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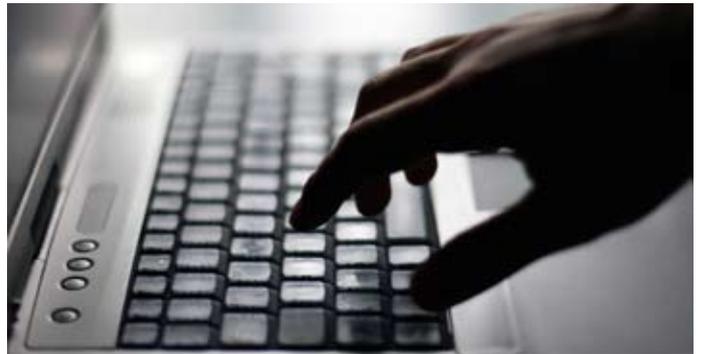
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E-Commerce Boom Brings Inbound Delays



A dramatic 64 percent increase in cross-border internet shopping in Russia in the first two months of this year has given rise to delays in customs clearance that have forced DHL and others to suspend imports of dutiable shipments to the country.

Changes in customs clearance procedures for express operators have caused delays of four to ten days at Moscow's three airports: DHL warned that delivery times to Russia could be up to one month because all its inbound parcels have been stored in Germany and Finland.

According to Russian Post, the delays result from a 64 percent year-on-year increase in January and February of inbound international shipments fulfilling e-commerce orders, coupled with the abolition of a rule requiring shippers' representatives to receive inbound parcels before customs clearance.

Russian Post was hit in the second week of March when eBay and other international online shopping sites refused to sell goods to Russian customers. The e-commerce operators took action because delivery delays increased from two weeks to two months.

According to eBay's terms and conditions, the seller's account can be blocked if goods are not delivered to buyers within 30 days of payment.

Confirming its decision to suspend imports of dutiable shipments, DHL Express spokesman, Jörg Wiedemann said: "We cannot maintain the high level of service that people expect from us."

DHL Express is working with the Association of Express Carriers in Russia to try and improve the situation. One March 19, postal and express operators in Russia were due to meet representatives of Russia's customs service and the transport prosecutor's office to try and find a solution to the problem.

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TNT Workers Accept Labour Agreement

TNT's unionised workers in the Netherlands have approved the new collective labour agreement (CLA) and social plan for voluntary redundancy.

The CLA runs from April 1, 2009 to December 31, 2011. It covers employees in the Netherlands, excluding mail deliverers and Saturday delivery staff. The company said the agreement would give a sufficient basis for the required downsizing and efficiency improvements in the mail business.

TNT Post employees (excluding employees working for TNT Post Parcels) will receive a 0.7 percent pay increase backdated to January 1, 2010, a one percent rise on January 1, 2011 and 0.2 percent on October 1, 2011.

The social plan focuses on encouraging voluntary redundancy, offering financial incentives for employees aged 50 or more.

On February 22, following the pay agreement, TNT announced its 2009 results. Reported operating income was EUR 648 million compared with EUR 982 million in 2008, while underlying operating income was EUR 896 million against EUR 1.14 billion.

Mail volumes declined by 4.7 percent in the full year; however, the company achieved overall cost savings of EUR 527 million partially offsetting the impact.

TNT said there were early signs of an improving economic trend, but it remained cautious about continuing recovery. It expected express volumes and revenues to be above 2009 levels, with mail volumes below 2009.

In the fourth quarter, the trading environment improved, but remained below 2006 levels. Group operating income was higher than in the same quarter the previous year.

"The first weeks of 2010 make me somewhat optimistic on improving economic conditions; however, we will continue to manage our group from cautious assumptions, leading to continued strong focus on cash and cost," said chief executive Peter Bakker.



Posten Norden Results Acceptable



Posten Norden achieved pre-tax earnings in 2009 of SEK 2.44 billion, down from SEK 3.64 billion. Net earnings were SEK 2.41 billion, compared to SEK 2.75 billion.

The newly merged Swedish and Danish national postal companies had net sales of SEK 44.63 billion, compared to SEK 45.81 billion in 2008. Operating earnings, excluding restructuring costs of SEK 1.15 billion, were SEK 1.44 billion.

The company described the results as "acceptable", saying they showed the impact of recession and substitution. The results indicated clearly the need for flexibility to adjust costs to lower income levels rapidly.

