



PRESS RELEASE

European market innovation: Nuki and Austrian Post to introduce In-Home Delivery as a standard service beginning of July

Graz (Austria), on May 28, 2024

- **In 2021, Nuki and the Austrian Post carried out the preliminary tests of In-Home Delivery. With more than 2,000 registrations within a very short period of time, the level of interest was enormous.**
- **The partners are now taking this one step further and introducing In-Home Delivery as a standard service. Anyone currently without a Nuki Smart Lock will receive one free of charge.**
- **At the beginning of July, 200 users will be activated, additional users will be added continuously throughout the following months.**

You're not at home, but you still need a secure drop-off solution without having to make an extra trip home: With this in mind, the Austrian Post carried out preliminary tests of In-Home Delivery in 2021 together with Nuki as a technology partner. Now this service is being taken a step further with a grand premiere. *"The entryway delivery service from the Austrian Post and Nuki is an absolute market innovation that has never made it past the pilot phase in Europe. We are taking a chance on this innovation and offering In-Home Delivery as a standard service for the first time ever. The Austrian Post can now deliver packages securely and reliably within a recipient's own home,"* explains Peter Umundum, Chief Parcel & Logistics Officer at Österreichische Post AG.

Nuki is excited to once again offer customers a technical innovation that is not yet available from any other provider. *"We see ourselves as pioneers in what we do: Making electronic door locks a part of everyday life for millions of people in Europe and beyond. It is gratifying to see Nuki's innovative technology making it possible for Austrians to have their mail delivered to the entryways of their homes for the first time on a regular basis. Thanks to the new technical implementation and scalability, the In-Home Delivery service from now on will make everyday life easier for thousands of Austrian households,"* says Martin Pansy, Co-Founder and CEO, Nuki Home Solutions.

How the new delivery solution works

For In-Home Delivery, a recipient's house or flat door is equipped with a Smart Lock from Nuki. Those households already equipped with an electronic door lock from Nuki may continue to use it, while the Austrian Post will provide the rest of the 200 initial users with a Smart Lock for free. In the Nuki app, users authorize the Austrian Post to open their house or flat door as a delivery partner. The door can then be opened by the delivery person using a portable electronic handheld device. A dedicated doormat in the entryway indicates where packages should be left. The carriers then leave the house or flat and lock the door.

Initial users starting in July, with others to follow continuously

At the beginning of July, the Austrian Post will activate 200 users from all registrations received. The requirements are a minimum age of 18 years, a delivery address in Austria and the compatibility of the door lock with the Nuki Smart Lock. Registrations are now open. Following the launch with these initial 200 users, the Austrian Post will continuously activate additional users for In-Home Delivery over the coming months. Those users who do not yet have a Nuki Smart Lock will have to pay a one-time fee of 289 euros for the hardware. The entryway delivery option is always free of charge.

Pick-up service with a new preferred spot in the entryway

As part of In-Home Delivery, the Austrian Post is also expanding its pick-up service to include a preferred spot in recipients' entryways. Users can attach return labels or parcel stamps to their packages and request the Austrian Post to collect them. With the Nuki Smart Lock, postal employees can then open the house or flat door and collect up to five pre-paid or pre-labelled packages directly from a recipient's entryway. The packages must be placed on the dedicated doormat so that the carriers know which items to pick up. The 200 users selected for the initial phase will receive two vouchers to try out the service free of charge.

This project was funded by the Austrian Federal Ministry for Climate Protection, Environment, Energy, Mobility, Innovation and Technology and implemented by Schieneninfrastruktur-Dienstleistungsgesellschaft mbH (SCHIG mbH) as part of the logistics funding program.

More information about In-Home Delivery [here](#).

You can find images for this specific press release at this [link](#) and more information about Nuki and general pictures at <https://nuki.io/en/press/>

About Nuki Home Solutions GmbH

The company was founded in 2014 by the brothers Martin Pansy (CEO) and Jürgen Pansy (Chief Innovation Officer) in Graz. Since its market launch in 2016, the company has grown steadily and is now the leading provider of smart, retrofittable access solutions in Europe. Currently, more than 150 people with 18 different nationalities are employed at the Graz site. In addition to the established Smart Lock produced in Europe and a comprehensive range of accessories and services, Nuki is working hard on the further development of smart access solutions for a completely keyless future.

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