Spryker

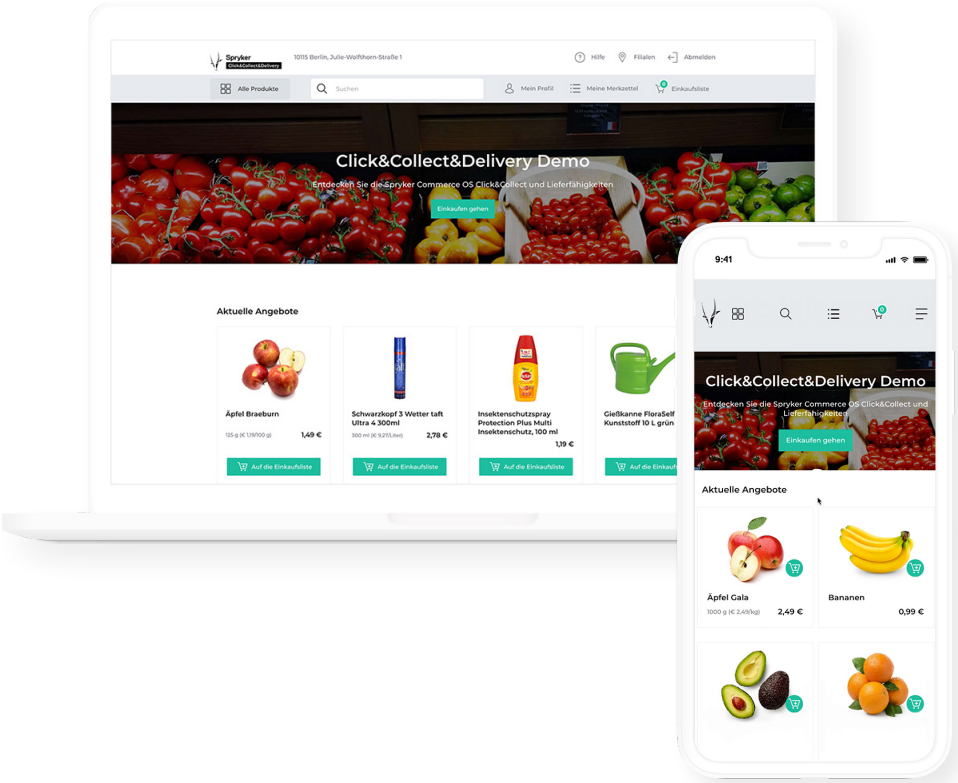
Click&Collect - Delivery for Groceries, DIY, Pharmacies, etc. Feature Catalog

2020 Spryker System GmbH
spryker.com
May 2020

Groceries, DIY, Pharmacies, etc. Specific Features

Introduction

Spryker Cloud Commerce OS has built numerous unique features for click&collect as well as delivery shopping - delivering a mobile responsive online-shop and a mobile app that offers click & collect and delivery capabilities to its customers. Additionally existing functionalities have been extended to fit required use cases. Our features are designed around the way stores operate with multiple regions and branches which can differ in product offerings, stock levels or prices.

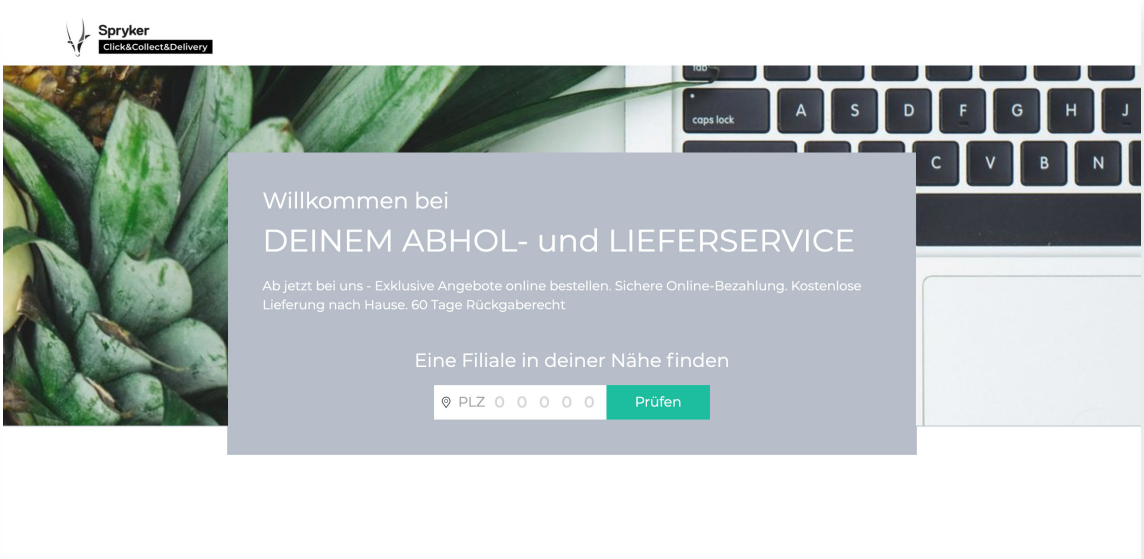


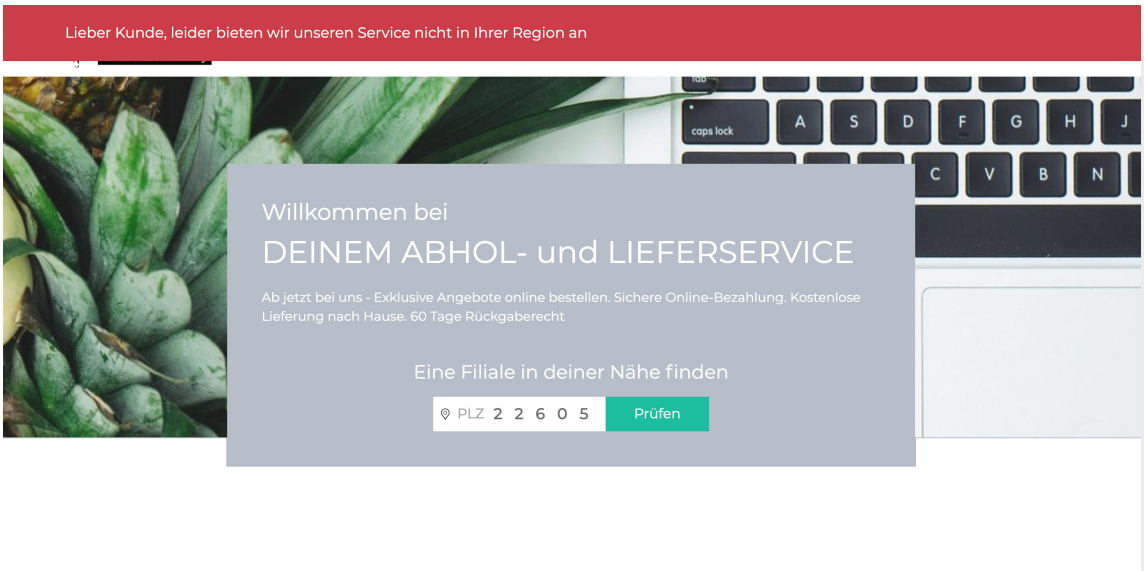
Our Features

- Multi-Store
- Mobile Responsive Online-Shop
- Store Branches
- Hierarchical Navigation
- Category Pages
- Filters & Search by Category
- Full-Site Search
- Dynamic Filters & Facets
- Product Detail Page
- Product Options
- Product Labels
- Dynamic Product Labels
- Cart Functionality & Calculations
- Cart Thresholds
- Login & Registration Forms
- Customer Accounts
- Password Management
- Cart Multiple Shopping Lists
- Named Shopping Lists
- Convert Shopping List to Cart
- Multi-Step Checkout
- Unique Pick Up Code
- Time Slots for Service Methods
- Shipment Carriers & Methods
- Payment Provider Integration
- Order Processing
- State Machine Modelling
- Invoices
- Split-Order Calculation
- Order Management System (OMS) Matrix
- Mobile App - Picking
- Pick Lists
- Mobile App - Collecting
- Mobile App - Delivery
- Route Planning
- Manage Transactional Emails
- Exceptional Performance
- Back Office
- Permission & ACL Management
- Manage Tax Rates & Sets
- Postings Export
- Point of Sale (PoS) Export
- ERP Export
- Importer
- Delivery Route Optimization

Multi-Store

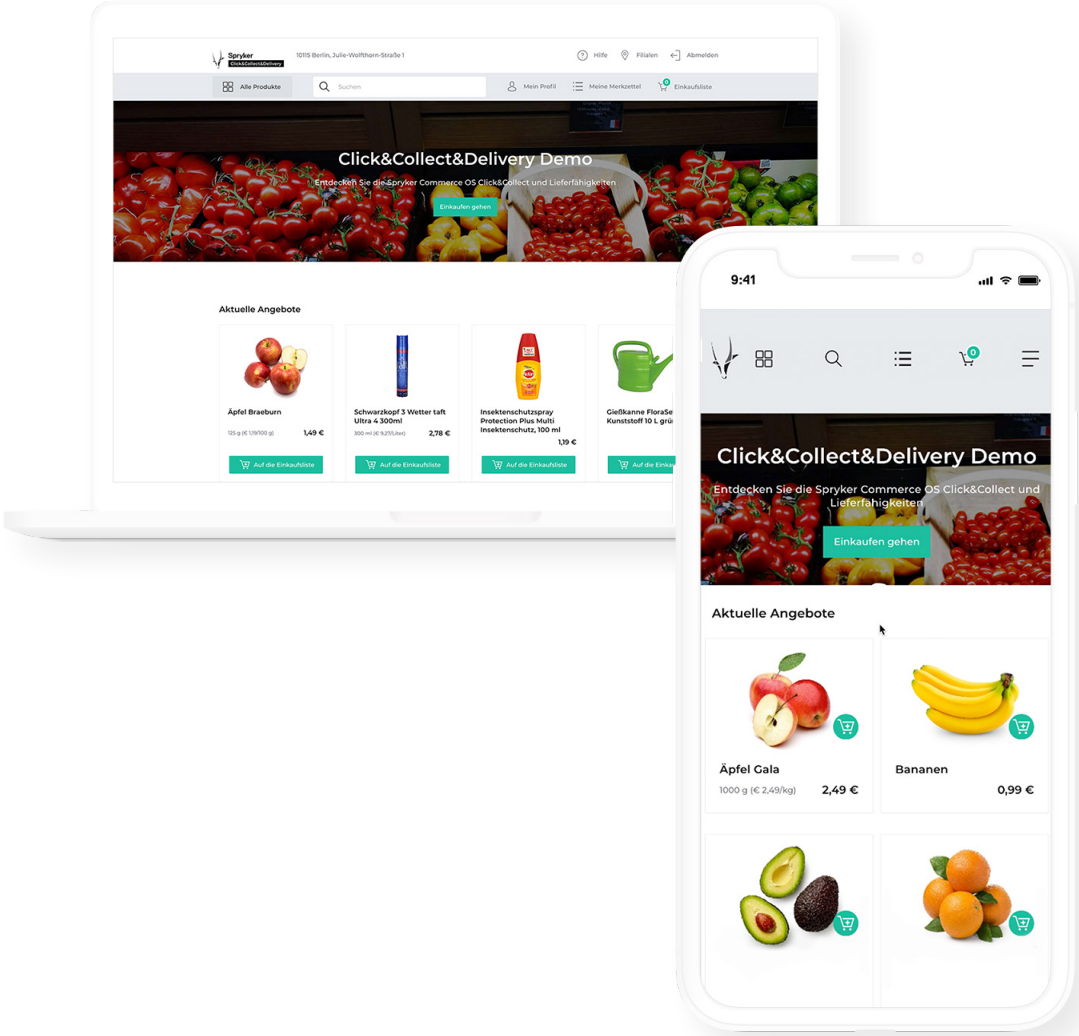
Many businesses, such as food grocery businesses, pharmacies or DIY businesses operate many stores across, sometimes even multiple regions. These regions can operate either independently or in context. They can share stock or have their own stock. Product assortment and prices can also differ and be managed accordingly. In order to allow for smooth omnichannel processes, we fully support store specific product attributes and descriptions as well as prices to reflect a distributed logic of prices and product information. The customer is asked to type in the postal code in the beginning of the purchase to ensure the correct assortment of products and offers, respectful of the different regions and stores. This customer will then be able to shop in the stores that are able to service his/her area.





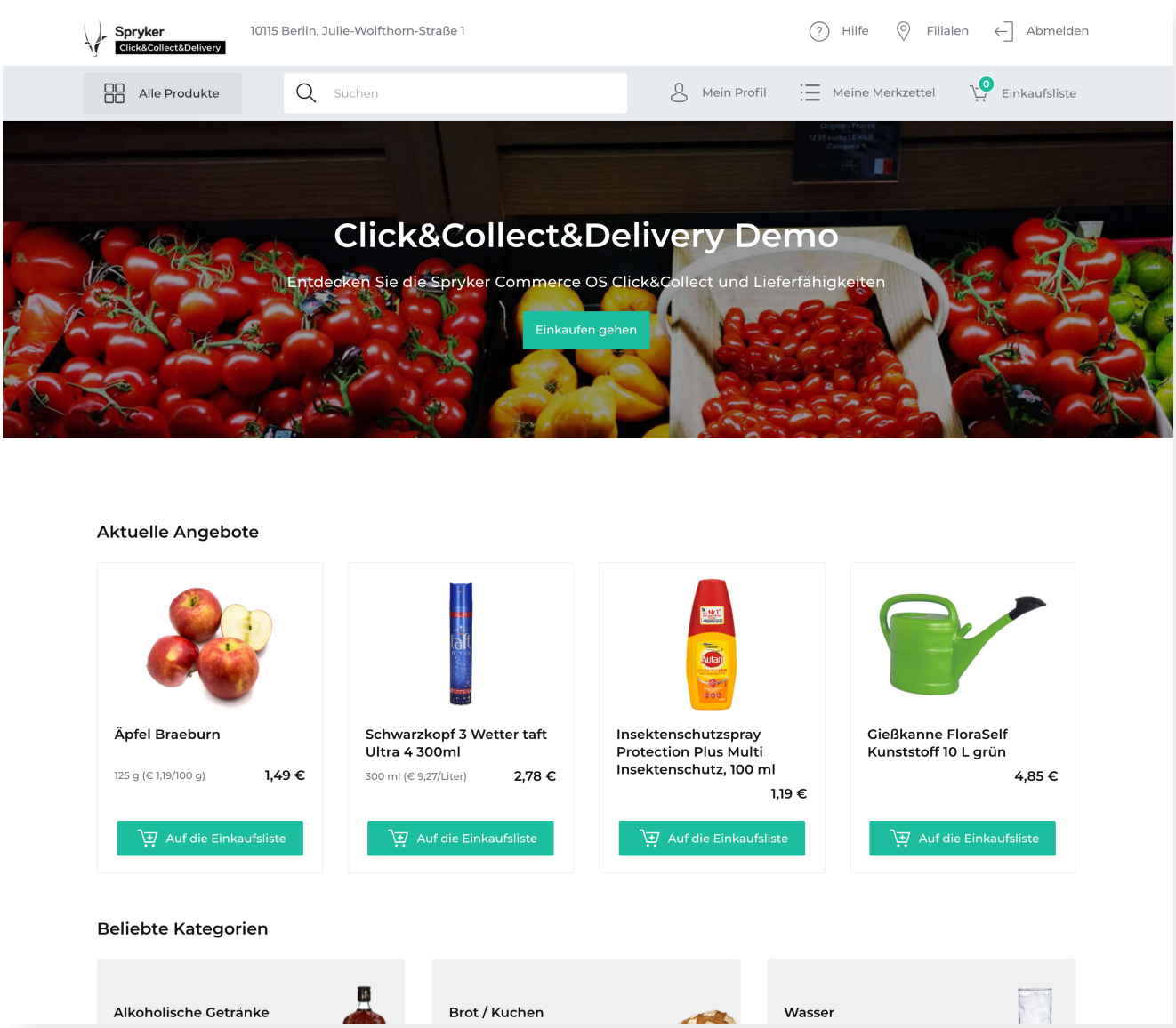
Mobile Responsive Online-Shop

Customers visiting your store from a mobile device will be able to smoothly navigate and experience a seamless shopping journey, thanks to the high-end responsive design of the Spryker Cloud Commerce OS.



Store Branches

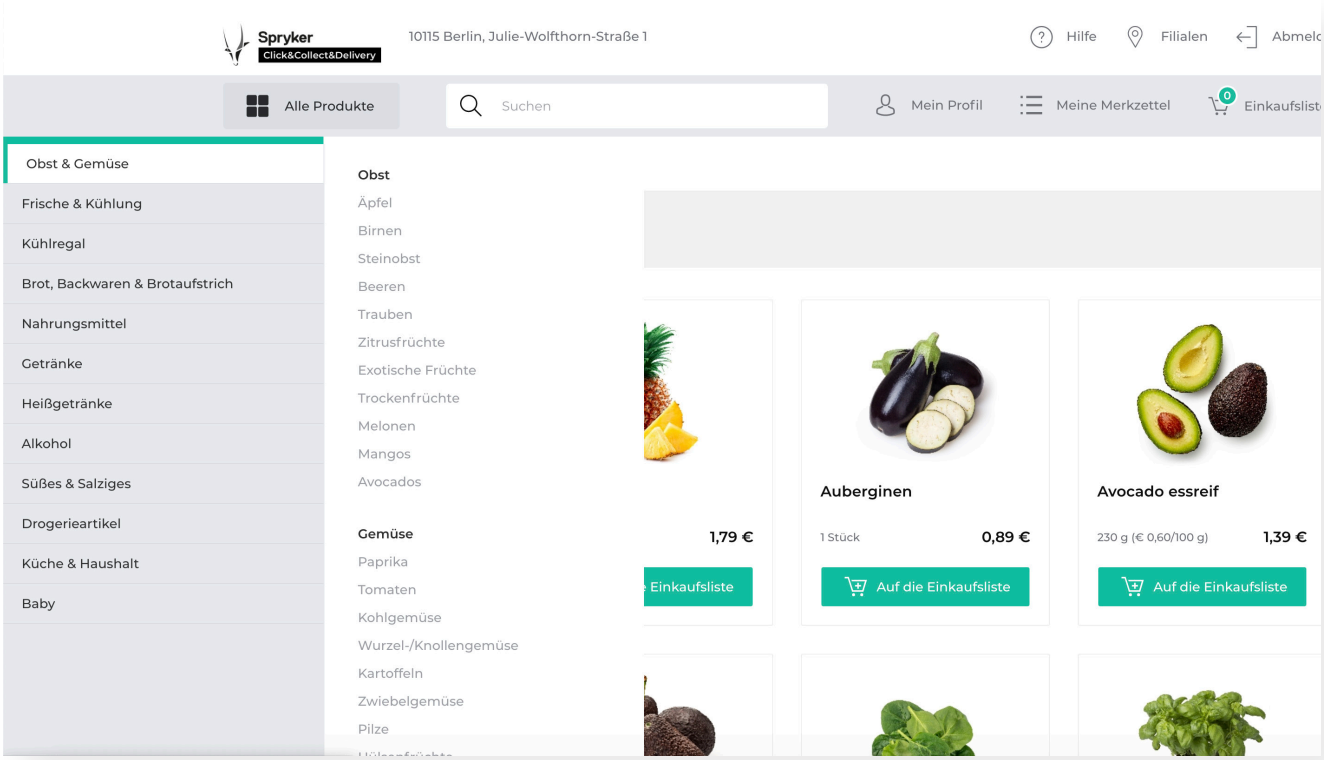
All the existing stores branches are able to offer click & collect as well as delivery on their own. Their location is based on geo-data, which assists customers and delivery driver. In densely populated areas with multiple branches, the customer can freely choose from which store to order from. When the customer selects a store, he/she will be informed about the available services based on their home address. Stores branches can decide to offer delivery, click & collect or both services. In rural areas, there is the possibility that there may only be one choice for the customer.



