Cross-border parcel delivery services

Statistical and operation information collected under article 4 of Regulation (EU) 2018/644 of the European Parliament and of the Council of 18 April 2018

2019

Version 1

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Executive summary

Executive Summary

In 2019 the number of parcels increased by 14.6% and revenue increased by 9.1%

In 2019, the number of parcels processed in the postal networks of the main providers of the parcel delivery service in Portugal increased by 14.6%, with turnover having increased by 9.1%. Considering only the providers that reported information in 2018 and 2019, the variation was 11.2% in terms of traffic and 6.8% in terms of revenue.

International parcels represented 32.0% of the traffic and 53.2% of the turnover of the parcel delivery service

Of the total parcels, 68.0% were domestic parcels and 20.7% originated in other countries. Outgoing international parcels accounted for 11.3%. In total, 32.0% of the parcels were international parcels.

On the other hand, 46.8% of the turnover of the parcel delivery services of the main providers in Portugal was generated by domestic parcels, 16.8% came from international parcels received and 36.4% was the result of outgoing international parcels. In other words, international parcels represented 53.2% of the turnover of this service.

European Economic Area was the origin or destination of 29.7% of the parcels and generated 40.9% of the turnover of the service

Close to 95.4% of the international parcels received in Portugal and 87.7% of outgoing international parcels originated in or were destined for countries in the European Economic Area (EEA). The European Economic Area was the origin or destination of 92.7% of the international parcels and accounted for 29.7% of total traffic.

Concerning the turnover of this service, 83.5% of the turnover of the incoming international traffic (international parcels received) and 73.8% of the turnover of the outgoing international traffic came from parcels received from or sent to countries of the European Economic Area.

In total, the European Economic Area accounted for 76.9% of the turnover of the international parcels and 40.9% of the total turnover of this service.

Unit revenue of parcels was 5.18 euros

In 2019, the average turnover per item was 5.18 euros, corresponding to 4.8% less than in the previous year. The unit revenue of domestic parcels was the lowest figure (3.57 euros), followed by the unit revenue of international parcels received (4.19 euros), and outgoing international parcels (16.66 euros).

The unit revenue of traffic outside the European Economic Area was 4.1 and 2.5 times higher than the revenue of traffic received from or sent to the European Economic Area, respectively.

The unit revenue of international parcels received from the European Economic Area was 17% higher than the unit revenue of domestic parcels.

The number of full-time employees represented 87.6%

In 2019, among the employees (not exclusively) associated to the provision of parcel delivery services, the number of full-time employees represented 87.6% of the total, while part-time and temporary workers represented 2.6% and 9.8%, respectively.

86.8% of the subcontracted companies were involved in the delivery of parcels

In 2019, 8 parcel delivery service providers subcontracted 680 companies. The majority of the subcontracted companies were involved in the delivery (86.8%) and transport (22.5%) of parcels.

Report

1. Introduction

Under the terms of article 4 of Regulation (EU) 2018/644 of the European Parliament and of the Council of 18 April 2018, on cross-border parcel delivery services, ANACOM should be provided annually with statistical and operation information on these services. The elements to be reported are specified in Implementing Regulation (EU) 2018/1263 of 20 September 2018.

In 2019, this obligation covered a set of 10 entities that provide services in Portugal. This involves companies each with 50 or more employees.

A summary of the collected elements is presented below. Information detailed by provider is not presented as the Regulation referred to above does not foresee the publication of information detailed by provider.

2. Traffic of the parcel delivery service

In 2019, the number of parcels processed in the postal networks of the main providers of the parcel delivery service in Portugal increased by 14.6% (Table 1). Considering only the providers that reported information in 2018 and 2019, the variation was 11.2%.

Table 1 – Traffic of the parcel delivery service of the main providers

	2018	2019	YoY var (%)
Domestic parcels	35 185	40 314	14.6
International parcels received	10 652	12 289	15.4
INTRA EU/EEA	10 011	11 728	17.2
EXTRA EU/EEA	642	560	-12.8[1]
Outgoing international parcels	5 935	6 720	13.2
INTRA EU/EEA	5 223	5 892	12.8
EXTRA EU/EEA	712	827	16.1
Total traffic	**51 773**	**59 323**	**14.6**

[1] This variation was due to the activity of a single provider.

