

Steps towards an optimal postal USO

The advent of digital communication and e-commerce have radically changed the consumers' needs for postal and delivery services. The postal USO, if not adjusted, risks providing only limited benefits to consumers at high costs for postal operators.

We can help you make the case for a better postal USO and bring it to policy makers.

1 Determine USO burden

What is the EUR-burden of the USO for your company today, compared to a situation without USO?

What is this EUR-burden in the future under different scenarios of volume decline?

2 Define Ideal USO

What menu of options can you choose from when adjusting the USO?

What works for other postal operators and what doesn't?

Given the goals of your company what does the ideal USO look like in terms of product scope, delivery speed & frequency, geographical coverage?

What is the ideal USO for letters and parcels? What are the perspectives of marketing, pricing and operations on the ideal USO?

3 Dialogue with Policy makers

What impact would a new USO have on the different postal market stakeholders (postal users, postal operators, taxpayers)?

What are the trade-offs between cost and benefits of the new vs. the old USO?

Should the new USO be accompanied by regulatory changes (e.g., in price regulation)?