

In this issue

EUROPE

- Norway Post Fined for Exclusive Deals
- TNT to Cut Full-Time Dutch Postal Jobs
- TNT Express Workers Secure Pay Deal
- E-Postbrief Replicates Letter's Security
- Swiss Post Enhances IncaMail
- Five Ways to Get an E-Commerce Parcel
- Royal Mail Extends Parcel Pick-up Times
- DHL Sells French Domestic Parcels Unit
- Swiss Post Loses German Postal Parcels
- New Top Management at Magyar Posta
- SPI Buys into Francophone Press Services
- An Post Launches Mobile Phone Service, Postfone
- Siemens and DHL Now Innovation Partners
- Iceland Post Launches Message in a Bottle
- DPD Uses Customer Barcodes for Shipment
- MRW Installs LPG Fuel Points at Depots
- Coolblue Chooses Bpost for its Deliveries
- GLS Invests in Quality of Service
- Read Your Mail on Holiday
- TNT Delivers on Time or Free in France
- TNT Capitalises on Saudi's Growth Potential
- DHL Strengthens Middle East Presence
- FedEx in Alliance with Israeli Forwarder

AMERICAS

- Canada Post Appoints Interim CEO
- USPS Files for Rate Increases in January
- Canada Post Raises Cash for Transformation
- Postal Service Top-Rated for Diversity
- Canada Post a Good Corporate Citizen
- Postal Service Helps to Boost US Exports
- UPS Assists President on Export Policy
- UPS Store Ships Travellers' Bags
- DHL Mexico Invests in Healthcare Services
- The Power of Catalogues Explained
- FedEx Hub Wins Accolade
- Fulfilment Help for Federal Agencies

ASIA-PACIFIC

- Australia Post's Click and Send on eBay
- JP Takeover Leads to Parcel Backlog
- New Zealand Retail the Most Trusted Brand
- Australia Post App Tops the Free List
- DHL Extends Tokyo Clinical Trial Hub
- DHL Supports Sustainable Supply
- Toll Buys UK Freight Forwarders

www.ipc.be

To access breaking news on the postal industry, visit our website www.ipc.be. News archives and reports can also be accessed from our on-line media centre.

Norway Post Fined for Exclusive Deals

Norway Post is considering an appeal against a fine imposed on it for restricting access to the country's parcels home delivery market by setting up exclusive deals with retailers providing drop-off and collection points.

The European Free Trade Association (EFTA) Surveillance Authority (ESA) levied the nearly EUR 13 million fine against the company for breach of European competition rules between 2000 and 2006.



After an extensive investigation of Norway Post's exclusivity agreements with retailers such as grocery chains, kiosks and petrol stations, the ESA concluded that the company infringed Article 54 of the European Economic Area Agreement by abusing its dominant position.

ESA said the agreements made it difficult for competing parcel delivery services to establish national collection networks for their parcels.

ESA's deputy director of competition and state aid said: "For example, in the agreement with the largest retail group in Norway, the exclusivity covered the whole group whether Posten Norge used the outlet or not, ensuring that none of its competitors could use any of the stores."

Norway Post expressed surprise at the fine, saying it did not think it had broken competition rules. The company removed its exclusivity agreements with retailers in 2006. "Our businesses were well enough established that we no longer needed them to be exclusive. Now in some shops we have competitors doing the same thing," said a spokesman.

Europe

Issue 413 | 28 July 2010

Americas

Asia-Pacific

Europe

TNT to Cut Full-Time Dutch Postal Jobs

TNT Post is to sack up to 11,000 full-time employees from its Dutch workforce under a radical cost-cutting plan, but will increase its workforce in the United Kingdom by 20 percent to more than 1,000 employees.

The company is restructuring in the Netherlands in response to falling mail volumes. The job losses form part of a plan to achieve annual savings of EUR 395 million from 2015.

Dutch employees received a letter on June 25 informing them of the planned job cuts. Mail deliverers and sorting staff working 25 hours a week or more will lose their jobs while employees working 15 hours or less will be able to stay; they might be required to work more flexibly.

Head of TNT Post, Harry Koestra, said at a news conference on June 28 that the company hoped to achieve half the job losses through natural wastage; the rest would be compulsory redundancies. The plan was due to be submitted officially to the works council in July.

