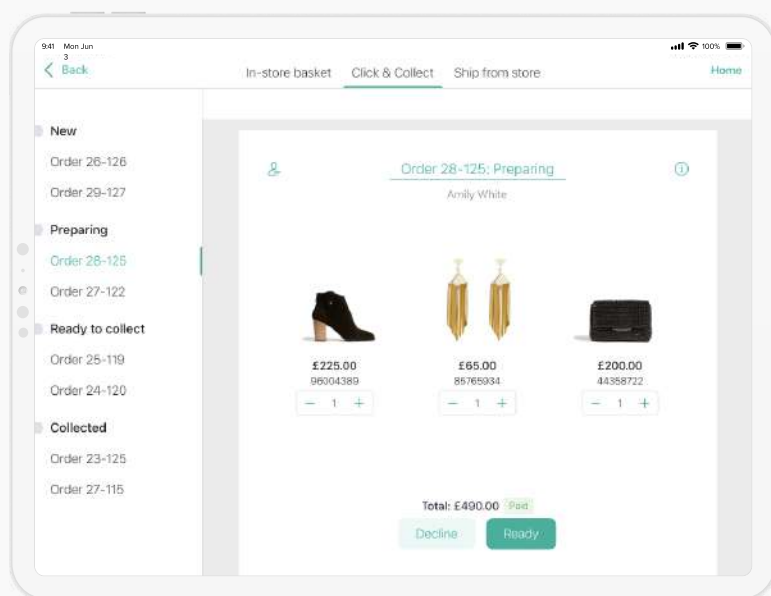


In-store Omnichannel Fulfilment

Mercaux's Fulfilment solution enables retailers to seamlessly unlock and leverage their entire inventory across all stores and online.

The solution offers a true omnichannel experience, by facilitating and streamlining a full range of fulfilment options, such as:

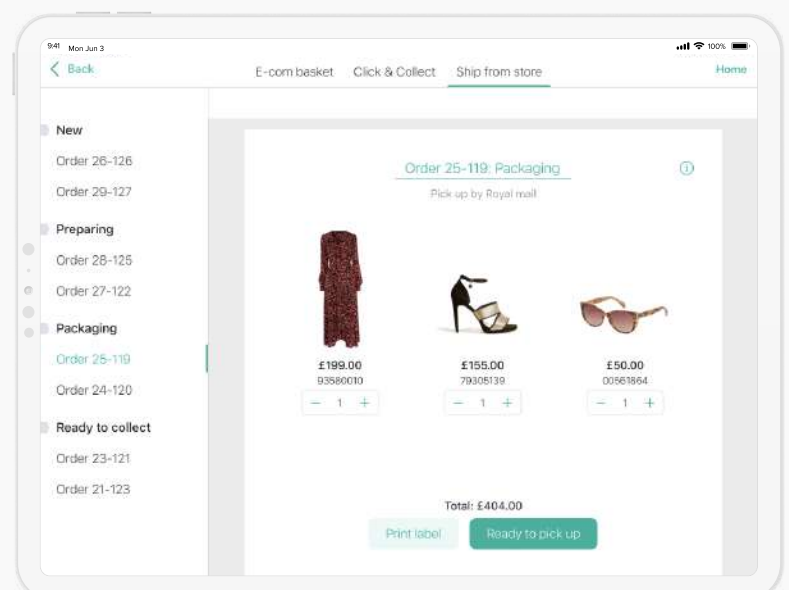


Click & Collect: BOPIS / ROPIS

- Receive order details, including relevant Customer info
- Manage order workflow & statuses (New, Preparing, Ready to Collect, Collected)
- Confirm/ cancel or partially fulfil orders
- Access the Customer's profile for a more personalised Click & Collect experience

Ship From Store

- Receive omnichannel orders to store and easily confirm/ cancel or partially fulfil
- Manage order workflow & statuses (Accepted by Store, Preparing, Packed, Collected by Courier)
- Print shipping labels and sign over order to courier for onward customer tracking



