International Post Corporation

Postal customer service experts meet in Zagreb to exchange best practices

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Experts from postal customers services from all over the world took part in the 2025 Global Forum of the IPCâ€™s Global Customer Service System (GCSS) hosted by Hrvatska poÅ¡ta in Zagreb.

The workshop included information sharing via presentations with questions and answers (sometimes also video augmented) by postal operators and international postal networks' representatives. Interactive breakout sessions were held on topics of Postal Customer Service and AI, quality international postal inquiries, and preparation for a new IPC postal inquiry system (replacing GCSS) in 2026.

The workshop was also the occasion for an exchange with the e-retailer Notino and the e-Commerce Croatia Association. "Overall, I was very positively impressed with the workshop. We used this time to meet with our friends from Hrvatska pošta, with whom we are working closely. Needles to point out that the time spent there was high quality time, with no opportunity missed", concluded Aleksandar AlaÄkov, Transportation Director, NOTINO.

Linking 292 postal call centres globally in 191 countries, IPC's Global Customer Service System is a unique platform in the postal industry. IPC's GCSS is a web-based application enabling the exchange of inquiries between postal operators' customer service departments. The system allows for the immediate action of customer queries, while customer service agents of participating posts can directly connect to share queries and information. This information is automatically complemented by detailed item event tracking history.

A visit to Hrvatska pošta's automated sorting and logistics facility and an INTERCONNECT

Customer Service Working Group meeting, concluded the Workshop.



The GCSS Global Forum was created by IPC in 2019 to promote dialogue and form connections between IPC and posts' customer service managers, to improve international postal customer service across all international postal networks offering tracked services.

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