Hierarchical Navigation

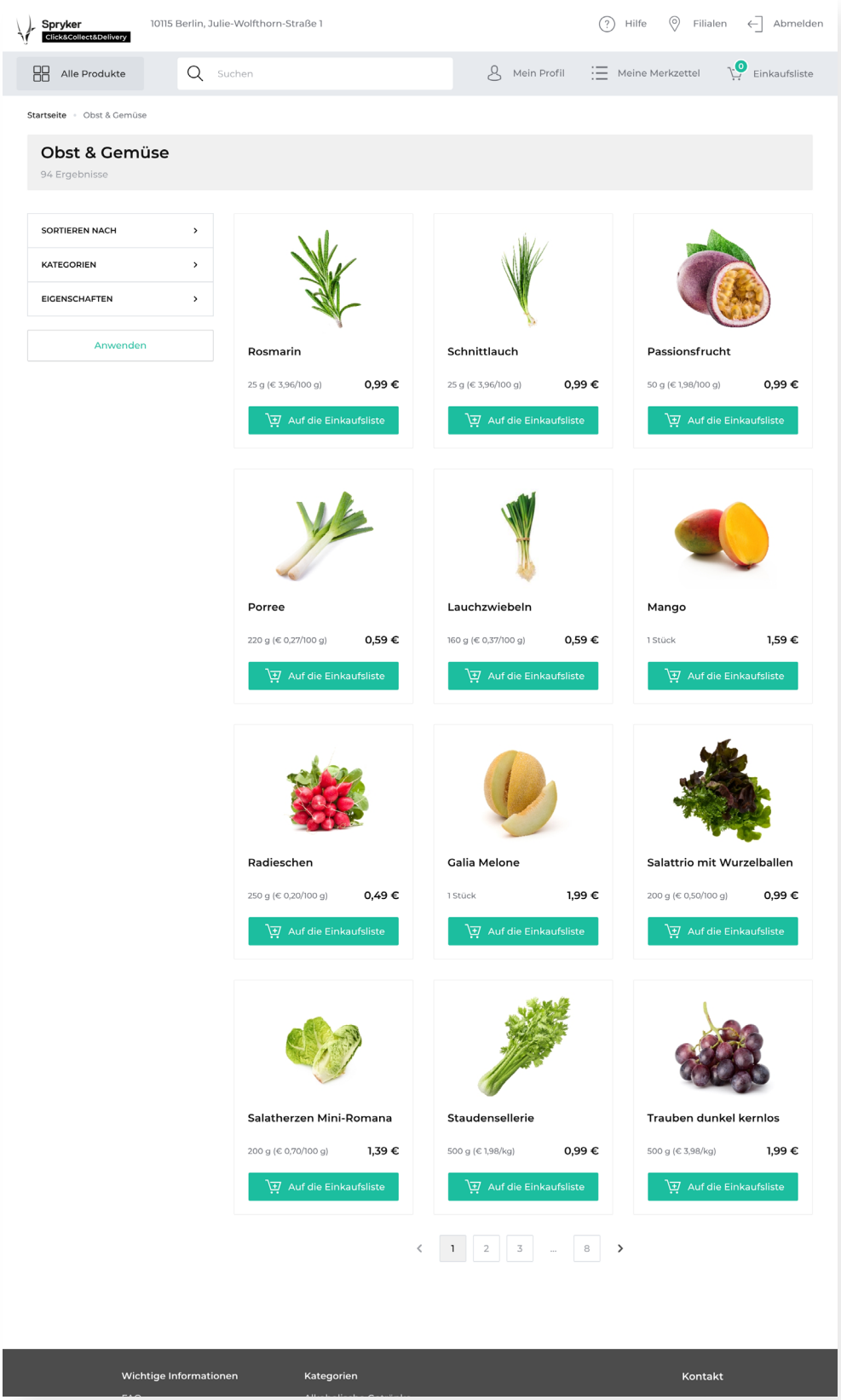
The Spryker Cloud Commerce OS Navigation is built in a tree structure to support multiple levels of linking, e.g. to categories, external links, search results and CMS pages.

Breadcrumbs help your customers navigate through your shop more easily by highlighting the path to the page they are on. They appear on product details, catalog and checkout pages.



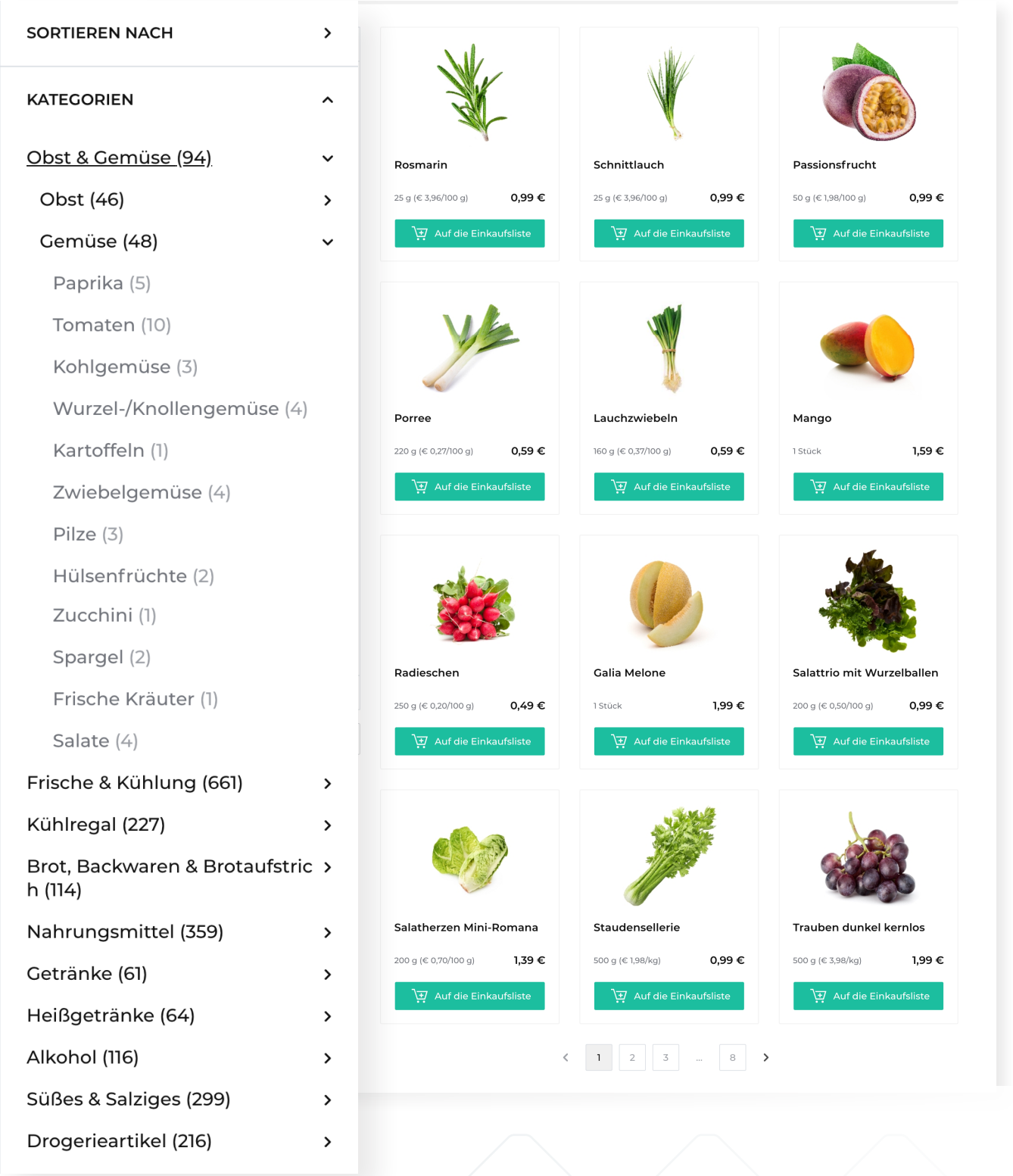
Category Pages

In order for you to handle your complex category structure, you can easily add multiple top- and sub-category grid overview pages before drilling down to the product level.



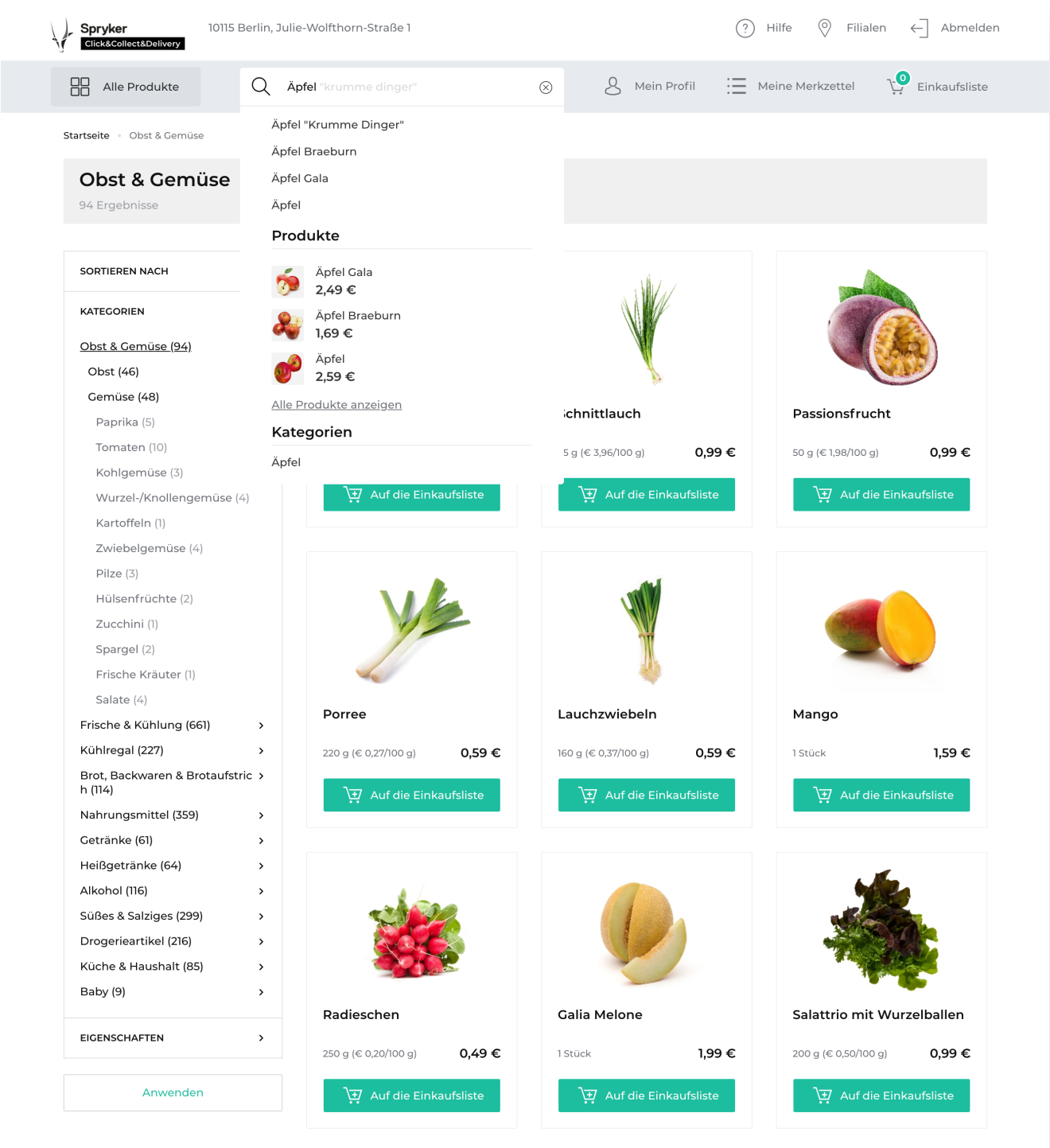
Filters & Search by Category

To help your customers locate items in your shop easily you can add customizable Category Filters to the catalog pages or simply fall back to the standard Category Filters. In the Administration Interface you can add, rearrange and define filters for any given parameter in the category tree, such as price or brand.



Full-Site Search

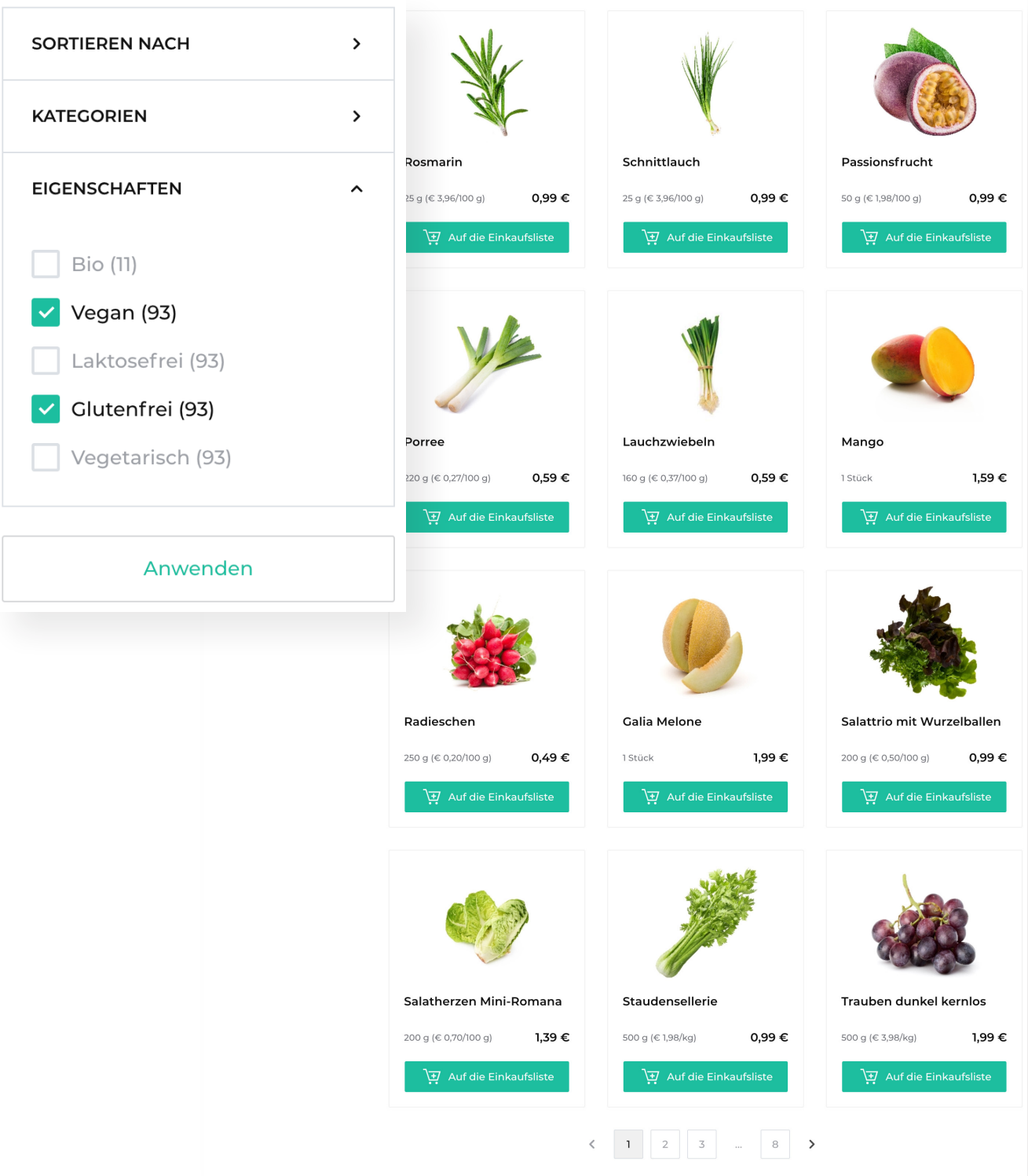
Give your customers the opportunity to search all product, category or content pages with powerful search functionalities. Whether a recipe page or a certain product is needed. autocompletion and autosuggest helps customers by predicting the rest of a search string and offers a list of matching options. The search also includes a “did you mean” suggestions plugin that offers typo corrections for the search string. Additionally, a fuzzy-search feature suggests search results that do not exactly match the search request.



