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Swiss Post Chief to Have Two Deputies



Swiss Post's new chief executive officer, Jürg Bucher (*Market Flash No 402*) is to be assisted by two deputies, Markus Zenhäusern, head of finance, and Ulrich Hurni, head of PostMail. This move, along with a reorganisation of responsibilities at PostFinance, is designed to enable Mr. Bucher to continue heading PostFinance, while in his new position of CEO.

Swiss Post said in a statement that Mr. Bucher would retain his dual function until Swiss Post and PostFinance become public limited companies. The change of status is provided for in the new Swiss Postal Act and is expected to take effect in 2011.

At PostFinance, members of the board will take over Mr. Bucher's position on various committees and Beat Witschi, head of products, will take up Mr. Bucher's place on the boards of two clearing banks. Armin Brun, head of market and sales and deputy head of PostFinance, will take on a greater role in operational management.

After the January 15 announcement of new arrangements at Swiss Post, chairman Claude Béglé resigned in response to criticism of his management style by politicians and the Swiss media. He had, however, received public support from Communications Minister Moritz Leuenberger, who said the government backed his strategy for Swiss Post.

Mr. Béglé had clashed with former chief executive officer Michel Kunz and some board members over his desire to expand and diversify Swiss Post's activities abroad; Mr. Kunz favoured a focus on cost reduction.

Two supervisory board members, Rolf Hug and Wolfgang Werlé, resigned in December along with Mr. Kunz.

The new Swiss Post chairman is Peter Hasler, a former head of the Swiss employers' association.

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French Postal Act Passes into Law

The French Postal Act received its final approval on January 12, bringing full market opening from 2011 into national law and paving the way for La Poste to become a limited company in March.

MPs in the ruling UMP party voted in the National Assembly to approve a text that had been agreed by a commission representing both houses of parliament. Opposition parties voted against the measure.

French industry minister Christian Estrosi again dismissed opposition claims that the new Act was a first step towards privatisation. He said the law makes La Poste "unprivatisable" as the state will remain the majority owner.

TNT Adapts its European Mail Businesses



TNT has announced changes to European mail operations following the announcement in its Vision 2015 that it would focus on "realising value opportunities" for its European Mail Networks business (*Market Flash No 402*).

Two changes take place in Germany: TNT is selling its unaddressed mail business, TNT Direktwerbung, to its management team and has signed an agreement for a "mail alliance" with three companies (Verlagsgruppe Georg von Holtzbrinck, CITIPOST-Verbund and Logistic-Mail-Factory) to strengthen cooperation with the mail distribution businesses of German publishers.

Following the sale of TNT Direktwerbung, TNT Post Germany will focus on its addressed letter business and explore further partnership opportunities.

The mail alliance agreement creates a platform for TNT's publisher partners to exchange their inter-regional mail volumes through a national system that operates in collaboration with TNT Express.

TNT said the parties to the agreement would leverage existing assets without requiring additional investment in infrastructure. It invited other publishers and mail companies to join the alliance.

In Austria, TNT Post's joint venture with Styria Media Group, Redmail, is to terminate its addressed mail business and part of its unaddressed mail operations. In future, Redmail will focus on regional newspaper delivery.

TNT said Austria's new Postal Act limited real competition for addressed mail and contributed to its decision.

In its Vision 2015, TNT said its European Mail Networks business was operating in a deteriorating perspective owing to "the uncertain implementation of European mail liberalisation, regulatory restraints, price competition, volume declines and high start-up costs".

Norway Post to Reshape its Post Offices

Norway Post is to modernise all of its 179 post offices between now and 2012 with the total loss of 300 man-years, reducing between one and two employees at each revamped outlet.

The reorganisation will move more post offices to smaller premises, reducing Norway Post's total rented floor space by about 35,000sq metres.

The company said the changes are necessary in order to adapt the network to customers' changing needs in the face of a 20 percent decline in the number of customers visiting post offices in the past six years. Over the same period, banking transactions have halved.

New-look post offices will offer a revamped range of goods in more efficient retail layouts. "We are taking an important step to ensure that Norway Post's sales and service network is adapted to meet our customers' needs," said chief executive officer Dag Mejdell.

The company said that employees affected by job losses would be taken care of through internal reorganisation measures and schemes. The reorganisation is based on an agreement with postal unions.

Czech Minister Appoints New Postal Chief

Marcela Hrdá is the new chief executive officer of Czech Post, replacing Petr Sedláček, who left at the end of 2009 owing to political disagreements regarding a stop on Czech Post's transformation into a stock company.

Ms. Hrdá moves to her new position from Prague Airport where she was a board member and chief non-aviation director of operations, services and transformation.

