

New option for large volumes: Budget Mail



Do you send very large amounts of mail each year? And do you gladly accept a longer delivery time in exchange for exceptionally competitive prices? BPI presents Budget Mail, a price-conscious newcomer!

"Budget Mail is truly a new option within BPI Volumail, the service for customers who send very large volumes of mail every year," explains Yves Streel, Senior Product Manager BPI Volumail. "Within the product BPI Volumail Sorted, whereby you sort your own mail, you could previously choose between PRIOR or Economy. Now there is a third option: **Budget.**"

Distinguishing

"Customers and prospects react very positively to this new option. The concept of a **lower price** in exchange for a **slightly longer delivery time** is totally innovative. This clearly involves a cost-efficient relationship between price and quality, whereby we can distinguish ourselves from our competitors."

Budget Mail. This is the deal:

- you benefit from the most advantageous price
- you do not have to frank your mail yourself
- you should take into account a slightly longer delivery time
- you sort per country and per format
- you can only send via Budget mail within Europe

Happy New Year!

Was 2009 a successful year for you? It was for us in all respects. BPI set a large number of important steps and was able to share these with you via our quarterly newsletter. We hope that you enjoyed reading it. Next year we will also be pleased to keep you up to date with any important developments.

Do you want to know more about certain topics or departments within BPI in 2010? Then let us know at sales.international@post.be.

We wish you a Merry Christmas, and a Happy New Year... and a sparkling 2010.

See you next year!

Martine Moors
Marketing Director BPI

Mark Goossenaerts
Sales Director BPI



EMC opening hours for Christmas and New Year:

Christmas		New Year	
Thursday 24/12:	6am – 4pm	Thursday 31/12:	6am – 4pm
Friday 25/12:	closed	Friday 01/01:	closed
Saturday 26/12:	6am – 5pm	Saturday 02/01:	6am – 5pm
Sunday 27/12:	2pm – 8pm	Sunday 03/01:	2pm – 8pm

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EDITORIAL

"Our customers are our central focus."

"You, as our customer, are the central focus of our processes. We are convinced that we can learn a lot from you, and your opinion is consequently very important to us. For this reason, we carried out a survey this year regarding your satisfaction. You will soon read the results of this survey in this newsletter, but I can already say that I am satisfied."

Being close to the customer also means striving for the best service and the most efficient solutions. Thanks to our partnership with other units of De Post/La Poste, we can offer you a uniquely broad and integrated range of services.

Finally, it is important that you can work with a healthy company. Even in these economically difficult times, we kept our profits at the same level as last year, thanks to the perseverance and motivation of our employees... and naturally thanks to you.

I would like to wish you an excellent 2010 for all your professional and personal plans!"

Peter Somers
Managing Director BPI
Member of the
Executive Committee
of De Post/La Poste

My priorities:

- Continuous improvement of our services
- Efficient solutions
- A healthy partner for our customers

BPI still scores highly in satisfaction survey

For many years now, BPI has carried out a customer satisfaction survey. This year we recorded positive scores once again. Our Marketing Research Manager, Koen Durant, gives us an insight.

Finger on the pulse

"For the first two years we were able to record relatively good results. But BPI wants to keep its finger on the pulse. That is why, this year too, we carried out a satisfaction survey of our Belgian and foreign customers."

Strong products and personal contact

"The survey shows us clearly that virtually all BPI products score highly in terms of value for money. In addition, it is also noteworthy that our Account Managers are highly rated in

the survey, certainly with regard to their accessibility and product knowledge. In the area of administrative processes such as invoicing and complaint handling, we note that there is still room for improvement."

Initiating the action plan

"In general we can conclude that BPI is still doing well, both according to Belgian and foreign customers. We even see that the overwhelming majority of our customers would recommend BPI's services to other companies."



>> More information?

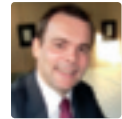
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www.belgianpostinternational.eu



Centralisation of your document flows



Do you produce more than 20,000 invoices, payslips, statements, etc. a month?
Do you deliver these to international destinations?
Get acquainted with the **BPI Document Services** integrated solution.

Administrative documents such as invoices, payment reminders, contracts and payslips unmistakably represent a **crucial element for every company**. They guarantee cash flow, contribute to the company image and ensure legal support. And yet the production and sending of these items does not usually belong to the core business of a company.