Dynamic Filters & Facets

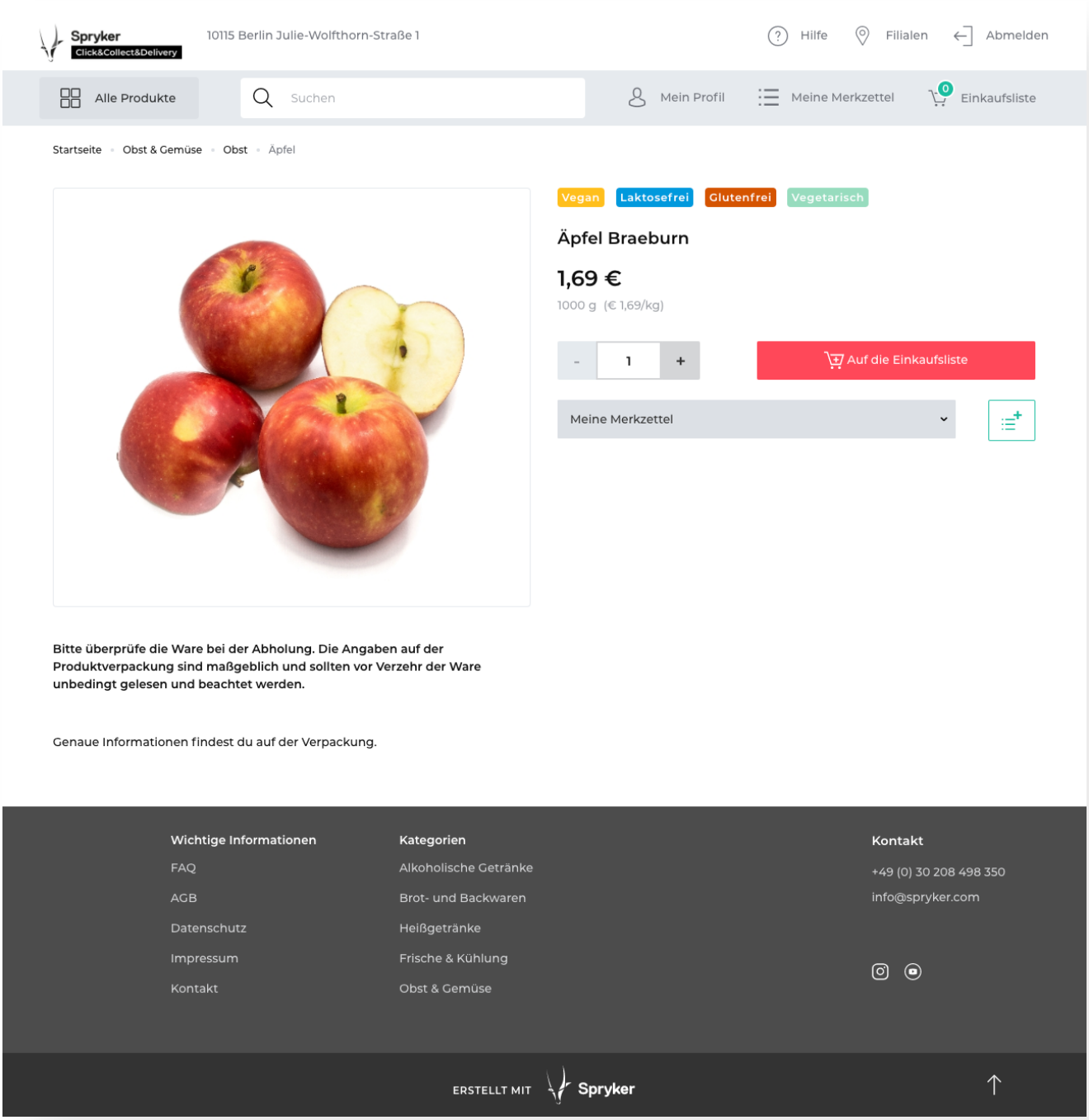
You can freely define facet filters for any Product Attribute. The design, placement on page, quantity of filters, content and order by which they are listed in your shop are completely customizable.

Your customers never have to worry again about finding the products that fit their dietary needs. They can just filter for lactose free, gluten free, vegetarian or bio products.



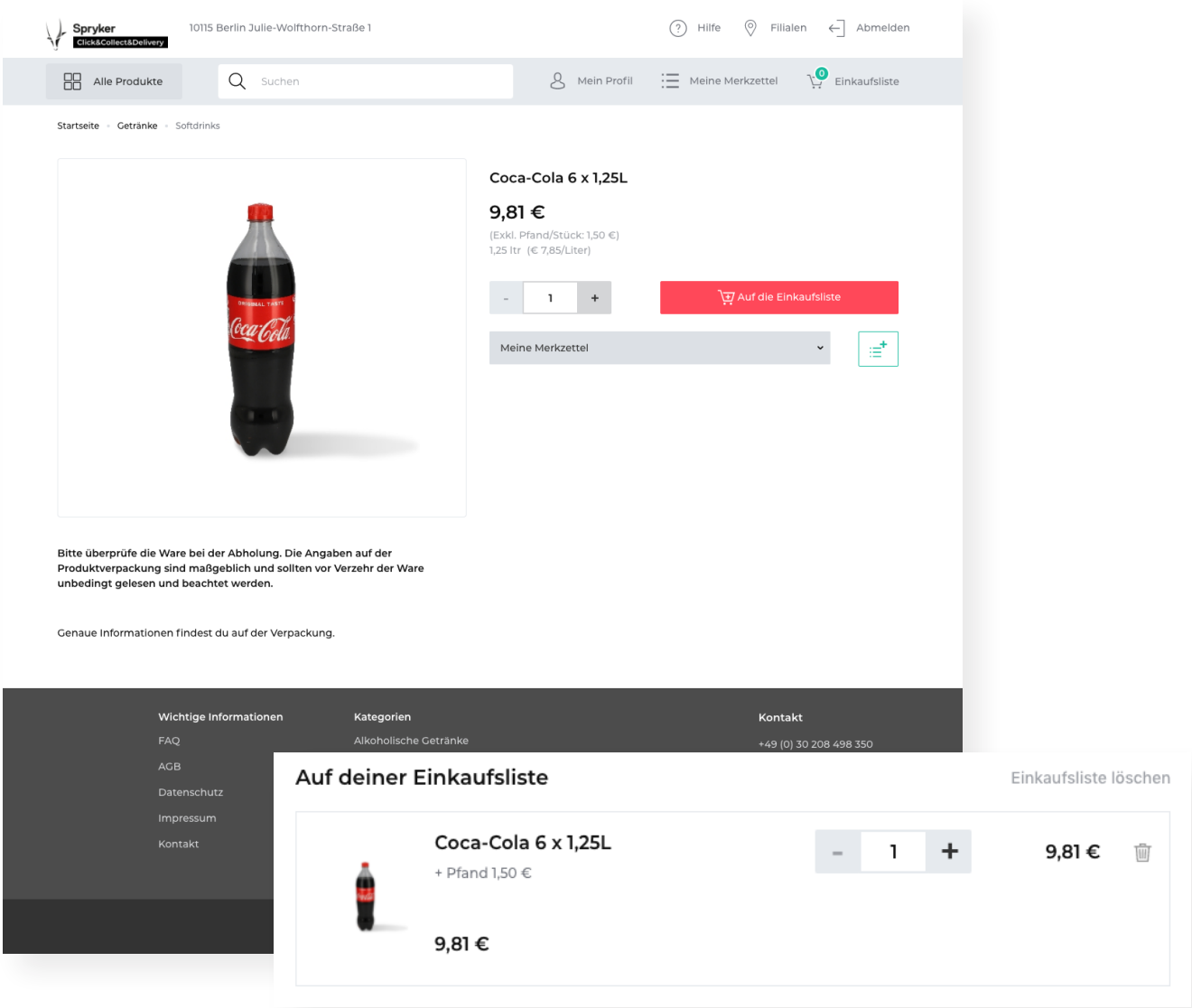
Product Detail Page

To highlight details on the product, options, variants, warranties or images, the Product Detail Page is your go-to solution. Here, all relevant information is listed, up- and cross-selling possibilities are highlighted, and customers can add reviews. Every product has a maximum add-to-cart quantity that can be managed in the back-end.



Product Options

Easily offer options on top of a customer's choice of products that you may want to add and is not a part of the physical product. The options can have their own price value and will be added to the total cart value. Product Options can be used to add 'Bottle Deposits' with different deposit values to beverages. The customer cannot remove them and has to pay the extra price.



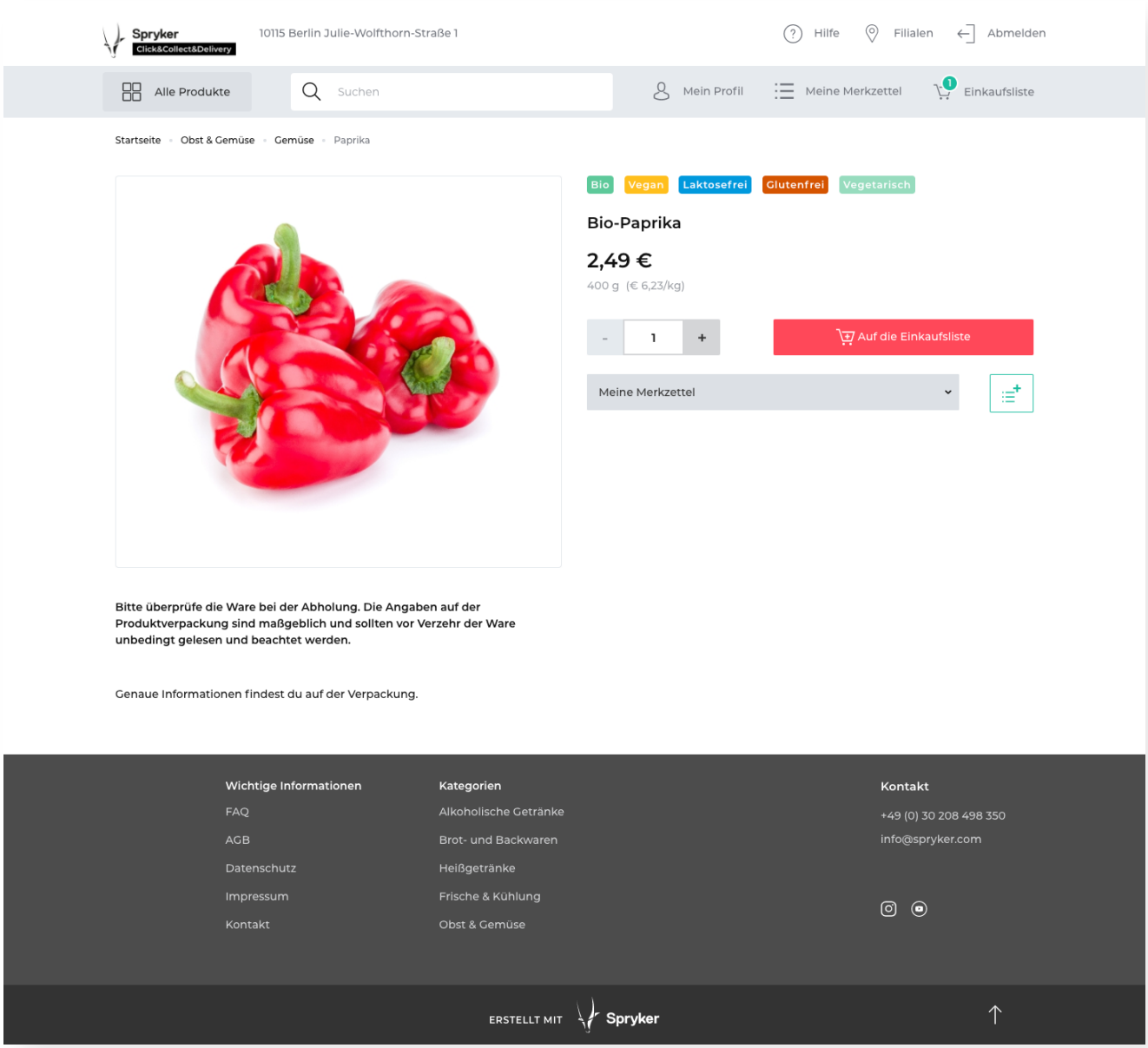
Product Labels

You can assign Product Labels to highlight specific products in your shop. Customize the look and text of the Labels as they appear in the shop. Any association can be a Label, such as ‘Sale’ or ‘Christmas.’
Food specific labels such as ‘Bio’ and ‘Vegan’ can also be shown with the products in the catalog.

Dynamic Product Labels

Easily add dynamic labels to products, such as ‘Sale’ or ‘New’. Products that are new in your shop can automatically be marked with the Dynamic Product Label ‘New’ for a pre-defined time range.

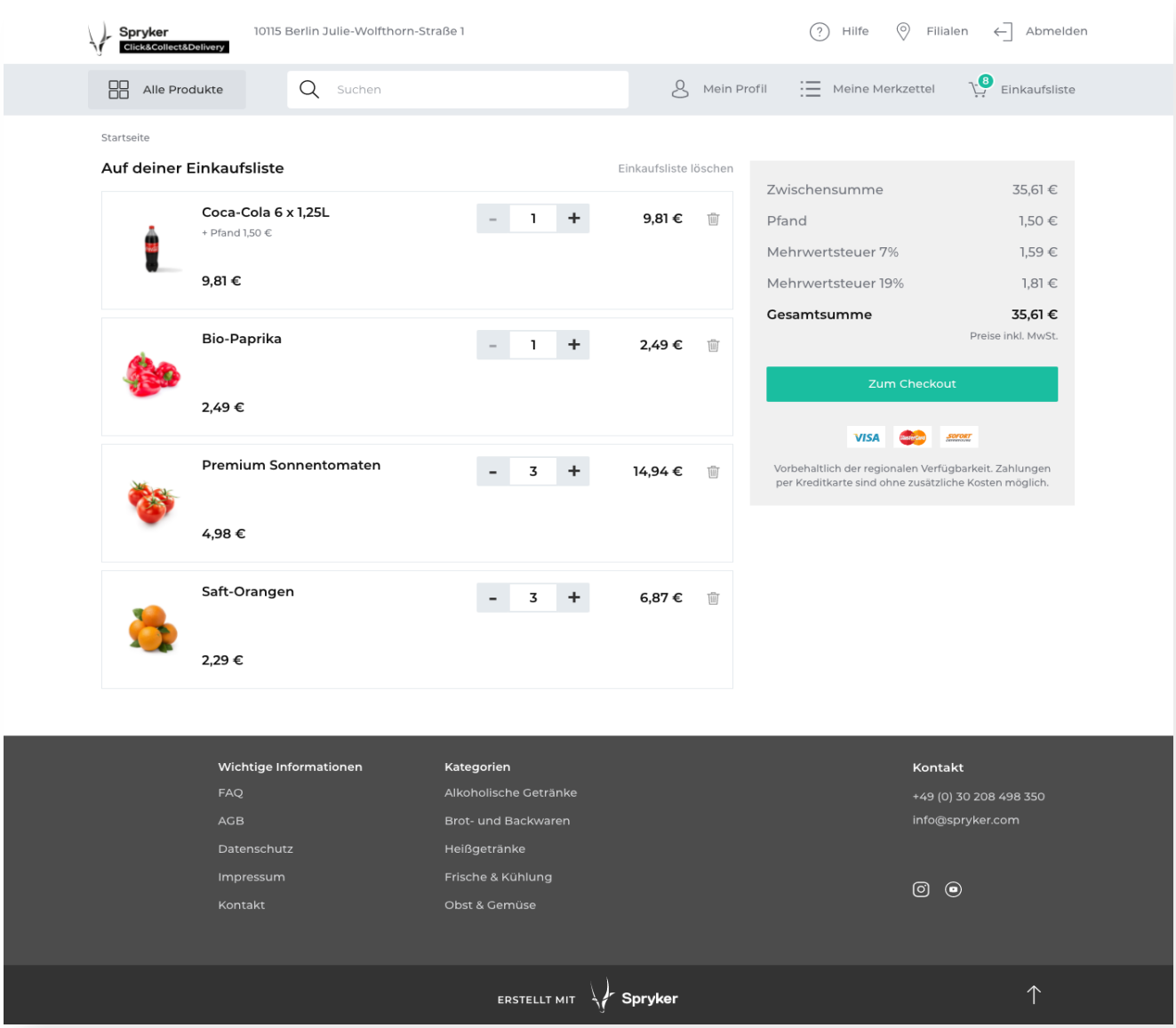
You can add validity dates to labels, sort them by importance or relevance and allow your customers to filter and search for them in your shop.



Cart Functionality & Calculations

The extensive Cart feature allows customers to add and remove products to their Cart by simply selecting the desired quantity. Inside the Cart, the customer can change the quantity of items, switch between different Variants of the product, add personal notes, and apply vouchers. The total price is immediately adjusted whenever changes are made to the Cart. Calculations include subtotals, the grand-total and of course the tax calculation. Mixed carts with items that have different VATs are covered as well.

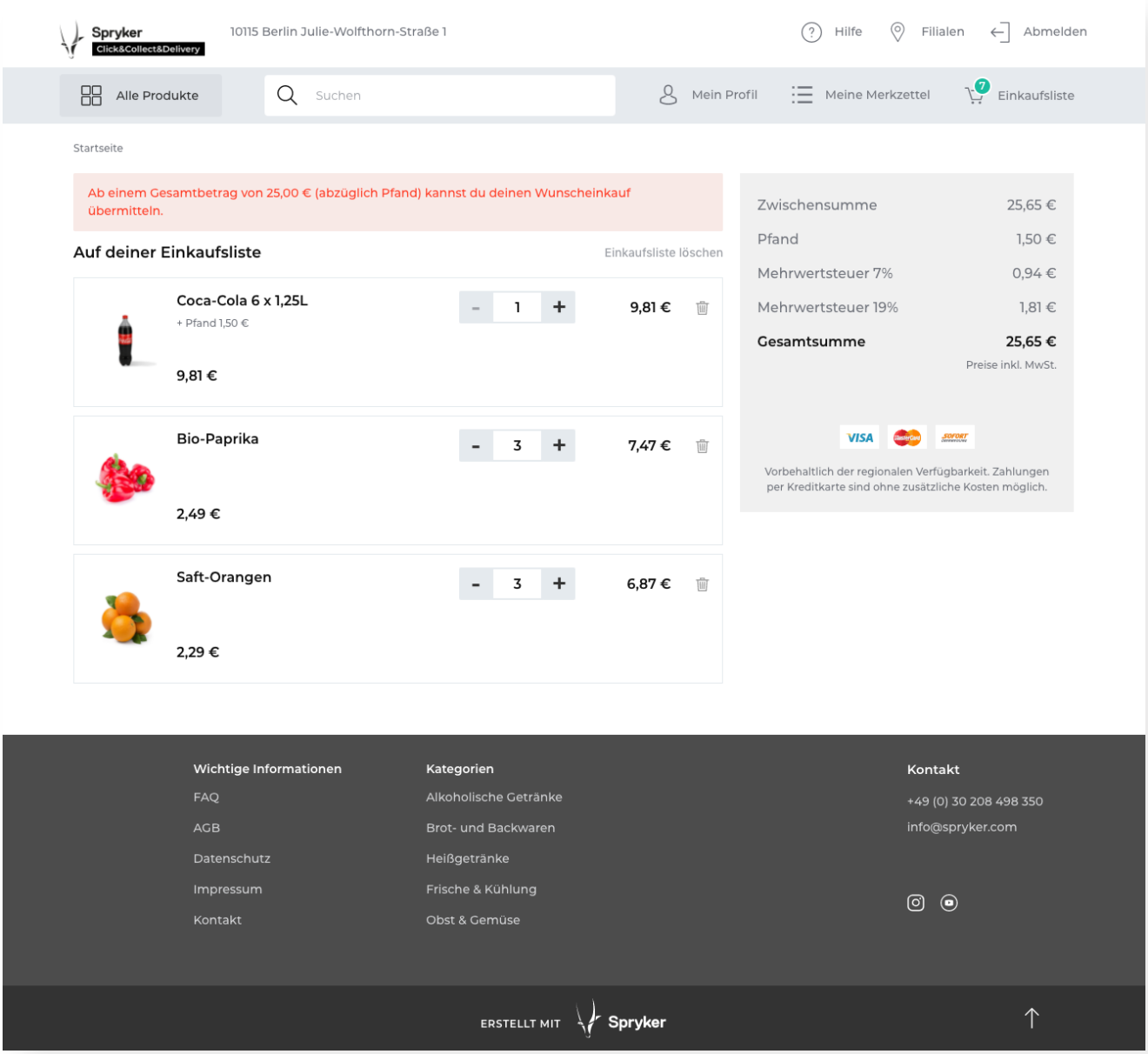
Additionally, logged-in customers can see and edit their Cart from any device. The Persistent Cart functionality also lets logged-in customers store their Cart across multiple sessions.



