



Ecommerce Order Fulfillment: Curbside Pick Up / Limited Contact Pick Up Spring Rush 2022

Overview

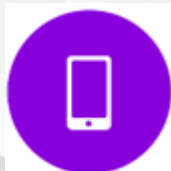
12.06.21

Curbside/ Limited Contact Pick Up Customer Journey



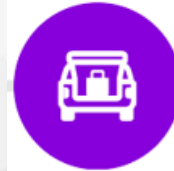
Step 1 Order Online

Choose 'Curbside Pick Up' or 'Limited Contact Pick Up' during checkout



Step 2 Watch for Ready For Pickup Email

Once you receive an email saying your order is ready for pickup, drive to the store and park in the designated area. (Language in emails can be customized by store).



Step 3 Go to Store, Call Phone Number, & Stay in Your Car

Call the phone number in the email (or on the sign) to notify the store you have arrived. Your order will be brought out by a team member and placed in your trunk or backseat.

Benefits

- Students looking for safe fulfillment options.
- Reduce lines at stores and the impact of store capacity limits related to COVID, as traffic increases for Rush.
- Reduce freight cost as it reduces the volume of orders to ship.
- Note: Not every store can offer this service, needs to be evaluated by each store.

Ecom Checkout: Choosing Delivery Method- One Location

Step 1: Shopper Selects “Curbside Pick Up (FREE)”:

< Back to Bag

1 Continue As Guest ✓ Edit >

Already have an account? [Sign In](#)

2 Delivery Method

Curbside Pick Up (FREE) ←

Ship to an Address

Labels and Directional Information Can Vary per Store (and Can be Displayed on Order Confirmation Page and Order Pick Up Emails)

Only One Pick Up Selection is Available to Shoppers:

- Store Pickup + Optional Curbside /Limited Contact Pick Up
- Curbside / Limited Contact Pick Up Only

Step 2: Directional Info Presented to Shopper:

2 Delivery Method

Curbside Pick Up (FREE)

Notre Dame Outlet Store

Available Mon – Fri 10am – 3pm. Please wait for the email confirming items are ready to pick-up before arriving. When you arrive follow the signs in parking lot to the pick-up location. Please follow instructions on sign to receive your order. ←

Ship to an Address

2 Delivery Method

Pick Up (FREE)

CSUN Campus Store

Optional Curbside Pickup available Monday – Friday, 10am – 2pm. Please wait for the email confirming your items are ready for pickup before arriving at the store. Pickup directions will be provided in the email.

Ecom Checkout: Choosing Delivery Method- Multiple Locations

Step 1: "Curbside Pick Up (FREE)" Selected:

[← Back to Bag](#)

1 Continue As Guest ✓

Already have an account? [Sign In](#)

2 Delivery Method

Curbside Pick Up (FREE) ←

Select Location ▼

Ship to an Address

Step 2: Directional Info Presented based on Selected Location:

[← Back to Bag](#)

1 Continue As Guest ✓ [Edit >](#)

Already have an account? [Sign In](#)

2 Delivery Method

Curbside Pick Up (FREE)

Location
Santa Rosa Bookstore ▼ ←

Curbside Pickup is available Monday - Friday, 9am -4pm at the Santa Rosa Bookstore. Please wait for email confirming your items are ready for pickup before arriving at the store. Pickup directions will be provided in the email.

Ship to an Address

Order Status Emails: Order Confirmation + Ready for Pick Up

ORDER CONFIRMATION

Hello,

Thank you for your order. You will receive an email when your item(s) has shipped or is ready for pickup. Please wait for this email prior to going in-store for pickup. Your item(s) may ship from a location other than where you placed your order.

New Pick-Up Process: ?Curbside Pick-Up? is available Monday ? Friday 10am ? 3pm at the Notre Dame Outlet Store. Please wait for the email that confirms your item(s) are ready for pick-up before arriving at the Notre Dame Outlet Store. When you arrive please follow the directional signs in the parking lot to the appropriate pick-up location. When you arrive at the pick-up location please follow the instructions on the sign to receive your order. The Notre Dame Outlet Store is located at 1610 North Ironwood Dr., South Bend, Indiana 46635.

Order Summary

Order Number: 99160000011470

Order Date: Apr 16, 2020

Receipt Method: Ground

Ship to:

Martin Aber

3 westbrook cr

Westchester IL 60154

TOTAL:\$23.91 (USD)

Order Details

Product Details:

D500 QA MI Te Style/CHARC/SM/.

Size:Small

Color:Black

STATUS:

BUY/RENT: BUY

Qty: 1

Final taxes will be calculated upon order fulfillment

ORDER UPDATE

Hello,

Thanks for your order. Listed below is the status of your order. Only items with recent status changes will be displayed below. Please bring this receipt to expedite the pickup process and retain this email for your records.

Order Summary

Order Number: 2080000186296

Order Date: May 6, 2020

Receipt Method: Store Pick-Up Pay Now

Pickup at:

Florida State Bookstore

[104 North Woodward Avenue](#)

[Tallahassee Florida 32306-4113](#)

Pickup instructions: Your order is ready for pickup!

For Pickup Orders, Curbside Pickup is available Monday – Friday, 10am – 4pm at the FSU Bookstore.

When you arrive, please pull up to the valet parking curbside on N. Woodward Ave loop and call the store at 850.644.2220 for delivery.

A store associate will come to your vehicle, verify your student ID, and ask if you would like your order to be placed in the trunk or backseat of your vehicle.

*NOTE: If we will be engaging beyond putting your order in your trunk or SUV [liftgate](#), please wear a mask or face covering during any interaction with our team members.

The FSU Bookstore is located at [104 N Woodward Ave, Tallahassee, FL 32306](#).