The outsourcing of this activity therefore has many advantages. For this reason, BPI offers the flexible solution BPI Document Services. This takes place in partnership with **Speos**, the Belgian specialist in the creation, production and archiving of business documents.

From raw data to international delivery Speos is part of the De Post/La Poste, just as BPI. Via close collaboration with Speos we are able to assure **the complete management of your outgoing international document flows**. Marnix Bakker, Business Development Manager at BPI, explains: "You deliver raw data, and taking your personal requirements into account, Speos turns these into printed documents. BPI subsequently sends them to their international destinations."

Time is money "The sooner an invoice reaches its destination, the sooner it will be paid." Thanks to its advanced technologies for data processing and printing, Speos

sees to the **fast production** of your documents.

You can count on the **tight delivery times** of BPI, whereby your documents arrive on time at their international destination. "Moreover, Speos and BPI are specialists in their field. Our **expertise and the many advantages of scale** will undoubtedly contribute to a lower cost."

Lastly, with BPI Document Services you can send your documents not only physically but **also electronically**. "Here too we are striving towards a solution tailored to the customer", states Marnix Bakker.

Discover the bundled power of BPI and Speos:



Creation

You deliver the data and Speos generates the documents according to your instructions (logo, extra message, brand book).



Production

Speos prints the documents and places them in envelopes.



Sending

BPI sorts the documents and sends them to their international destinations.



Archiving

If you wish, Speos can store these documents electronically on its secure platform.

Extra services: Outsourcing of stationary supply (paper and envelopes), back-up service, online tracking of your shipments up to the local postal operator, etc.

For more information: Please send an e-mail to marnix.bakker@post.be.

Did you know that...

as from the 1st of January 2010 your BPI products have a new name?

- **BPI DIRECT MAIL** (formerly "Mail Direct")
- **BPI MAX REPLY** (formerly "Mail Respo")
- **BPI VOLUMAIL** (formerly "Special Agreements")
- **BPI PRACTIMAIL** (formerly "Daily Mail Plus")
- **BPI PARCELS** (new product!)

De Post has ambitious objectives regarding environmental care and energy saving for the coming years. In this way, it will reduce its CO₂ emissions by no less than 35% in the period 2007-2012, and reduce its energy consumption by 7.5% (period 2005-2012).

GreenPost, a new programme from De Post

Range of actions under the name GreenPost

"On 1 August 2008, De Post switched over to **100% green electricity**", says Joris Van Valckenborgh, Senior Project Manager Energy at De Post/La Poste. "In addition, we carry out **energy audits** in the buildings with the highest energy consumption, use **energy-efficient transport methods**, organise 'eco-driving' courses for employees and reduce the number of buildings.

On top of this, further investments are made in **renewable energy**: that is why the roof of our Ghent X sorting centre was fitted with solar panels this

year. However, smaller initiatives are also useful, such as switching off vending machine lighting."

"It is very important to **get our employees to start using energy rationally**. Many communications and awareness-raising campaigns will be unfurled under the name GreenPost. In order to add impact and make it easily recognisable, a suitable logo was also developed."

Green fleet

"If you look at the ecological footprint of De Post/La Poste, BPI takes up a special place in it. That is also logical, giv-

ing the international business and the associated long trips or plane journeys.

In general, De Post/La Poste is striving for a **greener fleet with limited CO₂ emissions**. We use the latest lorry types and we check the tyre pressure of all vehicles at set times.

A large number of concrete initiatives and even more plans!

Most certainly to be continued.

This autumn, the roof of Ghent X was fitted with solar panels, which represent 10% of total electricity consumption for the sorting centre.



De Post/La Poste gives its employees courses in 'ecodriving'. These are special driving techniques to reduce petrol consumption.



To add to the awareness-raising campaign for GreenPost, De Post developed a suitable logo.

PRIOR vignette renewed!



The A PRIOR logo is to receive a new design. Thanks to the **3 circles in the middle** of the logo, henceforth our sorting machines are **better able to detect them**.

Do you still have old vignettes? For the time being you can still use them, but order a supply of the new model today.

Visit www.belgianpostinternational.eu

- order your new A PRIOR vignettes
- download the new A PRIOR logo
- consult the technical specifications

