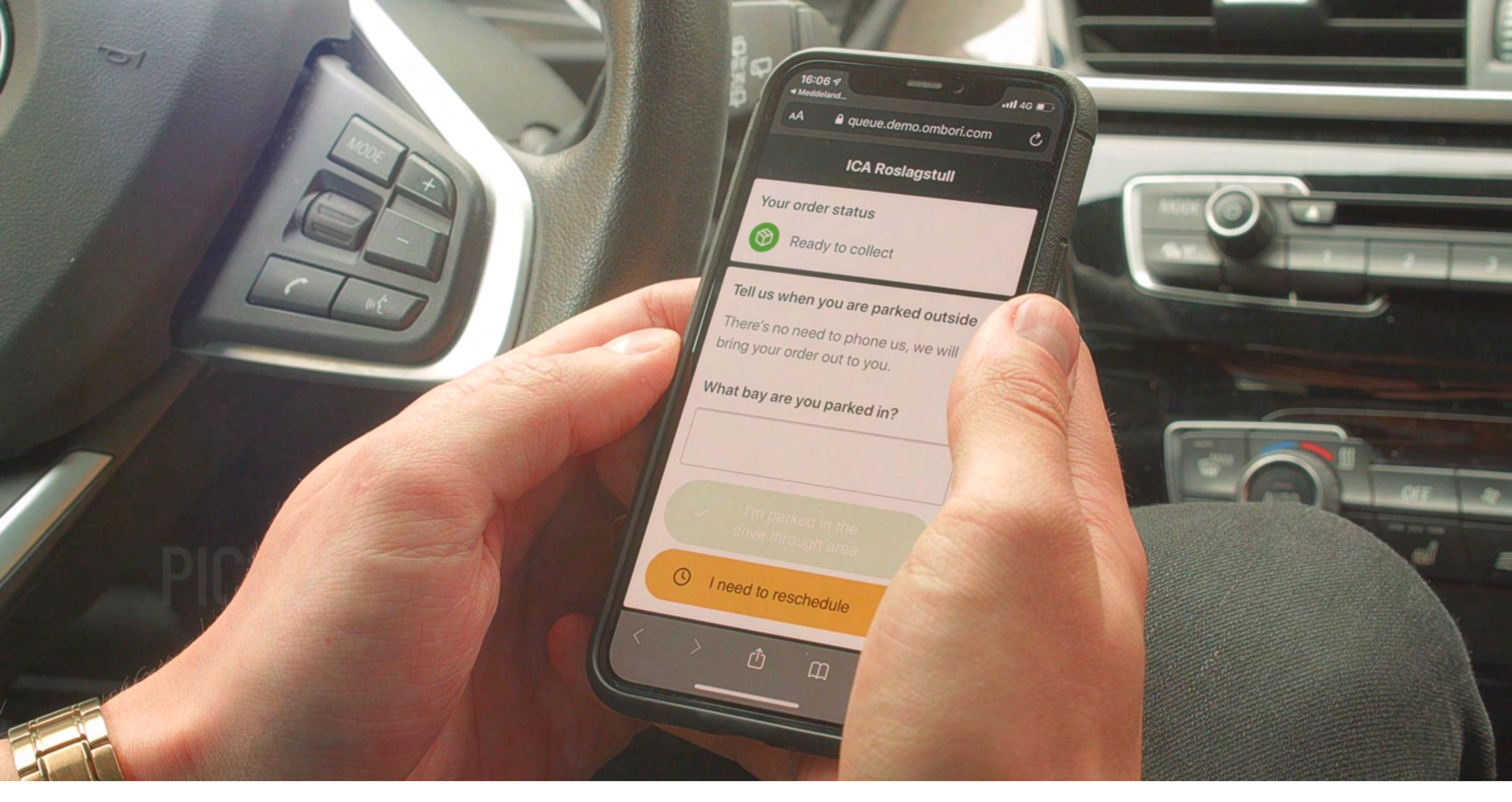
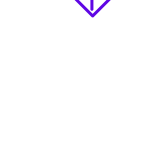