Available Monday – Friday, 10am – 4pm. Please wait for the email that confirms your item(s) are ready for pickup before arriving at the FSU Bookstore. When you arrive, pull up to the valet parking curbside on N Woodward Ave loop and call 850.644.2220.

Order Details

Product Details:

** Iliad

[Author:Homer](#)

All > Fall 2020 > CLT > 3370 > 0001

Tracking Number: [113195801585](#)

STATUS: READY FOR PICKUP

Qty: 1

Unit Price: \$16.00

BUY NEW

Product Total: \$16.00



Provide
Availability Hours
and Pick Up
Instructions to
Customers

Website Messaging: Homepage Store Announcement Section



Store Announcements

Rental Check-ins are due by 5/16/20

Due to the campus closure, rental check-ins will be handled only via ship ins at this time. The Rental check-in date has been given a 15 day grace period, rental check-in is now 05/31/20. Please see the COVID-19 announcements on the home page.

4/16/20 - 5/15/20

We are closed in store due to the campus response to COVID-19.

We are fulfilling online orders during the campus closure. You can also call or email us if you have questions at 630-942-4353. Please leave us a voicemail with as much information as possible, if you are unable to reach us, and we will callback.

Dropped a Course before April 10th due to COVID-19?

We can refund your books that are in new or sellable condition. Mail in your books, along with proof of course reimbursement from COD due to COVID-19 by 4/30/20. A receipt for the books and course reimbursement from COD is required for a refund.



Store Can Promote Option To Customers (configure in Accelerator)

Follett's College of DuPage Bookstore

Selected School: College Of DuPage

Resources

Textbooks

Store Information

Store Operational Procedure

If your store is closed to the public or open to in-store traffic, you can consider offering Curbside Pick Up/ Limited Contact Pick Up for Fall Rush.

Considerations for Physical Pick Up Location on Campus

- Partner with your campus, alerting them you are looking to offer Curbside Pick Up.
 - In some cases, it may be near the store, and in others you may have to work with your campus to determine a location that works for traffic patterns.
- Determine if you will have one or multiple pickup locations
 - Reminder: New pickup locations would need to be configured in Accelerator by eFollett Support (in advance)
- Determine Curbside Pick Up/ Limited Contact days / hours of operation (with campus if necessary)
- Ensure you partner with your campus regarding signage placement (if necessary)
 - Consider Pick up and directional signage for traffic flow
- Keep safety top of mind when determining location (partner with campus security if necessary)
- Consider the weather elements for your signage (sandwich board, coated signage, sturdy, etc.)
- Plan for minimal and many pick-ups

The health and safety of our team members, customers and vendors is Follett's foremost concern. Follow state and federal guidelines. All team members need to maintain social distance from customers when working the Curbside / Limited Contact Pick Up.

Store Operational Procedure

Getting Ready

- Ensure staff member is easily identifiable (rental t-shirts/aprons, etc.)
- Ensure you have sturdy portable containers to put the orders in to transport to pick-up location. (carts, boxes, etc.)
- Ensure packages are in clear bags (customer can easily see product before accepting) or use rubber bands to secure materials together
- When possible, use a cart to transfer the goods (flat cart, library cart, etc.)
- Determine staff to work the pick-up location/train
- Determine phone number to be used for the customers to call for pick up
- Ensure team members answering the designated phone number is aware of the pick-up process

Pick Up Process

- ✓ Where the pick-up location is
- ✓ Expected wait time (if time is needed to get to pick up location)
- ✓ Where pick up packages are located
- ✓ Validate quantity of items in pick-up/number of orders /expected contents
- ✓ Validate customer identity/order number
- ✓ Ask for vehicle make and color

Store Operational Procedure

Operation at Pick Up

- Ensure team members have protective gear for pick-up location (face masks)
- Maintain a 3ft to 6ft distance to avoid customer contact
- Validate customer name/ID
- Use a cart when possible to transfer goods (slide product to customer to adhere to social distancing)
- Validate if customer is ok with placing package in car either in the back seat or trunk
- Thank them for shopping with us – leave them smiling!



Best Stores to Offer

Where Feasible, Add Curbside/ Limited Contact Pick Up

- COVID Group 2: School Closed / Store Closed to Public – But Open to Fulfill From
- COVID Group 3: School May Be Open / Store Open
- COVID Group 8: School May Be Open/ Store Closed with Exterior Pick Up Only (Front Door/ Hallway etc).

Note:

- Many stores will not have a car pick up area. Design so store can fill in local pickup details as space dictates. May be outside store in another campus area.

Next Steps

Determine if your store can offer Curbside / Limited Contact Pick Up for Fall Rush

1. Review operation procedures in TIP: [Curbside/Limited Contact Pickup for Online Orders](#)
2. Determine staffing needs/ constraints
3. Determine pickup locations to support this option with availability days/ hours
4. Partner with your RM to provide the needed setup data **by Wednesday, December 15, 2021**
5. Home office will be processing submissions. **Allow for 1 week for processing.**
6. Once the option is available online, stores to update Store Announcements (via Accelerator) to promote

Next Steps: Data Collection Submission

Curbside/ Limited Contact Pick Up Sign Up Data Collection Submission includes:

- Submission includes:
 - Store #, Term Start Date
 - Pickup Location Name, Street Address, City/ Province, State/Country, Zip
 - Desired Activation Date for each pickup location
 - If temporary option, Expiration Date when option should be disabled
 - Days/ Hours for Store Availability for Curbside/ Limited Contact Pickup
 - Customer Facing Checkout Message for each pickup location
 - Customer Facing Instructions for Order Confirmation & Ready for Pickup Email