



ORDER ONLINE



COLLECT SECURELY



HAPPIER CUSTOMERS

RETAIL CLICK N COLLECT EFFICIENCY & ROI GUIDE

CLICK &
COLLECT
HERE



CLICK &
COLLECT



COLLECT



READY

THANK YOU

Smarter collection. Smoother operations.
Measurable results.



REDUCE HANDLING TIME

Automate collections and reduce manual processes.



IMPROVE CUSTOMER EXPERIENCE

Convenient, secure collection – on their schedule.



MAXIMISE RESOURCE EFFICIENCY

Free up staff to focus on customers, not collections.



INCREASE SPACE UTILISATION

Smart locker configurations fit your footprint.



DELIVER MEASURABLE ROI

Lower costs, higher productivity and stronger results.



**SMART LOCKERS.
BETTER FOR RETAIL. BETTER FOR BUSINESS.**

A smarter way to manage collections.
A stronger return for your business.



TYPICAL FINANCIAL ROI

RETAIL CLICK & COLLECT SMART LOCKERS

The strongest ROI from retail click & collect lockers typically comes from reducing labour costs, increasing fulfilment capacity, improving store throughput, and enhancing customer experience without expanding retail space.



-  **LOWER COSTS**
Reduce labour and operational costs
-  **HIGHER CAPACITY**
Process more orders without more staff
-  **BETTER EXPERIENCE**
Faster, more convenient collections
-  **NO EXTRA SPACE**
Increase throughput without expanding

1 LABOUR SAVINGS

Smart lockers often reduce collection handling requirements by:

30-70%
FEWER STAFF HOURS

EXAMPLE

-  2 employees spending 4 hours/day on collections
-  8 labour hours/day
-  Reduced by 60%
-  Savings = 4.8 labour hours/day



ANNUAL SAVING OFTEN EXCEEDS:

£15,000-£60,000+
PER LOCATION

2 INCREASED ORDER CAPACITY

Many retailers achieve:

2-5x
MORE ORDERS
PROCESSED PER HOUR



EXAMPLE

METHOD	ORDERS PER HOUR
Collection Counter	20-50
Smart Lockers	100-250




This enables growth without additional staffing.

3 REDUCED COST PER FULFILMENT

Typical reduction:

↓ 30-70%
COST PER ORDER

DRIVEN BY:

-  Less labour
-  Faster collections
-  Lower queue management
-  Reduced customer service intervention



4 REVENUE PROTECTION

Reduced queue abandonment and collection friction can improve:

1-5%
ADDITIONAL ORDER COMPLETION



Fewer abandoned orders



More completed purchases



Higher revenue potential

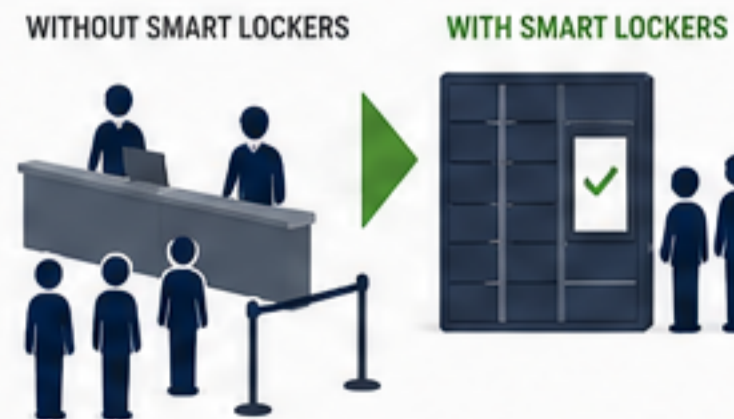
For larger retailers this often exceeds labour savings.

5 SPACE EFFICIENCY

Smart lockers allow significantly higher throughput from existing store footprints.

Typical improvement:

20-50%
MORE FULFILMENT CAPACITY
FROM THE SAME RETAIL SPACE



Without requiring additional counters, staff or floor space.

THE BOTTOM LINE



Smart lockers deliver measurable ROI through lower costs, higher capacity, better customer experience and maximum productivity from existing space.



