READY FOR BETTER PICKUPS?

- Reduce customer wait times and streamline order fulfillment
- Monitor critical order and customer information in a single dashboard
- Personalize notifications and the in-app experience for your guests
- Differentiate your brand with a streamlined, consistent pickup experience

USE PUNCHH PICKUP TO:

- Offer a streamlined pickup experience for both customers and employees with a customizable dashboard & customer notifications
- Detect and capture key identification details (vehicle type, parking space number, etc.)
- Automate customer notifications with continuous GPS location tracking
- Reduce customer wait time with real-time location and arrival notifications

Kick bad customer experiences to the curb

The traditional curbside pickup experience is broken.

In many cases, when a consumer places an order from a store, they have no way to let the store know when they are on the way, in the area, or when they arrive. The result is unhappy customers that are either kept waiting or served cold food, and frustrated employees that are left without the information they need to provide convenient, consistent pickups.

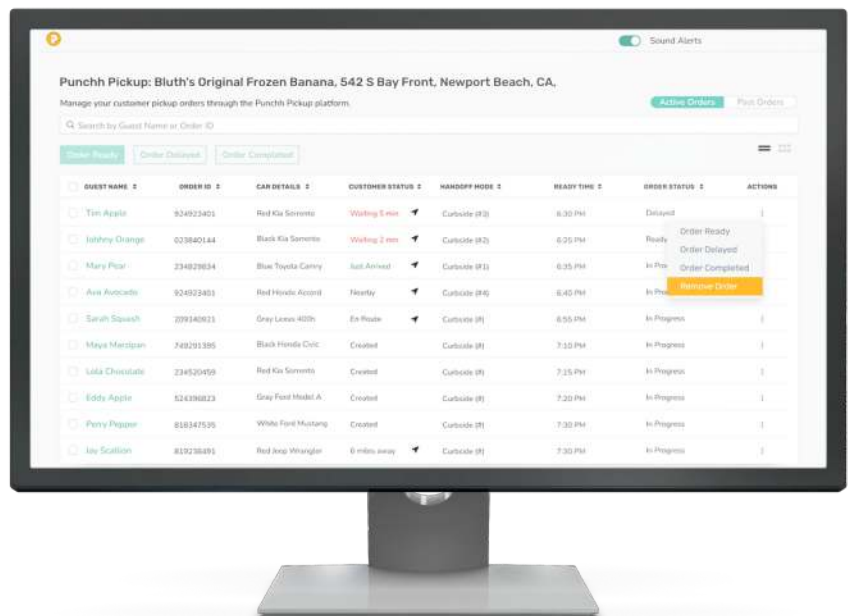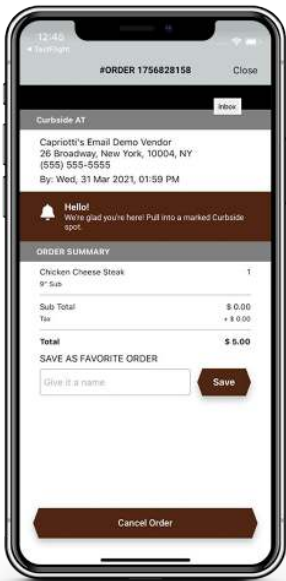**It's time for a better pickup experience**

Punchh Pickup creates a frictionless, end-to-end pickup experience for customers and employees, in-store, at the curb, or in the drive-thru.
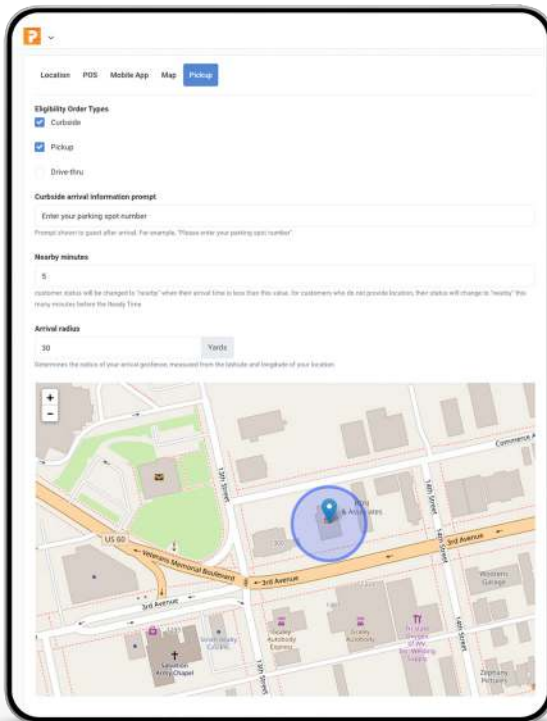

View and manage pickup orders from a web-based, in-store console, with real-time location and arrival estimates that enable clear communication with customers.

- Access a map view and purchased items for individual orders
- Enable two-tap guest messaging to communicate order delays, ready orders, or completed orders

Create a personalized mobile experience for your guests with customized status messages based on the customers location via push notifications & in-app

- Create and save vehicle details for faster checkout & streamlined curbside pickup
- Customize location permissions & messaging to fit your brand voice
- Accommodate guests that don't share location to prevent delays upon arrival
- Prompt next customer action with always-there notification banners

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Customize dashboard settings to match your unique in-store workflows and ensure clear, real-time customer communication

- Enable/disable for specific order types (curbside, in-store pickup, drive-thru)
- Set geofence for customer arrival
- Prompt guests for information when they arrive (i.e. parking spot number)
- Define when you want staff to see that a customer is "nearby"
- Customize arrival messages by order type

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