



Interconnecting e-Commerce

Herbert Goetz

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Underpinning customers' objectives

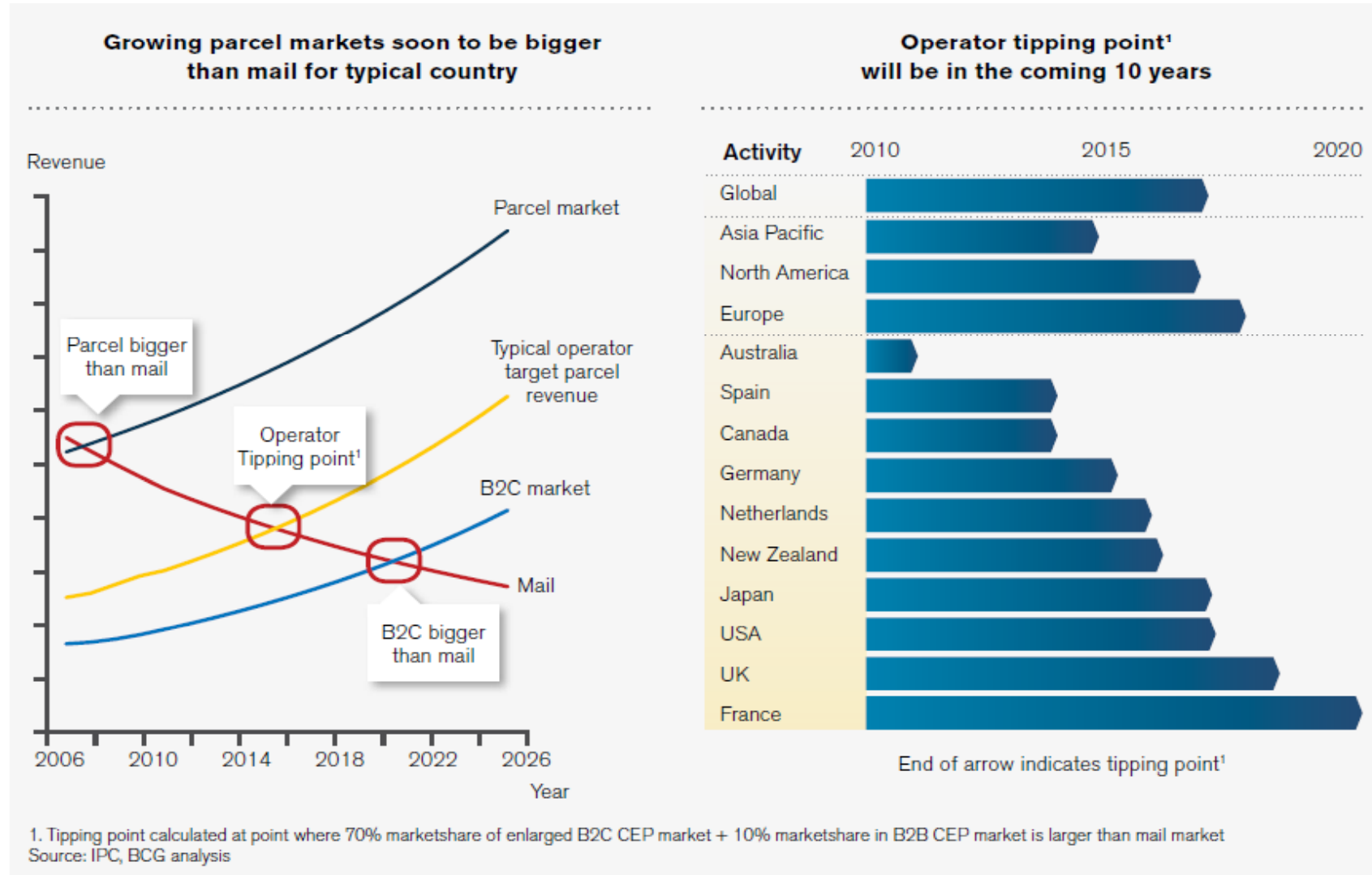
IPC Facts & Figures

- **Company with worldwide customer base**
- **Founded in 1989**
- **24 IPC members deliver 80% of world's mail volume**
- **Mission: Support our customers to meet their customers' expectations**



Cross-border Market Opportunity

Postal operators are not “Mail companies” any more



IPC e-Commerce Interconnect Programme

Aims and Objectives of the Program

- **Set the foundations for a seamless cross-border e-Commerce network**
- **Benefits for end-customers and e-retailers from consistent and reliable cross-border delivery services**
- **Directly answer consumer and e-retailer demands for fully benefiting from e-Commerce**

- Choice of delivery locations
- Easier return solutions
- Visibility through track and trace
- Predictable and day-certain transit times
- Consistent reliability
- Customer service process

