

OUR SERVICES FOR YOUR CLIENTS



post.at/myitem

The innovative and flexible solutions by Österreichische Post make it easier and more convenient than ever for clients anywhere in Austria to receive and send parcels. Our high-quality shipping services for your clients will increase your sales volume: the more satisfied recipients are with the delivery process, the more likely they are to make another purchase from your online store.¹⁾



Self-service area

- Post, pick up or frank items – all this is possible 24/7.
- Roughly 410 posting boxes and 100 posting stations available for convenient item posting and returning
 - Items can be picked up as needed at 500 pickup stations throughout Austria with approximately 98,000 lockers
 - Many other options available, including franking machines at Österreichische Post stations located at grocery stores





Release delivery authorisation

Your clients can use the release delivery authorization to conveniently receive all items at an appropriate location of their choice even if they are not home.



The higher the satisfaction, the higher the willingness to buy again

High satisfaction with delivery  50%
Low satisfaction with delivery  21%

(Basis: respondents having received their product)
1) Source: Expedition Kunde. 10 Customer Journeys, 10 Produkte.

Also open on
holidays and
Sundays



Parcel forwarding

- Convenient parcel forwarding!
- to any postal branch/partner/shop,
 - to pickup station in Austria,
 - to a preferred neighbour,
 - to a preferred location at home or
 - delivered on the day of their choice.

Service also available on a permanent basis!



Collection service

Your clients can use this service to have return items or parcels to be posted picked up from their home. It's inexpensive and convenient.



Mail collection box

Receive parcels at home around the clock, even when you are not there. Almost 60,000 mail collection boxes serve more than 600,000 households in Austria.

Online or
via Post app

Austrian
Post's
efficient
**BUSINESS
SOLUTIONS**