# Fulfillment

## Elevate Your Store Operations with Our Fulfillment Microservices

With flexible deployment and ownership models, we bring best-in-class features to unlock the value of your stores in your fulfillment network while driving improved productivity.

### PICKING

Waveless Picking with dynamic order prioritization & task allocation

→ Store Pick orchestration through wave planning & pick sequencing

→ Support for substitutions & customer two way SMS

### DISPENSE

Streamlined last mile delivery and pickup automated through check-in & store associate tools

→ Check-In service for pickup customers/drivers

→ Store tools such as arrival dashboard & line management

### DASHBOARDS

Leverage pre-built insights at the store level to take productivity to the next level

→ Picking performance down to the employee level

→ Real time visibility of store fulfillment activity against SLA's
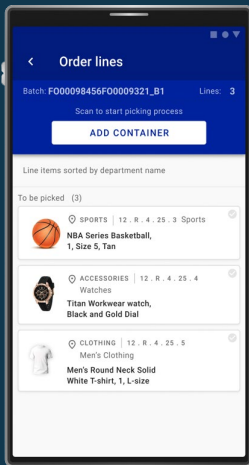
### PACK/SHIP

Real time rate shopping, box selection & carrier selection

→ Last Mile carrier aggregation, orchestration & tracking

→ Putwall based consolidation & packing triggers

→ Parcel carrier integration wireless printing of labels
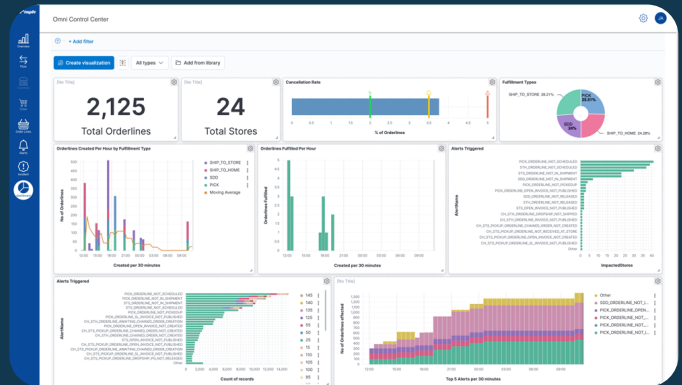
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## Modernize Store Fulfillment

Unique labor models, store layouts, order profiles and backroom configurations. All of these lead to the need for highly customized picking and packing strategies to get the most productivity out of your stores.

## Empower Your Employees

Instead of trying to manage performance from your corporate or district teams with out-of-date spreadsheets and PDFs, bring insights to the teams in control of making it happen. With real-time dashboards, insights on picking productivity and fill rate trends, you'll empower store employees to meet and exceed their KPIs.

## Case Benefits/Proof Points:

### Improve units picked per hour by up to 50%

Having multiple picking strategies allows significant gains in store productivity but measuring UPH at the employee level will allow you to fully maximize these benefits. We provide picking optionality AND the insights to tell you which ones work best. A large sports retailer chose us to help them get there.

