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# Missguided adds Collectplus Click and Collect service for increased customer convenience

**08 JULY 16:** Missguided has extended its partnership with CollectPlus, the UK's largest independent store-based delivery and returns service, to offer its customers the option of collecting their online purchases from their local newsagent or convenience store. The CollectPlus Click & Collect service allows shoppers to pick up their goods from any of the 5,800 local convenience stores, newsagents, supermarkets and petrol stations across the CollectPlus network, early 'til late, seven days a week, at a time that suits them.

From the 2<sup>nd</sup> of July, all Missguided customers in the UK are able to use the service. A Click & Collect delivery to a CollectPlus store of the customer's choice will cost £1.99 and, when ordered by 6pm, will typically be delivered by the next working day. Missguided customers have been able to return their online purchases to any store in the CollectPlus Network since 2011.

**Paul Scratchley, Commercial Director at CollectPlus said:** *"We've long had a successful partnership with Missguided so are delighted to now be able to offer our Click & Collect service to their customers across the UK. Shoppers hugely value choice and convenience and the CollectPlus service has become an invaluable option for many, particularly those who cannot have items delivered to home or work. The added ease and accessibility of this new service will hold appeal amongst existing customers as well as help encourage new customers to shop with Missguided."*

**Brett Young, Operations Director at Missguided said:** "It is fundamental to our business strategy that we ensure our customers receive market leading options together with a high level of service for a very reasonable price. With this in mind the Click & Collect options, along with improved returns channels, were imperative to our customer experience. By using proven, forward thinking partners such as CollectPlus it enables us to build on new initiatives, continually improve our customer experience and in turn support our aggressive growth strategy"

The CollectPlus service has been tailored to suit the needs of modern consumers, to whom time is increasingly valuable and efficiency and cost are key. CollectPlus customers can enjoy the same convenience no matter where they live; 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. Many stores in the network are open early until late, seven days a week. CollectPlus offers a simple way for people to collect online purchases from or return unwanted items to more than 300 high street and online retailers, including John Lewis, House of Fraser and ASOS; as well as offering a hassle-free way to send parcels.

A high level of customer satisfaction continues to be at the heart of the CollectPlus offer with 82.7% of TrustPilot reviews rating the CollectPlus service as five star, giving an overall score of 'excellent'.

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

**-ENDS-**

## **Notes to Editor**

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

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CollectPlus scores 9.2/10 on [TrustPilot](#), with 82.7% of customers giving CollectPlus 5/5 stars (as of 05.07.16).

## **ABOUT COLLECTPLUS**

CollectPlus is the UK's largest independent store-based parcel delivery and returns service. It offers a simple and convenient way for people to collect online purchases from or return unwanted items to more than 300 high street and online retailers, including John Lewis, New Look and ASOS – all at their local convenience store.

It is also possible to send parcels to any UK address from a CollectPlus store, making it a convenient option for those who sell products via online marketplaces such as eBay, as well as acting as a cheaper and convenient alternative parcel service for sending packages to friends and family.

Founded in 2009, CollectPlus was the first business to offer third party click and collect in the UK and now has a network of over 5,800 conveniently located parcel stores across the UK, nearly all of which are open early 'til late seven days a week. 90% of the UK's urban population live within a mile of a CollectPlus point and 89% within five miles in rural areas.

CollectPlus now handles in excess of 300,000 parcels a week and in July 2015 handled its 50 millionth parcel. CollectPlus is a joint venture between PayPoint, the leading retail payment network, and independent parcel carrier, Yodel.

## **ABOUT PAYPOINT**

We support market leading national networks across 39,000 convenience stores in the UK and Romania so that our customers are always close to a PayPoint store. In thousands of locations, as well as at home or on the move, people use us better to control their household finances, essential payments and in-store services. Our UK network contains more branches than all banks, supermarkets and Post Offices together, putting us at the heart of communities for over 10 million regular weekly customers.

We have a proven track record of decades of tech-led innovation, providing retailers with tools that attract customers into their shops. Our industry-leading payments systems give first class service to the customers of over 1,500 clients - utility companies, retailers, transport firms and mobile phone providers, government and more.

We are on and offline; providing for payments by cash, card including contactless; retail, phone and digital; at home, work and whilst out and about from Land's End to the highlands and islands – helping to keep modern life moving.

### **Multichannel payments**

We offer clients streamlined consumer payment processing and transaction routing in one, seamlessly integrated solution, through MultiPay. This gives customers the flexibility to pay in the way that best suits them; including mobile app, online, text, phone/IVR and cash in-store.

MultiPay is live with Utilita, a fast growing challenger energy supplier. We have signed several other energy companies, a framework agreement with Procurement for Housing and, significantly, Scottish and Southern Energy, our first Big 6 energy client

### **Retail networks**

In the UK, our network includes over 29,000 local shops including Co-op, Spar, Sainsbury's Local, Tesco Express and thousands of independent outlets. These outlets are quick and convenient places to make energy meter prepayments, bill payments, benefit payments, mobile phone top-ups, transport tickets, TV licences, cash withdrawals and more.

Our Romanian network continues to grow profitably. We have more than 10,200 local shops, helping people to make cash bill payments, money transfers, road tax payments and mobile phone top-ups. Our clients include all the major utilities and telcos and many other consumer service companies.

The UK network also includes over 4,200 LINK branded ATMs, and 10,000 of our terminals enable retailers to accept debit, credit and contactless payments, including Apple Pay.

We operate over 3,000 Western Union agencies in the UK and Romania for international and domestic money transfers.

### **ABOUT YODEL**

UK independent parcel carrier Yodel handles over 155 million parcels every year and has a relationship with 85 per cent of the UK's top retailers. The company 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. Through its sister company, Arrow XL, Yodel can also offer a two man service for white goods and large items up to 120kg.

To find out more visit [www.yodel.co.uk](http://www.yodel.co.uk)