Restructuring costs of over SEK 1 billion enabled adjustments to production capacity in all business areas, service network modernisation and administrative rationalisation.

Post Danmark also released its 2009 results, reporting an operating profit of DKK 136 million in 2009, compared with DKK 817 million. Operating income declined faster than cost reduction owing to a "historic" nine percent drop in mail and parcel volumes.

Profit after tax was DKK 1.64 billion, compared with DKK 965 million, a positive position resulting entirely from Post Danmark's sale of its stake in De Post/La Poste, which contributed DKK 1.55 billion.

Austrian Post Profit Drops 12 Percent

Austrian Post saw its earnings before interest and tax (EBIT) decline by 11.9 percent in 2009 to EUR 149.4 million on revenue, down 3.5 percent at EUR 2.36 billion.

The level of cash, cash equivalents and securities on the balance sheet increased from EUR 340.6 million to EUR 350.5 million.

The company surpassed its EUR 30 million savings target to achieve net cost reductions of close to EUR 40 million. Cost-saving measures during the year included not filling vacant job positions to offset, in part, a mandatory 3.7 percent salary increase from January 2009.

Staff costs account for close to half of total revenue and rose by EUR 20.1 million in 2009. A collective wage agreement for new employees came into effect in August 2009 and had a positive effect on costs.

In the mail division, sales fell by 4.3 percent year-on-year to EUR 1.4 billion; addressed and unaddressed direct mail fell by 3.7 percent. The division's earnings before interest, tax, depreciation and amortisation (EBITDA) were EUR 271.1 million, 8.7 percent below the previous year. EBIT was down by 13.1 percent to EUR 222.1 million.

The parcels and logistics division saw sales fall by 2.2 percent to EUR 768.4 million, with the premium, 24-hour delivery business experiencing 5.4 percent revenue decline. About 81 percent of premium parcel revenue comes from the trans-o-flex subsidiary. The Austrian parcels market accounts for about ten percent of revenue.

The post office branch network achieved sales of EUR 2.7 million, 1.4 percent down on 2008; sales of financial services and pre-paid mobile telephone products suffered a similar downturn.



(Austrian Post story continued)

During the year, 140 post offices were replaced by partner-operated outlets, but the replacement of a further 144 was halted by a government ruling prior to introduction of the 2010 Postal Market Act, which establishes prerequisites for postal services in cooperation with local businesses.

Austrian Post said it plans to achieve medium-term revenue growth of one to two percent a year and a sustainable EBITDA margin of ten to twelve percent as a result of efficiency and cost reduction.

In 2010, however, the company expects group revenue to decline by one to two percent overall. The goal is to achieve a sustainable further reduction in total costs and to maintain profitability.

Deutsche Post DHL EBIT Positive in 2009

Deutsche Post DHL's reported 2009 earnings before interest and tax (EBIT) of EUR 231 million substantially reversed the EUR 966 million loss in 2008. Underlying EBIT was EUR 1.47 billion, more than the EUR 1.35 billion forecast last November.

Consolidated full-year net profit was EUR 644 million compared with a EUR 1.7 billion 2008 loss, helped by the sale of Postbank and lower taxes.

"We have successfully managed the repercussions of the economic crisis and exceeded our targets for 2009," said Frank Appel, chief executive of Deutsche Post DHL.

In 2010, the group foresees moderate recovery in global transport volumes. For the first time, it expects its two-pillar strategy announced last year to produce roughly equal contributions to earnings from its DHL and mail divisions.

With a significant decline in non-recurring items, EBIT in 2010 is expected to be considerably above 2009.

The 2009 result includes losses from the Arcandor insolvency and costs of onerous contracts amounting to EUR 344 million.

The mail division saw revenue decline 4.9 percent year-on-year to EUR 13.7 billion. Cost cutting cushioned the impact of higher wages and Arcandor losses; however, underlying EBIT fell by 14 percent to EUR 1.4 billion.

In the express division, revenue was 24.4 percent down at EUR 10.3 billion, owing to the cost of company's exit from the US domestic market, exchange rate fluctuations, lower revenues and fuel surcharge fluctuations. Underlying EBIT was EUR 238 million, 45 percent higher than the previous year.

The global forwarding division saw underlying EBIT drop to EUR 272 million from EUR 403 million. The supply chain division suffered a loss of EUR 121 million, owing to EUR 213 million in charges related to the insolvency of Arcandor. Excluding one-time costs of onerous contracts, the underlying EBIT would have been EUR 196 million.

