

Every connection is a new opportunity™

Global Ecommerce, delivered



Promise of Global Ecommerce, **delivered**

Now selling to global customers on the web is as easy as buying on it.



For online shoppers around the world, the web is the ultimate in convenience. They can quickly search and find the items they're looking for, choosing favorite brands, making price comparisons and quickly carting hard-to-find or locally scarce items in just minutes or even seconds.

For Internet retailers, the process is anything but convenient. A sale might be a click away on the web, but it's oceans, mountains, days or even weeks away in the real world.

The promise of Global Ecommerce.

The Global Ecommerce market is huge, with close to 2 billion people online. As impressive as that number may be, the Internet's rate of growth and untapped potential are even more exciting. In fact, with a worldwide Internet usage of under 20%, the Ecommerce potential is almost limitless. You can access the worldwide customers if you address some critical issues.

Cost, complexity, compliance and confidence: the four critical issues facing successful Internet Retailers.

Pitney Bowes Global Ecommerce & Parcel Distribution Services rely on a unique combination of regulatory expertise, advanced technology and a sophisticated logistics infrastructure that reduces the friction in Global Ecommerce for both buyers and sellers.

The Costs

Price transparency. With our DDP (delivered duty paid) service, tax and duty fees are calculated and displayed at checkout. Thus, your shoppers view fully landed costs up front. No surprise COD (collect on delivery) charges translates into happier customers.

Low shipping rates. We offer competitive rates along with a full spectrum of shipping options.

The Complexity

Customs clearance. Let Pitney Bowes take care of the customs process. Our Global Ecommerce solution keeps you current with changing requirements.

The Compliance

We help you manage your export compliance with regulations including export license control.

The Confidence

Tracking. Track shipments from the shipping dock to the customer's front door with full proof of delivery.

Returns process. Benefit from a convenient global returns process that also includes duty and tax reclamation.

Cost-effective insurance. Our global parcel insurance coverage can protect you from mishaps.


The complete Ecommerce package **for all your Global Ecommerce packages.**

Combining sophisticated Ecommerce technology with experienced shipping operations, your online customers are now just a click away.



Trade Services

- Catalog & classification services
- International restrictions
- Estimate duty and taxes (DDU)
- Guarantee duty and taxes (DDP)
- Paperless customs clearance
- Parcel insurance



Parcel Distribution Services

- Delivered duty paid (DDP)
- Delivered duty unpaid (DDU)
- US pickup
- Returns management (duties drawback)
- Packing slip management
- Managed parcel services



Online Shipping Services

- Label generation & printing
- Indicia management
- Address validation & correction
- International multi-carrier tracking
- Parcel insurance

You no longer have to cobble together a diverse montage of platforms and suppliers to create a complete International Ecommerce system. The Pitney Bowes Ecommerce solution takes you and your customers from the checkout to final delivery at your customer's door.

Our complete suite of services:

The Pitney Bowes Ecommerce solution provides a modular suite of web services designed to address customer needs for domestic and International Ecommerce transactions. We are one of the leading providers of shipping technology and logistics services that delivers a competitive shipping experience.

Trade Services

Take the mystery out of international transactions—for the retailer and the customer. Gone is the morass of intricate and complex web of customs, duty, taxes, currencies and currency conversions.

Parcel Distribution Services

Our global network of postal resources, delivery agencies and courier services can help you meet your budget and delivery requirements for both dutiable and non-dutiable parcels.

Online Shipping Services

Provides a browser-based online postage solution that delivers quick and easy access to shipping services. This online postage solution simplifies shipping services and maximizes customer convenience.

Pitney Bowes Global Ecommerce and **Parcel Distribution Services**



Pitney Bowes offers solutions that make International checkouts as seamless and easy for your customers as domestic. We offer everything from Landed Cost Calculation to a variety of cost-effective International shipping options. All are designed to make growing your business overseas simple.

With our solutions, you can benefit from:

Price Transparency

Include tax and duty fees at checkout or blend them into your product or shipping rates. Either way, your shoppers can view fully landed costs up front, which increases sales conversion rates at checkout, and minimizes surprise COD charges, frustrating customer experiences and costly customer service calls.

Competitive Shipping Rates

Choose from a full spectrum of shipping options, supported by a global network of international postal administrations and private delivery agents, which offer a high level of service and competitive pricing.

Tracking Capability

Develop more accurate time-to-market expectations and improve the customer experience by leveraging our door-to-door tracking.

Customs Clearance

Let Pitney Bowes take care of the customs clearance process.

Returns Process

Benefit from full returns capability, including duty and tax reclamation.

