

## US Postal Service Announces New Competitive Prices and Two New Mail Products for 2022

24-11-2021

Postal Service continues to offer some of the lowest letter-mail postage rates in the industrialized world and a great value in shipping as we enhance our reliability and expand our product offerings in service to the American people. Pricing actions part of balanced approach under “Delivering for America,” the Postal Service’s 10-year plan for achieving financial sustainability and service excellence.

- Postal Service continues to offer some of the lowest letter-mail postage rates in the industrialized world and a great value in shipping as we enhance our reliability and expand our product offerings in service to the American people.
- Pricing actions part of balanced approach under “Delivering for America,” the Postal Service’s 10-year plan for achieving financial sustainability and service excellence.
- Rate changes will contribute to \$40 billion of investments in people, technology, and infrastructure over the next 10 years to modernize and improve the Postal Service’s operations and customer experience.
- Postal Service is also supporting mail by requesting PRC approval for two mail products focused on local communities.

The U.S. Postal Service filed notice with the Postal Regulatory Commission (PRC) today of price changes for Shipping Services to take effect Jan. 9, 2022.

The proposed prices, approved by the Postal Service Governors, would raise Shipping Services product prices approximately 3.1

percent for Priority Mail service, and 3.1 percent for Priority Mail Express service. Shipping Services price adjustments vary by product. Although Mailing Services price increases are based on the consumer price index, Shipping Services prices are primarily adjusted according to market conditions. The Governors believe these new rates will keep the Postal Service competitive while providing the agency with needed revenue.

If favorably reviewed by the PRC, the new prices will include an increase in the price of a Small Flat-Rate Box to \$9.45. The Medium Flat-Rate Box would increase to \$16.10, the Large Flat-Rate Box would decrease to \$21.50 and the price of the APO/FPO Large Flat-Rate Box would decrease to \$20.00. Regular Flat-Rate Envelopes, Legal Flat-Rate Envelopes, and Padded Flat-Rate Envelopes would increase to \$8.95, \$9.25, and \$9.65 respectively.

The proposed domestic Priority Mail Flat Rate Retail price changes are:

United States Postal Service Announces New Competitive Prices and Two New Mail Products for 2022

Product	Current	Planned Change
Small Flat-Rate Box	\$8.45	\$9.15
Medium Flat-Rate Box	\$15.50	\$16.10
Large Flat-Rate Box	\$21.90	\$21.50
APO/FPO Large Flat-Rate Box	\$20.40	\$20.00
Regular Flat-Rate Envelope	\$7.95	\$8.95
Legal Flat-Rate Envelope	\$8.25	\$9.25
Padded Flat-Rate Envelope	\$8.55	\$9.65

pe.usps.com/Price Change/Index.

The filing also included pricing to support USPS Connect, a suite of affordable package delivery solutions for businesses that the Postal Service expects to launch in 2022, if favorably reviewed.

In addition, the Postal Service is also supporting mail by requesting approval for two mail products focused on local communities. First, after a 2-year market test, the Postal Service is requesting the establishment of a permanent Plus One product which will provide additional marketing options for businesses to reach local customers utilizing mail. Building on the USPS Connect pilot, the Postal Service is requesting approval for a market test for a new USPS Connect Local Mail product which will provide the ability to send documents within local communities for same/day next delivery.

With full implementation, the Postal Service's 10-year Delivering For America plan is designed to reverse a projected \$160 billion in operating losses over the next 10 years. The Plan's growth and efficiency initiatives, including the proposed pricing changes, together with necessary legislation, should allow the Postal Service to make investments totaling approximately \$40 billion over the next 10 years to modernize and improve our infrastructure to become more efficient and service responsive.

The Postal Service generally receives no tax dollars for operating expenses and relies on the sale of postage, products, and services to fund its operations.

Source: [USPS](#)

The Postal Service has some of the lowest letter-mail postage rates in the industrialized world and continues to offer a great value in shipping. Unlike some other shippers, the Postal Service does not add surcharges for residential delivery or regular Saturday delivery.

