

31 Dec 2019

# Salisbury first town in the UK to make Christmas return

*PayPoint data shows first parcel return was at 7:02am on Christmas Day*

**Welwyn Garden City, 28 December 2019:** A resident in Salisbury, Wiltshire, became the first person in the country to return a potentially unwanted Christmas present, data from PayPoint reveals today.

It hadn't even got light when the first parcel was returned to a Collect+ store at 7:02am on Christmas Day. It was another 38 minutes before the next parcel was returned in Glasgow, at 7:40am.

In total, 419 parcels were returned on Christmas Day through the Collect+ service at local convenience stores. Some customers returned more than one potentially unwanted present: in Enfield, a single customer returned seven parcels at 12:09pm, while in Wokingham, Berkshire, a customer returned six parcels at 12:44pm. A further five were returned by a customer in Hemel Hempstead, Hertfordshire, at 6:50pm.

However, there were hundreds of potentially happier customers who were still able to collect parcels on Christmas Day. In total, 1,043 parcels were collected on December 25th because their local convenience stores were open.

*Lewis Alcraft, Chief Commercial Officer at PayPoint said: "Whilst most of us tucked into our turkey dinners on Christmas Day, thousands of staff at convenience stores were hard at work.*

*"Collect+ has transformed services in communities to ensure that people can receive gifts and parcels at nearby collection points, while also offering a way for those who weren't overjoyed at what Santa brought them to return their presents."*

Collect+ is available in over 7,000 local convenience stores across the country. It allows customers to collect parcels at a time that best suits them. In total, 14,841 PayPoint stores were open on Christmas Day, providing services to local communities including bill payments, parcels and cash withdrawals on a day when all banks and Post Offices were closed.

## **Swiftest Christmas Day Returns Top 10**

**7:02am** Salisbury, Wiltshire

**7:40am** Glasgow

**7:43am** Norwich, Norfolk

**7:54am** London

**8:24am** Bracknell, Berkshire

**8:46am** Slough, Berkshire

**8:51am** Swindon, Wiltshire

**9:27am** London

**9:28am** Bury, Lancashire

**9:32am** Barnsley, South Yorkshire

-ENDS-

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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 16,000 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.