

**collect+**  
parcels made easy



**RETAILER GUIDE**  
in   

# Welcome to the Collect+ retailer 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.

Important Information	P 4-5
StoreScan App	P 6-7
How To Find Collect+ On Your Terminal	P 8-9
Driver Deliveries	P 10-11
Customer Collecting Parcel(s)	P 12-13
Customer Send/Return	P 14-17
Expired Parcels	P 18
FAQs	P 19
How To Manage Parcel Space Within Your Store	P 20
Running Out Of Space?	P 21
Our Partners	P 22



## Important Information

### Store closures

If you are planning to close your store for more than two days, it's important you let us know at least 10 days in advance so that we can temporarily suspend parcel services coming into your store while you're away.

You can let us know of your intention to close your store by sending your site number, the date you are closing and the date you plan to re-open to [parcels@paypoint.com](mailto:parcels@paypoint.com), and we'll take it from there.



### Keep us up to date if your open hours/contact details have changed

Let us know of your new opening hours/contact details by sending your site number, the updated information and the date these changes come into effect to [parcels@paypoint.com](mailto:parcels@paypoint.com), and we'll take it from there.



### Recognising your driver

Due to multiple incidents, where people have been acting as Yodel drivers collecting parcels from Collect+ stores, Yodel have issued Electronic ID's to their drivers. These will be presented on their handheld, as shown in the picture on the right.



### Always remember to:

- Check the driver is the one in the photo;
- Under the name is a date and a time stamp, check that the ID is in date.

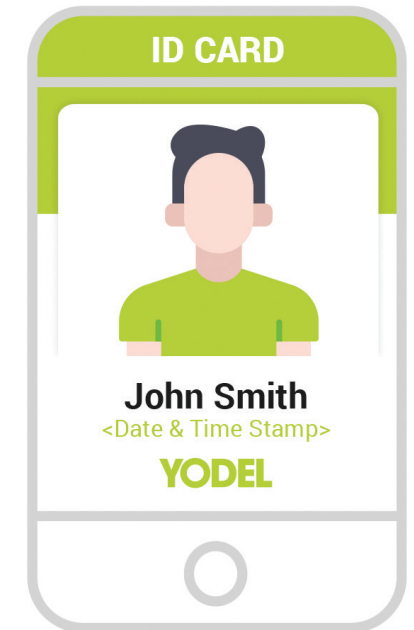


## Yodel suggests to check the driver ID in the following instances:

- When the driver is not your regular driver;
- Arriving at unexpected/unusual times;
- Not being familiar with the store and where the driver barcode ID is;
- Arriving to only collect parcels, without delivering any.

Please share this with all of your staff so they can be vigilant to refuse driver collections, if they suspect the driver is not genuine.

If you need to report any suspicious behaviour, please email us at [parcels@paypoint.com](mailto:parcels@paypoint.com) with your site number and the relevant details.



### Printer rolls

The Zebra printer uses self-adhesive labels. There are 500 labels to a roll and these are provided by PayPoint free of charge.

To order label rolls, please call **0330 400 00 00**.

To avoid any disruption to service, please ensure this is done prior to using your remaining labels as it typically takes two to three working days for new rolls to be delivered.



### Parcel dimensions

As a reminder, the parcel dimensions that can be accepted are as follows:

- Customer collections - 90cm x 60cm x 60cm
- Customer send/return - 60cm x 50cm x 50cm

You may receive parcels which appear larger than the above due to the parcel's shape/packaging. Please carefully check the dimensions of the parcel as it's likely to still fall within the above agreed dimensions.