The PRC will review the prices before they are scheduled to take effect. The complete Postal Service price filings with prices for all products can be found on the PRC site under the Daily Listings section at [prc.gov/dockets/daily](http://prc.gov/dockets/daily). For the Shipping Services filing, see Docket No. CP2022-22. The price change tables are also available on the Postal Service's Postal Explorer website at

## Canada Post segment reports \$264-million loss before tax in third quarter

19-11-2021

Canada Post recorded a loss before tax of \$264 million in the third quarter, a slight improvement compared to the same period a year earlier. While the first half of 2021 showed strong revenue growth from all lines of business, it slowed slightly in the third quarter as consumers returned to shop in store. Revenue gains in Transaction Mail due to the federal election and some recovery in Direct Marketing partially offset a decline in Parcels revenue for the quarter.

For the first three quarters of the year, Canada Post recorded a loss before tax of \$492 million, an improvement of \$217 million or 30.5 per cent from the same period of the prior year.

Revenue for the Canada Post segment increased by \$37 million, or 0.8<sup>1</sup> per cent, in the third quarter compared to the same period a year earlier. For the first three quarters of 2021, revenue increased by \$501 million, or 8.5 per cent, compared to the same period a year earlier due to increases in all lines of business. Year-over-year comparisons are affected by the impacts of COVID-19 on volumes and revenue, which began at the end of the first quarter of 2020 and affected the lines of business differently. In the third quarter of 2020, Direct Marketing and Transaction Mail volumes declined substantially, while significant and unsustainable parcel volume growth was constrained by available capacity.

Cost of operations increased by \$32 million, or 1.8 per cent, in the third quarter of 2021 and by \$275 million, or 3.3 per cent, for the first three quarters, compared to the same periods a year earlier. These increases were driven by annual wage increases and higher costs of processing and delivering parcels compared to mail. The Corporation also

invested in operations and capacity.

Canada Post's long-standing mandate is to serve every Canadian address while maintaining financial self-sustainability. The pandemic has changed the needs of Canadians dramatically, putting further pressure on the Corporation's existing business model and operations. To grow the business and better meet these evolving needs, Canada Post is investing to expand capacity, improve the customer experience and innovate its operations.

### Parcels

In the third quarter, Parcels revenue declined by \$31 million, or 5.3 per cent, as volumes fell by 20 million pieces, or 22.1 per cent, compared to the same period a year earlier. The reopening of stores for in-person shopping negatively impacted demand for parcels. Global supply chain issues also began to affect inbound volumes, particularly from China. For the first nine months of the year, revenue rose by \$307 million, or 11.4 per cent, as volumes declined by 2 million pieces, or 2.3 per cent, compared to the same period a year earlier. Year-to-date Parcels revenue was positively affected by more proactively managing available capacity and the mix of commercial customers and products. The Corporation continues to make investments to improve processing capacity



and efficiencies to support growth in the Parcels business.

### Transaction Mail

Transaction Mail revenue grew by \$21 million, or 2.4 per cent, in the third quarter as volumes rose by 8 million pieces from the same period in the prior year. This was partly due to federal election mailings. For the first three quarters of 2021, revenue grew by \$54 million, or 1.3 per cent, as volumes rose by 4 million pieces compared to the same period a year earlier, due in part to the census and federal election mailings. Despite revenue growth from these mailings, continued erosion in Transaction Mail persists as consumers and mailers migrate to digital alternatives.

### Direct Marketing

Direct Marketing continued to partially recover in the third quarter, following significant declines in Personalized Mail™ and Neighbourhood Mail™ in 2020 as customers postponed or cancelled marketing campaigns due to COVID-19. Direct Marketing revenue grew \$42 million, or 20.3 per cent, in the third quarter as volumes rose by 184 million pieces, or 21.1 per cent, compared to the same period in the prior year. While Direct Marketing results improved, some retailers delayed or cancelled marketing campaigns in the third quarter due to global supply chain issues. For the first three quarters of 2021, Direct Marketing revenue increased by \$100 million, or 15.9 per cent, as volumes increased by 497 million pieces, or 19.8 per cent, compared to the same period a year earlier.

