

# HIGHJUMP IN-STORE FULFILLMENT

Optimize In-Store Fulfillment Processes To Meet The Demands Of Omni-Channel Customers While Increasing Profitability.



## BENEFITS

- Unmatched Flexibility
- Real-Time Inventory Data - Wherever the Location
- Game Changing In-Store Fulfillment
- Other Extendable Retail Store Functionality
- A Tool for Today and Flexibility for the Future

Remember when your warehouse was just a warehouse? The merchandise arrived, your team documented it, and then shipped out the items as orders came in.

Today, customers want to order your merchandise however they want, whenever they want, and have it delivered wherever they want: in-store, by delivery to their home, business and more. This omni-channel marketplace, combined with changing trends, innumerable SKUs, varying return processes, and seasonal considerations – not to mention your razor-thin profit margins – are quickly changing how retailers approach warehouse operations.

## INTRODUCING IN-STORE FULFILLMENT

Retailers are thinking outside of the warehouse box, and are looking to their brick-and-mortar stores to function in ways formerly limited to warehouse management systems (WMS) in distribution centers. However, the challenge of finding the right supply chain software that can fulfill orders in a store in ways similar to a DC – yet take into account store-specific needs and processes – has been considerable. Until now.

To address these cutting-edge needs, HighJump has developed an in-store fulfillment solution to help retailers and grocers optimize fulfillment processes to meet the demands of omni-channel customers while driving profitability. This solution drives the movement of goods from receipt, to the backroom, to the store shelf and to replenishment – while



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considering and weighing the needs that are specific to the user's industry. For instance, a grocer will need rules that take into account the temperature of each item, while an apparel retailer will have differing sizes and colors of the same item to consider. Our solution has the unmatched flexibility and adaptability needed to efficiently fulfill orders while taking into account your unique way of doing business.

### UNMATCHED FLEXIBILITY

Our solution offers extensive, real-time visibility, and control functionality to the entire store operation while seamlessly integrating to store point of sale (POS), planograms, order management, and ERP systems. And because one of our core solutions is our Warehouse Management System, you can deploy the same platform for both dedicated fulfillment center operations and in-store fulfillment activities.

### REAL-TIME INVENTORY DATA – WHEREVER THE LOCATION

Our in-store fulfillment solution gives you real-time store inventory information for your customers, trading partners, and store management with integration to order management, store replenishment, supply chain planning, POS, planogram and ERP systems for quality customer service and supply chain efficiency.

- Cycle counting and inventory adjustment controls maintain inventory accuracy, allowing you to better avoid stock-outs and over-stocks while meeting customer demand.
- Implement a single pool of inventory per product that allows all channels to have access, and introduce fulfillment prioritization rules among online, home delivery, store requirements, and wholesale orders.

- Eliminate the frustration of out-of-stock scenarios and build brand equity by connecting customers with the products they want - wherever the product is located.
- Manage item substitution processes as directed by the customer.



### GAME-CHANGING IN-STORE FULFILLMENT

Whether you are a grocer or retailer, you have to be confident that you have the right product on your shelves, and in your customers' shopping carts, at the right time. The key is maintaining accurate inventory counts at every stocking location from which fulfillment can occur, as well as understanding what inventory is on its way to those locations and when it will arrive. Our solution provides you with all of the tools needed to set up a hybrid of fulfillment, whether in-store, warerooms, or dedicated warehouses – whatever fulfillment center configuration you require.

- Handle fulfillment across pick zones – including temperature-sensitive control to maintain freshness, especially in grocery stores.
- Support unique picking requirements such as variable weights and product image displays to assist with product locating in stores.





- Manage the staging of filled orders and efficient and accurate hand-off to customers for store pick-up or home delivery environments.
- Cut shipping costs and increase the speed of delivery by moving distribution points closer to buyers. In doing so, orders can be fulfilled in the shortest possible lead time (same day), placing the store at the heart of multichannel fulfillment.



### OTHER EXTENDABLE RETAIL STORE FUNCTIONALITY

Our solution is built on the unparalleled flexibility of our WMS, but make no mistake: it was created for the needs of a brick-and-mortar store. Some of its key in-store functionality includes:

- Automatic control and prioritization of store replenishment processes so you minimize stock outs and better manage your work force.
- Store receipt processing with support for ASN and PO receipt processes with directed put-away for streamlined work flow.
- Configurable, value-added services management for activities such as: labeling, kitting, and assembly to support quality and efficient work queue control and monitoring.
- Automated shipping processes for delivery services, whether local, national, or private fleet.

### A TOOL FOR TODAY AND FLEXIBILITY FOR THE FUTURE

Consumer demands are changing and the expectation of being able to buy, fulfill, receive, and return anywhere means that you have to be creative and proactive with your supply chain strategies. Now, our in-store fulfillment solution, you have a store-specific tool built on industry-leading flexibility that will optimize your order execution while strengthening your entire supply chain.

### ABOUT HIGHJUMP

In almost every industry, buyers are becoming more fickle, and more demanding. For logistics executives, effectively meeting buyer needs has become a relentless quest for speed and agility. Traditional supply chain solutions – siloed, complex and hard-to-implement – no longer suffice, as competitors find ways to deliver goods faster and more profitably.

In this “now” economy, HighJump helps you stay agile, with adaptable, connected solutions that harness the power of your trading partner community. From the warehouse to the storefront, from the desktop to the driver’s cab, we can help you achieve new levels of supply chain responsiveness, performance and profitability.

HighJump’s suite of warehouse management, business integration, transportation management, and retail/DSD solutions form a complete, powerful and adaptable platform that allow you to drive growth, customer satisfaction and revenue. **HighJump: supply chain accelerated.**

[www.highjump.com](http://www.highjump.com)



### THE HIGHJUMP TEAM IS HERE TO HELP!

If you have any questions regarding HighJump or how our products can improve your business, our passionate team is here for you.

**Call us today at 800.328.3271. or [info@highjump.com](mailto:info@highjump.com)**



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