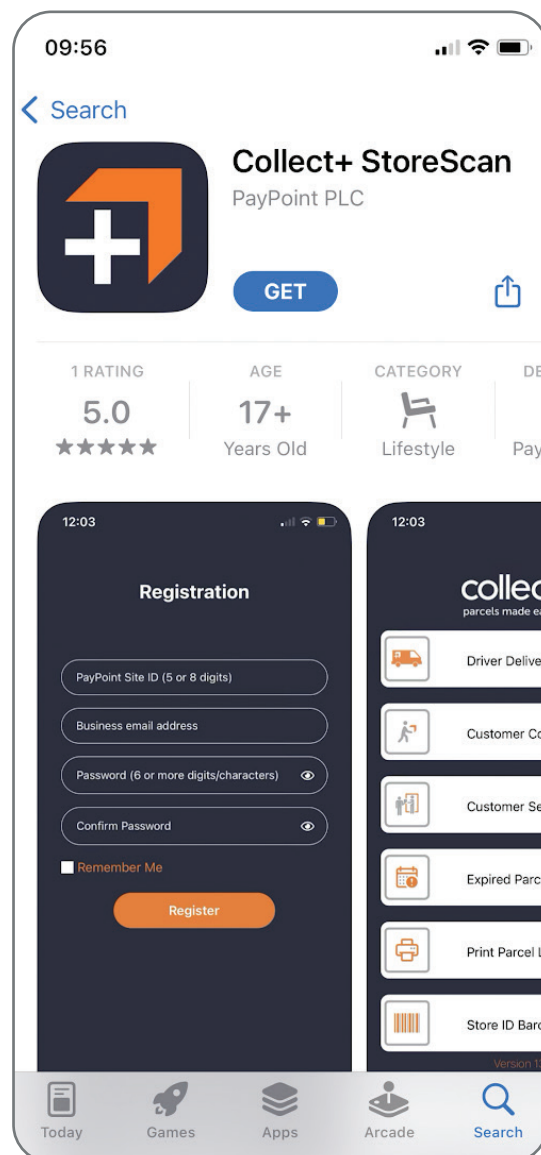


## Did you know you can use your own device to process parcels?

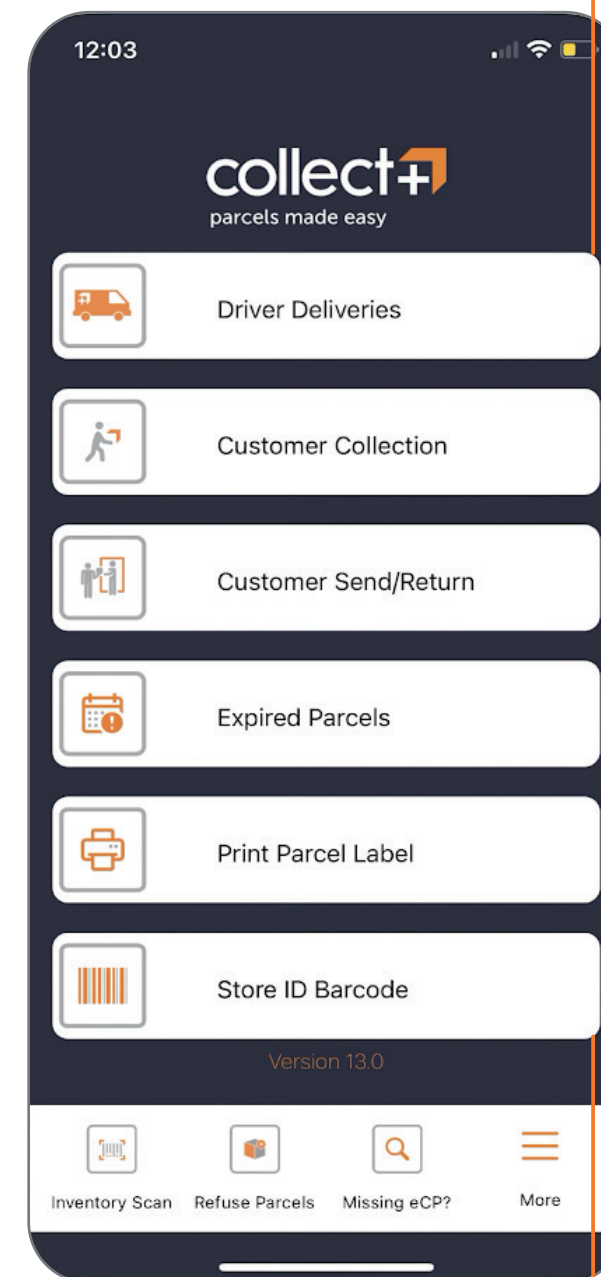
Our **Collect+ StoreScan app** is available on iOS and Android – just search the app store on your phone or tablet. StoreScan can process parcels without needing to be near your terminal, helping to scan barcodes and serve your customers if the counter is busy.

To create an account, you will need to enter:

- Your PayPoint site ID
- Your business email address
- A unique password



If you need any help,  
or would like a full copy  
of our StoreScan guide,  
please email  
[parcels@paypoint.com](mailto:parcels@paypoint.com)



### Driver Deliveries

To book parcels in. You can 'Scan' or manually enter an ECP or barcode number.

