

POSTEUROP INNOVATION BOOKLET

Let's get
inspired!

The logo is a stylized, abstract shape composed of overlapping blue and light blue curved lines, resembling a dynamic, forward-pointing arrow or a modern helmet. It is positioned in the upper right corner of the image.

PostEurop
Innovation
Award

Entries from the
PostEurop Innovation
Award 2026

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Editorial

The PostEurop Innovation Award celebrates its tenth edition in 2026, with twelve members submitting projects. This booklet brings them together as a practical reference and source of inspiration for the PostEurop community. We invite you to explore what our members are building across Europe—and what could be adapted or replicated elsewhere.

Two themes stand out. First, AI and automation are moving from experimentation to implementation. From sorting and route optimisation to back-office processes and parcel locker networks, deployments are already delivering measurable results and cost savings. This progress comes despite geopolitical instability, supply-chain disruption, cost pressures, and regulatory change.

Second, innovation is expanding access. Projects range from open parcel locker

standards and new delivery solutions for remote communities to temperature monitoring for medicines and internal programmes creating new data and AI career paths. Making access and services easier and more widespread for as many people as possible has always been part of the postal promise.

We encourage you to use this booklet as a shortcut rather than as a showcase. Each project offers practical lessons, and the teams behind them are open to exchanging experiences and exploring opportunities for cooperation.

Innovation is a way of working: testing ideas, measuring results, learning from success and failure, and sharing those lessons across the postal ecosystem.

**Let us keep measuring our impact.
Let us keep delivering the future.
Together.**



**Carlos Fernandes
Bhatt**

Chair of the
Innovation Forum
of PostEurop



**Sophie
Desier**

Vice-Chair of the
Innovation Forum
of PostEurop



**Thierry
Golliard**

Vice-Chair of the
Innovation Forum
of PostEurop



Projects

AI in Operations

Tray Vision
CTT (Portugal)

Digital Twin Delivery Planning
Pošta Slovenije (Slovenia)

Smart Connected Terminal
PostNord (Denmark)

The Automated Back Office

AI Back-Office Agent
Ukrposhta (Ukraine)

Smart Contract Journey
Lietuvos paštas (Lithuania)

Last Mile & Access Networks

Reinventing OOH around consumers
PostNL (Netherlands)

Residential Lockers Ecosystem
Swiss Post

Cross-Border & E-Commerce

myUKaddress
Guernsey Post

Ship2Me Evolution
Jersey Post

Pharma's Shipments Smart Monitoring
Deutsche Post (Germany)

Digital Value & People

Crypto Stamp Island
Austrian Post

AI & Data School
La Poste Group (France)

CLICK THE BOX
TO JUMP DIRECTLY
TO A PROJECT



AI in Operations

Computer vision, digital twins and predictive models are moving from experimentation into day-to-day postal operations. These projects show how AI is already being applied in sorting centres, delivery planning and operational decision-making, with the first deployments generating tangible results.

Tray Vision CTT (Portugal)

Tray Vision is an AI-powered computer vision solution developed to modernize automated parcel sorting operations by replacing a legacy analog vision system prone to false detections. Using Convolutional Neural Networks (CNNs), the solution accurately identifies tray status and parcel presence, improving reliability, efficiency, and operational visibility. Implemented between late 2024 and mid2025, it was trained with synthetic and real operational data and integrated into existing sorting infrastructure. The project restored sorting capacity by 20%, adding 2,000 parcels per hour, reduced maintenance by 180 hours annually, generated savings of approximately €20,000 per year, and improved service quality, resilience, and operational performance.

With this technology we were able to bring “analog” sorters, into the 2020s, pushing them into the 2030s. After overcoming the difficulties of implementing a technology that was science fiction when the machine was first designed, we were able to increase productivity, have new production indicators to aid decision making and extend the lifecycle of the sorters.



Daniel Ramos

Head of Automation & Robotics,
CTT Portugal Post

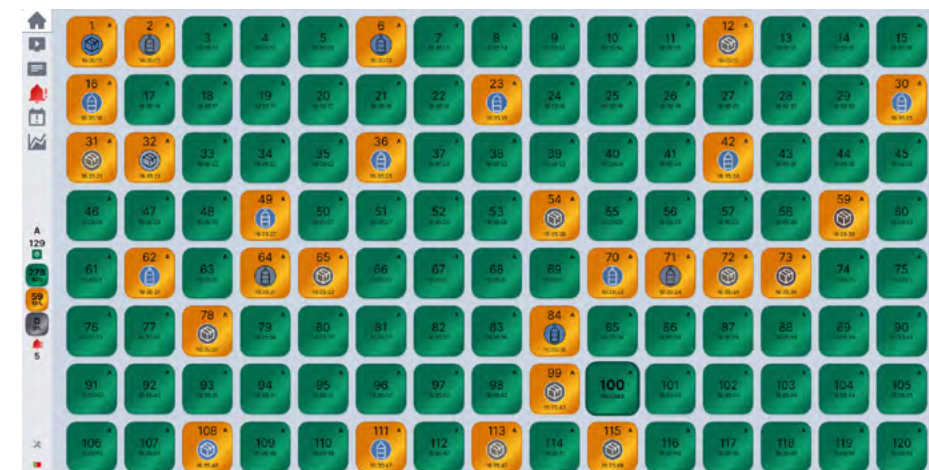
Any further details about this proposal, feel free to contact us at: jorge.sales@cttexpresso.pt

IDEA

Tray Vision is an AI-based computer vision solution developed to modernize automated parcel sorting by replacing a legacy analog vision system. The previous system relied on basic image comparison, generating frequent false positives that reduced effective sorter capacity by up to 20% and increased maintenance effort. Using Convolutional Neural Networks (CNNs), Tray Vision accurately identifies tray status and parcel presence, significantly improving reliability and operational efficiency. Trained with synthetic images and refined using real operational data, the solution also enables parcel recognition to detect abnormal or stuck items and provide real-time alerts and operational statistics. As a result, throughput increased by 2,000 parcels per hour, maintenance time was reduced by 180 hours per year, and annual savings of approximately €20,000 were achieved, while improving service quality and operational resilience.

ACTIVITIES

The project was implemented through a structured, phased approach. It started in Q4 2024 with a diagnostic phase to assess limitations of the legacy analog vision system and define functional and performance requirements. This was followed by the design and development phase, during which the AI vision model based on Convolutional Neural Networks (CNNs) was created and trained using synthetic images, later refined with real operational data. In parallel, integration activities were carried out to ensure compatibility with existing sorter hardware and control systems. A pilot installation and testing phase was conducted to validate accuracy, stability, and operational performance under real conditions. In Q2 2025, the solution was deployed into production, accompanied by the rollout of a web-based monitoring portal and operator training. Continuous monitoring and fine-tuning were performed post-go-live to optimize performance and fully capture operational and financial benefits.

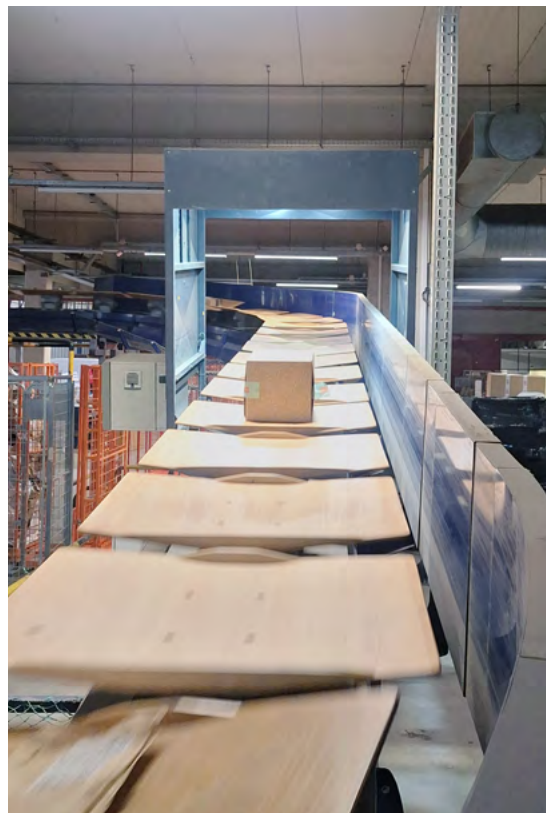




RESULT & IMPACT

The Tray Vision initiative delivered strong operational, financial, and service-quality impacts. By replacing a legacy analog vision system with AI-based computer vision, effective sorter capacity increased by approximately 20%, enabling an additional 2,000 parcels per hour without new hardware investment. Maintenance effort was significantly reduced, saving approximately 180 hours per year and lowering spare parts and maintenance costs by around €20,000 annually.

The improved detection accuracy reduced false positives, operational disruptions, and unplanned downtime. In addition, the solution generates high-quality operational data and real-time alerts, supporting better planning, faster issue resolution, and improved SLA compliance. Overall, Tray Vision strengthened operational resilience, improved scalability during peak periods, and enhanced service reliability for end customers while delivering clear and measurable business value.



<https://youtu.be/oPscKPyumzk>

Digital Twin Delivery Planning Pošta Slovenije (Slovenia)

Pošta Slovenije's AI-powered digital twin platform modernizes last-mile delivery planning by using artificial intelligence, geospatial analytics, and real-time field data to optimize delivery areas, routes, and delivery points. Replacing manual planning processes, the solution continuously learns from operational data to improve efficiency, balance workloads, and support smarter deployment of electric vehicles. The initiative has reduced route overlaps, accelerated operational adjustments, and enhanced service reliability. Results include 50% faster route reorganizations, 1,243 working hours saved annually, 2.2 million kilometers of avoided travel, lower emissions, and a more scalable and sustainable delivery network.

"Our digital twin has transformed delivery planning from a manual, static process into a data-driven capability. It enables faster route redesign, better workload balancing and more efficient use of resources, while reducing unnecessary kilometers, emissions and operational complexity across our delivery network."