### Group of Companies

The Canada Post Group of Companies<sup>2</sup>

recorded a loss before tax of \$191 million in the third quarter of 2021, marking a \$25 million improvement from the \$216 million loss before tax in the same period a year earlier. In the third quarter, Purolator's and SCI's profits before tax of \$65 million and \$7 million, respectively, helped offset the Canada Post segment's loss before tax. For the first three quarters of the year, the Group of Companies recorded a loss before tax of \$274 million, an improvement of \$328 million from the same period in 2020, when the loss before tax was \$602 million. Due to recurring factors, the Canada Post segment would have reported a loss, regardless of COVID-19.

### Background

The operations of the Canada Post Group of Companies<sup>2</sup> are funded by the revenue generated by the sale of its products and services, not taxpayer dollars.

Source: [Canada Post](#)

<sup>1</sup>All per cent values in this news release have been adjusted for differences in business and paid days and are calculated on values rounded to the nearest thousand. In the third quarter of 2021, there was one additional business day and no difference in paid days compared to the third quarter in 2020. For the year-to-date period of 2021, there were three additional business days and three additional paid days compared to the same period in 2020.

<sup>2</sup>The Canada Post Group of Companies consists of the core Canada Post segment and its three non-wholly owned subsidiaries, Purolator Holdings Ltd., SCI Group Inc. and Innovapost Inc.



## NZ Post research shows Kiwis shopping online at least once per week, spending \$25 million per day

22-11-2021

New research by NZ Post into online shopping trends shows that Kiwis are shopping online more frequently than ever before, with the average shopper buying something online at least once per week during October 2021. Shoppers spent \$25 million online every day, on average, for the 31 days of October.

NZ Post Chief Customer Officer Bryan Dobson says, “our eCommerce Spotlight report shows Kiwis spent \$765 million online in the month of October alone – that’s a 71% increase on October 2020 and the biggest month for online shopping ever. That huge demand for online shopping has resulted in NZ Post delivering over 2 million parcels every week.”

“We’re also seeing a preference for buying local. In October 74% of all online spend was with Kiwi retailers. In Auckland NZ Post has seen the demand for online shopping reaching astronomical heights – with spending online more than doubling (up 110%) compared to October 2020. In response to the demand, NZ Post has gone from delivering 440,000 parcels per week in Auckland to over 760,000.”

“We’ve been really proud to support Kiwi businesses to make sales at a time where retail restrictions have been extremely challenging for them. We made 1.2 million extra deliveries in Auckland this October compared to last year, this enabled our customers to generate an extra \$134 million in revenue.”

“While retail restrictions have eased in Auckland, the number of parcels being sent remain at unprecedented levels, and with the busy online shopping days of Singles Day, Black Friday and Cyber Monday upon us, we don’t expect this to let up anytime soon. We

will be monitoring closely to see how parcels volumes are looking throughout November,” says Bryan.

“Early forecasting for the upcoming Black Friday and Cyber Monday sales shows we are expecting Kiwis to spend almost \$440 million online in the next two weeks.”

“Our teams have been working incredibly hard to deliver these huge numbers of parcels for Kiwis. We’ve brought on hundreds of extra people, we’ve extended our operating hours and are processing 24/7, and we’ve re-designed our Auckland network to get parcels where they need to be as fast as we can. Our Posties are now helping out our Couriers too – delivering even more parcels alongside mail.”

“We have been bringing on as much extra capacity as we possibly can and our performance has improved. About half of our parcels are now being delivered on time in Auckland and Hamilton, where we have seen the most volume, but some parcels in these areas are still seeing delays of up to four or five days. Deliveries are running more smoothly across the rest the country with most parcels being delivered on time, but with one day delays on some parcels.”

We know many New Zealanders will be keen to do their Christmas shopping in store with retail restrictions now easing, but for those



who are planning to do most of their shopping online, we have some tips to make sure everyone's shopping will arrive on time and not get stuck in a backlog.

