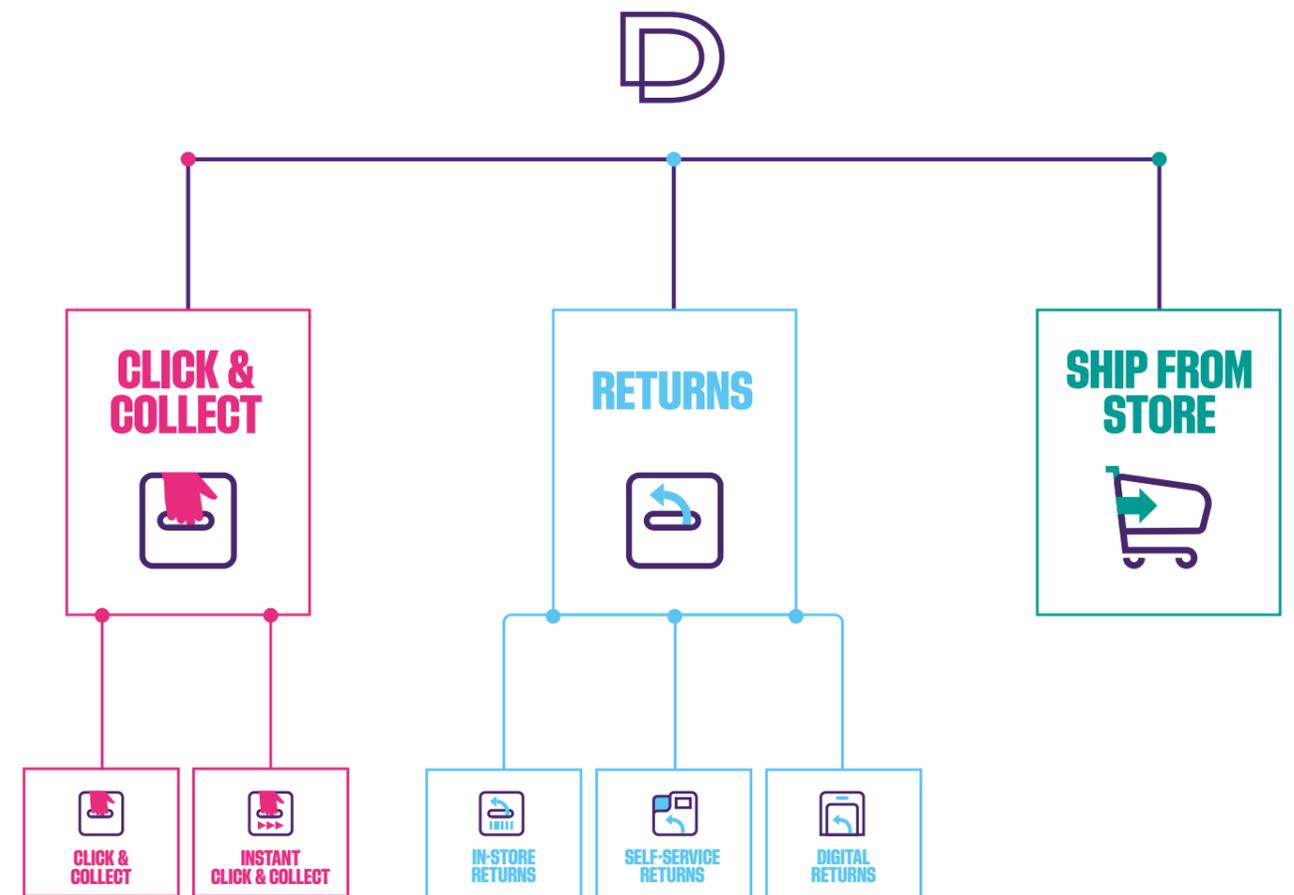




**POWERING
LASTING
IMPRESSIONS**

DODDLE PLATFORM

The Doodle platform powers retailers' fulfilment and delivery, helping them to create lasting impressions and delight their customers. This technology underpins our Returns, Click & Collect and Ship from Store products, which all utilise the Doodle platform to synchronise and orchestrate inventory, logistics, customer communications and staff notifications.