Peter Milinovič

Director, Technology, Network and Logistics,
Pošta Slovenije

Any further details about this proposal, feel free to contact us at: simona.bratusa@posta.si



IDEA

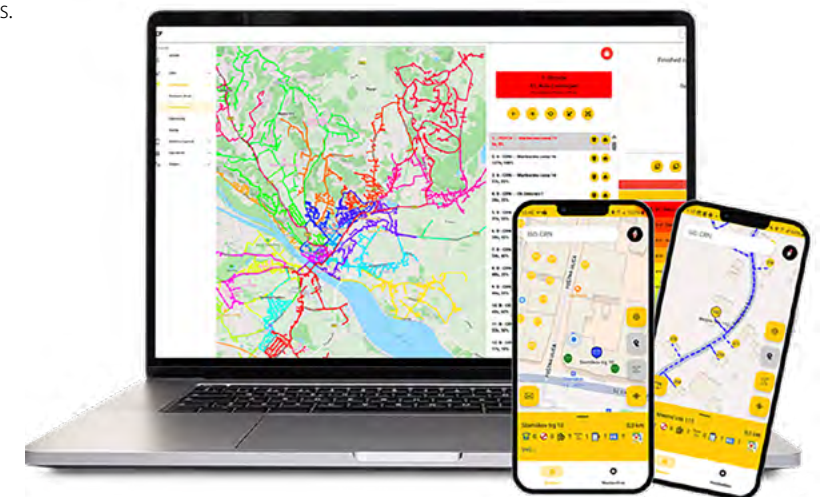
Pošta Slovenije transformed last-mile planning for letter and combined delivery routes with an AI-powered digital twin that optimizes delivery areas, routes, and delivery points in real time. Previously, planning relied on manual processes, static data, and limited operational visibility. The new solution combines AI, geospatial analytics, and live field data captured by postal workers through mobile applications. The system continuously learns and improves service times, location accuracy, and delivery patterns. The result is a smarter, more resilient delivery network: • Fewer overlapping routes.

- Balanced workloads across delivery units
- Faster implementation of operational changes
- Optimized deployment of electric vehicles
- Reduced environmental impact and delivery emissions

The platform enables Pošta Slovenije to respond more effectively to declining letter volumes and changing customer expectations while creating a scalable model for the future of postal logistics.

ACTIVITIES

The initiative was developed and implemented during 2024 and 2025. Pošta Slovenije addressed key operational challenges, including manual planning processes, duplicated delivery routes, slow field-to-office communication, and uneven workload distribution. To overcome these issues, the company developed a digital twin ecosystem combining AI-supported route optimization, self-learning service-time calculations, mobile field data capture, geospatial visualization of delivery areas, and smart allocation of electric vehicles. Postal workers collect real-time operational data directly in the field, enabling the system to continuously adapt and improve delivery planning. Following successful pilots, the solution was gradually integrated into daily operations through close cooperation between logistics, IT, analytics, and delivery teams. The platform is scalable, transferable, and adaptable to different postal environments.





RESULT & IMPACT

The project delivered clear and measurable results in efficiency, sustainability, and operational agility. Operational impact

- 50% faster delivery area measurements and reorganizations.
- 1,243 working hours saved annually.
- 5x faster response to operational changes across the delivery network.
- Elimination of overlapping delivery routes.
- Shorter routes and reduced operational costs.
- More balanced workload for postal workers.
- Environmental impact
- 2.2 million kilometers of travel avoided.
- 607 kg reduction in CO2 emissions per vehicle annually.
- Smarter deployment of electric delivery vehicles.

People & customer impact

The solution simplified field reporting, accelerated onboarding of new employees, and enabled faster data-driven

- operational decisions across the delivery network. Customers benefit from:
- More reliable, consistent deliveries.
- Faster adaptation during peak volumes and seasonal surges.
- More efficient and responsive last-mile services.

Beyond immediate operational gains, the initiative created a scalable digital logistics framework that can be transferred to other postal operators and adapted to different geographical and operational environments across Europe.

Future-Ready: Transferability



Company size

Scalable from small regional services to national operators.



Country Scope

Applicable in any EU country, adaptable to diverse topographies.



Sector Size

Integrates with CRM, fleet management, and IoT ecosystems.



Solution: Digital Twin



Autonomous Learning

Automatic learning of micro-locations (door, mail-boxes) & service times.



Smart Planning

Measurements of walking/driving routes with automatic district generation.



Field Ingestion

Detection of precise micro-locations directly from carrier GPS records.

The system automatically learns and updates: **Service Times** | **Routes** | **Delivery Points**.

The Challenge: Analog Limits



Manual Planning

Planning cycles took weeks, relying on static data and legacy assumptions.



Communication Gaps

Field-to-office information flow was fragmented and slow.



Uneven Load

Difficulty in ensuring fair workload distribution across the network.

Smart Connected Terminal PostNord (Denmark)

The Smart Connected Terminal transforms fragmented terminal operations into one synchronized, data-driven ecosystem. By connecting production, workforce, equipment, transport, and yard activities on a single real-time platform, it creates a live digital Gemba built on Describe, Prescribe, and Predict. The platform provides visibility, recommends actions, anticipates bottlenecks, and dynamically orchestrates resources. This shifts coordinators from daily firefighting to exception management, improving efficiency, transparency, and decision-making. It has delivered a 4% cost reduction within three months, with 10–15% long-term potential.



Christian Østergaard

Lead Visionary & Senior Group Strategist
PostNord

Any further details about this proposal, feel free to contact us at: christian.oestergaard@postnord.com

“The Smart Connected Terminal has delivered cost reductions and a payback period of far less than one year, while building the foundation for robotics and AI. By standardizing processes and generating real-time performance facts, it enables faster automation, stronger business cases, continuous optimization, and scalable orchestration across our 12 largest sites.”

IDEA

The Smart Connected Terminal transforms fragmented operations into an intelligent synchronized system by connecting production, workforce, machines, transport, and yard operations into a single real-time platform. Built on three principles; Describe, Prescribe, & Predict, the platform delivers “Live Gemba,” guiding decisions with real-time insight by using embedded knowledge and predicts future states by analysing flows, capacity, and performance patterns. This enables intelligent orchestration: Dynamically coordinated to becomes fluid, -continuously optimized where Coordinators manage only exceptions with no constant intervention. The result is improved situational awareness, reduced complexity, and faster decision-making on the floor. Beyond execution, the platform enables data-driven continuous improvement, KPI transparency, and scalable optimization, transforming operational excellence from person-dependent to system-driven.

ACTIVITIES

The Smart Connected Terminal was implemented through a phased approach over multiple operational waves. Initial activities focused on integrating key data sources across production, machines, workforce, and transport to establish real-time visibility and a “Live Gemba.” This was followed by deploying orchestration capabilities, including dynamic task management, workforce guidance, and internal transport coordination. Subsequent phases introduced decision logic, translating operational rules and SOPs into system-driven recommendations, alongside predictive analytics for flow, capacity, and performance. The rollout followed an iterative model—pilot testing in selected terminals, continuous refinement, and scalable deployment. This ensured minimal disruption while enabling progressive adoption of real-time visibility, prescriptive actions, and predictive insights across operations.

