
e-PAQ

BY ASENDIA

Asendia's parcel & packet delivery solution, developed for e-tailers selling internationally. Optimize delivery costs and improve your shoppers' experience.

We support your business as it flourishes internationally

> 1,500
EMPLOYEES

> 200
DESTINATIONS

17
COUNTRIES
with a local
Asendia presence

As our world becomes increasingly connected, choosing the right partner to help meet logistical and technological challenges is vitally important for building a customer base worldwide.

Formed in 2012 as a joint venture between La Poste and Swiss Post, Asendia is one of the world's leading international mail and parcel delivery providers, offering a diverse range of services aimed at empowering your business to grow across borders.

Our vision is to make global e-commerce easy and reliable, all around the world.

e-commerce
business mail
marketing mail
publications

We're your global partner for e-commerce & mail

At Asendia, we're here to help you with all your mailing and e-commerce delivery needs. With our experience and expertise in worldwide B2C distribution, you can count on us to provide swift, efficient and reliable services, whenever and wherever your organization needs it.

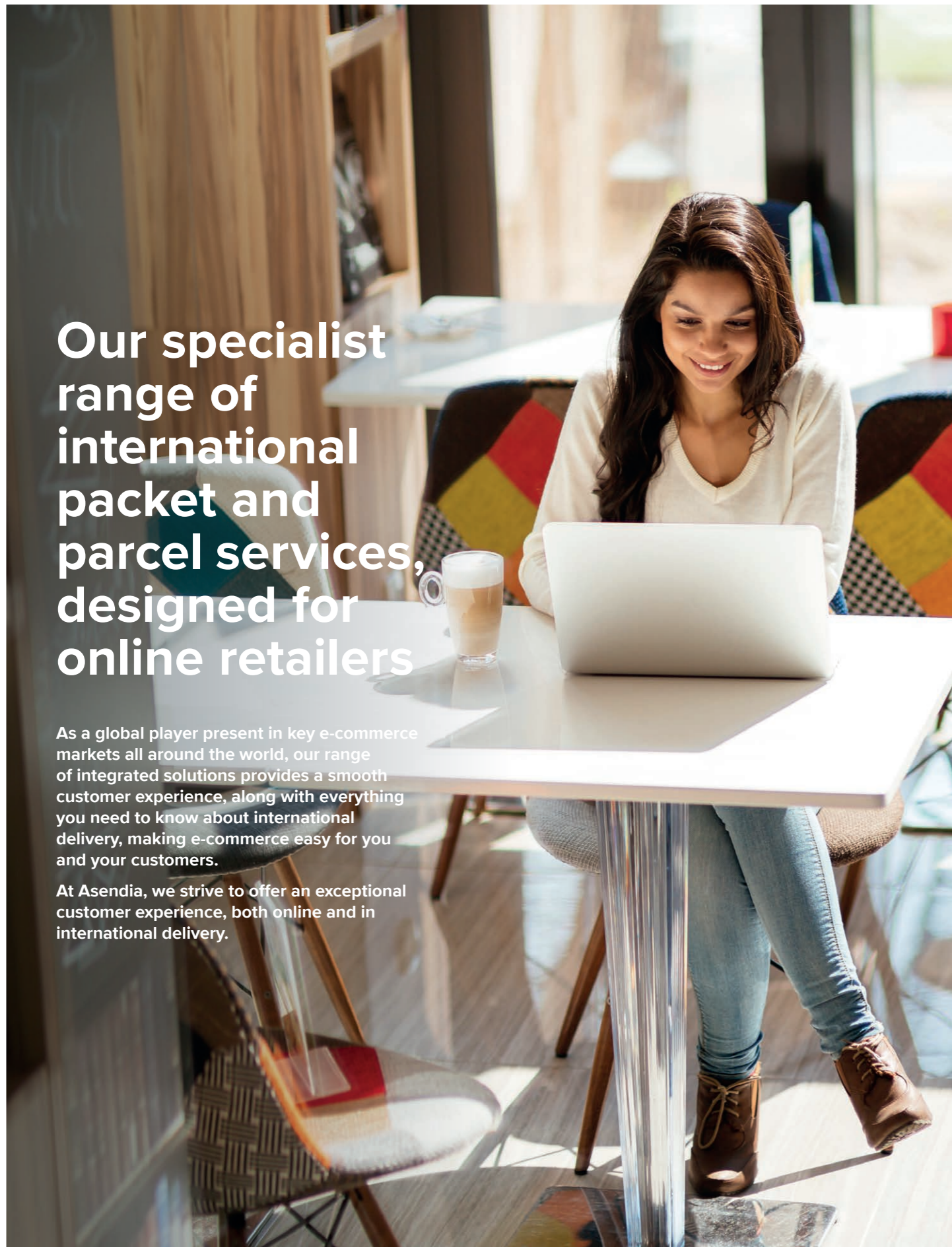
Find out how we can help you meet your customers' expectations and grow your business with our leading industry advice and global range of e-commerce and mail solutions.