### Customer Collection

Scan parcel barcodes on your mobile device, or manually enter barcode number.

### Customer Send/Return

Scan parcel barcodes on your mobile device, or manually enter barcode number.

### Expired Parcels

Scan through expired parcels to be collected.

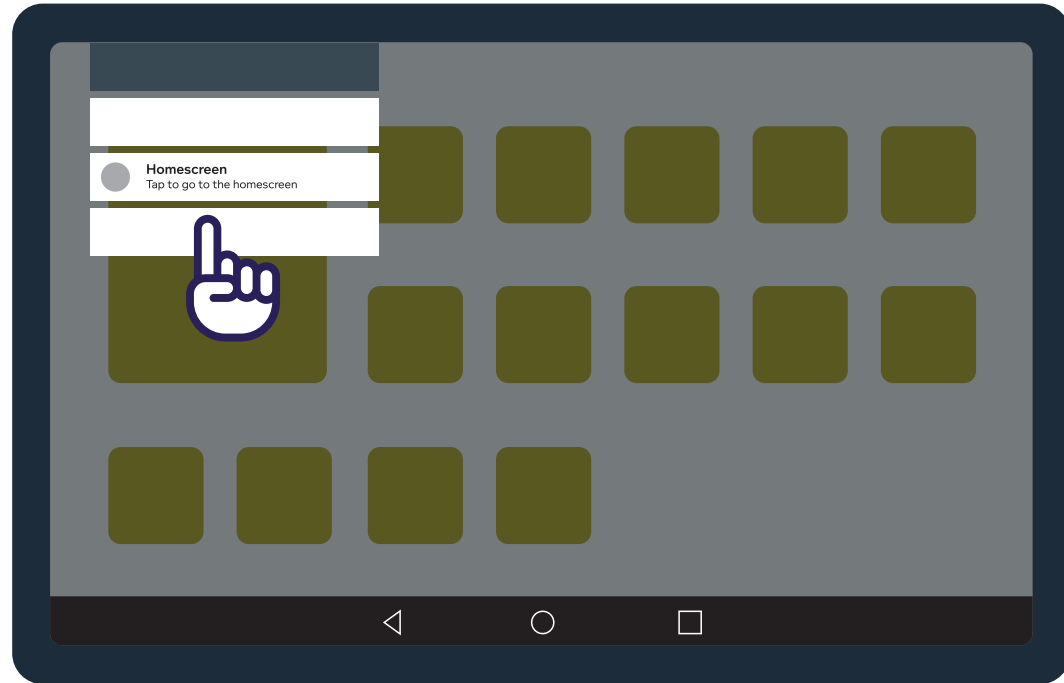
### Print Parcel Label

Print customer send/return label, by connecting to the printer.