- Take note of the Christmas cut-off dates for sending presents domestically at [nzpost.co.nz/personal/christmas-sending-dates-2021](https://nzpost.co.nz/personal/christmas-sending-dates-2021) and send as early as you can
- Some of the cut-off dates for sending overseas have already passed – and others are quickly approaching – make

you're aware of them before sending

- Think ahead, start planning what you want and need to buy now
- Make a list of what you need so you can place fewer, larger orders and reduce your shipping costs.
- Consider bulk buying items that you usually purchase online monthly or weekly into one larger order that can be sent in one go.

Source: [New Zealand Post](#)



## Freight platform Saloodo! is now four times ISO-certified

19-11-2021

Freshly awarded four ISO certificates, Saloodo! will thus continue on its expansion course in the future.

The logistics start-up Saloodo! has been awarded ISO certificates in no less than four categories by Dekra. Customers and business partners of the digital freight platform thus receive independent proof that Saloodo! meets the highest standards in the business process.

After an intensive audit lasting several weeks by the experienced experts of Dekra, Saloodo!, the digital freight platform, has received awards according to the ISO standard for various business areas.

Thus, Saloodo! complies with ISO 14001 and 50001, two standards recognised by the International Standard Organisation and awarded to companies that have made a special commitment to sustainability.

ISO 14001 is the globally accepted and applied standard for environmental management. It sets requirements for an environmental management system that enables companies to improve their environmental performance, meet legal and other obligations and achieve environmental goals.

The goal of an energy management system according to ISO 50001 is the continuous improvement of energy performance. The standard describes the requirements for a company to introduce, operate and continuously optimise an energy management system.

Quality and customer satisfaction as well as

efficiency and responsiveness are among the decisive factors for a company's competitive success. By introducing a reliable quality management system, Saloodo! can better optimise the necessary processes and procedures and make the demands on the organisation and management more efficient. This is exactly why Saloodo! has been certified with ISO 9001. The certification shows that Saloodo! has developed management systems to subject its products and services to a continuous improvement process. And above all, it is a good confirmation for customers that they have joined exactly the right freight platform. Occupational health and safety is covered by the ISO 45001 standard, for which Saloodo! has also been certified. It confirms that Saloodo! lives up to its social responsibility and does everything in its power to demonstrably reduce the risk of injuries, accidents and work-related illnesses among its employees.

"I am particularly proud of the ISO certificates in the area of sustainability, as this topic is very close to my personal heart. Being awarded for good energy and environmental management as a logistics start-up is a challenge. At the same time, it officially confirms what I experience every day in the office in terms of environmental awareness by our employees and what we are already implementing with many topics such as Green Carrier Certification," says Dr Antje Huber, CEO Saloodo!.

Freshly awarded four ISO certificates, Saloodo! will thus continue on its expansion



course in the future. Five years after the company was founded, Saloodo! is already used by more than 30,000 shippers and over 12,000 transport companies. The start-up is currently active in more than 50 countries on 4 continents and now also offers the possibility of processing shipments to customs-relevant countries such as

Switzerland via Saloodo! Most recently, the company expanded its digital freight platform with a "closed shop" feature, which allows companies to offer their transport orders only to a closed user group of pre-selected transport service providers.

Source: [Deutsche Post DHL Group](#)



## No printer? No problem! Royal Mail will now bring labels and collect your parcel from your door

22-11-2021

Enhanced service designed to help customers beat the queues this Christmas

Royal Mail has enhanced its popular Parcel Collect service in the run up to Christmas with posties set to deliver pre-printed postage labels to customers who need them. The move enables customers without a printer to feel the benefit of Parcel Collect, where posties collect parcels for delivery while carrying out their delivery round.

The plans to deliver pre-printed labels are also aimed at bringing even more convenience to customers who are increasingly time-poor and may not want to leave home to drop off a parcel or wait in queues – especially during the cold winter months. As the festive season approaches, it promises to be one of the most convenient ways to post presents this Christmas.

