



Updated 7.22.13

BUY ONLINE, PICK UP IN-STORE
(PROGRAM IS IN DEVELOPMENT)



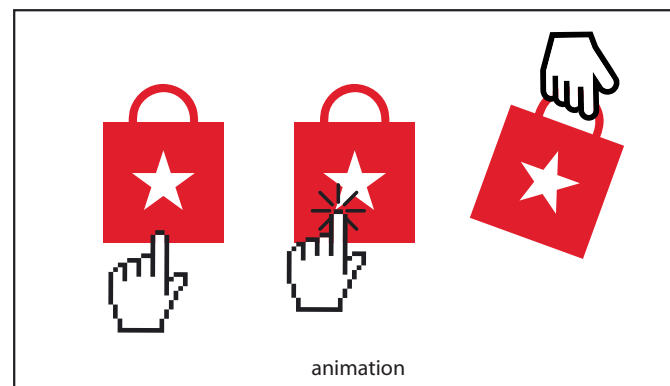
Need it in a hurry? Shop ahead on macys.com
and choose your closest Macy's to pick it up.
Just give us a few hours and we'll have it waiting for you.
Details at macys.com/storepickup



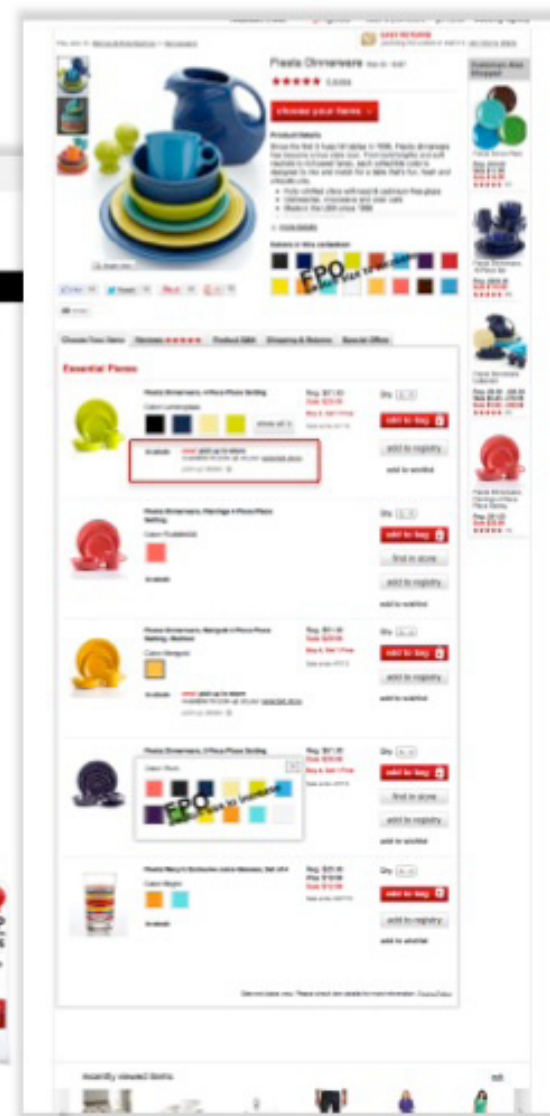
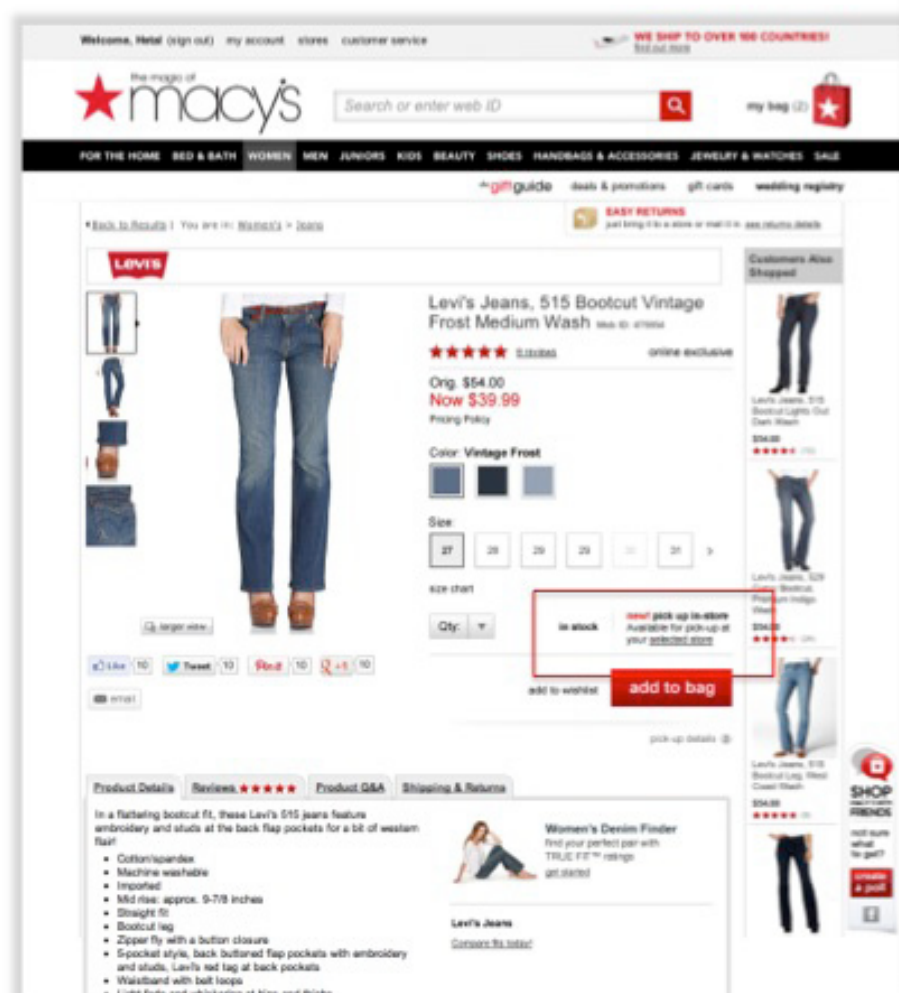
buy online
pick up
in-store



