

Australia Post employees strongly endorse new Enterprise Agreement

30-08-2021

Australia Post is proud to announce a new EBA has been secured for its almost 30,000 Award level employees, with a majority of staff who voted, (90 per cent) voting yes for EBA2021. This market-leading agreement delivers a guaranteed nine per cent pay increase over the next three years while also maintaining key existing terms and conditions of employment.

This strong, positive result has been achieved following extensive consultation with employees and unions and demonstrates the overwhelming support from the organisation's national workforce.

EBA2021 has been secured following an unprecedented 18 months in Australia Post's more than 200-year history and, once again, there was no industrial action during the negotiations.

Australia Post Executive General Manager People and Culture Sue Davies said she was confident that EBA2021 would ensure employees were well supported and provided a strong foundation for continued transformation over the next three years.

"This is a fantastic result and great recognition for our people across the country who have worked tirelessly over the last year and a half to support their communities," she said.

"EBA2021 gives our people certainty and security while also providing us with stability to keep investing in our business as we continue to adapt to the rapidly changing needs of the customers and communities we serve.

"Representing a \$210 million investment, EBA 2021 recognises the contribution our people made to put these changes in place, so we can keep providing meaningful jobs and ensure Australia Post continues to be an employer of choice and a great place to work," Ms Davies concluded.

The EBA2021 offer was formally endorsed by the Communication, Electrical and Plumbing Union (CEPU) Communications Division (CWU), which represents the majority of Award level staff at Australia Post. EBA2021 will now be lodged with the Fair Work Commission for approval.

Source: [Australia Post](#)

Canada Post and Canadian Union of Postal Workers renew existing collective agreements for a two-year period

08-09-2021

Members of the Canadian Union of Postal Workers (CUPW) have voted to ratify tentative two-year renewal agreements for both urban plant and delivery employees (CUPW-Urban) and Rural and Suburban Mail Carriers (CUPW-RSMC).

The new agreements will be in effect until December 31, 2023 (RSMC) and until January 31, 2024 (Urban). This means the next round of bargaining will not occur until the fall of 2023.

“This provides Canada Post employees, customers and Canadians with certainty about uninterrupted postal service as the country builds back from COVID-19,” said Doug Ettinger, Canada Post President and CEO.

The process began in the spring when CUPW’s National Executive Board agreed to Canada Post’s request to begin discussions about renewing the existing agreements, which were set to expire at the end of this year (RSMC) and at the end of January 2022 (Urban).

The agreements include important improvements and commitments from Canada Post, including wage increases.

Source: [Canada Post](#)



Three-new-experts-to-Postis-sustainability-team

08-09-2021



Posts collectively commit to ambitious sustainability targets by 2030

17-09-2021

Posts worldwide celebrate today the third Green Postal Day. CEOs of 16 posts worldwide reiterate their commitment to contribute to a more sustainable economy and society, in line with the UN Sustainable Development Goals. In 2020, posts pursued their efforts to reduce CO₂ emissions despite the disruptions and the increased volumes linked to the COVID-19 pandemic. Collective yearly CO₂ emissions were reduced by 34% in 2020 compared to 2008.

Posts

Green Postal Day logo

Brussels, 17 September 2021 – Posts worldwide celebrate today the third [Green Postal Day](#). CEOs of 16 posts worldwide¹ reiterate their commitment to contribute to a more sustainable economy and society, in line with the UN Sustainable Development Goals. In 2020, posts pursued their efforts to reduce CO₂ emissions despite the disruptions and the increased volumes linked to the COVID-19 pandemic. Collective yearly CO₂ emissions were reduced by 34%² in 2020 compared to 2008.

Holger Winklbauer, CEO of IPC said: “Everyday posts are demonstrating the strength of working together as a sector to reduce carbon footprint. Building on their success, posts committed to even more ambitious targets for 2030. They are also aware that as postal operators advance further and further on that journey, achieving the objectives will require even more efforts.”

Posts commit to ambitious collective targets

worldwide, through the IPC SMMS Programme³, commit to halve their yearly collective CO₂ emissions⁴ by 2030 compared to 2019 levels. To meet this goal, posts will focus mainly on emissions generated by buildings and transportation, which respectively account for 45 and 55% of their total emissions. By 2030, posts collectively aim to have 50% of their fleet as alternative fuel vehicles (against 22% in 2020), of which 25% of electric vehicles (against 16% in 2020) and 75% of their energy consumed, generated from renewable sources (against 33% in 2020). In line with their alignment with the UN Sustainability Development goals, postal commitment also goes beyond CO₂ emissions. By 2030, they collectively commit to having 50% of sold packaging reusable, recyclable, or compostable.

Today posts have achieved a reduction of their joint yearly emissions⁵ by 34%⁶, compared to 2008. In 2014, posts achieved their 20% reduction target, initially set for 2020. Since 2013, posts have collectively adopted the science-based target of reducing carbon emissions linked to packet and

parcel delivery by 20% per item⁷. Thanks to their joint efforts to reduce the carbon footprint of delivery, posts are 16% away from their 2025 objective.

As part of their engagement, posts commit to improving their Sustainability Management Proficiency Group Score by 38 points to 90 points in 2030⁸ with the results third-party validated by PwC. Sustainability Management Proficiency covers management initiatives based on four core management pillars: Strategy and Policy, Embedding, Measurement and Evaluation, and Reporting and Disclosure. Posts already made strong progress towards the target in 2020, increasing their group score by nine points compared to 2019, to 61% points.

Posts have been pioneers in implementing sustainability policies and actions, in their operations and in meeting expectations of stakeholders regarding sustainability. Global postal operators were one of the first sectors to launch their own sector system to monitor and measure their carbon footprint and to establish joint targets to reduce their emissions.

Posts best placed to ensure sustainable last-mile delivery

Consumers are increasingly concerned about the environmental impact of e-commerce. Up to half of online cross-border shoppers⁹ would prefer the delivery of their parcels to be carbon neutral and

would like the packaging material of their parcels to be sustainable. Stakeholders and regulators around the world are increasingly demanding businesses to take actions to mitigate the effects of climate change.

Resulting from the pandemic, consumers have bought more online and intend to continue doing so. Indeed, the global share of e-commerce as a percentage of total retail sales increased by 3.4% over the last year¹⁰. Thanks to their unrivalled nation-wide networks delivering to every home, posts provide the most sustainable option for delivering the substantial growth in e-commerce parcel volumes.

Posts highlight challenges ahead

However, the lack of charging infrastructure for electric cars and of alternative-fuel options for large delivery trucks are seen as possible challenges for achieving those targets. Posts worldwide call for cooperation with partner industries and stakeholders to address those and speed up innovation.

Throughout the day, postal operators participating in the Green Postal Day campaign will share examples of concrete initiatives and measures they have taken to reduce their footprint. Through video messages, CEOs will explain why they decided to launch this campaign. Follow the Green Postal Day through www.ipc.be/GreenPostalDay or on social networks through the hashtag #GreenPostalDay.

[1] An Post, Austrian Post, Australia Post, bpost, Correos, Posti, CTT Portugal Post, Deutsche Post DHL, Le Groupe La Poste, New Zealand Post, POST Luxembourg, Poste Italiane, PostNL, PostNord, Swiss Post, USPS.

[2] Baseline 2008

[3] IPC Sustainability Measurement and Management System

[4] Scope 1, and 2

[5] Scope 1 and 2

[6] 2020 SMMS results

[7] Scope 1, 2 and 3

[8] The baseline is 2019.

[9] IPC Cross-Border E-Commerce Shopper Survey, January 2021

[10] Euromonitor International Data



About International Post Corporation

International Post Corporation (IPC) is the leading service provider of the global postal industry that provides leadership by driving service quality, interoperability and business-critical intelligence to support posts in defending existing business and expanding into new growth areas. It is a cooperative association of 25 member postal operators in Asia Pacific, Europe and North America. IPC's solutions and services are used by over 190 posts worldwide. Since 1989 IPC has set standards for upgrading quality and service performance and developed technological solutions that help members enhance service for international letters, packets and parcels. IPC engages in industry research, creates

business-critical intelligence, provides a range of platforms and programmes for member post CEOs and senior management to exchange best practices and discuss strategy. IPC also manages the system for incentive-based payments between postal operators. Throughout the COVID-19 crisis, IPC has positioned itself as a crucial coordination platform between posts worldwide and put in place operational solutions to ensure the continuity of cross-border mail flows. For more information, please visit our website.

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Santa Claus' Main Post Office at the Arctic Circle reopening on November 8

17-09-2021

Santa Claus' Main Post Office in Santa Claus' Village, Rovaniemi, at the Arctic Circle is reopening on Monday, November 8, 2021. The Post Office closed its doors temporarily on April 29 due to the general COVID-19 situation.

"For Posti, Christmas is the most important time of the year. As we help to create Christmas, we want to be back in business in Santa Claus' Village now that the COVID-19 restrictions are being lifted again. Situated in a prominent location, Santa Claus' Main Post Office is an important part of the operations of Santa Claus' Village, and we work in close cooperation with the other businesses in the area," says Tuija Åkerman, Consumer Mail Business Unit, Posti.

"Santa Claus' Main Post Office provides customers with all of the postal services they need. Our best-selling products include stamps and cards, a Letter from Santa Claus that you can order and gifts labeled with a special logo. Santa Claus' Main Post Office has its own postmark and stamps. In addition, we can send and receive parcels," says Åkerman.

Santa Claus' Main Post Office receives half a million letters a year

Each year, Santa Claus' Main Post Office receives nearly half a million letters. The same was true last year, even though postal communications throughout the world were not operating as normal due to the COVID-19 pandemic. Letters arrived in abundance from Finland and Europe. Many of them wished for the pandemic to end. The number of

people wishing for material presents had fallen from the previous years. Many letters from China included new, colorful, Christmas-themed face masks for Santa.

Santa's response letters around the world were sent in early spring. In years gone by, he has received over 20 million letters. All letters are sorted and opened, and thousands get a surprise answer each year.

Santa Claus' Main Post Office is also the area's local post office

Santa Claus' Main Post Office also acts as the local post office for the residents of the 96930 Arctic Circle postal code area. Customers can pick up items that have arrived by Sunday, November 7, from the R-kioski on Pohjolankatu. As of Monday, November 8, items to be picked up will be sent to the Arctic Circle post office. Customers in the 96930 Arctic Circle region will receive a public bulletin closer to the opening date of the Arctic Circle post office.

The post office is open 7 days a week. The opening hours are from 10 a.m. to 5 p.m. in November and from 9 a.m. to 7 p.m. in December.

Source: [Posti](#)



Key milestone: DHL delivers 1 billion COVID-19 vaccine doses

17-09-2021

COVID-19 has become the largest global health crisis in a century. Governments, NGOs, and public authorities have focused on containing the virus, accelerating vaccination programs to keep populations safe, and ensuring that economies recover quickly. Since the global vaccine campaign began in December 2020, DHL has safely delivered more than 1 billion COVID-19 vaccine doses to more than 160 countries, playing a key role in the global vaccination roll-out.

"Looking back at the state of emergency these past nine months, we are honored to be playing our part, seamlessly managing and executing multiple supply chain set-ups without cold chain interruptions or security incidents. We are working across multiple supply chain set-ups and managing direct distributions in certain countries. We implemented new, dedicated, and reliable services at an accelerated speed to ship the highly temperature-sensitive vaccines, as well as ancillary supplies and test kits. In line with our purpose of 'Connecting people, Improving Lives', we will continue tapping into our cold chain infrastructure, resilient global network, and deep pharmaceutical logistics knowledge and experience of our people", says Katja Busch, Chief Commercial Officer DHL.

The global vaccination campaign represents a crucial instrument in the fight against the virus, and it is essential for containing further virus variants. To reach high immunization levels, around 10 billion vaccine doses will be required worldwide by the end of 2021. The global distribution of these doses is necessary to ensure that as many people as possible have access to vaccines. Besides managing various and complex supply chain set-ups, the sensitive temperature requirements have been a major challenge for logistics experts.

"Our advantage is that we already had a sophisticated network in place with the necessary healthcare expertise. This allowed us to react swiftly", explains Claudia Roa, President of Life Sciences & Healthcare at DHL Customer Solutions & Innovation. "We ship the vaccines in special active thermal containers equipped with state-of-the-art GPS temperature trackers to ensure consistent temperatures and provide full transparency throughout the entire journey."

DHL Global Forwarding and DHL Express have been

tasked with transporting COVID-19 vaccines on multiple routes from Europe and other origins to countries across Asia Pacific, South America, and Europe. DHL Supply Chain is responsible for the proper storage and local distribution of the vaccines in several German states.

"Making a meaningful difference is what drives us, and we are proud of our contribution to the enormous task of delivering COVID-19 vaccines and related critical medical supplies to the right place at the right time, worldwide", says Thomas Ellmann, Vice President of Life Sciences & Healthcare, DHL Customer Solutions & Innovation. "The current COVID-19 situation clearly demonstrates how collaboration across governments and NGOs, pharmaceutical companies, medical equipment manufacturers, and logistics companies is the only way to beat pandemics, both now and in the future."

Essential preparation for the future

As outlined in DHL's white paper "Revisiting Pandemic Resilience", the logistics infrastructure and capacity built up for the pandemic should be maintained because another 7-9 billion vaccine doses will be needed annually in the coming years to keep (re-)infection rates low and to slow down the pace of virus mutations - not counting seasonal fluctuations.

To be prepared for the future, it is essential to identify and prevent health crises early through active partnerships, expanded global warning systems, an integrated epidemic prevention plan, and targeted R&D investments. DHL also recommends expanding and institutionalizing virus containment and countermeasures (e.g., digital contact tracing and national stockpiles) to ensure strategic preparedness and more efficient response times. To facilitate a speedy roll-out of medication



(i.e., diagnostics, therapeutics, and vaccines), governments and industries should maintain "ever-warm" manufacturing capacity, blueprint

research, production, and procurement plans, and expand local deployment capabilities.

Source: [Deutsche Post DHL](#)



Australia Post invests \$82 million in new parcel facility for Perth to meet online shopping demand

17-09-2021

Australia Post is set to build a new parcel facility in Perth to meet the changing needs of Perth customers and businesses and keep pace with the strong demand driven by continued online shopping growth.

At 23,000 sqm, the new purpose-built facility will be larger than the playing field at Optus Stadium, with state-of-the-art automated sortation and the capacity to process 14,000 parcels per hour on its first day of operation.

Expected to be up and running in time for Christmas 2022, it has been designed with future scalability in mind, with the ability to process up to 23,000 parcels per hour.

The new facility will be located in Welshpool near the existing Perth Parcel Centre site and Welshpool Business Hub, and will include an onsite parcel distribution centre to get parcels into customers' hands even faster.

Australia Post Acting Group Chief Executive Officer and Managing Director Rodney Boys said the \$82 million commitment was part of the organisation's ongoing investment to meet growing eCommerce demand.

"Following last year's investment of \$450 million, Australia Post continues to invest to meet the phenomenal growth of 30.8 per cent year on year in online shopping with Australians spending more than \$50 billion online last year," Mr Boys said.

"More recently, Western Australia's online shopping grew 22.6 per cent in the 12 months to 31 August

2021 with close to one million WA households shopping online.

"The high-speed sorting machinery and automation at this new facility will allow parcels to be processed faster and provide our customers with increased tracking visibility thanks to more scanning events, and will also be safer for our people by significantly reducing manual handling."

Australia Post Head of Operations in Western Australia Angus Becsi said the new investment showed that Australia Post was working hard to improve deliveries for West Australians while the challenges of the pandemic continue.

"Impacts in other states do have a flow-on effect with our operations, so we know we need to keep investing in Western Australia to meet our customers' needs and help us to deliver as efficiently as possible," Mr Becsi said.

"In addition to the Welshpool facility announced today, we're also planning to deliver a new facility in Butler in October 2022, which will replace the current delivery centre in Clarkson, and we'll be adding close to 200 more electric delivery vehicles to our fleet this year to help our posties deliver more parcels in the lead up to Christmas."

Source: [Australia Post](#)



Australia Post expands recruitment drive ahead of Christmas

20-09-2021

Fresh from a drive to recruit new team members across its network, Australia Post is putting out another call for more people to help deliver for Australians ahead of its busiest Christmas ever.

Australia Post now has 1600 additional permanent and fixed term jobs around the country that need filling, together with some 3300 Christmas casual roles still available, as it continues to strengthen processing and delivering capacity to meet the record surge in online shopping.

With vacancies in every state and territory, Australia Post is on the lookout for people to join their teams across parcel and mail processing, van and truck drivers, motorcycle and EDV posties, forklift operators, and in customer service roles.

With more than two million parcels being delivered every day, Australia Post Executive General Manager People and Culture Sue Davies encouraged those looking for work to reach out and join Australia Post at an exciting time.

“At the moment, every day feels like Christmas at Australia Post and we’re on the lookout for people to join us and help deliver and process record volumes across the country.”

“We’re proud of the outstanding efforts of our people working hard across the country who keeping delivering and supporting communities through challenging circumstances, and we’re so pleased to be able to welcome more into this fantastic Australia Post team.”

Ms Davies said the recruitment drive was part of Australia Post’s ongoing focus of delivering for Australians, while keeping our people and communities safe.

Source: [Australia Post](#)



Australia Post invests in mental health with community grants of up to \$10,000 each

20-09-2021

Australia Post today announced the recipients of its 2021 Community Grants, with 76 organisations awarded a total of more than \$500,000 in funding in support of mental health projects.

Local initiatives were awarded up to \$10,000 each to help fund programs that improve connection and mental wellbeing in communities, with successful applicants including community groups from every state and territory, and half located in regional and remote locations.

It is the second year the grants have had an emphasis on supporting mental health, and works alongside the partnership Australia Post has with Beyond Blue to support the mental wellbeing of Australians.

Australia Post Head of Community Nicky Tracey said she was delighted to support projects making a real difference to mental health, with recipients catering to a range of groups including Aboriginal and Torres Strait Islander Australians, people with a disability or care commitments, LGBTI+ communities, Culturally and Linguistically Diverse (CALD) communities and seniors.

“This has been another challenging year for many Australians and it’s important that there is support for those who need it,” Ms Tracey said.

“The Community Grants program aims to enhance connections and support mental wellbeing in communities all around the country, because we know that when we connect with others, we feel better.”

The announcement of grants recipients continues a focus on mental health during September, with Australia Post also encouraging people to connect using free pre-paid postcards as part of a collaboration with Beyond Blue.

The full list of Australia Post’s 2021 Community Grants recipients and more information about the program is available at: auspost.com.au/grants

Source: [Australia Post](https://auspost.com.au/grants)



The bpost General Shareholders' Meeting appoints Dirk Tirez as director of the company

20-09-2021

The Special General Meeting of Shareholders held today appointed Mr. Dirk Tirez as director for a term ending after 6 years as from July 1, 2021.

Ms. Audrey Hanard, Chair of the Board : "The Board of Directors is confident in Dirk to lead bpost in the coming years. Together with him, we look forward to continuing the long-term transformation into an internationally growing key player in e-commerce logistics while continuing to ensure the essential services in Belgium."

Bio Dirk Tirez:

Dirk Tirez started his career at the law firm Cleary, Gottlieb, Steen & Hamilton in New York as a member of the New York State Bar. He was then counsel to the office of the Minister of Finance. Before joining bpost in 2003, he was European general counsel and company secretary of NASDAQ Europe, a subsidiary of The Nasdaq Stock Market, Inc.

At bpost, Dirk was member of the Group Executive Committee in charge of Strategy, M&A, Active Portfolio Management, Legal Corporate, Compliance, Regulatory & Public Affairs. He is also Chairman of the board of directors of bpost bank.

Dirk graduated from the Law School at the KU Leuven, the College of Europe in Bruges and obtained, as BAEF-fellow, an LL.M. at the University of Michigan, Ann Arbor. He participated in several executive education programs at the London Business School, INSEAD and the Harvard Business School.

Source: [bpost](#)



Posties receive new mobile devices making an even more powerful delivery force

17-09-2021

Posties will have access to a range of new digital capabilities to offer enhanced customer services

Royal Mail is rolling out a new handheld device to posties across the UK, offering a more user-friendly experience for both frontline colleagues and customers.

The new device has enhanced scanning capabilities making it easier to confirm the safe delivery of parcels at the doorstep, and giving customers additional peace of mind. It is also set to help posties improve scanning compliance leading to higher levels of customer service as well as greater convenience.

The new mobile device, called the Zebra TC57, is easier to carry than its predecessor being lighter, shorter and thinner. Another significant benefit is that it is rainproof – a crucial feature when making deliveries seven days a week in all weathers. There is also an improved front and rear camera for the capture of images as proof of delivery for safe place deliveries if required.

With an improved memory (8GB RAM) and hard drive capacity (32GB), the device is well placed to manage any future products and services in line with changing customer demand.

Owing to an enhanced battery life, the device is also able to last longer and ensure high levels of service at all times. Wi-Fi reception and faster internet

speeds are also key features.

Running on a new Android 10 operating system, the device also gives Royal Mail's delivery staff access to updated map capabilities.

The device was selected following extensive trialling of different devices by postmen and postwomen across the UK who were impressed by the range of features it offered.

Following the successful trial, around 72,500 new devices are being rolled out across the UK to Royal Mail and Parcelforce Worldwide colleagues.

Shiona Rolfe, Service Delivery Director at Royal Mail said: "Ensuring our people have access to the right tools to do the job is crucial as we look to re-invent Royal Mail for the next generations. Our team have been really impressed by the new devices which will deliver an enhanced experience for our customers while giving our colleagues' a more user-friendly work experience."

The roll out is expected to be completed for Royal Mail in time for the busy Christmas season and by early next year for Parcelforce Worldwide colleagues.

Source: [Royal Mail](#)



Omniva announces cooperation with the largest retail franchise chain in Latvia

10-09-2021

The Latvian subsidiary of Omniva has entered into a cooperation agreement with SIA Narvesen Baltija to offer parcel pick-up services through the largest Latvian retail chain in more than 200 locations. Together with 92 new parcel machines to be installed at the end of the year, Omniva will offer the possibility to pick up parcels in more than 500 locations in Latvia by the end of 2021.

‘The rapid development of e-commerce during the pandemic and the continuing high demand for parcel services are forcing us to continue to look for new solutions and forms of cooperation. Despite the fact that this year, we are investing in expanding the parcel machine network and installing 92 new parcel machines in Latvia, we are pleased to have established cooperation with a reliable partner that will bring us even closer to our customers,’ said Kristi Unt, Member of the Board of Omniva.

Narvesen CEO Dace Dovidena is convinced that in the current unpredictable market conditions, companies that can respond quickly and adapt to the business environment and the needs of consumers will benefit.

‘One of the main tasks of Narvesen is to be accessible to everyone, including in remote areas. That is our common goal with Omniva. As the services of Omniva are important to many Latvians, we are pleased to be able to provide the right infrastructure to make them even more widely available. This cooperation is the best way to achieve our goals by joining forces with like-minded partners so that all parties, especially the residents, benefit,’ Dovidena emphasised.

Omniva is already the market leader with the largest parcel machine network in Latvia. The new cooperation with Narvesen and the planned expansion of the parcel machine network by the

end of this year will strengthen the position of the company and increase the number of parcel pick-up points to more than 500 by the end of the year.

Picking up parcels at the sales points of Narvesen will be similar to picking them up from parcel machines. When the parcel reaches the pick-up point of Narvesen, the customer receives a text message and the parcel is handed to the customer there on the basis of the parcel data.

Narvesen is the largest franchise retail chain in Latvia, with 24 years of experience and more than 230 retail outlets employing more than 800 people. The company offers customers quality coffee, fresh food and snacks, and magazines throughout the city. Narvesen stands for a developed urban environment and happy citizens to make the daily life of customers even more enjoyable and everything necessary easily accessible.

SIA Omniva Latvija, which offers parcel services in the Latvian market, was founded in 2012. Omniva has the largest parcel machine network in the Baltics with almost 800 parcel machines. It offers a high-quality, fast, and reliable service for the delivery of goods around the clock. There are currently 208 Omniva parcel machines in Latvia, located in 92 settlements in Latvia, and the number of machines will increase to 300 by the end of the year.

Source: [Omniva](#)



bpost evolving into the preferred support partner for online stores with growth potential

20-09-2021

Strong growth in supply and demand in e-commerce last year. 42% of currently operating Belgian online stores opened in 2020, which corresponds to around 52 new openings a day (versus 14 in 2019)*. bpost helped 1400 local retailers take their first steps in e-commerce with elkezaakonline.be/touslesmagasinsenligne.be, which launched in June 2020. The platform shifts up a gear this month as it rolls out a wider, more personalized range of services to small and mid-sized enterprises that already have an online store or are thinking about opening one.

The pandemic has seen the people of Belgium adopt online shopping in huge numbers. bpost delivered more than 700,000 parcels on the busiest days during the end-of-year period 2020-2021. And e-commerce continues to grow. Local small and mid-sized enterprises are perfectly placed to reap the benefits through their own e-commerce activities. bpost aims to provide even greater support to help them do just that.

Since the launch of elkezaakonline.be/touslesmagasinsenligne.be in June 2020, bpost has helped 1400 local retailers take their first steps in e-commerce. A recent study** revealed that 83% of current users of the platform are satisfied or very satisfied. That said, bpost identifies huge potential for higher digital sales at most online stores. Users say that a lack of time is the main obstacle to a more professional website. Additionally, 65% of SMEs with an online store or plans to open one say they don't have all the online marketing tools they need to attract new customers. More than half of the respondents (53%) say they could use more digital marketing advice.

From interesting content...

bpost aims to capitalize by upgrading its elkezaakonline.be/touslesmagasinsenligne.be services. The platform was originally focused on

providing technical and content support to enable SMEs to take their first steps in launching an online store. Many more services are now being added, both for start-ups and for businesses that already have an online store. First and foremost, the elkezaakonline.be/touslesmagasinsenligne.be platform presents lots of interesting content providing support, knowledge and inspiration to retailers on topics they are concerned about. Those include how to set up an online store, which sales channels to choose, SEO advice, online marketing, how to optimize shipments and returns, what consumers expect in terms of parcel delivery and much more. Additionally, bpost has developed a program of free monthly practical webinars, each specially designed to give retailers all the information they need to tackle the most common challenges.

... to personal advice

Each retailer can also book a free one-hour session to get personalized advice from an e-commerce expert. They analyse the existing online shop together and the expert listens to the specific challenges and difficulties. Based on the interview, the expert draws up a plan to take the online store to the next level. This personalized approach is highly appreciated by the users.

Source: [bpost](#)



Royal Mail trials two types of micro electric vehicles as part of drive to further reduce emissions

21-09-2021

The six-month trial of twelve fully electric “micro” vehicles in a number of UK cities and towns is part of the Company’s drive to further reduce emissions associated with its operations.

Royal Mail is to trial two types of Micro Electric Vehicles (MEVs) for letter and small parcel deliveries as the Company steps up its drive to further reduce emissions associated with its operations: the Paxster Cargo and the Ligier Pulse 4.

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. The Micro Electric Vehicles form part of Royal Mail’s programme of low or zero emission vehicle trials designed to make the UK’s lowest reported CO2e emissions per parcel delivery even lower.

Roughly the size of a golf buggy or a quad bike, the vehicles will be assessed in residential areas as a potential lower carbon alternative to larger vans, which are typically shared by two posties. The trial will assess whether giving two posties access to separate vehicles could provide greater flexibility on busy routes in a more environmentally friendly way.

Liveried in traditional Royal Mail red, the vehicles have been specially designed to help postmen and postwomen deliver letters and smaller parcels on the daily round in a secure and efficient way. The six-month trial will see a selection of vehicles operating in each of five locations across the UK: Edinburgh, Crewe, Liverpool, Swindon and London.

Simon Thompson, Chief Executive Officer at Royal Mail said: “It’s really exciting to see these micro electric vehicles making their way into our daily deliveries. At Royal Mail we’re committed to keep on reducing our environmental impact and we intend to leave no stone unturned in trialling new technologies and new ways of delivering to help us do that. As our fantastic posties make most deliveries on-foot, this already means we have the lowest reported CO2e per parcel of major UK delivery companies. From drones to electric vehicles, fuel efficient tyres to bio-CNG trucks, we’ll keep on innovating to reduce our environmental impact even further.”

The Micro Electric Vehicles (MEVs)

The new MEVs are designed to help postmen and women manage the growing number of parcels on the daily round in an environmentally friendly way.

With a load size of between 1.2m³ and 2.0m³, the vehicles can accommodate more than an average daily round’s worth of letters and small parcels. The vehicles are charged using a standard three-pin plug, making charging more flexible.

Once the trial period has ended, Royal Mail will make a decision on whether to roll out this category of vehicles more widely across its fleet as a complement to more conventional vehicles.

Source: [Royal Mail](#)

Shipping Rates to Increase for FedEx Express, FedEx Ground, and FedEx Freight Services

20-09-2021

FedEx Express, FedEx Ground, and FedEx Freight, subsidiaries of FedEx Corp. (NYSE: FDX), will increase shipping rates on January 3, 2022.

FedEx Express shipping rates will increase by an average of 5.9% for U.S. domestic, U.S. export, and U.S. import services.

FedEx Ground and FedEx Home Delivery shipping rates will increase by an average of 5.9%. FedEx Ground Economy shipping rates will also increase.

FedEx Freight shipping rates will increase by an average of 5.9% for customers who use FFX PZONE and FFX EZONE, and by 7.9% for customers who use FFX 1000 and 501. This change applies to shipments within the U.S. (including Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands) and between the contiguous U.S. and Canada. FedEx Freight shipping rates will also increase for shipments within Canada, within Mexico, and between the contiguous U.S. and Mexico.

The following FedEx Express, FedEx Ground, FedEx Ground Economy, and FedEx Freight surcharge changes will also take effect in the coming months:

Effective November 1, 2021, a fuel surcharge increase will be applied to FedEx Express (U.S. domestic package and freight services), FedEx Ground, and FedEx Freight shipments.

Effective January 17, 2022, FedEx Freight will introduce a No Shipment Tendered surcharge that applies when a pickup is performed and no shipment is tendered to the carrier.

Effective January 17, 2022, the International Out-of-Delivery-Area Surcharge and International Out-of-Pickup-Area Surcharge rates will be determined based on the corresponding tier of the ZIP code,

postal code, or city of the shipment's origin and/or destination location for International Express Freight and Parcel services.

Effective January 17, 2022, a Delivery and Returns Surcharge will be assessed on packages that are delivered or returned using FedEx Ground Economy services.

Effective January 24, 2022, Additional Handling Surcharge and Oversize Surcharge rates for U.S. Express Package Services and U.S. Ground Services will be determined based on the shipment's zone. These changes reflect incremental costs associated with the challenging operating environment, while enabling FedEx to continue investing in service enhancement, fleet maintenance, technology innovations, and other areas to serve customers more effectively and efficiently.

Beginning January 3, 2022, FedEx will offer customers who ship internationally an additional option for time-definite deliveries in one to three business days. With the new FedEx International Priority® Express service, customers will be able to schedule delivery by noon to select destinations. Early morning delivery will continue to be available through the FedEx International First® service and end of day delivery to more than 220 countries will continue to be offered through the FedEx International Priority® service.

Details of all changes to rates, surcharges, and fees are available on the FedEx website at: fedex.com/en-us/shipping/current-rates.html.

Source: [FedEx](https://www.fedex.com)



Complaints about the communications sector fall in the 2nd quarter and approach pre-pandemic levels. Lack of attempted delivery was the main reason for complaints in the postal sector.

21-09-2021

There were 9.7 thousand complaints registered in the 2nd quarter 2021, corresponding to 34% of total complaints about the communications sector. This represents a drop of 13% over the 2nd quarter 2020 and of 31% over 1st quarter 2021.

Lack of attempted home delivery gave rise to 21% of complaints in the postal sector and was the most frequently mentioned reason for complaints by users of these services. CTT was the provider most frequently cited in complaints about the postal

sector during 2nd quarter 2021, accounting for 86% of sector complaints recorded by ANACOM (8,400 complaints).

Source: [ANACOM](#)



Prices of parcels purchased online will be adjusted to cover production costs

20-09-2021

Prices of domestic XXS, S and M parcels purchased online will change from 21 September 2021 (excluding Åland and Plus sizes). The XXS parcel will cost €5.90, S parcel €6.90 and M parcel €8.90. At the same time, the price of the serial parcel will decrease, making it the cheapest option for consumers who send a lot of parcels.

The price increases will cover the increased production costs of transporting, sorting and distributing parcels. The price change does not apply to parcels sent from postal service points, where prices of sending parcels remain unchanged.

All domestic parcel prices are available on the parcel sending webpage. The changes do not apply

to Posti's business contracts.

In addition purchasing parcels online, you can send parcels from one of Posti's 800 or so service points, the locations of which can be found at <https://www.posti.fi/en/service-points-on-map>

Source: [Posti](#)



Trading update five months to August 2021

23-09-2021

Given the unprecedented impact of the COVID-19 pandemic, for FY2021-22 we committed to providing bi-monthly updates on volume and revenue performance. Performance for the five months to August and the two months of July and August combined is detailed below.

Keith Williams, Chair, commented: "The first five months saw continued revenue growth across the Group, with both Royal Mail and GLS reporting higher revenues than the prior year."

"In Royal Mail, we are increasingly confident that domestic parcels are re-basing at a significantly higher level than pre-COVID and believe we are maintaining our share of the market. Domestic parcel volumes are up around a third compared to pre-COVID. Domestic parcels performance continues to be more robust against ongoing challenges in international. Whilst we continue to expect further normalisation of parcel performance as we unwind from the pandemic and anticipate some upward pressure on costs, both adjusted operating profit and margin are expected to be higher in H2 compared to H1."

"GLS continues to deliver good volume and revenue growth, both year on year and against 2019. Whilst we are seeing upward pressure on costs in a number of our markets, we maintain our outlook for the full year of low single digit % revenue growth and c. 8% operating margin."

YEAR TO DATE PERFORMANCE- FIVE MONTHS TO AUGUST 2021

Group

Revenue: Grew by 8.2% year on year and by 17.7% compared to the same period in 2019;

Royal Mail

Revenue: Increased by 7.2% year on year and by 12.1% vs. the same period in 2019;
Domestic parcel revenue: Grew by 4.1% year on year and by 44.5% the same period in 2019;
Domestic parcel volume: Decreased by 5% year on year, but grew 34% vs. the same period in 2019;

Total parcel revenue: Grew by 0.1% year on year and by 33.3% the same period in 2019;
Total parcel volumes: Decreased by 12% year on year but grew by 18% vs. same period in 2019;
Total letter revenue: Increased by 18.3% year on year and declined by 7.3% the same period in 2019.

Addressed letter volumes (excluding elections): Increased by 13% year on year and declined by 19% the same period in 2019;

GLS

Revenue: Increased 9.3% year on year and by 30.5% vs. the same period in 2019.

Volume: Increased by 9% year on year and by 30% vs. the same period in 2019.

Royal Mail

Domestic parcel volumes increased by 34% compared to pre-COVID levels (April to August 2019), broadly similar to the trend seen in Q1. Reflecting the removal of lockdown restrictions during the summer, domestic volumes decreased by 5% compared to the same period last year, which included the first lockdown and closure of non-essential retail.

Total parcel volume declined by 12% year on year in the five months to August, a result of reduced volumes in international which has been impacted by a number of factors previously outlined, including increased customs processing and reduced air freight capacity. Enhanced customs clearance capabilities, which come into effect in the second half of the year, and a focus on driving additional import volumes is targeted to support an improved outlook for international in H2 vs H1.

Domestic parcel revenue grew by 44.5% compared to the five months to August 2019, due to volume growth and positive price/mix. Total parcel revenue grew by a third, reflecting our performance in

international, which we believe is in line with market changes. Year on year domestic parcel revenue grew by 4.1%, with total parcel revenue broadly flat.

Addressed letter volumes (excluding elections) were down 19% compared to two years ago, reflecting the ongoing structural decline in letters. Year on year volumes grew by 13%, given the sharp declines seen at the start of the COVID-19 pandemic in 2020. Total letter revenue grew by 18.3% year on year, reflecting volume growth and positive price/mix.

We are working closely with the CWU on deployment of our agreement and with the revisions activity progressing broadly to plan. We anticipate this will be completed by the end of October. From November, our focus will shift to securing the benefits, the significant majority of which are targeted to be delivered in the second

half.

GLS

GLS delivered good volume and revenue growth, both year on year and vs. 2019.

Volume growth slowed during the period as a result of lapping strong volumes seen during the first COVID-19 lockdown in 2020 and the easing of restrictions in a number of countries over the summer. We continue to see the share of B2B increasing due to recovering B2B volumes, combined with slowing B2C volume growth compared to last year.

Revenue growth was 9.3% (13.6% growth in €) year on year and 30.5% (34.8% growth in €1) compared to 2019. Reported revenue growth was impacted by the strengthening of Sterling.

Source: [Royal Mail](#)

Autonomous vehicle delivery collaboration gathers momentum

21-09-2021

Autonomous vehicle delivery collaboration continues to gather momentum in the UK and also in the US, with retailers at the forefront of developments.

In the UK, Co-op is extending its partnership with tech firm Starship Technologies, the addition of new robots taking the convenience retailer's total number to 500 across the country.

New towns and cities served

The first major UK supermarket to use robots for home delivery, Co-op will increase its fleet by over 300 by the end of the year - increasing its offer of on-demand convenience and cutting carbon emissions on last mile deliveries.