Announcing her appointment, Czech home secretary Martin Pecina said: "Marcela Hrdá has extensive experience in the field of information technology, but also in restructuring projects at large domestic and international companies. This is what Czech Post needs now."

"The main task will be to prepare a state company for a situation in which it will lose its privileged position and will have to face competition due to market liberalisation."

DHL Parcel Sources an E-Trading Solution

Domestic parcels operator DHL Parcel Germany has formed a partnership with a software company specialising in e-commerce solutions to integrate online business processes into a single, digital value chain.

PlentyMarkets software from plentySystems helps internet traders to process orders and manage their content, returns and after-sales service. The ordering software registers transport status, shipment confirmation and date. Traders can print out shipment certificates within the after-sales management process.

The agreement between DHL Parcel Germany and plentySystems runs until October 2012.

Otto Extends Admail Deal with Austria Post

Austria Post has secured a two-year extension to its cooperation agreement with German mail order firm Otto Group for the distribution of 70 million advertising mail items a year.

Describing Austria Post as reliable, professional and a "very good partner," Harald Gutshe, spokesman for the board of Otto Group unit Unito Shipping & Services, said: "We get the highest quality at a fair price. It's a win-win cooperation."

Store Chain Extends its Contract with DHL



DHL Supply Chain is continuing its twelve-year UK partnership with department store group Debenhams with a GBP 113.2 million, three-year extension of its fashion warehousing and distribution services.

The extension follows a two-year cost improvement programme that, according to DHL, delivered significant year-on-year cost reductions resulting in a cut of more than ten percent in Debenhams' cost per unit.

Environmental advances in DHL's Debenhams operations have included the introduction of high-volume super cube and double-deck trailers to reduce fuel consumption by 203,000 litres. DHL has reduced CO₂ emissions by 517 tonnes year-on-year; its vehicles are compliant with the Euro 5 standard.

In addition to operating Debenhams' three UK distribution centres, supplier collection, store delivery and outbase and cross-dock operations, DHL has taken over operation of three off-site stock rooms.

Itella Logistics Gains AEO Customs Status

Itella Logistics has received certification from Finnish Customs as an Authorised Economic Operator (AEO) to benefit from simplified customs procedures and inspection.

AEO certification is acknowledged in all European Union member states, according to Itella Logistics, and is being extended to more members of the World Customs Organisation.

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Special PostFinance Post Offices Planned

Swiss Post plans to equip between 20 to 30 of its post offices with consulting areas for PostFinance financial products by 2012.

The creation of specialist PostFinance post offices represents an investment of about CHF 100 million and supplements the 36 existing independent PostFinance branches. An additional 200 employees will be required across Switzerland to provide financial advice.

In a separate move, postal agencies located in local shops will accept Maestro cards for cashless payments from February 1 in addition to PostFinance cards.

UK Post Office Promotes its Services

The United Kingdom Post Office is continuing with its high-profile public relations campaign to promote its foreign currency and Christmas Club services.

It has released the findings of two surveys designed to stimulate interest in its services and underline its expertise.

The Post Office Christmas Club is a voucher savings scheme whereby consumers make regular pre-payments of up to GBP 1,000 a year towards the cost of Christmas food and presents. From November 1, savers have access to their funds in the form of store vouchers.

Post Office used research highlighting levels of debt resulting from Christmas spending to encourage savers to start making contributions to the Christmas Club early this year.

The Post Office survey of holiday destinations highlighted countries where sterling is relatively stronger against local currencies and where local businesses have adjusted prices to attract tourists deterred by unfavourable exchange rates.

The annual *Post Office Worldwide Holiday Costs Barometer* is published by Post Office Travel Money and is now in its fourth year. Provision of foreign currency services in branches and online has proved to be a highly successful product for Post Office.

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Post Office Chief Alan Cook to Retire

The managing director of Post Office Ltd, Alan Cook, is to retire in May after four years heading the Royal Mail Group subsidiary. He led the move into financial services, making Post Office one of the fastest growing providers with more than 2.2 million customers.

TNT Halves Road Transit Time to Tangier

TNT has halved road transit times between Madrid and Tangier for freight and parcels. The company said the Tangier-Med project to create the largest maritime hub in Africa would boost the regional economy as would the extension of the Tangier free zone.

Itella Promotes Shared Services Market

Itella Information is an associate sponsor at the 4th Shared Services in Central and Eastern Europe Summit taking place on January 27 and 28 in Bratislava, where it will be a keynote speaker at the conference. It is promoting its invoice issue and processing services.

DPD Ukraine Expands

Parcels operator DPD Ukraine is expanding its regional network with a new depot in Zaporizhia, moves to new warehouses in Sumy and Kryvyi Rih and improved delivery times to selected cities.