Under Parcel Collect, customers arrange for their postie to collect their parcel from their doorstep. Customers using the service simply have to book a collection online (<https://www.royalmail.com/collection>) then signal whether they would like to order a self-adhesive, pre-printed postage label to affix to their parcel\*. As part of the service, postmen and postwomen will collect a parcel from the customer's door or nominated safe place\*\*.

Through Parcel Collect, Royal Mail collects from customers at their doorstep as part of our postmen and women's daily round, which means no additional vehicles on the road resulting in fewer additional emissions and less congestion. With the UK's largest "Feet on the Street" network of over 85,000

postmen and women, Royal Mail already has the lowest reported CO2e emissions per parcel amongst major UK delivery companies.

As well as offering even higher levels of convenience, Parcel Collect enables online sellers and online shoppers to mail or return a pre-paid item by post from the comfort of their own home. Parcel Collect is available six days a week\*\*\* and can be booked up to five days in advance and up to midnight the day before. Parcel Collect is currently priced at 60p per item, inclusive of VAT, in addition to postage costs.

Nick Landon, Chief Commercial Officer at Royal Mail, said: "Every day our posties walk past every house in the country at about the same time. People know when their postie is going to deliver and now they can send or return parcels at the same time. If people aren't going to be in, they can leave their item in a safe place for our postie to collect it and now if they don't have a printer at home, they can ask their postie to bring the label with them. How convenient is that! As the nights continue to draw in and the weather gets worse, why go out when you can stay safe and warm and leave the hard work to your friendly local postie. And even better, many of our deliveries and collections are carried out by posties who walk their rounds - the greenest way to send and return."

The nationwide launch of label-less collections follows a trial of the service in four areas of the UK earlier in the year.



Source: [Royal Mail Group plc](#)



## The new main post office has opened in Postitalo in Helsinki's city center

22-11-2021

Today, November 22, Posti has opened a fully modernized main post office in the Postitalo building, located next to the Helsinki Central Railway Station. The new main post office will have extended opening hours (8-20) for both private individuals and business customers, plus all of Posti's services under the same roof.

"The new main post office will be open from early morning to late evening, and it is easy to get to by public transport, on foot or by car. Having good parking facilities is especially important to entrepreneurs. The new store will be accessible and have different kinds of services available. Our competent staff will gladly serve you in person or you can choose self-service. We wanted to make sending, receiving and returning parcels as easy and smooth as possible," says Arttu Hollméus, who is responsible for Posti's parcel and e-commerce business.

The official opening celebration will be held

on Black Friday, November 26, and there will be entertainment throughout the day, during the store's opening hours.

"Opening the main post office in Helsinki's city center has received a lot of positive feedback from our customers. It is great to get to encounter our customers at this iconic and central location. I warmly welcome all to visit our new main post office. Doors opened today and we will be officially celebrating our opening throughout Black Friday, November 26," says Hollméus.

Source: [Posti](#)



## Posti to open its temporary parcel pickup points this week

23-11-2021

The Christmas season is the busiest time of the year for Posti, and people are starting to buy Christmas presents even earlier. Parcel traffic starts to increase at the latest on Black Friday - which this year falls on Friday, November 26 - and this development will reach its peak at Christmas. There is currently a lot of parcel traffic and online shopping is active, but Finns have also returned to shopping centers and to using services to an increasing extent.

On November 25, Posti will open 101 temporary pickup points around Finland for the peak season. Some of the temporary pickup points are Posti's own and some are operated by Posti's partners. The temporary pickup points will be placed near the most popular parcel lockers, which minimizes the distance recipients will have to travel to the temporary pickup point if the original parcel locker is full. Parcels can also be ordered to be delivered directly to a temporary pickup point, and it's also possible to return online purchases to temporary pickup points. In-person service is provided at all temporary pickup points, which means that an employee will be there to hand over parcels and help with returns if needed.

