

29 Dec 2020

# Stockport first town in the UK to make Christmas return

*PayPoint data shows first parcel return took place at 06:03 on Christmas Day*

**Welwyn Garden City, 29 December 2020:** A resident in Stockport 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 06:03 on Christmas Day. The next return was made in Manchester at 06:04.

Across Christmas Day, the most returns took place in London where 86 people sent back their parcels. In total, 398 people used the Collect+ service at their local convenience store to make a return on Christmas Day.

*Nick Wiles, Chief Executive of PayPoint, said: "While many of us spent time with loved ones on Christmas Day, thousands of staff at convenience stores were hard at work. This year, more than any other, we've seen the importance of these jobs that help serve our communities.*

*"It's thanks to them and their stores that people are able to make parcel returns at whatever time of day they like, even on public holidays. This is particularly advantageous for disgruntled Christmas gift recipients who were keen to send back what Santa brought them at the earliest opportunity."*

Collect+ is available in 10,000 local convenience stores across the country. It allows customers to collect parcels at a time that best suits them, and the majority of Collect+ outlets were open on Christmas Day. Many of the country's 27,500 PayPoint stores were open on Christmas Day, providing services to local communities including groceries, parcels and access to cash, on a day when all banks and Post Offices were closed.

## Swiftest Christmas Day Returns Top 10

**6:03am** Stockport, North West

**6:04am** Manchester, North West

**6:25am** Cambridge, East of England

**6:52am** Edinburgh, Scotland

**6:53am** Cottingham, Yorkshire and the Humber

**7:39am** Newcastle, North East

**7:51am** Leamington Spa, West Midlands

**8:10am** London, South East

**8:15am** Deal, South East

## **Enquiries:**

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## **ABOUT PAYPOINT**

For tens of thousands of businesses and their customers, we make life and payments more convenient.

For retailers, we offer innovative and time-saving technology that empowers them 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 16,500 shops in the UK and offers everything a modern convenience store needs. More broadly, we also provide card payments services to thousands of growing businesses across the hospitality, auto trade, clothing and households goods sectors. Our technology helps companies to serve customers quickly, improve business efficiency and modernise their operations.

For clients of all sizes, we also provide market-leading payments technologies without the need for capital investment. Our seamlessly integrated omnichannel solution – MultiPay – is a one-stop shop for digital and other customer payments, via any channel and on any device.

Together, these solutions help millions of consumers to control their household finances, make essential payments and access services like cash withdrawals, eMoney and parcel collections and drop-offs. Our UK network of more than 27,500 stores is bigger than all banks, supermarkets and Post Offices together, putting us at the heart of communities nationwide.