



| E-FOOD AND SUPERMARKET LOGISTICS

Building the future of food retailing together

TOWARDS E-FOOD WITH WANZL

Logistics of the future in food retailing

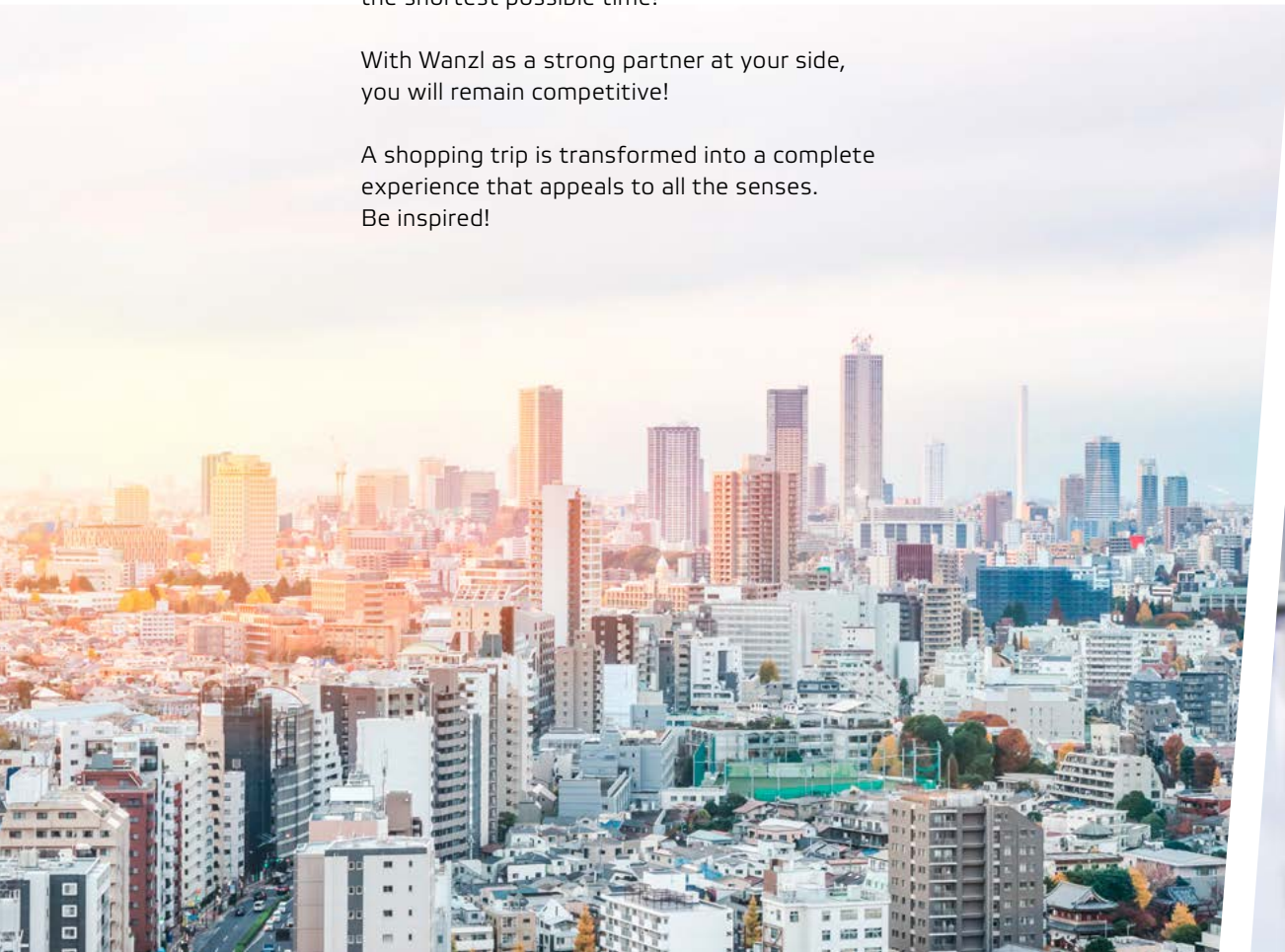
What is the future of food retailing?
What's happening in brick-and-mortar retail?
What does the customer of tomorrow want?

Retail means change: this was already the case back when the first supermarkets opened their doors and replaced corner shops. And it still applies today. Megatrends such as urbanisation, digitalisation and automation influence buying and customer behaviour. Online and offline channels are merging rapidly. This creates opportunities for retailers:

Take advantage of the proximity to your customers and fulfil wishes and needs within the shortest possible time!

With Wanzl as a strong partner at your side, you will remain competitive!

A shopping trip is transformed into a complete experience that appeals to all the senses. Be inspired!



