



PayPoint

collect+
parcels made easy

Collect+ user guide



If you need any help, please call us on
freephone 0800 310 0000

Please have your PayPoint site number ready

Email: parcels@paypoint.com

Customer query? The customer can call the Collect+ helpline on **01923 601 616**

Watch Collect+ training videos anytime online
www.paypoint.com/parceltraining



Welcome to your Collect+ user guide

In this guide you'll find step by step instructions on how to complete Collect+ transactions through PayPoint, and tips on how to provide a great customer experience.

How does Collect+ work?

Click & Collect:

Customers can purchase goods online with over 70 major brands and have them delivered to your store for collection.

Parcel returns:

Customers can use your store to return online purchases to over 300 retailers.

Consumer send:

Customers can send parcels to friends, family or their own customers by purchasing a label online and dropping the parcel off at your store.

Transactions you can do in store:

- Customer collecting parcel
- Customer send/return parcel
- Driver deliveries
- Expired parcels
- Expired parcels report
- Print in Store service

Please scan the training barcodes in this guide to see the instructions on the screen and practice these transactions.

Parcel size guidelines

Most parcels will be small to medium in size. It will be unusual to receive parcels that reach the maximum size on all 3 lengths. Please accept these parcels within the below stated dimensions.

Maximum size: 90cm x 60cm x 60cm



Small parcels



Poster tubes



Clothing parcels

Planning a refurbishment or a temporary closure?

Please contact PayPoint at least 2 weeks beforehand so we can temporarily remove your store from the Collect+ store locator. This will ensure that customers don't order parcels to be delivered to your store during the time you're closed.



Customer collecting parcel



This transaction needs to be completed when a customer is collecting a parcel from your store. The customer will need their 7 digit collection code and ID before you can release the parcel.

1 TOP TIP - SAVE TIME

Always ask your customer if they have a collection barcode first and then locate their parcel. From the main screen on the terminal, scan the code from the customer's phone or printed order confirmation. This saves time and takes you directly to the ID screen at step 5.

Example training collection code



ABC1234

2 If the customer's barcode will not scan, then select 'Collect+ Parcels' from the main touch screen menu.

ENT BARCODE/KEY/CARD 28/08/15 12:57		
TRANSPORT & PARKING	MOBILE & INT'L TOP UP	
SIMPLE PAYMENT	E-MONEY DIGITAL & CASH OUT	COLLECT+ PARCELS
ISSUING GAS & ELECTRICITY	HEALTH LOTTERY	TV LICENCE WESTN UNION & MORE

3 Select 'Customer Collecting Parcel'.

COLLECT PLUS		
CUSTOMER COLLECTING PARCEL	CUSTOMER SEND/RETURN PARCEL	DRIVER DELIVERIES
EXPIRED PARCELS	EXPIRED PARCELS REPORT	PRINT PARCEL LABEL

4 To enter the collection code manually, select 'Press to Enter Code on Keypad'.

SCAN CUSTOMER'S COLLECTION BARCODE OR ENTER COLLECTION CODE ON KEYPAD	
PRESS TO ENTER CODE ON KEYPAD	

This screen appears if the customer does not have a collection barcode to scan. Enter the 7 digit collection code and then press the 'Enter' symbol

ENTER COLLECTION CODE USING TOUCHSCREEN AND NUMBER KEYPAD THEN PRESS 'ENTER'												
A	B	C	D	E	F	G						
H	I	J	K	L	M	N						
O	P	Q	R	S	T	U						
←	V	W	X	Y	Z	→						

5 Check the customer's ID to make sure it matches the name on the parcel and if acceptable, select 'ID Checked'.

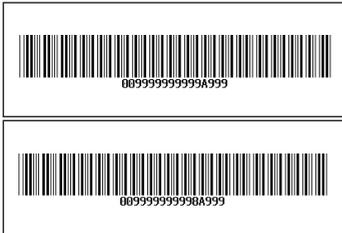
CHECK CUSTOMER ID	
CUSTOMER NAME: MR EXAMPLE	NO ID PROVIDED
ASK FOR ID SHOWING THE NAME ABOVE PHOTO ID NOT ESSENTIAL ADDRESS CHECK NOT NEEDED	ID CHECKED

6

Scan all parcel barcodes displayed on the screen. **Please note:** If a parcel that appears on the screen has not yet been delivered, you can bypass this by selecting 'All Parcels Scanned'.

