

The Postal Service Directive – still fit for the digital age?

10TH ANNUAL COPENHAGEN ECONOMICS POSTAL & DELIVERY CONFERENCE
2024

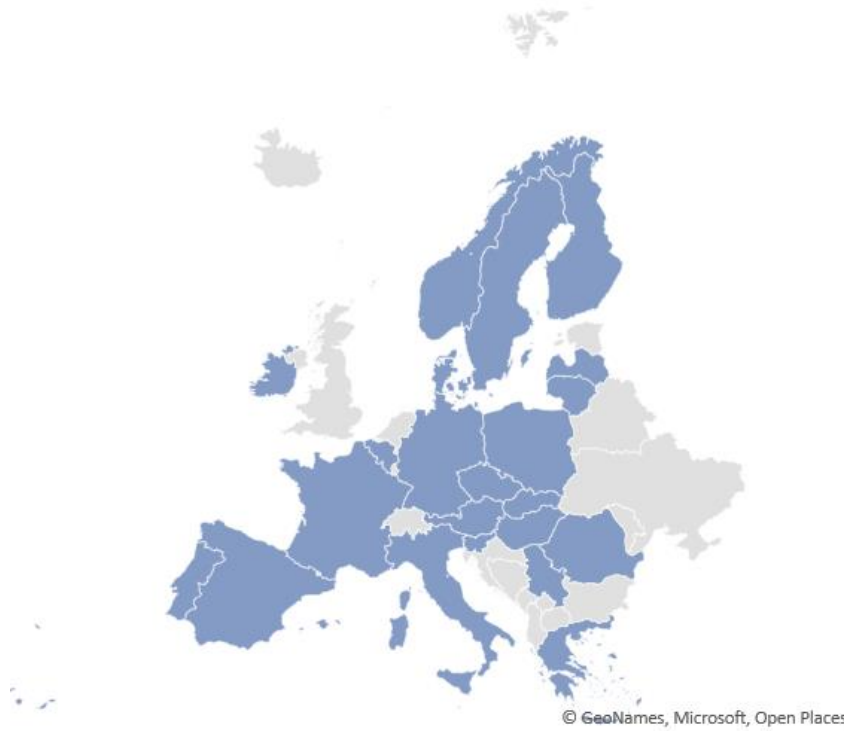
Manuela Steiner-Pauls, RTR
Copenhagen, 26.04.2024

A few facts about the existing legal framework

- **PSD:** drafted more than 25 years ago, in an analogue world
- **Letter Post:** a victim of digitalisation
- **Parcels:** the rising star
- **E-commerce:** the entrance of new players in the postal market
- **Strong concentration** of the postal market almost 14 years after the liberalisation

ERGP PL II (23) 8: Report on the effects of the Modernisation/adaptation of the US

- ❖ ERGP Report requested by the EC
- ❖ Questionnaire to all ERPG Members
- ❖ 23 Countries reported changes on the US within the last 10 years or ongoing procedures for the evaluation of the US



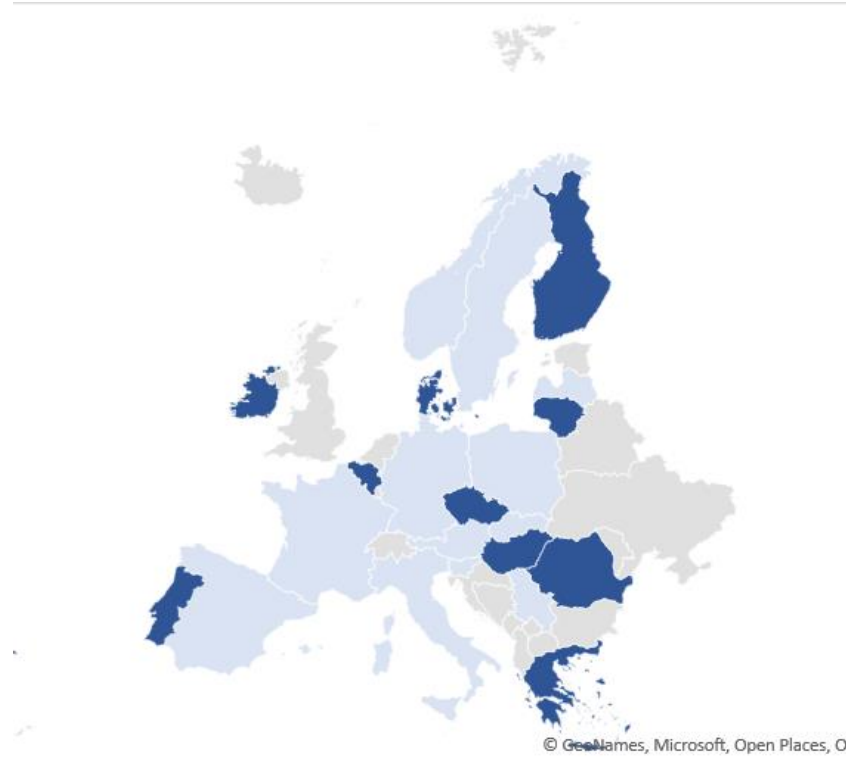
Changes regarding the scope

Reduction of (U)Services:

