

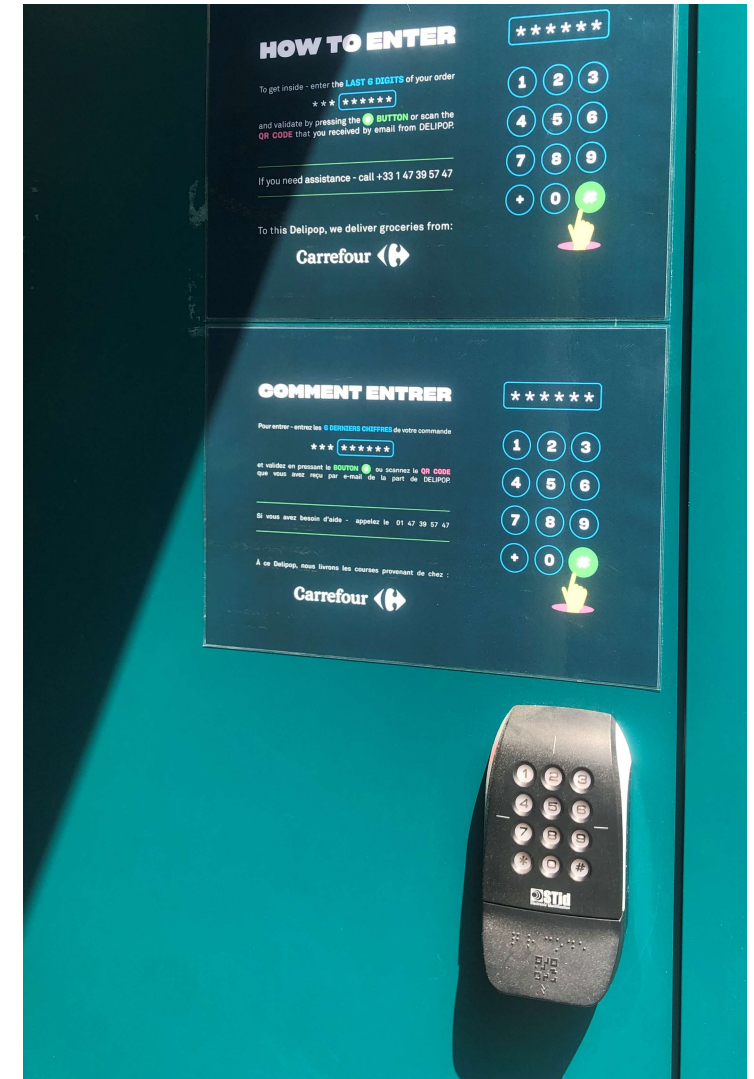
DELiPOP



194 Av. de Versailles, 75016 Paris



Delipop.01 – Paris Versailles storefront



Customers are given an access code to enter the building to retrieve their groceries.



Each Delipop location will pay homage to the local neighborhood that it serves through a mural dedicated to reputable people and places associated with the district.



The store is built to be user-friendly by guiding the customer through the service. This is a sticker below the self-serve kiosk that guides users on where they should stand.



Below the mural, there are mixed-use benches for sitting that also act as recycling bins for the paper delivery bags that grocers can collect to reuse.



The store contains 2 self-service kiosks. All refrigerated items will be delivered from the drawers in the pink or yellow sections. If the customer also ordered something frozen, the item will be in the blue frozen section which will need to be retrieved separately, but through the same kiosk.