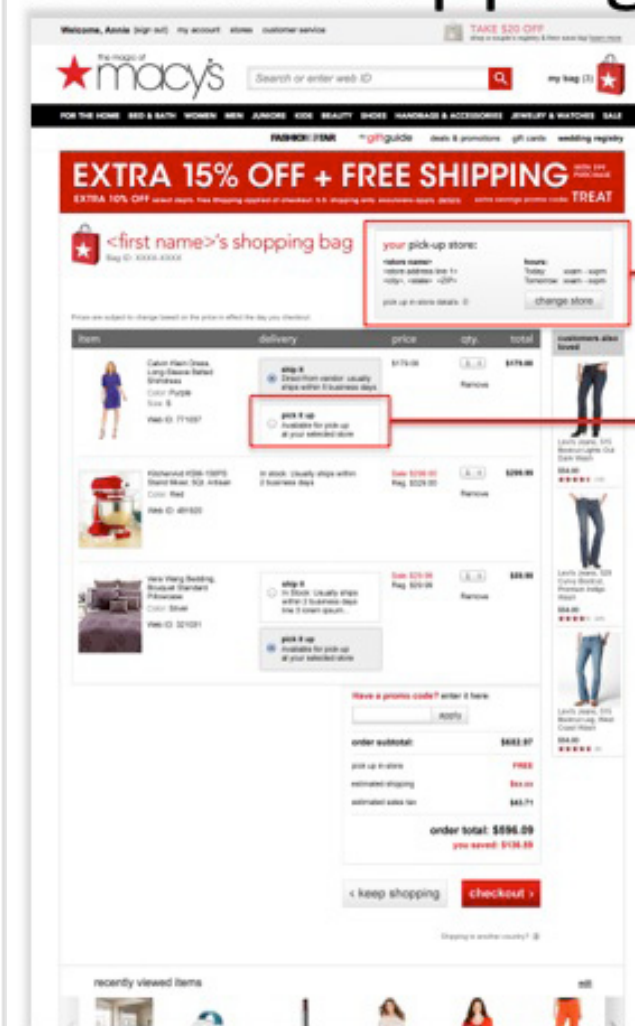
buy online
pick up
in-store



BOPS: PDP



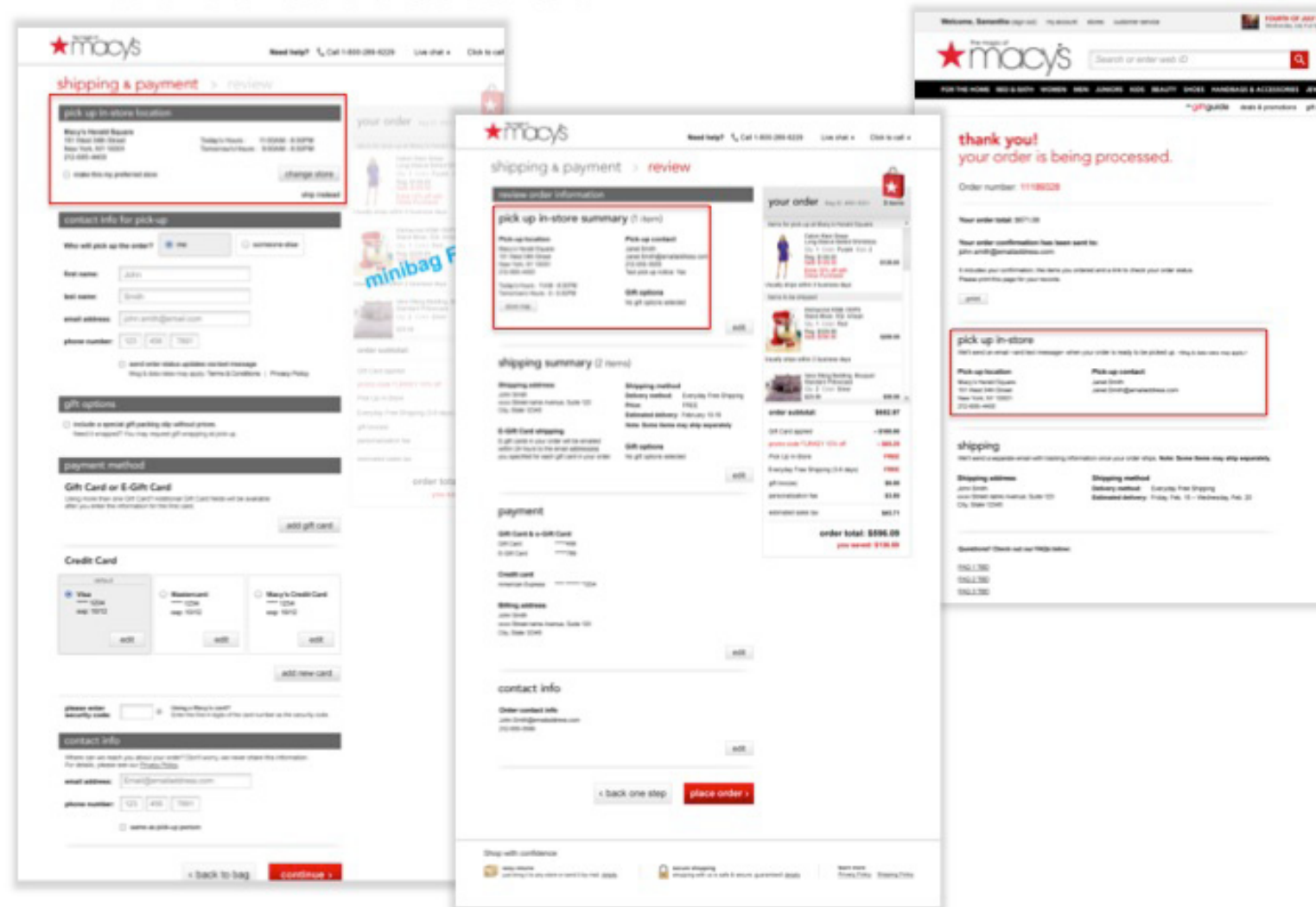
BOPS: shopping bag



- Store info prominently on display,
- Location based on sign-in (set as preferred) or IP address

- Becomes a delivery option

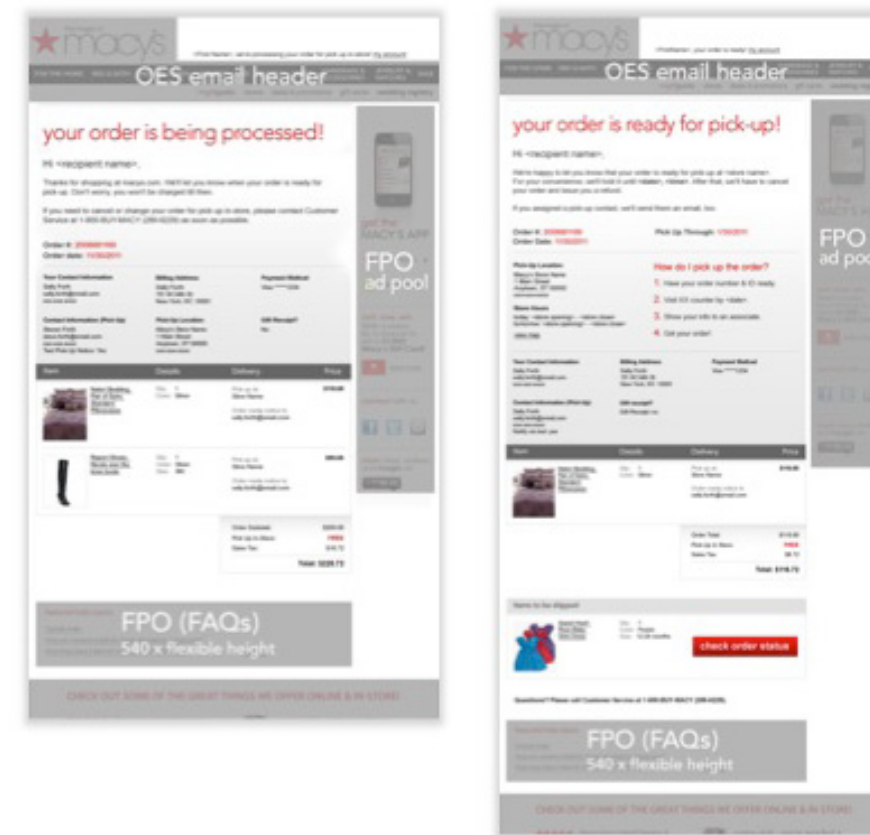
BOPS: checkout



The checkout process consists of several steps:

- Shipping & Payment:** Selects a pickup location (Macy's Herald Square) and provides contact information for pickup.
- Gift Options:** Includes checkboxes for gift wrapping and gift cards.
- Payment Method:** Selects a payment method (Gift Card or Credit Card).
- Order Review:** A summary of the order, including items, shipping, and payment details.
- Thank You:** A confirmation message stating the order is being processed.

