

Session 2019	Page 1/1
Examen : BTS Management des Unités Commerciales Épreuve orale de langue vivante étrangère : ANGLAIS (LV1)	

Tesco trials 'shop and go' app

Retailer says it will consider expanding scheme – but some shoppers may simply not pay.

5 Tesco is trialling new “shop and go” technology that allows customers to scan and pay for their groceries on their smartphone and then walk out of the store without visiting a till¹. [...]

Traditional bricks-and-mortar retailers are investing in new technology as they try to keep pace with online rival Amazon, which opened an automated convenience store in the US earlier this year. The Co-op has already introduced pay-in-the aisle technology, while Sainsbury’s tested a similar app in 2017.

10 The Tesco chief executive, Dave Lewis, said the technology could be rolled out across the supermarket chain but there were important aspects to consider, including whether people would simply walk out without paying. [...]

15 “In our stores in central London, Manchester and Birmingham, lunchtime queues are a problem,” said Lewis. “Anything we can do to speed that up will be a benefit for customers.”

The Express store is also being used to test how shoppers cope in what is fast becoming a cashless world. Debit card payments have now overtaken cash as the most popular form of transaction in the UK for the first time, according to recent banking industry figures.

20 Steve Blair, the retailer’s convenience transformation director, said the cashless trial was a response to changing shopper behaviour as in some stores more than 80% were paying by card [...]

25 The removal of cash would also make the 1,800 Tesco Express stores less attractive to criminals. “There are a significant amount of robberies in Express stores every week,” said Blair.

Adapted from *The Guardian*, June 28th, 2018

¹ till = cashdesk