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## Brussels EMC Receives its Third IPC Certificate of Excellence



Brussels EMC, part of Belgian Post International, achieved a recertification score of 95 percent despite having consolidated its operations from two smaller buildings into one new building inaugurated less than one year ago.

Brussels EMC received its most recent recertification the first week in February, having achieved its first Certificate of Excellence in 2004 and its first recertification in 2007.

Typically, when an Office of Exchange (OE) relocates to an entirely new building, IPC considers it to be a first certification, which requires a score of 90 percent. However, Belgian Post International requested that it be assessed against the more stringent recertification requirements, which demand OEs to achieve a score of 95 percent or higher.

“BPI [Belgian Post International] has again demonstrated very strong management, fully committed to excellence, and is supported by a pro-active staff that is equally committed to excellence,” said IPC president and CEO Herbert-Michael Zapf.

To earn IPC’s Certificate of Excellence, the post’s Office of Exchange must demonstrate that its management and processing of international letter mail conforms to the high levels agreed upon by all IPC members.

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***(Brussels EMC Receives its Third IPC Certificate of Excellence continued)***

Independent, external experts, led by the IPC Certification Manager, conduct assessments of Offices of Exchange to determine if they meet minimum standards for quality of service, actively use IPC's CAPE Vision in daily operations and monitoring, and participate effectively in the IPC Performance Centre Operations activities.

The assessors specifically survey Offices of Exchange in three categories:

- Work organization
- Interface relationships
- Quality management

Offices of Exchange must achieve a score of at least 90 percent in each category and an overall score of 95 percent in order to receive the IPC Certificate of Excellence.

**Europe****Austrian Post Launches Growth Plan**

Austrian Post has announced a four-point strategic plan designed to make customer desires the focus for growth of the business.

The company's medium-term objectives are to achieve a sustainable margin of 10 to 12 percent on earnings before interest, tax depreciation and amortisation (EBITA) and a dividend payout of at least 75 percent of group net profit with a targeted sustainable dividend of EUR 1.5 per share.

The strategy will prepare Austrian Post for full postal market opening in January 2011 and will involve investment in online services to counterbalance loss of physical mail volume to e-substitution.

The main objective is to make the service offer easier to use, with increasing emphasis on online activities. As an initial step, Austrian Post is launching online services including mail forwarding and vacation mail holding.

"Our portfolio will be more individually tailored to specific customer requirements," promised chief executive officer Georg Pölzl.

He said senders will be able to choose whether their mail is printed and enveloped or sent as an electronic file. Customers will have access to parcel delivery options online, including packaging and an electronic parcel stamp. Recipients will decide whether personal mail should be delivered to their home, place of work, preferred post office or, in the case of parcels, to a collection point. Austrian Post plans also to offer a facility for mail to be sent electronically direct to its secure online portal.

The group plans to defend its leading market position in mail and parcels, building its new service offer on its core values of confidentiality, reliability and efficiency. Its broad-based customer service campaign will involve a far-reaching reorientation particularly in the domestic business.

Austrian Post is targeting growth in parcels and logistics through expansion of its combined freight temperature-controlled logistics and its business and consumer parcels activities in Austria, Germany and south and eastern Europe.

In the home market, key measures to increase logistics delivery efficiency will include improvement in the distribution network and expansion of the branch network, coupled with cost reduction and the introduction of more entrepreneurial models.

**2009 a Good Year for Norway Post**

Norway Post has expressed satisfaction with its full year 2009 results which saw earnings before interest and tax (EBIT) - and before non-recurring items and write-downs - rising 50 percent above the 2008 level to NOK 1.02 billion.

Operating revenues fell by 5.4 percent to NOK 27.1 billion but the Spinnaker efficiency programme achieved a positive effect of about NOK 1 billion. Measures implemented in 2009 included management downsizing, changes to the terminal structure, conversion of post offices to Post in Shops, the winding up of Bring CityMail in Denmark and improved purchasing efficiency.

During the year, Norway Post also received payment for unprofitable postal and banking services that it must provide under its licence.

Physical mail volume fell by twelve percent in 2009 while quality of service for overnight delivery of A-mail increased by 1.2 percentage points to 88.3 percent, above the 85 percent licence requirement.