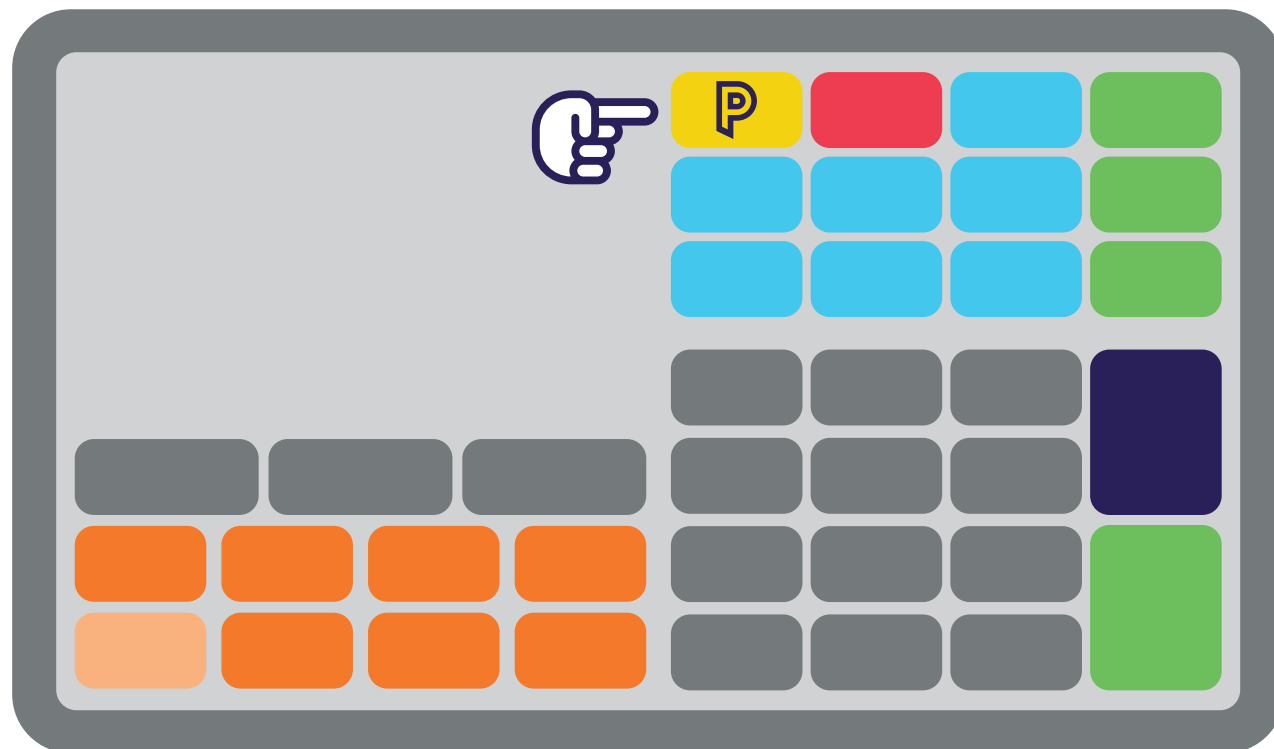
### Store ID Barcode

Used to show your store's identification.

