HIGH STREET FASHION RETAIL

Click and collect without the service desk queue

Small stores, busy tills, and one desk handling collections, returns and queries. eLocker collection lockers move handovers off the desk.

Best fit: omnichannel retailers with 100+ stores and 50+ collections a store a day



THE TRADE-OFF TODAY

WITHOUT ELOCKER

- Collections, returns and queries share one desk
- Colleagues leave the floor to find orders in the stockroom
- Queues at peak put collecting customers off browsing
- Little floor space to give to a kiosk or a counter

WITH ELOCKER

- Compact columns, bolted together to fit the space you have
- Customers open their locker from a text or email link, no app
- Returns go into a returns locker instead of the till queue
- Swappable printed door panels for promotions, on indoor lockers

WHAT YOUR PILOT MEASURES, AGAINST YOUR OWN BASELINE

Colleague minutes per handover
Desk time today against desk time with lockers

Peak queue length
At the times your desk is busiest

Locker adoption
Share of collections that use the lockers

Cost per collection
Built from your own handover steps and timings

PROVE IT FIRST

Prove it in one store first

Most fashion pilots run in one store. We measure desk time, queue length and locker adoption against your own baseline, then you decide on rollout with the evidence in hand.

1. Measure
2. Model
3. Deploy
4. Validate

> "We proved the cost per collection in a single-store pilot before rollout. The numbers made the decision easy."
>
> eLocker customer, sports retail

Book your free collections audit

Two numbers: what collections cost you today, and what they would cost with lockers.

Book an audit

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