



B2C Europe
WE DELIVER E-COMMERCE

The background of the slide features a light gray map of Europe. A network of dashed lines connects seven circular images arranged around the central logo. The images depict various e-commerce scenarios: a woman on a sofa surrounded by shoe boxes; two young girls looking at a smartphone; a delivery person in a cap handing a box to a woman; a woman opening a cardboard box; a delivery person handing a box to a woman at a counter; a hand placing a document into a box; and a delivery person handing a box to a man.

B2C Europe

Grow your e-commerce sales with the best cross-border delivery and return shipping solutions.

Integrated domestic and international distribution and return shipping
Solutions providing you a one-stop-shop experience

Additional services such as customs clearance and tax representation



**Europe's Number
1 in cross-border
logistics**



It is our mission to give our customers access to the best postal delivery and returns services for B2C e-commerce in Europe.

We achieve our mission by ongoing innovation, local presence, consumer centric behaviour, a strong focus on IT and flexible adjustment to customer needs.

Our Mission



Company Characteristics

Our services are focused on cross-border logistic needs of online retailers and related IT services.

We concentrate our logistic services and our sales efforts on Europe , China and the USA.

Our customers are online retailers, e-fulfilment companies, postal operators, market places and online sellers.

B2C Europe has local presence in the United Kingdom, Netherlands, Belgium, France, Spain, Switzerland, Italy, Germany, USA and China.

We are an innovative service provider with a strong emphasis on Information Technology and web solutions

We like to out smarten our competitors and like to build tailor made solutions for our customers.

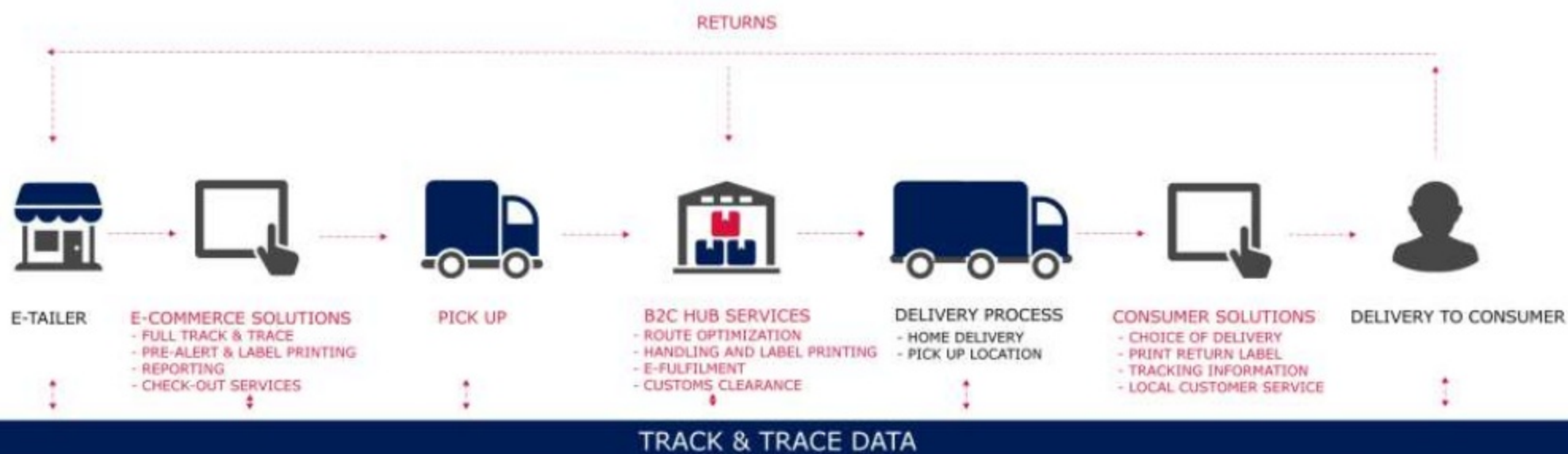
We have a staff of about 150 very skilled and highly motivated men and women.



**We deliver
YOUR
e-commerce**



End-to-End Solution



MULTIPLE CARRIER SOLUTION



One Stop Solution in to Europe

Multi carrier solution with last mile delivery by domestic operator

One interface for pre-alert and tracking details for all countries, postal operators and private networks

Various service options to deliver B2C parcels in each country of Europe

Ease-to-use and comprehensive Track & Trace platform

Affordable parcel delivery solutions for e-commerce

Individual duty free parcel clearance solutions up to € 150 per parcel into the EU



