

6 Nov 2018

Online Christmas shopping is now at your convenience: eBay partners with PayPoint to provide click & collect in 2,500 convenience stores

Welwyn Garden City, 6 November 2018: eBay shoppers can now choose to have their parcels delivered to their nearest convenience store after a new partnership with PayPoint went live today. The deal means eBay shoppers can combine the ease of shopping online with the flexibility of collecting their parcel at a time that suits them.

The service is live in time for Black Friday, Cyber Monday and Christmas, and is available at 2,500 locations in the Collect+ network including a mix of independent retailers and groups such as Nisa, McColls, Spar and One Stop.

Over 80 per cent of UK households are within a one-mile radius of a Collect+ store giving online shoppers the option of collecting their parcel from a location minutes away from their home or work. During the busy run up to Christmas, many shoppers are unable to stay at home to receive parcels delivered during the day, so the new service allows customers to choose when they pick up their delivery to accommodate their schedule.

eBay shoppers will have the added convenience of being able to pick up their parcels at a time of their choosing with more than 98% of stores offering Collect+ open outside of office hours, seven days a week.

Convenience stores also see the benefit, as adding parcel services to their offering can add nearly £50 (£49.371) in additional store sales per week. In the context of 7,500 Collect+ locations, that means a boost of £18 million for the industry. Nearly two thirds (63 per cent)¹ of customers who visit a store for parcels for the first time say they will come back to shop, helping to introducing new consumers to convenience stores.

Dominic Taylor, CEO “Consumers still want the convenience of popping into a store at a time and location suitable to them. While many enjoy the variety and accessibility of online shopping, home delivery doesn’t work for everyone – our Collect+ data, for instance, shows that 40% of customers choose to pick up their parcels after work. We are delighted to provide new options for eBay customers by allowing them to collect their parcels when and where they want to.”

eBay UK Vice President, Rob Hattrell commented: “24 million customers shop with us every month. We want to make it as convenient as possible for them to get the item they’re looking for.

Our partnership with CollectPlus is a great boost to our delivery options, giving customers thousands more locations to choose from when they are shopping.”

For more information on the partnership: http://bit.ly/PayPoint_eBay

-ENDS-

Sources:

1. **Collect+ data based on research among customers at 934 stores**

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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 10,000 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.