



10TH GROW EAST CONGRESS 2019

Every Parcel is a Present



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Austrian Post
CEE Parcel & Turkey
Vienna, 27.03.2019

CEE FOOTPRINT OF PARCEL & LOGISTICS DIVISION

Parcel Delivery Subsidiaries



Facts & Figures CEE Subsidiaries



170 million parcels




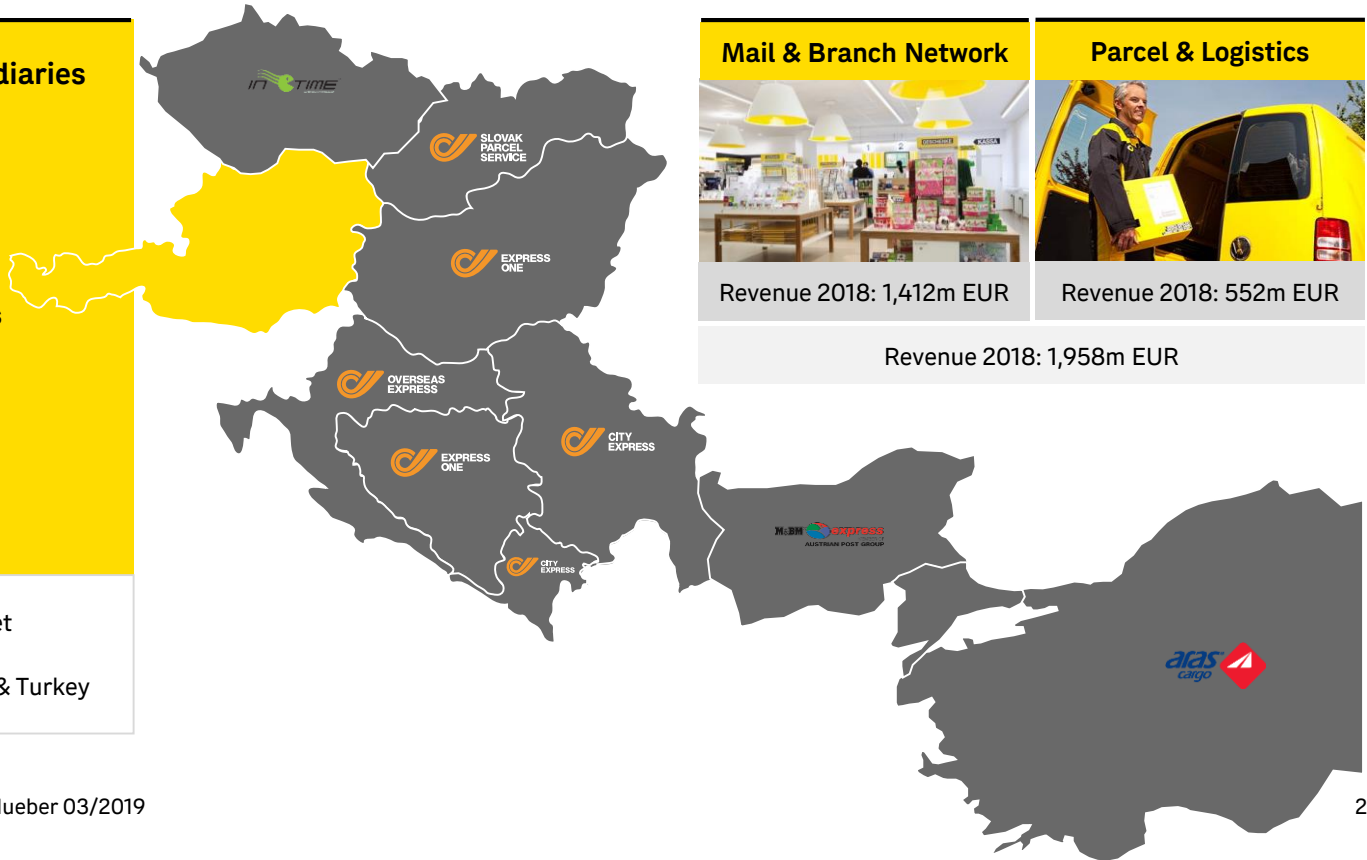
44 hubs / 122 depots
6,400 vehicles



7,000 employees

 Austrian Post - home market

 Austrian Post - CEE region & Turkey



Mail & Branch Network



