



HELLENIC POST (ELTA) PARCELS SERVICES & LOGISTICS

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Director of Logistics

ELTA as a Logistics Service Provider (LSP)

ELTA provides services:

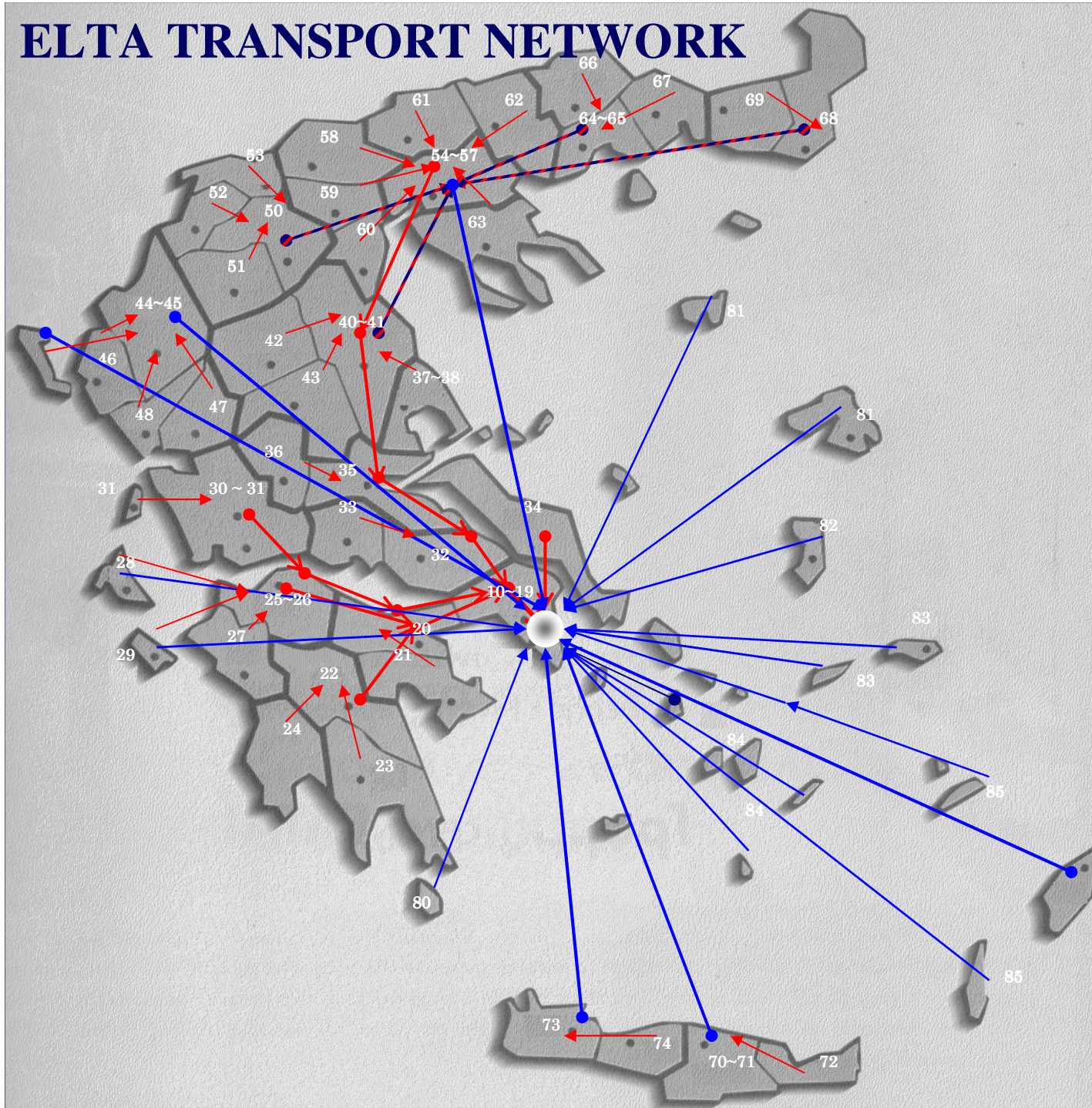
- STORAGE / PACKING
- TRANSPORT/ DISTRIBUTION
- CLIENT SUPPORT






TRANSPORT / DISTRIBUTION

ELTA Supply Chain

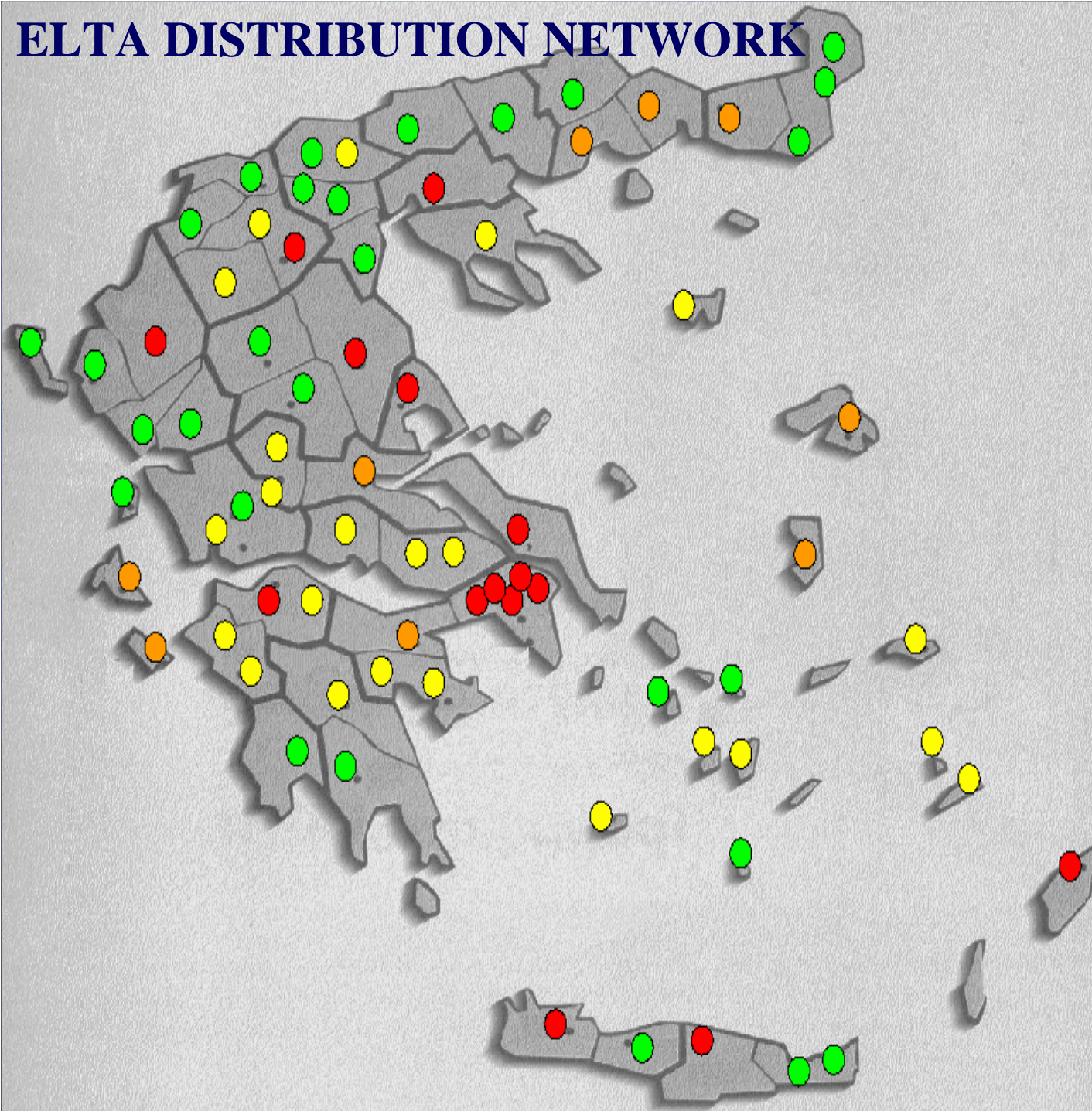


ELTA TRANSPORT NETWORK



-  Main overland network
-  Main air network
-  Secondary overland network
-  Secondary air network
-  Land / air (combined) network

ELTA DISTRIBUTION NETWORK



SORTING CENTRES: 18
DISTRIBUTION CENTRES: 8
ARTERIAL LINES: 15
HUB LINES: 60
LOCAL LINES: 80

The Fleet

Type of vehicle	no
Bicycles	25
Vans 0.5tn	65
Vans 1 tn	15
Trucks 2.5 tn	4
Trucks 3.5tn	12
Trucks 5tn	8
Trucks 7tn	4
Trucks 10tn	6
Trucks 15tn	3
Trucks 25tn	2
Total fleet	144

Type of route	no	vehicle*km per day
Parcels delivery	110	4.000
Parcels transport	80	20.000
Total	190	24.000

Transport and Distribution Management Aims

- **QUALITY.** Delivery without deficiencies, damages, loss
- **SPEED.** Increase of level of service (advantage over competition)
- **COST MANAGEMENT.** Decrease of total cost derived by the sale, packing, transport, handling, transformation and services
- **TELEMATICS.** Technological advantages such as monitoring (tracing) of handling, delivery time, items data, packing ect.
- **RISK MANAGEMENT.** Elimination of supply breaks and fluctuation of fees through appropriate contracts and long term relations with the suppliers.