Cart Thresholds

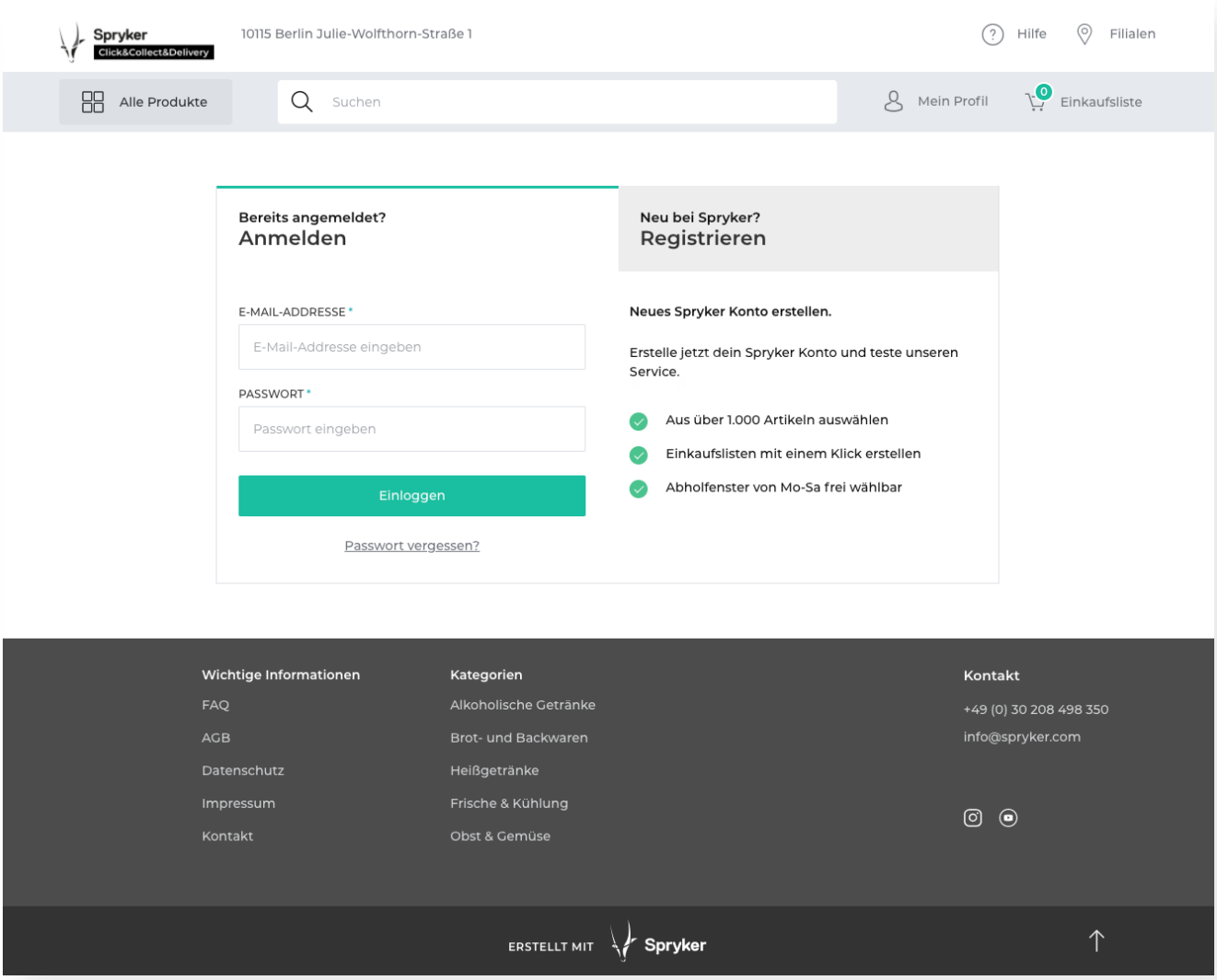
Easily set a minimum and maximum order value for any of your products where the customer cannot proceed to checkout unless the value is reached, or the difference is added as a special fee to the total sum.

This threshold can always be changed. Cart thresholds are flexible and can exclude certain products, thus ensuring the purchase of special products that extend the maximum order value.



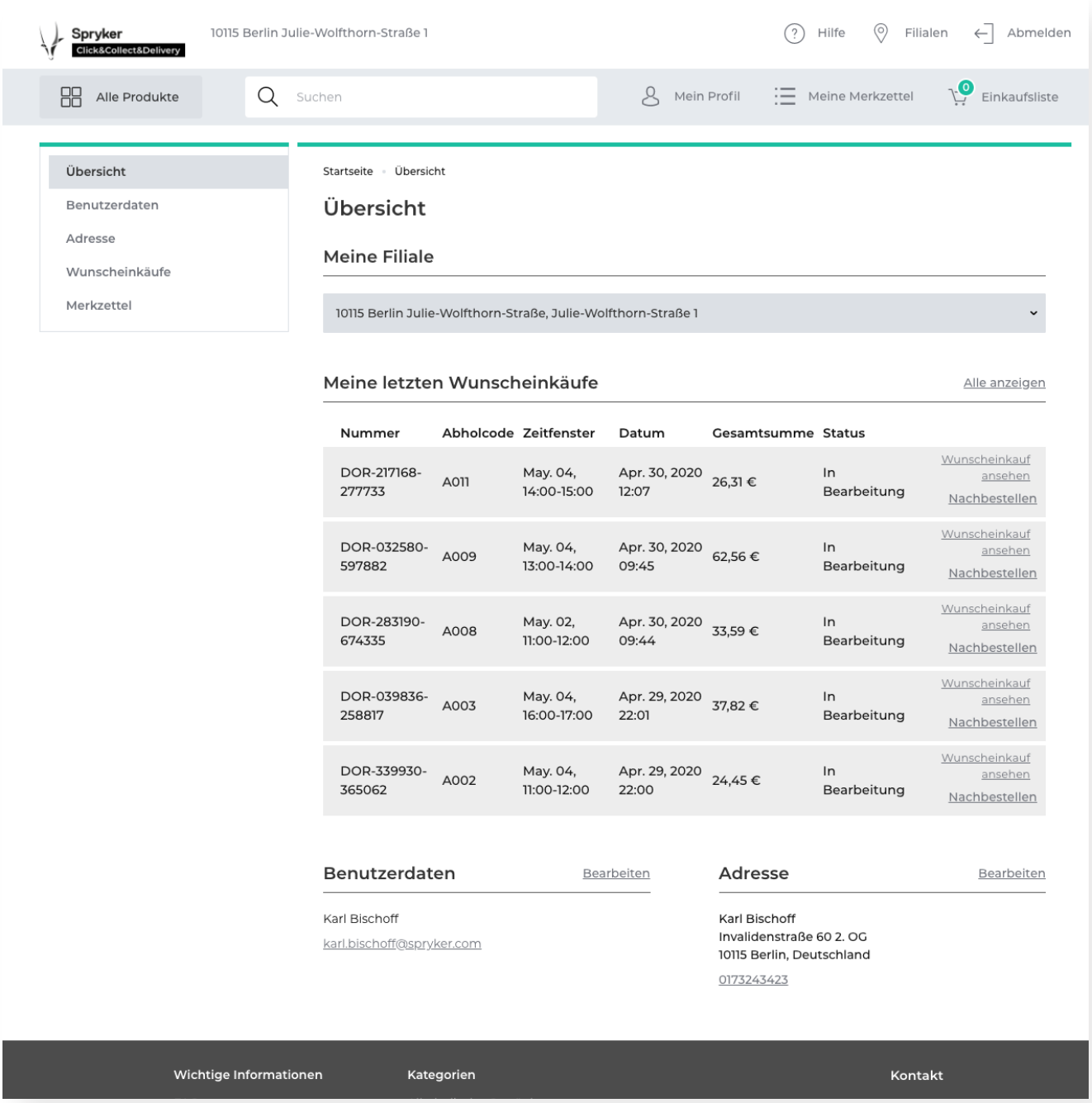
Login & Registration Forms

Tailor the customer registration to your needs. A customer can simply register with an e-mail address and a password or you can choose to ask for more details. Once a customer enters the required information, a customer account is created.



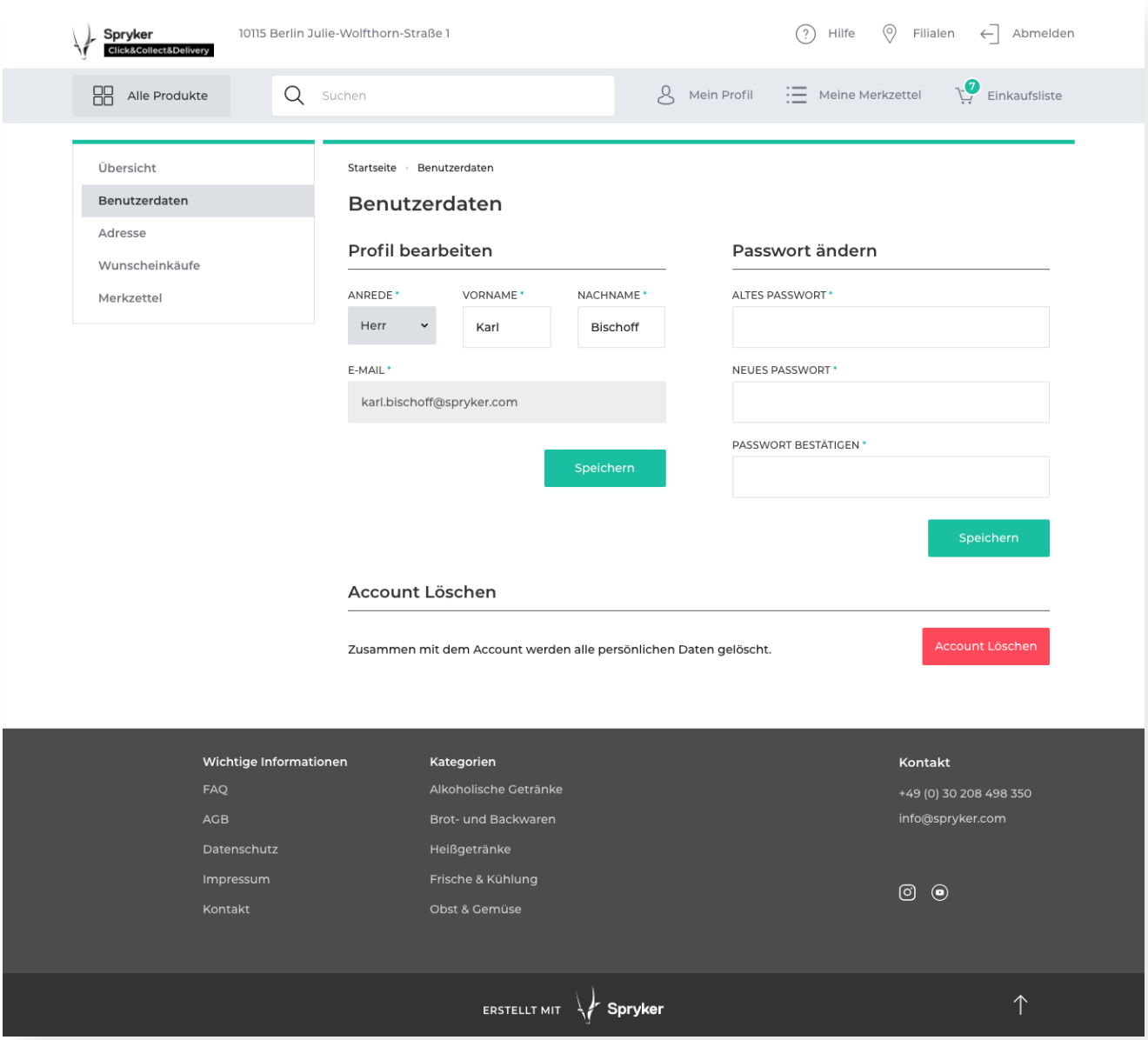
Customer Accounts

Let your customers create an Account to save their contact details, addresses, order history and preferences including their prefererd store branch.
In the Back Office, you can view and edit customer account details and check orders, order history and the confirmation code for the Click & Collect and delivery service. For internal references, each Customer Account can be enhanced with notes. The required customer information have been extended and ask for additional necessary information like date of birth to meet all legal regulations for alcohol purchase and a phone number to ensure a smoothless delivery and interaction with the delivery personnal. Within the account the customer is also able to cancel an order until a set point in time after placing it.



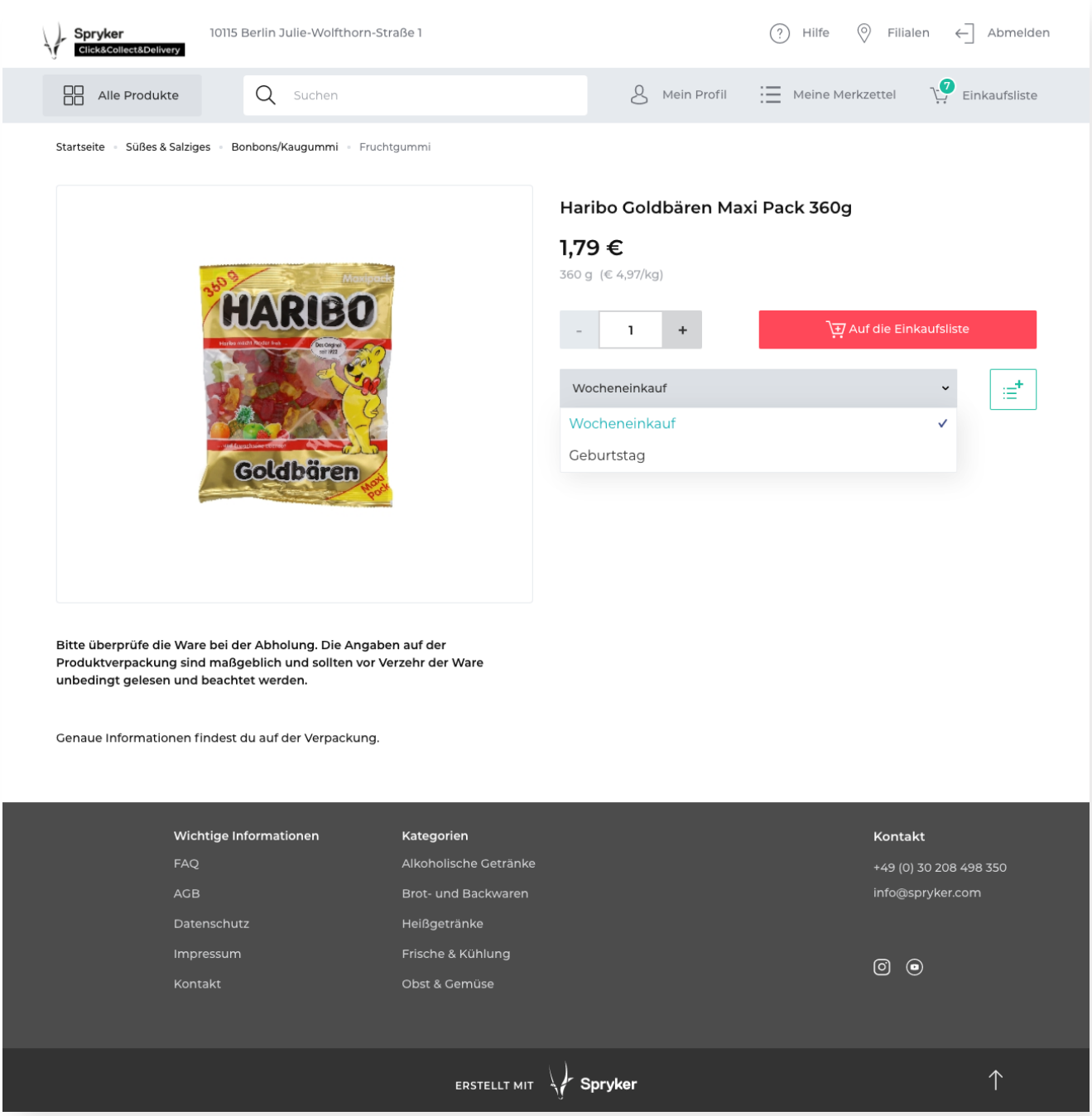
Password Management

All accounts are password protected. Passwords can easily be restored with a restore-password link.