Enable great customer experiences

With branded customer communications and integrated parcel tracking automatically keeping customers up to date, your shoppers won't be worried about their delivery or return.

Keep track of stock

Synchronise and manage inventory, orders and returns with your OMS/WMS/stock management systems.

Understand your customer

Analytics and reports show you where and when your customers like to receive deliveries or drop off returns.

Features:

- Orders, stock and returns reconciliation
- Integration to existing systems and carriers
- Runs on existing handheld devices
- Accessible from mobile app, POS, lockers, returns pods and online returns portal
- Branded communications including tracking details

CLICK & COLLECT

Over 70% of shoppers use Click & Collect, twice a month on average. It's crucial to get the experience right so that customers stay keen to come into your stores. Duddle's Click & Collect solution ensures your customer journey and experience stays top-class throughout.

Bring more shoppers to your stores

Customers arrive in stores with their collection codes, but they don't leave their spending power at home. 70% of Click & Collect customers make additional purchases in stores, adding to their value and making your ecommerce sales worth even more.

Automatic branded communications & analytics

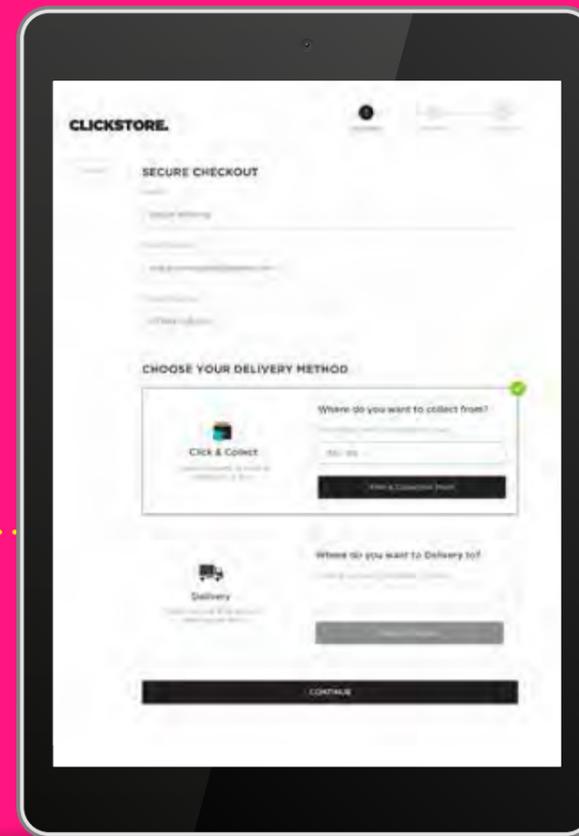
With Duddle, your customers receive fully branded tracking information and notifications.

Simple for customers, simple for staff

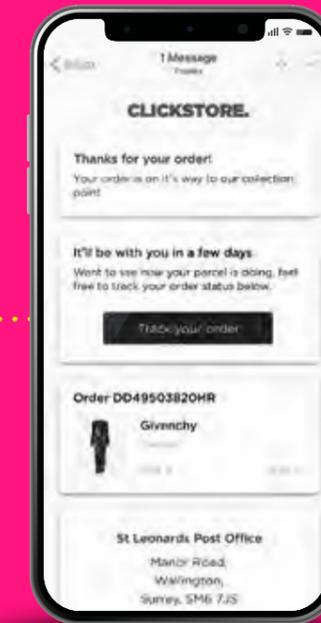
Working on existing handheld devices, Duddle's Click & Collect makes it easy for staff to receive, store and hand over parcels. Customers receive branded communications, including a QR code for staff to scan in stores.

