

Booming Malaysian e-commerce industry to benefit from new DHL delivery services

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"E-commerce has become a way of life for Malaysians, with 47% already using their smartphones² to shop online," said Malcolm Monteiro, CEO, Asia Pacific, DHL eCommerce. "Approximately 7 million are already shopping online every month³, and with the industry expected to grow to EUR 1 bn by 2020 in Malaysia and globally to US\$1 trillion⁴ in the same year, businesses need high-quality logistics solutions to leverage this immense growth and meet the rapidly changing needs of online shoppers. This makes the need for a tailored e-commerce delivery service greater than ever before."

DHL investment in Malaysia

The investment in Malaysia includes a 48,000 sq ft central distribution hub in Puchong as well as depots in Penang, Johor Bahru, Cheras and Puchong and a fleet of 2-wheel and 4-wheel vehicles. The fleet of vehicles will provide next-day delivery to all urban areas in Klang Valley, Penang and Johor Bahru, and two to four-day delivery to all other locations across West Malaysia and East Malaysia.

DHL eCommerce's end-to-end domestic delivery solutions will offer pick-up services, track and trace, reverse logistics, cash on delivery with daily remittance and call center capabilities for deliveries within Malaysia. It aims to provide best-in-class domestic delivery with quick, predictive and secure delivery.

Leveraging Deutsche Post DHL Group's strong and proven logistics expertise in more than 220 countries and territories, DHL eCommerce is also enabling local online retailers to connect with buyers across the globe through its range of simple and affordable cross-border delivery solutions and network of fulfillment centers across the world. Merchants will also be able to tap onto a range of IT integration options to simplify shipment preparation.

The world's fastest growing e-commerce region

"The world's fastest growing e-commerce region is Asia Pacific, and Malaysia is one of

the most exciting countries with enormous opportunities," says Monteiro. "To win in this space, e-tailers need exceptional customer service supported by seamless and agile logistics. Through our investments, infrastructure and renowned global network, we are well positioned to support the domestic and global growth of local online retailers in Malaysia."

"With the huge e-commerce growth expected in Malaysia, we believe e-tailers are demanding greater quality and consistency in their logistics solutions. We aim to offer best-in-class logistics solutions for e-tailers in Malaysia so they can focus on growing their business locally and internationally," said Jason Kong, Managing Director, DHL eCommerce Malaysia. "We are confident that this will benefit the Malaysian e-commerce

industry and fuel further growth. Online retailers looking to grow within and beyond Malaysia can now take advantage of our expertise and the group's extensive network to tap on the potential of e-commerce."

DHL eCommerce is part of Deutsche Post DHL Group. In Malaysia, DHL has been present since 1973 with its other divisions DHL Express, DHL Global Forwarding and DHL Supply Chain. DHL eCommerce focuses on three main product pillars: first and last mile delivery or domestic delivery in selected markets; simple and affordable cross-border international shipping for e-commerce businesses; and fulfillment solutions through a global fulfillment network across U.S., Mexico, Columbia, Hong Kong, India, Australia and Europe.

Source: [Deutsche Post DHL](#)