AIQ

A DEEP DIVE INTO

🛒 Ecommerce

Transforming The Online Shopping Experience

AIQ Ecommerce empowers retailers by transforming online shopping into seamless, personalized experiences that foster customer loyalty, accelerate growth, and bring each brand's unique vision to life.

Table Of Contents

1 Customizable Menus

Customizable Layout
Tailor the look and feel of your online store to reflect your brand's unique identity, with flexible options for colors, fonts, and layout that create a cohesive brand experience.

Multiple Product Images
Ability to upload up to five images per product, improving visual appeal and customer engagement.

Personalized Menu Categories
Organize and customize menu categories to highlight featured products, promotions, or seasonal items, making it easy for customers to navigate and discover what matters most.

Showcased Branding
Integrate brand logos, icons, and other visual assets directly into the menu to enhance recognition and create a professional, polished appearance that resonates with customers.
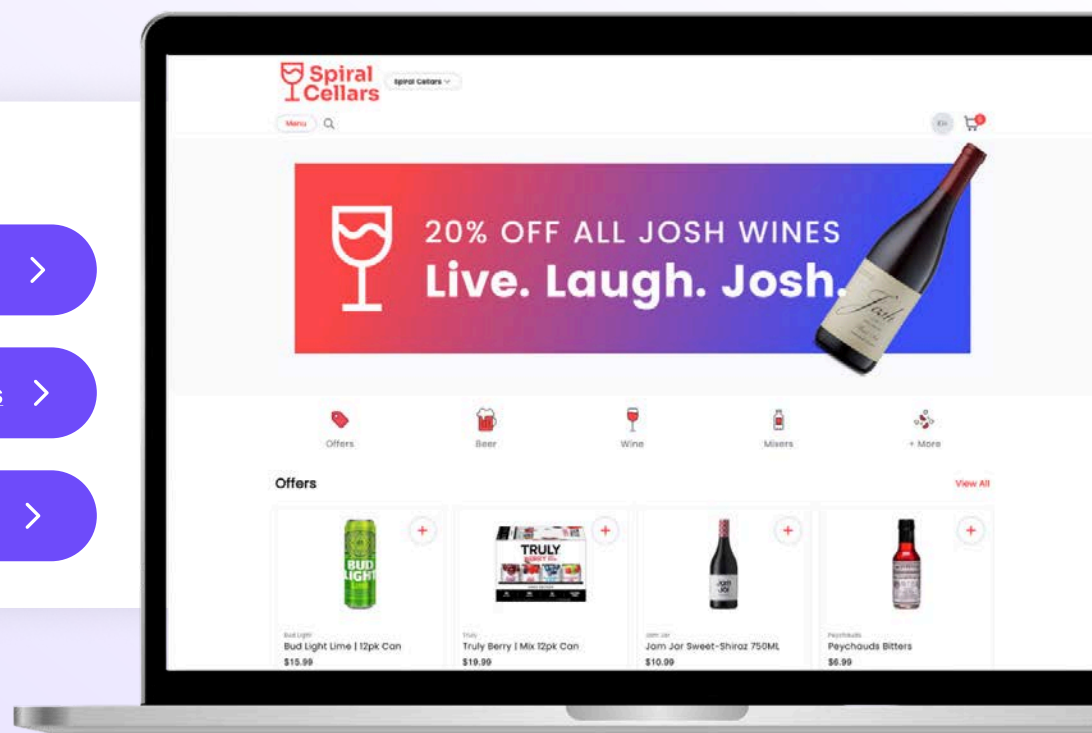
Integrated Product Reviews
Option to toggle on a built-in product review system, allowing customers to leave feedback and ratings, which helps build trust, improve product credibility, and drive purchasing decisions by showcasing authentic customer experiences.

Support Guides

🛒 **AIQ Ecommerce Branding** >

🛒 **AIQ Ecommerce Products** >

🛒 **AIQ Ecommerce Reviews** >

2 User-Friendly Interface For Easy Shopping

Intuitive Design for Easy Navigation

Offers a clean, well-organized interface that makes it simple for both customers and staff to navigate and manage products, orders, and customer profiles.

Mobile & Web Compatibility: Mobile & Web Design

Optimized for both desktop and mobile use, providing a seamless experience for customers across devices.

Customizable Storefront

Allows retailers to tailor the look and feel of their online store to match their brand identity, providing a consistent and professional experience for shoppers.

Support Guide   AIQ Ecommerce Store ›

3 Built-In SEO For Maximum Online Reach

Automated Meta Tags and Descriptions

AIQ Ecommerce generates SEO-friendly meta tags and descriptions for product pages, helping retailers enhance search visibility with minimal manual work, along with previews of how the offer will appear on Google.

