

## First PostNL in-store parcel machine Paagman, The Hague

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### Taking off the pressure

The PostNL location in Paagman is one of the busiest in The Hague. The parcel machine is the solution for coping with this pressure: customers no longer have to queue to collect or send a parcel. Fabian Paagman: "The parcel machine is a great addition to our service, which we can use to distribute the pressure on our PostNL location more effectively. We now examine on a daily basis which parcels we are going to process via the manned PostNL location, and which ones we will place in the parcel machine. Consumers receive a message with a code as soon as their parcel has been placed in the parcel machine. They can collect their parcel when it suits them, during our extensive opening hours. This means we retain control and our customers benefit from a faster service."

### First in-store parcel machine

"This parcel machine represents the next, innovative step in the parcel and letter machine pilot", explains Jean-Luc Otten, Business Development Manager at PostNL. "This is the first parcel and letter machine without a postbox, and with no fewer than 39 parcel lockers. It is also the first in-store parcel machine. It offers a solution for shops that serve as a PostNL location that have seen their premises become increasingly

busy precisely because they are a PostNL location. On the one hand that's fantastic, because it results in additional sales. On the other hand, it exerts pressure on space and staff. This parcel and letter machine provides a solution."

### Parcel and letter machine pilot

PostNL launched the parcel and letter machine pilot late 2016, in Almere. This was followed in 2017, by Limburg and Tilburg and in 2018 by Breda and Amersfoort. The parcel and letter machine consists of a postbox with two openings and multiple parcel lockers. It is suitable for sending and collecting parcels, at a time that suits the consumer. The parcel and letter machines are located externally, in the immediate vicinity or at locations where there is already a postbox. This parcel and letter machine in Paagman is the first PostNL automatic parcel point without a postbox and to be located in-store. On Saturday 29 September 2018, the second parcel and letter machine will be put into use, in the Aristo office and meeting building next to Amsterdam Sloterdijk station. PostNL continues to expand its network based on the wishes of corporate clients and consumers, and the parcel and letter machines are part of this objective. See [www.postnl.nl/pba](http://www.postnl.nl/pba) for more information.

Source: [PostNL](http://www.postnl.nl)