



FAQ

Store Fulfillment for Adobe Commerce by Walmart Commerce Technologies

What is Store Fulfillment for Adobe Commerce by Walmart Commerce Technologies?

Store Fulfillment for Adobe Commerce by Walmart Commerce Technologies, is an advanced omnichannel fulfillment solution that delivers a superior buy online, pickup in-store or curbside (BOPIS) customer experience and maximizes store employees' productivity by providing an end-to-end omnichannel fulfillment workflow that is enabled through Android or iOS mobile devices.

What are the key benefits of Store Fulfillment for Adobe Commerce?

- Store Fulfillment is an Adobe Commerce extension that delivers a seamless, end-to-end omnichannel fulfillment experience with BOPIS capabilities.
- Store fulfillment gives customers choice in how their online purchases are fulfilled.
- Store Fulfillment turns physical stores into pickup points and fulfillment centers.
- Store Fulfillment helps retailers better leverage store-level inventory, reduce supply chain issues, and drive fast and cost-effective local fulfillment.
- Store Fulfillment allows customers to avoid shipping charges and to pick-up needed items at their convenience without shopping and checking out in-store.
- Store Fulfillment offers reduced wait times for customers enabled by check-in capabilities.
- Store Fulfillment improves store employee accuracy by digitizing pen-and-paper systems. Barcode scanning verification minimizes errors; if an incorrect item is picked and scanned, the store employee will be alerted. Digitizing these processes also improves overall efficiency and increases the probability of a customer receiving the correct order.
- Store Fulfillment improves store employee productivity by digitizing the entire workflow, including prioritizing picking orders based on promised date and time, optimizing pick path, and the ability to configure alerts for picking and order hand off.
- Store Fulfillment includes real-time updates to customers on order status, and for notifying store employees when customers are arriving for pickup.

Why would an Adobe Commerce merchant need Store Fulfillment?

Customers want flexibility in how they get their items and expect retailers to provide choices between free shipping, 2-day delivery, curbside, and in-store pickup options. Retailers with both online and physical stores drive faster fulfillment and better customer experiences while reducing shipping costs by offering omnichannel fulfillment options.



Store Fulfillment for Adobe Commerce by Walmart Commerce Technologies not only provides a superior, end-to-end BOPIS customer experience, it also maximizes store employees' productivity. BOPIS customer satisfaction is heavily influenced by wait times, clear communication on order status and product availability. The mobile application within Store Fulfillment alerts store employees to BOPIS orders, provides an optimized picking workflow, and tracks customer arrival times to help store employees prioritize and encourage quicker order handoff to customers. From a store operations standpoint, Store Fulfillment helps maximize store-level inventory, resulting in lower fulfillment costs and order hand off at the customer's convenience.

Why has Adobe Commerce partnered with Walmart Commerce Technologies?

Walmart Commerce Technologies (Walmart's SaaS Business Unit) offers technology solutions that help other businesses navigate their own digital transformation. This partnership enables Adobe Commerce merchants to leverage store fulfillment solutions built by the same Walmart technology team that developed Walmart's industry-leading capabilities. Adobe Commerce merchants can now offer their own exceptional omnichannel fulfillment experiences for their customers.

Will the customer facing BOPIS experience be Walmart branded?

No. Walmart Commerce Technologies tools, such as Buy Online Pick Up in Store (BOPIS), are designed to be white-labeled and customizable to meet merchant demands. All customer facing elements will use the merchant's own premium branded experience on their Adobe Commerce site.

What are the requirements for Store Fulfillment?

- Adobe Commerce version 2.4x license
- US Region
- SKU or UPC barcodes on all products sold
- B2C, B2B2C, Retailers, CPG Manufacturers selling direct-to-consumer, and Distributors/Wholesalers with physical retail stores or warehouses
- Wi-Fi in physical stores or warehouses; 3mbps minimum Internet speed
- Any Android or iOS mobile device used by store employees (store-provided or personal)
- Manage product inventory with Inventory Management for Adobe Commerce (formerly MSI)



What type of mobile devices or operating systems are compatible with Store Fulfillment?

Store Fulfillment omnichannel fulfillment management and notifications are all done through mobile devices, either provided by the retailer or by store employees using their personal smart phones.

- Minimum Operating System:
 - Android 6
 - iOS 12
- Minimum Hardware:
 - 1GB RAM
 - 600MB free disk space

How does Store Fulfillment compare to other BOPIS solutions available in the Adobe Commerce Extensions Marketplace?