Germany Votes to End VAT Exemption

The German parliament has voted to make all postal services outside the universal service subject to VAT at the country's rate of 19 percent.

The measure still has to be passed by the upper house where the government has only a narrow majority. It would apply to services provided by both Deutsche Post DHL and its competitors.

Deutsche Post DHL chief executive Frank Appel criticised the draft law, saying it was against EU law because individual and private customers would be treated differently. However, BIEK, the international express and parcel operators' association, welcomed the draft law, saying it would lead to more competition, better quality of service and cheaper prices.

The services remaining exempt from VAT would be private letters up to 2 kg and parcels up to 10 kg.



UK Postal Workers Get Pay Boost

Royal Mail reached a pay agreement with the Communication Workers Union in early March, removing the threat of further strikes and paving the way for modernisation and more flexible working.

The deal, called "Business Transformation 2010 and Beyond", will increase postal workers' pay and allowances by 6.9 percent over three years from April 1 and reduce the working week to 39 hours.

In addition, Royal Mail will pay lump sums totalling GBP 1,000 per full-time employee linked to the introduction and implementation of planned changes.

Group chief executive Adam Crozier, who is due to leave Royal Mail next month, said the agreement with workers was good for the business as it would allow the company to get on with its GBP 2 billion modernisation programme.

Strikes Impact Royal Mail Service Level



National postal strikes in the United Kingdom last autumn reduced Royal Mail's quality of service to 78.8 percent for first class mail, well below the target of 93 percent. Second class mail achieved a 93.3 percent on-time delivery rate, also missing its target of 98.5 percent.

Business bulk mail services were below target in the three months from September to December, but European international delivery mail exceeded its target by 7.5 percentage points.

Alleged quality-of-service results fixing by some Royal Mail employees in Scotland and Northern Ireland had no effect on national quality of service results, both Royal Mail and regulator Postcomm confirmed.

League Table Ranks Stamp Prices

Indices compiled by the University of Fribourg on behalf of Swiss Post have revealed that Switzerland has the fifth cheapest prices in Europe for letters up to 1 kg.

The indices cover 15 postal operators in Europe and Scandinavia. Switzerland was beaten by the United Kingdom, with the cheapest letter stamp prices, followed by Spain, Portugal and Ireland.

The most expensive countries for letter mail are clustered in Scandinavia with Norway highest, followed by Italy, Denmark, Sweden and Finland.

For parcels up to 20 kg, Switzerland was the second cheapest, behind only Austria. Again, the Nordic countries were the most expensive with Norway top, followed by Sweden, Finland and Denmark.

PNL Joins Norway Post's Bring Brand

Norway Post has rebranded Pan Nordic Logistics (PNL) as Bring Parcels, positioning it within its Bring Logistics strategy to win a leading position in the Nordic parcels market.

PNL was a joint venture between Norway Post and Post Danmark until August last year when Post Danmark sold its share to Norway Post following its merger with Posten of Sweden.

Bring Parcels had revenue of about NOK 12.5 billion last year, distributing approximately twelve million parcels.

The Bring group comprised Bring Express, Bring CityMail, Bring Mail, Bring Logistics, Bring Frigoscandia and Bring Dialogue.

Business Audit Chief Joins Itella

Marko Toivari is leading Itella Group's business audit operations. He has joined the company from Deloitte where he was a management consultant and line director.

Mr. Toivari is experienced in logistics and was formerly chief executive of HIT Finland Oy, a subsidiary of Posten AB. He also managed two companies specialising in Russian logistics.

Postal Unions Plan Protest in Spain

Postal unions in Spain are planning demonstrations nationwide next month and a mass rally in Madrid in June in protest against budget cuts and job losses at Correos.

The demonstrations are being organised by the CCOO union federation. The first demonstration is planned in Galicia on April 9. Others are due to follow in Leon, where a strike is threatened in June; Navarra; Canabria; Extremadura; south-east Spain and the Canary Islands.

Cheaper Postage for Polish E-Traders

The Polish postal service Poczta Polska has launched a new service, E-Shipment, offering online retailers cheaper postal prices for shipment of online purchases.

A 1 kg parcel shipped via the internet is now PLN 2.5 less than the price of sending a package at a post office. The e-shipment service also offers an SMS or email alert when parcels are due for delivery, and, by the end of February, 150 more post offices will join the 900 already in the delivery network.