### Reduce customer wait times for pick up by 20%

Modern retailers are moving beyond simple order ready times for pick up. By leveraging "check-in" data in your process you know in real time who is coming or who is already there. We've reduced wait times by 25% at a large pharmacy retailer doing just that.
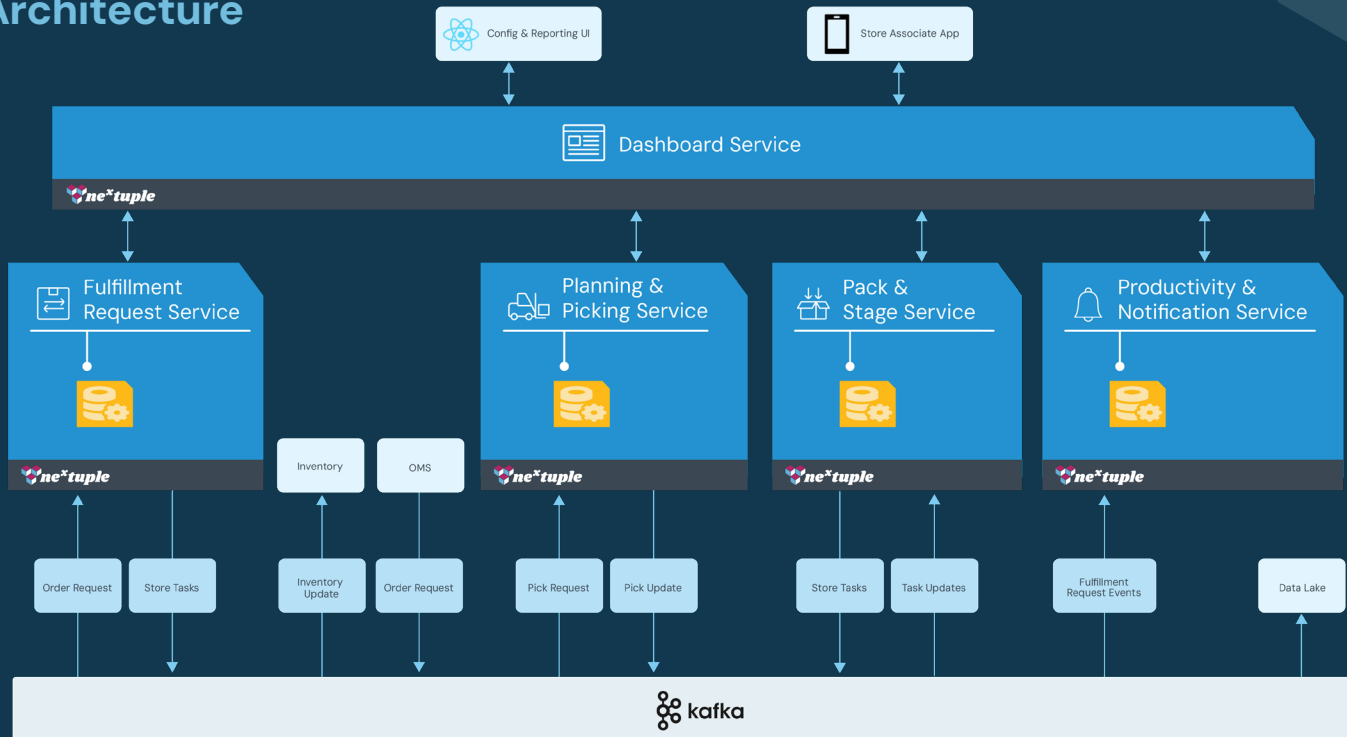
### Improve fill rates by up to 10%

The key to store fill rate performance is in how you are measuring it. Employee level real time dashboards with insights on root cause will have an instant impact on your fill rate. A large jewelry retailer looked to us for our expertise to drive improved store execution.

### Reduce carrier expenses by 10%

Are you treating Same Day Delivery like a pick up order? With an advanced set of store tools you can bring in carrier complexity to your store fulfillment operations and reduce outbound shipping expenses in the process. A luxury retailer chose Nextuple to rate shop across multiple SDD providers.

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# Store Fulfillment

## Architecture



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## Functional Features:

### Pick / Pack / Ship

- Configure your pick batches based on multiple criteria
- Manual or automatic pick batch assignment
- Pick across fulfillment types
- Support for waveless picking
- Substitution support
- Pick path – based on planogram or defined sequence like department
- Support pack during picking or at pack station
- Carrier integration pre–built or integrate your own label service

### Stage / Dispense

- Customer check–in
- Print and re–print hold slips
- Instore and curbside flows
- Pick up / Dispense

### Connectivity

- Support IOS or Android
- Barcode scanner support
- Hardware / database agnostic design
- RFID / Image Recognition support
- Offline support
- Integration with store inventory / display real time inventory

### Dashboards

- First attempt pick rate
- Picking burn up charts
- See *On Time*, *At Risk* and *Late* orders
- Employee productivity
- Store performance – Fill Rate, Ship speed, Picking speed

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