Revenue from Norway Post's IT business fell by 8.3 percent owing mainly to difficult trading conditions in Sweden and a decline in sales to Posten Norge AS. The ErgoGroup subsidiary won new orders and entered into contracts worth NOK 3.59 billion, NOK 519 million more than in 2008.

### Itella Emerges from Economic Downturn

Itella Group has reported reduced year-on-year net sales and operating profits for 2009 but an improved position in the final quarter to end December with a return to pre-tax profit compared with the same period the previous year.

In the full year, net sales were EUR 1.82 billion, a 6.8 percent reduction on 2008 and an 11.4 percent reduction if the impact of the previous year's acquisitions and divestments are excluded.

Consolidated operating profit, including non-recurring items, was EUR 46.7 million compared with EUR 69 million; before non-recurring items, operating profit was EUR 86.3 million compared with EUR 95.1 million.

The most significant non-recurring item in 2009 was the EUR 29 million cost of personnel restructuring. In addition, an impairment of EUR 10.6 million was recorded on the goodwill of the Russian business of Itella Logistics.

Net sales from the mail business fell by 2.1 percent as addressed letter volume dropped by seven percent. The company said the impact from the digitisation of invoices and other transaction communications was surprisingly small resulting, in a moderate delivery volume decline considering the low economic cycle.

NetPosti, Itella's response to e-substitution, is to be enhanced with an e-invoice receiving feature; Itella Payment Services (Itella IPS) is licensed by the financial supervisory authority in Finland to act as a payment institution.

Profitability at Itella Information improved as the company expanded in central Europe and Russia. However, the logistics business saw a sharp fall in volumes reflecting, Itella said, the general trend in the industry.

Investments in 2009 totalled EUR 144.9 million and focused mainly on postal services in Finland.

In the final quarter from September to December, Itella increased its operating profit before non-recurring items from EUR 27 in the same period of 2008, to EUR 39.4 million in 2009. With non-recurring items included, operating profit was EUR 24.6 million compared with just EUR 0.9 million in 2008. Pre-tax profit in the final quarter of 2009 was EUR 22.2 million compared with a loss of EUR 26.8 million.

Commenting on the results, chief executive Jukka Alho said: "All in all, Itella has emerged from the economic slump as a financially sound company. This could be attributed to our healthy cash flow which remained steady despite the economic turmoil."



## Profit Rises at De Post/La Poste

De Post/La Poste of Belgium sustained a four percent decline in mail volume in 2009 but group revenues fell by only 0.8 percent to EUR 2.24 billion, thanks to price increases.

Operating profit (EBIT) improved by 8.2 percent to EUR 240 million, helped by a EUR 38 million reduction in operating costs that included a 1,000 cut in total staff and a new collective agreement introducing lower paid delivery workers.

During 2009, De Post/La Poste stepped up its environmental activities with project Green Post, targeting a 35 percent reduction in CO<sub>2</sub> emissions by 2012 based on 2007 levels. Under a strategic partnership with the World Wide Fund for Nature (WWF) the company has pledged to reduce its ecological footprint to a minimum.

De Post/La Poste will confirm its final results at its shareholders' meeting on April 21, when it expects to report a net profit higher than in 2008.

## DHL Global Forwarding Gains Immunity

Deutsche Post DHL's freight forwarding business has been granted immunity from prosecution in a European Commission case relating to an alleged price fixing cartel in return for its continuing cooperation with the investigation.

The Commission sent an official Statement of Objections document to freight forwarders including DHL, Kuehne + Nagel, Panalpina, UPS and DSV on February 10. This alleged participation in price cartels in airfreight forwarding via collusion on the imposition, level, timing and application of various surcharges, though not fuel surcharges.

Companies receiving the document can respond in writing and may also request an oral hearing. The Commission will then decide whether the actions being investigated were incompatible with EU antitrust rules.

Deutsche Post DHL said in a statement that DHL Global Forwarding had been cooperating with the investigation ever since an internal investigation by the company indicated that activities of potential concern under competition laws could have occurred.

It said that DHL Global Forwarding believed the economic effects of reported activities were minimal. However, in addition to continued cooperation and compliance with the amnesty programme, Deutsche Post DHL would continue to strengthen its antitrust training and internal compliance procedures.