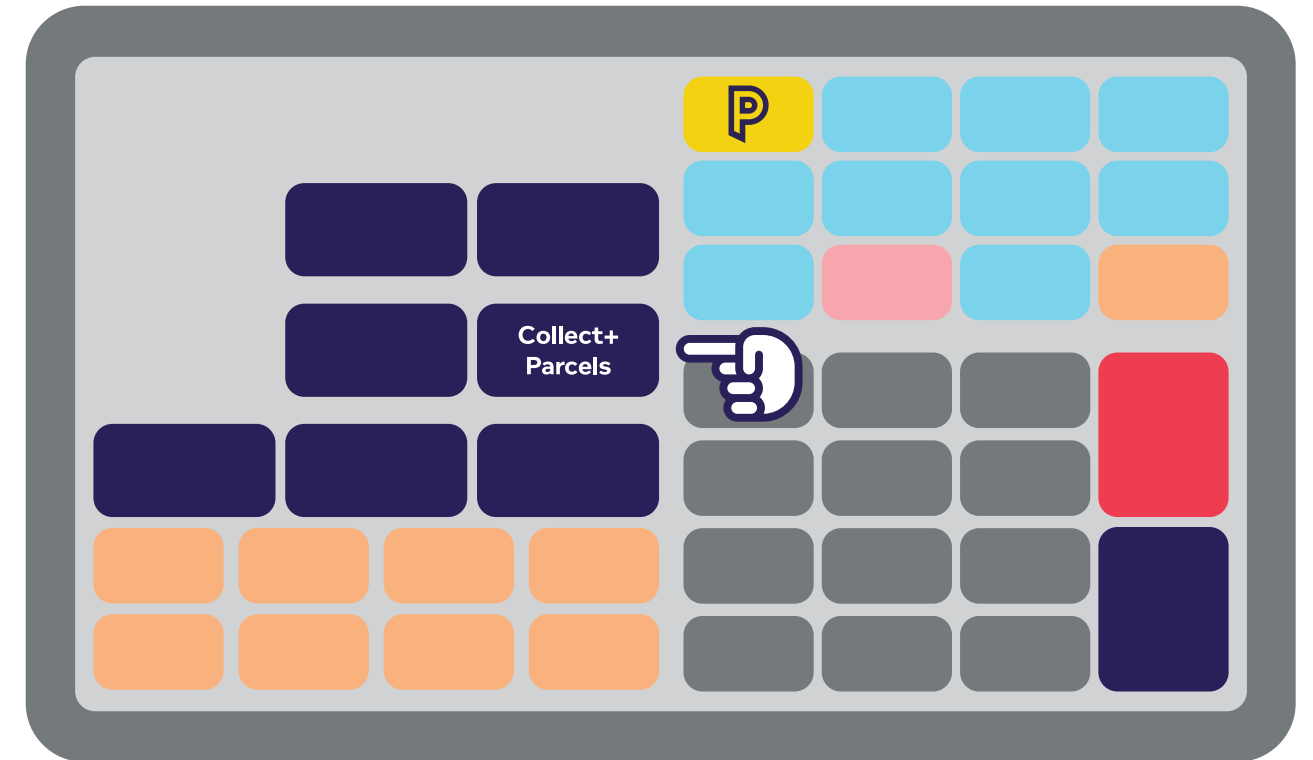
# How To Find Collect+ On Your Terminal



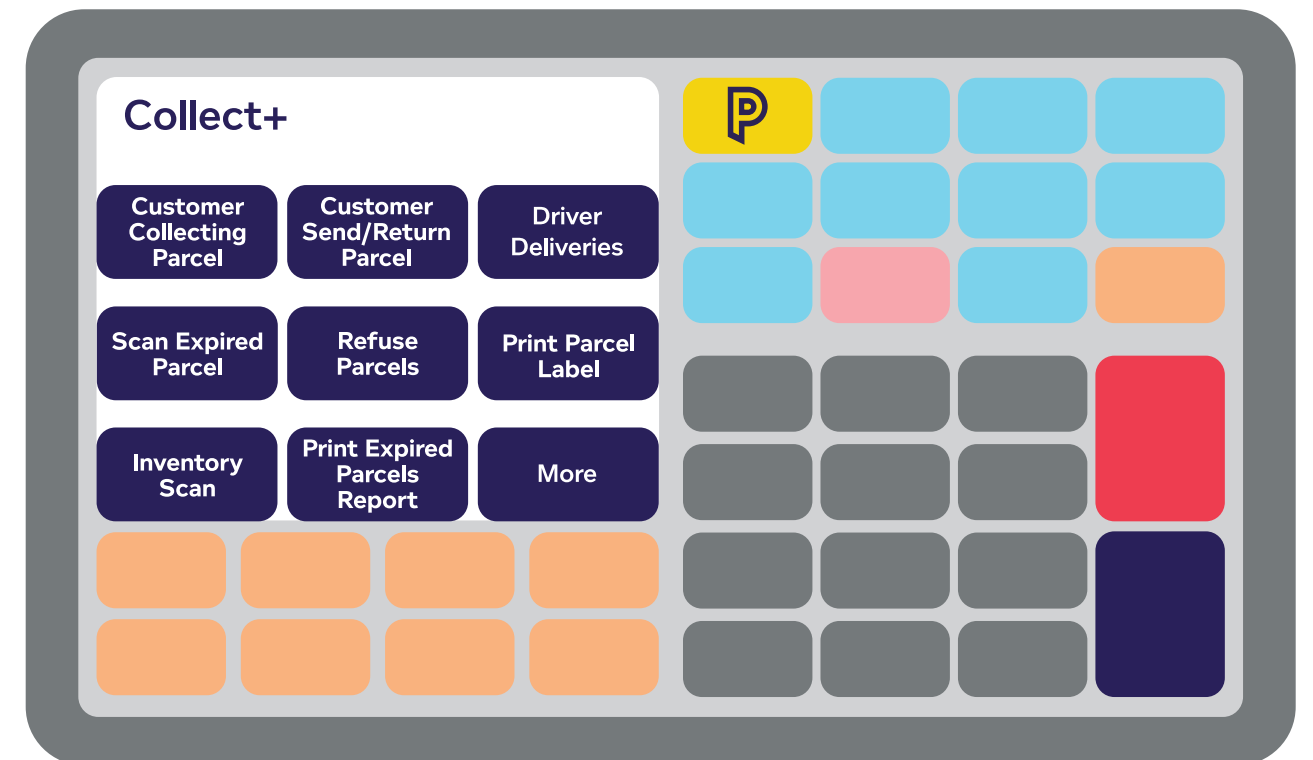
- 1 Swipe down the top left of your PayPoint One Screen and select "Homescreen".



- 2 Press the "Till" Option followed by the "P" sign.



- 3 Press "Collect+ Parcels" option.



- 4 Now you are ready to process Collect+ Parcels.

## Driver Deliveries

1



Driver will enter the store with your parcels.

2



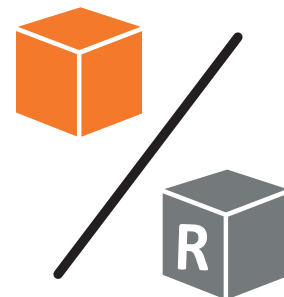
Press the **P** option on the terminal & select **"Collect+ Parcels"**.