Revenue 2018: 1,412m EUR

Parcel & Logistics



Revenue 2018: 552m EUR

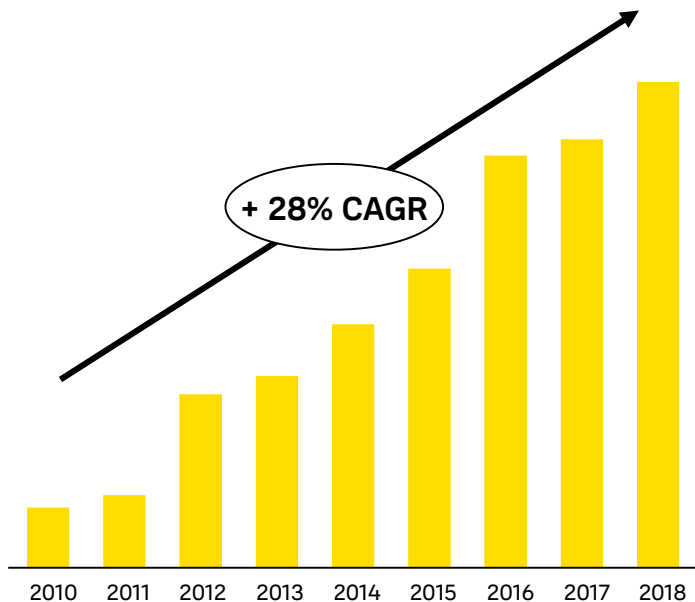
Revenue 2018: 1,958m EUR

E-COMMERCE DRIVES OUR BUSINESS IN CEE

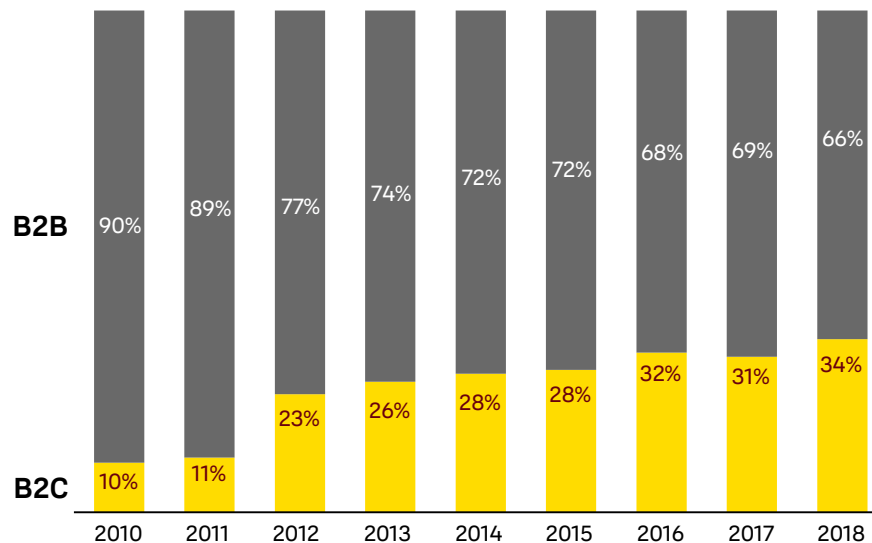


Delivery to end-consumers is becoming more and more important for us

CEE 2C Parcel volume development

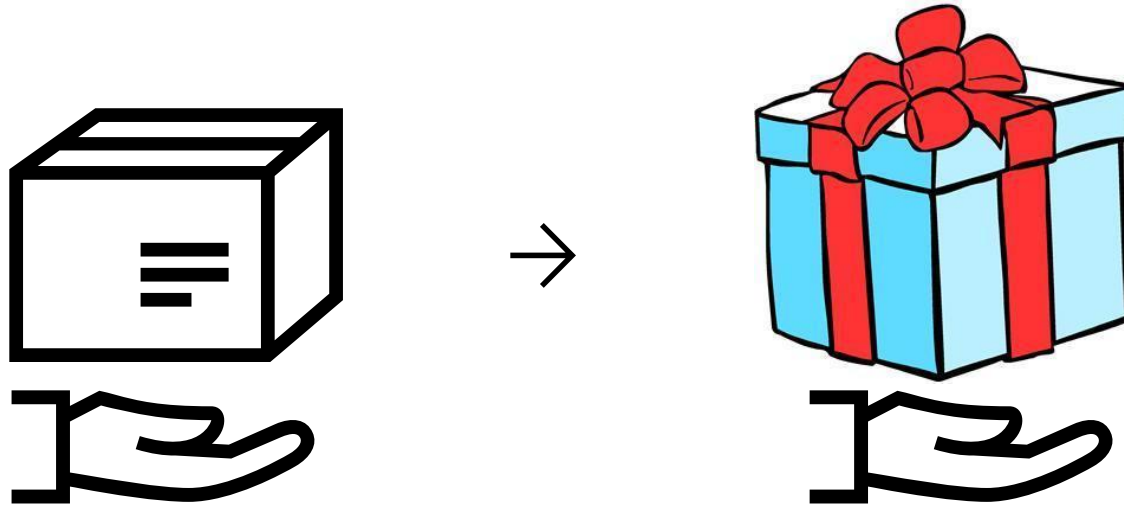


B2C / B2B share (total volume in %)



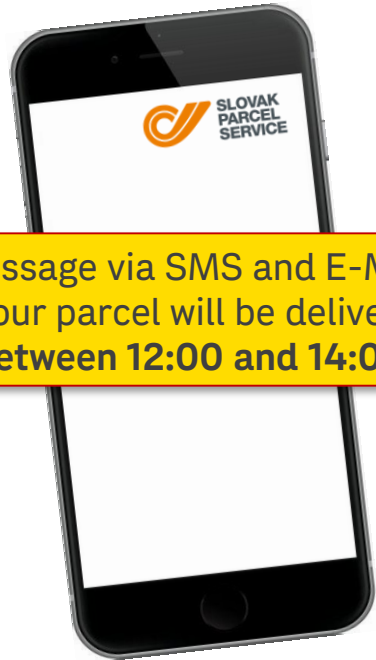
CUSTOMER EXPERIENCE COUNTS IN THE LONG RUN