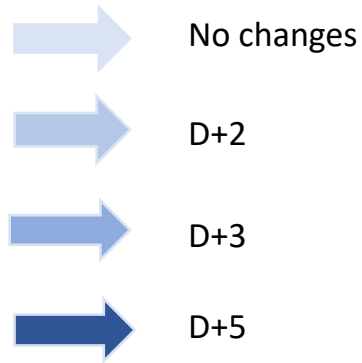
- ❖ Parcels > 10 kg (CZ, HU, IE, PT, RO)
- ❖ Exception or recasting of bulk mail (BE, IE)
- ❖ Changes in the designation of the USP (DK, FI, RO)
- ❖ Restrictions in the letter segment (FI, EL)

Extension of (U)Services:

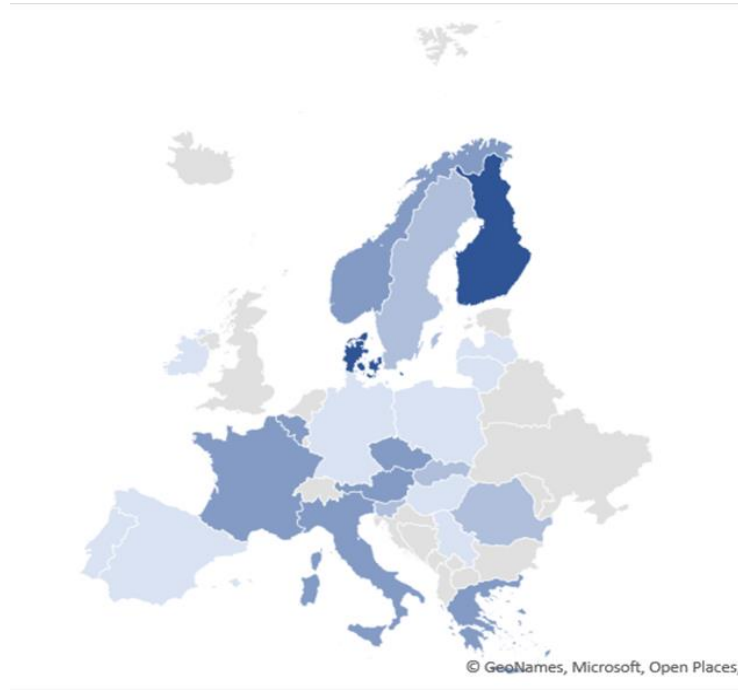
- ❖ Delivery of subscribed press (LT)



Changes collecting/delivery speed

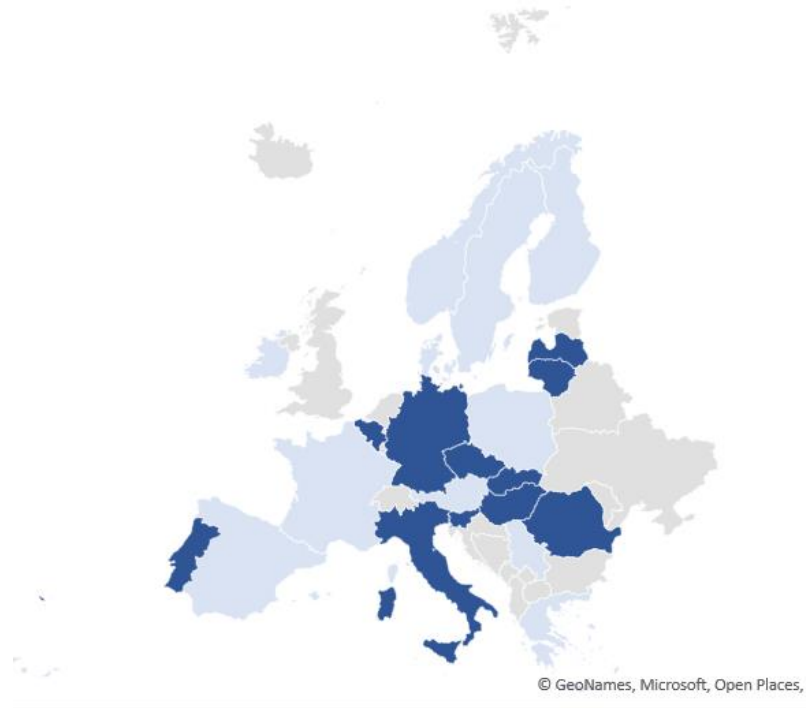


Introduction of ADD models in
BE, CZ, DK, FI, IT, NO, SE



Changes on Access Points

- ❖ Reduction of Letterboxes: BE, LV, LT, PT, SK
- ❖ Postoffices: CZ, DE, HU, LV, LT, PT, PO, SK
- ❖ Other Access Points (Hybrid models, PUDOs..): IT, HU, SI

