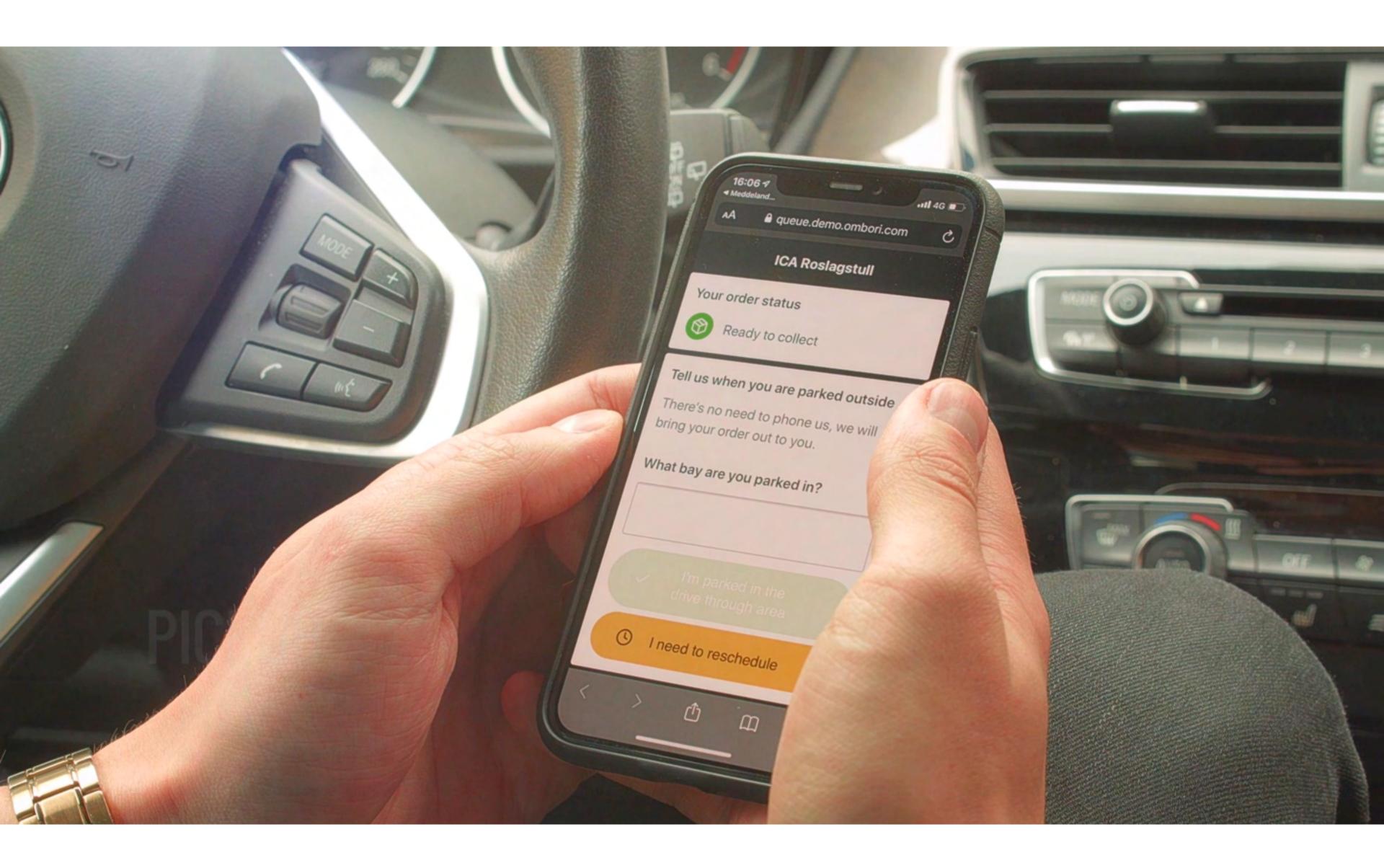


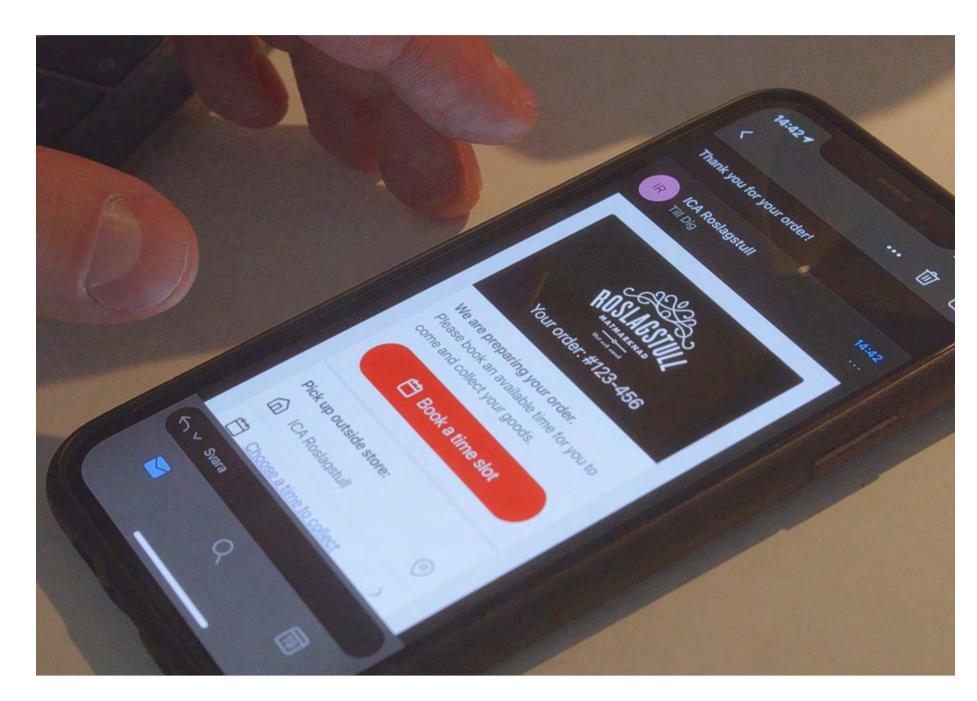
# **Ombori Grid Order Pickup**

## 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

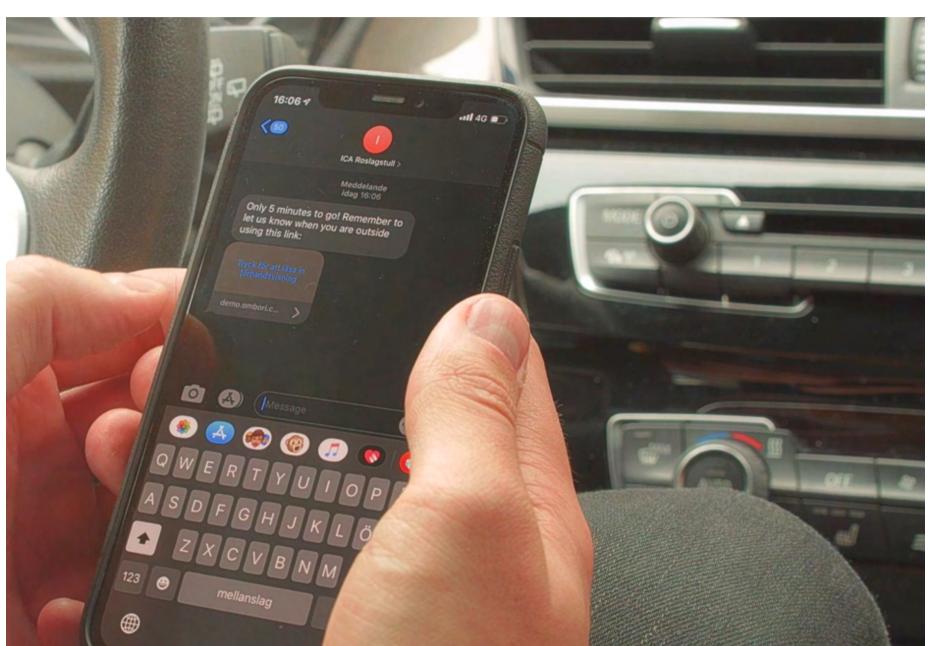


## Solution overview



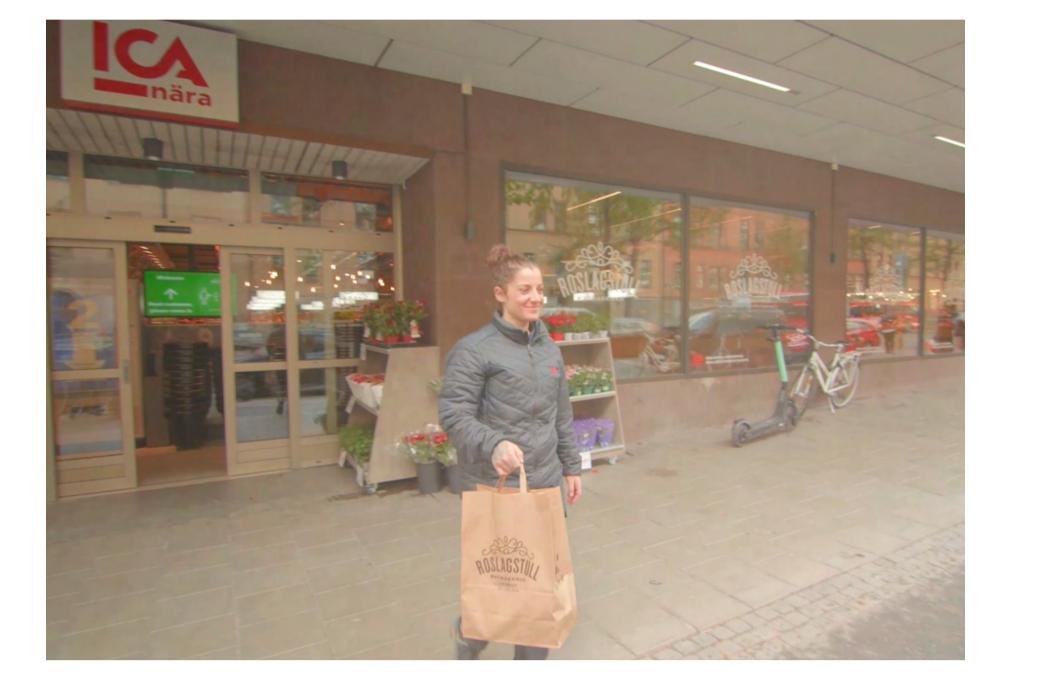
#### Book a slot

Customers complete their transaction online and book a slot. They are given instructions on when to arrive and where to go. Customers or staff can reschedule slots as required. Pickups and dropoffs can be in any desired location, either inside or outside the premises, or direct to their vehicle. Payment, where required, can take place at this stage or on arrival.





Prior to arrival, customers receive a reminder via SMS. Staff are also notified of upcoming visits so that they can prepare goods for collection and verify whether payment has been made.



### Fulfillment

On arrival, the customer checks in via their mobile device or digital signage, or via vehicle license plate recognition. If they have selected a vehicle delivery, they will be directed to a parking slot so that staff can identify them.

When they are checked in, staff receive a notification that they are ready to be seen. Once their identity is verified, goods are handed over and payment is complete, the staff member marks the transaction as complete.

## 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

Order Pickup can be used at many levels of granularity, either to manage an entire location, or operating separate lines for individual teams or services.

- The tool rental department in a hardware store
- The IT department in an office
- The pharmacy at a hospital
- The library in a school or college