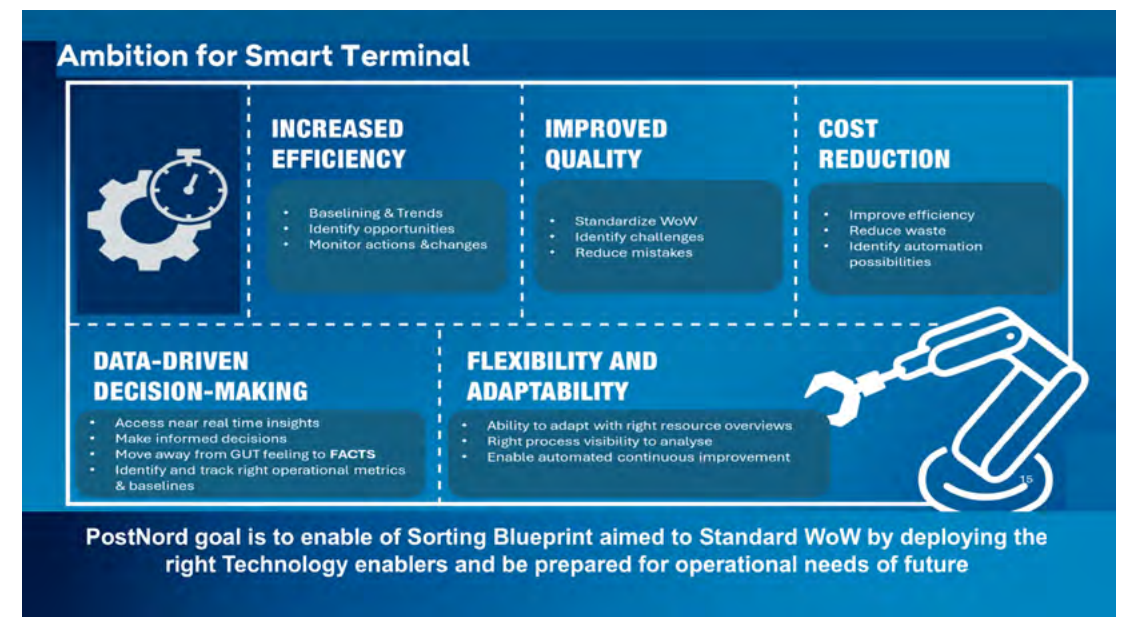
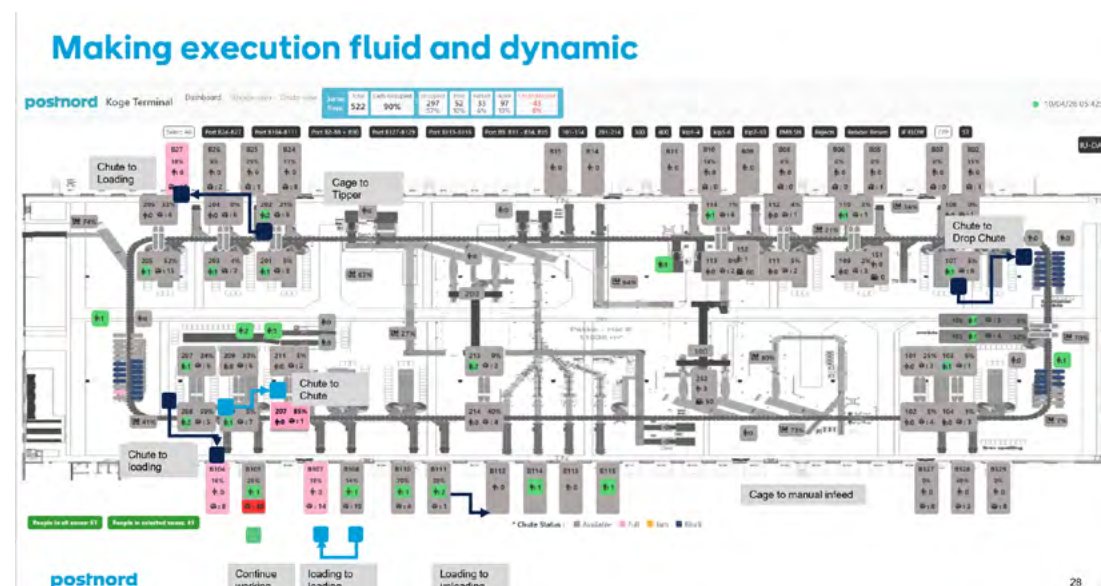
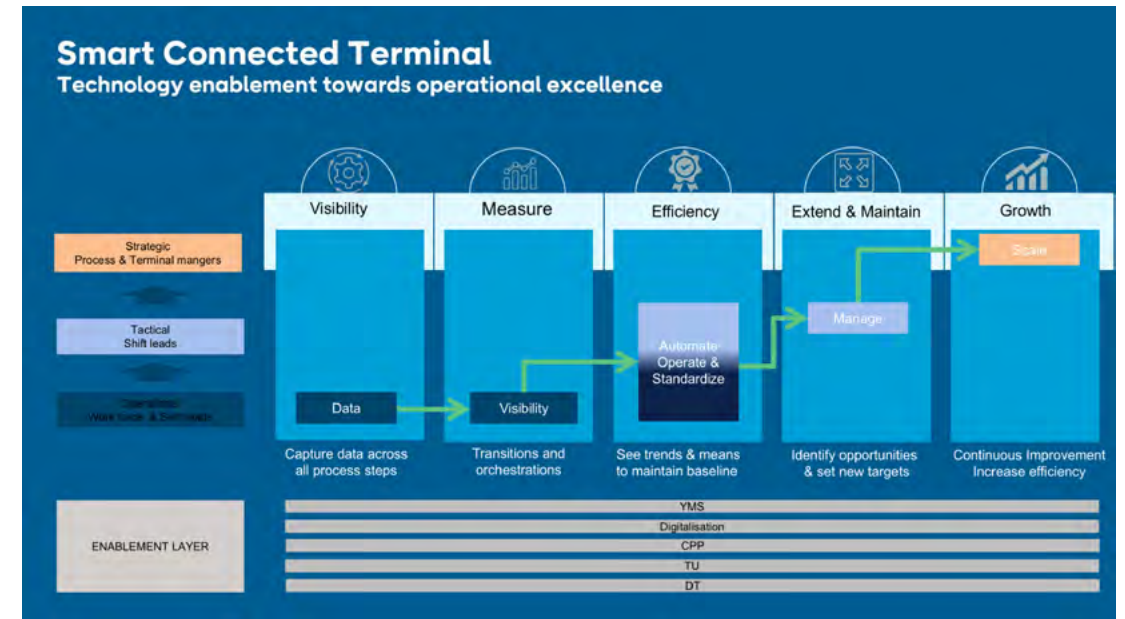




RESULT & IMPACT

At the core of Smart Connected Terminal is a digital coordinator that unifies production, process flows, and people in one real-time operational view, transforming decision-making from reactive and fragmented to synchronized, proactive, and insight-led. By identifying critical events early, automating their detection, and making end-to-end resource flows visible, the solution enables faster responses, sharper prioritization, and more consistent execution across the terminal. Its value extends beyond visibility: the platform supports intelligent orchestration by anticipating bottlenecks, determining the most effective response, and recommending the right interventions to keep operations running smoothly. This creates a more resilient and flexible operating model where coordinators focus on exceptions, flow optimization, and continuous improvement instead of constant

ad hoc firefighting. By enabling a live digital Gemba, the solution reduces waste, improves efficiency and quality, increases operational flexibility through data-driven orchestration, and strengthens process-level cost transparency. It also creates the structured data foundation needed to automate KPIs and assess, prioritize, and scale future automation use cases with confidence. Results are already measurable: in less than three months, the initiative delivered a 4% reduction in operational costs, demonstrating rapid value realization and strong execution potential. As the solution matures, it is expected to deliver a 10–15% reduction in total operational costs while establishing a more transparent, automation-ready, and high-performance operating model for terminal management.



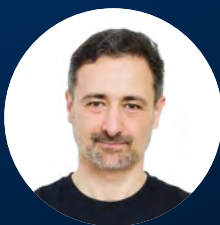
The Automated Back Office

Some of the most significant opportunities for automation lie behind the scenes. Ukrposhta and Lietuvos Paštas have redesigned document handling and contract-signing processes as automated workflows, reducing manual intervention and allowing employees to focus on the cases that genuinely require human judgement.

AI Back-Office Agent Ukrposhta (Ukraine)

Ukrposhta's AI Agent "Marko" streamlines back-office operations by automating the processing and verification of financial documents. Fully integrated with the company's ERP system, it automatically recognizes invoices, service acts, and rental documents, validates data against contracts, and assigns processing statuses. This eliminates routine manual work, as specialists intervene only when discrepancies arise. In three months, over 26,000 documents were processed, cutting processing time by 60–80% and reducing errors to 0.5%. By boosting speed, accuracy, and transparency, the solution strengthens resilience and allows staff to focus on higher value tasks.

"Because of the war, Ukrposhta must innovate rapidly. With an AI agent integrated into our ERP system, we have transformed back office work and strengthened systemic processes, reducing staff workload while processing documents 60–80% faster with 99.5% accuracy."



Igor Smelyansky

Director General, JSC Ukrposhta

Any further details about this proposal, feel free to contact us at: pavlenko-yp@ukrposhta.ua



IDEA

Ukrposhta, together with Ukrainian IT company IT-Enterprise, has implemented an AI Agent ("Marko") to optimize back-office operations by automating the processing of primary documents. The system receives daily files (service delivery acts, rental acts, invoices), performs automatic recognition of mandatory details, interprets content, verifies data against contract data in ERP records, and assigns statuses for each document. Specialists only review discrepancies, while routine verification and data entry are fully automated.

This solution addresses the challenge of diverse document formats that previously required substantial manual effort.

The AI agent integrates seamlessly with the Ukrposhta's centralized business management software, ensuring transparency, speed, and accuracy in financial workflows. Ukrposhta has also adjusted its internal processes to ensure proper interaction between primary documents, contracts, and the ERP system.



Use Case: AI Agent IT-Enterprise x Ukrposhta

AI + ERP

**26,000
DOCUMENTS**

The AI agent fully digitized routine operations for processing primary documents, including verification, classification, and data entry into the IT-Enterprise ERP system. Over 26,000 primary documents were processed in just three months.

**AI AGENT
+ ERP**

The AI agent ensures document reading, validation, and integration of data into the IT-Enterprise ERP system. It applies business rules and contextual understanding, sending only discrepancies for manual processing, which improves data consistency and quality.

**ACCURACY:
99.5%**

The AI agent reduces errors to 0.5%, enhancing the reliability of accounting and financial reporting.

**60 – 80% REDUCTION
IN DOCUMENT
PROCESSING TIME**

The AI technology significantly accelerated the closing of financial periods and optimized the finance team's workflows.



ACTIVITIES

1. June 2025

Product Presentation Introduction to functionality, opportunities, and potential applications at Ukrposhta.

2. July 2025

Contract Preparation Drafting, agreement of functional requirements aligned with Ukrposhta's ERP processes.

3. August 2025

AI Module Connection Infrastructure setup, installation of DocuAI, access configuration, and initial testing.

4. Aug – Sep 2025

Configuration Defining document templates (service acts, rental acts, invoices), training the AI model, document import to ERP, internal testing, and adjustments.

5. September 2025

User Training Online training sessions for specialists.

6. Oct – Dec 2025

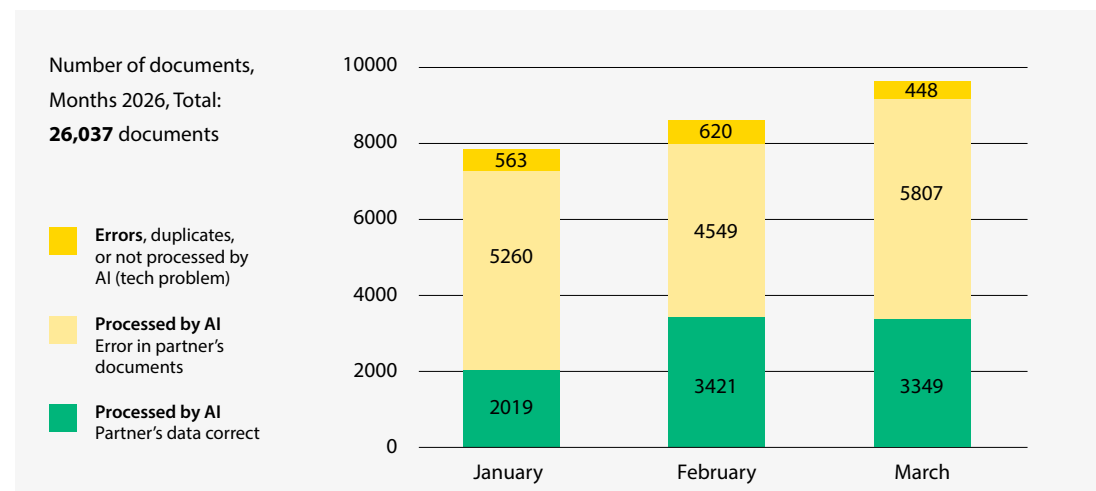
Pilot Operation Deployment in one pilot unit, gradual rollout across all units, feedback collection, refinements, and product improvements.

