE BREAKDOWN

Customers experience:

- Receiving incorrect items
- Delays resolving issues
- Loss of trust



FINANCIAL LOSS

Errors lead to:

- Refunds
- Replacements
- Wasted inventory



OPERATIONAL INEFFICIENCY

Teams spend time:

- Fixing errors
- Searching for missing items
- Managing complaints



SECURITY AND FRAUD RISK

Weak verification allows:

- Incorrect collection
- Intentional misuse
- Loss of accountability

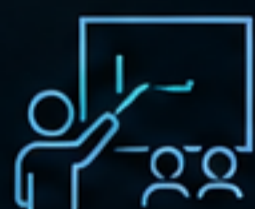


REDUCED SCALABILITY

As volume increases:

- Error rates rise
- Systems slow down
- Performance declines

WHY TRADITIONAL FIXES DON'T WORK



IMPROVE STAFF TRAINING

- Helps consistency
- Does not eliminate human error



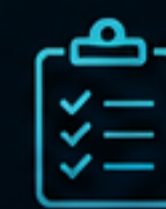
ADD MORE STAFF

- Increases cost
- Does not improve accuracy



IMPROVE LABELLING SYSTEMS

- Reduces some confusion
- Does not prevent incorrect handover



INTRODUCE MORE CHECKS

- Slows the process
- Increases queues



THE PROBLEM ISN'T EFFORT.
THE PROBLEM IS **SYSTEM DESIGN.**

Manual handovers rely on human accuracy.
At scale, human accuracy can't keep up.



THE SOLUTION IS
SYSTEM CONTROL.



ELIMINATE ERRORS. PROTECT CUSTOMERS. IMPROVE OPERATIONS.

BUILD A SYSTEM THAT DELIVERS ACCURACY AT ANY SCALE.

REAL OPERATIONAL IMPACT



Smart Infrastructure.
Real Impact.

With automated handover systems:



HANDOVER ERRORS ARE ELIMINATED

System-verified access ensures only the right person gets the right order.



COLLECTION SPEED INCREASES

Customers collect in seconds with no queues or manual checks.



STAFF WORKLOAD DECREASES

No manual handovers, no searching, no repetitive verifications.



CUSTOMER SATISFACTION IMPROVES

Fast, reliable, and seamless experience every time.



OPERATIONAL EFFICIENCY IMPROVES

Streamlined workflows, real-time visibility, and better resource utilisation.



99.9%

Reduction in handover errors



3-5x

Faster collections



40-60%

Reduction in staff workload



Higher

CSAT scores and customer loyalty



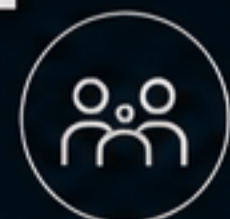
30-50%

Increase in overall operational efficiency

THE BOTTOM LINE

Order handover errors are not caused by poor staff performance.

They are caused by systems that rely on human accuracy under pressure.



VOLUME INCREASES

More orders.
More complexity.

AT SCALE:



SPEED INCREASES

More pressure.
Less time per task.



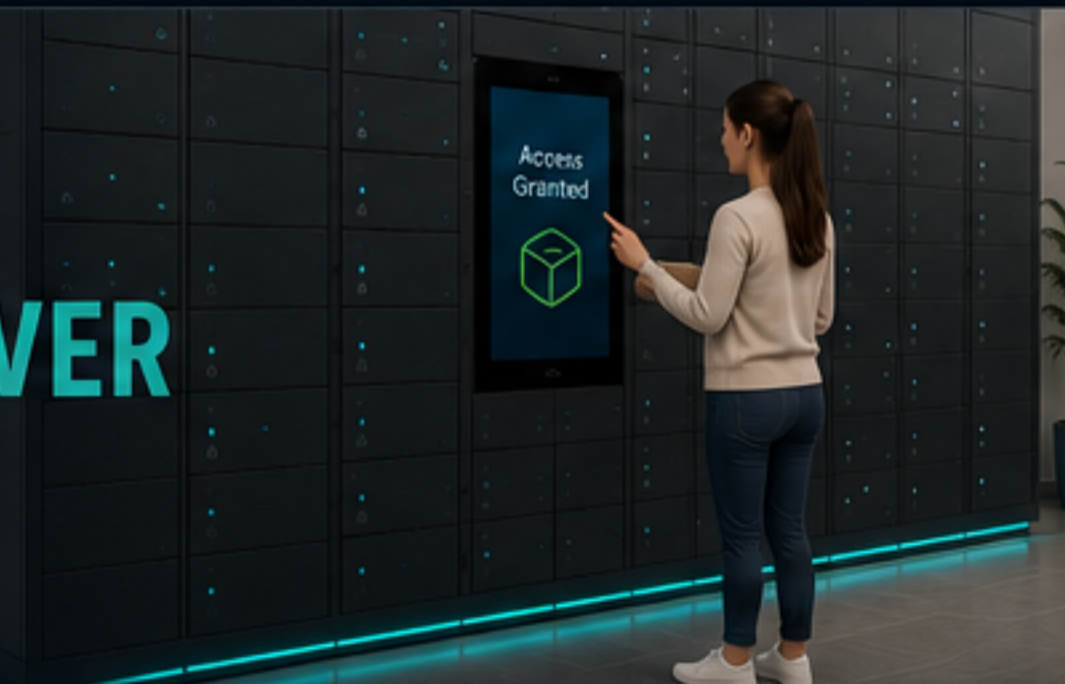
ACCURACY DECREASES

More mistakes.
Lower reliability.



THE SOLUTION IS CLEAR:

IT'S REMOVING MANUAL HANDOVER ENTIRELY.



At scale, handover errors are not exceptions — they are inevitable without system control.



ELIMINATE ERRORS
100% system-verified access.



SPEED UP SERVICE
Instant access. No queues.



EMPOWER TEAMS
Less manual work. More value.



DELIGHT CUSTOMERS
Consistent, reliable experience.



SCALE WITH CONFIDENCE
Built to handle any volume.

CLICK N COLLECT

4 STEP SMART LOCKER COLLECTION PROCESS

Simple for customers. Automated for accuracy. Built for scale.

1

ORDER & NOTIFY

Customer places an order online. They receive a notification with locker location and access code.



2

VERIFY ACCESS

Customer arrives at the locker location and verifies identity using QR code, PIN or mobile app.



3

AUTOMATED RELEASE

The assigned locker door unlocks automatically and opens for collection.



4

COLLECT & CONFIRM

Customer collects the item. System confirms and sends a digital receipt instantly.



Secure & Verified

Only the right customer can collect.



Zero Errors

Automated process eliminates mistakes.



Faster Collections

No queues. Just scan and collect.



Built to Scale

Scale effortlessly across locations and volumes.