



CHECKOUT

Together, let's improve the customer experience





95%

**OF SHOPPERS
SAY THAT DELIVERY
INFLUENCES THEIR
PURCHASE
DECISION**

IFOP - 2024

**UP TO 40%
MORE CONVERSION
OFFERING
THE OUT-OF-HOME
DELIVERY**



90%

**OF CUSTOMERS
SAY THEY ABANDONED
THEIR CART DUE TO
DELIVERY DEEMED
UNSATISFACTORY**

CONSUMER RESEARCH - 2023



Mondial
Relay
by InPost

**A LEVER FOR
CONVERSION
& LOYALTY**

91%
of French people
know
MONDIAL RELAY

Opinion Way - 2025

N°1
LOCKERS
IN FRANCE

-64 %
CO2 savings
VS
home delivery
EcoCO2 – 2024



**93 %
OF USERS
OF LOCKERS PLAN TO
USE THEM AGAIN**

Audirep study for Mondial Relay - July 2025

FREEDOM

86% of the network
accessible
24h / 24 & 7J / 7

PROXIMITY

+ 11 000 Lockers
Located closest
to your
customers

SPEED

On average:
15 seconds
to pick up a parcel!

EASE

With the App:
Locker availability
& low locker selection

WHY PUT MONDIAL RELAY FIRST IN YOUR CHECKOUT?

**Because we know it's important to you that
your customers have access to quality,
recognised and appreciated services.**



UP TO **40%**

**MORE CONVERSION BY OFFERING
OUT-OF-HOME DELIVERY**

CDISCOUNT - 2024



CHECKOUT

BEST PRACTICES TO IMPROVE THE CUSTOMER EXPERIENCE

1. Highlight the Mondial Relay logo: + *Reassuring for the customer* 
2. Top position for "Lockers and Point Relay ®" : + *Flexible and + economical*
3. Pre-selection of Lockers 24/7 and Point Relay ®: + *Fast*
4. Map icon and full address to find a Locker or a Point Relay ® :+ *more precise for the customer*

CHECKOUT

DELIVERY TYPE SELECTION



**Livraison en Lockers
et Point Relais ®**

Sous X à X jours

Choisir mon point de retrait



X,XX€

Other options
depending on
the location



1. Highlight the NEW Mondial Relay logo
2. Top position
3. Naming "Lockers and Point Relais ®"
4. Pre-selection
5. CTA: "Choisir mon point de retrait"
(common name for both delivery options)
6. Delivery timeframes

Note:

Point Relais® is a trademark of Mondial Relay
Add the ® (registered) and do not use it
for another carrier

CHECKOUT

PICKUP POINT SELECTION

A proximité de :

Adresse : n° rue, code postal, ville ...



Locker Anna Thier
17 bd de Port Royal
75013 Paris

320 m

[Horaires](#)



Locker Tolensio
10 rue de Vaugirard
75015 Paris

670 m

[Horaires](#)

1 . ASK FOR THE FULL ADDRESS
OF THE CUSTOMER
(not just the postcode)
to get suggestions closest to their home

2. Highlight the logo / picto
Mondial Relay (yellow square)

3. Name and full address
of the pickup point

4. Distance from home

5. Link to opening hours



CHECKOUT

PICKUP POINTS MAP



Add the pictos on the map : :

. Pudo

. APM



GRAPHIC ASSETS LINKS

Logo



Icon



Map icon



[Download link](#)



THANKS