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Albertsons debuts automated grocery pickup kiosk

Albertsons Cos. launched an automated and contactless grocery PickUp kiosk pilot. The kiosk, located at one of its Jewel-Osco stores in Chicago, demonstrates continued expansion of the company's eCommerce business and deep commitment to providing easy service through its websites and apps.

The automated, temperature-controlled kiosk, created by Cleveron, provides a contactless pickup experience. Customers who select the "Kiosk PickUp" option will be offered two-hour time slots during which to pick up their groceries.

When customers arrive at the kiosk, they scan a code on their phone and their groceries are robotically delivered to the front of the unit for pickup. The unit features two temperature zones — regular and a deep freeze. A customer's order can be stored in two different zones and still be delivered in the same console for pick up.

The kiosk in Chicago is currently fulfilling orders, and the company plans to install a second unit at a Bay Area Safeway in the near future.

"We are supercharging our digital and omnichannel offerings to serve customers however they want, whenever they want," said Chris Rupp, executive vice president and chief customer and digital officer at Albertsons Cos. "This innovative and contactless PickUp kiosk makes it even easier for customers to shop with us in a way that is convenient for them."

"Cleveron's pickup solutions are created to save time and offer convenience for everyone. The customers can drive up to the PickUp Kiosk, scan the code, grab their groceries and go. It is as quick and easy as that," said Arno Kütt, CEO of Cleveron. "We are honored that Albertsons Cos. has selected our technology in their drive to offer the best experience for their customers."

The kiosk, installed by Telaid, joins a growing lineup of customer-centric services offered by the company to provide contactless fulfillment. In October, Albertsons Cos. installed PickUp lockers at several Jewel-Osco stores. The company already offers Delivery and Drive Up & Go options through its innovative websites and apps, and has relationships with third-party operators to provide delivery options in as fast as two hours.