



Impact of the Coronavirus on e-commerce

SURVEY RESULTS REPORT

14 May 2020

Introduction.....	3
Country comparison	5
May 2020	5
March 2020.....	7
Country Reports	
Austria.....	8
Belgium	10
Bulgaria.....	12
Czechia.....	13
Denmark.....	15
Estonia	17
Germany.....	18
Greece	20
Ireland	22
Italy	23
Netherlands	25
Norway	27
Portugal.....	29
Spain	30
Sweden.....	32
Switzerland	34
Overview of survey results...36	

Ecommerce Europe's survey on the impact of COVID-19 on e-commerce shows first signs of improvement

At the end of March, when Ecommerce Europe published its first country report on the impact of the Coronavirus outbreak on e-commerce, most EU countries were experiencing their strictest lockdown measures. According to Ecommerce Europe's new survey¹, it seems that the European economies are slowly trying to get out of the crisis, with **95% of respondents indicating that their countries have started an exit strategy**. Most countries are slowly easing the lockdown measures and allowing more "physical" commercial activities, with different types of shops being opened. In the next weeks, although mostly still with restrictions and in a scattered way across Europe, restaurants and bars will be opened, contact-based professions will restart their activities and schools will welcome children again.

The e-commerce sector has been a reliable factor throughout the crisis of the last months. It has been helping people in countries with even the strictest lockdown measures to get access to goods. In the coming period, it can be expected that consumers will start to buy more from brick-and-mortar stores again, thereby also lifting some of the pressure on the e-commerce sector. The figures demonstrate that, **while in March only in 27% of the cases brick-and-mortar shops were allowed to be open, currently 67% of the respondents indicate that physical shops have (re)opened**.

Despite the strong demand in e-commerce these last months, the survey shows a nuanced image of the impact of COVID-19 on the industry. While many sectors have generally seen increased sales, there is also a significant segment that is already experiencing / expecting a decrease in sales, with some sectors even dealing with a complete lack of sales. For instance, the fashion industry has seen a substantial decrease of sales, and the demand in the travel and events industry has dropped to an all-time low. Furthermore, even for the sectors that have seen an extraordinary level of demand, the increased sales have also led to higher costs due to disruptions in supplies, the need for additional staff and increased safety measures. In comparison to March, the new survey shows that **the e-commerce sector has also made a slight recovery in the last months, as fewer respondents are currently expecting a decrease of sales (73% to 39%)**.

A consequence of the worldwide spread of the Coronavirus is that companies are experiencing difficulties in their supply chain. In March, 60% of respondents were identifying a supply chain problem and most others were expecting it to happen soon. The figures of May show that indeed **more countries are currently experiencing supply chain issues (78%)**. While in March businesses may have been able to operate based on reserves, currently businesses are experiencing shortages of certain products. These shortages are mostly due to closed or limited production of products, longer delivery times and the disproportionate demand of some products. Across Europe, the pressure on postal and parcel delivery operators has decreased since March, as they have started adapting their operations to the increased demand.

Although it has not been an easy period for businesses, **a large majority of respondents indicates to be overall satisfied (67%) or have a neutral stance (17%) on how their government has**

¹A total of 18 National E-commerce Association members of Ecommerce Europe replied to this survey, covering 16 countries, due to the fact that there can be more than one association per country. The survey was conducted from 7 May to 12 May 2020.

responded to the crisis. In terms of government support measures, the biggest remaining issue appears to be that the support funds, mostly given in the form of loans (89%), but also via subsidies and tax deferrals, are in practice difficult to obtain for companies. For instance, in Germany, companies have to prove their creditworthiness to obtain loans, which can be difficult as in such crises, businesses (and especially SMEs) cannot show any securities to banks. Similarly, in Czechia and Austria, companies also experience problems in getting loans or receiving the funds.

Information sharing and harmonized approaches crucial for successful recovery

Information sharing and coordination between countries remains crucial in these times, as completely diverging approaches may have a negative impact on cross-border sales. Ecommerce Europe hopes that these insights will constitute a useful source of information for EU and national decision-makers to adopt an approach for recovery that is, to the extent possible, harmonized. Pushing forward with EU initiatives such as the Green Deal and the digital agenda, while giving stakeholders enough time to be able to properly contribute to policymaking, becomes an essential part of the recovery.

Country comparison

May 2020



Country																		
AT	Partial	Yes	SR	Yes	Yes	No	Yes	Yes	S, L, TD, NR	Satisfied	↑↓	No	No	LNI	Yes	No	No	Yes
BE	Partial	Yes	SR	Yes	Yes	Yes	Yes	Yes	S, L, TD	Neutral	↑	Yes - N	Yes	LNI	Yes	Yes	No	Yes
BG	Partial	Yes	Yes	SEP	Yes	Yes	No	Yes	NR	Dissatisfied	↓	No	No	LNI	Yes	Yes	No	Yes
CZ	Partial	Yes	SR	Yes	Yes	No	Yes	Yes	L, TD	Dissatisfied	↑	No	No	LNI	Yes	No	No	Yes
DK	Partial	Yes	Yes	Yes	Yes	Yes	Yes	Yes	S, L, NR	Satisfied	↑	No	Yes	LNI	Yes	Yes	No	Yes
EE	Full	Yes	SR	Yes	Yes	Yes	Yes	Yes	S, L	Satisfied	↑	Yes - N	Yes	LNI	Yes	Yes	No	Yes
DE	Partial	Yes	SR	Yes	Yes	No	No	Yes	S, L, TD, NR	Satisfied	↑↓	No	Yes	SNI	Yes	No	Yes	No
GR	Partial	Yes	Yes	SEP/D/H	Yes	No	Yes	Yes	L, TD	Satisfied	↑	No	N/A	LNI	Yes	Yes	No	Yes
IE	Partial	Yes	HR	SEP	Yes	Yes	Yes	Yes	S, L	Satisfied	X	N/A	Yes	LNI	Yes	No	No	Yes
IT	Partial	Yes	HR	SEP	Yes	Yes	Yes	TBA	S, L, TD	Satisfied	↓X	No	N/Ap	LNI	Yes	Yes	No	Yes
NL	Partial	Yes	SR	Yes	Yes	Yes	Yes	Yes	S, L, TD	Satisfied	↑	No	No	LNI	Yes	No	No	N/Ap
NO	Partial	Yes	Yes	Yes	Yes	Yes	No	Yes	S, L, TD	Satisfied	↑	No	No	LNI	Yes	Yes	No	Yes
PT	Partial	Yes	SR	Yes	Yes	Yes	Yes	Yes	L, TD	Satisfied	X	No	No	LNI	Yes	Yes	No	Yes
ES	Partial	Yes	HR	SEP	Yes	Yes	No	Yes	S	Dissatisfied	↓	Yes - N	No	LNI	Yes	Yes	No	Yes
SE	No	No	SR	Yes	Yes	No	Yes	Yes	S, L, TD	Satisfied	↓	Yes - N	N/Ap	N/A	Yes	No	No	Yes
CH	Partial	Yes	SR	Yes	Yes	Yes	Yes	Yes	L, TD	Neutral	↑	No	No	LNI	Yes	No	No	Yes

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Table legend

May 2020



Country in lockdown



Has your country started an exit strategy / easing lockdown measures?



Free movement of people



Brick-and-mortar shops open



Online shops active



Are online shops required to have their employees working from home except when practically impossible?



Do online shops experience problems in their supply chain?



Did the government adopt measures to finance (partial) unemployment?



Did your government adopt measures to support businesses?



What is your opinion on the support measures that have been taken by your government since the start of the crisis?



What is the estimated impact of the Coronavirus on non-food online sales?



Do online shops face pressure from trade unions to close or restrict their activities?



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?



How does the situation affect parcel delivery?



Are automated pick-up/drop-off points for parcels still allowed to operate?



Did the government publish any guidelines on safe delivery of parcels to consumers?



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?



Is “cash on delivery” still allowed?

HR - Heavy restrictions

L - Yes, in the form of loans

LNI - Little negative impact

NI - No impact

N/A - Information not available

N/Ap - Not applicable

NR - Yes, but in practice businesses have not received anything yet

S - Yes, in the form of subsidies

SEP - Yes, but only if they sell essential products (i.e. food, healthcare, etc.)

SEP/D/H - Yes, but only if they sell essential products or DIY or household products (e.g. furniture, construction, renovation, fabrics, etc.)

SNI - Strong negative impact

SR - Some restrictions

TBA - It is in the process of being approved

TD - Yes, in the form of tax deferrals

Yes - N - Yes, a normal level of pressure

Yes - S - Yes, a strong level of pressure

↑ - Increase in sales

↓ - Decrease in sales

x - Complete lack of sales

Country comparison

March 2020



Country																	
AT	Full	HR	SEP	Yes	Yes	Yes	Expected	Yes	↑	No	Yes	Yes	LNI	Yes	No	No	Yes
BE	Partial	HR	SEP	Yes	Yes	Yes	Expected	Yes	↑	Yes - S	Yes	Yes	LNI	Yes	Yes	Yes	Yes
CZ	Full	HR	SEP	No	Yes	No	Yes	Yes	↓	No	No	Yes	LNI	Yes	No	No	Yes
DK	Partial	SR	Yes	Yes	Yes	No	No	Yes	↑↓	No	No	No	LNI	Yes	No	No	No
FR	Full	HR	SEP	Yes	Yes	Yes	Yes	Yes	↓	Yes - N	No	Yes	SNI	Yes	Yes	No	No
DE	Partial	SR	SEP	Yes	Yes	No	Yes	Yes	↑↓x	Yes - N	No	Yes	SNI	Yes	No	No	Yes
GR	Full	HR	SEP	No	Yes	No	Yes	Yes	↓	No	Yes	Yes	LNI	Yes	No	No	Yes
IT	Full	HR	SEP	Yes	Yes	Yes	Expected	TBA	↓	No	No	Yes	SNI	No	Yes	No	No
NL	Partial	SR	Yes	Yes	Yes	Yes	Yes	Yes	↑↓x	No	No	Yes	LNI	Yes	No	No	No
NO	Partial	Yes	Yes	No	Yes	No	Expected	Yes	↓	No	No	Yes	LNI	Yes	No	No	Yes
ES	Partial	HR	SEP	No	Yes	Yes	Yes	TBA	↑	Yes - N	No	No	LNI	No	Yes	N/A	Yes
SE	Partial	SR	Yes	Yes	Yes	No	Yes	TBA	↑↓x	No	Yes	Yes	SNI	Yes	No	No	N/Ap
CH	Partial	SR	SEP	Yes	Yes	No	Yes	Yes	↑↓	No	No	Yes	NI/LNI	Yes	No	No	Yes

Legend:

Country in lockdown

Free movement of people

Brick-and-mortar shops open

Are they offering alternative options to deliver products to their consumers?

Online shops active

Are online shops required to have their employees working from home except when practically impossible?

Do online shops experience problems in their supply chain?

Did the government adopt measures to finance (partial) unemployment?

What is the estimated impact of the Coronavirus on non-food online sales?

Do online shops face pressure from trade unions to close or restrict their activities?

Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

Is parcel delivery regarded by the government as an essential infrastructure at the moment?

How does the situation affect parcel delivery?

Are automated pick-up/drop-off points for parcels still allowed to operate?

Did the government publish any guidelines on safe delivery of parcels to consumers?

Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

Is "cash on delivery" still allowed?

HR - Heavy restrictions
 SR - Some restrictions
 SEP - Yes, but only if they sell essential products (i.e. food, healthcare, etc.)
 TBA - It is in the process of being approved
 ↑ - Increase in sales
 ↓ - Decrease in sales
 x - Complete lack of sales
 Yes - N - Yes, a normal level of pressure
 Yes - S - Yes, a strong level of pressure
 SNI - Strong negative impact
 LNI - Little negative impact
 NI - No impact
 N/A - Information not available
 N/Ap - Not applicable



Country in lockdown

Partial

EXIT

Has your country started an exit strategy / easing lockdown measures?

