



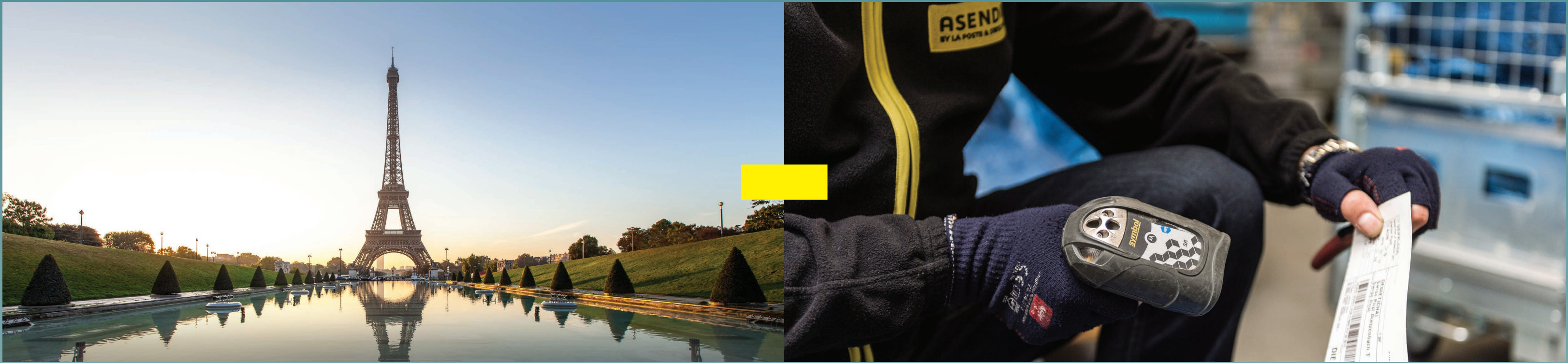
Factsheet

**ASENDIA**  
BY LA POSTE & SWISS POST



**Grow your business in  
France with our e-PAQ  
Select solutions**





**e-PAQ Select**

POWERED IN FRANCE BY



**colissimo**

**e-PAQ Select  
powered in France by  
Colissimo is the fast,  
efficient and reliable  
way to ensure your  
customers get their  
parcels on time.**

## Delivery that suits French shoppers

e-PAQ Select powered in France by Colissimo is Asendia's service designed for the French market and the needs of French consumers. Online shoppers in France told us they prefer items to be either delivered directly to their mailbox or available to pick up at their convenience, this is what Colissimo allows with home deliveries 6 days a week as well as 17,000 collection points across the country.

## Benefits for you and your customers

e-PAQ Select ensures efficient delivery, re-delivery to a different location or at another time and tracking for you and the recipient, so you can offer the best service to your customers.