3



Press **"Driver Deliveries"** & scan all parcels. Once completed press **"All Parcels Scanned"**.

4



Please keep your parcels securely and separate from your **"Send/Return"** parcels.

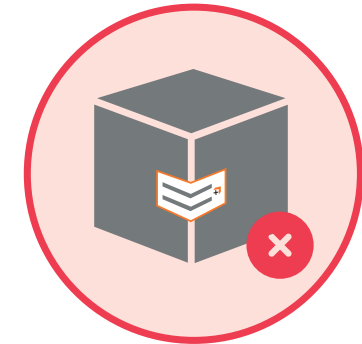
Remember: Check your receipts to ensure all parcels have been successfully scanned

## Dos and Don'ts

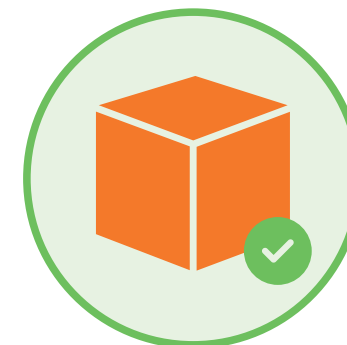
### Helping you to:



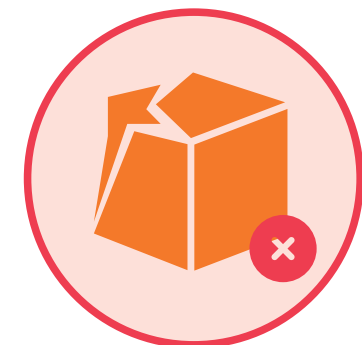
Scan parcels in as soon as you receive them.



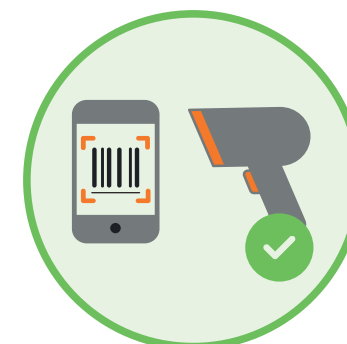
If you don't scan it will **delay customer collections**.



Make sure the **parcel is well packaged & not damaged**.



Do not accept **damaged or open parcels**.



If the barcode doesn't scan, **manually type in the code**.



Do not accept parcels with **damaged labels**.

## Customer Collecting Parcel(s)

1



Customer will provide you with a name. **Find the correct parcel(s).**

2



Press the **P** option on the terminal, select **"Collect+ Parcels"** then select **"Customer Collecting Parcel"**.

3



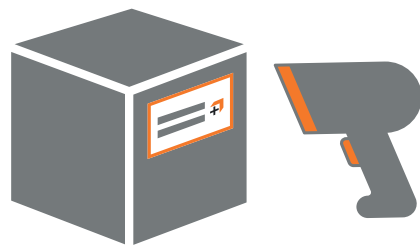
Customer will provide you with their collection code. **Scan / type the collection code.**

4



**Check customer ID** and confirm on screen instructions, if prompted.

5



Scan/type barcode on parcel.

6



Hand parcel to customer.

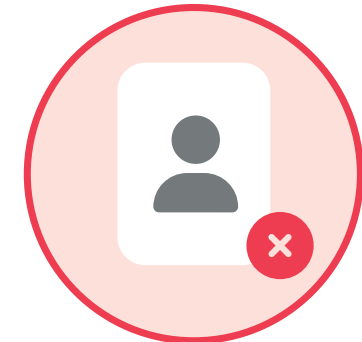
Remember: Check your receipts to ensure all parcels have been successfully scanned

## Dos and Don'ts

### Helping you to:



**The terminal will prompt you if an ID is required.** Standard ID includes; driving licences, passports, utility bills, etc.



Do not accept **photocopies of IDs.**



Make sure the **parcel is well packaged & not damaged.**



**Customers can collect parcels on behalf of someone**, provided they have the collection code, their valid ID & have the same surname.



If the customer doesn't have a collection code please **refer them back to their courier** e.g. Yodel.



