Smart Lockers for Retail

Click and Collect for secure order pick-up

Smart Lockers for Personal Storage

Smart Lockers for Parcel Management

Smart Lockers for Inventory Management / Smart Asset Management Lockers

Smart Lockers for Retail
Click & Collect

Delivery Orders are used to pass items through a locker via a one-time delivery code and one-time pickup code. In the IT space the locker may be preloaded with replacement items or kits of items, or the delivery may take place after a specific request for equipment is made. Once the equipment is delivered to the locker and the user is approved to collect that item, the pick-up code is sent to the user (via email, text message or similar) who can enter it or scan it on a barcode reader, which in turn opens the relevant door allowing the collection of the appropriate items. A full set of RESTful APIs are available to allow the creation and management of delivery orders from external systems. Ricoh has already used this process to deploy working implementations with ServiceNow. Ricoh has working implementations deployed with ServiceNow, Remedy and other ITSM applications.

Click & Collect has exposed areas of inefficiencies:

- Process inefficiencies
- Long waiting times
- Reduced customer experience
- Storage space requirements
- Taking staff away from the shop floor

What do customers really want?

- Flexibility – to collect when it’s convenient for them
- Good customer experience – no queues or waiting times
- Good customer service – having staff members to help
- Self-serve options – to be able to carry out simple tasks by themselves

Lockers gives 24/7 availability. 15 seconds is typical time to collect an order 3+ minutes using a manual approach
Ricoh empowers digital workplaces by enabling individuals to work smarter.

After 85 years, we’ve learned a thing or two about changing with the times – especially when it comes to workplace technology. But experience has also taught us that technology needs to put people first.

From the smallest shops to the largest organizations and everything in between, today’s workplace needs experts, which is why we’re here. Our people help yours do their jobs better, faster and more securely. We connect our customers with the right technology and back it with the expertise to support your success.

Today’s work requires better processes, better collaboration and better results. Let us help you redefine work and change. For better.

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