

## Co-op partners with Royal Mail to roll out parcel lockers

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Co-op and Royal Mail have signed a partnership to rollout parcel lockers at the convenience retailer's stores. The first ones will launch in summer, with plans for lockers at 100 stores.

The lockers will add an additional convenient service for the community at Co-op stores, allowing people to drop off pre-labelled Royal Mail parcels and returns 24/7.

Collection will also be available at the lockers soon.

The lockers provide label printing, meaning customers simply need to pay for postage online and print the label by scanning a QR code at the locker, or request a QR code if they are returning a purchase.

Royal Mail's prices start from as little as £1.55 online for a small parcel that fits through the letterbox, which is the cheapest on the market.

Royal Mail launched its own parcel locker network in December to meet growing demand for convenient parcel drop-off and collection options from online shoppers and growing numbers of people selling on secondhand marketplaces.

Anna Malley, Director of Partnerships and Acquisitions at Royal Mail, said: "We are focused on rolling out lockers in locations

that are as convenient as possible for our customers, so Co-op's model of providing a hub for community services at its stores is perfect.

"Our customers are sending more and more parcels, whether that's returning online purchases or selling secondhand clothing on marketplaces, so it's crucial that we give them a wide range of options to do so. This partnership will help us to expand our network, creating even more drop off points."

George Hayworth, Co-op's Head of Online Development, said: "We are delighted to partner with Royal Mail, enabling Co-op to further expand its network of safe, secure and convenient parcel lockers. Co-op is focussed on developing added services and enhanced convenience – we aim to have the best small shops, and work to ensure our stores are a convenient destination for a range of services that meet local needs. Including growing our network of lockers to help residents, commuters and time-pressed consumers pick up or return parcels at a time that suits them, quickly, easily and conveniently."

In addition to home delivery, there are now more than 23,000 locations where Royal Mail customers can drop off and collect parcels including 1,700 lockers, 8,000 Collect+ stores, 11,500 Post Office branches, 1,200

Royal Mail Customer Service Points and 1,400 parcel postboxes. Customers can also drop off parcels small enough to fit in any of the 115,000 postboxes and request proof of postage.

Source: [International Distribution Services](#)