TNT Post is planning a radical downsizing of its Dutch mail business by using part-time workers, reducing deliveries to three days a week and widespread outsourcing.

Peter Kunz, managing director of TNT's European Mail Networks, told the European Postal Services conference in March that TNT Post planned to focus on managing an asset-free mail network operated largely by subcontractors.

Meanwhile, in the UK, TNT Post has increased its annual volume of mail handled from 300 million items in 2004 to 2.66 billion in 2009; it expects its volume to exceed three billion items this year.

The 20 percent expansion in the UK workforce will include new roles ranging from operational staff in depots to client managers and administrators.

The company will centralise its national van fleet and is looking for a site for a central distribution hub. The UK operation currently involves six depots and five regional offices. A new hub will open in Northern Ireland this autumn.

In addition to investment in staff and facilities, TNT Post is spending GBP 3 million this year on sorting and processing machinery, customer relationship management and new facilities.

According to UK regulator Postcomm, TNT Post is the leading competitor to Royal Mail in the domestic market, with 39 percent overall awareness of its services by business customers.



Europe

Issue 413 | 28 July 2010

Americas

Asia-Pacific

TNT Express Workers Secure Pay Deal

TNT Express has secured a new collective labour agreement covering 2,300 employees at several business units in the Netherlands.

The deal, approved by unions, runs from April 1, 2010 until July 1, 2011. Employees will receive a structural pay increase of 0.5 percent backdated to April 1 this year, a further 0.5 percent from October 1, and 0.7 percent from April 1 next year. TNT will also award a one-off gross payment of EUR 250.

E-Postbrief Replicates Letter's Security

Deutsche Post has launched E-Postbrief, a secure electronic letter targeted at both business and private users.

The new product is designed help protect Deutsche Post's position in the market for written communication at a time when physical letter volume is in decline. A single E-Postbrief message carries the same price as a stamp for a traditional standard letter at EUR 0.55.

"We are bringing the confidentiality of letters to the internet. The E-Postbrief will make our most successful product, the letter, even better. It is still a letter but will be even quicker," said Jürgen Gerdes, board member in charge of mail.

Individuals can reserve an E-Postbrief address free of charge on Deutsche Post's website, www.epost.de.

Addresses are based on the individual's name followed by @epost.de. To use the service, individuals must first confirm their identity by presenting their passport or identity card at a postal retail outlet; that done, an activation code will be sent by letter. From November, users will be able to obtain activation codes immediately.

Users can choose whether their E-Postbrief will be delivered electronically or as a physical letter generated from the digital message by Deutsche Post.

Deutsche Post says that software company SAP will integrate E-Postbrief into its HR management software so that companies can use the service to send payslips to employees over the internet securely.

Insurance company Allianz will integrate E-Postbrief into its communication systems. Other cooperation partners already signed up include the Hesse state lottery, Mercedes Benz motor sport, the German Soccer Federation and the Zürich insurance group.

Swiss Post Enhances IncaMail

Swiss Post is soon to release an updated version of its secure and verifiable e-mail service, IncaMail.

IncaMail 3.0, available from this autumn, is based on a new architecture and has additional functionality that includes eliminating the need for intermediate e-mail storage at Swiss Post.

With the enhanced system, message text and accompanying documents will be encrypted together and sent as an integrated e-mail. Recipients can open the e-mail using the relevant access code instead of sending a link to Swiss Post's security server to collect their message.



Five Ways to Get an E-Commerce Parcel

Groupe La Poste, France, is offering internet shoppers a choice of five different delivery options via its new So Colissimo product, which also provides SMS or email alerts once the delivery is scheduled.

The five options are: home delivery; delivery during one of four time-zones between 17.00 and 21.30; delivery to a post office, a collection machine or one of La Poste's retail partners.

Initially, the new service is available via selected home-shopping websites, but it is being rolled out to all internet traders including small businesses.

Royal Mail Extends Parcel Pick-up Times

Royal Mail is extending opening hours at about 650 delivery offices to offer a longer period during which individuals can collect their parcels.

It is investing GBP 2.6 million in opening the selected offices until 8:00 p.m. on Wednesday and 2.00 p.m. on Saturday.