## TNT Buys Dutch e-Fulfillment Specialist

TNT is moving ahead with its e-commerce strategy with the acquisition of Dutch online fulfillment specialist TopPak by its Parcel Service business.

TopPak has revenues of about EUR 10 million from services that include processing orders, managing stock and packing products for shipment. Its acquisition will allow TNT to develop multi-customer network solutions bringing the TopPak service offer to the attention of more online retailers.

## Russia's EMS Gains Market Share

EMS Russian Post increased its revenue last year by 31 percent to RUB 1.8 billion and handled 3.4 million domestic and international items.

The postal operator said it had increased its share of the Russian express market to 16 percent, compared with seven percent in 2005. This year it expects to increase its share further to 20 percent.

Separately, Russian Post announced a twelve percent increase in rates for non-registered mail and parcels from February 16. The postal operator expects to achieve a net profit of more than RUB 200 million at group level, a major improvement on its 2008 net loss of RUB 1.5 billion.



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**Posten Norden Outsources IT to Logica**

Posten Norden is outsourcing the management and development of its IT applications to Logica in order to achieve synergies following its creation through the merger of Posten AB of Sweden and Post Danmark.

The company said the outsourcing would allow it to focus further on core business. As part of the agreement, 280 Posten Norden employees will transfer to Logica, and Logica will take over responsibility for 150 full time consultants.

**PostFinance Achieves Record Profits**

Swiss Post's PostFinance achieved a record pre-tax profit of CHF 447.8 million in 2009, gaining 126,000 new customers and increasing its total number of accounts by 235,000.

The profit figure was 89.8 percent higher than the previous year, driven mainly by higher income from interest business and cost discipline. Although interest levels remained modest, PostFinance increased its interest result after write-downs to CHF 905 million.

Mortgage volumes advanced by CHF 633 million, an increase of 31 percent while savings in deposit accounts rose from CHF 13.8 billion to CHF 20 billion. Funds in the investment sub market rose by 51.1 percent from CHF 13.7 billion to CHF 20.7 billion.

**Swiss Post Raises Quality Further**

The quality of service for letters achieved by Swiss Post improved further in 2009 to 97.7 percent for A-mail delivered the day after posting and 98.4 percent for B-mail delivered by the third working day.

The service level for delivery of PostPac priority parcels was 97.8 percent while 98.1 percent of PostPac economy parcels arrived on time.

Quality of service is measured by the Market Research Institute GfK Switzerland in accordance with EU standards.

**DHL Wins 5-Year Contract with UK Wholesaler**

DHL Supply Chain has won a new contract worth GBP 38 million over five years to handle UK distribution for office products wholesaler Spicers.

DHL will manage distribution to dealers and customers from six regional centres, operating a dedicated fleet of 98 vehicles. The company will drive efficiencies by monitoring fuel usage to understand how vehicles are being driven and by using tracking systems to oversee route planning.

To enhance fuel efficiency, DHL is to deploy new vehicles fitted with "tear drop" rigid bodies that are expected to improve fuel consumption by about eight percent.

**DPD UK Offers One-Hour Delivery Slots**

Parcels operator DPD UK said it is offering online shoppers a one hour delivery window to remove the need to wait all day for a delivery.

Consumers buying from DPD's retail customers participating in the service receive a free SMS or email giving the precise one-hour time window when the driver will arrive. Recipients can text back to arrange a different delivery time if the suggested slot is inconvenient.

DPD UK said the one-hour service would reduce the number of return journeys following failed delivery cutting fuel consumption and carbon emissions.

**Trans-o-flex Notifies Recipients of Delivery Time**

German express parcels operator trans-o-flex has launched an automatic service, trans-o-flex avis, to notify recipients of shipment delivery time by SMS or email.

The service responds to a survey which indicated that recipients want to be notified of deliveries. A shipment control feature developed in-house allows individual, additional services to be saved for each shipment.

## GLS Strengthens Long-Haul Links

Royal Mail-owned European parcels operator GLS has signed up partners in emerging markets to strengthen its intercontinental links.

New connections to India, Hong Kong, Russia and the Middle East have reduced delivery times for standards parcels, according to the company.

GLS partners' track-and-trace systems are linked so that shippers can check parcel status from collection through to delivery. New partners include MIDEX International in the Middle East, EMS Garantpost in the Russian Federation, Gati in India and TF Logistics in Hong Kong.