Yes



Free movement of people

Yes, but with some restrictions



Brick-and-mortar shops open

Yes



Online shops active

Yes



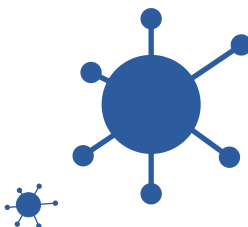
Did the government adopt measures to finance (partial) unemployment?

Yes, 80-90% up to € 5,370



Are online shops required to have their employees working from home except when practically impossible?

No



Did your government adopt measures to support businesses?

Yes - subsidies, loans, tax deferrals, but in practice businesses have not received anything yet



Do online shops experience problems in their supply chain?

Yes



What is your opinion on the support measures that have been taken by your government since the start of the crisis?

Overall satisfied



What is the estimated impact of the Coronavirus on non-food online sales?

Increase & decrease in sales



Do online shops face pressure from trade unions to close or restrict their activities?

No



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

No



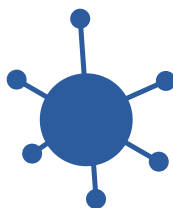
Are automated pick-up/drop-off points for parcels still allowed to operate?

Yes



How does the situation affect parcel delivery?

Little negative impact



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

No



Did the government publish any guidelines on safe delivery of parcels to consumers?










No



Is "cash on delivery" still allowed?

Yes

Month									
March	Full	N/A	HR	SEP	Yes	Yes	Expected	Yes	N/A
May	Partial	Yes	SR	Yes	Yes	No	Yes	Yes	S, L, TD, NR

Month									
March	N/A	↑	No	Yes	LNI	Yes	No	No	Yes
May	Satisfied	↑↓	No	No	LNI	Yes	No	No	Yes



Country in lockdown



Do online shops experience problems in their supply chain?



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?



Has your country started an exit strategy / easing lockdown measures?



Did the government adopt measures to finance (partial) unemployment?



How does the situation affect parcel delivery?



Free movement of people



Did you government adopt measures to support businesses?



Are automated pick-up/drop-off points for parcels still allowed to operate?



Brick-and-mortar shops open



What is your opinion on the support measures that have been taken by your government since the start of the crisis?



Did the government publish any guidelines on safe delivery of parcels to consumers?



Online shops active



What is the estimated impact of the Coronavirus on non-food online sales?



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?



Are online shops required to have their employees working from home except when practically impossible?



Do online shops face pressure from trade unions to close or restrict their activities?



Is "cash on delivery" still allowed?

HR - Heavy restrictions

L - Yes, in the form of loans

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NR - Yes, but in practice businesses have not received anything yet

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SEP - Yes, but only if they sell essential products (i.e. food, healthcare, etc.)

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TD - Yes, in the form of tax deferrals

Yes - N - Yes, a normal level of pressure

Yes - S - Yes, a strong level of pressure

↑ - Increase in sales

↓ - Decrease in sales

x - Complete lack of sales



Country in lockdown

Partial



Has your country started an exit strategy / easing lockdown measures?

Yes



Free movement of people

Yes, but with some restrictions



Brick-and-mortar shops open

Yes



Online shops active

Yes



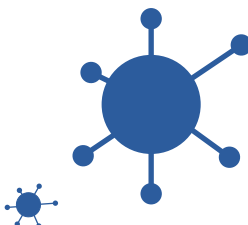
Did the government adopt measures to finance (partial) unemployment?

Yes,
technical unemployment - 70%



Are online shops required to have their employees working from home except when practically impossible?

Yes



Did your government adopt measures to support businesses?

Yes - subsidies, loans, tax deferrals



Do online shops experience problems in their supply chain?

Yes



What is your opinion on the support measures that have been taken by your government since the start of the crisis?

Neutral



What is the estimated impact of the Coronavirus on non-food online sales?

Increase in sales



Do online shops face pressure from trade unions to close or restrict their activities?

Yes, a normal level of pressure



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

Yes



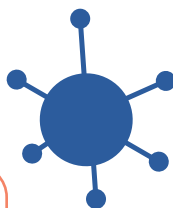
Are automated pick-up/drop-off points for parcels still allowed to operate?

Yes



How does the situation affect parcel delivery?

Little negative impact



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

No



Did the government publish any guidelines on safe delivery of parcels to consumers?










Yes



Is "cash on delivery" still allowed?

Yes, but not advised

Month									
March	Partial	N/A	HR	SEP	Yes	Yes	Expected	Yes	N/A
May	Partial	Yes	SR	Yes	Yes	Yes	Yes	Yes	S, L, TD

Month									
March	N/A	↑	Yes - S	Yes	LNI	Yes	Yes	Yes	Yes
May	Neutral	↑	Yes - N	Yes	LNI	Yes	Yes	No	Yes



Country in lockdown



Do online shops experience problems in their supply chain?



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?



Has your country started an exit strategy / easing lockdown measures?



Did the government adopt measures to finance (partial) unemployment?



How does the situation affect parcel delivery?



Free movement of people



Did you government adopt measures to support businesses?



Are automated pick-up/drop-off points for parcels still allowed to operate?



Brick-and-mortar shops open



What is your opinion on the support measures that have been taken by your government since the start of the crisis?



Did the government publish any guidelines on safe delivery of parcels to consumers?



Online shops active



What is the estimated impact of the Coronavirus on non-food online sales?



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?



Are online shops required to have their employees working from home except when practically impossible?



Do online shops face pressure from trade unions to close or restrict their activities?



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S - Yes, in the form of subsidies

SEP - Yes, but only if they sell essential products (i.e. food, healthcare, etc.)

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↑ - Increase in sales

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x - Complete lack of sales



Country in lockdown

Partial



Has your country started an exit strategy / easing lockdown measures?

Yes



Free movement of people

Yes



Brick-and-mortar shops open

Yes, but only if they sell essential products (i.e. food, healthcare, etc.)



Online shops active

Yes



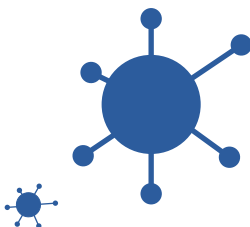
Did the government adopt measures to finance (partial) unemployment?

Yes, 60% of salary and credit up to 4500 BGN without interest for 5 years period



Are online shops required to have their employees working from home except when practically impossible?

Yes



Did your government adopt measures to support businesses?

Yes, but in practice businesses have not received anything yet



What is your opinion on the support measures that have been taken by your government since the start of the crisis?

Overall dissatisfied



Do online shops experience problems in their supply chain?

No



What is the estimated impact of the Coronavirus on non-food online sales?

Decrease in sales



Do online shops face pressure from trade unions to close or restrict their activities?

No



Are automated pick-up/drop-off points for parcels still allowed to operate?

Yes



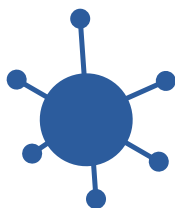
Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

No



How does the situation affect parcel delivery?

Little negative impact



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

No



Did the government publish any guidelines on safe delivery of parcels to consumers?

Yes



Is "cash on delivery" still allowed?

Yes, but not advised



Country in lockdown

Partial

EXIT

Has your country started an exit strategy / easing lockdown measures?

Yes



Free movement of people

Yes, but with some restrictions



Brick-and-mortar shops open

Yes



Online shops active

Yes



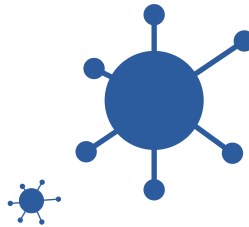
Did the government adopt measures to finance (partial) unemployment?

Yes, 50% to 80% depending on the situation



Are online shops required to have their employees working from home except when practically impossible?

No



Did your government adopt measures to support businesses?

Yes - loans, tax deferrals



Do online shops experience problems in their supply chain?

Yes



What is your opinion on the support measures that have been taken by your government since the start of the crisis?

Overall dissatisfied



What is the estimated impact of the Coronavirus on non-food online sales?

Increase in sales



Do online shops face pressure from trade unions to close or restrict their activities?

No



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

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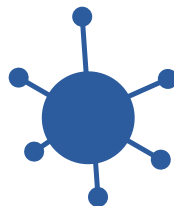
Are automated pick-up/drop-off points for parcels still allowed to operate?

Yes



How does the situation affect parcel delivery?

Little negative impact



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

No



Did the government publish any guidelines on safe delivery of parcels to consumers?










No



Is "cash on delivery" still allowed?

Yes, but not advised

Month									
March	Full	N/A	HR	SEP	Yes	No	Yes	Yes	N/A
May	Partial	Yes	SR	Yes	Yes	No	Yes	Yes	L, TD

Month									
March	N/A	↓	No	No	LNI	Yes	No	No	Yes
May	Dissatisfied	↑	No	No	LNI	Yes	No	No	Yes



Country in lockdown



Do online shops experience problems in their supply chain?



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?



Has your country started an exit strategy / easing lockdown measures?



Did the government adopt measures to finance (partial) unemployment?



How does the situation affect parcel delivery?



Free movement of people



Did you government adopt measures to support businesses?



Are automated pick-up/drop-off points for parcels still allowed to operate?



Brick-and-mortar shops open



What is your opinion on the support measures that have been taken by your government since the start of the crisis?



Did the government publish any guidelines on safe delivery of parcels to consumers?



Online shops active



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Country in lockdown

Partial



Has your country started an exit strategy / easing lockdown measures?

Yes



Free movement of people

Yes



Brick-and-mortar shops open

Yes



Online shops active

Yes



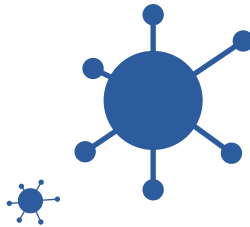
Did the government adopt measures to finance (partial) unemployment?

Yes, 75% and up to €3,000



Are online shops required to have their employees working from home except when practically impossible?

Yes



Did your government adopt measures to support businesses?

Yes - subsidies, loans, but in practice businesses have not received anything yet



Do online shops experience problems in their supply chain?

Yes



What is your opinion on the support measures that have been taken by your government since the start of the crisis?

Overall satisfied



What is the estimated impact of the Coronavirus on non-food online sales?

Increase in sales



Do online shops face pressure from trade unions to close or restrict their activities?

No



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

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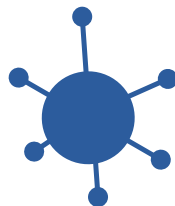
Are automated pick-up/drop-off points for parcels still allowed to operate?

Yes



How does the situation affect parcel delivery?

Little negative impact



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

No



Did the government publish any guidelines on safe delivery of parcels to consumers?










Yes



Is "cash on delivery" still allowed?

Yes, but not advised

Month									
March	Partial	N/A	SR	Yes	Yes	No	No	Yes	N/A
May	Partial	Yes	Yes	Yes	Yes	Yes	Yes	Yes	S, L, NR

Month									
March	N/A	↑ ↓	No	No	LNI	Yes	No	No	No
May	Satisfied	↑	No	Yes	LNI	Yes	Yes	No	Yes



Country in lockdown



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NI - No impact

N/A - Information not available

N/Ap - Not applicable

NR - Yes, but in practice businesses have not received anything yet

S - Yes, in the form of subsidies

SEP - Yes, but only if they sell essential products (i.e. food, healthcare, etc.)

SEP/D/H - Yes, but only if they sell essential products or DIY or household products (e.g. furniture, construction, renovation, fabrics, etc.)