BOPS: operational emails

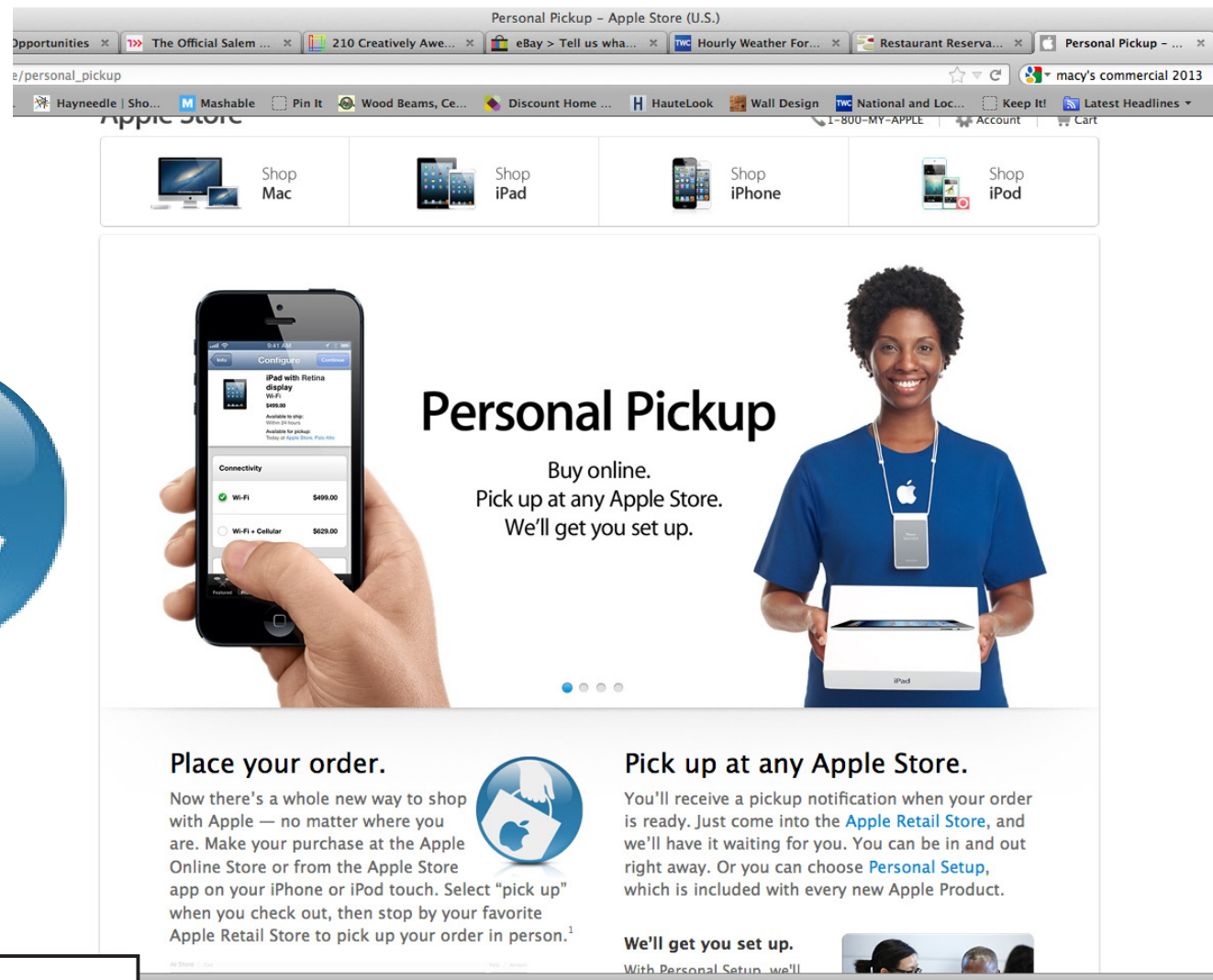


The operational emails include:

- OES email header:** A header for the email, indicating it's from Macy's.
- your order is being processed!** A confirmation email with order details and a link to track the order.
- your order is ready for pick-up!** A notification email with instructions on how to pick up the order.

PLUS second reminder & thank you/pick-up confirmation emails

COMPETITIVE COMPARISON



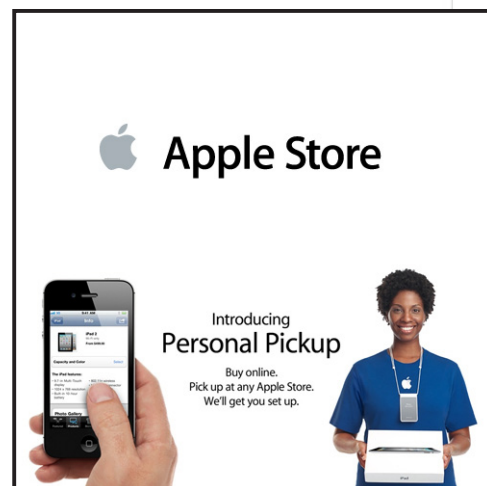
Personal Pickup

Buy online.
Pick up at any Apple Store.
We'll get you set up.

Place your order.
Now there's a whole new way to shop with Apple — no matter where you are. Make your purchase at the Apple Online Store or from the Apple Store app on your iPhone or iPod touch. Select "pick up" when you check out, then stop by your favorite Apple Retail Store to pick up your order in person.¹

Pick up at any Apple Store.
You'll receive a pickup notification when your order is ready. Just come into the [Apple Retail Store](#), and we'll have it waiting for you. You can be in and out right away. Or you can choose [Personal Setup](#), which is included with every new Apple Product.

We'll get you set up.
With [Personal Setup](#), we'll



Apple Store

Introducing
Personal Pickup

Buy online.
Pick up at any Apple Store.
We'll get you set up.