Poczta Polska converted to a public limited company in July 2009 to prepare for liberalisation.



EMS Russian Post Wins Online Business



Russian Post's express operation, EMS Russian Post, has won a contract to deliver Panasonic products ordered online at PanasonicEplaza. The contract allows the e-commerce operation to expand its geographic coverage.

EMS Russian Post claims it is gaining about 60 e-commerce delivery contracts a month. It has introduced packaging products designed to protect products in transit in a recyclable range that comprises boxes in two sizes, a tube and a bottle box.

Meanwhile, Russian Post is modernising and restructuring its post office network, bringing 1,000 outlets under a single corporate identity and installing new technology.

Russian Post intends to generate higher revenues from the upgraded post offices where they will offer a higher level of service. Staff are undergoing customer service training in communications skills and respectful treatment of customers.

GLS Ships 10K Parcels on Easy-Start

GLS Germany says it has shipped 10,000 parcels on its online service, Easy-Start, just four months after launch.

Easy-Start offers individuals and small traders such as eBay power sellers online parcel shipping management. Users must register to check prices, pay online and generate and print shipping labels. They can arrange collection for a EUR 4 charge or take franked parcels to one of 5,000 GLS Parcel Shops in Germany.

UK Mail Launches Economy Hybrid Mail

UK Mail has launched an economy hybrid mail service as an extension to its imail brand.

The new black and white service charges GBP 0.29 for a double-sided letter with each additional side costing two pence. It is positioned as cheaper than a standard, second class letter and joins the full-colour imail launched in 2009.

Companies can create and proof letters, postcards and marketing material via an internet application and send a secure copy electronically to one of UK Mail's print centres. UK Mail says that documents received by 18.00 hours will be printed, enveloped and delivered the next day, or within two days, according to user choice.



La Poste Moves into Digital Documents

France's La Poste has launched a service for receiving, sharing and storing digital documents.

Digiposte provides a secure mailbox for pay slips, bank statements, invoices and other sensitive documents. ADP, a specialist company managing wages and human resources, has already signed up for the service allowing employees the option to receive their communications electronically.

The electronic mail service is part of La Poste's "Reinventing Mail 2015" project. It will expand to include new functions such as payment in the coming months.

Customers Sign up for Internet Letter

Deutsche Post DHL has released the names of major customers that have signed up for its secure internet letter service due to launch this summer. They include the German automobile association, a lottery company, insurance companies and an organisation handling correspondence for a number of local authorities.

The service offers secure, confidential delivery of sensitive documents either electronically or via a hybrid mail option. Deutsche Post will register users who will receive a PIN code and TAN number to access the secure portal.

The electronic letters will be encrypted when they are sent, and Deutsche Post staff will not be able to read them.

Deutsche Post said the service would reduce process costs for senders and speed up communication.

Royal Mail Aids Targeting to Postcode Level

Royal Mail is offering advertising and marketing specialists market data captured from eBay users to help enhance direct mail with improved targeting.

The Royal Mail Insight Tool analyses more than 140 million United Kingdom transactions made through eBay to give details of purchasing behaviour down to postcode level.

The data is anonymous and aggregated to provide purchasing history, products bought and levels of spend for each postcode. It is refreshed monthly to give up-to-date information on purchasing.

Royal Mail said the tool was joining other innovative solutions that proved its determination to be a true media owner, selling unique, bespoke audience insight.

"This kind of insight is invaluable to brands, helping them to boost their campaign return on investment by improving planning and reducing wastage through better targeting," said Antony Miller, head of media development at Royal Mail.

TNT Enhances Express Import Tool

TNT has launched globally its Express Import system, a web-based tool that allows companies to arrange collection of import shipments from around 170 countries.

The enhanced system provides businesses of all sizes with quotations and invoices in their local currency. Users can request a quote for different levels of delivery service via ground or air transport.

Once the order for collection is placed, TNT says it handles language differences, produces the sender's paperwork, collects, transports, clears customs and delivers. The system has features that include an address book which removes the need to retype details, a repeat order function and an overview of orders issued and their current status.

UK Consumers Like Their Catalogues

Royal Mail's Home Shopping Tracker 2009 has revealed that 63 percent of survey respondents use a catalogue as part of their buying decision, even if they make their final purchase in a shop or online.