Unit: Thousand items, %
Source: ANACOM

Of the total traffic reported by the main providers, 68.0% were domestic parcels, 20.7% originated in other countries (international parcels received) and 11.3% were outgoing international parcels (Table 2 – Traffic of the). In total, 32.0% of the parcels were international parcels.

Close to 95.4% of the international parcels received in Portugal and 87.7% of outgoing international parcels, respectively, originated in or were destined for countries in the European Economic Area (EEA). The European Economic Area was the origin or destination of 92.7% of the international parcels and accounted for 29.7% of total traffic.

Table 2 – Traffic of the parcel delivery service of the main providers

	Distribution 2018 (%)	Distribution 2019 (%)	YoY var (p.p.)
Domestic parcels	68.0	68.0	0.0
International parcels received	20.6	20.7	0.1
INTRA EU/EEA	94.0	95.4	1.5
EXTRA EU/EEA	6.0	4.6	-1.5
Outgoing international parcels	11.5	11.3	-0.1
INTRA EU/EEA	88.0	87.7	-0.3
EXTRA EU/EEA	12.0	12.3	0.3
Total traffic	**100**	**100**	

Unit: %, p.p.
Source: ANACOM

The vast majority of the companies reported only international parcel traffic in the context of a contract with the sender. Only two companies also reported delivery made on behalf of another supplier.

3. Turnover of the parcel delivery service

In 2019, the turnover of the parcel delivery service of the main providers increased by 9.1% in relation to the previous year (Table 2). Considering only the providers that reported information in 2018 and 2019, the increase was 6.8%.

Table 2 – Turnover of the main providers generated by the parcel delivery service

	2018	2019	YoY var (%)
Domestic parcels	120 853	143 806	19.0
International parcels received	61 594	51 474	-16.4
INTRA EU/EEA	51 697	42 991	-16.8
EXTRA EU/EEA	9 897	8 483	-14.3
Outgoing international parcels	99 232	111 968	12.8
INTRA EU/EEA	73 140	82 674	13.0
EXTRA EU/EEA	26 092	29 294	12.3
Total turnover	**281 680**	**307 248**	**9.1**

Unit: Thousand euros, %

Source: ANACOM

In 2019, 46.8% of the turnover of the parcel delivery services of the main providers in Portugal was generated by domestic parcels, 16.8% came from international parcels received and 36.4% was the result of outgoing international parcels (Table 3). In other words, international parcels represented 53.2% of the turnover of this service.

Around 83.5% of the turnover of the incoming international traffic (international parcels received) and 73.8% of the turnover of the outgoing international traffic came from parcels received from or sent to countries of the European Economic Area.

In total, the European Economic Area accounted for 76.9% of the turnover of the international parcels and 40.9% of the total turnover of this service.

Table 3 – Turnover of the main providers generated by the parcel delivery service

	Distribution 2018 (%)	Distribution 2019 (%)	YoY var (p.p.)
Domestic parcels	42.9	46.8	3.9
International parcels received	21.9	16.8	-5.1
INTRA EU/EEA	83.9	83.5	-0.4
EXTRA EU/EEA	16.1	16.5	0.4
Outgoing international parcels	35.2	36.4	1.2
INTRA EU/EEA	73.7	73.8	0.1
EXTRA EU/EEA	26.3	26.2	-0.1
Total turnover	**100**	**100**	

Unit: %, p.p.

Source: ANACOM

4. Unit Revenues

In 2019, the average turnover per item was 5.18 euros, corresponding to 4.8% less than in the previous year (Table 4).

The unit revenue of domestic parcels was the lowest figure (3.57 euros), followed by the unit revenue of international parcels received (4.19 euros), and outgoing international parcels (16.66 euros).

Table 4 – Turnover of the main providers by item

	2018	2019	YoY var (%)
Domestic parcels	3.43	3.57	3.9
International parcels received	5.78	4.19	-27.6
INTRA EU/EEA	5.16	3.67	-29.0
EXTRA EU/EEA	15.42	15.15	-1.7
Outgoing international parcels	16.72	16.66	-0.3
INTRA EU/EEA	14.00	14.03	0.2
EXTRA EU/EEA	36.64	35.42	-3.3
Total traffic	5.44	5.18	-4.8

Unit: euros

Source: ANACOM

The unit revenue of traffic outside the European Economic Area was 4.1 and 2.5 times higher than the revenue of traffic received from or sent to the European Economic Area, respectively.