The robots are expected to be making deliveries in five new towns and cities, with Cambridgeshire the

next location after Co-op and Starship first launched the emission-free autonomous delivery service in Milton Keynes in 2018, and Northampton in 2020. Shoppers can choose from over 3,000 grocery items, which are delivered in as little as 20 minutes through the Starship Food Delivery app.

Co-op said recent research has shown that close to 70% of Starship's customers forgo driving to a store or receiving a delivery from a fuel powered vehicle in favour of robot delivery, complementing its (Co-op's) pledge to ensure all of its home deliveries are zero emission by 2025.

Source: [CEP-Research](#)



Royal Mail Quality of Service Q1 2021-22

30-08-2021

At the beginning of the pandemic we communicated to customers that despite our best efforts, our service was likely to be disrupted. This was due to necessary social distancing measures, combined with increased COVID-related staff absences and unprecedented parcel volumes. We prioritised the health and safety of our people and customers and we modified our operations.

During the last quarter we have experienced high levels of sick absence and self-isolation compared with pre-COVID levels. This has impacted service levels. But we are making progress and today's figures are an improvement on the previous quarter. Our focus is to restore our service to the high standards our customers would normally receive.

During the first quarter of the year leading up to 27 June 2021, Royal Mail delivered 97.5 per cent of Second Class mail within three working days. The Company delivered 87.2 per cent of First Class mail the next working day with 97.0 per cent delivered within two days.

In March 2020, Ofcom recognised that the COVID-19 pandemic qualified as a 'regulatory emergency period'. This meant that Royal Mail was not required to sustain the Universal Service without interruptions, suspension or restriction, according to the regulator. Ofcom acknowledged that it would not always be possible for us to meet our regulatory obligations, which included our Quality of Service targets.

Ofcom has recently stated that the regulatory emergency period will end on 31 August 2021. Royal Mail welcomes Ofcom's commitment in its statement to take a 'pragmatic and proportionate' approach to regulation once the regulatory emergency period ends while COVID continues to

create challenges for our business. We are focused on delivering pre-COVID quality in a COVID world for our customers as quickly as possible.

Royal Mail is the only UK mail delivery company required to publish Quality of Service performance against delivery targets every quarter. It has one of the highest Quality of Service specifications of any major European country.

Shiona Rolfe, Service Delivery Director, Royal Mail said: "We have been working hard to improve Quality of Service. While today's report shows that service levels continue to be impacted by the challenges of the COVID-19 pandemic, we are making progress with notable improvements across our First and Second class products compared to the previous quarter. Royal Mail has one of the highest Quality of Service specifications of any major European country and our postmen and women are working extremely hard to deliver high standards of service to all our customers across the UK."

Royal Mail's Quality of Service is measured by Kantar2, an independent market research company. The latest independent report on performance was published today on Royal Mail's website at: <https://www.royalmailgroup.com/customers/quality-service/quality-service-reports>.

Source: [Royal Mail](#)



NZ Post prepares for increase in online shopping, some delays expected

30-08-2021

NZ Post is continuing to provide delivery services in Alert Level 4 in Auckland and Northland and Alert Level 3 in areas south of Auckland.

“As those areas south of Auckland move into Alert Level 3 and more items are available to be bought online, NZ Post is expecting an increase in parcels to be delivered, and there are likely to be some delays across the country,” NZ Post Chief Customer Officer Bryan Dobson says.

“We will be updating our website regularly and encourage customers to check there for updates on delivery times.

“NZ Post is gearing up to meet the increase in parcels and to reduce the impact of any delays. We’ve re-designed our Auckland network since last Lockdown to ease potential areas of congestion, set up temporary processing sites and operating extended processing hours,” Bryan says.

“We have brought on as many additional people as we can and our teams are working hard to deliver for Kiwis.

“Our people have been working very hard throughout Level 4, continuing to provide an essential service to connect and support Kiwis during this Lockdown. We ask Kiwis to please be patient and understanding as we do our best to deliver your items to you as soon as possible during Level 3.

“We are asking for kindness, compassion and patience. Your item will get to you, it may just take a few more days than it would at normal times. While you may be excited to receive your item from us, we ask everyone to please strictly respect the two-metre rule for our people, and to not approach couriers and posties as they deliver your items,” Bryan says.

“To help manage the increased flow of parcels into our network we are also working with online retailers to manage the parcels we receive to deliver to New Zealanders. We will need to limit items accepted into our network in line with what we can reasonably deliver so we don't receive these parcels all at once.

“This may mean some parcels are delayed before they reach the NZ Post network. This will help to avoid the surge of parcels we received last year when we moved into Level 3 after an extended period-of-time in Level 4. This created a large backlog of parcels that really hampered our network and caused additional delays.”

The best place to find out about delays is on the NZ Post website, where customers can also find FAQs about how NZ Post is operating at the different alert levels.

Source: [New Zealand Post](#)



Conversion rate interim dividend PostNL

30-08-2021

On 9 August 2021, PostNL announced to pay an interim dividend over 2021 of \hat{a} ,-0.10 per ordinary share in cash or shares at the option of the shareholders.

Shareholders who elected dividend in shares will receive one PostNL ordinary share for every 44.6940 dividend rights. This represents a value of $\text{€}0.10$ per dividend right. The conversion rate has been determined based on the volume-weighted average price of $\text{€}4.4694$ of all traded PostNL ordinary shares at Euronext Amsterdam on 25, 26 and 27 August 2021.

Shareholders representing more than 40% of the outstanding share capital have elected dividend to

be paid in shares, resulting in the issuance of approximately 4,804,000 new ordinary shares.

The shares to be issued as stock dividend are paid out of additional paid-in capital as part of the distributable reserves, free of withholding tax in the Netherlands.

The dividend will be payable as of 31 August 2021.

Source: [PostNL](#)



Australia Post secures record revenue while continuing to deliver for the community

31-08-2021

Australia Post today announced FY21 group revenue of \$8.27 billion, a new record up 10.3 per cent, and a profit before tax of \$100.7 million.

Total revenue was boosted by the continued growth in eCommerce brought about by COVID-19, with strong parcel growth. Parcels & Services revenue grew 17.7 per cent to \$6.48 billion, on the back of a 27.1 per cent increase in Australia Post branded parcels, and StarTrack volumes up 12.1 per cent.

AP Global continued to grow our cross-border eCommerce business, with revenue up 90.6 per cent to \$429 million, with its end-to-end logistics solutions for a portfolio of global eCommerce merchants delivering over 40 million parcels.

Australia Post continues to grow profitably with a \$47.1 million increase in profit before tax despite managing through disruptions to network operations, additional resources to support lockdowns, processing unprecedented parcel volumes and significantly reduced transport capacity.

The overall result was however tempered by the continued decline in addressed letter volumes – down 11.6 per cent - leading to a fall in letters revenue of \$202 million.

The business remained vigilant in reducing costs where possible, with head office support costs down by \$16.8 million (1.5 per cent) year on year.

Australia Post Acting Group Chief Executive Office and Managing Director Rodney Boys said the result highlighted the crucial role Australia Post has played during a challenging time and was testament to the hard work of its people across the network.

“This strong result rests with the hard work of our people, who have continued to deliver everyday through the challenges of a pandemic and numerous lockdowns,” Mr Boys said

“It is fitting that we recognise our people through the positive vote for the new Enterprise Agreement which preserves existing terms and conditions while delivering a three per cent pay rise for each of the next three years, for over 31,000 people across the deliveries, Post Office Network, customer services and office teams.

“The strength of eCommerce – up 31.8 per cent as Australians took to online shopping in record numbers – has supported the result, as did the temporary regulatory changes which allowed us to meet the significant parcel demand and ongoing mail delivery.

“Our Post Office Network performed strongly, and despite challenging times, we kept 99 per cent of our post offices open, allowing people to access important services, including Bank@Post – where we also signed landmark extensions with CBA and NAB for a further ten years.

“We have accelerated our investment program with \$450 million invested last year in our delivery network, including in processing facilities, our last mile delivery fleet, electric vehicles and expanding our Parcel Lockers footprint, increasing delivery options for consumers and further significant projects to be completed in the year ahead.”

Australia Post also returned dividends to the government of \$46.2 million.

Considerable uncertainty remains as to the impacts of the ongoing pandemic on the next financial year.

The 2021 Annual Report will be tabled in Federal Parliament in October 2021.

Source: [Australia Post](#)

NZ Post reports Full Year Financial Result of \$32 million profit after tax

01-09-2021

NZ Post has recorded a Net Profit After Tax of \$32m for the year ended 30 June 2021, a \$26m increase compared to the prior year.

With strong financial results, a fresh new look and continued investment in our networks to keep pace with changing customer expectations, NZ Post has had an excellent year under the backdrop of unprecedented global uncertainty.

“Despite the ongoing impact of COVID-19, these strong earnings are a result of both continued growth in our parcel business and our share of an excellent Kiwi Group Holdings performance,” says NZ Post Chief Executive David Walsh.

“Much of our parcel success in 2020/2021 was due to another record-breaking Christmas, with 15.3m parcels delivered during November and December. That’s an average of six parcels delivered every second and translated to a parcel EBIT of \$21m, \$17m up on FY20 (when adjusting for wage subsidies received). This improvement was driven through a mix of increased parcel volumes, parcel market pricing adjustments and strong cost management. International outbound volumes were also particularly strong in late 2020 as Kiwis sent parcels overseas for Christmas,” says David Walsh.

NZ Post Full Year Financial Results 2020/2021 and other highlights include:

- Net Profit After Tax (NPAT) of \$32m, \$26m up on FY20
- Parcel segment EBIT of \$21m compared with \$15m for FY20 (or \$4m when excluding wage subsidies)
- NZ Post’s latest eCommerce research the Full Download shows New Zealanders spent more than \$5.8 billion online last year, an increase of 25% on the year prior
- NZ Post has brought CourierPost, Pace and Rural Post under the single banner of NZ Post, with a new logo and refreshed visual identity. The consolidation of our brands has resulted in a one off \$41m impairment charge to write

- off the CourierPost and Pace brands
- FY21 was the first year of the 3-year contract for mail services with the Government, with \$32m of income received, in line with our original projections. The contract provides funding for the mail service of up to \$130m for the period FY21 to FY23.
- NZ Post restructured its debt facilities in FY21 with the repayment of \$200m subordinated notes in May 2021. This funding has been replaced with a new bank credit facility which provides financing flexibility and significant future interest savings.
- In FY21 NZ Post announced the closure of its Contract Logistics business, and in July 2021 purchased a 50% share in Supply Chain Solutions – a third party logistics and contract warehouse business.
- We played a key role in the 2020 General Election by delivering approximately 7 million items which helped Kiwis have their say, all with great feedback from the Electoral Commission
- Worked as the last-mile delivery partner for the Ministry of Health for the distribution of the COVID vaccine throughout New Zealand

“The ongoing uncertainty around COVID-19 means businesses and consumers will continue to operate online - so demand for our services, and the fast and efficient movement of parcels nationally and internationally, will continue to play a growing part in New Zealand’s economic recovery.

“Our move to a single brand and refreshed visual identity supports the future growth we are expecting. We’ve been delivering mail for over 180 years and it’s still a core part of what we do, but these days we’re delivering more parcels and less mail. Parcels now account for close to 60% of our revenue.

“We knew there was confusion in the market – with



New Zealanders not necessarily realising that it was NZ Post delivering their online shopping, so by bringing CourierPost and Post under the single NZ Post brand we've taken that confusion away. We want Kiwis to know it's NZ Post delivering for them and we want Kiwi businesses to know it's NZ Post supporting their eCommerce businesses to succeed," says David Walsh.

Confidence in ongoing parcel growth is also driving NZ Post's largest network infrastructure programme for decades. "We are investing more than \$170 million in our parcel processing and technology infrastructure. Construction is well advanced on new parcel processing sites in Wellington, Auckland and Christchurch. These sites will have state-of-the-art technology, that will scan and sort parcels at a super-fast rate," says David Walsh.

NZ Post is also in the process of working through what mail services will look like in the future. "Ten years ago, we delivered over 1 billion mail items, which has been rapidly decreasing year on year – at the moment we deliver about 250 million items and

we know this is going to continue to drop," says David Walsh.

NZ Post is working alongside the Government to manage the complexities of a declining mail business with a large, fixed cost network. "Mail is still, and will continue to be, a core part of NZ Post but we are having ongoing conversations with stakeholders to make sure that the right decisions are made, that take into consideration the needs and demands of customers. This will be one of NZ Post's strategic priorities in 2021/2022," says David Walsh.

The re-emergence of COVID-19 in our communities brings familiar challenges to our operations and customers. Through it all, the health and safety of our diverse workforce will always be our first priority.

Interviews with CEO David Walsh available on request, contact mediar@nzpost.co.nz to book.

Source: [New Zealand Post](#)



PostNL and trade unions conclude agreement on new social plan

31-08-2021

PostNL and the trade unions FNV, Bond van Post Personeel (BVPP) and CNV have reached an agreement on a new social plan with the consent of their members. The social plan will take effect on 1 September 2021 and will end on 31 August 2024. The plan applies to all employees covered by the PostNL collective labour agreement and contains the agreements that will apply in the event of a reorganisation at PostNL.

Herna Verhagen, CEO of PostNL: 'I am happy that the members of the trade unions have agreed to the plan and that we have reached an agreement with all parties involved. PostNL continues to adapt to all the developments in the postal and parcel market. Digitalisation is playing an increasingly important role in this respect. That is why we continue to adapt and innovate PostNL. The social plan is primarily aimed at encouraging our colleagues, many of whom have been with us for years, to keep developing themselves. This creates opportunities and more security in times of change.'

From job to job

An important part of the social plan is the transfer bonus. This bonus is intended to encourage colleagues to continue their development and, for

example, to switch to another job within one of PostNL's growing divisions. Employees who qualify for this can receive a bonus of up to €3,500. To maintain their chances in the labour market, PostNL employees can also use the counselling provided by Mobility, PostNL's mobility programme. They will then receive very intensive job-to-job counselling. New is the training budget of a maximum of €2,500.

Senior staff scheme

It has also been agreed that employees can make use of a voluntary senior staff scheme. This scheme allows an employee to retire early if they reach state pension age within five years and have been employed by PostNL for at least 25 years.

Source: [PostNL](#)



Consumers drive growth in UK subscription box market as popularity soars

02-09-2021

Consumers in London, West Midlands and Northern Ireland are most likely to be signed up to subscription services, according to Royal Mail's new UK Subscription Box Market report.

Almost half (45%) of Londoners are signed up to at least one subscription box, followed by 37% and 36% of shoppers in the West Midlands and Northern Ireland, respectively.

However, when it comes to the highest average number of subscription boxes per person, subscription box shoppers in the North East take top place at 5.2. Londoners come a close second signing up for 5 subscription boxes per person on average, followed by consumers in the East Midlands at 4.6.

The UK subscription box market is set to be worth £1.8 billion by 2025, according to Royal Mail's UK Subscription Box Market report.

Retaining customers for the future

The popularity of subscription boxes remains strong with high levels of loyalty. Fewer than a quarter (24%) of subscription box shoppers said they intended to cancel their subscriptions any time soon.

Retailers are also looking to make subscription boxes more popular by introducing more flexibility. For example, subscription retailers are increasingly looking to offer subscription box holidays for when the recipient either doesn't need any more of that item or if they are going to be away.

Embracing sustainability for the future

As UK shoppers continue to embrace subscription-based models for goods and services, subscription box businesses are increasingly focusing on environmental, social and governance (ESG) requirements and keeping emissions low.

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.

Bloom & Wild, for example, strongly embraces sustainability practices. Some of its initiatives include its 100% recyclable letterbox packaging, offsetting all of its carbon emissions and a strong focus on minimising waste by using sophisticated forecasting algorithms and eco sales for loyal customers.

Henry Mower, Director of Fulfilment & Delivery at Bloom & Wild says: "It's really important to our customers and our team that we minimise our impact. We're committed to our existing sustainability initiatives and are always looking at new ways to help us do that."

Nick Landon, Chief Commercial Officer at Royal Mail, said: "Subscription boxes have become a big part of many people's lives over the last year and we expect this trend to continue. At Royal Mail, we are well placed to support businesses as they introduce or scale up their subscription box models.

"With the UK's largest "Feet on the Street" network of over 85,000 postmen and women, Royal Mail is playing a key role in keeping carbon emissions low. A large proportion of subscription items are sent in smaller boxes and so are ideally suited for our low emission on-foot delivery service."

Joseph Robinson, Retail Consulting Director at GlobalData, said: "The popularity of subscription boxes soared during the pandemic, amid the more general acceleration in online retail growth. Subscription services minimised the need to go to shops when consumers felt less comfortable doing so, a trend that is expected to continue post-COVID-19 as shoppers opt for convenience."

Source: [Royal Mail](#)





Deutsche Post DHL Group ascends into Europe's leading blue-chip index, STOXX Europe 50

02-09-2021

Deutsche Post DHL Group was informed yesterday evening by Qontigo, financial market services provider and subsidiary of Deutsche Börse AG, that the shares of Deutsche Post AG will be listed in the European blue-chip index STOXX Europe 50 with effect from 20 September 2021. Thus, Deutsche Post DHL Group is currently the only logistics service provider in Europe's leading mixed-currency index.

"The logistics industry has made a valuable contribution to society during pandemic times. In recent months, we have successfully managed to cope with increased shipment volumes in e-commerce, supplied the world with vaccines and helped the global economy to recover by powering global trade. The inclusion of Deutsche Post DHL Group [Deutsche Post AG] in the STOXX Europe 50 is a remarkable recognition of the outstanding performance of our Group based on the dedicated work of 570,000 employees worldwide," said CEO Frank Appel.

The STOXX Europe 50 consists of the fifty most valuable listed companies in Europe. The index was established in 1998 and is regarded as an important indicator of the performance of the

European stock market. The STOXX Europe 50 is one of the world's leading underlyings for exchange-traded funds (ETFs), futures, options and structured products. The composition of the members is reviewed annually. The basis for the inclusion is the market capitalization of the free float based on the closing prices at the end of August.

After shares of Deutsche Post AG traded at an issue price of EUR 21.00 at the time of its IPO around 21 years ago and succeeded in moving up to the EURO STOXX 50 8 years ago, the share price has risen to EUR 59.58 (closing price as at August 31, 2021). Accordingly, market capitalization has almost tripled since the IPO to around EUR 74 billion.

Source: [Deutsche Post DHL](#)



Australia Post champions mental wellbeing with 4 million free postcards to help people connect

06-09-2021

Australia Post is helping Australians stay connected by delivering more than 4 million specially designed prepaid postcards to rural and remote households across the country as part of its continued focus on mental health.

Designed in collaboration with Australia Post's mental health partner Beyond Blue, the postcards are divided into two sections with a part to keep, including helpful tips on how to maintain mental health, and a second part to write on and send to friends or loved ones in Australia free of charge.

The free postcards are available from today at participating Post Offices, while stocks last, and from next week will start to arrive in regional letterboxes across the country. A limited number will also be included in select newspapers this Saturday.

Australia Post Head of Community Nicky Tracey said the simple idea would have a positive impact on people's mental health, particularly for those who are currently unable to visit friends and family.

"We know that when we connect, we feel better and sometimes a small message can be all it takes to make a big difference to someone you care about," Ms Tracey said.

"These postcards make it really easy to connect with a message of love, hope and support by simply putting a message on the card, addressing it and dropping it in a red post box."

Beyond Blue Chief Executive Officer Georgie

Harman said the partnership with Australia Post helps to share important messages about mental health with communities across the country and reach people who continue to grapple with the impacts of bushfires, floods and droughts on top of the pandemic.

"This postcard campaign will help us reach into rural and remote areas, where social and geographic isolation, weather impacts and difficulty accessing services can present mental health challenges," Ms Harman said.

"I really hope people will join in the spirit of this initiative, read the tips and send a card to a loved one. If we keep talking about mental health, we can smash the stigma and remove the barriers that hold people back from seeking support."

The postcard delivery is part of a broader campaign from Australia Post to support mental health, which includes in-store fundraising for Beyond Blue and staff wellbeing initiatives. It carries on from the 2020 release of a stamp titled 'When we connect, we feel better' which also came in a pair and enabled the sender to use one stamp to post a letter to a loved one including the second stamp so the recipient could write back easily.

Source: [Australia Post](#)



Robots are undertaking the sorting process at Hellenic Post

02-09-2021

Hellenic Post is inaugurating a new era with a state-of-the-art robotic and fully digital sorting installation that has come on line at the Group's facilities in Kryoneri. The system - the first of its kind in Europe - uses artificial intelligence (AI) technology to handle postal items with ultra-high speed and safety, while at the same time reflecting the Group's practical commitment to investment in digital transformation.

The new system, which came on-line in mid-August, was developed to be a game-changer for the Hellenic Post Group, dramatically improving capacity and speed in sorting, and, as a result, in deliveries. It also ensures greater safety for postal items and faster service for customers.

Hellenic Post's new investment focuses on sorting, one of the most crucial links in the postal services chain. Until now, the job has been done by hand or has been semi-mechanised, but this was time-consuming and prone to error, resulting in delayed deliveries. By adding robots to the sorting process, Hellenic Post is using technology to distribute every parcel quickly, immediately, and error-free, even paving the way for future same-day deliveries.

By utilising the capabilities of Artificial Intelligence, the new robotic sorting system:

Increases sorting speeds by 250%
Ensures next-day delivery (D+1)

Can handle approximately 80% of total deliveries
Provides automatic weight calculation and pricing of items
Reduces errors and better protects postal items
Offers sorting procedures in a Covid-free environment.

The new robotic facility is a tool for our sorting staff, allowing the Hellenic Post Group to utilise its human resources more effectively and also to move decisively towards implementing its strategic objective of completely upgrading how it serves the public.

At the same time, installing the robotic sorting system is a practical reflection of Hellenic Post's digital shift, representing a huge technological leap and leading the group into the future, while laying the foundations for increased profitability and transforming Hellenic Post into a healthy, financially independent and competitive business that continues to operate in the service of citizens.

Source: [Hellenic Post](#)

Canada Post resumes some pre-COVID-19 delivery practices

02-09-2021

With COVID-19 restrictions easing across the country, Canada Post is safely resuming delivery practices for Proof of Age (POA), Signature items and Customs owing items.

Effective August 30, Canada Post is safely resuming deliveries of signature items to the door of homes with their own outdoor entrance, where delivery agents can stay outdoors to perform the delivery and capture a verbal signature. Delivery employees will wear a face covering and maintain a six-foot (two-metre) distance from customers.

For deliveries to apartments, condos and businesses with a common entrance, or for Proof of Identity (POI), Registered Mail™ and Xpresspost Certified™ items, agents will leave a delivery notice card (DNC) with the address of a local post office

and information about how to pick up the package.

The health and safety of employees and all Canadians remains Canada Post's highest priority. To keep our employees and customers safe, we continue to ask all Canadians to practise physical distancing while our employees are out delivering in the community. The company will continue to monitor the COVID-19 situation and follow the expert advice of the Public Health Agency of Canada and local public health authorities for any further changes.

Source: [Canada Post](#)



Amazon opens 8 new logistics locations and creates 3,000 additional permanent jobs in Germany

06-09-2021

Today Amazon announced that it will continue to invest in Germany and create jobs. The company plans to erect eight new logistics buildings in Germany by the first half of 2022. The new logistics locations are in Dummerstorf (logistics center, 2022), Erding (sorting center, 2022), Friedrichsdorf (distribution center, 2021), Helmstedt (logistics center, 2022), Hof / Gattendorf (logistics center, 2022), Neu-Ulm (distribution center, 2021), Weiterstadt (distribution center, 2022) and Wenden (distribution center, 2021).

Amazon has already introduced the starting wage of 12.00 euros gross per hour, which has been a reality for most Amazon employees since July - regardless of whether full-time, part-time, temporary or seasonal. Amazon offers comprehensive additional services from day one and this in a modern and safe working environment. After 24 months, employees earn an average of around 2,750 euros gross per month, including restricted employee shares (Restricted Stock Units) from Amazon.com, Inc. and other extras. Part of the additional services is also the "Career Choice" program, in which up to 95 percent of the course fees and literature costs for recognized advanced training courses up to a maximum of 8,000 euros per employee are covered by Amazon.

Amazon also pays its delivery partners accordingly so that they can pay their employees well and offer a first-class work experience.

Stefano Perego, Vice President Customer Fulfillment in Europe, explains: "In the last 12 months alone we have created more than 3,000 permanent jobs in logistics in Germany. Now more than 3,000 more will be added next year. These workplaces support communities of all sizes, from larger cities like Hof / Gattendorf to smaller towns like Dummerstorf. As a company, we are constantly working to improve, we hear what moves our employees and strive to be the best employer in the world. "

In order to provide information about the variety of jobs and career opportunities at Amazon, the company invites interested parties to a free digital career day under the motto "Come as you are". As part of this, participants will receive professional

advice on looking for a job on Thursday, September 16, from 10:30 a.m. to 12:30 p.m., and receive valuable tips for the next career step in personal career coaching with Amazon HR Experts . More information is available at amazoncareerday.com .

In addition, Amazon offers exciting insights into everyday work in an Amazon logistics center in virtual live tours. You can register for free here: amazon.de/virtuelletouren .

Kathleen Kühnhold started at the new Amazon logistics center in Gera at the end of June 2021. She says: "I love the open and trusting interaction with my colleagues and their exciting cultural backgrounds. I am currently supporting the hiring process for shipping employees and have already recommended a job here to some of my friends. "

According to the independent consulting and economic analysis institute Keystone, Amazon invested a total of almost 40 billion euros in Germany from 2010 to 2020, including over 10 billion euros in 2020 alone. The number of permanent employees in Germany is expected to rise to over 28,000 by the end of the year across all corporate divisions, which will be employed at around 60 locations across Germany. Over 19,000 permanent employees work in the German Amazon logistics network alone.

Amazon is continuing to expand its German logistics network to meet customer demand and expand the range of products. In addition, Amazon supports a growing number of independent German entrepreneurs who sell on Amazon using storage and delivery via "Fulfillment by Amazon".

Axel Wiechmann, Mayor of Dummerstorf, where Amazon will open a new logistics center, adds: "We

are very pleased that Amazon is coming to Dummerstorf. The settlement is a great benefit for the entire region, because 1,000 new jobs are created in one fell swoop in a state-of-the-art environment. This results in great career opportunities for the people in the region. Local retailers and citizens who sell on Amazon or order from Amazon also benefit from this. "

More information about working at Amazon, the variety of positions and career opportunities, the working environment, occupational health and safety and commitment in the communities can be found at aboutamazon.de/gutarbeit . In everything Amazon does, the health and well-being of our

employees have the highest priority. Since the pandemic began, Amazon has invested more than \$ 11.5 billion worldwide and implemented more than 150 new protective measures to keep employees safe.

In the months before the new building goes into operation, Amazon will fill a large number of positions, including in the areas of logistics and shipping, recruiting, technology, human resources, health and safety and IT. Applicants can find out more at <http://www.amazon.jobs> and apply directly.

Source: Amazon.de



Saloodo! rolls out new "Closed Shop" feature

06-09-2021

The logistics start-up Saloodo! has integrated a new feature into its freight platform that makes it even easier for shippers to find perfectly matching carriers for their transport needs. With the "Closed Shop" feature, companies can now offer their transport orders to pre-selected transport service providers on demand - worldwide.

"The Closed Shop is a great example of how we at Saloodo! continuously develop the freight platform - namely, always focusing on the needs of our customers," explains Dr. Antje Huber, CEO Saloodo! "This feature was the wish of many shipping companies on the Saloodo! platform, but also of the specialised forwarding companies. With the Closed Shop, we increase the efficiency of transport allocation and at the same time simplify the daily work for all our customers, whether shippers or carriers."

Freight platform within the freight platform

The Closed Shop is a closed user group within the Saloodo! freight platform. It is therefore a group of users with access to resources that are only accessible to this group. There are different variants: On the one hand, carriers with special trucks are assigned to different closed shops on the freight platform. For example, transport orders for carriers with construction vehicles can only be displayed to them.

On the other hand, shippers can also create their own closed shop with preferred carriers. In the event of a transport request from the shipper, this is then displayed exclusively to the carriers within the closed shop. The feature is therefore not only interesting for large, globally active companies, but also for niche markets or business areas in which strict transport rules apply.

If shippers want to participate in the closed shop procedure, they first contact Saloodo!. Once they have been activated for the Closed Shop use, these shippers enter the details of their transport request on the platform, as usual. Before they publish their transport request in the freight platform, they can choose whether the request should be exclusively addressed to the carriers within the individual Closed Shop. In this case, all you have to do is click a button and the carriers within the Closed Shop will be notified of the new transport request. They can then submit their offer for the order, which also suits them perfectly - a real win-win situation for both sides.

The Closed Shop feature is of course available worldwide. Because previously described customer centricity of the intuitive and user-friendly digital road freight platform is now experienced daily by more than 30,000 shippers and over 12,000 transport companies in more than 50 countries on 4 continents. Since Saloodo! was founded in 2016, the company has continued to expand, including outside of Europe into growth markets such as the Middle East and Africa. Last year, Saloodo! launched the first unified global digital freight marketplace for road freight transport, enabling seamless cross-border and cross-market transport. Most recently, the logistics start-up also launched its digital freight platform in Argentina.

Source: [Deutsche Post DHL](#)



Australia Post commits to ongoing carriage of perishable goods

31-08-2021

Australia Post today announced its long-term commitment to shipping perishable goods across Australia, as it continues to support small businesses who are experiencing a boom in demand.

Over the past few months Australia Post has conducted a thorough review of the industry and consulted with customers who are small business food producers, on the support required to continue shipping perishable goods across the country.

The review also covered consultation with key industry bodies and experts, and Australia Post will update relevant regulators of the outcomes.

Acting Group CEO and Managing Director Rodney Boys said today's announcement provides certainty to many businesses who rely heavily on Australia Post to ship their produce to customers.

"We understand it's critical for businesses to meet growing consumer demands for home delivered food and groceries, and Australia Post remains fully committed to supporting both our customers and consumers with the ongoing carriage of food through our network", Mr Boys said.

"We recognise and apologise for the uncertainty felt

by some customers as this review took place. The transportation of food in Australia is complex and highly-regulated and we have moved as quickly as possible to provide a clear promise to our customers that there will be no change to how we support them."

"Our customers will be aware that for some types of food, our ambient temperature network will not always be suitable. We continue to encourage our customers to consider using appropriately insulated packaging and additional temperature control devices to help maintain freshness and help ensure the food is in a good condition when it arrives."

"I would like to thank the Small Business and Family Enterprise Ombudsman Bruce Billson for working with Australia Post and his assistance in helping us reach this outcome in delivering a long-term, sustainable solution to support this growing eCommerce industry."

Source: [Australia Post](#)



Poised for Growth in the Region, UPS Appoints New Leadership for Asia Pacific

30-08-2021

UPS (NYSE: UPS) has appointed Michelle Ho as president of its Asia Pacific region based in Singapore. A growth-oriented leader, Michelle will drive UPS's business and operations in the company's fastest-growing region that employs over 13,000 UPS employees in more than 40 countries and territories. In this strategic role, Michelle will maintain UPS's focus to drive company growth and support cross-border connectivity needs for businesses large and small.

"Michelle brings experience to this vital role along with an immeasurable passion for the business and dedication to our customers," said Scott Price, international president for UPS. "Michelle has a clear vision for business growth and a solid track record of leading UPS to make strategic investments that reinforce our commitment to deliver the best logistics experience for our customers in Asia. With Michelle at the helm, we will continue to build the innovative digital experience powered by a global smart logistics network that our customers expect. Michelle's customer-first mindset is central to what will propel the business in a region expected to drive strong demand."

As the first female president for UPS's Asia Pacific region, Michelle brings nearly 30 years of experience having served in multiple leadership roles in Asia. In her previous appointment as President of UPS China, she led the implementation of strategic service and network enhancements across cities large and small. She also drove digital transformation efforts that enabled Chinese businesses to adjust to new demands, help optimize their supply chains, and accelerate global

growth – even in the face of a pandemic.

"Asia Pacific is on an upward growth trajectory and the pandemic has driven increased demands and opportunities for e-commerce, healthcare and international trade," said Michelle Ho. "As an enabler of global trade, UPS has the capacity to support this demand and allow businesses to plug into one of the world's largest air networks to get their packages to the right place, at the right time. I'm excited to work with the capabilities and talent of a cross-functional team of logistics experts to deliver faster speed to market and stronger intra-Asia and intercontinental connections."

Michelle, a Singaporean, is an exemplar for women in leadership. A trailblazer who inspires, she was one of UPS's first senior female leaders as Vice President of Finance in Asia Pacific in 2010. A strong believer in diversity and inclusion and empowering women in business, Michelle actively participates in public platforms to speak about the crucial role that women play in today's economy.

Source: [UPS](#)



U.S. Postal Service Tops Forbes Annual “America’s Best Employers By State” Survey

07-09-2021

Americans like working for the U.S. Postal Service and are likely to recommend the Postal Service as an employer to others, based on the findings of the 2021 America’s Best Employers By State survey published by Forbes.

Forbes partnered with market research company Statista for the annual listing compiled by surveying 80,000 Americans working for businesses with at least 500 employees. Respondents were asked to rate their employers on a variety of criteria, how likely they would be to recommend their employer to others, and to nominate organizations in industries outside their own. Surveys were conducted from Oct. 2020 to June 2021, and the results were divided into 51 rankings, one for each state, plus the District of Columbia.

The Postal Service tied for the most-represented employer on the 51 lists, placing in 32 states.

The Postal Service is an equal opportunity employer offering a fast-paced, rewarding work environment with competitive compensation packages,

on-the-job training and opportunities for advancement.

The Postal Service is actively hiring for full time, part time and seasonal employment, part of its Delivering for America plan, through which the Postal Service is investing \$40 billion over 10 years in infrastructure and its employees.

To learn more about employment opportunities at the Postal Service, visit usps.com/careers.

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](https://www.usps.com/careers)



Per Zandrén appointed CEO of Aditro Logistics and a member of Posti Group's Leadership Team

08-09-2021

Per Zandrén has been appointed as CEO of Aditro Logistics and a member of Posti Group's Leadership Team as of September 8, 2021. Zandrén has already acted in the interim role alongside the previous CEO Johannes Gussander. Before this, Zandrén worked as the Chief Operating Officer of Aditro Logistics after he joined the company in November 2020. He has more than 15 years of experience in management and logistics.

"Aditro Logistics has an important role in achieving our renewed strategic goals of growing through parcel business and logistics in Finland, Sweden and the Baltics. Aditro Logistic's business has developed well during the past few years, and I am happy that this work is continued by Per who already knows the company. I look forward to working with Per on developing the delivery and fulfillment value chain offering of the whole Group. Aditro Logistics is a forerunner of these services, and we can learn a lot from them as a Group," says Turkka Kuusisto, President and CEO of Posti Group.

"It's a privilege to be trusted with the helm for Aditro Logistics and becoming part of the Posti Group's Leadership Team. Aditro Logistics is strategically well positioned to lead the transformation of the logistics industry and we have an extraordinary team of talented colleagues in place! Together we will continue to create competitive advantage for our customers and execute on our strategy within the areas of delivery

and fulfillment, digitalization and growth. I am very much looking forward to the journey." Per Zandrén says.

After the changes, Posti Group's Leadership Team as of September 8, 2021 comprises the following members:

Turkka Kuusisto, President and CEO
Yrjö Eskola, Postal Services
Arttu Hollmérus, Parcel and eCommerce
Timo Karppinen, CFO
Sakari Kiiskinen, Transval
Timo Koskinen, Human Resources
Jussi Kuutsa, Itella Russia
Petteri Naulapää, ICT and Digitalization
Anna Salmi, Brand, Communications and Sustainability
Kaarina Ståhlberg, Legal and M&A
Per Zandrén, Aditro Logistics

Source: [Posti](#)

AliExpress, Cainiao roll out 'first of a kind' contactless lockers in France

10-09-2021

Alibaba Group's online marketplace AliExpress and logistics arm, Cainiao Network, have joined forces to set up 60 contactless, self-pickup lockers in Paris, with the roll-out set to be extended to other locations in France and in Spain in the coming months.

Shoppers can select their preferred delivery option when placing an order on AliExpress, with the digital lockers providing "a safe and contactless alternative to receive parcels around the clock with a digital code," the Chinese e-commerce giant said.

The locations of the digital lockers have been chosen based on algorithms. The initial batch covers core business districts in Paris, including near the Palace of Versailles and the Montparnasse Tower.

The two platforms aim to scale the service and build 650 sets of digital lockers across France by the end of the year.

A report by China's English-language news service, Yicai Global, quoted David Bu, head of Cainiao International's Europe operations, who said that more overseas consumption is shifting online due to the impact of the coronavirus pandemic, making cross-border e-commerce increasingly popular.

Source: [CEP-Research](#)



UPS enters into agreement to acquire Roadie

10-09-2021

As part of its customer-first strategy, UPS entered into an agreement today to acquire Roadie, a technology platform that enables local same-day delivery with operations throughout the U.S.

UPS customers, including large enterprises, are increasingly looking for local same-day delivery solutions for goods of all types, not traditional packages. Roadie often provides service for shipments not compatible with the UPS network because of their size and perishable nature, and often because they are in shopping bags without the packaging required to move through the UPS system.

Roadie's leading technology, combined with UPS's portfolio, will open doors for new growth opportunities. Roadie's technology platform also will provide opportunities to improve existing, and potentially add additional, UPS small package capabilities. The Roadie technology platform is purpose-built to connect merchants and consumers

with contract drivers to enable efficient and scalable same-day local delivery services nationwide.