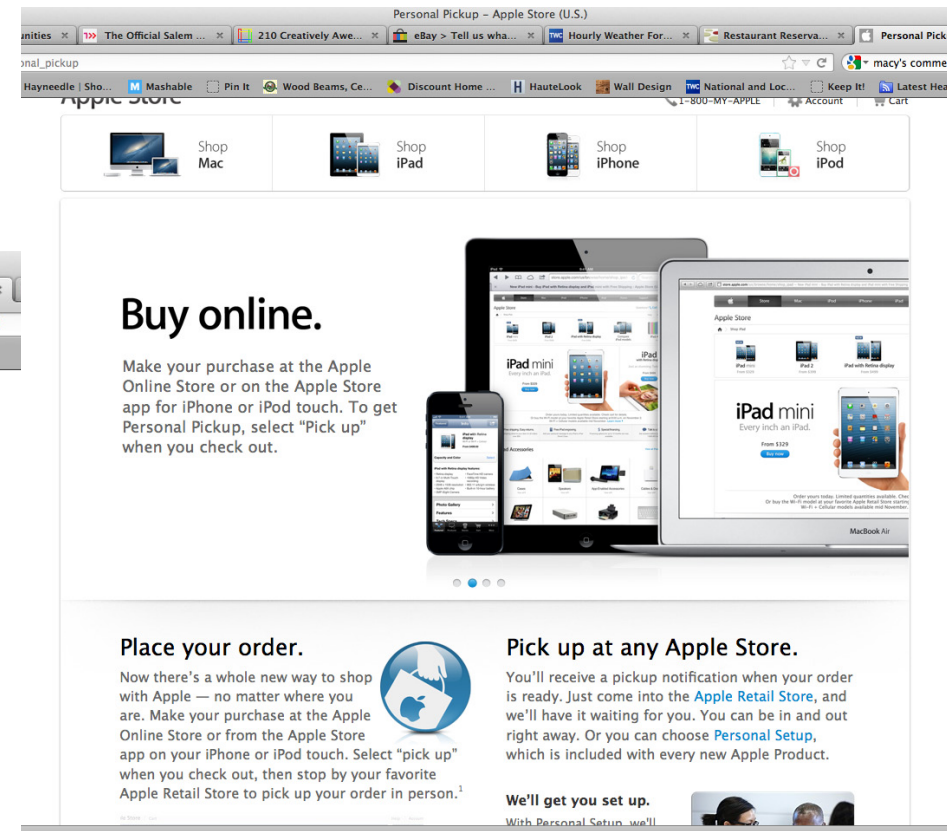


A brand-new way to do your holiday shopping.

With Reserve and Pick Up, you can make sure the top things on your list are definitely under the tree. Reserve an iPod or Mac online today and it will be waiting for you to pick up and purchase at an Apple Retail Store from December 15 to 24. You can even have many products wrapped. It's just another way we make it even easier to get through the holiday crowds — and your gift list.

[Select a store for pickup](#)

Or [buy online now](#) and have your products shipped to you.



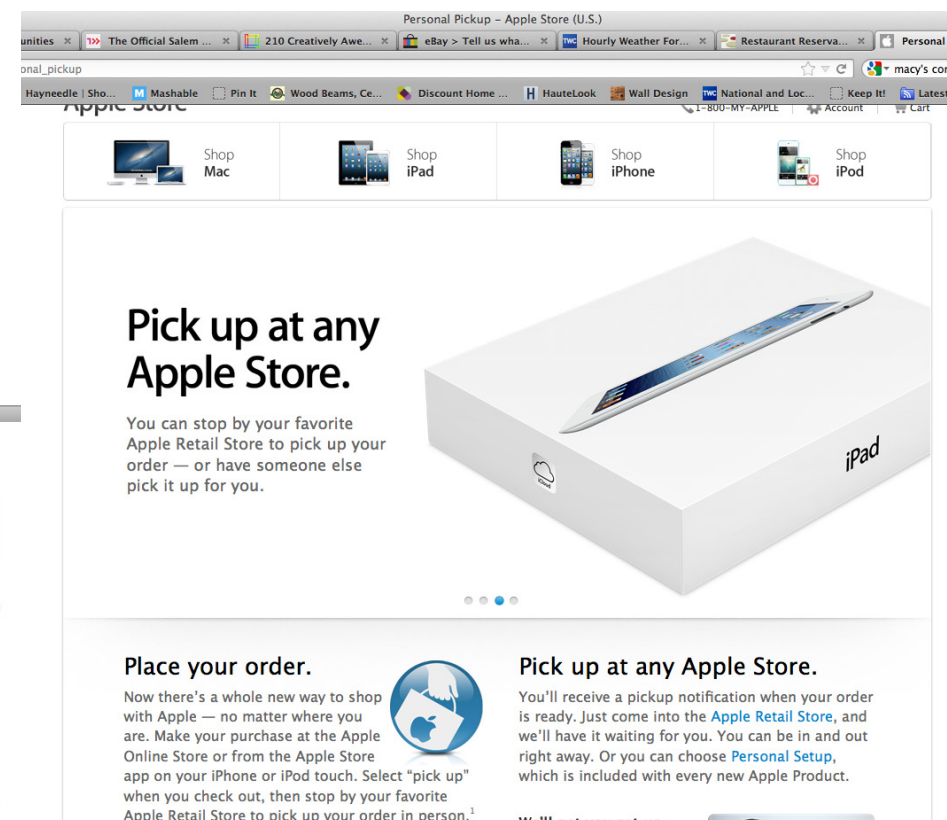
Buy online.