Never hand out parcels if the customer doesn't have a **collection code.**

## Customer Send / Return

### Labelled parcels

1



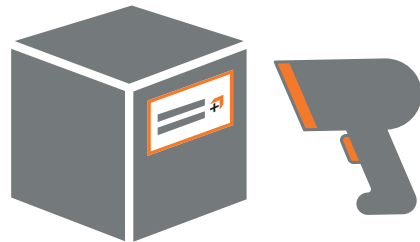
Customer enters store with their **labelled parcel(s)** to send / return.

2



Press the **P** option on the terminal & select **"Collect+ Parcels"**.

3



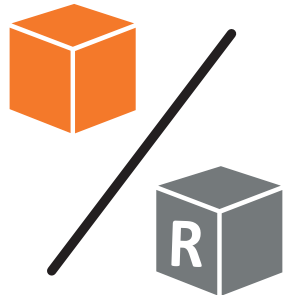
Press **"Customer Send/Return Parcel"** & scan all parcels. Once completed press **"All Parcels scanned"**.

4



Pass the **successful transaction receipt to the customer** as it contains their tracking information.

5



Please keep your parcels **securely and separate** from "Customer collection" parcels.

6



Hand these parcels to your **driver** next time they visit.

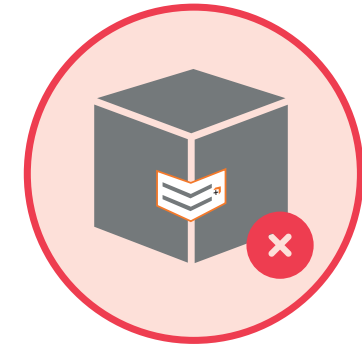
Remember: Check your receipts to ensure all parcels have been successfully scanned

## Dos and Don'ts

### Helping you to:



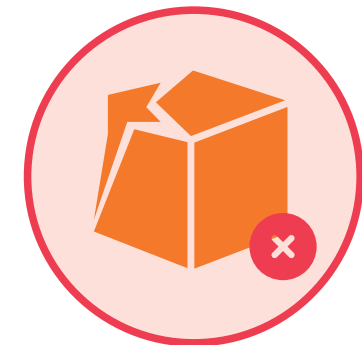
If the "Send/return" transaction is unsuccessful please **hand back to the customer** to go back to their courier.



Do not accept any **parcels that you cannot scan**.



Make sure the **parcel is well packaged & not damaged**.



Badly packaged parcels may have **damaged items** or **missing items**.



Hand your "Send/return" **parcels to the relevant driver** e.g. Yodel.



Do not let drivers **take the wrong parcels**.



## Customer Send / Return

### How to print a label for a parcel

1



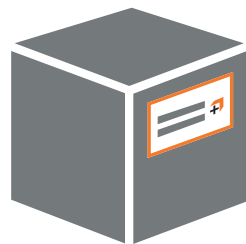
Customer enters store with their **unlabelled parcel(s)** to send/ return.

2



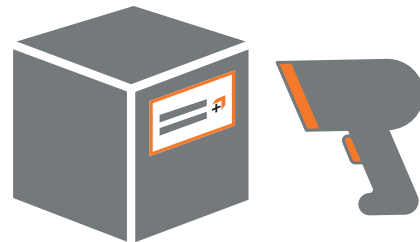
Press the **P** option on the terminal & select **"Collect+ Parcels"**.

3



Press **"Print Parcel Label"** & scan customer code. Place the label from the printer on the parcel.

4



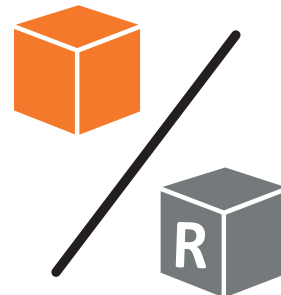
Press **"Customer Send/Returns Parcel"** & scan all parcels. Once completed press **"All Parcels scanned"**.

5



Pass the **successful transaction receipt to the customer** as it contains their tracking information.

6



Please keep your parcels **securely and separate** from "Customer Collection" parcels. Hand these parcels to your driver on their next visit.

