

Manage pick, pack, ship, pickup and returns wherever you store stock

Prioritize VIP customers and increase store traffic and sales

KEY BENEFITS

Maximize store staff efficiency

Enable them to pick by order, item, location, category, etc.

Increase sales & online conversions

Offer cc/bopis so customers can get what they need when they need it.

Reduce human errors

With easy to use technology that allows them to do more with their time.

Retain & train store staff

Empower them with technology that makes their job easier.

Expand into new regions at a lower cost

Use store fulfillment so you can just open a store rather than a warehouse when testing a new region.

Prioritize VIP customers

Highlight VIP orders and show staff order expiration time to provide a sense of urgency.

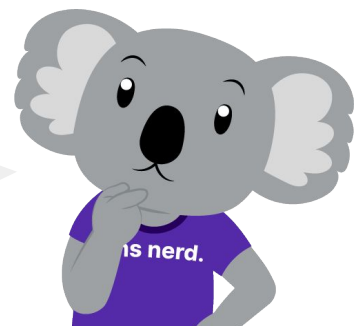
Do you tailor your in-store processes to fit what you need? Or does the limited capabilities of a rigid system dictate it for you? There is no one-size-fits-all approach to store fulfillment. Which means you need a flexible system that can keep up and evolve.

A system that you don't have to worry about your store staff blaming for errors. Store associates have one of the highest turnover rates. Technology that is easy to use is critical. Why?

- To reduce training and onboarding new staff
- To empowers current staff with the best-of-breed technology
- To maximize downtime with easy and efficient processes to follow
- To reduce human error

Plus, it all impacts the performance of your stores. With better process and technology, your store staff can seamlessly handle pick, pack, transfers, pickup, returns, appeasements. All from any device. Need them to run quality checks on specific SKUs? Easy. Add samples to an order? No problem. Take photos of damaged items? Done. Create urgency for VIP customers. It's all possible in **Fluent Store**. The only in-store pick and pack app designed to adapt to your business. Even better? You can use Fluent Store at any fulfillment location. Think dark stores. Pop-ups. Or even your Drop Ship Vendors.

What if every pickup orders generated 40-50% in 'add on' purchases?



KEY FEATURES

Store Fulfillment

Make real-time sourcing decisions before the buy button

- Fulfill an order from the most profitable location
 - examples of sourcing strategies:
 - closest to the customer
 - most inventory
 - lowest sell through rate
 - oldest inventory
 - lowest number of open orders
 - best on-time fulfillment rate
 - hub store
 - store with most capacity (staff, hours, etc.)
 - least orders fulfilled that day
 - future stock availability
 - customer loyalty status
- Manage ship to store and ship from store
- Reroute orders if they cannot be fulfilled, automatically

In-Store Returns

Manage in-store return of online orders

- Scan to process return
- Manage manual processes, like quality checks
- Control whether stock is returned to store inventory

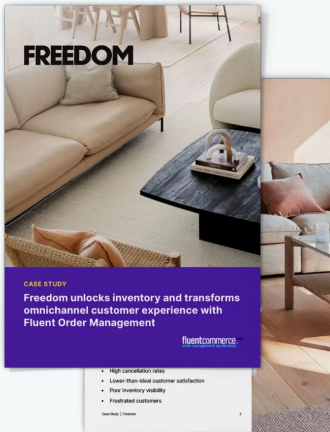
Pick & Pack

Tailor the pick, pack, and pickup process to fit your business

- Pick by order, item, location, category, etc. to boost staff efficiency.
- Manage Buy Online Pickup In-Store (BOPIS) / Click & Collect
- Manage order consolidation, or prompt staff for value added services



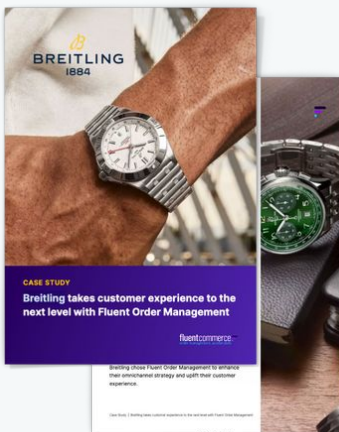
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Case Study: Freedom

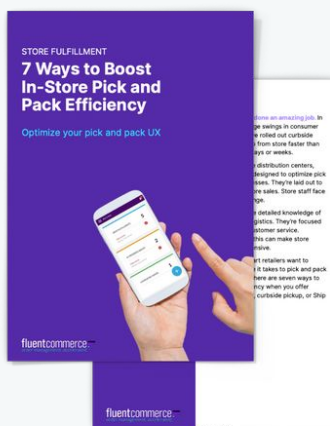
How Freedom reduced order cancellations by 85% within days

[Read now](#)



Breitling takes customer experience to the next level with Fluent Order Management

[Read now](#)



7 Ways to Boost In-Store Pick and Pack Efficiency

Optimize your pick and pack UX

[Read now](#)

See it in action!

To learn how Fluent Store can help your business grow, chat with an expert today!

[Book a Demo](#)

ABOUT

Fluent Commerce

Fluent Commerce is a global software company focused on distributed order management for retailers, brands, and distributors.

Fluent Order Management is a cloud native, flexible platform designed for composable commerce, that is used in over 50 countries by brands including L'Oréal, ALDO Group, Kingfisher, and Psycho Bunny.

For more information visit: fluentcommerce.com

EXPLORE ALL SOLUTIONS

SERVICES	SOLUTIONS				
	Fluent Order Management	Fluent Big Inventory	Fluent Order Promising	Fluent Order Orchestration	Fluent Store
Intelligent Inventory Processing	✓	✓			
Enterprise Inventory Availability	✓	✓			
Available to Promise (ATP) Data	✓	✓			
Intelligent Promising	✓		✓		
Sourcing	✓		✓		
Reservations	✓		✓		
Fulfillment Logic	✓			✓	
- Sourcing & Allocation	✓			✓	
- Order Orchestration	✓			✓	
- Returns Management	✓			✓	
Customer Service	✓			✓	
Store Fulfillment	✓				✓
Ship, Pickup, Return	✓				✓

Fluent Order Management

The powerful platform that drives growth. [Read More >](#)

Fluent Big Inventory

The intelligent enterprise inventory hub. [Read More >](#)

Fluent Order Promising

Show customers delivery and pickup options they can trust. [Read More >](#)

Fluent Order Orchestration

Manage the entire order lifecycle and automate manual processes. [Read More >](#)

Fluent Store

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