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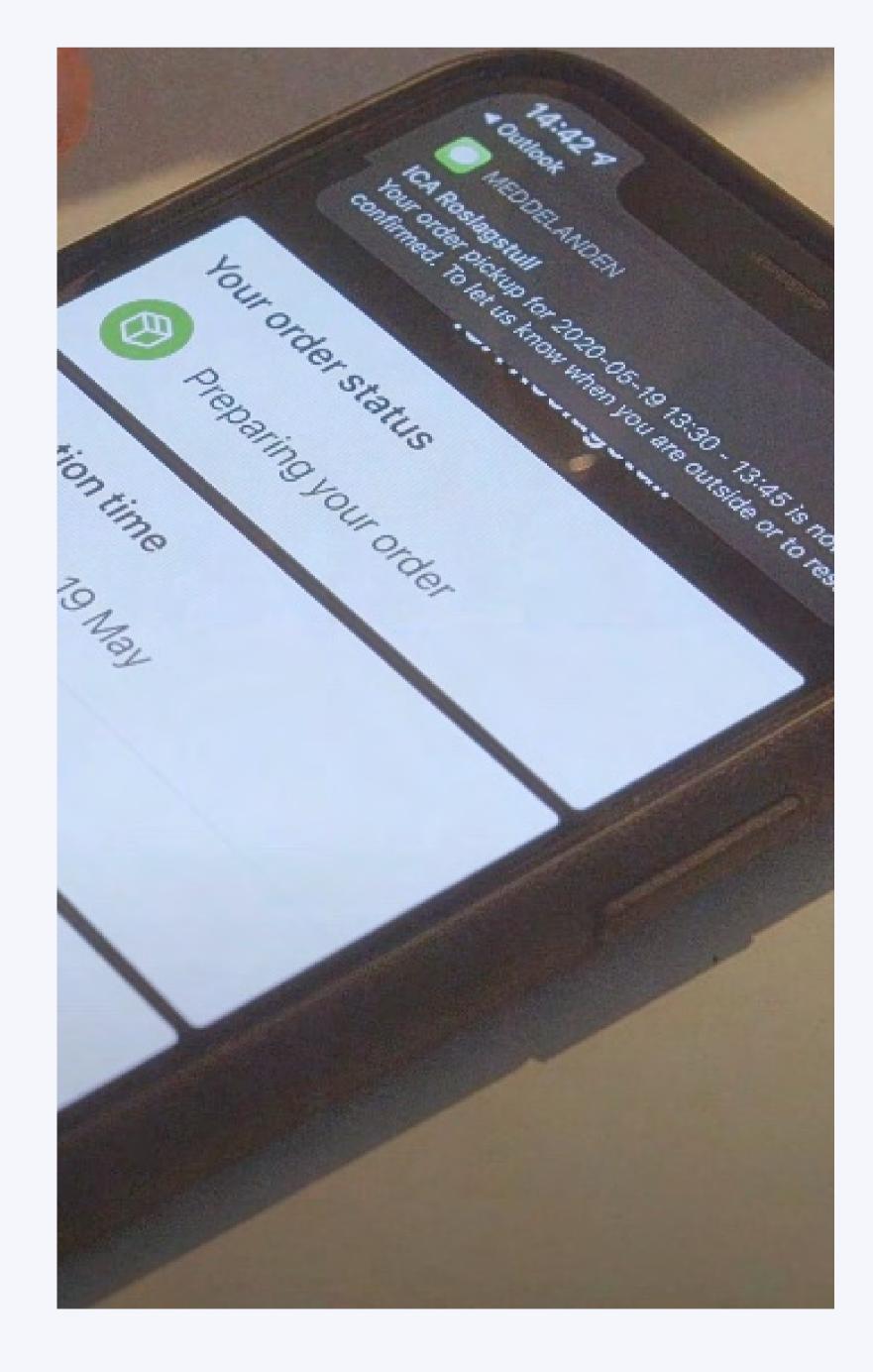
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# SHOW YOUR PICKUP CODE

## **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 fulfilment: 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 fulfilment time allows managers to respond to situations as they occur and predict future demand.



#### **Expected Results**

10% - 30%

↓ Reduced wait times

up to 20%

↓ Reduced online cart abandonment



 $\uparrow$  Increase customer loyalty

# up to 20%

 $\downarrow$  Reduced missed pickups

# up to 50%

 $\uparrow$  Increase customer impulse purchases

# Key features

# Why choose Ombori Grid?

- Fully customizable: fits the needs of your business and includes your branding.
- Rapid deployment: quick and simple to install and configure.
- **Easy scaling:** roll out to multiple locations with minimal effort and cost.

 $\checkmark$ 

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

•	Central control: manage	all locations	and queues from	m a single hub.

- Usage-based billing: pay only for what you use.
- Hardware support: runs on a wide range of hardware, including Android and iOS tablets.
- Mobile integration: makes use of the visitor's own mobile device.
- Grid integration: all solutions use a common platform allowing them to share data and interoperate.
- Proven technology: based on Microsoft Azure IoT.

#### Minimum Hardware Requirements

#### For Raspberry Pi

Raspberry Pi 4 4GB SD Card A2. Read Speed > 150MB/s. Write Speed > 60MB/s

#### For Intel device

Intel<sup>®</sup> Celeron<sup>®</sup> processor N3350 Intel<sup>®</sup> HD Graphics 500 4 GB RAM 64 GB storage

#### **For Android devices**

Last three major releases supported Google Play Services 32GB disk space **3GB RAM** 