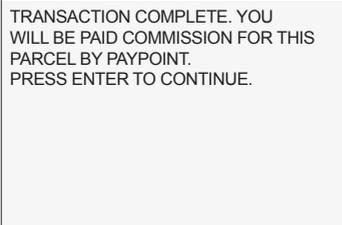


Example training barcodes to scan



Once all parcels have been scanned, a receipt will print.

7



A customer can collect a parcel on behalf of another person. They will need the collection code and name ID of the person whose name is on the parcel.

CUSTOMER COLLECTION CODES

Customers collecting parcels must provide their 7 digit collection code AND name ID.

If the customer does not have their code, they must call the Collect+ Customer Helpline on 01923 601 616 to request it.

PayPoint can't release collection codes due to security reasons.

Please check that the receipt is successful before the customer leaves the store with their parcel. Please keep this receipt for your records for 14 days.

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YOUR LOCAL STORE AB1 2CD

13:01 28/08/15

SN 030145005 TXN 0006

CUSTOMER COLLECTION

ID:6VAJC7V

RECEIVER NAME

MR EXAMPLE

CREDENTIALS CHECKED

ID CHECKED

PARCEL ACCEPTED

009999999999A999 - C7V

009999999998A999

AGENT COPY

2 SUCCESSFUL BARCODES
009999999999A999
009999999998A999

PLEASE HAND OVER
PARCEL(S) TO CUSTOMER

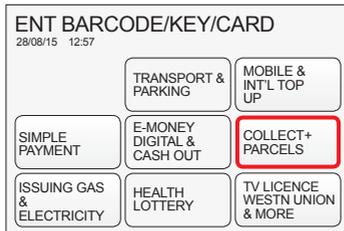
RETAIN THIS RECEIPT FOR 14 DAYS

Customer send/return parcel

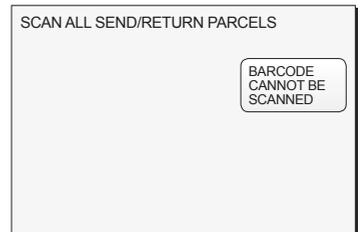


This transaction needs to be completed when a customer is sending or returning a parcel from your store. A 'send parcel' is when a customer has bought a label from the Collect+ website.

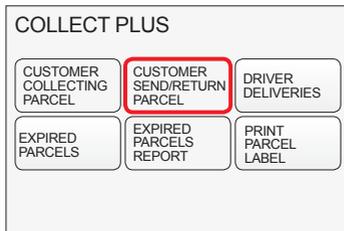
- 1 Select 'Collect+ Parcels' from the main touch screen menu.



- 3 Scan all customer parcels (you can scan up to 19 parcels in a single transaction). If the barcode doesn't scan, select 'Barcode Cannot Be Scanned'.



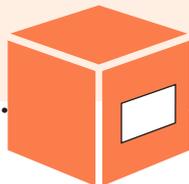
- 2 Select 'Customer Send/Return Parcel'.



Enter the 16 digit parcel barcode using the touch screen and the number keypad and press the 'Enter' symbol



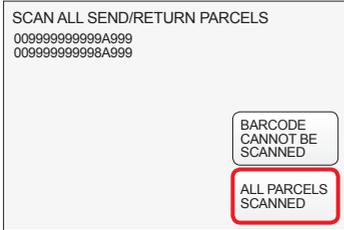
Please make sure that the customer's parcels are packaged and labelled securely to ensure they reach their destination.