Distribution Network Design

Important decisions:

Location and number of nodes (hubs)

Location and number of distribution centres

Definition:

- Delivery time per area
- Service centres per area
- Transport capacity per area

The Routing Problem

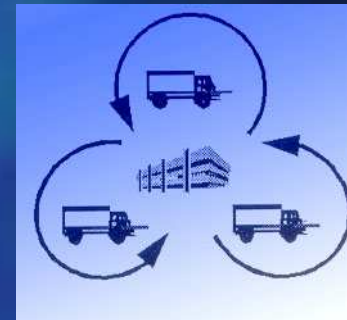
The aim of routing is the best use of the transport fleet:

- Maximization of exploitation of the useful vehicle volume, in combination with their working hours
- Maximization of vehicle use (time), in combination with the staff working hours of the staff
- Minimization of the requirements in vehicles (fleet in use)
- Minimization of the route length, serving the scheduled orders

Types of Routes

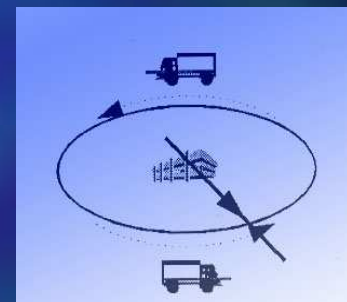
■ Arcuate Routes

- Connect clients in different distances from the dispatch area (e.g. Distribution centres)



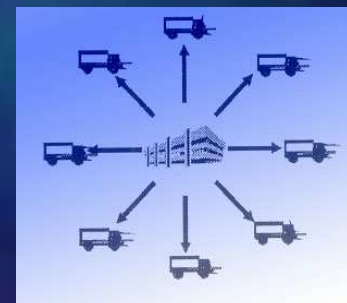
■ Regional Routes

- Connect clients in areas of high density (Arterial lines)



■ Radial Routes

- Connect clients by radial links around a hub (Hub lines)



INFORMATICS

- Track & Trace (bar code)
- Telematic Fleet Tracing
- Riposte
- Portable equipment
- Communication system through SMS
- Specific Software

NEW PRODUCTS

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Easy Parcel Post

- Simplicity of deposit procedures without weighting and pricing, with pre-paid packing folders / boxes
- Easy handling and delivery procedures with Scanning or use of Bar Codes
- Enhancement of ELTA image and advertisement opportunities for the consigner

Free Post

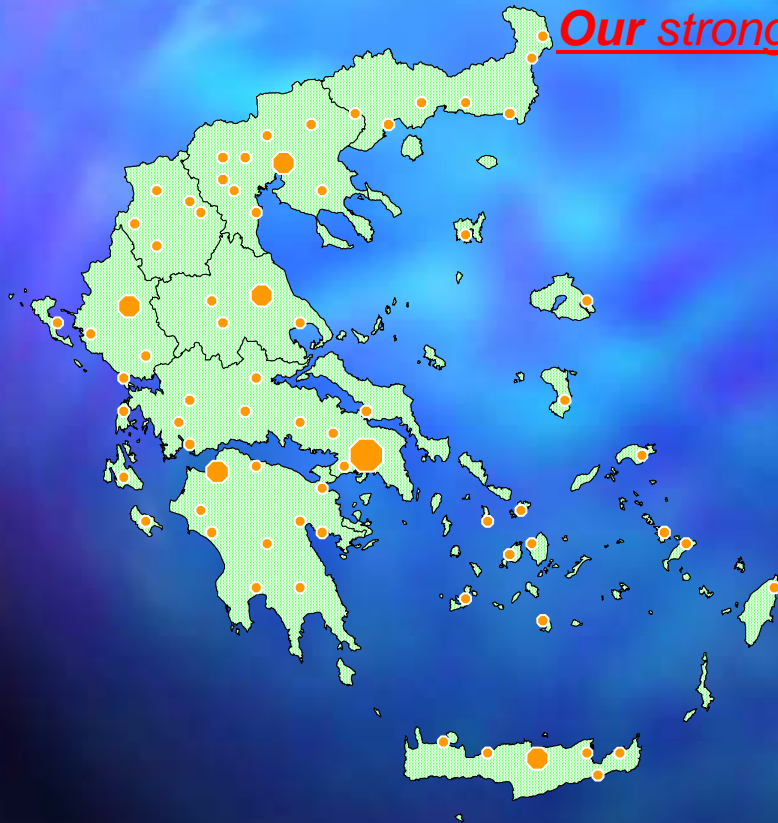
- Mainly for equipment recycling and repair companies
- Fees payment by the recipient without sender expenses, following an agreement
- Recognition of the social and professional consciousness of ELTA