Some 45 percent of respondents look at a print catalogue before making an online purchase, an eight percent increase from the 2008 study.

Royal Mail said 52 percent of the consumers surveyed preferred to receive catalogues through the post rather than picking them up in-store; 40 percent of home shoppers keep their catalogues for more than four months.

A broader trend in the home shopping study was a growing tendency for shoppers to investigate purchases and compare prices across multiple retail chains.

Transfer of DHL Domestic Completed in UK

DHL Express UK has completed the sale of its loss-making domestic delivery parcel business for customers to Home Delivery Network (HDN).

HDN is taking over all employees and facilities from DHL's Day Definite Domestic service. It will continue using the DHL Domestic brand, offering both business-to-business and business-to-consumer services. The combined business will have annual sales of more than GBP 600 million.

TNT Wins Customer Service Awards

TNT Germany has received two awards in a competition that compares customer opinions with companies' self-perceptions.

TNT was named "Germany's Most Customer-Oriented Service Provider" and was given a special discretionary award as "Industry Winner for Express Delivery".

The competition is organised by financial newspaper *Handelsblatt*, the Institute for Insurance Industry at the University of Gallen, the rating agency ServiceRating and Steria Mummert Consulting.

"The positive evaluations from our customers confirm our strategy to focus on the highest quality as a premium service provider," said Thomas Kraus, head of TNT Express Germany.

Deutsche Post DHL Awards MPLS Contract

Deutsche Post DHL has awarded Vodafone Global Enterprise a contract for a fully managed Multiprotocol Label Switching (MPLS) network in 67 countries.

The contract will connect 400 sites in eastern Europe, the Middle East and Africa to improve tracking capability, give employees easier access to bespoke applications and provide better connectivity to DHL's data centres in the Czech Republic and Malaysia.

Austria's Englmayer Joins Night Star

German-based Night Star Express had signed a franchise agreement with Austria's G. Englmayer Spedition to combine their networks under the Night Star Express brand.

The cooperation aims to improve market coverage and logistics performance across Europe. The addition of Englmayer to the network moves Night Star Express towards eastern Europe.

Englmayer was previously the cooperation partner of TNT Innight.

Chronopost Opens New Depot

Chronopost has opened a EUR 300,000 depot at Octeville-sur-mer, near Le Havre, to improve its operations in northern France.

The 2,000 sq metre depot is equipped with new sorting and conveyor systems, representing an investment of EUR 155,000.

Aramex Helps Get Arab Youth Working

Aramex is helping to tackle a 25 percent unemployment rate among young people in the Middle East.

It has partnered with regional confederation INJAZ Al-Arab to support the "One Million Arab Youth Campaign" which is focusing on entrepreneurship and improving employment prospects for young people.

In ten countries, each semester Aramex volunteers are spending eight to ten hours in schools coaching high school students.



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Swiss Post Cuts Express Jobs

Swiss Post is to cut 100 jobs in express and courier centres in Switzerland as part of a restructuring announced last October.

Shopping Channel Chooses DHL

DHL Supply Chain has a five-year contract to run warehousing, logistics and accounts receivable management for TV shopping channel, Channel21.

MaltaPost Increases Profits

MaltaPost increased its pre-tax profit by ten percent to EUR3.2 million in the year to end September 2009. The privatised company says revenue decreased by 1.4 percent to EUR 20.2 million owing to lower domestic volumes and philatelic sales. It reduced its costs by 3.4 percent.

DHL Greens Renewed Petrolplus Contract

DHL Supply Chain has a five-year renewed contract with Petrolplus to handle order management and customer service and move bitumen at high temperatures to quarries and asphalt manufacturing plants throughout the United Kingdom. The contract includes a number of sustainability initiatives from its GoGreen strategy.

DHL Does Logistics for BP's Retail Business

DHL Supply Chain has won a GBP 75 million, four-year warehousing and distribution contract for BP's United Kingdom convenience retail business. All vehicles will have aerodynamic body kits which can improve fuel efficiency by up to ten percent.

DPD Russia's Parcel Sorter Boosts Throughput

DPD Russia has unveiled a EUR 2 million parcel sorter at its central hub in Krasnogorsk, near Moscow, boosting handling by 50 percent to 6,000 items. In 2010, DPD Russia expects to process more than five million parcels using the equipment.

DPD Serves More Dutch Addresses by 10.00h

DPD says it is now offering next day delivery by 10.00 hours to almost 80 percent of Dutch addresses having extended the service in response to customer demand.