SNI - Strong negative impact

SR - Some restrictions

TBA - It is in the process of being approved

TD - Yes, in the form of tax deferrals

Yes - N - Yes, a normal level of pressure

Yes - S - Yes, a strong level of pressure

↑ - Increase in sales

↓ - Decrease in sales

x - Complete lack of sales



Country in lockdown

Full

EXIT

Has your country started an exit strategy / easing lockdown measures?

Yes



Free movement of people

Yes, but with some restrictions



Brick-and-mortar shops open

Yes



Online shops active

Yes



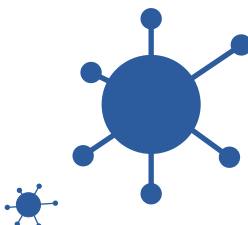
Did the government adopt measures to finance (partial) unemployment?

Yes,
maximum of 30%



Are online shops required to have their employees working from home except when practically impossible?

Yes



Did your government adopt measures to support businesses?

Yes - subsidies, loans



Do online shops experience problems in their supply chain?

Yes



What is your opinion on the support measures that have been taken by your government since the start of the crisis?

Overall satisfied



What is the estimated impact of the Coronavirus on non-food online sales?

Increase in sales



Do online shops face pressure from trade unions to close or restrict their activities?

Yes, a normal level of pressure



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

Yes



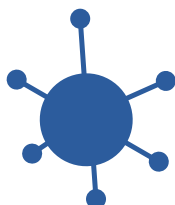
Are automated pick-up/drop-off points for parcels still allowed to operate?

Yes



How does the situation affect parcel delivery?

Little negative impact



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

No



Did the government publish any guidelines on safe delivery of parcels to consumers?

Yes



Is "cash on delivery" still allowed?

Yes, but not advised



Country in lockdown

Partial

EXIT

Has your country started an exit strategy / easing lockdown measures?

Yes



Free movement of people

Yes, but with some restrictions



Brick-and-mortar shops open

Yes



Online shops active

Yes



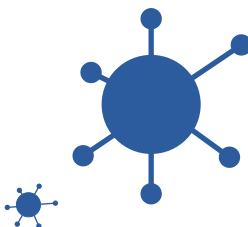
Did the government adopt measures to finance (partial) unemployment?

Yes, 50% - 65% depending on the situation



Are online shops required to have their employees working from home except when practically impossible?

No



Did your government adopt measures to support businesses?

Yes - subsidies, loans, tax deferrals, but in practice businesses have not received anything yet



Do online shops experience problems in their supply chain?

No



What is your opinion on the support measures that have been taken by your government since the start of the crisis?

Overall satisfied



What is the estimated impact of the Coronavirus on non-food online sales?

Increase & decrease in sales



Do online shops face pressure from trade unions to close or restrict their activities?

No



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

Yes



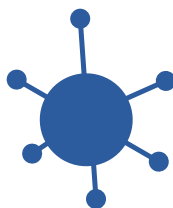
Are automated pick-up/drop-off points for parcels still allowed to operate?

Yes



How does the situation affect parcel delivery?

Strong negative impact



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

Yes



Did the government publish any guidelines on safe delivery of parcels to consumers?










No



Is "cash on delivery" still allowed?

No

Month									
March	Partial	N/A	SR	SEP	Yes	No	Yes	Yes	N/A
May	Partial	Yes	SR	Yes	Yes	No	No	Yes	S, L, TD, NR

Month									
March	N/A	↑ ↓ x	Yes - N	No	SNI	Yes	No	No	Yes
May	Satisfied	↑ ↓	No	Yes	SNI	Yes	No	Yes	No



Country in lockdown



Do online shops experience problems in their supply chain?



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?



Has your country started an exit strategy / easing lockdown measures?



Did the government adopt measures to finance (partial) unemployment?



How does the situation affect parcel delivery?



Free movement of people



Did you government adopt measures to support businesses?



Are automated pick-up/drop-off points for parcels still allowed to operate?



Brick-and-mortar shops open



What is your opinion on the support measures that have been taken by your government since the start of the crisis?



Did the government publish any guidelines on safe delivery of parcels to consumers?



Online shops active



What is the estimated impact of the Coronavirus on non-food online sales?



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?



Are online shops required to have their employees working from home except when practically impossible?



Do online shops face pressure from trade unions to close or restrict their activities?



Is "cash on delivery" still allowed?

HR - Heavy restrictions

L - Yes, in the form of loans

LNI - Little negative impact

NI - No impact

N/A - Information not available

N/Ap - Not applicable

NR - Yes, but in practice businesses have not received anything yet

S - Yes, in the form of subsidies

SEP - Yes, but only if they sell essential products (i.e. food, healthcare, etc.)

SEP/D/H - Yes, but only if they sell essential products or DIY or household products (e.g. furniture, construction, renovation, fabrics, etc.)

SNI - Strong negative impact

SR - Some restrictions

TBA - It is in the process of being approved

TD - Yes, in the form of tax deferrals

Yes - N - Yes, a normal level of pressure

Yes - S - Yes, a strong level of pressure

↑ - Increase in sales

↓ - Decrease in sales

x - Complete lack of sales



Country in lockdown

Partial



Has your country started an exit strategy / easing lockdown measures?

Yes



Free movement of people

Yes



Brick-and-mortar shops open

Yes, but only if they sell essential products or DIY or household products



Online shops active

Yes



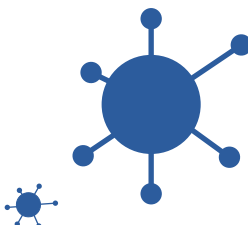
Did the government adopt measures to finance (partial) unemployment?

Yes, up to €800 per employee



Are online shops required to have their employees working from home except when practically impossible?

No



Did your government adopt measures to support businesses?

Yes - loans, tax deferrals



What is your opinion on the support measures that have been taken by your government since the start of the crisis?

Overall satisfied



Do online shops experience problems in their supply chain?

Yes



Do online shops face pressure from trade unions to close or restrict their activities?

No



What is the estimated impact of the Coronavirus on non-food online sales?

Increase in sales



Are automated pick-up/drop-off points for parcels still allowed to operate?

Yes



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

N/A



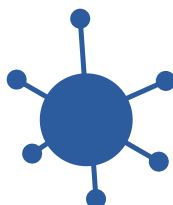
Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

No



How does the situation affect parcel delivery?

Little negative impact



Is "cash on delivery" still allowed?

Yes, but not advised












Did the government publish any guidelines on safe delivery of parcels to consumers?

Yes



Month									
March	Full	N/A	HR	SEP	Yes	No	Yes	Yes	N/A
May	Partial	Yes	Yes	SEP/D/H	Yes	No	Yes	Yes	L, TD

Month									
March	N/A	↓	No	Yes	LNI	Yes	No	No	Yes
May	Satisfied	↑	No	N/A	LNI	Yes	Yes	No	Yes



Country in lockdown



Do online shops experience problems in their supply chain?



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?



Has your country started an exit strategy / easing lockdown measures?



Did the government adopt measures to finance (partial) unemployment?



How does the situation affect parcel delivery?



Free movement of people



Did you government adopt measures to support businesses?



Are automated pick-up/drop-off points for parcels still allowed to operate?



Brick-and-mortar shops open



What is your opinion on the support measures that have been taken by your government since the start of the crisis?



Did the government publish any guidelines on safe delivery of parcels to consumers?



Online shops active



What is the estimated impact of the Coronavirus on non-food online sales?



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?



Are online shops required to have their employees working from home except when practically impossible?



Do online shops face pressure from trade unions to close or restrict their activities?



Is "cash on delivery" still allowed?

HR - Heavy restrictions

L - Yes, in the form of loans

LNI - Little negative impact

NI - No impact

N/A - Information not available

N/Ap - Not applicable

NR - Yes, but in practice businesses have not received anything yet

S - Yes, in the form of subsidies

SEP - Yes, but only if they sell essential products (i.e. food, healthcare, etc.)

SEP/D/H - Yes, but only if they sell essential products or DIY or household products (e.g. furniture, construction, renovation, fabrics, etc.)

SNI - Strong negative impact

SR - Some restrictions

TBA - It is in the process of being approved

TD - Yes, in the form of tax deferrals

Yes - N - Yes, a normal level of pressure

Yes - S - Yes, a strong level of pressure

↑ - Increase in sales

↓ - Decrease in sales

x - Complete lack of sales



Country in lockdown

Partial

EXIT

Has your country started an exit strategy / easing lockdown measures?

Yes



Free movement of people

Yes, but with heavy restrictions



Brick-and-mortar shops open

Yes, but only if they sell essential products (i.e. food, healthcare, etc.)



Online shops active

Yes



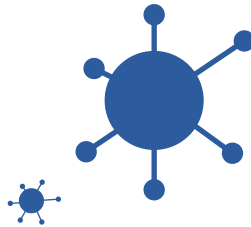
Did the government adopt measures to finance (partial) unemployment?

Yes, 70% to 85% of average net weekly pay depending on the situation



Are online shops required to have their employees working from home except when practically impossible?

Yes



Did your government adopt measures to support businesses?

Yes - subsidies, loans



What is your opinion on the support measures that have been taken by your government since the start of the crisis?

Overall satisfied



Do online shops experience problems in their supply chain?

Yes



Do online shops face pressure from trade unions to close or restrict their activities?

N/A



What is the estimated impact of the Coronavirus on non-food online sales?

Complete lack of sales



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

Yes



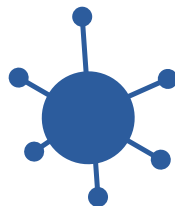
Are automated pick-up/drop-off points for parcels still allowed to operate?

Yes



How does the situation affect parcel delivery?

Little negative impact



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

No



Did the government publish any guidelines on safe delivery of parcels to consumers?

No



Is "cash on delivery" still allowed?

Yes



Country in lockdown

Partial



Has your country started an exit strategy / easing lockdown measures?

Yes



Free movement of people

Yes, but with heavy restrictions



Brick-and-mortar shops open

Yes, but only if they sell essential products (i.e. food, healthcare, etc.)



Online shops active

Yes



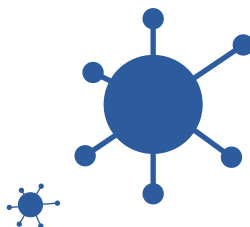
Did the government adopt measures to finance (partial) unemployment?

It is in the process of being approved



Are online shops required to have their employees working from home except when practically impossible?

Yes



Did your government adopt measures to support businesses?

Yes - subsidies, loans, tax deferrals



What is your opinion on the support measures that have been taken by your government since the start of the crisis?

Overall satisfied



Do online shops experience problems in their supply chain?

Yes



Do online shops face pressure from trade unions to close or restrict their activities?

No



What is the estimated impact of the Coronavirus on non-food online sales?

Decrease & complete lack of sales



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

I don't know / Not applicable to my country



Are automated pick-up/drop-off points for parcels still allowed to operate?

Yes



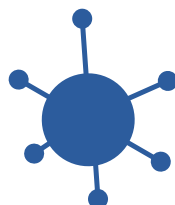
Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

No



How does the situation affect parcel delivery?

Little negative impact



Is "cash on delivery" still allowed?

Yes, but not advised



Did the government publish any guidelines on safe delivery of parcels to consumers?

Yes



Country Report

March 2020 / May 2020



Italy

Month									
March	Full	N/A	HR	SEP	Yes	Yes	Expected	TBA	N/A
May	Partial	Yes	HR	SEP	Yes	Yes	Yes	TBA	S, L, TD

Month									
March	N/A	↓	No	No	SNI	No	Yes	No	No
May	Satisfied	↓ X	No	N/Ap	LNI	Yes	Yes	No	Yes



Country in lockdown



Do online shops experience problems in their supply chain?



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?



Has your country started an exit strategy / easing lockdown measures?



Did the government adopt measures to finance (partial) unemployment?



How does the situation affect parcel delivery?