The investment builds on Royal Mail's existing range of options for recipients who are not at home to receive their parcel when it is first delivered. These include arranging online for a second delivery, delivery to a neighbour or collection from a post office. Internet traders can also offer their shoppers the option to specify a safe place such as a garage to leave a parcel.

DHL Sells French Domestic Parcels Unit

Deutsche Post DHL has completed the sale of its loss-making French domestic parcel business as part of its strategy to withdraw from unprofitable domestic businesses. The French parcels and freight operation was expected to make a loss of about EUR 70 million in 2009.

Financial investor Caravelle has bought the domestic business for an undisclosed sum and rebranded it back to its former name, Ducros Express.

Ducros Express was one of the French parcels companies acquired by Deutsche Post in the late 1990s to form DHL Express France. Today, the company has 3,200 employees and annual revenues of about EUR 320 million.

Ducros Express will continue as the French partner in DHL Express's European parcels network for delivery of day definite shipments.

DHL will concentrate on international air express in the French market where it operates 40 depots and 26 flights a day. It is targeting ten percent growth this year after a ten percent revenue decline to about EUR 400 million in 2009.

DHL now has revenues of about EUR 1.5 billion in France and some 8,000 employees spread across DHL Express, DHL Global Forwarding, DHL Supply Chain, DHL Freight and DHL Global Mail.

Swiss Post Loses German Postal Parcels

Swiss Post has merged its import and export parcels operations following a decision by Deutsche Post to switch its delivery partner in Switzerland to DHL.

The loss of 4,600 import parcels a day prompted the closure of offices of exchange in Basel and Zurich and the transfer of all import and export operations to Urdorf, also located in Zurich. The restructuring involves the loss of 60 to 70 jobs.

New Top Management at Magyar Posta

Magyar Posta of Hungary has announced the appointment of a new chief executive and chairman, giving no reason for the change in its top management line-up.

Pál Schmidt is the new chief executive replacing Ildikó Szüts. Mr. Schmidt joins Magyar Posta from the information technology sector where he has implemented management and purchasing systems for large companies. He also managed logistics and e-commerce projects for Oracle Hungary for almost five years.

**Europe**

Issue 413 | 28 July 2010

Americas

Asia-Pacific

István Kalmár takes over as chairman. A specialist in information technology, he is a former member of the supervisory board of Magyar Posta and from November 2000 until June 2002, he was chief executive. He was involved in establishing Magyar Posta's insurance companies and in designing the postal operator's new logistics centre.

Two further appointments announced are Dezso Varga, deputy chief executive, business, and Attila Rajnai, chief financial officer.

SPI Buys into Francophone Press Services

Swiss Post International (SPI) has strengthened its position as a service provider to the French-speaking press with the acquisition of EDIGROUP whose companies in Switzerland, France and Belgium provide services to publishers.

EDIGROUP specialises in publisher management and publications mailing in French-speaking regions. It also manages subscriptions for publishers and generated total sales of CHF 14.7 million in its financial year 2008/09.

SPI already covers the German-speaking region via its subsidiary, MDS. The company said its takeover of EDIGROUP secured access to French-speaking regions where it would offer publishers opportunities to gain new subscribers or win back old ones.

The acquisition is another step in Swiss Post's strategy to exploit profitable growth opportunities beyond the sphere of its basic service and to grow its cross-border mail and small goods shipment business.

The company generates almost 20 percent of its sales from cross-border and international operations.

Itella Raises Funds

Itella Corporation has signed a EUR 120 million syndicated revolving credit facility with four Nordic banks. The facility, carrying a five-year maturity, will be used to refinance an existing facility and for general corporate purposes, according to the company.

An Post Launches Mobile Phone Service, Postfone

An Post has launched its new mobile virtual network operator (MVNO), postfone, with Vodafone in a EUR 2 million investment that aims to capture a five percent market share.

Postfone is positioned as a no-frills phone service offering straightforward rates. The pre-pay service charges EUR 0.20 a minute for voice calls to any network at any time and EUR 0.09 for an SMS message.

Commenting on the launch, An Post chief executive Donal Connell said: "Our strategy is to broaden out our revenue base by investing in those areas from which we can drive more business and profit. This is the way forward for An Post and for our retail network."

