



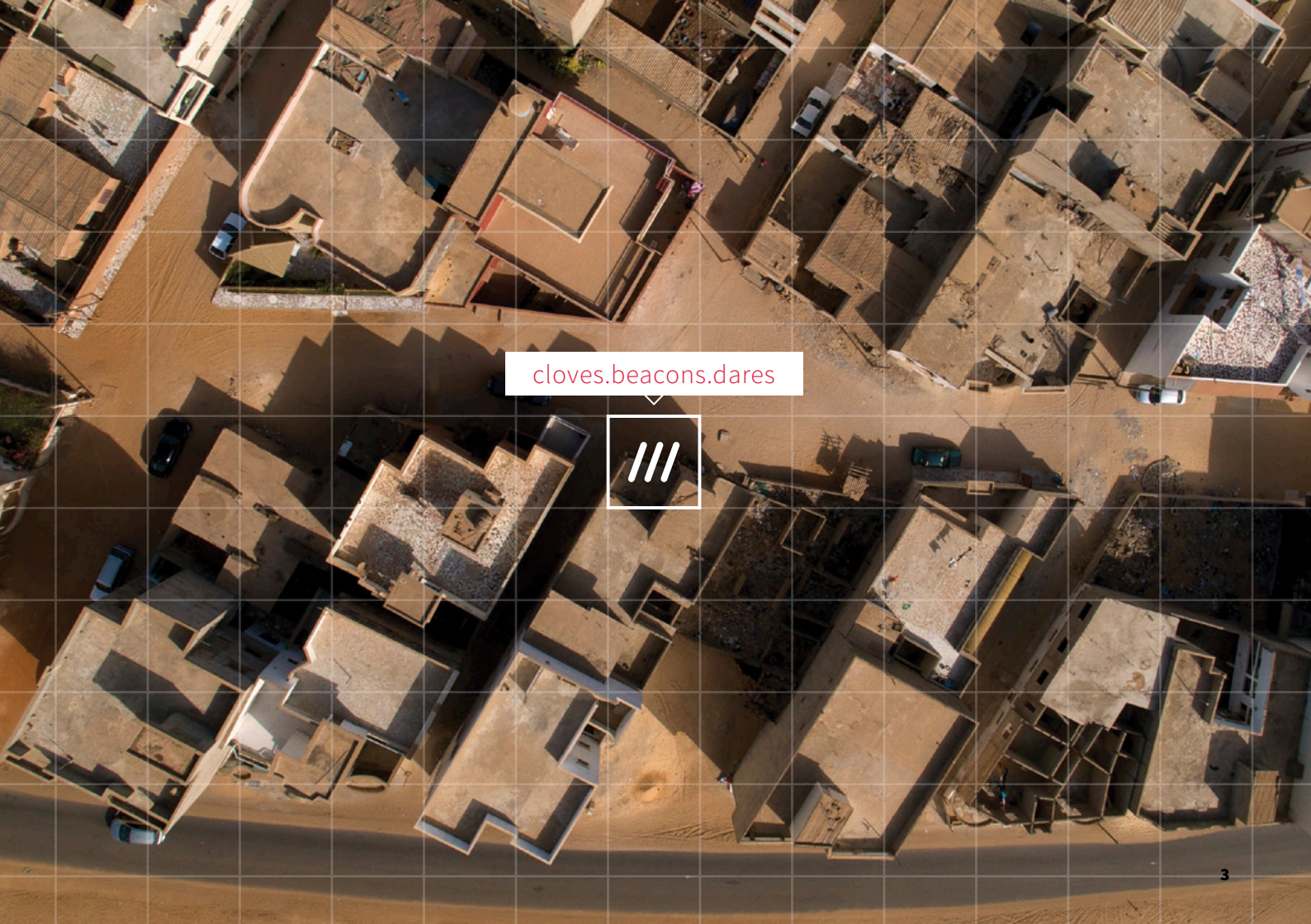
Deliveries and Logistics

3 words to change the world

what3words is a global addressing system.

It has divided the world into a grid of 3m x 3m squares and assigned each one a unique 3 word address.

what3words provides a precise and incredibly simple way to talk about location. And it means everyone and everywhere now has an address.



cloves.beacons.dares



How to use what3words

You can use **what3words** in a variety of ways, from off-the-shelf tools to custom-built solutions.

what3words map

The free map tool, at map.what3words.com, lets you discover and share 3 word addresses quickly and easily.

what3words app

Our free app for iOS and Android puts all the useful map features in a handy package for smartphones.