Free movement of people



Did you government adopt measures to support businesses?



Are automated pick-up/drop-off points for parcels still allowed to operate?



Brick-and-mortar shops open



What is your opinion on the support measures that have been taken by your government since the start of the crisis?



Did the government publish any guidelines on safe delivery of parcels to consumers?



Online shops active



What is the estimated impact of the Coronavirus on non-food online sales?



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?



Are online shops required to have their employees working from home except when practically impossible?



Do online shops face pressure from trade unions to close or restrict their activities?



Is "cash on delivery" still allowed?

HR - Heavy restrictions

L - Yes, in the form of loans

LNI - Little negative impact

NI - No impact

N/A - Information not available

N/Ap - Not applicable

NR - Yes, but in practice businesses have not received anything yet

S - Yes, in the form of subsidies

SEP - Yes, but only if they sell essential products (i.e. food, healthcare, etc.)

SEP/D/H - Yes, but only if they sell essential products or DIY or household products (e.g. furniture, construction, renovation, fabrics, etc.)

SNI - Strong negative impact

SR - Some restrictions

TBA - It is in the process of being approved

TD - Yes, in the form of tax deferrals

Yes - N - Yes, a normal level of pressure

Yes - S - Yes, a strong level of pressure

↑ - Increase in sales

↓ - Decrease in sales

x - Complete lack of sales



Country in lockdown

Partial

EXIT

Has your country started an exit strategy / easing lockdown measures?

Yes



Free movement of people

Yes, but with some restrictions



Brick-and-mortar shops open

Yes



Online shops active

Yes



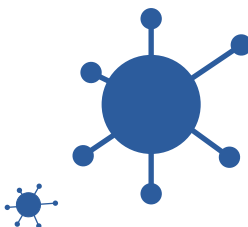
Did the government adopt measures to finance (partial) unemployment?

Yes, up to 90% for company workers
Up to € 1,000/month for indep. workers



Are online shops required to have their employees working from home except when practically impossible?

Yes



Did your government adopt measures to support businesses?

Yes - subsidies, loans, tax deferrals



Do online shops experience problems in their supply chain?

Yes



What is your opinion on the support measures that have been taken by your government since the start of the crisis?

Overall satisfied



What is the estimated impact of the Coronavirus on non-food online sales?

Increase in sales



Do online shops face pressure from trade unions to close or restrict their activities?

No



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

No



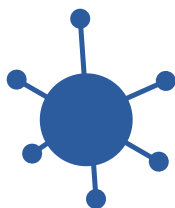
Are automated pick-up/drop-off points for parcels still allowed to operate?

Yes



How does the situation affect parcel delivery?

Little negative impact



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

No



Did the government publish any guidelines on safe delivery of parcels to consumers?










No



Is "cash on delivery" still allowed?

Not applicable / unclear

Month									
March	Partial	N/A	SR	Yes	Yes	Yes	Yes	Yes	N/A
May	Partial	Yes	SR	Yes	Yes	Yes	Yes	Yes	S, L, TD

Month									
March	N/A	↑ ↓ X	No	No	LNI	Yes	No	No	No
May	Satisfied	↑	No	No	LNI	Yes	No	No	N/Ap



Country in lockdown



Do online shops experience problems in their supply chain?



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?



Has your country started an exit strategy / easing lockdown measures?



Did the government adopt measures to finance (partial) unemployment?



How does the situation affect parcel delivery?



Free movement of people



Did you government adopt measures to support businesses?



Are automated pick-up/drop-off points for parcels still allowed to operate?



Brick-and-mortar shops open



What is your opinion on the support measures that have been taken by your government since the start of the crisis?



Did the government publish any guidelines on safe delivery of parcels to consumers?



Online shops active



What is the estimated impact of the Coronavirus on non-food online sales?



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?



Are online shops required to have their employees working from home except when practically impossible?



Do online shops face pressure from trade unions to close or restrict their activities?



Is "cash on delivery" still allowed?

HR - Heavy restrictions

L - Yes, in the form of loans

LNI - Little negative impact

NI - No impact

N/A - Information not available

N/Ap - Not applicable

NR - Yes, but in practice businesses have not received anything yet

S - Yes, in the form of subsidies

SEP - Yes, but only if they sell essential products (i.e. food, healthcare, etc.)

SEP/D/H - Yes, but only if they sell essential products or DIY or household products (e.g. furniture, construction, renovation, fabrics, etc.)

SNI - Strong negative impact

SR - Some restrictions

TBA - It is in the process of being approved

TD - Yes, in the form of tax deferrals

Yes - N - Yes, a normal level of pressure

Yes - S - Yes, a strong level of pressure

↑ - Increase in sales

↓ - Decrease in sales

x - Complete lack of sales



Country in lockdown

Partial



Has your country started an exit strategy / easing lockdown measures?

Yes



Free movement of people

Yes



Brick-and-mortar shops open

Yes



Online shops active

Yes



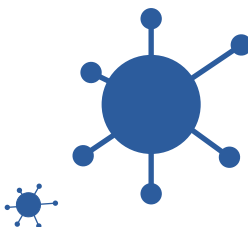
Did the government adopt measures to finance (partial) unemployment?

Yes, the government covers costs of lay-offs to both employers and employees



Are online shops required to have their employees working from home except when practically impossible?

Yes



Did your government adopt measures to support businesses?

Yes - subsidies, loans, tax deferrals



What is your opinion on the support measures that have been taken by your government since the start of the crisis?

Overall satisfied



Do online shops experience problems in their supply chain?

No



What is the estimated impact of the Coronavirus on non-food online sales?

Increase in sales



Do online shops face pressure from trade unions to close or restrict their activities?

No



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

No



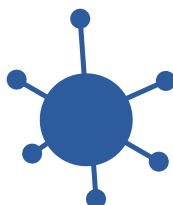
Are automated pick-up/drop-off points for parcels still allowed to operate?

Yes



How does the situation affect parcel delivery?

Little negative impact



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

No



Did the government publish any guidelines on safe delivery of parcels to consumers?

Yes



Is "cash on delivery" still allowed?

Yes, but not advised

Month									
March	Partial	N/A	Yes	Yes	Yes	No	Expected	Yes	N/A
May	Partial	Yes	Yes	Yes	Yes	Yes	No	Yes	S, L, TD

Month									
March	N/A	↓	No	No	LNI	Yes	No	No	Yes
May	Satisfied	↑	No	No	LNI	Yes	Yes	No	Yes



Country in lockdown



Do online shops experience problems in their supply chain?



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?



Has your country started an exit strategy / easing lockdown measures?



Did the government adopt measures to finance (partial) unemployment?



How does the situation affect parcel delivery?



Free movement of people



Did you government adopt measures to support businesses?



Are automated pick-up/drop-off points for parcels still allowed to operate?



Brick-and-mortar shops open



What is your opinion on the support measures that have been taken by your government since the start of the crisis?



Did the government publish any guidelines on safe delivery of parcels to consumers?



Online shops active



What is the estimated impact of the Coronavirus on non-food online sales?



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?



Are online shops required to have their employees working from home except when practically impossible?



Do online shops face pressure from trade unions to close or restrict their activities?



Is "cash on delivery" still allowed?

HR - Heavy restrictions

L - Yes, in the form of loans

LNI - Little negative impact

NI - No impact

N/A - Information not available

N/Ap - Not applicable

NR - Yes, but in practice businesses have not received anything yet

S - Yes, in the form of subsidies

SEP - Yes, but only if they sell essential products (i.e. food, healthcare, etc.)

SEP/D/H - Yes, but only if they sell essential products or DIY or household products (e.g. furniture, construction, renovation, fabrics, etc.)

SNI - Strong negative impact

SR - Some restrictions

TBA - It is in the process of being approved

TD - Yes, in the form of tax deferrals

Yes - N - Yes, a normal level of pressure

Yes - S - Yes, a strong level of pressure

↑ - Increase in sales

↓ - Decrease in sales

x - Complete lack of sales



Country in lockdown

Partial

EXIT

Has your country started an exit strategy / easing lockdown measures?

Yes



Free movement of people

Yes, but with some restrictions



Brick-and-mortar shops open

Yes



Online shops active

Yes



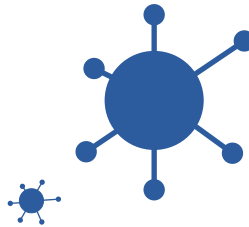
Did the government adopt measures to finance (partial) unemployment?

Yes



Are online shops required to have their employees working from home except when practically impossible?

Yes



Did your government adopt measures to support businesses?

Yes - loans, tax deferrals



What is your opinion on the support measures that have been taken by your government since the start of the crisis?

Overall satisfied



Do online shops experience problems in their supply chain?

Yes



What is the estimated impact of the Coronavirus on non-food online sales?

Complete lack of sales



Do online shops face pressure from trade unions to close or restrict their activities?

No



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

No



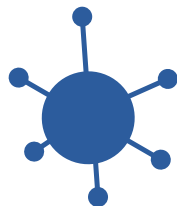
Are automated pick-up/drop-off points for parcels still allowed to operate?

Yes



How does the situation affect parcel delivery?

Little negative impact



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

No



Did the government publish any guidelines on safe delivery of parcels to consumers?

Yes



Is "cash on delivery" still allowed?

Yes, but not advised



Country in lockdown

Partial



Has your country started an exit strategy / easing lockdown measures?

Yes



Free movement of people

Yes, but with heavy restrictions



Brick-and-mortar shops open

Yes, but only if they sell essential products (i.e. food, healthcare, etc.)



Online shops active

Yes



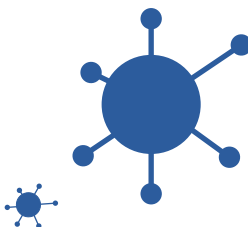
Did the government adopt measures to finance (partial) unemployment?

Yes, the government ensures a basic income for employees



Are online shops required to have their employees working from home except when practically impossible?

Yes



Did your government adopt measures to support businesses?

Yes - subsidies



What is your opinion on the support measures that have been taken by your government since the start of the crisis?

Overall dissatisfied



Do online shops experience problems in their supply chain?

No



Do online shops face pressure from trade unions to close or restrict their activities?

Yes, a normal level of pressure



What is the estimated impact of the Coronavirus on non-food online sales?

Decrease in sales



Are automated pick-up/drop-off points for parcels still allowed to operate?

Yes



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

No



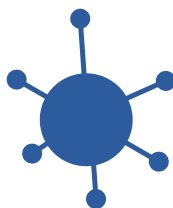
Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

No



How does the situation affect parcel delivery?

Little negative impact



Is "cash on delivery" still allowed?

Yes



Did the government publish any guidelines on safe delivery of parcels to consumers?

Yes



Month									
March	Partial	N/A	HR	SEP	Yes	Yes	Yes	TBA	N/A
May	Partial	Yes	HR	SEP	Yes	Yes	No	Yes	S

Month									
March	N/A	↑	Yes - N	No	LNI	No	Yes	N/A	Yes
May	Dissatisfied	↓	Yes - N	No	LNI	Yes	Yes	No	Yes



Country in lockdown



Do online shops experience problems in their supply chain?



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?



Has your country started an exit strategy / easing lockdown measures?



Did the government adopt measures to finance (partial) unemployment?



How does the situation affect parcel delivery?



Free movement of people



Did your government adopt measures to support businesses?



Are automated pick-up/drop-off points for parcels still allowed to operate?



Brick-and-mortar shops open



What is your opinion on the support measures that have been taken by your government since the start of the crisis?



Did the government publish any guidelines on safe delivery of parcels to consumers?



Online shops active



What is the estimated impact of the Coronavirus on non-food online sales?



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?



Are online shops required to have their employees working from home except when practically impossible?



Do online shops face pressure from trade unions to close or restrict their activities?