Following the completion of the acquisition, Roadie will operate with the same name, providing the same great service to its customers. UPS package car drivers will continue to deliver packages within the UPS network. Goods transported by Roadie will not cross into the UPS network and packages transported in the UPS network will not cross into the Roadie network.

The companies are not disclosing the value of the transaction. The transaction is expected to close in the fourth quarter of 2021.

Source: [UPS](#)



Early morning distribution managed by Posti Palvelut Oy ends in Vaasa

10-09-2021

The early morning distribution managed by Posti Palvelut Oy will end in Vaasa on 31 December 2021. I-Mediat Oy has terminated early morning distribution in the Vaasa and Mustasaari areas.

Due to the change, Posti Palvelut Oy has started co-operation negotiations in Vaasa's early morning distribution. Negotiations started on September 6, 2021. The target group for the negotiations includes 40 people working in early delivery. According to a preliminary estimate, the staff reduction need is 40 people. The impact on personnel will become clearer as the negotiations progress.

As a responsible employer, Posti participates in supporting personnel in the event of change through the Change Unit, which provides personal

support in career planning and seeks suitable solutions for Posti's internal job opportunities together with the business and employees.

Early distribution will continue in the Vaasa and Mustasaari areas, managed by Posti Palvelut Oy, as usual until 31 December 2021.

The change has no effect on Posti's basic distribution or Posti's other services in Vaasa.

Source: [Posti](#)



NZ Post reports Full Year Financial Result of \$32 million profit after tax

01-09-2021

NZ Post has recorded a Net Profit After Tax of \$32m for the year ended 30 June 2021, a \$26m increase compared to the prior year.

With strong financial results, a fresh new look and continued investment in our networks to keep pace with changing customer expectations, NZ Post has had an excellent year under the backdrop of unprecedented global uncertainty.

“Despite the ongoing impact of COVID-19, these strong earnings are a result of both continued growth in our parcel business and our share of an excellent Kiwi Group Holdings performance,” says NZ Post Chief Executive David Walsh.

“Much of our parcel success in 2020/2021 was due to another record-breaking Christmas, with 15.3m parcels delivered during November and December. That’s an average of six parcels delivered every second and translated to a parcel EBIT of \$21m, \$17m up on FY20 (when adjusting for wage subsidies received). This improvement was driven through a mix of increased parcel volumes, parcel market pricing adjustments and strong cost management. International outbound volumes were also particularly strong in late 2020 as Kiwis sent parcels overseas for Christmas,” says David Walsh.

NZ Post Full Year Financial Results 2020/2021 and other highlights include:

Net Profit After Tax (NPAT) of \$32m, \$26m up on FY20

Parcel segment EBIT of \$21m compared with \$15m for FY20 (or \$4m when excluding wage subsidies)

NZ Post’s latest eCommerce research the Full Download shows New Zealanders spent more than \$5.8 billion online last year, an increase of 25% on the year prior

NZ Post has brought CourierPost, Pace and Rural Post under the single banner of NZ Post, with a new logo and refreshed visual identity. The consolidation of our brands has resulted in a one off \$41m

impairment charge to write off the CourierPost and Pace brands

FY21 was the first year of the 3-year contract for mail services with the Government, with \$32m of income received, in line with our original projections. The contract provides funding for the mail service of up to \$130m for the period FY21 to FY23.

NZ Post restructured its debt facilities in FY21 with the repayment of \$200m subordinated notes in May 2021. This funding has been replaced with a new bank credit facility which provides financing flexibility and significant future interest savings.

In FY21 NZ Post announced the closure of its Contract Logistics business, and in July 2021 purchased a 50% share in Supply Chain Solutions – a third party logistics and contract warehouse business.

We played a key role in the 2020 General Election by delivering approximately 7 million items which helped Kiwis have their say, all with great feedback from the Electoral Commission

Worked as the last-mile delivery partner for the Ministry of Health for the distribution of the COVID vaccine throughout New Zealand

“The ongoing uncertainty around COVID-19 means businesses and consumers will continue to operate online - so demand for our services, and the fast and efficient movement of parcels nationally and internationally, will continue to play a growing part in New Zealand’s economic recovery.

“Our move to a single brand and refreshed visual identity supports the future growth we are expecting. We’ve been delivering mail for over 180 years and it’s still a core part of what we do, but these days we’re delivering more parcels and less mail. Parcels now account for close to 60% of our revenue.

“We knew there was confusion in the market – with New Zealanders not necessarily realising that it was

NZ Post delivering their online shopping, so by bringing CourierPost and Post under the single NZ Post brand we've taken that confusion away. We want Kiwis to know it's NZ Post delivering for them and we want Kiwi businesses to know it's NZ Post supporting their eCommerce businesses to succeed," says David Walsh.

Confidence in ongoing parcel growth is also driving NZ Post's largest network infrastructure programme for decades. "We are investing more than \$170 million in our parcel processing and technology infrastructure. Construction is well advanced on new parcel processing sites in Wellington, Auckland and Christchurch. These sites will have state-of-the-art technology, that will scan and sort parcels at a super-fast rate," says David Walsh.

NZ Post is also in the process of working through what mail services will look like in the future. "Ten years ago, we delivered over 1 billion mail items, which has been rapidly decreasing year on year – at

the moment we deliver about 250 million items and we know this is going to continue to drop," says David Walsh.

NZ Post is working alongside the Government to manage the complexities of a declining mail business with a large, fixed cost network. "Mail is still, and will continue to be, a core part of NZ Post but we are having ongoing conversations with stakeholders to make sure that the right decisions are made, that take into consideration the needs and demands of customers. This will be one of NZ Post's strategic priorities in 2021/2022," says David Walsh.

The re-emergence of COVID-19 in our communities brings familiar challenges to our operations and customers. Through it all, the health and safety of our diverse workforce will always be our first priority.

Source: [New Zealand Post](#)



Australia Post secures record revenue while continuing to deliver for the community

31-08-2021

Australia Post today announced FY21 group revenue of \$8.27 billion, a new record up 10.3 per cent, and a profit before tax of \$100.7 million.

Total revenue was boosted by the continued growth in eCommerce brought about by COVID-19, with strong parcel growth. Parcels & Services revenue grew 17.7 per cent to \$6.48 billion, on the back of a 27.1 per cent increase in Australia Post branded parcels, and StarTrack volumes up 12.1 per cent.

AP Global continued to grow our cross-border eCommerce business, with revenue up 90.6 per cent to \$429 million, with its end-to-end logistics solutions for a portfolio of global eCommerce merchants delivering over 40 million parcels.

Australia Post continues to grow profitably with a \$47.1 million increase in profit before tax despite managing through disruptions to network operations, additional resources to support lockdowns, processing unprecedented parcel volumes and significantly reduced transport capacity.

The overall result was however tempered by the continued decline in addressed letter volumes – down 11.6 per cent - leading to a fall in letters revenue of \$202 million.

The business remained vigilant in reducing costs where possible, with head office support costs down by \$16.8 million (1.5 per cent) year on year.

Australia Post Acting Group Chief Executive Office and Managing Director Rodney Boys said the result highlighted the crucial role Australia Post has played during a challenging time and was testament to the hard work of its people across the network.

“This strong result rests with the hard work of our people, who have continued to deliver everyday through the challenges of a pandemic and numerous lockdowns,” Mr Boys said

“It is fitting that we recognise our people through the positive vote for the new Enterprise Agreement which preserves existing terms and conditions while delivering a three per cent pay rise for each of the next three years, for over 31,000 people across the deliveries, Post Office Network, customer services and office teams.

“The strength of eCommerce – up 31.8 per cent as Australians took to online shopping in record numbers – has supported the result, as did the temporary regulatory changes which allowed us to meet the significant parcel demand and ongoing mail delivery.

“Our Post Office Network performed strongly, and despite challenging times, we kept 99 per cent of our post offices open, allowing people to access important services, including Bank@Post – where we also signed landmark extensions with CBA and NAB for a further ten years.

“We have accelerated our investment program with \$450 million invested last year in our delivery network, including in processing facilities, our last mile delivery fleet, electric vehicles and expanding our Parcel Lockers footprint, increasing delivery options for consumers and further significant projects to be completed in the year ahead.”

Australia Post also returned dividends to the government of \$46.2 million.

Considerable uncertainty remains as to the impacts of the ongoing pandemic on the next financial year.

The 2021 Annual Report will be tabled in Federal Parliament in October 2021.

Source: [New Zealand Post](#)

New stamps celebrate Lord of the Rings twenty-year anniversary, hand painted by artist Sacha Lees

01-09-2021

“NZ Post was very proud to support the original film project by producing a set of stamps at the time. These sold across the globe like nothing we had ever seen before,” says NZ Post Head of Stamps and Collectables, Antony Harris.

“On the twenty-year anniversary of the first film, we are once again releasing a special edition range of The Lord of the Rings stamps, working with artist Sacha Lees, who worked on the films and on our first stamp issue twenty years ago,” says Harris.

Sacha is a highly accomplished New Zealand artist, who last year won the prestigious Adam Portraiture Award and was the 2020 New Zealand Portrait Artist of the Year.

Be it commercial or fine art, I'm driven by the process of creating – the discovery through research, the problem-solving journey to visually express complex narratives and ultimately the meditative practice in the realisation of an idea,” says artist Sacha Lees.

“Sacha has hand painted the stamp artwork, which depict favourite characters and scenes from The Fellowship of the Ring, such as Gandalf in Hobbiton, the hobbits in the Prancing Pony and Arwen rescuing Frodo, and epic scenes such as Gandalf's

battle with the Balrog and the Fellowship canoeing through the Gates of Argonath,” says Antony Harris.

“These stamps acknowledge that this iconic film is now a significant component of New Zealand history, culture and identity,” says Antony Harris.

The stamps will be available from Wednesday 1 September 2021, while additional stamp-related collectables will be released between October and December 2021.

Legal tender commemorative coins issued in partnership with the Reserve Bank of New Zealand will be available between October and December 2021.

More on Sacha Lees at www.sachalees.com. Interviews with Sacha available, please contact mediar@nzpost.co.nz to book interviews.

Source: [New Zealand Post](#)



PostNL and trade unions conclude agreement on new social plan

31-08-2021

PostNL and the trade unions FNV, Bond van Post Personeel (BVPP) and CNV have reached an agreement on a new social plan with the consent of their members. The social plan will take effect on 1 September 2021 and will end on 31 August 2024. The plan applies to all employees covered by the PostNL collective labour agreement and contains the agreements that will apply in the event of a reorganisation at PostNL.

Herna Verhagen, CEO of PostNL: 'I am happy that the members of the trade unions have agreed to the plan and that we have reached an agreement with all parties involved. PostNL continues to adapt to all the developments in the postal and parcel market. Digitalisation is playing an increasingly important role in this respect. That is why we continue to adapt and innovate PostNL. The social plan is primarily aimed at encouraging our colleagues, many of whom have been with us for years, to keep developing themselves. This creates opportunities and more security in times of change.'

From job to job

An important part of the social plan is the transfer bonus. This bonus is intended to encourage colleagues to continue their development and, for

example, to switch to another job within one of PostNL's growing divisions. Employees who qualify for this can receive a bonus of up to €3,500. To maintain their chances in the labour market, PostNL employees can also use the counselling provided by Mobility, PostNL's mobility programme. They will then receive very intensive job-to-job counselling. New is the training budget of a maximum of €2,500.

Senior staff scheme

It has also been agreed that employees can make use of a voluntary senior staff scheme. This scheme allows an employee to retire early if they reach state pension age within five years and have been employed by PostNL for at least 25 years.

Source: [PostNL](#)

Omniva business customer support units merge into one

27-09-2021

From 1 September 2021, Omniva's business customer support units for parcel and postal services will merge to offer you more convenient customer service.

This means that in the future all your questions regarding postal and parcel services will be answered by your personal client manager or a general business customer support unit.

From 1 September 2021, our business customer support unit will answer all your questions.

Source: [Omniva](#)



IPC launches Domestic E-commerce Shopper Survey

02-09-2021

IPC recently completed the Domestic E-commerce Shopper Survey 2021. This survey of 8,119 consumers in 10 countries was carried out in June 2021, with reports written in July.

Survey respondents provided details on their most recent online purchase from an e-retailer based in their own country. This included such information as product characteristics, delivery cost, the tracking experience, delivery speed, parcel returns and consumer satisfaction with all key stages of this delivery experience. Respondents also answered questions about their preferences for several

delivery-related topics, such as sustainable delivery.

Participating posts can use the survey findings to better understand the e-commerce market and to inform business decisions related to operations, strategy, marketing and communications.

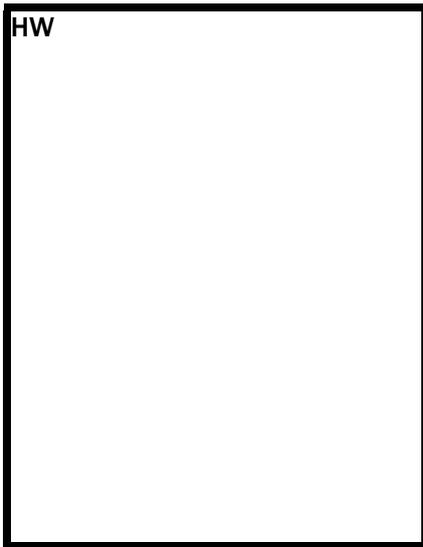
Click [here](#) to access the Survey reports. The reports are available to member posts who have signed up to the service.



Message from Holger Winklbauer, IPC's CEO

02-09-2021

On the occasion of the first edition of the YourIPC newsletter after the summer break, I would like to share with you some thoughts about the main developments of the year so far, as well as the future perspectives for the postal sector and IPC.



First of all, I'd like to say that the biggest success for our member posts and the postal sector as a whole over the past 18 months has been their resilience. Posts across the world have adapted to the situation and played an essential role

for society: when countries around the world were in lockdown, posts were still bringing essential mail and goods to every household. As a result, the perception of the posts' critical role has improved. As far as IPC is concerned, the COVID-19 crisis is taking much longer than expected, but we have continued to provide our services despite the challenges in order to support the posts in these difficult times.

Secondly, the current context is challenging for the postal sector, as mail volumes are decreasing and

e-commerce is booming. Posts have proactively responded to the rapidly increasing e-commerce volumes. Nevertheless, the market is more and more attractive for other players too. The competition is making strong headway in the e-commerce delivery market. Posts need to make sure they respond to the demands of e-retailers and consumers.

What does that mean concretely? The e-commerce market will continue to grow. This growth will bring plenty of business opportunities for the posts and other delivery companies, but also for IPC as the partner of the postal sector. Focus should be put on both increasing capacity and developing features to address new consumer demands. IPC is supporting posts both by monitoring and analysing the market needs and by developing the business offerings that will help the posts responding to those needs. All we need is to stay on our toes, see the opportunities and make it happen in close cooperation with our members.

For IPC, key priorities in the second half of this year will include the further increase of volumes going through INTERCONNECT as the set of standards for cross-border e-commerce delivery. The other key priority will be the further roll-out of the Postal Delivery Duties Paid (PDDP) service. This is the key instrument which will allow posts to play an important role in cross-border e-commerce delivery.



Temporary pause on Parcel Post for online retailers

02-09-2021

Due to the ongoing impacts of COVID in NSW, ACT and VIC Australia Post is temporarily pausing our Parcel Post collections from eCommerce retailers in those jurisdictions for three days from 7am Saturday 4 September until 7am Tuesday 7 September, to help manage the record volumes in parts of our network and return them to a safe and manageable level.

Australia Post currently has 500 people in necessary self-isolation, placing increased pressure on our network, while we also manage flight restrictions, temporary facility closures, and parcel volumes as high as our Christmas peak period.

Only our standard Parcel Post service is impacted, with Express Post, Premium, Startrack Express and letters, to remain unchanged across our network.

There is no impact on Post Offices, which remain open for all usual business including collecting carded parcels.

Items lodged at Post Offices and Standard Post Boxes will also continue to be collected for processing and collections in all other States remain the same.

Deliveries will continue across the weekend and parcel processing continues, as our people deliver record amounts of parcels to Australians.

We sincerely apologise to our customers for the inconvenience.

Source: [Australia Post](#)



FedEx and Salesforce Partner to Deliver Fast and Easy Shipping, End-to-End E-commerce and Supply Chain Management

14-09-2021

Today, FedEx (NYSE: FDX) and Salesforce (NYSE: CRM) announced a new, multi-year partnership that integrates Salesforce Commerce Cloud and Salesforce Order Management with innovative capabilities from FedEx and ShopRunner, its e-commerce platform and subsidiary.

E-Commerce growth is putting pressure on retailers to ensure great customer experiences while keeping up with growing demand. Also, retailers have to manage multiple, complicated inventory management systems to fulfill orders and process returns while struggling to reach their customers in a crowded e-commerce ecosystem. With Salesforce and FedEx, companies now have a single platform that helps remove the complexity and protect the customer experience.

“Brands and merchants have to move quicker than ever to meet their customers’ expectations,” said Claude Russ, COO of FedEx Dataworks and CEO of ShopRunner. “With the combined power of Salesforce and FedEx, we will provide them the speed, control and economics they need to help them exceed those expectations. From optimizing their inventory management and fulfillment operations, to faster delivery and attracting new buyers, together we’re helping change the game so brands and merchants can have greater control over the links of their supply chain and increase their competitiveness.”

“We are in a world of commerce anytime and anywhere,” said Lidiane Jones, EVP & GM, Salesforce Commerce Cloud. “Commerce Cloud and Order Management let companies sell wherever their customers shop and fulfill on any channel. Pairing that with FedEx’s logistics capabilities lets us deliver an even faster, easier, and cost-efficient experience for our customers. Now, retailers can better meet shoppers’ two-day shipping expectations without accumulating extensive costs, or sacrificing their time or brand.”

Bringing together Salesforce Commerce Cloud with ShopRunner and FedEx will redefine how brands and merchants manage the e-commerce journey from promotion and purchase to delivery and

returns — delivering a fast and easy end-to-end shopping experience. Companies can harness the power of Salesforce’s trusted Commerce Cloud, Salesforce Order Management and Einstein AI technology to quickly innovate, automate processes, and drive demand with deeply personalized digital commerce experiences at scale. With FedEx data-driven supply chain insights, comprehensive shipping network and ShopRunner e-commerce capabilities, companies can optimize and extend the post-purchase journey.

Through this partnership, companies can leverage next-generation intelligent supply chain and fulfillment capabilities to optimize their e-commerce operations. With an integrated platform to run some of the most essential parts of their business independently, companies will be able to unify the customer journey to help drive new demand and increase conversion on their owned channels, which can help in reducing reliance on third parties and preserving time and money.

With FedEx and Salesforce, companies can expect:

Increased Loyalty and Customer Lifetime Value: Access to millions of high-value shoppers actively purchasing through ShopRunner’s platform, offering Salesforce merchants a pool of loyal consumers.

Early Network Insights: Advanced insights to help merchants provide their customers with more precise information on when their purchases will arrive.

Supply Chain Optimization: Access to tools that optimize transportation and fulfillment, deepen supply chain intelligence, simplify shipping, manage costs, and take control of their business throughout the supply chain.

With FedEx and Salesforce, end-users can expect:

Two-Day Shipping: The option of two-day shipping from the brands they love.



Easy Returns: An easy return process backed by FedEx with services like label-less returns, access to return-packaging at FedEx locations, easy drop-off and more.

Real-Time Order Visibility: Enhanced insights into delivery dates and times on the product detail page, in the shopping cart, and throughout the delivery journey to increase confidence and peace of mind

on when orders will arrive.
Availability & Pricing

The first solution from FedEx and Salesforce is expected to be available to customers in the U.S. in Spring of 2022. Pricing will be announced at the time of general availability.

Source: [FedEx](#)



FedEx Delivers Critical COVID-19 Aid to Indonesia

14-09-2021

FedEx Express, a subsidiary of FedEx Corp. (NYSE: FDX), and one of the world's largest express transportation companies, delivered a shipment of 15 pallets carrying COVID-19 swab kits and personal protective equipment to Jakarta, Indonesia.

The critical relief aid arrived in Jakarta on September 14 from New York, USA. These lifesaving medical supplies were coordinated through a collaboration with the US-ASEAN Business Council Institute, the American Indonesian Chamber of Commerce and the Global Task Force on Pandemic Response, a public-private partnership organized by the U.S. Chamber of Commerce and supported by the Business Roundtable to provide a unified platform for businesses to mobilize and deliver resources to assist COVID-19 efforts in areas of the highest need around the world.

"We are honored to be part of this larger mission to combat COVID-19 in Indonesia. FedEx feels a responsibility to help during times like this, and we are fully committed to delivering vaccines and other critical aid where it's needed most. As we monitor the developments all around the world, we will continue seeking ways to help the local communities through our expertise and extensive

network," said Kawal Preet, president of the Asia Pacific, Middle East, and Africa (AMEA) region at FedEx Express.

FedEx has moved more than 325 metric tons of personal protective equipment between January 2020 and August 2021 to help support healthcare workers and communities in Indonesia.

The shipment of these lifesaving supplies is consistent with the company's FedEx Cares 50 by 50 goal to positively impact 50 million people around the world by the company's 50th anniversary in 2023. Through the FedEx Cares "Delivering for Good" initiative, FedEx lends its global network and unparalleled logistics expertise to organizations with mission-critical needs and helps communities before, during and after crises. Learn more about FedEx Cares Delivering for Good initiative here.

Source: [FedEx](#)



The scope for price increases for postage of Deutsche Post almost halved

06-10-2021

The Federal Network Agency today published the intended decision in the so-called price cap procedure for the charges of Deutsche Post AG for 2022. With the decision, the benchmarks for changes in charges for single letters are e.g. standard letter, postcard, compact, wholesale Maxibrief as well as additional services such as registered mail, cash on delivery, value delivery, etc.

"The intended decision gives Deutsche Post scope for moderate price increases for private customer postage over the next three years," said Jochen Homann, President of the Federal Network Agency.

Composition of the scope for price increases
The Federal Network Agency determined a price increase rate of 4.6 percent. Deutsche Post can distribute this freely to the products included in the price cap. The new price level results from the difference between the inflation rate of 3.25 percent and the productivity rate, which is to be set at -1.35 percent.

The price change rate of 4.6 percent determined in this procedure is well below the previous price period, which was 8.86 percent.

In addition to the granting of a lower profit margin, the low scope for price increases results primarily from the decrease in the costs to be borne by the price cap that Deutsche Post incurs for the provision

of the universal service and for the provision of its civil servants.

Deutsche Post may, under certain conditions, distribute costs that other mail and parcel service providers do not incur across the various product groups. This time, the parcel area is making a particular contribution to covering the load and thus relieving the burden on the mail area. The main reason for this is the extremely positive economic development for parcels.

Deutsche Post AG can only adjust the prices for the individual products after the final price cap decision has been announced. For the standard letter or postcard they have to be submitted to the Federal Network Agency for approval. The prices will be approved if they are within the framework specified by the price cap decision.

Source: [bundesnetzagentur](https://www.bundesnetzagentur.de)

PRC Issues Advisory Opinion on USPS Proposal to Change Service Standards for First-Class Package Service Nationwide: Plan lacks demonstrable evidence

29-09-2021

The Postal Regulatory Commission today issued its Advisory Opinion on the U.S. Postal Service proposal to revise service standards for First-Class Package Service (FCPS). (Docket No. N2021-2). The proposal would lengthen service standards by 1 to 2 days for approximately 31.2 percent of FCPS volume and shorten service standards by one day for approximately 4.8 percent of FCPS volume.

This Advisory Opinion is a unique undertaking for the Commission, which has not previously issued an Advisory Opinion on Competitive products. The Commission's oversight over FCPS and other Competitive products is far more limited by law than its oversight over First-Class Mail and other Market Dominant products. While the Postal Service acknowledged in its request for an Advisory Opinion that the universal obligation applies to the FCPS product, decisions regarding Competitive products are, by law, left to the reasonable business judgment of the Governors of the Postal Service. The Governors may establish rates and classes for all competitive products, subject to minimal regulation of price and service quality. With respect to changes in service standards, the Postal Service is required to seek an Advisory Opinion from the Commission; however, the Commission lacks the authority to enforce its advice regarding the proposed changes.

The Commission finds:

The Postal Service's stated goals for the proposal appear reasonable.

The Postal Service assumed factors necessary for successful implementation of the proposal that have not been demonstrated.

It is unclear when the Postal Service plans to realize the full impact of its proposed changes to the service standards. The proposed changes may have a positive impact on the Postal Service's ability to meet its service performance targets. However, the Postal Service does not include a firm estimate for when it will meet its service performance targets, nor does it include any interim service performance targets.

The Postal Service's cost-saving estimates of the proposed changes may be inflated and the proposed changes would not substantially affect the Postal Service's overall financial condition.

Flaws in the Postal Service's transportation model could diminish its reliability. The Postal Service's surface network impact projections and estimated cost changes are potentially inaccurate and unachievable.

The Postal Service has not demonstrated that it is operationally capable of running the complex surface network modeled to support the service standard changes it plans to implement.

Implementing processing and transportation changes prior to peak season may be challenging due to the continuation of the COVID-19 emergency and stress on the logistics industry.

In general, the Commission finds that the proposed changes appear to be consistent with applicable statutory requirements. Nevertheless, the Postal Service has not demonstrated that its implementation of the proposed changes will satisfy the requirements.

Before implementing its plan, the Commission recommends the Postal Service:

Set realistic interim service performance targets to monitor progress towards its longer-term target of 95 percent on time delivery of FCPS.

Develop a rigorous analytical methodology to identify the changes in costs that will result from implementing its plan because the cost savings projected by the Postal Service rely on unproven

assumptions.

Monitor customer satisfaction going forward, particularly for key segments that may be most affected by implementation of its plan.

Engage stakeholders in a continuing dialogue

regarding the effects of implementing its proposed changes and potential mitigation measures due to a number of highly dynamic factors that the Postal Service expects will continue to evolve throughout FY 2022.

Source: [PRC](#)



Posti and the Karjalainen newspaper to continue and develop the early-morning delivery of newspapers

06-10-2021

Early-morning delivery is an important part of the newspaper service, as readers want to receive the newspaper at home during the early morning hours. Publishing houses and newspaper subscribers expect high-quality service from Posti. However, early-morning delivery costs must not become an obstacle to newspaper subscriptions.

The contract extension helps to secure future deliveries. The development of delivery solutions in close cooperation creates the foundation for a sustainable delivery cost trend. Development of the joint use of new delivery solutions and distribution networks better takes into account sustainability matters important to subscribers, Posti and Karjalainen, such as climate targets.

“The long-term partnership between Karjalainen and Posti will continue toward the end of the 2020s. Karjalainen has often been at the forefront of developing delivery solutions, and we expect this trend to continue in the future. At Posti, we want to use our excellent know-how to extend the life cycle

of printed newspapers,” says Kimmo Kauranen, Vice President, Media and Partners, Posti.

“Our first-class strategic partnership with Posti has been very productive, and we wanted to ensure its continuation in the future. We are a prominent publisher and a responsible medium, while Posti is the leading early-morning newspaper delivery operator in Finland,” says Pasi Koivumaa, Editor-in-chief and CEO of Karjalainen.

Posti’s early-morning delivery business has grown in recent years. Posti delivers newspapers seven days a week (depending on the days newspapers are published). Currently, Posti carries out early-morning delivery in the capital region as well as in East Uusimaa, Pirkanmaa, Satakunta, South-Eastern Finland, South Savo, Central Finland, South Ostrobothnia and North Karelia. Posti’s early-morning delivery employs approximately 2,400 deliverers.

Source: [Posti](#)



FedEx Teams Up with Aurora and PACCAR to Test Autonomous Linehaul Technology

23-09-2021

Today, FedEx Corp. (NYSE: FDX) will kick off a collaboration with Aurora - a leading autonomous technology developer - and PACCAR - one of the largest medium-and heavy-duty vehicle manufacturers in the world - to test Aurora's autonomous driving technology in PACCAR state-of-the-art Autonomous Vehicle Platform (AVP) equipped trucks within FedEx linehaul trucking operations. As a first of its kind agreement, the three industry leaders will work together to accelerate the development and scaled deployment of autonomous driving technology in a safe and thoughtful way. This commercial application of Aurora's Driver technology is the latest addition to the FedEx portfolio of autonomous and robotics solutions, as the company continues to experience record delivery volumes.

The exponential growth of e-commerce has accelerated the demand for reliable, efficient transportation and logistics solutions throughout all stages of the supply chain. FedEx believes that continued innovation and automation will improve safety, efficiency, and productivity for the company's more than 560,000 team members as they continue to move the world forward.

"FedEx was built on innovation, and we always anticipate what's next to be future-ready," said Rebecca Yeung, vice president, advanced technology and innovation, FedEx Corporation. "This is an exciting, industry-first collaboration that will work toward enhancing the logistics industry through safer, more efficient transportation of goods and we are pleased to collaborate with other industry leaders - Aurora and PACCAR - on this endeavor."

Earlier this year, Aurora and PACCAR announced a strategic partnership to build and deploy autonomous trucks at scale. This latest collaboration will incorporate the logistics expertise of FedEx to help accelerate the deployment. The three companies will leverage their collective expertise in transportation to advance autonomous technology in linehaul operations.

"As leaders in our respective fields, we have critical and unique perspectives on how to develop and deploy safe, self-driving truck solutions for this industry," said Sterling Anderson, Chief Product Officer at Aurora. "This collaboration allows for the creation of a cohesive and integrated product and service. We believe there is no other credible way to deliver this complex and valuable technology at scale."

"Deepening our relationship with Aurora and FedEx to optimize one of our most important customer networks on PACCAR AVP equipped trucks is a significant and special milestone to deliver this technology at scale," said John Rich, PACCAR chief technology officer.

This is an industry-first three-way collaboration between a logistics provider, autonomous technology developer and a truck manufacturer. The pilot begins today and will run along FedEx Dallas-Houston parcel lanes, completing the nearly 500-mile round trip route multiple times each week. The trucks will operate autonomously, with a backup driver for additional safety.

Source: [FedEx](#)



The Swedish NRA (PTS) is initiating an examination on how Postnord measures delivery times for letters submitted for two-day delivery

21-09-2021

The authority has previously examined Postnord's introduction of the new delivery model - every other day - in the Malmö terminal area.

PTS then stated that Postnord met the established requirements, but at the same time found that Postnord may not have carried out measurements of all the services concerned. According to the authorisation conditions, the delivery times for domestic letters submitted for two-day delivery must be measured continuously.

Questions to Postnord

PTS now monitors compliance with the requirements for measuring delivery times. The authority therefore requests that Postnord, among other things, reports on which measurements are carried out.

By 7 October 2021, Postnord must have answered PTS's questions.

Source: [PTS](#)



Changes in parcel and freight services for businesses

28-09-2021

In 2021, COVID-19 is still affecting Finland and the transport sector while parcel volumes have grown at a record rate. Under these exceptional circumstances, we have continued to actively develop our services and customer experience: our service network is now wider than ever, and we are still developing it on the basis of regional needs. Our ambitious, science-based climate targets cover both our own emissions and the emissions of our value chain. For example, we already transport more than 10 million parcels a year completely fossil-free using renewable fuels.

Due to rising costs, we will adjust the prices and terms of our services from November 2021 and January 2022.

Price changes in parcel services from November 1, 2021

The contract prices of domestic and international parcel services, additional and installation services as well as pickup and delivery services will go up by 2.9% from November 1, 2021. This does not include the contract prices of Express parcels, which will increase by 0.9%. The price change does not apply to Posti Parcel Baltic.

Price changes in parcel services from January 1, 2022

The parcel services fuel surcharge will be added to the prices of Posti's courier services.

A delivery zone surcharge will be added to Express parcels in accordance with the parcel's destination postal code: EUR 0.5/item for zone 1 and EUR 1/item for zone 2.

The delivery zones for Express parcel postal codes are the same as for Express Freight. See the delivery zones here.

Size changes in parcel services from January 15, 2022

In order to ensure that our deliveries are as high-quality, quick and safe as possible, we are changing the maximum dimensions and weights of our parcel products. With these changes, we are able to improve the safety of our customers and employees, increase our delivery accuracy and ensure that big and heavy items are delivered within the agreed time frame. The biggest items are also easier to receive at the delivery address than at a pickup point.

Sizes for Postal Parcel, Express Parcel, Home Parcel and Customer Return:

- Maximum dimensions 100 x 60 x 60 cm
- The maximum total for the longest side of the parcel and the circumference is 300 cm.
- Maximum weight 25 kg

The size of a Postal Parcel, Home Parcel and Customer Return can be increased with the Oversized additional service:

- Maximum length of the longest side 200 cm
- The maximum total for the longest side of the parcel and the circumference is 300 cm.
- Maximum weight 25 kg

The size of an Express Parcel can be increased with the Oversized additional service:

- Maximum length of the longest side 200 cm
- The maximum total for the longest side of the parcel and the circumference is 300 cm.
- Maximum weight 35 kg

Changes in international parcels from January 15, 2022

Posti Parcel Baltic

- Delivered to a Parcel Locker
- Maximum dimensions 59 x 60 x 36 cm
- Maximum weight 35 kg

The size of a Posti Parcel Baltic can be increased with the Oversized additional service:

- With the Oversized additional service, the parcel will be delivered to the recipient's address.
- Maximum length of the longest side 200 cm
- The maximum total for the longest side of the parcel and the circumference is 360 cm.
- Maximum weight 35 kg

New additional services:

- LQ Process Permit for the following services: Posti Parcel Baltic, Express Business Day (EBD) to Latvia, Lithuania, Estonia and Sweden

Changes in Freight Services from November 1,



2021

The prices of Freight, Express Freight, Home Delivery, freight contract services and regional contract transport will go up by 5.7%.

Changes will be made to the product terms of Freight Services as well as the prices and terms of additional services. In addition, the terms of additional services for Freight Services and Domestic Goods Transport are separated into separate annexes.

Freight fuel surcharge to be updated

A year ago, we combined the fuel surcharges of two freight services, Freight and Express Freight. We now continue to modernize our services by updating the fuel surcharge for our freight services.

Sharp increases in the price of fuel and the transition to alternative fuels have led to a situation where the current fuel surcharge is out of date. We do not expect fuel prices to fall significantly. With this change, we are preparing to take into account the use of various biofuels and electricity as well as future changes in our fleet.

From November 1, 2021, 20 percentage points of the current fuel surcharge will be added to the basic prices of Freight and Express Freight. The new fuel surcharge will be determined so that the total price, which includes the fuel surcharge, will remain the same at the time of the change.

The amount of the fuel surcharge will be reviewed monthly. The new fuel surcharge, which will take effect on November 1, 2021, will be announced in late October 2021.

An example of the total price, including the fuel

surcharge, of freight services in September 2021

Current fuel surcharge

The price of freight for the customer EUR 200 + fuel surcharge 27.12%

Total: EUR 200 + EUR 54.2 = EUR 254.2

New fuel surcharge

The price of freight for the customer EUR 240 + new fuel surcharge 5.93%

Total: EUR 240 + EUR 14.2 = EUR 254.2

Changes in additional services for freight

We have adjusted the pricing and product terms of additional services for freight. Read more about the changes in the updated price list and product terms for additional services.

The Delivery to Specific Location service for freight to be divided into two additional services

Carry in

Carrying packages with a chargeable weight of no more than 35 kg to a specific location, such as a floor or office. It must be possible for only one person to handle the shipment. The shipment may not contain more than 10 packages.

Delivery to Specific Location

Transferring a shipment that is packed on a transport unit to an agreed location that can be accessed directly with a pallet jack or rolltainer. If the agreed location cannot be directly accessed with a pallet jack or rolltainer, the shipment will not be carried further. It must be possible for only one person to handle the shipment.

Source: [Posti](#)



Nationwide Service Performance for USPS

20-09-2021

Our objective was to assess the U.S. Postal Service’s service performance for all mail classes over an 18-month period and determine the most common failure points in the mail flow process. Mail is divided into different categories called “classes,” each having different features, service levels, and postage rates. The Postal Service has service standards for delivering mail in each class after receiving it from the customer. The delivered mail is measured against the service standards and the service performance targets for each mail class to determine the percentage of mail delivered on time.

We analyzed service performance for Priority, First-Class, Periodicals, Marketing, and Bound Printed Matter mail classes. We also reviewed data to identify where in the mail flow process service failures occurred.

Using service performance data for the period of October 1, 2019, through February 28, 2021, we judgmentally selected six mail processing facilities with large numbers of service failures and two with fewer service failures. In April and May 2021, we observed the mail flow process to determine where service failures occurred the most often at the selected facilities. This included observations of mail during processing, transportation in and out of the processing facilities, and delivery at 14 delivery units serviced by those facilities.

Findings

During the period under review, which was greatly impacted by the COVID-19 pandemic, the amount of mail and parcels delivered on time decreased for all mail classes, primarily during the FY 2021 peak mailing season (from November 2020 – January 2021). During February and March 2021, the amount of mail delivered on time improved by 6 percentage points, but [redacted], in part due to weather impacts of major winter storms. We analyzed Informed Visibility data to determine where the largest failures in the mail flow process for letters and flats were occurring and found that most pieces failed in the transit phase of the mail cycle, followed by the last mile phase. The third largest number of failures was categorized as “Unable to Assign.” During our site visits, we found increased parcel volume, challenges with transportation of mail, and low employee availability affected the Postal Service’s ability to process, transport, and deliver mail and parcels timely.