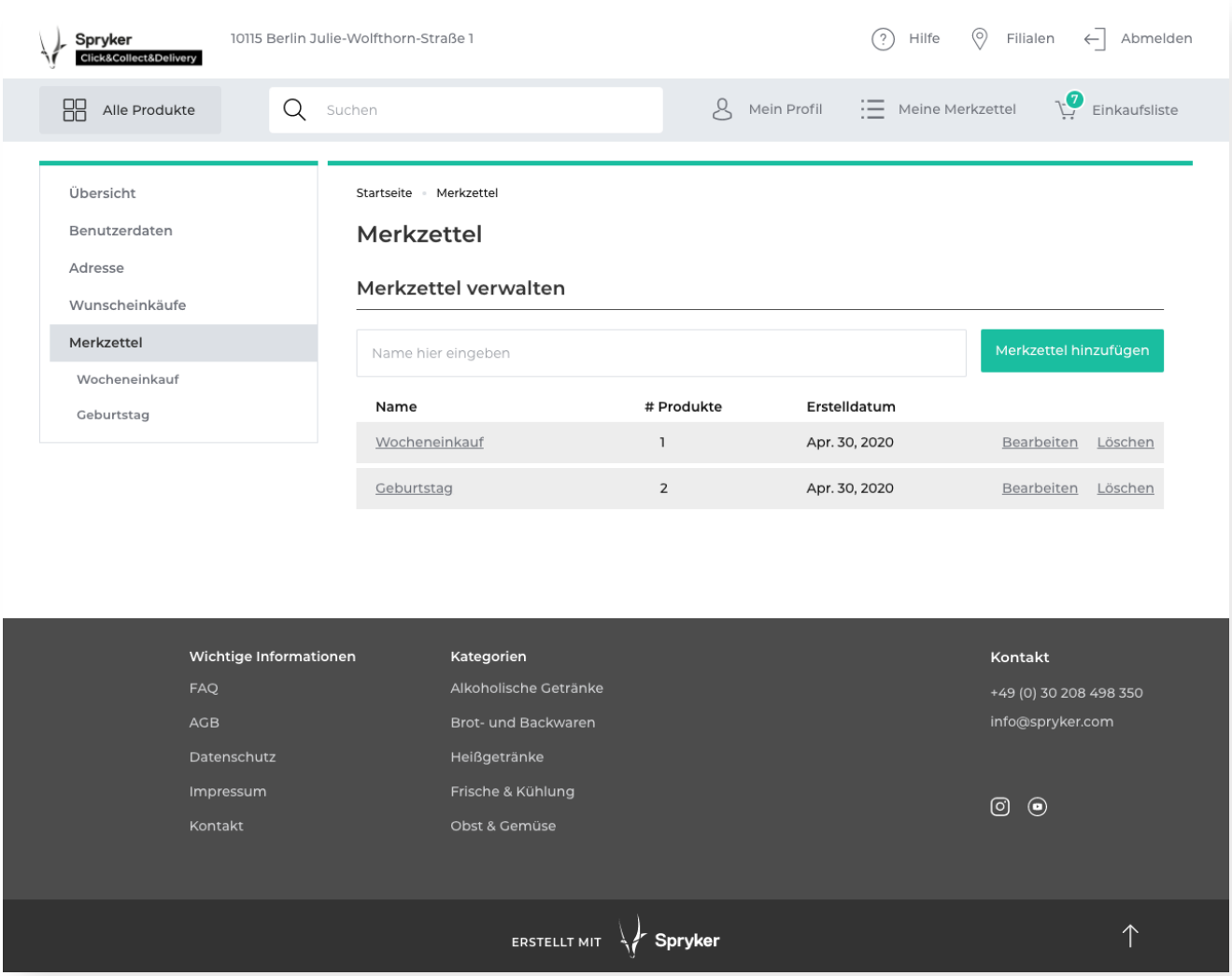
Multiple Shopping Lists

Help your customers track and save items for later purchases through multiple Shopping Lists, which are connected to user accounts.



Named Shopping Lists

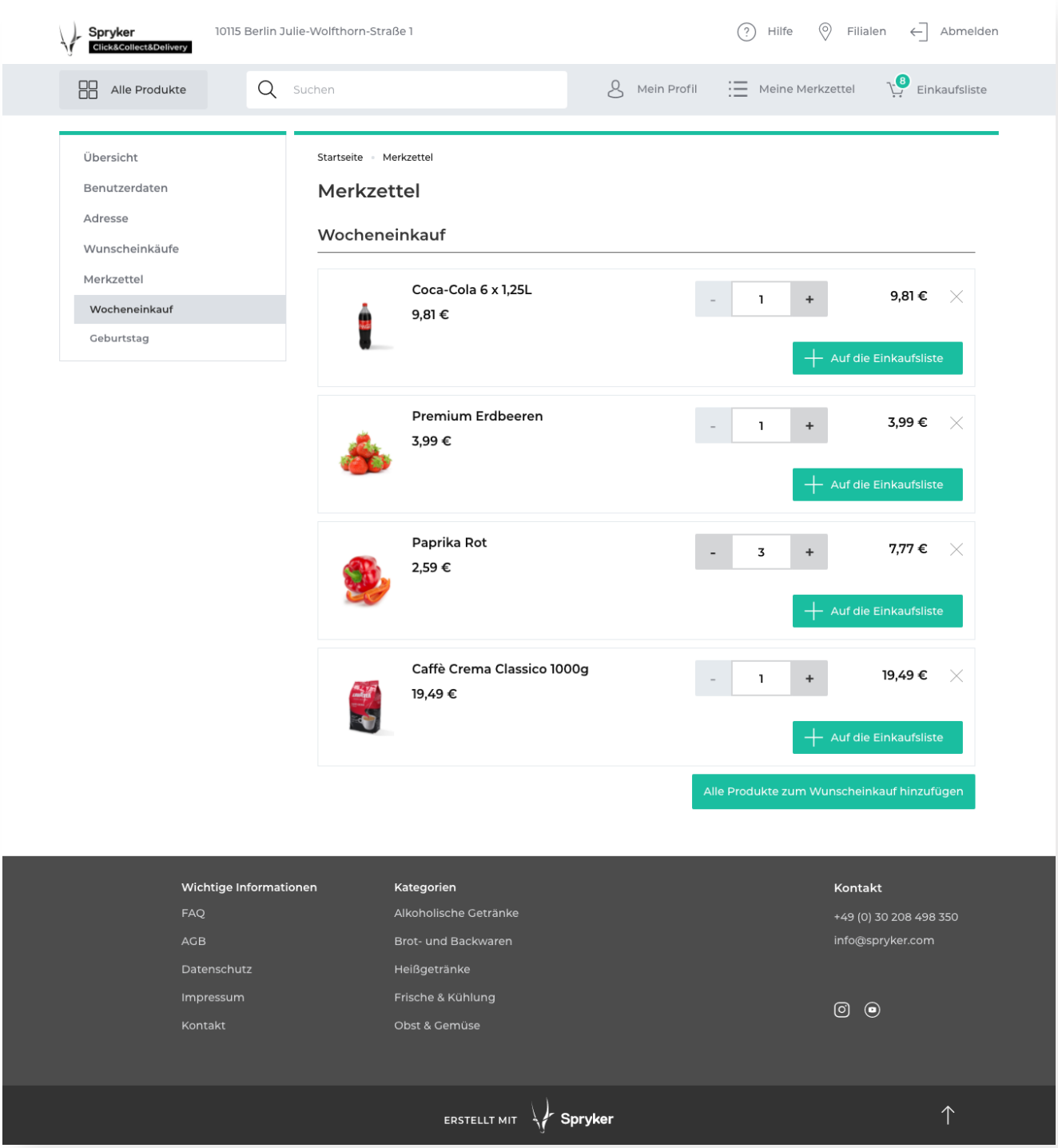
Users can easily keep track of their Shopping Lists by naming each one individually.



Convert Shopping List to Cart

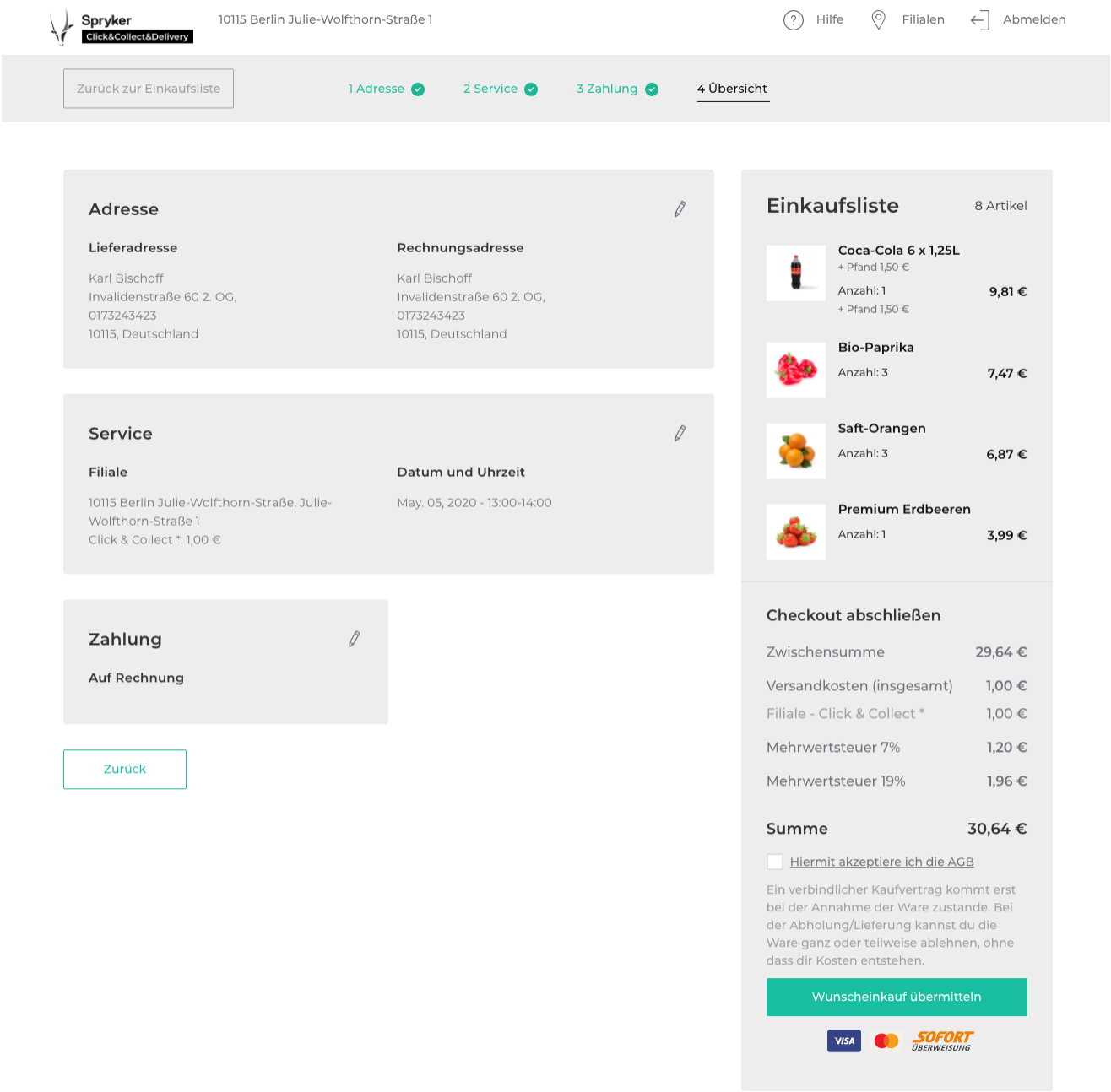
The direct-to-cart function enables your customers to simply add items from their Shopping List to the Shopping Cart with a single click.

There are no restrictions of product quantities in your Shopping List. The same quantity of products in the shopping list will be applied when they are added to the cart.



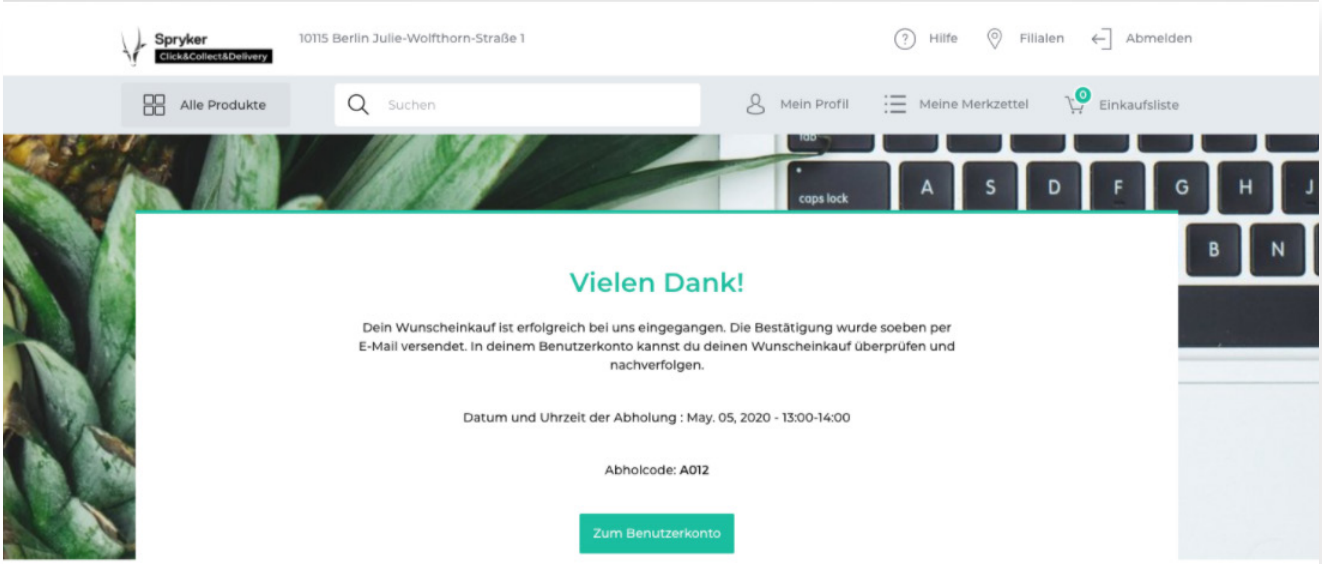
Multi-Step Checkout

The Checkout workflow is a multi-step process that can be fully customized to fit your needs. The standard steps included are: customer registration and login, shipping and billing address, shipment method and costs, payment method, checkout overview and checkout success. You can easily design the process to accommodate different checkout types and to adapt to different preferences, such as one-page checkout or an invoice page replacing the payment page, by means of our step-engine. An important validation step has been added to make sure the customer is logged-in and the correct store is assigned to the order. Furthermore, the checkout flow has been extended with the option to select a time slot.



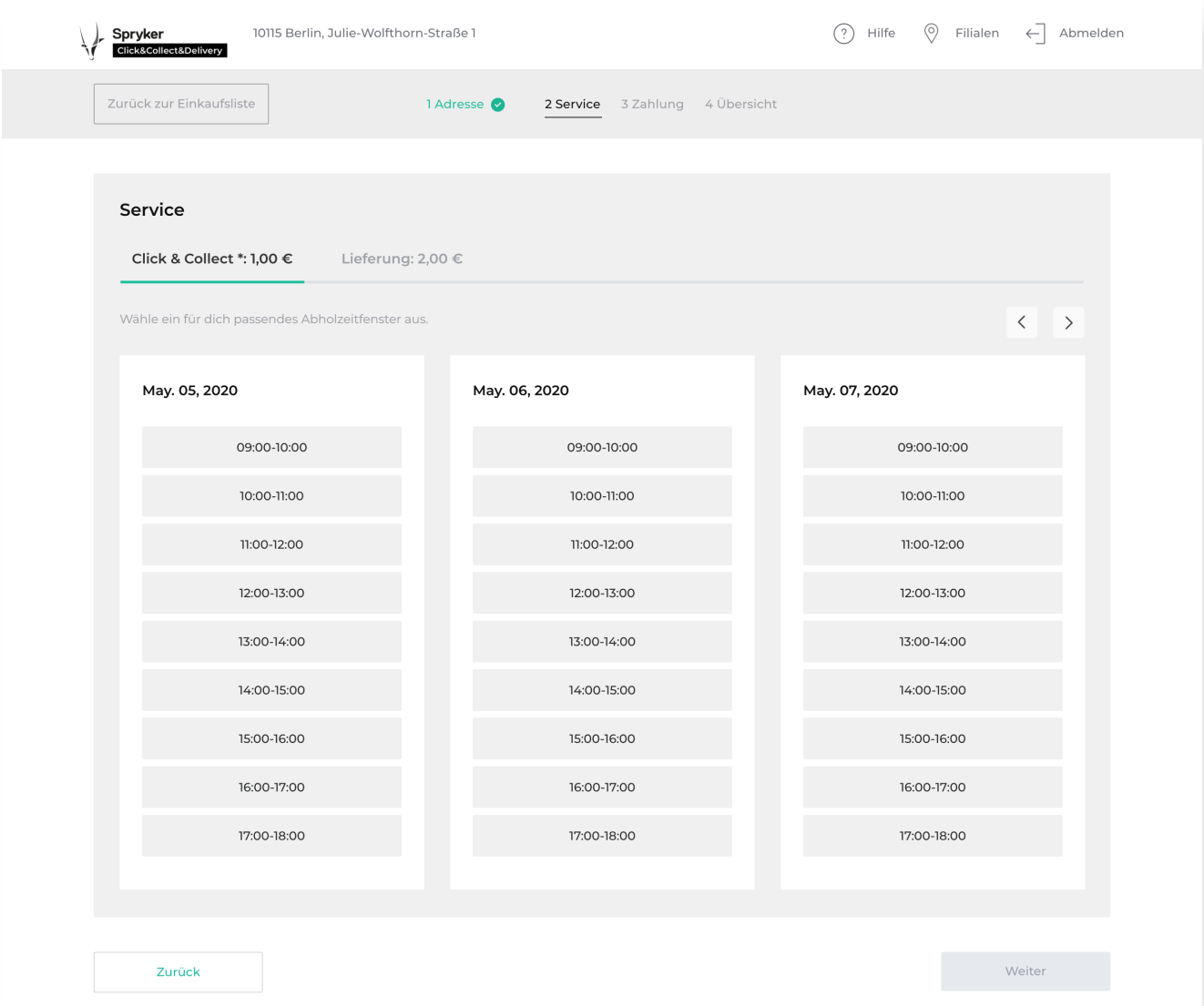
Unique Pick Up Code

Once the customer has completed check-out and chosen the Click & Collect option, a unique 4-digit alphanumeric code will be generated. This code will be shared on the order confirmation page, in the confirmation email and is always available in the order details of the customer account. The code will be used as identification when the customer picks up the order.