Is "cash on delivery" still allowed?

HR - Heavy restrictions

L - Yes, in the form of loans

LNI - Little negative impact

NI - No impact

N/A - Information not available

N/Ap - Not applicable

NR - Yes, but in practice businesses have not received anything yet

S - Yes, in the form of subsidies

SEP - Yes, but only if they sell essential products (i.e. food, healthcare, etc.)

SEP/D/H - Yes, but only if they sell essential products or DIY or household products (e.g. furniture, construction, renovation, fabrics, etc.)

SNI - Strong negative impact

SR - Some restrictions

TBA - It is in the process of being approved

TD - Yes, in the form of tax deferrals

Yes - N - Yes, a normal level of pressure

Yes - S - Yes, a strong level of pressure

↑ - Increase in sales

↓ - Decrease in sales

x - Complete lack of sales



Country in lockdown

No

EXIT

Has your country started an exit strategy / easing lockdown measures?

No



Free movement of people

Yes, but with some restrictions



Brick-and-mortar shops open

Yes



Online shops active

Yes



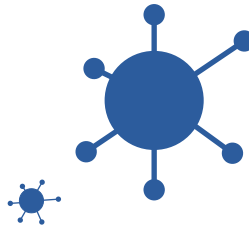
Did the government adopt measures to finance (partial) unemployment?

Yes, reduction of working times and coverage of income by the government



Are online shops required to have their employees working from home except when practically impossible?

No



Did your government adopt measures to support businesses?

Yes - subsidies, loans, tax deferrals



Do online shops experience problems in their supply chain?

Yes



What is your opinion on the support measures that have been taken by your government since the start of the crisis?

Overall satisfied



What is the estimated impact of the Coronavirus on non-food online sales?

Decrease in sales



Do online shops face pressure from trade unions to close or restrict their activities?

Yes, a normal level of pressure



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

N/Ap



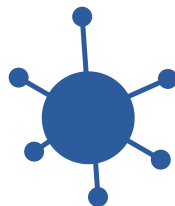
Are automated pick-up/drop-off points for parcels still allowed to operate?

Yes



How does the situation affect parcel delivery?

N/A



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

No



Did the government publish any guidelines on safe delivery of parcels to consumers?

No



Is "cash on delivery" still allowed?

Yes

Month									
March	Partial	N/A	SR	Yes	Yes	No	Yes	TBA	N/A
May	No	No	SR	Yes	Yes	No	Yes	Yes	S, L, TD

Month									
March	N/A	↑ ↓ X	No	Yes	SNI	Yes	No	No	N/Ap
May	Satisfied	↓	Yes - N	N/Ap	N/A	Yes	No	No	Yes



Country in lockdown



Do online shops experience problems in their supply chain?



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?



Has your country started an exit strategy / easing lockdown measures?



Did the government adopt measures to finance (partial) unemployment?



How does the situation affect parcel delivery?



Free movement of people



Did you government adopt measures to support businesses?



Are automated pick-up/drop-off points for parcels still allowed to operate?



Brick-and-mortar shops open



What is your opinion on the support measures that have been taken by your government since the start of the crisis?



Did the government publish any guidelines on safe delivery of parcels to consumers?



Online shops active



What is the estimated impact of the Coronavirus on non-food online sales?



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?



Are online shops required to have their employees working from home except when practically impossible?



Do online shops face pressure from trade unions to close or restrict their activities?



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Yes - N - Yes, a normal level of pressure

Yes - S - Yes, a strong level of pressure

↑ - Increase in sales

↓ - Decrease in sales

x - Complete lack of sales



Country in lockdown

Partial

EXIT

Has your country started an exit strategy / easing lockdown measures?

Yes



Free movement of people

Yes, but with some restrictions



Brick-and-mortar shops open

Yes



Online shops active

Yes



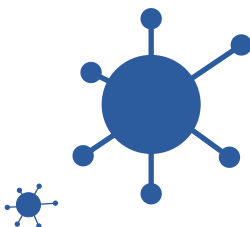
Did the government adopt measures to finance (partial) unemployment?

Yes, 80%



Are online shops required to have their employees working from home except when practically impossible?

Yes



Did your government adopt measures to support businesses?

Yes - loans, tax deferrals



What is your opinion on the support measures that have been taken by your government since the start of the crisis?

Neutral



Do online shops experience problems in their supply chain?

Yes



What is the estimated impact of the Coronavirus on non-food online sales?

Increase in sales



Do online shops face pressure from trade unions to close or restrict their activities?

No



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

No



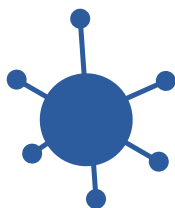
Are automated pick-up/drop-off points for parcels still allowed to operate?

Yes



How does the situation affect parcel delivery?

Little negative impact



Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

No



Did the government publish any guidelines on safe delivery of parcels to consumers?










No



Is "cash on delivery" still allowed?

Yes, but not advised

Month									
March	Partial	N/A	SR	SEP	Yes	No	Yes	Yes	N/A
May	Partial	Yes	SR	Yes	Yes	Yes	Yes	Yes	L, TD

Month									
March	N/A	↑ ↓	No	No	NI/LNI	Yes	No	No	Yes
May	Neutral	↑	No	No	LNI	Yes	No	No	Yes



Country in lockdown



Do online shops experience problems in their supply chain?



Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?



Has your country started an exit strategy / easing lockdown measures?



Did the government adopt measures to finance (partial) unemployment?



How does the situation affect parcel delivery?



Free movement of people



Did you government adopt measures to support businesses?



Are automated pick-up/drop-off points for parcels still allowed to operate?



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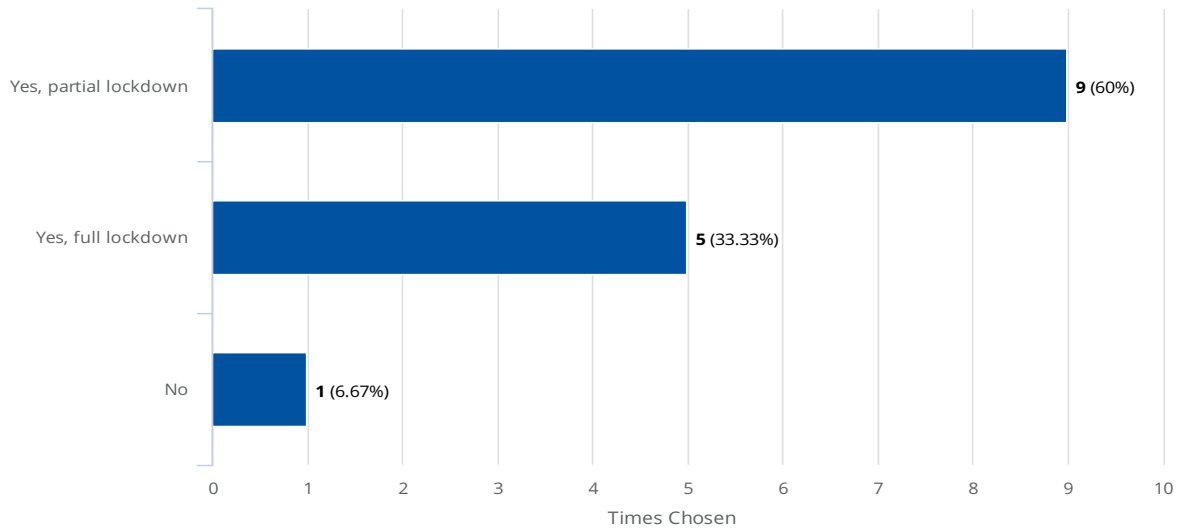
x - Complete lack of sales

Overview of survey results

27 March 2020

Is your country in lockdown?

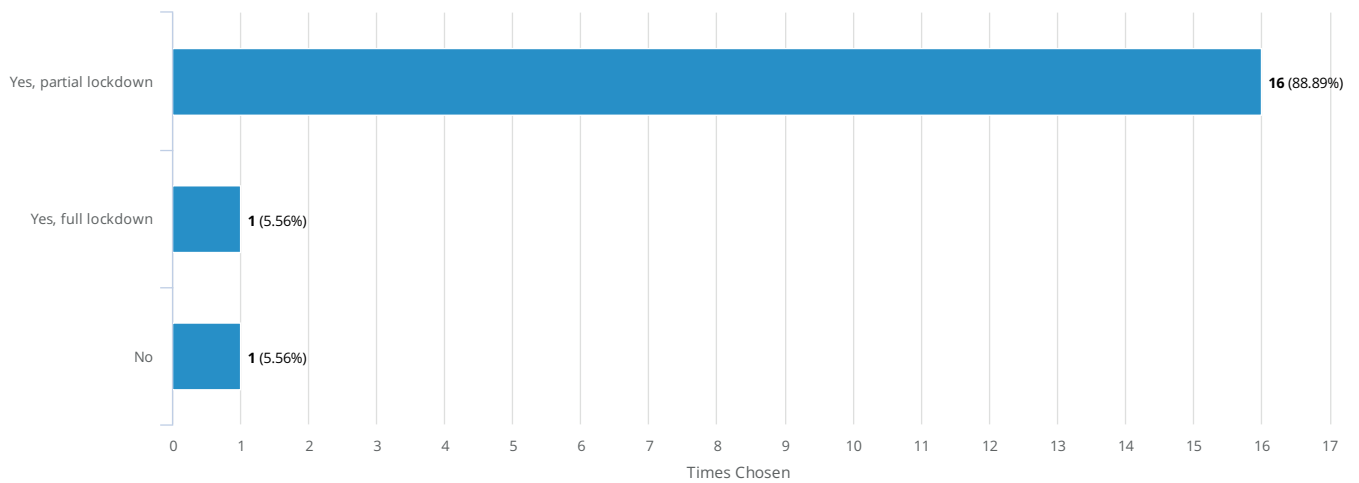
Number of responses: 15



14 May 2020

Is your country in lockdown?

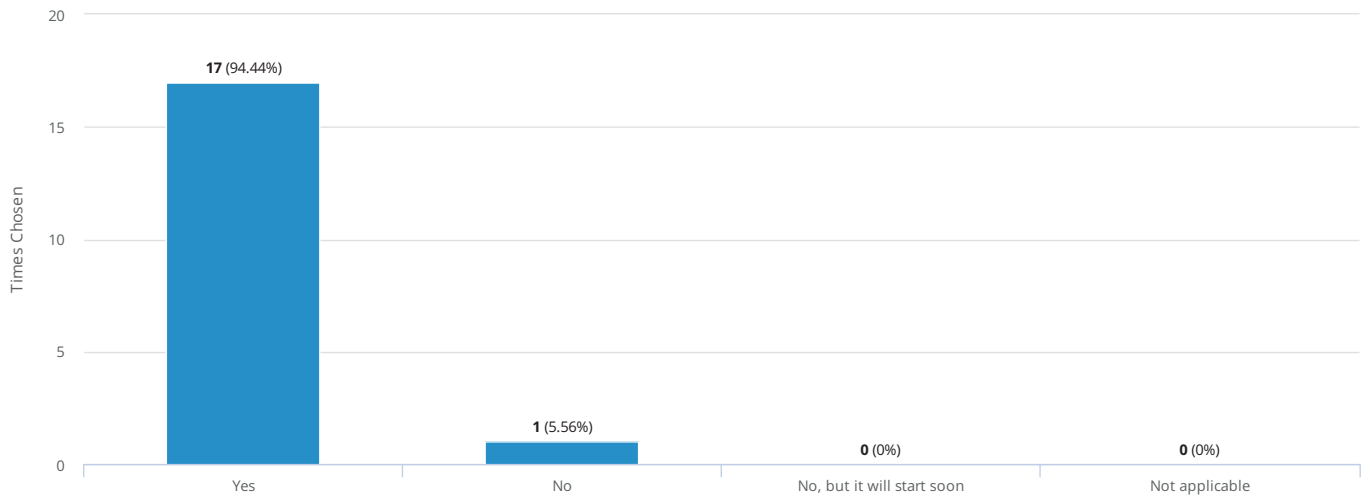
Number of responses: 18



14 May 2020

Has your country started an exit strategy / easing lockdown measures?

