

Follett's Schedule My Pick Up Service

Follett has expanded its ecommerce capabilities to include a “Schedule My Pick Up” customer experience for Fall 2021. This service allows for the campus store to provide a “limited contact pick up” experience addressing today’s current safety and shopping preferences which includes:



**Customer Safety
and Social
Distancing Rules**



**Long Checkout
Lines Avoidance**

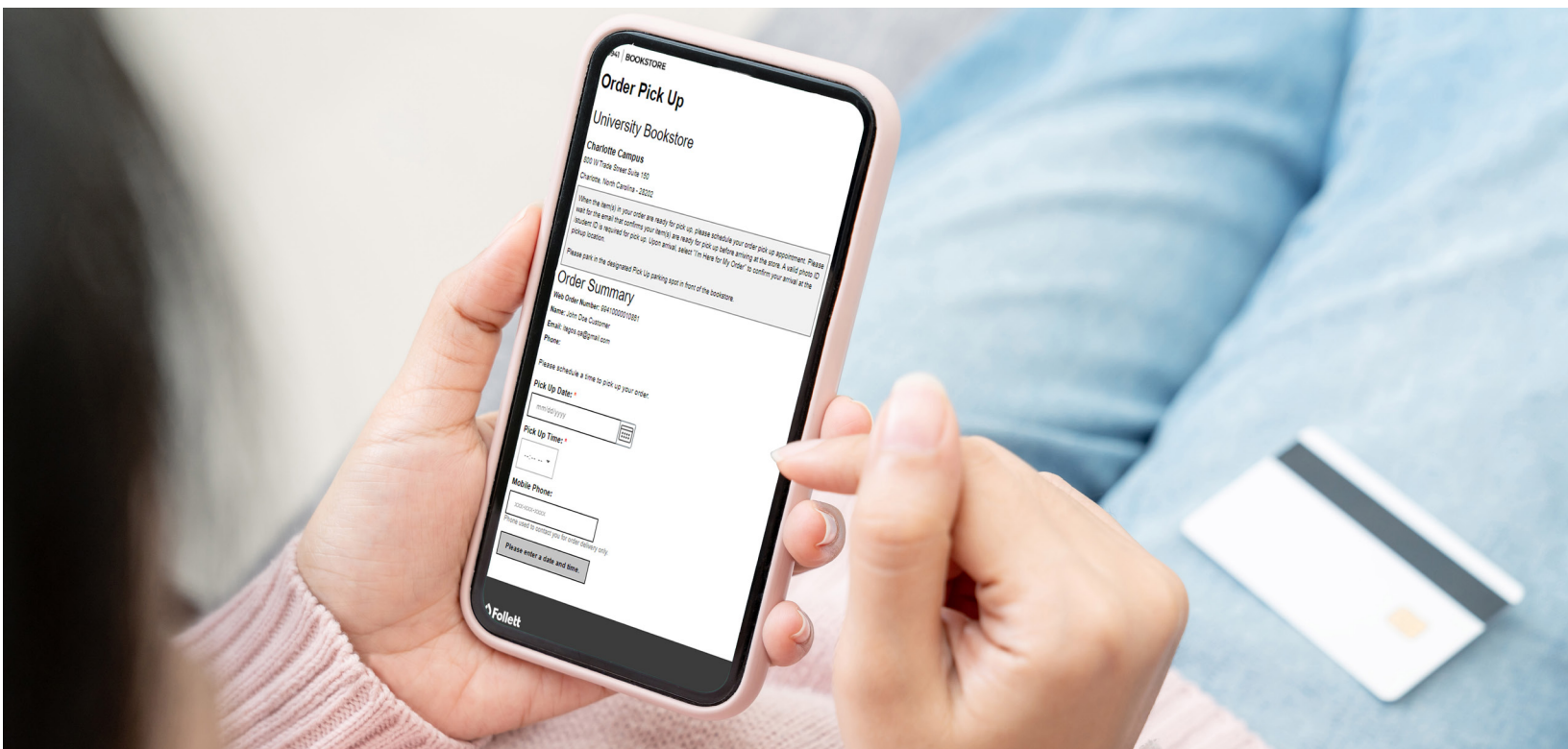


**Customer Congestion
In and Around The
Campus Store**



**Mail Room Congestion
With Additional
Shipments To Students**

The campus store will work with your institution to define the details of the service based on your campus community. Those details will be programmed into the online shopping experience providing your students additional options that they are comfortable with.