Service Performance

The Postal Service only met service performance targets for three of 33 products in FY 2020. The worst performance was between October and December 2020, when the amount of letter and flat mail (First-Class, Marketing, Periodical, and Bound Printed Matter) delivered on time was 81.9 percent, which was between 8.1 and 14.1 percent below targets. Likewise, the number of parcels (First-Class and Priority) delivered on time was [redacted] percent, which were both [redacted] percent below target. In April 2021, the amount of mail delivered on time continued to improve while the volumes started to decline and both trends have continued through June 2021.

On May 6, 2021, the Postal Service Board of Governors decreased service performance targets for most of its mail classes from 2.8 to 26.6 percent. The Postal Service stated this was done to ensure the targets were meaningful and to account for the ongoing and unprecedented impacts of the COVID-19 pandemic.

Most Common Failure Points

We reviewed data on where service failures occurred the most often during the mail flow process and identified the associated root causes during our site visits:

Letters, Flats, and Parcels were not processed at the destinating facility on-time due to transportation and facility processing delays. We also saw a large number of non-machinable parcels and not enough staff available to process them on time. Further, the facilities did not always process mail in a first-in first-out order to ensure timeliness. Parcels were received from customers but not



processed at the originating facility on-time due to insufficient processing capacity and a Postal management directive to focus on Priority mail over First-Class parcels.

Parcels were misrouted to incorrect facilities due to mechanical and human error.

Letters, Flats, and Parcels were processed on-time to meet delivery standards but were not delivered on time because mail was not consistently sorted for the carriers when it arrived at the delivery unit. These common failure points were exacerbated by the overarching challenges experienced by the Postal Service throughout the COVID-19 pandemic, including increased parcel volume, lack of available transportation, and low employee availability.

Increased Parcel Volume

Increased parcel volume during each peak season [redacted] sort, transport, and deliver parcels and other mail. However, the increase in parcel volume was much greater and for a longer period of time during the FY 2021 peak mailing season due to the COVID-19 pandemic.

From October 2020 to March 2021, the Postal Service processed over [redacted] incoming and outgoing parcels, an increase of almost [redacted] percent compared to the October 2019 to March 2020 period. Some processing facilities experienced an even greater increase, with 61 of the 148 parcel processing facilities having a [redacted] percent or higher increase in parcel volume. The four parcel sites selected for review ranged from a [redacted] percent to a [redacted] percent increase in parcel volume from October 2020 to March 2021 when compared to October 2019 to March 2020. Management explained the unexpected increase in parcel volume created a shortage of floor space leading to operational gridlock in many locations. Management also said the increase in parcel volume exceeded the available capacity of air and surface transportation.

Transportation of Mail

Our data analysis showed late processing, air delays, and limitations in air carrier capacity as the root causes for late trips on both air and surface transportation. Our site observations supported the transportation failures identified in our data analysis.

Historically, commercial airlines carried an average of [redacted] percent of the First-Class air network volume. Due to the COVID-19 pandemic, the Postal Service lost over 50 percent of this capacity. To keep the mail moving, the Postal Service turned to its existing air partners (FedEx and UPS) and also began shifting some of its Priority and First-Class parcel volume from air to surface transportation in May 2020. Even with these mitigation strategies, we found the following transportation challenges affected service performance from October 1, 2019, to March 31, 2021:

Over 736 million mailpieces were delayed due to air capacity issues or commercial air delays.

26 percent of all surface transportation trips arriving at processing facilities were late.

14 percent of all surface transportation trips leaving processing facilities were late.

Employee Availability

Average employee availability at all facilities nationwide declined from October 1, 2019, through March 31, 2021. Specifically, the average employee availability decreased from 78.35 percent in 2019 to 77.14 percent in 2020 and has continued to decline in the first three months of 2021, averaging 75.64 percent.

During our site visits, we observed a lack of employee availability at mail processing facilities, in transportation networks, and at delivery units. The limited employee availability was due to employees using sick leave, emergency sick leave, dependent care leave, emergency paid leave, leave without pay, and being absent without leave during the COVID-19 pandemic. The lack of experienced employees to sort, distribute, and deliver the mail contributed to service performance failures. It also resulted in mail not processed or staged timely, empty mail transport equipment not removed which caused congestion on the floor, and some areas being unstaffed or understaffed due to mail handlers being moved to other machines.

Lack of employee availability impacted the Postal Service's ability to meet service standards during the duration of the COVID-19 pandemic. We discussed employee availability with local management at each site and confirmed it as a root cause for their low service performance scores and



found some facilities were impacted more than others.

Best Practices

During our site visits, we observed the best practices related to the timely processing of mail. In the sites with fewer service failures, we saw:

Increased daily discussions with the local processing, transportation, and delivery management components to communicate projected volumes and previous day's issues.
Implementation of programs to increase employee engagement.

Updated dock signage to enable employees and drivers to easily locate and stage the mail.

Training for employees on proper staging and sequential processing to aid in locating, staging, and processing mail.

If implemented at facilities nationwide, these best practices may improve service performance.

Actions to Address Service Issues

On March 23, 2021, the Postal Service issued, *Delivering for America*, its Ten-Year Plan (Plan) for achieving financial sustainability and service excellence. The Plan outlines the challenges facing the Postal Service and its strategies to improve service performance. It also identifies the main causes for declining service as high parcel volume, a lack of available transportation, and low employee availability.

The Plan also notes that the Postal Service has not met First-Class Mail service performance targets since FY 2012. The Plan proposes to modify the existing service standards for First-Class Mail Letters and Flats from a current 1-to-3-day service standard (for mail being delivered within the continental U.S.) to a 1-to-5-day service standard to allow additional time for transporting mail long distances. The Plan also proposes to adjust service standards for First-Class Parcels to enable more parcels to be moved via ground transportation rather than on air transportation.

Source: [USPSOIG](#)



Despite Weather and Labor Challenges, USPS on Track for a Fourth-Quarter Improvement in Service Performance Ahead of Peak Season, New First-Class Service Standard

23-09-2021

The U.S. Postal Service reported updated fiscal fourth quarter service delivery performance that showed steady improvements versus the third quarter ended June 30 for all First-Class, Marketing and Periodical mail categories, as the agency has worked to overcome challenges from recent storms and continues to recruit thousands of employees for the upcoming holiday peak season.

Quarter-to-date service performance data for July 1 through Sept. 17 included:

First-Class Mail: Delivered 88.3 percent of First-Class Mail on time against the USPS service standard, an improvement of 0.8 percentage point from the third quarter.

Marketing Mail: Delivered 92.5 percent of Marketing Mail on time against the USPS service standard, an improvement of 1.5 percentage points from the third quarter.

Periodicals: Delivered 82.2 percent of Periodicals on time against the USPS service standard, an improvement of 3 percentage points from the third quarter.

Service performance in recent weeks has been affected in markets impacted by Hurricane Ida and ongoing employee availability challenges posed by COVID-19.

Delivering for America, the Postal Service's 10-year plan for financial sustainability and service excellence, seeks to meet or exceed its goal of 95 percent on-time service performance for all mail and shipping product delivery based on standards as all elements of the plan are implemented.

Service performance is defined by the Postal Service from the acceptance of a mail piece into our system through delivery, measured against published service standards.

The Postal Service continued preparations for the higher delivery demands of the 2021 holiday peak season this week. Ongoing efforts have included a national drive to hire delivery and plant personnel that is expected to result in an additional 40,000 seasonal hires by year-end, the leasing of 7.5 million square feet of additional space across more

than 40 multiyear annexes where we are experiencing year-round space constraints due to parcel growth, and the installation of new processing equipment to accommodate higher volumes reflecting customers' delivery needs. Since April, the Postal Service has installed 65 of 112 new package sorting machines, reflecting the Delivering for America plan's \$40 billion of planned investment over ten years. Additionally, more than 50 package systems capable of sorting large packages are expected to be deployed prior to December. 4.5 million additional packages can be sorted each day utilizing newly deployed package sortation equipment.

Recent machine installations have occurred in Richmond (VA), Dallas (TX), Little Rock (AR), Pittsburgh (PA), Syracuse (NY), Ybor City (FL), Kansas City (MO), Harrisburg (PA), Little Rock (AR), Santa Barbara (CA), Jacksonville (FL), Chicago (IL), Lehigh Valley (PA), Anchorage (AK) and Cincinnati (OH).

New Service Standards for First-Class Mail and Periodicals Beginning Oct. 1

On Oct.1, the Postal Service will implement new service standards for First-Class Mail and Periodicals. These new service standards will increase delivery reliability, consistency, and efficiency for our customers and across our network.

Most First-Class Mail (61 percent) and Periodicals (93 percent) will be unaffected by the new service standard changes. Standards for single-piece First-Class Mail traveling within a local area will continue to be two days.

The Postal Service will increase timeâ€¦inâ€¦tr



standards by 1 or 2 days for certain mail that is traveling longer distances. By doing so, the Postal Service can entrust its ground network to deliver more First-Class Mail, which will lead to greater consistency, reliability, and efficiency that benefits its customers.

The service standard changes are part of our balanced and comprehensive Delivering for

America Strategic Plan and will improve service reliability and predictability for customers and enhance the efficiency of the Postal Service network. The service standard changes that we have determined to implement are a necessary step towards achieving our goal of consistently meeting 95 percent service performance.

Source: [USPS](#)



Village delivery of express parcels launched in China

03-09-2021

Recently China Post officially rolled out village delivery service for express parcels in rural areas to effectively safeguard the postal needs of rural residents, which highlights the responsibility of China Post as a state-owned enterprise directly under the central government.

Village delivery of express parcels offers service commitment, targeted at addressees in towns and villages. For village delivery service in such areas, China Post solemnly promises that it will determinedly resist double charges or extra charges for delivery and will ensure that parcels can be delivered to the addresses in administrative villages.

It is said that express parcels with e-shipping label bearing “Express Parcel - Village Delivery” or “No Double Charges, Village Delivery for Village Addresses” are the items that enjoy promised service. If the promised standards are not met, customers can make complaints via the following channels: calling the service hotline 11183 or

complaining on the online service platforms like EMS WeChat Official Account or Mini Program, Alipay Life or the APP of China Post. Once the post is held accountable, the complainant will be properly compensated.

Currently, China Post first launches the service on its ULE.com. Going forward, China Post will continue its efforts to enhance the cooperation with e-commerce platforms in broader areas so that more users in rural areas can enjoy the village delivery service and more people can enjoy greater convenience in express delivery, thereby more people become beneficiaries of the industry.

Source: [China Post](#)



bpost group subsidiary Active Ants opens its next E-fulfilment center of the future in Willebroek

30-09-2021

bpost group subsidiary Active Ants this summer moved into a new-build fulfilment center in Willebroek, where people and robots work alongside each other in a highly efficient setup. Thousands of shipments are prepared for online stores at the state-of-the-art facility. bpost group continues to grow in e-commerce logistics both in Belgium and globally.

The parcel market has yet to peak, despite a record year in 2020. In the first six months of the year, bpost recorded growth of 3% in the Benelux, compared with last year. bpost group is committed to remaining the leading e-commerce logistics provider in Belgium and helping drive the growth of Belgian online stores of all stripes with a wide range of solutions. That's why it has now launched activities at a highly automated E-fulfilment center in Belgium through its Active Ants subsidiary.

Humans and robots working together in efficient, sustainable union

The basis of the warehouse is the Autostore, a unique system where goods are stored in a very condensed way in bins. About twenty special storage robots drive on top of the bins over a grid and pick up the bins one by one, depending on the orders. The robots then bring these bins to the employees at the filling stations, also called picking stations. This goods-to-person system has a very small footprint. The system stores up to six times more goods per square meter and the robots generate their own energy, minimizing the use of mains power.

“So storage, order picking, packing and sorting are completely automated. Employees form an efficient team with robots for the order picking. The return flow and the receipt of goods continue to be processed manually,” says Jeroen Dekker, managing partner at Active Ants. “This mechanization leads to greater efficiency, high quality and a pleasant work environment for our

employees. The setup is unique in the world.”

Environmentally friendly, with the human touch

A box sealing machine with integrated printer has been specially designed for Active Ants. This means that personalized printed boxes can be made for every sender. “This unique functionality allows us to create personalized packaging for not just large but now also for small online stores,” says Gert Hellemans at Active Ants Belgium. “There is no longer any need to keep hundreds of pallets of preprinted boxes. That cuts customer costs and further shrinks the footprint,” Hellemans says.

International e-commerce logistics is one of the drivers of growth at bpost group

The opening of the new Active Ants fulfilment center in Willebroek, and later this year another in Germany, brings the total number of bpost group fulfilment centers in Europe up to 11. There are four Active Ants sites (in the Netherlands, Belgium and Germany) and seven Radial sites in Europe, including in Belgium, the Netherlands, the UK, Italy and Poland, and Germany. A Radial site opened in Belgium this summer at the same site of the other subsidiary, Dynalogic, in Boom. Here, Radial focuses on larger online stores and offers bespoke fulfilment services, while Active Ants provides automated fulfilment services to small online stores, which also mainly sell smaller products. Together they form a network of centers close to customers, bpost group's response to the increasing demand for logistics services from e-commerce companies.

Source: [bpost](#)



Posti predicts a record-breaking parcel season for the rest of the year: Saturday deliveries to be launched in more than 100 delivery areas

29-09-2021

Posti predicts record-breaking parcel traffic for the rest of the year. Up to 2 million parcels will be delivered to Finns during the busiest week. Saturday deliveries, usually available in 12 areas, will be extended to more than 100 areas in stages from next Saturday, October 2. Saturday deliveries will continue until Christmas to make parcel traffic more efficient.

“E-commerce continues to grow and the changes in consumer behavior seem to be permanent. We are preparing for a record-breaking end-of-the-year season that will even exceed last year’s figures by starting Saturday deliveries well in advance,” says Tommi Kässi, Vice President, Parcel and eCommerce, Posti.

“Many of us like to shop on Saturdays, and the ability to pick up our online shopping at the same time makes life much easier. Weekend deliveries also allow online retailers to improve their delivery speed and customer satisfaction rates.” Of all online store orders, 62% delivered to parcel lockers are picked up during the same weekend. Posti encourages its customers to pick up their parcels as quickly as possible to make room for incoming items.

Sunday parcel deliveries start on Black Friday

E-commerce is particularly boosted by Black Friday, taking place on November 26. On Black Friday,

Posti will start delivering parcels to the most popular pickup points seven days a week. E-commerce parcels will be picked up and delivered to recipients on four Sundays: November 28 and December 5, 12 and 19. The seven-day parcel delivery covers around half of the entire population in Finland. In addition to the capital region, Sunday deliveries cover Jyväskylä, Kuopio, Lahti, Oulu, Pori, Seinäjoki, Tampere and Turku.

Posti started planning for the end-of-the-year peak season at the beginning of the year. The company has been building a more extensive Retail Network throughout the year, opening 5–10 new sets of parcel lockers each week. There are now 400 more parcel lockers than a year ago. In addition to new parcel lockers, Posti is preparing for the peak season by increasing shelf space in existing service points, introducing more pop-up pickup points and increasing the number of personal service points. Posti now has nearly 3,300 service points.

Source: [Posti](#)



Temporary pause on eCommerce pickups for Parcel Post and eParcel in Greater Melbourne Metro

28-09-2021

Due to the ongoing impacts of COVID together with record volumes through the network, Australia Post is temporarily pausing pickups, collections and business lodgements for eCommerce retailers in Greater Melbourne Metro only for five days, from 12.01am Friday 1 October to 12.01am Wednesday 6 October.

With parcel volumes at Christmas levels, our network continues to be under increased pressure, and is amplified in Victoria where we continue to manage a heavily reduced workforce due to the impact of the Delta strain.

The temporary pause will help manage the record volumes being experienced in the network and importantly return them to a level that is safe and manageable for our people. The safety of our people is our highest priority, one which we will not compromise on. The impact is on our standard Parcel Post and eParcel Service for Greater Melbourne Metro only.

Our Express Post, Startrack Premium, Startrack Courier, Startrack Express and letters services will remain unchanged across our network. Post Offices will remain open for all usual business including

collecting carded parcels and lodgement of parcels. Items lodged at Street Posting Boxes will also continue to be collected for processing and collections in all other States remain the same.

Deliveries will continue including on weekends and parcel processing continues, as our people deliver record amounts of parcels to Australians.

Australia Post currently has more than 200 people in Melbourne in necessary self-isolation, placing increased pressure on our network, while we also manage flight restrictions, temporary facility closures, and parcel volumes as high as our Christmas peak period.

We sincerely apologise to our customers for the inconvenience.

Source: [Australia Post](#)



Swiss Post acquires SwissSign Group Ltd.

04-10-2021

Swiss Post has acquired SwissSign Group Ltd. with effect from 1 October 2021. The company will now become an independent subsidiary of Swiss Post Group. Swiss Post had previously held a 17 percent stake in the Swiss joint venture. SwissSign Group Ltd. offers digital services such as SwissID, certificate and signature solutions. The services provided by SwissSign boost the range of digital services available, and, in turn, support Swiss Post's new strategy. Swiss Post is establishing itself as a trustworthy partner for people, companies and public authorities in the area of secure data transmission. The acquisition will provide it with key expertise and well-established solutions in the area of digital identity. As a government-related entity, Swiss Post is creating the conditions that will allow it to offer Switzerland, the cantons and citizens a secure digital identity if required.

Swiss Post has decided to increase its stake in SwissSign Group Ltd. from the previous 17 per cent, and to acquire the company in full. SwissSign Group Ltd. was founded in 2018 and was previously a joint venture between Swiss Post, other enterprises affiliated with the Confederation and various financial institutions and insurance companies.

Its services include:

Identities: issue of SwissID, which allows secure login to online services

Certificates: issue of certificates, which allow encrypted and secure online communication and forgery-proof signing of documents

Signatures: legally valid signing of documents and uploading of documents via the SwissID App

The services form the basis for the simple, secure use of online services provided by public authorities and companies.

SwissSign is a good fit for Swiss Post's new strategy. To enable customers to use online services from companies and public authorities easily and securely, services are required for secure digital identification, authentication and, depending on the context, also for legally valid digital signatures. These are precisely the areas where SwissSign Group Ltd. operates. With its range of services, the company is a good fit for Swiss Post's strategic focus, in particular for the strategy of the new Communication Services business unit. "For Swiss Post, SwissSign's services play an important role in offering solutions that enable simple, secure and efficient digital interaction between individuals, companies and public authorities," says Nicole Burth, Member of Executive Management and head

of the Communication Services business unit.

SwissSign Group already offers the proven, secure login to all Swiss Post online services. Today, over 1.6 million customers use this login. Swiss Post wants to keep this access – the digital gateway to the "yellow world" – in its hands in future and develop it further. It means Swiss Post will also continue to offer people and companies a Swiss solution for identity, certificate and signature services as an alternative to international or private market participants.

Securing digital identity expertise

In its "Swiss Post of tomorrow" strategy, Swiss Post assumes the role of a trustworthy, independent intermediary between the physical and digital worlds – including in the area of increasingly digital communication between public authorities and citizens. As an enterprise affiliated with the Confederation with a strong nationwide presence, Swiss Post is the natural choice for this type of service.

"It means Swiss Post is also actively involved in the discussions surrounding an electronic identity," says Roberto Cirillo, CEO of Swiss Post. "We want to develop today's mostly physical public service, make it fit for the future, and digitize it. If the Confederation, cantons and citizens want an enterprise affiliated with the Confederation to be part of the future e-ID solution, we'll be ready to provide it."

SwissSign Group Ltd. will become an independent subsidiary of Swiss Post Group. Swiss Post will position SwissSign Group Ltd. with an eye to the future and continue to develop it sustainably. This

means that it will invest in the coming years in the existing business areas in which SwissSign Group Ltd. operates to ensure that the company can grow successfully. As the online market continues to grow, secure digital identities are now vitally

important to people and businesses in Switzerland. SwissID will therefore remain one of the primary services provided by SwissSign Group Ltd.

Source: [Swiss Post](#)



Swiss Post launches Switzerland's first crypto stamp

04-10-2021

On 25 November, Swiss Post is launching the Swiss Crypto Stamp - the first stamp of its kind in Switzerland. The crypto stamp consists of two parts. While it is a physical stamp worth 8.90 francs, every crypto stamp also has a related digital image. This digital image shows one of 13 possible designs, is stored in a blockchain and can be collected, exchanged and traded online. With the Swiss Crypto Stamp, Swiss Post is bridging the gap between the physical and digital worlds in philately, too.

Swiss Post issues around 50 different new stamps each year. These stamps feature a wide variety of designs, are made from different materials and even come in various forms. On 25 November 2021, Swiss Post will launch a very different type of stamp, representing a milestone in Swiss stamp history – the Swiss Crypto Stamp, the first of its kind in Switzerland. The launch will enable Swiss Post to bridge the gap between the physical world of stamps and the digital crypto-universe.

At first glance, the Swiss Crypto Stamp looks like any ordinary stamp. It is self-adhesive, shows the Matterhorn and the moon on a blue background, and has a face value of 8.90 francs. Owners can use it to frank postal items just like any other stamp. But the actual crypto stamp is digital. and it is a digital collector's item. Every physical Swiss Crypto Stamp provides access to a digital stamp stored in a blockchain.

Digital stamps for collecting, exchanging and trading

When purchasing a Swiss Crypto Stamp, customers

don't know which digital design is linked to it. Buyers only discover what the digital twin of their physical stamp looks like when they go online. This is accessed via a QR code printed next to the physical stamp. By scanning this code, customers can view their digital crypto stamp online. What is remarkable is that the digital crypto stamps come in 13 different designs. Some are more common, while others are much rarer and more coveted. There are 65,000 copies of the most common digital design, but just 50 of the rarest. One thing is clear: the Swiss Crypto Stamp means collecting, exchanging and trading stamps has gone digital, too.

The Swiss Crypto Stamp is being launched on 25 November 2021 in an issue of 175,000. Switzerland's first crypto stamp will be available from this date at selected Swiss Post branches. It can be ordered at all Swiss Post branches and online at www.postshop.ch.

www.swisspost.ch/crypto-stamp

Source: [Swiss Post](#)



DHL and leading e-commerce platform PrestaShop unveil new strategic partnership

04-10-2021

Deutsche Post DHL Group announced its strategic partnership with PrestaShop, a rising global player in e-commerce software and leader in the European and Latin American markets. As the growing web shop's global partner in e-commerce fulfillment, DHL is poised to bolster its world-wide presence by engaging PrestaShop's approximately 300,000 participating merchants via joint promotional events and an intuitive pre-installed DHL fulfillment app, seamlessly integrated into PrestaShop merchants' back-offices.

"Our DHL fulfillment app will be a highly visible and cohesive aspect of the merchant's PrestaShop experience. Implementing quick and intuitive customer tools for e-commerce fulfillment like this one demonstrates once again DHL's commitment to putting the customer experience at the center of the logistics industry's digitalization journey, and is also a key element of our Strategy 2025," explained Katja Busch, Chief Commercial Officer DHL.

Merchants will benefit from DHL's extensive global logistics network and e-fulfillment know-how to realize customers' orders. The partnership is set to expand further in the near future to include additional DHL service offerings.

"The DHL fulfillment module provides easy access for small entrepreneurial and medium sized businesses to the DHL Supply Chain fulfillment capabilities. With our European Fulfillment Network, we can provide on-demand fulfillment across any of our 30 strategically placed warehouses, covering all key European markets. This gives customers access to a state-of-art distribution network ready to support their international growth - now with a

standardized and fully tested IT integration with PrestaShop," highlighted Hendrik Venter, CEO DHL Supply Chain for Europe, Middle-East and Africa.

Alexandre Eruimy, CEO of PrestaShop, added, "We are thrilled to embark on this partnership with DHL and look forward to working even more closely with them. As our global logistics partner, DHL brings its international experience and network to our community. This will take PrestaShop's merchant and consumer experience to the next level in the coming years."

The agreement sets up a comprehensive plan for enhanced marketing and events to promote the benefits the exclusive partnership generates for merchants and customers around the world. In addition, DHL will be sponsoring future events such as the PrestaShop Day in Paris in mid-October. With an eye on transparency and generating fresh prospects, DHL will also connect regularly with PrestaShop's partner and agency network via webinars and whitepapers.

Source: [Deutsche Post DHL](#)

Significant capacity increase for DHL 2-Mann-Handling with a new location in Reichenbach

29-09-2021

As part of a new collaboration, the logistics company METRO LOGISTICS is taking over the handling of bulky and heavy goods for DHL 2-Mann-Handling at the METRO LOGISTICS warehouse facility in Reichenbach, Thüringen. The additional location complements the central DHL 2-Mann-Handling warehouse in Ludwigsau, delivering significantly more goods handling capacity for the DHL 2-Mann-Handling network.

"Since the start of the coronavirus pandemic, many more people have been ordering their furniture, washing machines or large TVs online. Beyond our central warehouse, we will now focus on a number of distributed hubs so we can expand our network in Germany in a consistent way and win a bigger share of the growing market. This will ensure that we can process the growing number of items as reliably as ever, especially as Christmas approaches," says Katharina Pellmann, Managing Director Commercial & IT at DHL 2-Mann-Handling GmbH.

Thorsten Segal, Chief Operating Officer of METRO LOGISTICS, explains: "Our reorientation from a group logistics provider to a service provider operating on the open logistics market has gone down very well. We are happy that our cross-docking concept is so popular and that we can now count DHL 2-Mann-Handling GmbH as a customer. It was important for us to offer an efficient logistics solution, especially at a time when the online and mail order business is experiencing such strong growth. Our location in Reichenbach is a perfect fit with the existing shipping network of DHL 2-Mann-Handling GmbH, with plenty of room to grow in future."

Working in two shifts, METRO LOGISTICS employees

sort the goods at the Reichenbach location, which occupies an area of about 5,500 square meters. "That means we can increase our daily goods handling capacity by a double-digit percentage," says Beate Seeher, Managing Director Operations, Support and Finance at DHL 2-Mann-Handling GmbH.

DHL 2-Mann-Handling specializes in the transport and delivery of large and bulky goods and has a total of around 400 employees in Germany. Items are sent to more than 30 regional DHL transport center partners across Germany from the central hub in Ludwigsau and, effective immediately, the additional METRO LOGISTICS location in Reichenbach. They are then delivered to the end customer's preferred delivery point at a time arranged in advance by telephone, including installation if necessary.

"In future, we want to integrate further locations into our network in addition to the hub in Reichenbach. This not only creates more capacity for our business customers but also makes our network even more robust and resilient for the future," says Beate Seeher.

Source: [Deutsche Post DHL](#)



Posti's new alternate-day delivery will commence in Espoo and Kauniainen on October 4th

01-10-2021

Posti's new alternate-day delivery will commence in Espoo and Kauniainen on October 4, 2021. We will also notify mail recipients of the start of the alternate-day delivery with a newsletter delivered to homes.

"This summer and fall, our delivery personnel have actively trained for the new delivery model, which is now being implemented for the first time. We wanted to make absolutely sure before launching the system that our new way of working is as successful as possible right from the start. The orientation is also important for our new employees. Labor mobility in the service sector is also a familiar phenomenon for Posti, so we have some free vacancies as well," says Area Manager Hannu Riihimäki.

In the regional alternate-day delivery, mail is delivered by postal code pairs on alternate days.

There will be no changes in morning newspaper delivery; newspapers will still be delivered in the early-morning delivery seven days a week. Day mail can also be delivered in the early-morning newspaper delivery.

"The change may be noticeable to mail recipients in that, in addition to the morning paper, they may receive other mail in time for their morning coffee, such as letters, magazines and advertisements. Items will arrive at the agreed delivery times in accordance with the service agreement between the sending company and Posti," says Riihimäki.

For instance, on week one, we will deliver day mail on Monday, Wednesday and Friday in the 02100 postal code area and on Tuesday and Thursday in the 02200 postal code area. The following week, the delivery days are swapped. The rhythm will repeat in two-week phases.

Universal service items (stamped items) are delivered in accordance with the Postal Act. The alternate-day delivery does not apply to parcel deliveries.

Similar delivery models are already in use in the other Nordic countries, and the goal for us now is to adopt alternate-day delivery as a regional model, initially in Espoo and Kauniainen.

"The new mail delivery model helps to extend the life cycle of printed mail. We can continue to offer traditional services in addition to digital services," says Riihimäki.

What's more, good delivery route planning and renewal of the delivery fleet make it possible to further reduce CO2 emissions. Posti is committed to achieving zero emissions by 2030. The zero emissions goal is in line with the 1.5 degree target of the Paris Agreement.

Source: [Posti](#)



Canada Post and all its bargaining agents launch a joint Environmental Action Plan

14-10-2021

Canada Post and all its bargaining agents are working together to deliver a sustainable future for the country. Today, the five organizations launch their Environmental Action Plan, which outlines ambitious goals for the next decade and beyond.

“Canadians care about the environment, and so do we,” says Canada Post President and CEO Doug Ettinger. “With a presence in every community, and an extensive network built to provide a vital service across the country, Canada Post has a duty to make changes that make a difference. We can play an important role in protecting the environment today and preserving it for future generations.”

The Environmental Action Plan identifies several key environmental goals and how Canada Post will achieve them. It covers four areas:

Climate Action: Canada Post will be Net Zero carbon emissions by 2050.

Zero Waste: Canada Post will reach Zero Waste in its operations by 2030. By 2022, Canada Post will eliminate all unnecessary single-use plastics in events and meetings. It is also working hard to reduce single-use plastics in its operations.

Sustainable Delivery: Canada Post will partner with suppliers and customers to pilot green delivery and packaging solutions.

Employee Engagement: Canada Post will offer all employees the opportunity and resources to help

the company become a greener organization.

“The Environmental Action Plan is a joint call-to-action for Canada Post and its employees,” says Claudia Labonté, UPCE National President. “It is when we all work together that we have the best ideas for how to implement and improve sustainable practices. It is exciting to focus on these important goals.”

Five organizations initiated and committed to the Canada Post Environmental Action Plan: Canada Post; the Association of Postal Officials of Canada; the Canadian Postmasters and Assistants Association; the Canadian Union of Postal Workers; and the Public Service Alliance of Canada – Union of Postal Communications Employees.

In this video, Doug Ettinger and Claudia Labonté share specifics of the action plan.

To find out more about the Environmental Action Plan and how Canada Post plans to deliver a sustainable future, visit canadapost.ca/environmentalplan.

Source: [Canada Post](https://canadapost.ca)



Omniva: Christmas presents from abroad should be purchased early

14-10-2021

Omniva encourages people to order their presents from abroad well in advance of Christmas, as global shopping holidays mean longer international delivery times.

According to Kristi Unt, Member of the Board of Omniva, air transport all over the world has to cope with a huge number of packages due to the global shopping holiday. This means that the delivery time for international shipments may be longer in November and December.

‘All large and popular shopping platforms have now adapted to the changes in VAT in the European Union and now collect taxes at the time of purchase. This makes the shopping and delivery experience much easier and more convenient for the customer because when the package arrives, the logistics company performs the declaration activities and the customer does not have to do anything extra,’ explained Unt. ‘As it is easy for Europeans to order from abroad again, high growth is forecast for the peak e-commerce season. Therefore, we recommend start ordering your presents early this season.’

While the number of international shipments was very low in summer, August and September showed a 20–30% increase in parcel volumes. Internationally, the peak of parcel volumes begins in November and lasts until Christmas. At that time, according to Unt, longer delivery times must be taken into account.

‘For example, the AliExpress platform allows a

maximum delivery time of 60 days. With this delivery time, presents ordered at the end of October may not be delivered by Christmas’, said Unt. ‘At the moment, however, when ordering from the AliExpress platform to Estonia, we recommend using the AliExpress Standard Shipping delivery service, which uses the most direct delivery channels.’ According to Omniva, some shipments from China to Estonia are delivered in a week and a half with this service.

In addition to Asian e-shops, large European e-shops such as Asos and AboutYou continue to be popular. ‘Although many know the former to be a shopping platform in the United Kingdom, Asos has also set up warehouses on European soil and purchases by Europeans are delivered within the European Union. This means that there is no additional declaration or tax obligation for these platforms,’ explained Unt.

In the peak months, more than half a million shipments arrive in Estonia from abroad, and the most popular country of origin is still China. According to Omniva, international shipments that have arrived in Estonia and passed customs procedures will be delivered to customers within a few days, and there is no reason to fear delivery delays in Estonia.

Source: [Omniva](#)



Views of the Postal Service As an Employer

08-10-2021

More than 644,000 Postal Service employees complete the vital work of delivering mail and packages to households throughout the country. The OIG was interested in examining the views of career and non-career postal workers – temporary employees who do not receive the same benefits as career employees – regarding the Postal Service as an employer.

The OIG analyzed ratings and reviews from current and former postal workers on popular job-related websites, as well as results from official USPS internal surveys and data.

Like those of comparable organizations, USPS's ratings have stayed the same or declined over the past six years. The OIG found that, for example, career employees on Glassdoor rated the Postal Service more favorably than non-career employees did for each of the years between FY 2016 and FY 2021. Among non-career employees, low ratings (1 or 2 stars out of a possible 5) outnumbered high ratings (4 or 5 stars) every year. In addition, non-career employees indicated they were less

likely to recommend the Postal Service as an employer compared to career employees for each of the past six fiscal years.

The Postal Service has taken steps to study the employee experience. It has tracked employee turnover, measured engagement via the Postal Pulse survey, and implemented monthly non-career surveys. As the Postal Service continues its endeavors to reduce employee churn, online employee ratings present another opportunity to gather employee views.

[Read full report](#)

Source: [USPSOIG](#)



PostCom declares that the obligation to notify applies to the meal delivery company eat.ch

18-10-2021

The Federal Postal Commission PostCom considers the activities of the meal delivery company eat.ch GmbH with its registered office in Zurich to be postal activities within the meaning of the Postal Act. In its decision of 7 October 2021, it ordered eat.ch to register its services by 1st November 2021.

PostCom believes that it is essential for fair and sustainable competition that all postal service providers are subject to its supervision and to the legislation in force. In the highly contested market for courier and meal delivery services, the fact that some service providers are not registered is detrimental to other businesses. In addition, the employees of these companies are not subject to any branch collective agreement and also cannot invoke the protection deriving from the PostCom ordinance on minimum requirements, which entered into force in the postal sector at the beginning of 2019.

eat.ch carries out a postal activity

In the case of eat.ch GmbH, a company of the Just Eat Takeaway.com group, PostCom concluded that the company carries out a postal activity in Switzerland in the form of a courier service in its own name and that it must therefore register in accordance with art. 4 LPO. When ordering, the customer can in principle decide to collect the meals cooked in the restaurant himself or to have them delivered. If the customer has his order delivered to a specific location, this is a classic courier service, insofar as eat.ch GmbH itself assumes responsibility for the delivery. For the delivery of meals, eat.ch uses a company belonging to the same group. This is considered as a subcontractor within the meaning of postal legislation, because it makes deliveries on behalf of eat.

Meal packages are postal items

Postal services include on the one hand the handling of specific items and on the other hand

certain postal processes, such as deposit and delivery. Service providers who assume overall responsibility for postal processes vis-à-vis the sender are subject to the obligation to register, while subcontractors are exempt.

Including cold or hot dishes, meal packages in a form which allows postal processing, more specifically collection, transport and distribution to clearly identifiable recipients, meet the criteria of a postal shipment. However, the nature of the content is not relevant to the properties of a parcel.

Since the obligation to register has now been established, eat.ch must register with the PostCom by 1st November 2021. The company may make an appeal against this decision with the Federal Administrative Court of St. Gallen within 30 days of the notification.

Obligation to report

Any company that offers postal services on the market in its own name and in a professional capacity must notify PostCom within two months of starting its activity. Postal service providers transport addressed parcels up to 30 kg, addressed letters up to 2 kg, newspapers and periodicals as well as express and courier items. Companies with an annual turnover of at least 500,000 francs are subject to the obligation of ordinary registration; those which achieve an annual turnover of less than 500,000 francs are subject to the obligation of simplified registration (cf. art. 4 LPO and art. 3 et seq. OPO).

Source: [PostCom](#)

ComReg's Proposed Postal Strategy Statement 2022 - 2024 submitted for comments until 9th November 2021

20-10-2021

The proposed document identifies as main challenges:

1. Responding to environmental sustainability challenges

2. Responding to changing user needs
3. Reducing losses on International Inbound post
4. The continued liquidity challenges for An Post

Source: [ComReg](#)



USPS Begins Fiscal First Quarter with Improved First-Class Mail Service Under New Service Standards

15-10-2021

The U.S. Postal Service reported service delivery performance scores for the first week of the fiscal first quarter started in October that showed continued gains across all First-Class, Marketing and Periodical mail categories.

For the period Oct. 1 through Oct. 8, first-quarter-to-date service performance included:

First-Class Mail: Delivered 91.0 percent of First-Class Mail on time against the USPS service standard, an improvement of 3 percentage points from the fourth quarter.

Marketing Mail: Delivered 92.8 percent of Marketing Mail on time against the USPS service standard, an improvement of .3 percentage points from the third quarter.

Periodicals: Delivered 84.4 percent of Periodicals on time against the USPS service standard, an improvement of 2.3 percentage points from the third quarter.

These service performance scores are the first to be reported under the new service standards for First-Class Mail and end-to-end Periodicals that went into effect on Oct. 1. The new service standards are part of the Postal Service's ongoing efforts to increase delivery reliability, consistency for our customers and operating efficiency across our network. Most First-Class Mail (61 percent) and Periodicals (93 percent) will be unaffected by the new service standard changes. Standards for single-piece First-Class Mail traveling within a local area will continue to be two days. The delivery standards for Marketing Mail have not changed.