Online API

The API is a few lines of code that can add 3 word address functionality to your existing app, map or site.

Mobile SDK

This package provides the same service as the API but it can be installed on a smart device and works entirely offline.

Server SDK

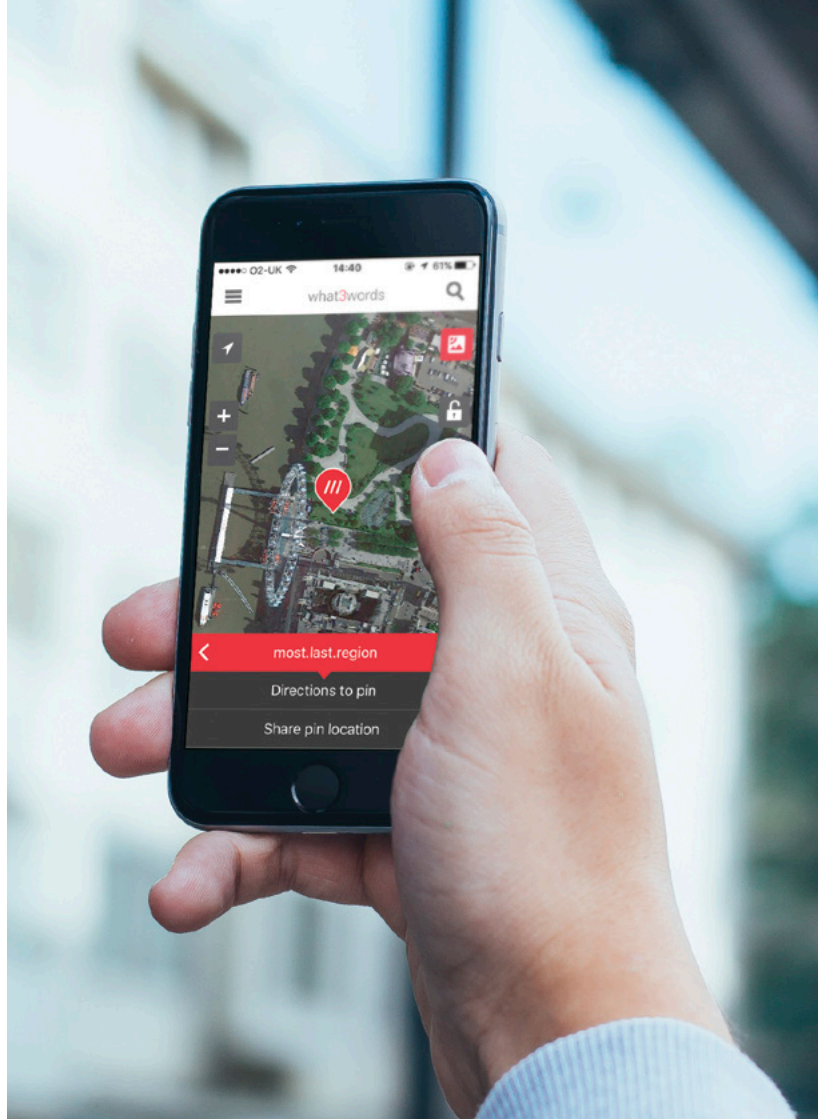
Businesses, NGOs and governments can use this service to run the **what3words** system from their own servers.

