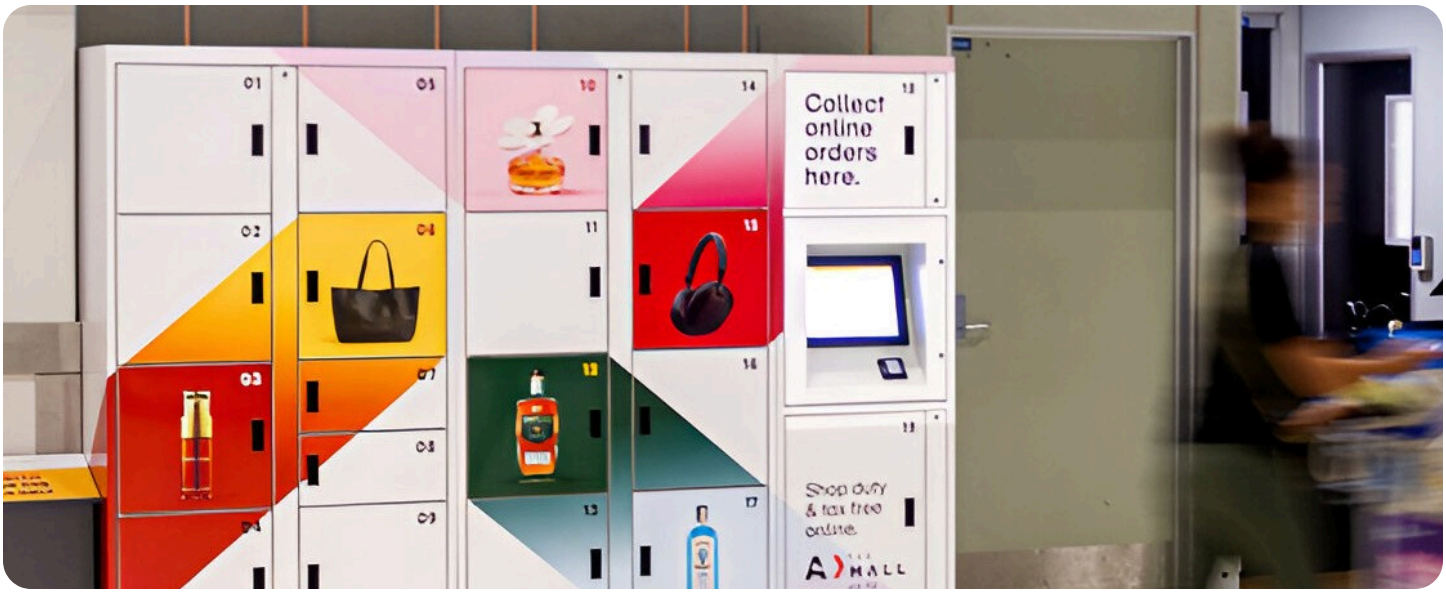


Retail | Auckland, New Zealand | Lockers For Growth

How Auckland Airport offers 24/7 duty-free pickup with secure self-service lockers

Travelers on late and delayed flights collect their duty-free orders from branded lockers, so staff no longer stay back for every arrival.

CLIENT	LOCATION	SECTOR	LOCKERS	RESULT
Auckland Airport	**Auckland, New Zealand**	**Airport duty-free retail**	**Secure smart lockers, branded wrap**	**Reordered by the new operator**

The challenge

Through The Mall, Auckland Airport's online store, travelers buy duty-free goods before they fly and collect them at the airport. Late and delayed flights kept staff on site for extended hours.

Duty-free rules require controlled handovers, which ruled out ordinary unattended pickup. The airport needed a secure, cost-effective option that worked for travelers and staff.

What we built

We worked with the airport team on traveler notifications and the security a duty-free handover requires, and configured the lockers around both.

A custom wrap features products from The Mall, so the lockers promote the store as well as serve it. When the airport's new duty-free operator took over in 2025, it ordered more Click n Collect lockers to replace the original system.



The results

Pickup at any hour, and a new operator who reordered

24/7
Pickup for every arrival, including late and delayed flights

2025
New duty-free operator reordered lockers to replace the original system

Need secure pickup outside staffed hours?
We can show you how Auckland Airport set it up.

clickncollect.com/contact-us
sales@clickncollect.com