

#051 WHY IS CLICK & COLLECT A GOOD SOLUTION?

E-commerce

Transport

Urban Delivery

Many shops and restaurants are temporarily closed. The decree of 15 March 2020, however, allows these establishments to continue commercial activity **by setting up delivery or order withdrawal activities.**

HOW IS THE WITHDRAWAL WORKING?



The consumer comes to a counter in front or outside the store and picks up the product ordered. **The withdrawal of orders must of course respect the barrier gestures and social distancing.** He must therefore avoid contact with the customer as much as possible.

HOW TO PLACE THE ORDER?



The order is ideally placed online. **It is therefore necessary that the merchant has an e-commerce site.** The consumer can then choose his products, put them in his virtual basket and pay by credit card or other dematerialized means. He is notified of the availability of the product or agrees on a deadline or withdrawal period.

Warning! **This is a sale governed by the regulations on distance selling.** The consumer, except for perishable goods, has a withdrawal period of 14 days.



WHAT IF I DON'T HAVE A WEBSITE?

In this case, the simplest means are used: e-mail, telephone... But this exceptional period is an opportunity to start in e-commerce for retailers and restaurants that have not yet set up this sales channel.

Click & collect is a simpler solution to implement than delivery.

It allows to maintain a link between the physical merchant and the customer.

Consumers are all willing to help their local merchants and restaurants. They easily adhere to this solution because it limits the risk of physical contact in the aisles of a store.

It's a winning solution!



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| About ASLOG

ASLOG brings together more than 400 companies from all sectors, with 2,000 professionals working together to promote and build tomorrow's Supply Chain. ASLOG is a neutral and independent association that addresses Supply Chain issues.

As early as 1972, visionary men sensed that this function would be decisive for all companies. For almost fifty years, professionals in the sector have made ASLOG the reference partner.

ASLOG is the privileged interlocutor of institutions and public authorities on all questions relating to the sector.

| #supplychain4good

The **#SupplyChain4Good** community was created at the initiative of Michelin and ASLOG, as part of the Movin'On ecosystem, in favor of a more sustainable mobility of goods.

#SupplyChain4Good's ambition is to federate the actors who work for Supply Chains that are simultaneously good for the planet, the people and the business performance. The members of this community are «shippers» (industrial and commercial companies), «operators» (transporters, logisticians, shipping companies, ports...), «support functions» (academics, consultants, information systems, regulators, NGOs...).

They cover all economic sectors and all regions of the world. Their work takes place throughout the year and culminates in the annual Movin'On Summit, the world summit on sustainable mobility.