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**Asendia's parcel & packet delivery solution**, developed for e-tailers selling internationally.

Optimise delivery costs and improve your shoppers' experience.

asendia

[asendia.co.uk](https://asendia.co.uk)

THE WORLD IS  
YOUR ADDRESS



# We support your business as it flourishes internationally

> 1,500  
EMPLOYEES

> 200  
DESTINATIONS

17  
COUNTRIES  
with a local  
Asendia presence



Our founding companies La Poste and Swiss Post were ahead of their time with sustainable initiatives and carbon offsetting. In fact, La Poste was the first delivery operator in the world to reach carbon neutrality by 2012 for mail, parcel, express and digital services.

At Asendia, we are proudly continuing that heritage with sustainability as a core focus.

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 organisation 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.


# e-PAQ

by asendia

Our e-commerce offers range from standard to elite services based on tracking, speed of delivery, and availability to suit your customers' needs.

## Services at glance

	e-PAQ Standard	e-PAQ Plus	e-PAQ Select	e-PAQ Elite
	0-2kg	0-2kg	0-30kg	0-30kg
Delivery experience	★★	★★★	★★★★	★★★★★
Speed	★★ (★)	★★ (★)	★★★★	★★★★★
Customs options	★★★	★★★	★★★★★	★★★★★
Availability	★★★★★	★★★★★	★★★★★	★★
Tracking		★★★	★★★★	★★★★★
Price	£ £	£ £ £	£ £ £ (£)	£ £ £ £ £
Channels	Post	Tracked Post	Commercial	Commercial

 **100% CARBON NEUTRAL THROUGH OFFSETTING**



# 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.



## **Minimise** 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.



## **Offset** carbon emissions

Since 2022, not only does Asendia offset all international transport emissions, we also include those by our delivery partners, parcel returns, our building emissions, machinery, and necessary business travel.





## e-PAQ Standard

**Our lowest cost international packet and parcel delivery service; ideal for low-value purchases. This product offers 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 solution and get benefits from VAT & duties thresholds in some countries outside the EU
- Special boxable formats available

## 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
- Easy customs solution and get benefits from VAT & duties thresholds in some countries outside the EU
- 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
- Additional option "personal delivery" available
- Special boxable formats 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 and optional signature upon delivery
- Major and emerging destinations covered
- For packages up to 30KG to most destinations
- Fast delivery times (2-5 days regional delivery/4-9 days intercontinental\*)
- Customs support with prepaid solutions (DDP) and at destination available (DDU)
- An Economy delivery option is available for some destinations
- Contact us for additional options (e.g. PUDO, proof of delivery)
- Inflight options available

## 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 (2-3 days regional delivery/3-5 days intercontinental)
- Customs paid at destination and customs prepaid options
- Optimised tracking performance
- Cost-effective express delivery
- Contact us for additional options (e.g. timed deliveries)





# e-PAQ Returns

by asendia®

**e-PAQ Returns is your end-to-end returns platform, backed by an extensive global reverse logistics network and ESW technology.**

Your shoppers expect a returns process that's easy and convenient. Speedy refunds and sustainable methods of delivery ensures customers will want to shop with you again and an effective returns process will save you time, money and hassle, too.

e-PAQ Returns gives e-commerce retailers the power of an end-to-end global returns solution. From first-mile to being returned to your chosen destination, Asendia takes care of every step of your returns process.

## Standard Solution:



### Software included

Our branded and configurable shopper returns portal and our retailer returns management portal including reporting features.



### Retailer choice

Retailer paid or shopper paid returns.



### First-mile options

Our comprehensive carrier network includes localised services - deliver to drop off points.



### Return Centres

Using our software we scan in the item, check contents, consolidate and prepare items for their next step.



### Final-mile options

We provide linehaul return, export manifest and declaration.

## Add-On Solutions:

e-PAQ Returns offers additional solutions which support retailers. These are built bespoke based on your requirements. Just ask our team for more information on any of the below.



### Connectivity

Integrate to platform via API to use your existing portal.



### Inspection & grading options

Items are inspected and graded on return, restricted items are removed before last-mile option.



### Customs options

Facilitating duty drawback and Returned Goods Relief. Where applicable.



### Disposal options

Certified destruction of goods, recycle/resell/donation of items. Liquidation services.

✓ We are 100% carbon neutral

# We are 100% carbon neutral

## A message from Barbara Schielke

Chief HR & CSR Officer at Asendia

“Our world is becoming more connected than ever, and international delivery is a big part of this connection. Placing orders from one country or continent to another has become a normal part of our daily lives. With developing technology, a growing population and higher expectations from consumers, we can only expect that this connection will continue to grow alongside a steady demand.

As one of the largest global logistics providers, at Asendia we know that protecting our planet comes first.

From January 2022, we took a big step forward by offsetting 100% of all carbon emissions produced by our international transport including those by our partners. We are excited to lead the way in our industry and will continue to find sustainable delivery solutions for our clients in the future.”



As of 2022 we committed to offset all emissions caused by our international transport worldwide, including those by our partners. We also offset emissions from parcel returns, our buildings, machinery and business travel.



## Where does our offsetting go?

We are delighted to support wind projects in China. Offsetting our carbon emission doesn't just help to conserve natural resources, it also creates other positive impacts too:

- Stimulates economic and social development in communities
- Helps overcome the initial costs of setting up a wind farm
- Promotes renewable energies

This project has been provided and certified by our partner EcoAct.







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