LOWER COSTS



HIGHER CAPACITY



HAPPIER CUSTOMERS



NO EXTRA SPACE



STRONGER ROI

CLICK & COLLECT SMART LOCKERS

DRIVE EFFICIENCY. IMPROVE EXPERIENCE. MAXIMIZE ROI.

Click & Collect smart lockers allow retailers to process **2–5x** more orders per hour while reducing collection labour by **up to 80%**. Most customers can collect orders in **under 30 seconds**, significantly reducing queues, improving customer satisfaction, and increasing store throughput without requiring additional staff or floor space.



 **COLLECTION IN UNDER 30 SECONDS**

 **REDUCE QUEUES & WAIT TIMES**

 **INCREASE STORE THROUGHPUT**

 **IMPROVE CUSTOMER SATISFACTION**

 **INCREASE STORE THROUGHPUT BY**

 **PROCESS 2–5x MORE ORDERS PER HOUR**

Handle more orders without increasing staff or floor space.









 **REDUCE COLLECTION LABOUR BY UP TO 80%**

Automate collections and returns, freeing teams to focus on customers and sales.

 **MOST COLLECTIONS IN UNDER 30 SECONDS**

Fast, convenient self-service for a better customer experience.

EXECUTIVE KPI SUMMARY

AREA	TYPICAL RESULT	IMPACT
 Queue Length	↓ 50–90%	Significantly reduced congestion during peak periods
 Wait Time	↓ 70–95%	Most collections completed in under 30 seconds
 Labour Requirement	↓ 30–70%	Reduced collection and return handling costs
 Orders Per Hour	↑ 100–400%	Increased fulfilment throughput capacity
 Store Throughput	↑ 20–100%	More orders fulfilled without more staff or space
 Customer Experience	Significant Improvement	Higher satisfaction and loyalty
 Collection Speed	< 30 Seconds	Faster customer handover and convenience
 Audit & Visibility	100% Tracking	Complete audit trail and fulfilment accountability

THE BOTTOM LINE



BIGGEST GAINS DURING PEAK PERIODS

Smart lockers remove collection bottlenecks when it matters most.



BETTER OMNICHANNEL PERFORMANCE

Streamline fulfilment and improve operational excellence across channels.



SCALABLE OPERATIONS

Handle more volume without adding staff or increasing floor space.



CLEAR OPERATIONAL ROI

Lower costs, happier customers, and measurable efficiency gains.

TYPICAL EFFICIENCY IMPROVEMENTS FROM CLICK & COLLECT LOCKERS

KPI	TYPICAL IMPROVEMENT	OPERATIONAL IMPACT
 Counter Queues	↓ 50–90%	 Significantly reduced congestion during peak trading periods
 Orders Processed Per Hour	↑ 100–400%	 Increased fulfilment throughput capacity without adding staff
 Labour Cost Per Order	↓ 30–70%	 Reduced collection and return handling costs through automation
 Customer Wait Time	↓ 70–95%	 Most collections completed in under 30 seconds
 Store Throughput	↑ 20–100%	 More orders fulfilled without increasing retail floor space or staffing
 Collection Time	🕒 < 30 Seconds	 Faster customer handover and improved convenience
 Staff Time Spent on Collections	↓ 50–80%	 Teams can focus on sales and customer service activities
 Return Processing Time	↓ 40–80%	 Faster handling of customer returns and exchanges
 Collection Availability	🕒 Up to 24/7	 Extended collection hours without additional labour
 Order Visibility	✅ 100% TRANSACTION TRACKING	 Complete audit trail and fulfilment accountability

SMART LOCKERS DRIVE RESULTS



THE BOTTOM LINE

Click & collect lockers remove bottlenecks, reduce costs, and improve customer experience — delivering measurable operational efficiency and clear ROI.

















KEY OUTCOMES

-  **HAPPIER CUSTOMERS**
-  **LOWER COSTS**
-  **HIGHER EFFICIENCY**
-  **STRONGER ROI**

THE BOTTOM LINE

REAL IMPACT. MEASURABLE RESULTS. STRONGER RETAIL.