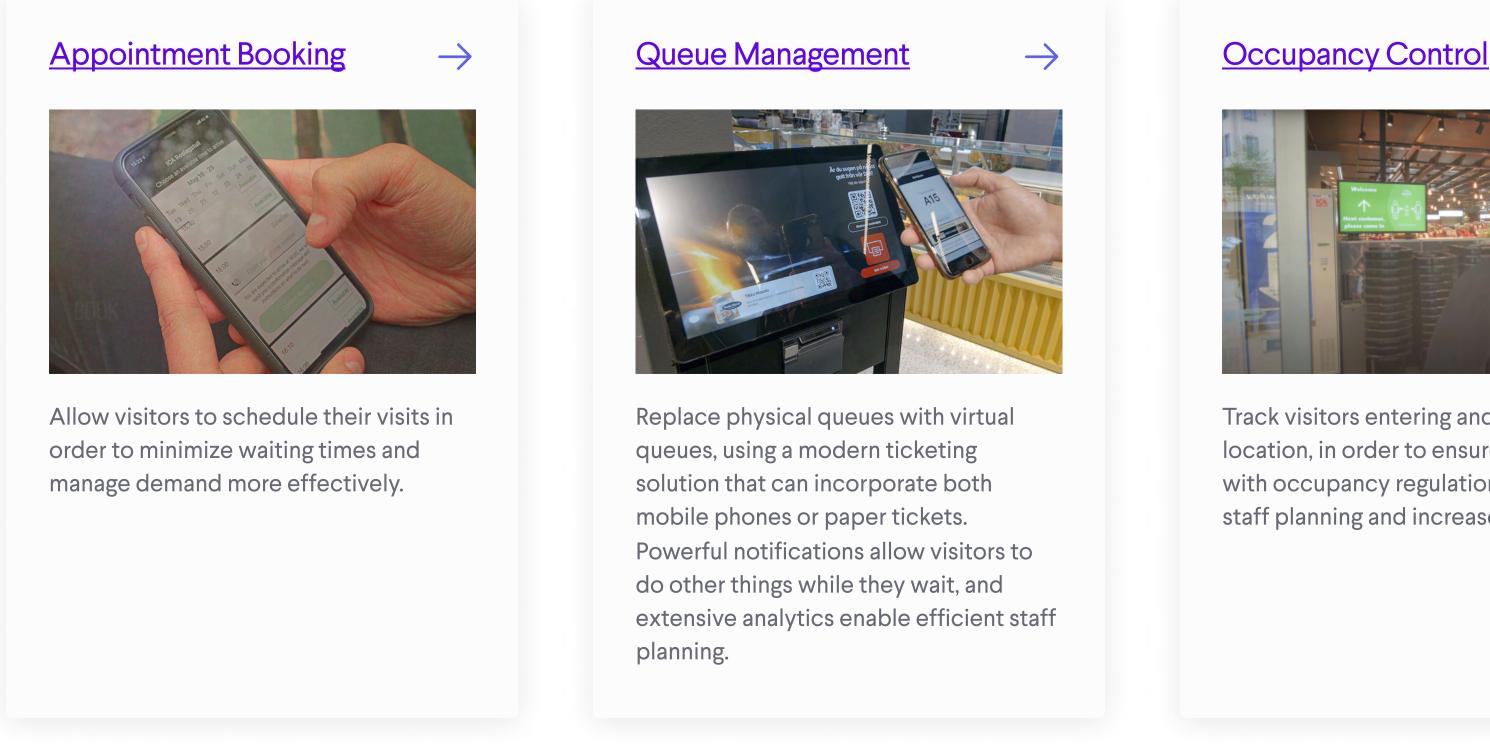
#### For Digital signage 1080p or 4k screen

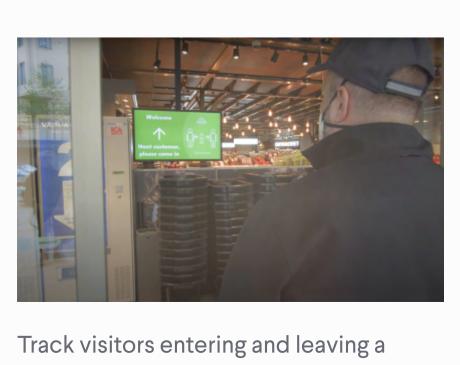
**For Android TVBox** 8GB disk space 2GB RAM

For Samsung smart signage Samsung Tizen v3.5 or above

## **Optional enhancements**

Extend the order pickup functionality with these additional Ombori apps.





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location, in order to ensure compliance with occupancy regulations, optimize staff planning and increase revenues.

#### More information: <u>Ombori Grid Order Pickup</u>