iForce sees big rise in collect from store

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iForce, the e-fulfilment specialist, has reported a 38 per cent rise in “collect from store” orders. Collect from store accounted for 2 million of the 6.2m order despatched last year.

Chief executive Mark Hewitt said: “This year saw increased emphasis and focus on stock availability and customer convenience as can be seen from the 38 per cent increase in collect from store orders being handled.

Overall, iForce saw a four per cent rise in orders in 2011. During the Christmas peak’s busiest week (the week beginning Monday 14 December 2011), iForce despatched 317,000 orders comprising 1.1 million items, a 4 per cent increase on 2010.

“Clients’ New Year sales have started strongly and order volumes arrived a few days earlier than in 2010,” said Hewittt. This bodes well for our coming year and we continue to expect real term growth in our numbers. Our returns processing peak is underway and already the early signs are that this will see a record level of activity at our sites providing reverse logistics solutions for our clients.”

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