↑ URBANISATION

// Megatrends in retail: urbanisation, digitisation and online retail, automation //



← DIGITISATION AND RETAIL
↓ AUTOMATION



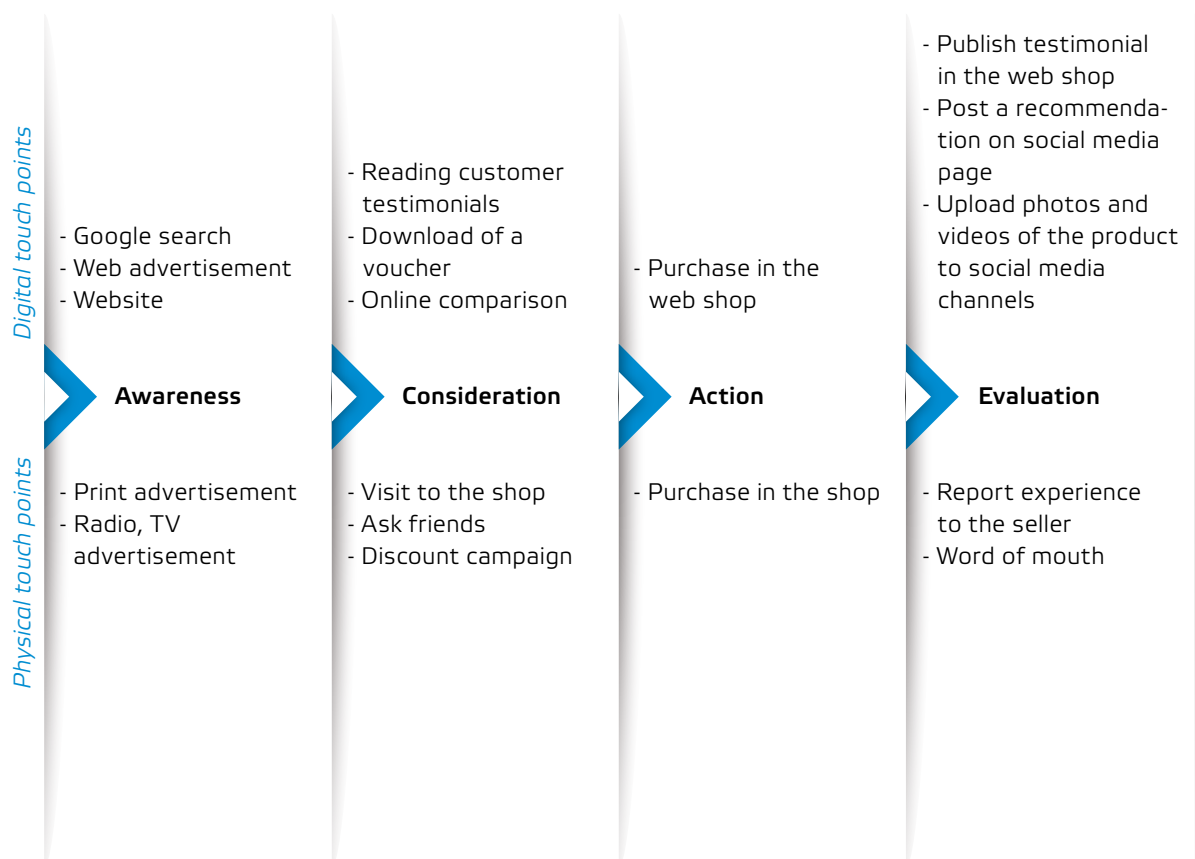


PHYSICAL TOUCHPOINTS DIGITAL TOUCHPOINTS

CHANGES IN BUYING BEHAVIOUR

The customer journey is becoming more varied!

Individual steps of the purchasing phase:

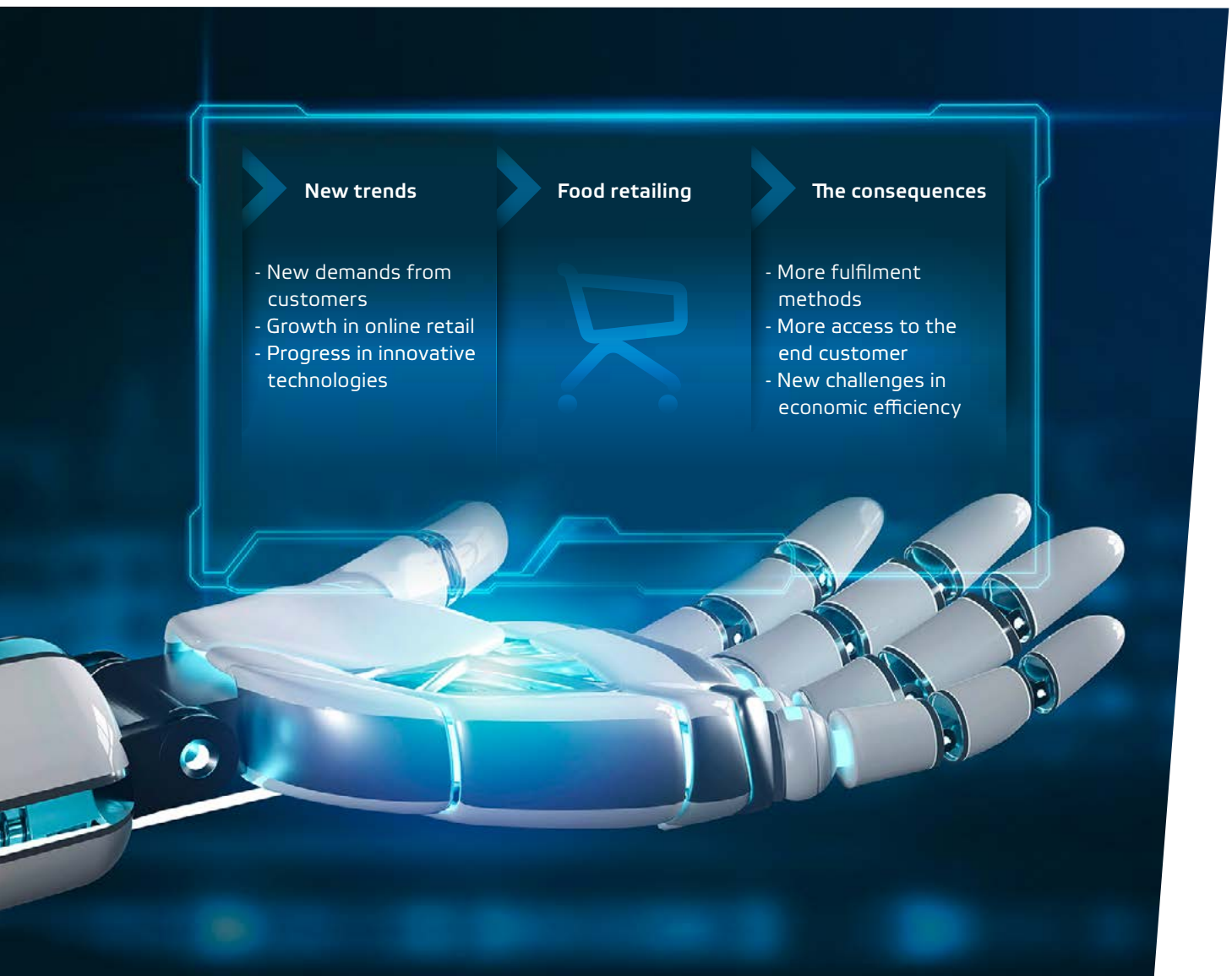


CHANGES IN BUYING BEHAVIOUR

What does this mean for logistics as a background process?

■ **Logistics requirements are becoming greater and more complex.**

Besides warehouses and branches, deliveries will in future also have to be made to pick-up stations and end customers at home or at work. More than ever, an efficient supply chain is becoming the linchpin for the growth of retailers.

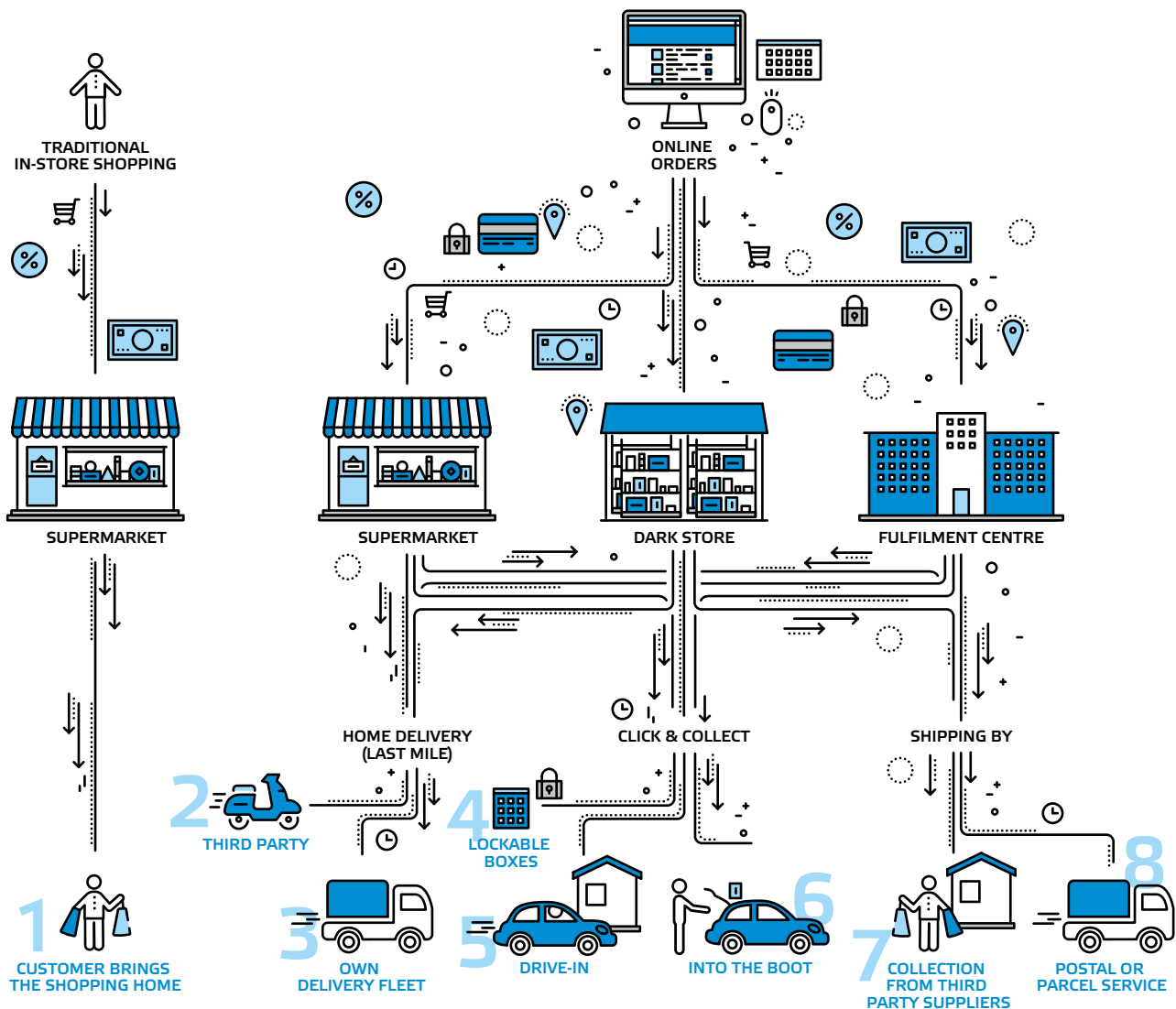


NEW APPROACHES IN FULFILMENT

The eight most popular models in global food retailing

■ There are currently eight fulfilment models that are most frequently implemented in food retailing worldwide. For all of them, an agile supply chain is the driving force. It connects online and offline business. The decisive success factors are profitability, efficiency and quality.