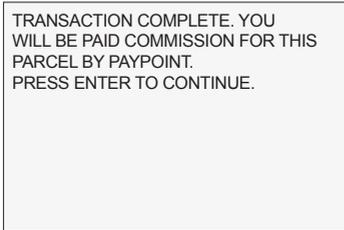
Example training barcodes to scan



- 4 Once you have scanned all of the parcels select 'All Parcels Scanned'. The terminal will take a few moments to check the parcel details.

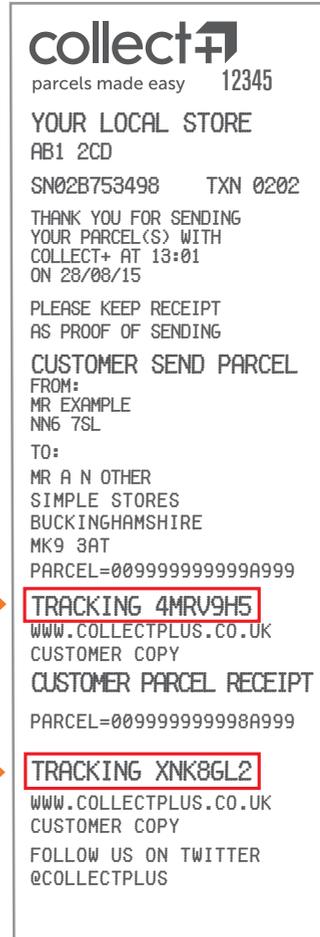


- 5 TRANSACTION COMPLETE. YOU WILL BE PAID COMMISSION FOR THIS PARCEL BY PAYPOINT. PRESS ENTER TO CONTINUE.



- 6 Give the receipt to the customer and point out the tracking code. Each parcel has a code for the customer to use online to track the parcel.

- 7 This process automatically triggers a request for a driver collection.



Remember to use
your storage sacks to
keep driver collection
and customer collection
parcels separate.

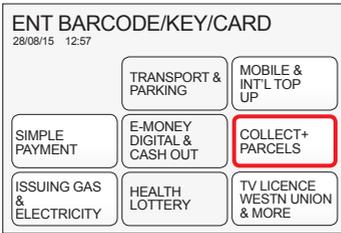
Driver deliveries



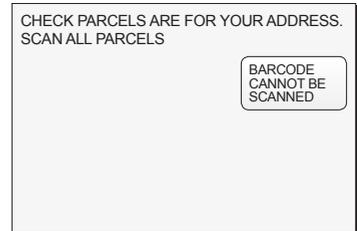
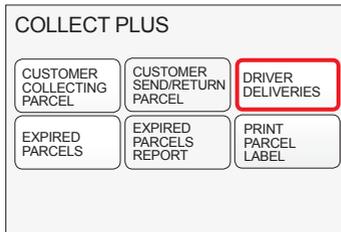
This transaction needs to be completed to book in parcels delivered to your store by Yodel. Scan all parcels in as soon as they are delivered by the driver - this action will notify the customer to collect their parcel.

- 1 Make sure that all parcels delivered by Yodel are addressed for your store. Count the number of parcels to make sure it matches the driver's hand-held device before signing for them.
- 4 Scan all customer parcels (you can scan up to 19 parcels in a single transaction). If the barcode doesn't scan select 'Barcode Cannot Be Scanned'.

- 2 Select 'Collect+ Parcels' from the main touch screen menu.



- 3 Select 'Driver Deliveries'.



Enter the 16 digit parcel barcode using the touch screen and the number keypad and press the 'Enter' symbol



Example training barcodes to scan



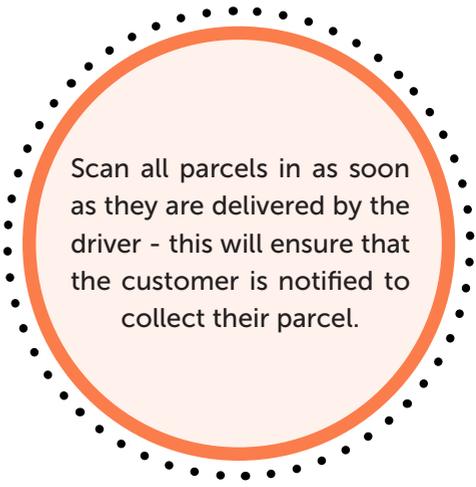
- 5 Once you have scanned all delivered parcels select 'All Parcels Scanned'. The terminal will take a few moments to check the parcel details.