Siemens and DHL Now Innovation Partners

The DHL Solutions & Innovations (DSI) unit has taken on Siemens as a global partner to provide know-how and state-of-the-art technology in support of its innovation initiative.

The first areas of cooperation for the two partners are development of integrated transport solutions and DHL's Megacities Programme which is engaged in planning logistics scenarios for fast-growing conurbations in South America and Asia.

Europe

Issue 413 | 28 July 2010

Americas

Asia-Pacific

DHL and Siemens are testing integration of the Siemens-managed traffic management centres that collect and analyse traffic data as a way to improve DHL SmartTruck route planning.

In addition, the partners are developing a concept to integrate mobile Optical Character Recognition (OCR) scanning components to help speed up sorting processes and make route preparation easier.

Iceland Post Launches Message in a Bottle



Iceland Post has launched message in a bottle, an international mail product that puts a new twist on the humble postcard.

Available from post offices, the plastic bottle containing a blank sheet of paper for a message is decorated with a choice of two photographs on one side (the Northern Lights or the eruption of Eyjafjallajökull) and has an address label on the other.

DPD Uses Customer Barcodes for Shipment

DPD is offering customers new software that eliminates the need to print a parcel label prior to despatch.

EasyInject software is in use in Belgium and Denmark and has been introduced in Germany following pilot tests with customers including clothing manufacturer Levi Strauss.

The system requires only an internal company barcode attached to the parcel while the shipper transmits the required data to DPD electronically. DPD scans the barcode at its depot, prints a label and fixes it to the parcel.

EasyInject also makes it easier for shippers to switch to DPD by allowing them to carry out test shipments using their existing barcode systems.

MRW Installs LPG Fuel Points at Depots

Spanish express operator MRW has signed an agreement with energy company Repsol to install liquid petroleum gas (LPG) fuelling points at its 41 depots.

The company is converting 90 percent of its vehicles operating on scheduled routes to LPG within the next four years while also renewing its fleet. Its aim is to reduce nitrogen oxide emissions and other pollutants as part of its social responsibility programme.

MRW has also begun using biodegradable and compostable shipment envelopes certified under the European standard EN 13432.

Europe

Issue 413 | 28 July 2010

Americas

Asia-Pacific

Coolblue Chooses Bpost for its Deliveries

Online shopping company Coolblue has chosen bpost subsidiary Taxipost to deliver all its orders in Belgium. The contract represents home delivery of 10,000 items a month.

"This partnership allows us to give our customers a more concrete delivery promise," said Werner Bruyns, manager of Coolblue's Belgian subsidiary. "It's important for us that orders made before 22.00 hours on working days are delivered to homes the following day, and bpost was the only viable logistics partner for that service."

GLS Invests in Quality of Service

Royal Mail's European parcels company, GLS, has announced plans to build a new depot in the Netherlands, says its express parcel reliability in Austria is 100 percent and claims that delivery quality has improved in Belgium.

The company is investing EUR 2 million to construct of a depot in Enschede, eastern Netherlands, that will quadruple handling capacity in the region while offering increased security.

In Belgium, the merging of two parcel networks six months ago has resulted in 98 percent of parcels being delivered in less than 24 hours.

Innovation Award Focuses on Customers

This year's DHL Innovation Award, "Space for Solutions", focuses on customer needs.

The award, aimed at young scientists, employees and DHL's development partners, recognises outstanding and forward-looking logistics solutions. Entrants must present a theoretical approach and first assumptions on market potential. DHL says the inclusion of a business plan will increase the chance of winning.

Entries for the award will close on July 31. The winner will be announced at the end of the year during an awards ceremony at the DHL Innovation Centre.

Read Your Mail on Holiday

Swiss Post has enhanced its electronic letterbox service to offer temporary mail redirection. It will scan and deliver to a private Swiss Post Box that can be accessed from anywhere.

The temporary service, aimed at people going on holiday, allows users to receive and process their mail remotely. It can be activated and deactivated online and carries a one-off CHF 25 registration fee.

TNT Delivers on Time or Free in France

TNT France is enhancing its service by offering import and export shippers no charge if their parcel arrives late.

The service, called "It's on time or it's free," differs from the normal express service money-back guarantee by not taking the original payment.