Features:

- Intuitive staff app running on existing handheld devices
- Fully compatible with locker solutions
- Delivery notifications and tracking for customers
- Staff notifications for couriers arriving



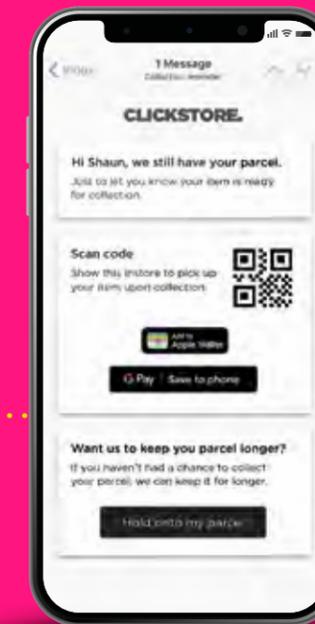
1 Customer chooses Click & Collect at checkout



2 Customer receives tracking updates on the parcel as it is on the way from DC to store



3 Staff member scans in the parcel once delivered, triggering a notification to the customer that the item is ready for collection



4 Customer comes into store and staff scan their QR code to identify which parcel to hand over, customer receives the parcel

INSTANT CLICK & COLLECT

Your customers want faster and more convenient deliveries. You want to step up your conversion rates and see more customers in stores. That's what Doodle's Instant Click & Collect offers, using your store inventory to fulfil Click & Collect orders.

Charging up your conversation

Using your store stock to fulfil Click & Collect ecommerce orders means you can offer much faster delivery times, boosting your checkout conversion.

Get the most value from your inventory

When you can use store inventory as well as distribution centre stock to fulfil orders, you're less likely to have out of stocks on your site. You can also avoid the need to discount heavily on over-stocked items. It all comes down to improving your bottom line.

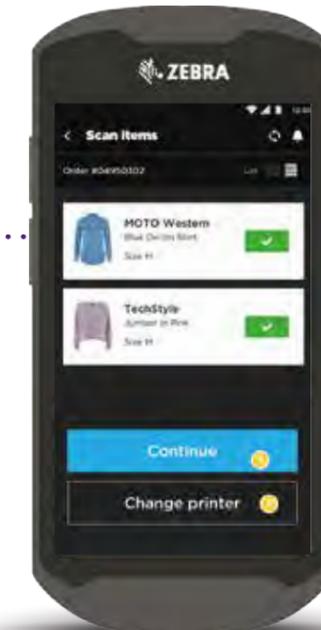
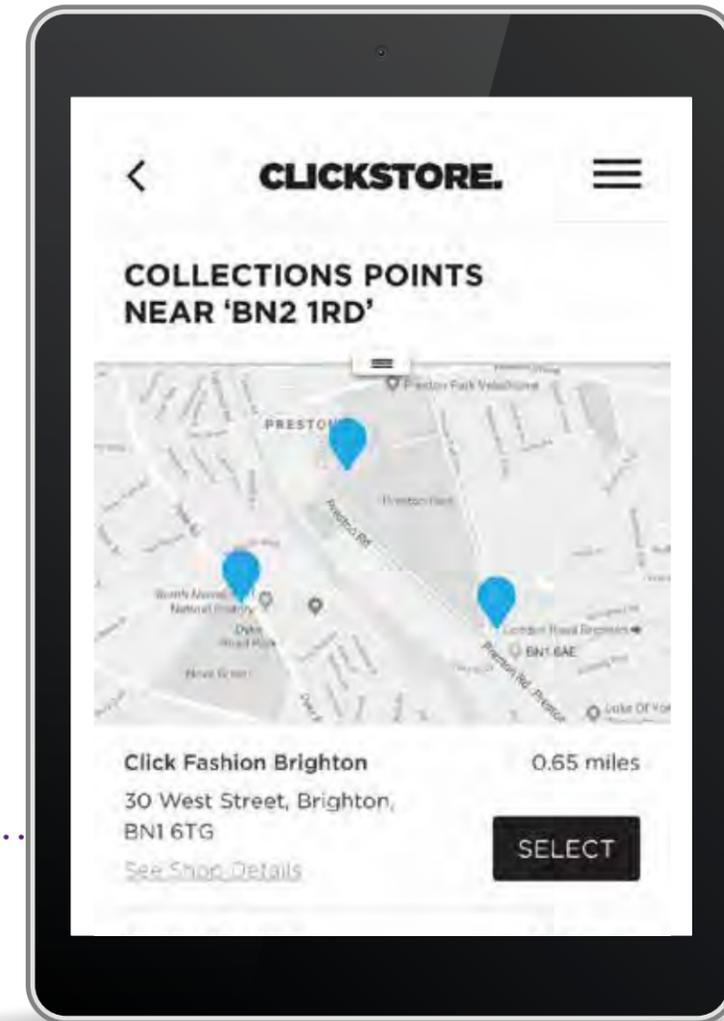
Cut down your logistics costs

