PARCEL COLLECTION POINTS

Delivery options to increase piece of mind and satisfaction for today's consumer

Online shoppers are increasingly expecting greater flexibility in parcel delivery options. While delivering directly to the consumer's home is still the primary method, alternative locations are quickly gaining popularity. Particularly in Europe and APAC where consumers face more prominent challenges with convenience and security.

Digital River’s Parcel Collection Points serve as a solution for shoppers where home delivery is not always the most convenient option and to combat the trails that come with missed package deliveries and package theft. These alternative collection points are typically convenience and grocery stores with whom carriers have contracts to accept, hold and disburse packages, but they can also be carrier owned locations, parcel shops or delivery lockers.

Convenience

Everyone has experienced the frustrations of delivery failures. Many homes, especially in Europe and APAC, do not have home addresses that can accept or hold packages thus limiting their delivery options. In a recent survey conducted by Toluna, 50% of respondents stated they had abandoned a purchase online due to unsatisfactory delivery options. Limited delivery options and failed or missed deliveries result in consumers being tasked with tracking down where their package ended up and waiting in the dreaded lines at postal offices to retrieve their items.

“The home delivery challenge has always been an issue for ecommerce in Europe and Japan and is growing in the US, especially as thieves have moved into the game”

– Fiona Dias CSO for ShopRunner
Safety

Shopping online may be easy and convenient, but is your package safe if you are not available at the scheduled delivery time? Package theft is in the news often and is a growing concern for both consumers and ecommerce providers. Thieves have picked up on this issue and follow delivery vehicles to watch for packages that have been left, giving them the opportunity to steal.

Parcel Collection Points

Digital River’s Parcel Collection Points integrates seamlessly with UPS’s Access Point Network locations allowing shoppers to choose a Parcel Collection Point as their preferred delivery method. Your consumer will now be able to view a list of collection point locations and select their desired location all from the storefronts billing page. Once their order is placed, shoppers will receive information with pick up instructions directly from the carrier. Parcel Collection Points provide reassurance that packages will be delivered to a secure location for pick up when it is convenient for your consumer.

About Digital River

Digital River, the revenue growth experts in global cloud commerce, helps companies of all sizes build and manage their online businesses, maximize online revenue, reduce costs and minimize risk. Founded in 1994, the company is headquartered in Minneapolis, with offices across the United States, Asia and Europe.

Unlock the value of Digital River to grow your business.

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