

To learn more about how OrderDynamics can help your retail business, visit orderdynamics.com or email info@orderdynamics.com

In-Store Pickup

Our Order Management system provides online shoppers with an array of fulfillment options. Our Buy Online, Pickup In-Store Solution allows customers to view in-store inventory across all digital channels and select their most convenient pickup location. We provide all of the tools necessary to support and manage complex in-store fulfillment scenarios.



Fulfill with Store Inventory

The retailer opts to utilize existing in-store inventory to fulfill online orders. Once the online shopper makes the purchase and selects their pickup location, that store is notified in real-time to begin fulfillment. This option is designed for retailers offering rapid, same-day in-store order fulfillment.

Ideal For: Retailers with access to accurate and reliable inventory information with real-time visibility and control. This is most beneficial for retailers with high inventory turnover and rapid stock replenishment.

Ship-to-Store Fulfillment

The retailer opts to source inventory from other store locations or warehouses due to limited on hand inventory. Once the online shopper makes a purchase and selects their pickup location, the order is automatically routed to source inventory. Products are shipped to the pickup location and the customer is notified when the order is ready for pickup.

Ideal For: Retailers that have no real-time inventory support and low inventory safety stock. For larger products the retailer may opt to drop ship items from their warehouse or manufacturer directly to the store for pickup. This solution is very beneficial for retailers that have specific brands that prohibit online merchandising.

Stores Application

Our in-store point-of-service application supports sales associates designated to online fulfillment.

In-store dashboards provide real-time customer data and detailed order information, ensuring accurate product picking every time. Automated notifications alert the customer when their order is ready for pickup.

Advanced Features and Functionality

In-Store Pickup Solution drives increased sales, in-store foot traffic and customer loyalty. With our rapid deployment methodology, retailers are able to quickly implement a customized in-store pickup solution to suit their unique operational requirements.

Retailer Benefits

More Options Leads To More Sales.

Online consumers are gravitating towards retailers that provide effective cross-channel fulfillment strategies. Attract new customers and retain loyal followers by offering rapid fulfillment options like in-store pickup.

Greater In-Store Traffic.

Every in-store pickup order ultimately leads to another foot through the front door. Getting a new dedicated shopper into the store allows the retailer to effectively cross sell and upsell to their customers.

Optimized Inventory Utilization.

Fulfilling online orders using in-store stock leads to improved inventory turnover and reduced carry costs. Stop losing sales revenue to discounting and clearance items by allowing online consumers to purchase from in-store inventory.

Expanded Online Product Assortment.

Retailers are able to offer online shoppers a greater product selection. Many retailers are unable to showcase all available products on digital channels due to brand constraints and shipping challenges.

Customer Benefits

Rapid Fulfillment.

Every online shopper has different fulfillment requirements. Enabling In-Store Pickup allows the customer to choose how, when and where they get receive their order. Customers are now able to pick up orders immediately and at their most convenient location.

Better Customer Service.

Customers that enjoy the convenience of online shopping experiences are still able to receive the benefits of in-store customer service. Customers can still leverage the knowledge and expertise of your store associates.

Saved Shipping Costs.

Reduce online cart abandonment by allowing online customers to avoid expensive shipping and freight costs with in-store pickup.

Returns Made Easy.

Shoppers are confidently able to purchase online orders and handle any returns at their preferred store location.



41% of enterprise retailers offer today or are in the process of implementing a buy online, pickup in-store solution.

Forrester-OrderDynamics 2013 Global Order Management Survey



Return on Investment

Retailers achieve a significant return on investment with an In-Store Pickup solution. 21% of buy online, pickup in-store customers are likely to purchase at least one additional item while in store (IBM). Contact our sales team today to learn about unlocking greater cross-channel revenue.