## E-Commerce Still Growing in France

Sales via e-commerce in France grew by 26 percent to EUR 25 billion in 2009, according to an annual survey by the distance selling and e-commerce federation, Fevad.

The study is based on information from 37 leading websites, and transaction volumes processed by the main payment service providers on behalf of more than 64,000 websites. The number of bank card transactions handled by payment platforms increased by 31 percent to an estimated 277.8 billion.

Thirty major commercial websites on the Fevad/iCE panel increased their turnover in 2009 by eight percent to EUR 8.9 billion, taking 36 percent of total internet sales in France.

According to Médiamétrie's Internet Usage Observatory, the number of online shoppers in France grew by 2.1 million to 24.4 million in 2009. The average spend was down two percent at EUR 90, although the final quarter saw spend grow by two percent year-on-year.

The number of active merchant sites rose by 35 percent to 64,100 with the number of transactions per site continuing to increase.

## More Germans Shopping Online

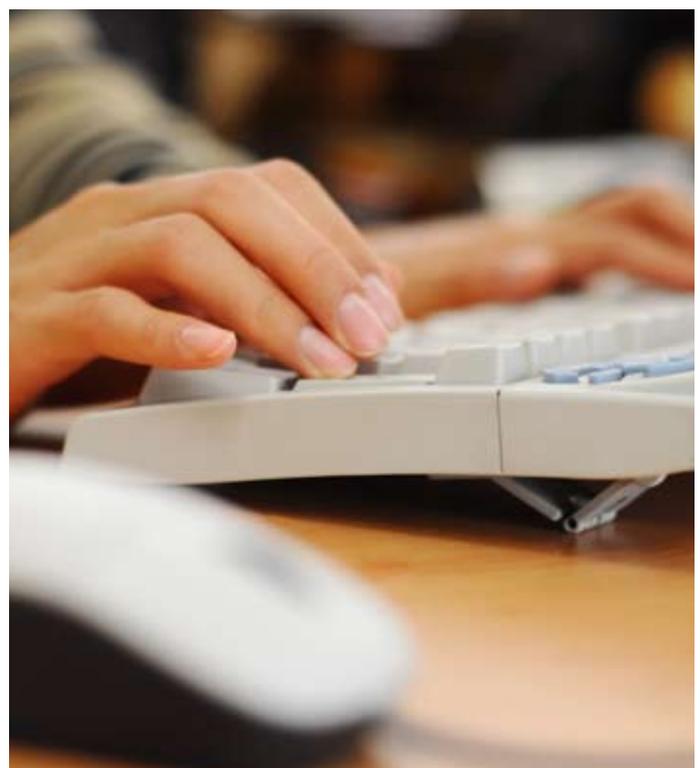
Online sales in Germany grew by 16 percent to EUR 15.5 billion according to the annual survey conducted by the German distance selling association, BVH.

Distance selling achieved total sales of EUR 21.7 billion. The sector overall increased its share of total retail sales in Germany from 7.2 to 7.4 percent. Online sales accounted for 53.3 percent of the total, up from 46.9 percent in 2008. Traditional catalogue orders by phone or post continued to decline.

The number of German consumers shopping online last year rose by 1.1 million to 32.5 million, according to the survey. The number of orders from people aged over 60 shopping online rose from 19 percent to 28 percent of total distance purchasing.

"We expect the internet will establish itself as *the* shopping channel in the future for all age groups and further growth can therefore be expected in the coming years," said Thomas Lipke, head of the BVH e-commerce working group.

The association expects online sales of goods to maintain double digit growth this year, rising to EUR 17.1 billion.



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## DX Mail Enhances Next-Day Service

UK private mail delivery company DX Mail has enhanced its next-day service with guaranteed delivery times and heavier weights.

SecureDX is pitching itself against Royal Mail's Special Delivery next day service. The company says it is now available to all UK post-codes offering guaranteed before 13.00 hours delivery for items weighing up to 2 kg.

Customers with large volumes can arrange collection; those with single items drop their package at one of 4,500 DX locations.



