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## Retailers offering more out-of-hours deliveries

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By Calum Morrison

Retailers are enhancing their delivery options due to changing consumer demands, research conducted by logistics solutions company iForce has revealed.

Its study found a 17 per-cent increase in retailers offering evening delivery and a 14 per-cent increase in those offering a collect-from-store option, showing how retailers are catering more and more towards consumers' timetables.

Geoff Taylor, Director of Client Services at iForce, commented: "The growth in consumer dictated delivery options between April and October demonstrates that choice has become paramount."

Companies like Collect+, which operates through a network of 3,500 carefully placed Pay Point Stores, allow online shoppers to pick up and return parcels via local corner shops and are directed at this new consumer regulated environment.

iForce is a UK-based e-fulfilment and returns logistics business whose clients include House of Fraser, Tesco and Sainsbury's, and it has found that the lack of bricks and mortar space is not inhibiting the pureplay online retailers, who use 'collect from store' services.

The research has also shown that while 12.3 per cent of retailers still offer free standard delivery, those which charge



Retailers and supply chain companies, such as Wincanton (above) are having to become more flexible with their delivery options as consumers increasingly expect out-of-hours services

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