Customizable URL Structures

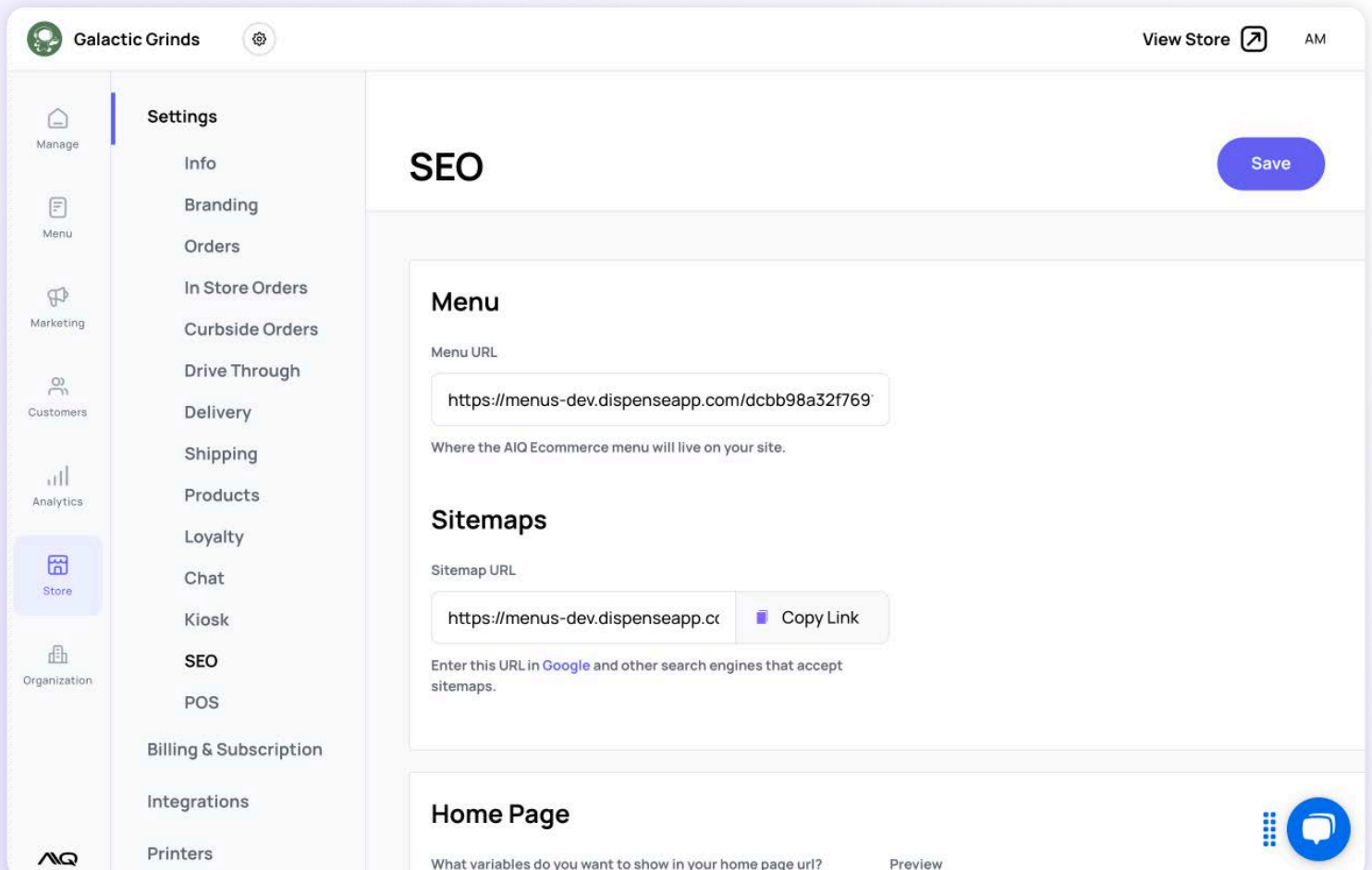Users can create clean, keyword-rich URLs for product and category pages, improving search rankings and presenting more attractive, SEO-optimized links to customers.

Image Optimization

The platform optimizes product images with ALT tags and compressed file sizes, enhancing page load speed, accessibility, and SEO, all essential for better search performance.

Support Guide   🛒 **AIQ Ecommerce SEO Menu** ›

4 Order Management Features

Order Management System (OMS)

Centralizes order tracking from placement through fulfillment, enhancing visibility and ensuring timely processing for all customer orders.
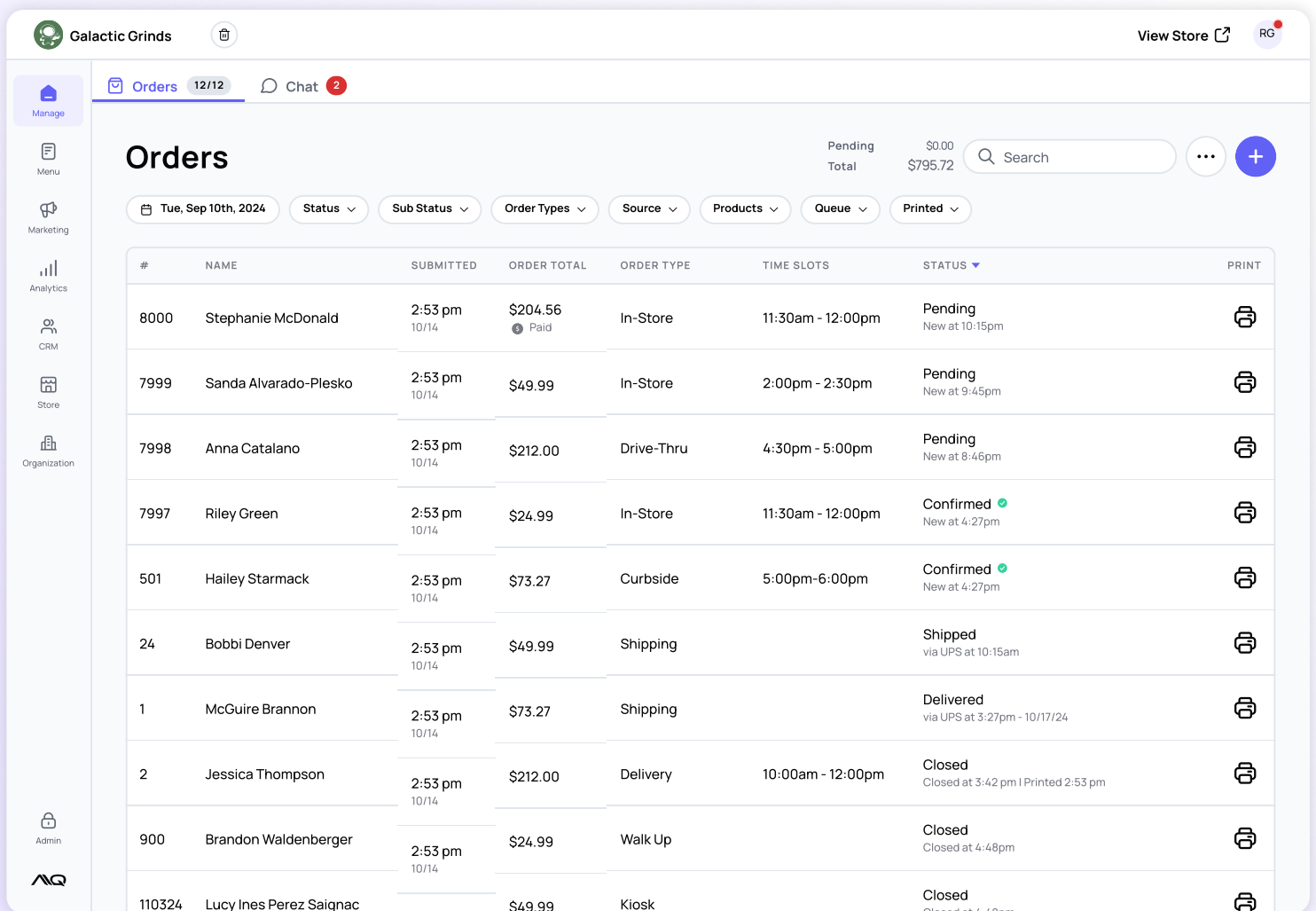
POS Integration for Accurate Inventory Tracking

