

Schenker Privpak chooses Euroline's payment solution

Every working day, Schenker Privpak distributes nearly 11,000 mail order packages via agents to customers throughout Sweden. They can pick up their packages from the agents and pay for their ordered goods with a payment solution provided by Euroline.

"Our customers' customers – meaning private persons who order mail order goods – want to be able to pay for their merchandise with cards," says Andreas Anderzon, development and routine manager at Schenker Privpak in Borås. "We therefore want our agents to be able to provide a functional and secure payment solution. That was also an important reason why we chose to work with Euroline.

Substantial expansion with quality in focus

Schenker Privpak's customers are primarily large mail order companies such as H&M, Ellos and Haléns. They want their customers to be able to pay by card at Schenker Privpak's distribution points.

Schenker Privpak currently has 1,200 agents – ICA supermarket shops, filling

stations and a number of independent agents in the form of newsstands and convenience stores – all over the country. The number of agents has grown substantially with the arising new needs.

"When we recruit new agents, it's important that they are provided with a good, high-quality solution that strongly contributes to them in turn being able to offer good quality and service to their customers," Andreas Anderzon explains. All existing agents have naturally received the same offer.

Collaboration with SEB

Johan Wennerberg at SEB Cash Management Sales was there from the beginning when Schenker Privpak chose Euroline's card solution.

"Both Schenker and Schenker Privpak have SEB as their house bank, so the choice of Euroline as a partner for card acquiring services was natural. But a high-quality and tailor-made solution was needed in that Schenker Privpak had already initiated collaboration with a competing card acquiring company," says Johan.

In this case, a solution was chosen that entailed a three-party collaboration

between different segments at the bank, Euroline and a terminal supplier.

All parties involved have benefited from the solution; Schenker Privpak, the mail order companies, agents and naturally the end-customers, who avoid handling cash when picking up their orders.

Facts

Schenker Privpak:

- A wholly owned subsidiary of the Schenker Group, which in turn is a part of Deutsche Bahn.
- Handles and distributes packages from customer companies to private persons and small businesses.
- As of November 2005, has 1,200 package agents throughout Sweden in its agent network. More than 60 percent of the agents are affiliated with chains (filling stations, grocery stores and newsstand chains)
- Primarily competes with the Swedish Postal Service
- Distributed 2.8 million packages in Sweden during 2004 – a volume that is growing by 10–15 percent annually
- Customers include Hennes & Mauritz, Clas Ohlson, Jula, Josefssons, Ellos, Haléns and Teknikmagasinet