

5 Sep 2014

# CollectPlus introduces new standard parcel service

*Customers sending parcels can now choose a two working day delivery option*

*New Volume Reward scheme offers discounts to regular customers*

**Watford, 5 June 2013:** [CollectPlus](#) customers now have two parcel services to choose between when sending items, with the launch today of a new two working day Standard service. The UK's largest store-based parcel service has also re-branded its existing three-five working day option to 'Economy'. Both options have been designed around the needs of CollectPlus' customers and offer choice and simplicity when sending items. With parcels typically delivered in two working days, the Standard service is perfect for customers who have items that need to arrive at their destination more quickly, whilst the Economy service offers a value for money option when speed is not so crucial.

CollectPlus, like many businesses in the UK, has seen its operating costs increase over the past three years. To reflect the rise in operating costs since CollectPlus launched its three-five working day service in 2010, the Economy prices will increase today. The increase in these prices has been kept to a minimum and CollectPlus has invested in its services to provide even greater convenience and flexibility for its customers nationwide.

Both Standard and Economy parcels can be dropped off at any one of CollectPlus' network of over 5,250 stores and come with full online tracking and £50 compensation cover as standard, with the ability to upgrade cover to £300 and obtain a signature if required. CollectPlus does not charge extra for delivery to Northern Ireland or the Highlands and Islands of Scotland.

To reward customers for regularly using CollectPlus, the company has also introduced a three-tiered Volume Reward scheme. As a non-contract reward scheme, the new initiative from CollectPlus is the first of its kind in the sector. Customers buying 50 parcel labels or more a month from its website, using either service, now qualify for a discount of up to 10% on the price of all labels purchased the following month.

CollectPlus is also increasing its sizing limit to 60cm x 50cm x 50cm, a rise of 233% on the parcel company's old dimensions and 15% greater cubic volume than that of Royal Mail's size limit for 'medium' parcels, making it even easier and more convenient for its customers to send goods. This follows the removal of the jiffy bag option and the introduction of a "one size fits all" approach to give customers greater flexibility when packaging their items.

Neil Ashworth, CEO of CollectPlus, says:

*"There is a clear need for parcel services that are flexible and easy to use. CollectPlus is the perfect solution as our services have been designed around our customers' needs and these changes have been made having listened to their feedback. Our new Standard service is perfect for customers sending items that need to arrive at their destination quickly whilst our new loyalty scheme and simple sizing make sending parcels with us effortless and rewarding. The changes announced today make us more competitive as a business and ensure that our customers continue to receive excellent value.*

*"CollectPlus operates from a network of over 5,250 outlets that are open outside traditional working hours, allowing our customers to send parcels at a time and place that suits them. With*

*the added bonus of a fully tracked service giving absolute peace of mind, it has never been easier to CollectPlus it.”*

In addition to the consumer send service, CollectPlus also offers:

- **Delivery to store**, “Click&Collect+”, allows customers to choose a CollectPlus store as their delivery address from a growing number of retailers, including John Lewis, Asda, Clarks, Schuh, and Very.co.uk.
- **Retailer returns service**: CollectPlus works with over 210 retail brands to provide tracked returns solutions. This allows consumers to drop off unwanted items at their local CollectPlus store for delivery back to the retailer.

CollectPlus is a joint venture between PayPoint, the UK’s leading retail payment network, and the UK’s leading parcel delivery company, Yodel.

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### **Notes to editors**

Standard Service Prices (all prices shown below include VAT):

- Light (0-2kg) - £5.59
- Regular (2-5kg) - £7.19
- Heavy (5-10kg) - £9.29

Economy Service Prices (all prices shown below include VAT):

- Light (0-2kg) - £4.89
- Regular (2-5kg) - £6.19
- Heavy (5-10kg) - £8.29

### **ABOUT COLLECTPLUS**

CollectPlus is a delivery and returns service giving online shoppers the choice to collect and drop off parcels at local convenience stores. Founded in 2009, it answers a clear need for a modern alternative to the Post Office that is convenient and easy to use.

The success of the innovative model is reflected in the 210 retail brands that CollectPlus provides returns solutions for, with nearly 100 added over the past year. Delivery to local store, Click&CollectPlus, is provided to a rising number of retailers from Amazon to John Lewis and Asda to Music Magpie and Very.co.uk. This complements the returns offer that CollectPlus provides to retailers, offering a complete delivery and returns service.

With a network of over 5,250 shops open early ‘til late seven days a week; 88% of the UK population already live within a mile of a CollectPlus shop in urban areas and 89% within five miles in rural areas. The store network has grown by over a quarter in the last 12 months and continues to expand.

In 2011, CollectPlus was named ‘Third Party Logistics Supplier of the Year’ at the Retail Week

Supply Chain awards; 'Innovative Delivery Service' at IMRG's eCommerce Excellence Awards; and has been highly commended by Retail Systems for 'Supply Chain Solution of the Year'.

CollectPlus is a joint venture between PayPoint, the leading retail payment network, and the UK's leading parcel delivery company, Yodel.

## **ABOUT YODEL**

Home Delivery Network Ltd on 1 March 2010 purchased through its subsidiary company, Parcelpoint Ltd, the domestic B2B and B2C businesses of DHL Express (UK) Ltd and rebranded as Yodel in May 2010. The company delivers more than 150 million parcels per year with annual revenues of £535 million and is the second-largest parcel delivery business in the UK after the Post Office.

Yodel operates from a national network of sort and service centres and has a fleet of over 5,000 vans.

The company is headquartered in Hatfield.