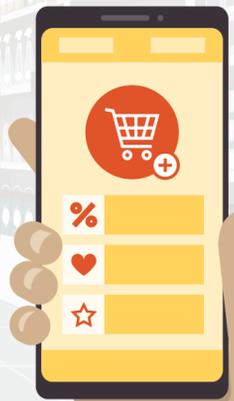


Creating a 5-Star Customer Experience Every Time

Today's savvy consumers are increasingly buying online and opting to pick up in store. But Click and Collect is causing headaches for retailers – as they struggle to pull orders efficiently, maintain accurate inventory counts, and deliver the best possible service.

Click and Collect doesn't have to be hard. Here's how Honeywell's Connected In-Store Retail Solutions can help.



61% of retailers let customers buy online, pick up in store¹

56% of shoppers are aware of Click and Collect²

70% of those have used Click and Collect²



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 \$50²

64% of shoppers who use Click and Collect do it to avoid paying for shipping²



HONEYWELL CONNECTED RETAIL SOLUTION FOR GUIDED WORK

Give your associates a powerful solution including voice-directed work, and watch their efficiency and accuracy rates skyrocket. Honeywell's *Connected Retail Solution for Guided Work* with voice direction gives retail operations the boost needed to compete with distribution center-like efficiency, and drives more profitable in-store operations.

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 fulfillment³



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

Integrated retail software sends a text or email to let the customer know the order is ready for pickup.

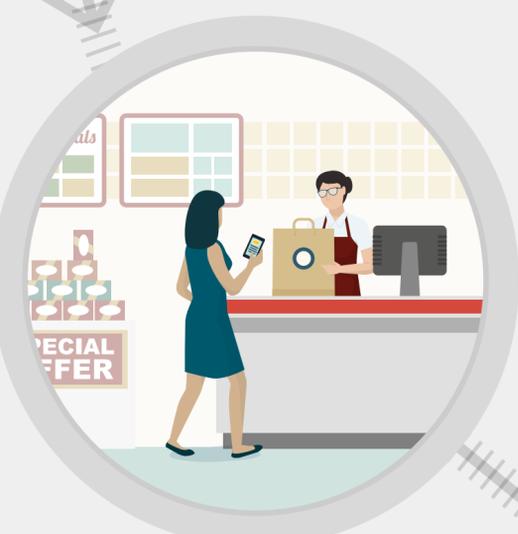
HONEYWELL MOBILE COMPUTERS

Your associates are on the frontline when it comes to customer experience. *Honeywell CT40 mobile computers* keep your operation flowing at speed, from inventory lookup on the sales floor, to planograms and in-store merchandising, and preparing orders for in-store pickup.

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 work³



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 experience²

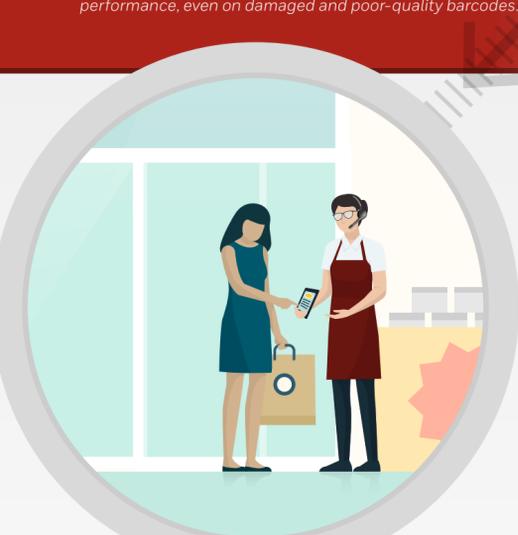
5:35 p.m. – Customer Finds Additional Items

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.



HONEYWELL RETAIL SCANNERS

At the checkout counter, every second lost to mis-scans costs your customers and associated for both merchandise barcodes and digital codes on in-store experience. *Xenon™ Performance (XP) 1950 series handheld scanners* deliver superior scanning performance, even on damaged and poor-quality barcodes.



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 checkout²

77% of shoppers are less likely to return to a store with long checkout lines⁴

Honeywell Connected In-Store Retail

Honeywell Connected In-Store Retail Solutions 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 AT HWLL.CO/RETAIL



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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/>

5-Star Customer Experience Infographic | Rev A | 05/19
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