

19 Aug 2014

# Contacting PayPoint has just got much easier

## *Call recording added to improve quality of service*

**Welwyn Garden City, 20 August 2014:** PayPoint has introduced a series of changes to its Contact Centre phone system to make it much easier, quicker and more satisfying for retailers when they contact PayPoint. An improved IVR system and call recording are the first of a series of improvements that PayPoint is making to improve the experience retailers receive when they need to get in touch with the company.

*“On average, we receive around 1,200 calls into our Contact Centre every day,”* said Andrew Goddard, Retail Director of PayPoint UK & Ireland. *“These calls cover many different subjects, some are more complicated than others and some can be handled very easily.”*

*“We’ve listened to the feedback we get from retailers about their experiences when contacting us and know that the previous IVR system could be a source of frustration, so we’ve invested in a state-of-the-art system that really improves the whole process.”*

*“Callers into the Contact Centre are already seeing the difference and we’re very pleased with the positive responses we’ve been receiving.”*

Callers are routed through a shorter and simpler series of options that takes them straight to an appropriate service or product expert, so their enquiry can be dealt with much more quickly and efficiently.

Many retailers have already commented positively about the improvements. **Daljeet Clair of Clair Convenience Store in Swansea** said: *“The options when calling in are a lot clearer and easier to understand. It seems quicker to get through to an adviser.”*

At the same time, PayPoint has introduced call recording across all business functions that have direct contact with retailers so it is able to refer back to calls in the event of disputes. Recordings will also be used for staff training to ensure that any issues are identified and resolved quickly so that callers continue to receive the quality of service they expect from PayPoint.

A wide range of further changes, improvements and new features will be added in phases over the coming months, beginning with a series of ‘self-serve’ options. These will enable retailers to do a number of things without having to speak to anyone and will include simple requests like ordering new signage, receipt rolls, ATM printer rolls, gift cards, Western Union supplies and transport wallets, and request documents, such as a change of ownership form.

A major benefit of the self-serve option will be that retailers will be able to make those calls when it suits them – including outside the Contact Centre opening times.

*“We are making significant investments in a series of improvements in the way we work with our retailers so that we become easier to do business with and enable them to spend more time on the important task of running their shops,”* added Andrew Goddard.

*“We’ll be making more announcements about more improvements over the coming months.”*

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**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.

Collect+, a joint venture with Yodel, provides a parcel drop-off and pick-up service at more than 5,500 PayPoint retailers. 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.