

**8 November 2019**

## **COLES CUSTOMERS TO CLICK, FLY AND COLLECT WITH NEW FREE AIRPORT LOCKER SERVICE**

Coles Online is taking to the skies with a new Click&Collect smart locker service taking off at Melbourne Airport's Terminal 4.

From this week, weary travellers can order their groceries away from home and have them delivered to a dedicated smart locker at Melbourne Airport for collection after stepping off the plane.

The free service uses refrigerated lockers to keep groceries fresh, offering Coles Online customers an easy solution to shop and collect their groceries at Australia's second-busiest airport.

As part of Coles Group's strategy to lead anytime, anywhere shopping, the Melbourne Airport smart locker is one of more than 1,000 Click&Collect locations Coles has rolled out across Australia and is the first Click&Collect service to be rolled out outside a Coles Express or Coles Supermarket location.

This comes after a recent market insights report revealed online shopping is growing at a rapid rate (up 8.3 per cent between August 2018 and August 2019<sup>1</sup>) with Coles Online seeing revenue growth of 30 per cent in FY19 as more Australians choose the service.

Coles Online General Manager Karen Donaldson said the airport smart locker is about offering a solution for customers who don't have time to stop by the supermarket after a flight.

"Our new Click&Collect service at Melbourne Airport helps take the stress out of choosing what's for dinner after a relaxing holiday or business trip," Ms. Donaldson said.

"We have a network of more than 1,000 Click&Collect locations across the country and our new smart locker at Melbourne Airport is just another example of how we are making our customers' lives easier by offering an anytime, anywhere shopping experience."

Melbourne Airport Chief of Property Linc Horton welcomed the new grocery service to Melbourne Airport.

"It's great to see Coles launching a new grocery collection service for more than 100,000 travelers and 20,000 workers who pass through Melbourne Airport every day.

"The lockers are conveniently located at Terminal 4, right next to our future hotel and commercial precinct which we're excited to be launching next year," Mr. Horton said

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<sup>1</sup> Source: <https://business.nab.com.au/wp-content/uploads/2019/10/NAB-Online-Retail-Sales-Index-August-2019.pdf>

**How it works:**

Coles Online customers simply select their preferred collection time online, then collect their groceries from temperature-controlled smart lockers conveniently located in the Terminal 4 car park.

There are three collection windows available for the Airport Locker

- 9am to 2pm (order by midday the day before)
- 3:30pm to 7pm (order by 1am day of)
- 9:30pm to 6am [overnight] (order by 1am day of)

**-ends-**

**For further information, please contact**

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