Global e-Shop
Postal Services

A building blocks proposal on worldwide e-commerce services provided by Postal Administrations

EPSG e-Shopping Subgroup
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E-Shop Building Blocks

- Product Search and Comparison
- Product Info Exporter
- Technical Support
- Web Stores
- Web Hosting
- Payment
- Delivery
- CRM
- Promotion Channels

- Return of Goods
- Track and Trace
- Express Delivery
- Package Pickup
- Customer Data Analysis
- Sales
- Marketing
- Call Centre
- Direct Marketing
- E-Commerce Consulting
- Web Advertisement
- E-mail Marketing

- Shipping Labels Printing
- Postage Prices Calculator
- Fulfillment

- e-Shop To Posts
Global Postal E-Shop
Posts e-Commerce Services Categories

- Delivery Services
- e-Payment Services
- e-Marketplace and Delivery Services
Global Postal E-Shop
Domestic Integration Model

XML Web Services:
- freight prices calculation
- label printing
- track and trace
- return of goods requisitions
Global Postal E-Shop
Domestic Integration Model

XML Web Services:
- payment acquisition
- payment confirmation
- values transfer
- reports
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Domestic Integration Model

XML Web services:
- delivery XML web services
- e-payment XML web services
Global Postal E-Shop
Global Integration Model

XML Web services:
- international freight prices calculation
- international label printing
- international track and trace
- international return of goods requisitions
Global Postal E-Shop
Global Integration Model

Post M e-Marketplace
- Shipping Tools
- CRM
- Express Delivery Services
- Web Stores
- E-Marketplaces
- Channels Management
- Payment

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XML Web services:
- receiving abroad clients suggestions and claims, and answering them

Care about quality of answers
Global Postal E-Shop
Global Integration Model

Post M e-Marketplace
Shipping Tools
CRM
Express Delivery Services
Web Stores
E-Marketplaces
Channels Management
Payment

EMS Service

Shipping Tools
CRM
Express Delivery Services
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Post N e-Marketplace
Global Postal E-Shop
Global Integration Model

Options:
1. An unique postal e-Shop E-Marketplace
2. A global web site with links to countries’ or posts’ e-marketplaces
Global Postal E-Shop
Global Integration Model

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Global e-payment providers or Global e-payment postal services
Implementation Issues
What non e-shop players posts must do first?

Develop or improve the red blocks

- Return of Goods
- Track and Trace
- Express Delivery
- E-Commerce Consulting
- Customer Data Analysis
- Sales
- Marketing
- Call Centre
- CRM
- Promotion Channels
- Direct Marketing
- E-mail Marketing
- Web Advertisement
- Shipping Labels Printing
- Postage Prices Calculator
- Payment
- Delivery
- Fulfillment
- Post Office Payments
- E-Payments
- Web Stores
- Technical Support
- Product Information Exporter
- Product Search and Comparison
- Web Hosting
Next steps

- Arrange the essential e-commerce elements in priority order of implementation
- Build a set of technical standards and recommendations for Postal e-commerce services
- Investigate and report the feasibility of integrating the Postal standards and services
- Propose a global e-marketplace offered by Posts
- Run a global e-marketplace trial
- Develop a cost models
- Organize funding