



RESPONSIBLE RETURNS

WITH HUBBED

ABOUT HUBBED

HUBBED is a technology company with an Out of Home and Micro-Hub Network. Our technology has been designed to create cohesion between retailers, carriers, and consumers.

Our solutions facilitate a seamless parcel delivery experience for consumers. The Network enables e-commerce and omni channel retailers to offer **Click & Collect** and **Responsible Returns**. This means they can provide their consumers with more choice, convenience and control for parcel pick ups and drop offs. Our Network consists of 3000 locations that are open 24/7 and extended hours, therefore, consumers can pick up or drop off their parcel at a location and time that suits them.

Our vision is to transform the sustainability of last mile delivery.

Our Network achieves this by helping carriers and retailers reduce the number of vehicle trips through consolidated deliveries – reducing congestion on the road and therefore carbon emissions. **HUBBED** is **certified by the Carbon Reduction Institute of Australia**.

HUBBED has operated in Australia since 2014 and has expanded to additional markets, including New Zealand, Taiwan, and the Philippines. This year, expansion plans include 5 new markets across Asia.





HUBBED

HUBBED

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Mollini

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THE HUBBED OUT OF HOME (OOH) NETWORK

HUBBED's Out of Home (OOH) Network is the leading parcel collection point network in Australia. It's a convenient network for parcel pick up and drop offs.

Our Network is cost efficient and sustainable for all stakeholders:

- **Retailers** can offer a sustainable delivery option to meet consumer demand and become certified by the Carbon Reduction Institute of Australia.
- **Carriers** reduce their carbon footprint by almost half (up to 0.47kg CO2e per kilometre) through delivery density to one location rather than several separate locations.
- **Consumers** who choose our services makes consolidated deliveries frequent and therefore, less vehicle trips made to homes.

We continue to expand our over-the-counter and locker locations worldwide, including South East Asia, the US, the UK and the Middle East.

We have 3000 locations which are open 24/7 and extended hours including BP, National Storage, Pack & Send, Wotso and independent retailers.



24/7 Petrol Convenience



Extended Hours Storage



Extended Hours
Packaging Logistics



Local Logistics Hub



24/7 Co Working Space



Self Storage Units &
Solutions



Extended Hour
Independent Retail



ABOUT HUBBED OOH LOCATIONS:

- Locations are selected based on HUBBED's strict compliance measures
- Secure locations
- Trained and professional store staff
- Reduce carbon emissions on delivery by almost 50% versus delivery to home addresses

RESPONSIBLE RETURNS

HUBBED allows retailers and marketplaces to offer their consumers an Easy Returns service.

Consumers can drop off their parcel at any one of our 3000 locations, open 24/7 and extended hours.

EASY
BOOKING

EASY
DROP-OFF

EASY
REFUND

TECHNOLOGY FEATURES

- SMS & email notifications
- eCommerce retailer & marketplace integration
- Digital pin code
- eCommerce portal for retailers
- Returns booking platform
- PUDO location finder
- Track & trace
- Agnostic carrier solution
- Paperless experience for consumers
- Online payment gateway
- Multi-language support

BENEFITS

- Retailers give their customers access to the HUBBED Network - open 24/7 and extended hours - to drop off their returns
- Convenient and secure drop off locations available for customers
- Sustainable solution - reduce carbon emissions with drop offs at a HUBBED location vs. door-to-door carrier pick up

RESPONSIBLE RETURNS TECHNOLOGY

- Integration
- Returns Portal Solution

OUR TECHNOLOGY ENABLES THE NETWORK



DEVICE AGNOSTIC

Multi-device compliant applications.



NOTIFICATIONS

Customisable notifications, alerts & chats.



EASY

Simple & efficient.



GLOBAL

Configure & deploy anywhere at anytime.

HUBBED RESPONSIBLE RETURNS CONSUMER JOURNEY



Consumer books
return with
merchant



Consumer receives
returns label to
attach to parcel



Consumer drops
off parcel at
HUBBED location



Carrier collects
returns parcel from
HUBBED location



Consumer receives
notification that
parcel has been
picked up



Carrier delivers
parcel to
distribution centre

HUBBED

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