7. January 2026

Full Operation Launch of production use with access to the "Smart Import and Document Processing" service



Documents processed by AI (1Q 2026)



RESULT & IMPACTS

In Q1 2026, Ukrposhta's AI Agent processed 26,037 documents, significantly reducing manual workload and staffing needs. Document processing time decreased by 60–80%, while the error rate dropped to 0.5%. Currently, 7 specialists are involved in the process, each handling 900–1,400 documents per month. Finance teams now focus on exceptions rather than routine tasks, allowing more time for decision making and reducing risks. New business process:

1. Ukrposhta receives scanned primary documents from counterparties. Responsible specialists upload them into the AI Agent.

2. The AI Agent automatically recognizes and processes the documents, checking them against data in Ukrposhta's ERP (centralized business management software).

3. The AI Agent assigns statuses to each uploaded file (see Fig. 3).

4. If files are marked correct (~40%), the specialist confirms automatic uploading of the documents to ERP (see Fig. 2).

5. If errors are detected (~60%), the AI Agent highlights the error type for specialist review.

6. The specialist reviews and corrects document data or re uploads the file.

7. After verification, correction, and confirmation, the AI Agent exports the document data into ERP.

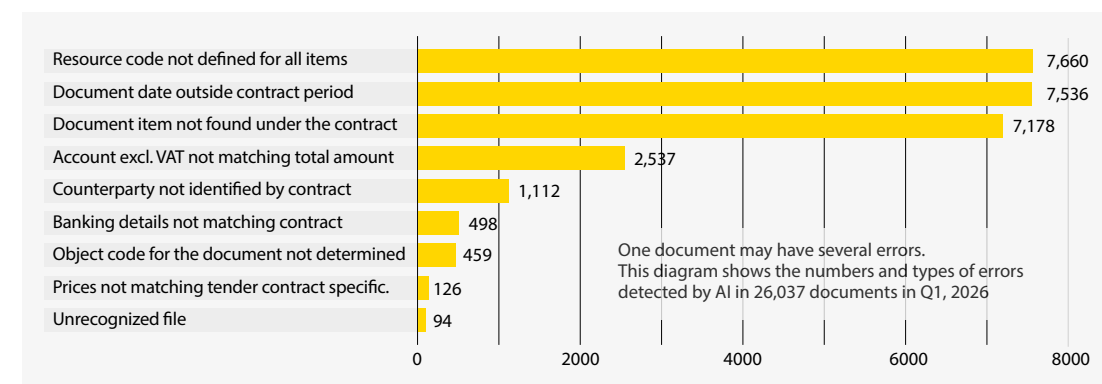
8. Corresponding documents are automatically generated in ERP.

9. The specialist checks ERP generated documents and makes corrections if needed.

10. The specialist forwards the documents to the next stage of the workflow.

This process has transformed financial operations from manual handling to systematic AI application, enabling faster decision making and stronger control. For Ukrposhta, this means resilience in wartime conditions, improved efficiency, and enhanced transparency. By integrating AI into daily operations, Ukrposhta demonstrates how innovation can deliver measurable impact in speed, accuracy, and workload optimization.

AI-detected errors in Counterparties' documents



Smart Contract Journey

Lietuvos paštas (Lithuania)

The intelligent contract automation solution streamlines customer onboarding by combining RPA, automated document generation, workflow orchestration, and integrated system communication into a fully digital process. Customer data is automatically validated, contracts are generated and signed online, and all information is transferred seamlessly into internal systems. The platform also manages reminders, exception handling, multilingual communications, and post-signing activity monitoring. By automating more than eight manual steps, it reduces signing time to as little as one hour, saves over 1,100 administrative hours per month, improves customer experience, and enables proactive customer retention.

“The Intelligent Automated Contract Signing Solution created an end-to-end digital onboarding process using RPA and document automation. This initiative reduced contract signing time from days to as little as one hour, automated over eight manual steps, and saves ~1,176 administrative hours monthly while strengthening customer retention.”



Lina Baniene

Head of International Business Development,
Lietuvos paštas

Any further details about this proposal,
feel free to contact us at: l.baniene@post.lt

IDEA

Our organization developed an intelligent end-to-end automated contract preparation and signing solution that transforms customer onboarding and improves operational efficiency. The solution combines robotic process automation (RPA), automated document generation, workflow orchestration, and integrated system communication into one seamless digital process. Customer data is collected electronically, validated automatically, and used to generate contracts without manual intervention. The system manages approvals, sends secure signing links, registers signed agreements, and transfers data into internal systems automatically. The solution also includes automated reminders, exception handling, incorrect data detection, and proactive customer communication. In addition, the system monitors customer activation and shipment activities after signing to support retention and early risk detection. Customers can complete the contract signing journey in as little as one hour.

ACTIVITIES

The initiative was implemented as part of the organization's digital transformation program focused on improving customer onboarding and reducing manual administrative work. The project included process analysis, workflow redesign, robotic process automation development, document automation, system integrations, multilingual communication setup, and exception handling implementation. Automated workflows were created for customer data validation, contract generation, approval routing, signing coordination, reminder notifications, and contract registration. Additional functionality was introduced for post-signing customer monitoring, shipment activity tracking, and escalation management. The implementation was completed in several phases, including process mapping, technical development, testing, pilot deployment, and full rollout. The solution currently supports the process in four languages.





RESULT & IMPACT

The implemented solution delivered significant operational, customer experience, and business benefits across the entire customer lifecycle. Contract preparation and signing time was reduced from a manual multi-day process to as little as one hour. More than eight manual process steps were fully automated, improving speed, consistency, and scalability. The solution saves approximately 1,176 administrative hours per month, allowing teams to focus on higher-value activities instead of repetitive operational tasks. Automation also reduced human error and minimized operational bottlenecks. Customer experience improved through a fully digital self-service process, multilingual support, automated reminders, proactive communication, and faster response times. The initiative introduced five automated customer communication scenarios, including signing links, reminders, incorrect data notifications, exception handling, and post-signing follow-up communication.

One of the key innovations is intelligent exception handling. The system independently detects non-standard situations, such as public-sector customer requirements or incomplete information submissions, and automatically initiates the appropriate workflow, communication, or escalation process. The solution also supports post-signing customer lifecycle management. If no shipment activity is detected within 30 days after signing, the case is automatically escalated to the responsible sales team. In addition, the system monitors shipment volume declines among existing customers, enabling proactive engagement, early risk detection, and churn prevention. The initiative demonstrates how intelligent automation and integrated digital workflows can modernize traditional administrative processes while delivering measurable efficiency gains, improved customer engagement, and scalable long-term business value.

Intelligent exception handling



PUBLIC SECTOR CUSTOMERS

If the customer is from the public sector and the standard signing method does not apply, the system automatically informs the customer and provides alternative instructions and contact details.



AUTOMATED REMINDERS

If the customer does not sign the contract within the set timeframe, the system automatically sends reminders to ensure the process continues smoothly.



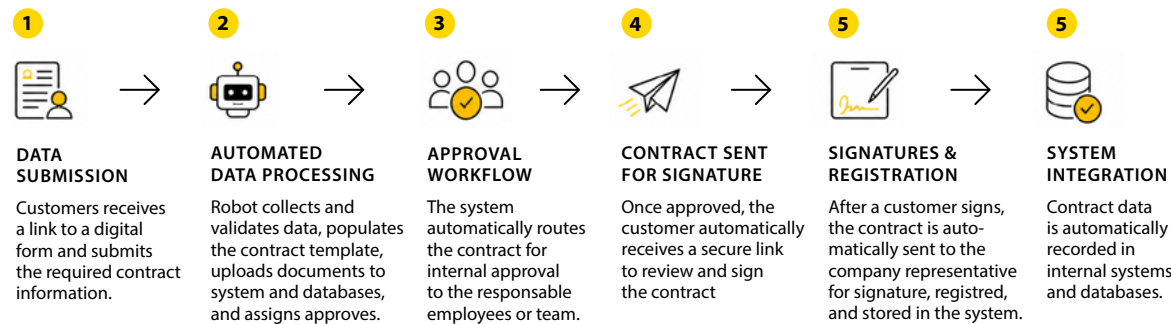
INCORRECT OR INCOMPLETE DATA DETECTION

If incorrect or incomplete information is submitted, the system automatically informs the Sales Support and notifies the customer to correct the data.

Smart Contract Journey

Fast. Reliable. Fully Automated.

Process flow



Key benefits



EXCEPTIONALLY FAST

Customers can sign a contract in as little as one hour.



OPERATIONAL EFFICIENCY

Eliminates manual work, reduces errors, and streamlines the entire process.



RESOURCE SAVINGS

Saves approximately 1,176 administrative hours per month, allowing teams to focus on higher-value activities instead of repetitive operational tasks.



BETTER CUSTOMER EXPERIENCE

Simple, fast, digital, and transparent experience with proactive communication and clear guidance.



DIGITAL TRANSFORMATION

A significant step toward a modern, automated, and customer-centric organization.

Last Mile & Access Networks

Innovation in the last mile is increasingly about making networks more open, connected and responsive to customer needs. PostNL is using data to anticipate where new collection points are needed, while Swiss Post is developing standards that enable lockers from different manufacturers to operate as part of a more integrated network.

Reinventing OOH around consumers

PostNL (Netherlands)

PostNL is reshaping Out-of-Home delivery by using AI to understand where parcel collection naturally fits into consumers' lives. Combining parcel flows, demographics, location characteristics and consumer preferences, our model identifies the right locations and anticipates future demand. This shifts network design from historical volumes to a predictive, consumer-led approach. The result is a network that grows where it creates most value. With up to 80% forecasting accuracy, it has supported 65% locker network growth and a 35% NPS increase, while improving capacity management, efficiency and sustainable growth

"PostNL reinvented Out-of-Home network design with AI, shifting from historical parcel volumes to predicting where consumers want to collect parcels based on their behavior, preferences and daily routines. With up to 80% forecasting accuracy, the model supported 65% locker network growth and a 35% NPS increase, enabling smarter decisions and scalable, consumer-centric growth."