One of the goals of Delivering for America, the Postal Service's 10-year plan for achieving financial sustainability and service excellence, is to meet or exceed 95 percent on-time service performance for all mail and shipping products once all elements of the plan are implemented. Service performance is defined by the Postal Service as the time it takes to deliver a mailpiece or package from its acceptance into our system through its delivery, as measured against published service standards.

Also, the Postal Service's preparations for the higher delivery demands of the 2021 holiday peak season continue. Ongoing efforts have included a national drive to hire delivery and plant personnel that is expected to result in an additional 40,000 seasonal hires by year-end; the leasing of 7.5 million square feet of additional space across more than 40 annexes with multiyear leases to address space constraints due to parcel growth; and the installation of new processing equipment to accommodate higher volumes reflecting customers' delivery needs.

Since April, the Postal Service has installed 80 of 112 new package sorting machines, reflecting the Delivering for America plan's \$40 billion of planned investment over ten years. Additionally, more than 50 package systems capable of sorting large packages are expected to be deployed prior to December. The new machinery gives the Postal Service the capacity to process an additional 4.5 million packages each day.

Recent machine installations have occurred in: Lancaster (PA), Oklahoma City (OK), San Antonio (TX), Minneapolis (MN), Grand Rapids (MI), Shreveport (LA), Sacramento (CA), Atlanta (GA), North Bay (CA), Philadelphia (PA), Scranton (PA), Seminole (FL), Las Vegas (NV), Cincinnati (OH), Richmond (VA), Dallas (TX), Little Rock (AR), Pittsburgh (PA), Syracuse (NY), Ybor City (FL), Kansas City (MO), Harrisburg (PA), and Santa Barbara (CA).

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](#)



USPS Begins Fiscal First Quarter with Improved First-Class Mail Service Under New Service Standards

26-10-2021

The U.S. Postal Service reported service delivery performance scores for the first week of the fiscal first quarter started in October that showed continued gains across all First-Class, Marketing and Periodical mail categories.

For the period Oct. 1 through Oct. 8, first-quarter-to-date service performance included:

First-Class Mail: Delivered 91.0 percent of First-Class Mail on time against the USPS service standard, an improvement of 3 percentage points from the fourth quarter.

Marketing Mail: Delivered 92.8 percent of Marketing Mail on time against the USPS service standard, an improvement of .3 percentage points from the third quarter.

Periodicals: Delivered 84.4 percent of Periodicals on time against the USPS service standard, an improvement of 2.3 percentage points from the third quarter.

These service performance scores are the first to be reported under the new service standards for First-Class Mail and end-to-end Periodicals that went into effect on Oct. 1. The new service standards are part of the Postal Service's ongoing efforts to increase delivery reliability, consistency for our customers and operating efficiency across our network. Most First-Class Mail (61 percent) and Periodicals (93 percent) will be unaffected by the new service standard changes. Standards for single-piece First-Class Mail traveling within a local area will continue to be two days. The delivery standards for Marketing Mail have not changed.

One of the goals of Delivering for America, the Postal Service's 10-year plan for achieving financial sustainability and service excellence, is to meet or exceed 95 percent on-time service performance for all mail and shipping products once all elements of the plan are implemented. Service performance is defined by the Postal Service as the time it takes to deliver a mailpiece or package from its acceptance into our system through its delivery, as measured against published service standards.

Also, the Postal Service's preparations for the higher delivery demands of the 2021 holiday peak season continue. Ongoing efforts have included a national drive to hire delivery and plant personnel that is expected to result in an additional 40,000 seasonal hires by year-end; the leasing of 7.5 million square feet of additional space across more than 40 annexes with multiyear leases to address space constraints due to parcel growth; and the installation of new processing equipment to accommodate higher volumes reflecting customers' delivery needs.

Since April, the Postal Service has installed 80 of 112 new package sorting machines, reflecting the Delivering for America plan's \$40 billion of planned investment over ten years. Additionally, more than 50 package systems capable of sorting large packages are expected to be deployed prior to December. The new machinery gives the Postal Service the capacity to process an additional 4.5 million packages each day.

Recent machine installations have occurred in: Lancaster (PA), Oklahoma City (OK), San Antonio (TX), Minneapolis (MN), Grand Rapids (MI), Shreveport (LA), Sacramento (CA), Atlanta (GA), North Bay (CA), Philadelphia (PA), Scranton (PA), Seminole (FL), Las Vegas (NV), Cincinnati (OH), Richmond (VA), Dallas (TX), Little Rock (AR), Pittsburgh (PA), Syracuse (NY), Ybor City (FL), Kansas City (MO), Harrisburg (PA), and Santa Barbara (CA).

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](https://www.usps.com)



Australia Post opens new \$30m Adelaide Parcel Facility

22-10-2021

Australia Post has opened its first major dedicated parcel facility in South Australia, in a boost for local customers ahead of the Christmas season.

The Adelaide Parcel Facility, which came online this week, covers more than 15,000 square metres and is Australia Post's biggest ever operational investment in South Australia. It is home to Australian-first machinery able to simultaneously sort small and large parcels, which is capable of processing 8,000 parcels each hour and around 170,000 in a day.

Located at Adelaide Airport, the new state of the art facility is set to transform the state's parcel processing and delivery services heading into what is expected to be Australia Post's busiest Christmas ever.

The new site has already created more than 180 jobs, and an additional 100 casual team members will also join the South Australian team in the lead-up to Christmas.

The \$31.4 million investment is part of Australia Post's overall ongoing commitment to meet growing eCommerce demand, with \$450 million invested into the network last year alone.

Head of Operations SA (Deliveries) Rob Clothier said it was exciting to see the new facility come online as a surge in online shopping continues, with parcel volumes in September growing more than 7 per cent in South Australia year on year.

"We had more than 344,000 South Australian households shopping online in September, and we know how busy the festive season can be after last year's record-breaking Christmas," he said.

"This new facility will help us get those high volumes of parcels moving quickly and to people's doors faster than ever before."

The Adelaide Parcel Facility will ramp up its operations in the coming months with existing Australia Post processing sites to also continuing processing throughout the Christmas peak.

Last December was Australia Post's biggest on record, with 52 million parcels delivered around the country.

Source: [Australia Post](#)



Sending and receiving Parcels from Britain and other non-EU countries

15-10-2021

An Post is launching a customer information campaign to advise customers on the new EU Customs Rules for parcels originating from non-EU Countries including Britain. Customer information advertisements will run across newspapers, digital and social channels and radio over the coming weeks, starting tomorrow (Saturday).

New EU Customs regulations for parcels posted from non-EU countries, including Britain, came into effect on 1st July 2021 and these require the sender to provide electronic customs information for each parcel. Customs charges may also apply, and these fees must be paid by customers before An Post is allowed to deliver their items.

Over 90% of all parcels enter Ireland and go straight out on delivery. Almost all the large non-EU retailers, including British brands such as M&S, River Island and Boots have worked with An Post to provide a simple and clear 'duty paid' facility at the online checkout to pay all VAT and customs charges up front so these parcels can be delivered straightaway.

More problematic are parcels which come in via other postal services such as Royal Mail, USPS etc because the senders, typically a small business or individual personal customers are unaware of the new complex data and tax requirements. Unlike parcels which are posted in bulk from large non-EU retailers who An Post can advise and assist with the new rules, An Post has no simple way of advising the personal customers or small businesses posting parcels to Ireland from outside the EU, and whose own postal operators or trade organisations are not providing sufficient guidance on the new regulations, required customs data and prohibited items.

Despite these issues not being of our making or within our direct control, An Post is making every effort to communicate directly with non-EU customers, trade organisations and SME representatives in order to get the message out, particularly in Britain.

In addition to information campaigns at home and abroad, An Post has developed a range of technology and process solutions to facilitate parcels through Customs and on to delivery, and is working closely with Royal Mail and other postal

services to help inform their customers; and to develop 'duty-paid' solutions (ie pay all charges at the online check-out).

Anything that customers may need to know about sending or receiving parcels and An Post's list of online retailers can be found at anpost.com/customs

An Post is committed to helping its customers in Ireland to manage these new global changes by:

Working with Irish Customs and International postal services, particularly Royal Mail, to help ease delivery delays for customers awaiting items purchased or posted by retailers, family or friends in non-EU countries, especially Britain.

Providing advice to consumers across multiple communications channels on how to get the most from shopping online, how to avoid some of the pitfalls that can lead to delivery delays or non-delivery, and to ensure that charges are paid safely and securely.

Delivering a Guide to Online Shopping by postal mail to every address in the country (1.1 million addresses). This has been delivered in recent weeks and customer information campaigns have been running across digital and social channels

Developing a range of supports and advice for smaller, specialist non-EU retailers. An Post is also making more information available to Irish customers to send on to their family, friends and favoured e-tailers in non-EU countries, including Britain, about how to post into Ireland in accordance with EU Customs rules this Christmas.

Allaying customer concerns about fraudulent payment notices by having our trusted, uniformed An Post delivery staff call to customers to deliver notifications of Customs and VAT charges which may be paid securely online or at any post office. A text or email notification may also be sent.

Extending our Customer Care team and service hours to assist personal customers and SMEs with



queries and advice online, by email and by phone.

More detailed information on all aspects of the EU Customs requirements is available at

anpost.com/customs and anpost.com/sending

We advise our customers to shop local wherever possible, in-store or online; to shop from EU retailers as they are not subject to any customs or VAT charges; or from non-EU brands (including larger British retailers) who enable shoppers to pay all customs or VAT charges upfront at the time of purchase.

We also advise customers receiving parcels (either

online shopping or personal goods) from outside the EU to check with the sender that they are completing all the appropriate documentation in advance for every parcel they send to Ireland through the post. EU Customs rules now restrict / prohibit a range of goods and substances from being posted into the EU from non-EU countries and the rules dictate that these items must be returned to sender. More information at www.revenue.ie/en/customs-traders-and-agents/prohibitions-and-restrictions/index.aspx

Source: [An Post](#)



Australia Post outlines \$1 billion in delivery network investments

25-10-2021

Australia Post has committed an additional \$400 million in new parcel facilities, fleet and technology by mid-2022 to help service the growing demand for services, bringing total committed investment to more than \$1 billion over three years.

This includes recently opened major parcel processing facilities in Brisbane, Sydney, Melbourne and Adelaide, as well as five brand new facilities currently underway in Perth (WA), Bayswater (VIC), Western Sydney (NSW), Botany (NSW) and Tullamarine (VIC).

The business has also committed an additional \$20 million in upgrading systems to cloud based solutions over the next year to improve parcel scanning and tracking in the network.

Australia Post Group Chief Executive Officer & Managing Director Paul Graham said it was essential the business continued to invest in major parcel processing hubs to keep up with the boom in online shopping experienced during the pandemic.

“Australia Post has an unrivalled delivery and post office network. We know our customers want their parcel delivered as quickly and efficiently as possible so that’s why we are further increasing capacity with five brand new processing facilities before our peak period in 2022” Mr Graham said.

“Four of these new facilities are located close to major eCommerce hubs in NSW and Victoria, with

the fifth a \$42 million investment on the west coast to meet the growing demand for parcel services in Western Australia.

“This is in addition to newly launched facilities in Adelaide and pop-up facilities across the network, adding 30 per cent extra processing capacity this Christmas.

“We are also investing to extend our already extensive last mile delivery network – with a further \$31 million committed to the new electric delivery vehicle fleet - which are better for the environment and safer for our people.”

Australia Post has seen online shopping increase by as much as 32 per cent during the pandemic, with the organisation consistently delivering more than 10 million parcels a week across the country.

Over 5.7 million Australian households are now consistently shopping online and it is expected online shopping will continue to grow over the coming years by 9-10 per cent per annum on average over the next decade.

Source: [Australia Post](#)



Service Performance for First-Class Mail and Periodicals Improves as Peak Season Nears

21-10-2021

The U.S. Postal Service reported service delivery performance scores for the first two weeks of the fiscal first quarter started in October showing ongoing improvements across First-Class and Periodical mail categories.

Quarter-to-date service performance scores covering the period Oct. 1 through Oct. 15 included:

First-Class Mail: 91.2 percent of First-Class Mail delivered on time against the USPS service standard, an improvement of 3.2 percentage points from the fourth quarter.

Marketing Mail: 92.2 percent of Marketing Mail delivered on time against the USPS service standard, a slight decrease of .3 percentage points from the fourth quarter.

Periodicals: 84.3 percent of Periodicals delivered on time against the USPS service standard, an improvement of 2.2 percentage points from the fourth quarter.

The reported service performance scores reflect new service standards for First-Class Mail and end-to-end Periodicals that went into effect on Oct. 1. The new service standards are part of the Postal Service's ongoing efforts to increase delivery reliability for our customers and operating efficiency across our network. Most First-Class Mail (61 percent) and Periodicals (93 percent) will be unaffected by the new service standard changes. Standards for single-piece First-Class Mail traveling within a local area will continue to be two days. The delivery standards for Marketing Mail have not changed.

One of the goals of Delivering for America, the Postal Service's 10-year plan for achieving financial sustainability and service excellence, is to meet or exceed 95 percent on time service performance for all mail and shipping products once all elements of the plan are implemented. Service performance is defined by the Postal Service as the time it takes to deliver a mailpiece or package from its acceptance into our system through its delivery, as measured against published service standards.

The Postal Service's preparations for the anticipated higher delivery demands of the 2021 holiday peak season continue. Ongoing efforts have included a national drive to hire delivery and plant personnel that is expected to result in an additional 40,000 seasonal hires by year-end; the leasing of 7.5 million square feet of additional space across more than 40 annexes with multiyear leases to address space constraints due to year-round parcel growth; the leasing of approximately 70 peak season annexes with short term leases to prepare for holiday volume increases; and the installation of new processing equipment to accommodate higher volumes reflecting customers' delivery needs.

Since April, the Postal Service has installed 84 of 112 new package sorting machines, reflecting the Delivering for America plan's \$40 billion of planned investment over ten years. Additionally, more than 50 package systems capable of sorting large packages are expected to be deployed prior to December. The new machinery gives the Postal Service the capacity to process an additional 4.5 million packages each day.

This past week, new processing sorting machines were installed in: NW Arkansas, Austin (TX), Cleveland (OH) and Des Moines (IA). Additional machine installations have recently occurred in: Lancaster (PA), Oklahoma City (OK), San Antonio (TX), Minneapolis (MN), Grand Rapids (MI), Shreveport (LA), Sacramento (CA), Atlanta (GA), North Bay (CA), Philadelphia (PA), Scranton (PA), Seminole (FL), Las Vegas (NV), Cincinnati (OH), Richmond (VA), Dallas (TX), Little Rock (AR), Pittsburgh (PA), Syracuse (NY), Ybor City (FL), Kansas City (MO), Harrisburg (PA), and Santa Barbara (CA).

Source: [USPS](#)



Posti and war veteran associations organizing popular card campaign for seventh time

18-10-2021

Posti and the war veteran associations are organizing a card campaign for the seventh time. The campaign provides all Finns with the opportunity to bring joy to our war veterans and war-time women. This year, the Lotta Svärd Foundation is joining the campaign for the first time.

“The card campaign is a valued tradition for us. Last year, we received a record number of cards as many people wanted to pay their respects to our honorary citizens during the COVID-19 pandemic. For this generation, digital communications channels may not be quite as familiar as they are for younger generations. For the generation of veterans, letters and cards are a familiar way of staying in touch. With this in mind, we want our campaign to show our veterans, our war-time women and former Lotta women and girls how highly they are regarded by Finns for what they did for our independent Finland,” says Tuija Åkerman, Posti.

The card campaign starts on Monday, October 18, and cards can be sent until November 11. Posti will deliver the cards to the veterans and war-time women by Independence Day. There are about 5,000 veterans remaining in Finland as well as approximately 14,000 war-time women, 1,500 Lotta women and 5,000 Lotta girls.

“Now is the time to thank the people who made sure that we get to live in a free and safe Finland. Let’s do it together, and with gratitude,” says Pia Mikkonen, of the Sotiemme Veteraanit (Our War Veterans) and Sotiemme Naiset (The Women of our Wars) collection.

“Many former Lotta women and girls have felt lonely during the pandemic. One of the themes of Lotta Svärd’s 100th anniversary is fighting loneliness. A personally addressed card shows that you care. A post card helps alleviate loneliness for a long time after it is received,” says Anne Nurminen, Lotta Svärd Foundation.

Cards can be sent by private individuals, school classes, communities as well as companies. You can send several cards in one envelope. You don’t need to attach stamps or add address information to the cards inside the envelope.

Source: [Posti](#)



Australia Post helping businesses survive impacts of pandemic and driving wellbeing

26-10-2021

Australia Post has been a vital service provider helping drive business across both metropolitan and regional Australia, and has an overwhelmingly positive impact on businesses, according to new research by Deloitte Access Economics.

The research found that Australia Post also helped businesses survive COVID-19, with 63 per cent of surveyed businesses saying the Post Office was vital for their business surviving COVID-19, and 54 per cent saying it saved jobs.

The value of Post Offices in Australia, by Deloitte Access Economics measured a range of economic and social impacts of Australia's largest retail and distribution network, particularly for businesses, vulnerable Australians and regional and rural communities.

More than 60 per cent of businesses surveyed said the Post Office was the most important service provider for businesses in Australia, enabling delivery or increasing customer reach. With important services such as Bank@Post, particularly relevant in rural and remote communities, almost three-quarters of Australians surveyed believe use of the postal service will at least continue, if not increase, into the future.

Australia Post Group Chief Executive Office and Managing Director Paul Graham said it was humbling to see Australia's level of trust, satisfaction and reliance on Post Offices, representing a loved national icon that he has a deep respect for, that have served as important community hubs for more than 200 years.

"We know how much our Post Offices are loved, and this research shows that our network of more than 4,300 Post Offices is as important as ever, with the average household or business visiting their local outlet 16 times a year, and each one playing a vital role in their community," Mr Graham said.

"While our business has been under incredible pressure throughout the COVID-19 pandemic, our Post Offices have remained open and as I've moved my way around the network in recent weeks, the pride that communities take in their Post Office is palpable."

Deloitte Access Economics Partner John O'Mahony said that while the community and social benefits of local Post Office access were not surprising, the economic and business importance of Australia Post was larger than expected.

"Australian businesses rely on Australia Post for eCommerce, communication, banking needs and more. Almost two-thirds say the Post Office was vital for their business surviving COVID-19 and over half say it saved jobs. Much has been said about the importance of digital tools in helping Australians manage through the pandemic, but this research shows how Australia Post has been critical also," Mr O'Mahony said.

Source: [Australia Post](#)



DHL Express is the #1 World's Best Workplace (TM)

19-10-2021

DHL Express has been named the number one best workplace worldwide in the annual list published by Great Place to Work™ (GPTW) in collaboration with Fortune Magazine. The achievement rewards over ten years of continuous improvement and investment in its people, advancing from 8th in 2017 to 1st place in 2021.

"Since 2009, DHL Express experienced an era of transformation guided by its strategy Focus. Within this strategy, we made it our purpose to motivate people working with us and to become the employer of choice," says John Pearson, CEO DHL Express. "For a company of 111,000 colleagues operating across 220 countries and different modes, this was a brave move. What drives me every day is our belief in people and their ability to deliver excellence for our customers and each other. Congratulations to all colleagues who make this possible, and thanks to those who participated in this year's survey. I have never been prouder to be part of this company."

DHL Express attaches great importance to valuing the work of its employees. The transformational Focus strategy was one of many innovative DHL programs that the award has recognized. DHL Express' Focus strategy is geared towards Deutsche Post DHL Group's goal of becoming the employer, investment, and provider of choice for the world. Key to its success is a program called Certified International Specialist (CIS). In 2009, the CIS program was introduced to accelerate the cultural and developmental DNA based on customer focus and trust. It includes inspiring training and engagement content delivered by senior leaders with the business encouraging, recognizing, and rewarding vital behaviors.

"One of the key elements of our strategy is focused on the people who work for DHL Express. Without the engagement of our great people, we would not be able to deliver the excellence to our customers as we do today," says Regine Büttner, Executive Vice President HR, DHL Express. "We are very proud of how our initiatives and HR efforts around the elements of Digital People, Developing People, Diverse People, Healthy People, and Giving Back to People have evolved and that our dedication is paying off."

"Deutsche Post DHL Group takes pride in DHL Express being the #1 World's Best Workplace™ 2021. Our colleagues who connect people and improve lives all around the globe are our biggest asset and their engagement and motivation is the prerequisite for sustainable success. DHL Express is a role model for people focus and employee orientation and an inspiration for all of us," explains Thomas Ogilvie, Chief Human Resources Officer at Deutsche Post DHL Group. "I am more than excited that our employees awarded us with the best rating in this year's Great Place to Work™ survey."

During the global pandemic, the pressure on logistics people was intense. The recognition as World's Best Workplace™ 2021 is a testament to the strength of the DHL Express culture. The confidential survey assesses employee experience across fairness, credibility, respect, pride and camaraderie. Initiatives and programs that reinforce company culture are also audited for the survey. The GPTW survey recorded increased staff motivation and engagement levels, surpassing the company's 93% score in 2020. DHL Express focused on job security and staff well-being throughout this challenging period, ensuring employees remained safe, connected, and supported.

"While it's never been more critical to be a great place to work For All™, it's also never been more difficult," says Michael C. Bush, CEO of Great Place to Work™. "DHL Express has proven that when you deliver for your people, they deliver for your customers. 94% of DHL employees say their customers would rate the service they deliver as 'excellent,' outperforming the global benchmark of 86%."

To be recognized as a World's Best Workplace™, companies must rank first on Great Place to Work's Best Workplaces™ national lists. This recognition

is based on confidential survey data that assesses employee experience in trust, innovation, company values, and leadership. Companies are also rated on how well they create a For AllTM workplace experience that includes all employees, regardless

of who they are or what they do. This year, COVID-19 put the spotlight on physical and mental well-being for both employers and employees.

Source: [Deutsche Post DHL](#)



More precise delivery times, real-time map tracking and faster deliveries for home-delivered parcels in Helsinki, Espoo, Turku, Tampere and Oulu

19-10-2021

In the spring, Posti started a new operating model in Vantaa, where the recipient of a parcel receives a narrower delivery window and real-time map tracking for their delivery. At the same time, the parcel delivery times were made a day faster. The same features are now being adopted in Helsinki, Espoo, Turku, Tampere and Oulu. In Helsinki, parcel home delivery is fully electric.

The COVID-19 pandemic has drastically increased the popularity of home deliveries, and Posti continues its work to improve them. Ordering a parcel delivered home is an easy and convenient way to receive a parcel. It is a particularly popular option when time is an issue or the item is large or heavy.

A delivery window narrowed down to +30 minutes on the morning of the day of delivery as well as real-time item tracking have been used in Helsinki, Espoo and Tampere since September. In Turku and Oulu, parcel recipients will get access to these features by the end of October.

Parcels will also be delivered to homes a day faster in all of the above cities from the start of October onward. For the recipient of the parcel, the faster delivery is palpable in that if the recipient receives a delivery time inquiry in the evening, they can choose a delivery for as early as the following morning.

“With the new features, the feedback we have received regarding home deliveries has been excellent: so far 11 000 customers have given feedback and the average is an incredible 4.8 on a scale from 1 to 5. Our drivers have received high praise for their friendliness and professional attitude. Online shopping is becoming more and more popular, and we want to make receiving online purchases as easy and convenient as possible. For online retailers, we are a trusty nationwide partner who delivers parcels reliably even during the busiest peak periods, such as at Christmas,” says Tommi Kässi, Vice President, Large Domestic Customers, Parcel and eCommerce, Posti.

The new features will become part of OmaPosti,

that is, you can select and narrow down the delivery time as well as track your item on the map in OmaPosti. The OmaPosti application is free to download, and you can use it either via the application or the website.

“The development work related to parcel deliveries continues actively. We’ve been building a more extensive and comprehensive service point network the whole year, and we have opened 5–10 parcel lockers per week this year. Our service point network is the most comprehensive one in Finland, with nearly 3,300 service points serving customers around the country. What’s more, we will introduce temporary additional capacity to our network to ensure smooth parcel deliveries also during Christmas time,” says Kässi.

In Helsinki, parcel home delivery is fully electric

From the end of October on, Posti will deliver parcels to recipients’ homes electrically in Helsinki. Posti has acquired 18 new electric vans for electric deliveries in the region. Therefore, all home deliveries in Helsinki using narrower delivery windows and map tracking will be 100% electric in the future. All electricity used by Posti is renewable, so parcel home deliveries in Helsinki are completely emission-free. However, during the busiest weeks around Christmas, we may have to use our traditional fleet for home deliveries.

“Our goal is to make all home deliveries completely emission-free in the future. Electric delivery in Helsinki is one step toward this goal. In the near future, we will be announcing new regions where we will implement fully electric deliveries,” says Noomi Jägerhorn, Head of Sustainability at Posti

Source: [Posti](#)



Posti is planning regional alternate-day delivery of printed postal items in Helsinki starting from April next year

25-10-2021

Posti plans to start regional alternate-day delivery of printed postal items in Helsinki during April 2022. Morning newspapers will be delivered early in the morning on each day of the week, just like before, but also day mail can be included in the delivery of the morning newspaper.

Similar delivery models are used in all Nordic countries. In Finland, alternate-day delivery was adopted for the first time in Espoo and Kauniainen in October.

In alternate-day delivery, items are still delivered items seven days a week on the basis of the delivery schedule agreed with sender customers. Mail is delivered by postal code pairs on alternate days in two-week stints. Universal service items (stamped items) are delivered in accordance with the Postal Act. The alternate-day delivery does not apply to parcel deliveries.

“The change may be noticeable to mail recipients in that, in addition to the morning paper, they may receive other mail in time for their morning coffee, such as letters, magazines, and small packages that can fit in a mailbox. Items will arrive at the agreed delivery times in accordance with the service agreement between the sending company and Posti,” says Area Manager Kai Taam.

The new mail delivery model helps to extend the life cycle of printed mail so that Posti can continue to offer traditional services in addition to digital services. As one delivery method does not fit all, new delivery methods are developed to meet different customer needs. Moreover, route optimization can make it possible to reduce the mileage, fuel costs and CO2 emissions.

”With good planning of delivery routes and our new delivery fleet, we can reduce carbon-dioxide

emissions even better. At Posti, we are committed to achieving zero emissions by 2030. Posti’s zero emissions goal is in line with the 1.5 degree target of the Paris Agreement,” Taam says.

Posti’s Change Unit will assist the personnel when work changes – career opportunities are available throughout the Posti Group

Posti’s Change Unit will provide personal support for career planning and seek suitable solutions within Posti together with the business and employees.

The cooperation negotiations concerning the regional alternate-day delivery in Helsinki will commence on October 27, 2021. The negotiations will last for at least six weeks.

” The needs for changes regarding our personnel will be specified in more detail during the cooperation negotiations. We are in need for our skilled personnel in postal work and other open positions throughout the Group. We believe that work and workers will find each other during the negotiations,” Kai Taam says.

When personnel need increases somewhere and decreases elsewhere, we will offer everyone new job opportunities within the Posti Group through our Change Unit. There are diverse positions available besides postal work. The personnel will be inducted into the new duties. One key goal will also be to find opportunities for full-time positions.

Source: [Posti](#)



UPS reimagines approach to holidays, aims to hire over 100,000 essential seasonal workers

11-10-2021

UPS (NYSE: UPS) announced today that it expects to hire more than 100,000 essential seasonal employees to support the anticipated annual increase in package volume that will begin in October 2021 and continue through January 2022.

“We’re preparing for another safe, record peak holiday season. With COVID-19 continuing to impact Americans, our services are more important than ever,” said Nando Cesarone, President, U.S. Operations. “We plan to hire more than 100,000 people for seasonal jobs, many of whom will have an offer in hand within 30 minutes of applying. Our seasonal hires will help us provide the most reliable service in the industry, just like we did last year.”

The company is filling full- and part-time seasonal positions – primarily package handlers, drivers, driver helpers and personal vehicle drivers – by offering competitive wages across multiple shifts in hundreds of locations across the country.

UPS has a track record of turning seasonal jobs into careers. Over the last three years, about one-third of people hired by UPS for seasonal package handler jobs were later hired in a permanent position when the holidays were over, and about 138,000 current

UPS employees – nearly a third of the company’s U.S. workforce – started in seasonal positions.

That opportunity for a permanent job is important to many. Nearly three-quarters (74%) of seasonal hires want their job to turn into a long-term position, according to a recent survey of Americans who hold, held or would consider a seasonal job.

UPS encourages all candidates applying for a seasonal job to receive a COVID-19 vaccine. The company has followed all World Health Organization guidelines for essential workers since the pandemic began.

Through the company’s Earn and Learn program, eligible seasonal employees who are students can earn up to \$1,300 towards college expenses, in addition to their hourly pay, for three months of continuous employment.

Source: [UPS](#)



Bernard Jiang named UPS China president

12-10-2021

UPS (NYSE: UPS) appointed Bernard Jiang (è'é²) as president of UPS China. With close to 20 years of experience in international supply chain and trade management, Bernard will oversee UPS's business and operations in China. He will continue to help customers drive cross-border connectivity and create resilient supply chains.

"As the Chinese economy continues its recovery, it is a privilege to lead UPS's business here," said Jiang. "UPS has been helping businesses in China access global markets for over 30 years, driving digital transformation to enable Chinese businesses adjust to new demands, make the most of their supply chains and accelerate global growth. We have experienced long-term success in our development here, and will continue to provide tailored solutions for a diverse, rapidly evolving and dynamic local customer base."

Jiang succeeds Michelle Ho, who was recently named UPS's Asia Pacific region president.

"Bernard is an outstanding leader with a track record of elevating UPS's business and operations across the region," said Ho. "The breadth and diversity of his experience make him the ideal person to lead a team of more than 6,000 people in a market we're excited to continue to grow in. I am certain that under his leadership we will keep delivering a best-in-class logistics experience for our customers in China."

Since establishing operations in the country in 1988, UPS has continually expanded its service capabilities to enable customers in China to optimize evolving market conditions to more efficiently meet their global growth ambitions. This year, in addition to service enhancements in Beijing, Tianjin and Chengdu, UPS boosted its service offering in more than 52,000 postal codes across northwest China, providing businesses faster access to UPS's global smart logistics network and an up to a two-day reduction in transit times to destinations worldwide.

In July 2021, UPS also added five weekly flights between its intra-Asia hub in Shenzhen and Osaka Kansai Airport, Japan, to help improve intra-Asia trade connectivity and strengthen regional supply

chain options for businesses across Asia.

In 2020, UPS opened a new, more energy-efficient operations center in Guangzhou, featuring a fleet of electric delivery vehicles, smarter energy options and guidance to customers on how to operate more sustainably. In September 2021, UPS received the Green Development Case Study award at the China International Fair for Trade in Services (CIFTIS), in recognition of the company's sustainability efforts.

"We are seeing a shift from high-speed to high-quality development as China's cross-border import and export trade continues to accelerate, and sustainable growth is a key element of that, not just in China, but for UPS globally," said Jiang. "In addition to better-than-ever connectivity, we are also helping businesses in China minimize their impact on the environment by introducing more sustainable solutions throughout the customer value chain."

Jiang, a Shanghai-native, moves to his new role following assignments leading UPS Asia Pacific project strategy and as president for UPS in south Asia Pacific, where he led strategic growth initiatives in 28 markets across Southeast Asia and the Pacific Islands.

Jiang began his career with UPS as a supply chain solutions specialist in China in 2005 and went on to hold various positions across UPS's supply chain and healthcare units where he was instrumental in implementing successful strategies that elevated UPS's capabilities in these areas both in China and across the region.

A passionate advocate for diversity, equity and inclusion, he was appointed UPS's first Asia Pacific diversity and inclusion chairperson in 2017.

Source: [UPS](#)





More precise delivery times, real-time map tracking and faster deliveries for home-delivered parcels in Helsinki, Espoo, Turku, Tampere and Oulu

19-10-2021

In the spring, Posti started a new operating model in Vantaa, where the recipient of a parcel receives a narrower delivery window and real-time map tracking for their delivery. At the same time, the parcel delivery times were made a day faster. The same features are now being adopted in Helsinki, Espoo, Turku, Tampere and Oulu. In Helsinki, parcel home delivery is fully electric.

The COVID-19 pandemic has drastically increased the popularity of home deliveries, and Posti continues its work to improve them. Ordering a parcel delivered home is an easy and convenient way to receive a parcel. It is a particularly popular option when time is an issue or the item is large or heavy.

A delivery window narrowed down to +30 minutes on the morning of the day of delivery as well as real-time item tracking have been used in Helsinki, Espoo and Tampere since September. In Turku and Oulu, parcel recipients will get access to these features by the end of October.

Parcels will also be delivered to homes a day faster in all of the above cities from the start of October onward. For the recipient of the parcel, the faster delivery is palpable in that if the recipient receives a delivery time inquiry in the evening, they can choose a delivery for as early as the following morning.

“With the new features, the feedback we have received regarding home deliveries has been excellent: so far 11 000 customers have given feedback and the average is an incredible 4.8 on a scale from 1 to 5. Our drivers have received high praise for their friendliness and professional attitude. Online shopping is becoming more and more popular, and we want to make receiving online purchases as easy and convenient as possible. For online retailers, we are a trusty nationwide partner who delivers parcels reliably even during the busiest peak periods, such as at Christmas,” says Tommi Kässi, Vice President, Large Domestic Customers, Parcel and eCommerce, Posti.

The new features will become part of OmaPosti,

that is, you can select and narrow down the delivery time as well as track your item on the map in OmaPosti. The OmaPosti application is free to download, and you can use it either via the application or the website.

“The development work related to parcel deliveries continues actively. We’ve been building a more extensive and comprehensive service point network the whole year, and we have opened 5–10 parcel lockers per week this year. Our service point network is the most comprehensive one in Finland, with nearly 3,300 service points serving customers around the country. What’s more, we will introduce temporary additional capacity to our network to ensure smooth parcel deliveries also during Christmas time,” says Kässi.

In Helsinki, parcel home delivery is fully electric

From the end of October on, Posti will deliver parcels to recipients’ homes electrically in Helsinki. Posti has acquired 18 new electric vans for electric deliveries in the region. Therefore, all home deliveries in Helsinki using narrower delivery windows and map tracking will be 100% electric in the future. All electricity used by Posti is renewable, so parcel home deliveries in Helsinki are completely emission-free. However, during the busiest weeks around Christmas, we may have to use our traditional fleet for home deliveries.

“Our goal is to make all home deliveries completely emission-free in the future. Electric delivery in Helsinki is one step toward this goal. In the near future, we will be announcing new regions where we will implement fully electric deliveries,” says Noomi Jägerhorn, Head of Sustainability at Posti.

Source: [Posti](#)



Posti Group 1-9/2021: Solid improvement of profitability, despite continued market changes

27-10-2021

Posti Group Corporation Interim Report January-September 2021 Unless otherwise stated, the figures in brackets refer to the corresponding period in the previous year.

Outlook remains unchanged. In 2021, Posti is expecting its net sales to increase from the previous year, excluding possible new acquisitions and divestments. The Group's adjusted EBITDA in 2021 is expected to remain at the previous year's level. In 2020, Posti's net sales were EUR 1,613.6 million and adjusted EBITDA was EUR 186.5 million.

The fast pace of the global economic recovery makes the macro-economic outlook difficult to predict, which continues to cause some uncertainty in Posti's outlook.

The Group's business is characterized by seasonality. Net sales and operating result in the segments are not accrued evenly over the year. In Postal Services and consumer parcels, the first and fourth quarters are typically strong, while the second and third quarters are weaker. The postal service volume decline is expected to continue.

Turkka Kuusisto, President and CEO

Once again, I am happy to say that Posti continued to grow in January-September: our net sales grew by 2.7% to EUR 1,189.1 million and our adjusted EBITDA grew to 11.6%. The continuing customer demand for parcel and logistics drew our net sales growth. The parcel volumes in Finland and Baltics grew by 15% in January-September. The high season in logistics continued in the beginning of the third quarter and overall volumes were at a high level.

In the third quarter, net sales grew by 1.9%. However, the adjusted EBITDA decreased because of the changes in our operating environment, such as the poor availability of workforce, and the VAT reform, which reduced shipment volumes from outside the EU. An exception to this was Freight Services, which improved its profitability with outstanding performance.

With the increasing volumes of our parcel and logistics businesses, we are in constant need of new employees. Currently, we have hundreds of open vacancies. Due to the lack of workforce, we need to continue extra measures to ensure smooth operations for our customers. We are continuously trying to find ways to address the issues brought about by the changing operating environment. In September, we started the operations of our Group-wide change unit. While we currently have many open positions in our growth businesses, the amount of work in Postal Services is decreasing. With the unit, we aim to find solutions for this employment mismatch and to responsibly manage the constantly changing situation.

One of the most important milestones for 2021 and the coming years was reached during the summer, when Service Sector Employers PALTA and the Finnish Post and Logistics Union PAU reached a multi-year collective agreement for the mail communications and logistics industry as well as a collective agreement applicable to the parcel sorters of Posti Palvelut Oy. The agreement was reached well ahead of schedule, and I thank the negotiating parties once again. The changes in the postal industry continue and managing to find a shared direction is a remarkable step towards a controlled and responsible change.

The postal industry transformation requires cooperation from all parties, including the regulator. We welcome the proposals by the Ministry of Transport and Communications on renewing the Postal Act and introducing a fixed-term State aid for newspaper delivery. Updates to the postal regulation are imperative to meet the customer needs of an evolving market, and the need for the reform is urgent. The updates should come into effect in 2022 at the latest.