**In addition to temporary pickup points, customers are also served at 3,300 service points throughout Finland**

The planning for Posti's peak season already began in the first months of this year, and 5-10 new parcel lockers have been opened every week this year. There are now 400 more parcel lockers and 100 more in-person service points than last year. In addition to the more extensive retail network and the temporary pickup points, Posti is also preparing for the Christmas season by increasing the shelf space at its service points.

"Christmas is an important holiday for Finns,

and we are doing everything we can to ensure smooth parcel deliveries and a great Christmas spirit. There will definitely be very many parcels delivered this year, which means that there may not always be space for your parcel at the pickup location chosen for it. If this happens, we will route the parcel to the nearest available pickup point. If you feel that the parcel has been sent too far away or to a completely wrong place, you can always contact us using the OmaPosti chat service or by calling us, and we will sort out the situation," says Tommi Kässä, Posti's Vice President for Parcel and eCommerce.

Posti encourages its customers to pick up their parcels as soon as possible to free up space for new parcels arriving at parcel lockers, pickup points and Posti outlets.

**Sunday parcel deliveries start on Black Friday**

To speed up its parcel delivery, Posti is also adding some extra deliveries. On Black Friday, November 26, Posti will start delivering parcels to the most popular parcel lockers seven days a week. Parcels will be picked up and delivered to recipients on four Sundays: November 28, December 5, December 12 and December 19. The seven-day parcel delivery covers about half of the entire population. In addition to the capital region, Sunday deliveries cover Jyväskylä, Kuopio, Lahti, Oulu, Pori, Seinäjoki, Tampere and Turku. Parcel home deliveries are also expected to increase late in the year.



You can check the locations of all Posti service points, such as Posti outlets, parcel lockers and temporary pickup points at

<https://www.posti.fi/en/service-points-on-map>

Source: [Posti](#)



## DHL Express is piloting the first hydrogen truck throughout Deutsche Post DHL Group

23-11-2021

The program's goal is to facilitate the development of low-carbon heavy-duty vehicles on hydrogen for logistic applications and gain practical experience.

DHL Express is the first within Deutsche Post DHL Group to test hydrogen-fueled trucks for the long haul. Together with its customer Apple, DHL pilots the vehicle between Breda, the Netherlands, and Brussels, Belgium, as part of the Interreg NW Europe program H2-Share, coordinated by WaterstofNet. The program's goal is to facilitate the development of low-carbon heavy-duty vehicles on hydrogen for logistic applications and gain practical experience in different regions. It creates a transnational living lab and basis for the development of the zero-emission heavy-duty vehicle industry.

"In a globalized world, sustainable and clean fuels are essential for climate-neutral logistics. Not only for sea and air freight but also line-haul road freight, as these help reduce CO2 emissions," says Alberto Nobis, CEO DHL Express Europe. "That's why we engage not only in the electrification of our fleet but also invest in the development of alternative drive systems for very long ranges. The project shows that we can achieve truly emission-free logistics in Europe if we join forces and build on experience."

While battery-electric trucks can operate efficiently within last-mile delivery, fuels from renewable energies such as hydrogen are essential for zero-emission line-haul. Due to their vast potential, DHL Express is now testing a heavy-duty vehicle, with a fuel cell range extender from VDL. The truck, operated by Dutch Nassau Sneltransport, covers a daily distance of around 200 km, running the cross-border route between the Netherlands and Belgium. The truck refuels on a daily basis in Breda at a mobile fuel station from Wystrach as part of the project. It transports deliveries of DHL Express' customer Apple. During the piloting phase, up to 350 tons of CO2 can be saved with the new technology.

In line with its Sustainability Roadmap, Deutsche Post DHL Group is heavily investing in the use of alternative fuels. Hydrogen is opening up a new market and can contribute to green transport solutions. Insights from the project help evaluate the potential of this fuel alternative and support decision-making processes.

Source: [Deutsche Post DHL Group](#)



## DHL Freight obtains further certification for global management system

23-11-2021

The certificates demonstrate the high degree of compliance of DHL Freight's integrated management system with the requirements of the international industrial standards.

