



ParcelShop



The retailer's convenient, local click and collect solution

Key Benefits

- 100% first-time delivery hit rate
- Longer opening hours: typically 7am–10pm
- 2-day delivery service
- Enhances your return service

Key Features

- Fully tracked service
- Available 7 days a week
- Access to the largest ParcelShop network in Europe

What The Service Will Do For You

Multichannel delivery is driving growth within the retail sector. The method of delivery is an important differentiator along with price and service quality in determining where the customer orders.

Our couriers currently deliver 95% of parcels first time, 6 days a week*, to a customer's home, neighbour or safe place; but what about the other 5% that don't get delivered first time?

In May 2012 we launched myHermes ParcelShops. This service has enabled us to offer a 100% first-time hit rate by operating a network of over 4,500 nationwide ParcelShops which are open 7 days a week.

Open early until late, the ParcelShop service provides the end customer with a flexible option for receiving or returning parcels and a click and collect solution for online retailers.

*Monday to Saturday.

91%

of online shoppers buy online because it's more convenient**

Do you want to offer your customers a multichannel delivery service?

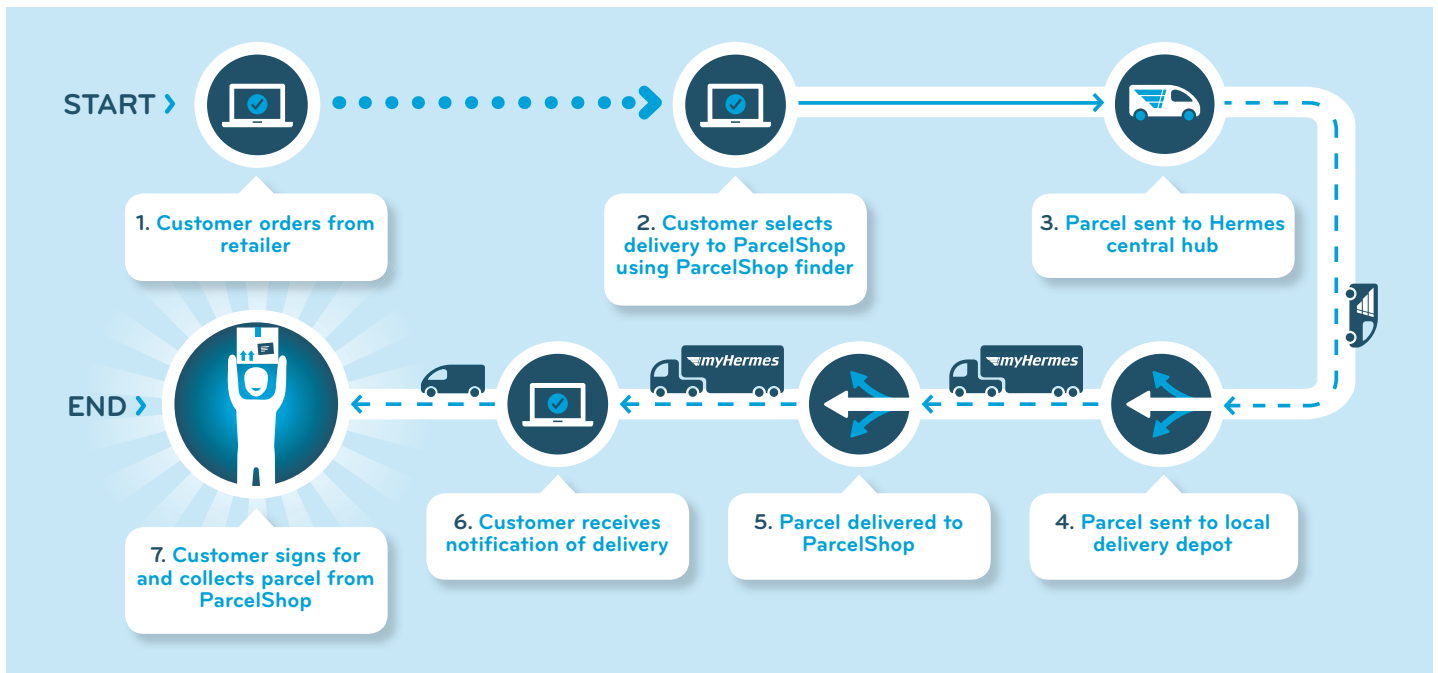
If yes, simply contact your Hermes Development Manager or e-mail hermes-uk@hermesworld.com for further information.

**Source: Parcel Deliveries 2012 Usage & Attitudes Survey

www.hermesworld.com

How ParcelShop works

ParcelShop delivery process



How do ParcelShop returns work?