The unit revenue of international parcels received from the European Economic Area was around 17% higher than the unit revenue of domestic parcels.

5. Number of employees

At the end of the 2019, there were 14,375 employees (not exclusively) associated to the provision of parcel delivery services, corresponding to an increase of 2.3% in relation to the previous year (Table 5), with more than 80% being employees of the CTT Group.

Table 5 – Number of employees

	2018	2019	YoY var (%)
Full-time	12 537	12 590	0.4
Part-time	345	372	7.8
Temporary	1 167	1 409	20.7
Independent contractors	9	4	-55.6
Total	14 058	14 375	2.3

Units: Number of workers, %

Source: ANACOM

The number of full-time employees represented 87.6% of the total, while part-time and temporary workers represented 2.6% and 9.8%, respectively.

Table 6 – Number of employees

	Distribution 2018 (%)	Distribution 2019 (%)	YoY var (p.p.)
Full-time	89.2	87.6	-1.6
Part-time	2.5	2.6	0.1
Temporary	8.3	9.8	1.5
Independent contractors	0.1	0.0	0.0
Total	100	100	

Units: Number of workers, %

Source: ANACOM

6. Subcontracted companies

In 2019, 8 parcel delivery service providers subcontracted 680 companies, which means that, on average, each provider subcontracted 85 companies (Table 7).

The majority of the subcontracted companies were involved in the delivery (86.8%) and transport (22.5%) of parcels.

Table 7 – Subcontracted companies of parcel delivery service providers

	2018	Percentage distribution	2019	Percentage distribution
Customs clearance	11	2.1	11	1.6
Sorting	4	0.8	4	0.6
Transport	120	23.3	153	22.5
Distribution	426	82.6	590	86.8
Total	516		680	

Units: Number of companies, %

Source: ANACOM

Note: Information not available for two providers.

Methodological note

Methodological note

a. Sources

- Statistical and operation information of the parcel delivery service

  Information collected annually from parcel delivery service providers under the terms of article 4 of Regulation (EU) of the European Parliament and of the Council of 18 April 2018 (see https://www.anacom.pt/render.jsp?contentId=1435241) and reported to ANACOM in accordance with the specifications presented in Implementing Regulation (EU) 2018/1263 of the Commission of 20 September 2018. (see https://www.anacom.pt/render.jsp?contentId=1460124). The reference date of the presented information is 30-06-2020. The quarterly information presented in this report may be subject to changes in the event of revision or updating.

  In 2019, 10 companies were covered by this obligation to send information.

b. Definitions and notes

- Parcels

  A postal item containing goods with or without commercial value, other than an item of correspondence, with a weight not exceeding 31.5 kg. This definition of "parcel" differs from the definition included in the Statistical indicators

  of postal services collected quarterly by ANACOM.

- Parcel delivery services

  Services involving the clearance, sorting, transport and distribution of parcels.

- Parcel delivery service provider

  A company that provides one or more parcel delivery services, with the exception of companies established in one Member State alone, that only provide domestic parcel delivery services as part of a sales contract and as part of the contract personally deliver goods under that contract to the user.

  The statistical information presented refers to 11 entities covered by the obligation of annual disclosure to ANACOM under the terms of article 4 of Regulation (EU) 2018/644 of the European Parliament and of the Council of 18 April 2018. Other companies that provide the same services are not represented in the statistical information presented herein.

- Subcontractor

  A company that provides services for the clearance, sorting, transport or distribution of parcels for the parcel delivery service provider.

- The traffic and turnover generated by the parcel delivery service includes parcel delivery under a contract with the sender and delivery on behalf of another supplier.

- The traffic and turnover generated by the parcel delivery service includes domestic traffic, incoming international traffic (cross-border parcels received) and outgoing international traffic (cross-border parcels dispatched).

- The variations presented in the tables might not correspond exactly to the values in the table due to rounding off.

c. Initials and abbreviations

EEA	European Economic Area

d. Conventional signs

%	percentage