KEY OUTCOME	TYPICAL RESULT
 LABOUR REDUCTION	50–80% 
 COLLECTION SPEED IMPROVEMENT	80–95% FASTER 
 QUEUE REDUCTION	40–80% 
 THROUGHPUT INCREASE	200–500% 
 ORDER ACCURACY IMPROVEMENT	70–95% 
 CUSTOMER SATISFACTION IMPROVEMENT	20–40% 
 SERVICE AVAILABILITY	24/7 SELF-SERVICE 



THE BUSINESS CASE

Retail smart lockers transform Click & Collect from a labour-intensive store process into a high-speed self-service fulfilment channel, **reducing operational costs** while **improving customer convenience** and **increasing collection capacity**.



LOWER COSTS
Reduce labour and operating expenses.



FASTER SERVICE
Deliver orders in seconds, not minutes.



HAPPIER CUSTOMERS
Convenience, speed and 24/7 access increase loyalty.



HIGHER CAPACITY
Handle more collections without adding staff.



BETTER ACCURACY
Fewer errors, lost orders and customer disputes.








ALWAYS AVAILABLE
24/7 self-service collection for greater flexibility.




SMART LOCKERS. SMARTER OPERATIONS. BETTER RETAIL OUTCOMES.

TOP 5 RETAIL SMART LOCKER ROI BENEFITS

Real savings. Faster service. Happier customers. Stronger results.

RANK	BENEFIT	TYPICAL IMPACT
1	 LABOUR SAVINGS Reduce staff time spent on order handovers and manual processes.	 50-80%
2	 COLLECTION SPEED Customers collect their orders in under 30 seconds.	 80-95% FASTER
3	 THROUGHPUT INCREASE Handle many more Click & Collect orders without adding staff.	 200-500%
4	 QUEUE REDUCTION Eliminate queues and reduce congestion at collection points.	 40-80%
5	 CUSTOMER SATISFACTION Deliver a faster, more convenient collection experience.	 20-40% IMPROVEMENT



 Smart lockers turn Click & Collect into a **high-speed, self-service fulfilment channel.**



LOWER COSTS

Reduce operational costs and reliance on staff.



FASTER SERVICE

Deliver ultra-fast collections in under 30 seconds.



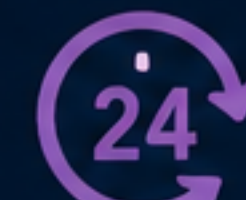
HIGHER CAPACITY

Process 2-5x more orders without increasing staff.



HAPPIER CUSTOMERS

Improve convenience, satisfaction and loyalty.



ALWAYS AVAILABLE

Offer 24/7 collection for maximum convenience.

RETAIL CLICK & COLLECT SMART LOCKER ROI

These benchmarks represent the operational and financial improvements retailers typically achieve when replacing staffed Click & Collect counters with self-service smart lockers.



LOWER COSTS
Reduce labour and operating expenses



HIGHER CAPACITY
Handle more orders without adding staff



HAPPIER CUSTOMERS
Faster, easier collections, anytime



ALWAYS AVAILABLE
24/7 access for maximum convenience



OPERATIONAL ROI

METRIC	TRADITIONAL CLICK & COLLECT	SMART LOCKERS	TYPICAL IMPROVEMENT
COLLECTION TIME	2-5 mins	<30 secs	80-95% Faster
STAFF INVOLVEMENT	High	Minimal	50-90% Reduction
QUEUE LENGTHS	High	Low	40-80% Reduction
COLLECTION THROUGHPUT	20-60 Orders/Hour	100-300 Orders/Hour	200-500% Increase
COLLECTION AVAILABILITY	Store Hours	24/7	Continuous Service
LOST ORDERS	Occasional	Rare	70-95% Reduction
ORDER TRACEABILITY	Partial	Full Audit Trail	100% Visibility
CUSTOMER WAITING TIME	3-10 mins	<30 secs	70-95% Faster

EXECUTIVE ROI SUMMARY

LABOUR REDUCTION 50-90%	COLLECTION SPEED 80-95% FASTER	QUEUE REDUCTION 40-80%
THROUGHPUT INCREASE 200-500%	LOST ORDER REDUCTION 70-95%	CUSTOMER SATISFACTION 20-40% IMPROVEMENT
CLICK & COLLECT ADOPTION 20-50% INCREASE	SERVICE AVAILABILITY 24/7 SELF-SERVICE	

THE BUSINESS CASE

Retail smart lockers transform Click & Collect from a labour-intensive store process into a **high-speed, self-service fulfilment channel**, reducing operational costs while improving customer convenience and increasing collection capacity.



