

## **The parcel trade had a turnover of 6.5 billion euros, continuing its upward trend driven by e-commerce**

- There were over 1 billion parcel and courier shipments.
- The report includes, for the first time, the data from Amazon after the 2020 CNMC ruling determined it is a postal operator.
- The number of letters sent (1,732 million) was 7.6% less than in 2020, this market having halved over the last 9 years.
- The number of registered postal operators increased by 10%.

**Madrid, August 9, 2022** .- In 2021, the downward trend in the traditional postal sector (letters) continued with 1,731.9 million items (7.6% less than in 2020 and less than half that of 2013) and a turnover of 1,253.4 million euros, according to data from the **Postal Sector Annual Report 2021**. ([INF/DTSP/008/22](#)).

Parcels, on the other hand, recorded an increase with 1,087.3 million items and 6,463.3 million euros in turnover.

At the end of 2021, the postal register included 2,177 registered companies, 10% more than the previous year.

For the first time, the report includes data from Amazon, following the CNMC ruling that two of the Group's companies should be considered postal operators ([see press release](#) and [STP/DTSP/006/20](#)). The relative importance of these companies in the total market has affected all annual variations, which have to be interpreted in this light.

As just a few companies are responsible for the majority of deliveries, the CNMC's annual report is compiled using data from registered companies with 50 or more employees and whose activity is mainly postal: 9 companies in the traditional postal sector and 23 parcel companies.

## **Letters and parcels up to 2 kg are the most in-demand products**

The products with the highest demand in the traditional mail sector were ordinary letters and postcards (almost 80% of the total items in this sector). Meanwhile, the most popular packages were the smallest weight parcels, up to 2 kg (almost 70% of the total items in the parcel sector).

## Market shares

In the traditional postal segment the public carrier dominated with almost 90% of the shipments, but in the parcels sector this share dropped to just 18%.

## Household panel

Just over three out of four individuals surveyed in the latest [CNMC Household Panel](#) (conducted in the second half of 2021) reported [not having sent or received letters from other individuals in the previous six months](#), with the most common letters received being from businesses (half of respondents) along with administrative and judicial notifications (slightly more than one in three respondents). Nearly two out of three respondents had not visited any kind of post office in the six months prior to the survey.

Correos was the company most frequently used by respondents to send their parcels. Correos was also the company that delivered the most parcels, although only one in five respondents was able to choose the company to make the delivery.

E-commerce generated large volumes of parcels. Almost half of the respondents had made a purchase online, and in almost 95% of the cases these purchases involved the receipt of a parcel. E-commerce has been on an upward trend, reaching 334.3 million transactions in the last quarter of 2021.

[INF/DTSP/008/22](#)