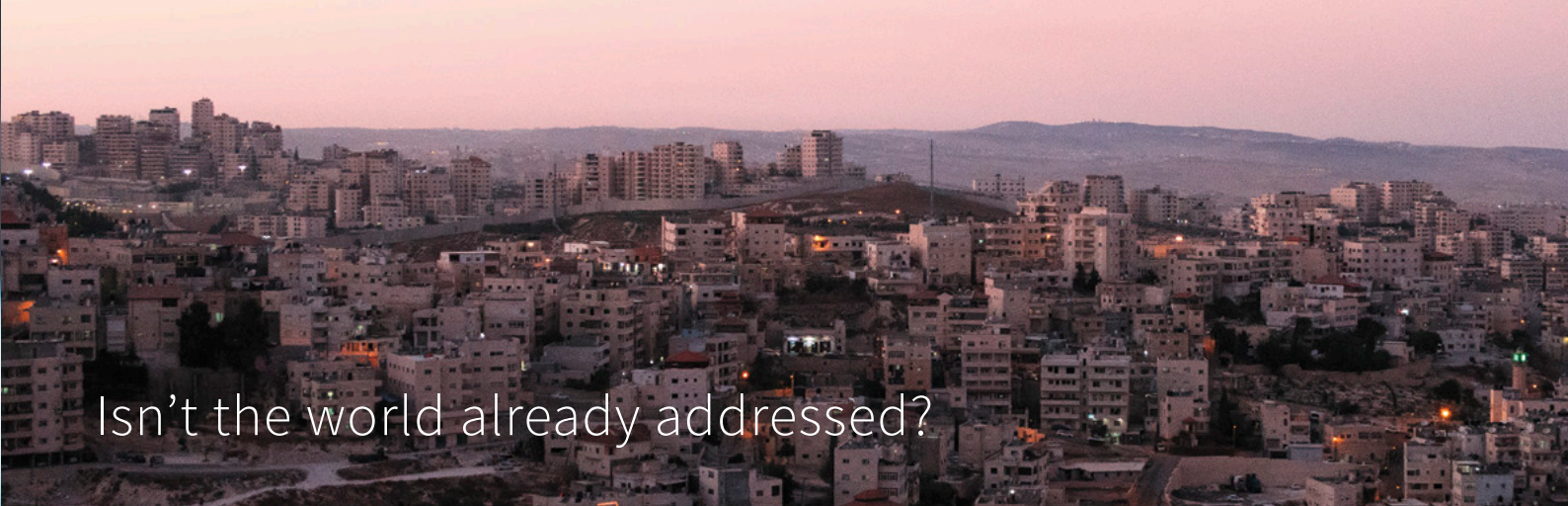
Batch conversion

This tool offers conversion from coordinates to 3 word addresses and vice versa.

GIS plugins

All the features of **what3words** can be used via plugins for GIS platforms, such as ArcGIS, QGIS and Hexagon's Smart M.Apps.





Isn't the world already addressed?

If you don't think addressing has a problem, then try to deliver a letter to one of the millions of homes without house numbers, on streets with no names. Or make a time-critical delivery to a rural business whose actual premises are far from the centre of their postcode. Or get machinery to a specific point of a vast mining site. Or even try to meet someone in the middle of a park, or get picked up by a cab in a particular spot in a busy city.

Irregular and incomplete

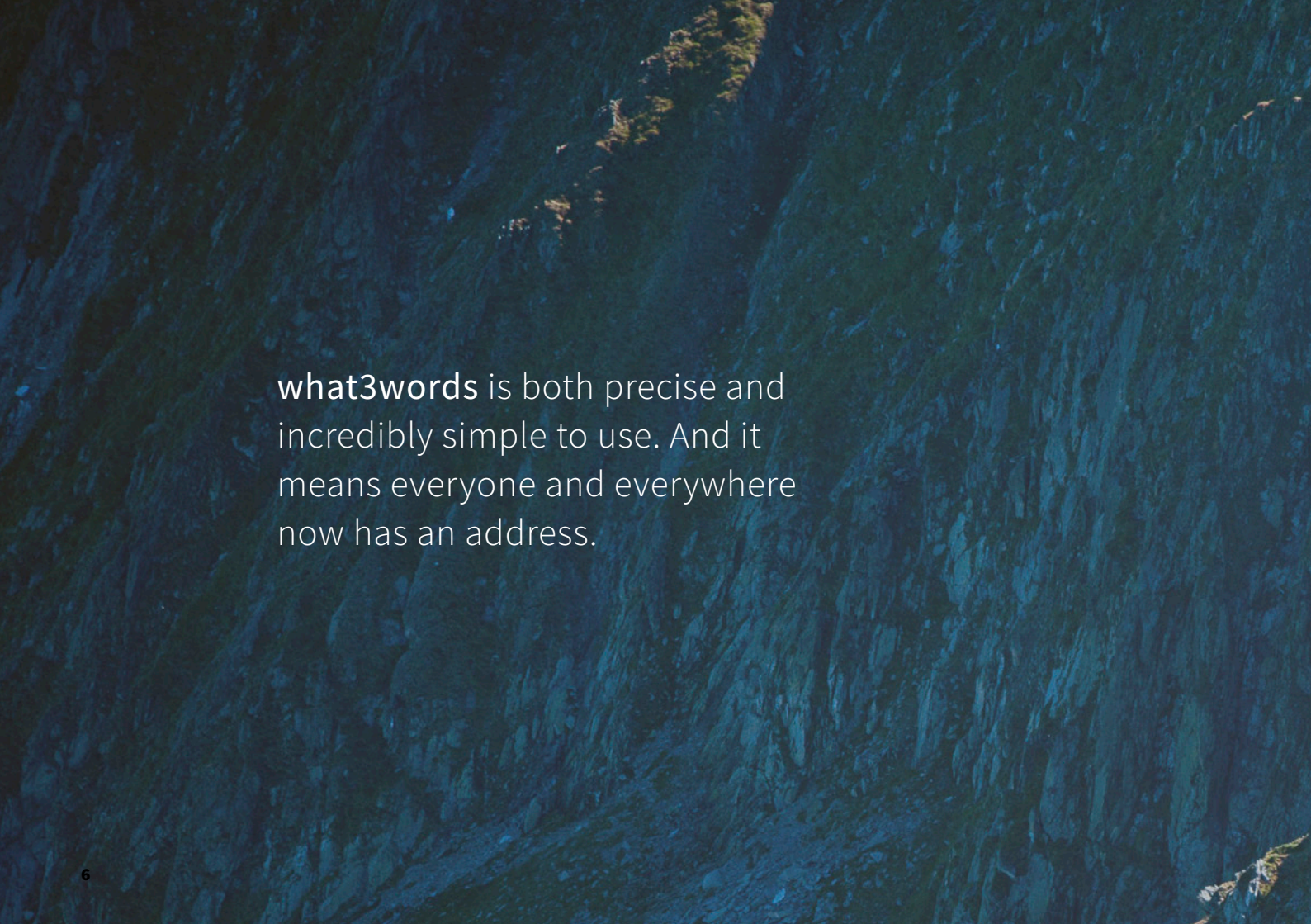
75% of the world suffers from poor addressing or none at all. The other 25% still lacks universal address coverage. Whilst improvements have been made in mapping and navigation, defining exactly where "there" is remains the single biggest issue.