NetDespatch Doubles its Business

Software and web services firm NetDespatch says it has achieved 100 percent business growth in the past year. It attributes the growth to customers using its parcels booking, tracking and delivery system. The UK company's new customers include Home Delivery Network, Collect+, New Zealand Post and Nordic Parcels.

Express Money from Emirates to Jordan

Emirates Post and Jordan Post have launched an express money transfer service to Jordan. Customers can send International Express Money Orders to Jordan through the postal network, powered by the Universal Postal Union's International Financial System.

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Intelligent Mail Hits Three Billion Pieces

The number of Intelligent Mail Full Service mailpieces handled by the United States Postal Service hit three billion early in January following a 60 percent increase in the number of mailers using the service since mid-December.

The Intelligent Mail Full Service programme was implemented in May 2009. Intelligent Mail is a technology platform that gives end-to-end visibility into the mailstream through use of Intelligent Mail barcodes and electronic documentation. The US Postal Service says Intelligent Mail will create actionable information about mail for marketing, financial and operational environments.

A total of 171 Intelligent Mail Full Service mailers have generated USD 1 billion in revenue for the USPS to date.

Green Project for Postal Facilities

The United States Postal Service has awarded contracts to Lime Energy to develop and implement energy efficient projects at its facilities on the east coast of America.

Lime Energy provides integrated energy engineering consultancy and implementation and has already completed about USD 30 million in work for USPS in the past six years.

The three new contracts represent work worth up to USD 28.5 million and have the potential for renewal. They provide a fast-track method for design and implementation of more than 1,800 pre-determined energy-efficiency-related items.

On approval from the US Postal Service, Lime will conduct surveys, develop energy solutions and install new energy efficient lighting and mechanical equipment.



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Free iPhone Apps from the Postal Service

The United States Postal Service is offering new, free applications for the iPhone and iPod Touch.

Its services include a GPS-enabled application for locating nearby post offices and collection boxes; a track and confirm feature, and a ZIP Code search that provides the user with the code for their current location.

USPS says it is developing more applications for other internet-enabled mobile devices.

UPS to Cut Managers in Package Revamp

UPS is to cut 1,800 managerial jobs in a reorganisation of its United States domestic package business that will reduce its regions from five to three and its districts from 46 to 20.

The company said the new management structure would be better aligned geographically, enabling more local decision-making.

The news follows an announcement by UPS that 100 part time package handlers at its hub at Rockford International Airport near Chicago will be laid off because of decreased volumes.

On January 8, UPS announced that it expects its October-to-December quarter earnings to exceed previous estimates owing to better-than-expected results from both domestic and international operations and savings through cost management.

Express Industry Comes to the Aid of Haiti

International express operators launched relief aid support for Haiti in the wake of the devastating earthquake close to the country's capital.

Deutsche Post DHL sent in the first logistics team and mobilised its DHL Disaster Response Team (DRT) Americas to prepare for operations out of the airport in Port-au-Prince.

TNT confirmed that the UN Logistics Cluster comprising the World Food Programme, UPS, TNT and Agility had been activated and that talks were taking place with WFP on logistics operations.

UPS said it had contributed more than USD 1 million in cash and in-kind support through the UPS Charitable Foundation.

FedEx said it was working with designated charitable relief organisations to make sure aid was on the way to Haiti. It said also it would provide transportation services as soon as conditions allowed.

FedEx Raises Road Rates to Boost Yield

FedEx's road freight companies, FedEx Freight and FedEx National LTL, are increasing rates from February 1 in an attempt to improve yields following a heavy price war last year.

The 5.9 percent general rate rise applies to interstate and intra-state LTL shipments and certain shipments between the United States and Canada. Various additional charges will also be made.

UPS Freight had already announced an average general rate increase of 5.7 percent from January 4 on non-contractual shipments in the United States, Canada and Mexico.

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DHL Gives Wilmington Hub to Locals

Deutsche Post DHL has agreed to give its former express air hub at Wilmington, Ohio to the local community to help the region recover from the loss of jobs that resulted from closure of its domestic US operations. The site will be redeveloped and used eventually as an airport/commerce park.

Mexico Shows International Growth for DHL

DHL Express Mexico generated ten percent growth in its international shipment sales in 2009 and increased its parcel volumes by about eight percent during December. It consolidated its product offerings, adding a guaranteed 12-hour delivery service to the United States and Europe.

UPS Adds Functions to its Developer Kit

UPS has extended its Developer Kit to include less-than-truckload services, package drop-off locator capabilities and street-level validation. These application programming interfaces allow customers to integrate UPS technology directly into their business systems.