DPD Austria Increases Turnover

DPD Austria increased its turnover in 2009 by 1.6 percent to EUR 147 million. The company delivered 35.7 million parcels, recording a 3.3 percent volume decline in domestic parcels and a 4.2 percent increase in international.

TNT Certified for Medical Products Transport

TNT Express France has again secured certification to Certipharm, a quality standard for the transportation of medical products. Accreditation is for three years.

New Itella Logistics Centre in Borås

Itella Logistics has opened a 5,000 sq metre logistics centre in Borås, Sweden, bringing the company's total warehousing space in the area to 15,000 sq metres.

Geodis Calberson Offers UK Export Service

Geodis Calberson has launched Eurotop, a premium parcel and freight distribution service for exports from the United Kingdom to continental Europe. The service is available to seven European countries offering delivery within 48 to 96 hours.

Geodis Buys Italy's Bertola

Geodis has acquired Italian contract logistics operator Bertola Servizi Logistici, thereby reaching a turnover of EUR 400 million in Italy and doubling its storage capacity in the country. Bertola's premises total 286,000 sq metres on four sites.

Torex Chooses APC Overnight

British Parcels carrier APC Overnight has won a delivery contract for retail solutions specialist Torex to provide a national next day service for the company's mobile computing support division.

CitySprint Buys Goldstar Couriers

CitySprint, a privately owned UK same-day network, has bought regional operator Goldstar Couriers for an undisclosed sum. The deal strengthens the company's position in the Midlands following three strategic acquisitions in the last sixteen months.

TRW Awards Contracts

Automotive supplier TRW has awarded contracts to Roberts Europe to manage Premium Freight services in twelve European countries and to In Time Express Logistik to provide time-critical direct deliveries in Germany.

MRW Targets E-Commerce Retailers

Spanish express operator MRW is targeting the e-commerce market, offering online retailers a Saturday delivery option. It already provides distribution in Spain and Portugal for Amazon and fashion brand Privalia.com.

FedEx Packaging Protects Bottles

FedEx Express has a packaging product designed to transport bottles safely. Bottle Box is made of recyclable cardboard and plastic film and is supplied in one, three and six-bottle sizes.

Americas

USPS Unveils Plan to Tackle Future Losses

The United States Postal Service has developed an aggressive business plan that combines cost cutting and increased productivity measures with a call for an array of legislative and regulatory changes needed to maintain the Postal Service's viability.

Faced with projections for a further 27 billion item decline in mail volumes by 2020 and a cumulative USD 238 billion shortfall, Postmaster General John E. Potter said: "The crisis we're facing gives us an historic opportunity to make changes that will lay the foundation for a leaner, more market responsive Postal Service that can thrive far into the future."

Preparing its business plan, the Postal Service examined revenue, volume and consumer trends and analysed revenue and product opportunities taken up by foreign postal operators. It looked at more than 50 possible actions to address the issue of volume decline, employee and retiree health care costs and dramatic changes to consumer behaviour.

The consequence of a projected 37 percent decline in First Class mail in the next ten years will be to reduce the First Class contribution to revenue from today's 51 percent to around 35 percent.

Mr. Potter outlined actions with the potential to bring savings up to USD 123 billion between now and 2020; however, that would leave a shortfall of USD 115 billion on the projected cumulative shortfall of USD 238 billion.

To close the gap, the business plan proposes seven further actions: restructuring retiree health benefits; adjusting delivery days to reflect volume and customer habits; providing access to services in stores and kiosks, through partnerships and online; establishing a more flexible workforce to replace the 300,000 due to retire within ten years; a modest price increase in 2011; and freedom to introduce more new products that respond to market changes.

"Lifestyles and ways of doing business have changed dramatically in the last 40 years but some of the laws that govern the Postal Service have not," said Mr. Potter. "These laws need to be modernised to reflect today's economic and business challenges and the dramatic impact the internet had on American life."

Filing to Change PO Box Status

In a first follow up to the publication of its business plan, the United States Postal Service has filed a request with the Postal Regulatory Commission to change some Post Office Boxes from the monopoly to the competitive product designation under Postal Enhancement and Accountability Act.

PO Boxes are currently in the market dominant category, which means they are subject to a price cap based on the rate of inflation.

