**CLICK2STORE**

Background

Our current business, Nexday Overnite, offers a wide range of delivery and storage services. We want to offer something very simplistic and very different to compliment and coincide with this business.

Business Proposition

Customers within certain postcode catchments would only be able to use our services: BB, BL, WA, M, PR, OL, WN. We would want the ability to extend this later.

They would enter our website and be given only three purchase choices:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Cost per Month | Invoice total | Breakdown | Customer would have drop down option of multiples of each option but once more than 5 boxes would qualify for 15% off |
| ONE BOX AND STORED FOR THREE MONTHS | £6.90 | £20.70 | 17.25+vat | 1-20 |
| ONE BOX AND STORED FOR SIX MONTHS | £5.79 | £34.74 | 28.95+vat | 1-20 |
| ONE BOX AND STORED FOR 12 MONTHS | £4.69 | £56.28 | 46.90+vat | 1-20 |
| The box size would be universally the same for each service. |  |  |  |  |

Upon purchasing a box(es) they would be sent an invoice confirming the order and they would then have access to an “account dashboard”.

The first time they purchase a box the status would be “Order accepted, boxes will be out for delivery tomorrow. Please remember to secure your boxes with the numbered security tags inside as these will be assigned to your account dashboard shortly”. A clickable hyperlink given instructions as to the places we must be able to deliver to would need to be present during the order and with the order confirmation.

They would have the ability to do this up until 19:00 the day before delivery (not including Saturday Sunday which would default to Tuesday Delivery).

They would then be assigned a box e.g:

|  |  |
| --- | --- |
| Box # | Security tags |
| 01111 | 998877 778899 |

The person who packs the box with the two security tags would update the customers account dashboard with those two numbers. The customer would then receive an auto generated email saying your box “BOX 0111” is on its way please make sure you secure this box with the tags “998877 778899”.

Our driver would then deliver the box. When its delivered, the Proof of delivery would be entered at our end (on the customer portal against that box) to say the box has been delivered and we would on the customer’s dashboard change the status to “your box is with you, let us know when it’s ready to collect here” (this is when the timed duration starts e.g 3 month, 6 month or 12 months). They would click that hyperlink “here” when they are ready for it to be collected. They then select a four-hour time slot MON-FRIDAY, 08:00-18:00 or SAT 8-12 when we are best to collect. When they have done so they receive an email confirming their request with the necessary link to change their mind if they need to.

Their box(es) status changes to “awaiting collection”, when we collect and mark it as received at the warehouse the customer receives confirmation email “your boxes are now with us and have been checked in”. Status of boxes now read “checked in”. Next to each box I want the customer to be able to “add pictures”, “add box contents”. This wouldn’t, without the customer’s permission, be openly available for us to see it would be purely there for the customer benefit. For example, the customer might decide to add in the “box content notes” for BOX 0111 “70’S MUSIC CLASSICS A-J” and it might be a picture of some of the cd’s/vinyls/tapes in there.

Next Chargeable Service

*From the dashboard the customer can click an option to “Box return flight”. What this enables the customer to do for £15.99 is send their box to themselves for a duration of time (whilst they retrieve goods or exchange) and then send their box back to storage.*

*Again, when this is purchased <purchase prompt, card payment> <confirmatory email to customer> <order form to us>*

*it would ask them the best day for delivery (not less than 18 hrs from date of order-unless over a weekend then Monday would be earliest). The customer picks the date and four-hour window and we would mark the status of that box as “being checked out to customer”. When the box(es) are delivered we would mark them on the customer dashboard as with customer. Each box would be designated new security tags although these would need to be noted on the system, the old ones still need to be in situ just for the customer’s reference. The new tags would be affixed to the side of the specific box in a document enclosed pouch.*

*When this box is delivered to the customer the status could change to “on holiday with owner”.*

*They would have the option to “return to storage” and again when doing so they would arrange the relevant date and time of collection. When this is done, we would receive an order confirmation “customer is now ready to have their box collected on X date”. We would arrange the collection and when we do so the customer would be notified “your collecting driver is on his way” (due to us changing the status on their dashboard) they would then be notified via email. The driver at the point of collection would need to check the numbers on the tags against his collection note. The boxes’ status at the same time would change to “on its way back to storage”. When the box arrives back our staff would double check it has the correct security tags once more and then add it to storage. When this Is done, we would update the customer via their box status on the dashboard and by auto email too.*

MONTH TO MONTH BILLING

At the end of the customer’s 3, 6, 12-month duration of the boxes storage plan they could revert to month-month billing at £6.89. Each time we would receive a confirmatory email confirming their purchase has been successful and they would receive an invoice via email too.

A month prior to their period ending they would receive an automatically generated email stating their plan is due to end and that they would be required to pay for another 3, 6 or 12 month plan for their box(es) or they would then be placed on the month-to-month billing.

Without them purchasing this plan they would receive another email two weeks prior to their period ending informing them of the same and giving them the option to purchase a plan for at the end of their current paid period.

They would receive one more email on the last day of their plan and a phone call. Without further payment for 3,6,12 month they would go on month to month payments. If they decide against this or choose to not renew we would deliver their boxes back to them.

OTHER PAGES

* FAQ

1. What can and can’t be stored
2. Packaging guidelines

* HOW IT WORKS

1. Video detailing how it works

* CONTACT

Must be able (customer end) to access and process all features from desktop, tablet, smartphone.