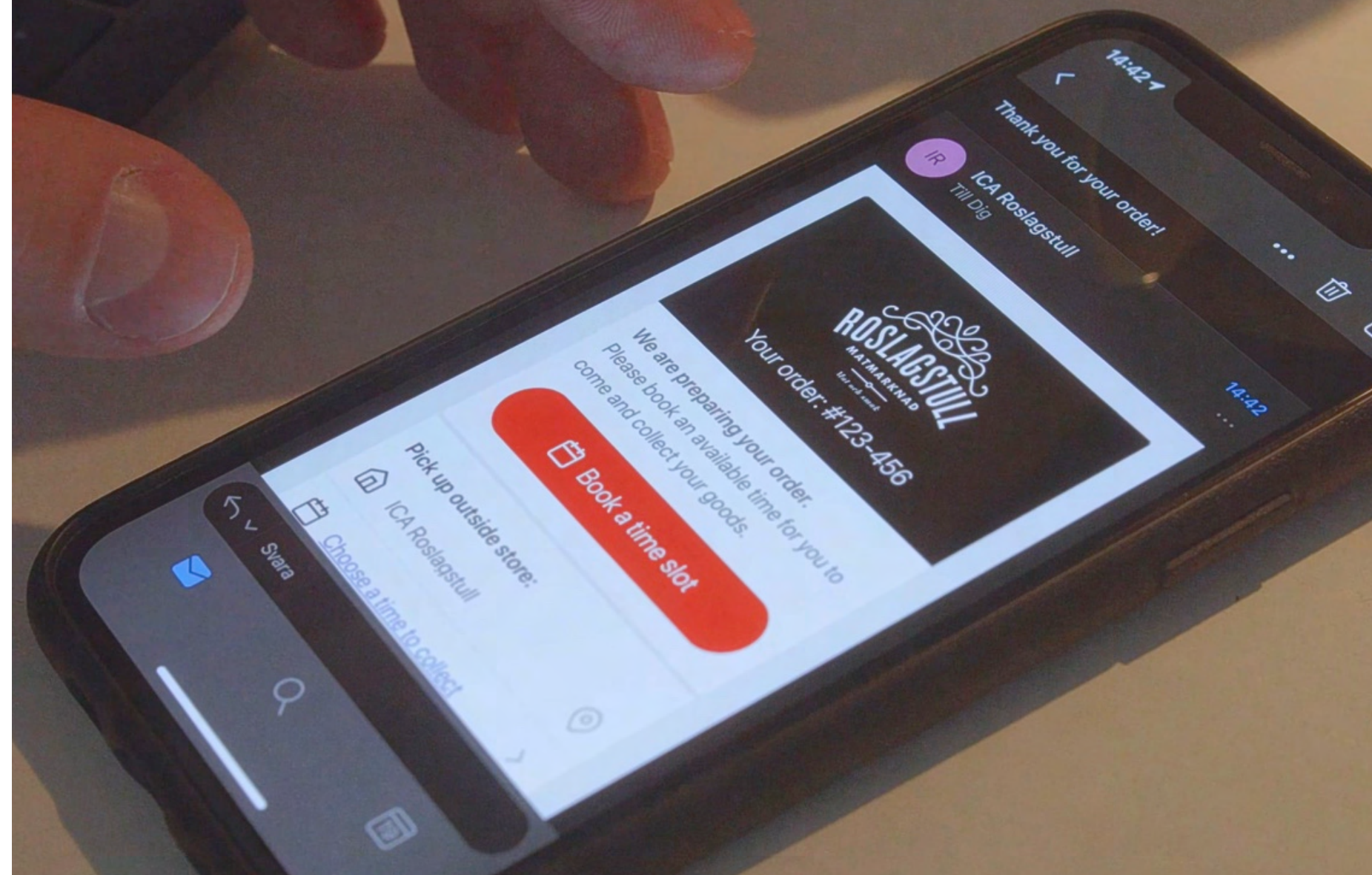
Ombori Grid Order Pickup

Make it easier for customers to collect, return, or drop off items

During COVID, customers got used to picking up or dropping off items without ever going into a store. More and more of them want to keep doing it – and not just for shopping. Ombori Order Pickup provides a powerful, streamlined way to handle BOPIS and curbside that’s convenient for customers and empowering for staff



Solution overview



Use cases

Ombori Order Pickup can be used by any business or organization that allows customers to pick up or drop off items.

- Retailers
- Offices
- Municipalities & public sector
- Restaurants
- Healthcare



Benefits

Order Pickup increases customer satisfaction by offering choice and convenience and reduces costs by optimizing staff time and avoiding shipping costs.

- **Increase choice:** customers can choose the most convenient way to collect or drop off items, depending on their preferences, needs and circumstances. Order Pickup is the perfect hybrid of online and physical shopping.
- **Reduce missed appointments:** customer reminders minimize missed pickups.
- **Increase online revenues:** consumers are 20% more likely to purchase from retailers that offer curbside than those that don't
- **Increase in-store revenues:** 85% of customers buy additional items when picking up from a store
- **Faster fulfillment:** online customers can collect their goods on the same day, often within a few hours, instead of waiting for a delivery.
- **Reduce shipping costs:** businesses do not incur delivery costs, and do not need to pass them onto the customer.
- **More payment options:** online customers can pay with PayPal or similar mechanisms, not just cash or card
- **Reduce wait times:** smooth handling of slot scheduling, arrival and notification allows customers to be served quicker
- **Reduce occupancy and queues:** curbside customers contribute significantly less to overcrowding or lines for checkout and service
- **Increase productivity:** staff notifications ensure that they know who they are dealing with and what needs to happen at each transaction, which speeds up workflow and reduces errors.
- **Accurate data:** real-time and historical data on demand and fulfillment time allows managers to respond to situations as they occur and predict future demand.

