**NAME OF CASE**

*Post Receiving Box by Austrian Post AG*

**KeyWords:**

- Access to transport networks, infrastructure and nodes
- Business to customer (B2C) solutions (e.g. e-commerce, last mile delivery)
- Innovative operational solutions
- Service quality and sustainability agreements/certification
- Interoperability and standardisation

**Case Logo or Picture:**

![Image of Post Receiving Box](image)

**Description:**

The “receiving box” allows the deposit of registered mail at the customer’s residence.

If a shipment cannot be delivered, the postman deposits it in the receiving box and notifies the recipient with an RFID-card in the letter box.

The recipient removes the notification card from the letter box and uses it to open the receiving box.

**Benefits:**

- The customer is able to receive his/her mail 24/7 at his place of residence even if not at home
- No need to go to the post office
- Innovative solution for urban areas with high deposition rate

**Success Factors:**

*It is a solution that is easy to use and handle for the carrier as well as for the customer.*

*In addition, this solution can be placed at any time at any location without the necessity of advance preparation or needs for energy or communication infrastructure (e.g. electricity, Internet access).*

**Starting Point/Objectives/Motivation:**

The main objective in the implementation phase was the access to the property managers. The box is available to everyone, but the focus in the first stage is on flats and apartments in urban areas.

Before the introduction of this system, the common practice was that the customer found a notification in his/her letter box and had to collect the post/parcel at a specified time at a named post office.

The main drivers to implement this solution were to improve convenience for the customers, reduce operating costs by avoiding failed deliveries, and to implement sustainable logistics solutions, especially in sensitive urban areas.

There have been many previous attempts to use boxes for last mile delivery and drop-off systems. Most of these systems failed or did not progress beyond a pilot phase due to the lack of a business case. The “receiving box” has proved successful and proceeded to a roll-out-phase – it is available and has been implemented in all major urban areas in Austria: Vienna, St. Pölten, Graz, Linz, Salzburg, Klagenfurt, Villach, Innsbruck, Bregenz, Dornbirn, Feldkirch and rural areas bordering these cities.

**Supported Strategic Targets:**

- Ideal utilisation of infrastructure
- Competitive logistics and transport system
- Increased efficiency / productivity of logistics processes
- Increased company profitability
- Increased quality
- Increased safety and security
- Limited climate change
- Reduced emissions

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The business model is intended to provide receiving boxes at hot spot addresses (i.e. those with a high number of undeliverable shipments) and offers them for purchase in all other urban areas.

The costs for the receiver box vary, based on its size and type. There are three different sizes available for indoor and outdoor use. The cost of the box is borne by the apartment or house owner.

Following sizes are available (figures in mm):
- M - Medium: 395 x 220 x 280
- L – Large: 395 x 660 x 280
- XL - Extra Large: 800 x 660 x 350

More information:
- www.post.at
- www.youtube.com/watch?v=WE77FoxufZY

Major Benefits:
- There is no need for a delivery notification.
- Only one delivery attempt is required – the box eliminates failed deliveries.
- The customer receives the shipment at their address even if they are not at home.
- The system reduces vehicle kilometres, fossil fuel and CO₂ emissions.

Transport mode or supply chain elements:
The system addresses the area of delivery, last mile solution by road (delivery van, motorcycle, scooter, etc.) and the topic of deposit solutions for parcel services.

Main actors involved are
- Parcel Service Department of Post AG
- Property Owners and Managers

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