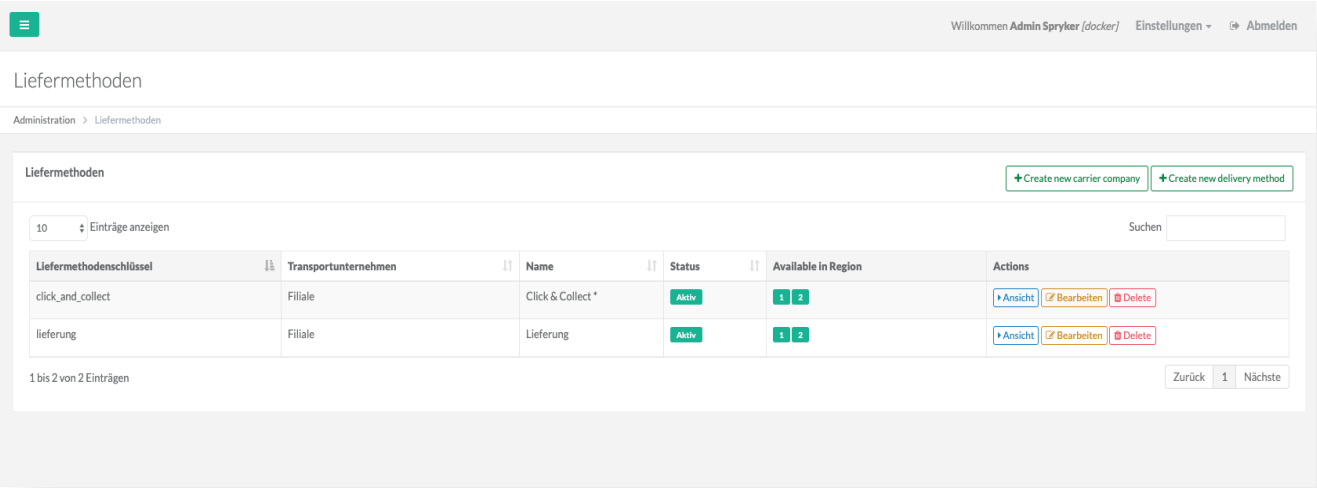
Time Slot for Service Methods

Manage your service offerings easily and control the amount of incoming orders by using time slots. Whether it is delivery or click & collect, time slots can be implemented for both services and are configured by the merchant. A maximum capacity threshold can be set and dictates how many orders can be accepted per slot. Slots are available to the customer for the next five days and they are no longer displayed once the capacity reaches zero. Time slots can be viewed in detail by pickers, cashiers and delivery personal. Time slots become available again in case an order is cancelled



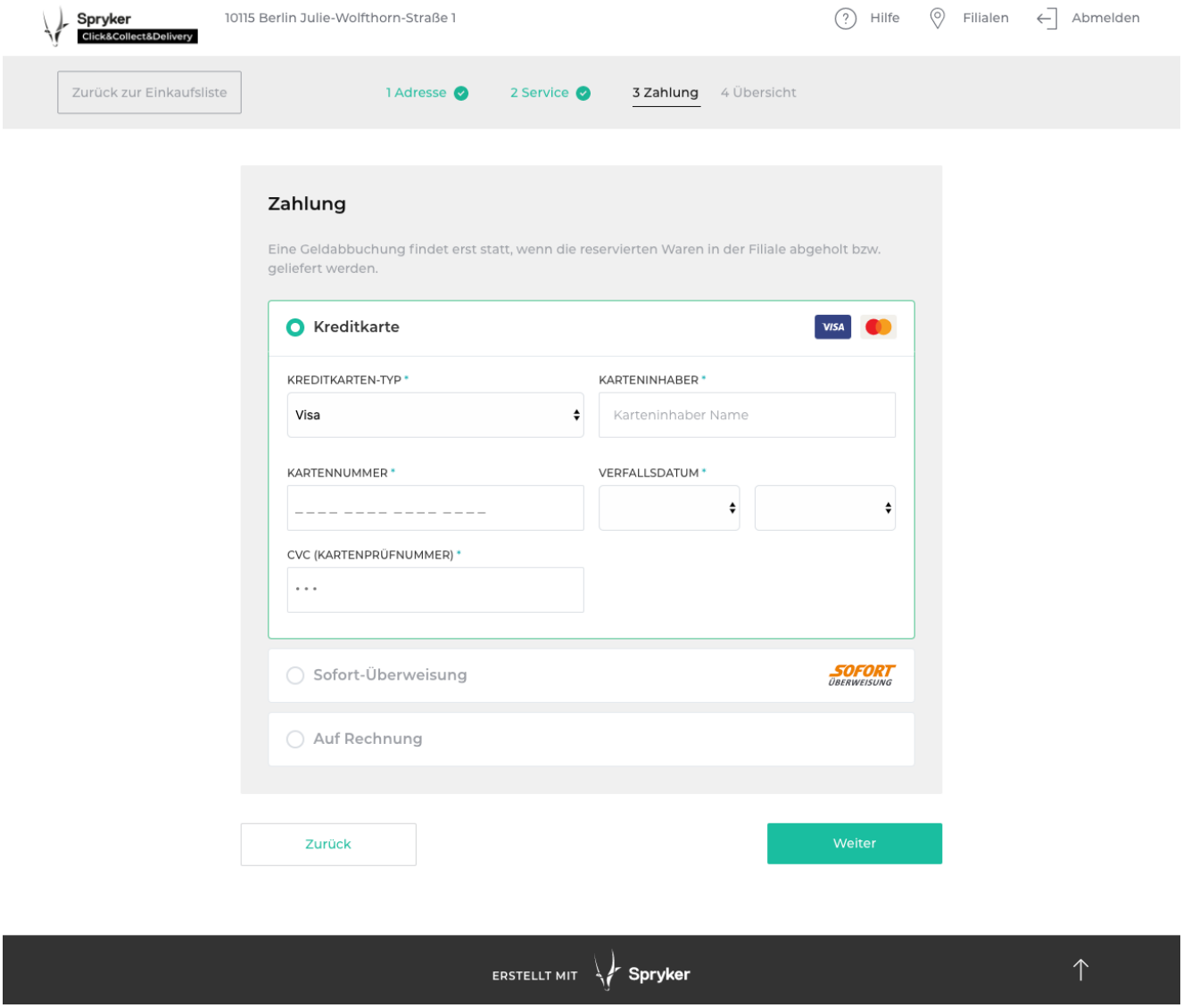
Shipment Carriers & Methods

During the checkout process your customers can easily select their preferred service method, such as click & collect or delivery. You can manage your service methods in the back-end and define their availability. Service methods are extended with the time slot functionality.



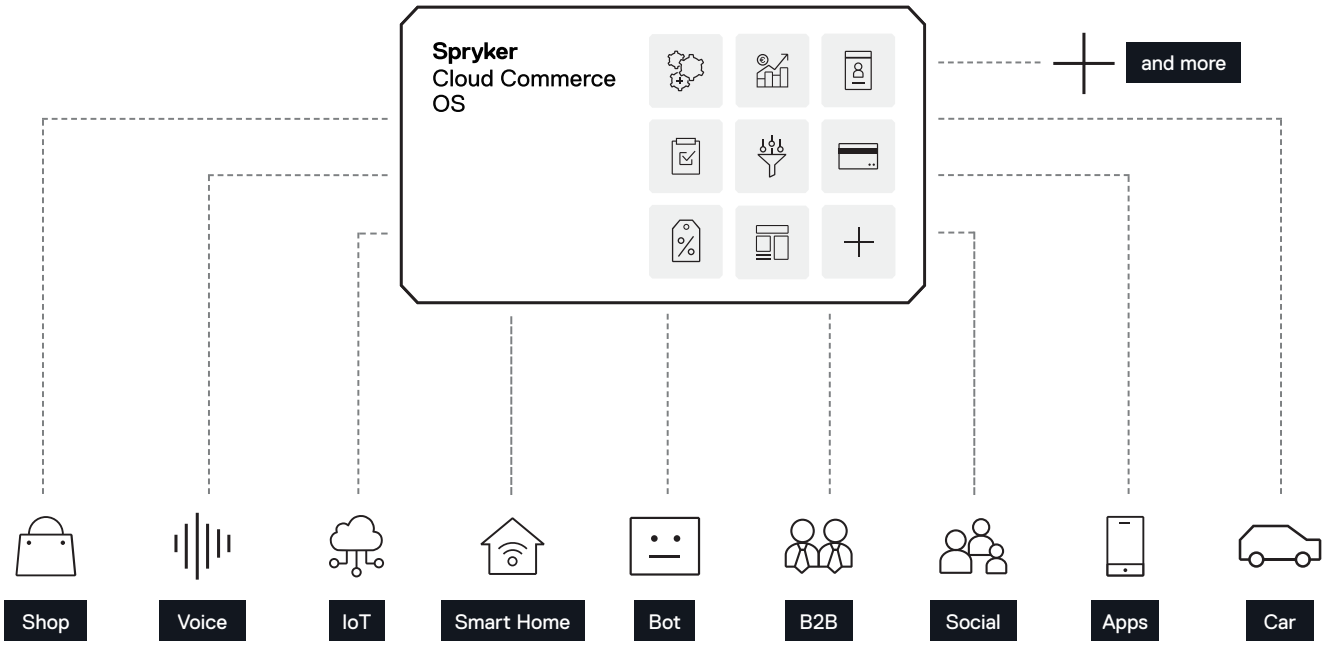
Payment Provider Integration

The Spryker Cloud Commerce OS offers integrations with several payment providers that can be used in the checkout and Order Management. Easily define the availability of a provider based on customer preferences and local regulations and specify the order the providers are displayed in during checkout. A special payment flow has been implemented, which ensures that payments are authorized and captured in the right moment. It is also possible to partially cancel a payment.



Order Processing

With the Spryker Cloud Commerce OS you can process orders from your online store or various external touchpoints, such mobile apps. With the Spryker Cloud Commerce OS you can process orders from your online store or various external touchpoints, such mobile apps. Credit memos and refunds are handled automatically.

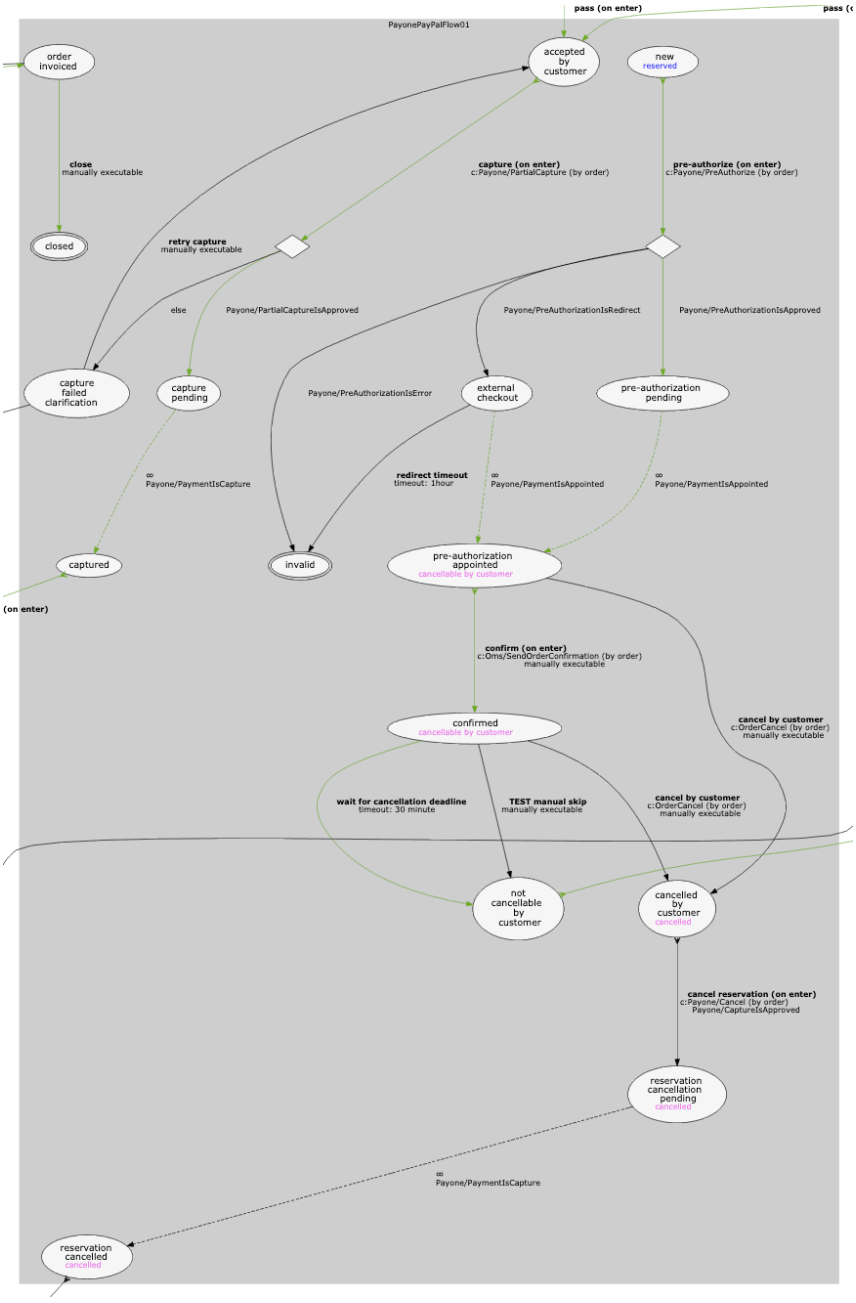


State Machine Modelling

State Machines help you define, execute and visualize predefined and automated complex processes. It can model events that involve performing a predetermined sequence of actions, for example in the order process, e.g. order is being shipped if the payment is successful or a sophisticated picking and delivery process.

You can tailor the State Machine to your needs to trigger certain processes automatically or execute them manually. Errors or bottlenecks can be determined easily with states machines and processes can be optimized with little effort.

The State Machine is used to model every process from payment, sending out the right emails at the right time to handle picking, collecting and delivery.

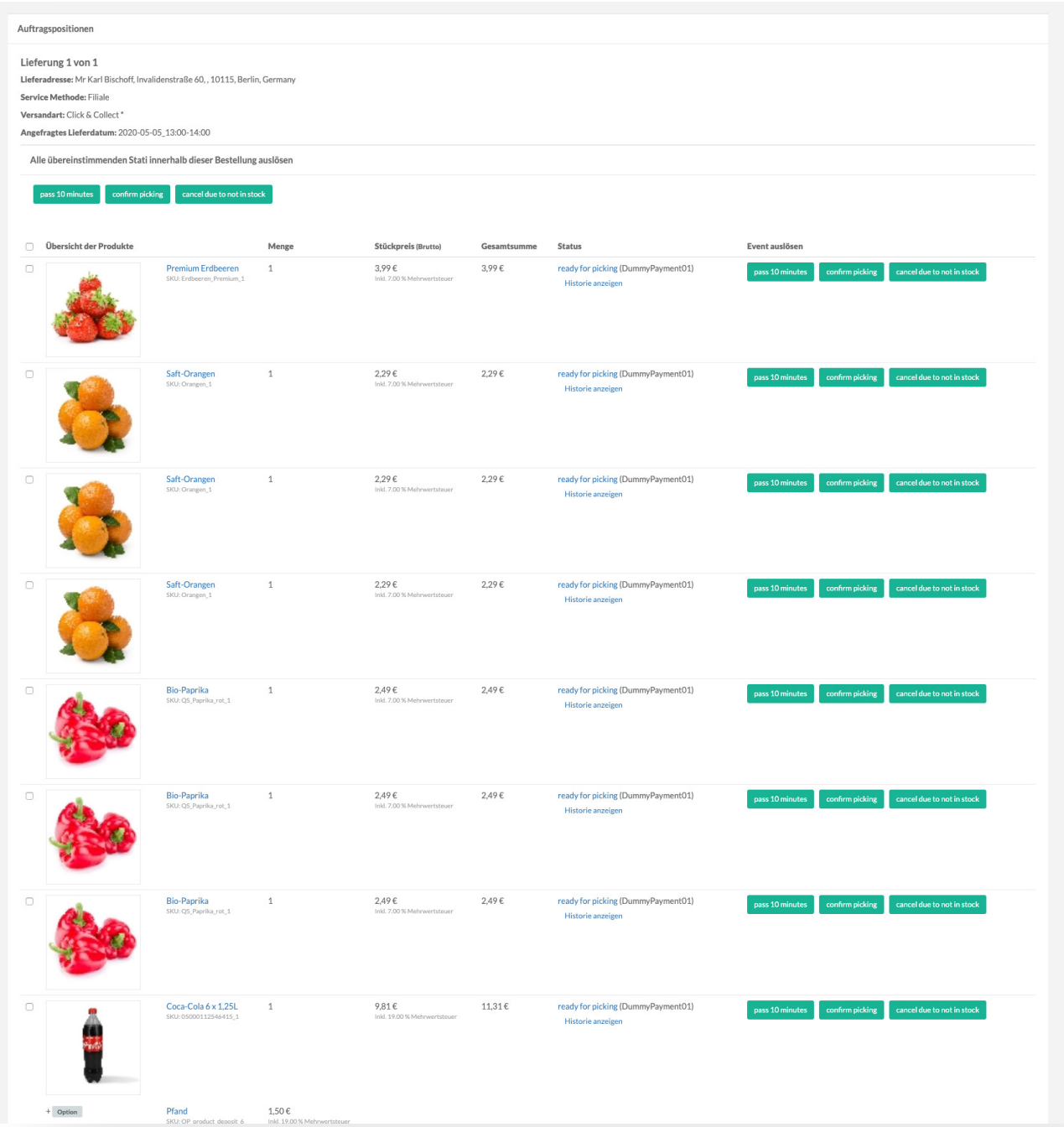


Invoices

Spryker Cloud Commerce OS allows you to automatically create and provide invoices for your customers.

