

Preface and Acknowledgements

This book is a result of the Center for Research in Regulated Industries' (CRRI) 22nd Conference on Postal and Delivery Economics, which was held on June 4–7, 2014, at the Villa Tuscolana, Frascati, Italy. The first Conference was held in 1990 in the UK. Over the twenty plus years after the first Conference, the industry has seen considerable change. These include the opening of postal markets to competition for most countries in the European Union on January 1, 2011. Even more important is the increasing impact of multi-modal competition. As a result of e-mail, social networks, and Internet advertising, important questions are being raised about the future of mail. The conference and this book attempt to address some of the resulting challenges. They follow earlier conferences and workshops. This in the 22nd edited volume in CRRI's program on Postal and Delivery Economics.

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We would like to thank our distinguished dinner speakers: Bianca Maria Martinelli, Director for Regulatory and Public Affairs, Poste Italiane, and Alberto Pimenta, Director of Strategic Development, CTT Correios de Portugal S.A. These speeches addressed strategy in addressing current issues of regulation and postal reform against the background of increasing competition in the postal sector.

In addition, we thank all the authors and participants of the Conference. Absent their contributions, the Conference and this book would not have been possible. The usual disclaimers are applicable. In particular, the views expressed reflect the views of the authors and are not necessarily those of the sponsors.

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