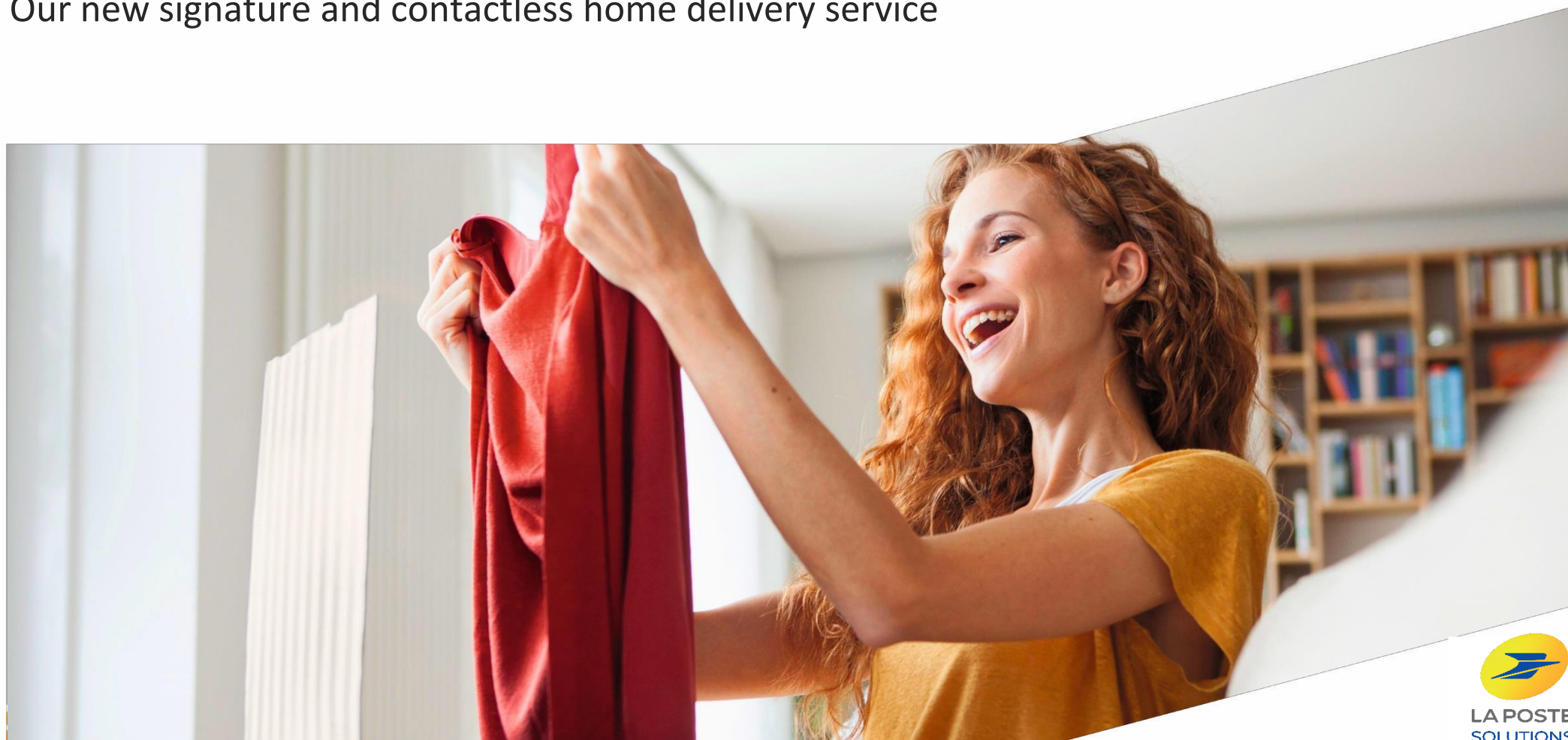


**OFFER FRANCE**

Our new signature and contactless home delivery service



LA POSTE
SOLUTIONS
BUSINESS

Colissimo evolves its delivery service by offering your customers a contactless home delivery.



Since June 29th, we have set up a delivery method **with signature and without contact** adapted to the current situation.

In order to make life easier for your customers, starting in **October**, we are setting up a **new delivery process**. Your recipients will receive a **6-digit confidential code** and a **QR code** that they have to **give to the carrier at the delivery**.

This mode of delivery allows us to guarantee the receipt of your package while respecting the sanitary rules in force.

To offer your customers a reliable and interactive service, the quality of "your manifest" is essential to us:

- ✓ Parcel number
- ✓ Name of the recipient (title, surname, first name)
- ✓ Postal delivery address, complete (street, additional address, postal code, city)
- ✓ **Your customers email address***
- ✓ **Your clients cell phone number***

Colissimo evolves its delivery service by offering your customers a contactless home delivery.



SECURE DELIVERY

Contactless home delivery. The postal carrier **deposits the parcel** in front of the customer, keeping distance.



A DIGITALIZED PROOF OF DELIVERY

The carrier scans the QR code or the receiver gives his or her 6-digit code. In case the **customer has not received a code**, he or she will have to sign on the package or on a note. You will be able to **download the delivery confirmation** in the **Parcel Tracking Tool**.



RELIABLE DELIVERY

By avoiding the risk of fraud or contestation of delivery on high value orders, with a systematic delivery against signature.



YOUR INSURED GOODS

In case of loss or damage, colissimo will compensate you for the **full value of** your goods through an **insurance option up to 5.000 €**.



INCREASE CUSTOMER LOYALTY

Through a **fast delivery** in **48 hours**.



ENHANCE YOUR IMAGE

By sharing your environmental commitment with colissimo: **Carbon neutral since 2012**



CLIENT REINSURANCE

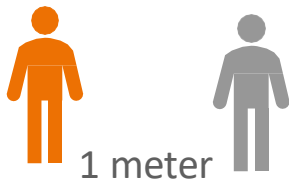
If the recipient is absent at the time of delivery, **the packages are stored** in our secure post offices.

Customer experience of a home delivery with a PIN code



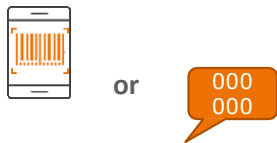
1

The recipient receives a notification by email before delivery with a 6-digit code and a QR code.



2

The carrier deposits the parcel in front of the recipient by respecting the distance. He then asks for the confidential code.



3

The carrier scans the QR code or the recipient gives his PIN code*. A digital signature is then required.



4

The recipient can pick up the package.

* If the recipient has not received a QR code or PIN code, they must either :

- sign the package with their own pen, the carrier will then take a photo
- sign on a note, the carrier will then enter the code C19 on his Factéo