Split-Order Calculation

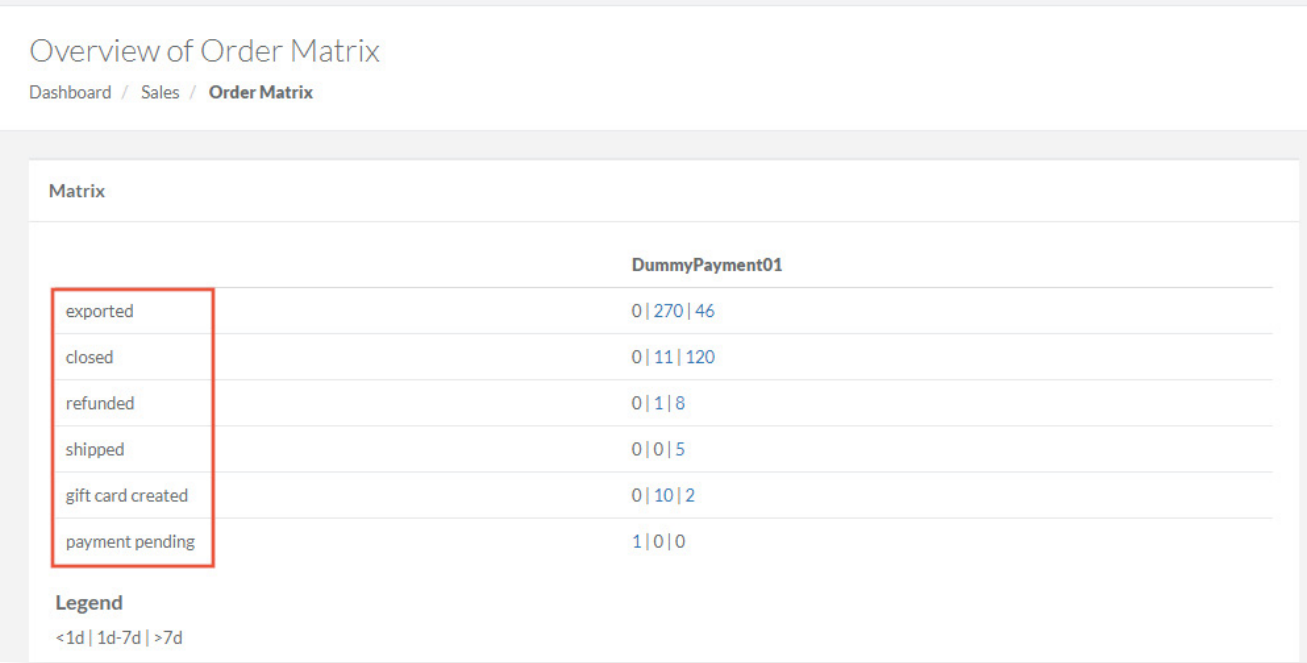
To ease the handling and fulfillment process for you as a store owner, each item purchased by a customer is stored as a separate line-item in the database.



Order Management System (OMS) Matrix

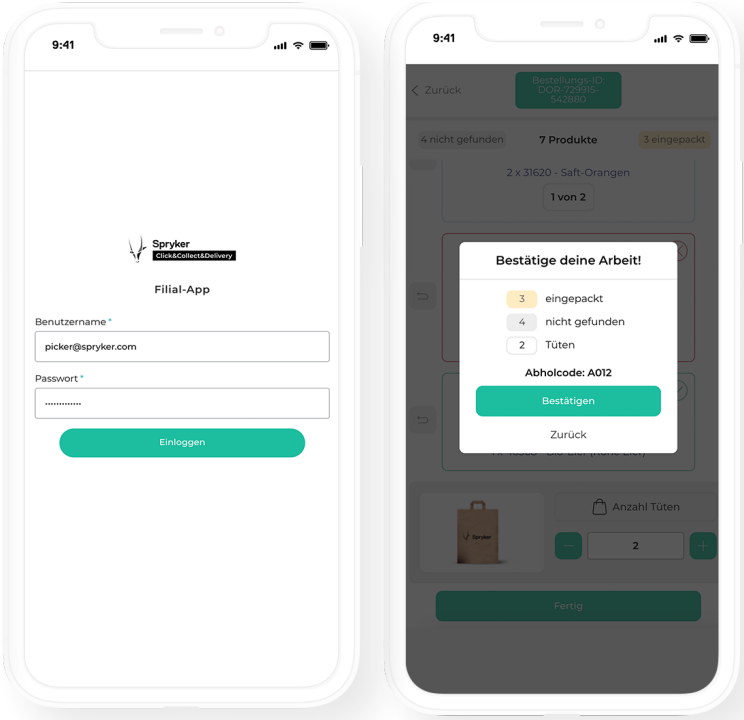
The OMS Matrix gives you a quick overview of all orders and their current statuses, taken from the State Machine. It allows you to see how many order items currently exist in each status and for how long they have been there.

From this overview you can easily go into a details per status and order.
This overview allows you to see when orders are stuck in a delivery status or any other part of the supply chain needs optimization.



Mobile App - Picking

The new app that is to be used on mobile devices offers a variety of functionalities and can be used by employees who compile the order from the lists, called pickers. Access to the app is protected by a login to ensure data security.
A picker can only see and access the orders of the store branch he is assigned to. To navigate through the orders a picker can search through the list of orders by order ID or filter by time slot. The picker can then open an order and start selecting the products on the chosen list. As every store has a different layout and product location, the system can save the best picking route for that particular store. Products are aggregated so it is possible that he only picked 9 out of 10 milks, because the 10th wasn't available. The picker also decides how many bags are being packed and then finishes the picking.
For safety reasons, there is always a confirmation window for the user to confirm his choice and only one picker can handle a specific order at a time.



Pick Lists

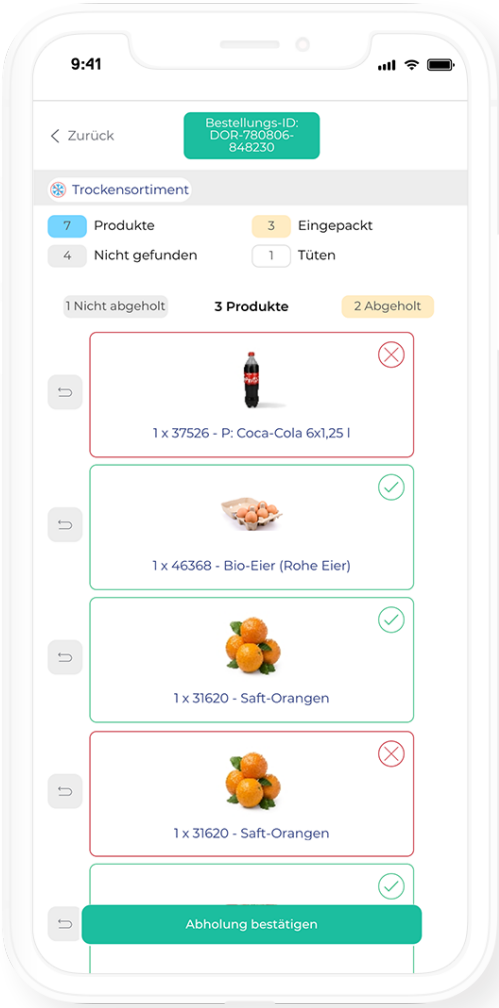
As an addition to the picking app, you can generate and export a pick list as PDF and HTML by selecting a date and store in the back-end.

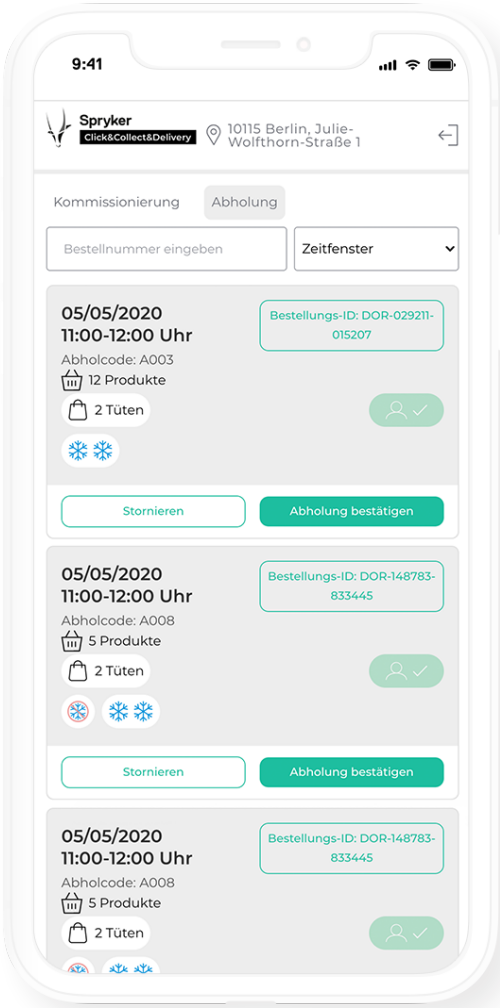
The list entails the following information:

- Date of the Order
- Order ID
- Customer ID
- Article Description
- Type of Article
- Quantity
- Notes

Mobile App - Collecting

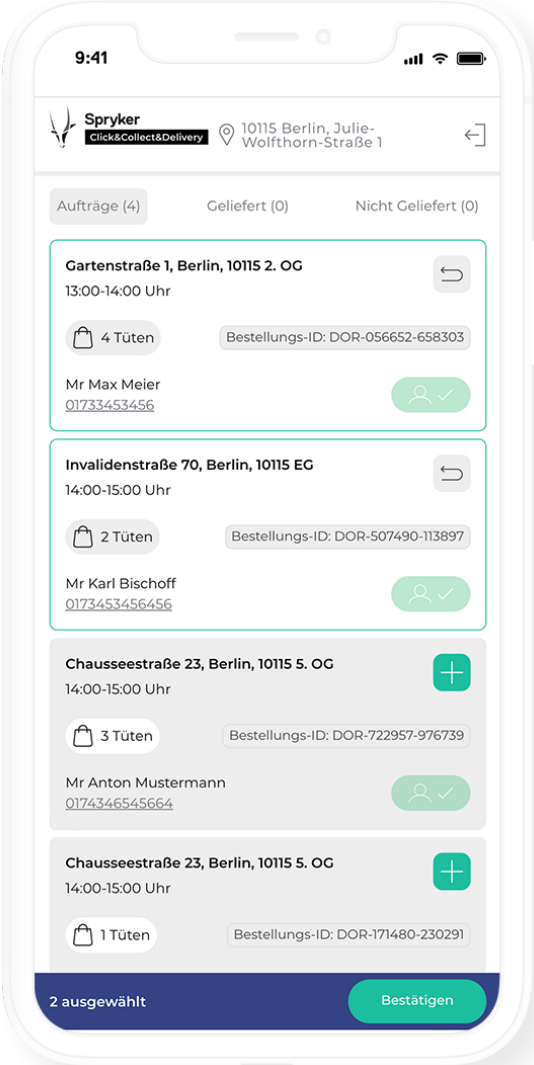
Another functionality of the mobile app is the Collecting Functionality.
Pickers are often also the people that hand over the bags to the customers. Therefore, a picker can see the content of the orders, the order ID, the customer name and the time slot when the customer comes will retrieve the order. Every order has a unique 4-digit alphanumeric code, which is only known to the picker and the customer. Once the customer arrives, he/she can verify the order by sharing their unique 4-digit code. After the customer has left, the picker can change the status of each order to picked up or cancelled in the case where a customer did not show. Even partial cancellation is possible in case the customer rejects one or more items upon pick-up.

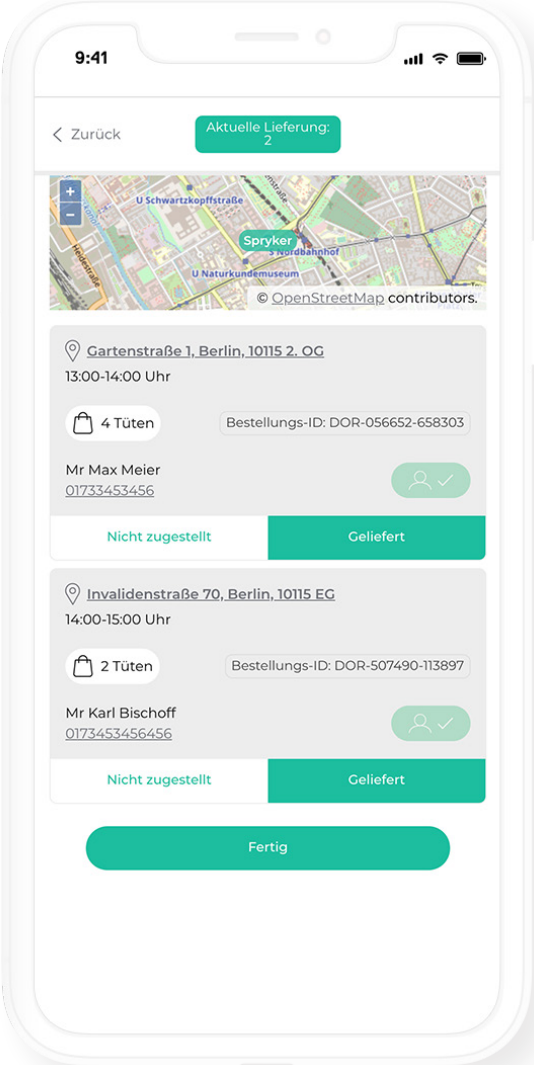




Mobile App - Delivery

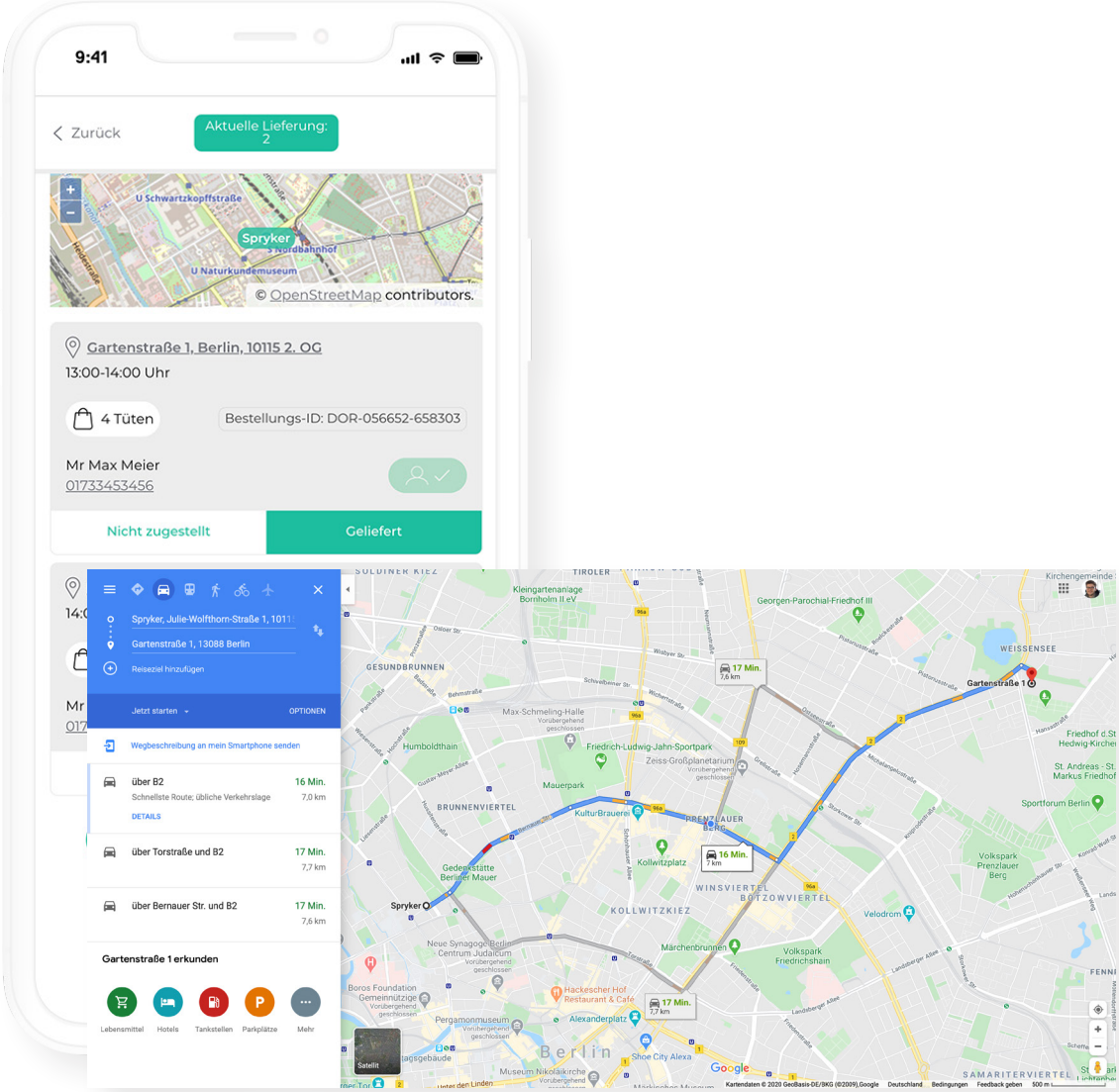
The mobile app is also used for the delivery service. The employee carrying out the deliveries is a different user within the app and only has access to deliveries of the store branch he/she has been assigned to.
Once signed-in, the employee sees a map for assistance and all the available orders, addresses and time slots. The orders can be filtered by time slots as well. The employee can select as many orders as he/she intends to deliver and presses a start button to begin the deliveries. At the end, each order status has to be changed to delivered or not.





Route Planning

An additional functionality of the mobile app is planning and mapping out the delivery route for the delivery personnel. With the click of a button a mapping service opens and the driver sees the new address, the distance, and expected time to reach the address of the next customer.



Manage Transactional Emails

Keep your customers updated with a variety of emails you can either send via the internal SMTP system or an external email provider of your choice.
Automated emails regarding order status, shipping or transactions are just a few examples of how you can support the purchase process and increase brand loyalty.

Emails that can be send out:

- Registration confirmation
- Password forgotten
- Orders is ready to be collected
- Order confirmation
- Items are missing and could not be picked
- Your order was collected
- Invoice
- Refund/ order was not collected
- Email to the store branch with the next day's orders

Exceptional Performance

Spryker Cloud Commerce OS is a high-performing solution that has a proven track record of exceeding client expectation in flexibility and speed. Benefit from <1 second loading times which improves indexing, and aid in new customer acquisition through improved SEO features.
Customer acquisition and retention should be top of mind, and Spryker makes this easy with the ability to boost SEO ranking by adding meta data information to content like titles, keywords and descriptions; Improve customer retention by creating landing pages for marketing campaigns, product promotions, categories and other purposes like weekly shopping deals; Increase search visibility overall using URL Redirects which link your in-store items to an external site, playing a major role in search engine ranking, just to name a few.