Syncs with point-of-sale systems to ensure accurate inventory tracking and provide a seamless experience for customers and staff.

Real-Time Inventory Sync

Keeps stock levels updated across all channels—online, in-store, and mobile—minimizing the risk of stockouts or overselling.

Support Guide 🛒 **AIQ Ecommerce Orders** ›

Galactic Grinds 🗑️   View Store ⧉ RG

| 🛍️ Orders 12/12 | 💬 Chat 2 |

Orders

Pending Total $0.00 $795.72   🔍 Search   ··· ➕

📅 Tue, Sep 10th, 2024 | Status ⌄ | Sub Status ⌄ | Order Types ⌄ | Source ⌄ | Products ⌄ | Queue ⌄ | Printed ⌄

#	NAME	SUBMITTED	ORDER TOTAL	ORDER TYPE	TIME SLOTS	STATUS ▾	PRINT
8000	Stephanie McDonald	2:53 pm 10/14	$204.56 💲 Paid	In-Store	11:30am - 12:00pm	Pending New at 10:15pm	🖨️
7999	Sanda Alvarado-Plesko	2:53 pm 10/14	$49.99	In-Store	2:00pm - 2:30pm	Pending New at 9:45pm	🖨️
7998	Anna Catalano	2:53 pm 10/14	$212.00	Drive-Thru	4:30pm - 5:00pm	Pending New at 8:46pm	🖨️
7997	Riley Green	2:53 pm 10/14	$24.99	In-Store	11:30am - 12:00pm	Confirmed ✅ New at 4:27pm	🖨️
501	Hailey Starmack	2:53 pm 10/14	$73.27	Curbside	5:00pm-6:00pm	Confirmed ✅ New at 4:27pm	🖨️
24	Bobbi Denver	2:53 pm 10/14	$49.99	Shipping		Shipped via UPS at 10:15am	🖨️
1	McGuire Brannon	2:53 pm 10/14	$73.27	Shipping		Delivered via UPS at 3:27pm - 10/17/24	🖨️
2	Jessica Thompson	2:53 pm 10/14	$212.00	Delivery	10:00am - 12:00pm	Closed Closed at 3:42 pm	Printed 2:53 pm	🖨️
900	Brandon Waldenberger	2:53 pm 10/14	$24.99	Walk Up		Closed Closed at 4:48pm	🖨️
110324	Lucy Ines Perez Saignac		$49.99	Kiosk		Closed Closed at 4:48pm	🖨️

Manage · Menu · Marketing · Analytics · CRM · Store · Organization · Admin

5 Customer-First Online Checkout Experience

Built-In Chat Support

Integrated chat feature allowing customers to connect with support in real-time, helping to answer questions, resolve issues, and guide purchasing decisions, creating a more personalized and responsive shopping experience.

Streamlined Checkout Process

Designed to reduce friction, the optimized checkout flow helps to improve conversion rates by making it easy for customers to complete their purchases quickly.

Flexible Fulfillment Options

Offers convenient choices for pickup, curbside, and delivery, allowing customers to select the option that best suits their needs.

Real-Time Order Notifications

Designed to reduce friction, the optimized checkout flow helps to improve conversion rates by making it easy for customers to complete their purchases quickly.

Integrated Payment Solutions

Supports multiple payment methods, including credit cards, Apple Pay, and Google Pay via **Stripe integration**, providing a secure and versatile payment experience. Note: Stripe does not support payment processing for canna companies; approval is required for restricted industries like CBD, tobacco, and vape/e-cigarette companies.

Support Guides

🛒 **AIQ Ecommerce Order Settings** ›

🛒 **AIQ Ecommerce Chat Settings** ›

← Back   **Cart**

$50.00 $45.00
- +

$35.92
- +

$50.12
- +

+ Add more items

Subtotal

Promo Code

🛒 Checkout

Order Type
● In Store pick up
📅 Dec. 7 ⌄ at 9:00-9:30am ⌄
○ Curbside pick up
○ Delivery

