



Mail order company or private customer: the quantity of parcels sent varies considerably, but the routes they take vary only slightly. And there is no difference as far as delivery quality is concerned: Hermes always strives to offer the best service – to each customer

## WHERE A PARCEL GOES

One in three parcels addressed to a consumer in Germany is delivered by Hermes; on average, its delivery staff and ParcelShop operators handle more than 700,000 consignments a day. An elaborate logistics system ensures reliability and speed; with the Express delivery service, goods are received only 24 hours after being ordered