Luuk Bernds

Project Lead Out-of-Home network capacity, PostNL



Ilia Zaitsev

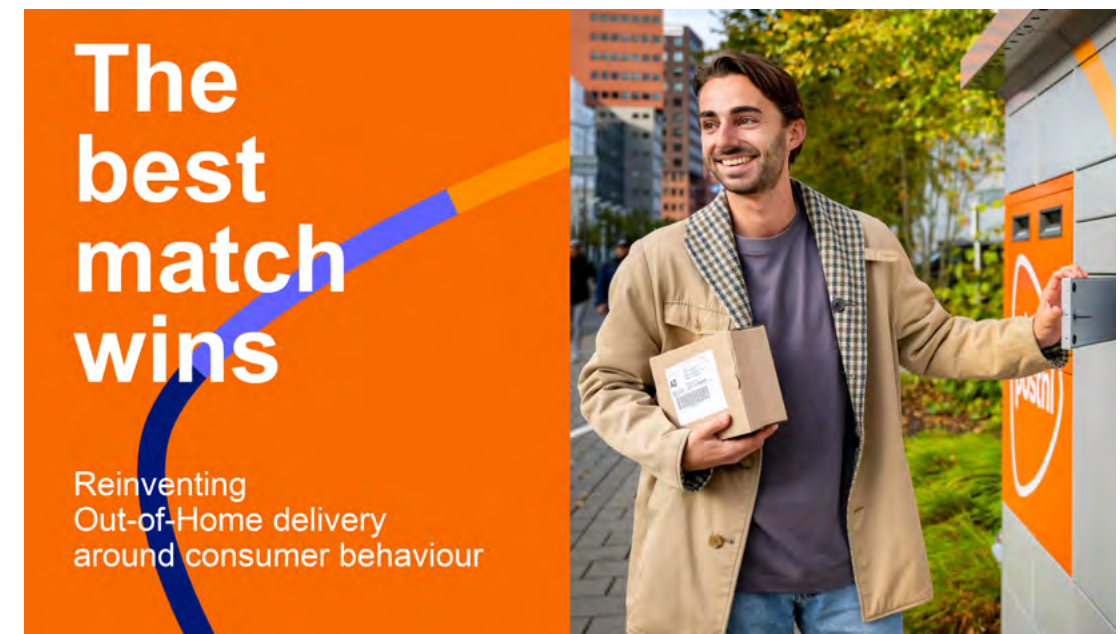
Consultant Location Intelligence, PostNL

Any further details about this proposal, feel free to contact us at: maryam.boonstra@postnl.nl

IDEA

With the rapid growth of e-commerce, out-of-home delivery is becoming essential for scalable and convenient logistics. And out-of-home wins on location. As volumes increased, network decisions became more complex, while traditional planning models—based mainly on historical location performance—struggled to adapt. To address this, PostNL developed a new, consumer-first location optimisation model. Instead of relying on past

volumes, it predicts parcel flows by combining parcel and demographic data with location characteristics, capturing what makes a location attractive and relevant. This AI-driven approach enables us to anticipate where consumers prefer to collect parcels and design a network that aligns with real-life behaviour, making out-of-home delivery a natural part of everyday life.





ACTIVITIES

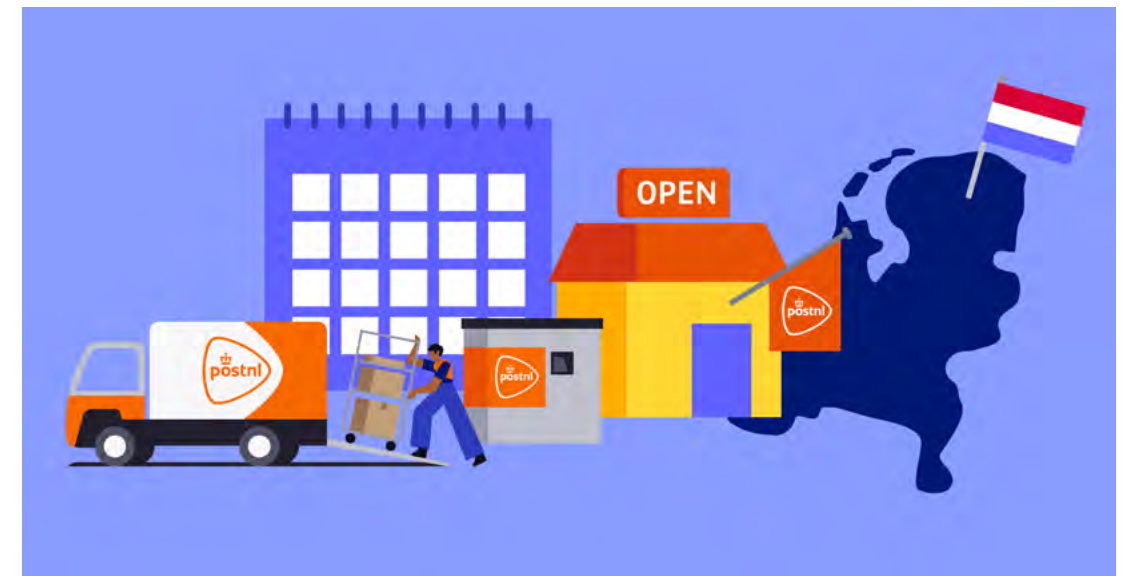
To reinvent network design, PostNL launched a joint Business and IT initiative focused on making consumer relevance the leading principle. Using an iterative Design Thinking approach, we validated desirability, viability, and feasibility in continuous cycles. By combining parcel, demographic, and location data, we identified that successful locations depend not only on proximity, but on contextual factors such as visibility, accessibility, and alignment with daily routines. We developed an explainable AI model, continuously refined through strong

feedback loops between data science and business teams. Insights from real-world performance, such as underperformance caused by low visibility, were used to improve model accuracy. Close cross-functional collaboration was key to bridging the gap between advanced analytics and practical decision-making. The result is an interactive, scenario-based tool that enables data-driven decisions and continuous optimisation of the out-of-home network.

RESULT & IMPACT

The model fundamentally transforms how PostNL designs, manages, and scales its out-of-home network, with up to 80% accuracy in predicting customer choices and parcel flows. Network design & growth The model enables smarter expansion by identifying the most relevant locations for consumers. It supports decisions on openings, closures, and capacity allocation, ensuring growth is driven by quality and relevance rather than volume alone. This has led to 65% out-of-home network expansion while improving overall effectiveness. Operational efficiency & capacity management. By accurately predicting parcel flows per postcode and distributing them across locations, the model improves load balancing across the network. This reduces pressure on individual points, decreases declined parcels by

10%, and enhances sorting centre efficiency. It enables better capacity planning and creates a more stable and predictable logistics operation. Customer experience & satisfaction By aligning locations with daily routines, the network becomes more intuitive and convenient. Consumers increasingly choose out-of-home delivery, leading to higher satisfaction and 35% improved NPS. Parcel collection becomes a seamless part of everyday life – at the right place and time. A win for all This innovation creates a strong win-win-win: greater convenience for consumers, improved predictability for partners, and a more efficient and scalable network for PostNL. At the same time, smarter routing and fewer failed deliveries contribute to a more sustainable logistics system. From delivering fast, to delivering at the right moment and place.



Residential Lockers Ecosystem Swiss Post

The Swiss Residential Locker ecosystem creates a nationwide open parcel delivery network connecting residential lockers from any manufacturer with KEPM providers through standardized physical infrastructure and digital interfaces.

It offers residents the maximal convenience and safety of parcel lockers at their doorstep, enabling seamless end-to-end experience from online purchase to parcel collection and returns, with high delivery productivity, fewer failed deliveries / losses and the potential for future smart value-added services including identification. The solution enables interoperability, simplifies delivery operations, and ensures equal access for logistics providers.

"The conditions have been created for the 4.5 million residential delivery boxes ("Milk-Box") to become safe and smart – bringing Swiss Post's > 95% successful first home delivery into the future with maximal comfort for the resident and efficiency for our post-(wo)men. The Swiss Residential Locker Ecosystem is a self-regulation framework, developed in a uniquely Swiss collaborative approach among stakeholders in the industry under the impulsion of Swiss Post."



David Urbach

Head of Corporate Development,
Member of the board of directors,
Logistics Services, Swiss Post

Any further details about this proposal, feel free to contact us at: thomaswalter.waelchli@post.ch

IDEA

With the Residential Locker ecosystem, Swiss Post is creating a globally unique innovation: an end-to-end digital parcel experience from the click to the front door. For the first time, parcel lockers are not isolated systems, but integrated into a national, open ecosystem. At the heart of the innovation are defined industry standards and open interfaces. It enables the manufacturer-independent connection of parcel lockers from different providers and ensures that all relevant players are integrated without discrimination. The ecosystem combines physical infrastructure with digital services: delivery staff receive standardised processes, owners and planners receive investment security, and manufacturers clear framework conditions. Residents and parcel recipients benefit from a consistent digital user experience: the convenience of the locker is combined with the preferred home delivery

ACTIVITIES

Development and implementation are planned for 2026. The standards have currently been agreed with the manufacturers, and a consultation with all interested parties will take place in June. At the same time, each manufacturer will complete the continuity of their respective test system by the end of June. The results of the initial tests and the consultation may lead to adjustments to the standards in August. In September, defined operational pilot plants will go into operation, at least one per manufacturer. The roll-out throughout Switzerland will take place from January 2027. At the same time, the standards are to be anchored in the new Swiss Postal Act from 2030 onwards to ensure long-term scalability and legal certainty.

The residential box – the delivery point of tomorrow

A (smart) residential locker is a voluntary extension of the mailbox system. The residential locker always has a closed list of recipients (usually residents of property). Can be used both by Swiss Post and other providers (couriers, private individuals, etc.)

