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# Costcutter in Chorlton wins national award for outstanding customer service

*Costcutter on Sandy Lane has been named UK 'Store of the Quarter' by CollectPlus in recognition of its excellent customer service to people in Chorlton, Manchester*

**9 February 2015:** Costcutter in Chorlton-cum-Hardy has today been named the nation's best CollectPlus store in the brand's quarterly awards programme, which recognises excellent customer satisfaction and service levels over the period October to December 2014.

CollectPlus is the UK's largest independent store-based delivery and returns service and offers a convenient way for people to collect online purchases or return unwanted items to more than 260 high street and online retailers, including Amazon, John Lewis and ASOS. People can also send parcels to any UK address from a CollectPlus store.

Costcutter, on Sandy Lane, has been part of the CollectPlus network since October 2009. It offers a convenient service thanks to its extended opening hours, which are 6am to 9pm seven days a week, so that local residents can collect, return and send parcels at a time and place that suits them.

The CollectPlus 'Store of the Quarter' awards programme recognises the best stores in the CollectPlus network of over 5,800 newsagents, convenience stores, petrol stations and supermarkets. With 12 regional winners selected, Chorlton's Costcutter was judged to be the top store in the company's nationwide network, achieving the best overall performance for customer service, transactions and compliance.

**Mr Robert Madden, owner of Costcutter on Sandy Lane, said:** *"We work hard to give our customers the best possible service, so winning this award is fantastic recognition of that and I'm really proud of the team. We joined the CollectPlus network as a means of expanding the range of services we offer to local customers. It has proven to be really popular and has brought in new customers who had not visited the shop before."*

Mr Madden was presented with his award by **CollectPlus CEO Neil Ashworth, who said:** *"Providing a great level of customer service is at the very heart of what we do. Our services are designed around what our customers need and want and this is only possible because of the great service that stores like this provide."*

*"We are delighted to announce Chorlton's Costcutter on Sandy Lane as the winner of our store of the quarter award, an outstanding example among our nationwide network of more than 5,800 stores. The commitment of these stores means that more and more people in the UK are using our services to pick up and return their online shopping or send parcels at a time and place that suits them."*

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-**

## **Notes to Editor**

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

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CollectPlus scores 8.5/10 on [TrustPilot](#), with 85.6% of customers giving CollectPlus 4/5 stars (as of 27.01.15).

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

## **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, CollectPlus was the first business to offer third party click and collect in the UK. It answers a clear need for convenient and easy way to receive deliveries across the UK's largest, independent store-based delivery and returns service, giving online shoppers the ability to collect and drop off parcels at their local store.

The success of our business model is reflected in more than 260 retail brands using CollectPlus to provide returns solutions. Our Click&Collect service enables customers to order online and have their items delivered to their local CollectPlus store and is available from a rising number of retailers; from Amazon to ASOS.com and Very.co.uk to River Island. This complements the returns offer that CollectPlus provides to retailers, thereby offering a

With a network of over 5,800 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 almost £15 billion from over 800 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 28,200 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 9,000 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 3,900 'LINK' branded machines across the UK, and 9,700 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 142 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 almost 4,800 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, offering the widest range of service options. The company handles over 155 million parcels every year and 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:

- 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
- YodelDirect – Yodel's door-to-door consumer parcel service, ideal for online marketplace sellers and SMEs. It is the current sponsor of the Tour of Britain YodelDirect sprints jersey.
- Arrow XL - Through its sister company Yodel also offers a two man service for white goods and large items up to 120k