Faster, slicker Click & Collect means a higher percentage of Click & Collect orders, reducing your fulfilment costs by up to 40% compared to shipping orders from a DC.

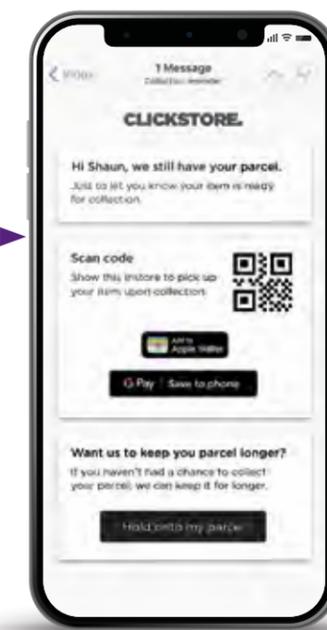
Features:

- Simple integration to checkouts & carriers
- Leading customer comms
- and tracking and quality of life features
- Intuitive staff app
- Configurable to your processes
- Digital staff training
- Live in 4-6 weeks

1 Customer chooses Instant Collection at checkout



2 Staff receive notification telling them what to pick, they store the item safely, triggering a notification to the customer that their item is ready for collection



3 Customer comes into store with a QR code embedded in an email, staff scan the code with their handheld and hand over the item

SELF-SERVICE RETURNS

Shoppers want to return products to your stores, and you want your customers to spend more time there. Duddle's Self-Service Returns means your customers spend more time shopping and less time handing products back. Even better, it gives your staff their time back to focus on helping customers.

Great experiences are the number one source of repeat customers

When customers can skip a queue and easily drop a parcel to an intuitive self-service pod, they've been blessed with 5 minutes of their day back. Delighting customers with simple ways to make their lives easier keeps them coming back. With a NPS of 80, our Self-Service Returns does just that.

Peak is no problem

When seasonal or daily peaks come around and the returns are flooding in, you need a way to manage that traffic. Self-Service Returns divert returns traffic away from your checkouts so that you can keep your store operation moving fast.

Unburden staff

In-store returns can be a headache for store staff, who have to find time and space to sort out parcels coming back from customers. Freeing their time with a Self-Service Returns pod in stores means happier staff and more time selling.

Features:

- Fully branded pod
- Customer information captured via touch screen inputs
- Accepts pre-booked returns with code scanning
- Prints shipping labels
- Secure locks on pod hatch and door
- Digital tracking and receipts
- Easy to use staff application running on existing devices
- Integrated to your systems



IN-STORE RETURNS

Allow customers to return online purchases in your stores, and serve them quickly and effectively with an easy-to-use staff application that allows staff to scan in, store and dispatch returned products.

Direct customers to your stores

Customers returning an item are very often in the market for a replacement, and where better for them to find it than in your store once they've handed over their return? Recapturing revenue from customers who send products back is crucial to improving returns profitability.

