International Post Corporation

Deliveries on the Collectt network in the Iberian Peninsula increase by more than 60% in one year

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Parcel deliveries at various Collectt network locations across the Iberian Peninsula have increased by 64% in just one year.

Comparing the first half of 2025 with the same period in 2024, growth in Portugal was 84%. Meanwhile, in Spain, deliveries to parcel collection points increased by 48% during the same period.

This increase has been sustained not only by the accelerated growth of e-commerce - which, according to data from the CTT e-Commerce Report for 2024, grew by around 11% in the Iberian Peninsula - but also by the evolution of consumer habits that show an increasing tendency for consumers to choose deliveries outside the home (Out of Home), whether at collection points, automatic lockers or with partners.

Online consumers are increasingly demanding across the entire shopping experience, and delivery is a critical aspect of that experience. They expect speed, convenience, and simplicity, with delivery (and return) options that adapt to different lifestyles.

On the e-seller side, the trend is confirmed. Around 900 customers, from large global e-commerce platforms to local retailers in various sectors, are opting for this delivery method with CTT, also following this international trend, as reported in the findings of the first edition of the CTT e-Commerce Flash Survey, a survey conducted on social media among consumers aged 18 to 60 in Portugal and Spain.

Aware of this trend, CTT now adds more than 20,000 Pick & Drop points to its Collectt network across the Iberian Peninsula. In Portugal, this network includes CTT Stores and Points , Payshop Agents , and more than 1,000 Locky lockers spread throughout the country. In Spain, Collectt Express is supported by partner networks with significant presence in the country and will soon also have Locky lockers .

Also in C2C businesses, where consumers sell directly to other consumers, particularly through second-hand sales platforms, and which has seen significant growth, the Collectt network brings buyers and sellers together with tailor-made solutions.

In the final stages of the purchasing process, convenience stores and lockers continue to gain relevance as an alternative to home delivery, especially in Portugal, according to the findings of the CTT e-Commerce Flash Survey. In the Portuguese market, although home delivery is still preferred by most (56%), the option for alternative solutions tends to gain more relevance, being the choice of 25% of respondents (with 13% preferring convenience stores and 12% preferring lockers).

The availability of longer opening hours is mentioned by 43% of respondents as the main reason for preferring convenience points, followed by factors such as lower cost (31%), proximity (27%) and convenience (27%).

Source: CTT Portugal

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