Wanzl keeps you in touch with the latest trends. We advise and develop the best solutions together with you, individually tailored to your application and your needs.



| MEGATRENDS – A CHALLENGE AND AN OPPORTUNITY AT THE SAME TIME

Urbanisation

■ **More and more people are moving to the city**, space is becoming increasingly scarce and property prices are rising. Large retail spaces with sufficient parking facilities are therefore difficult to find or afford. Smaller shop formats will ensure supply in the inner-city area. However, inner-city traffic is increasing, with deliveries to stores increasingly taking place outside rush hours or even at night. Here, it is important that noise emissions are kept to a minimum – especially for supermarkets in residential areas. In many countries this is a legal requirement.

*// Our solutions:
quieter and quicker deliveries //*

↑ LOW-NOISE ROLL CAGES

Non-cushioned castors on roll cages are particularly noisy, as they transmit every impact to the metal frame. If required, we can equip your roller cages with low-noise rollers that provide noise suppression of up to 10 dB. The hard tread guarantees easy handling and a consistent load capacity. In addition, we offer plastic caps as floor dampers for some roll cages.



→ **MOBILE WORKSTATION**

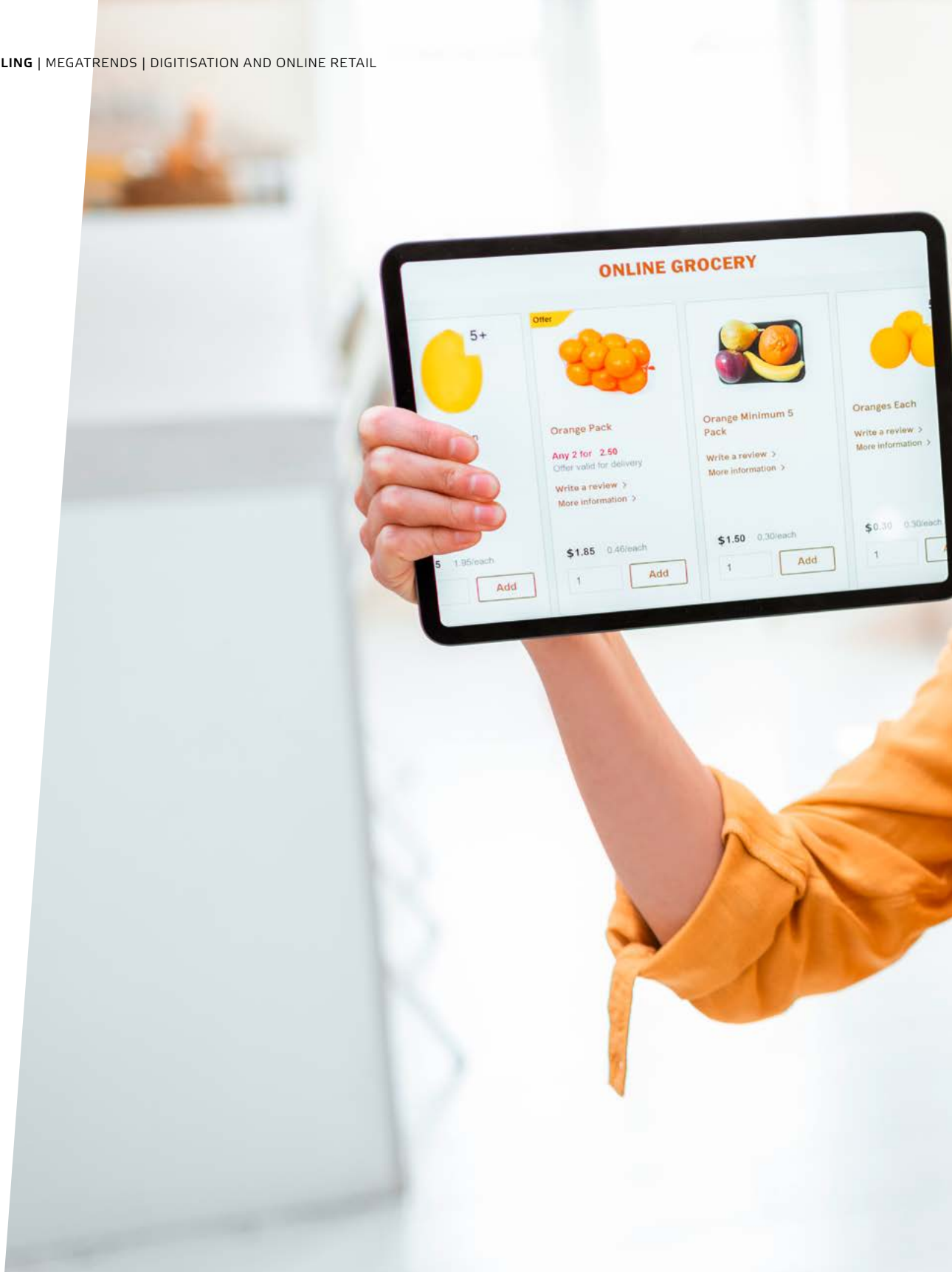
Your mobile office for goods receipt and inventory. The agile table trolley saves unnecessary walking distances and is also available with a mobile power supply. Electronic devices such as laptops, printers or scanners can be connected to a Li-ion battery. The height-adjustable table top provides the necessary ergonomics at the workplace, even when several users are working together.