Payment
Payment will be made upon pickup. We accept the following payment methods:
💵 Cash
💳 Debit Card
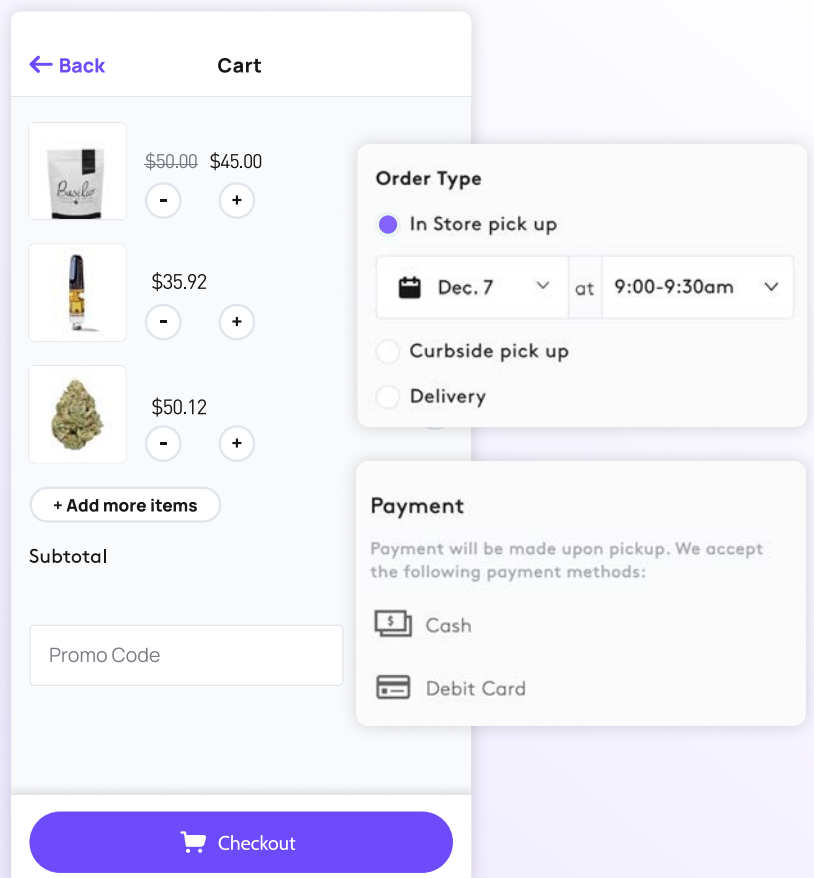
6 Versatile Pick-Up: In-Store, Curbside & Drive-Thru

Easy Check-In for Curbside and Drive-Through
Customers can check in via SMS or the app upon arrival for curbside or drive-through orders, allowing staff to bring out their order quickly and efficiently for a seamless, contactless experience.

Fast, Streamlined Service
Each pickup method is optimized for speed, ensuring orders are processed and ready promptly, reducing wait times and enhancing customer satisfaction across all pickup options.

Order Type

- 🔴 Pickup
  - 📅 Nov 27 ⌄
- ⚪ Curbside pickup
- ⚪ Delivery
- ⚪ Drive-through
- ⚪ Shipping

Support Guide 🛒 **AIQ Ecommerce Pre-Orders** ›

7 Customizable Delivery Zones, Fees & Time Slots

Convenient Home Delivery Options

Offers flexible convenient home delivery, allowing customers to choose preferred delivery times, enhancing convenience and control over their shopping experience.

Customizable Delivery Zones, Fees, and Time Slots

Retailers can set specific delivery areas, fees, and control time slot availability, allowing for efficient delivery operations and optimized service based on demand and location.

Real-Time Tracking and Notifications

Customers receive updates throughout the delivery process—from order confirmation to dispatch and arrival—keeping them informed and able to plan around accurate delivery windows.

Secure Contactless Payment and Delivery

AIQ Ecommerce supports secure, contactless payment and delivery options, providing a safe, seamless experience for customers preferring minimal physical interaction.
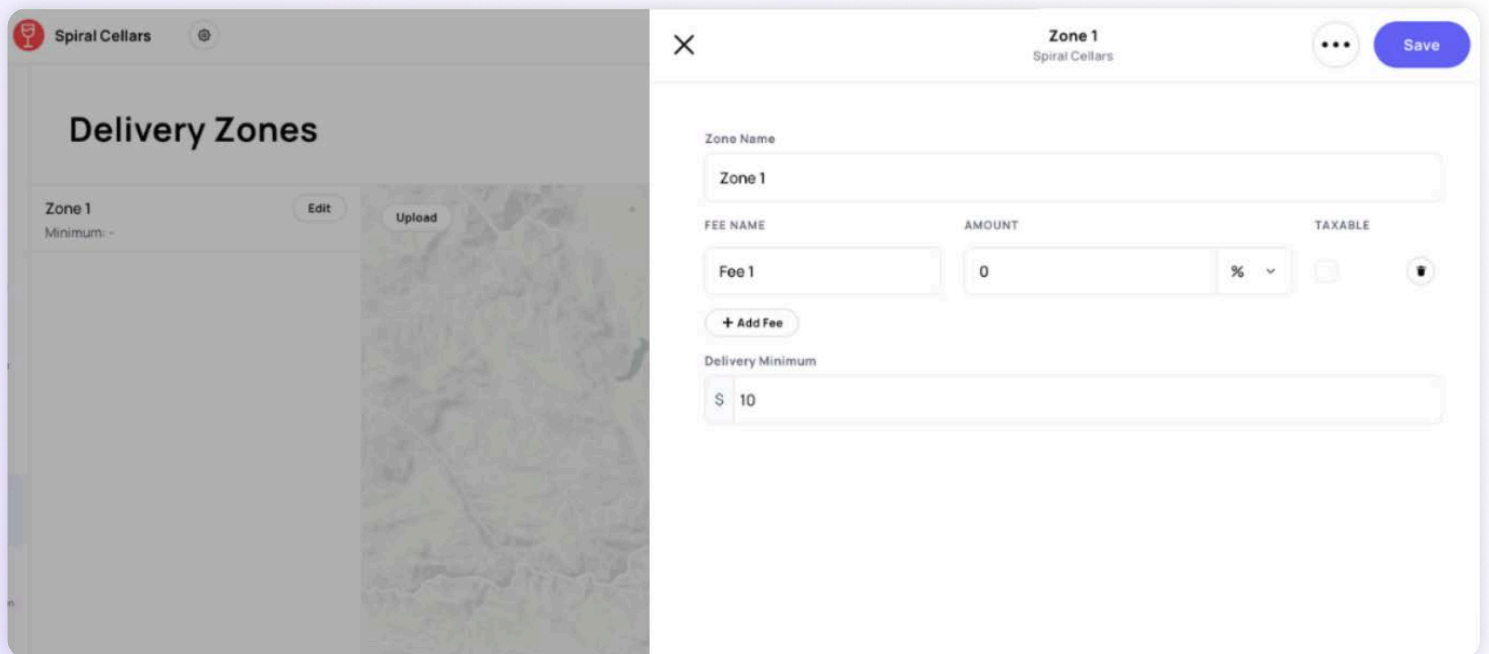
Support Guide 🛒 **AIQ Ecommerce Delivery Orders** ›

