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PayPoint expands its Field Support Team by 50 per cent

Welwyn Garden City, 20 February 2012: PayPoint has boosted its dedicated field support team from 42 to a force of 60 Territory Development Managers in a move that will enhance relationships with retailers and help them profit from the new technology and schemes introduced by the company. The enlarged team will combine both field sales and operations.

Comment from Seamus Smith, MD of PayPoint UK:

“As PayPoint has grown, both in the size of our network and the scope of the products and services we offer to our retail agents and their customers, our relationship with our retailers has evolved, so that our field representatives now provide valuable advice and support to their businesses.

“We now have an extensive portfolio of retail and business services designed to help our retailers build their businesses and improve profitability, covering many aspects of running a busy shop. Increasingly, we are assisting our retailers to profit from new technology, such as contactless card payments and Business Broadband; from extending the range of services they can offer to attract more and new customers, such as money transfer, ATMs and the unique CollectPlus parcel service; and from managing their costs more effectively through exclusive deals with major suppliers, such as our business banking arrangement with Barclays.

“Our aim, therefore, is to further improve the service we provide to our retailers, to better able them to benefit from being part of the PayPoint network. With more Territory Managers, each with a smaller territory, they will be responsible for fewer retailers, so have a greater knowledge and understanding of their businesses, enabling them to forge closer relationships with every PayPoint retailer in their territory. In turn, our retailers will have improved access to additional and new PayPoint products and services.

“Our new Territory Managers will be able to provide better training, especially for new and part-time staff, to complement the written and online training materials we issue on a regular basis, and retailers will find it much quicker to resolve any issues or queries they might have.

“We’re proud to be creating this number of new jobs in such a challenging economic environment.”

The expansion of its field support team is in addition to a range of improvements that PayPoint has recently made to enhance retailers’ experiences of partnering with PayPoint. These include new ‘back office’ processes for handling applications to become a PayPoint retailer and installing new terminals, and for finding out more about and implementing new products or services.

At the same time, PayPoint has launched MyPayPoint.com, its new, free extranet on which retailers can access all the information they need to manage their relationship with PayPoint, including their weekly statements and payments records, commonly used forms, FAQs and a library of bulletins and communications normally delivered by post.

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