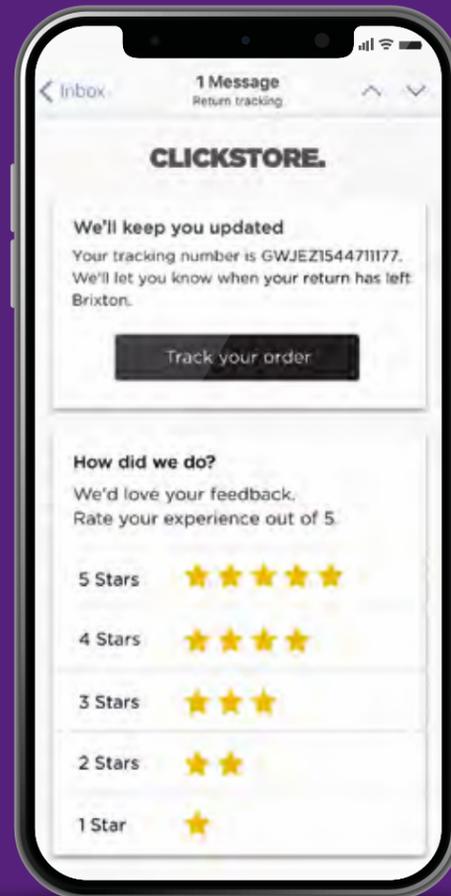
Give your staff a great experience and they'll look after your customers

Store staff need an app that's easy to use, reliable and fast. Duddle's Returns App just works, without any of the paperwork or hassle. That satisfaction is passed on to your customers who get served by happy and effective staff members.

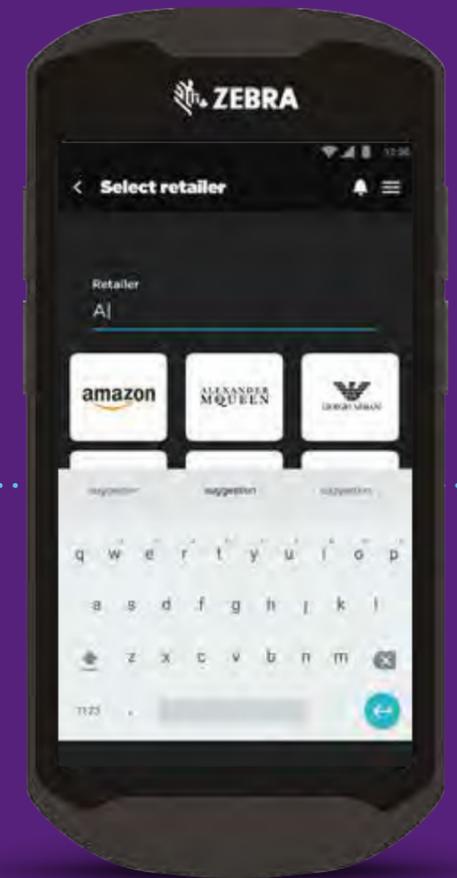
Features:

- Intuitive and fast process for staff through an app on existing devices
- Integration with existing carriers
- Hassle-free customer journey for fast drop-offs