8 Shipping Options

Flexible Shipping Options

AIQ Ecommerce allows retailers to offer various shipping choices, including standard, expedited, and same-day delivery (where available), catering to customer preferences and enhancing satisfaction. ***Shipping available with all major providers via our EasyPost integration.***

Real-Time Shipping Rates

Automatically calculate and display real-time shipping rates based on location, package weight, and delivery speed, giving customers transparent costs at checkout.

Integrated Order Tracking

Provides customers with tracking updates through SMS or email, keeping them informed of their order status from shipment to delivery for a seamless post-purchase experience.

Automated Shipping Rules

Set up custom rules for free shipping thresholds, regional restrictions, or promotional shipping discounts, allowing retailers to manage shipping strategies effectively and enhance customer loyalty.

Support Guide   🛒 **AIQ Ecommerce Shipping Orders** ›

Shipping Fees

Fee Name	Amount		Taxable
Flat Rate Shipping	8.95	$ ⌄	☑

+ Add Fee

Shipping Zones

Set up Zones and add optional shipping order fees to them.

+ Add Zone

Shipping Packages

Length	Height	Width		Min & Max Weight		
20	20	20	In ⌄	20	20	In ⌄

+ Add Package

Enable Shipping Orders

[toggle on]

Shipping Address *

16005 Industrial Avenue, La Mirada, CA 90638

Payment Types

☑ Cash   ☑ Aeropay
☑ Debit   ☑ Square
☑ Credit

Shipping Terms

Show shipping terms at checkout

[toggle on]

e.g. We do not ship outside of the United States.

Kiosks for Self-Service In-Store Ordering

Self-Service Convenience

AIQ Ecommerce kiosks provide a self-service option for customers, allowing them to browse products, place orders, and complete transactions independently, enhancing convenience and reducing wait times.

Real-Time Inventory Sync

Kiosks are connected to AIQ's inventory management system, ensuring customers see up-to-date product availability and preventing issues with stockouts or overselling.

Integrated Loyalty and Promotions

Customers can easily apply loyalty points and redeem promotional discounts directly at the kiosk, creating a seamless shopping experience that rewards repeat visits.

Customizable Branding

The kiosk interface can be tailored to match the retailer's brand, with customizable layouts, colors, and logos that create a cohesive brand experience for in-store shoppers.

Support Guide

🛒 **AIQ Ecommerce Kiosk Orders** ›
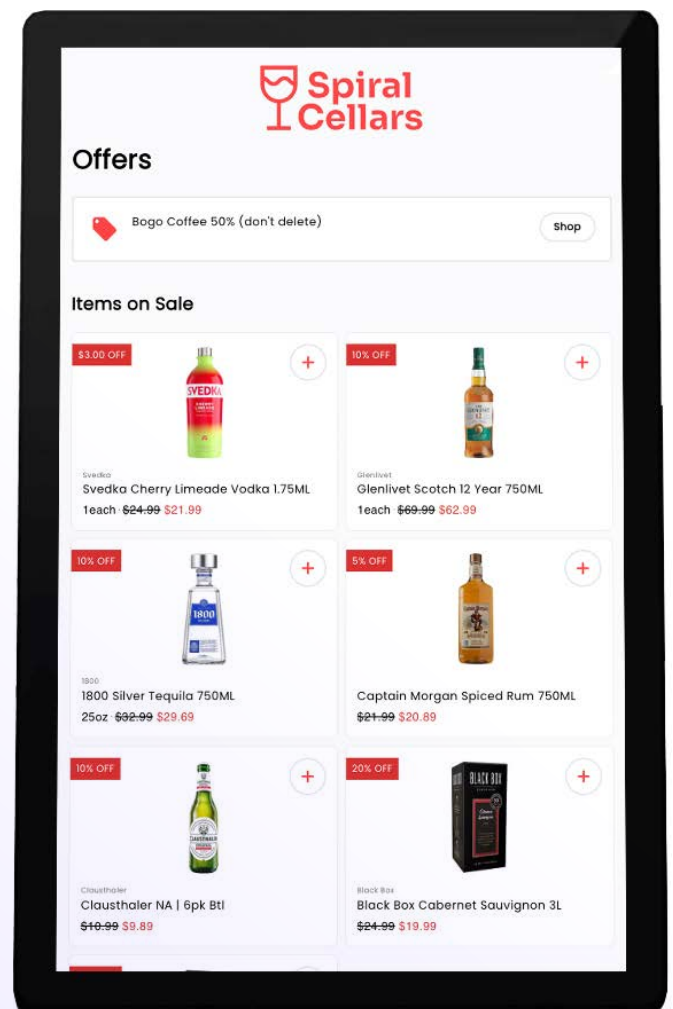
Discount & Upselling Tools For Maximized Sales

Cart Upsell Features

Recommends complementary items within the cart, encouraging additional purchases by suggesting items that pair well with products customers have already selected. For more information checkout, New Feature: Cart Upsell For AIQ Ecommerce.

Flexible Discount Creation

Easily design and manage a wide range of discounts, from percentage-based offers and dollar-off deals to buy-one-get-one (BOGO) promotions, all customizable to fit specific marketing goals and customer segments.