## >> In Brief - Europe

### UK Post Office Cuts Interest Rates

The United Kingdom Post Office has cut the interest rate on its fixed and tracker mortgages and has launched a new range of 75 percent loan-to-value mortgage products.

### Sernam Depot Serves South

French parcels carrier Sernam has strengthened its presence in southern France with the opening of an 1,800 sq metre depot at Fréjus, west of Cannes on the Côte-d'Azur, to improve its coverage of the Provence-Alpes-Côte-d'Azur region.

### Nightfreight's Two-Man Business Grows

British parcels carrier Nightfreight has picked up contracts for its two-man home delivery service for large goods. Home shopping retailer JD Williams has awarded the firm a three-year contract, following the award of contracts by department store group House of Fraser and bed and mattress maker Rest Assured.

### Hermes Retains Next Directory Business

British fashion retailer Next has renewed its exclusive home delivery contract with Hermes for eight years. Next Directory has some 2.2 million active customers generating revenues of more than GBP 800 million.

### HDN Receives Go-Ahead for DHL Purchase

British authorities have approved the sale of DHL Express's domestic parcel business to Home Delivery Network (HDN), paving the way for the transaction to be completed by the end of the first quarter. The deal was announced on January 5 and officially notified to the authority on January 19.

### Azkar Takes Over CSL

Spanish transport group Azkar continues its expansion with an agreement to take over consumer electronics logistics company Condeminas Servicios Logísticos (CSL). The company will integrate CSL's commercial activities and reinforce its distribution network for large and small electrical equipment.

### FedEx Speeds Transit to Bulgaria

FedEx Express has shortened its transit times between Bulgaria and Germany along with several other European markets by one day thanks to a new flight linking Sofia with Budapest four times a week.

### Nightline to Work with NetDespatch

Irish independent express company Nightline Delivers has selected NetDespatch to provide software for its secure parcel shipping technology service. The software automates booking, labelling and tracking and integrates with Nightline's consignment tracking service.

### APC Chooses NetDespatch

UK parcels operator APC Overnight is delivering online orders for independent music store Electro Music using NetDespatch software. This provides an on-demand booking and tracking system to streamline distribution and administration.

### DPD Russia Opens New Depot

DPD Russia has further expanded its regional network with the opening of a depot in Lipetsk, Central Russia, to meet growing demand for transportation logistics services in the region.

### From North Netherlands to America

FedEx Express Netherlands has launched a next business day delivery service from Friesland and Groningen to the United States and Canada to connect the region better with key international business centres.

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## Americas

### Losses Continue for US Postal Service

The United States Postal Service ended its first quarter from October to end December with a net loss of USD 297 million, a slight improvement on the net loss of USD 384 million in the same period of the previous year.

Chief financial officer and executive vice president Joseph Corbett said that economic drivers with a significant impact on mail volumes were lagging behind general economic recovery. Downward pressure on mail was expected to continue throughout 2010.

"Our volume for 2010 is projected to be approximately 167 billion pieces, a decline of approximately 10 billion pieces from last year's total," said Mr. Corbett, who warned that the economic situation, coupled with growth in e-substitution, were creating "a very challenging environment".

In the first quarter, revenue declined by 3.9 percent while the Postal Service's cost position declined 4.4 percent. First quarter volume was 45.7 billion pieces compared with 50.2 billion in the same period the previous year. During the period, work hours were reduced by more than 28 million through efficiency improvements and matching workloads to lower mail volumes.

The Postal Service said the continuing negative trend for fiscal year 2010 created significant uncertainty about its ability to generate sufficient cash flows to fund large cash payment obligations in September and October.

The 2006 Postal Accountability and Enhancement Act requires the Postal Service to pay between USD 5.4 billion and USD 5.8 billion a year to pre-fund retiree health benefits. As yet, Congress has given no assurance it will repeat this year its decision last year to restructure the payment.

Quality of service during the first quarter held at 96 percent for single-piece, overnight First-Class Mail for the fifth consecutive quarter.

### Canada Post Raises Funds for Mental Health

Canada Post raised more than CAD 1.5 million for its Foundation for Mental Health in 2009.

More than CAD 700,000 came in contributions from Canada Post customers in response to requests last fall from employees in post offices. Canada Post also issued a Mental Health stamp, donating CAD 1 for every book of 10 stamps sold to raise CAD 274,000.