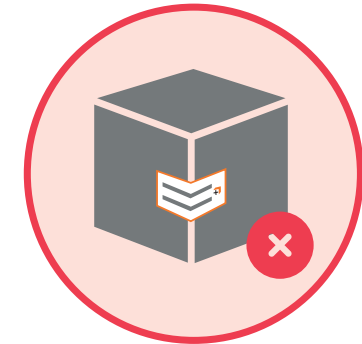
Remember: Check your receipts to ensure all parcels have been successfully scanned

## Dos and Don'ts

### Helping you to:



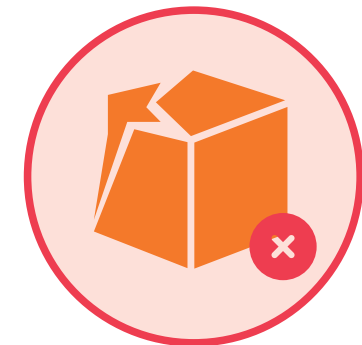
If the "Send/return" transaction is unsuccessful please **hand back to the customer** to go back to their courier.



Do not accept any **parcels that you cannot scan**.



Make sure the **parcel is well packaged & not damaged**.



Badly packaged parcels may have **damaged items** or **missing items**.



Hand your "Send/return" **parcels to the relevant driver** e.g. Yodel.



Do not let drivers **take the wrong parcels**.


# Expired Parcels

1



Sometimes parcels remain uncollected by customers. You will need to **mark them as “expired”**.

2



At the start of your day, the terminal will **automatically print a report** highlighting any expired parcels.

3



**Locate** which are listed on the expired parcels report.

4



Press the **P** option on the terminal & select **“Collect+ Parcels”**.

5



Press the **“Scan Expired Parcel”** button. Scan each parcel one by one. Once complete, press **“All parcels scanned”**.

6



**Please keep your parcels securely and separate** from “Customer Collection” parcels. Hand these parcels to your driver on their next visit.

# FAQs

## What do I do if I miss the report in the morning?

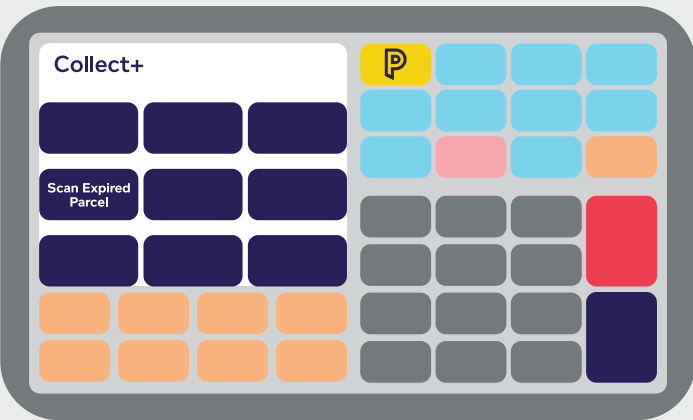
To print the report manually, select “Print expired parcels report” on the Collect+ Parcels option screen.

## Why have I got so many uncollected parcels?

Uncollected customer parcels will stay in the store until you scan them as expired. Once you have completed the expired parcel process, a driver will come to collect them.

## I have no space in-store for more parcels!


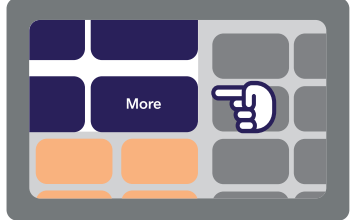
Scanning parcels as “expired” will create more space for new parcels.




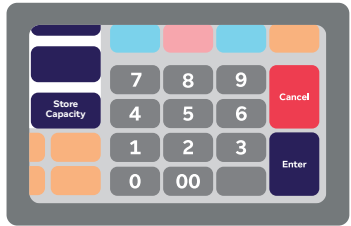
# How To Manage Parcel Space Within Your Store

This option on your terminal will let us know how many parcels you can fit in your store.

- 

Press the  option on the terminal & select **"Collect+ Parcels"**.
- 

Press **"More"**.
- 

Press **"Store capacity"**.
- 

Now **select the number of parcels** you can fit in your store.

Once this limit is reached your terminal will ask if you want to suspend your parcel services for 72 hrs.

Press **"No"** if you are ok and have space.

Press **"Yes"** only if you can not accept any more parcels.

# Running Out Of Space?

It is important to free up space within your store

1

Have you booked out your expired parcels?

(refer to the "Expired Parcels" section)

2

Have all return parcels been handed to your driver?

(refer to the "Customer Send/Return" section)

If you need further help...

Email us: [parcels@paypoint.com](mailto:parcels@paypoint.com)

# Our Partners

**YODEL**

**amazon**

**DHL**

 **dpd**

**ebay**

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**ups**

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