UPS to Update its Handheld Computers

UPS will begin introducing a new generation of DIAD handheld computers to drivers next year. More than 100,000 devices are planned for issue in a multi-year deployment in more than 100 countries following field testing in late 2010.

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SingPost Seeks a New CEO

Singapore Post is looking for a new chief executive officer following the resignation of Wilson Tan, who has led the company's transformation since 2007 from postal services to a provider of mail, logistics and retail solutions.

During Mr. Tan's tenure, SingPost acquired Quantum Solutions International (formerly G3 Worldwide Aspac) and postal technology company Postea to gain a platform for regional growth and expansion.

SingPost's chairman, Lim Ho Kee, thanked Mr. Tan for his "invaluable contribution and leadership". He said the board and management wished Mr. Tan well in his future endeavours.

The company's chief financial officer, Ng Hin Lee, has become deputy group chief executive officer. The mail business will continue to be headed by executive vice president Woo Keng Leong and retail and financial services will be led by executive vice president Loh Choo Beng.

The logistics business is managed by vice president Raymond Huang and Quantum Solutions International is headed by executive vice president Teo Yew Hwa.

Yamato Starts up in Singapore

Major Japanese parcels operator Yamato Holdings is offering express deliveries of small parcels in Singapore as part of its plan for international expansion.

The company has 30 staff and 26 vehicles providing its start-up Ta-Q-Bin service, its first independent domestic operation outside Japan.

Yamato is offering express door-to-door deliveries within Singapore, mostly for business customers, and will add delivery of chilled and frozen goods, especially food, in the near future.

It said last autumn that it planned to launch services in Singapore and Shanghai to continue its Asian expansion and diversify from the stagnating domestic market.

Australia Post Promotes Phone Recycling



Promoting MobileMuster, its free mobile phone recycling service, Australia Post is seeking mobile phones discarded by the owners of the one million-plus mobile phones purchased in the run-up to Christmas.

It estimates that Australians have a total of 16 million discarded mobile phones in their homes and that only nine percent of mobile phone users in the country recycle their old models.

Since joining the MobileMuster programme in May 2008, Australia Post has recycled more than 68,000 phones, 69,000 batteries and more than 6,000kg of accessories.

Consumers can obtain phone recycling pouches from Australia Post retail outlets. With the old phone inserted, pouches can be dropped into any Australia Post street collection box for recycling.

AeroLogic Adds More Europe-Asia Flights

The AeroLogic joint venture between DHL Express and Lufthansa Cargo has taken delivery of two B777F aircraft and is expanding its network.

The company has introduced two new daily flights from Leipzig to Hong Kong and weekend flights from Frankfurt to Atlanta and Chicago.

Ken Allen, chief executive officer of DHL Express, said the new routes offered opportunities; trade between Europe and Asia had remained high during the economic downturn.

AeroLogic expects to take delivery of four more B777F aircraft this year. It will expand its route system to further destinations achieving the network size and reach it originally planned by the beginning of 2011.

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FedEx Puts First B777F into Service

FedEx Express has introduced a new B777F to serve a route connecting Shanghai with its SuperHub in Memphis, Tennessee. The service improves cut-off times by two hours for some customers in Shanghai, Suzhou and Kunshan.

By April, FedEx Express plans to have a total of four B777Fs serving routes between Asia and the United States. By the end of fiscal 2014 the FedEx Express fleet will number 15 B777Fs; a second order of 15 aircraft will be delivered between fiscal 2014 and fiscal 2019.



DHL Makes it Easier to Book Collections

DHL has responded to customer demand for simpler ways to request a collection by launching Online Shipment Collection Service, which eliminates the need to register and log in.

The service is delivered from a dedicated page on DHL's website. Customers enter their account number, address and telephone number, the time when the shipment will be ready and the total number of parcels to be collected.

DHL developed the service after Japanese shippers asked for a simpler way to submit collection requests by telephone.

101 Field Stock Locations Come to China

UPS is to establish 101 new field stocking locations (FSLs) in China to increase significantly its global service parts logistics operations.

It will cover 89 cities across China with 110 bonded and non-bonded FSLs offering companies in a variety of industries same-day or next business day delivery of critical service parts.

Companies located anywhere in the world can use the web-based UPS Post Sales Order Management System to assess their critical parts inventory, determine optimal routing, place orders and track parts from the warehouse to the end user.

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Air Freight Volume Shows Recovery

Air freight volumes at Hong Kong International Airport grew by 16.2 percent in the fourth quarter of 2009 to reduce the full-year decline to just 7.7 percent.

DHL Sees Thai Express Business Grow

DHL Express grew its business in Thailand in 2009 thanks to a surge in shipments with the United States and China. It is aiming for growth of at least seven percent this year, based on world cargo growth at the same level.

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