TNT Capitalises on Saudi's Growth Potential

TNT is investing in Saudi Arabia, where it expects to see growth rates of around five percent in both domestic cargo and air express.

TNT SAB KSA has introduced customised express services offering enhanced tracking and other IT-based solutions such as scanning, online shipment updating, cross-border import booking and internet booking.

TNT has added 30 trailers to its Middle East road network in response to strong trade potential in Saudi Arabia. Imports have grown in particular in recent years.

TNT Post is leveraging TNT's acquisition of Dutch online shopping specialist Kowin to develop and enhance Saudi Arabia's e-commerce. Kowin will enable TNT Post to provide companies with technical knowledge and information on online marketing.

Europe

Issue 413 | 28 July 2010

Americas

Asia-Pacific

DHL Strengthens Middle East Presence

DHL has expanded its presence in the Middle East express market with a new hub in Sharjah's Hamriyah Free Zone and a strategic partnership with the USAID Jordan Economic Development Programme (SABEQ).

The Hamriyah Hub will provide bonded facilities to importers and exporters across the Gulf Cooperation Council. "This new facility will enable our customers to benefit from duty free import and export shipments and will provide us with the competitive advantage of being the only courier company in the Hamriyah Free Zone to offer this service," said Derek Tully, operations manager.

The partnership with SABEQ promotes Jordan as an outsourcing hub regionally and globally under a five-year economic development initiative.

DHL Express will sponsor the campaign to build awareness by applying highly visible stickers on export consignments carrying the message: "Turn to Jordan...Your Smart Shore Destination."

FedEx in Alliance with Israeli Forwarder

FedEx Trade Networks has entered the Israeli freight market through an exclusive alliance that appoints a local forwarder, Fritz Companies, as its exclusive regional service provider.

The company said the alliance would allow both partners to offer expanded international ocean and air freight forwarding services.

Since 2008, FedEx Trade Networks has opened 26 company-owned offices around the world; in countries where it does not operate directly, it has formed alliances with regional service providers.

>> **In Brief - Europe**

Itella to Buy Estonian Parcels Operator

Itella is to acquire the parcel business of Estonian company Smart-POST OÜ which claims a share of approximately 25 percent of the domestic consumer delivery market.

UK Mail's Revenue Rises in First Quarter

UK Mail Group has announced it increased parcel and mail revenues by one percent in its first quarter to the end of June.

Small UK Businesses Seek Postal Banking

The United Kingdom Federation of Small Businesses says its members are eager for planned changes at Royal Mail to take place and for business services to be available. In a survey of 1,200 small businesses, 38 percent said they would transfer to a post bank delivered via the post office network.

DPD Named Best in Russia

DPD Russia has been named the best express delivery provider in the annual ranking of logistics services that is supported by government, business and trade union interests in Russia. About 100 key operators participate in the annual rating project.

Bartolini Opens More Branches

Italian express company Bartolini has opened three new branches in Borgomanero, northeast of Turin; Faenza, near Bologna and Foggia in the south.

UPS Biggest in Poland

Surveys in Polish newspaper *Rzeczpospolita* and two trade publications have placed UPS as the largest courier or logistics company in Poland.

Europe

Americas

Asia-Pacific

Issue 413 | 28 July 2010

>>In Brief - Europe

Post Office Launches Flexible Savings Account

The United Kingdom Post Office has launched a flexible savings account, Reward Saver, offering two withdrawal options and a 2.5 percent AER rate.

DHL Delivers the Gullwing Worldwide

DHL Global Forwarding is carrying out the global distribution of the new Mercedes-Benz sports car, the AMG SLS Gullwing, using a customised transport concept involving packaging that ensures safe and efficient loading for air and ocean freight.

Turkish Post PTT Orders Parcel Machines

Turkish Post PTT is using self-service KARGOMATIK parcel machines supplied by Austrian electronics company KEBA AG for use in Ankara and Istanbul.

Mozambique Operator Gets Started

Corre-Correio Expresso de Moçambique, the express company formed by the posts of Portugal and Mozambique, has opened two branches and an operations centre in Maputo. It expects to expand shortly to Beira, Nampula and Tete and is also offering its services at post offices.