Automated Scheduling and Activation

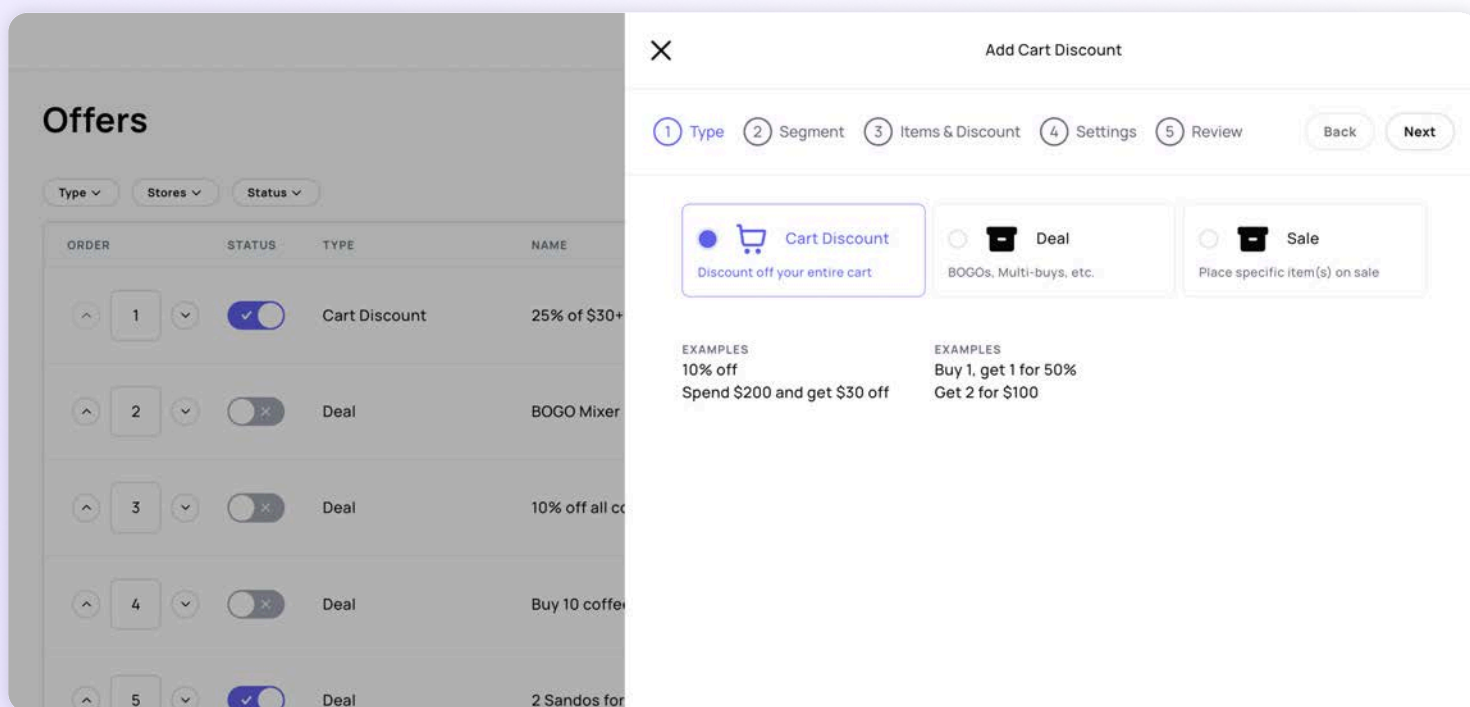Schedule deals in advance to automatically activate during key sales periods, holidays, or special events, reducing manual workload and ensuring timely promotions.

Customizable Promo Codes

Users can create unique promo codes for specific discounts or campaigns, allowing for easy tracking and tailored offers that drive customer engagement and boost conversions.

Support Guide 🛒 **AIQ Ecommerce Offers** ＞

Detailed In-Platform, Sales & Customer Analytics

Comprehensive Sales Analytics

AIQ Ecommerce provides detailed sales data, allowing retailers to track metrics like order count, net sales, gross sales, and average order value (AOV), with the flexibility to segment by order or payment type.

Detailed Ecommerce Journey Tracking

Gain visibility into each stage of the customer journey, from initial session and menu exploration to checkout initiation and order completion, helping retailers identify and address potential drop-off points.

Customer Segmentation Insights

Analyze customer behavior by distinguishing between new and returning customers, providing insights that allow retailers to tailor marketing strategies and retention efforts effectively.

Category-Specific Sales Breakdown

AIQ Ecommerce offers a breakdown of sales by product category, allowing retailers to understand category contributions to total sales and optimize inventory and promotions accordingly.

