

Press release

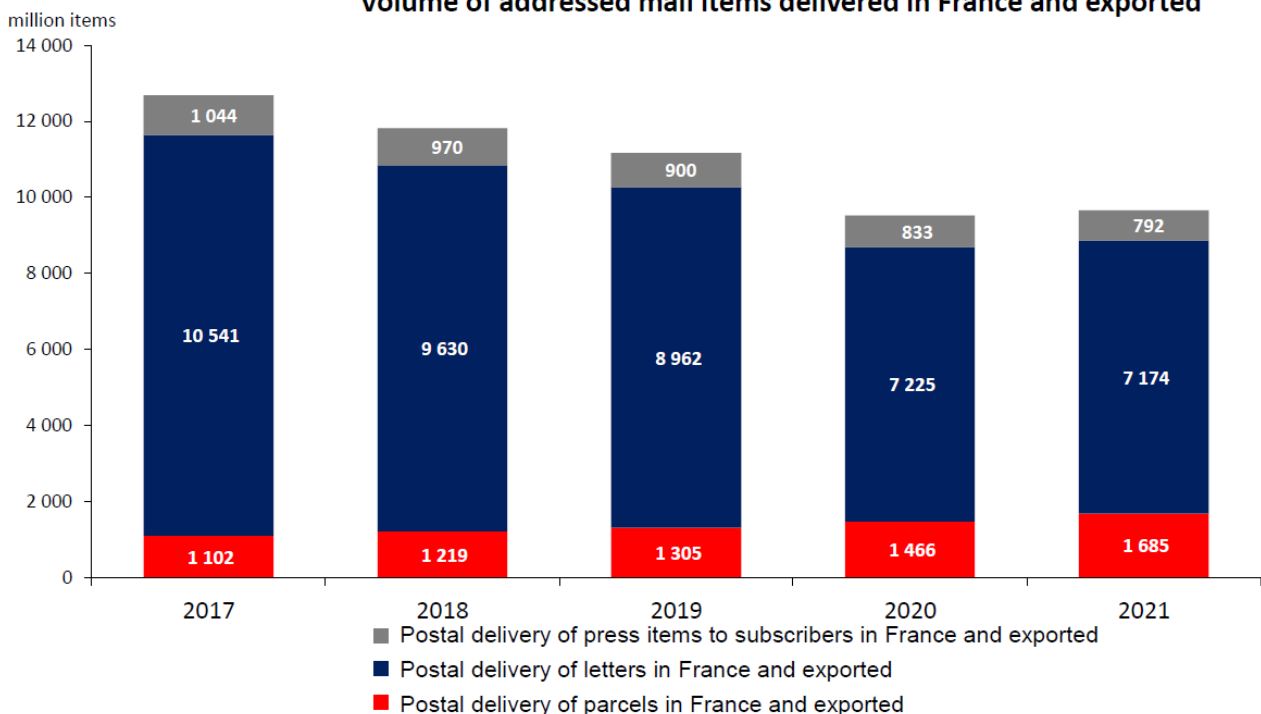
POSTAL SECTOR
**1.7 billion parcels delivered in France and exported in 2021:
 a volume that continues to soar**

Paris, 20 October 2022

Arcep is publishing the findings of its monitoring of mail and parcel operators' business in 2021.

