

How do you fulfill orders?

Customer Considerations

Comfort (how comfortable are customers when getting their order)

Convenience (how convenient is getting an order?)

Contactless (how much are customers protected from exposure to germs/people)

Speed (how quickly can customers get access to the products they ordered)

Shipping/Delivery Price (what is the cost to customers for placing an order)

Business Considerations

Cost (what costs are required of the business to fulfill an order)

Speed (what is the speed to get inventory completely fulfilled)

Contactless (how much are staff protected from contact with customers)

In-Store

Buy Online, Pickup in Store

Curbside Pickup

eCommerce/Delivery