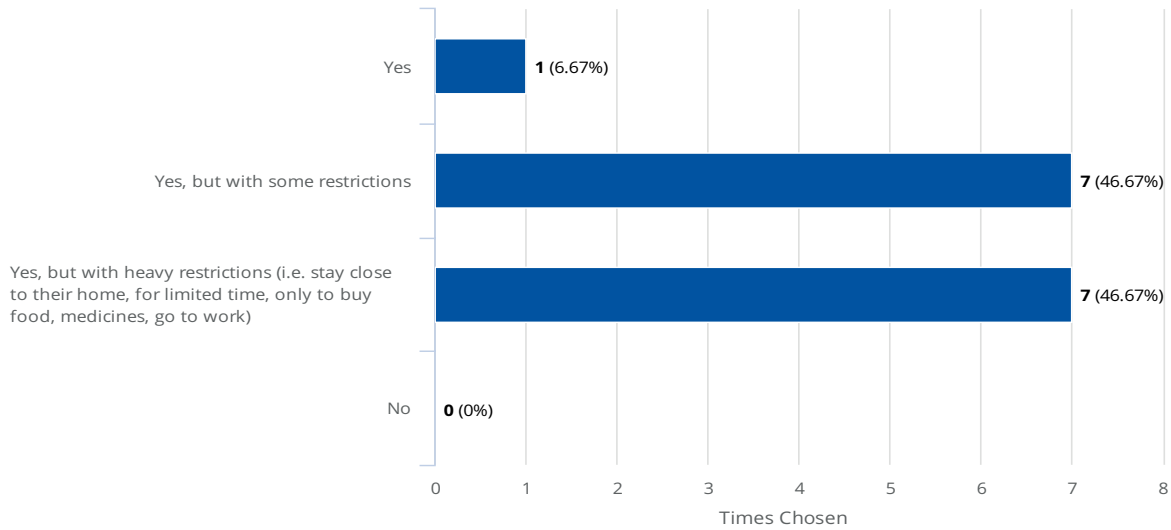
Number of responses: 18



27 March 2020

Are people in your country allowed to go out?

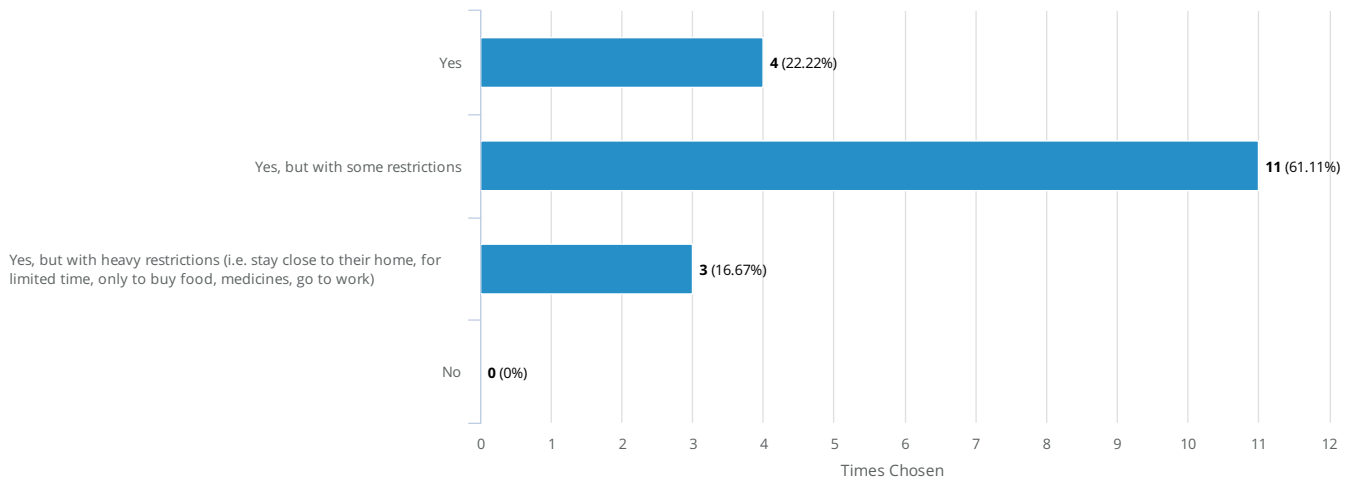
Number of responses: 15



14 May 2020

Are people in your country allowed to go out?

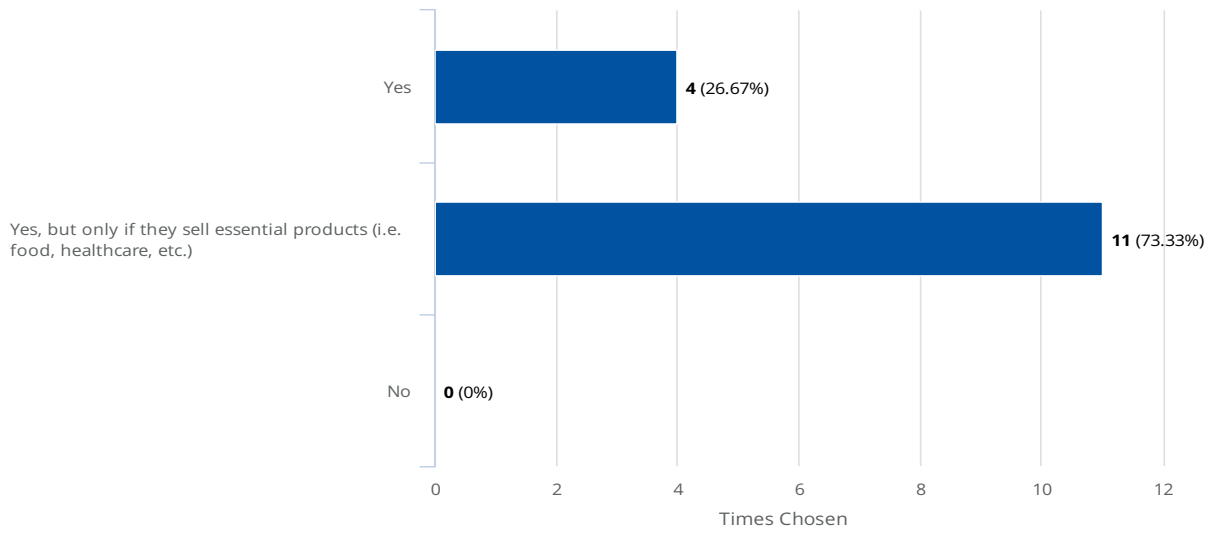
Number of responses: 18



27 March 2020

Are brick-and-mortar shops still allowed to be open?

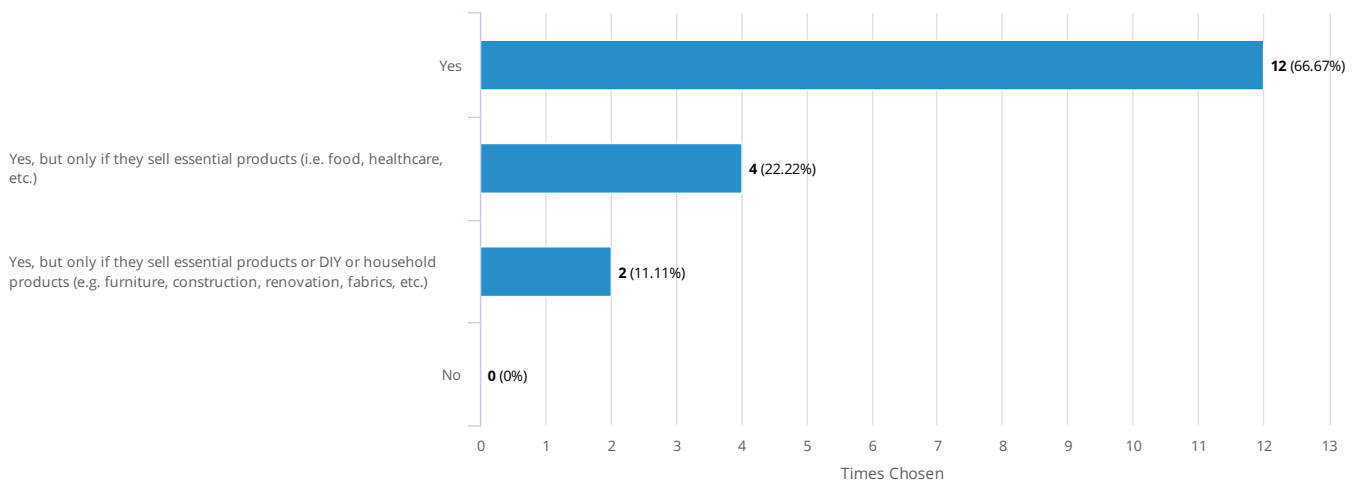
Number of responses: 15



14 May 2020

Are brick-and-mortar shops allowed to be open?

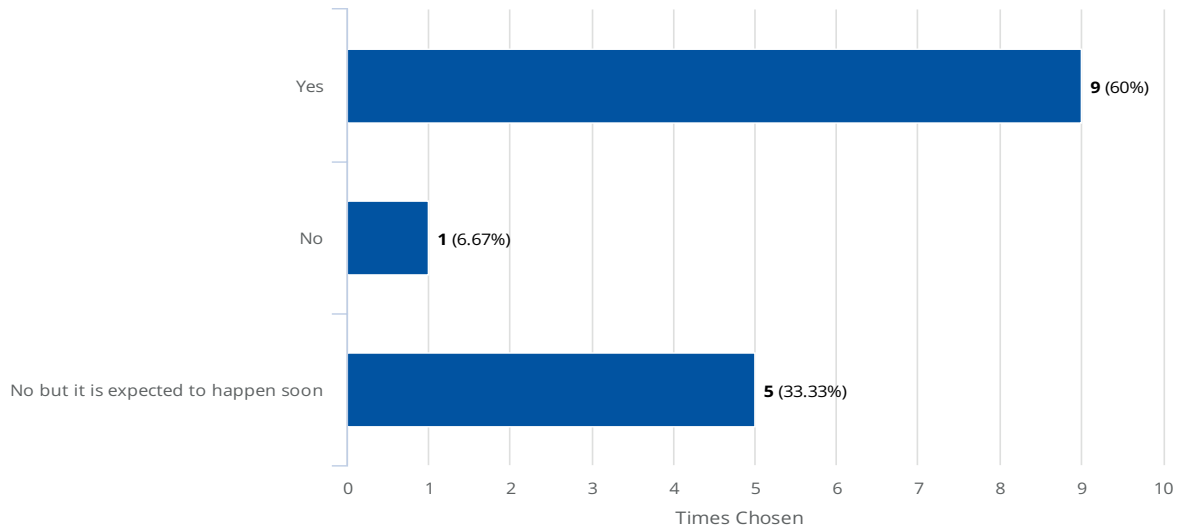
Number of responses: 18



27 March 2020

Do online shops in your country experience problems in their supply chain:

