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DHL Parcel UK enhances ServicePoint offering with PayPoint

Coventry, 2 August 2019: DHL Parcel UK today announces a partnership with PayPoint, one of the UK's largest click and collect operators, to develop its ServicePoint offering. The partnership will see DHL Parcel expanding their click and collect services, as consumers will soon be able to either 'Send, Collect or Return' a parcel from their local store.

Building on the existing click and collect service, DHL Parcel's ServicePoint returns service caters for the growing demand for convenient ways to send online purchases back and will be available through selected retailers' online return portals.

From today DHL Parcel ServicePoints will be available at 500 locations across the UK and the service is expected to roll out to a further 3,000 independent PayPoint One retailers by the end of the year. DHL's existing ServicePoint network with Pass My Parcel will now transition to PayPoint's network across the UK including Northern Ireland.

With 90% of consumers in the UK within 10 minutes of a local participating PayPoint store, the PayPoint network provides the coverage demanded by consumers. 98% of PayPoint stores are open outside of office hours, seven days a week, providing increased flexibility and convenience. Customers using DHL Parcel's ServicePoints will have the added benefit of being able to divert their parcel to a local store if they are not able to accept the initial delivery.

The second phase of the partnership will see DHL Parcel launching an over the counter 'Send' service, allowing consumers to order and pay for a delivery online and then drop off their parcels at their local PayPoint store.

Peter Fuller, CEO DHL Parcel UK, says: "Our alliance with PayPoint gives us access to one of the largest click and collect networks in the UK. This network allows us to offer consumers even more convenience and we hope the partnership will allow us to introduce even more parcel services in the future."

Patrick Headon, CEO, PayPoint adds: "DHL is one of the leading logistics companies and working alongside PayPoint Collect+, one of the largest click & collect networks in the UK, will offer more convenience to customers and bring online shoppers into store. This is one of the new partnerships announced earlier this year, bringing new footfall and benefits for retailers and shoppers alike."

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50 Years DHL

In 2019 DHL is celebrating 50 years since the company's founding by three entrepreneurs in San Francisco in 1969. DHL began as a disruptor to the traditional delivery industry, circumventing bureaucracy with an innovative new service to deliver documents by air overnight. Since then, DHL has grown into a globe-spanning family of DHL companies with about 380,000 employees in over 220 countries and territories that covers the entire spectrum of logistics and supply chain services. DHL's customer-centricity and can-do culture have fueled five decades of innovation – from the DHL 1000, one of the first word processing computers in the world, to using the purpose built StreetScooter, an environmentally friendly delivery vehicle powered by an electric drive and developed by Deutsche Post DHL Group. With the Mission 2050 commitment to reach zero group-wide emissions by 2050, DHL is continuing to be a trailblazer in the logistics industry.

DHL – The logistics company for the world

DHL is the leading global brand in the logistics industry. Our DHL family of divisions offer an unrivalled portfolio of logistics services ranging from national and international parcel delivery, e-commerce shipping and fulfillment solutions, international express, road, air and ocean transport to industrial supply chain management. With about 380,000 employees in more than 220 countries and territories worldwide, DHL connects people and businesses securely and reliably, enabling global trade flows. With specialized solutions for growth markets and industries including technology, life sciences and healthcare, energy, automotive and retail, a proven commitment to corporate responsibility and an unrivalled presence in developing markets, DHL is decisively positioned as “The logistics company for the world”.

DHL is part of Deutsche Post DHL Group. The Group generated revenues of more than 61 billion euros in 2018.

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ABOUT PAYPOINT

In thousands of retail locations, at home and on the move, we make life more convenient for everyone.

For retailers, we offer innovative and time-saving technology that empowers convenience retailers in the UK and Romania to achieve higher footfall and increased spend so they can grow their businesses profitably. Our innovative retail services platform, PayPoint One, is now live in over 14,000 stores in the UK and offers everything a modern convenience store needs, from parcels and contactless card payments to EPoS and bill payment services. Our technology helps retailers to serve customers quickly, improve business efficiency and stay connected to their stores from anywhere.

We help millions of people to control their household finances, make essential payments and access in-store services, like parcel collections and drop-offs. Our UK network of 29,000 stores is bigger than all banks, supermarkets and Post Offices together, putting us at the heart of communities nationwide.

For clients of all sizes we provide cutting-edge payments technologies without the need for capital investment. Our seamlessly integrated multichannel payments solution, MultiPay, is a one-stop shop for customer payments. PayPoint helps over 500 consumer service providers to save time and money while making it easier for their customers to pay – via any channel and on any device.