

INTRODUCTION TO **KOREA POST**

July 2025



Korea Post



Korea Post, as a government organization, affiliate of the Ministry of Science and ICT, provides Postal, Savings, and Insurance services to the public via nationwide network

Postal

Savings

Insurance



Korea Post



- Achieved continuous growth for the last 140 years since its foundation in 1884 as a modernized government institution
- Annual Budget KRW 12 trillion / 8.9B\$ ('25)
- Nationwide network
 - Headquarters, 9 Regional Offices, 3,300 Post Offices, 43,000 employees
 - The sole central government agency with direct contact with the public





Korea Post's Corporate Identity (CI) features a **swallow**, a bird long regarded by the Korean people as a **symbol of good fortune and familiarity** in everyday life

Korea Post Postal Service



Mail Services

- Standard Mail
- Registered Mail

Parcel Services

- General Parcel Service

International Services

- EMS
- Air / Surface
- ePacket
- International Registered Mail

Korea Post Postal Service



**No. 1 in Public Service and
Courier/Parcel Category of KCSI**

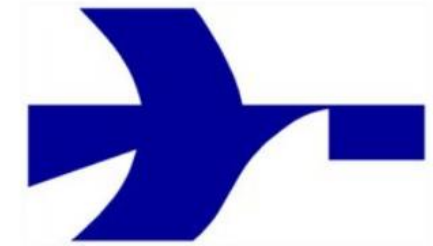


**No. 1 in the Courier/Parcel
Category of the NCSI**

Recent Participating in Meeting



- 13th APPU Congress
- 2024 APPU Postal Business Forum
- EMS Symposium
- Meeting with EMS Coop Head in Korea



Recent Achievement on Mail(EMS)



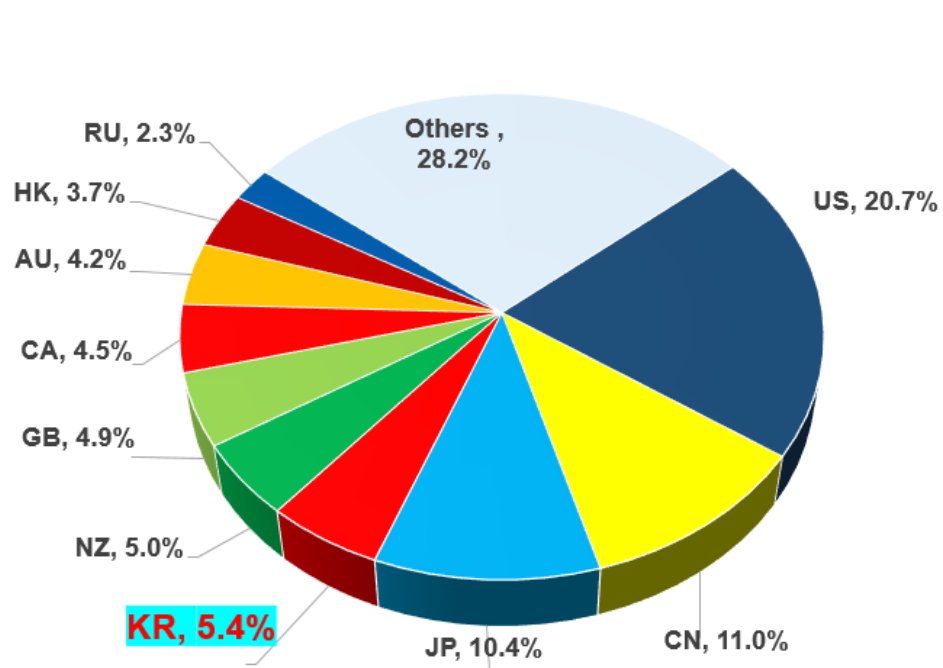
	On-Time E2E	On time transmission	CS Response Quality	Volume growth	PFP	ISO	On-Time Export	On-Time Transport	On-Time Delivery	M40 Compliance	Time in Customs	E2E Elapsed Time Z1-Z1 J+5	PREDES	RESDES	Delivery info	ITMA TT
	90, 85, 80%	98, 96, 94%	95, 94, 93%	Positive	95, 90, 85%		95%	80%	95%	YES	80%	80%	95%	95%	99%	60%
Jan-25	91.5%	98.9%	98.2%	-22.8%	Yes	KR	95.2%	90.6%	86.6%	Yes	93.0%	54.4%	99.0%	99.2%	98.3%	97.1%
Feb-25	94.7%	96.2%	99.3%	-8.4%	Yes	KR	97.3%	94.2%	90.5%	Yes	91.2%	77.0%	99.0%	98.7%	97.6%	97.1%
Mar-25	95.4%	99.6%	96.5%	-7.2%	Yes	KR	97.6%	95.1%	89.2%	No	93.1%	75.9%	99.0%	99.0%	98.0%	97.1%
Apr-25	94.9%	99.9%	99.1%	-5.9%	Yes	KR	97.6%	96.1%	89.8%	No	93.8%	69.7%	99.0%	99.2%	97.8%	97.1%