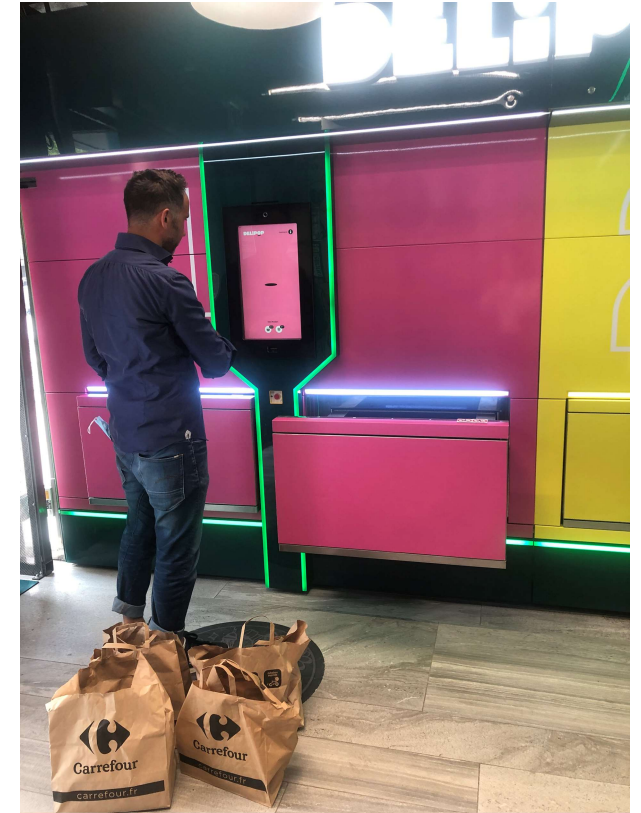
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User journey



After entering the building, customers scan a QR code which has been provided to them at the kiosk.

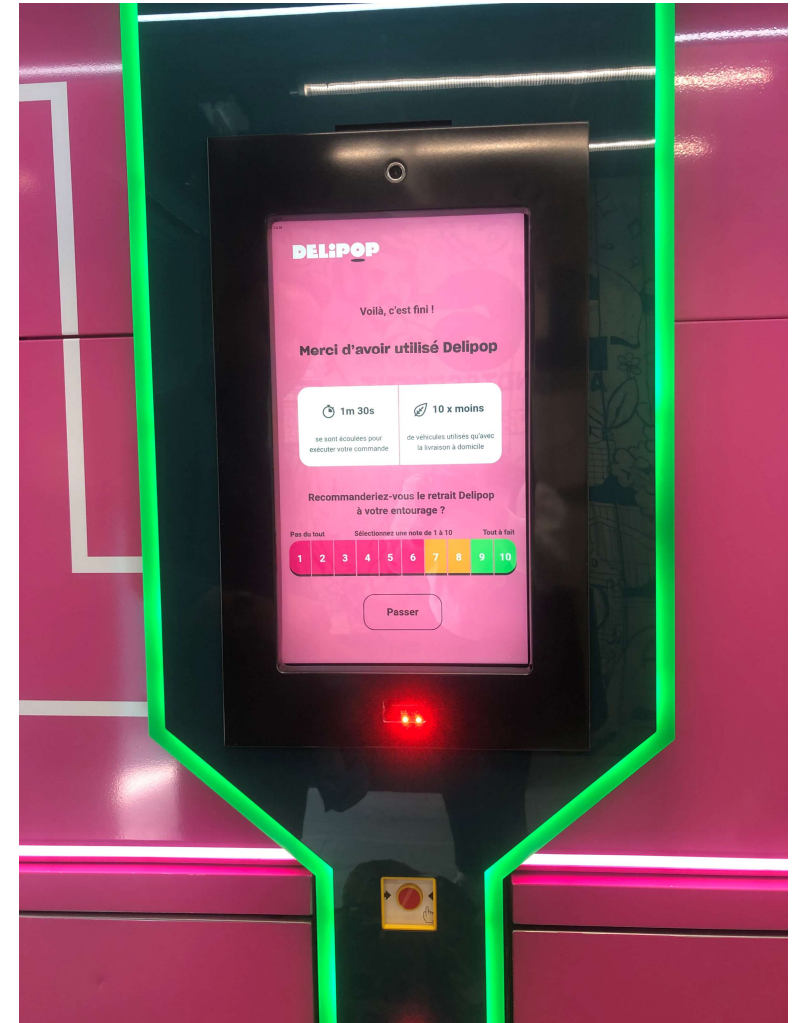




The kiosk then will deliver the customer's items through the drawers. If the customer is using Kiosk 1 (pink) all items will be delivered in that section and not in the Kiosk 2 (yellow) section. The drawers open and close slowly so that there is no risk of being harmed.



If the customer ordered any frozen goods, the number of the parcel that the goods can be found in lights up in green and the parcel door opens. The user can take their goods and then shut the locker.



Once the customer is finished, they are given statistics on how long it took to receive their goods and the sustainable impact their Delipop service contributed. They also have the chance to leave their satisfaction rating.