

OpSuite

Ways We Can Help Post-Lockdown

It remains unclear as to when the different retail sectors will be reopening, and all trade restrictions lifted. However, we are aware that some of you will be reopening tomorrow.

In readiness for this, we can help. This includes ways to help with the social distancing challenges for customers and your team, activities relating to your day-to-day operations and increasing revenue too.

More Ways to Connect with Your Customers



Web Shops

Many of you already have successful web shops. These are either stand-alone or fully integrate with OpSuite to ensure a connected customer experience. If you already have a stand-alone web shop, do get in touch if you would like to see how you can integrate this with OpSuite and streamline your operations.

For those currently without a web shop who need to be up and running quickly, we can offer the 'emergency' web shop with our partners, Garden Connect. Many of you are already underway with your new sites which are live or soon to be. With a go-live timescale of approximately two to three weeks, the web shop allows you to sell products online and updates OpSuite with the sales, and stock information.

The 'emergency' web shops are designed to be used as an interim measure during these times and are offered on a six-month basis, after which, you can look at migrating that web shop to a full-blown store or alternatively, you can start designing that now.

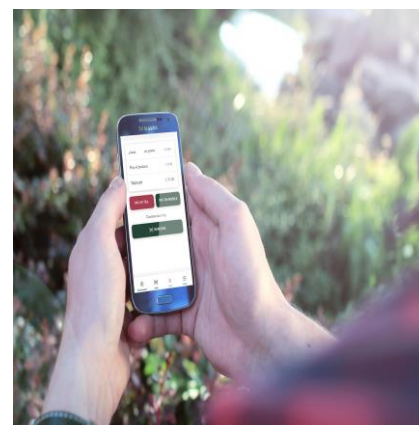
Apps

Understanding your customers, providing great service and different ways to buy are now more important than ever.

OpSuite Loyalty App (powered by Garden Connect) provides a range of benefits including customer accessibility 24-7 and the perfect way to build customer loyalty. With the ability to offer coupons and rewards electronically along with previous orders available to view, it is a great tool for your customer.

OpSuite Scan & Go App (powered by Garden Connect)

Working with our partners Garden Connect and the technology now available at everyone's fingertips, we had already started enhancing this Loyalty App to be a Scan & Go App. With social distancing here to stay we believe the Scan & Go App is a great confidence booster to your cautious customers as they come out of lockdown, enabling them to walk around your store, scanning their items ready for either safe, quick processing through the till or self-tendering.



To find out more, please get in touch with either Keith or Jo by calling us on 01332 383231 or emailing retail@davrich.co.uk.

Contactless Payments

As you may be aware, the contactless limit for payments changed to £45 on the 1st April. This will allow customers to be served efficiently and reduce the need to key in the pin, reducing the need to touch the pin pads.

Our support team are here to enable this change across your chip and pin devices in-store when you are ready.



Keeping Equipment Clean

We are being increasingly asked as to the best way to clean equipment such as chip and pin devices and till screens. We don't have any specific knowledge or expertise, nor do we make any claim to have any knowledge or expertise, on the efficacy of the products we use but in our experience we have found that non-abrasive antibacterial wipes can be used to clean the equipment without damage. The equipment is not waterproof, so it is vital that you do not use sprays.

However, we do not offer any guarantee and you must check this carefully after first usage to satisfy yourself. If you need absolute assurance of the anti-bacterial / anti-viral qualities then you will need to seek information from other sources because we will not be offering any advice in this domain which is far outside of our realm of expertise.

Longer Till Scanner Cables Available

Something simple. If you would like longer (3 metres) scanner leads for use at the tills, we have a limited amount in stock for certain models so these are available on a first-come-first-served basis. please contact retail@davrich.co.uk regarding your model of scanner and the quantity you may require so we can provide the costs accordingly.

Customer Orders & Deliveries

Being able to handle customer orders and deliveries efficiently and in response to customer's needs is increasingly important going forward. Orders can be scheduled to deliver to certain areas on given days which provides great service to customers. Each vehicle can have a designated capacity of 'slots', so you are able to maximise your routes accordingly.

Mobile Devices – Great Ways to Help

For those of you who already have handheld devices and tablets, there are even more ways they can help you with the additional demands on trading. To help with social distancing rules, handheld devices can be used for queue busting at new customer 'safe trolley parks' where your staff can scan these items and then transfer that sale to the till. This allows you to serve customers in a timely manner, avoids contact and reduces the time to process the sale at the tills.

Likewise, tablets can be used as mobile point-of-sales to handle orders, deliveries, and customer sales in-store. The devices can also be available to your customer services team to answer queries on stock levels, price, promotion, or availability.



We are here to help

For anything detailed above (apart from longer till scanner cables), please contact our OpSuite Support Team who will be able to help further. Call them on 01332 383231 or email opsuitesupport@davrich.co.uk