CHECK PARCELS ARE FOR YOUR ADDRESS.
SCAN ALL PARCELS

PARCELS SCANNED:
00999999999A999
009999999998A999
009999999996A999

BARCODE
CANNOT BE
SCANNED

ALL PARCELS
SCANNED



- 6 Select 'Print Receipt'.

THANK YOU

PARCELS SCANNED
SUCCESSFULLY

PRINT
RECEIPT

- 7 A receipt will print. Please keep this receipt for your records for 14 days.

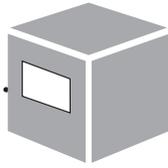
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YOUR LOCAL STORE
AB1 2CD

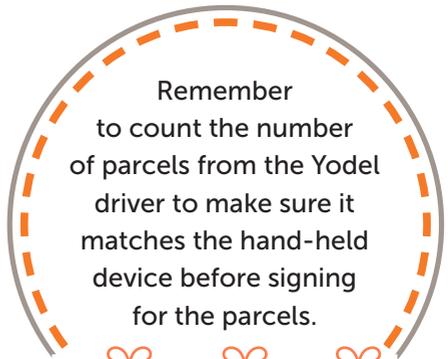
12:59 28/08/15
SN 028753498 TXN 0201

DRIVER DELIVERY
STORE IN LOCATION BELOW
00999999999A999 - G-J
009999999998A999
AGENT COPY

TOTAL PARCELS: 3



Check all parcels from the driver.
Make sure that they all have
Collect+ labels, are not from any
other parcel service and do not
accept any damaged items

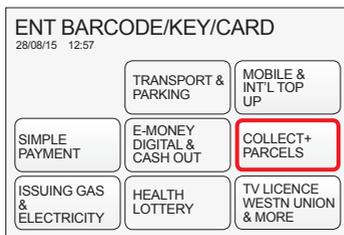


Expired parcels

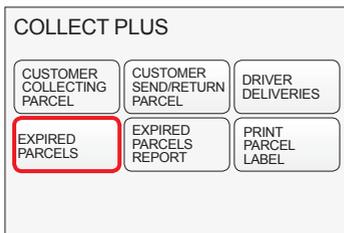


If a customer hasn't collected their parcel after 10 days from delivery, you will need to complete the expired parcels transaction. See overleaf for instructions on how to check which parcels are expired in your store.

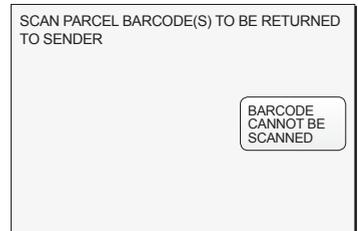
- 1 Select 'Collect+ Parcels' from the main touch screen menu.



- 2 Select 'Expired Parcels'.



- 3 Scan all customer parcels (you can scan up to 19 parcels in a single transaction). If the barcode doesn't scan select 'Barcode Cannot Be Scanned'.



Enter the 16 digit parcel barcode using the touch screen and the number keypad and press the 'Enter' symbol ←

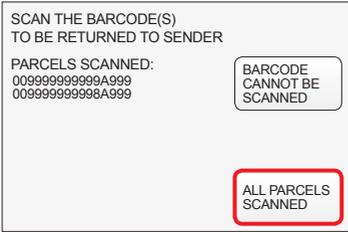


Example training barcodes to scan



You can complete the expired parcels transaction any time after 21:30 on the 10th day of the parcel being in your store.

- 4 Once you have scanned all of the expired parcels select 'All Parcels Scanned'. The terminal will take a few moments to check the parcel details.



- 5 TRANSACTION COMPLETE. YOU WILL BE PAID COMMISSION FOR THIS PARCEL BY PAYPOINT. PRESS ENTER TO CONTINUE.

- 6 A receipt will print. Check that the transaction is successful. Please keep this receipt for your records for 14 days.



