

# Smart Click & Collect for Modern Retail

Retailers must meet rising customer expectations for fast, flexible order pickup without increasing in-store pressure. Keynius enables secure, self-service click & collect and returns through smart lockers—reducing queues, extending service hours, and freeing staff to focus on sales.



## Faster Pickup, Fewer Queues

### FOOTASYLUM.

#### Leading Footwear Retailer Takes Big Step Forward with Click & Collect

How a leading footwear retailer scaled click-and-collect with smart lockers for faster pickup and happier shoppers.

UNITED KINGDOM



Omnichannel retail has changed how customers shop, with online orders increasingly fulfilled in physical stores.

Traditional click & collect relies on staffed counters, manual handovers, and fixed opening hours. During peak periods, this creates queues, slows service, and pulls employees away from the shop floor.

As order volumes grow, these inefficiencies compound. Customers wait to collect purchases, staff juggle pickups alongside sales, and valuable retail space is consumed by back-of-house storage. Missed pickups and returns add further complexity.

Keynius replaces counter-based collection with smart lockers for click & collect and returns. Customers retrieve orders independently using QR or mobile access, while retailers manage inventory flow centrally with minimal staff involvement.

The result is faster order pickup, reduced in-store congestion, and a flexible retail service that improves customer experience without increasing operational cost.



### Reimagining Click & Collect Efficiency

How a retailer reimagined click-and-collect with smart lockers for faster pickup and leaner operations.

EUROPE





## Self-Service Click & Collect Lockers

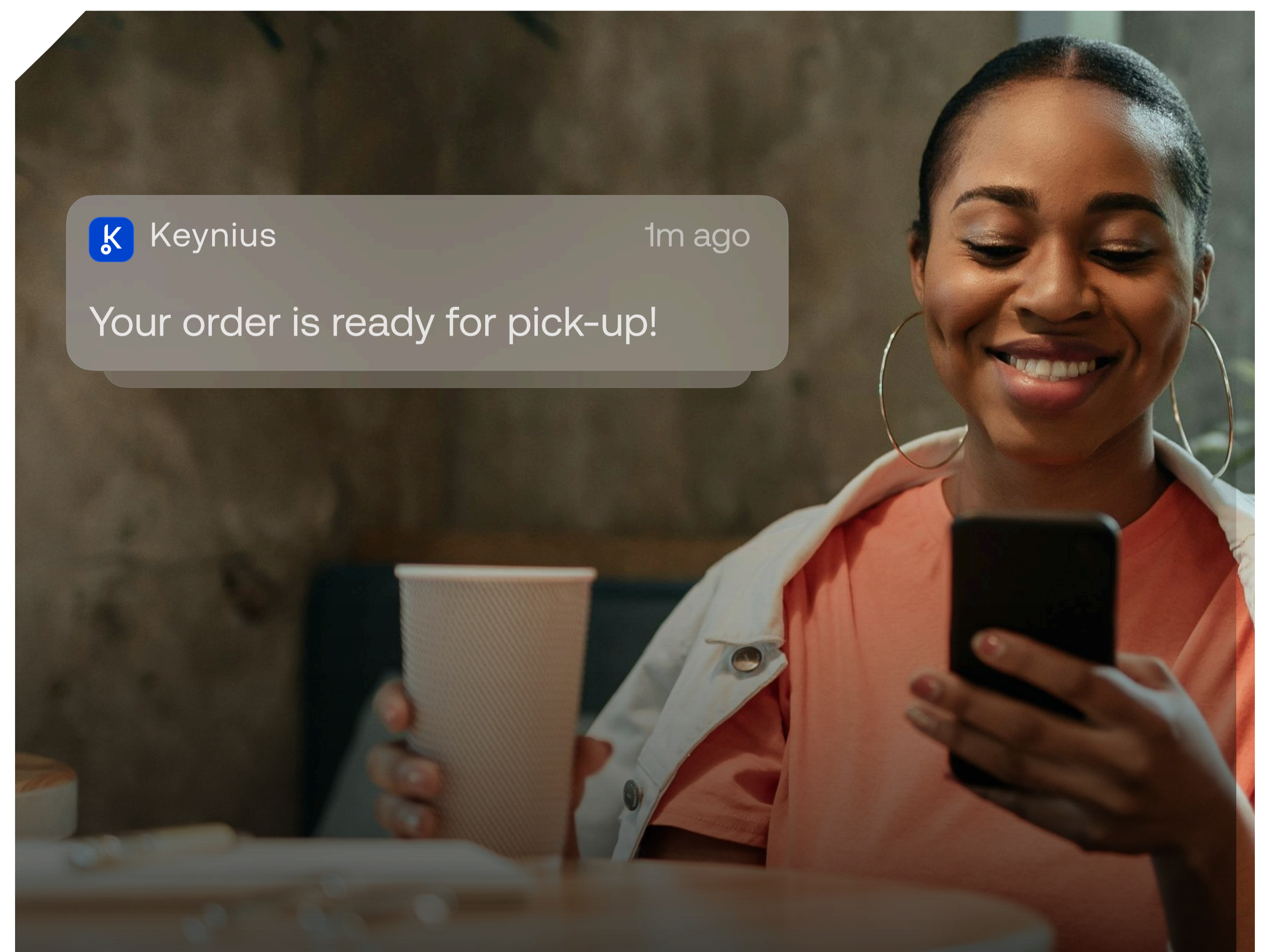
Allow customers to collect online orders quickly and independently, reducing queues and removing pressure from service counters.

- QR & Mobile Order Pickup**  
Customers access their order securely using a personal QR code or mobile link.
- Extended Pickup Hours**  
Lockers enable order collection beyond staffed opening times.

## Returns and Exchanges Without Delay

Simplify returns and exchanges by allowing customers to drop off items via lockers without waiting for staff assistance.

- Self-Service Returns Flow**  
Customers return items easily, reducing friction and in-store handling.
- Real-Time Status Updates**  
Retail teams see return activity instantly through the management platform.



## Efficient In-Store Operations

Reduce staff workload and optimize space by consolidating pickup, returns, and storage into one smart locker solution.

- Centralized Locker Management**  
Monitor usage, availability, and performance from one cloud platform.
- Flexible Retail Configurations**  
Combine click & collect, returns, and vending in a single locker wall.



## Upgrade Your Click & Collect Experience

Discover how Keynius helps retailers reduce queues, streamline fulfillment, and deliver faster, more flexible customer service.

[BOOK A FREE DEMO](#)