



eTRACK™

EXPRESS PURCHASES PICK-UP

eTrack™ is a Click & Collect solution designed specifically for purchases pick-up management and appointments for «drive-through».

It manages all the order steps: identification of the “drive-through” appointments, preparation, customer information screen to track the order in the waiting room, monitoring and delivery to the customer.

Real-time
monitoring
to track and
optimize your
teams

Process optimization :
orders follow
your workflow

Enhanced communication :
our dynamic video solution allows you to target your messages

Improved
customer satisfaction

Comptoir A

Comptoir B

eTRACK™

EXPRESS PURCHASES PICK-UP



RETRAIT DES COMMANDES			
NOM	SUJET NR	ETAT	TEMPS RESTANT
SARL HELIC	VINCENT	PRÊT COMPTOIR C	-
MICHEL JARDET	VINCENT	PRÊT COMPTOIR D	-
CLAUDE	TRISTAN	EN PRÉPARATION	< 3 min
LANDOLFI	TRISTAN	EN PRÉPARATION	< 3 min
SCI ORCHIDEE	TRISTAN	EN PRÉPARATION	< 3 min
MARTINS	JEAN PIERRE	EN PRÉPARATION	< 3 min
CLAUDE	TRISTAN	EN PRÉPARATION	< 3 min
RACHID LATRECHE		EN ATTENTE	

► FEATURES

- **Complete management of the order cycle**, from check-out to the delivery through the preparation and monitoring
- **User interfaces** and video **fully customizable**
- **Real-time monitoring of the activity**
- **Simulation of processing time** to ensure compliance with commitments
- **Reporting** to analyze the activity
- **Multiple site Web solution** without deployment



Comptoir D

► ADVANTAGES

Reassured and free customers: they can follow their order status on the video screens upon checkout.

Loyal customers: An organized reception, good waiting conditions, effective management are assets to strengthen your customer service and increase satisfaction.

Appointments for pick-up: your customers receive an SMS and / or a confirmation email. The day of their appointment, they identify themselves on the self-service kiosk. Your customers don't wait anymore and you anticipate preparation orders.

Enhanced Communication: Wait becomes profitable thanks to our dynamic video solution that allows you to target your messages.

► SUCCESS STORIES

NOM	SUJET PAR	ETAT	TEMPS RESTANT
JEAN-PIERRE VOLLET	JÉRÉMY	COMMANDE PRÊTE	0 min
DOMINIQUE VASSEUR	HERVÉ	COMMANDE PRÊTE	0 min
MARIE-ISOLDE LEVRAY	MAURICE	COMMANDE PRÊTE	0 min
ROMAIN BOUCHER	JÉRÉMY	EN PRÉPARATION	0 min
ISABELLE JADOT	ABDEL	EN PRÉPARATION	0 min
MATHIAS LEURAT	JACKY	EN PRÉPARATION	0 min
JEAN-PIERRE VOLLET	JÉRÉMY	EN ATTENTE	0 min
DOMINIQUE VASSEUR	HERVÉ	EN ATTENTE	0 min

OUVERTURE EXCEPTIONNELLE DE VOTRE MAGASIN LAPEYRE MARDI 08 MAI 2012

17:26 | LAPEYRE

- Save time: just above the counters, a screen informs customers of their order status, and the time remaining before delivery. A helpful way to pick-up purchases at the right time.

LSA about the purchases pick-up service at Lapeyre

Retrait des marchandises		
Commande	Etat	Temps
111111	Prête Z 1	-
222222	Prête Z 1	-
333333	En Préparation	01 min
444444	En Préparation	01 min
555555	En Préparation	08 min
666666	En Préparation	12 min

Retrait des marchandises

La location de véhicules

Chers clients, nous vous prévenons dès que votre com

- Since we installed the ESII solution, the situation has improved significantly. This great tool helps our customers to follow the progress of their order preparation.

Stéphane Lales, Chief of logistics sector LEROY MERLIN Ivry-sur-Seine

Further information: www.esii.com / info@esii.com



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