The filing seeks to transfer about 32,000 PO Boxes in 49 post offices to the competitive class of products so that the Postal Service can test consumer interest in enhanced services. Each of the PO Boxes concerned is within half a mile of a competing box service provider.

"Success in the marketplace demands speed and flexibility. Moving some PO Boxes into the competitive product category will give the Postal Service greater flexibility to meet the emerging needs of customers and to respond more quickly to changing market dynamics," said Robert F. Bernstock, president, mailing and shipping services.

Summer Sale Takes Place Again in 2010

The United States Postal Service is to hold a second summer sale in 2010 for its most loyal mailer customers.

Last year, the sale generated almost one billion additional pieces of mail producing revenue of USD 24 million. This year, the sale will run from July 1 to September 30 and eligible customers will be offered rebates of up to 30 percent on additional mailing volume of Standard Mail letters and flats.

Guaranteed EMI Now Covers all of KPG

The guaranteed Express Mail International (EMI) product offered by the United States Postal Service is to be extended to France through Groupe La Poste and Singapore through Singapore Post.

The EMI service is now available to every member of the Kahala Post Group (KPG), providing date-certain guaranteed tracked delivery to all ten KPG countries.

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Swiss Post Sued Over Secure Email Service

A United States company, RPost, is suing Swiss Post for alleged patent and trademark infringement and has asked the United States Federal Court to issue an injunction.

RPost's Registered Email service provides legally valid, court admissible evidence of email content and delivery. It incorporates an electronic signature, secure encryption and legal proof of delivery, its customers include banks and law firms, the company says.

The company claims that Registered Email from Swiss Post Solutions is infringing several of its patents and its Registered Email trademark.

Its dispute with Swiss Post goes beyond activities in the US; it intends to defend all its intellectual property everywhere.

"We have 25 patents issued worldwide, including two Swiss patents that Swiss Post's operations are clearly infringing," said Zafar Khan, RPost's chief executive. "I am confident that, by the time we're through, Swiss Post is going to be out of the email proof business."

The lawsuit is the latest in a string of battles in an RPost campaign to enforce its patent rights. In the past six months, more than half a dozen companies that claimed to offer proof of email delivery have either withdrawn their service or ceased operation.

Integrators Gain Most Admired Listings

UPS has achieved 8th place in the *World's Most Admired Companies* listing produced each year by the FORTUNE magazine survey. The company also achieved a number one ranking in its industry category.

UPS rival FedEx achieved 13th place in the *World's Most Admired Companies* list. It is the second year that the company has achieved a place in the Top 20.

Separately, UPS is the only package delivery company to gain a place in the *100 Best Corporate Citizens* list by *Corporate Responsibility* magazine. It was ranked 46th, and its citation referenced its record on the environment, climate change and governance.

UPS Helps Boost US Exports by SMEs

UPS is partnering the United States Government in a project to boost US exports by small and medium-sized businesses (SMEs).

UPS is identifying SMEs that currently export to just one market. It is analysing the companies' data in order to suggest new markets based on factors such as industry, geography, currency and market access opportunities.

Once that work is complete, the companies will be linked with trade specialists from the US Commercial Service stationed in 77 countries around the world. These specialists will design targeted strategies to help identify market opportunities plus additional buyers in the companies' existing export markets.

The US Department Commerce said that fewer than one percent of America's 30 million companies are exporting and of those that do export, 58 percent trade with only one country.



Postal Service Promotes IM Full Service

The United States Postal Service is encouraging more companies to participate in Intelligent Mail Full Service, which lets mailers know when their mailings enter the postal network and offers a free address correction service. To date, 300 business mailers are participating in the service.

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DHL and AA Train Drug Companies

DHL and American Airlines Cargo are working together to help their pharmaceutical industry customers prepare for a new United States regulation requiring all pieces of cargo carried on passenger aircraft to be screened.

The companies are now offering joint training sessions six months ahead of the planned introduction of the Certified Cargo Screening Program (CCSP) to explain how pharmaceutical customers can comply and avoid shipment delays.

DHL Helps Chile Victims

A few days after the earthquake in Chile, DHL's Disaster Response Team (DRT) was helping Chilean authorities to transport relief goods to hard-hit areas. The DRT comprises six core members and more than 140 volunteers from the DHL country office in Chile.

>>In Brief - Americas

US Postal Service Helps Beat Fraud

The United States Postal Service and the US Postal Inspection Service joined federal, state and local government agencies and consumer protection agencies in the 12th annual National Consumer Protection Week from March 7 to 13, helping to educate the public about protecting privacy and avoiding fraud.