- Integrated
- Consolidated home-delivery point
- Future-oriented, secure and standardized





RESULT & IMPACT

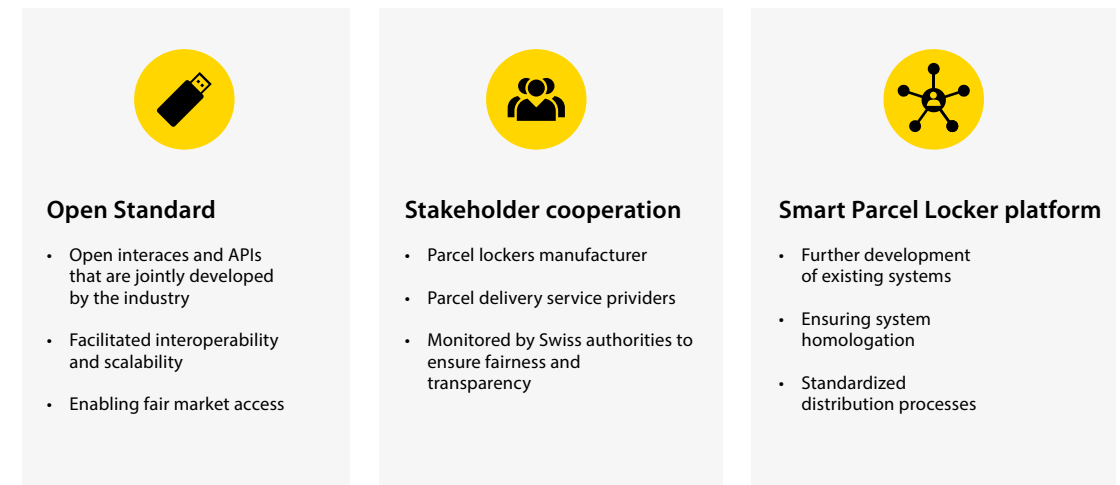
The Residential-Locker ecosystem provides a clear chain of effects from standardization to scaling to measurable benefits: Existing and new lockers are integrated into a national ecosystem through open, manufacturer-independent interfaces. This reduces process variants and media discontinuities; Delivery and use become easier, safer and more efficient for all parties involved. For Swiss Post, this results in fewer second deliveries, higher delivery productivity and fewer cases of loss and damage; at the same time, service quality increases through reliable delivery and transparent status information. For other parcel service providers, non-discriminatory access to a growing infrastructure will be created. End customers receive a consistent digital experience, regardless of provider, locker type and parcel service provider. Mail orders reduce the risk of theft and complaints. Owners/landlords increase the security and attractiveness of properties; Planners gain clear specifications and investment security;

Manufacturers benefit from interoperability, digital capabilities and a scalable market. Cities will receive new consolidation points for their spatial and transport planning. Swiss Post is positioning itself as a driver of innovation and enabler of digital solutions; in addition, it creates the basis for the digital development of the delivery point (e.g. returns, identification). KPI: F0 2D Number of residential lockers by 2026 = 2,750 (comparison: number of postal lockers: 370) F0 2D Current growth rate of over 20%. Strong growth spurt expected after introduction of standards. F0 2D Increase in delivery productivity per delivery aisle per locker compared to standard delivery according to measurements carried out on site at the entrance to the house = increase in effectiveness of 18% at the entrance = 50% increase in effectiveness F0 2D Break-through after one year, annual net effect of delivery process of CHF 500K after five years.

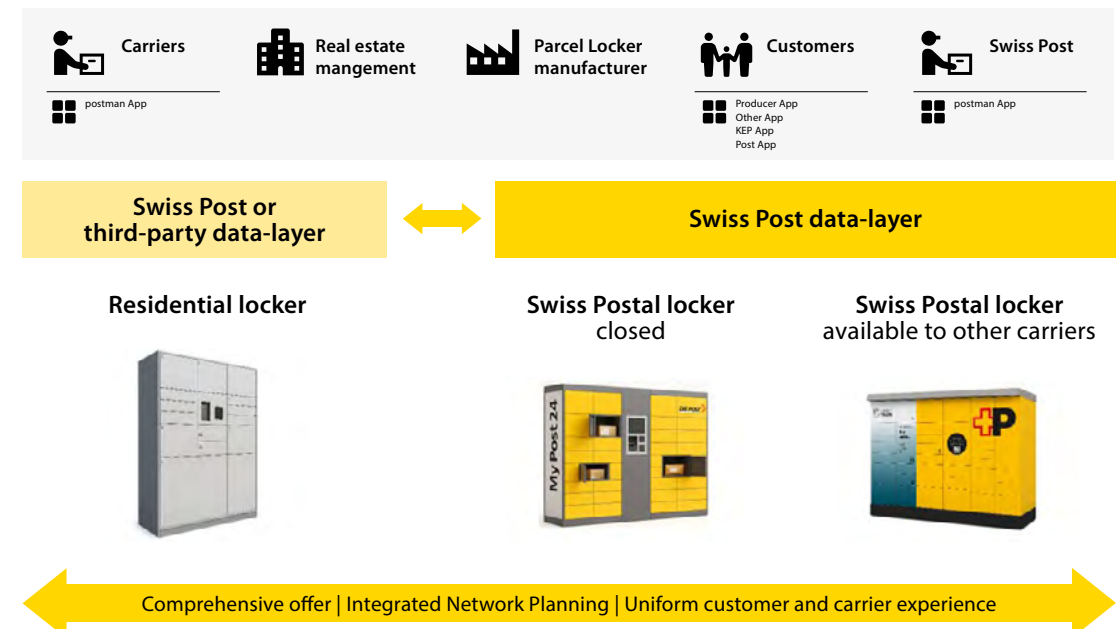
Differentiation of the three delivery formats

	Distance from the front door →	→	→
	HOME/NEAR HOME	OUT OF HOME	
			
	Mailbox Today's USP of Switzerland	Residential locker Tomorrow's Delivery Point	Postal locker The Alternative
Customers	"Practical, but not safe and often too small"	"Secure, when I'm not at home"	"Sometimes useful"
Operation	Analog	Digital	Digital
Operation	Static (1 comp. per household)	Flexible	Flexible
Business model	Privately owned at the house / building entrance	Privately owned at the entrance of house/building	Alternative postal delivery point in high-traffic locations
Role of Swiss Post	User & compliance monitoring	User & platform "Enabler"	User, owner, operator

Our solution approach as a residential locker "enabler"



The future of delivery in Switzerland is integrated



Cross-Border & E-Commerce

Cross-border e-commerce still faces very different barriers, from geographic isolation to the need for greater transparency and control over sensitive shipments. These projects address those challenges by improving access to e-commerce services, enhancing the delivery experience and strengthening visibility across the last mile.

myUKaddress Guernsey Post

myUKaddress is a digital shipping service that removes one of Guernsey's biggest online shopping barriers. Customers receive a personal UK delivery address, enabling them to shop with retailers that do not deliver to the island or charge high postage fees. Parcels are received, processed and delivered directly to customers' homes through a transparent, competitive pricing model. Developed and launched in just four months, myUKaddress eliminates the need for lengthy retailer-by-retailer negotiations, providing a simple, scalable solution that gives islanders greater freedom, choice and control when shopping online.

"Since launch, myUKaddress has seen rapid customer adoption, strong parcel growth and consistently positive feedback, proving it addresses a genuine long-standing market need. By making online shopping more accessible and affordable, the service has expanded customer choice, strengthened our proposition and established a scalable platform for future growth."



Cassandra Fish

Head of Commercial,
Guernsey Post

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IDEA

myUKaddress is a digital shipping service that gives Guernsey residents a personal UK delivery address, enabling them to shop with retailers who don't deliver locally or charge disproportionately high postage. Parcels sent to this address are received, processed and delivered to customers' homes in Guernsey for a transparent, competitive fee. The service solves a longstanding issue: many residents are excluded from online shopping, with UK retailers blocking Guernsey addresses or cancelling orders. Previously, we worked retailer by retailer to enable delivery – an approach that was slow, resource-heavy and often unsuccessful due to the small market. Instead, we rethought the problem. myUKaddress removes the need for retailer changes, giving customers greater freedom, choice and control. Developed in four months, it's a scalable solution that simplifies online shopping through one straightforward service. The attached graphics show how it works.

ACTIVITIES

Implementation began with market research to assess any existing solutions and identify unmet needs. This confirmed a clear gap in affordable, simple, small parcel services and informed a decision to build an innovation led solution (see attached implementation timeframe). A cross departmental team was established across IT, operations, commercial, finance, marketing and customer services. Early sprints mapped customer and operational journeys, removing friction and designing a single, integrated workflow. Partnering with a digital agency, we developed a bespoke platform combining a simple customer front end with a robust back end for warehouse and customs processing. We set clear priorities, launched a simple version quickly and then continuously improved it using real user feedback. User stories guided development, focusing on high value features such as real time tracking, automated parcel identification, digital customs declarations and seamless payments.





RESULT & IMPACT

Since launch, myUKaddress has achieved rapid adoption, strong volume growth, and consistently positive customer feedback, as reflected in graphics attached. Demand has remained consistently high beyond launch, proving it meets a genuine, long standing market gap. This impact was driven by a clear focus on customer needs, efficient delivery and building trust. The end to end journey was designed to be fast, transparent and intuitive, supported by technology that removes friction at every stage. Marketing used a single, clear and engaging voice, helping customers quickly understand a new proposition. This generated strong awareness and confidence, with myUKaddress featured twice on the local press front page since launch. Extensive testing ensured a stable and resilient rollout. Technical testing confirmed system robustness, while Guernsey Post staff trialled the service and provided structured feedback. Early issues between the digital platform and warehouse processes were

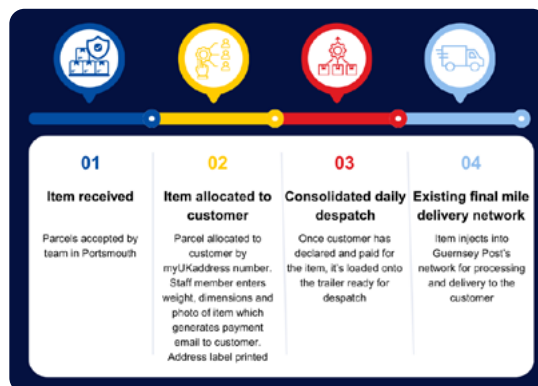
identified and resolved before wider adoption. Operationally, we worked proactively with delivery agents to recognise our delivery location, enable out-of-hours deliveries and implement a new process to accept customer PINs for high-value items. myUKaddress is financially and environmentally sustainable. It uses existing infrastructure, avoids added overheads, consolidates deliveries, prioritises sea freight and uses Guernsey Post's all-electric island fleet, supporting growth without compromising cost controls or environmental impact. Crucially, the platform is also designed to scale and be reused. Future plans include extending the model to myEUaddress, grocery deliveries and solutions for local businesses. By reusing core technology, processes and infrastructure, it creates a repeatable model for other markets, making it both a local success and a strong reference case for other PostEurop members facing similar challenges.

