

Grocery | United Kingdom | Lockers That Last

How Tesco built temperature-controlled lockers for fresh and frozen grocery pickup

A 2019 pilot became a multi-temperature locker system that Tesco's teams helped shape, compartment by compartment.

CLIENT	LOCATION	SECTOR	LOCKERS	RESULT
Tesco	**United Kingdom**	**Grocery**	**Ambient, refrigerated, and freezer**	**96- and 60-compartment banks**

The challenge

In mid-2019, Tesco invited Click n Collect into a pilot as one of three smart locker providers, to develop the next stage of its click and collect grocery strategy.

COVID-19 made the work urgent. Tesco needed lockers that keep fresh and frozen food at the right temperature, handle high order volumes, and fit store operations at scale.

What we built

We built locker systems in 96- and 60-compartment configurations, mixing controlled ambient, refrigerated, and freezer zones in a straight line so every compartment is easy to reach. Every location reports in real time against criteria Tesco set.

A continuous feedback loop with Tesco's teams shaped the design. It added a finger-safe guard on each compartment and enhanced insulation across the temperature zones.



The results

Fresh and frozen pickup, shaped by the people who use it

3
Temperature zones in one locker system

96
Compartments in the largest configuration

> The process is undeniably user-friendly: the van pulls up, we unload it, enter the number into the screen, get directed to the lockers, load them up, and it's done.
>
> **Tesco**

Planning fresh and frozen pickup across your stores?
We can walk you through how the Tesco system was built.

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