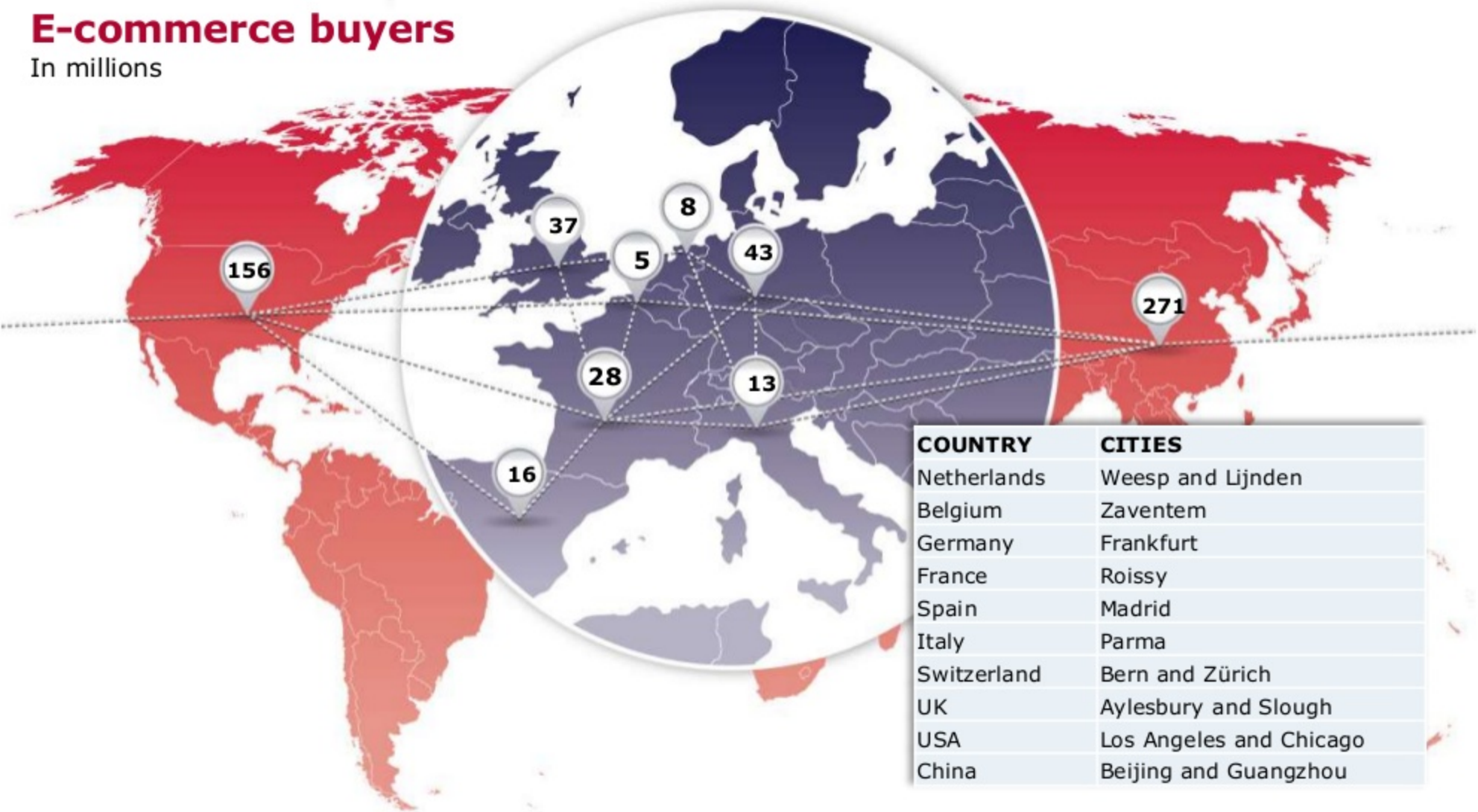
**Easy and
affordable access
to cross-border
destinations**



International Presence

E-commerce buyers

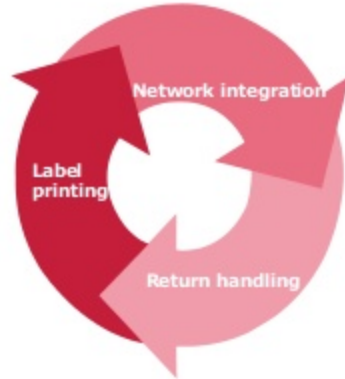
In millions



Source:
E-marketer 2013

Business Model

B2C customer solutions



Network operators



B2C consumer solutions



Network management

Consumer relations

Network management

- Coordination of cross border logistics for its customers to enable optimal routing and return handling
- Direct access through one IT interface offers easy access to full range of postal operators, integrators, road express and pickup networks all over Europe
- Local presence provide domestic return solutions, international fulfilment, affordable customs clearance and customer service in European E-commerce markets
- Handling services simplify access to distribution returns networks, improve the quality of delivery and offer peace of mind for the shipper

Consumer relations

- Consumers experience flexible delivery and return options, international track & trace and support services delivering client satisfaction
- CollectYourParcel interface enable European consumers to select the nearest pickup location and collect the parcel where and when it is most convenient
- Return solutions offer consumers free return services via local post offices or convenience stores
- Local support services ensure appropriate after sales when required by consumers





Home Delivery

ParcelPlus
TrackedMail
PriorityParcel
RegisteredParcel
PriorityMail
Expresse Delivery



Pick-Up Locations

CollectYourParcel

Easy to integrate
cross border
pick-up point
solution



Return Solutions

ReturnYourParcel

Effective return
solutions across 19
countries in Europe



Intl E-fulfilment

Warehousing
Order Processing
Pick & Pack

Flashdeals



Customs Handling

Delivered Duty
Paid (DDP)
Delivered Duty
Unpaid (DDU)



IT Platforms: Smartship & Customer Pages



One Interface

With one IT interface we give you access to a world of distribution options.

