

FreshXpress™ RETAIL OMNI CHANNEL SOLUTION

Process Map



ONLINE ORDER

Order placed by customer through retailer's website or mobile app.



Customer places order online via retailer's website, app, etc.



Customer order is sent to retailer's server and then pushed to Hobart's gateway device.



Hobart gateway device deploys the order to the scale.



Operator sees order immediately and fulfills directly from the scale. (FreshXpress™ app)



Picker retrieves customer order for curbside pick-up or delivery.

KIOSK ORDER

Order placed by customer at in-store kiosk. This is a non-transactional order – customer is only ordering items, not paying for them.



Customer places order at the kiosk (non transactional).



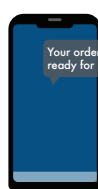
Customer is given estimated pick-up time and has the option to have a text sent when the order is ready.



Order details are sent to the scale, customer continues shopping.



Operator sees order immediately and fulfills directly from the scale. (FreshXpress™ app)



When order is complete, text message is sent to customer for pick-up.

TAKE-A-NUMBER

Customer opts to wait in line and uses the electronic take a number system/kiosk for the next available queue number.



Customer takes a number from the kiosk.



Queuing number is sent to the scale.



Operator calls next number in queue.



Customer orders and operator fulfills order.



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