Store Fulfillment is an advanced, end-to-end omnichannel fulfillment solution that is deeply integrated in Adobe Commerce. Other BOPIS solutions in the Extensions Marketplace are not end-to-end and solve for only part of the omnichannel fulfillment customer journey, such as store pickup only, and do not include store employee order picking and hand off functions and capabilities. Adobe Commerce merchants with physical stores and warehouses will have the confidence of using a robust BOPIS solution that was developed by the same technology team who enables BOPIS at Walmart retail locations globally.

How do I install the Store Fulfillment extension?

After signing the Store Fulfillment for Adobe Commerce contract, the extension will be provided and should be installed like any other third-party extension with an installation and user guide. You may require assistance from a qualified integration partner or developer to install.

For Adobe Commerce merchants who are online only, does Store Fulfillment allow them to use Walmart's physical stores as delivery and pick up locations?

No. The Store Fulfillment integration will enable Adobe Commerce merchants to leverage Walmart Commerce Technologies' industry-leading omnichannel fulfillment technology in their own physical stores to offer exceptional omnichannel fulfillment experiences for their customers and store employees.

Is this solution available for Adobe Commerce merchants who are already using Walmart Fulfillment Services?

No. Adobe Commerce merchants will not use Walmart Fulfillment Services nor Walmart stores, which are separate from Store Fulfillment for Adobe Commerce. Adobe Commerce merchants will be able to use Store Fulfillment with their own current fulfillment services and physical stores.



Is this solution for Adobe Commerce merchants who have products at Walmart stores or on the Walmart Marketplace?

No. With Store Fulfillment, Adobe Commerce merchants will sell their products through their own branded sites and will offer BOPIS fulfillment options in their own physical stores.

What about data security? Will Walmart Corporation or Walmart Commerce Technologies use my store data?

No. Adobe Commerce merchant data is protected using the security protocols and practices followed by Walmart. Walmart Commerce Technologies will only use merchant business data for the purposes of operating the BOPIS solution.

Can Store Fulfillment still be used if there is no dedicated store area for storage and pick-up?

Yes. Merchants can tailor order staging and storage based on their current physical store footprint. Adobe Commerce recommends having a location for order staging and in-store pickup near the front of the store, such as a customer service desk.

Will encouraging BOPIS by using Store Fulfillment reduce in-store foot traffic?

Offering BOPIS has become table stakes in retail. Customers who prefer BOPIS will often select another retailer when it's not offered. And while some BOPIS orders will replace in-store traffic, many are incremental sales that wouldn't happen otherwise. Also, offering BOPIS can save shipping costs and attract new customers to your online and physical stores.

What is the pricing model for Store Fulfillment?

The Store Fulfillment pricing model is subscription-based and allows for flexibility with a tiered pricing model. The model changes based on the volume of orders processed. Adobe Commerce Account Managers can explain pricing options in detail.

Is Store Fulfillment too expensive or too big of an operation for small businesses?

Store Fulfillment is designed to support businesses of all sizes and complexities. The pricing model changes by the order (tiered), so retailers with smaller or fewer stores will find this cost effective. Plus, smaller retailers will have better order fulfillment communication with customers (order is ready, order is missing items), better order management (prioritized orders based on pick up time), optimized store employee picking capabilities (pick and pause picking as needed), and improved order picking accuracy by verifying bar code and confirming quantity.



What are the business challenges Store Fulfillment is solving for Adobe Commerce merchants?

The coronavirus pandemic led to outsized increases in click-and-collect (BOPIS) sales and user adoption in 2020. Then click-and-collect sales grew by 9.7% in the US in 2021, and the annual growth rate is forecasted to remain in double digits through 2025. Click-and-collect is taking a larger piece of the ecommerce pie; before the pandemic, in 2019, it made up just 5.8% of overall ecommerce spending. By the end of 2022, that figure will have almost doubled, reaching a [9% share](#). The demand for omnichannel fulfillment in the retail industry continues to increase, and with Store Fulfillment, merchants can quickly implement and seamlessly integrate into their Adobe Commerce landscape. This removes the burden of merchants having to invest in a solution that only partially covers omnichannel fulfillment experience, invest in an expensive, homegrown custom solution, or depend on legacy systems such as ERPs.

Is Store Fulfillment offered in countries outside of the United States?

Adobe Commerce is exploring international expansion. Dates and supported regions will be announced as they become available.

How can I start the process for accessing Store Fulfillment for Adobe Commerce?

If you are currently an Adobe Commerce customer, contact your Account Manager. New to Adobe Commerce and want to learn more? Call **1-800-685-3624**.

Visit the [Adobe Commerce extensions marketplace page](#) for more details on Store Fulfillment.

You can also review the [Technical Guide](#) for Store Fulfillment for Adobe Commerce.



© 2022 Adobe. All rights reserved.

Adobe and Adobe logo are either registered trademarks or trademarks of Adobe in the United States and / or other countries.