

The dispenser for the retail sector

The new 24/7 shopping experience



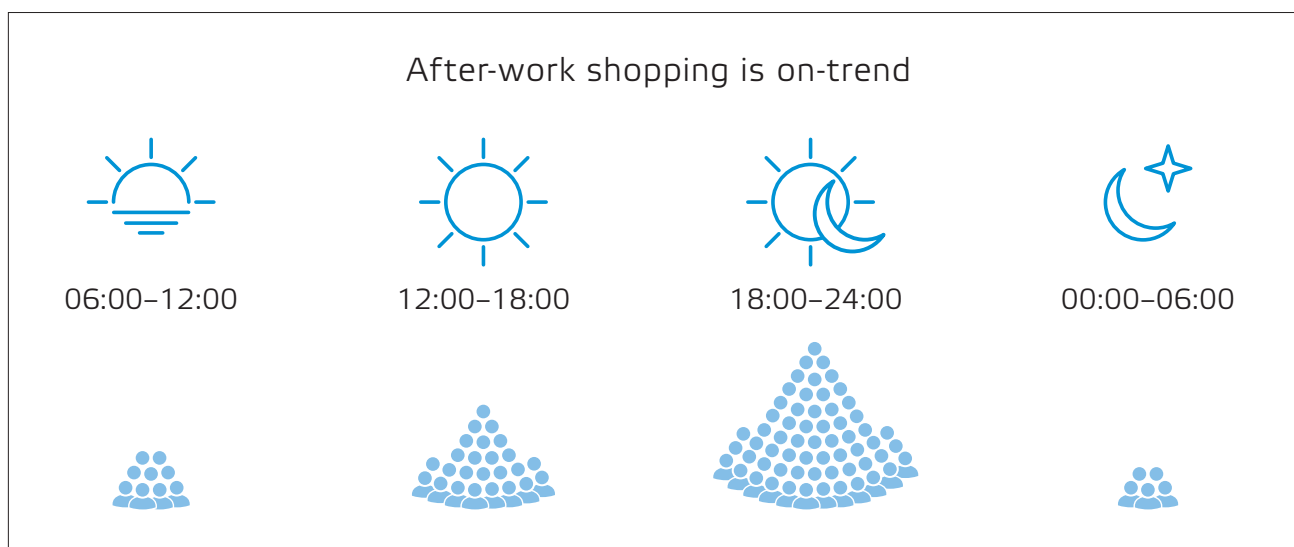
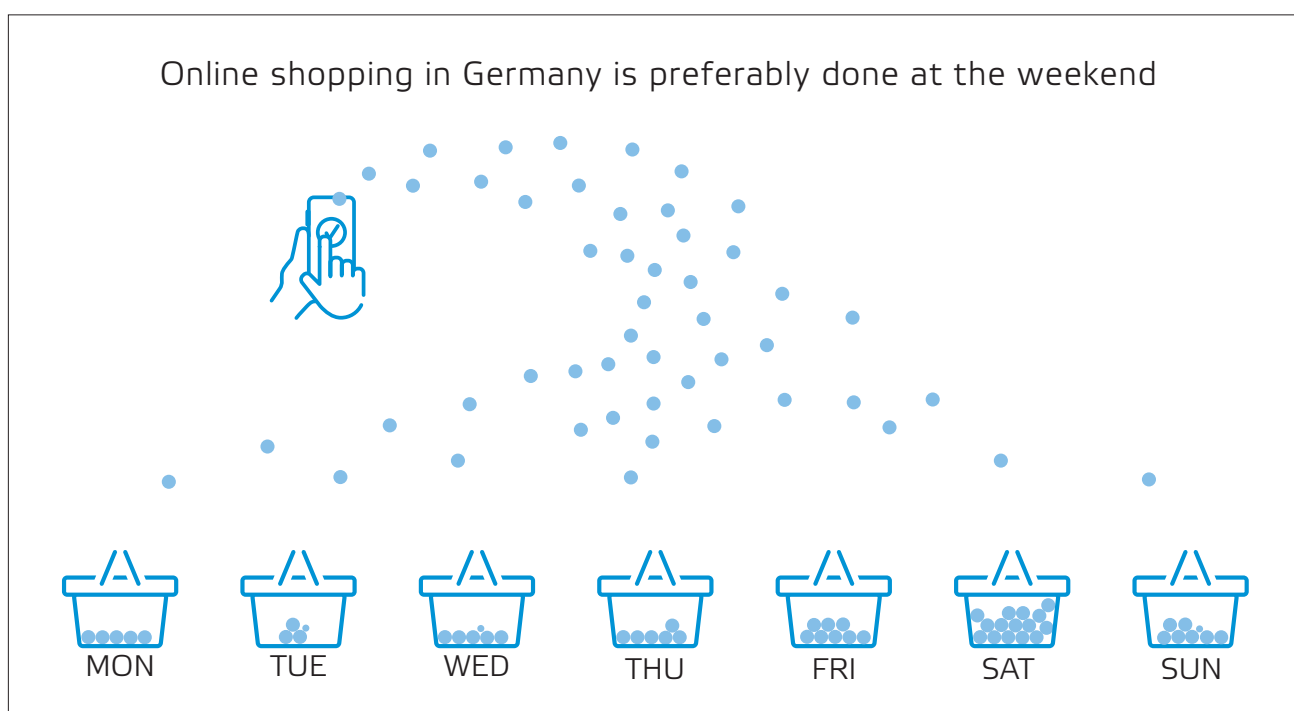
Shop around the clock!

