# Tesco offers convenience through the Order & Collect service

**KUALA LUMPUR, 10 April 2020:** In serving Malaysian customers a little better every day, Tesco Stores (Malaysia) Sdn Bhd is rolling out the Order & Collect service where customers can place orders for essential items via WhatsApp and collect on the same day.

The new offering, which is available in 53 out of 60 Tesco stores nationwide will complement the Tesco Online delivery service and is a great alternative for customers who prefer a swift and hassle-free shopping trip during the ongoing Movement Control Order (MCO).

"At Tesco, we are working around the clock to help ensure families have access to the grocery and household items they need, especially more so now during the MCO," said Tesco Chief Executive Officer, Paul Ritchie.

"With the new Order & and Collect service, customers will be able to more than halve their time shopping in our stores and maintain their social distancing. The service which was launched in our stores earlier this week has already seen over 1,000 customers opting to Order & Collect," continued Ritchie.

Through the Order & Collect, customers can contact their nearest Tesco store and place an order through WhatsApp. For now, each Tesco store will only be able to take on the first 100 orders a day, with a maximum of 25 items per order.

Upon receiving a customer's order, a Tesco Personal Shopper will advise on the estimated collection time and generate a personalized barcode for the total price through WhatsApp. Customers can then come to the selected Tesco store, proceed to the dedicated check-out counter for Order & Collect, present the barcode and pay either through cash, debit card, credit card or e-wallet.

Customers can place orders via WhatsApp anytime between 8am to 4pm daily, with collections by 6pm on the same day. There are no service fees for the Order & Collect.

The Order & Collect is available in most Tesco stores within the Klang Valley and Greater Klang Valley, namely: Tesco Ampang, Ampang, Ara Damansara, Bukit Beruntung, Kepong, Rawang, Wangsa Walk, Kajang, Semenyih, Bangi, IOI City, Klang, Klang, Nilai, Jenjarom, Bukit Puchong, Kuala Selangor, Paradigm, Puncak Alam, Setia Alam and Shah Alam.

While outside the Klang Valley, the service is available in: Tesco Seremban 2, Seremban Jaya, Lukut, Melaka Cheng, Parit Raja, Extra Plentong, Setia Tropika, Eco Tropika, Bahau, Bukit Indah, Mutiara Rini, Seri Alam, Sungai Petani, Sungai Petani, Tanjung Pinang, Extra Ipoh, Station 18,

Stargate, Extra Penang, Mergong, Seri Iskandar, Manjung, Bertam Perdana, Kulim, Kota Bharu, Taiping, Penang Hyper, Bagan Ajam, Kampar, Bukit Mertajam, Ipoh, Extra Seberang Jaya, Jitra and SP South.

The Order & Collect is currently unavailable in Tesco Extra Puchong, Extra Cheras, Extra Selayang, Desa Tebrau, Mutiara Damansara and KSL. Tesco will announce the additions when they are available.

Those who are interested to try out the Order & Collect can go to Tesco's website or https://www.tesco.com.my/Highlights/Campaigns/Order-Collect/HighlightDetails/ to get the relevant WhatsApp numbers.

Meanwhile, Tesco's Scan & Shop app, which lets customers scan their items and pay without the help of a cashier has also seen three times more usage during the MCO, as customers practice social distancing. The Scan & Shop app can be downloaded for free at Google Play Store and Apple's App Store.

Through the app, customers can keep track of their spending as they can scan the items themselves while shopping in Tesco stores. Once done, customers can go directly to the Self-Service Checkout Counters or Cashier Counters, provide the app-generated barcode and pay without the need of removing any of the items from their baskets or trolleys, thus enabling to continue practice social distancing.

*ENDS*

**For media usage: WhatsApp contact numbers by stores and region**

**Northern Region Stores**

| No | Store Name | Phone Number |
|---|---|---|
| 1 | Sungai Petani | 011-53545010 |
| 2 | Tanjung Pinang | 011-39764469 |
| 3 | Extra Ipoh | 011-7020 9579 |
| 4 | Station 18 | 011- 62071305 |
| 5 | Stargate | 011-28426539 |
| 6 | Extra Penang | 011-69882331 |
| 7 | Mergong | 011-64054124 |
| 8 | Seri Iskandar | 011-64323382 |
| 9 | Manjung | 011-70227162 |
| 10 | Bertam Perdana | 017-2457690 |
| 11 | Kulim | 011-28404628 |
| 12 | Kota Bharu | 011-11779810 |
| 13 | Taiping | 011-70740766 |
| 14 | Penang Hyper | 011-69712733 |
| 15 | Bagan Ajam | 011-62036748 |
| 16 | Kampar | 011-51464845 |
| 17 | Bukit Mertajam | 011-64506245 |
| 18 | Ipoh | 011-39609224 |
| 19 | Extra Seberang Jaya | 011-70204246 |
| 20 | Jitra | 011-28799647 |
| 21 | SP South | 011-28857743 |

**Southern Region Stores**

| No | Store Name | Phone Number |
|---|---|---|
| 1 | Seremban 2 | 011 70215675 |
| 2 | Seremban Jaya | 011-63799459 |
| 3 | Lukut | 011-60613133 |
| 4 | Melaka Cheng | 011-63754525 |
| 5 | Parit Raja | 011-37916506 |
| 6 | Extra Plentong | 011-31706369 |
| 7 | Setia Tropika | 011-37695007 |
| 8 | Eco Tropika | 011-31703837 |
| 9 | Bahau | 011-60594254 |
| 10 | Bukit Indah | 011-61625962 |
| 11 | Mutiara Rini | 011-61222330 |
| 12 | Seri Alam | 011-31708722 |
| 13 | *KSL City Mall* | *Not Available* |
| 14 | *Kulai* | *Not Available* |
| 15 | *Desa Tebrau* | *Not Available* |
| 16 | *Melaka Hyper* | *Not Available* |

**Central East Region Stores**

| No | Store Name | Phone Number |
|---|---|---|
| 1 | Ampang | 011-63678218 |
| 2 | Ara Damansara | 011-69770248 |
| 3 | Bukit Beruntung | 011-62116020 |
| 4 | Kepong | 011-62001811 |
| 5 | Rawang | 011-28598933 |
| 6 | Wangsa Walk | 011-69706003 |
| 7 | Kajang | 011-63798195 |
| 8 | Semenyih | 011-69384156 |
| 9 | Bangi | 011-69719348 |
| 10 | IOI City | 011-37989801 |
| 11 | *Extra Cheras* | *Not Available* |
| 12 | *Extra Selayang* | *Not Available* |

**Central West Region Stores**

| No | Store Name | Phone Number |
|---|---|---|
| 1 | Klang | 011-27384197 |
| 2 | Nilai | 011-60514668 |
| 3 | Jenjarom | 0 11-3171 0037 |
| 4 | Bukit Puchong | 011-31709757 |
| 5 | Kuala Selangor | 011-21629164 |
| 6 | Paradigm | 011-28971904 |
| 7 | Puncak Alam | 011-11684701 |
| 8 | Setia Alam | 011-37994335 |
| 9 | Shah Alam | 011- 60578817 |
| 10 | *Extra Puchong* | *Not Available* |

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**About Tesco Stores (Malaysia) Sdn Bhd**

Tesco Malaysia was established in May 2002 through its first store in Puchong, Selangor. Today, it employs over 7,000 employees across 60 stores and two distribution centres throughout Peninsular Malaysia. In 2013, Tesco paved the way in online grocery shopping through the launch of Tesco Online which started in Klang Valley before expanding to Penang, Johor Bahru, Melaka, Negeri Sembilan and Ipoh.