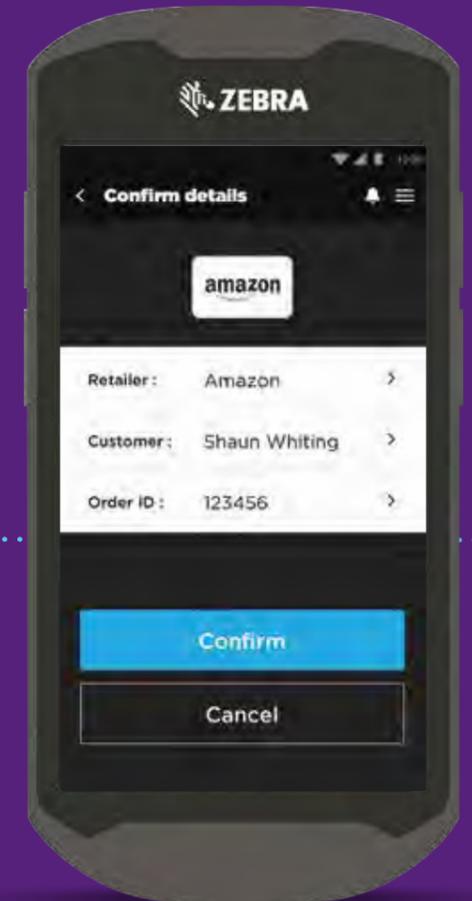
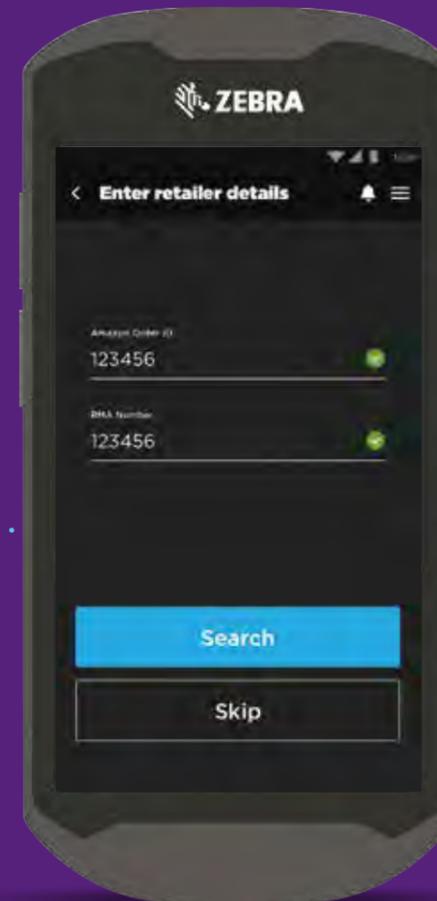
3 Customer is emailed with information about their return including tracking details



1 Customer walks into the store with their item to be returned



2 Staff process the return using the Duddle platform via intuitive app on existing handheld devices



DIGITAL RETURNS

Doddle's digital return platform allows customers to book returns, choose a location, give a return reason and updates them on their return and refund status with fully branded communications.

Retailers get massively improved visibility of their returns operations and a clear picture of customer behavior; plus the capability to go paperless.

Dynamic personalization

Adapt your returns proposition to the customer. Treat loyal, high-value customers to instant refunds or marketing offers, tied to their profitability.

Intelligent logistics

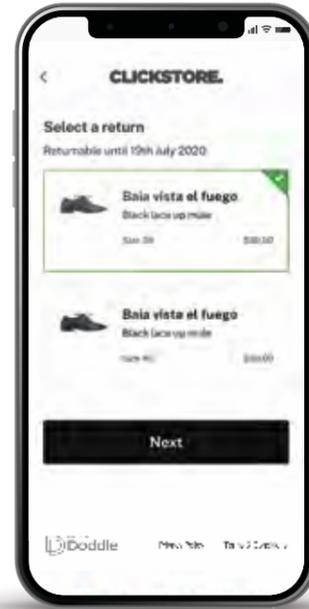
Get high-margin products back into stock fast without overspending on fast shipping for less important products using dynamic logistics.