**Fast and reliable delivery to  
France by a trusted provider**



**Customers can choose the  
most convenient delivery point**



**Tracking notifications keep  
everyone up to date with  
parcel progress**



**Standard liability included**



**Returns are simple with  
e-PAQ Returns**





# Fast, easy shipping to France

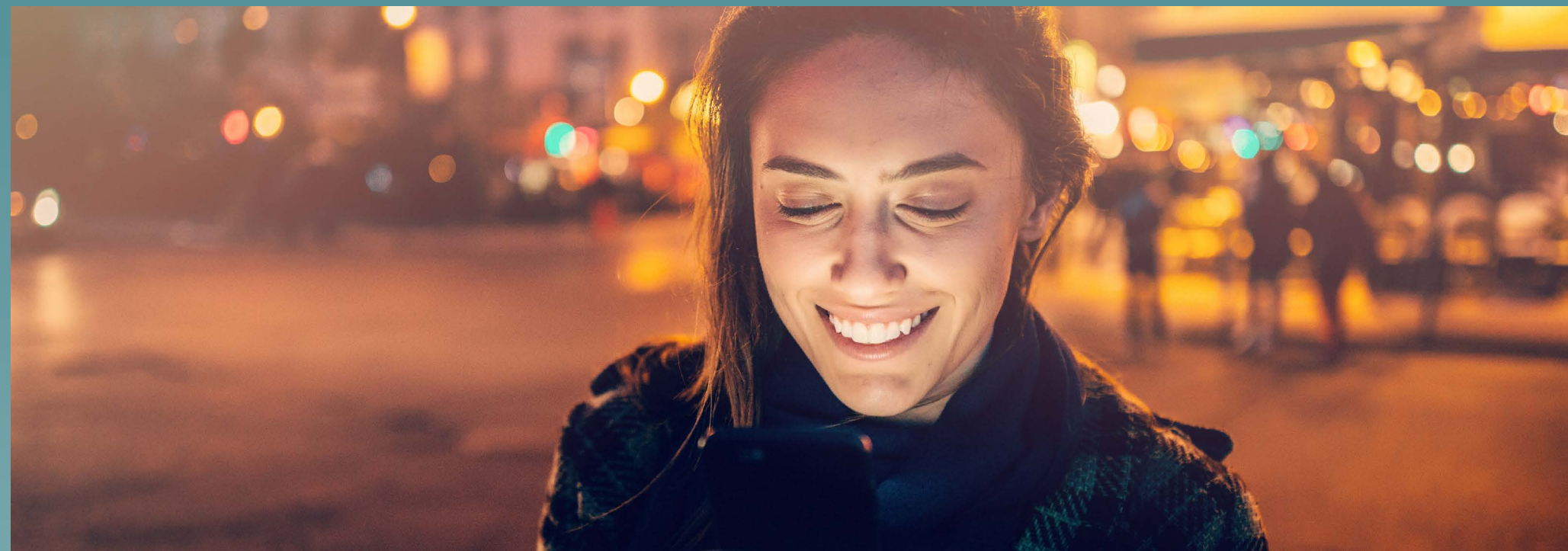


La Poste is France's most trusted parcel service with decades of experience and unrivalled knowledge of the French logistics network.

Asendia, a joint venture between La Poste and Swiss Post, is one of the world's leading international mail and parcel shipping providers. e-PAQ Select powered in France by Colissimo combines Asendia and La Poste's expertise, so you can grow your business in the booming French e-commerce market.

- French e-commerce spending hit €1bn in 2019
- Third-largest e-commerce market in Europe, sixth-largest in the world
- Average basket value of €65,5
- 64% of French shoppers buy cross-border

La Poste was ahead of their time when focusing on sustainability. We are proud to continue that heritage by taking positive, responsible actions to minimize Asendia's impact on the environment.



**e-PAQ Select** powered in France by Colissimo offers mailbox, pick-up point and personal delivery options, all with customs prepaid solutions on request and supported by Asendia Shipping and Asendia Tracking services.

Our mainland services offer your customers the most convenient delivery and returns services, while up-to-date tracking and notifications reduces pressure on your customer services as shoppers know exactly when their parcels are arriving.



**€1bn**  
French e-commerce  
spending in 2019



**64%**  
of French shoppers  
buy cross-border

## With e-PAQ Select, you can enjoy...

- Services to mainland France, Andorra and Monaco
- D+2 in-country delivery in mainland France from entry point
- 17,300 collection points, 7,500 convenience stores, 800 locker stations
- End-to-end tracking for the sender and recipient via Asendia Tracking
- Customs Unpaid (DAP) and Customs Prepaid solutions available
- No labelling fees with Asendia Shipping
- If items are directly added into the La Poste network (direct access) delivery is 100% carbon neutral





# What our customers say



**“Asendia, with its parent company La Poste, was chosen as the ideal partner to help this e-commerce business expand across Europe, whose biggest international market is France. ”**

Asendia was perfectly placed to help this small English toy shop grow into a major e-commerce business. With 170 physical stores, The Entertainer approached Asendia in 2012 looking to gain control over its logistics at peak times and expand into new European markets.



## Asendia's Solution

Asendia worked closely with The Entertainer to understand their needs and create a personalised plan. By offering a packet service (e-PAQ Standard) for low value orders and e-PAQ Select powered in France by Colissimo for higher value orders, Asendia helped The Entertainer prioritise delivery speed for customers that needed it. This approach resulted in fewer complaints, improved efficiency during peak season and boosted customer loyalty.



**“It was imperative that we worked with an environmentally-conscious partner with a proven track record of corporate responsibility. That's why we chose Asendia, whose climate-neutral distribution solutions are in perfect alignment with our goals. ”**

Your Surprise is an online gift shop specialising in seasonal gifts and selling on behalf of many major global retailers. The company wanted an international delivery expert that could help them realise their business potential.



## Asendia's Solution

To improve customer satisfaction, tracking and communications with delivery partners, Asendia switched Your Surprise to the e-PAQ Select powered in France by Colissimo service. Notifications and parcel tracking reduced customer complaints and improved the company's Net Promoter Score, while a dedicated Account Manager was on hand to advise Your Surprise on market insights, delivery options and the best solution for shoppers.



## Speak to our experts today

e-PAQ Select powered in France by Colissimo makes it possible to dispatch goods quickly with a priority delivery service, track parcels and notify the recipient of their parcel's progress and offer your customers the very best customer service.

Wherever you're selling from, our expertise and partnership with La Poste means we're uniquely positioned to help you grow your business in France.

**Contact Asendia today for a quote or speak to one of our consultants**  
[www.asendia.com](http://www.asendia.com)