	DOs	As replying partner								DOs	As requesting partner				
		Customer service response quality	Inquiries received	On-time reply	Time to open requests received	workflows received	First Level Resolution	Close Case within 7 working days	Outstanding		Inquiries sent	Time to open replies received	workflows sent	First Level Resolution	Close Case within 7 working days
		93, 94, 95%	#	98%	< 3 hrs	#	80%	95%	#		#	< 3 hrs	#	80%	95%
Jan-25	KR	98	157	99	00:29:56	150	96	98	0	KR	1637	00:22:56	1400	88	94
Feb-25	KR	99	384	100	00:19:30	375	98	99	0	KR	1486	00:29:28	1188	85	92
Mar-25	KR	96	174	99	00:26:01	154	92	95	0	KR	1526	00:22:13	1292	89	95
Apr-25	KR	99	86	99	04:03:18	86	100	99	0	KR	1234	00:24:25	1078	90	96

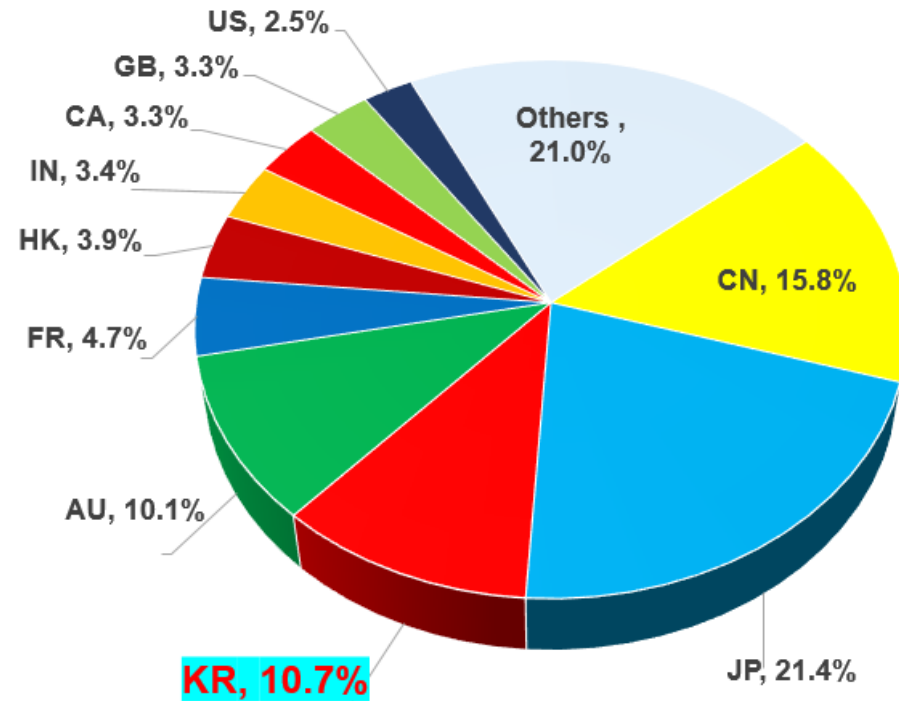
Korea Post is working to improve the mail performance

Recent Achievement on Mail(EMS)

Inbound 2024



Outbound 2024



Korea Post also sends and receives large quantities of mail

Developments for Future:

Expansion Facilities

Korea Post is working to increase processing volume and improve performance by expanding OE



Developments for Future: Sustainable Business

Korea Post is implementing the collection service for coffee capsules and waste medicines to support sustainable environment



**THANK
YOU**

KOREA FOR POC & CA 2026-2029

