

How to Provide a Safe and Efficient Click & Collect Service

The regulations now allow a person to leave their home to collect goods which they have ordered from a business. This means retail shops and hospitality businesses for example that currently must remain closed can run a click and collect service, provided the customer **DOES NOT enter the business premises** for any part of the transaction

Top tips:

- retailers and customers are encouraged to use online ordering and delivery as the first choice as it will limit social interactions and contacts
- retailers who do not have an online facility should consider potential of phoned-in or text ordering
- collections are required to be by appointment only and should be scheduled to make sure no customer-customer contact and no queuing
- allocate time slots which will allow them to manage a reasonable number of people per hour
- If collection is from a store in a shopping centre the collection point should be close to entrance with a one-way system
- design their click and collect system to avoid/ reduce shared contact surfaces
- continue to frequently clean any shared surfaces that are unavoidable and increase the use of hands-free technology to deliver their services

What do you need to consider when running a click and collect service?

Legal implications of online sales

Requiring online payment can have considerable benefits for retailers and customers. This payment method eliminates handling of cash or card payment devices and minimises the time each customer spends at the collection point.

With some exceptions, consumers have a legal right to cancel their order for any reason within 14 days of receipt or collection of their order, and then have a further 14 days in which they must return the goods. You must give consumers information about their cancellation rights at the time of receipt of the order.

The cancellation rights described above are in addition to consumers' statutory rights that they can return goods that are not of satisfactory quality, not fit for their intended purpose or not as described. Further guidance is available on the [Business Companion website](#) or by contacting Trading Standards.

Pre-collection

- Orders should only be received online, over the phone or by mail.
- cash payments should not be taken. Remember all payment details are personal data and should be processed and disposed of in a secure manner.
- Consider **when you will run** the click and collect service, as dealing with click and collect orders can be time consuming. Some smaller retailers have organised click and collect so that it only operates for part of the day, allowing the business owner and staff the time to manage orders and other types of delivery.

- Organise **time slots** for collection, with a sufficient gap between each collection, taking into account any delays between the time a person arrives for collection and handing over the items. This will help reduce queues forming and help maintain social distancing.
- Where you can, take a **mobile number** for the customer and consider sending them a message in advance of the collection time.
- **Plan ahead**, so that items for collection are readily available and staff and customers are not delayed. Consider clearly marking items with order numbers so staff members can find the order quickly and reduce the time customers are waiting.
- **We all still need to do what we can to reduce the spread of coronavirus.** By asking the customer if they or anyone in their household has tested COVID positive or have underlying health conditions, you can consider alternatives to click and collect to prevent people from taking unnecessary risks.

Collection

- **Remember social distancing is vital.** If you can, identify a way that the goods can be collected without the customer and staff coming into contact during the transaction. Key areas to consider include:
 - Queue Control: It is vital that you take steps to minimise and control queueing.
 - Signage: Be clear with customers where to queue, and place markings with instructions/visual aids explaining the collection process
 - Door Control: door control can prevent customers from stepping forward to pick up items until staff have stepped away from the collection point
- Ensure your staff have suitable PPE and face coverings (this is a legal requirement for certain sectors or public-facing business activity), in situations where they may be working closely alongside other employees or customers
- Ensure hand washing facilities or hand sanitisers are made available to staff to use between customer collections and frequently throughout the day.
- Ensure any area where goods are left can be cleaned between each collection using an appropriate disinfectant that meets the requirement of British Standards BS EN 1276 or BS EN 13697 (the numbers will be on the bottle) and follow the manufacturer's instructions, including how long the disinfectant should stay on before being wiped off.
- If a customer has not arrived for their slot, contact them and be prepared to cancel and reschedule the appointment. Allowing them to just come later could impact on other customers and increase queues in public spaces.

Post collections

- Ensure that areas including contact surfaces are thoroughly cleaned using disinfectants (as above) at the end of each day.
- Consider how you will address a returns policy whilst your business is closed to customers. This may need to operate in a similar manner to collections, reducing contact through contactless refunds, when, where and how customers return goods. You may decide to offer an extended period for returns
- Keep returned items separate from other merchandise or stock to reduce the likelihood of transmission through touch.
- Review how the click and collect service is operated each day, and make adjustments when needed, to help make it safer for all
- If you are able, get feedback from your customers on your service. This will help you to plan ahead as the lockdown for businesses eases.

How to work collaboratively with neighbouring businesses

Remember that you will not be the only business in your area considering running a click and collect service. We would encourage you to contact the businesses around you so that you can work together to minimise the disruption in the public spaces that could arise if several premises run a click and collect service at the same time.

What happens if a business does not comply with the regulations?

Local authorities across Hertfordshire want to work with businesses and support them to provide a safe environment for the business, their staff and customers to operate in. By working together, we can help achieve this.

However, where businesses fail to follow the regulations, they could be served a Prohibition Notice and Fixed Penalty Notice, or they could even be prosecuted.

Where can you get more Advice?

For local practical advice, Hertfordshire Better Business for All Partnership has a wide range of Covid19 Trading Safely checklists, templates and guides as part of a [toolkit](#) for local businesses.

Further advice can be found on the gov.uk website at the following link:

[Working Safely During Coronavirus \(COVID-19\) – 8 Guides by workplace](#)

[Business Companion](#) - Free, impartial legal guidance for businesses.

Your Local Authority Environmental Health team and Hertfordshire Trading Standards can also provide further advice and support.