Postal employees pledged more than CAD 160,000 to the foundation, a figure that Canada Post matched in a one-time gesture. In future, employee's pledges will give the foundation a permanent funding base of more than CAD 300,000 through payroll donations.

Canada Post announced in 2007 that mental health would be its cause of choice and launched the Canada Post Foundation for Mental Health in June 2008. In its first two years, the foundation will provide CAD 2.5 million in grants to community organisations across the country.



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### UPS Pilots under Threat of Layoff

UPS has announced plans to lay off at least 300 pilots but in the meantime continues to work with the pilots' union to find a solution that will avert or mitigate the need for layoffs.

Following the implementation of agreed cost saving measures in 2009, the pilots have been cooperating with UPS to identify additional ways to cut operating costs, so far without success.

Layoffs are due to begin in May affecting 170 pilots. If they go ahead, they will be part of a company-wide, USD 1.4 billion cost reduction effort that included a freeze in management salaries in 2009.

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## UPS Increases Quarterly Dividend

UPS has increased its regular quarterly dividend to USD 0.47 per share up from USD 0.45 on all outstanding Class A and Class B shares.

“UPS has demonstrated a consistent ability to generate significant free cash flow,” said UPS chairman and chief executive Scott Davis. “Our outlook for a gradual economic recovery and the expectation of strong performance in 2010 justifies this dividend increase.”

The company praised a new National Export Initiative announced by the US Commerce Secretary Gary Locke as a forceful step on the path to strengthening the economy and creating jobs.

UPS said it was particularly pleased to see a focus on the role of smaller companies in meeting the challenge of doubling exports in five years.

## FedEx Trade Networks Expand Globally

FedEx Trade Networks has announced the opening of six freight forwarding offices in its Europe/Middle East/Africa region and in Latin America as part of its global expansion.

The company has opened 20 freight forwarding locations in the past nine months. It says customers prefer to do business with service providers that have offices in the regions where they trade.

## FedEx Funds Mexican Sustainability Project

FedEx will provide USD 500,000 for the development of sustainable transportation projects in cities across Mexico.

The money will go to EMBARQ, the World Resources Institute Centre for Sustainable Transport.

EMBARQ member CTS-Mexico will give a selected group of cities technical support on how to identify, plan and implement sustainable transportation projects. Using lessons learnt from these initial projects, CTS-Mexico will develop toolkits and a web-based social networking platform to share with other cities, universities and non-profit organisations.



## >> In Brief - Americas

### Two-day UPS Network Extended

UPS Freight has extended its two-day delivery network for Canadian shippers from Montreal and Toronto to Atlanta and St. Louis.

### Deutsche Post DHL Names IT Supplier

Deutsche Post DHL has selected T-Systems, the corporate customer division of Deutsche Telekom, to manage its North American data centre production services based in Scottsdale, Arizona.

### Estafeta Invests in Growth

Privately owned Mexican express company Estafeta is to invest USD 25 million in modernising its vehicle fleet, its infrastructure and its IT to achieve a targeted revenue growth of six percent.

### Air Freight on the Rise Again

North American air freight increased in December by 14.8 percent, according to monthly figures from Airports Council International. Domestic traffic was 13.1 percent higher and international volumes rose by 19.2 percent. A new study by Air Cargo Management Group predicts that the international air express market will recover in 2010.

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## Asia-Pacific

### Freightways Happy with Half-Way Result

New Zealand express group Freightways saw its revenue drop by four percent to NZD 165 million during the first six months to end December owing to tough economic conditions.

Operating profits (EBITDA) fell eight percent to NZD 32 million while pre-tax profits were 10 percent lower at NZD 27 million. Consolidated net profit declined by eight percent to NZD 14.5 million.

Managing director Dean Bracewell described the results as very satisfactory. The core express package division experienced lower volumes but figures were not disclosed. The express businesses focused on cost control and service quality while looking for market share growth opportunities.

The company said one key success was the securing of Australia Post's international inbound express mail, air parcels and courier item deliveries into New Zealand.

### Blue Dart Profits Down in 2009



India's Blue Dart Express saw signs of recovery in its fourth quarter but ended its 2009 fiscal year with lower revenue and profits than in 2008.