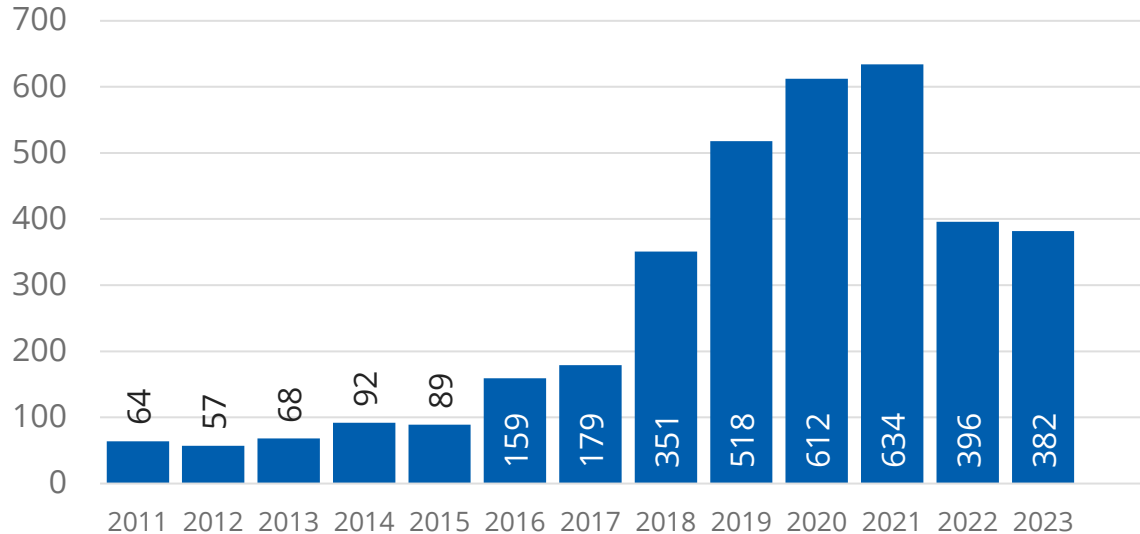


Postal services from the end user's perspective

- In some areas, users may be willing to accept a lower level of service
- Reorientation from a “sender-oriented” to a “receiver-oriented” service provision.
- Triangular nature of delivery services in the context of e-commerce (e-retailer, postal operator, e-buyer) requires clear rules on consumer protection.
- Set of minimum requirements to protect postal users in terms of:
 - transparency of commercial offers and contracts (to make informed choices)
 - Track and trace options/proof of delivery
 - liability and compensation schemes that are in place in cases of non-compliance (loss/damage/delay);
 - Complaints handling procedures for **all postal service providers**.

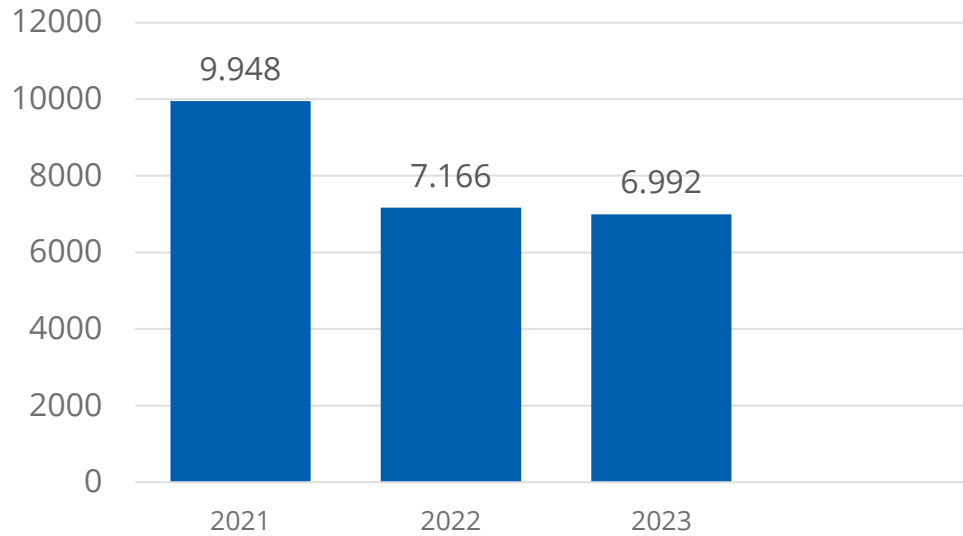
„Only“ 382 Complaints procedures (approx 360 Mio. Parcels) in Austria

Schlichtungsverfahren gesamt 2011 - 2024



Complaints by recipients – new platform since 2021

Postempfangsbeschwerden 2021 - 2024



Conclusions:

Fundamental changes in technical and social developments require a new look at the legal framework (non-exhaustive list):

- Need to clarify the scope and boundaries of the market;
- Need to be updated to reflect new services, new ways of delivery and new players in the postal markets.
- Need of technological neutral and forward-looking definitions;
- Need for a paradigm modification towards a pro-competitive regulation rather than a universal service centric regulation;
- Need of a more harmonized approach between MS for end-users, identification of minimum requirements to protect consumers.

- Sustainability, Platforms, Working Conditions... to be discussed

Any Questions?



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Vielen Dank für Ihre Aufmerksamkeit!



RTR

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