A new kind of self-service

■ **Customers' requirements do not respect opening hours.**

Most business is done on the Internet when local retailers are closed; weekends and evenings from 6 pm to midnight are the peak times. This is a challenge for the brick-and-mortar trade, as many countries have legal

requirements regarding opening hours. An additional online store is not an option for all retailers, as the logistics for fast delivery to the end customer entail additional expenditure in terms of personnel and time.



The dispenser for the retail sector

■ At Wanzl we now have a new shop format in our range that can be used to provide the products that customers urgently require right around the clock: a fully automatic goods dispenser for the retail sector. The dispenser is accessible at any time of the day or night and focuses on customers' shopping experience.



Integration

■ **The dispenser** can be integrated into an existing branch or operated as a stand-alone solution. The length and height of the dispenser can be varied and requires little free space.

The experienced Wanzl Shop Solutions team will be happy to provide advice and assistance in the planning of a complete store conversion or a new build.

Be it food, fashion, chemist or non-food, every single shop that is designed and brought to life by Wanzl stands out from the crowd with its unique character. Together we will develop and implement a modern and economical store concept that is optimally tailored to your requirements and the needs of your customers.

Perfect for every niche

The ideal supplement for stores with limited sales floor space

■ **If no free space is available in the sales area,** the dispenser can also be placed in an adjacent storage room, cellar or upper floor and linked to a dispensing compartment in the sales area. This is particularly suitable for commodity products that customers buy without comparing and evaluating. Customers select their items from the

warehouse via a terminal in the store and continue shopping during the picking process, e.g. at a fresh produce counter or a shelf with goods on special offer. Or they wait a few moments for their order and then watch your advertising on the display.



Customers select the required items from the warehouse using the touch screen.

There's something for everyone!



Different temperature zones

■ **The dispenser features compartments** with different temperature zones so that even packaged fresh or chilled products can be offered, such as vegetables, beverages or dairy products.



Automated storage

■ **Filling the machine is easy**, as the gripper arm places the items into storage automatically. On the back of the machine there is a scanner and a conveyor belt. The employee first scans the item and then places it on the conveyor belt. One after the other. Once the item has reached the end of the conveyor belt, the picking robot takes it and stores it in a free compartment. Plastic trays are available for pressure-sensitive items or items that are difficult to grasp, making storage and retrieval easier. The items can be in any arbitrary order, as they are stored according to the principle of chaotic

storage. Several different items may sometimes even be stored in one tray. All the scanned items are automatically registered in the merchandise management system of the store or dispenser. Continuous, automatic stocktaking as well as monitoring and tracking of best-before dates ensures that stocks are controlled autonomously and, if necessary, a message is sent to the store manager when the availability of individual items is running out.

This is how it works...



1. Ordering via the terminal

On a 27-inch touch screen, the customer selects the desired item and the required quantity and places it in the virtual shopping basket. The items are divided into categories and, within a category, the list can be sorted by price, name or popularity, for example. In the case of food, for instance, filters can also be set for allergens so that the relevant items do not appear in the list.

Products such as alcohol and cigarettes that can only be sold to specific age groups are also subject to an additional age check, which is carried out during the payment process using the customer's identity card.



2. Payment

The customer pays by EC or credit card at the card reader below the screen. A link to online payment services is also possible. Just like in the store, customers can request to have a receipt issued after payment.



3. Goods preparation

Once the payment process has been completed, the picking robot takes the ordered goods from the shelf and places them on the conveyor belt for dispensing. As an option, performance can be increased by installing a second gripper arm.