Not fit for purpose


Poor addressing means deliveries go astray, businesses can't be found, aid doesn't get through, remote assets are difficult to manage and friends fail to meet up. At best, it's expensive and frustrating. At worse it hampers growth and development, restricts social mobility and affects lives.

A wealth of opportunity

The geospatial industry is worth up to \$150bn annually. Precise and consistent location referencing can not only improve global addressing, it can also connect you to untapped customer bases and new industry sectors. Once people realise the limitations of our current addressing methods, they see how 3 word addresses can become the answer to a wealth of applications.



what3words is both precise and
incredibly simple to use. And it
means everyone and everywhere
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An aerial photograph of a rugged mountain landscape. On the left, a steep, dark rock face drops down. To the right, a grassy slope descends towards a small, red and white striped cabin. A group of four people stands near the cabin. A white line points from the text 'cleanest.bumped.replied' to the cabin. The terrain is a mix of brownish-green grass and rocky patches.

/// cleanest.bumped.replied
Valna Fad, Canada

Deliveries and Logistics

We make it practical to deliver to businesses and people with no addresses, and increase efficiency where addressing is inaccurate or inadequate.

Solutions where there are none

In developing nations, addresses are often so bad that including descriptive directions, or even a phone number for the driver to call, are the only ways to make a delivery.

Such an approach is costly, takes precious time and is impossible to scale. Consumers also lack confidence that their goods will arrive, resorting to cash on delivery.

what3words can support reliable delivery – for trade, e-commerce and marketing. A 3 word address will pinpoint the entrance to a home or business premises, with accuracy to a 3m x 3m square.

With confidence restored, consumers are more likely to place orders and use electronic payment in advance. This not only improves cash flow for couriers and vendors, it can also enable a business to scale and drive revenue growth.

Moreover, a reliable addressing system supports a greater movement of goods - from supplier to vendor to customer – which, in turn, enables nationwide economic development.

Delivering improved efficiencies

Even in countries with good addressing, deliveries still fail. For example, more than 6 million deliveries a year in the UK suffer from addressing issues.

Whether an express courier delivering a parcel or a truck driver transporting supplies, poor addressing results in time lost and money wasted searching for building entrances.

According to SupplyChainDigital.com, this last mile is responsible for up to 28% of the total cost of the delivery. And delivery failures have a direct impact on customer satisfaction.

what3words can help, by specifying a precise and fixed location for use throughout the supply chain. Drivers don't have to rely on local knowledge and deliveries can arrive on time.

The future of logistics

Consumers are looking for a faster, more convenient way to receive goods. Delivery on demand also requires a rapid response, and increasingly to places without an address.

