

# Grab, AtYourGate partner up for contactless airport ordering and delivery



Travelers can order pick-up and delivery at participating F&B and retail concessions in select United States airports thanks to a collaboration between airport e-commerce platform Grab and AtYourGate

Airport e-commerce platform [Grab](#) has partnered with in-airport food and retail delivery company [AtYourGate](#) to provide a range of services to support the aviation industry and passengers as travel begins again. This strategic partnership will allow airports to provide both pick-up and delivery at participating food & beverage and retail concessions. This also gives flexibility to passengers who will be able to order from their own devices while socially distancing.

Grab's omni-channel platform allows travelers to order through a variety of digital channels. The partnership with AtYourGate will bring the added option of airport delivery, allowing travelers to order and have food and retail purchases delivered to their gate while waiting for their flight. It also provides the ability to order across terminal and security lines, enabling a wider breadth of dining options.

"Complemented by Grab's expertise with concession POS integrations and its distributed e-commerce platform with integrations into many popular travel channels, travelers will enjoy a seamless ordering experience and airport concessions will be able to extend their customer reach," reads the press release. "The collaboration is designed to make the process for airports and concessionaires more efficient and stress-free, and customers can still order from the existing Grab and AtYourGate apps while at the airport."



Grab predicts contactless options for travelers, such as the ordering and delivery partnership from Grab and AtYourGate, will be "fundamental" moving forward

Jeff Livney, Chief Experience Officer at Grab, said, "This collaboration is designed to support the industry as we face some of the toughest challenges we've ever seen. Having contactless ordering options during this health crisis is no longer just a 'nice to have' and they are going to be fundamental to the way we all do business going forward. We're confident the combination of the Grab platform technology and integration with AtYourGate's delivery capabilities will enhance the passenger journey while making operations smoother, scalable and more efficient and therefore more commercially viable for airport concessionaires."

"The existence of new, safety-focused dining and retail options such as AtYourGate's contactless delivery service will be a vital component of the passenger's expectations when they return to air travel," said PJ Mastracchio, Founder and CEO of AtYourGate. "This partnership will combine the best available technology with world-class customer service and safety standards to offer safe alternatives to traditional shopping methods and dining inside the airport."

The partnership will be offered to airports in North America, with opportunity to expand into further markets in the future. Grab's platform is available in more than 50 airports in four countries and has processed more than five million contactless orders. AtYourGate operates in nine airports in the United States and has delivered upwards of 100,000 orders.