Americas

Canada Post Appoints Interim CEO

Stewart Bacon is to serve as Canada Post's interim president and chief executive until the board of directors completes its search for a permanent replacement for Moya Greene, who has become chief executive of Royal Mail.

The board's chairman, Marc Courtois, announced the appointment effective from July 15. Mr Bacon worked for Canada Post for 15 years rising to the position of chief marketing and sales officer prior to his retirement in January this year.

Since his retirement, Mr. Bacon has served as chairman of the board of Canada Post's express subsidiary, Purolator.

"There are few people who know this company, its goals, people and customers as well as Stewart," said Mr. Courtois. "That gives us great reassurance that the strategies and plans already set in place under the Board's and Moya Greene's leadership will continue uninterrupted."



Europe

Americas

Asia-Pacific

Issue 413 | 28 July 2010

USPS Files for Rate Increases in January

The United States Postal Service has filed proposals with the Postal Regulatory Commission for rate changes to market dominant products that include incentives for high volume mailers.

If approved, the new rates will come into effect on January 2, 2011. The commission has until early October to review the proposals and make its final ruling.

The proposed changes would generate USD 2.3 billion in the last three quarters of the 2011 fiscal year and an estimated USD 3 billion over a full 12 months.

The price for stamped First-Class Mail would rise by USD 0.02 under the proposals to USD 0.46 for a letter and USD 0.30 for a postcard. In October, the Postal Service will issue a "Forever Stamp" priced at USD 0.44. These will remain valid after any postage increase.

Prices for most market dominant products would fall by four to six percent; however, rates for periodicals would rise by eight percent, Standard Mail Parcels by 23 percent and Media/Library Mail by seven percent.

For large mailers, a proposed Reply Rides Free service encourages the inclusion of marketing messages in bill and statement mailings. Discounts are available to qualifying customers if they include a reply envelope or card in their mailing.

The Saturation/High Density Incentive Program offers rebates for customers increasing their volume of Standard and Nonprofit letters and flats.

"There is no one single solution to the dire financial situation that the Postal Service faces," said Postmaster General John E. Potter. "These proposed rate adjustments are moderate and part of a fair and balanced approach to insuring mail service for all Americans well into the future."

Canada Post Raises Cash for Transformation

Canada Post Corporation has completed its inaugural public debt issue for CAD 1 billion.

The issue follows the government's decision to increase Canada Post's external borrowing limit to CAD 2.5 billion from CAD 300 million in order to facilitate postal transformation.

The issue included two series of bonds: a USD 500 million Series 1, 30-year bond with an interest rate of 4.36 percent and a CAD 500 million Series 2, 15-year bond with an interest rate of 4.08 percent.

The debt was underwritten by a syndicate of dealers co-lead by TD Securities and RBC Capital Markets.

Postal Service Top-Rated for Diversity

The United States Postal Service has been rated among the top 40 companies for diversity by Black Enterprise magazine.

A survey of the top 1,000 publicly traded US companies and 50 leading global companies with US operations found that 15 percent of Postal Service executives are African-American and 40 percent of Postal Service employees are from ethnic minorities. That compares with 32.8 percent in other federal agencies.

Canada Post a Good Corporate Citizen

Canada Post has been named by *Corporate Knights* magazine as one of the country's Best 50 Corporate Citizens for the second year running.

The annual list is compiled according to a ranking methodology which recognises companies that are concerned with long-term stakeholder value. Other factors include financial metrics, diversity in corporate leadership and corporate management of taxes, pensions, labour relations, governance and environmental and social concerns.

Europe

Issue 413 | 28 July 2010

Americas

Asia-Pacific

Postal Service Helps to Boost US Exports

The United States Postal Service and the US Department of Commerce are working together to empower American businesses interested in exporting as a path to growth.

They are responding to the drive to double US exports in the next five years by establishing an outreach strategy.

The two organisations will work to provide foreign market expertise to small and medium-sized enterprises interested in expanding into new markets. They will offer simplified access to the free resources and tools available.

“By bringing together the global market know-how of the International Trade Administration with the capacity of the Postal Service to move goods and merchandise worldwide, we’ve created a simplified on-ramp for businesses of all sizes to engage in global commerce,” said Postmaster General John E. Potter.