Cross-border e-commerce is presenting further challenges in international address validation. What passes for an address in one country is unsuitable in another.

A 3 word address is universal – the same basic construct for anywhere on the planet. It can also enable delivery to a person on the move – in a park, on the beach or at a building site.

Featured case studies



Mongol Post

what3words has been adopted as a national addressing system by Mongol Post in Mongolia. Its 3 million citizens can now use the free app to discover the 3 word address for their home and use it to receive mail. This landmark partnership is part of a drive to boost the country's economic development.



Aramex

This global logistics giant has integrated 3 word addresses into its systems via the API, to significantly optimise their last mile operations. Consumers can now pinpoint their delivery location to a unique 3m x 3m square, anywhere in the world; ensuring goods arrive first time, on time.



Direct Today

This UK-based express courier service is using **what3words** to improve its rural operations. Despatchers link a 3 word address to a package, and drivers use the system via the Navmii app to deliver direct to the door. It's already helped reduce first-time failed deliveries by 83%.



Partners



Blackbay

The integration of **what3words** into Blackbay's real-time track-and-trace service is making on-demand delivery a reality. Rather than an imprecise street address, drivers can now deliver to a specific 3m x 3m square and therefore to the actual person waiting for their package.



Carteiro Amigo

In Rio's largest favela, Rocinha, local co-operative Carteiro Amigo is using the **what3words** app to provide residents with a 3 word address. It means they can now get their mail and online shopping purchases delivered direct to their door.



Iyeza Express

In South Africa's informal townships, Iyeza Express uses the **what3words** app to accurately locate where its customers live and deliver essential medical supplies direct to their front door. It's helping to bring healthcare to the home and enabling Iyeza Express to scale its service offering.





Navmii

The award-winning smart navigation and traffic app has integrated **what3words**. Users can now discover, share and navigate to a 3 word address, straight from the Navmii app. It's the ideal solution for places without a postcode or where street addresses are unreliable.



United Nations

what3words is now used by the UN as part of its disaster recovery initiative. Live disaster maps use 3 word addresses to identify key locations - from damaged flood defences to local medical facilities. They can also accurately pinpoint areas requiring emergency aid.



Philippine Red Cross

The Philippine Red Cross uses the **what3words** app to identify locations quickly and accurately during a disaster situation. Medical aid can then be despatched to a precise 3 word address, reaching the people who need help as quickly as possible.



Why should I use what3words?

what3words gives everyone and everywhere a 3 word address. It's precise, simple and unique. And it's changing the way people and business talk about location.

Words beat numbers

Using words means that non-technical people can discover and understand a 3 word address more easily than a postcode or GPS coordinates. They can also share that address more quickly, more accurately and with less ambiguity than with any other system.

Memorable and practical

The **what3words** system uses a word list of up to 40,000 words, depending on the language version used. The algorithm sorts the list so that simpler and more common words are used in more populated areas, whilst longer words feature in unpopulated areas.

In your language

3 word addresses can be discovered in a range of languages, with more added all the time. Customers can use their native language or the language of the country they're in. To avoid confusion, no words are shared between language versions. Once they find a 3 word address in one language, they can switch languages and discover the 3 word address for that same 3m x 3m square in a different language.

Always consistent addressing

The **what3words** system is fixed and will never change. So a 3 word address today will still be the same in 10 years' time. The square size of 3m x 3m is consistent across the globe, eliminating the need to switch between addressing formats or coordinate systems based on a country or industry sector.



Simple yet accurate

The **what3words** algorithm takes complex GPS coordinates and converts them into unique 3 word addresses. The 3 word address can then be communicated to anyone, anywhere.

Offline search available

The **what3words** system uses a mathematical algorithm, held in a package around 12MB in size. As such, it will comfortably fit on a modern smartphone. It also means that you can search for a 3 word address online and offline, or where a data connection is unreliable.

Auto suggested addresses

3 word addresses are intentionally randomised and unrelated to the squares around them. To avoid confusion, similar sounding addresses are also placed as far from each other as possible. Whilst a user is entering a 3 word address, the app will account for spelling errors and other typing mistakes and make suggestions, based on 3 word addresses nearby.

Voice activated searches

We are shortly releasing voice input, so you can search for a 3 word address by speaking it. This can vastly improve how we navigate when driving, particularly where street names are ambiguous or conventional street address searches drop pins in the centre of buildings, rather than at their entrance.



blares.telegraph.equated

Nauklift Park, Namibia

The new language for location

As we continue to integrate new technologies into our daily lives, so the role of precise and reliable addressing becomes ever more important. Better addressing enhances the customer experience, delivers business efficiency, drives growth and supports the social and economic development of countries. **what3words** is already leading the way with these new solutions, to help improve the lives of everyone across the globe.