Make your purchase at the Apple Online Store or on the Apple Store app for iPhone or iPod touch. To get Personal Pickup, select "Pick up" when you check out.

Place your order.
Now there's a whole new way to shop with Apple — no matter where you are. Make your purchase at the Apple Online Store or from the Apple Store app on your iPhone or iPod touch. Select "pick up" when you check out, then stop by your favorite Apple Retail Store to pick up your order in person.¹

Pick up at any Apple Store.
You'll receive a pickup notification when your order is ready. Just come into the [Apple Retail Store](#), and we'll have it waiting for you. You can be in and out right away. Or you can choose [Personal Setup](#), which is included with every new Apple Product.

We'll get you set up.
With [Personal Setup](#), we'll



Pick up at any Apple Store.

You can stop by your favorite Apple Retail Store to pick up your order — or have someone else pick it up for you.

Place your order.
Now there's a whole new way to shop with Apple — no matter where you are. Make your purchase at the Apple Online Store or from the Apple Store app on your iPhone or iPod touch. Select "pick up" when you check out, then stop by your favorite Apple Retail Store to pick up your order in person.¹

Pick up at any Apple Store.
You'll receive a pickup notification when your order is ready. Just come into the [Apple Retail Store](#), and we'll have it waiting for you. You can be in and out right away. Or you can choose [Personal Setup](#), which is included with every new Apple Product.

We'll get you set up.
With [Personal Setup](#), we'll

COMPETITIVE COMPARISON

Pick Up In Store

Opportunities x The Official Salem ... x 210 Creatively Awe... x eBay > Tell us wha... x Hourly Weather For... x Restaurant Reserva... x Pick Up In Store

catalog/servlet/ContentView?pn=pick_up_in_store&storeId=10051&langId=-1&catalogId=10053

Hayneedle | Sho... Mashable Pin It Wood Beams, Ce... Discount Home... HauteLook Wall Design National and Loc... Keep It! Latest Headlines

FREE SHIP TO STORE[†] OR HOME*. NOW AVAILABLE ON OVER 300,000 ITEMS.

The Home Depot

Tool & Truck Rental | Get It Installed | For the Pros | Gift Cards | Help | Cart

Your Store: Newark, NJ #980 (Change)

Store Finder | Local Ad | Credit Center | Savings Center

Shop By Department v Search All v What can we help you find? Project: How-To v Sign In or Register Your Account v

Home > Customer Support Overview > Pick Up In Store

The Home Depot's Pick Up In Store

MY ACCOUNT

- Site Registration
- Forgot Your Password
- Change Your Password
- Order History

CONTACT US

- About Our Stores
- About Your Online Order
- About Shopping Online
- About The Home Depot Credit Card
- View Directory

HELP FAQs

- Frequently Asked Questions
- Shipping & Delivery
- Returns & Return Center
- Gift Cards
- Tool Rental
- Low Price Guarantee
- Technical Issues

USEFUL LINKS

- Credit Center
- Customer Alerts
- Product Recalls
- Terms of Use
- Privacy & Security
- Company Information

The Home Depot's Pick Up In Store option offers you the convenience of placing an order on homedepot.com and subsequently picking up your item(s) at a Home Depot store location. This feature not only saves you shipping charges but also helps you expedite any time-sensitive projects. When you arrive at the store, stop by the Customer Service desk or Pro desk if you're a contractor for assistance with order pickup.

Just follow these easy steps:

- Place your order on homedepot.com.
- Choose the Pick Up In Store option at checkout and select your desired store location for order pickup.
- You will receive a series of email messages. First, you'll get an Order Confirmation acknowledging receipt of your order. Then, you'll receive a Pick Up In Store Notification when your order is ready to be picked up at Home Depot. Please note that not all items are eligible for Pick Up In Store.
- Bring your Pick Up In Store Notification email, your order number and a government-issued photo ID to Home Depot to pick up your order.

YOU'LL NEED TO BRING:

Valid driver's license or government issued photo ID

Bring this email, text or order number

Based on your pick up selection

Online Order Pick Up

- Customer Service Desk
- Pro Desk

For your protection only the authorized user of this credit card or a previously designated pick up person may claim this order.

Store pickup is valid only at the specific store selected by customer when placing order, during store's normal operating hours and only for orders confirmed via In-Store Order Pickup Notification email. This excludes special or bulk-sized orders and is not valid on Christmas Day, Thanksgiving Day or the Friday, Saturday or Sunday following Thanksgiving Day.

Cancelling an Order

We hope that you are completely satisfied with your order, but if you need to return any item(s), let us know. For your convenience, you can cancel items by contacting a homedepot.com Online Customer Care Representative at 1-800-430-3376 Monday - Sunday 6a.m. - 2a.m. ET.

Returning an Order

To return any item(s), simply bring your order receipt with you to any Home Depot store location. Please refer to The Home Depot's current in store **return policy**.

