



Delivery, installation and maintenance of automated parcel machines for Polish Post



Poczta Polska

- Offers convenient 24/7 parcel collection for consumers
- Improves competitiveness of Polish Post in logistics market
- Boosts sustainability, cutting delivery vehicle emissions

COMPANY & CHALLENGE

Poczta Polska (Polish Post) was founded in 1558 and currently provides universal postal services (letters and parcels), banking and insurance services through companies from the Polish Post Capital Group (Post Bank and Post Life Insurance), and logistics services. The company is also developing digital services (neostamp, neoletter, neocard) provided through the online platform Envelo. Polish Post operates through a network of 7,600 post offices, 14 regional and 13 local sorting facilities. Every day, a team of over 22,000 postmen and couriers delivers 300,000 parcels and four million letters throughout the country.

Recently, the postal and courier services market has undergone big changes: deliveries of traditional letters have been decreasing, while the development of e-commerce means the number of parcels delivered is growing dynamically. This phenomenon can be attributed to the efficient adoption of new technologies by Polish consumers and the strategic approach of companies operating in this market. They are focused on the development of sustainable logistics methods and their integration into everyday life.

This project was initiated by Polish Post to counteract the decline in traditional postal revenues and meet the growing demand for secure, round-the-clock delivery options. By introducing automated parcel machines, Polish Post has strived to reduce costs, improve its competitive position, and attract high-tech and environmentally conscious customers.



To this end, the customer was looking for a proven, reliable partner to support the rapid delivery and installation of 1,000 parcel machines throughout Poland.

The development of automated parcel networks has become one of the main points of the strategy of Polish Post. The purpose is to:

- Improve the competitive position on the market
- Improve cost efficiency
- Improve operational efficiency
- Meet consumer expectations

SOLUTION

Enabling flexible parcel collection and dispatch

Ricoh is a global integrator of digital workplace solutions, but also a pan-European provider of services and solutions for the postal and courier industry. Taking advantage of Ricoh Service Advantage's capabilities in other European markets to provide services to automated parcel machine network operators, Ricoh Poland has submitted an offer to provide services to Polish Post.



Automated parcel machines provided by Ricoh not only improve the quality of Polish Post's services, but also increase convenience for customers, improve logistics efficiency and strengthen the competitiveness of the company in the parcel market.





By leveraging its international reach and agreements with technology partners, Ricoh created an ambitious plan for the delivery, installation, and implementation of the automated parcel machines. The scope of work includes:

- Delivery of 1,000 76-door automated parcel machines
- Ground adaptation works, taking into account available electrical connections
- Operating system configuration
- Installation and commissioning
- Delivery of SIM cards from two operators with data packages for 5 years
- Maintenance and support services for 5 years
- Additional services on request

A key part of the transformation project of Polish Post is establishing an automated parcel machine network that allows for a convenient collection and dispatch of parcels at any time. Network development requires the coordination of many elements for rapid scaling of the network, while installing in a correct, safe manner for trouble-free usage.

Ricoh delivered 1,000 automated parcel machines equipped with, among others, industrial PCs, video surveillance systems, payment terminals, and wireless modems.

Ricoh also provided support in the integration of the machines into the existing IT system of Polish Post and communication (SIM cards + data packages) between the machines and the central IT system. At the installation sites, permanent soil adaptation (concrete plinths) was completed.

Where required, electrical connections, operational zones in front of the machines, and road bollards were installed. The machines were installed with safety in mind, and the operation of individual components was checked after installation.

From the moment they are put into use, Ricoh has been servicing the machines so that their use meets the highest standards of availability.

BENEFITS

More efficient delivery, reduced costs

The delivery, installation, and maintenance of 1,000 automated parcel machines for Polish Post by Ricoh has brought a number of benefits and solved significant problems related to logistics and parcel handling. These include:

Improving service availability:

Automated parcel machines allow Polish Post customers to collect parcels at a time convenient for them, without having to visit post offices. They are open 24 hours a day, seven days a week, which is especially important for people who cannot visit post offices during opening hours.

Shortening delivery times:

Automated parcel machines streamline the parcel delivery process. Directing parcels directly to the machines allows for faster execution of orders and avoids delays that could result from restrictions related to deliveries to homes or businesses.

Relieving the burden on post offices:

Thanks to automated parcel machines, some traffic that has been focused on stationary outlets is moving to the machines. This reduces the workload of staff in post offices, improving their efficiency and the quality of customer service.

Reducing operating costs:

The introduction of automated solutions for parcel collection optimises the working time of representatives of logistics departments, reducing operating costs for Polish Post.

Increasing the competitiveness of Polish Post:

The introduction of automated parcel machines strengthens the position of Polish Post in the increasingly competitive e-commerce and courier services markets.

Boosting sustainability:

Automated parcel machines are an essential part of the company's sustainability strategy, as they minimise the number of attempts to deliver parcels to homes, which will reduce CO2 emissions from vehicles.

The issues that have been solved include:

Limited flexibility in parcel collection:

Traditional pick-up points (post offices) are only open during certain hours. Automated parcel machines eliminate this problem, providing access at any time of the day or night.

Queues and long service times in branches:

The introduction of automated parcel machines reduces the number of people visiting post offices to collect parcels, which reduces queues and improves the efficiency of customer service at the branches.

Restrictions related to deliveries to a home address:

Parcel lockers offer a convenient alternative for customers who cannot pick up parcels in person at home due to absence, which solves the problem of failed deliveries and the need for re-deliveries.

Lack of infrastructure for the rapid growth of the e-commerce market:

The development of e-commerce in Poland generates demand for modern, fast logistics solutions. Parcel machines support the development of this sector by enabling more efficient management of a large number of shipments.

ABOUT RICOH

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces, workspaces and optimise business performance. Headquartered in Tokyo, Ricoh's global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organisational capabilities nurtured over

its 85-year history. In the financial year ended March 2024, Ricoh Group had worldwide sales of 2,348 billion yen (approx. 15.5 billion USD). It is Ricoh's mission and vision to empower individuals to find Fulfilment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realise a sustainable future. For further information, please visit www.ricoh-europe.com

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