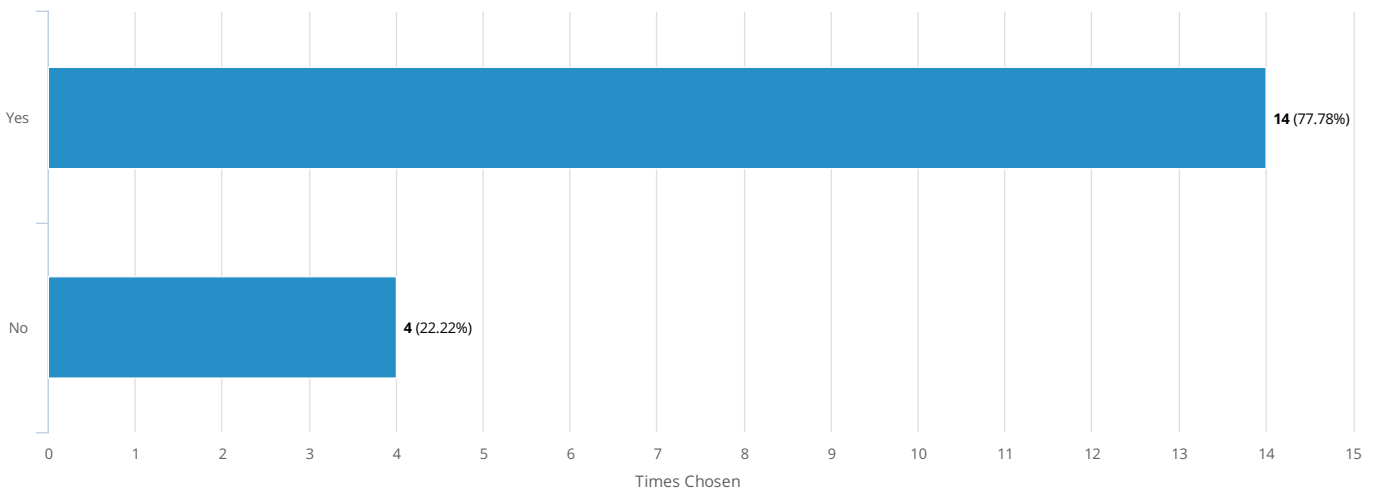
Number of responses: 15



14 May 2020

Do online shops in your country experience problems in their supply chain:

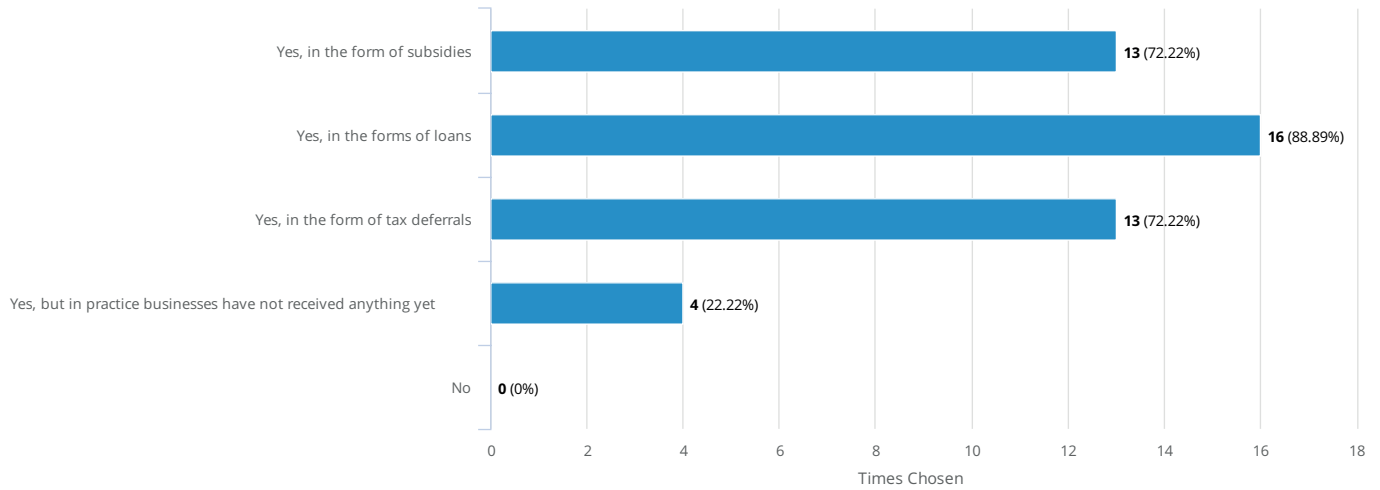
Number of responses: 18



14 May 2020

Did your government adopt measures to support businesses?

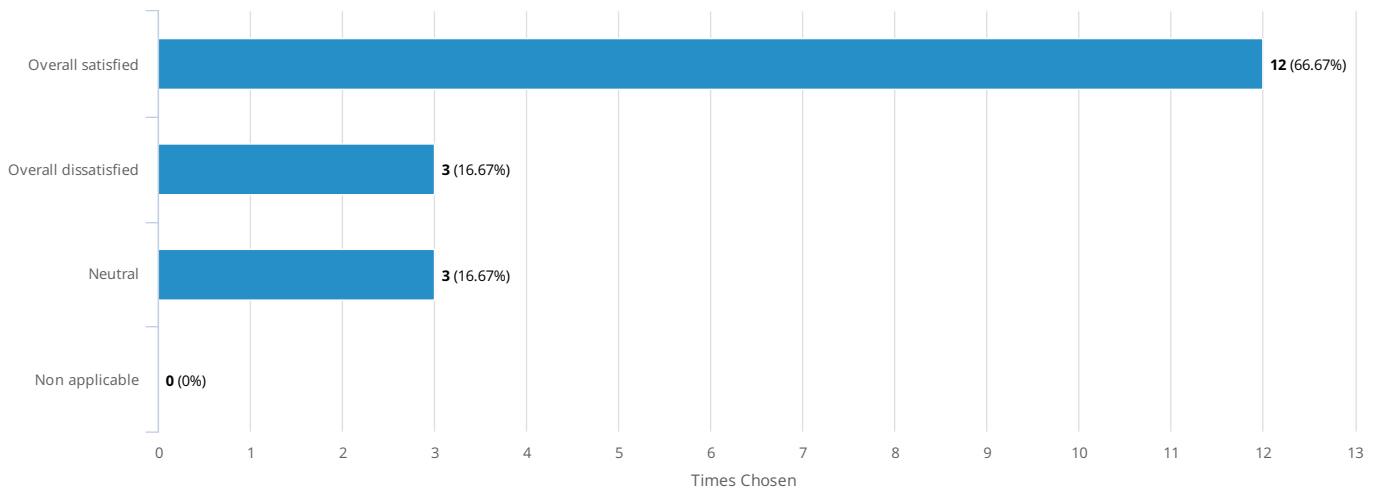
Number of responses: 18



14 May 2020

What is your opinion on the support measures that have been taken by your government since the start of the crisis?

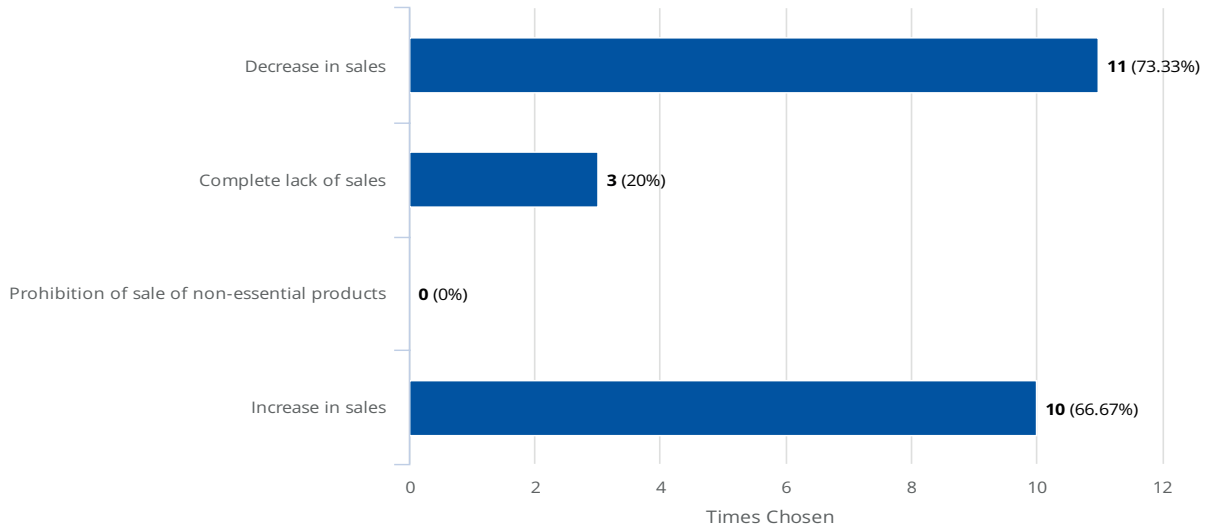
Number of responses: 18



27 March 2020

What is the estimated impact of the Coronavirus on non-food online sales in your country (more answers possible)?

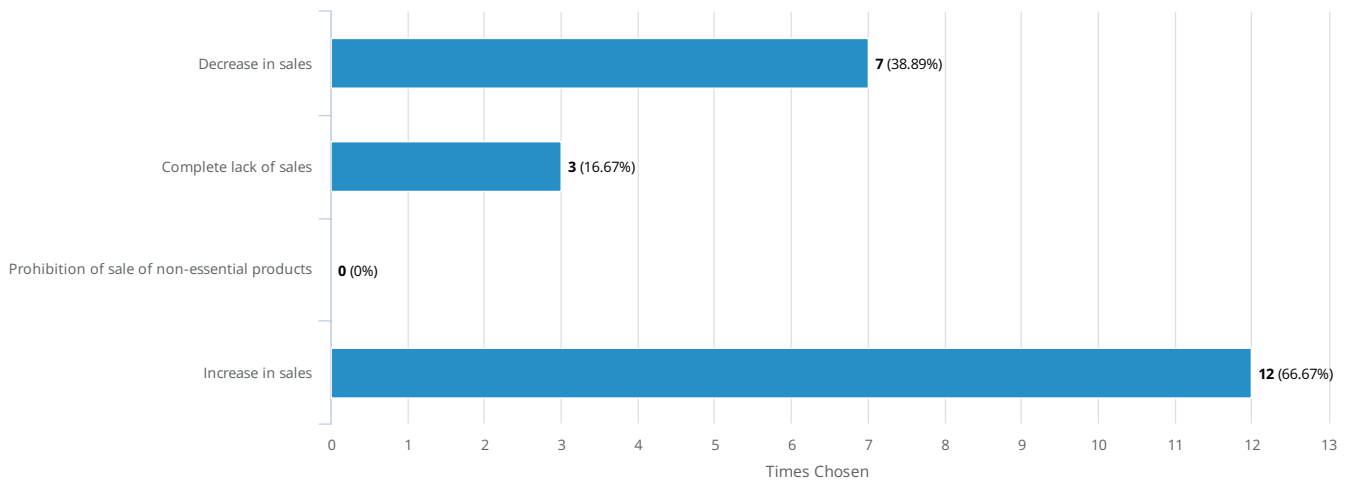
Number of responses: 15



14 May 2020

What is the estimated impact of the Coronavirus on non-food online sales in your country?

