

19 Aug 2019

# PayPoint launches next wave of national retailer survey

**Welwyn Garden City, 19 August 2019:** PayPoint is soon to launch the next wave of its national retailer survey, giving all independent retailers the opportunity to share their thoughts on how PayPoint is progressing and to help identify further areas for focus. This is in addition to the regular retailer forum sessions run by PayPoint across the UK.

The survey will be conducted by independent research agency Savanta and will take five minutes to complete. Retailers will start to receive email invitations to participate from 28 August.

For every survey completed, PayPoint will donate £1 to GroceryAid who are the national charity helping people across the whole of the grocery industry.

Lewis Alcraft, PayPoint's Chief Commercial Officer, said: *"This is the second wave of our research this year which will be invaluable in terms of generating feedback to help us improve how we do business with our retail partners. Following our last survey earlier this year, we have delivered several service improvements, including enhanced phone-based EPoS training and higher first-time issue resolution when our retail partners contact us. I would encourage all retailers to take part"*

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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 28,000 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.