

便利商店智慧理貨系統

A Smart Tally System for Convenience Stores

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摘要

現代人的生活越來越忙碌，伴隨著網路購物平台的蓬勃發展，以及電子交易的普及，越來越多人使用網路購物來採買所需商品，因上班時間不便在家等候商品，隨之也造就了便利商店取貨的熱潮。為了服務客戶，一般規模的便利商店必須善用有限的空間，容納來自不同管道的網購商品，並為前來取貨的顧客提供取件及交易服務。但隨著貨品數量日益增多，商品的多樣化，商品大小型式不一，貨品到貨時間不一的情況下，店員尋找商品所需的時間越來越長，顧客取貨所需等候的時間也隨之越來越長，如此容易造成顧客的不滿意，且降低了原來應有的收銀效率。

為提升便利商提供取貨服務及交易的效率，本研究將探討便利商提供取貨服務所面臨的問題，並運用行動裝置的優勢，針對問題提出改善方案，並據此發展出一套適用於超商的智慧理貨系統，並將此系統加以實作。經過便利商店實證，本研究所提出的智慧理貨系統，可以有效提升便利商店取貨及收銀的效率。

關鍵字：網路購物、超商取貨、智慧理貨系統

Abstract

Modern people's lives are getting more and more busy. With the rapid development of online shopping platforms and the popularity of electronic transactions, more and more people use online shopping to buy the goods they need. Because people are not able to wait for goods at home during work hours, it also created a craze for convenience store pick-up. In order to serve customers, the convenience store must make use of limited space to accommodate online shopping products and provide pick-up and transaction services for customers. However, with the increasing number of goods, the diversification of goods, the different sizes of goods, and the different time of picking up goods, the time required for the clerk to find the goods is longer and longer, which is likely to cause customer dissatisfaction and reduce the original cash register efficiency.

In order to improve the efficiency of picking up services and transactions, this study will

explore the problems faced by convenience store in providing pick-up services, and propose improvement strategies, and develop a smart tally system suitable for convenience store. The results show that the proposed smart tally system can improve the efficiency of cashiers in convenience stores while providing goods pick-up services.

Keywords: Online shopping, convenience store pick-up, smart tally system.