Key In-store Fulfilment Features

Receive order number and details

Access Customer profile for a more personalised click & collect experience

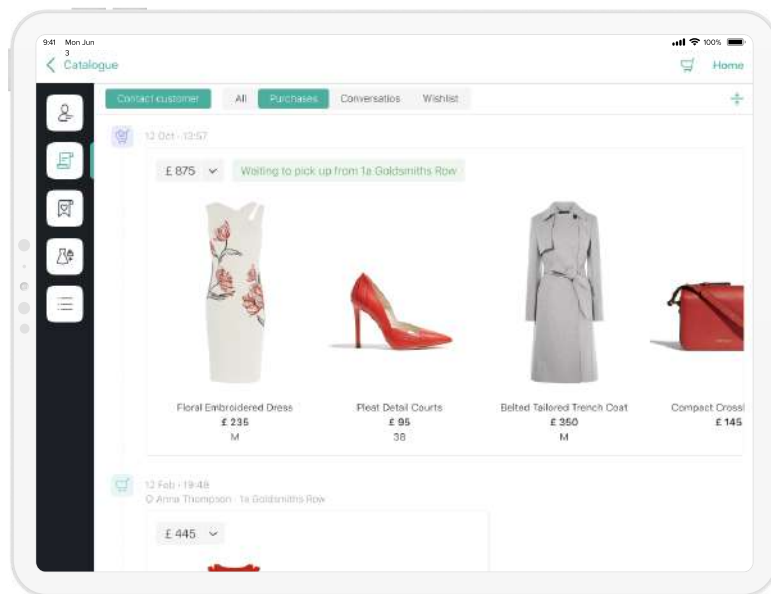
Sign by courier or Customer



Manage workflow & statuses; Received / Preparing / Packaging / Ready to Collect / Collected

Confirm / cancel or edit orders at specific stages

Retrieve Shipping label to be printed and send to printer

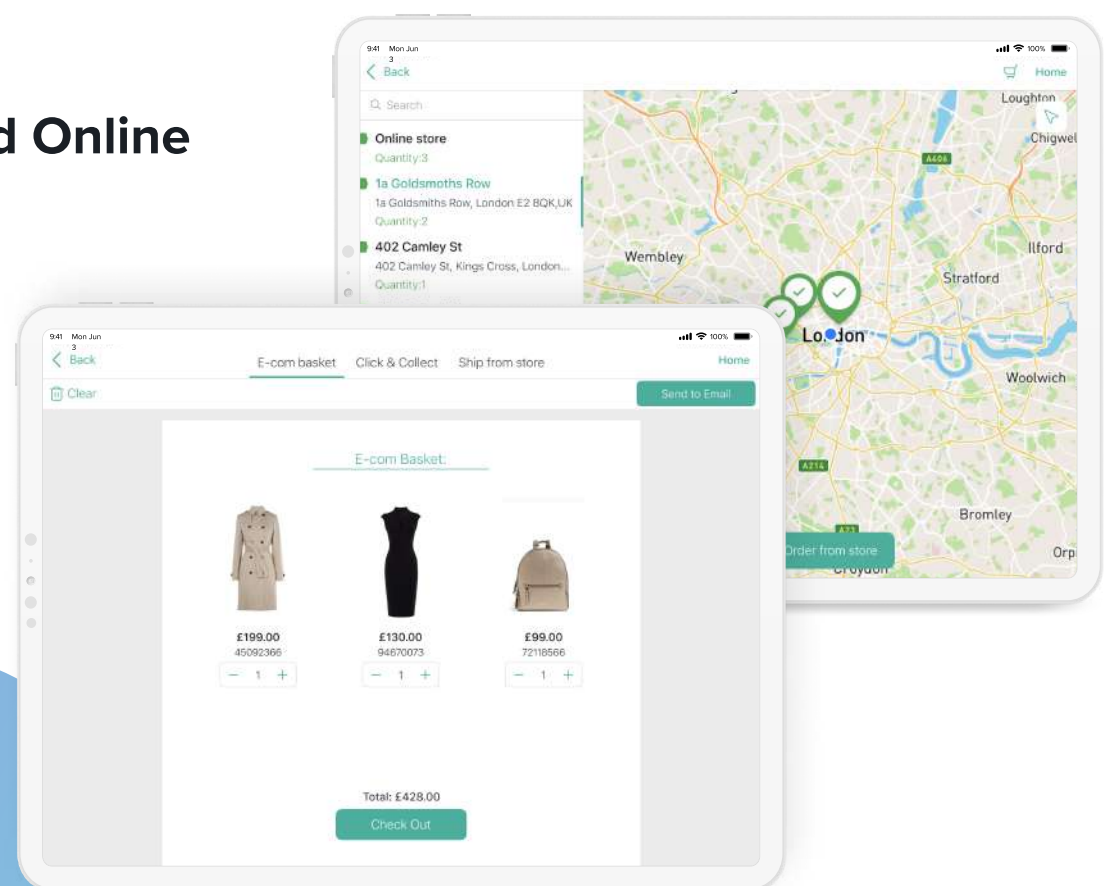


Connect Customer Profiles and Orders

- Access a Customer's entire purchase history and wish lists during the Click & Collect process
- Use this information to provide a personalised in-store experience and identify opportunities to cross-sell
- Use Mercaux to notify the Customer through multiple communication channels in case of any order issues

Leverage Stock in Other Stores and Online

- View stock across the whole retail estate
- Place online orders from store
- Place Click & Collect orders from store



If you would like to find out more about our Fulfilment Solution, please schedule a demo:

[Demo Request](#)