

## Research & Development

### Innovative products and services

Service providers usually have no need for research and development in the narrower sense. However, Deutsche Post World Net continued to develop innovative products and services for its customers in the past fiscal year.

*SIGNTRUST* turns the Internet into a secure platform for signing contracts and the settlement of financial services, using data encryption and electronic signature technology.

Deutsche Post World Net is the first European postal company to introduce “PC franking”, which allows our customers to frank their mail using their own PC. At the Munich Corporate Media Competition, this concept won the best-of-breed award, the “Master of Excellence 2001”, and our PC franking software *STAMPIT* won the “Award of Master”. To date, of the 14 patents applied for, four have been granted.

Thanks to *PACKSTATION*, customers are no longer dependent on inflexible parcel delivery times. They specify a convenient place for the parcel to be delivered and can collect it from a machine there, 24 hours a day, 7 days a week. This service has been tested at 24 locations in Dortmund and Mainz since November 2001.