Support Guide   🛒 **AIQ Ecommerce Analytics** ›
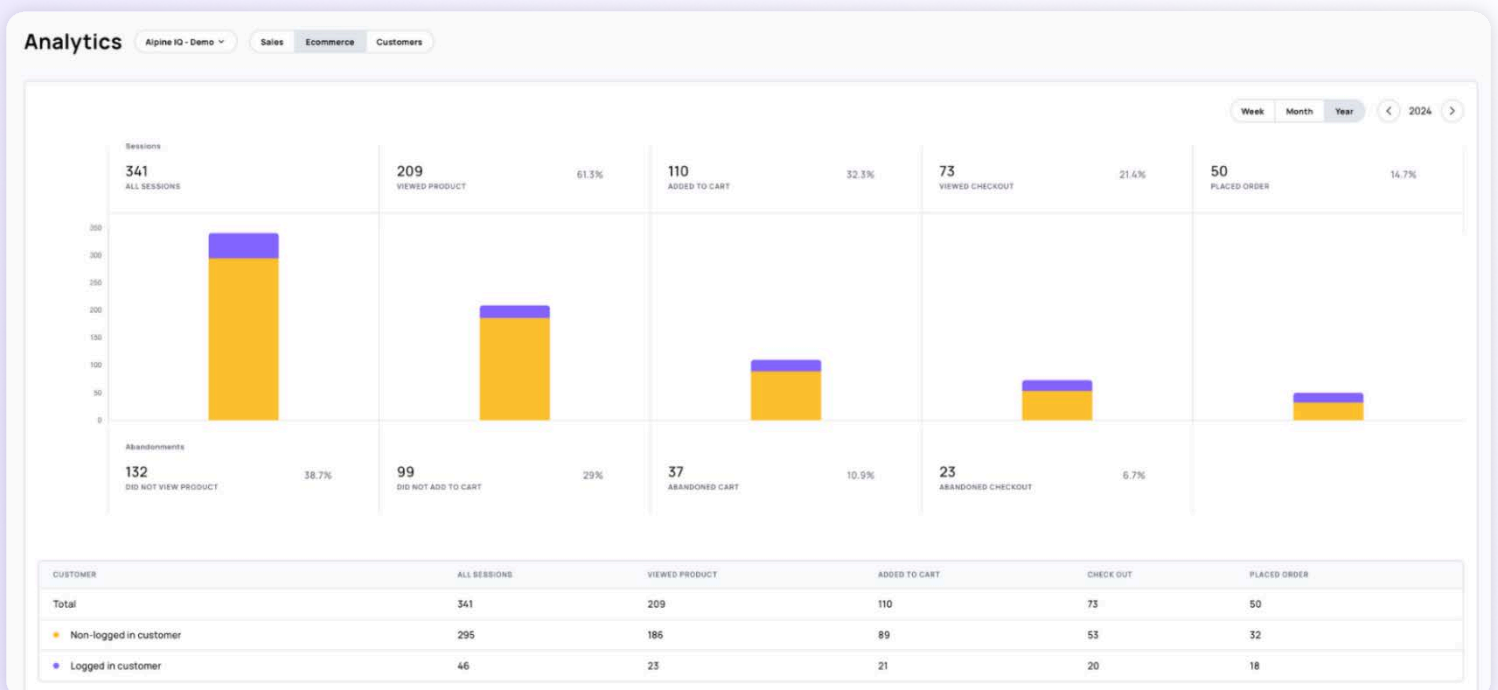
Built For Growth & Scalability

Robust API Integrations

Supports extensive APIs that allow retailers to connect AIQ Ecommerce with other essential retail and business tools, ensuring a flexible and expandable ecosystem. View all current AIQ Ecommerce integrations here.

Multi-Location Support

Designed to scale effortlessly with retailers as they grow, supporting multiple store locations and expanded inventory management across regions.

Additional Feature Expansions

Offers modular features that can be activated or customized based on retailer requirements, allowing businesses to add new capabilities as they evolve. The features might include options like loyalty programs, dynamic product recommendations, advanced analytics, or specific marketing tools that can be turned on or off as the retailer's business needs change. This flexibility makes it easier for a business to scale or pivot without investing in an entirely new platform.

Ranking Keywords		
7,600 → 17,000		+223%
Impressions		
3.2 M → 4.0 M		+23%
Click Through Rate		
22% → 30%		+33%
Total Clicks		
725 K → 1.2 M		+64%

● Previous Period   ● 90 days of Ascend Wellness Holdings using AIQ Ecommerce SEO Menu

Integration With AIQ Marketing & Loyalty

Targeted Campaign Management

Allows retailers to build and launch personalized email, SMS, and push notification campaigns, enabling precise targeting based on customer behavior, preferences, and purchasing history via AIQ Audiences and Campaigns.

Integrated Loyalty Programs

Empowers customers to earn and redeem rewards directly through their AIQ Profile, fostering brand loyalty and incentivizing repeat purchases. Learn more about AIQ's Ecommerce Loyalty here. Dynamic Product Integration in Campaigns: Automatically incorporates personalized product recommendations within AIQ Marketing Campaigns, showing customers items based on their browsing history and preferences to boost engagement.

Flexible Promotions & Discounts

Offers versatile tools to create customized promotions, discounts, and bundled offers, allowing retailers to drive engagement and incentivize purchases through tailored marketing strategies.

Text Registration for SMS Compliance

Provides 10DLC registration support, enhancing SMS deliverability, reducing filtration by carriers, and lowering fees, especially valuable for compliant canna marketing.

Create Campaign

① Channels ② Recipients ③ Content ④ Review

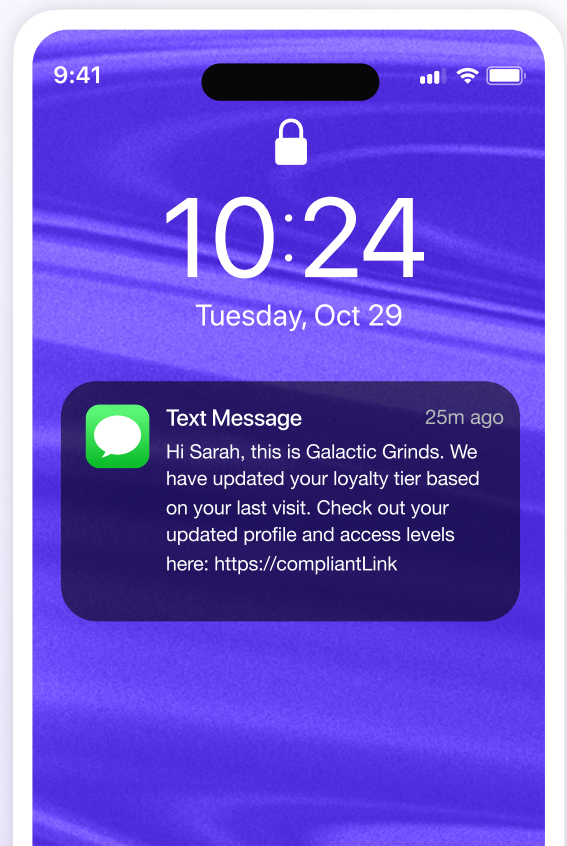✉ Email   📞 Voice   💬 Text   📱 Native Push   🖥 Browser Push   🗄 Direct Mail