- 7 This process automatically triggers a request for a driver collection. Write RTS (return to sender) on the parcels, ready for the driver to collect. Ensure the driver scans out all the parcels that they are collecting before they leave the store.

This process triggers:

1. a driver collection
2. your commission payment
3. the customer's refund



Remember to always check the Yodel driver's ID before handing parcels over. Example below:



See the next page for details on how to run the daily expired parcels report. This report will help you know when parcels are expired and need to be collected by the driver.

Expired parcels report



This report needs to be run daily to find out which parcels in your store are expired and need to be collected by the driver and returned to the sender.

- 1 Select 'Collect+ Parcels' from the main touch screen menu.

ENT BARCODE/KEY/CARD 28/08/15 12:57		
TRANSPORT & PARKING	MOBILE & INT'L TOP UP	
SIMPLE PAYMENT	E-MONEY DIGITAL & CASH OUT	COLLECT+ PARCELS
ISSUING GAS & ELECTRICITY	HEALTH LOTTERY	TV LICENCE WESTN UNION & MORE

- 2 Select 'Expired Parcels Report'.

COLLECT PLUS		
CUSTOMER COLLECTING PARCEL	CUSTOMER SEND/RETURN PARCEL	DRIVER DELIVERIES
EXPIRED PARCELS	EXPIRED PARCELS REPORT	PRINT PARCEL LABEL

- 3 A receipt will print showing the expired parcels in your store. The customer's name and parcel barcode number make it easy to find the parcels.

This report will help you manage parcels in your store and should be run daily.

collect+ parcels made easy 12345 EXPIRED PARCELS REPORT YOUR LOCAL STORE AB1 2CD 12:57 28/08/15 SN 030145005 TXN 0119 PLEASE SCAN THE FOLLOWING PARCEL BARCODES IN THE EXPIRED PARCELS MENU AS THEY NEED TO BE RETURNED TO THE SENDER A N OTHER 8K2K30001026A040 8K2K30001027A040 MR EXAMPLE 8K2K30001007A040 BY COMPLETING THIS TRANSACTION YOU WILL TRIGGER A DRIVER COLLECTION. IF YOU ARE UNABLE TO LOCATE ANY OF THESE PARCELS PLEASE CALL 0800 310 0000
--

If you have a parcel that you think has expired and doesn't appear on the report, please contact us and we'll be able to help.

- 4 Locate the expired parcels in your store and complete the expired parcels transaction. **If you are unable to locate any of these parcels, please call PayPoint.**

This message will appear on the receipt if there are no expired parcels in your store.

collect+ parcels made easy 12345 EXPIRED PARCELS REPORT YOUR LOCAL STORE AB1 2CD 12:58 28/08/15 SN 030145005 TXN 0119 THERE ARE CURRENTLY NO PARCELS THAT NEED TO BE RETURNED TO THE SENDER

If you need help, call us on freephone 0800 310 0000

Print in Store

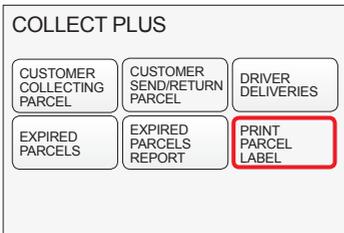


A modern service that allows customers to buy a parcel label from the Collect+ website and have it printed at their local Collect+ store. Perfect for customers who may have limited or no access to a printer. During the trial period, you will receive commission for this transaction.

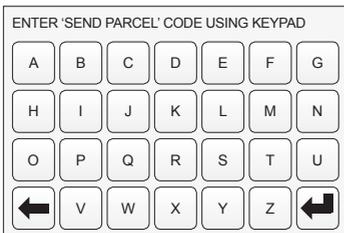
1 TOP TIP - SAVE TIME

Scanning the customer's Print in Store barcode will automatically trigger the transaction and the label will print from your terminal. Please skip to step 4.

2 If the barcode does not scan, select 'Collect+ Parcels' from the main touch screen menu and select 'Print Parcel Label'.



