International Post Corporation

PostNL aims to make Out-of-Home delivery as easy and convenient as home delivery

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Redefined Out-of-Home strategy through an integrated platform and expansion of parcel locker network

The Hague, 5 August 2026 – On 3 August, PostNL announced, among other things, a redefined Out-of-Home strategy, further developing Out-of-Home delivery as an attractive delivery option alongside home delivery. To achieve this, PostNL is connecting delivery choice at webshops' checkout, the digital customer journey and the logistics network behind it with an expanded network of 7,500 parcel lockers over time. In this way, Out-of-Home delivery will become even more attractive, easier and more reliable for consumers and online retailers.

Home delivery remains important, while at the same time Out-of-Home delivery is developing rapidly and becoming an increasingly important part of the future e-commerce landscape. Consumers are choosing Out-of-Home delivery more often because it allows them to decide where and when they receive their parcel. Out-of-Home delivery offers convenience, flexibility and greater control over the delivery experience.

Parcel lockers are often accessible 24/7 and are highly valued by both consumers and online retailers. This is reflected in high customer satisfaction scores. In addition, they help delivery workers operate more efficiently. By making Out-of-Home delivery an even more attractive option alongside home delivery, consumers can choose the delivery method that best suits their needs.

One integrated Out-of-Home platform

The redefined Out-of-Home strategy goes beyond expanding the parcel locker network. PostNL is building an integrated and user-friendly platform in which delivery choice at webshop checkouts, all communication through the MyPostNL app, parcel lockers, parcel points and the logistics network behind them are increasingly connected. This is intended to further improve the delivery experience for consumers and online retailers.

As part of this strategy, PostNL will expand its parcel locker network to approximately 7,500 lockers by 2031. The ambition is that, ultimately, almost every Dutch resident will be

able to reach a PostNL parcel locker within approximately seven minutes. Together, home delivery, parcel lockers and the existing network of parcel points form the foundation of PostNL's delivery network. By connecting these elements more effectively, PostNL aims to offer consumers greater freedom of choice. Ultimately, consumers decide which delivery option they prefer.

Source: PostNL

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