The growth of eCommerce does not show signs of slowing down. According to our online shopping



survey published earlier this month, nearly 70% of Finnish online shoppers expect to continue online shopping at current levels, and up to 16% are planning to significantly increase their online purchases. This demonstrates the potential we have in eCommerce. At the same time, we need to answer the increasing customer demand for faster, accurate and sustainable services, in line with our revised strategy.

Sustainability is at the core of our strategy, and I am very pleased that the long-term, systematic climate work we have been doing for decades has now been recognized on a global level. Earlier this month,

Posti was awarded as the winner in the carbon reduction category of the World Sustainability Awards 2021. The seven finalists included companies such as Heineken and Bayer.

The busiest season of Posti is upon us and once again we are expecting record-breaking parcel traffic for the rest of the year. I want to already thank our people, the Christmas makers, who enable the success of this season. We at Posti have a great responsibility in ensuring a successful season for our customers.

Source: [Posti](#)



Australia Post helping businesses survive impacts of pandemic and driving wellbeing

26-10-2021

Australia Post has been a vital service provider helping drive business across both metropolitan and regional Australia, and has an overwhelmingly positive impact on businesses, according to new research by Deloitte Access Economics.

The research found that Australia Post also helped businesses survive COVID-19, with 63 per cent of surveyed businesses saying the Post Office was vital for their business surviving COVID-19, and 54 per cent saying it saved jobs.

The value of Post Offices in Australia, by Deloitte Access Economics measured a range of economic and social impacts of Australia's largest retail and distribution network, particularly for businesses, vulnerable Australians and regional and rural communities.

More than 60 per cent of businesses surveyed said the Post Office was the most important service provider for businesses in Australia, enabling delivery or increasing customer reach. With important services such as Bank@Post, particularly relevant in rural and remote communities, almost three-quarters of Australians surveyed believe use of the postal service will at least continue, if not increase, into the future.

Australia Post Group Chief Executive Office and Managing Director Paul Graham said it was humbling to see Australia's level of trust, satisfaction and reliance on Post Offices, representing a loved national icon that he has a deep respect for, that have served as important community hubs for more than 200 years.

"We know how much our Post Offices are loved, and this research shows that our network of more than 4,300 Post Offices is as important as ever, with the average household or business visiting their local outlet 16 times a year, and each one playing a vital role in their community," Mr Graham said.

"While our business has been under incredible pressure throughout the COVID-19 pandemic, our Post Offices have remained open and as I've moved my way around the network in recent weeks, the pride that communities take in their Post Office is palpable."

Deloitte Access Economics Partner John O'Mahony said that while the community and social benefits of local Post Office access were not surprising, the economic and business importance of Australia Post was larger than expected.

"Australian businesses rely on Australia Post for eCommerce, communication, banking needs and more. Almost two-thirds say the Post Office was vital for their business surviving COVID-19 and over half say it saved jobs. Much has been said about the importance of digital tools in helping Australians manage through the pandemic, but this research shows how Australia Post has been critical also," Mr O'Mahony said.

Source: [Australia Post](#)



IPC 2021 Cross-Border E-Commerce Shopper Survey conducted in 40 countries across the world

27-10-2021

Field work for the 2021 IPC Cross-Border E-Commerce Shopper Survey has now been completed with over 32,000 respondents in 40 countries. Peru was included for the first time in the survey. The survey was conducted in 26 different languages.

In its sixth edition, the IPC Cross-Border E-Commerce Shopper Survey is the first survey to focus on cross-border e-commerce and became a well-recognised source of information on latest trends in online cross-border e-commerce trends. The survey targets frequent cross-border online shoppers, who have bought physical goods online at least once in the last three months and have made a cross-border online purchase in the past year.

For the 2021 edition, the IPC Cross-Border E-Commerce Shopper Survey will also include some findings on how customs changes in Europe, and especially Brexit and the EU's VAT change, impacted cross-border e-commerce. The survey will also reveal how satisfied consumers are with the complaint handling.

The IPC Cross-Border E-Commerce Shopper Survey 2021 took place in the following countries: Argentina, Austria, Australia, Belgium, Canada, Chile, China, Croatia, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Indonesia, Ireland, India, Italy, Japan, Latvia, Lithuania, Luxembourg, Mexico, the Netherlands, New Zealand, Norway, Peru, Poland, Portugal, Russia, Slovenia, South Korea, Spain, Sweden, Switzerland, the United Kingdom and the United States.

The public report will be released in early 2022.

[Read more about the IPC Cross-Border E-Commerce Shopper Survey here](#)

Posti's survey: Black Friday is the most well-known and popular shopping day at the end of the year; one in four Finns starts buying Christmas presents then

10-11-2021

Singles' Day, Black Friday and Cyber Monday are gradually establishing their status as the end-of-year shopping days. Black Friday and Cyber Monday, which are popular shopping days in the United States, have also changed the spending behavior of Finnish Christmas shoppers. These shopping days are shown as spikes in the sales figures, especially in the online sale. According to Posti's survey, Black Friday is the best-known and most popular of these shopping days in Finland. The survey was conducted at the end of October, and more than one thousand Finns took part.

"The Christmas season is the busiest time of the year for Posti. These new shopping days clearly show that buying Christmas presents starts earlier every year. Due to the exceptional COVID-19 period, Christmas shopping has been increasingly carried out online, and the Black Friday campaigns were especially popular last year. This is proven by the latest survey: Black Friday is familiar to us Finns – we shop a lot then, especially in online stores," says Tommi Kässi, Vice President, Large Domestic Customers, Parcel and eCommerce at Posti.

Black Friday is the best known in Finland: nearly everyone knows it

Black Friday was invented in the United States and this year it will be celebrated on Friday, November 26. Globally, China-based Singles' Day is the most popular, and it has become the biggest online shopping day in the world. Singles' Day is celebrated on Thursday, November 11. Cyber Monday is an online store discount day invented in 2005, and celebrated this year on Monday, November 29.

In Finland, the most well-known seasonal shopping day is, by far, Black Friday: Of all the survey respondents, 94% said that they have shopped on that day or know the day by name. A total of 97% of women and 91% of men knew the Black Friday at least by name. Approximately half of the respondents (52%) knew Cyber Monday and Singles' Day (46%) by name.

Black Friday draws Finns to stores: 30% of Finns said that they bought several things on Black Friday last year. This was felt also at Posti: a record-

breaking number of parcels was delivered during Black Friday week; a total of 1.5 million parcels. Eight per cent of the respondents shopped on Cyber Monday and four per cent on Singles' Day. Black Friday deals attracted especially shoppers aged 18–24 years (42%) and aged 35–44 years (42%). Cyber Monday was received more evenly among different age groups: the most frequent shoppers were found in age groups 18–24 (14%), 25–34 (13%) and 35–44 (16%). On Singles' Day, only some purchases were made throughout different age groups.

Black Friday offers launch the Christmas shopping period

Seasonal shopping days raised interest in advance, and especially Black Friday increased purchase intentions: nearly half of the respondents (44%) said that they will familiarize themselves with the advance offers already before the shopping day. Of all the respondents, 12% and 7% said that they will familiarize themselves with the advance offers of Cyber Monday and Singles' Day.

Purchase intentions were allocated similarly: 20% planned shopping for Black Friday, 5% for Cyber Monday and 2% for Singles' Day. Black Friday offers draw the attention especially of shoppers aged 18–24, of whom 35% said that they will take up the shopping day offers. Of age group 55–64, 60% said that they will not buy anything on the seasonal shopping days. Offers were used to buy things for the shoppers themselves as well as for their close ones: approximately one quarter (26%) of the respondents started to buy Christmas presents on Black Friday, especially among age group 18–24 (38%) and women (29%).



The shopping days guide to online stores

The shopping days, particularly Black Friday, focus on online shopping. Nearly half of the respondents (45%) said that they will mainly make online store purchases on Black Friday, Cyber Monday and Singles' Day. The younger the respondent, the more likely it is that they will engage in the online shopping: 70% of 18–24 year-olds said that they will emphasize online shopping on the shopping days.

The impact of the COVID-19 pandemic on online

shopping was particularly visible among women and young people: approximately every fourth (24%) woman and every third (30%) young person aged 18–24 said that COVID-19 has permanently changed their online shopping. Nearly one quarter (23%) of the respondents aged 65 or more said that they do not shop online.

The survey commissioned by Posti was conducted by IROResearch Oy's national consumer panel on October 19–27, 2021 with a total of 1,000 respondents.

Source: [Posti](#)



Posti's survey: The end of the COVID-19 pandemic does not appear to be stopping the growth of e-commerce - green e-commerce will succeed in the future

07-10-2021

Finns have continued to actively shop online: the volume of online purchases increased in spring 2021 compared to the previous year. However, the growth has been even stronger in neighboring countries (Sweden, Estonia, Latvia and Lithuania). At the same time, the importance of sustainability has increased, and many are hoping for decisive action in terms of deliveries and packaging materials. This information comes from Kantar TNS's 2021 online shopping survey commissioned by Posti, which was now conducted for the fourth time. The survey provides a comprehensive overview of the current state of online shopping in Finland.

According to Posti's Vice President for Parcel & eCommerce, Tommi Kässi, the increase in online shopping activity, brought about by the COVID-19 pandemic, is going to be permanent.

"Nearly 70% of Finnish online shoppers expect that they will continue to shop online as much as they do right now, and up to 16% are planning to significantly increase their online shopping, which means that any improvement in the COVID-19 situation is not likely to stop the growth of online shopping. Over a quarter (28%) of Finnish online shoppers believe that they will be buying more from online stores in 2025. Despite the growth, Finland is still catching up with its neighbors: about a third of Finnish online shoppers (31%) estimated that they had significantly or somewhat increased their online shopping this year. In Sweden, Estonia, Latvia and Lithuania, this figure was significantly higher: almost one in two respondents had increased their online shopping," says Kässi.

The level of online shopping activity in Finland's neighboring countries is also evident in how often online purchases are made: 62% of consumers in Sweden, 59% in Lithuania, 45% in Estonia and 43% in Latvia bought something online in the past week, whereas only 28% of consumers in Finland made an online purchase in the past week.

The most popular purchase categories are still clothes, shoes and accessories as well as home electronics and IT. As a result of the COVID-19 pandemic, the buying of food, drinks, groceries and restaurant meals online increased in particular.

More than 60% of Finnish online shoppers would buy more online if they could get free delivery for their purchases. In addition, online shopping would also be increased by quicker deliveries (36%), the opportunity to choose the delivery time (32%) and the closeness of the delivery location (31%). More than 70% have added more items to their shopping cart to get free delivery.

New delivery types are becoming more popular: parcel lockers are the most popular, the popularity of home delivery is growing

The popularity of parcel lockers for receiving online purchases continues to grow. One in two Finnish online shoppers (54%) select parcel lockers as their preferred delivery location. Parcel lockers are the most popular delivery type in every age group, but they are especially popular among respondents aged 35–49. Picking up purchases from a parcel locker is felt to be quick and easy because parcel lockers are in locations with good transport links and along everyday routes.

However, the COVID-19 pandemic has also significantly increased the popularity of home delivery. Consumers choose home delivery when they want to save time or have heavy and/or big items delivered right to their door. Shoppers aged over 50 are more likely to choose home delivery.

"The increasingly strong position of parcel lockers, combined with the growing popularity of home delivery, is a fairly logical result. People want deliveries to fit in with their day-to-day life, and when parcels are small, they are easy to pick up when doing your grocery shopping. However, when



orders are bigger and the delivered products are heavier, it's nice to get the parcel delivered to your door," says Kässä.

Green e-commerce will succeed in the future

More than half (56%) of the respondents to the survey believe that online stores that take the environmental impact of their operations into account will flourish in the future. 52% of respondents also want the transport method of their online purchases to be environmentally sustainable. Of all the respondents, 44% think it is important to strive for zero emissions. 44% of respondents prefer online stores that use recyclable packaging materials. The willingness to pay for eco-friendly transport varies by age group: respondents aged 18–24 are the most willing to pay extra for it (42%). Finns consider Posti to be the most sustainable transporter (19%).

"Young people's interest in environmental issues is

also evident in this survey. The younger the respondent, the more important zero-emission operations, recycling, eco-friendliness and the assessment of environmental impacts are to them. This is, of course, something that makes us happy and also raises the bar for all of us in this industry. If I were to generalize a little, I'd say that the future of online shopping belongs to green online stores that young people approve of," says Noomi Jägerhorn, Posti's Director of Sustainability.

The data for the survey was collected by Kantar TNS with an online questionnaire in June 2021. The target group for the survey consisted of online shoppers between the ages of 18 and 79 in Finland, Sweden and the Baltic countries. The survey was responded to by 2,098 people in Finland, 1,231 in Sweden, 564 in Latvia, 516 in Estonia and 513 in Lithuania.

Source: [Posti](#)



The Pathways Coalition welcomes PostNord

06-10-2021

PostNord has become the first logistics operator to be elected to join The Pathways Coalition, a partnership devoted to accelerating the transition to sustainable transport solutions. The ultimate aim is to establish conditions for the historically rapid transition that is required to ensure a fossil-free commercial transport system no later than 2050.

Transport is the second-largest source of global carbon emissions. This means that in order to achieve the climate targets set out in the Paris Agreement, heavy transport operations have to become completely fossil-free. For this to be possible, dramatic changes will have to be made in all sectors in the form of new technology, new infrastructure and entirely new business models, combined with close cooperation within and between multiple industries. Against this background, The Pathways Coalition was founded by parties representing all the different parts of the value chain. Welcoming PostNord as a member supplements the work through the addition of a key perspective: that of the logistics operator.

The other members of the coalition are E.ON, H&M Group, Scania, Siemens and Ericsson. As the first logistics operator to join the coalition, PostNord is in a position to contribute important insights from the world of transport.

“Bringing PostNord on board means that we can now pick up the pace of the transformation. We need to be active in all areas of the value chain to be able to accelerate the transition towards a sustainable transport system. We are therefore striving to involve all parts of the value chain, from transport purchasers to logistics operators. As the largest logistics operator in the Nordic region, PostNord has a major influence on the sector as a

whole and is therefore a natural choice to join the coalition. It means a great deal to bring in a logistics operator that understands all the operational challenges involved in switching to fossil-free transport solutions,” explains Anders Bylund, Senior Advisor at Siemens Nordic and Chairman of the coalition steering group.

PostNord’s sustainability agenda is firmly founded on the United Nations Sustainable Development Goals. In 2020, the Group achieved its climate target of reducing its carbon footprint by 40 percent in relation to 2009 levels. The next objective is for all the Group’s transport solutions in the Nordic region to become fossil-free by 2030. Membership of The Pathways Coalition constitutes an important step towards this target, because through the working relationship, PostNord is contributing to the transition of the entire logistics industry.

“I’m delighted that PostNord has become the first logistics operator to be approved as a member of The Pathways Coalition. We have a distinct sustainability agenda, and cooperation between different players are crucial to our success. I’m convinced that thanks to our extensive experience, we can contribute key insights to the work of the coalition and thus help to power the transition to a sustainable transport system,” says Annemarie Gardshol, President and Group CEO of PostNord.

Source: [PostNord](#)

GLS introduces refreshed brand identity

04-10-2021

GLS, a leading parcel service provider, reveals its updated brand identity today. The brand refresh builds upon what has made GLS successful in the fast-changing world of parcel services and supports the company's growth ambitions. At its core, GLS makes every parcel delivery personal with its seamless solutions. The refreshed brand identity reflects the company's undertaking with a fresh, dynamic and digital-friendly look.

The brand refresh catches the eye with a striking blue and yellow. The yellow arrow that has long represented the company is incorporated into the letter G with a more compact design, punctuated by a dot symbolising GLS's expertise, point-to-point mission and connection with its customers in the digital age. The polished look is strengthened by clear language with a fun, witty tone and style.

The brand refresh comes at a time of great change for the company. Customers are increasingly looking for easy, transparent and sustainable shipping solutions. In response to this growing need, GLS has been tailoring its network and services for more international, convenient, digital and sustainable solutions. The company aims to reinforce its cross-border leadership with a focus on growth in B2C services, whilst maintaining the company's strong footprint in B2B. Because of its dedicated cross-border network with significant

local market knowledge, GLS is confident in reaching its growth goal by 2025.

"At GLS, we have been delivering the most personal and seamless service in the markets and have built a strong foundation with our people and customers for more than 30 years. As customers' needs and the parcel market are changing rapidly, it is time for us to change as well", says Martin Seidenberg, CEO of GLS Group. "The updated brand identity reflects our work and ambition in a brighter and more leading-edge way. It's dynamic, bold, modern, vivid and personal. It reflects perfectly who we are and who we will be."

The updated brand will be rolled out gradually across all markets in Europe and North America, with an official start on 4 October.

Source: [Royal Mail](#)



Another Royal Mail first: Company trials delivering 100% of remote community's mail by lower emission drone

06-10-2021

This week, Royal Mail has started a trial of scheduled, autonomous flights for two weeks between Kirkwall and North Ronaldsay (both in the Orkney Islands) with Windracers Ltd to help better connect remote island communities. In doing so, Royal Mail is taking the first steps towards the Company's goal of developing permanent, reliable, lower emission delivery solutions for remote communities entirely by an Uncrewed Aerial Vehicle (UAV).

The flight trials, which form part of the SATE project funded by UK Research and Innovation (UKRI) via the Industrial Strategy Challenge Fund, will use a large, twin-engine, UK-built UAV named ULTRA. The UAV has been designed, built and operated by Windracers Ltd to carry mail from Kirkwall Airport on the Orkney mainland to the island community of North Ronaldsay, a 35-mile flight each way. Further north than the southern tip of Norway, North Ronaldsay is the furthest flung of the Orkney Islands. The trial will support the community of around 70 people on North Ronaldsay with a service that is expected to be less affected by poor weather, while reducing emissions.

The Windracers ULTRA UAV can carry 100kg of mail of all shapes and sizes - equivalent to a typical delivery round - enabling the transportation of all mail bound to and from the island community of North Ronaldsay. Letters and parcels will then be delivered by the local postie in the usual way when they reach the island.

If the trial is successful, the technology will be considered by Royal Mail to support postmen and postwomen in delivering to very remote areas and addresses across the UK. UAVs can fly in poor weather conditions, including fog, because they are uncrewed, and unlike boat services they are not affected by tides. This could make them well suited to help Royal Mail better service remote island communities and provide deliveries in all weathers while also helping to protect some of our most beautiful environments.

SATE

The trial is part of the Sustainable Aviation Test Environment (SATE) project based at Kirkwall

Airport operated by Highlands and Islands Limited (HIAL) in the Orkney Islands, Scotland. The Windracers UAV trials will demonstrate how this technology can be used to provide real-life service demands and improve connectivity between remote communities.

The SATE project is part of the Future Flight Challenge funded by UK Research and Innovation through the Industrial Strategy Challenge Fund. Led by HIAL, SATE is the UK's first low-carbon aviation test centre embedded in an operational airport. The project is hosting trials of aviation technologies including low-carbon aircraft and UAVs.

Royal Mail's previous drone trials

This is the third drone trial that Royal Mail has taken part in over the last year. In December 2020, Royal Mail became the first nationwide UK parcel carrier to deliver a parcel for recipients via drone to a remote lighthouse on the Isle of Mull in Scotland. In May 2021, Royal Mail delivered two more UK firsts: the first UK drone parcel delivery beyond visual line of site with Windracers Ltd, and the first inter-island deliveries on the Isles of Scilly.

Environmental Benefits

The trial will also test the environmental benefits of this technology, as part of the Company's continued drive to reduce emissions associated with its operations.

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. The expansion of alternative fuel vehicles also demonstrates the company's commitment to



reducing emissions associated with its operations, and to delivering a cleaner future.

The trial and potential introduction of low emission vehicles, such as UAVs, will help to shape Royal Mail's long-term environmental strategy, to meet its goals of delivering a cleaner future.

Sarah Moore, local postwoman for North Ronaldsay, said: "It's really exciting to be involved in this trial. North Ronaldsay is a very remote area of the UK and I'm proud to be involved in an initiative that will help Royal Mail to do all we can to keep all areas of the UK connected."

Nick Landon, Chief Commercial Officer at Royal Mail, said: "At Royal Mail we care about delivering a brilliant service for all of our customers, wherever they live in the UK. We are also incredibly passionate about protecting our diverse and beautiful environments. This trial is designed to help with both of these goals, using the most innovative technologies to support the remote and isolated communities we serve in the greenest way possible. The trialling of drone technologies is just one of the ways we are supporting our postmen and postwomen to deliver an amazing service, while

reducing our carbon emissions."

Charles Scales, Chief Executive Officer at Windracers, said: "Windracers is delighted to be operating one of our 100kg payload ULTRA UAVs to North Ronaldsay for Royal Mail. Our autonomous system will deliver an all-weather service for the community and significantly lower carbon emissions. We would like to thank our SATE project partners, HIAL, the University of Southampton and Innovate UK."

Dougie Cook, HIAL's General Manager North, said: "This is a significant trial for UAVs that form an important part of the SATE project. The facilities at Kirkwall Airport provide an ideal testing centre for this innovative application of UAV technology, which could bring practical benefits to the communities that HIAL serves.

"The SATE project is an important collaboration for HIAL and allows us to work with partners who are leading the way in sustainable aviation on a global scale. We are committed to being at the forefront of Scotland's efforts to transition to a low carbon future."

Source: [Royal Mail](#)



GLS acquires Rosenau transport in Canada

08-10-2021

Royal Mail plc (RMG.L) announces that its subsidiary, General Logistics Systems (GLS), has agreed to acquire Canadian logistics company Mid-Nite Sun Transportation Ltd (the 'Acquisition') one of the largest independent freight carriers in Western Canada that operates as 'Rosenau Transport'. The shareholders of Mid-Nite Sun Transportation Ltd are (via holding companies) members of the Rosenau family, the Rosenau Transport management team and their families.

The combination of the two businesses will create a network stretching across Canada which will enable GLS to cover the vast majority of the Canadian population and deliver further growth and synergies. It also provides a link to GLS operations along the US West Coast, unlocking significant growth opportunities with new and existing customers as the Rosenau Transport network moves to the combined GLS freight and parcel model. There is also the opportunity for revenue synergies by selling freight and parcel services into/out of the Rosenau Transport network, including cross border services.

The total consideration is C\$360.0 million (approximately £210.5 million) on a debt and cash free basis. The Acquisition will be funded through existing cash and borrowing facilities and is expected to be earnings and cash flow accretive to GLS and Royal Mail Group in the current financial year ended 31 March 2022.

Rosenau Transport generated unaudited revenue of C\$175.0 million² and EBITDA of C\$41.6 million² in the 12 months ended 31 August 2021, with a mid-teens % operating profit margin. It has 24 owned facilities throughout four provinces, and as at 31 August 2021 gross assets were C\$197.3 million². The Acquisition is subject to customary closing conditions and regulatory approvals.

The addition of Rosenau Transport complements and enhances GLS' strategy to deliver change and sustainable growth, through strengthening the GLS international network and its position as a cross-border player.

Canada is the world's 9th largest economy³ with a combined parcel and freight market of approx. C\$25 billion⁴, growing around 5% per annum⁴. GLS entered the Canadian market in August 2018 following the acquisition of Dicom. Today GLS

Canada operates a network of 2 hubs and 27 depots, with around 1,400 employees. Since Dicom was acquired it has delivered revenue growth of around 8% p.a. with a mid-teens operating profit margin in FY2020-21.

Rosenau Transport will be fully consolidated within GLS for reporting purposes after the transaction closes. The parties intend to close the transaction on 1 December 2021 subject to customary closing conditions and regulatory approvals.

Martin Seidenberg, Chief Executive Officer, GLS, said: "The addition of Rosenau Transport to GLS complements and enhances our Accelerate strategy. With its strong presence in Western Canada, high quality, entrepreneurial culture, as well as freight capabilities and parcel potential, Rosenau Transport's model is similar to our existing Canadian business and provides an excellent fit. I look forward to welcoming Ken and the Rosenau Transport team to GLS and capturing the significant opportunities ahead of us."

Rick Barnes, President of GLS Canada stated: "As we link two regional carrier networks together, with direct service to most cities and towns in the country, we will produce one of the most integrated transportation systems in Canada. The extended geographical reach will provide our 30,000 clients with a new, national and international alternative for all of their shipping needs".

Ken Rosenau, President Rosenau Transport commented "Rosenau Transport is excited to join the GLS family and align with an industry leading organization that will open new opportunities and markets on a global scale. The combined networks of GLS and Rosenau Transport will allow us to offer a comprehensive Canadian solution to better serve our clients. We look forward to working closely with Rick Barnes and the GLS Group to continue to

champion our company's motto – "Our Business is
Built on Service, For our Customers, For Each Other

and For our Communities".

Source: [Royal Mail](#)



bpost's new stamp tariffs from 1 January 2022

07-10-2021

bpost adjusts its stamp tariffs on 1 January 2022. Loose Non Prior stamps will rise to €1.19 from €1.10. Loose Prior stamps will rise to €1.89 from €1.60.

This tariff adjustment partly offsets the rising costs of delivering each letter due to the big reduction in mail volumes (31%* over the past five years) resulting from the increasing popularity of digital communication. This price adjustment means that every citizen can continue to rely on a high-quality universal postal service without the need for state subsidies.

New stamp tariffs from 1 January 2022

There is a distinction between Prior and Non Prior tariffs for shipments within Belgium:

Non Prior stamps (delivery within three working days):

€1.16 (in set of 10) | €1.19 (loose)

Prior stamp (delivery next working day):

€1.86 (in set of 10) | €1.89 (loose)

The franking tariff for a standard shipment sent within Europe will rise to €2.09 when buying five or

more stamps and €2.23 for a single stamp.

The international tariff for shipments to non-European destinations will rise to €2.31 when buying five or more stamps and €2.45 for a single stamp.

More than 80% of customers currently opt for a Non Prior stamp to send their mail. Some 95% of customers pay the lowest tariff by buying a stamp sheetlet (10 or more stamps).

The average tariff rise for 2022 across all domestic mail products will be around 4.7%.

The average impact on the monthly household budget is very limited at around 12 cents.

Customers can calculate the franking price at www.bpost.be/tarifs.

Source: bpost



bpost group announcement concerning the CFO

05-10-2021

bpost group CFO Leen Geirnaerdts has decided to leave the company and take her career in a new direction.

Dirk Tirez, CEO bpost group, says: "I want to very explicitly thank Leen for her efforts over the past two years and I wish her every success in her further career. I have every confidence in the Finance Team to support the growth of bpost group and ensure business continuity ahead of the appointment of a new CFO. We are ready to tackle our number one priority over the coming months, which is managing the end-of-year peak efficiently. In the meantime we continue to invest in our transformation in order to confirm our position as a valuable, future-proof e-commerce logistics partner for customers, citizens and employees."

Leen Geirnaerdts will leave the company in mid-November. Headhunter Russell Reynolds has been brought in to search for a new group CFO who will further support the ongoing transformation and bring costs into line with the industry benchmark. The Remuneration and Nomination Committee will ensure the search moves forward in the right way and will assess later this month the shortlist for a new CFO who will contribute to the transformation in line with the expectations of the market. In the meantime, the full Financial Team reporting to Leen will ensure the continuity of the business.

Source: [bpost](#)



Saloodo! offers transports to and from Switzerland

12-10-2021

Saloodo!, the digital freight platform, now also offers transports from Switzerland to the EU and vice versa. The logistics start-up is thus one of the first to offer transports to Switzerland via its freight exchange. Saloodo! has also thought about customs clearance.

Transporting goods from the EU to countries subject to customs duties, such as Switzerland, is always a problem for exporting companies. There is too much respect for the bureaucratic hurdles and the process of customs clearance in general. Small and medium-sized enterprises in particular therefore prefer to forego the business opportunities that trade with Switzerland opens up for them. The same is true the other way round, because Swiss companies also face the challenges of exporting their goods to the EU.

This is precisely where the logistics start-up Saloodo! comes in, which for the first time now enables companies to tender transport orders that lead from the EU to Switzerland as well as vice versa from Switzerland to the EU via its digital freight platform - and the demand is great. This is shown by the reactions of shippers to the new possibility of requesting transports to Switzerland: Saloodo! has registered more than 16,000 transport requests for these relations within a few months.

Switzerland transports already a great success

Saloodo! customers also do not have to deal with the obligatory customs processes. Companies can either use their own customs service provider or rely entirely on Saloodo!'s cooperation partner when it comes to customs.

"Saloodo! provides seamless cross-border and cross-market transport processing worldwide. Through our successful market entries in the Middle East, on the African continent and most recently in South America, we have gained a lot of experience with transports to customs-relevant countries, which we now benefit from. Now we are continuing our strategic growth in Europe by also offering Switzerland transports," explains Dr Antje Huber, CEO Saloodo!. "Together with our cooperation partner Gerlach, the leading customs service

provider in Europe, we can offer our customers fast and reliable customs clearance. We are thus continuing to work steadily towards our vision of a world in which logistics is smart, digitalised and sustainable."

Uncomplicated customs clearance

Thanks to the cooperation with Gerlach Customs, shippers always have a competent expert at their side to support them throughout the entire customs procedure. The company was already founded in 1881 and thus has more than 140 years of experience in the field of customs clearance. With a network of 170 offices in 27 European countries and more than 1000 customs experts, Gerlach covers the entire spectrum of customs services. For Thomas Weins, CEO Gerlach Germany, the cooperation is proof of the great customer orientation of both companies: "The advantages for customers are obvious: after they have expressed their customs requirements for the transport order on the Saloodo! platform, they can seamlessly continue the further customs-relevant steps with us. In this way, transports to Switzerland or from Switzerland to the EU are handled as simply and quickly as possible."

One company that already regularly ships to Switzerland via Saloodo! and uses the service of Gerlach Customs is Flight13 Duplication from Pforzheim/Germany. The company offers duplication of CDs, DVDs as well as vinyl records and delivers to customers all over Europe. "We have of course delivered our goods to Switzerland before, but it has never been as easy as it is with Saloodo!. We place our transport order on the platform, choose the right carrier for us from the offers we receive and book the transport. Within a short time, we are then contacted by the Gerlach employees, who take care of the customs clearance. This is really very efficient and easy," says Björn Bieber, Managing Director of Flight13 Duplication.



With the integration of transports from/to Switzerland, Saloodo! once again proves its digital leadership and agile implementation of customer wishes. This customer-centricity is already experienced daily by more than 30,000 shippers and over 12,000 transport companies in more than 50 countries on 4 continents. Since Saloodo! was founded in 2016, the company has continuously expanded, also outside of Europe, into growth markets such as the Middle East, Africa and South America. Last year, Saloodo! launched the first

unified global digital freight marketplace for road transport, enabling seamless cross-border and cross-market transport. Most recently, the logistics start-up launched its digital freight platform in Argentina as well as a "Closed Shop" feature that allows shippers to offer their transport orders only to a closed user group of pre-selected carriers, if desired.

Source: [Deutsche Post DHL](#)



IPC participates in IATA webinar on airmail

14-10-2021

On 29 September 2021, IPC participated in the first webinar on airmail hosted by the airline association IATA. The webinar was attended by over 190 attendees from more than 130 companies. It covered topics related to the safety and security of airmail transportation, in a context where new regulations such as the EU's Import Control System 2 (ICS2), the impact of COVID-19 on capacity availability and new market requirements (tracking, reliability of delivery, etc.) are changing business and operations.

At the webinar, IPC presented a status update on the discussions around the use of the Postal Airwaybill Number (PAWB) to support the optimisation of airmail processes. A panel of experts from the cargo industry and IT system providers engaged in an open and fruitful discussion on the value of the PAWB for the industry. Several participants praised the high level of the discussion and the value it had to trigger more detailed assessments for implementation within their companies.

The PAWB is a critical data element that can be exchanged within existing postal EDI messages and that helps establish synergies between postal and cargo systems. The use of such elements provides posts and airlines with the ability to enhance their tracking, comply with security advance information provision requirements and increase overall capacity availability for airmail on aircrafts.

The upcoming regulatory requirements for the filing of Advanced Electronic Data (EAD) by airlines as of March 2023 are one of the main drivers of the push from posts and airlines to widely implement the use of the PAWB in EDI messages by that date.

IPC driving use of PAWB

IPC's Engage initiative identified the potential value of the use of the PAWB from the early days of its activity and promoted the upgrade of the corresponding UPU EDI standards already in 2008. Several subgroups of Engage, led by IPC in coordination with IATA, have been discussing and designing the to-be standard processes to support the use and processing of the PAWB number by all the involved systems

IPC and IATA

IPC and IATA have been long-standing partners in the development and expansion of safe, secure, accessible and high-quality airmail and air cargo services to help their respective members provide quality solutions aligned to consumer needs. Through the Engage initiative, the organisations work together on several specific areas, including improving the security, handover, carriage, delivery and settlement of airmail. They also focus on developing and maintaining industry standards and procedures as well as services and solutions for both physical flows and electronic data interchange relating to airmail.



Australia Post locks in weekend deliveries for Victoria

09-10-2021

Posties and delivery drivers are set to deliver as many as 350,000 parcels across Victoria each and every weekend for the rest of the year, while Australia Post facilities in Melbourne are processing on average a million parcels each day, enough to fill the seats of the MCG ten times.

While the impacts of COVID have been particularly challenging in Melbourne, with hundreds of Australia Post team members forced to isolate and facilities subject to COVID-safe restrictions, posties and drivers continue to deliver record numbers of parcels for Victorians, including each Saturday and Sunday.

Australia Post has also added six additional pop-up sites to process parcels- at Dandenong, Somerton, Tottenham, Thomastown and two at Derrimut – while our two biggest permanent facilities at Sunshine West are processing more than 450,000 parcels a day.

To counter a significant reduction in passenger flights, Australia Post has also doubled its weekly freighter flights into Victoria to 60, to help carry more than 340 tonnes of parcels a week, with another 32 tonnes arriving via extra weekly Express Post trucks.

Around 1000 additional team members are also being recruited in Victoria to help sort parcels and mail, drive forklifts, delivery vans and trucks, and to help customers with their queries.

Australia Post General Manager Corporate Affairs

Michelle Skehan said the difficult decision to pause parcel collections from eCommerce retailers in Greater Melbourne had been vital in returning volumes in Victorian facilities to safe levels, with 4.5 million parcels processed during that time, while deliveries continued across the city.

“We haven’t stopped delivering and have broken delivery records throughout the pandemic even as we’ve been faced with challenges like having large numbers of our Melbourne people in isolation,” Ms Skehan said.

“We recognise that people want their parcels to arrive as quickly as possible, especially as we head into Christmas, and that means on weekends too, and our people really are doing all they can to meet the huge demand under challenging times.”

Weekend deliveries will remain across Melbourne and major regional centres for the rest of the year, and where volumes are high in other regional areas.

The Australia Post mobile app is the best way to keep across deliveries, choose the best place to receive parcels, and to stay updated about impacts to the network.

Source: [Australia Post](#)



DHL Global Forwarding and TotalEnergies partner to develop a solar project

13-10-2021

"With an annual average of 8.7 hours of sunshine per day, Dubai has a clear advantage in terms of solar energy. I am all the more pleased that we can use this asset to advance our sustainability goals further", says Amadou Diallo, CEO DHL Global Forwarding Middle East and Africa. "With TotalEnergies, we have a partner at our side, not only to drive forward the use of alternative fuels but also to optimize our overall energy consumption. In this way, we are going step by step to achieve our ambitious target to reduce all logistics-related emissions to zero by the year 2050."

The whole solar system will produce over 14,000 MWh per year, enough energy to power over 16,000 homes yearly in the UAE. In addition to supplying the sites with solar power eight electrical vehicle charging stations will also be installed. Thus, DHL Global Forwarding contributes to the Group's goal of electrifying 60% of its fleet by 2030.

Hamady Sy, Managing Director at TotalEnergies Renewables Distributed Generation Middle East and Africa, declared: "We are delighted to support DHL

Global Forwarding with their green initiatives in the UAE of which solar will play an important part, and look forward to helping them reducing their carbon footprint in the region and beyond".

Not only does the solar system produce more sustainable energy, but the program also includes that 85% of the solar modules are recycled. Furthermore, they are produced exclusively in Landfill Free certified factories. All this contributes to making the entire product cycle more sustainable and saves more than 150,000 tons of CO2 over the contract duration.

In keeping with its policy of "burn less - burn clean", DHL Global Forwarding is consistently optimizing the carbon efficiency of its transport network, its fleet and its real estate. In order to achieve its sustainability goals, Deutsche Post DHL Group is investing EUR7 billion in climate-neutral logistics solutions through 2030, by which point at least 30 percent of its fuel needs should be met by sustainable fuels.

Source: [Deutsche Post DHL](#)

bpost wins the ‘Environmental Achievement of the Year’-award at the Parcel and Postal Technology International Awards 2021

13-10-2021

In Vienna, the winners were announced in the 8 categories of the annual Parcel and Postal Technology International Awards.

bpost emerged as the winner in the category 'Environmental Achievement of the Year'. The company received the award for its Ecozone concept, whereby letters and parcels are delivered emission-free in the city of Mechelen. bpost achieves this through a combination of an entirely green fleet (electric delivery vans and bicycles and bike trailers) and a very dense network of pick-up points, and in particular parcel lockers for the collection or delivery of parcels. The results of the project are permanently monitored by an independent institute, the Vrije Universiteit Brussel (VUB), which measures the impact on the overall quality of life in the city.