↑ **PROGLOVE MARK 2 SCANNER**

This intelligent wearable with integrated barcode scanner enables hands-free scanning of items. Thanks to the plug and play design, integration is easy. The scan function is triggered by pressing a textile trigger in the cuff. The user then receives direct acoustic, tactile and visual feedback regarding the process steps. Data is transmitted to a computer via Bluetooth or to other devices via an access point.





| MEGATRENDS – A CHALLENGE AND AN OPPORTUNITY AT THE SAME TIME



Digitisation and online retail

■ **The online trend has reached food retailers around the world.** More and more retailers offer their goods via the Internet. There are a number of different concepts for delivery: parcel services, own delivery services, external services or... >

↓ PICK-IN-STORE



→ T21 TRANSPORT TROLLEY

Thanks to its generous platform (780 x 450 mm), the compact transport trolley is ideal for order picking with crates or boxes.

The folding shelf can be lowered into the rear wall. This also allows the trolleys to be pushed into each other to save space.



> **PICK-IN-STORE**

Use your existing branches as regional fulfilment centres – ideal for a moderate volume of online orders. Picking is still done manually on the shop floor. Important: increase your sales per unit of area productivity with professional order picking trolleys in addition to ordinary shopping trolleys.

*// Our solutions:
reliable helpers in day-to-day operations //*

↓ **KT-T ORDER PICKING TROLLEY
(900x652x1,230 mm)**

The low version of the order picking trolley from the KT3 series is equipped with two levels, which are designed for transporting Euronorm crates. The KT-T comes with numerous equipment options that can be perfectly adapted to your individual needs.



↓ **MULTIPICK TROLLEY**

Up to six orders can be picked simultaneously into Euronorm crates with the MultiPick Trolley. It is highly manoeuvrable thanks to the 5th castor. It can even be turned 360° on the spot – perfect for small areas.



➤ **DARK STORES**

Online food shops rely on dark stores – large warehouses not accessible to the public with good transport connections, which are set up like supermarkets with no advertising and where pickers pick goods for customers. Take advantage of this principle and integrate a dark store for fast and medium moving items into your store. Benefit from a good location and turn your branch into a local logistics hub. Goods ordered online are picked on site in your branch, picked up by your in-house or external

delivery service and immediately delivered to their destination – quickly, by the shortest route and without having to go through far away central warehouses.

*// Our solutions:
optimised for use in dark stores //*

↓ **MULTIPICK TROLLEY**

Specially developed for the requirements of dark stores.