How it works

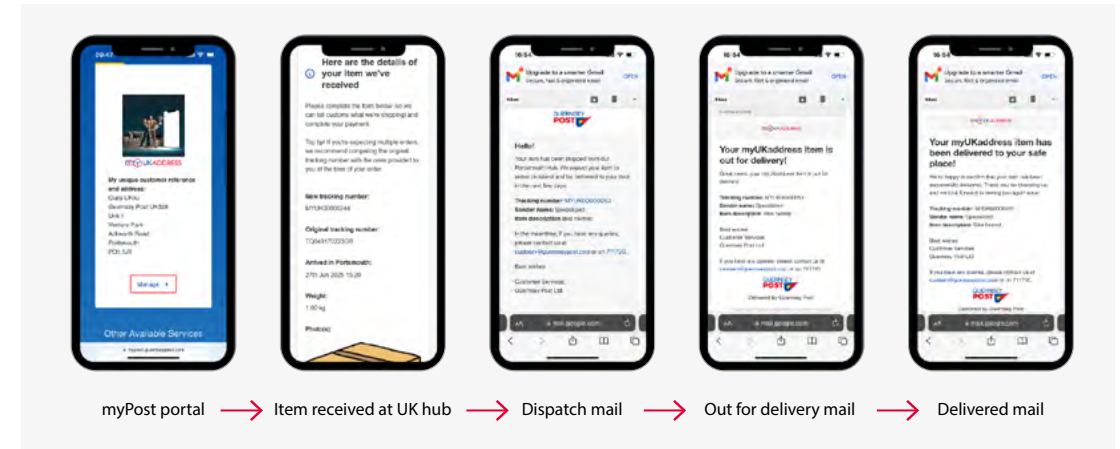
Customer experience



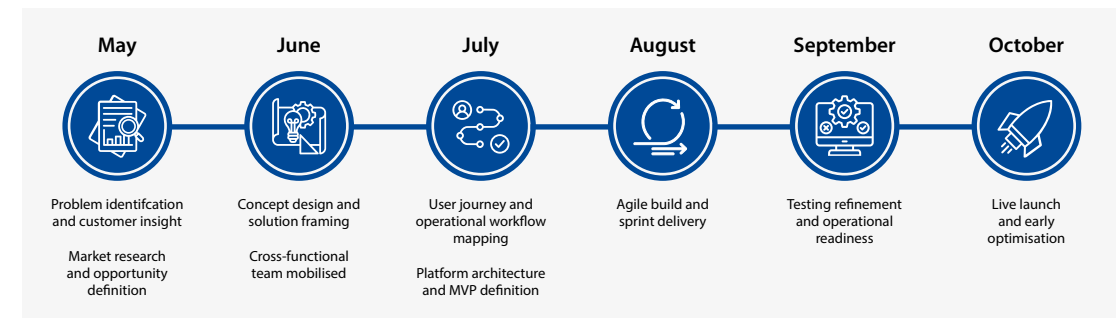
Operational



What the customer sees



Implementation timeframe (2024)



Key metrics since October 2024 launch



What are customers saying?



Ship2Me Evolution

Jersey Post

Ship2Me is a digital logistics platform that enables residents of the Channel Islands to access global e-commerce through a personal UK delivery address. The service manages the entire cross-border journey, including parcel receipt, freight, customs clearance, tracking, and final-mile delivery, creating a seamless and transparent customer experience. Continuous innovation has enhanced the platform through customer journey optimization, flexible pricing, and data-driven marketing. Combining reliable service with digital convenience, ship2Me has achieved sustained growth, expanding by 217% over the last decade and 20% in the past year, demonstrating strong demand, scalability, and customer value.

"Ship2me helps Channel Islanders overcome barriers to online shopping choices by providing access to the full UK retail market - managing the entire delivery journey, from receipt at its UK warehouse, customs handling and final-mile delivery. Our focus on customer experience and personalized service has delivered revenue growth of 48% in the past five years and 20% growth in 2025 alone."



Amy Pearce

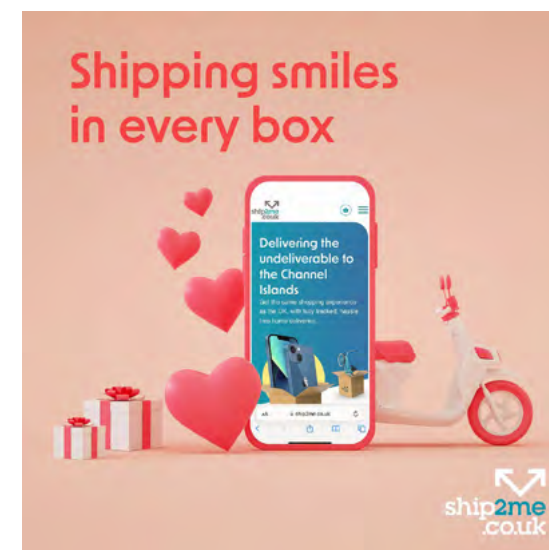
Head of Marketing,
Jersey Post

Any further details about this proposal,
feel free to contact us at: amy.pearce@jerseypost.com



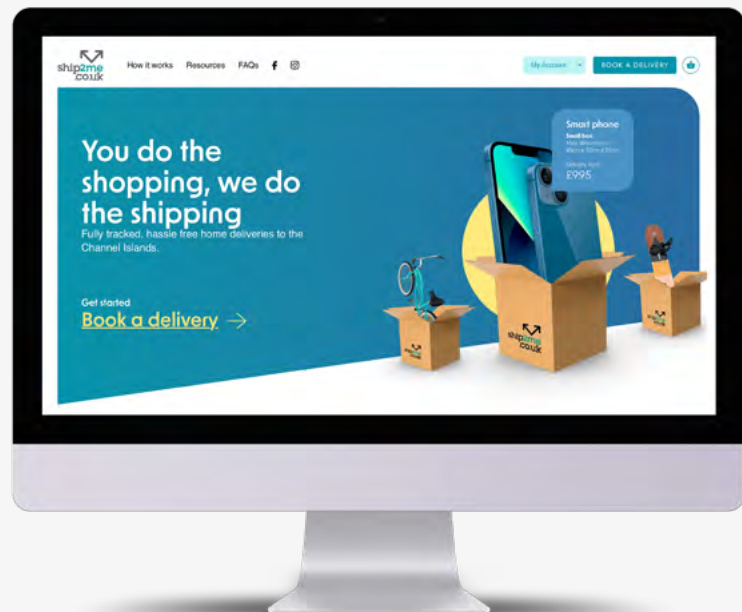
IDEA

ship2Me is an innovative logistics digital platform that bridges the gap between global e-commerce and geographically restricted consumers, combining a digital-first user experience with integrated freight, customs, and last-mile delivery. By removing traditional barriers to cross-border shopping, it expands consumer choice, enables retailer growth, and modernises supply chains for island communities. Users receive a unique UK delivery address, have purchases sent to a mainland hub, and Ship2Me then delivers those goods directly to their home in the Channel Islands. The service includes end-to-end logistics management, from receipt at the UK warehouse, to customs handling, to final-mile delivery supported by digital booking and full tracking.



What sets ship2Me apart as an innovator is its proactive evolution. In 2025, the team undertook a comprehensive mapping of the end-to-end customer journey, identifying and eliminating friction points to create a simpler, more intuitive digital experience. This was paired with a bold, data-driven marketing strategy spanning multi-channel campaigns, from radio to digital and social, to drive customer acquisition and engagement at scale. Simultaneously, the business reimaged its pricing model, introducing greater flexibility and more competitive options tailored to customer needs. These initiatives showcase a business that grows and continuously reinvents itself, leveraging insight, technology, and customer understanding to redefine cross-border logistics.

Ship2Me stands out as a truly award-worthy innovation by combining sustained, high-impact growth with a relentless focus on customer-centric transformation. Since its launch in 2009, the platform has achieved exceptional momentum, growing 217% over the past decade, 48% in the last five years, and a further 20% in the past year alone—demonstrating both resilience and scalability in a complex logistics landscape. This growth is underpinned not just by operational excellence, but by a commitment to consistently delivering a superior customer experience through dependable, high-frequency shipping and outstanding personal service.



Pharma's Shipments Smart Monitoring Deutsche Post (Germany)

Together with German Online Pharmacies, DHL Group deployed a large-scale IoT monitoring solution to ensure the integrity of pharmaceutical e-commerce shipments. Compact Tag-N-Trac SSL100-SU smartcard sensors inside each parcel capture temperature data continuously across the full delivery journey. All insights are made available to customers through DHL LifeTrack, the dedicated life sciences platform providing real-time visibility, proactive risk alerts, and auditable shipment records. With over 2,500 shipments monitored and more than one million data points collected, the solution sets a new standard for transparency and consumer trust in online pharmacy.

"This initiative generated over one million real-world data points, demonstrating more than 95% temperature compliance (ambient temperature 15–25°) across pharmaceutical e-commerce shipments. It provides scientific evidence for this field of e-commerce, strengthens consumer trust in online pharmacy, and establishes DHL as a pioneering IoT partner for life sciences and healthcare logistics."



