



18 November 2019

**AUSTRALIA POST PARTNERS WITH DODDLE TO  
CREATE AUSTRALIA'S LARGEST COLLECT & RETURN NETWORK  
- New deal cements Doddle's reputation as a leading  
ecommerce solutions partner for carriers -**

**18 November 2019** – Australia Post has partnered with UK ecommerce solutions provider, Doddle, to launch Australia's most comprehensive network of pick-up and drop-off (PUDO) locations for online shopping.

With ecommerce volumes set to grow by 55% by 2022, fulfilment capacity is reaching a critical point globally. Doddle's deal with Australia Post marks a milestone in the company's drive to become the partner of choice for international carriers and postal services looking to diversify their ecommerce offering with more sustainable, customer focused solutions. This year Doddle has opened offices in the US where the business is currently working on an emerging PUDO partnership with USPS – the country's biggest consumer carrier – and Doddle also plans to launch a business in Japan in January 2020.

In Australia, Doddle is providing the technology and expertise to accelerate growth of new click and collect and online return services. As part of the arrangement, Doddle is providing its PUDO technology to Australia Post's existing 4,300 post offices and 350 locker locations, and supplementing those locations with a network of thousands of new locations including supermarkets, department stores, pharmacies and petrol stations. At launch, these locations will include selected Metcash IGA supermarkets, Priceline pharmacies and shopping centres owned by Aventus Group.

Currently, online shopping only accounts for 10% of total retail sales in Australia, compared to 18% of total retail sales in the UK with less than half (42%) of online retailers in Australia offering click & collect and click & returns solutions. With click & collect the fastest growing delivery option globally, it is expected the new deal will significantly accelerate the Australian ecommerce market.

Tim Robinson, founding CEO of Doddle, commented: *"The expertise and technology that Doddle has developed for the UK ecommerce market – one of the most advanced in the world – has huge and growing global relevance."*

*“With parcel volumes soaring and the world increasingly moving away from a single parcel to single door, one-size-fits-all approach to fulfilment, many of the biggest international carriers and postal services are actively seeking ways to update their models. Our unique consumer insight, know-how and proven, scalable technology makes us ideally placed to do that.”*

Doddle’s partnerships with Australia Post and USPS build on the expertise the company has built developing an extensive network in the UK, giving carrier agnostic access to leading carriers like DPD and Hermes. As well as building and powering ecommerce fulfilment solutions for carriers, Doddle also has network and technology partnerships with leading retailers in the UK and Europe including Amazon, ASOS and Marks & Spencer.

Australia Post General Manager Parcel and Express Services/Intermediaries Ben Franzi said it was about making it even easier for Australians to shop online.

*“We are determined to provide our customers with services that make their online shopping experience seamless and even easier to access,”* Mr Franzi said.

*“We’re excited to be working with Doddle and retail partners to give customers the flexibility they’ve been after, the ability to collect and return parcels when and where it suits them.”*

**ENDS**

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#### **About Doddle**

Doddle believes in the power of lasting impressions and helps carriers and retailers around the world create ecommerce delivery and returns experiences that attract customers, create differentiation and foster loyalty.

Doddle uses its years fulfilment experience - developed in one of the world’s toughest ecommerce markets - to help retailers and carriers devise sector leading fulfilment strategies that enhance customer experience, promote sustainable solutions and drive profitability and efficiency.

Doddle’s white-label technology powers the creation, roll out and management of a full delivery ecosystem enabling processes from click & collect, click & reserve and pick & ship through to automated returns. Each of its solutions is designed to drive loyalty, create cross selling opportunities, promote efficiency and address the need for more sustainable solutions.

Doddle’s expertise and technology is trusted by some of the world’s biggest retail and fulfilment brands from ASOS and Amazon to USPS and Australia Post.

Headquartered in London, Doddle also has regional teams in the US, Australia, Europe and the Middle East.

Find out more at: <https://solutions.doddle.com/>