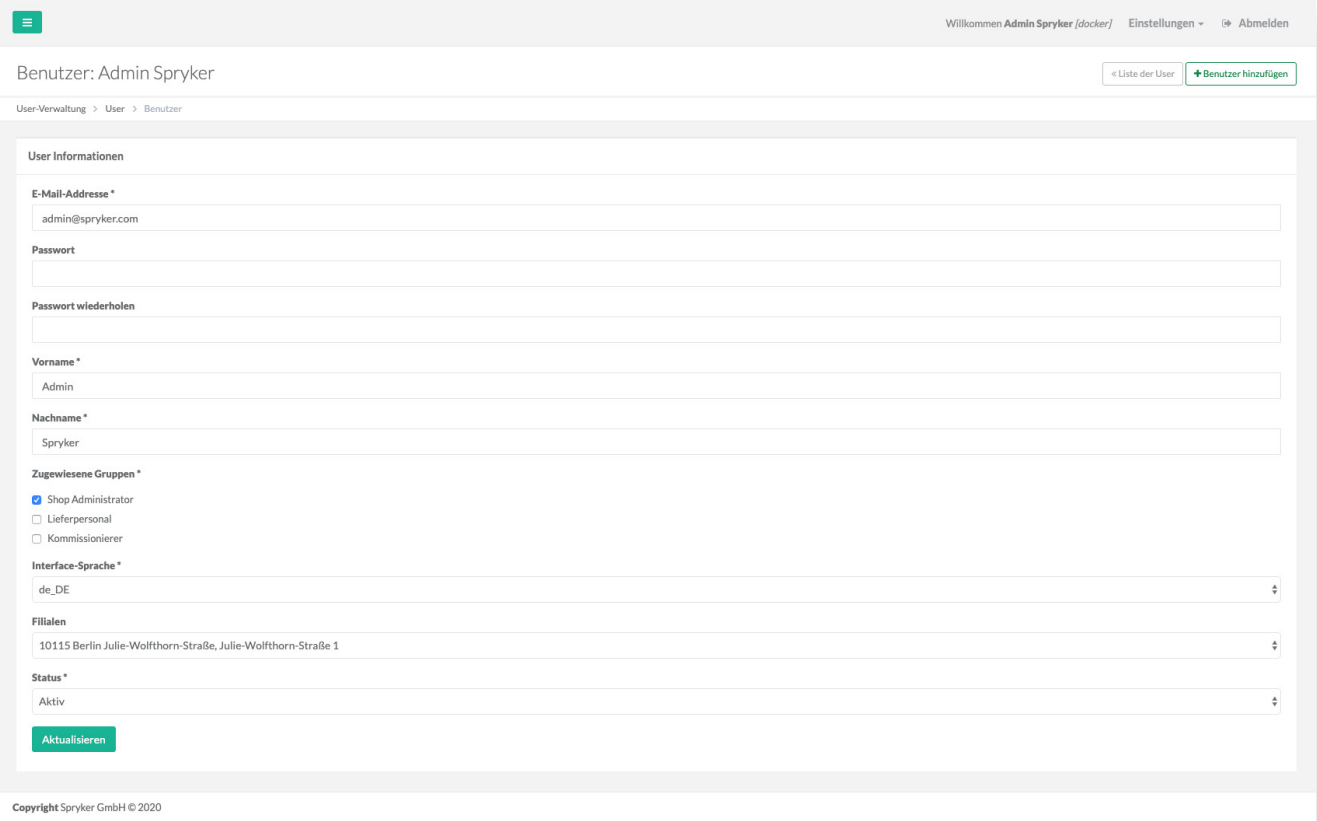
Back Office

Manage all Back Office tasks in the Administration Interface. Here, you can extend your catalog and navigation, create content, maintain price, tax and currency options, check orders and much more. Furthermore, you can manage user and administrator accounts as well as stores, warehouses, shipment, and payment methods.

Permission & ACL Management

Clearly define access permissions and roles of all Administration Interface users where needed and set initial passwords.

Easily control who has access to the Administration Interface and which tasks they can perform by defining custom user permissions, roles and groups. Roles for picker and delivery personal are created.



Manage Tax Rates & Sets

Align your business with international tax standards by defining tax rates and sets. Determine country-based tax rates for products, options, and shipments that will automatically be applied to the respective shops. Group and name a set of tax rates that apply to certain product groups and countries, and easily import predefined tax rates and sets.

List of tax sets

Show 10 entries Search:

Tax set ID	Name	Created at	Actions
5	Tax Exempt	Apr. 19, 2018 17:13	Edit View Delete
4	Shipment Taxes	Apr. 19, 2018 17:13	Edit View Delete
3	Communication Electronics	Apr. 19, 2018 17:13	Edit View Delete
2	Smart Electronics	Apr. 19, 2018 17:13	Edit View Delete
1	Entertainment Electronics	Apr. 19, 2018 17:13	Edit View Delete

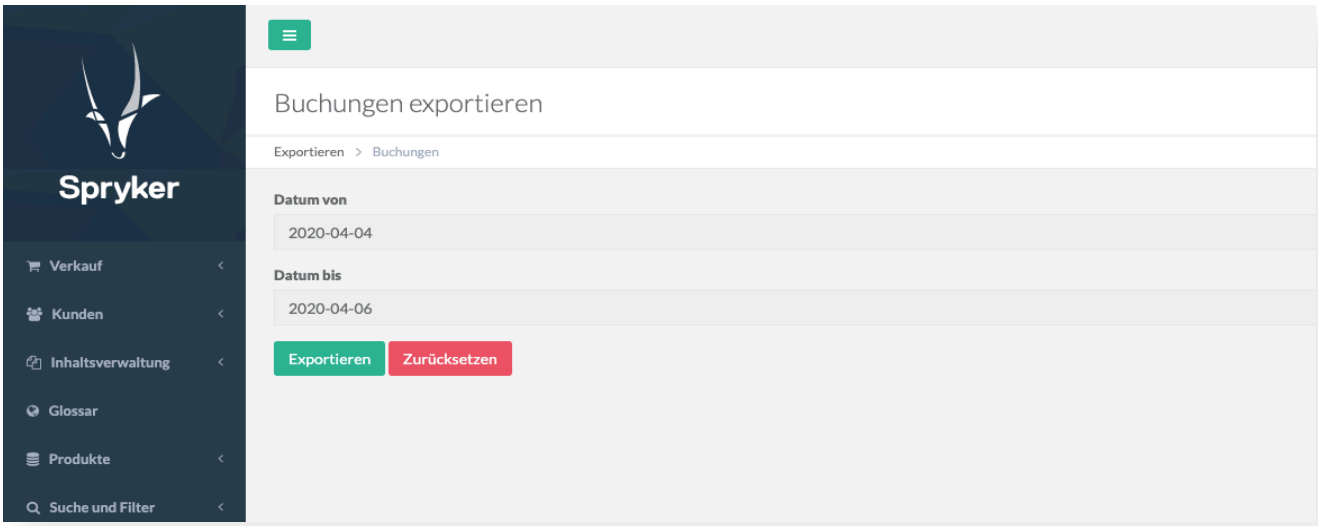
Postings Export

The Posting Export is a functionality in the back-end that allows the user to export a pre-defined Excel report of the postings regarding invoices for their external accounting or ERP systems for further processing. The user simply has to select the date of the order. The report takes two parameters: from_date and to_date and all the invoices between those dates will be included in the report.

The Excel file contains the columns

- invoice number
- invoice date
- net amount of all articles with 0% tax
- net amount of all articles with 7% tax
- net amount of all articles with 19% tax
- tax amount of all articles with 7% tax
- tax amount of all articles with19% tax

For each invoice considered in the report, a single row is generated.



DivNo	StoreNo	InvoiceDate	InvoiceNo	Net 0%	Net 7%	Net 19% excluding deposit and service fee	Tax 7%	Tax 19% excluding deposit and service fee	Gross 0%	Gross 7%	Gross 19% excluding deposit and service fee	Net deposit	Tax Deposit	Gross Service Fee
15	1	43916	17001345234	0	13,08	3,35	0,92	0	0	14	3,99	1,26	0,24	2,9
20	3	43915	79934534563	0	2,52	0	0,18	0	0	2,7	0	0	0	2,9

Point of Sale (PoS) Export

The PoS Export is a functionality in the back-end that allows the user to export the entire list of customer orders. JSON format is supported to subsequently import this data into the store PoS and continue the process there. The user simply has to select the date range.

```
19                  "item_positions":[
20                      {
21                          "product_code":32701,
22                          "gtin":null,
23                          "quantity":1,
24                          "gross_unit_price":159,
25                          "position_gross_amount":159,
26                          "tax_rate":7,
27                          "deposit":
28                          {
29                              "deposit_quantity":0,
30                              "deposit_gross_unit_price":0,
31                              "deposit_gross_amount":0,
32                              "deposit_tax_rate":0
33                          }
34                      },
35                      {
36                          "product_code":60633,
37                          "gtin":null,
38                          "quantity":1,
39                          "gross_unit_price":99,
40                          "position_gross_amount":99,
41                          "tax_rate":7,
42                          "deposit":
43                          {
44                              "deposit_quantity":0,
45                              "deposit_gross_unit_price":0,
46                              "deposit_gross_amount":0,
```

ERP Export

This export is a list of all items sold per division. It includes data on division number (region), store number (store branch), article number, the amount of products purchased during the day, tax, and bottle deposit.

Gesellschaft	Filiale	Rechnungsdatum	Rechnungsnummer	Bestellnummer	Kundennummer	Artikelnummer	Menge	Bruttobetrag exklusive Pfand	Steuersatz	Bruttobetrag Pfand
41	83	30.04.20	SPRYKER-CCDD-2	CCDD-252195-935303	CCDD-112	3052	1	19,49	19	0
41	83	30.04.20	SPRYKER-CCDD-2	CCDD-252195-935303	CCDD-112	7255	3	6,72	7	0
41	83	30.04.20	SPRYKER-CCDD-2	CCDD-252195-935303	CCDD-112	3028	3	31,47	19	0
41	83	30.04.20	SPRYKER-CCDD-1	CCDD-256501-737600	CCDD-118	3185	1	3,29	19	0
41	83	30.04.20	SPRYKER-CCDD-1	CCDD-256501-737600	CCDD-118	3365	1	2,69	19	0
41	83	30.04.20	SPRYKER-CCDD-1	CCDD-256501-737600	CCDD-118	3344	1	4,49	19	0
41	83	30.04.20	SPRYKER-CCDD-1	CCDD-256501-737600	CCDD-118	3122	1	2,99	19	0
41	83	30.04.20	SPRYKER-CCDD-1	CCDD-256501-737600	CCDD-118	3113	1	7,49	19	0
41	83	30.04.20	SPRYKER-CCDD-1	CCDD-256501-737600	CCDD-118	3028	1	10,49	19	0
41	83	30.04.20	SPRYKER-CCDD-1	CCDD-256501-737600	CCDD-118	3052	1	19,49	19	0
41	83	01.05.20	SPRYKER-CCDD-3	CCDD-407190-210577	CCDD-130	60560	3	14,94	7	0
41	83	01.05.20	SPRYKER-CCDD-3	CCDD-407190-210577	CCDD-130	37526	1	9,81	19	1,5
41	83	01.05.20	SPRYKER-CCDD-3	CCDD-407190-210577	CCDD-130	31620	2	4,58	7	0
41	83	01.05.20	SPRYKER-CCDD-5	CCDD-385471-804749	CCDD-137	3185	1	3,29	19	0
41	83	01.05.20	SPRYKER-CCDD-5	CCDD-385471-804749	CCDD-137	3122	1	2,99	19	0
41	83	01.05.20	SPRYKER-CCDD-5	CCDD-385471-804749	CCDD-137	3113	1	7,49	19	0
41	83	01.05.20	SPRYKER-CCDD-5	CCDD-385471-804749	CCDD-137	3028	1	10,49	19	0
41	83	01.05.20	SPRYKER-CCDD-5	CCDD-385471-804749	CCDD-137	3052	1	19,49	19	0
41	83	01.05.20	SPRYKER-CCDD-6	CCDD-526993-364908	CCDD-108	31620	2	4,58	7	0
41	83	01.05.20	SPRYKER-CCDD-6	CCDD-526993-364908	CCDD-108	46368	1	4,04	7	0
41	83	01.05.20	SPRYKER-CCDD-6	CCDD-526993-364908	CCDD-108	37526	1	9,81	19	1,5
41	83	01.05.20	SPRYKER-CCDD-4	CCDD-449591-481304	CCDD-140	55356	1	12,53	19	0
41	83	01.05.20	SPRYKER-CCDD-4	CCDD-449591-481304	CCDD-140	10337	1	12,53	19	0
41	83	01.05.20	SPRYKER-CCDD-4	CCDD-449591-481304	CCDD-140	8165	1	13,49	19	0
41	83	01.05.20	SPRYKER-CCDD-4	CCDD-449591-481304	CCDD-140	55358	1	14,03	19	0
41	83	01.05.20	SPRYKER-CCDD-4	CCDD-449591-481304	CCDD-140	700398	1	19,49	7	0
41	83	04.05.20	SPRYKER-CCDD-7	CCDD-426903-750124	CCDD-143	49499	1	1,79	7	0
41	83	04.05.20	SPRYKER-CCDD-7	CCDD-426903-750124	CCDD-143	49499	1	1,79	7	0
41	83	04.05.20	SPRYKER-CCDD-7	CCDD-426903-750124	CCDD-143	35433	1	6,44	7	0
41	83	04.05.20	SPRYKER-CCDD-7	CCDD-426903-750124	CCDD-143	60634	1	0,99	7	0
41	83	04.05.20	SPRYKER-CCDD-7	CCDD-426903-750124	CCDD-143	52856	1	4,49	7	0
41	83	04.05.20	SPRYKER-CCDD-7	CCDD-426903-750124	CCDD-143	36368	1	2,99	7	0
41	83	04.05.20	SPRYKER-CCDD-7	CCDD-426903-750124	CCDD-143	7326	1	1,49	7	0

Importer

Easily import your business logics and data, such as Product Information, Customer Base, Categories and many more into the Spryker Cloud Commerce OS. All product and category data can be imported in just one file. Moreover, all data related to regions and stores can be imported as well.

Delivery Route Optimization

Spryker Cloud Commerce OS optimizes the picking route for your delivery service. At the end of the business day, once every customer has completed their online order and chosen a time slot, all the orders are processed through the Spryker GLUE API. The Delivery Route Optimization feature then puts together a schedule for the next day with the best delivery route and expected timeframe. As a result, the store branch knows how many delivery tours are happening and which orders will be delivered at what time. The delivery driver can pick a specific route via his mobile app and once a tour starts, the driver's location will be available on the order detail page. This way the customer can stay informed about the status of the delivery and follow how many stops the driver still has to make. Only the customers that are served in the started route can see the map with the driver location. The customer can also be updated via text message or email. An order can be accepted or declined. If customer is not at home, the order will be taken back to the hub.

To ensure the privacy of every customer by not disclosing the exact location of each delivery, the driver is only sending location updates while on the road and never during a delivery.

Appendix

Spryker B2C Suite

Product Management
Features: Product Attributes, Product Abstraction, Super Attributes, Product Groups, Product Bundles, Product Sets, Product Relations, Product Options, Dynamic Product Labels, Timed Product Availability, Product Detail Page, Product Labels, Alternative Products, Discountinued Products

Packaging & Measurement Units
Features: Packaging Units, Measurement Units

Cross-sell & Upsell
Features: Product Relations, Upsell, Cross-selling

Catalog Management
Features: Category Management, Product to Category Association, Define Category Hierarchy, Product Catalog Management, Category Pages

Navigation
Features: Hierarchical Navigation, Product Based Shop Navigation,Content Based Shop Navigation

Search & Filter
Features: Filters & Search by Category, Full-Site Search, Multi-Language Search, Textual Search, Standard Filters, Dynamic Filters & Facets

SEO
Features: Meta Tags, Landing Pages, URL Redirects

CMS (Content Management System)
Features: CMS Templates & Slots, CMS Blocks, CMS Pages, Content Item, Customizable CMS Templates, CMS Default Functionalities

Media Management
Features: Product Image Management, Image Hosting, Asset Management, Video Embedding

Internationalization
Features: Multiple Store Setup, Multiple Currencies per Store, International Tax Rates & Sets, Glossary Creation

Price
Features: Autodetect of Currency, Volume Prices, Net & Gross Price Mode, Scheduled Prices

Tax
Features: Manage Tax Rates & Sets, International Tax Rates & Sets

Promotions & Discounts
Features: Discount Engine, Vouchers, Product Promotions, New Product Indication, Time Limited Offers

Wish List
Features: Multiple Wish Lists, Named Wish Lists, Convert Wish List to Cart

Cart
Features: Cart Functionality & Calculations, Cart Rules & Discounts, Minimum Order Value, Split-Order Calculation

Shipment
Features: Shipment Carriers & Methods, Multiple Currencies for Shipments, Shipment Calculation Rules, Split Delivery

Payment
Features: Payment Provider Integration, Multiple Payment Methods per Order, Refund Management

Gift Cards
Feature: Gift Cards Purchase & Management

Checkout
Features: Multi-Step Checkout, Define Payment & Shipment Methods

Ratings & Review
Feature: Ratings & Reviews

Mailing & Communication
Features: Manage Transactional Emails, Newsletter Subscription, Availability Notifcation, Comment Widget

CRM (Customer Relationship Management)
Features: Customer Accounts, Login & Registration Forms, Password Management, Customer Groups

Order Management
Features: State Machine Modelling, Order Management System (OMS) Matrix, Reorder, Order Processing, Reclamations & Refunds

Inventory Management
Features: Stock & Availability Management, Multiple Warehouse Stock Management

Back Office
Features: Administration Interface Management, Data Protection, Permission & ACL Management, Manage Customer Accounts, Manage Company Accounts, Dashboard

Multi-Channel
Features: Multiple Touchpoint Integrations, Responsive Design

SDK
Features: Development Tools, Spryk Code Generator, Importer, Development Virtual Machine, Docker Containers & Console, CSS Class Customization, Cronjob Scheduling

Technology Partner Integrations
Features: External Integrations

Demo Shops
Features: B2B Demo Shop, B2C Demo Shop

Spryker LINK Middleware
Features: Spryker LINK Middleware

Spryker

Do you want to learn more about commerce best practices and innovative digital solutions?

Visit

spryker.com

Contact

hello@spryker.com

Click&Collect - Delivery for Groceries, DIY, Pharmacies, etc. Feature Catalog

Spryker Systems GmH
Julie-Wolfthorn-Straße 1
10115 Berlin / Deutschland

M hello@spryker.com
W spryker.com

© Copyright 2020

All contents, in particular texts, photographs and graphics are protected by copyright. All rights, including reproduction, publication, editing and translation, are reserved, Spryker Systems GmbH, Julie-Wolfthorn-Str. 1, 10115 Berlin, Germany.