

HONEYWELL GUIDED WORK FOR RETAIL

Voice-directed workflows for brick-and-mortar stores

Honeywell Voice

Honeywell

TACKLE IN-STORE RETAIL CHALLENGES WITH HONEYWELL VOICE TECHNOLOGY

Brick-and-mortar grocery and mass merchandise retailers face a hyper-competitive and continuously evolving landscape. To differentiate from online-only retailers, many have embraced omnichannel business models by rolling out new features such as click-and-collect and ship-from-store delivery.

Yet retailers are finding these services to be time-consuming, inefficient, inconsistent and often unprofitable — particularly as they've been forced to add more labor to meet significant upticks in customer demand. Retail leaders are implementing proven distribution center (DC) fulfillment strategies to deliver on shoppers' expectations for optimal experiences, regardless of the channel — all while minimizing costs and maximizing the long-term benefits of these new business models. To succeed in this omnichannel environment, retailers will need to run their fulfillment operations like mini DCs.

Honeywell's Guided Work for Retail answers these emerging in-store challenges. Built on well-established DC technology — Honeywell Voice — this robust fulfillment and productivity solution can be applied across multiple in-store workflows. With Guided Work for Retail, brick-and-mortar retailers can leverage integrated, data-driven process efficiencies while strengthening customer loyalty and gaining a competitive edge. Voice-directed technology allows store associates to work eyes-free and hands-free as they accomplish a variety of tasks more accurately, efficiently and productively — while remaining available to assist customers as needed.

CHALLENGES OF USING RETAIL STORE ASSOCIATES TO FILL ONLINE ORDERS



Order fulfillment errors
(mis-picks)



Increased labor costs



Inefficient bundling
(batching) of orders



Increased logistics costs



Decreased employee satisfaction

APPLYING VOICE IN STORES

Guided Work for Retail directs associates through specific workflows and tasks to drive new levels of consistency, accuracy and productivity, as well as providing much clearer metrics into day-to-day operations. For retail stores that have been converted into dedicated local fulfillment centers — or “dark stores” — Guided Work for Retail helps operators establish DC-like efficiencies in click-and-collect or direct-to-consumer delivery.

Easy to wear and integrate

As a multi-modal solution, Honeywell Voice technology equips each associate

with a lightweight, comfortable headset with an integrated microphone. Working in tandem with a handheld device, wearers can communicate and confirm work via natural speech, as well as view pictures of products and inventory locations, type on a keyboard, or scan barcodes. Device-agnostic voice software supports existing IT infrastructures, as it can run on retailers' existing Android™ or Apple® devices.

Improve training for a better customer experience

Honeywell Voice technology drives greater efficiency and productivity across in-store operations to improve

the customer experience. Step-by-step instruction and natural voice dialogue reduce training time for new associates or temporary labor, while ensuring consistent execution. Managers can determine clear accountability, with software tracking both the assignment of tasks and acknowledgement by employees. They also gain greater inventory visibility by tracking products from dock to shelf. Further, with Honeywell Smart Talk, associates and managers can communicate via instant message, voice or video with the touch of a button to provide better customer service.

Enhance process and labor management

Operational visibility and predictability go hand-in-hand. With Guided Work for Retail, managers can build an understanding of how long certain tasks take, leading to better estimates of order readiness for in-store pickup and/or delivery. This data then fuels labor models to build staffing requirements, determining how many associates are necessary per shift to fulfill orders and

run normal store operations. Ultimately, this enables data-driven decisions to avoid overstaffing while ensuring on-time, accurate order fulfillment and optimal customer checkout experiences.

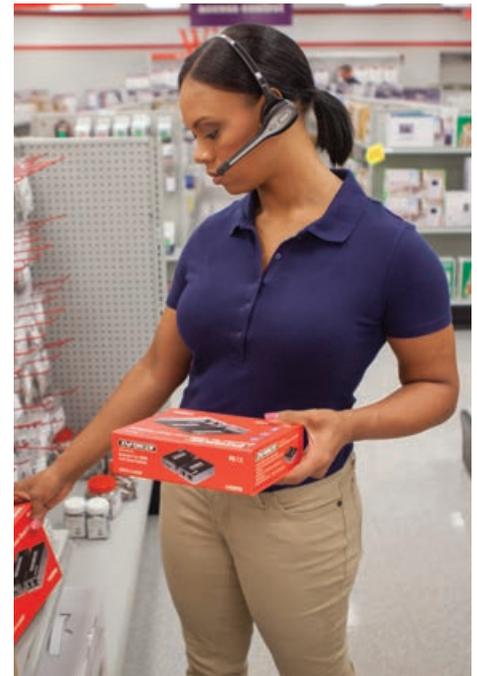
FASTER, MORE ACCURATE CLICK-AND-COLLECT WORKFLOWS

With the uptick in consumer demand for click-and-collect fulfillment, Guided Work for Retail helps deliver on customer expectations for an accurate order, ready for pickup within a promised time frame — within next- and same-day fulfillment windows. The Honeywell Voice system utilizes text-to-speech technology that directs and tracks picking tasks to meet service level agreements and maximize labor productivity. A typical click-and-collect grocery order can include up to 50 items for a purchase total of up to \$200; it's in retailers' best interests to fill these orders as quickly and accurately as possible.