Create meaningful customer journey for our receivers



EXAMPLES ALONG THE CUSTOMER JOURNEY 1/3

Estimated Time of Arrival (ETA) and Flexible Delivery



Message via SMS and E-Mail:
„Your parcel will be delivered
between 12:00 and 14:00“

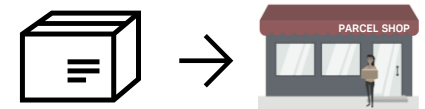
Change delivery date



Change delivery address



Reroute the parcel to a parcel shop



EXAMPLES ALONG THE CUSTOMER JOURNEY 2/3

Payment of COD via credit or debit card



High COD share in our CEE countries

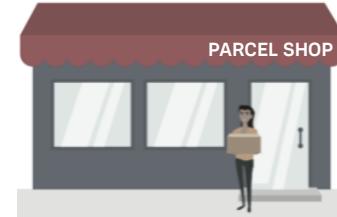
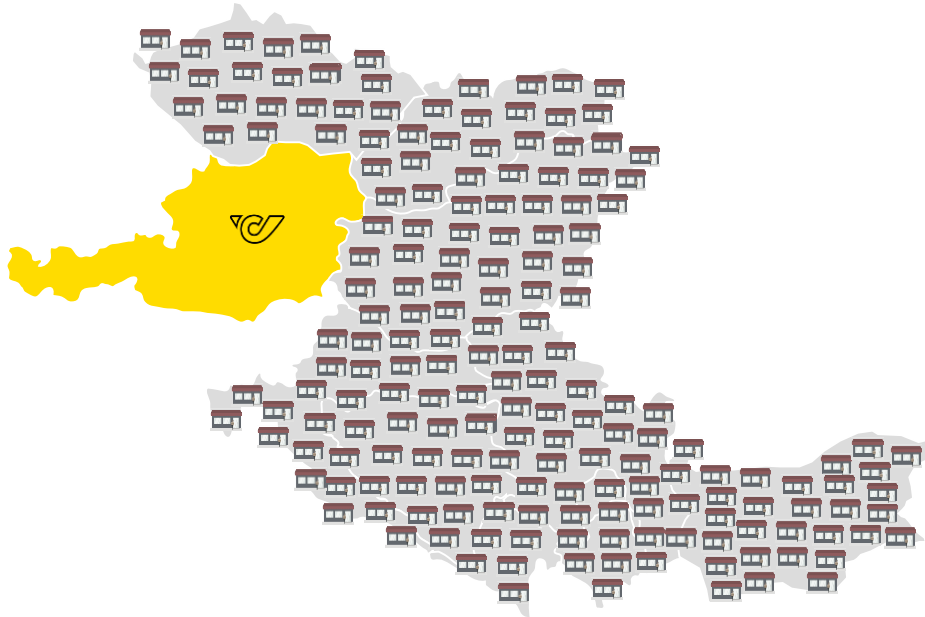


Point of sale payment via credit or debit card



EXAMPLES ALONG THE CUSTOMER JOURNEY 3/3

Parcel Shop Network



Strong parcel shop network in CEE

- Cooperation with retail chains and single shops

EXAMPLES ALONG THE CUSTOMER JOURNEY 3/3

Use Cases Parcel Shops



EFFECTS OF IMPROVING THE CUSTOMER JOURNEY

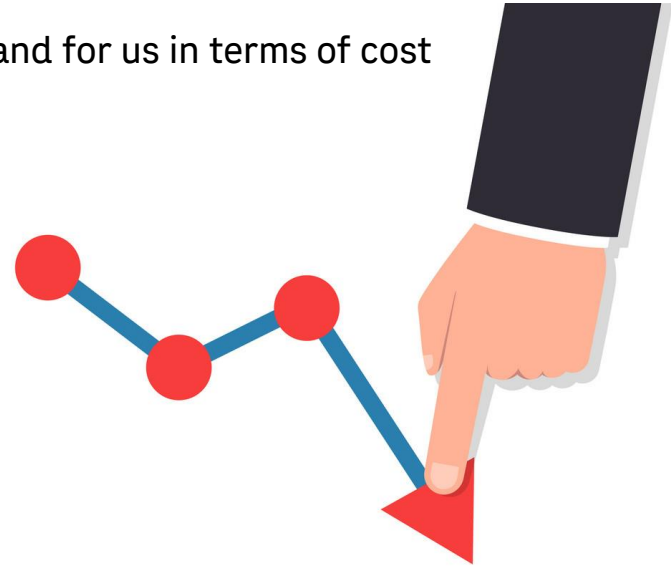


Measures increase convenience of customers and reduce our cost

... for the customers



... and for us in terms of cost





.... because every
parcel is a present

