International Post Corporation

PostNL invests millions in enhancing delivery convenience for consumers

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More parcel lockers and more PostNL service points

PostNL is significantly expanding the number of PostNL service points this year. More than 500 additional parcel lockers will provide consumers with greater flexibility in choosing where and how they want to receive their parcels. Currently, almost everyone in the Netherlands has a PostNL service point within 1 kilometer of their home. Consumers are increasingly opting for out-of-home (OOH) delivery, and PostNL is responding to this trend by further expanding its network of parcel lockers. This not only enhances the customer experience but also makes parcel delivery more efficient and reduces COâ,, emissions by cutting down on transportation movements.

Accelerating the rollout

During the presentation of its annual results on Monday, February 24, PostNL announced that it is accelerating the expansion of its out-of-home network by investing an additional €10 million in new parcel lockers. Currently, PostNL operates over 6700 service points, including approximately 1100 parcel lockers. Thanks to this extra investment, the number of parcel lockers will increase significantly in the coming years. “We are seeing a strong increase in the use of parcel lockers and pickup points,” says Barry Husman, Director Retail at PostNL. “The number of parcels delivered via parcel lockers has grown by 97% in recent years. Consumers find them convenient and are increasingly setting parcel lockers as their preferred delivery option.” Parcel lockers are often accessible 24/7 and are placed in easily accessible locations. Almost every Dutch citizen lives within 1 kilometer of a PostNL service point, contributing to high customer satisfaction (NPS +51). PostNL expects the use of parcel lockers to double this year.

Innovating the network

In addition to increasing the number of parcel lockers and service points, PostNL is also focusing on technological innovations. The latest parcel lockers are modular, allowing for easy customization of their size and layout based on specific location needs. Moreover, these parcel lockers are integrated into an innovative IT platform, making them accessible to third party carriers. PostNL is also developing sustainable solutions, such as solar-powered parcel lockers, enabling

expansion even in locations without direct power supply. With continuous investment in the growth and innovation of its out-of-home network, PostNL remains committed to enhancing convenience and sustainability.

Source: PostNL

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