Our specialist range of international packet and parcel services, designed for online retailers

As a global player present in key e-commerce markets all around the world, our range of integrated solutions provides a smooth customer experience, along with everything you need to know about international delivery, making e-commerce easy for you and your customers.

At Asendia, we strive to offer an exceptional customer experience, both online and in international delivery.



Our e-commerce range has 4 products catering to your delivery needs, giving you an array of choice based on speed, price, format, weight and features.



The e-commerce range keeps our four core products, but with extra benefits and new easy-to-use scale, ranging from standard to elite services based on tracking, speed of delivery, and availability to suit your customers' needs.

e-PAQ services at glance

	e-PAQ Standard 0-2kg	e-PAQ Plus 0-2kg	e-PAQ Select 0-30kg	e-PAQ Elite 0-30kg
Delivery experience	★★	★★★	★★★★	★★★★★
Speed	★★ (★)	★★ (★)	★★★★	★★★★★
Customs options	★★★	★★★	★★★★★	★★★★★
Availability	★★★★★	★★★★★	★★★★★	★★
Tracking	★	★★★	★★★★	★★★★★
Price	\$ \$	\$ \$ \$	\$ \$ \$ (\$)	\$ \$ \$ \$ \$



Why choose e-PAQ by Asendia?

Consumer delivery expectations vary from one country to another, and from one purchase to the next. e-PAQ by Asendia offers your shoppers a choice of delivery options at checkout, boosting conversions and customer satisfaction.

Grow your business internationally

Providing your international shoppers with a choice of familiar, convenient, and affordable delivery options makes them much more likely to hit the checkout button.

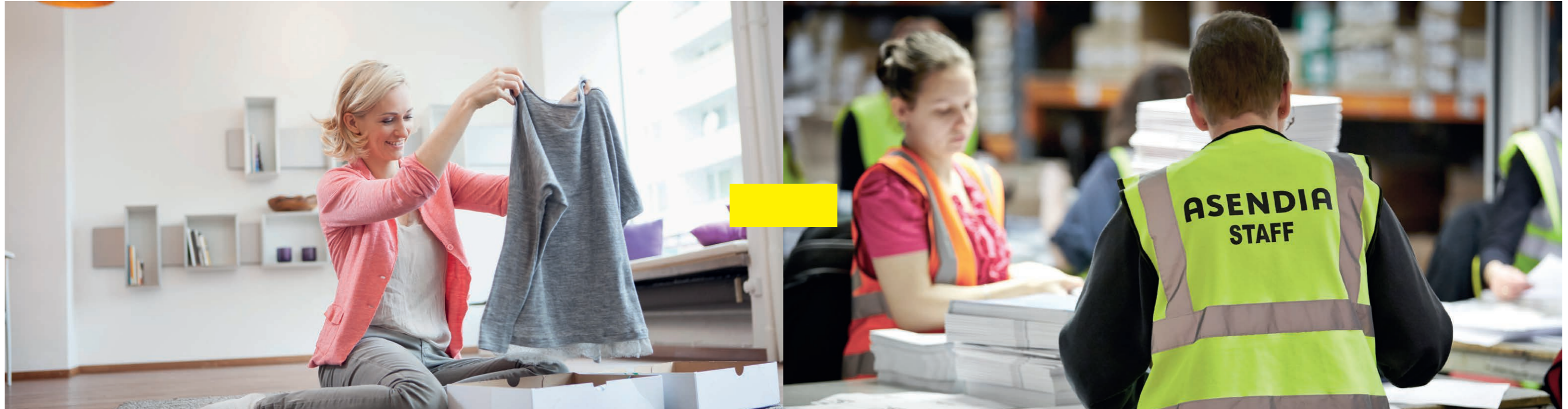
Minimize delivery queries and complaints

Our services are trusted by some of the world's biggest online retailers. We offer ultra-reliable delivery, tracking, customer support, and solutions to reduce issues at customs.

