# Capitalizing on Click and Collect

You Have the Power to Please Shoppers and Drive Revenues. Today's savvy consumers are increasingly buying online and opting to pick up in store. It's a great opportunity for brick-and-mortar stores – if they can manage to pull orders efficiently, maintain accurate inventory counts and deliver the best possible service throughout the shopper's journey.

Click and Collect doesn't have to be hard. Here's a look at how **Honeywell's Connected In-Store Retail Solutions** can help overcome the challenges along the way.
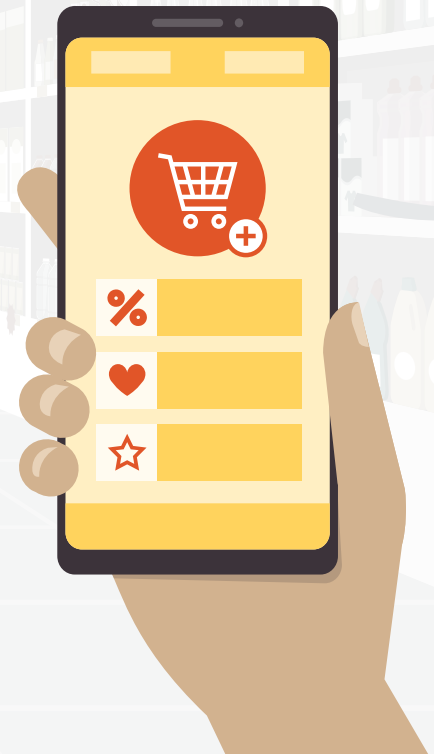
61% of retailers let customers **buy % online, pick up in store**[1]

56% of shoppers are **aware % of Click and Collect**[2]

70% of those have **used % Click and Collect**[2]

3:30 p.m. – Customer Places Order

A customer places an online order and elects to pick it up in store. The #1 reason why shoppers use Click and Collect? *It's free*.

75% of shoppers **expect free shipping** for orders under $50[2]

64% of shoppers who use Click and Collect do it to **avoid paying for shipping**[2]

GET MORE LIFE FROM MOBILE TECHNOLOGY

*Experience the power of **Mobility Edge™** – Honeywell's unified mobile computing platform designed for faster deployments, optimized business performance, longer lifecycle and stronger security. It's the industry's only platform built for upgrades all the way through Android™ R.*

3:40 p.m. – Associate Picks Order

The associate quickly finds and picks the order using a rugged mobile device with integrated scanning and voice direction.

20%
increase in labor productivity with **voice-guided fulfillment**[3]

4:00 p.m. – Customer is Notified Order is Ready

Via the store's retail software integrated on a Honeywell mobile computer, the associate updates the order status. As a result, the customer receives a text or email that the order is ready.

Your order is ready for pickup.

MINIMIZE TOTAL COSTS. MAXIMIZE ROI.

Honeywell Operational Intelligence and Lifecycle Services are designed to help you take greater control over all your electronic devices, across all your locations – deploying, managing and optimizing utilization, including repair and replacement.

4:05 p.m. – Associate Replenishes Inventory

The associate has complete visibility into inventory counts and quickly restocks the shelf using a barcode scanner and a mobile printer.
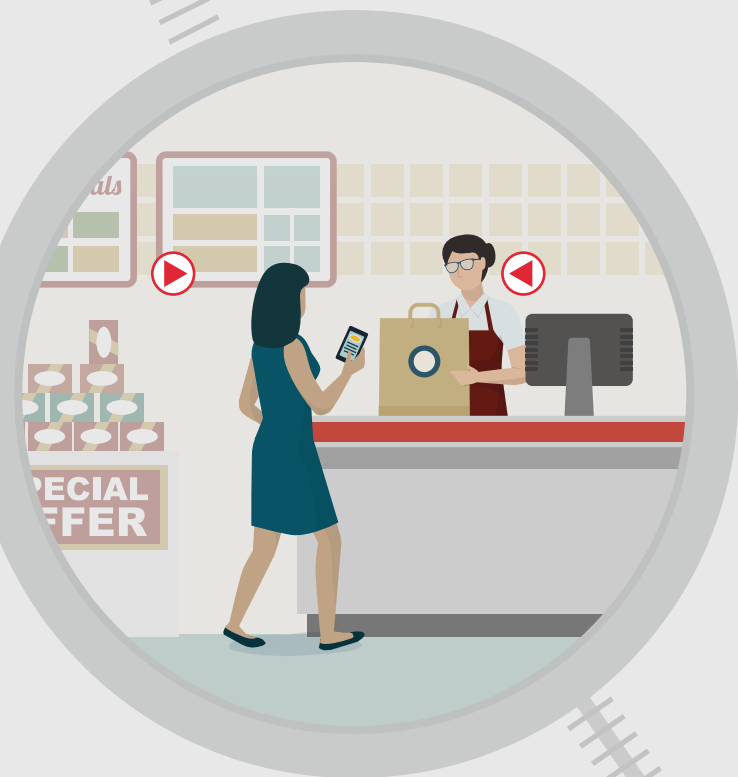
25% **reduction in out-of-stocks**
due to combination of barcode scanning with guided work[3]

5:30 p.m. – Customer Picks up Order in Store

Using a handheld device, the associate checks the order number, scans the item, and immediately hands the customer her order.

65% of shoppers who have tried Click and Collect say it **improved their experience**[2]

5:35 p.m. – Customer Finds Additional Items

As the customer is leaving the store, she spots an item she wants to buy, but needs more than one. Using the store's wireless network, the associate contacts a coworker to pull the item and bring it up front.

TACKLE EMERGING CHALLENGES WITH RETAIL-FOCUSED APPS

Honeywell Marketplace is a convenient portal for a wide array of software applications that seamlessly integrate with Honeywell devices to help coordinate customer service, expedite the returns process and drive other key workflows.