- Enabling voice and text input to smart devices, wearables, Internet of Things, cars.



- Accurate location sharing, to support on-demand delivery in the global marketplace.



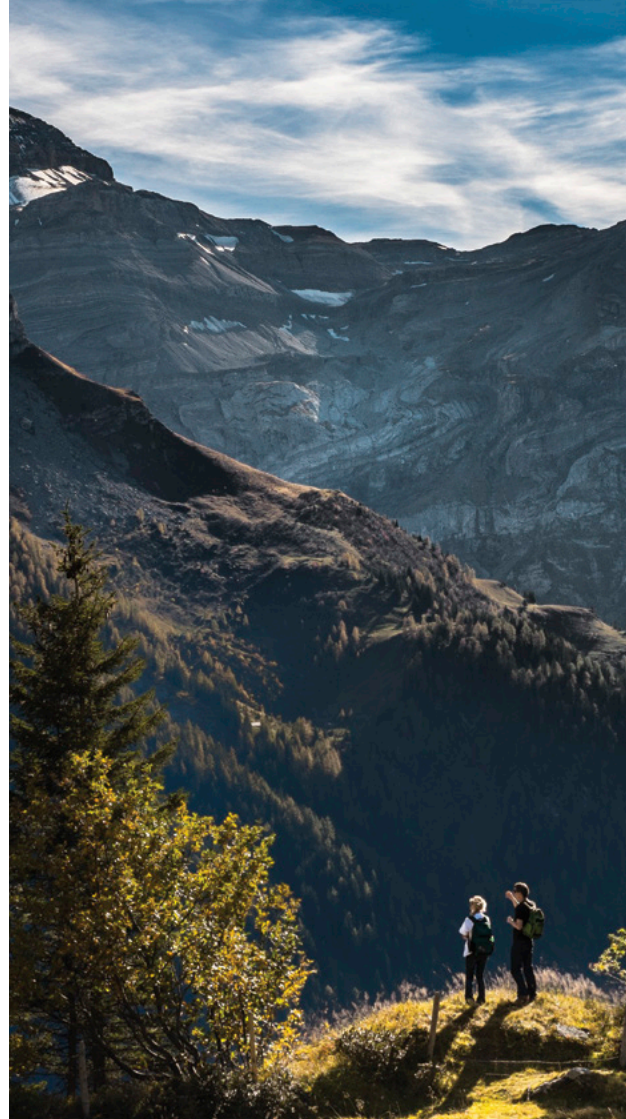
- Universal system for location, to reference anywhere in the world in your own language.



- UAV (drone) waypoint and destination support for better interaction between business and consumers.



- Sharing location between people across multiple channels – voice, text, messaging apps, social media.



Our Mission

A key ingredient for business

what3words can be integrated into other platforms, so businesses and individuals can add simple and precise addressing to their own products and services.

This supports our wider objectives, to improve the customer experience and reduce frustration, drive efficiencies in deliveries and logistics, and enable e-commerce growth.

We're also committed to helping improve and save lives for governments, NGOs and charitable organisations.



Doing business to do good

what3words will always be free for individuals to use on our own site and apps. We offer ways to use our business software packages for free, including a specific programme for non-profits.

Our business model is based around commercial agreements with clients, partners and distributors, and charging them for access to the API or SDK.

Our API, SDKs, code libraries and examples are all available, at developer.what3words.com

Behind the idea



Jack Waley-Cohen (left), Chris Sheldrick (right)

Originally from the music industry, **what3words** CEO Chris Sheldrick identified the need for a better addressing system, after bands and equipment constantly kept getting lost.

He enlisted a friend's help and the two devised a way to turn GPS coordinates into user-friendly words. The first 3 word address algorithm was born – on the back of an envelope.

what3words was formed in March 2013. The company continues to grow, in terms of expertise and experience, product development, investment and adoption.

“A fiendishly clever solution”

-*The Times*

“Three little words could transform e-commerce”

-*Bloomberg*

“If your company makes deliveries, this mapping startup is your new best friend”

-*INC*

“One of the cleverest technologies I have seen”

-*The Financial Times*

“Move aside Google Maps, the future of navigation is 3 words”

-*The Inquirer*

“Ridiculously clever”

-*Metro*

Awards



Investors



Get in touch

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