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# CollectPlus reaches its 10 millionth parcel milestone and more than doubles its volume

**29 November 2012:** CollectPlus, the modern alternative to the Post Office, today announces it has delivered its 10 millionth parcel since its foundation in 2009. In its half year figures, CollectPlus reported actual revenue growth of 170%, to £3.7million, with parcel transactions more than doubling to 3.3 million. The impressive announcement follows strong interim results from its co-parent company, PayPoint, and comes as the business increases its operating run rate to seven million parcels per year.

The strong figures have come as a result of the strength and depth of CollectPlus' three distinct products offers, with its consumer send service seeing a seven-fold increase in transactions. Additionally, demand from online retailers, looking to better align their delivery and returns offer with customers' tastes, routines and habits, has further supported growth in the business' Click&Collect+ and returns services.

**Mark Lewis, CEO of CollectPlus, says:** *"CollectPlus' growth continues at a strong rate as more shoppers and retailers take advantage of the convenience and flexibility of our business and products. Our Click&CollectPlus+, which allows consumers to pick up goods bought online at a time that best suits them, has proved very popular. When combined with our other services, it is clear we have created a series of products that reflect the needs of the UK consumer today."*

Reaching the 10 millionth parcel is a major milestone for CollectPlus, which recently added Amazon to the list of retailers to offer Click&Collect+ delivery to store services. With research indicating that almost three quarters (72%) of online shoppers are unwilling to travel more than five miles to collect goods ordered online, retailers are seeing the value of the CollectPlus network.[\[1\]](#)

The strong growth has been underpinned by continued investment in CollectPlus' network of convenience stores, supermarkets, garage forecourts and shopping centres since it was established four years ago. Now exceeding 5,000 outlets, an increase of over 10% in the past year, CollectPlus provides customers with a network that is almost half of the size of the Post Office's estate.

Reflecting the changing needs of busy online shoppers and small businesses, nearly all stores offering CollectPlus are open seven days a week, early 'til late. With 40% of all transactions taking place outside traditional opening hours, customers are taking advantage of the highly accessible nature of CollectPlus, to drop off or pick up their items at the most convenient time for them.

**Mark Lewis continues:** *"Customers now expect a seamless delivery and returns experience from their retailer. CollectPlus has responded to these customer needs with a network of local stores to offer consumers a greater number of touch points to use the service in the UK. The CollectPlus offer has also proven to be of benefit to store owners by attracting greater footfall as well as, importantly, encouraging repeat visits."*

The average annual revenue that a shop will generate from CollectPlus customers buying other goods during their visit is £1,300. With 87% of the UK's online shoppers now living within a mile of a CollectPlus store in urban areas, and 88% within five miles in rural locations, fewer people than ever before need to wait in for a courier collection or delivery, or rearrange their schedule around the Post Office's restricted opening hours.

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

### **Ends**

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### **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 160 retail brands that CollectPlus provides returns solutions for, with nearly 100 added over the past year. Delivery to local store, "Click&Collect+", is provided to a rising number of retailers from Amazon to House of Fraser and ASOS to Very.co.uk. This complements the returns offer that CollectPlus provides to retailers, offering a complete delivery and returns service. CollectPlus also offers the option for UK residents to drop off eBay items to buyers, or presents to friends and family at their local CollectPlus stores for delivery to any UK address.

With a network of 5,000 shops open early 'till late seven days a week; 87% of the UK population already live within a mile of a CollectPlus shop in urban areas and 88% 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'.

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