This enables you to expand quickly without having to worry about IT integration and contracting new vendors.

Our sophisticated Route Optimization Solution gives you the best and fastest experience across all European networks.

We'll keep track of all new European developments for you.



Providing the best price /
quality experience for each
European country each and
every day



Mapping of pre-alert files to simplify manual file uploads

Download of tracking files and reports

Download of invoices

Customer Service Requests

Return Label Generation

logged in as B2C Europe Guangdong Ltd | [profile](#) | [log out](#)

Your Logo

Track and Trace

Manage & Upload Files

Reports

Customer Service

IT Support

Return Your Parcel

Collect Your Parcel

TRACK AND TRACE

order no.	<input type="text"/>
postal code	<input type="text"/>
name	<input type="text"/>
current status	<input type="text"/>
history status	<input type="text"/>
shipment no.	<input type="text"/>
shipping date	from 15-01-2014 until 17-07-2014
output to	<input checked="" type="checkbox"/> screen <input type="checkbox"/> Excel file
<input type="button" value="search"/> <input type="button" value="clear search"/>	

MESSAGES

no messages

☒ Show read messages

RETURN YOUR PARCEL

Click [here](#) to generate a return code.



Home Delivery Solutions

ParcelPlus – Expedited fully tracked European parcel distribution solution till 30 kilo.

TrackedMail – Priority postal tracked solution for mail items till 2 kilo.

PriorityParcel – Global priority untracked distribution solution for parcels

RegisteredParcel - Global priority untracked distribution solution with signature at delivery

PriorityMail - Global priority untracked distribution of mail box size items

Expresse Delivery – Worldwide Express delivery with DHL, UPS, FedEx and TNT.



**Fast & reliable
international
shipping
solutions**



Pan-European home delivery service with Track & Trace

Last mile delivery by means of the best available domestic distribution networks for consumer delivery of e-commerce

Full visibility of all tracking events all over Europe in one interface

Back-up of local post offices or convenience stores of undeliverables and for pick-up

Delivery times within the quality standard of all market places like eBay , Amazon and Groupon.



CollectYourParcel

With one easy solution access to our Pick-up and Drop-off network across Europe



TRACK & TRACE DATA



Freedom to pick up the parcel where and when it is most convenient for the consumer

Use of several networks in Europe in one Integrated solution

A traceable service, with fast delivery times

Easy and simple IT integration



**Easy to integrate
and cost effective
cross border pick-
up point solution**



ReturnYourParcel

ReturnYourParcel provides the customers with paid and / or prepaid return labels, available in 16 languages, that can be sent with each order or generated through your Customer Pages.

We provide an integrated return solution with superior visibility for you and your customer



One stop shop solution for 19 countries

- Ease of use
- Reliable & Convenient
- Cost effective
- Pre-paid or post-paid

Increase customer retention

Also available when you use another carrier for your home deliveries

Compliance with EU directive to offer your consumers an affordable domestic return solution



Access to consumer friendly and cost effective return solutions across 19 countries in Europe



International E-fulfilment

We provide a Warehousing and distribution service for goods that need to be stored and packed by B2C Europe for distribution within the EU

We will bulk clear the goods for the EU and store the goods in our warehouse and will pick and pack the goods according your instructions. By using our fiscal representation you do not require any legal entity in the EU

For low valuable goods we provide a fulfilment solution from Switzerland, in order to benefit from the free import treshholds below €22,00



Customs Clearance

Direct distribution services of parcels prepared and packed in non-EU countries to be cleared and distributed to European consumers

We offer a DDU and a DDP service:

Delivered Duty Unpaid: The mailman in the destination country will collect duties and taxes from the consignee when applicable. No fiscal representation is required

Delivered Duty Paid: clearance of each B2C parcel individually at the point of entry in the EU to make maximum use of Duty and VAT exemptions in the EU



**Two easy solutions
to clear your
parcels**



Why B2C Europe!

The Experts in Europe in cross-border e-Logistics solutions

Europe's no. 1 in connecting domestic postal solutions

Big or small, we do it all

Easy access to distribution and returns solutions all over Europe

One-stop-shopping for all your logistic needs in Europe

Access to pickup locations all over Europe



**We deliver
YOUR
e-commerce**

