



Better together

**Join the largest worldwide
delivery network for
cross-border e-commerce**



More global reach

Online shopping is booming and delivery is becoming more competitive than ever. PRIME gives you the edge, with access to a cross border network and unrivalled collection of the largest names in postal delivery across the globe.

Revolutionise your core postal service with the power to send packets and provide an electronic delivery confirmation to customers worldwide.

Delivery is tracked and mapped, providing your Post with a real retail advantage to go head to head with costly couriers.

Worldwide reach is matched by reliability and the reassurance of a PRIME network established since 1997.

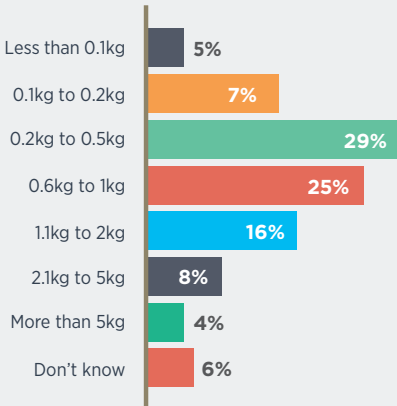


Measure of success Send packets up to 5kg

The bulk of most packets sent worldwide weigh in under 2Kg. PRIME is well placed to help maximise this e-commerce opportunity.



**LOW-VALUE, LIGHTWEIGHT
GOODS DOMINATE –
TRACK THEM WORLDWIDE**



IPC, Cross-Border eCommerce Shopper Survey 2023

PRIME – GET READY FOR BUSINESS GROWTH

Tap into a worldwide network of Postal Operators ready to deliver for fast growing e-commerce markets.



PAYMENT FOR PERFORMANCE

Performance is rewarded when quality targets are met, you'll receive an enhanced remuneration, on top of the basic amount. No penalty scheme is applied in PRIME.



STAY IN THE KNOW

How are other Posts performing? Measure quality of service and review your postal partners at a glance.



INSIGHTFUL REPORTS

Produced monthly and quarterly for accurate invoicing between PRIME members based on performance.



CUSTOMER SERVICE EXCELLENCE

The Global Customer Service System is a seamless tool, with one track and trace view of delivery and returns. It allows Posts to follow up issues and resolve claims for Tracked, Exprès, Registered and Insured services.

01



PRIME Tracked

A low-cost and reliable tracked solution

Designed for e-commerce companies who want low cost over speed, providing the reassurance of an electronic confirmation of arrival, with no signature.

Advantages of PRIME Tracked include:

- € The lowest cost solution for cross-border e-commerce
- ✓ Electronic delivery confirmation, no signature required
- ✉ Delivery in the priority letter network
- 🔑 Easy access to the network

Our Services

02







PRIME Express

A fast, reliable and tracked solution

A premium option for e-commerce items that require fast delivery. Provides an electronic confirmation of arrival with no signature.

Advantages of PRIME Express include:

-  Measured against 100% delivery target
-  Electronic delivery confirmation, no signature needed
-  Delivery in the priority letter network
-  E2E Measurement for quality strategy improvement.

03






PRIME Registered

A low cost and signed for tracked solution with liability

Ideal for official documents and more valuable e-commerce items that require tracking and signature as proof of delivery.

Advantages of PRIME Registered include:

-  Signature on delivery from the recipient
-  Sender receives a receipt on posting and electronic confirmation of delivery
-  Items are covered according to the UPU regulations.

04



Insured

A service for sending valuable items with insurance

A secure option for international items that require insurance and the peace of mind of a signature on arrival.

Advantages of Insured include:



Full reimbursement of the declared value in the event of loss, damage or theft



Sender receives a receipt on posting and signature on delivery



Enquiries can be sent via the GCSS system.

05



PRIME Returns

A tracked postage-paid returns service

Designed for e-Sellers to be better placed to compete in the e-commerce market, where free returns can drive customer loyalty and increased sales.

Advantages of the PRIME International Merchandise Returns Service (IMRS) include:



Advance notifications for e-Sellers that return items are on their way, allowing them to resell items faster



Customers can access easily printable labels to return unsuitable goods



A proof of return can be generated at the Post's counter or the receipt part of the return label can be stamped



Returned items are delivered to the e-Seller with electronic confirmation of delivery (scan on delivery).

	PRIME Tracked	PRIME Exprés	PRIME Registered	PRIME IMRS
FEATURES	Optional Service	Optional Service	Mandatory Service	Optional Service
Prefix	L	L	R	LU
Liability and Indemnity	✗	✗	✓	✗
Signature	✗	✗	✓	✗
Max weight*	5kg	2kg*	2kg	2kg
REMUNERATION PRINCIPLES	Basic remuneration (TD) + PfP bonus for qualifying items	Basic remuneration (TD) + PfP bonus for qualifying items	Basic remuneration (TD and surcharge for signature) + PfP bonus for qualifying items	Basic remuneration (IBRS TD) + fix bonus for qualifying items
Min bonus	0.6 SDR/item	0.45 -0.6 SDR/item	0.01 SDR/item	Flat 0.8 SDR/item
Max bonus	0.75 SDR/item	1.1 - 1.3 SDR/item	0.6 SDR/item	
DISTRIBUTION	✓ Priority stream	✓ Fastest priority stream	✓ Priority stream	✓ Priority stream
Max delay to return scans	< 8PM on day after delivery	< 8PM on day after delivery	< 8PM on day after delivery	—
Threshold for payment On-time info return	90%	90%	90%	—
Threshold for payment On-time delivery	—	80%	80%	—

* up to 5 kg if bilaterally agreed



PRIME is circa 160 Designated Postal Operators working together to deliver cross-border tracked packet solutions for the e-commerce market.

To find out more about joining PRIME or maximising your PRIME membership, contact Cinzia Neri, Head of PRIME, at:
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