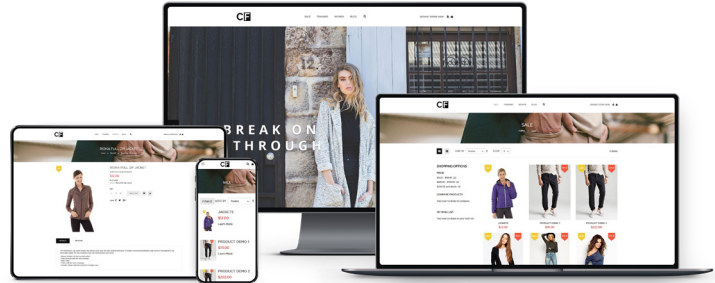


iVend Digital Commerce



As shoppers increasingly shift to online channels, prepare your business to meet future demand with an integrated eCommerce solution.



Benefits

- Start selling online in record time and reach new customers
- Move slow-moving and excess inventory quickly
- Offer Click & Collect, BOPIS, Curbside Pickup and Contactless Delivery
- Provide a consistent brand experience at every touchpoint
- Operate from a common stock pool to maximise product availability, sales and customer satisfaction
- View enterprise-wide inventory movement for accurate product availability
- Leverage tools to attract, reward and keep loyal customers
- Give customers the freedom to buy from you whenever and wherever they want
- Drive online customers into physical stores and vice versa

Keep Pace with Changing Shopper Behaviour

In store shopping has long been the predominant way to shop, however, online shopping has quickly grown to become the preferred channel for many.

Most consumers now include an online component when they shop, using their smartphones in-store to compare prices and products; gathering inputs and reviews via social media; building and abandoning carts online; and once ready to purchase, expect to have products delivered directly to them, sometimes on the same or next day.

As a response more retailers are recognising the need for their brand to operate around the customer, who wants a seamless experience across channels and the convenience of having their data and orders follow them across channels .

iVend Digital Commerce



Best Buy Shifts to Curbside Pickups Only in Response to Coronavirus



Walmart expands its Curbside grocery pickup service in the US



Almost Half of Retailers Offering Curbside and In-Store BOPIS,



Target rolls out curbside delivery service for online orders in Florida



A 'city' for online shopping is being built in Dubai



Western Europe to See \$10.83 Billion More in Ecommerce Sales than Expected



Covid-19 shifts online sales from desirable to essential

eCommerce is Winning the Market Share of Spending

Customers are selecting the businesses that can meet their immediate needs for inventory and delivery.

- The shift toward eCommerce is here to stay, as **consumers enjoy the convenience**
- Shoppers reluctant to return to **bricks-and-mortar shopping will opt for eCommerce**
- Retailers could **miss out on significant revenue in the absence of an online store**

New Options for Fulfillment are a Must

Curbside Pickup and delivery has become a lifeline and necessity for every brick-and-mortar business moving ahead.

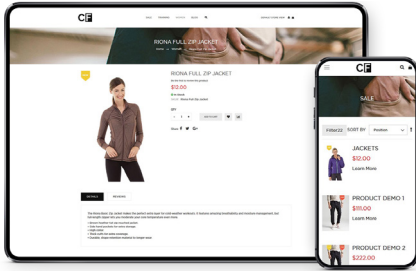
- Consumers who have increasingly become concerned about safety now want options for **Curbside Pickup, Local Delivery, BOPIS and Click & Collect**
- Consumers are seeking these conveniences and the personalisation that equates to **safety reassurances** during uncertain times

Customer Loyalty Matters More Than Ever

To maintain customer loyalty retailers will need to pivot to keep up with changing shopper expectations.

- Now more than ever retailers need to **value their loyal customers as consumers are more conservative in their spending** due to budget constraints
- Promotional offers will need to be significant and compelling to **encourage customers to start spending again**
- Shoppers now have clear favourite retailers and give an increased priority to **clearly stated facts and competitive prices**

iVend Digital Commerce



Prepare your Retail Business for the 'New Norm'

Your eCommerce store should work seamlessly with your bricks-and-mortar. That's why iVend Retail provides an out-of-the-box integration to Magento Commerce Community Edition – 2.3.3.

Integrated eCommerce Powers Omnichannel Excellence

iVend Digital Commerce connects Magento Commerce to power your eCommerce operations with iVend Retail enterprise retail management software. Integrate sales channels across your enterprise to transform your retail operations into a single unified system.

Unlike other options to get online rapidly, iVend Digital Commerce seamlessly pairs your online sales with end-to-end retail management without the need for a lengthy consulting engagement or development project. iVend Digital Commerce is designed to significantly reduce time to market so you can deliver results faster.

- Deliver an integrated and seamless experience across all brands
- Extend Home Delivery, Same Day Store and Curbside Pickup, BOPIS, Click & Collect, and ship direct to customer from store functionalities
- Cross-selling and up-selling to online shoppers
- Digital delivery of coupons, vouchers and loyalty cards
- Management of transactions, loyalty points, gift cards and coupons
- Business analysis tools to ensure profitable product placement and promotions through coupons

iVend Digital Commerce Packages	Silver Package	Gold Package
Magento Commerce, Community Edition (2.3.1)	✓	✓
Go-LIVE Timeline	5 Days	7 Days
Standard Implementation with Standard Themes	✓	✓
Integration with iVend Retail	✓	✓
Magento Application Management & Support	✓	✓
Payment Gateway Integration (For PayPal Express Checkout, Paypal All in One Gateway, Payflow from Paypal, Braintree, Stripe, Klarna, Amazon Pay)	✓	✓
Omnichannel Gift Card Experience with iVend Retail	-	✓
Omnichannel Loyalty Experience with iVend Retail	-	✓
Omnichannel Click & Collect or Home Delivery or Curbside Pickup Experience with iVend Retail	-	✓
Add-ons		
Native (iOS / Android) or Progressive Web App (PWA) for iVend Digital Commerce		

visit: <https://ivend.com/ivend-ecommerce/>

iVend Retail → Magento

- Products (including Alternate, Upsell products)
- Base Price
- Product Category
- Customer Group
- Tax Codes
- Inventory
- Delivery, Invoicing, cancellation and Refund of Magento Orders
- Gift Cards
- Loyalty (Points Only)

- Customer
- Order

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iVend Retail 6.6 is 'pre-built' for omnichannel retailing and includes Curbside Delivery functions with the following requirements:

- iVend Retail 6.6 - this may or may not be integrated to a core ERP
- iVend Mobile POS - for contactless delivery and payments
- iVend for Magento Connector - integrating online orders to iVend Retail
- And of course, a Magento online shopping portal (we can provide that...!!)