Till Buettner

Director Smart Solutions IoT,
Deutsche Post DHL Group

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**Deutsche Post DHL
Group**

IDEA

The initiative introduces a scalable, data-driven solution to validate the integrity of pharmaceutical deliveries in e-commerce. Facing regulatory pressure and public concern about the safety of online pharmacy shipments, the German online/ePharmacy association (BVDVA) partnered with DHL Group to provide end-to-end, real-world monitoring of ambient pharmaceutical shipments for a one-year study. Using IoT-enabled, single-use tracking devices, the project generates scientifically robust evidence on temperature compliance and handling conditions throughout the delivery journey. The core idea is to replace assumptions and public skepticism with verifiable, data-backed transparency, ensuring trust in last-mile pharma logistics and supporting evidence-based regulation.

ACTIVITIES

- Designed and executed a 12-month academic study covering approximately 3,600 shipments.
- Equipped 300 monthly shipments with IoT monitoring devices, with a form factor of a smartcard (provided by DHL's partner Tag-N-Trac) measuring temperature (15–25°C range, ambient). The solution has got other capabilities (shock, light exposure, and position) but focus here remains on temperature
- Enabled real-time data capture every 15 minutes via the DHL IoT platform
- Collaborated across various DHL Group organizational units DHL CSI (technology and devices), DHL P&P (consulting and coordination), and an academic partner with BVDVA
- Implemented standard packaging condition reflecting actual operations.
- Optional return solution via pre-paid mail envelope and disposal guide for devices after use set up
- Overcame challenges including data privacy compliance, multi-stakeholder coordination, and operational complexities



- Successfully launched and maintained the study with over 2,500 monitored shipments and more than 1 million data points collected
- Identified key temperature impact factors, especially during line haul and transport breaks
- Demonstrated high operational performance with less than 3% of shipments outside required temperature range
- Achieved a device return rate of over 30%
- Delivered transparency into shipment conditions and established a reliable dataset for final reporting Impact
- Provides scientific evidence to support regulatory discussions and counter restrictive legislation

- Strengthens consumer trust in online pharmaceutical delivery
- Enables operational improvements by identifying critical control points
- Positions DHL Group as a leader in IoT-enabled logistics innovation and validates dedicated SmartSolutions IoT team with expertise in scaling IoT in logistics and key sectors such as sensitive shipments and life sciences and healthcare
- Drives industry shift toward data transparency and evidence-based quality assurance

Study is expected to be concluded by end of September 2026.



Digital Value & People

Not every innovation is about moving a physical item more efficiently. Austrian Post has extended the value of the traditional stamp through a block-chain-secured digital twin, while La Poste Group is using training to open new career paths in data and AI. Both projects show how postal operators can create value beyond the physical delivery network.

Crypto Stamp Island

Austrian Post

Crypto stamp Island expands Austrian Post's pioneering blockchain-powered Crypto stamp ecosystem by seamlessly combining traditional philately with NFTs, storytelling, comics, trading cards, gamified collectibles, and interactive digital experiences. Each collectible features a blockchain-secured digital twin, and a universe built around original characters and storylines. The initiative successfully attracts new, digitally native and young audiences, including collectors of trading cards, comics, and Web3 assets, while also engaging traditional stamp enthusiasts. Several limited editions sold out rapidly. In addition, Crypto stamps and collectible cards are produced using sustainable paper, reflecting commitment to environmental responsibility alongside technological innovation."

"Philately unites a large and passionate community of collectors around the world. With the Crypto stamp, we successfully connected a new generation to this tradition while bridging the gap between physical and digital collecting. CRYPTO STAMP ISLAND builds on that foundation through immersive storytelling, interactive experiences, and a wide range of collectibles."



Leonard Schuh

Product Manager Blockchain,
Austrian Post

Any further details about this proposal,
feel free to contact us at: michael.andrae@post.at

IDEA

Crypto stamp Island expands Austrian Post's pioneering blockchain-based Crypto stamp ecosystem into a story-driven, multi-layered collectible experience. The initiative merges physical philately with NFTs, comics, gamified collecting and interactive digital features. Each stamp includes a physical edition, a blockchain-secured digital twin, and unique narrative elements that introduce characters, lore and themed collectibles. The concept transforms stamps into immersive entry points to a creative universe while lowering the barrier for digital-native audiences to engage with philately. Crypto stamp Island establishes a completely new product category that combines traditional craftsmanship with cutting-edge technology, strengthening Austria's role as a global postal innovator.

ACTIVITIES

The project was implemented in a phased approach. First, Austrian Post developed the creative universe, characters and storylines for Crypto stamp Island, followed by the design of stamps, trading card sets, comics and rarity tiers. In parallel, smart-contract development, NFT integration and secure onboarding processes were implemented with RIAT Labs. After production and quality assurance, Austrian Post launched a coordinated campaign including social-media promotion, PoS-materials, press outreach, influencer collaborations and event presentations. Major milestones included the comic releases, NFT airdrops, the launch of the "Island Lab" and public unveilings at events such as Vienna Comic Con. Rollout occurred throughout 2023–2024, with ongoing expansions and community activations.





RESULT & IMPACTS

Crypto stamp Island expanded Austrian Post's innovation leadership by transforming philately into an immersive, cross-media experience. The initiative attracted new consumer groups – especially younger, digitally native audiences – through storytelling, gamification and blockchain-supported collectibles. Limited editions, randomized packs and character-based sets generated strong demand, with several releases selling out quickly. This reinforced Austria's role as the global pioneer in blockchain-enabled philately, building on a track record of over one million Crypto stamp NFTs sold since 2019. The project significantly increased national and international visibility. Media outlets across tech, crypto, design and philatelic communities highlighted the novel combination of physical stamps, NFTs, comics and interactive elements. The two limited-edition comics (5,000 copies combined) marked a successful expansion into proprietary IP and storytelling – an uncommon achievement for

postal organisations. Public presentations at events such as Vienna Comic Con opened access to entirely new communities and strengthened brand perception among younger collectors. Technologically, Crypto stamp Island advanced Austria's postal blockchain infrastructure through secure smart contracts, NFT onboarding for non-crypto users, NFC elements and AR experiences – setting new standards for authenticity, transparency and customer engagement. Commercially, the expanded product range, licensing opportunities and strong secondary-market activity improved long-term revenue potential. Overall, the initiative delivered measurable impact across innovation, audience growth, media visibility, technological advancement and the development of a scalable creative IP ecosystem, positioning Austrian Post as one of the sector's most forward-thinking postal organisations.



AI & Data School

La Poste Group (France)

The AI & Data school is a nationwide skills development initiative launched by La Poste Group in 2023, to accelerate responsible digital transformation and prepare employees for emerging data and AI careers. Through certified pathways, internal mobility programs, apprenticeships, and an open catalogue of 50 training modules, participants develop skills in data science, AI, governance, ethics, and visualization. Built on principles of ethics, gender equality, certification, and work-based learning, the initiative promotes trusted and human-centric AI. To date, 132 employees and apprentices have completed certified programs, with 22 additional participants joining the 2026 cohort.

“By democratizing access to data, AI and learning opportunities, the Data & AI School has turned training into a powerful engine for inclusion and transformation. It equips employees with future-ready skills, supports career evolution, reduces digital divides and enables responsible innovation, creating lasting value across La Poste Group.”



Tatiana Meunier-Audap

Head Of Human Capital,
La Poste

Any further details about this proposal, feel free to contact us at: tatiana.meunieraudap@laposte.fr

IDEA

This is a large scale skills development initiative launched by Groupe La Poste in 2023 on the whole French territory. The goal is to enable postal employees to acquire data and AI profiles corresponding to the need of the current hiring market. By offering this certified training sessions our employees we support a responsible and trusted digital transformation for the French Post. "L'École de la Data & de l'IA" positions data and AI not as isolated technologies, but as collective knowledge at the service of citizens, businesses and public services.

ACTIVITIES

Acquisition of a certified career pathways that support internal mobility to new positions corresponding of the needs of the company: DataAnalyst, Data Engineer, Data Scientist, Data Product Owner. This sessions are available for career transition, apprenticeship program to attract and integrate new generations of talents. An open training catalogue designed to raise data and AI literacy across all profession. This catalogue contains 40 training modules, covering data fundamentals : generatives AI Data Sciences, Data Visualisations, Artificial Intelligence, Governance, Ethics. Based on 4 pillars : ethic, gender equality, certified trainings programs, work linked training. Beyond technical skills, the Education focuses strongly on ethical, explainable and human centric AI, aligned with our ethic AI chart. The programs were developed with partners : Simplon.co, ESGI, Openclassrooms ...





RESULT & IMPACT

Since its launch, "L'École de la Data & de l'IA" has delivered measurable and sustainable impact at scale. All participants enrolled in Master level certified pathways have successfully completed their programs, demonstrating the robustness and relevance of the learning model. Until today, 132 postal employees and apprentices have completed certified data and AI career pathways through internal mobility and apprenticeship schemes, with an addition of 22 participants for the 2026 Promotion. The french diplomas in AI and Data benefit The EU Credits Recognition (ECTS).

Key insights

All postal employees	Project or team managers	Career transition
AI literacy 'starter training'	Dedicated learning sessions	Data analyst, engineer, scientist
85,000+ trainees	1,800+ trainees	130+ bachelors & masters



Our partners



Congratulations to last year's winners





WHAT IS THE INNOVATION AWARD?

The objective of the Innovation Award is to foster a stronger affinity and engagement in innovation concepts, ideas and findings among our Members in a consistent and continuous manner. Through the Award, PostEurop would like to recognize Members' accomplishments in this area.

HOW TO APPLY?

Each Member may submit one entry. Simply fill-in the form shared with the invitation letter and follow the official guidelines. Each entry will be reviewed by a panel of expert jurors based on criteria mentioned in the guidelines. The jury will decide which applications will receive the Innovation Award and the Rising Star Award.

WHEN?

Entries must be submitted by 30th of May of each year.

The winner will be announced during the PostEurop General Assembly of that year.

QUESTIONS?

For more information about the Innovation Award and Innovation Forum please contact

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Coordinator of the
Innovation Forum
and Innovation
Award activities



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STAY TUNED

and start preparing
your application for

the

2027 PostEurop Innovation Award!

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