While the goods are being prepared, the customer can enter a suggestion at the terminal as to which additional product they would like to see in the product range. This helps the retailer to find out more about their customers' preferences. Or they can watch how the goods are automatically picked from the shelf through a viewing window. This lends the shopping trip an additional experience factor!



This is how it works...



4. Removal of goods

A conveyor belt links the storage area to the sales area. At the end of the conveyor belt, the customer receives the goods. A return station for the plastic trays is located next to the conveyor belt.

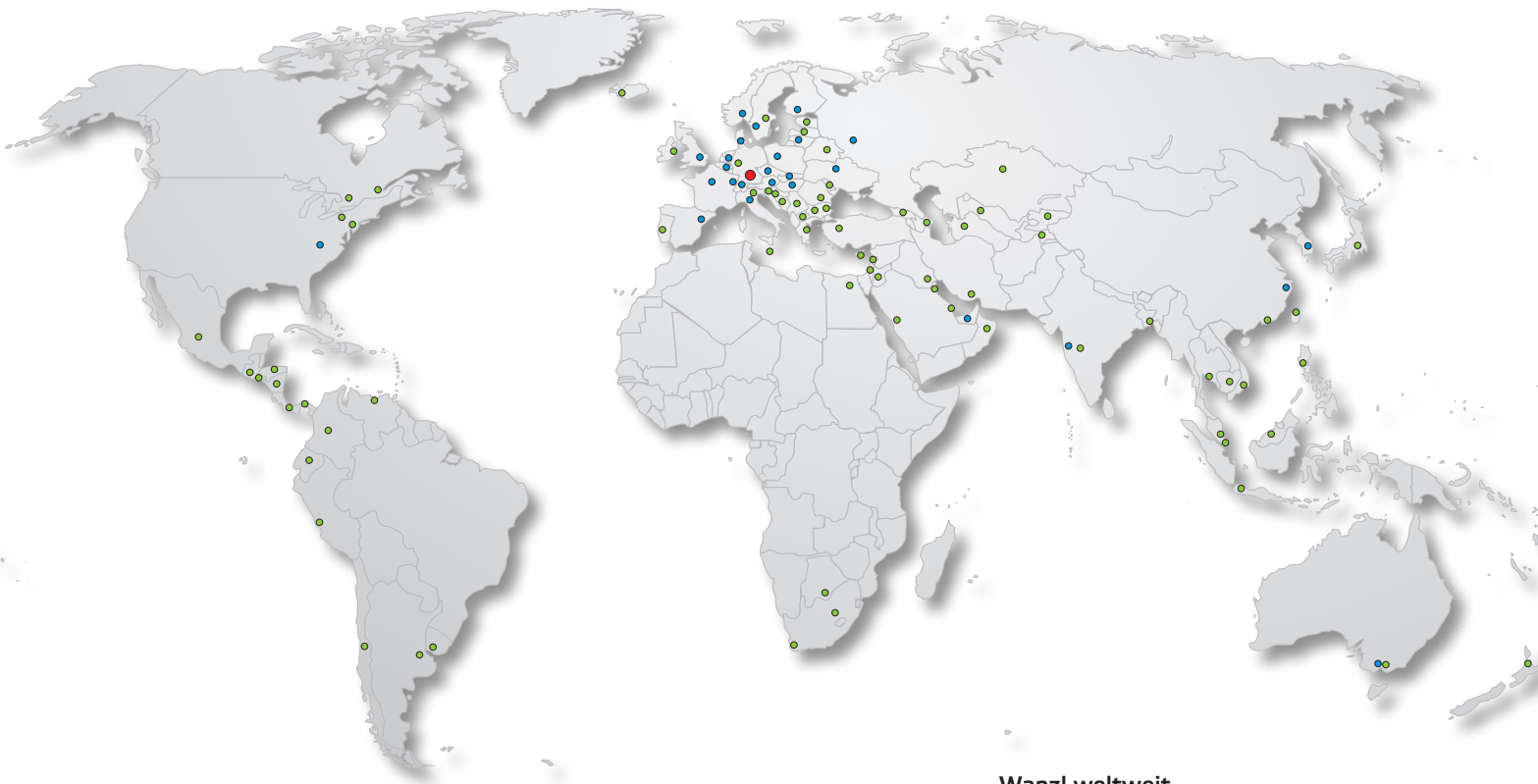


Service hotline and maintenance

■ **A round-the-clock service hotline** is available for both the operator and the end customer on site to provide assistance in the event of system malfunctions.

We recommend regular maintenance after a defined number of gripping cycles. Our service partner has extensive expertise in maintenance and cleaning to ensure that the value, functionality and availability of the machine is maintained in the long term.





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