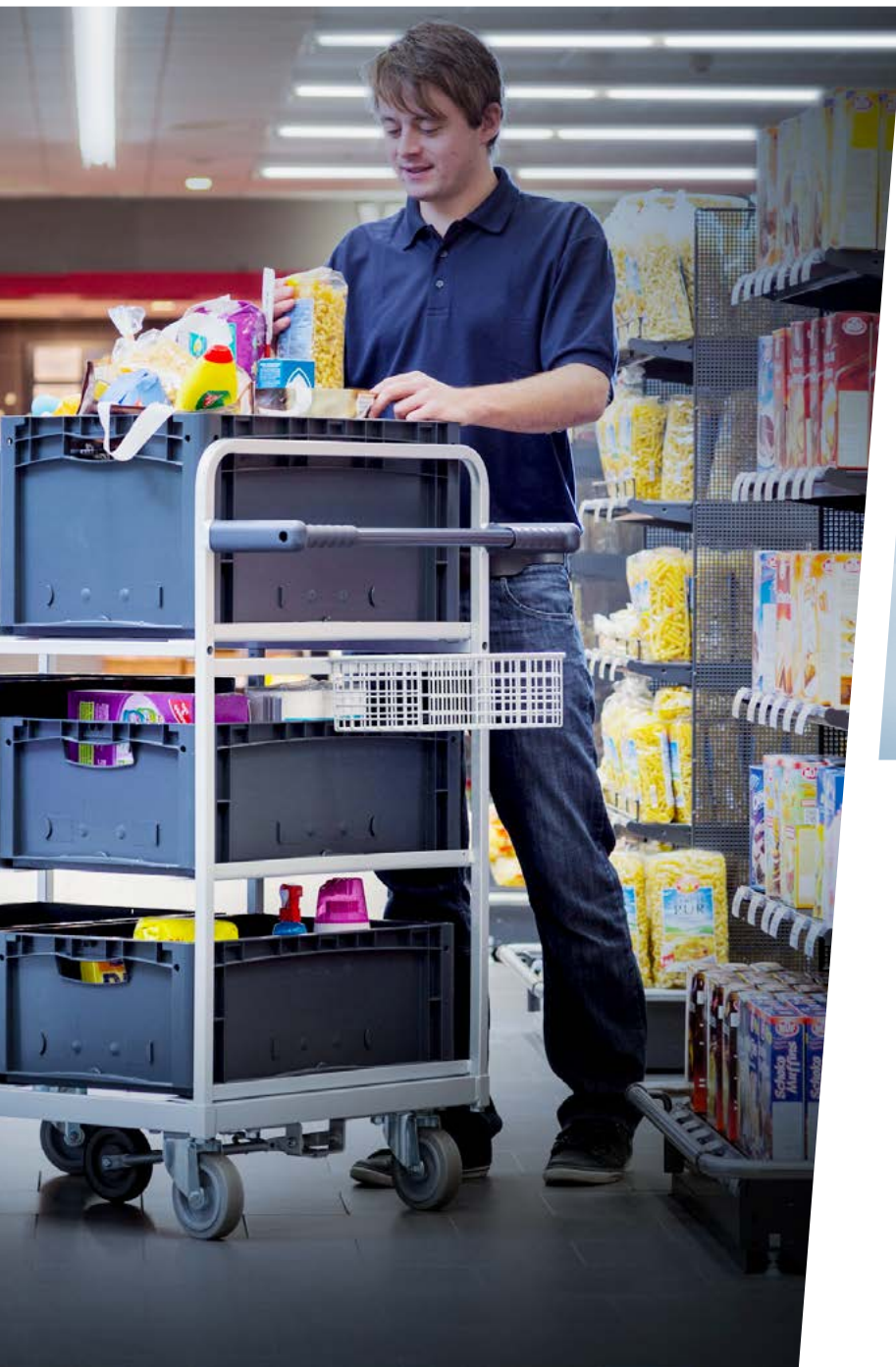




← PICK-TO-LIGHT CART

The Pick-to-Light Cart enables several orders to be picked in one operation. Staff are guided to the storage location via the shortest route, and requested goods land reliably in the right delivery crate or box. The trolley management system and goods management system are in constant contact, enabling real-time management of stock. The software included with the cart features a dashboard and reporting functions for picking rates, delivery times and warning messages. It also calculates route-optimised walking routes. Employees therefore do not need to be familiar with the warehouse, and the training requirements of new employees are low. There is no need for cabling of shelves, as the warehouse layout can be flexibly adapted if necessary.

↓ DARK STORES



↑ KT3 ORDER PICKING TROLLEY

Our classic order picking trolley is available in various sizes and adapted to the transport of Euronorm crates.

Its modular design allows for customised fitting with numerous accessories, such as a foldable ladder, writing board, 5th castor for better manoeuvring, and much more.

Smart, adaptable and flexible for efficient working in a dark store.

Available as an express delivery!

➤ CLICK & COLLECT MODEL

The situation today: delivery vans block the flow of traffic in city centres, numerous metropolises are reaching their limit, and the sustainability many customers are looking for is falling by the wayside. What is more, the last mile accounts for around 50% of delivery costs.

The solution: easily accessible pick-up points in the form of lockable boxes.

The basic principle of Click & Collect models is simple: customers pick up their goods ordered online themselves – at a service counter in the store, at a service provider, at a drive-in counter or at pick-up stations. These are either located directly in a store, are connected to it or are located outside the premises. Depending on the location, the store operator or a service provider takes care of replenishing them.

One advantage of stations located off the premises is that they are accessible around the clock and at the weekend. This considerably increases customer acceptance.

➔ Click & Collect Box

Fresh goods around the clock – without long queues at the checkout. The Click & Collect Box makes this possible. Of course, boxes with and without temperature control (e.g. for non-food items) can be combined. For your customers this means that chilled food and goods not sensitive to temperature can be conveniently ordered online and picked up from your location.

*// Our solution:
the new generation pick-up station //*

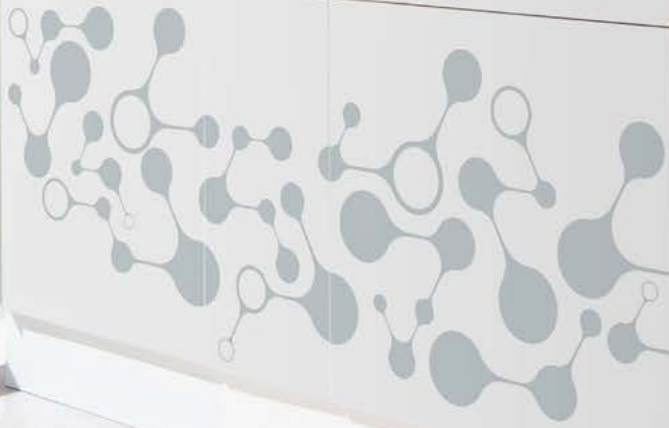


wanzl



**Click &
Collect**

**Order
Online**



**Pick up
24/7**

*|| Our solution:
customised transport logistics ||*





> HOME DELIVERY

From the supermarket direct to the home: delivery services are appealing for people who are not mobile, who want to avoid carrying heavy bags or who like to save time and avoid stress. Especially in times of social distancing and stay-at-home orders, many customers would also like to use this service. The decisive economic factor for success is the loading and unloading of delivery vehicles per hour (picks per hour).