Expected Results

10% – 30%

↓ Reduced wait times

up to 20%

↑ Increase customer loyalty

up to 50%

↑ Increase customer impulse purchases

up to 20%

↓ Reduced online cart abandonment

up to 20%

↓ Reduced missed pickups

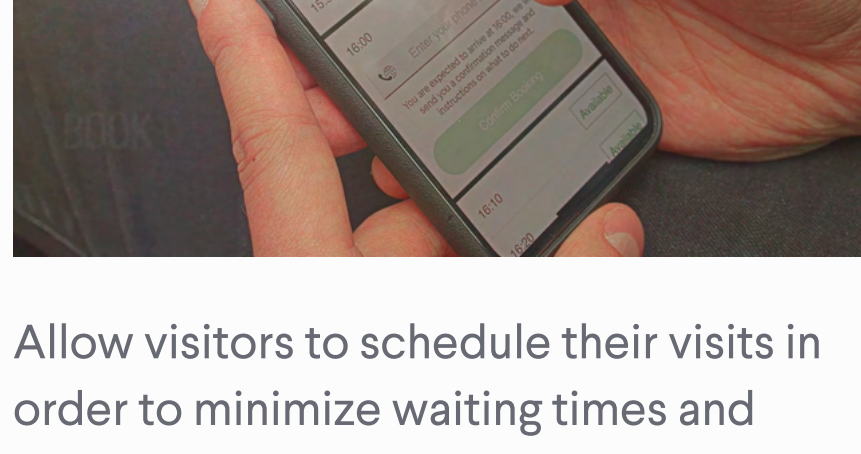
Key features

Online slot booking	✓
Rescheduling	✓
Delay notifications	✓
SMS reminders	✓
Staff notifications	✓
Management alerts	✓
QR code check-in	✓
Mobile check-in	✓
Automatic number plate recognition	✓
Multiple location support	✓
Parking slot selector	✓
Multiple queue support	✓
Real-time queue data	✓
Multiple languages	✓
Branding and customization	✓
Customer feedback	✓

Optional enhancements

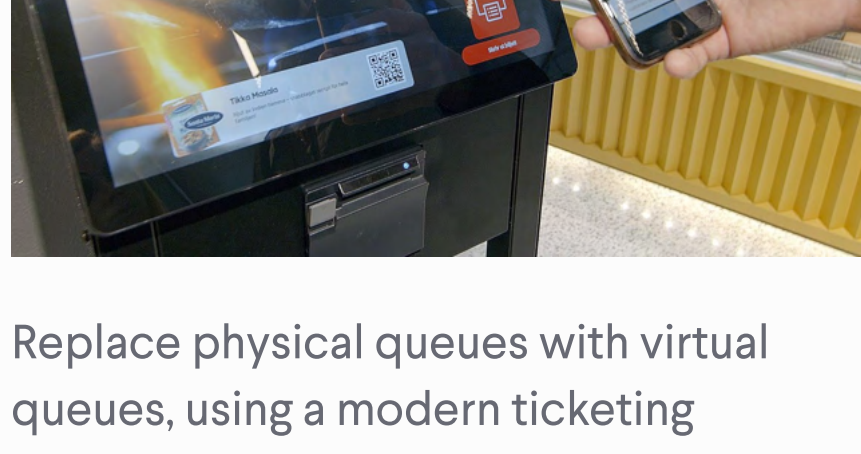
Extend the order pickup functionality with these additional Ombori apps.

[Appointment Booking](#) →



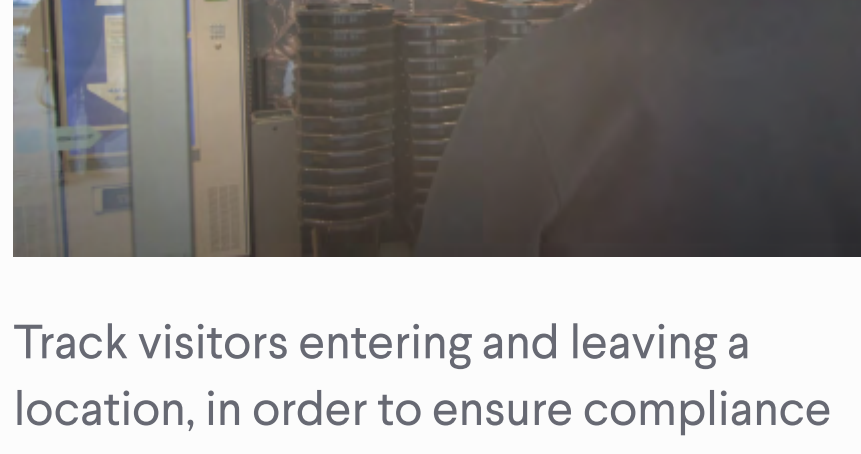
Allow visitors to schedule their visits in order to minimize waiting times and manage demand more effectively.

[Queue Management](#) →



Replace physical queues with virtual queues, using a modern ticketing solution that can incorporate both mobile phones or paper tickets. Powerful notifications allow visitors to do other things while they wait, and extensive analytics enable efficient staff planning.

[Occupancy Control](#) →



Track visitors entering and leaving a location, in order to ensure compliance with occupancy regulations, optimize staff planning and increase revenues.

More information: [Ombori Grid Order Pickup](#)