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CollectPlus launches new print-in-store service

Innovative CollectPlus service eradicates the need for customers to have a printer to send parcels

4 July 16: CollectPlus has launched the first ever nationwide in-store shipment label printing service, a pioneering enhancement to its 'Send' service. This customer-focused enhancement simplifies the process of sending a package, particularly for people who do not have access to a home or office printer, by allowing labels bought on its website to be printed in stores across the CollectPlus network.

Mark Lawrence, Operations and Service Director at CollectPlus, says: "We are proud to offer the first nationwide 'Print-in-Store' service designed to suit the needs of our customers, many of whom don't have ready access to a printer. We are constantly striving to improve our customers' experience and the 'Print in-Store' service plays another invaluable part in us providing a one-stop service for all modern delivery needs."

Stores across the CollectPlus network have been able to easily introduce this new service as staff can print out customers' pre-ordered labels using existing technology.

Lawrence adds: "We have no doubt that store owners across our network will see the immediate benefit of offering this extension to our service as the added convenience will appeal to both existing and new customers, helping provide additional footfall alongside the commission earned."

Recent research highlights how stores benefit from offering the CollectPlus service: two-thirds (67%) of customers dropping off or collecting a parcel say it's the first time they have visited those stores.

CollectPlus is the UK's largest store-based parcel delivery and returns company and offers a convenient way for people to send parcels to any UK address. The 'Print-in-Store' service costs 30p per label and is available at almost all of the 5,800+ local convenience stores, newsagents, supermarkets and petrol stations in the CollectPlus network. The 'Print-in-Store' service was launched using a mix of newly developed PayPoint and Netdespatch functionality.