The DHL Express subsidiary reported revenue of INR 9.07 billion, a reduction of 7.9 percent. The company said the decline was due largely to lower fuel surcharges. However, shipment volumes were also down at 77.98 compared with 79.7.

Pre-tax profits fell 27.6 percent to INR 930 million while net profit was 27.3 percent down at INR 607 million.

### Reports of FedEx Talks on Cargo Venture

Unconfirmed reports suggest that FedEx is in talks with Indian carrier Jet Airways on the creation of a joint venture cargo airline.

Privately owned Jet Airways has become the largest passenger airline in India. It previously had plans to enter the cargo market in cooperation with Lufthansa but that was postponed owing to the economic downturn.

India is a key growth market for FedEx which recently introduced a domestic express service. Airlift for the service is currently via commercial airlines.

### Kingfisher Enters Same-Day Market

Indian passenger airline Kingfisher Airlines is seeking a slice of the domestic express market with the launch of a door-to-door, same-day delivery service, Kingfisher Xpress.

It describes the service as India's first guaranteed same-day delivery-by-air for shipments across major cities. The service offers collection in six cities and same-day delivery in up to 18 cities.

Kingfisher Xpress uses belly capacity on the airline's fleet of A319/320/321s and ATR turboprops. Kingfisher Airlines did not provide information about how collection and delivery will be carried out.

### TNT Sets Sights on Growth in India

TNT has announced plans for strong growth in India based on its air and road network, service expansion and an expected increase in demand for freight following the introduction of a national sales tax.

The company will enhance the connection between its Indian network and China and Europe as well as employing measures to grow its domestic network in India; it said it would announce an extended air network to India in the second quarter of this year.

TNT said it saw impressive growth in India in 2009, especially in the hi-tech, service logistics and healthcare sectors. It has been working with large hi-tech companies on the management of after-market business by establishing regional distribution centres that reduce delivery time and costs.

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## UPS Asian Volumes on the Increase Again

UPS increased its export volumes in Asia by ten percent between October and December compared with the same period last year.

Business in Hong Kong saw the biggest recovery with export volumes growing more than 25 percent; business in Vietnam and Malaysia grew more than 20 percent and 15 percent, respectively.

UPS is opening its USD 180 million intra-Asia hub in Shenzhen this month, a move expected to boost operations in the region further, shortening transit time between Asian trade lanes.

## Royale Gains Access to New Zealand

Express company Royale International Couriers has signed a strategic agreement with air and ocean freight forwarder Famous Pacific Shipping to begin operations in New Zealand.

The company's expansion in Asia-Pacific has already extended to Brisbane, Melbourne and Sydney in Australia.

Since its launch in 1980, Royale International Couriers has provided customised solutions worldwide for time-critical products such as blood and plasma, micro-chips, machine parts and classified financial information.

The Hong Kong Delivery Company founded in 1993 operates as the Asian head office for Royale with offices in major Asian cities.

## SingPost Drops Saturday Delivery

Singapore Post is terminating Saturday delivery in response to declining mail volumes.

It said that 91 percent of respondents in a survey were happy to receive mail on Monday instead of two days earlier on Saturday. The same proportion of shippers found it acceptable for their recipients to have their mail on Monday.

Post office opening hours in the central business district will be extended by one hour on Friday to 20.00 hours and in by one hour to 18.00 hours in other areas.



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### DHL Extols Benefits of Road Transit

DHL has enhanced its international road freight services in south-east Asia. The company said DHL Global Forwarding's scheduled road service operating between Singapore, Malaysia and Thailand could reduce customers' freight costs by up to 25 percent, compared with air freight, and cut transit time by one day compared with ocean transport.

### Turkey Drives Growth in Asian Trade

DHL Global Forwarding said air cargo volumes from Thailand to Turkey more than doubled in 2009 while volumes between Turkey and Singapore grew by 30 percent. Ocean freight trade between both Malaysia and Thailand to Turkey saw a 110 percent increase in volume.

### ABX Express Ready to Fund Expansion

Malaysia's ABX Express is planning acquisitions to expand its domestic and international business and is open to a merger, the *Malaysian Star* newspaper has reported. Group executive director Tan Chong Yian told reporters the company planned to use internal funds to finance strategic partnerships.

## ABOUT THIS PUBLICATION

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