UPS Opens New Calgary Hub

UPS has officially opened its 14,000 sq metre, USD 30 million distribution centre at Calgary International Airport to double package processing capability. The hub houses 157 trucks and serves as a staging point for aircraft.

Cargo Volume Rises as Firms Restock

International air cargo recovered in January with a 28.3 percent year-on-year increase, according to the International Air Freight Association. The recovery is being driven by companies restocking inventory.



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NZ Post Reports Reduced Profit

New Zealand Post Group has reported a half year net profit after tax of NZD 42.5 million for the period to end December; this is a 19.4 percent reduction on the same period in 2008.

Pre-tax profit was NZD 55.1 million, a 21.2 percent drop on the previous half year. Revenue from operations declined 5.3 percent to NZD 621.5 million, owing largely to economic downturn in financial sectors.

The group's cost management strategy was successful in reducing expenditure by NZD 9.1 million to NZD 589 million.

Group chief executive Brian Roche said the net profit was acceptable in the light of global economic downturn and increasing competition.

He added: "While developing strategic options to address the broader market and consumer challenges that lie ahead, we are placing a particular emphasis on supporting Kiwibank's continued growth, addressing the fundamental difficulty of declining mail volumes in our postal services business and improving performance of our Australian courier joint venture, ParcelDirect Group."

Domestic mail and parcel volumes were down 5.7 percent on the previous half year. The company expects the underlying decline in letters to continue and is looking at options for the structure and position of the postal services business.

Toll Group Results below Analysts' Forecast

Australian transport and logistics operator Toll Group experienced a sharp fall in profits at half year.

In the six months ending December 31, 2009, Toll Group's revenues dropped six percent to AUD 3.3 billion; underlying EBIT fell 16 percent to AUD 224 million and net profit declined at the same rate to AUD 147 million.

The group took a AUD 37.4 million charge on the value of Japanese subsidiary Footwork Express, leaving reported net profits down 32 percent at AUD 107 million. This was well below analysts' expectations.

The company said the revenue shortfall created a disproportionate impact on EBIT because key express networks were unable to defray completely the impact of revenue shrinkage.

DHL to Build a Multi-User Facility in HK

DHL has announced plans to invest HKD 360 million in expanding its operations into one multi-user facility for DHL Supply Chain catering for growth in Hong Kong.

The facility, named Interlink, will be located between Hong Kong's container ports and its international airport. DHL expects to occupy at least 25 percent of the facility.

The new facility, due for completion in 2012, would enable DHL to provide a comprehensive range of customised logistics services, the company said. It would be a primary distribution centre for DHL's established fashion and apparel business.



DHL Expands Retail Network in Japan

DHL Express had opened 38 additional Servicepoints across Japan, bringing its retail network to 175 locations.

It has achieved the expansion through Greight Inc. which trades under the Hankoyasan21 brand. Servicepoints were already located at 27 Hankoyasan21 stores and have extended to a further 65.

>>In Brief - Asia-Pacific

TNT Completes Road Network in China

TNT Hoau, the company's road distribution operation in China, says it has completed its nationwide, day-definite road distribution network to offer guaranteed delivery to 26 of the biggest cities in the country via 246 day-definite line hauls.

New DHL Gateway in Sri Lanka

DHL Express has opened a new air-side gateway facility inside the Bandaranaike International Airport in Sri Lanka to strengthen its position in the country and increase import and export process efficiency. The EUR 274,000 gateway provides faster clearance and handling of in-bound and out-bound international consignments.

Pos Malaysia to Upgrade National Hub

Pos Malaysia is investing MYR 250 million in its national mail and parcel hub in Shah Alam, near Kuala Lumpur, to increase automation from 20 percent to 70 percent. The hub is expected to be operational by the end of this year.

VNPOST Collects Premiums for AIA

Vietnam Post Corporation (VNPOST) has signed an agreement with life insurance company AIA Vietnam for customers to pay their insurance premiums at post offices. Similar agreements are already in place with the Prudential Life insurance company and HSBC bank.

DHL Flight to Eastern Borneo

DHL Express has inaugurated a direct flight from Singapore to Balikpapan on the east coast of Borneo, Indonesia, to meet rising demand. The service is provided in cooperation with PT Tri-MG Intra Asia Airline and operates on the route four times a week.

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