Security & Privacy

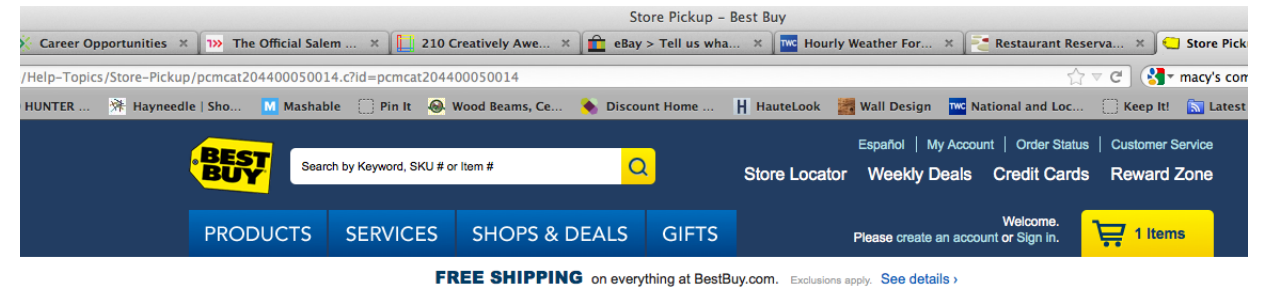
At The Home Depot, Inc. we know that your privacy is important to you. That's why protecting any personal information such as your name, address, e-mail address, or phone number that you provide to us is of the utmost importance to The Home Depot, Inc. and its subsidiaries, divisions, affiliates, brands and other The Home Depot companies. Please read our **Privacy Policy and Security Statement** which is designed to help you understand what information we gather online and what we do with that information.

Frequently Asked Questions

If you have additional questions about Home Depot's Buy Online Pick Up In Store service, visit our **FAQ page**.

 Online Order
Pick Up

COMPETITIVE COMPARISON



BEST BUY STORE PICKUP GUIDELINES

LOGOS & ICONS



StorePickup_Lockup_4c.eps

Note the white stroke around lockup when placed on dark or colored backgrounds.



StorePickup_TypeLockup.eps

Also available in a reverse version, please see examples.



SP_StorePickup_Icon.eps



SP_ShipToStore_Icon.eps



SP_FriendsFamily_Icon.eps



SP_Warehouse_Icon.eps

All icons available in reverse versions please see examples.



STORE PICKUP
Buy online and avoid shipping charges. Pick up your order in as little as 45 minutes.



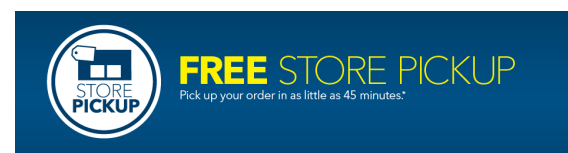
FRIENDS & FAMILY PICKUP
Avoid out-of-the-way trips to the store. You can designate someone else to pick up your order.



SHIP TO STORE
If your item is out of stock at your local Best Buy store, Ship to Store can get it there — with free shipping.



WAREHOUSE PICKUP
Avoid delivery charges by picking up your items at a Best Buy warehouse near you.



Pick up your order in as little as 45 minutes.*

COMPETITIVE COMPARISON

The Container Store®

GO SHOP!

CLICK & PICKUP

Shop online or call and
pickup at any store.

Save Money. Save Time. No Shipping Fees!

In most markets, we'll even bring your order to your car!

containerstore.com

New!
**Reserve online.
Pick up
in store.**

Here's how it works:

1. Find the item(s) you want on [staples.com](#)®, click the "Reserve & Pickup" button, and select the store you would like to pick up your item(s) at.
2. You'll receive an email confirming your reservation, and another email with your confirmation number, letting you know that your item(s) is ready for pickup — all within two hours of reserving!*
3. Pick up your order in store at the customer service desk — we'll have it set aside and ready for you.

[Shop now](#)

easy

STAPLES
That's what easy.
We bring easy to
your office.
Reserve online
Pick up in store
Reserved
for you!



**Buy online,
pick up in store!**

Fast, Easy and
NO Shipping Charges!

Pick up orders at
Guest Services.

[Toysrus.com/pickup](#) [Babiesrus.com/storepickup](#)

ONE DAY ONLY! Tuesday, December 6

In-Store Pickup SALE!
Save BIG, pick it up FAST & pay NO shipping fees!