Using traditional paper-based pick lists and/or scanning technology, it can typically take an associate one hour to pick the items required by a click-and-collect order. By replacing paper with Honeywell Voice technology, retailers can improve that same associate's productivity by 35%. Store managers can elect to leverage the time savings by reallocating workers to other, value-added activities, or have them fill more orders in the same amount of time. A store that's used to processing 20 click-and-collect orders per day by paper can pick 25 orders with Guided Work for Retail in the same time frame, increasing revenue by \$1,000. Extrapolating that performance increase across a week, month and year enables a store to realize a significant increase in click-and-collect revenue.

APPLYING VOICE TECHNOLOGY TO MULTIPLE STORE WORKFLOWS

In addition to using Honeywell Guided Work for Retail for in-store order fulfillment, its voice-directed workflows can be applied to more efficiently and accurately manage store operations, effectively run dark store fulfillment operations, and ensure adherence to compliance tasks.



Order Fulfillment

- **In-store picking:** Deliver on the click-and-collect promise. Text-to-speech technology directs and tracks order fulfillment work to meet service level agreements and maximize labor productivity. Device screens can supplement verbal instruction so employees can receive suggestions for an alternative if a substitute item is needed.
- **Returns processing:** Give customers the convenient, flexible returns process they desire without tying up labor. Step-by-step instruction quickly integrates returned merchandise into inventory management processes with clear visibility.

Store Operations

- **Gap scanning:** Enable associates to act fast in the event they notice an item is out of stock. Simply scan the shelf tab to automatically create a list of items in need of replenishment from backroom storage.
- **Restocking and inventory replenishment:** Improve the efficiency and visibility of restocking processes via hands-free instruction and confirmation. Track inventory from docks to shelves with system-driven receiving, staging, put-away and replenishment.

BENEFITS OF GUIDED WORK FOR RETAIL

By enabling associates to be both hands-free and eyes-free, Guided Work for Retail is proven to deliver the following transformative benefits to your brick-and-mortar operations:

- Boost inventory accuracy levels **up to 99.7%**
- Combine processes to reduce travel time and increase worker productivity by **up to 20%**
- Improve overall productivity by **up to 35%**
- Maximize efficiency, accuracy and speed in click-and-collect order fulfillment
- Cut out-of-stocks on shelves by **up to 25%**, increasing in-store sales **by 1%**
- Increase visibility and predictability into order fulfillment processes and labor efficiency
- Reduce new employee training time **up to 50%**

- **Load to cart:** Keep shelves stocked and maximize labor productivity by sorting mixed-load pallets into different carts for more efficient store aisle replenishment.
- **Stock counting:** Minimize lost sales due to out-of-stocks through regularly scheduled cycle counts. Connected workflows handle the complexity of greater SKU variety while eliminating paper document management, double data entry and other manual issues.
- **Training:** Step-by-step instruction and natural voice dialogue reduce training time for new associates and/or temporary labor, while driving consistent execution.
- **Accountability:** Managers can determine clear associate responsibility, with software tracking both the assignment of tasks and the acknowledgement by employees of work completion.
- **Staffing:** Through the operational visibility driven by data collected when using voice-directed workflows, management gains a better understanding of how long tasks take. This information then fuels labor models to build more accurate staffing

THE FLEXIBILITY OF VOICE IN ACTION

Combining voice headsets with device-agnostic software capable of running on virtually any Android or Apple device avoids duplicate costs and gleans more value from existing hardware investments. Together, this multi-modal solution offers extended functionality to respond to the realities of the retail floor.

- **Trouble finding an item?**
Use the screen to view stock location and a picture of the product.
- **Notice an out-of-stock item?**
Scan the shelf tag to alert the system and trigger replenishment.
- **Fulfilling an online order but a customer approaches with a question?**
Flip the mic up, find a resolution, and get back to work.
- **Difficulty communicating among associates?**
Honeywell Smart Talk provides unified, secure communications via voice calling, text and media messaging — all from one device.

requirements, ensuring enough associates are scheduled to fill orders and run normal store operations.

- **Combining processes:** With voice-directed picking, associates can be filling click-and-collect orders while simultaneously reporting inventory shortages, or change price labels while restocking shelves.

Compliance Workflows

- **Planogram auditing:** Ensure items are in the correct, optimized locations to maximize sales and quality. This helps

keep fast-movers easily visible in high-traffic areas and allows grocers to ensure freshness.

- **Annual stock count:** Enable the workforce to assist with financial compliance by tracking and reporting inventory through a secure, managed process.

To learn more about how Honeywell Guided Voice for Retail solutions can help improve your brick-and-mortar stores' efficiency, accuracy and productivity, visit www.honeywellaidc.com/voice.

Honeywell Voice

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