Integrated Logistics Solutions

- Orders reception, collection of materials or goods from the residence of the sender
- Packaging, label and sticker printing, labeling
- Transport, delivery, collection – refund of money, client information

TRANSPORT IN URBAN AREAS

Residential Parcels



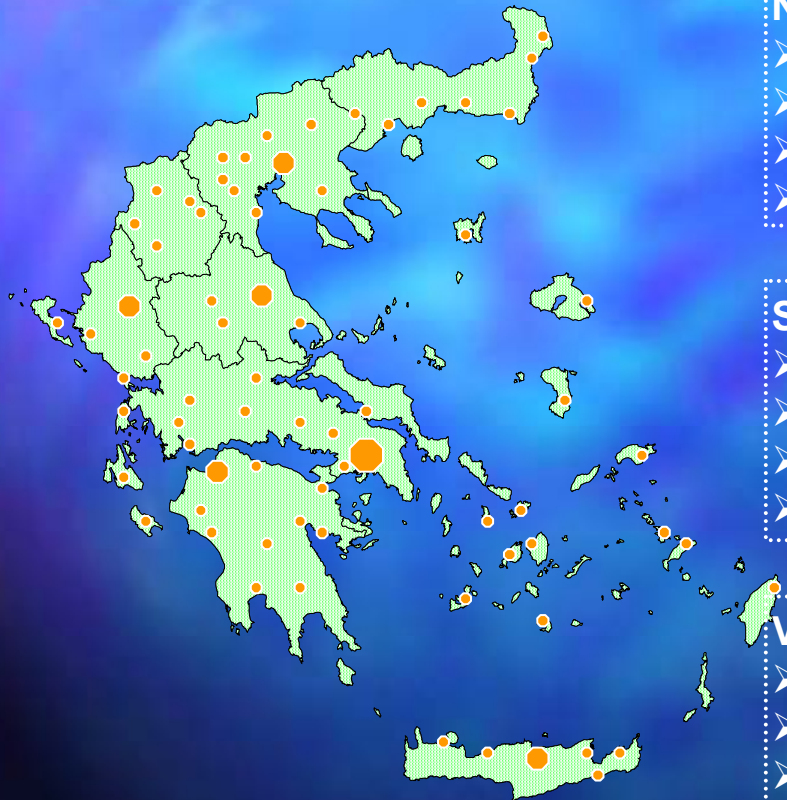
Our strong points can be turned into your own strong points:

*Prestige, Reliability, Safety, National Cover,
Track & Trace Information*

The new network of “Residential Parcels”:

- Served Residents: 6,2 Millions
- Served Households: 2,1 Millions

Residential Parcels



National Network of Collection - Delivery:

- 900 Postal Offices
- 680 Postal Agencies
- 950 Local Postmen,
- 76 Hubs for “Residential Parcels” handling

Safety - Guarantee of Parcels Handling:

- Check of C.O.D. returns from the recipients
- Check of C.O.D. payments to senders
- Allowance of Compensation in case of non receipt
- Insurance of Parcels against Loss, Theft, Damage

Value Added Services:

- Notification to Recipients on the 2nd Delivery Attempt
- Tracking of Parcels in every stage of their Handling
- Electronic Information to Sender about Parcel Status
- E-mail & sms notification to Recipients, about delivery

Time windows

■ **POST OFFICES**

Collection from Post Offices and big clients	12:00-18:00
First Sorting – Routing	14:00-19:00
Transport to sorting centres	19:30-05:00
Transport to Post Offices	05:30-07:30
Transport to Distribution centres	05:30-07:30
Delivery from Post Offices	07:30-14:00
Door to door delivery to big clients	08:30-18:00

■ **PACKSTATIONS**

Automatic 24 hours receipt – delivery of parcels

THANK YOU