1 In Checkout, Customers can view pick up locations that offer scheduled pick up appointment availability.

Checkout

Day	Pick Up Hours
Sunday	Not Available
Monday	10:00 AM - 04:00 PM
Tuesday	09:00 AM - 04:00 PM
Wednesday	07:00 AM - 03:00 PM
Thursday	Not Available
Friday	08:00 AM - 05:00 PM
Saturday	Not Available

2 Once a customer receives an order update email (designating that their order had been fulfilled and is ready for pick up) they will have the ability to schedule the appointment date and time. Customers will simply select the "Schedule My Pick Up" button from the ready for pick up email and be able to schedule the date and time for the pick up location associated with the order.

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.

Please schedule your pickup appointment **before** arriving at the pickup location. If your order contains multiple items, you can pick up the individual items, or you can wait to schedule your pickup appointment until all the items are "Ready for Pickup".

SCHEDULE MY PICKUP

Order Summary

Order Number: 2080000196296 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

Order Details

Product Details: **STATUS: READY FOR PICKUP**
 Qty: 1
 Unit Price: \$16.00
 Sales Tax: \$2.40
 Rental Tax: \$1.27
 Tax Total: \$1.20
 Order Total [USD]: \$17.20 (USD)

Ready For Pick Up Email

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Order Pick Up

University Bookstore

Charlotte Campus
 800 W Trade Street Suite 150
 Charlotte, North Carolina - 28202

When the item(s) in your order are ready for pick up, please schedule your order pick up appointment. Please wait for the email that confirms your item(s) are ready for pick up before arriving at the pickup location. A valid photo ID (student ID is required for pick up. Upon arrival, select "I'm Here for My Order" to confirm your arrival at the pickup location.

Please park in the designated Pick Up parking spot in front of the bookstore.

Order Summary

Web Order Number: 99410000010661
 Name: John Doe Customer
 Email: jhedgs_qa@gmail.com
 Phone:

Please schedule a time to pick up your order.

Pick Up Date: *
 mm/dd/yyyy

Pick Up Time: *
 ...:..

Mobile Phone:
 XXX-XXX-XXXX
 (Phone used to contact you for order delivery only)

Please enter a date and time.

Success
 You have scheduled your pick up successfully.

Order Pick Up

I'm Here for My Order

Scheduled Pick Up

Date: 07-24-2020
 Time: 02:15 PM
 Location: University Bookstore

Edit Pick Up Time

Schedule My Pick Up Service

3 When the customer arrives at the preferred pick up location, they will notify the campus store by selecting the "I'm Here For My Order" button in the Schedule My Pick Up Service.

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Order Pick Up

I'm Here for My Order

Scheduled Pick Up

Date: 08-07-2020
 Time: 08:00 AM
 Location: Charlotte Campus

Edit Pick Up Time

University Bookstore

Charlotte Campus
 800 W Trade Street Suite 150
 Charlotte, North Carolina - 28202

When the Item(s) in your order are ready for pick up, please schedule your order pick up appointment. Please wait for the email that confirms your item(s) are ready for pick up before arriving at the store. A valid photo ID (student ID is required for pick up. Upon arrival, select "I'm Here for My Order" to confirm your arrival at the pickup location.

Schedule My Pick Up Service

4 Customers will be expected to provide arrival details such as vehicle description, parking spot, standing location or clothing descriptions to help the store associate locate them for the delivery of their order.

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Order Pick Up

Once you've arrived, please give us some details about how to locate you.

Vehicle Description - Make/Model/Color
 Honda Civic blue

Parking Spot
 #3

Submit

Schedule My Pick Up Service