Individual conceptual design

How can delivery vehicles be loaded effectively so that the subsequent access to the goods is fast, ergonomic and easy? How can delivery routes be optimised by good pre-picking? How does the correct handling of transport boxes contribute to success? We would be pleased to explain this and much more to you in a personal conversation. We will develop a loading and delivery concept jointly with you that is tailored to your needs and can be implemented economically.



| MEGATRENDS – A CHALLENGE AND AN OPPORTUNITY AT THE SAME TIME



Automation

■ **In the future, retail will also be increasingly characterised by automated processes.**

These begin with online orders, which are processed directly by web shop software, and continue through to fully automated fulfilment centres. There, picking robots perform the picking processes in multi-level rack systems completely autonomously. New automation concepts also focus on the end consumer. >



↑ TERMINAL WITH TOUCH DISPLAY



↑ AUTOMATED PICKING WAREHOUSE

➤ **The new fully automatic goods dispensing system from Wanzl and KNAPP**

The new self-service: provide your customers with urgently needed items around the clock. After all, customers' needs do not stop when the store closes. Together with our partner KNAPP & KHT, we have worked out a novel in-store automation solution. This involves converting an automated picking warehouse into a modern goods dispensing system for the food retail trade and installing it in a separate area of the supermarket. Integration into the building façade also allows access from outside.

A picking robot and a shelf system make up the core of the system behind the scenes. The robot records all the desired goods digitally and stores them fully automatically in or out of the shelving system.

Customers order the goods at the freely accessible 24/7 terminal and pay using their card or smartphone. At the same time, the robot picks the ordered goods from the shelf and places them in a dispensing compartment. The picking and purchasing process is completed in just a few seconds.

It is also planned for customers to be able to order, pay for and reserve goods for collection online in future (e.g. using a QR code).

Due to its small footprint and the absence of extensive product presentation, the dispenser is enormously resource-saving and guarantees independence from staff availability. In addition, this type of storage is theft-proof. Large touch displays, which also serve as terminals, can display additional product information, discount campaigns or advertising.

|| Our solution: 24/7 shopping thanks to an automated picking warehouse with dispensing station ||



↑ FULLY AUTOMATIC GOODS DISPENSING SYSTEM

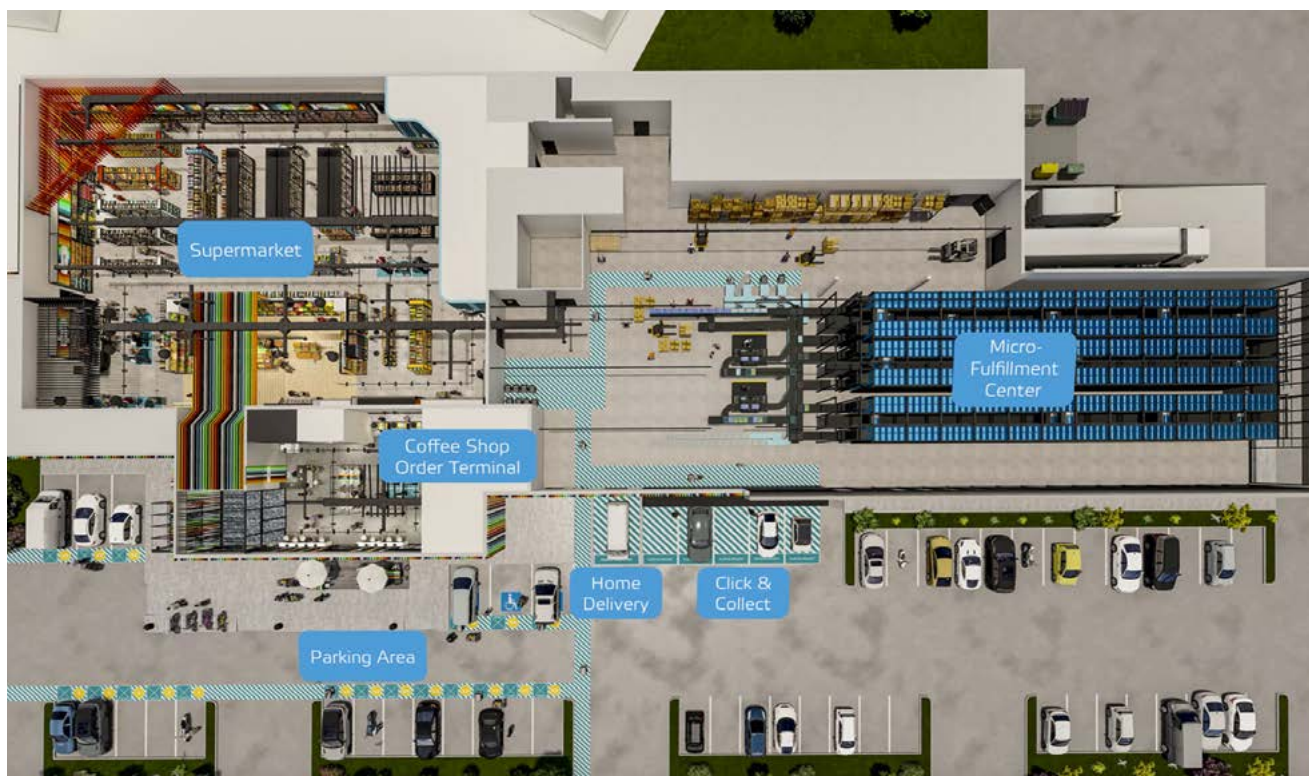


➤ **Modern solutions for modern customer wishes**

The Wanzl Micro-Fulfillment Centre is a clever combination of supermarket and automatic warehouse, Click & Collect and home delivery. Everything is available from a single source. Customers can organise their shopping trip at home via an app or at a terminal in the branch.