The strategic partnership is in line with the Postal Service’s proposal to increase revenue and meet demand in the global marketplace as outlined in a comprehensive plan announced in March.

UPS Assists President on Export Policy

UPS chairman and chief executive Scott Davis has been named by United States President Barack Obama as a member of the President’s Export Council.

The council advises the president on government policies and programmes that affect US trade performance and provides a forum for resolving trade-related problems.

UPS is helping small and medium-sized enterprises to break down trade barriers through a series of interactive seminars entitled Growth through Global Trade facilitated by TheEntrepreneurSchool.com.

The first seminar took place in Atlanta on July 27 and others will follow in San Jose, California; Dallas, Texas; Chicago, Illinois; Cleveland, Ohio; and Providence, RI.

UPS Store Ships Travellers’ Bags

The UPS Store retail operation is offering Americans taking holidays within the United States a luggage shipping service that allows them to travel by air with only hand baggage.

The luggage box service is priced competitively against airline baggage charges. The box comes in two sizes, and individuals have the option either to place their suitcase inside for shipment to their holiday destination or to pack directly into the box to save weight.

Travellers can also include packaging tape and a UPS shipping label with their packing to send their luggage box back home after their holiday.



DHL Mexico Invests in Healthcare Services

DHL Supply Chain Mexico is investing USD 15 million in expansion of its Life Science and Healthcare Industries service.

The company has spent USD 9 million on a new warehouse unit in Mexico City that strengthens its operational structure and coverage, increasing its capacity for the sector by more than 80 percent.

Europe

Issue 413 | 28 July 2010

Americas

Asia-Pacific

The Power of Catalogues Explained

The United States Postal Service is demonstrating to online traders the power of catalogues, which, it claims, have the potential to double online transactions and revenue.

A promotional campaign: "Getting Started in Catalogs", includes a live webinar series and a DVD featuring testimonials from traders who grew into market leaders by adding catalogues to their mix.

FedEx Hub Wins Accolade

The FedEx Express Memphis World Hub has won the Best Global Cargo Hub award from the United Kingdom's Institute of Transport Management.

The judging panel said FedEx Express had successfully united the disparate capabilities of the city of Memphis in terms of road, rail, river and air to create a linchpin of trade within the United States.

The Memphis World Hub provides direct air connections between North America and Asia plus access to other economic centres through Aerotropolis hubs in Paris and Guangzhou.

Fulfilment Help for Federal Agencies

The United States Postal Service is to work with the National Technical Information Service (NTIS) to provide fulfilment, information management and customer maintenance services to federal agencies.

Under a memorandum of understanding, NTIS will work with the Postal Service's Stamp Fulfilment Services, a fulfilment and inventory management operation in Kansas that processes 15,000 orders a day for stamps. The two organisations will help other federal agencies with fulfilment, warehousing, storage and data management.

>>In Brief - Americas

Price Rise Reminder for Canadians

Canada Post has reminded Canadians that the basic letter rate will rise by CAD 0.02 to CAD 0.59 for standard letters weighing up to 30 grams from January 17, 2011. Price increases are designed to help ensure that Canada Post continues to fund its service obligations from its revenue.



Europe

Issue 413 | 28 July 2010

Americas

Asia-Pacific

Asia-Pacific

Australia Post's Click and Send on eBay



Australia Post has extended its Click and Send electronic shipping service to individuals and small traders selling online under a partnership agreement with internet marketplace eBay.

Click and Send is a portal through which sellers can prepare domestic and international parcels for shipment. It also provides online postage and courier pick up.

"Online shopping projections indicate that there's a strong market out there and we want a slice of it," said Chris Koo, group manager for parcels.

If Australia follows trends in the United States and the United Kingdom where online shipping occupies a seven to eight percent share of the market (compared with Australia's three percent), then there's enormous scope for an end-to-end service like Click and Send.

JP Takeover Leads to Parcel Backlog

Japan Post has recovered from a backlog of around 340,000 undelivered parcels that built up early in July when it absorbed the parcel services of its former joint venture with Nippon Express.

The company dissolved its joint venture after losing almost JPY 100 billion since it was set up in 2008. It took over the operation on July 1 but differences in the two operations' parcel sorting caused errors and delays of up to two days in deliveries.

