# Remote Pay

Working remotely is made easier. Store associates can now complete the customer shopping journey with quick and convenient transactions from their mobile devices, using a secure payment link.

Customers want to pay for their purchases in the most efficient and fastest way possible whether it be shopping in-store or online. Although we are practicing social distancing and self isolation during the global pandemic, customers still expect the same frictionless, high quality concierge style service they were receiving when shopping at physical store locations.

Tulip's **Remote Pay** offers store associates the flexibility to continue clienteling outside of the store. It helps their blackbook customers purchase products remotely with payment processing functionality.

Using Tulip's Clienteling, store associates can easily contact existing customers and recommend products based on the customer's preferences. Upon customer confirmation, associates can then build a cart, organize delivery, and process payment securely with Remote Pay functionality within the Assisted Selling App.
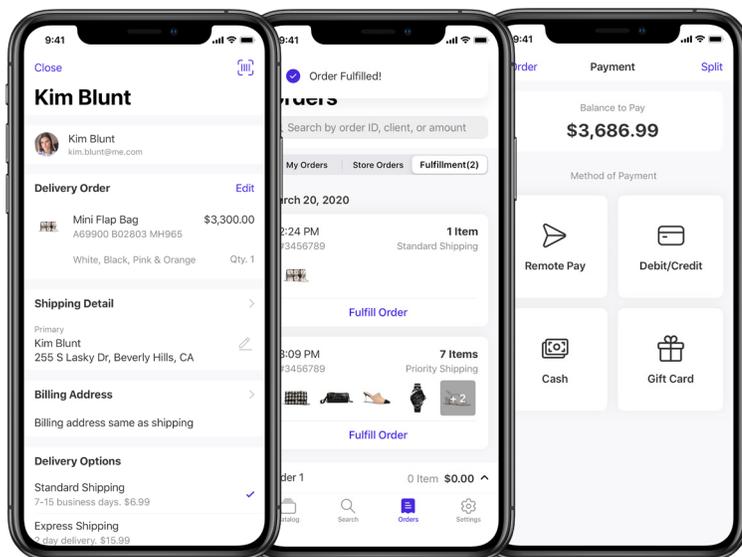
Drive Business Results

- Increase revenue and capture sales remotely

- Deliver a hyper-personalized shopping experience

- Improve conversion rate and average order size

- Provide a seamless and secure online checkout experience

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Integration

Remote Pay is fully integrated with retailers' CRM, Catalog, and Order Management systems. Tulip offers the following third-party services out of the box when using Remote Pay:

1. **Remote Payment:** Adyen Pay by Link or Cybersource Secure Acceptance (other remote payment services can also be supported by Tulip

2. **Tax:** Avatax by Avalara

3. **Address Validation** (optional): Google Places API

How Remote Pay Works

1 Build an order for delivery by selecting and adding products from the catalog using Assisted Selling App

2 Select the customer from the list of existing customers and confirm the shipping and billing details

3 Proceed to payment and select 'Remote Pay' as the payment method

Confirm the customer's email address as the order will be shared with the customer via email

4 The customer receives the order email from the associate. The email describes the products added to the order along with any shipping fees and taxes, and features a button to pay for the order.

5 Customers can click on the 'Purchase' button within the email, which opens a browser window prompting them to enter their payment details.

The Payment link has an expiration date, which can be configured by each retailer (default is 24 hours).

6 Order status is updated automatically within Tulip Assisted Selling once the payment has been completed successfully.

Leveraging Tulip's integration with retailer's OMS, the order is then pushed to the OMS for fulfillment.

Tulip is a mobile application provider focused on empowering associates in retail stores. Partnered with Apple, Tulip's mission is to harness the power of the world's most advanced mobile technology to deliver simple-to-use apps for store associates to look up products, manage customer information, check out shoppers, and communicate with clients. Leading retailers like Mulberry, David Yurman, Saks Fifth Avenue, Kate Spade, Coach, Michael Kors and Bonobos use Tulip in their stores to elevate the shopping experience, increase sales and improve customer service.

Tulip partners with Modo Network to provide best in class solutions for European retailers

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