Reduce your costs and save time

Our services offer excellent value for money, and with our technology and processes, we make managing B2C cross-border logistics easy and efficient.





e-PAQ Standard

Our lowest cost international packet and parcel delivery service; ideal for low-value purchases. This product offers basic milestone tracking and longer delivery times.

e-PAQ Standard is a simple e-commerce solution with worldwide coverage. It includes a weight limit of 2kg and is available in two formats, 'Standard' and 'Priority'.

- Delivered by the local postal operator, providing excellent value for money and reliability
- Worldwide coverage
- Suitable for packages up to 2KG
- Subject to priority handling, reducing delivery time.
- Delivered direct to mailbox or a convenient collection is available from local post offices
- Special format for smaller packages up to 3 cm height reduces costs for 27 destinations
- Easy customs handling for low value orders

e-PAQ Plus

The budget-friendly solution for when you require the additional peace of mind provided by tracking. e-PAQ Plus is an easy-to-use e-commerce solution with worldwide coverage.

Offering low rates and the value provided by the postal network, it's perfectly suited to customers just starting to sell to shoppers in other countries.

e-PAQ Plus provides a simple solution, available worldwide, and with tracking for most destinations.

- Export, import and delivery tracking, giving you and your shoppers assurance parcels are on their way
- Worldwide coverage
- Suitable for packages up to 2KG
- Prepaid customs service available
- Packages are delivered by the local postal operators, providing wide coverage, cost effectiveness and reliability
- Delivered direct to mailbox or a convenient collection is available from local post offices
- Easy customs handling for low value orders
- Additional option "personal delivery" available

e-PAQ Select

e-PAQ Select offers excellent value for a tracked parcel service, available for shipping to all of the world's key e-commerce destinations. The service is based on fast and fully tracked solutions, with criteria such as tracking and delivery time defined by destination. Get many of the features of an express courier service without the price tag.

- Fully tracked service available online and optional signature upon delivery
- Global shipping
- For packages up to 30KG to most destinations
- Fast delivery times (2-5 days regional delivery/ 4-9 days intercontinental*)
- Customs paid at destination and customs prepaid options
- An Economy delivery option is available for some destinations
- Contact us for additional options (e.g. PUDO, proof of delivery)

e-PAQ Elite

e-PAQ Elite offers the fastest and most comprehensive delivery experience of the Asendia e-commerce range.

- Packages are delivered by postal & commercial specialist within the country
- For packages up to 30KG
- Fast delivery (day + 1 local delivery) with 2-3 days regional delivery/ 3-5 days intercontinental
- Customs paid at destination and customs prepaid options
- Optimized tracking performance
- Cost-effective express delivery
- Contact us for additional options (e.g. timed deliveries)



e-PAQ Returns

The Asendia Returns range combines local solutions with an international network, giving your customers flexible and convenient returns.

For online retailers that ship products abroad, managing the e-commerce returns process can be difficult. Here at Asendia, we offer a full range of solutions, all designed to match the requirements of your international e-commerce business, providing greater control for you and your customers.

Domestic

A returns solution offering a trustful and local experience for your customer

International

An outstanding global returns service with a standardized process for getting returns consolidated in one place

Discover our value chain

As a truly global e-commerce player, with a presence in all of the world's key markets, we offer integrated solutions for every aspect of international delivery. Our services provide a first-rate experience for your customers and a tried and tested route to e-commerce success for your business.



Acquiring Customers

We help you engage cost-effectively with customers around the world, improving brand awareness and generating sales.



Facilitating Transactions

With our partner eShopworld we offer fully integrated e-commerce solutions, enabling a smooth transaction process that'll keep your customers coming back.



Managing Orders

Our global network of warehouses, processing shipments on demand, integrate seamlessly into your supply chain, providing fast and cost-effective distribution.



Delivering Orders

Delivery is in our DNA, and with global network and long heritage in logistics, we're the ideal international e-commerce and mail partner.



Returns

Choose the returns services that match your international e-commerce business needs, including tracking and content checking.



Customer Care

Our dedicated service gives your customers the best retail experience possible, strengthening key relationships and building brand loyalty.

ASENDIA
BY LA POSTE & SWISS POST



Asendia is an international partnership between La Poste and Swiss Post.

www.asendia.com

 **THE WORLD IS
YOUR ADDRESS**