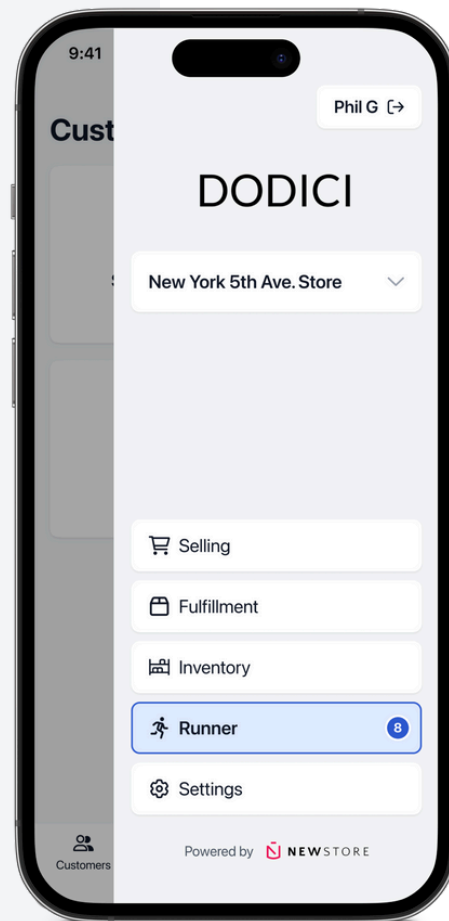


Runner

Delight Customers and Optimize
Operations



Feature Overview

Retail stores vary, often not displaying all items on the sales floor, with many products kept in the stockroom.

Efficiently moving products from the back to the sales floor is crucial for meeting customer requests and restocking inventory. Brands need an intuitive tool, integrated with the point-of-sale, to streamline these tasks.

Enter Runner.

In retail, operational efficiency, customer satisfaction, and increased sales are essential. A Runner feature can enhance retail stores and improve the shopping experience.

Key Benefits To Transform Your Retail Store Experience



Enhance associate efficiency, collaboration, and performance



Improve customer experiences and reduce wait times



Boost basket size, average order value, and sales



Optimize merchandise movement and store coverage

Why NewStore?

Runner is seamlessly integrated into our omnichannel POS, enabling associates to quickly check product availability and request items from the stockroom—all within a single app, without ever leaving the store floor.

Runner is a dynamic product request and communication feature within the NewStore Associate App. It enables store and stockroom associates to seamlessly coordinate and collaborate on customer try-on and replenishment requests.

Run Products Quickly and Efficiently

- ✓ Seamlessly transfer products from stockroom to store floor for faster customer service.
- ✓ Empower associates to stay with customers on the store floor, boosting sales and shopper satisfaction.
- ✓ Enable quick collaboration between sales and stockroom teams, fostering operational efficiency.



Optimizing Operations

Ensuring stock is readily available is crucial in retail. Efficiently moving products to the sales floor helps create a positive shopping experience, and encourages repeat visits.

1

Seamless Product Requests

Runner allows brands to efficiently and easily move merchandise from the stockroom to the store floor, resulting in less waiting for customers and a more convenient, enjoyable shopping experience.

2

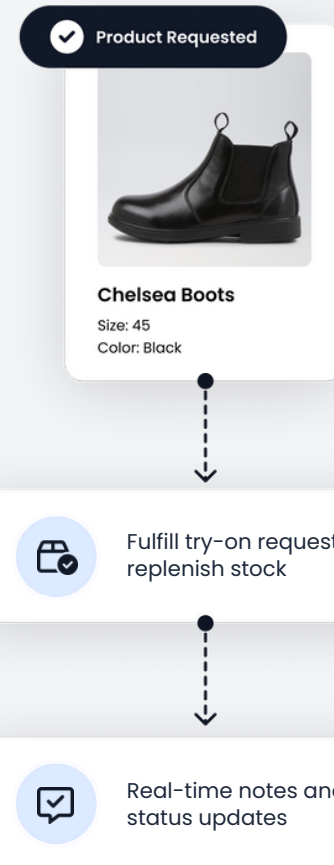
Associate Empowerment

With Runner, store associates can instantly access stockroom inventory, fulfill requests, and replenish fast-moving products without leaving the customer's side, allowing them to focus on selling and engaging.

3

Easy Two-Way Communication

Runner enables quick communication between the front and back of house. With chat integrated into the Request workflow, real-time notes ensure customers get the right products and displays are always stocked.



Feature Highlights

✓ Adding a Request

- Request a product by simply tapping the 'Add to Runner' option on the Product Detail Page (PDP) in the NewStore Associate App
- Indicate with a simple click whether the request is for a "try on" or "replenishment"
- Easily adjust the quantity of an item, such as specifying more than 1 for replenishment
- Add multiple items to the request by following the same workflow as above before submitting the request

✓ Fulfilling Tasks

- View requests in ascending order showing request type, store associate name, request time, and status.
- Use the stockroom attribute on product images for quicker product location.
- Mark products as unavailable on the request if they are found to be out of stock
- Provide status updates to the store floor associate at each stage of the request, from accepting the task to completing it

✓ Enabling Notifications

- Enable push notifications to receive updates when tasks are submitted, accepted, and completed, as well as notifications for unavailable products or added notes
- Enable or disable the runner notifications depending on associate role, i.e. stockroom associates receive alerts for new requests and store floor associates receive alerts when a request is accepted or completed

✓ Two-Way Communication

- Type a note or use the microphone icon on the keyboard to dictate additional details for the request or to discuss customer needs in real-time
- Add notes for any store- or stockroom-related task, as all users in the store can view notes using this feature

About NewStore

NewStore provides a Unified Commerce Platform for global retail brands that want to accelerate their digital transformation. Built with MACH principles, NewStore offers the world's most advanced Omnichannel POS, Omnichannel OMS, and Omnichannel Shopping App with inventory, clienteling, and loyalty.

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Our Valued Customers

"The Burton and NewStore relationship is a true partnership. NewStore has listened to our business needs and delivered."



"Using the NewStore platform allows us to operate stores on the lightest tech stack I've ever seen."

GANNI

"The results of the app have exceeded our expectations and we're very happy with the collaboration."

G-STAR

"What NewStore has built makes our store associates more productive and our stores more profitable."

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