

SELF-SERVICE RETURNS

Overview

Doddle and KIOSK Information Systems are partnering to provide retailers the opportunity to pilot the benefits of self-service returns with a turnkey, low cost solution.

The self-service returns solution is designed to improve customer experience by reducing lines in-store and freeing up staff time to focus activities which add more value.

This automated solution allows customers to complete their return in-store via an easy-to-use digital kiosk, without having to stand in line at the checkout.

Improving the customer experience of digital returns in-store helps retailers drive footfall and convert service opportunities into sales, with minimal impact on staff.



Features

- Simple, intuitive kiosk and user interface for entering returns information
- Customer journey completely white-labelled for your brand
- Integrated drop-box for customers to deposit returned items
- Easy-to-use staff application that alerts when drop-box is full and walks through emptying process
- Data capture for return reasons
- Automated digital communications including email receipt

Benefits



Reduce line time for customers, giving them greater convenience plus more time to shop



Reassure customers of return success with simple customer journey and digital receipts



Create positive brand associations: your easy-to-use tech solves a frustrating problem



Save time for staff members who deal with fewer over-the-counter returns



Drive additional footfall into store without overloading store staff



Increase insight via data capture into who is returning, what is coming back and why

Find out how automating returns can benefit you, in just 12 weeks

- 12-week proof of concept in one location
- Only accept online returns to simplify the customer journey refunds, and reduce integration requirements
- Pre-built customer journey – just add your branding!
- Deployment, testing, support and management for 12 weeks –provided by KIOSK

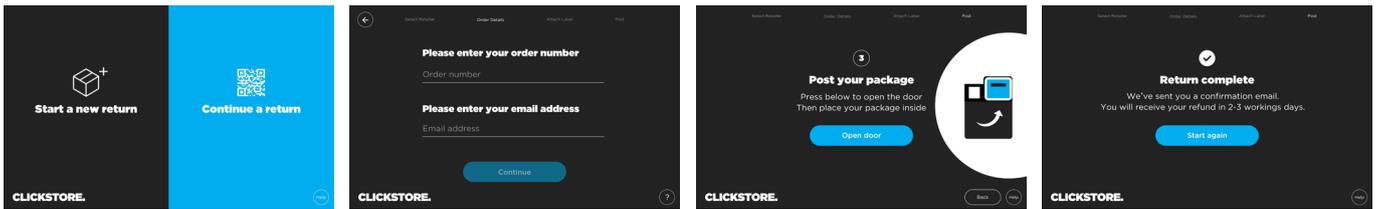
Key performance indicators:

Doddle will provide you with actionable data to support the business case for self-service returns, and help you better understand the best user experience for your customers and staff.

- Customer satisfaction
- Staff satisfaction
- Transaction time
- Transaction volume
- Reason codes

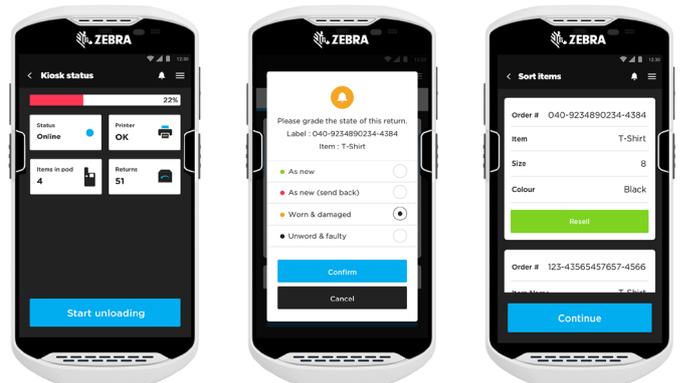
Customer journey

- 1. Customer buys an item online and decides to return it
- 2. Customer comes into the store and starts their return on the kiosk
- 3. Customer enters their order number and email address on screen
- 4. Customer selects the items they want to return on screen
- 5. Customer selects their reason for return
- 6. Customer drops item into the drop-box and continues shopping
- 7. Customer receives an email with information to track their return



Staff journey

- 1. Staff receives an alert via their staff application to say kiosk is almost full
- 2. Staff member unlocks the unit with passcode and retrieves returned items
- 3. Staff member checks each item and confirms via handheld if it is fit for refund
- 4. Staff member puts the item back into the correct part of the store for restocking or re-routing back to a distribution center



Integration requirements

All Duddle needs is online order data, provided in one of two easy ways:

1. Secure FTP provided to Duddle
2. Integrating with the Duddle API



Duddle Overview

Duddle believes in the power of lasting impressions. 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 from checkout to collection and from return to resolution – that’s what makes Duddle different.

For more info, please contact us at Duddle-KIS@kiosk.com.



KIOSK Information Systems Overview

KIOSK helps organizations digitally transform by enabling automation with self-service solutions to improve the customer experience as well as increase operational and cost efficiency. With over 27 years of experience and 250K+ deployments, KIOSK is the trusted partner of Top 100 Retailers and Fortune 500 clients for delivering proven expertise in design engineering and manufacturing, application development, integration, and support services.