

The Airport City is Growing: Vienna Airport Opens Postal Partner Office at the Flight Hub

It is now possible to send and receive mail 24/7 at the airport: today, Thursday, October 13, 2016, the first postal partner branch office in Austria with a self-service foyer was opened at Vienna Airport. As a result, the Airport City has added another integral part of its infrastructure in order to expand the service offering for companies located at the site as well as for employees, passengers and local residents. The postal partner office was officially put into service within the context of the opening ceremony attended by Georg Pölzl and Walter Hitziger, Members of the Management Board of Austrian Post, as well as Günther Ofner and Julian Jäger, the two Members of the Management Board of Flughafen Wien AG.

“The fact that the two large companies are able to leverage synergies enables the implementation of our jointly developed business model for business customers”, says a pleased Günther Ofner, Member of the Management Board of Flughafen Wien AG. “An innovative round-the-clock postal service is a further milestone for the approximately 230 companies at our growing Airport City, making the site even more attractive,” he adds.

“The postal partner concept has proven to be successful, and the advantages are obvious: postal partners complement Austrian Post’s own branch network, offer great service, shorter distances and usually longer opening hours, sometimes even on Saturdays. At the same time, they strengthen existing structures in rural regions”, states Georg Pölzl, CEO of Austrian Post. Pölzl is convinced that “this represents a classic win-win situation for customers, postal partners and Austrian Post.”

Julian Jäger, Member of the Management Board of Flughafen Wien AG, says: “Postal services are indispensable for the approximately 20,000 employees at the flight hub, and 23 million passengers handled by the airport each year. Thanks to the first postal partner branch office in Austria with a self-service foyer, we now offer them 24 hour service.”

“In 2001, the first postal partner office was opened in Stein an der Enns in Styria, which still exists as one of 1,300 postal partners at present”, explains Walter Hitziger, Member of the Management Board of Austrian Post with responsibility for the Mail & Branch Network Division. “The new postal partner office at Vienna Airport comprises a new chapter in this success story. For the first time, a self-service zone is offered at a postal partner office, thus making it possible to send or pick up mail items from the pickup station seven days a week, 24 hours a day.”

New business model implemented for the first time

The new business model for business customers developed by Austrian Post has been implemented at Vienna Airport for the first time in cooperation with Flughafen Wien AG. It is the first postal partner office anywhere in Austria which features a self-service foyer, and is thus available for use by customers at all times. The postal partner office with the postal code 1300 is operated by Flughafen Wien AG.

24/7 services thanks to the self-service zone

The postal partner office at the Airport City is open Mondays to Fridays from 8 a.m. to 2:30 p.m. However, mail items can be posted around the clock in the self-service zone. Customers can use the franking machines to print out labels for letters, parcel stamps and registered mail stickers, which can be paid for with cash cards or credit cards. By putting the prepaid item in the post drop-off box, the barcode is scanned and a posting confirmation is

printed. Customers can also pick up their mail items at any time they want from the pickup station in the postal partner office at the Airport City. The barcode of the parcel delivery notification slip is held in front of the scanning device of the pickup station, and the customer signs the receipt confirmation on the display. The corresponding compartment of the pickup station which contains the mail item opens automatically. Access outside normal business hours is possible via the Maestroc card reading device at the street entrance.

Airport City Vienna is steadily growing

Vienna Airport is the leading flight hub to Eastern Europe, offering high-performance connections to its customers. This is particularly essential for companies serving their markets in Eastern Europe from an Austrian base. Vienna Airport is also a gateway to internationally operating companies and their production facilities in neighbouring countries. Some 20,000 people work for 230 companies located at the Vienna Airport site. Airport City Vienna is steadily growing. Thanks to the opening of the postal partner office, it has further expanding its service offering for companies at the flight hub.

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