Cost-Effective Insurance

Enjoy peace of mind through global parcel insurance coverage.

Trade Services. Simplify your International Ecommerce duty and tax process. Trade Services is a technology designed to lower the barriers to International Ecommerce transactions with minimal integration requirements on the part of you, the customer.

Benefits Summary

- Simplify international transactions for retailers and shippers
- Significantly reduce international customer inquiries
- No requirement to fill out customs forms or use a different shipping service for international
- Helps manage compliance with import/export rules, laws and regulations
- Shoppers understand cost obligations in advance—no surprise COD fees upon delivery

Global Parcel Distribution
Services. **We deliver the
goods worldwide.**



Pitney Bowes offers three unique options for international shipping, making it faster and less stressful for you and your customers.

Expedited

When you need speed, reliability and visibility, our Expedited Service is your best option for delivering dutiable and non-dutiable parcels to their destinations. With full tracking capabilities to 92 countries, including Canada and the EU, you can enjoy many of the same features and benefits you would receive from a courier service but at a more economical “overall” price. We can help you design a landed cost strategy to effectively communicate accurate information to your customer prior to delivery and ensure your offering remains compliant.

Speed: Worldwide transit times to major centers range from five to eight business days.

Cost transparency: With this delivered duty paid (DDP) service, all duty and tax charges are precalculated, so you can communicate them to your customer prior to the order’s arrival, or you can blend them into your product or shipping rates. There are no surprise charges, which leads to an improved customer experience and reduction in claims.

Parcel visibility: With full tracking capabilities, you and your customer can monitor the status of an order 24 hours a day, seven days a week. Various levels of tracking are available up to and including proof of delivery (POD).

Returns management: We offer full returns capability, with international returns facilities in 12 different countries and growing. Our returns solution includes the ability to recover applicable duty, taxes and value-added tax (VAT).

Export, duty & tax compliance: We can help you design a landed cost strategy to effectively communicate accurate information to your customer prior to delivery and help ensure your offering remains compliant with applicable laws and regulations.

Coverage: This service is currently available to 92 European countries, Canada and select Asian countries.

Priority

Looking for speed, consistency and economy combined? Priority service is the option. Utilizing the first-class mail services of postal administrations and agencies around the world, we ensure your parcels are delivered quickly and consistently.

Speed: Worldwide transit times to major centers range from five to 10 business days.

Transparency: With this delivered duty unpaid (DDU) service, all parcels must include a CN22 customs declaration.

Visibility: Milestone tracking to certain countries and specific areas in certain countries.

Export, Duty & Tax Compliance: We can help you design a landed cost strategy to effectively communicate accurate information to your customer prior to delivery and help ensure your offering remains compliant with applicable laws and regulations.

Coverage: This service is currently available to 193 countries, including Canada and Europe, as well as Asian and Latin American markets.

Standard Service

Our most economical solution. When cost control for both your organization and your customers is the objective, Standard Service is the optimal selection.

Pitney Bowes Online Shipping Services; Streamline Your Shipping Process.

Ship right from your desktop.

Seamless Integration

- Web services suite providing multi-carrier tracking, rating, USPS labels
- Linkages with cross-border and other value-added services

Enterprise Class

- Multiple, redundant and geographically dispersed data centers
- Highly scalable infrastructure with multiple levels of redundancy

Data Integrity

- All transactions mutually authenticated and postage requests cryptographically signed

Online Shipping Services offer a browser-based online postage solution that delivers quick and easy access to shipping services.

The Pitney Bowes Online Shipping Services software platform provides domestic and international postal-based shipping services to partners of Pitney Bowes. Our solution delivers quick and easy access to shipping services, across a number of postal carriers including Canada Post, Royal Mail and the USPS. This online postage solution simplifies services and maximizes customer convenience. The technology enables customers to select a mail service, print shipping labels and pay for the postage—without needing to leave the partner’s web site. Once the postage label is purchased, both the buyer and seller can track delivery status of the parcel online.

The technology described above is based upon the core expertise and long history of Pitney Bowes in secure metering technology, postal funds management, and Internet postage and label-generation technology.

The Online Shipping Services platform offers the following features:

- Provides a set of web services that can be used by the partner to integrate rate management and label-generation capabilities into their web site or shipping system
- Manages carrier security requirements, relieving the partner from keeping pace with changing carrier needs
- Manages carrier parcel manifests, parcel tracking feeds and acts as a source of record for all financial transactions between the partner and carrier

Parcel Insurance Service

Pitney Bowes Parcel Insurance Service provides the following services and functions:

- 100% global coverage for US origin-based parcels
- Up to \$25,000 of insured coverage
- Entirely API web-based service

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