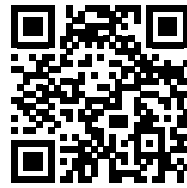
They can choose to have some of their goods prepared in advance for collection at the store. Orders received online are processed directly in the supermarket's warehouse. This saves costs for processing and the last mile.

*// Our solution:
The Wanzl Micro-Fulfillment Centre //*



↕ WANZL MICRO-FULFILLMENT CENTRE

YouTube animation: [Wanzl Micro-Fulfillment Centre](#)

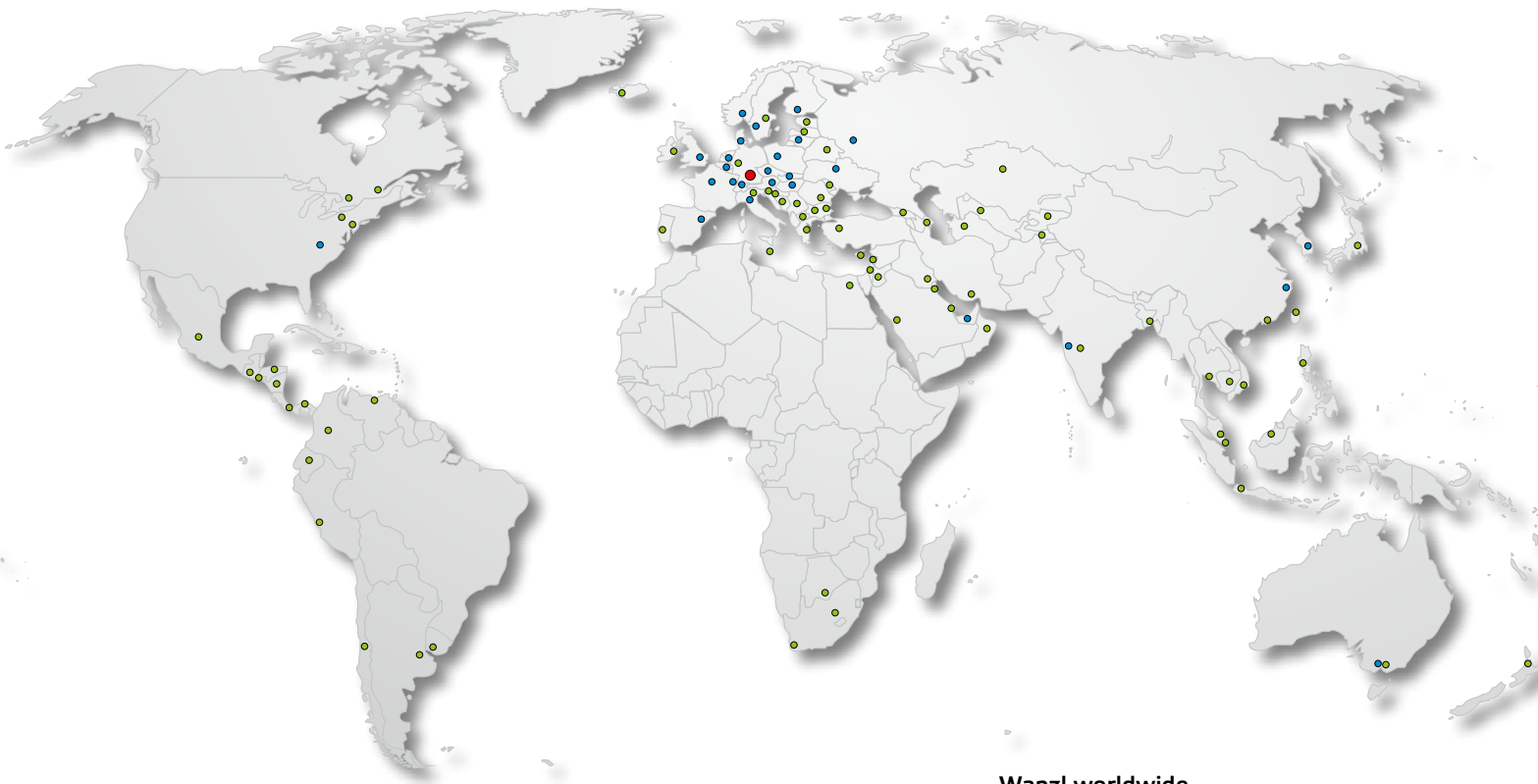


- ← ORDER TERMINAL
- ↓ CLICK & COLLECT DISPENSING





| MADE BY WANZL –
TOGETHER INTO THE FUTURE
OF FOOD RETAILING



Wanzl worldwide

- Head Office
- Subsidiaries
- Partners



GERMANY

Wanzl GmbH & Co. KGaA
Rudolf-Wanzl-Straße 4
89340 Leipheim

Phone +49 (0) 82 21 / 729-0
Fax +49 (0) 82 21 / 729-1000

info@wanzl.com
www.wanzl.com

GREAT BRITAIN

Wanzl Ltd.
Europa House
Heathcote Lane
Warwick CV34 6SP

Phone +44 (0) 1926 / 45 1951
Fax +44 (0) 1926 / 45 1952

enquiries@wanzl.co.uk
www.wanzl.com

AUSTRALIA

Wanzl Australia Pty. Ltd.
97 Highbury Road
BURWOOD VIC 3125

Phone +61 (0) 3 / 98 08 22 99
Fax +61 (0) 3 / 98 08 22 66

info.au@wanzl.com
www.wanzl.com