Consistent branded communications

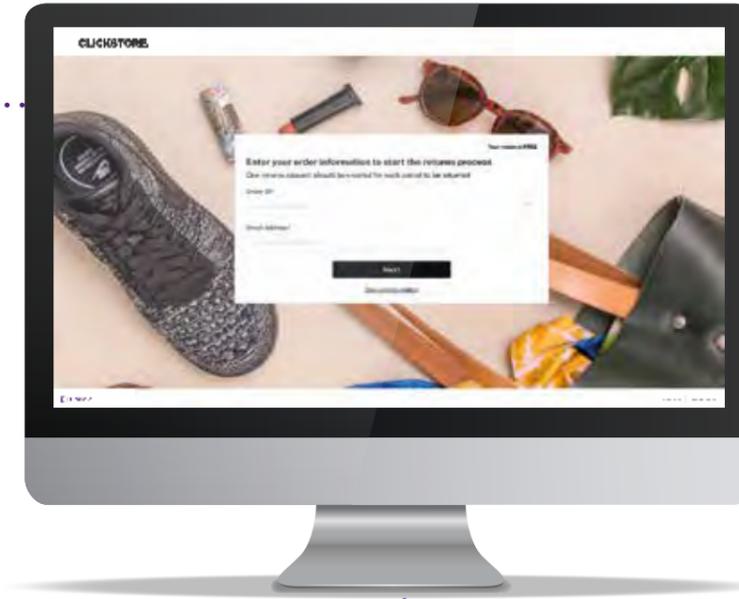
Fully brand and control the customer communications experience, and deliver timely personalised marketing messages which resonate.

Features:

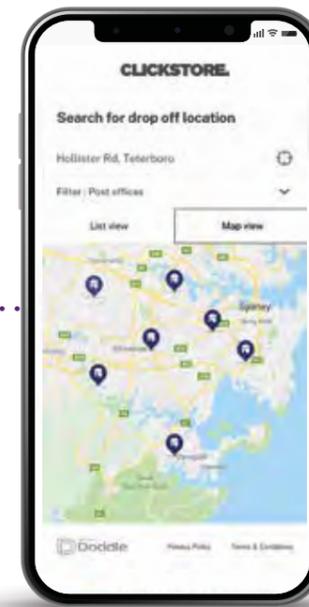
- Retailer-branded digital returns booking and tracking
- Works with your existing carriers & adds drop-off options
- Personalised messaging including upsell
- Store returns tools for staff
- One-click exchanges
- Integration with Whatsapp, Facebook Messenger, Alexa
- Connectivity to customer service, warehousing & CRM



2 Exchange offered alongside returns



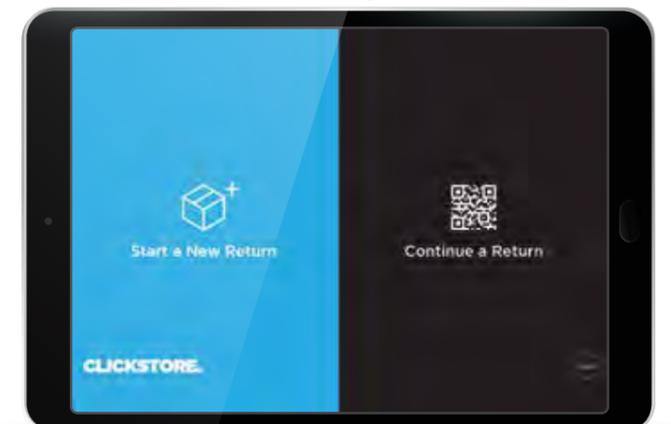
1 Customer uses online portal to book return



3 Chooses a location to return the parcel to



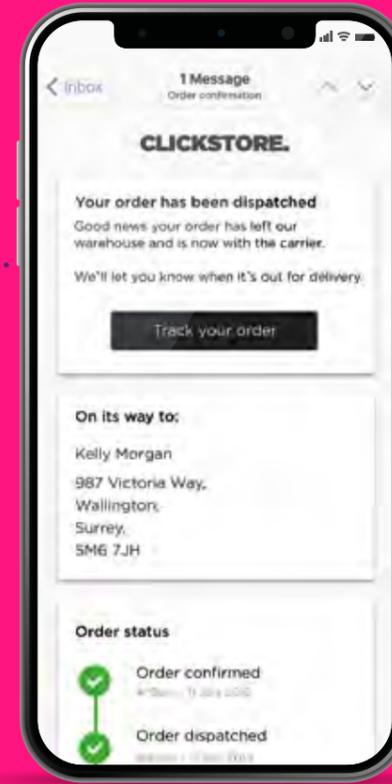
4 Customer walks into the store with their item to be returned and goes to staff