Text info

◉ Regular SMS/MMS   ○ Text with landing page   ○ MMS Image Only

Create your message

[+ Emoji 🍁]   [+ Personalization]   [+ Discount]   [+ Survey]

Custom MMS Media

[toggle]

9:41

🔒

10:24

Tuesday, Oct 29

💬 **Text Message**   25m ago

Hi Sarah, this is Galactic Grinds. We have updated your loyalty tier based on your last visit. Check out your updated profile and access levels here: https://compliantLink

Unified Customer Insights

Access comprehensive data on customer behavior across online and in-store channels, allowing for a deeper understanding of shopping patterns and more precise customer segmentation.

Seamless Cross-Channel Performance Tracking

Track sales, engagement, and conversion rates across Ecommerce and retail channels from one dashboard, simplifying reporting and providing a holistic view of business performance.

Streamlined Campaign Optimization

Use combined insights from marketing and Ecommerce analytics to refine campaigns based on customer preferences, increasing relevance and impact across all customer touchpoints.

Efficient Data-Driven Decision Making

With all analytics housed in one tech stack, teams can make faster, data-backed decisions to improve inventory management, customer experience, and promotional strategies without needing multiple systems.

AIQ
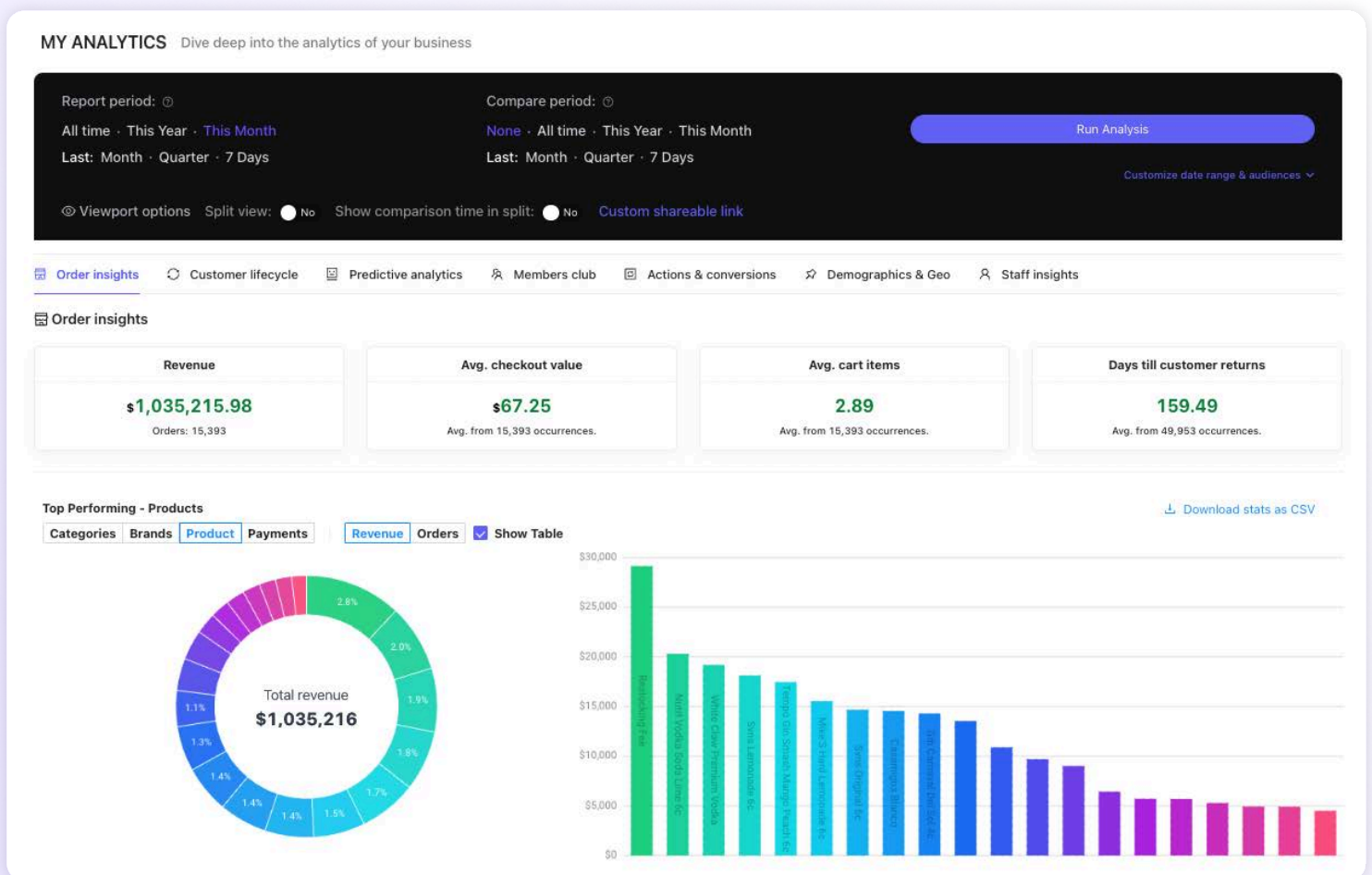
Ecommerce

With its comprehensive suite of features - personalized shopping experiences and advanced analytics to robust compliance and security measures, AIQ Ecommerce supports every stage of the retail journey. Its scalable, user-friendly interface and modular capabilities allow businesses to adapt quickly to changing needs, ensuring that retailers can provide an engaging and seamless shopping experience.

AIQ Ecommerce truly empowers retailers to build a distinctive and thriving online presence, making it a valuable asset for long-term success.

Next Step? Contact AIQ Today