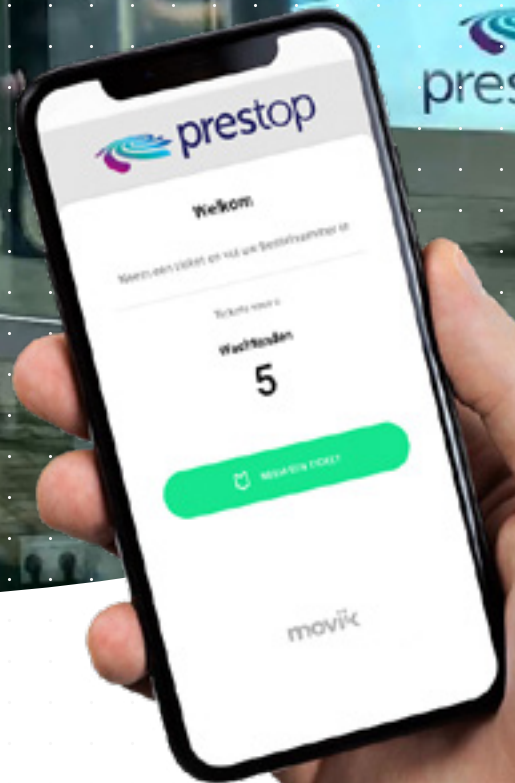


Click & Collect queue system

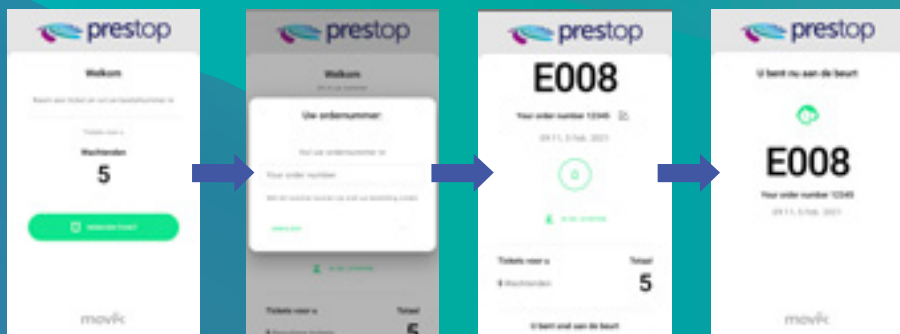


- No queues**
- Fits in 2-meter-protocols**
- Simple to implement**
- Increased customer satisfaction**
- Customisable layout**



Click & Collect

With this software solution, the customer can indicate that they are outside and will collect an order. By scanning a QR-code (which is clearly visible) with their smartphone, a webpage opens where the customer can indicate that they want to collect an order. By entering an order number, the shop staff knows which order it is.



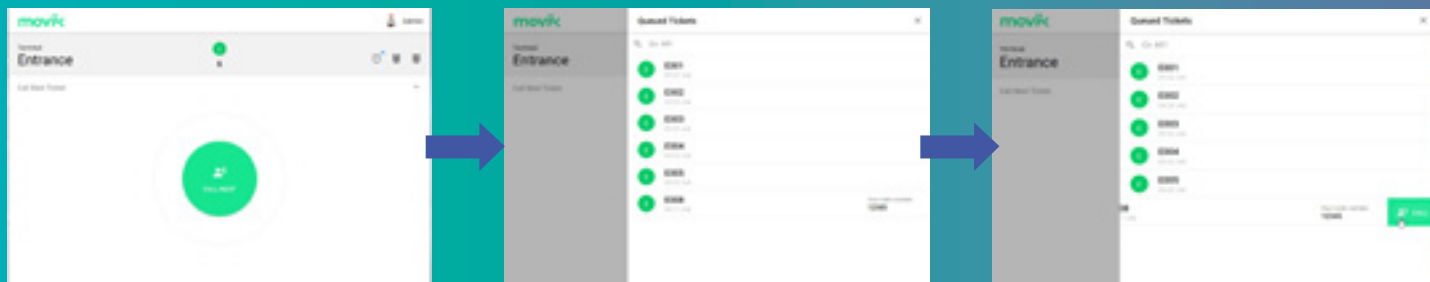
FOR THE CUSTOMER

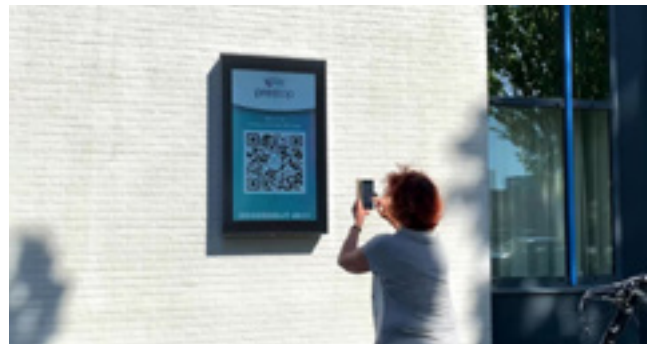
The customer is assigned a waiting number and receives a message on their phone when it is their turn. The customer can wait in the car or outside. The shop owner can see the queue and the entered order numbers on a tablet, smartphone or computer via their own web-based environment. The staff then calls out the waiting numbers one by one or selects a specific waiting customer from the queue.

FOR THE SHOP

Each shop (chain) will have its own online management environment to manage the queue and call customers. A unique QR code is also available for each shop to print and post in a prominent location. It is, of course, possible to hang several QR codes at different places around the shop.

The shop only needs a tablet, smartphone or computer with an internet connection to operate the system.





Extra options for the waiting user:

- Getting out of the queue. (stop)
- Insight into how many people are waiting for them
- Indicate that it is taking longer to report back
- Set an SMS notification (SMS provider required)

Extra options for the administrator:

- Overview of all shops and waiting times
- View reports and statistics

Extra options for the shop personnel:

- Call a waiting person from the queue earlier. (set the order yourself)



We can expand this system to a complete queue management system with ticket printer kiosks and caller ID displays. View this solution: [Queue Management System](#)



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