

4 Dec 2017

CollectPlus reaches 7,000th store milestone

04 December 17: CollectPlus, the UK's largest independent store-based delivery and returns service, has reached its 7,000th store milestone with Norwich-based Hannants Convenience Store, owned by John & Michelle Grimble, joining the brand's parcel network in November.

The CollectPlus network, operated by PayPoint, has enjoyed year-on-year growth of 23% since 2016 and celebrated the delivery of its 100 millionth parcel in September. PayPoint continues to expand this network, with plans to add further retailers in the new year and bring these new services to even more retailers and customers.

This latest milestone comes just in time for the festive season with 93% of urban-dwellers living within 1 mile of a CollectPlus store, and 90% of rural residents living within 5 miles of a CollectPlus location. With a mix of convenient locations across the UK, CollectPlus gives shoppers an easy way to pick up and drop off their online purchases this Christmas.

This reach ensures that CollectPlus keeps ahead of the changing needs of its customers, whilst maintaining a high level of customer satisfaction, with the network's overall in-store experience being rated at 4.8/5.0 by users of its service.

Commenting on the 7000th store milestone, Dominic Taylor, CEO of PayPoint, said:

“A key requirement for modern retailers – large or small – is providing added value to customers. Adding a parcel service to a retailer's offering brings new customers to store and, crucially, the benefits of the service are felt by retailers and shoppers alike. Thousands of retailers have chosen to use our CollectPlus service as, along with commission earned for every parcel handled, it provides additional footfall and additional basket spend.

“We're hugely proud of PayPoint's role in CollectPlus and the reception we've had from both retailers and customers. The fact that CollectPlus is present in over 7,000 stores is testament to the huge value that customers see in the service and the growing need for click and collect services in the UK. Our view has always been to make life easier for our customers and we're committed to expanding the CollectPlus network to ensure it's available wherever our customers are, and wherever they shop – especially given the increasingly blurred lines between online and offline shopping.”

-ENDS-

Notes to editors:

For more information, please contact the PayPoint team at 020 3128 8747, or PayPoint@mhpc.com

CollectPlus scores [9.2/10](#) on [TrustPilot](#), with 84% of customers giving CollectPlus 5/5 stars (as of 06.11.17).

ABOUT PAYPOINT

In thousands of retail locations, at home and on the move, we make life more convenient for everyone.

For retailers, we offer innovative and time-saving technology that empowers convenience retailers in the UK and Romania to achieve higher footfall and increased spend so they can grow their businesses profitably. Our innovative retail services platform, PayPoint One, is now live in over 6,700 stores and offers everything a modern convenience store needs, from parcels and contactless card payments to EPoS and bill payment services. Our technology helps retailers to serve customers quickly, improve business efficiency and stay connected to their stores from anywhere.

We help millions of people to control their household finances, make essential payments and access in-store services, like parcel collections and drop-offs. Our UK network of 29,000 stores is bigger than all banks, supermarkets and Post Offices together, putting us at the heart of communities nationwide.

For clients of all sizes, we provide cutting-edge payments technologies without the need for capital investment. Our seamlessly integrated multichannel payments solution, MultiPay, is a one-stop shop for customer payments. It helps over 500 consumer service providers to save time and money while making it easier for their customers to pay – via any channel and on any device.

