

Smart Lockers for Retail Fulfilment

Self-service lockers for customer pickup and returns

For customers on the go, a single wasted moment can mean the difference between a positive experience and a negative one. With Ricoh Smart Lockers for Retail, you can set yourself apart by offering customers the speed and flexibility they desire. Take your “Buy Online, Pickup in Store” (BOPIS) strategy to the next level or easily manage eCommerce returns with a Smart Locker. Customers can retrieve their purchases when it’s most convenient for them without worrying about long lines or inconvenient store hours.

Once the order is delivered to the locker, the pickup code is sent to the user (via email or text message) and they can enter it or have the locker scan it directly from their mobile device to open the relevant door. Smart Lockers for Retail Fulfilment easily integrate with your mobile apps, POS systems, eCommerce, and other platforms to deliver seamless and personalized experiences for your busy shoppers.



What do retail customers really want?

Customers love the ability to Buy Online, Pickup in Store (BOPIS), which makes it easy and convenient for shoppers to get their purchases — without the hassle of long lines or wait times.

Key Benefits:

- Ease and flexibility to collect or return when it's most convenient
- Fast and efficient experiences with no long lines or having to walk to the back of the store for returns or pickup
- Multiple customer service options
- Omnichannel experiences that integrate eCommerce with brick-and-mortar
- Self-serve options to be able to carry out simple tasks autonomously



In addition to improving the customer experience, Ricoh's Smart Lockers are helping retailers deliver a better employee experience and streamline day-to-day processes. Here's how:

- Associate hours are better utilized as orders can be loaded before store opening
- Associates can focus on other revenue generating activities, merchandising, or customer service
- Faster customer throughput, shorter lineups and reduced wait-times have impacted employee satisfaction
- Indoor/outdoor locker use has freed up merchandising space, enabled 24/7 availability allowing for more predictable staffing hours

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