Dirk Tirez, CEO bpost group: “Sustainable enterprise and respect for our planet are at the heart of our strategy. That requires us to rethink and adapt how

we work. We are showing that change is possible and that it is backed by the municipal authorities and citizens. This Ecozone proves that customer satisfaction, service and innovation can go hand in hand to achieve our shared ambitions in terms of sustainable development.”

“The standard of this year’s entries was exceptionally high,” said Dan Symonds, online editor of Parcel and Postal Technology International magazine. “While much of the world has suffered and stalled under the pandemic, the delivery and logistics sector saw record figures across the globe, both in terms of revenue and the number of items sent. The winners and shortlisted companies should all be very proud of their contribution to this increasingly thriving sector.”

Source: [bpost](#)



Omniva increases the transparency of parcel tracking

08-10-2021

Previously, the parcel tracking data also included events noting the movement of parcel data; now, however, the customer will only see the physical movement of the parcel for the sake of clarity.

According to Evert Rööpson, Head of Operations at Omniva, the excessively detailed and technical information was confusing for the customers; thus, the decision was taken to simplify the parcel movement events displayed under tracking information. 'The numerous events in parcel tracking (via the Track&Trace system) which marked the movements of the parcel data between Omniva and customs authorities were confusing for the customers. If the parcel data was incomplete, there could be several back-and-forth movements, which made the customers feel as if their parcels were being transferred from one shelf to another in the hands of Omniva instead of moving towards the final destination,' explained Rööpson. 'Now, the customer will only see a new event under the tracking information when the parcel has actually moved.'

According to Rööpson, the situation became especially problematic after the change in the value-added taxation applied to the parcels from third countries after 1 July, as the customs information is now also exchanged in the case of parcels with a value of under 22 euros, which form approximately 90–95% of all consignments from third countries. Now, the tracking information

system has been modified and only the arrivals of the parcel at the customs terminal and later at the sorting centre are displayed to the customer.

Those international consignments which are released from customs supervision reach the destination within a few days, says Rööpson. Delays may occur if the customs information of the parcel is incomplete and further information must be provided by the customer.

While the first stage involved the improvement of the information about customs procedures, the company now intends to overhaul the entire journey of the parcel, according to Rööpson. 'We want the parcel tracking information to be easily and unambiguously clear for all and to thereby better manage our customers' expectations,' Rööpson explained. 'Our longer-term goal is to create a tracking environment which would include the parcel's details from the moment of making the purchase and in which the parcel would be easy to trace throughout its entire journey. We are also planning to start displaying the environmental footprints of their consignments to the customers in the future.'

Source: [Omniva](#)



Continued growth in the package market according to PTS

10-10-2021

The Swedish parcel market continues to grow. One explanation for this is that society is increasingly e-shopping. It shows a new compilation from PTS.

Since 2018, the Swedish Post and Telecom Agency (PTS) has had the opportunity to collect information from companies operating in the parcel market, in accordance with the EU's parcel regulation. These include companies' sales, volumes and prices.

Based on this information, PTS can monitor the parcel market and this year has the opportunity to present the market's development for the first time, for example in terms of growth and competitive situation.

Continued increase in the number of packages

This year's compilation shows that the Swedish parcel market continued to grow during the year 2020. Compared with the previous year, the parcel market increased by 14 percent in terms of sales, and 18 percent in volume.

In total during the year 2020, 295 million packages were distributed in Sweden. Of these, about 43 million were sent from abroad. One explanation for the increase in the parcel market may be that e-commerce continues to strengthen during the Corona pandemic.

The competitive situation in the parcel market

PTS has identified 23 players operating in the Swedish parcel market.

Compared with the previous year, the largest players have reduced their market share somehow, as new players have taken place in the market.

However, Postnord is still the largest player in the total market, with around 40-45 percent of sales. This is followed by UPS and DHL, each of which has a market share of approximately 10-15 percent. On a closer look at the various submarkets, PTS can state that Postnord is the largest in all but the market for outbound cross-border parcel delivery services, where UPS is the largest.

[Click here to read the report.](#)

About the compilation

The statistics were obtained in June 2021, cover packages up to 31.5 kg, and refer to the year 2020. "Parcels" are defined as consignments containing goods, with or without commercial value.

Shipments that are thicker than 20 mm are considered to contain goods and are therefore counted as packages. In addition, the statistics cover three submarkets:

- Domestic parcel delivery services : includes parcels where both senders and recipients are located in Sweden (the "domestic market").
- Incoming cross-border parcel delivery services : includes parcels where the sender is outside Sweden and the recipient in Sweden ("incoming parcels").
- Outbound cross-border parcel delivery services : includes parcels with a sender in Sweden and a recipient outside Sweden ("outbound parcels").

Source: [PTS](#)

Data protection procedures of Austrian Post

13-10-2021

In the light of a data protection procedure originating in January 2019, the current situation for Austrian Post can be described as follows:

The data protection fine totalling EUR 18m which was imposed upon Austrian Post by the Austrian Data Protection Authority on 28 October 2019 was overturned by the Federal Administrative Court in a ruling handed down on 26 November 2020, and the criminal proceedings were terminated. Up until now the Supreme Administrative Court has not yet decided upon the admissibility of the extraordinary appeal.

In a further procedure focusing on providing information about personal data, the Austrian Data Protection Authority imposed a fine of EUR 9.5m on Austrian Post on 28 September 2021. The

allegations made by the Authority mainly relate to the fact that, in addition to the contact opportunities made available by Austrian Post via mail, a web contact form and the company's customer service centre, inquiries about personal data must also be made possible via e-mail. Austrian Post also intends to launch an appeal against this decision.

These developments do not adversely impact the current estimations and guidance of Austrian Post with respect to the 2021 financial year.

Source: [Austrian Post](#)



The BIPT approves bpost's tariff increases for 2022

07-10-2021

The BIPT approves the average 6.37% tariff increase requested by bpost.

As a consequence, as of 1 January 2022, bpost will be allowed to raise the tariffs for the small users basket, i.e. the national and international standard letters and parcels for private persons and small

businesses. As in previous years, the increase in tariffs will concern postal items (prior) in particular.

Source: [BIPT](#)



International Post Corporation appoints new Chief Commercial and Financial Officer

14-10-2021

International Post Corporation (IPC) has announced today that Gilad Tirosh has been appointed as IPC Chief Commercial and Financial Officer. He will be replacing Tom Day, who left IPC at the end of August. The new Chief Commercial and Financial Officer will start his new function as of January 2022. He will oversee business planning, finances, market intelligence and sustainability as well as business relations with postal members and customers, regulatory services and intercompany pricing.

Holger Winklbauer, IPC Chief Executive Officer says: "Gilad brings solid experience in e-commerce, an in-depth understanding of the postal and logistics network and of the international postal organisations, as well as a strong knowledge of the Middle Eastern and Asian markets."

Gilad previously worked as Chief Commercial Officer at Israel Post, responsible, among others, for all commercial and operational activities in e-commerce, CEP and trade, as well as international business and affairs. In this function, he established and managed partnerships with some of the largest players in the world, including Amazon, Alibaba, SHEIN, eBay, ASOS, NEXT and many more, and ensured Israel Post's representation in global organisations.

Gilad Tirosh says: "E-commerce surges in all markets and soon will overcome traditional retail in some. During the pandemic, posts around the world showed resilience and flexibility as essential organisations for their national markets and played a major role in global trade. Today, the industry as a whole, and each of the posts individually, are confronted with challenges and opportunities and face the need to adjust and transform. I am happy to join IPC, a proven leader of the industry that supports posts all around the world in their transformation journey with knowledge, information

and technology. I am looking forward to the challenges and opportunities and I am convinced that with the great team at IPC the company will continue to contribute positively to the industry."

Prior to working at Israel Post, Tirosh has filled a number of functions in the logistics sector. He has been Vice President at Flying Cargo, the largest supply chain group in Israel with a large global presence. Prior to that, he managed two subsidiaries of Kislev Group, one of the largest freight forwarding groups in Israel. In that job, he also lived in Asia while further developing the business.

Starting 1 January 2022, the new IPC executive management team will consist of:

Chief Executive Officer: Holger Winklbauer
Chief Operations Officer: Liam O'Sullivan
Chief Information Officer: Markus Apfelbeck
Chief Commercial Officer and Financial Officer: Gilad Tirosh

About International Post Corporation

International Post Corporation (IPC) is the leading service provider of the global postal industry that provides leadership by driving service quality, interoperability and business-critical intelligence to support posts in defending existing business and expanding into new growth areas. It is a cooperative association of 25-member postal operators in Asia Pacific, Europe and North America. IPC's solutions and services are used by over 180 posts worldwide. Since 1989 IPC has set standards for upgrading quality and service performance and developed technological solutions that help members enhance service for international letters, packets and parcels. IPC engages in industry research, creates



business-critical intelligence, provides a range of platforms and programmes for member post CEOs and senior management to exchange best practices and discuss strategy. IPC also manages the system for incentive-based payments between postal operators.

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NZ Post asks Aucklanders to shop a little differently this Christmas

29-10-2021

NZ Post's parcel delivery service in Auckland is currently busier than it has ever been due to the current COVID outbreak meaning retail stores are closed, so we are asking Aucklanders to prepare for Christmas by shopping online a little differently this year.

With Aucklanders currently unable to shop instore while restrictions remain in place, recent demand for online shopping in Auckland has increased over 90% since before lockdown. In response to the demand, NZ Post has gone from delivering 440,000 parcels per week in Auckland to over 740,000.

"Our teams have been working incredibly hard to deliver for Kiwis while retail stores remain closed, we've brought on 800 extra people and are still recruiting 300 more, 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," says NZ Post Chief Customer Officer Bryan Dobson.

"However, the unprecedented demand for parcel delivery means the number of parcels we have to deliver in Auckland has continued to grow, and there are limits on what we can physically do to increase our capacity to deliver. With the current COVID outbreak meaning we don't know how long retail in Auckland will be switched off for, we all need to do things a little differently this Christmas."

As we head into the busy Christmas shopping season NZ Post is asking for Kiwis, and Aucklanders in particular, to prepare to shop online a little differently this year. "NZ Post has been delivering Christmas for more than 180 years now and we've got some tips to help Kiwis prepare and to make sure everyone's shopping can arrive on time and not get stuck in a backlog."

Think ahead, start planning what you want and need to buy during the shopping season now. Make a list of what you need so you can place fewer, larger orders and reduce your shipping costs. Use 'click and collect' options with your favourite retailers wherever possible.

Consider bulk buying items that you usually purchase online monthly or weekly into one larger order that can be sent in one go.

Across the country NZ Post is currently delivering over 2 million parcels every week – that's four every second. "Outside of Auckland, our delivery service is operating closer to normal. But we are still asking Kiwis throughout the country to plan ahead for Christmas and to shop a little differently by following our tips."

"We are incredibly proud of how hard everyone at NZ Post is working to deliver for Kiwis. We're grateful that New Zealanders are continuing to show our people kindness and patience as we do everything we can do get parcels where they need to be, while restrictions on instore shopping in Auckland remain in place," says Bryan Dobson.

NZ Post's latest eCommerce Spotlight report shows that New Zealanders have spent \$1.7 billion online over the last three months, an increase of 22% on the same period last year. A big increase, that's even more significant when you consider the fact that there were lockdowns in this quarter last year as well.

Auckland has had the biggest quarter for online shopping ever, with Aucklanders spending over \$700 million online over the last three months, \$122 million more than the same quarter last year, and a massive 51% increase on 2019.

The eCommerce Spotlight report shows Aucklanders have made 6.3 million transactions online in the last three months – that's about 70,000 online transactions every day – an increase of almost 30% compared to the same period last year, despite Auckland also having a lockdown in the corresponding period last year. All indications show that these trends are going to continue over the next three months in the lead up to Christmas.

Source: [New Zealand](#)





The growth of Omniva was supported by domestic e-commerce in the third quarter

29-10-2021

The operating income of the Group for the first nine months of 2021 totalled 105.8 million euros, which is over 10 million more than in the same period last year. The Group earned a profit of 12.9 million euros in the first three quarters, which is almost four times more than a year earlier. The result was primarily affected by significantly increased revenues in Baltic parcel services.

According to Mart Mägi, Chairman of the Management Board of Omniva, the volume of e-commerce in the domestic market grew so much that the turnover of the company continued to grow strongly despite the decline in international parcel volumes, which had a major impact on the third quarter. 'The change in VAT on parcels ordered from third countries, which entered into force in the European Union on 1 July, led to a decrease in international parcel volumes of approximately 40%. Fortunately, e-commerce in Estonia and the Baltics has grown,' said Mägi.

In 9 months, revenues from Baltic parcel services increased by 25% year-on-year. In addition to Estonian parcel services, the operating revenues of Omniva also continued to grow strongly in Latvia and Lithuania – by 58% and 49% year-on-year, respectively.

In the third quarter, the number of COVID-19 cases, which had receded in the meantime, started to rise again in Estonia, Latvia, and Lithuania, which is why the parcel machines, which have previously been the first preference of customers for sending and receiving parcels, became more popular again. A significant competitive advantage continues to be that the parcel machines of Omniva are located outside, are usable with gloves, and support contactless payments. The Omniva parcel machine network is also the largest, which means that our parcel machines are the closest to the customer. In the fourth quarter, the company plans to further expand its parcel machine network.

The coronavirus situation also strongly affects parcel volumes during the Christmas period and at the end of the year. Therefore, Omniva started preparations in the third quarter for the global and local shopping holidays, which increase the volume

of parcels every year, to successfully serve customers during the busy period.

In the third quarter, Eesti Post issued various stamps, including stamps dedicated to the 100th anniversary of Estonian Civil Aviation, the 125th anniversary of the first film screening, and the 100th anniversary of the Estonian Football Association. The latter is unique in that it is made of football material. On 20 August, the company also issued a postcard and a printed stamp dedicated to the thirtieth anniversary of the re-independence of the Republic of Estonia.

Despite the impact of EU tax changes, the international business area of the Group grew by 5% year-on-year. We also started to prepare for servicing large volumes during the Christmas period in the international business area. This year, for the first time, the company is sorting the parcels in the centres in Kaunas and Tallinn. The international business area forecasts an all-time record of parcel volumes for the fourth quarter.

Information business services are provided by Finbite OÜ, a subsidiary of the Group, and the third quarter was successful for the company. In the third quarter, information business revenues increased by 19% compared to the previous year. The sales results of Finbite (information business) were the best in history in all countries (Estonia, Latvia, and Lithuania).

The main activity of AS Eesti Post is the provision of postal and logistics services and the handling of e-invoices. In addition to the parent company, the Group includes subsidiaries and related companies. The main activity of SIA Omniva and UAB Omniva LT is the provision of parcel machines and courier services in the Latvian and Lithuanian markets. AS Maksekeskus provides payment solutions to

e-commerce companies in the Baltics. Finbite OÜ offers e-invoicing and fintech solutions across the Baltics. Post11 offers e-merchants comprehensive international logistics solutions for the delivery of goods all over the world.

AS Eesti Post is an Estonian state-owned company. The Group employs 2,300 people across the Baltics and had a turnover of 135.6 million euros in 2020.

Source: [Omniva](#)



Heiki Raadik will become the CFO and member of the Management Board of Omniva

04-11-2021

On 1 December 2021, Heiki Raadik will start working as the Chief Financial Officer and member of the Management Board of Omniva. His area of responsibility will be the management and development of the financial sector of the group in the home markets of the company across the Baltics.

'I am very pleased that Heiki Raadik will join the company, as his extensive background in banking and long-term financial management experience will help take the finance department of Omniva to a new level,' said Mart Mägi, Chairman of the Board of Omniva.

According to Raadik, he chose Omniva because he wants to test himself in the rapidly developing e-commerce and logistics sector and work in a company that is a market leader and a pioneer in the field of complete logistics solutions. 'After 25 years of working in the financial sector, I was fascinated by the challenge of working in a new field which is currently in a very exciting stage of development,' said Raadik.

Heiki Raadik has previously worked in various leading positions in banking, most recently in the Baltic operations department of Luminor Bank and at Swedbank Estonia. In addition, he has worked in the insurance sector (Ergo Insurance) and Sampo Bank.

Heiki Raadik graduated from the University of Tartu

with a degree in corporate finance and investment and econometrics. He has studied management at the London Business School and has completed a range of master's and doctoral courses in econometrics, macroeconomics, and derivatives at Clark University.

The main activity of AS Eesti Post is the provision of postal and logistics services and the handling of e-invoices. In addition to the parent company, the Group includes subsidiaries and related companies. The main activity of SIA Omniva and UAB Omniva LT is the provision of parcel machines and courier services in the Latvian and Lithuanian markets. AS Maksekeskus provides payment solutions to e-commerce companies in the Baltics. Finbite OÜ offers e-invoicing and fintech solutions across the Baltics. Post11 offers e-merchants comprehensive international logistics solutions for the delivery of goods all over the world.

AS Eesti Post is an Estonian state-owned company. The Group employs 2,300 people across the Baltics and had a turnover of 135.6 million euros in 2020.

Source: [Omniva](#)

Australia Post releases Christmas delivery deadlines

28-10-2021

Australia Post is helping people to plan ahead for what is expected to be its busiest-ever festive season with the announcement of domestic delivery deadlines for this Christmas.

With parcel volumes already setting records in 2021, this December is predicted to surpass last year's 52 million parcels and customers are encouraged to send their presents and Christmas cards as early as they can, to give them the best chance of reaching loved ones in time.

For most sending within Australia the key dates to remember to send parcels by are Monday 13 December for Parcel Post and Monday 20 December for Express Post. For some locations, including Perth, Darwin and outside of metro areas, we recommend sending earlier and to check the Australia Post website for details.

Christmas cards should be sent by Thursday December 16, and customers sending overseas are encouraged to do so as soon as possible as cut-off dates vary depending on the destination.

Australia Post Executive General Manager, Business and Government Gary Starr said preparations for the peak season were already well underway,

including recruiting a record more than 4000 Christmas casual team members.

"We're seeing record parcel volumes with more than 5.9 million households shopping online a month – that's more than half of all Australian households, and it's showing no signs of slowing as we head into the online sales season and Christmas," Mr Starr said.

"That is why we've planned ahead with extra air freight capacity, weekend deliveries and recruitment of thousands of new team members to ramp up our delivery services, parcel sorting and customer care, and we'll be delivering right up until Christmas Eve.

"We encourage people to make a note of these important delivery dates, because although we'll deliver items sent after these dates as quickly as we can, they may not arrive until after Christmas."

Source: [Australia Post](#)



Royal Mail launches all-electric delivery office in Glasgow ahead of the COP26 global climate summit

28-10-2021

The Glasgow G51 Delivery Office will operate 13 electric vehicles and two micro electric vehicles as the company seeks to reduce its emissions still further. Royal Mail announces the launch of its first Delivery Office in Scotland to feature an all-electric fleet of collection and delivery vehicles as the UK prepares to launch the 26th United Nations Climate Change Conference (COP26) in Glasgow. The Delivery Office is just a short walk across the River Clyde from the Scottish Event Campus, where the COP26 Climate Summit is due to be held.

The G51 Delivery Office in the Govan area of the city has had its 13 diesel delivery and collection vans replaced by fully electric equivalents – comprising the Office's entire collection and delivery fleet. Two micro electric vehicles will also be joining the fleet as the Company steps up its drive to further reduce emissions associated with its operations. These micro electric vehicles are roughly the size of a golf buggy or a quad bike, with a load size of between 1.2m³ and 2.0m³. They have the capacity to accommodate more than an average daily round's worth of letters and small parcels.

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. This move forms part of Royal Mail's rollout of low or zero emission vehicles, designed to make the UK's lowest reported CO₂e emissions per parcel delivery even lower.

Royal Mail has worked with BP Pulse in Glasgow to complete infrastructure works and install eight 7kW electric charging points. The energy to power the vehicles is from 100% renewable hydroelectric, solar and wind sources.

The Glasgow Delivery Office was selected because of the City's plans for a Low Emissions Zone (LEZ), which will require vehicles to meet certain emissions standards to enter its centre. At present, other Delivery Offices across the UK are being considered for similar fleet makeovers in coming months – particularly those in places with existing Clean Air or Low Emissions Zones, or with plans to introduce them.

Simon Thompson, Chief Executive Officer at Royal Mail said: "It's fantastic news that we are able to transform the Glasgow G51 Delivery Office into the first Royal Mail 'all-electric' Delivery Office in Scotland. We always want to do the right thing by the communities we serve in terms of keeping our emissions as low as we can, and this is another important step in that direction. This is all in addition to our amazing posties delivering the mail by walking the streets of course."

First Minister Nicola Sturgeon said: "With the eyes of the world turning to Glasgow ahead of COP26, it's vital that we lead by example when it comes to tackling the climate emergency. That is why it is such welcome news that Royal Mail are launching their first all-electric Delivery Office in Scotland just across the Clyde from where the summit will take place.

"Converting this delivery office entirely to electric vehicles is a really positive step towards our shared goal of net-zero and I want to thank Royal Mail for their efforts in making this happen."

The Electric Vehicles (EVs)

The fully electric vans have up to 38% larger load space than the vehicles they have replaced, giving them additional capacity to deal with growing parcel volumes. With lower maintenance requirements, the electric fleet promises more on-road time and higher levels of reliability.

The 13 new vans can travel up to 90 miles on a single charge, depending on weather conditions and load size. As part of Royal Mail's recent expansion of telemetry technology across its fleet, the vans will also have telemetry capabilities installed,



aimed at encouraging more efficient driving techniques.

These benefits are in addition to helping the area's

29 postmen and postwomen deliver letters and parcels safely and efficiently, while producing fewer emissions.

Source: [Royal Mail](#)



NZ Post asks Aucklanders to shop a little differently this Christmas

29-10-2021

NZ Post's parcel delivery service in Auckland is currently busier than it has ever been due to the current COVID outbreak meaning retail stores are closed, so we are asking Aucklanders to prepare for Christmas by shopping online a little differently this year.

With Aucklanders currently unable to shop instore while restrictions remain in place, recent demand for online shopping in Auckland has increased over 90% since before lockdown. In response to the demand, NZ Post has gone from delivering 440,000 parcels per week in Auckland to over 740,000.

"Our teams have been working incredibly hard to deliver for Kiwis while retail stores remain closed, we've brought on 800 extra people and are still recruiting 300 more, 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," says NZ Post Chief Customer Officer Bryan Dobson.

"However, the unprecedented demand for parcel delivery means the number of parcels we have to deliver in Auckland has continued to grow, and there are limits on what we can physically do to increase our capacity to deliver. With the current COVID outbreak meaning we don't know how long retail in Auckland will be switched off for, we all need to do things a little differently this Christmas."

As we head into the busy Christmas shopping season NZ Post is asking for Kiwis, and Aucklanders in particular, to prepare to shop online a little differently this year. "NZ Post has been delivering Christmas for more than 180 years now and we've got some tips to help Kiwis prepare and to make sure everyone's shopping can arrive on time and not get stuck in a backlog."

Think ahead, start planning what you want and need to buy during the shopping season now. Make a list of what you need so you can place fewer, larger orders and reduce your shipping costs. Use 'click and collect' options with your favourite retailers wherever possible. Consider bulk buying items that you usually

purchase online monthly or weekly into one larger order that can be sent in one go.

Across the country NZ Post is currently delivering over 2 million parcels every week – that's four every second. "Outside of Auckland, our delivery service is operating closer to normal. But we are still asking Kiwis throughout the country to plan ahead for Christmas and to shop a little differently by following our tips."

"We are incredibly proud of how hard everyone at NZ Post is working to deliver for Kiwis. We're grateful that New Zealanders are continuing to show our people kindness and patience as we do everything we can do get parcels where they need to be, while restrictions on instore shopping in Auckland remain in place," says Bryan Dobson.

NZ Post's latest eCommerce Spotlight report shows that New Zealanders have spent \$1.7 billion online over the last three months, an increase of 22% on the same period last year. A big increase, that's even more significant when you consider the fact that there were lockdowns in this quarter last year as well.

Auckland has had the biggest quarter for online shopping ever, with Aucklanders spending over \$700 million online over the last three months, \$122 million more than the same quarter last year, and a massive 51% increase on 2019.

The eCommerce Spotlight report shows Aucklanders have made 6.3 million transactions online in the last three months – that's about 70,000 online transactions every day – an increase of almost 30% compared to the same period last year, despite Auckland also having a lockdown in the corresponding period last year. All indications show that these trends are going to continue over the next three months in the lead up to Christmas.

We encourage customers to check www.nzpost.co.nz for the latest delivery timeframes and the most up to date cut-off deadlines for



Christmas.

Source: [New Zealand Post](#)



PostNL opens automated sorting centre for small parcels

06-10-2021

The Hague, the Netherlands, 6 October 2021 - Today, PostNL's CEO Herna Verhagen and Prince Constantijn van Oranje open a fully automated, robotic parcel sorting centre for small parcels in Nieuwegein, the Netherlands. This innovative sorting centre, equipped with diverse robots, is unique in Europe and has been created especially for sorting and country-wide distribution of small parcels. Expanding its delivery capabilities is a top priority at PostNL. Earlier in the year, PostNL opened a regular parcel sorting centre in Westzaan.

The parcels processed at the sorting centre are the size of a good-sized shoebox or smaller. Small parcels mean less packaging material, less air and fewer carbon emissions. Parcels Director Liesbeth Kaashoek comments: "By processing small parcels separately at this sorting centre, we're creating more capacity in our regular parcel sorting centres. The maximum capacity of this automated sorting centre equals that of five regular sorting centres. This is how we're making ready for the further growth of e-commerce and for serving our customers and consumers going forward."

Robots and data

PostNL is increasingly making more and smarter use of data, digitalisation and robotisation. The sorting process at its small parcels sorting centre involves a variety of innovative tools and techniques, including 175 robots for internal transport, robotic arms to correctly place parcels on conveyors and at postbag filling stations. Small parcels are sorted 24/7 and intelligent software facilitates precise tracking of every single parcel at

the sorting centre.

Making the e-commerce chain sustainable
Aspiring to make the e-commerce chain more sustainable together with its partners and innovation start-ups and scale-ups, PostNL today launches an innovation programme in close collaboration with Deloitte and in the presence of Prince Constantijn van Oranje, who, together with Techleap, is promoting the Dutch technology ecosystem and helping ambitious and promising Dutch tech companies to grow both domestically and worldwide. The aim of the innovation programme is to make the entire e-commerce chain sustainable, from check-out at the web shop to delivery on the doorstep. PostNL wants to make it easier for its business customers and consumers to make greener choices and is looking to achieve this by taking air out of packaging, delivering even more efficiently and sustainably, combating waste by reducing returns, and promoting and facilitating circular solutions.

Source: [PostNL](#)



Australia Post set to deliver Christmas cheer with Santa Mail

29-10-2021

Australia Post is all set to deliver Aussie kids' Christmas wishes directly to the North Pole as Santa Claus gets ready to personally respond and check his list again.

With just eight weeks to go, Australia Post is calling on all families and kids to put pen, pencil or crayon to paper to let Santa know just how nice they've been this year and tell him what they wish to see under the Christmas tree.

A much-loved tradition, Santa Mail has connected children directly with their number one hero for years, and last year Australia Post received more than 100,000 letters destined for the North Pole.

Australia Post Chief Marketing Officer Amber Collins said the precious letters give children the chance to discover the joy of letter-writing and experience the thrill of receiving a reply from someone very special.

"Santa Mail is one of those Australian traditions that families look forward to every year and it helps bring a sense of excitement and hope at this magical time," Ms. Collins said.

"It's also a fantastic way for children to practice their literacy skills at home or at school, and we've already seen hundreds of schools download this year's lesson plans designed specifically for classrooms.

"We're encouraging families to get their letters in nice and early so Santa has plenty of time to

respond and to visit our Santa Mail website for handy tips, templates and to follow along with the Santa Mail Tracker."

Children of any age are encouraged to take part and letters should be addressed to Santa, North Pole 9999 with a 65c Christmas stamp affixed to the front of the envelope, and a name and return address on the back so Santa knows where to send his reply.

Parents and children who have low vision can opt-in to receive a large text reply from Santa by sending their letters to Santa Mail (large text), North Pole 9999.

Santa Mail letters can be placed in any red street posting box, or a dedicated Santa Mail box in participating Post Offices, and families are encouraged to post letters before Friday 3 December, so Santa can reply before loading up his sleigh.

For more information on how to address letters to Santa, lesson plans, letter templates, and writing tips visit auspost.com.au/santamail, where you can also track the letter's progress with the Santa Mail Tracker.

Source: [Australia Post](https://auspost.com.au)



PostNL reports normalised EBIT of €-23 million for Q3 2021

08-11-2021

Herna Verhagen, CEO of PostNL, said: “In the third quarter of the year, the changes in VAT for small goods outside the EU and other regulation in China had a stronger temporary negative impact on international volumes than anticipated, and put pressure on the performance of both Parcels and Mail in the Netherlands.

“After operating in an environment dominated by the pandemic since early 2020, in the third quarter we seemed to be returning to more normal conditions. Volume at Parcels continued to grow. As expected, this growth was slower due to the reopening of non-essential stores and more people going on holiday, as well as some headwind from disruptions in global supply chains. Volume development at Mail in the Netherlands was positive, reflecting both Covid-19 and some improvement in the underlying substitution rate. We saw declining international volumes in both segments.

“We’re rebalancing our parcels’ network and, as usual during Q3, have started preparations for the end-of-year peak season. We have deliberately built up extra capacity and resources so as to be able to offer our customers the necessary sorting and delivery capacity and high quality service. In a quarter that includes the summer holiday, this had

an impact on margins. This is expected to reverse in Q4, when parcel volumes are expected to come in at significantly higher levels.

“We are continuing to deliver on our strategy, including our commitment to sustainability and digital transformation. Early October, PostNL opened its fully automated, robotic sorting centre for small parcels. This innovative sorting centre, equipped with diverse robots, is unique in Europe and creates more capacity in our regular parcel sorting centres.

“Building on our solid performance in 2021 so far, we confirm our outlook for FY 2021 of normalised EBIT between €280 million and €310 million and strong free cash flow between €250 million and €280 million. The trend in e-commerce growth is expected to continue, with some uncertainty related to Covid-19 and the changes in VAT regulation.”

Source: [PostNL](#)

DHL Express says "Servus Austria!" - Inauguration flight of new cargo airline DHL Air Austria

09-11-2021

DHL Express celebrated the launch of its newly established cargo airline DHL Air Austria yesterday, which is now headquartered at Vienna Airport. The inauguration flight of the first registered Boeing 757 under Austrian flag also took place in the presence of key partners from the responsible aviation authorities such as the Federal Ministry for Climate Action, Environment, Energy, Mobility, Innovation and Technology and Austro Control.

The founding of DHL Air Austria is an important milestone for DHL Express in Austria, which began 41 years ago: "With this important step, we are making our air freight network in Europe more flexible and stable, while at the same time continuing to meet our customers' high demand for cross-border express deliveries and providing them with sufficient capacity," says Ralf Schweighöfer, CEO of DHL Express Austria.

In an increasingly globalized world, the importance of exports and imports is growing rapidly, and this trend will continue even after the COVID19 pandemic. The global networking of domestic companies is progressively becoming a decisive competitive factor. By ensuring a resilient and flexible air transport network, DHL Express is thus making an important contribution to the economic recovery of the European economy after the COVID19 pandemic. "The new airline DHL Air Austria is an important boost for our aviation industry and the domestic economy. The location decision for Austria is a strong signal for our country. The new headquarter at Vienna International Airport will also create an important value for the region," emphasized Dr. Magnus Brunner, State Secretary for Aviation.

Sustainable headquarter at Vienna Airport - 54 new employees will manage European cargo air traffic in the future

The new cargo airline DHL Air Austria will handle European cargo flights in future with eighteen Boeing 757 aircraft and around 176 pilots. The employees at the Vienna International Airport will manage the airline's daily operations, from crew scheduling and flight planning to crew training. They are also responsible for safety, quality, compliance

and the planning of aircraft maintenance. In addition, DHL Air Austria is creating around 54 new and sustainable jobs in Office Park 4 at Vienna Airport, one of the most modern and sustainable office buildings in Vienna.

"The establishment of DHL Express' first Austrian airline and the receipt of all licenses is a historic moment for all of us. The efficient implementation of this important milestone would not have been possible without the tireless efforts of our team and, above all, without the great support of the responsible ministry as well as Austro Control", says Barbara Achleitner, Managing Director of DHL Air Austria. "It makes us particularly proud that we have managed such enormous achievements together as a team within nine months and that we are creating 54 new jobs at our headquarters at Vienna International Airport."

Austria confirmed as top international location - approval process completed in record time

After examining several options in various European countries, Austria was chosen as the optimal location for the new cargo airline. In addition to stable political and economic conditions and the excellent global reputation of the domestic aviation authorities, the location also offers the best geographical conditions in the heart of Europe. This is also confirmed by Dr Valerie Hackl, Managing Director of Austro Control: "I am particularly pleased that with DHL Air Austria we can welcome another airline to the Austrian aircraft register. I would like to thank DHL Express for the good and professional cooperation, which has made it possible to complete this process so quickly and efficiently. It is also a sign of the high quality of our aviation authorities and a consequence of the high quality of service we offer our customers every day that more



and more renowned airlines are finding their way to Austria. We have earned this excellent international reputation in recent years, and we intend to continue along this path in the future as a modern and service-oriented aviation authority."

After initial talks with the Austrian authorities in February of this year, the AOC (Air Operator Certificate) required to operate the airline and consequently the OL (Operating License) were issued on 18 October 2021. DHL Air Austria was thus able to prove to the relevant authorities that it

had completed all the necessary procedures for operating the new cargo airline in a record time of only nine months. Currently, three of the total of eighteen Boeings are already registered in Austria. The transfer of another fifteen Boeing 757 aircraft to DHL Air Austria is expected to be completed in the first quarter of 2022. By then, the DHL Air Austria team will have moved into the modern Office Park 4 and will be managing operations from there.

Source: [Deutsche Post DHL](#)



Posti's smart Parcel Lockers predict the filling rate of lockers

08-11-2021

In November, Posti will start using a dynamic parcel routing system throughout Finland. In the future, artificial intelligence and machine learning will predict changes to the filling rate of Posti Parcel Lockers. The artificial intelligence added to the parcel lockers can already predict with an accuracy of 96% which parcels will be picked up from the parcel locker within 24 hours. With a prediction model capable of learning, parcels can be delivered without unnecessary driving and to a location near the consumer.

The filling of parcel lockers is limited by both the number and size of individual lockers: while small parcels can be put in lockers of various sizes, larger parcels will only fit into some of the lockers. Hundreds of parcel lockers become completely full every day or at least on several days a week.

“Popular parcel lockers cannot be expanded if they are located in a limited space, such as inside a store. With artificial intelligence and machine learning, we are able to get a more accurate forecast of parcel locker capacity, which helps us route parcels to the parcel lockers chosen by recipients more often. In addition, more parcels can be made to fit into certain parcel lockers,” says Jari Paasikivi, Posti's Project Manager responsible for the parcel routing system.

The parcel routing system anticipates the development of the available capacity in the parcel locker with artificial intelligence, predicting how many of the parcels in the parcel locker will be picked up before the driver brings the next load of parcels. The filling rate forecast for parcel lockers used to be based on a fixed average that did not take into account variation according to the parcel locker, day or season.

The accuracy of forecasts made by artificial intelligence is nearly 100%

Thanks to more accurate capacity forecasts, the process becomes faster and parcels can be delivered to recipients as quickly as possible. The artificial intelligence can already predict with an

accuracy of 96% which parcels will be picked up from the parcel locker during the first 24-hour period.

“The parcel can be delivered to a location as near to the customer as possible, which reduces unnecessary driving and the emissions from it. We already know with an accuracy of nearly 100% which of the parcel locker's individual lockers will be emptied and are able to reserve the correct number of items for the next day,” Paasikivi says.

We are already working on the next development project related to the use of artificial intelligence in parcel routing. Before the parcel arrives at Posti, the online store sends an advance message about it. The sending time of the message varies by online store. Artificial intelligence is used to predict when the parcel will actually arrive in sorting. If the arrival time can be accurately predicted, advance bookings can be made for parcel lockers and the wishes of customers can be taken into account to an even greater degree.

“We have been building our ability to use data for a wide range of purposes with a long-term view. Having artificial intelligence as part of our parcel locker network is an excellent example of how data and technology can be used to improve the customer experience. We have particularly invested in our machine learning competence, and the artificial intelligence that routes parcels has been developed fully by our own staff,” says Riku Tapper, who is responsible for Posti's data and automation.

Source: [Posti](#)

Royal Mail to cut the cost of its redirection service for millions of lower-income households

09-11-2021

Lower-income households on Universal Credit are set to receive significant discounts on Royal Mail's Redirection service when they move home, the company announced today. From November 29, all customers on Universal Credit, which covers six means tested benefits, will pay the equivalent of just £5 a month for a six or twelve-month redirection - equivalent to less than 20p a day.

Universal Credit customers who choose to take up the minimum three-month service will also benefit from improved discounts with a single customer paying a price of £22.50 (equivalent to £7.50 a month) and all other household sizes paying £30 (or £10 a month).⁴

The new concessionary price will be available for customers receiving any of the six means tested benefits that make up Universal Credit. These include: Child Tax Credit, Housing Benefit, Income Support, income-based Jobseeker's Allowance (JSA), income-related Employment and Support Allowance (ESA) and Working Tax Credit. For customers of non-working age, Royal Mail is also offering the new concession to those in receipt of Pension Credit.

The initiative builds on Royal Mail's drive to give lower-income households more access to its Redirection service. Customers on income-based Job Seeker's Allowance and Pension Credit already receive a discount on the standard price of a Redirection. From November 29, these customers

will see their discount increase and brought in line with the new concession prices.

