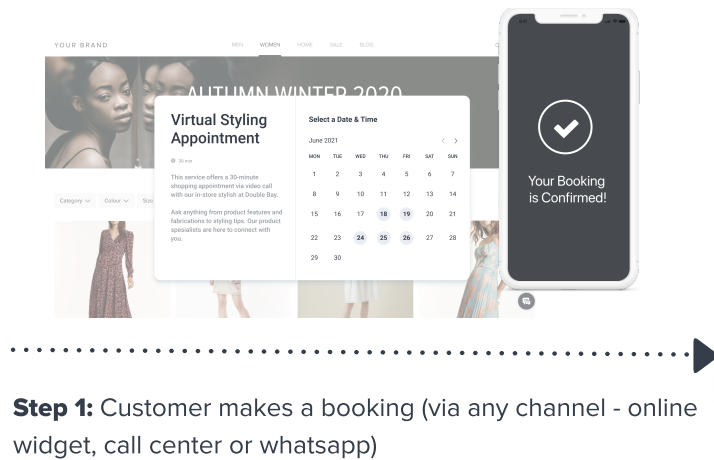


# Mercaux & JRNI Customer Journey

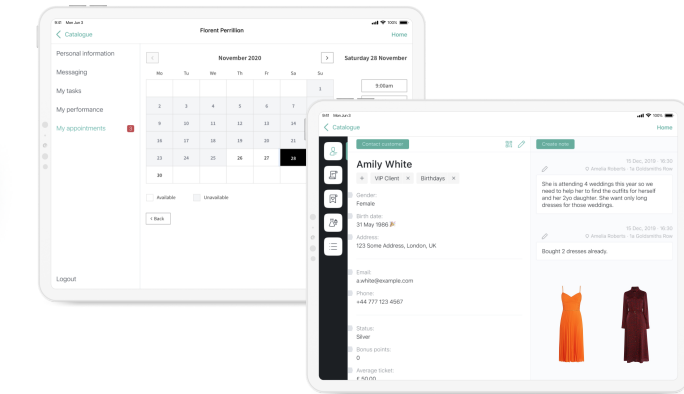
In-Store & Virtual Appointment Services supported by Clienteling and Remote Selling

## Customer

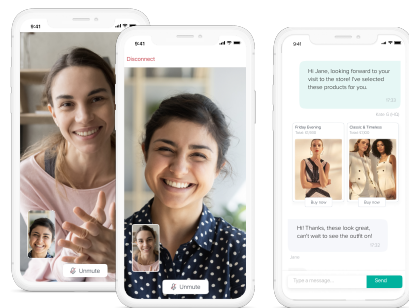
## Sales Associate



1

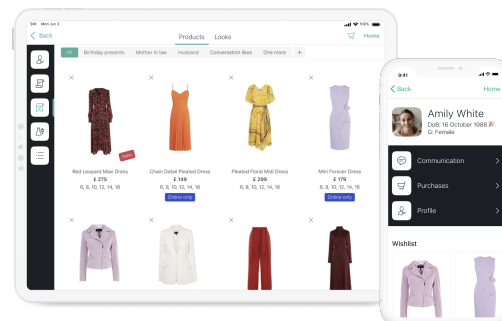


2



3

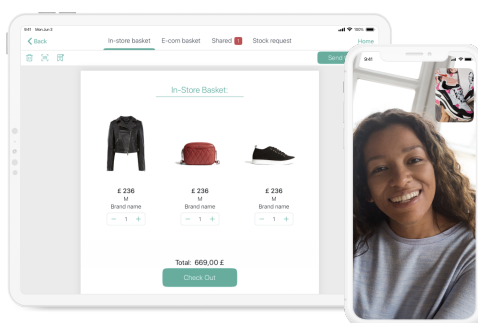
**Step 4:** Customer is delighted with pre-booking selections and confirms interest in products or looks



4



5



6

**Step 7:** Customer sets up a follow up video consultation and purchases remaining items remotely

7

