

Returns - your problems solved... and your new revenue stream.

Key points:

- Convenient web based returns service
- Quick and easy to implement (no expensive IT integration)
- Ability to co-brand your returns page
- Opportunity to turn returns into a revenue stream (ask for further details)
- Enhanced customer experience (No more Post Office queues)
- Reduced call centre contacts / costs

What the service delivers:

Hermes successfully launched myhermes.co.uk in May 2009, a fully transactional consumer to consumer parcel delivery service.

myHermes utilises the unique Hermes courier delivery model, to collect from consumers homes and deliver to the end consumer. The concept has been accepted by customers and has grown rapidly since launch.

We recognised some key elements of the service would be perfect for customers to return parcels to clients, providing a convenient and cost effective alternative to the Post Office. Waiting in for a parcel to be collected is no longer a necessity.

This web based service allows customers to select a stated day for their collection and nominate a safe place so they needn't wait in. This service also has complete visibility with end to end web tracking.

A first class service at highly competitive prices, Hermes are taking the pain out of returns for you and your customers!

78% of online customers would prefer to arrange a return online*

Do you want to improve customer satisfaction?

Offer your customers more convenience with the option to manage returns from the comfort of their own home. When asked, 78% of customers who bought online, found the option of going online to arrange a collection from their home appealing*.

Simply contact your Hermes Business Development Manager or contact us at sales@hermes-europe.co.uk for further information.

*Source: parcel deliveries 2010 Usage & Attitudes Survey May 2010

myHermes Returns Service

Service specification:

- Customer stated day collection, up to 7 days in advance
- Customers' nominated safe place for collection
- Fully tracked end to end process (for you and your customer)
- 3-4 day service depending on volumes
- Support both free returns and where the customer pays (which gives you the option of creating a revenue stream) - ask for further details

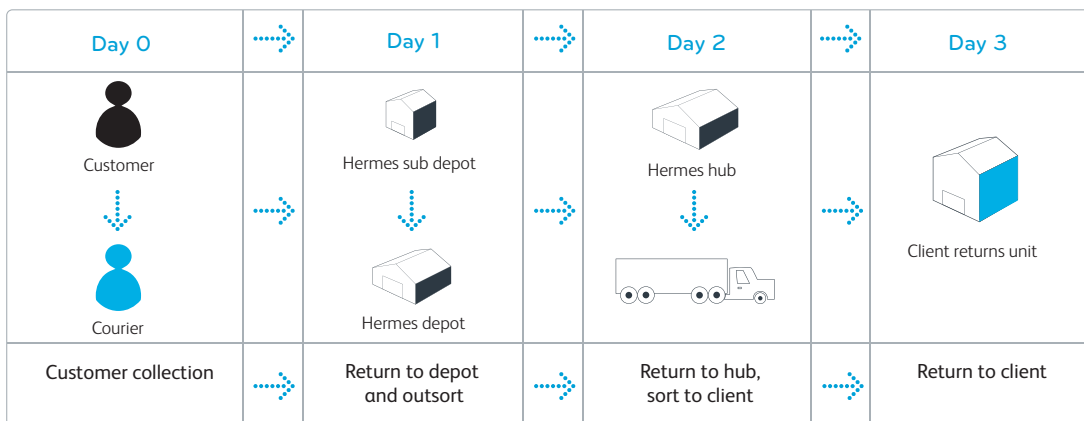
Additional options include:

- Flexible compensation rates to your customers if required
- Saturday collection at a premium rate
- Premium rate for remote collections (Isle of Man, Scottish Highlands and Islands)

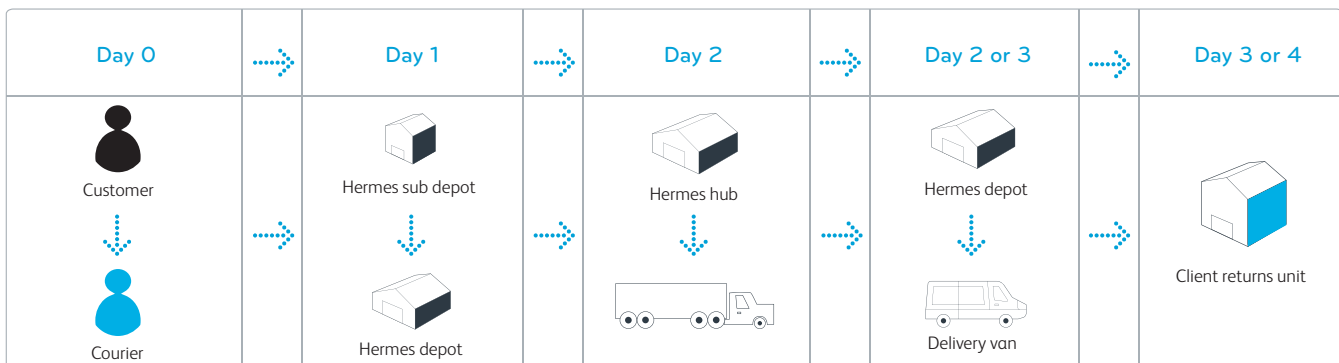
About the service:



Standard process myHermes returns:



Low volume process myHermes returns:



Hermes:

Hermes Parcelnet Ltd, Capitol House, 1 Capitol Close, Morley, Leeds, LS27 0WH

Specification sheets correct as at 20th April 2011 and are subject to change. E&OE