DHL Freight, one of the leading providers of road freight services in Europe, has successfully renewed three certificates of the DEKRA certification body for its integrated management system, and has obtained another one for occupational health and safety. The certificates demonstrate the high degree of compliance of DHL Freight's integrated management system with the requirements of the international industrial standards ISO 9001 (quality management), ISO 14001 (environmental management), ISO 50001 (energy management) and ISO 45001 (occupational health and safety). "We're delighted that in addition to renewing the certificates from last year, we were rewarded for our efforts in occupational safety with a further certificate - after all, the health and safety of our employees is our top priority. The successful certification shows that our management process focused on the health and well-being of employees and subcontractors is compliant with the highest and most up-to-date international standards," says Dr. Thomas Vogel, COO DHL Freight and CEO DHL Freight DACH.

DHL Freight's integrated management system is certified according to a global matrix certification process carried out jointly with the independent certification body DEKRA. The four certificates apply to the entire DHL Freight business department. That

means the system covers all 61 European DHL Freight units, including DHL Freight specialist units such as DHL FoodLogistics and DHL Global Event Logistics, and Unitrans network partners in Germany. Around 325 locations are certified under the umbrella of "National and international transport, logistics and customs services and consulting".

"Once again, DHL Freight has successfully certified its management systems, proving that it is able to meet the necessary requirements as a freight carrier at the highest level. We're very pleased that DHL Freight has done so well," says Dr. Rolf Kroekel, CEO of DEKRA Certification GmbH.

"The three renewed certificates for quality management, environmental management and energy management recognize us as a high-level, sustainable company and that is something we're very proud of. They are a tribute to our tireless efforts to protect the environment and reduce emissions and energy. They also confirm that endeavors to improve sustainability do not have to be in conflict with commercial success - on the contrary, the two can go hand in hand as they do at DHL," adds Daniel Schuemmer, Global Head of Certification Management, DHL Freight.

Source: [Deutsche Post DHL Group](#)



## Major programme to enhance the IPC Global Customer Service System is now completed

25-11-2021

25 November - The major programme launched earlier this year to further enhance the IPC Global Customer Service System (GCSS) is now fully complete, with the release of the second phase in November. GCSS is a web-based application enabling the exchange of inquiries between customer service departments of the posts. It currently links 290 call centres globally in 190 countries. This enhancement programme brings more visibility and transparency and makes GCSS more user friendly and intuitive for over 6000 customer service agents using it throughout the world.

Liam O’Sullivan, Chief Operations Officer, says: *“We believe that these changes to GCSS make it more intuitive, more ergonomic and user friendly whilst adding some extra features which will add additional value. As international tracked mail volumes continue to increase significantly, the enhancements to GCSS directly benefit Postal operators’ customer service centres worldwide, enabling them to best respond to increasing demands from e-retailers and consumers for swift information about all inquiry matters”.*

The enhancement programme was divided into two phases. The first phase, released in May 2021, already introduced, amongst others, a new Force Majeure functionality within GCSS which will allow IPC to promptly respond to customer service centre related Force Majeure claims (such as a customer service centre power outage). An enhanced auto-population functionality was introduced

to assist GCSS users when creating inquiries by automatically extracting ITMATT in addition to EMSEVT data to populate inquiry fields at the start of the process.

In November, the second phase of the enhancement programme of GCSS has been completed, introducing, amongst others, a series of improvements and new features, such as easily accessible and customisable filters, intelligent guidance, and messaging to promote quality and to facilitate established processes. Display Tracking Information for inquiries has also been optimised. By having the tracking feature always available on-screen, customer service agents can now access event information in a user-friendly way. Furthermore, a User Cockpit has been introduced, to provide customer service centres with a consolidated view of their GCSS open workflow. It will provide each GCSS customer service team with early visibility of actions which can positively impact customer satisfaction and related Key Performance Indicator (KPI) achievement.

All enhancements will be presented to all GCSS users in Europe, America, Asia-Pacific and rest of the world through specific online interactive presentations and demonstrations and via YouTube tutorials.



