YOUR
LOGO

**COMPANY NAME**

CURB-SIDE PICKUP IMPLEMENTATION PROPOSAL

Prepared by:

**[Client Name]**

**[Contact information]**

**[Date]**

# Introduction

Thank you for considering [Your Company Name] to support your curb-side pickup implementation. We specialize in designing seamless, customer-friendly pickup operations that blend digital convenience with in-store fulfillment.

This proposal outlines our plan to launch and optimize a curb-side pickup program for [Client Name].

# Project Objectives

The primary goals are:

- Provide customers with a fast, safe, and contactless pickup option
- Integrate curb-side fulfillment with inventory and order management systems
- Reduce wait times and improve order accuracy
- Increase customer satisfaction and repeat purchases

# Proposed Services

Our curb-side implementation services include:

- Workflow design for order prep, notification, and hand-off
- Staff training and process documentation
- Technology integration (POS, e-commerce, mobile apps)
- Signage and zone mapping for pickup areas
- Metrics dashboard for order tracking and wait times
- Optional: SMS/email communication automation

# Scope of Work

Scope includes:

- Store assessment and fulfillment mapping
- Setup of pickup instructions and staff roles
- Testing and live rollout of curb-side process
- Post-launch review and optimization recommendations

# Timeline

Proposed project timeline:

|  |  |  |
| --- | --- | --- |
| Phase | Description | Estimated Date |
| Assessment & Design | Map curb-side flow and system needs | [Start Date] |
| Setup & Training | Configure systems and train staff | [Date] |
| Pilot Launch | Test pickup operations and collect feedback | [Date] |
| Full Rollout & Review | Expand and optimize across locations | [Completion Date] |

# Pricing

Estimated cost breakdown for curb-side implementation services:

|  |  |  |
| --- | --- | --- |
| Service | Description | Cost |
| Design & Planning | Pickup zone design and SOPs | [Amount] |
| Technology Integration | Connect e-com and POS systems | [Amount] |
| Training & Rollout | Staff enablement and launch support | [Amount] |
| Post-Launch Review | Performance dashboard and refinement | [Amount] |
| Total Estimated Fee |  | [Total] |

# About Us

[Your Company Name] is a retail operations consultancy focused on fulfillment innovation and customer experience design.

- Experience: [X] years supporting omnichannel initiatives across retail sectors
- Expertise: Order management systems, in-store logistics, customer service design
- Mission: To bring digital efficiency to the physical world and elevate convenience for modern consumers

# Case Studies / Testimonials

Case Study: [Client Example]

- Project: Curb-side rollout for a regional grocery chain
- Outcome: 42% increase in mobile order volume and 4.8-star pickup experience rating

Testimonial:
“[Your Company Name] created a curb-side pickup solution that fit right into our daily operations. Customers love it—and so do our store teams.” — [Client Contact]

# Terms and Conditions

Payment Terms: [X]% deposit, balance on implementation.
Scope: Includes site design, process training, system setup, and review.
Client Responsibilities: Provide store layout info, POS/e-com access, and staffing.
Adjustments: Multiple location rollouts or software add-ons may affect pricing and delivery schedule.

# Acceptance

To approve this Curb-side Pickup Implementation Proposal and begin work, please sign below.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Name: [Client Name]
Title: [Title]
Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_