

Click-and-collect services are being resumed for all retailers Monday 12 April 2021. The spirit behind the relaxation is to allow customers to order and pay for goods in advance, for the shop to prepare them, and for collection or returns to be carried out safely - without any actual contact between customers and retailers. The following guidance is intended to help explain to shop staff and customers how the process should operate to achieve this.

Checklist for retailers permitted to provide contactless click-and-collect services from Monday 12 April 2021:

(This checklist is in addition to guidance that retail businesses should follow to ensure the continued provision of a safe working environment - see [working safely in different business settings](#) and [guidance on the use of face coverings](#).)

	Completed (Initials & date)	Any additional comments (for completion by Shop undertaking review)
Step 1 – Customer contacts the retailer by online communication, telephone, text message, or post to place and pay for the order – payment must be completed at the time of order as no payment on collection is allowed. Similarly customers wanting to return purchases should contact retailers as above.		
Ensure that all web-sites, advertising etc. are updated to reflect the new regulations around click and collect.		
Ensure that an appropriate method of collecting and refunding payments either electronically or by phone is in place.		

	Completed (Initials & date)	Any additional comments (for completion by Shop undertaking review)
<p>Where possible remind customers of their responsibilities when using click and collect services to comply with:</p> <ul style="list-style-type: none"> • Do not visit any retail premises if you have tested positive or have developed any of the COVID-19 symptoms; • You must wear a face-covering when you go to any retail premises including any indoor area of a shopping centre, unless exempt. Read the face covering policy; • Do not ask or attempt to enter the store; • You must follow direction signs, one way systems and shop capacities if provided by a retail outlet; • Maintain a 2-metre physical distance between yourself and other people; • During this period adults, unless accompanying a vulnerable person or a child/children under 18, should shop alone; <p>In order to keep transmission rates as low as possible, you are also advised when visiting shops to:</p> <ul style="list-style-type: none"> • Use the infection control measures and use the available hand sanitiser; • Be polite - please ensure that you are considerate to retail staff and abide by their guidance and instructions, including temporarily removing your face covering if requested for proof of age; and • Shop local and do not travel further than necessary to visit shops. 		

	Completed (Initials & date)	Any additional comments (for completion by Shop undertaking review)
Consider providing the above information along with the Acknowledgement of the order having been placed, advance payment receipt, and confirmation of the collection time - see Step 2.		
Ensure that all staff involved in the new click and collect processes have received guidance into how to operate it effectively.		
Step 2 – Retailer confirms the order and the allocated collection time by online communication, telephone, text message or post. Customers wanting to return goods should also be allocated collection time as detailed above.		
Ensure that a system is in place that provides customers with confirmation of their order along with an allocated collection / return time.		
Allocate collection / return times in appropriate slots (e.g. quarter/half-hour/hourly) –to ensure limited numbers of customers, thus avoiding queueing and ensuring effective social distancing.		
Remind customers of their responsibilities when using click and collect services to comply with COVID19 public health requirements detailed in Step 1.		
Step 3 – Customer collects / returns the item ensuring both they and the retailer have complied with social distancing and wider public health guidance.		
Ensure that the collection service is only given to those who have purchased and pre-paid for items prior to arriving at the shop for collection.		

	Completed (Initials & date)	Any additional comments (for completion by Shop undertaking review)
Ensure that no payment / refund transactions are processed at shop premises.		
Ensure no public access to the shop is allowed and that a designated point for collection or returns is used by customers, e.g. either the entrance or exit point or some other point which ensures no member of the public is permitted onto the shop premises.		
Ensure that no goods are displayed or offered for sale at the collection point or outside of the premises		