To further improve access to its Redirection service, Royal Mail is also launching a new dedicated phone line for customers receiving Universal Credit and Pension Credit when they apply for the new discounted redirection rates.

Nick Landon, Chief Commercial Officer at Royal Mail, said: "Moving home can be a difficult and stressful process. UK households rely on Royal Mail's Redirection service for convenience and peace of mind. It helps to ensure they don't miss important mail such as medical appointments and financial documents or fall foul of identity fraud. We want to make our Redirection service more accessible to lower-income customers. This will mean that everyone from single adults to larger households on Universal Credit can make significant savings on standard prices when they move home."

Source: [Royal Mail](#)



ACM launches market study into the Platform-to-Business Regulation

22-10-2021

The Netherlands Authority for Consumers and Markets (ACM) will launch a study into how online platform companies deal with the rules laid down in the Platform-to-Business Regulation (P2B Regulation), and into the problems that businesses that are active in this market encounter. On online platforms, businesses are able to offer consumers their services or products, such as toys, books or meal deliveries.

The P2B Regulation contains, among other provisions, transparency obligations for online platform companies as well as rules for effective settlement of disputes. At the moment, platform companies must already comply with the rules laid down in the regulation, but efforts are currently underway to strengthen the enforcement thereof. The Dutch State Secretary for Economic Affairs and Climate Policy (EZK) has drafted a bill, which proposes to charge ACM with enforcement of compliance with the rules laid down in this regulation.

ACM will thus launch a market study in order to prepare itself for that future duty. ACM expects to complete the first part of that study in the spring of 2022. ACM will then decide whether or not it should provide more clarity regarding the rules laid down in the regulation.

“Online platforms play a key role in the economy

where the process of digitalization is increasingly picking up steam”, says Manon Leijten, Member of the Board of ACM. “Such platforms offer benefits, for example because they allow businesses to serve their customers in an easy and efficient manner. As a result, successful platform companies can also become very powerful. As regulator of the digital economy, we remain vigilant that small businesses are protected against unfair commercial practices, while also keeping in mind that innovation is sufficiently stimulated.”

ACM will sit down with both platform companies as well as businesses that use online platforms in order to get as complete a picture as possible of this topic. Do you have knowledge or information about this topic, and would you like to help us with this study? Please contact us by sending us an email to info@acm.nl.

Source: [ACM](#)

DHL launches first-of-its-kind mobile Innovation Center in Dubai South, accelerating logistics innovation in the Middle East and Africa

27-10-2021

In the presence of HH Sheikh Ahmed bin Saeed Al Maktoum, President of the Dubai Civil Aviation Authority (DCAA), Chairman and CEO of Emirates Group and Chairman of Dubai Airports, DHL, the leading international logistics service provider, has launched its Mobile Middle East and Africa (MEA) Innovation Center in Dubai. The first-of-its-kind 450-sq m facility located in the Logistics District at Dubai South is easily assembled and disassembled, ready to move on to the next location. The state-of-the-art MEA Innovation Center will present a collaborative platform for customers, partners and other thought leaders to solve complex logistics challenges, learn about the latest trends in logistics, and network with industry innovators across the MEA region. Top executives from DHL and Dubai South also officiated the opening of the new facility.

Katja Busch, Chief Commercial Officer and Head of Customer Solutions and Innovation at DHL, commented: "Middle East and Africa is one of our most vibrant regions. We are proud to bring the DHL Innovation approach into Dubai South, which is an ideal first stop in the region. Our future success is built on how we support customers in a rapidly evolving business and logistics landscape. We look forward to bringing customer-centric innovation, inspiring ideas and applying our proven innovation methodologies to solve our customer problems so that colleagues in the region can support them in confidently navigating changes."

Mohsen Ahmad Alawadhi, CEO of Logistics District, Dubai South said: "Dubai epitomizes disruptive thinking and celebrates innovation. Therefore, it is a pleasure for Dubai South to be home to the DHL Mobile MEA Innovation Center in the Logistics District, testifying its pre-eminent position as the local and regional hub for the sector. The Center's conception and innovative execution are aligned with Dubai South's ambition to be a next-generation, innovations-led logistics hub for the region."

The Mobile MEA Innovation Center will host a selection of exhibits built around key technologies that will shape the logistics industry in the future, alongside proof of concepts successfully implemented in DHL's operations. Exhibits have

been curated to reflect the unique requirements of DHL's customers in the region, with a focus on the topics of IoT, Artificial Intelligence, Robotics, Bionic Enhancement and Data Analytics across the domains of supply chain analytics, warehouse digital twins and last mile delivery optimization.

"The Innovation Centers are the showpiece of DHL's Innovation program, which features its own trend research division, proven innovation workshop methodologies, and a calendar of thought leadership events that deep dive into technologies set to impact the logistics industry. The MEA IC will package this approach and offer our customers a highly-relevant agenda that reflects the possibilities of operating in the region", explains Matthias Heutger, SVP Global Head of Innovation & Commercial Development for DHL Customer Solutions & Innovation.

The Mobile MEA Innovation Center is DHL's fourth innovation center globally - after Chicago, USA; Cologne, Germany; and Singapore; and the first completely mobile one. The Mobile MEA Innovation Center is a modular building that was shipped to Dubai in containers from Germany, before being assembled on site in Dubai South. The facility is expected to stay in Dubai until 2022, then move to Qatar, the next location on its journey across the MEA region, and is expected to continue its journey through 2027.

Source: [Deutsche Post DHL](#)

The online shopping season until the end of the year promises to be busy - here are 5 tips from Posti for smooth parcel deliveries

28-10-2021

Online shopping for the rest of the year is anticipated to break all previous records. The increase in online shopping activity, brought about by the COVID-19 pandemic, is here to stay. The November sales that have already become a staple in Finland, Singles’ Day, Black Friday and Cyber Monday, are the busiest time of the year when it comes to online shopping and parcel deliveries.

“In our estimate, we will be delivering up to two million parcels during the busiest week before the end of the year. What matters most to us during the peak season is that each parcel is delivered safely and quickly to the recipient,” says Tommi Kässi, Vice President, Parcel and eCommerce, Posti.

How to ensure smoother parcel deliveries – 5 tips from Posti

Make sure that the item details are correct. In the online store, select the delivery type and place (such as Home Delivery, Parcel Locker or Posti outlet). Carefully fill in the recipient’s name, address, email address and mobile phone number for the delivery. If the item is cleared through the customs, this information will make the process smoother. If the phone number is not known, you will receive a printed notice of arrival, which takes a bit longer to arrive.

Download the OmaPosti application. You can track your item easily in the OmaPosti app. The app will send a notification immediately when the item is ready for pickup. You can also send or return a parcel using the app.

Don’t wait until the last moment. Online stores may run out of the most popular products when demand is high. Please bear in mind that the difficulties faced by the global maritime transport industry may also affect the availability of some products. If you have ordered products online from outside the EU, prepare to pay VAT and don’t forget the customs clearance. And if you are sending parcels abroad, check the last delivery dates on Posti’s website.

Pick up your parcel as soon as you can. This way, you will make space for the next parcels. During the peak season, the parcel lockers are filled several

times a day.

Avoid going to the service points at rush hour. Most parcels are picked up between 4 p.m. and 6 p.m. Avoid the rush hour if you can. You can check the locations and opening hours of all of Posti’s service points at <https://www.posti.fi/en/service-points-on-map>.

Posti has prepared for the season by increasing its service point network, adding deliveries and hiring Christmas helpers

Posti has been building a more extensive service point network throughout the year, opening 5–10 new parcel lockers each week. There are now 400 more parcel lockers than a year ago. According to Kantar’s Online shopping survey 2021 commissioned by Posti, roughly one in two Finns (54%) select parcel lockers as their preferred delivery location. This year, Posti has already opened 100 new pickup points. Posti is preparing for the peak season by increasing shelf space in existing service points, introducing more pop-up pickup points and increasing the number of personal service points. Posti now has nearly 3,300 service points.

Unlike in previous years, Posti has been increasing Saturday deliveries to parcel lockers and pickup points since the start of October. Saturday deliveries, normally available in the 12 biggest cities, will be extended to more than 100 municipalities. Saturday deliveries will continue until Christmas to make parcel traffic more efficient. Starting from Black Friday in late November, parcels will also be delivered on Sundays in the major cities. Once again, Posti will employ thousands of Christmas helpers all around Finland this year.

Source: [Posti](#)



bpost appoints a CEO for its Belgian activities and reinforces its Group Executive Committee with a Chief Strategy & Transformation Officer

09-11-2021

The Board of Directors of bpost group has decided today on the appointment of Jean Muls as CEO bpost Belgium and the expansion of the Group Executive Committee (GEC) with Nicolas Baise as Chief Strategy & Transformation Officer.

At the presentation of the third quarter results, CEO Dirk Tirez announced that the Belgian activities of bpost will be integrated into one business unit, namely bpost Belgium. He immediately announced the name of the CEO of this new entity, Jean Muls. He also added that a new position has been created within the GEC, that of Chief Strategy & Transformation Officer. A name for this position was also announced, being Nicolas Baise.

Both men will play an important role in the transformation of bpost as a reliable and leading postal and e-commerce logistics group in Belgium and beyond.

Jean Muls appointed CEO bpost Belgium

Jean Muls has more than 30 years of experience in the business world. Since 2015 he was active as Vice President Air Hubs Europe at Federal Express Europe. Prior to that he led Swissport, AIB Vinçotte and Imtech Belgium and was also a member of the Board of Directors at the latter companies. He also held management positions at General Electric and Bombardier Inc. He started his career at IMDC, a subsidiary of GDF Suez, where he gained 6 years of international experience in the marine and dredging business. Jean holds a degree in Civil Engineering

from ULB and an MBA from INSEAD. He will lead the new business unit and manage its transformation.

Nicolas Baise appointed Chief Strategy & Transformation Officer

Nicolas Baise studied as a commercial engineer and immediately joined Boston Consulting Group where he followed a rapid career trajectory. In 2016, he was appointed Managing Director and Partner. At Boston Consulting Group, Nicolas developed a deep expertise in transport and logistics and large-scale transformation, combined with strong commitment for people development and social engagement. Since 2019, he is People Chair of BCG Brussels, responsible for the career development of 100+ consultants and defining New Ways of Working in post-COVID context. Nicolas is part of the inaugural group of Belgium's 40 under 40, a diverse community of civil society leaders under 40 who reflect together on the challenges of our society. Between 2012-2018, he was a founding panel member of the Friday Group, supported by the King Baudouin Foundation. He will continue to shape the strategy and drive the transformation and digitalisation of the company to achieve bpost's ambitions.

Source: [bpost](#)

Omniva to expand its Baltic locker network in light of increased volumes

04-11-2021

The company will start a large-scale expansion in the entire Baltic region in December, as a result of which the largest parcel machine network in the region will grow by 20%. As part of the expansion, new parcel machines will be installed and existing ones will be expanded.

In Estonia, the expansion will include 11 counties and 32 new parcel machines. Across the Baltics, 141 new parcel machines will be added to the network and 86 existing popular parcel machines will be expanded.

According to Kristi Unt, the head of Omniva Estonia, the expansion of the Estonian parcel machine network will focus on finding efficiency and hotspots for parcel traffic. 'Over the years, we have built the largest parcel machine network in Estonia and the Baltics with well-thought-out locations,' Unt noted. 'With the expansion starting in December, we will further expand the network.'

'Thanks to the expansion, we will reach several settlements where people have not been able to use parcel machines so far. On the one hand, our parcel machines that are located outdoors allow customers to receive their parcels more conveniently and securely. On the other hand, we see that parcel machines help launch local e-commerce in smaller settlements,' said Unt.

According to Unt, the expansion starting in December is just one step in the coming developments that aim to bring parcel services even closer to people. 'In addition to the expansion, we will also introduce several new solutions to the market in the coming months, which will make

sending and receiving parcels more accessible and convenient for people, but at the same time make delivery more efficient and environmentally friendly,' Unt added.

According to Omniva, the number of parcels sent with the help of parcel machines has multiplied compared to a couple of years ago because the combination of e-shops and parcel machines is the safest way to make purchases. According to Unt, the growing parcel machine network also helps to better serve the rapidly growing e-commerce parcel volume.

The parcel machines of Omniva are available regardless of the time of day and day of the week. In addition, they are located outdoors where there are fewer people and the risk of infection is lower. The touch screens of the parcel machines are cleaned regularly, but the machine can also be used without physical contact: the screens of the parcel machines of Omniva also work with gloves, and when paying for the goods, it is possible to use contactless payments in all parcel machines.

Source: [Omniva](#)



Austrian Post and PostNord Denmark Offices of Exchange awarded with an IPC Certificate of Excellence

10-11-2021

On 8 November, both PostNord's Copenhagen INC and TTA (Taastrup) Offices of Exchange have been recertified until August 2024. On 14 October, IPC awarded Certificates of Excellence to the Vienna Letter Mail and the Hall in Tirol Offices of Exchange during a ceremony organised by Austrian Post. The certificates will be valid until July 2024.

In the cross-border postal process, every single Office of Exchange (OE), as a link in the global postal delivery chain, directly contributes to the quality of service. Every OE needs to perform and adhere to the same principles in order to provide a high-quality end-to-end service. This is what IPC audits and rewards through its Certificates of Excellence. The certificate is the result of a thorough and fully independent assessment process.

After an interruption due to the COVID-19 pandemic, the IPC Certification process has resumed since May 2021, with the IPC Certification team re-starting on-site assessments. A few changes in the process reflecting the impact of the pandemic have been implemented: to allow continuity, parts of the certification assessments were done remotely to keep momentum while travel was restricted and a Certification Managers community was launched to continue planning and communication on the ongoing process.

Since May, the IPC Certification team have certified

eight Offices of Exchange. At present, a total of 15 Offices of Exchange hold a valid assessment, eight additional OEs have received an extension of their Certificate due to the pandemic, and 14 OEs are in the process of re-certification or first-time certification.

AT

PostNord



First Sustainability Measurement and Management System (SMMS) results show posts' sustainability management proficiency efforts keep paying off

16-11-2021

Brussels, 16 November - On 12 November, the IPC Board endorsed the 2020 results of the new IPC Sustainability Measurement and Management System (SMMS) compared to the 2019 baseline for the participating postal operators. The results show a 9% increase in the overall Sustainability Management Proficiency score for all the posts participating in the programme.

Sustainability Management Proficiency (SMP) is one of the pillars of the IPC SMMS programme assessing four core management pillars (strategy and policy; embedding; measurement and evaluation; disclosure and reporting) for seven Focus Areas: climate change; health and safety; learning and development; sustainable procurement; resource efficiency, circular economy and air quality. The SMMS results are published in IPC's annual Postal Sector Sustainability Results, available as an [online-only report](#).

Although climate change and health and safety are the focus areas in which posts score the highest, air quality is the area in which the postal performance has increased the most.

Holger Winklbauer, IPC Chief Executive Officer commented: *"The good score of the posts in the Sustainability Management Proficiency reflects on the postal industry's commitment to contribute to all the pillars of society and the economy. The increase in the score also reflects the numerous initiatives taken by posts towards their employees and society during the pandemic, restating the essential social role played by the posts"*.

Sustainability Management Proficiency (SMP) assesses four management pillars

Sustainability Management Proficiency (SMP) is measured qualitatively through a 150+ question survey. Overall SMP scores and Focus Area scores are given in percentages. The SMMS assesses the following four core management pillars for each of the seven Focus Areas mentioned above:

Strategy & Policy: Effective sustainability strategies set clear goals and objectives, and a vision for the

future. In the SMMS programme, posts are encouraged to develop tools that specifically address all of the issues identified as relevant for the postal sector.

Embedding: This pillar assesses the methods by which posts embed their strategies and policies on the sustainability issues within their organisations. Posts are asked questions on topics such as management systems, certifications, employee engagement, and external initiatives.

Measurement & Evaluation: Data collection and verification is a central element of the SMMS programme. Posts are encouraged to develop data collection and coverage, to develop KPIs and use these in management decision making processes, to drive progress across the Focus Areas.

Disclosure & Reporting: An increasingly important area of corporate sustainability, public disclosure is how the postal sector communicates its progress and demonstrates transparency to stakeholders.

Posts improve SMP score against 2019 for all focus areas

Health & Safety

A collective score of 68.6% reflects that posts have good H&S management proficiency and that further improvement across the posts will be important in the upcoming years. As the COVID-19 pandemic continues to impact the world, protecting postal employees is more essential than ever. The growth of e-commerce, safety technology developments, and the use of alternative fuel/automated vehicles are all emerging trends that have an important bearing on the health and safety of the postal workforce.

Learning & Development

The pandemic has not only put the postal workforce at considerable risk since early 2020, but also

limited in-person training and internal communication due to lockdowns and travel restrictions. Participants have demonstrated a commitment to their workforces by continuing to prioritise L&D programmes throughout this challenging environment. Training in technical skills will continue play a prominent role due to the rise in e-commerce – accelerated even further by COVID-19 – and the digitisation of the postal industry. Soft skills and management training will also be a focus, not only to develop the next generation of managers but also to remain competitive in the modern labour marketplace, a major challenge for the postal sector. The participating posts collectively scored 64.7%, nearly four percentage points ahead of the overall SMP group score of 61.2%. This score reflects the group's focus on L&D management proficiency and its commitment to developing its workforce with 16 of the 20 participating posts having a dedicated L&D policy.

Resource Efficiency

Posts scored 57.3% in Resource Efficiency, just behind the average overall group SMP score of 61.2%. Opportunities for improvement include areas related to Strategy & Policy, such as having a dedicated policy that includes a commitment to performance improvement and a framework for achieving objectives. Making the investments needed to decarbonise the vehicle fleet, while still meeting its duties to shareholders and customers will continue to be a challenge, but the significant improvements made since 2008 and the improvement in market trends observed in 2020 offer the post reasons for optimism. Decarbonising low carbon long haul transport will also be increasingly crucial to reduce the environmental impact of transport. Quantitative data on emissions, alternative vehicles and renewable energy use can be found in the [IPC Postal Sector Sustainability Results section](#) on the IPC website or on the [Green Postal Day](#) webpage.

Climate Change Climate Change was the highest scoring Focus Area out of the seven with 71.7%, reflecting the participating posts' continued dedication to this issue. All 20 participating posts have a strategic focus on greenhouse gas emissions and 19 posts have discussed current and/or future climate change strategies with their supplier groups. Given the size of the participant's collective

fleets, reducing the environmental impact of the group's vehicles will be a continued focus going forward. As the impacts of Climate Change such as the natural disasters experienced in 2020 - 2021 continue to increase and impact businesses, postal engagement with suppliers on ways to reduce carbon emissions will continue to be critical in order to decrease Scope 3 emissions, which contribute the majority of the group's total carbon emissions (71% of Scope 1, 2 and 3).

Air Quality

Air Quality was the most improved Focus Area out of the seven, with the overall score of 49.2% presenting an increase of more than 13 percentage points from 2019. 14 out of 20 participating posts operate smart city solutions, or initiatives involving cooperation and development with other stakeholders to improve urban air quality. It is also important also to note the positive impact COVID has had on air quality. As cities stopped during its peak in the spring of 2020, there were significant improvements in air quality in major cities across the globe. This has caused a major focus on the need to implement longer term initiatives to achieve more sustained improvements.

Circular Economy

The participating posts showed impressive commitment to the issue in 2020, improving its score by almost 10 points on 2019 to 56.4%. Participants again scored best in questions related to Strategy and Policy. This is reflective of the importance of waste management to the sector from both a sustainability perspective and as part of a broader business strategy. In 2020, participants reused or recycled an impressive 46% of total non-hazardous waste. Optimising routes and the use of reverse logistics will be key components of a circular economy, such as reducing unnecessary fuel consumption, and providing facilities for returning containers at post offices. The postal sector can also leverage its position to engage with government and other industries to drive change.

Recyclable or sustainably produced packaging continues to be a focus for consumers.

Sustainable Procurement

The group scored 60.5% in Sustainable

Procurement and best in questions related to Strategy and Policy, reflective of the prevalent use of subcontractors in the postal sector, and the importance that the group places on sustainable supply chain management. 16 posts out of 20 have a dedicated sustainable procurement policy in place.

Impacts of COVID-19 have caused global organisations to rethink their business with a focus on digital, resilience and transparent supply chains. These management efforts all contribute to systematically addressing the impact of global climate change and collaborating to reduce carbon emissions across the sector. More details can be found in the IPC Postal Sector Sustainability Results Section on our website.

The Sustainability Measurement and Management System (SMMS)

The IPC SMMS programme was launched in 2019 to address the sustainability objectives of the postal sector for the next ten years, aligned with the Sustainable Development Goals (SDGs). It expands on the 2009-2019 Environmental Measurement and Monitoring System (EMMS) programme, which focused on reducing carbon emissions, and broadens the remit to the seven sustainability focus areas most relevant for the postal sector: Health and safety, Learning and development, Resource efficiency, Climate change, Air quality, Circular economy and Sustainable procurement. These focus areas are aligned with the following UN SDGs, identified by our stakeholders and SMMS participants as most relevant to the postal sector:

- SDG 8 - Decent work and economic growth
- SDG 9 - Industry, innovation and infrastructure
- SDG 11 - Sustainable cities and communities
- SDG 12 - Responsible consumption and production
- SDG 13 - Climate action

As such, the SMMS programme is designed to further the postal sector's contribution to global sustainable development, focusing on the areas in which it can have the most impact.

In 2020, participating posts were: An Post, Austrian Post, Australian Postal Corp, bpost, Correos, CTT Portugal Post, Deutsche Post DHL Group, Le Groupe La Poste, New Zealand Post Group, POST Luxembourg, Poste Italiane, Posten Norge, Posti, PostNL, PostNord Denmark, PostNord Sweden, Royal Mail Group Plc, South African Post Office, Swiss Post, United States Postal Service.

About International Post Corporation

International Post Corporation (IPC) is the leading service provider of the global postal industry that provides leadership by driving service quality, interoperability and business-critical intelligence to support posts in defending existing business and expanding into new growth areas. It is a cooperative association of 25 member postal operators in Asia Pacific, Europe and North America.

IPC's solutions and services are used by over 190 posts worldwide. Since 1989 IPC has set standards for upgrading quality and service performance and developed technological solutions that help members enhance service for international letters, packets and parcels. IPC engages in industry research, creates business-critical intelligence, provides a range of platforms and programmes for member post CEOs and senior management to exchange best practices and discuss strategy. IPC also manages the system for incentive-based payments between postal operators. Throughout the COVID-19 crisis, IPC has positioned itself as a crucial coordination platform between posts worldwide and put in place operational solutions to ensure the continuity of cross-border mail flows.

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DHL and Grundfos pilot Bio-LNG in road freight with promising results

16-11-2021

In June 2021, DHL Freight started piloting a Bio-LNG solution (Bio-Liquefied Natural Gas from sustainable biomass) with Shell on three haulier trucks to sustainably reduce CO₂ emissions in road freight transport for DHL's customer Grundfos. In the first five months, the volume of Bio-LNG lifted has reduced 87 tons of CO₂ eq. This corresponds to the emissions of over 89,900 km driven by a Diesel truck and represents 85% of CO₂ savings compared to a traditional diesel engine.

"The logistics industry is currently responsible for 11 percent of global carbon emissions. To fight against climate change, the transport sector needs true decarbonization. For us at DHL Freight, sustainable fuel solutions are a key lever to change the fuel mix and ultimately reduce carbon emissions in road freight", says Uwe Brinks, CEO DHL Freight. "By investing not only in sustainable fuel but also in fleet renewal, engine retrofitting, and efficiency projects, we tackle the impact of the logistics supply chain. We are happy to have partners at our side who share our vision and join us on the journey towards a sustainable future."

The fuel alternative is being implemented to improve Grundfos' linehaul between its production sites Bjerringbro, Denmark and Longeville-Les-Saint-Avoid, France. By offering the option of using greener alternatives, the company is taking another step towards cleaner road freight, in line with Deutsche Post DHL Group's sustainability roadmap 2030.

"Our commitment and ambitions for sustainability are fully anchored across our value chain, and in close collaboration with our suppliers and logistics partners, working in unison, we achieve our sustainability targets, achieving a 50% CO₂ emissions reduction by 2025. We therefore see the sustainable fuel solutions proposed by DHL Freight as a significant step in the right direction for lowering carbon emissions in road freight," says Stéphane Simonetta, Group Executive Vice President and COO at Grundfos.

The Bio-LNG used by Shell in the test is produced from agricultural waste. It meets the criteria of the Renewable Energy Directive 2 (REDII) of the European Union and is a product of a sustainable circular economy. The pilot project has been running for over five months now and will continue

for approx. one year. The reduction in emissions is attributed to the customer accordingly. In this way customers can successfully decarbonize their supply chains.

Fabian Ziegler, Managing Director of Shell Germany, says: "Running pilots like this with customers like DHL is a fantastic opportunity for both of us to test and learn, but also to jointly drive the decarbonization of the sector as it proves that new concepts work and deliver positive impact on climate targets in a commercially viable way. The pilot results indicate that Bio-LNG can already today reduce CO₂ emissions to contribute to the GHG reductions needed to reach the EU's 2030 climate targets. That is very promising and good news to the sector."

In the meantime, Shell is scaling up the supply of Bio-LNG to offer further emission reductions up to carbon neutrality. As of early 2022, Shell will offer a blend of Bio-LNG to the entire network in the Netherlands, offering further carbon reduction to all customers. As of 2023 Shell plans to offer Bio-LNG produced in a new gas liquefaction plant at Shell's Energy and Chemicals Park Rheinland to the entire network in Germany. The company will start construction of liquefaction plant later this year, provided permits are granted in time. The volume of 100.000 tons per year from Rheinland could help to reduce the carbon emissions caused by long-distance haulage by up to a million tones.

Offering a sustainable fuel alternative for road freight is another step within Deutsche Post DHL Group's sustainability efforts. By 2030, the Group wants to invest 7 billion euros in climate-neutral logistics solutions, and at least 30 percent of fuel requirements in aviation and line haul are to be covered by sustainable fuels, according to their recently published sustainability roadmap. Deutsche Post DHL Group considers biofuels



decisive to decarbonize transport right now and
expects hydrogen as a power based sustainable fuel

to be a promising alternative in the long-term.

Source: [Deutsche Post DHL](#)



Swiss Post to acquire Dialog Verwaltungs-Data AG

16-11-2021

As a long-standing and reliable partner to the Swiss Confederation, cantons and municipalities, Swiss Post is highly familiar with their requirements within Switzerland's federal structure. For this reason, Swiss Post aims to focus on providing public administrations and municipalities with greater support for digitization. It is planning to set up an ecosystem for authorities and, with this in mind, is expanding its business area to include digital services for public authorities. To achieve this goal, Swiss Post is securing vital expertise. On 15 November 2021, it acquired the municipality software provider Dialog Verwaltungs-Data AG.

Swiss Post already supports municipalities and authorities with a wide range of physical services. In future, it will also support public administrations with the digital transformation and protection of sensitive data and help to simplify their routine activities. This step will also strengthen the Swiss economy – members of the public and businesses all benefit from a modern, digital administration. For this reason, Swiss Post is aiming to achieve growth in the e-government sector and is expanding its business area to include digital services for authorities. On 15 November 2021, Swiss Post acquired an 81.5 percent stake in Dialog Verwaltungs-Data AG.

Dialog will continue to operate as an independent company

The company, which is headquartered in Baldegg in the Canton of Lucerne, develops software and cloud solutions for public administrations in Switzerland and is a specialist in the secure digital exchange of information. Dialog is renowned for providing integrated total solutions from a single source. Dialog Verwaltungs-Data AG's software for municipalities was developed in-house and enables continuous flows of information without media disruption, replacing complex silo systems with different user interfaces. This relieves the administrative workload on authorities and creates more time for their core activities – contact with citizens.

Dialog was founded in 1980 and employs 63 staff and 3 apprentices. Dialog Verwaltungs-Data AG will become a subsidiary of Swiss Post and continue to operate as an independent company. The acquisition will not have any effect on Dialog's employees. They will continue to be employed by Dialog in future. The parties have agreed not to

disclose the purchase price or details of the acquisition.

Foundation laid for Swiss Post's future role

The acquisition of Dialog enables Swiss Post to gain vital expertise in the field of digital services for authorities, instead of having to build up this knowledge itself over a number of years. This is part of its new Swiss Post of tomorrow strategy. Swiss Post is making targeted investments and achieving growth in individual areas – specifically, in areas that will enable future customer requirements to be met. "Dialog Verwaltungs-Data AG's software and IT solutions strengthen Swiss Post's portfolio of digital services," says Nicole Burth, Member of Executive Management and Head of the Communication Services unit. "Dialog's specialist knowledge will allow us to make everyday work at municipalities and authorities much easier and more secure."

In the field of digital services for authorities, Swiss Post already has proven products, such as debt collection register and criminal records extracts. With solutions such as ePostApp, IncaMail, the digital identity and signature and e-voting, the company is in the process of establishing even more. "We aim to more firmly establish ourselves as a dependable partner for authorities," explains Nicole Burth. The acquisition of Dialog lays the foundation for this goal, in line with Swiss Post's future role: "We aim to act as a trustworthy, independent intermediary between the physical and digital worlds – particularly when it comes to the growing field of digital communication between authorities and citizens," says Nicole Burth.

Open and interconnected ecosystem for authorities

Over the long term, Swiss Post – in collaboration with Dialog Verwaltungs-Data AG – is planning to set up an ecosystem for authorities. This ecosystem



will not be a closed Swiss Post environment, but open and interconnected. Digital services for authorities operated by potential partners will be just as integrated within the ecosystem as Swiss Post's own products and solutions. Customers can decide which services they wish to purchase. Most

importantly of all: "Access must be simple and secure," says Nicole Burth. "This will enable us to simplify everyday life for authorities, companies and citizens."

Source: [Swiss Post](#)



Royal Mail rolls out new fully automated parcel sorting machine in Tyneside Gateshead

16-11-2021

A new fully automated parcel sorting machine which can process 180,000 parcels per day has been installed by Royal Mail in its Tyneside Mail centre.

The machine – officially opened by Gateshead MP Ian Mearns – is an intelligent system of conveyor belts and scanning technology that automatically sorts parcels for despatch within Royal Mail’s network.

With Royal Mail’s busiest time of the year just a few weeks away, the machine uses its 200 sorting trays to process up to 10,000 parcels per hour to local mail centres across the country.

Built by automated technology company Bowe Group, the parcel sorting machine - which is about the same length as six double-decker buses – can handle a variety of parcel shapes and sizes weighing up to 31kg.

It is part of Royal Mail’s multi-million pound investment programme to replace significant manual sorting processes that can be both time consuming and physically demanding and help the Company meet the surge in demand for online shopping. Using parcel automation can mean that parcels are sorted up to four times more quickly than manually sorting them.

Achim Dunnwald, Chief Operating Officer, Royal Mail, said: “We are transforming the way Royal Mail processes parcels which are rapidly growing in popularity thanks to the boom in e-commerce and

new online shopping trends accelerated by the pandemic. Our investment in state-of-the-art parcel sorting machines and automated technology enables us to compete more effectively for business and meet the demands of our customers, while helping to secure quality jobs for the future of Royal Mail.”

Ian Mearns, MP for Gateshead, said: “I’m very honoured to have been asked to unveil this new state-of-the-art machinery for Royal Mail at the major Tyneside depot in my Gateshead constituency. It will undoubtedly enhance Royal Mail’s capacity to respond to the demands of business customers and domestic customers alike and help facilitate the ever growing demands for a universal parcel service that only Royal Mail can provide.”

Lisa Banton, Bowe Group UK & Ireland, said: “We are extremely pleased to partner with Royal Mail on this journey towards fully automating their sorting centres with our very latest technology. We believe our parcel sorting solution and services will enable Royal Mail to effectively meet the demands of their customers now and in future. We are particularly pleased that the Bowe Group and Royal Mail teams collaborated together to deliver this automation just in time for the peak period.”

Source: [Royal Mail](#)



bpost releases a guide on navigating the holiday peak season for its customers

16-11-2021

With Black Friday, Sinterklaas, Christmas and New Year, the busiest period of the year is upon us. For you and for us.

We're sorting more, and for longer

We have installed additional sorting machines and are recruiting additional people for our sorting centres. Our sorting machines will also run for longer. This will allow us to organise several rounds per day and deliver a maximum number of parcels each day.

We're putting more people on the road

To get all those parcels delivered, we are temporarily recruiting extra people. They will help our 11,000 postmen and women to deliver everything, including on Saturdays. Our colleagues from accounting, sales, communication, etc. are also happy to play their part. 'The biggest team in Belgium' is there for you.

We're putting our Pick-up points and Parcel Lockers in the spotlight

Have you already seen our campaign on social media and in Post Offices? We want to convince as many online shoppers as possible to have their parcels delivered to a Pick-up point or a Parcel Locker. That's more efficient (and environmentally friendly) than home delivery, because we can deliver multiple parcels to a single place.

We're keeping an eye on volumes

To measure is to know, including for parcels. Based on the number of parcels in recent weeks, months and years, we can estimate how many parcels we will have to process. Because Covid has made trends unreliable, we are agreeing with our biggest partners on how many parcels they wish to deliver. Why does that matter to you? It allows us to adjust our capacity accordingly and so deliver all parcels more efficiently. Including yours.

Source: [bpost](#)



Royal Mail to cut the cost of its redirection service for millions of lower-income households

08-11-2021

Customers on universal credit to receive significant discounts on redirection prices when they move home.

Lower-income households on Universal Credit² are set to receive significant discounts on Royal Mail's Redirection service when they move home, the company announced today.

From November 29, all customers on Universal Credit, which covers six means tested benefits, will pay the equivalent of just £5 a month for a six or twelve-month redirection – equivalent to less than 20p a day.³

Universal Credit customers who choose to take up the minimum three-month service will also benefit from improved discounts with a single customer paying a price of £22.50 (equivalent to £7.50 a month) and all other household sizes paying £30 (or £10 a month).⁴

The new concessionary price will be available for customers receiving any of the six means tested benefits that make up Universal Credit. These include: Child Tax Credit, Housing Benefit, Income Support, income-based Jobseeker's Allowance (JSA), income-related Employment and Support Allowance (ESA) and Working Tax Credit. For customers of non-working age, Royal Mail is also offering the new concession to those in receipt of Pension Credit.

The initiative builds on Royal Mail's drive to give lower-income households more access to its Redirection service. Customers on income-based

Job Seeker's Allowance and Pension Credit already receive a discount on the standard price of a Redirection. From November 29, these customers will see their discount increase and brought in line with the new concession prices.

To further improve access to its Redirection service, Royal Mail is also launching a new dedicated phone line for customers receiving Universal Credit and Pension Credit when they apply for the new discounted redirection rates.

Nick Landon, Chief Commercial Officer at Royal Mail, said: "Moving home can be a difficult and stressful process. UK households rely on Royal Mail's Redirection service for convenience and peace of mind. It helps to ensure they don't miss important mail such as medical appointments and financial documents or fall foul of identity fraud. We want to make our Redirection service more accessible to lower-income customers. This will mean that everyone from single adults to larger households on Universal Credit can make significant savings on standard prices when they move home."

[Royal Mail](#)



Royal Mail

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From November 29, all customers on Universal Credit, which covers six means tested benefits, will pay the equivalent of just £5 a month for a six or twelve-month redirection – equivalent to less than 20p a day.³

Universal Credit customers who choose to take up the minimum three-month service will also benefit from improved discounts with a single customer paying a price of £22.50 (equivalent to £7.50 a month) and all other household sizes paying £30 (or £10 a month).⁴

The new concessionary price will be available for customers receiving any of the six means tested benefits that make up Universal Credit. These include: Child Tax Credit, Housing Benefit, Income Support, income-based Jobseeker's Allowance (JSA), income-related Employment and Support Allowance (ESA) and Working Tax Credit. For customers of non-working age, Royal Mail is also offering the new concession to those in receipt of Pension Credit.

The initiative builds on Royal Mail's drive to give lower-income households more access to its Redirection service. Customers on income-based Job Seeker's Allowance and Pension Credit already

receive a discount on the standard price of a Redirection. From November 29, these customers will see their discount increase and brought in line with the new concession prices.

To further improve access to its Redirection service, Royal Mail is also launching a new dedicated phone line for customers receiving Universal Credit and Pension Credit when they apply for the new discounted redirection rates.

Nick Landon, Chief Commercial Officer at Royal Mail, said: "Moving home can be a difficult and stressful process. UK households rely on Royal Mail's Redirection service for convenience and peace of mind. It helps to ensure they don't miss important mail such as medical appointments and financial documents or fall foul of identity fraud. We want to make our Redirection service more accessible to lower-income customers. This will mean that everyone from single adults to larger households on Universal Credit can make significant savings on standard prices when they move home."

Source: [Royal Mail](#)



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
Small Flat-Rate Box	\$8.45
Medium Flat-Rate Box	\$15.50
Large Flat-Rate Box	\$21.90
APO/FPO Large Flat-Rate Box	\$20.40
Regular Flat-Rate Envelope	\$7.95
Legal Flat-Rate Envelope	\$8.25
Padded Flat-Rate Envelope	\$8.55

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. 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 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](https://www.usps.com)



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 0.8¹ 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 Companies² 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 Companies² are funded by the revenue generated by the sale of its products and services, not taxpayer dollars.

Source: [Canada Post](#)

¹All 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.

²The 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 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 Holm erus, 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 Holm erus.

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 Kässi, 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.

