



Grow your  
global revenue

with our delivery  
and returns tracked  
packet services



# A PRIME Opportunity

**The world is shopping online,  
e-commerce is a global opportunity.**

Postal Operators who exceed customer expectations, improve core services and provide electronic delivery confirmation stand to grow revenue. Timely cross-border delivery and tracking are key to competing successfully with global couriers in the under 2kg market.





## OUR SOLUTION

Our comprehensive range of services at a glance:



**PRIME TRACKED** is a low-cost, scanned on delivery service, that's ideal for e-commerce.



**PRIME EXPRESS** is a fast and tracked service with an electronic confirmation of arrival.



**PRIME REGISTERED** is a cost effective tracked service with liability and signature upon delivery.



**PRIME IMRS** is a tracked, postage-paid international returns service with a scan on delivery.



**INSURED** allows you to mail registered, high value items granting full reimbursement in the event of loss or damage.



**GLOBAL CUSTOMER SERVICE SYSTEM** is a web based track & trace system designed to resolve queries quickly and in a reliable manner.






## 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







## 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 required
-  Delivery in the priority letter network
-  E2E Measurement for quality strategy improvement.

# Our Services








## 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 upon 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 liability regulations.






## 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.







## 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 PRIME International Merchandise Returns Service (IMRS) include:**

-  Advance notification of returning items allows them to be re-sold 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 with electronic confirmation of delivery.





# Customer Service first

## IPC GCSS (Global Customer Service System)

International e-commerce continues to grow. Posts who fulfil a great delivery experience stand to gain loyalty with international e-Sellers, who want great customer reviews to drive repeat orders.



## Dedicated to PRIME members

### Monitor cross-border tracked packets

With customer experience being at the forefront of the ecommerce market, the Global Customer Service System provides an easy tool to speedily resolve track and trace queries and keep your customers loyal.

### Want to grow international revenue?

We put customer service first with GCSS tracking updates across our full range of services for PRIME members.



## IPC GCSS ALLOWS POSTS TO:



Handle international enquiries with a user friendly online tool



Provide rapid query resolution between members' customer service centres



Benefit from a low-cost, streamlined way to keep customer satisfaction rates high





## PRIME CONNECTS GLOBAL CUSTOMERS

**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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