3 Select 'Press to enter code on keypad', enter the 9 character barcode beginning with PS and press the 'Enter' symbol



Example training barcode to scan



4 The parcel label will print from your existing terminal, please see example label below.



5 Place the parcel label carefully inside the sticky wallets provided by PayPoint (this is free of charge to the customer). **Do not use any sellotape on the label.**

6 Remove the backing of the sticky wallet, ensure the parcel label is securely stuck on the parcel and remember to process it as a customer send transaction through the terminal.

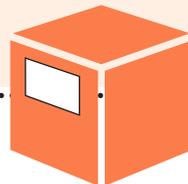
Watch our helpful training film on this simple to use service.

Please go to:

paypoint.com/parceltraining

Never use sellotape on the parcel label as the details will fade away.

Always use one of the sticky wallets provided.



Collect+ hints and tips

Customer collections

- 1 A customer can collect a parcel on behalf of another person. They will need the collection code and name ID of the person whose name is on the parcel.



Expired parcels

- 2 If a customer parcel is not collected after 10 days, you will need to return it to the sender. You can scan up to 19 uncollected parcels in one 'Expired Parcels' transaction.



Driver deliveries

- 3 Count the number of parcels from the Yodel driver to make sure it matches the driver's hand-held device before signing for them. Check all parcels are addressed for your store.



Terminal issues

- 4 Note barcode and collection code, hand the parcel out (after checking ID) and process the transaction when the terminal is working. Don't hand out a parcel without a collection code or ID. Any further issues, call PayPoint.



Training is key

- 5 Make sure all staff are trained to handle all parcel transactions. Remember to scan all parcels in and out to receive commission. Watch Collect+ training videos anytime online: paypoint.com/parceltraining



Parcel packaging

- 6 If a parcel is not packaged or labelled securely, you should ask the customer to re-package or re-label it to ensure that it gets to its destination safely.



What Collect+ customers love about their local store



Every week we get over 12,000 customer reviews about their local Collect+ store. Provide a great customer experience in store by following these top five tips:

- 1** Customers love happy and polite staff. It's the top reason why they'd visit your store again and again.
- 2** Collect+ customers appreciate being served quickly, so please serve them when it's their turn. They are paying customers too and should not be made to wait at the back of the queue.
- 3** Scan all customer collection parcels out correctly. This will ensure that the customer doesn't continue to receive reminders after they've collected their parcels. This also ensures that your commission payment is triggered.
- 4** The customer has 10 days to collect their parcel. Please make sure you keep hold of it until then and don't return it to the sender too early.
- 5** We know your store is very busy, but please try and keep your parcels organised so that they are easy to find when a customer comes to collect their parcel. If you're struggling for storage space, please let PayPoint know as soon as possible.

Excellent customer feedback means that you could be in with a chance to win up to £1,000 through our 'Store of the Quarter' awards programme.

See the back page for more information.



Source: Collect+ store survey, November 2014

Provide a great customer experience and you could win up to £1,000



Our 'Store of the Quarter' awards programme is designed to recognise and reward the best stores in our network. You could be one of them...

Prizes

Regional

12 x £250

prizes for each regional winner per quarter

National

4 x £500

prizes for each national 'Store of the Quarter'

Store of the year

1 x £1,000

prize for the 'Store of the Year'

Prizes will be awarded at the end of each quarter.

What do you need to do?

For your chance to win one or more of these awards, here's what you need:

99%+ parcel compliance

To be shortlisted, you must always ensure that you and your staff scan all parcels in and out to achieve a 99%+ success rate for parcel collections.

99%

Excellent customer feedback

When a customer has collected a parcel from your store, they receive an email asking them to rate the service on a scale of 1 to 5. Your customer ratings will count towards your nomination.



Increased parcel volume

By providing great customer service, you should see an increase in parcel volume as more customers choose to use your store. A percentage increase in parcels handled by your store will count towards your entry.



New customers using your store

An increase in the number of new customers using your store will also increase your chances of being shortlisted.



For full terms and conditions visit: www.paypoint.com/terms