New apps from Honeywell and our ISV collaborators are added all the time.

5:45 p.m. – Customer Checks Out from Anywhere

The associate quickly finalizes the transaction from the retail floor, eliminating any checkout delay and further enhancing the customer's experience.

55% of shoppers expect **speedy or simplified checkout**[2]

77% of shoppers are **less likely to return** to a store with **long checkout lines**[4]

Brick and Mortar – But No Walls

Online or in store, it's all the same to consumers – or at least they expect it to be. To help you deliver a consistently great retail experience, Honeywell Connected In-Store Retail Solutions are designed to break down barriers across your operations. We bring together proven expertise, hardware, software, and support services, all backed by a powerful data engine. It's a level of interconnection and reach that only Honeywell can provide. And it's how we'll help you elevate what makes your store unique, compelling, and profitable, in every key task and customer interaction.

LEARN MORE

Sources:
1. 2018 Retail Industry Statistics, Gartner
2. 2018/2019 Winter Consumer View, National Retail Federation
3. Honeywell Internal Research
4. https://www.parcelpending.com/retailers-losing-billions-revenue-due-long-lines/

Honeywell

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The Challenge

Consumers expect to be able to pick up their orders ASAP. Associates must be armed with the right inventory insight to fulfill the order efficiently and accurately.

◀

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20% increase in labor productivity with **voice-guided fulfillment**[3]

Honeywell's Guided Work - Retail with voice direction guides the associate to fulfill the order efficiently and accurately.

◀

Honeywell's mobile computers, including the Honeywell CT40 on the Mobility Edge™ platform, integrate with our Guided Work – Retail solution to help keep associates on task as well as in sync with other associates and store operations (planograms, in-store merchandising, inventory lookup for customers on the sales floor and more).

◀

Your order is ready for pickup. ★★★

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The associate has complete visibility into counts and quickly restocks the shelves with barcode scanner and a mobile printer.

25% reduction in out-of-stocks due to combination of barcode scanning with guided work[3]

The Challenge
Once the Click and Collect order is fulfilled, it's important to restock inventory promptly for in-store shoppers.

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Optimized for quick, all day mobile label printing at up to 5 inches per second, Honeywell's RP4 mobile printer is great for rapid repositioning of stock.

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65%

Rugged handheld barcode scanning devices from Honeywell, such as the fast and accurate CT40, help speed workflows like shelf replenishment.

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The Challenge
At the checkout counter, every second lost to mis-scans costs customers and associates valuable time – and works against a seamless in-store experience.

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*Optimized for both merchandise barcodes and digital codes on customer smartphones, **Xenon™ Performance (XP) 1950 series handheld scanners** deliver superior scanning performance, even on damaged and poor-quality barcodes, to help make the checkout process smooth.*

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5:35 p.m. – Custom… Finds Additional I…

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The Challenge
From the sales floor to the backroom, associates must be ready and able to team up, satisfy the customer and secure additional sales. But many stores are still using disruptive and outdated technology – walkie-talkies, wall phones, etc. – to facilitate that teamwork.

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TACKLE EMERGING CHALLENGES WITH RETAIL-FOCUSED AP…

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New apps from Honeywell and our ISV collaborators are added all th…

Honeywell Mobility Edge devices are push-to-talk and VOIP ready for in-store communications – making it easy for associates to work together.
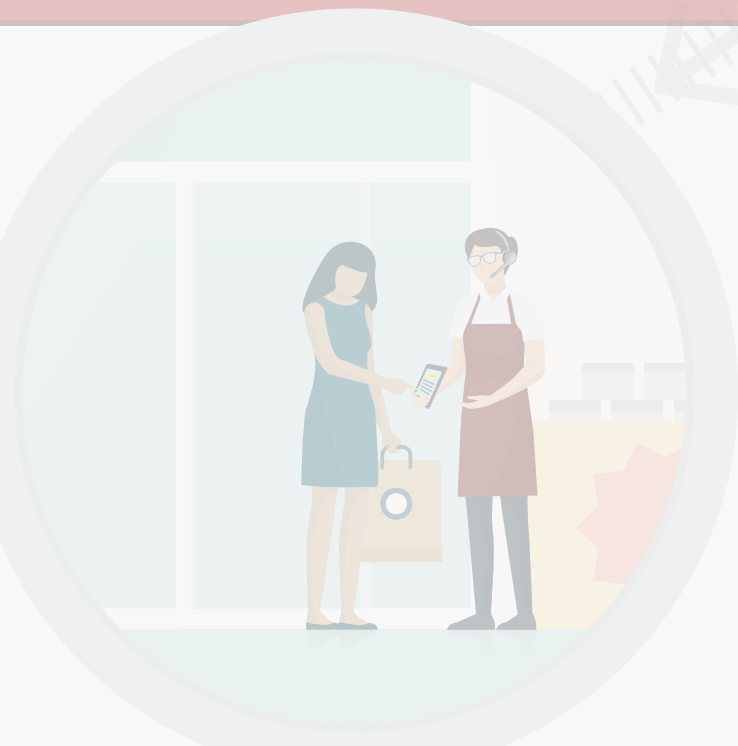
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HONEYWELL RETAIL SCANNERS

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The Challenge
Convenience is the whole point of mobile checkout. To help shoppers get on with their day, associates must be empowered with mobile point-of-sale technology that's fast, reliable and easy to use.

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___5 p___ Customer Check___ __ from Anywhere

___ ___ocia__ ___ly finalizes the transaction from the ___ ___ng any checkout delay and further ___omer's experience.

*The sleek yet rugged **CT40 mobile computer** paired with a payment terminal facilitates a simple full-touch interface.*

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