9 Sep 2014

CollectPlus unveils ‘Store of the Quarter’ awards programme for network partners

Independent store Russell’s Mini Mart in Scarborough named first CollectPlus ‘Store of the Quarter’

9 September 2014: CollectPlus, the UK’s largest store-based parcel service, today unveiled its ‘Store of the Quarter’ awards programme, designed to recognise and reward the best stores in its network. With 12 regional winners chosen every three months, one is also named as the overall national CollectPlus ‘Store of the Quarter,’ which is announced today as Russell’s Mini Mart in Cayton near Scarborough, an independent convenience store which has been part of the CollectPlus network since early 2012.

The nationwide initiative sees CollectPlus stores across the country battling it out to be recognised for their outstanding customer satisfaction and service levels. Winning stores are chosen every three months from 12 regions across the UK – Scotland, Northern Ireland, The North, Yorkshire & Humberside, North West, East Midlands, West Midlands, Wales, East Anglia, South East (Outside the M25), South East (Inside the M25) and South West. The winners are selected based on a number of criteria, including best overall performance in that region for customer satisfaction ratings, parcel volumes and transaction compliance across the quarter.

The award programme’s first quarter ran from on 1 April until 30 June 2014, with the first winners announced today*, the ‘Store of the Quarter’ receiving a £500 prize, with each of the 11 other regional winners getting £250. In addition to the quarterly awards, a national CollectPlus ‘Store of the Year’ will be named in April 2015, based on the overall highest scoring regional winner in the preceding 12 months, with a prize value of £1,000 on top of its previous winnings.

Neil Ashworth, CEO at CollectPlus, said: *“Providing customers with an excellent experience is at the heart of what we do at CollectPlus, but this is only possible because of the great level of service that our stores provide. More and more people in the UK are using CollectPlus to pick up their online shopping or send their parcels at a time and place that suits them and I am delighted to say that Russell’s Mini Mart in Cayton has been recognised for the great benefit it brings to the local community.*

“Convenient delivery and returns are not only important to people with busy lives or who have work commitments, but to anyone who wants more control over how, when and where to pick up and drop off their parcels. We found Russell’s Mini Mart to be an outstanding example of customer excellence and I’m very pleased that they are our first national winner of our ‘Store of the Quarter’ awards.”

Founded in 2009, CollectPlus is a joint venture between PayPoint, the leading retail payment network and Yodel, the UK’s leading independent parcel carrier.

-ENDS-

For further information, please contact the CollectPlus team at the Red Consultancy:

Email: collectplusteam@redconsultancy.com
Tel: 0207 025 6500

Notes to Editor

*April-June Regional winners**

Region	Name	
Scotland	Esso Hogganfield Loch	
Nothern Ireland	X L Stop and Shop	
North	Esme's News	
Yorkshire & Humberside	Russell's Mini Mart	
North West	Jacks	
East Midlands	Costcutter	

West Midlands	Duleys	
Wales	MCCOLLS	
East Anglia	Coscutter	
South East (Outside M25)	At Your Convenience Londis	
South East (Inside M25)	Jubilee Convenience Store	
South West	Corner Shop	

Overall national 'Store of the Quarter'*

Yorkshire & Humberside	Russell's Mini Mart	

ABOUT COLLECTPLUS

CollectPlus scores 8.8/10 on TrustPilot, with 78.4% of customers giving CollectPlus 4/5 stars (as

of 05.09.14).

‘Store of the Quarter’ Terms and Conditions can be viewed by visiting http://www.paypoint.co.uk/retailers/terms-conditions.

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 River Island. 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 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.
    -