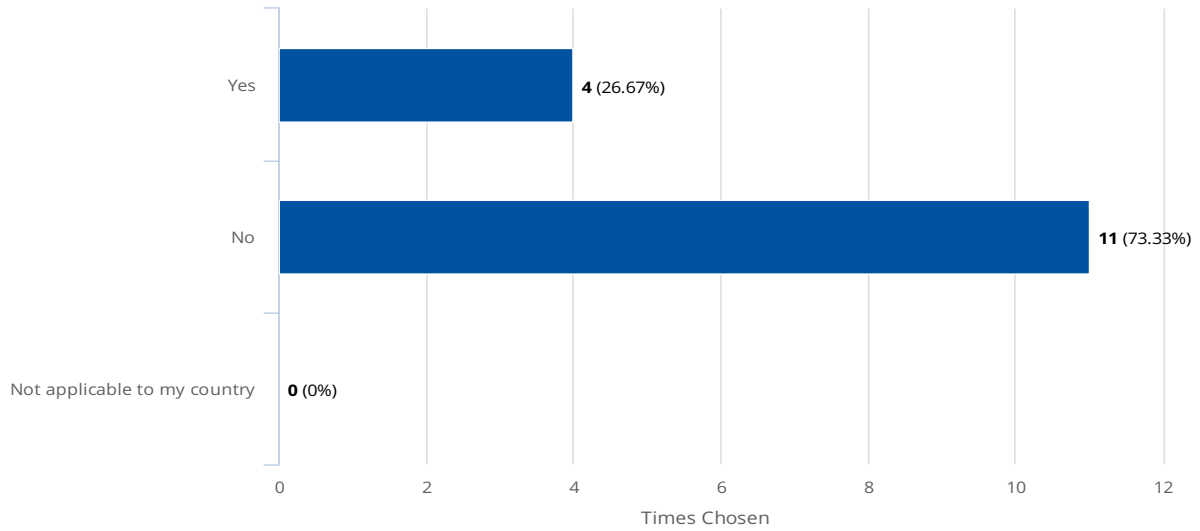
Number of responses: 18



27 March 2020

Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

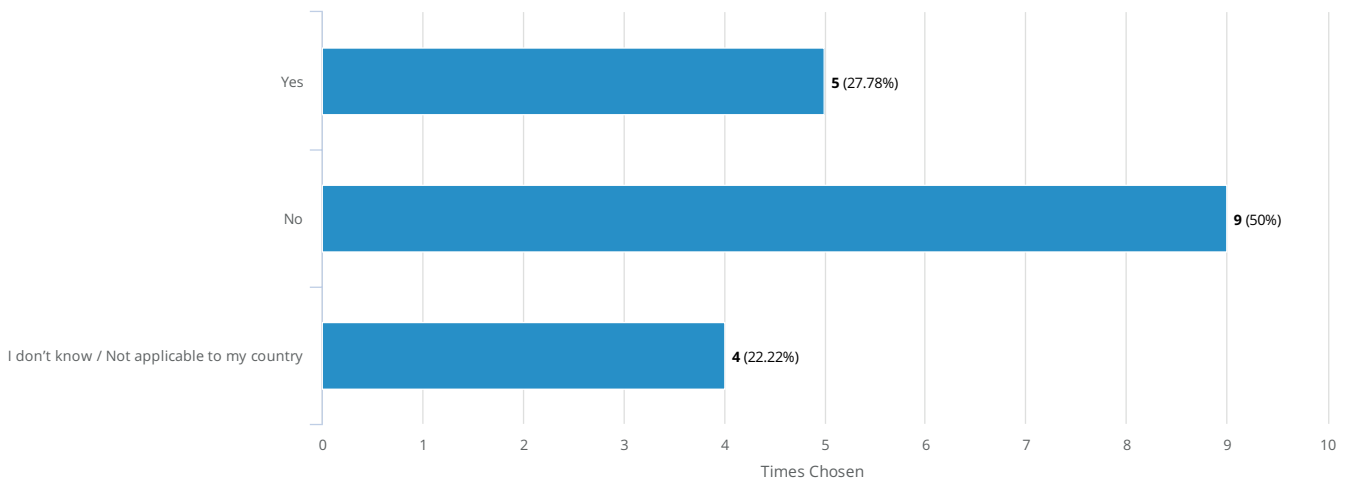
Number of responses: 15



14 May 2020

Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

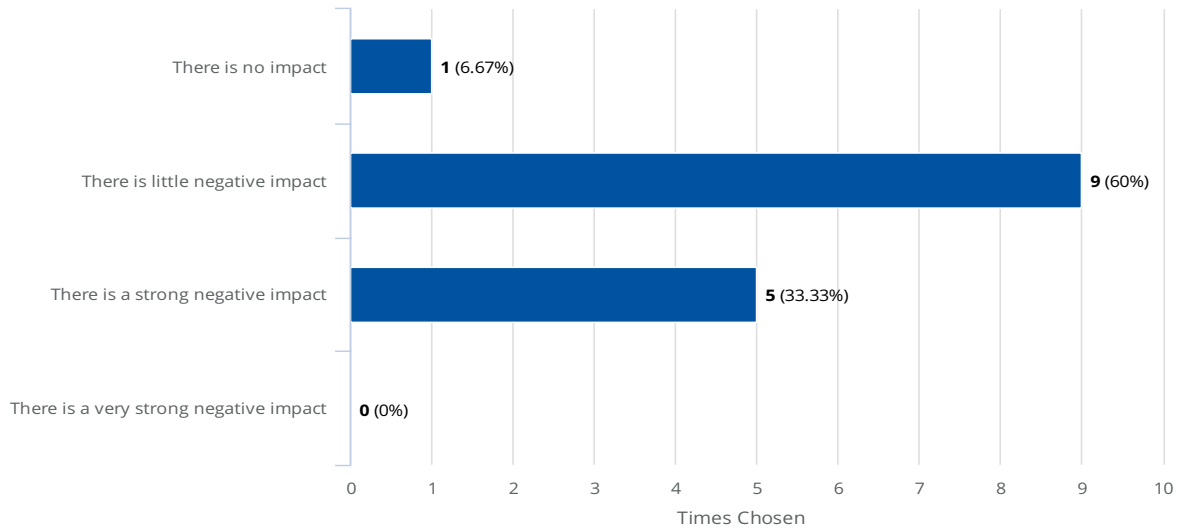
Number of responses: 18



27 March 2020

How does the situation affect parcel delivery?

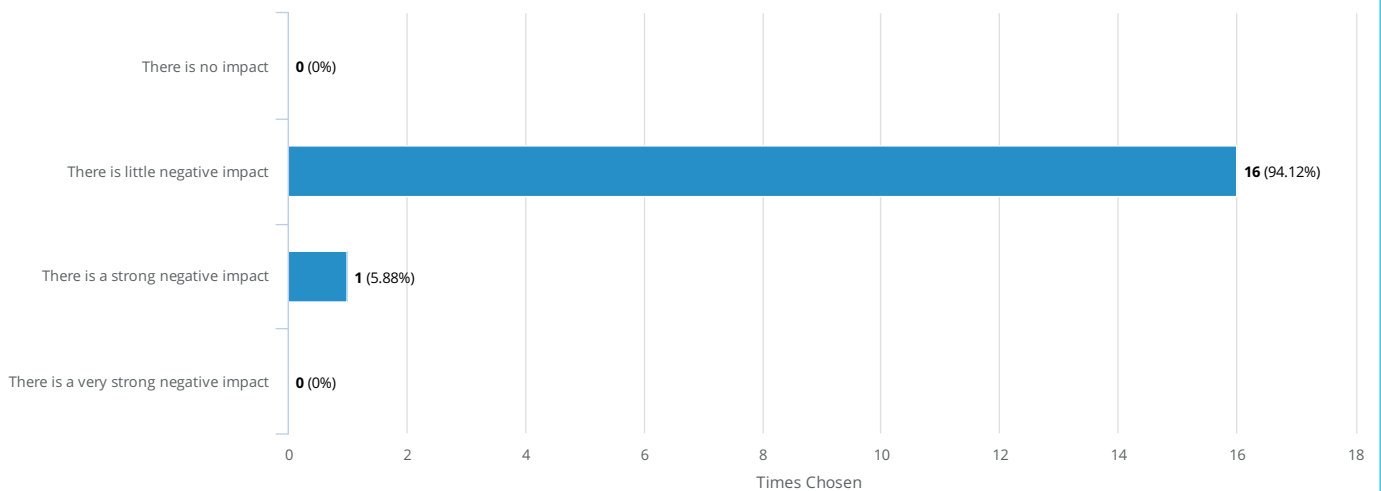
Number of responses: 15

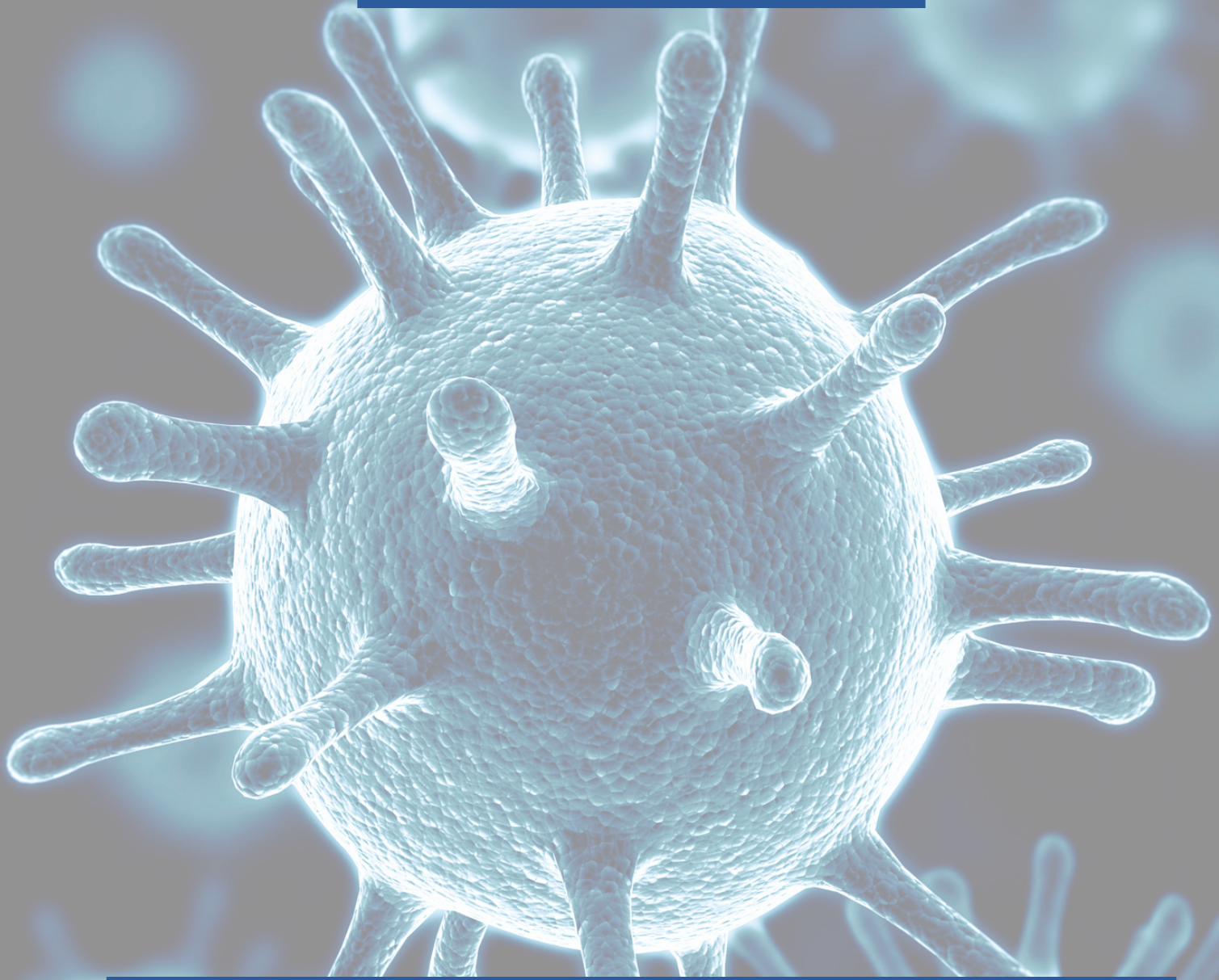


14 May 2020

How does the situation affect parcel delivery?

Number of responses: 17





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