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# CollectPlus to make click and collect more accessible to retailers through unique partnership with Visualsoft

*New piece of technology means retailers nationwide can add click and collect functionality to their website in just a few hours*

**London, UK - 4 September 2014:** CollectPlus, the UK's largest store-based parcel delivery and returns service, has today announced a new partnership with leading web platform Visualsoft, which has developed a new piece of web technology that will make it easier for many retailers in the UK to integrate the CollectPlus click and collect service into their websites. Red Hot Sunglasses is the official launch client, having been trialling the new feature since May.

Unique to CollectPlus, the technology will allow more than 600 retailers using the Visualsoft web platform to integrate CollectPlus' click and collect service into their own websites simply and quickly. Once integrated, retailers will be able to offer their customers the option to have their purchases delivered to their most convenient CollectPlus store for collection at a time that suits them, avoiding the hassle of waiting in for or missing a home deliveries.

The technology will allow online retailers to display CollectPlus store locations in a fully mobile responsive map embedded into their checkout flow, so that customers can easily choose their store for delivery. The functionality, which will be fully integrated into the rest of the retailer's website, will create a seamless user experience for online shoppers. Once the customer has completed their purchase, a CollectPlus label will be automatically produced, making it easy for the retailer to quickly fulfil the order. Online retailers already using the CollectPlus Returns service can also choose to include a returns label in customers' parcels using this integration.

Recent research\* by CollectPlus reveals that retailers who do not offer convenient delivery and returns options may be selling themselves short. In a survey of over 1,000 online shoppers, 63% admitted they would be more likely to buy something from a retailer that allowed them to have items delivered to a location that was convenient to them.

**Matthew Jacques, strategic partnerships director at CollectPlus, said:** *"We're now in the second decade of click and collect and over the next year we'll really see it start to come of age as the delivery market matures and retailers tailor their approach to meet their customers' expectations. Online shoppers want to be able to choose from a range of delivery options and select a service that meet their needs.*

*"We know from our own research\*\* that for many people, waiting in for deliveries is a hassle – they want to be able to receive their purchases at a time and place that suits them. Click and collect from CollectPlus gives them that convenience.*

*“Our new web plug-in will make it quicker and easier for retailers to integrate click and collect into their websites which will allow smaller businesses to offer this option to their customers - having previously struggled to invest in doing so. Visualsoft has been a great partner in helping us to deliver this, combining its technical expertise with a dedication to customer satisfaction, which we share. CollectPlus will continue to look for ways to make it easier for online retailers to take advantage of our services in the coming months.”*

**Tim Johnson, Director at Visualsoft, said:** *“Customers want to be able to shop in a way that is convenient to them, and click and collect is the most efficient way to give customers the simple shopping online experience with all the benefits of visiting a bricks store. The demand for click and collect functionality has rocketed in the past 12 months with our clients, and we're thrilled to finally be able to offer the service in partnership with the team at CollectPlus.”*

Red Hot Sunglasses has been using the new technology exclusively since May. Established in 2010, the exclusive online fashion boutique sells a wide selection of luxury, high-fashion designer sunglasses for men and women.

**Phil Blackett, Managing Director of Red Hot Sunglasses, said:** *“Having already established a range of home national and international home delivery options on our website, we are very excited to be adding CollectPlus to our portfolio to enable customers to click and collect. This allows our customers even more freedom of choice in deciding how they have their sunglasses delivered securely and conveniently.”*

CollectPlus is the leading provider of third party click and collect delivery in the UK. With over 5,500 collection points in supermarkets, convenience stores and petrol stations nationwide, the company plans to add another 2,000 to its network within the next 12 months. CollectPlus is a joint venture between PayPoint, the UK's leading multi-channel payments company, and the UK's leading independent parcel carrier, Yodel.

**-ENDS-**

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### **Notes to Editor**

CollectPlus scores 8.8/10 on [TrustPilot](#), with 78.4% of customers giving CollectPlus 5/5 stars (as of 04.09.14).

### **ABOUT COLLECTPLUS**

CollectPlus is the largest store-based delivery and returns service giving online shoppers the ability to collect and drop off parcels at their local store. 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 260 retail brands that CollectPlus provides returns solutions for, with nearly 100 added over the past year. Click&Collect+, which enables customers to order online and have their items delivered to their local CollectPlus store, is available from a rising number of retailers; from Amazon to Asda and House of Fraser to RiverIsland. This complements the returns offer that CollectPlus provides to retailers, thereby offering a complete delivery and returns service.

With a network of over 5,500 stores open early 'til late seven days a week; 90% 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.

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

## **ABOUT PAYPOINT**

PayPoint is an international leader in payment technologies, its solutions transforming payments for everyone from consumer and financial services companies to retailers, utilities, media, e-commerce, gaming and government clients.

PayPoint delivers payments and services by taking the complexity of multi-channel payments and translating it into convenient, simple, value-added solutions. It handles over £14 billion from 775 million transactions annually for more than 6,000 clients and merchants.

With the backing of 24/7 operations centres with dual site processing, PayPoint is widely recognised for its leadership in payment systems, smart technology and service.

### **Retail networks**

The PayPoint retail network across the UK numbers over 27,200 local shops (including Co-op, Spar, McColls, Costcutter, Sainsbury's Local, Tesco Express, One Stop, Asda, Londis and thousands of independents), where it processes energy meter pre-payments, bill payments, benefit payments, mobile phone top-ups, transport tickets, BBC TV licences, cash withdrawals and a range of other transactions. In Romania, the retail network numbers over 8,500 terminals in local shops, helping people to make cash bill payments, money transfers, road tax payments and mobile phone top-ups. In the Republic of Ireland, over 500 terminals in shops and credit unions process mobile top-ups and bill payments.

PayPoint's ATM network numbers more than 3,600 'LINK' branded machines across the UK, and 9,100 PayPoint terminals enable retailers to accept credit and debit cards.

### **Mobile and Online**

PayPoint Mobile and Online (formerly trading as PayPoint.net, PayByPhone and Adaptis) handles over 135 million payments for parking, payments and consumer services. In major cities in the UK, Canada, USA, France, Switzerland and Australia, its parking solutions make it easy for people to pay for parking by mobile, as well as providing electronic parking permits, automatic number plate recognition systems for car parks and penalty charge notices.

PayPoint's core online payments platform is linked to 16 major acquiring banks in the UK, Europe and North America, delivering secure credit and debit card payments for over 5,100 online merchants. Its suite of products ranges from transaction gateway to a bureau service, in addition to value-added services such as FraudGuard, an advanced service that mitigates the risk of fraud

in card not present transactions.

## **ABOUT YODEL**

- Yodel is the UK's leading independent parcel carrier
- The company handles over 145 million parcels every year
- It has a relationship with 85 per cent of the UK's top retailers
- Yodel is headquartered in Hatfield and has over 60 locations across the UK, including three central sorts and over 50 service centres
- Yodel offers a range of services to meet the needs of its clients and their customers:
  - YodelDirect – Yodel's door-to-door consumer parcel service, ideal for online marketplace sellers and SMEs
  - Yodel Home and Yodel Business - two van-based networks with service centre based drivers
  - Yodel Neighbourhood - a neighbourhood courier service offering extended delivery hours
  - Yodel World - international service
- In addition:
  - Arrow XL - Through its sister company Yodel also offers a two man service for white goods and large items up to 120kg