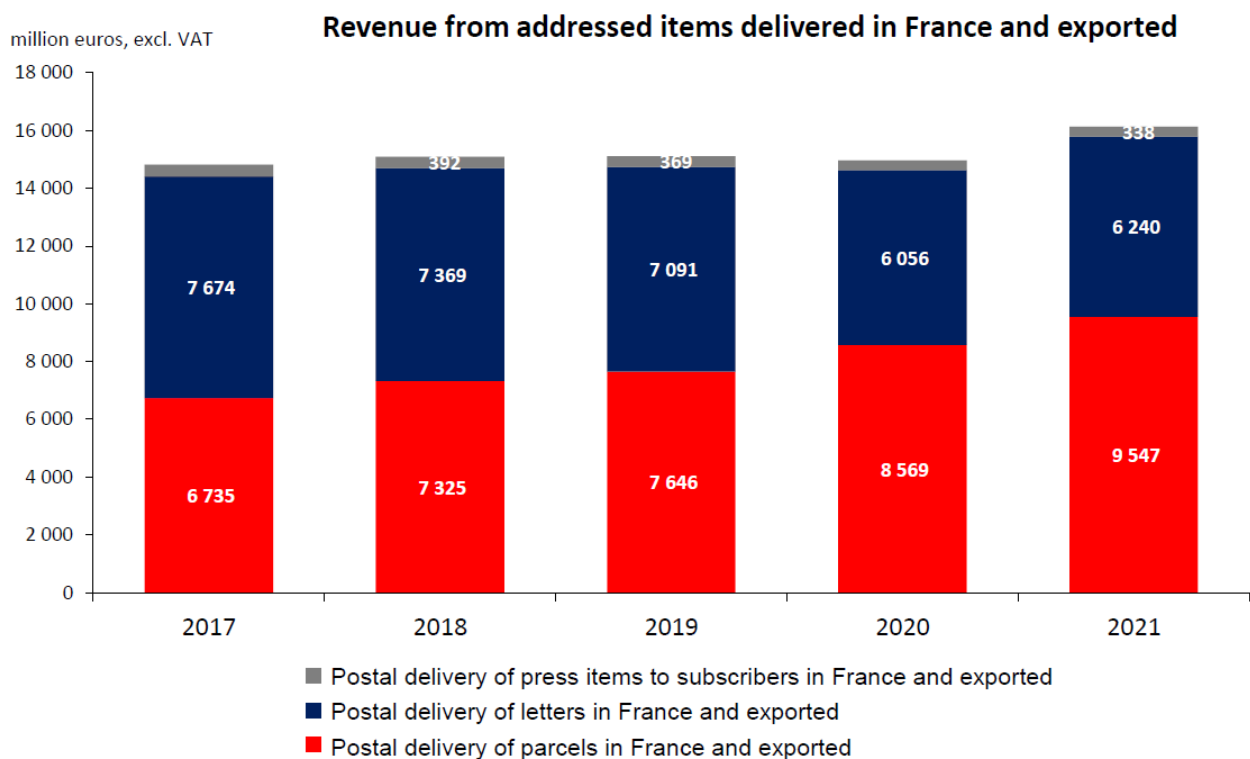
For the first time in ten years, the total number of addressed items (mail, parcels, print media) increased in 2021: growth that was driven by the rise in the number of parcels delivered and by a relative stagnation in the number of mail items sent, after the very sharp decrease of 2020.

- **MAIL, PARCELS, PRINT MEDIA:** a total of 9.7 billion postal items were addressed by mail and parcel operators in 2021, which were delivered in France or exported abroad. This marks a 1.3% YoY increase, after the exceptional decrease in 2020 resulting from the Covid-19 crisis (-15% YoY).
- **MAIL:** In structural decline for close to 15 years, the volume of addressed mail, which represents around three quarters of all addressed postal items delivered in France or exported, decreased slightly in 2021 (7.17 billion addressed mail items), after the dramatic decrease in 2020: -0.7% in 2021 versus -19.4% in 2020.
- **PARCELS:** The increase in the number of parcels delivered in France and exported (ordinary parcels, express parcels and small packages) intensified once again in 2021. The volume of parcels rose to 1.7 billion, marking an even greater increase than in 2020 (+14.9% YoY in 2021 versus +12.4% in 2020). The use of e-commerce in 2021 continued to surge, and there was a substantial revival in the shipment of parcels between businesses.
- **PRINT MEDIA:** The volume of postal deliveries of press items to subscribers continues to shrink: traffic dropped by 5% YoY in 2021 compared to around -7% in previous years.

Volume of addressed mail items delivered in France and exported


Sharp increase in revenue from addressed items (mail, parcels, print media) in 2021, spurred by the parcel segment (representing 60% of the sector's revenue and 17% of traffic) but also by the mail segment

- Revenue generated by the delivery of parcels and letters stood at 16.1 billion euros in 2021. This marks a 7.8% YoY increase in 2021, on the heels of a roughly 1% decrease in 2020.
- Revenue earned by the segment of postal deliveries in France and exported increased significantly for the first time in 2021 (+ 3% YoY). This growth is due to the very slight decrease in volumes, combined with the price increase on universal postal service products (+ 5% on average in 2021).
- Totalling close to 10 billion euros (excl. VAT), parcel segment revenue surged by 11.4% YoY in 2021, progressing at roughly the same rate as in 2020. This income represents 60% of total revenue from addressed mail item delivery activities, and 17% of traffic, all items combined.



Associated documents

[Observatory of mail and parcel delivery in 2021](#)

[Open data](#)

Arcep at a glance

The Regulatory Authority for Electronic Communications, Postal Affairs and Print Media Delivery (Arcep), a neutral and expert arbitrator with the status of independent administrative authority (IAA), is the architect and guardian of internet, fixed and mobile communications and postal networks in France.

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