New Zealand Retail the Most Trusted Brand

New Zealand Post has been named the most trusted retail brand in New Zealand for the fourth time in five years in the Readers Digest Most Trusted Brand survey.

"The trust instilled in New Zealand Post Retail comes partly from our long history, but also from a customers' last experience with us – so it is our job to ensure that each experience is a good one," said retail group manager Michelle van Gaalen.

"It is estimated that around 95 percent of New Zealanders have some form of contact with us each year when 20 million customers interact with us at PostShop Kiwibank stores."

Australia Post App Tops the Free List

Australia Post has launched an iPhone and iPad application allowing customers to track postal items, search for post-codes, locate a post office and pay bills.

The app topped the iPad's most downloaded free apps list within hours of its release.

Brady Jacobsen, general manager, internet and contact centre, said the launch showed Australia Post's commitment to customers wanting to interact with its services wirelessly.

Almost three percent of hits to the main website are currently via smartphone devices.

DHL Extends Tokyo Clinical Trial Hub

DHL is to expand its clinical trial logistics hub in Tokyo in two phases to cover 2,42sq metres in total.

The expansion will feature the introduction of shared-use space fitted with customer-specific shelving in addition to dedicated spaces used by single customers.

The company said it would maintain high levels of security and product confidentiality.

Europe

Issue 413 | 28 July 2010

Americas

Asia-Pacific

DHL Supports Sustainable Supply

DHL has partnered with the National University of Singapore's logistics institute to establish a SGD 3 million Sustainable Supply Chain Centre for Asia-Pacific.

The partners will provide a best-practice hub and impetus for intellectual property to drive development of sustainable supply chains in the region.

The new centre will create practical business tools for industry. It is based at the university's TLI-Asia Pacific, a logistics institute with a strong reputation and solid links with both the logistics industry and customers.

Toll Buys UK Freight Forwarders

Australia's Toll Group has acquired two freight forwarders in the United Kingdom and has sold its 50 percent stake in its Pacorini Toll joint venture in Italy specialising in transport storage and handling of commodities.

The AUD 150 million acquisition of the UK's WT Sea Air and Genesis will add scale to the Toll Global Forwarding division in Europe.

Toll is continuing to build on its strong position in Asian markets for key trade lanes into North America, Australia and the UK.

The company sold its stake in Pacorini Toll because it has decided it is not a core asset for the business.

>> In Brief - Asia-Pacific

DHL Realigns Time-Guaranteed Rates

DHL Express has restructured its export rates in Japan for next day, time-guaranteed services. The new pricing structure is in line with DHL Express World-wide services that assign rates by destination and weight. Rates have reduced for relatively light-weight shipments.

Its integrated regional road and air hubs in Singapore and Bangkok are already certified as well as its regional gateways and depots to provide a door-to-door certified network.

TNT Boosts China-Europe Air Capacity

TNT is increasing its air freight capacity between China and Europe, scheduling an additional 747-400 ERF aircraft and increasing its service frequency to six flights a week. Chinese exports to Europe rose by almost 50 percent year-on-year in the first five months of 2010.

TNT Achieves Door-to-Door TAPA Certification

TNT has achieved Level One certification from the Transported Asset Protection Association (TAPA) for its road network in Singapore, Malaysia and Thailand.



Europe

Americas

Asia-Pacific

Issue 413 | 28 July 2010

Market Flash is now starting its summer schedule. The next issue will be published on Tuesday, 31 August. We wish those readers who are taking time off a happy holiday!

ABOUT THIS PUBLICATION

***IPC Market Flash* is a bi-weekly newsletter providing a comprehensive look at new developments emerging in the international postal marketplace. It is published by the Markets and Communication Department of the International Post Corporation.**

***IPC Market Flash* is sent out exclusively to IPC member posts. If you would like to contribute an article or photograph to this publication please contact us via email at publications@ipc.be or send your submissions to :**

**IPC
Head of Communication
Avenue du Bourget, 44
1130, Brussels
Belgium**

While every care has been taken to ensure the accuracy of this report, the facts and estimates stated are based on information and sources which, while we believe them to be reliable, are not guaranteed. No liability can be accepted by International Post Corporation, its directors or employees, for any loss occasioned to any person or entity acting or failing to act as a result of anything contained in or omitted from this report.