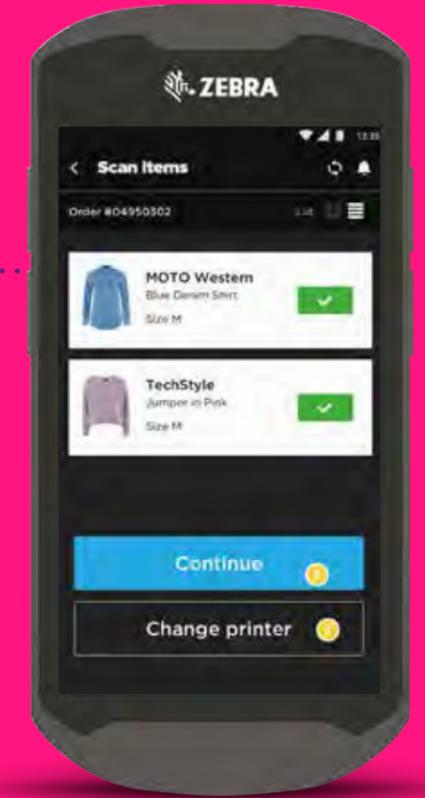
5 Or alternatively, customers can input information on the return pod in store

SHIP FROM STORE

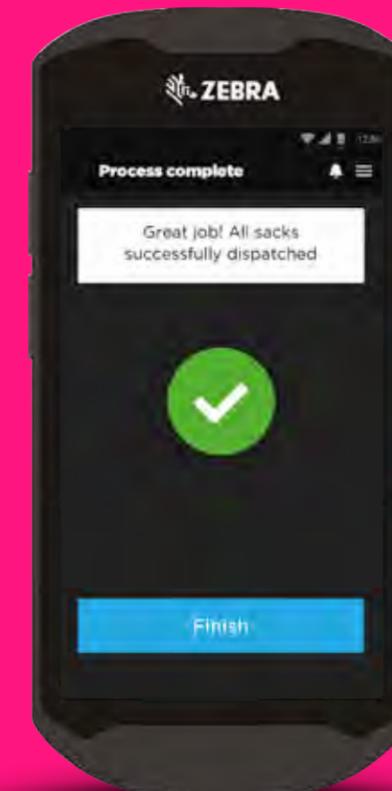
1 Customer chooses home delivery at checkout, order is confirmed and tracking updates are available



2 Order is routed to the nearest store with stock, where staff receive a notification



3 Staff pick the items, then store them for the courier to take



Fast delivery is key to ecommerce conversion, and next-day is about to become the battleground. Get ahead with a Ship from Store solution that lets you offer affordable, rapid delivery by harnessing your store inventory.

Speed is of the essence

As ecommerce shoppers, we're not getting any more patient. Delivery speed is a top priority for over half of your customers. Even more, 55% of shoppers want delivery within an hour in metropolitan areas. With Doodle's Ship from Store you can meet these expectations by intelligently utilising stock from store locations, making the delivery journey shorter and much, much faster.

See the whole picture of your inventory

Being able to use inventory effectively, no matter where it is, helps to prevent your website ever displaying an out-of-stock, as available items can be pulled from stores. It also means less chance of excess inventory, reducing the need for discounting and waste.

Features:

- Easy API integrations with existing systems
- Staff app for picking and packing process
- Notifications for new orders and carrier arrival
- Seamless integration to our Instant Click & Collect
- Full reporting and analytics
- Customer comms and tracking

ABOUT US

Doddle believes in the power of lasting impressions. For us, that means creating delivery and returns experiences that shoppers will remember and keep coming back to.

We have a unique background in dealing directly with shoppers and pioneering technology innovations that gives us a unique position in the delivery and returns arena. We know that it's not enough to simply offer technology – that's why we consult with retailers at every stage to understand their specific needs and customer journeys.

Trusted by



Contact us:
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doddle.com