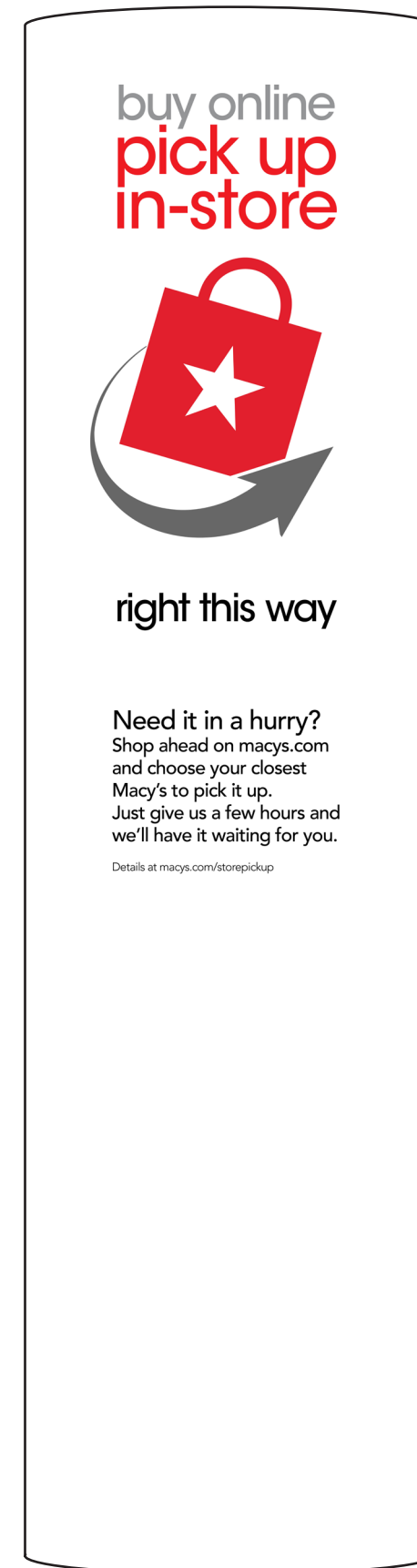


UP TO **40% OFF**
GRaT GiFTs
when you buy online
& pick up in store!*

[shop now](#)

 **FREE SToRe PiCKUP**
when you buy online!
Friends & family can pick up, too!

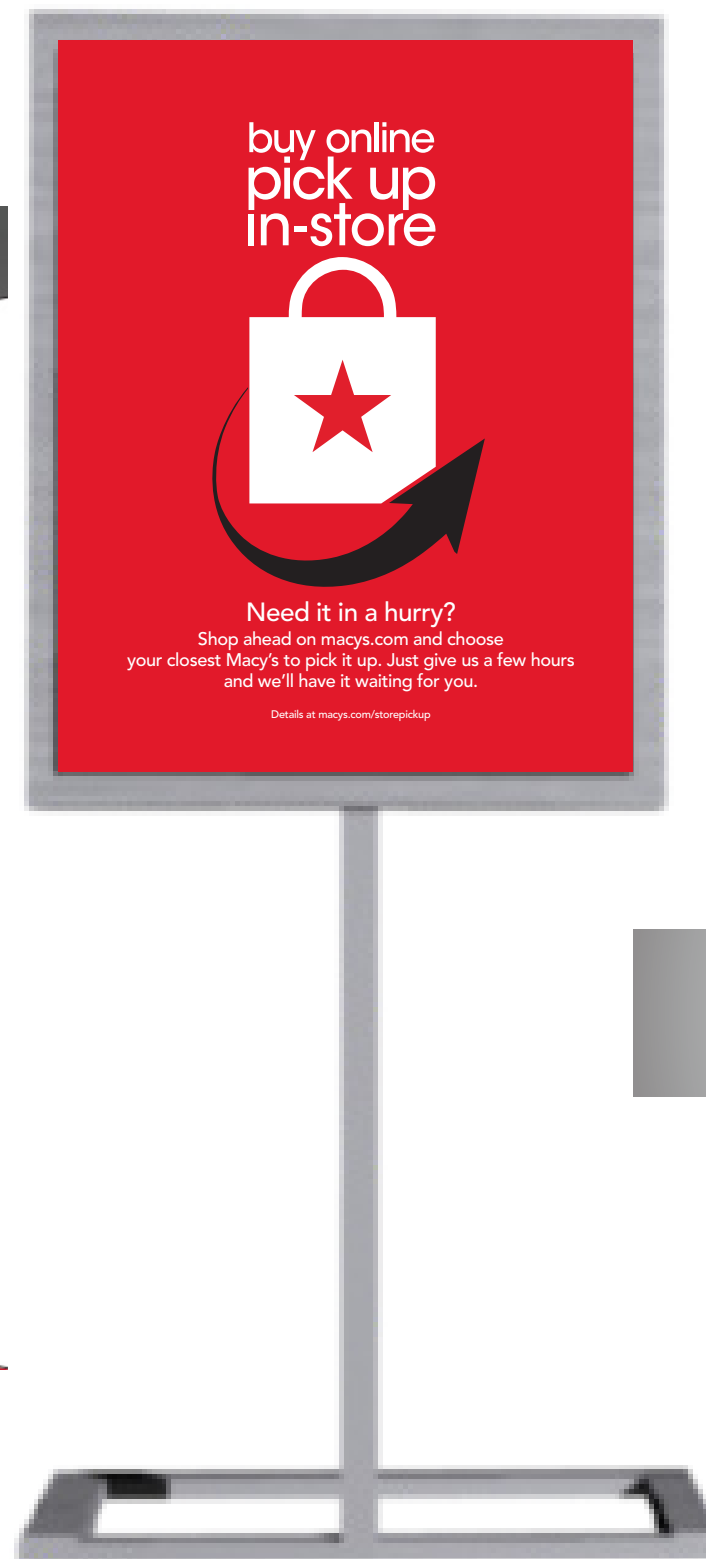
IN-STORE POP UP BELLA



18x72 pop-up bella (front)

IN-STORE WAYFINDING BLADES

22X28 POSTER




 In-Store Pick Up

wayfinding blade

22x28" poster

3-blade cashwrap overhead