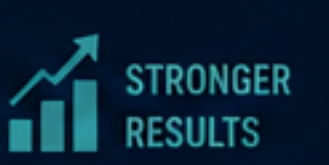
LOWER COSTS



FASTER SERVICE



BETTER EXPERIENCE








STRONGER RESULTS

TOP 5 FINANCIAL BENEFITS

OF SMART LOCKERS FOR RETAIL CLICK & COLLECT

Lower costs. Higher revenue. Happier customers.



RANK	FINANCIAL BENEFIT	TYPICAL IMPACT	WHY IT MATTERS
1	 LABOUR COST REDUCTION	50–80% SAVING	Reduces staffing costs associated with Click & Collect fulfilment and handovers.
2	 INCREASED SALES REVENUE	5–15% UPLIFT	Faster, more convenient collections encourage higher Click & Collect adoption and repeat purchases.
3	 REDUCED REFUNDS & ERROR COSTS	70–95% REDUCTION	Fewer lost orders and incorrect collections reduce compensation and refund expenses.
4	 BETTER SPACE UTILISATION	20–50% IMPROVEMENT	Frees valuable retail floor space previously used for collection counters and storage areas.
5	 IMPROVED CUSTOMER RETENTION	20–40% SATISFACTION IMPROVEMENT	Better experiences drive repeat purchases, loyalty and higher customer lifetime value.



LOWER COSTS

Save more on operations



MORE REVENUE

Grow Click & Collect sales



FEWER LOSSES

Reduce errors, refunds and lost orders



SMARTER SPACE

Use your retail space better



HAPPIER CUSTOMERS

Better experience. Stronger loyalty.

RETAIL CLICK & COLLECT SMART LOCKERS

EXECUTIVE KPI SUMMARY

Smart lockers drive measurable efficiency, lower costs, and better customer experiences while maximising store throughput without increasing staff or space.

AREA	TYPICAL RESULT
Queue Length	↓ 50–90%
Wait Time	↓ 70–95%
Labour Cost	↓ 30–70%
Staff Time	↓ 50–80%
Orders Per Hour	↑ 100–400%
Store Throughput	↑ 20–100%
Collection Speed	< 30 Seconds
Customer Satisfaction	↑ 10–30%
Audit Visibility	100% Tracking
Collection Hours	Up to 24/7



SMART LOCKERS. STRONGER RESULTS.

Real efficiency. Measurable impact. Clear ROI.



LOWER
LABOUR COSTS

30–70%

Reduced collection
labour costs



HIGHER ORDER
CAPACITY

2–5x

More orders
processed per hour



SHORTER
WAIT TIMES

70–95%

Reduction in customer
wait times



BETTER CUSTOMER
EXPERIENCE

10–30%

Increase in customer
satisfaction



DELIVERING VALUE ACROSS YOUR OPERATION



Improve
operational
efficiency



Increase store
throughput
capacity



Enhance customer
experience and
loyalty



Scale omnichannel
fulfilment
seamlessly



Sustainable
growth without
added resource



Faster. Smarter. More Efficient.

Empower customers with 24/7 self-service collections and returns.



Available
Up to 24/7



Secure
& Reliable



Built for
Peak Performance

BOTTOM LINE

Retail click & collect smart lockers typically deliver **12–36 month ROI**, with the largest gains occurring during peak trading periods.



30–70%

Lower collection
labour costs



2–5x

Higher order
processing capacity



70–95%

Shorter customer
wait times



Better

Omnichannel
performance &
customer experience



Scalable

Handle higher
order volumes
without more staff
or space



CLEAR ROI. SUSTAINABLE GROWTH.

Smart lockers remove collection bottlenecks, increase capacity, and improve efficiency—driving measurable returns for your business.