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Swiss Post grants licence to offer its digital letter box

Swiss Post has granted the Isle of Man Post Office the first licence to use its reverse hybrid mail system marketed in Switzerland under the name 'Swiss Post Box'.

The licensed digital mailbox service will be available to customers throughout the United Kingdom from the end of July, via the Isle of Man Post Office, under the name 'ePostbox'. Customers can select a correspondence address in the Isle of Man and have their letter mail sent there for secure scanning and delivery by email to a range of devices, including a smartphone.

Swiss Post Box was launched in Switzerland in 2009. It was developed by SwissSign (a subsidiary of Swiss Post Solutions) and Siemens Mobility. It is being offered for sale to other national posts and alternative providers for use under their own brands. SwissSign is in negotiations with interested parties in Europe, South America and Asia.



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Isle of Man 
Post Office
Oik Postagħ Ellan Vannin

Americas

Merit payments frozen at US Postal Service

In response to its severe financial situation, the United States Postal Service has taken further steps to conserve cash by limiting payments to its executives.

It has suspended the discretionary awards programme for financial year 2011. This applies to all Executive Administrative schedule – administrative and managerial positions – and to Postal Career Executive Service – senior managers. No cash, cash-equivalent or non-cash tangible items can be given for the purpose of employee recognition.

Employees represented by unions will continue to be eligible to receive awards as outlined in their agreements.

The Postal Service has also frozen officer and executive compensation relating to its pay-for-performance programme.

Announcing these further measures, the Postal Service stressed that Congress needed to enact legislation to: eliminate current mandates requiring retiree health benefit pre-payments; return Civil Service Retirement System and Federal Employee Retirement System overpayments to the Postal Service; and give the Postal Service authority to determine the frequency of mail delivery.

USPS believes such legislation would return the Postal Service to financial stability.

Improved process planed for postal branch closures

The United States Postal Service has revised procedures for closing retail outlets in order to introduce more transparency, increase the efficiency of the process and ensure that decisions are based on sound judgement.

In future, headquarters management will identify outlets to be assessed for closure. Earned workload, customer demand and availability of alternative retail and online channels will be included in feasibility studies. The public will have an expanded opportunity to comment on proposed closures, and reviews will be conducted transparently.

The administration and management of the process for discontinuing an outlet will also be improved.

UPS provides online mail tracking

The UPS business mail service, UPS Mail Innovations, now offers tracking information to the point of handover to the United States Postal Service for final mile delivery.

“UPS.com provides an easy-to-use platform for recipients to check on the status of their shipments, further expanding UPS’s overall logistics capabilities”, said John Walsh, vice president of sales and marketing.

The Mail Innovations service covers pick-up, processing and sorting of business customers’ outbound flat mail pieces, bound printed matter and parcels weighing less than one pound (450 grammes). UPS Mail Innovation weighs and sorts mail and applies postage before handing over to the Postal Service.



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FedEx Freight customers get AMEX discount

FedEx Corp and American Express OPEN have extended their relationship to offer a 5% discount to customers paying for less-than-truckload (LTL) shipping services with an OPEN card.

FedEx Express and FedEx Ground customers already receive the 5% discount when paying with the AMEX OPEN card as do customers buying selected services from FedEx Office.

The company said that OPEN savings are given in addition to any other partner sales, discounts and promotions available to customers.

UPS Store uses Facebook for small-business promotion

The UPS Store network has launched a contest on Facebook to give small businesses tools and resources to promote their business. The winner of the grand prize will receive an integrated marketing campaign valued at US\$50,000.

"The Promotion Promotion" is accessed from the UPS Store corporate Facebook page. Submissions will be evaluated by experts and the winner will be chosen for its passion for small business, according to the company.

The competition runs until 31 August. During that time, weekly prizes will be won in sweepstakes: contestants can enter by dropping their name into the virtual fishbowl displayed on-screen.



UPS Store will offer Facebook-only coupons for discounts on business related services offered by participating outlets. From the second week of the promotion, 'fans' can choose the following week's offer by crowdsourcing via Facebook Questions.

FedEx realigns its ocean forwarding

FedEx Trade Networks has realigned its international ocean freight forwarding portfolio to offer a choice of three services.

A new option is FedEx International Direct Priority Ocean which provides delivery for both less-than-container-load and full-container-load cargo. The service originates in China and Hong Kong to serve the US ports of Los Angeles and Long Beach.

The other services are FedEx International Direct Ocean offering traditional freight forwarding services between major locations worldwide, and FedEx International DirectDistribution Ocean offering speed-to-market services to destinations in the United States, Canada and Puerto Rico from Asia, Latin America, the Middle East, India and Europe.

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Correios Brazil gets connected

Brazilian postal operator Correios has awarded a "national connectivity" contract to the global telecommunications provider BT to connect more than 7,000 sites, including corporate, regional and local offices all over the country via a wide area network.

Rate increases for UPS Freight

UPS Freight has announced a general rate increase of 6.9% on non-contractual shipments in the United States, Canada and Mexico with effect from 01 August.

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SingPost builds e-commerce with 20% stake in China's 4PX

Singapore Post has acquired a 20% stake in China's Shenzhen 4PX Express for RMB60m to gain a foothold in the country's booming e-commerce market.

4PX provides international express, freight forwarding and logistics services and supports cross-border e-commerce from China to the rest of the world. It is the global distribution partner for eBay and PayPal in the China market. It also cooperates with eBay in Hong Kong and has set up a logistics centre in the territory to handle eBay shipments.

Li Yue, managing director of 4PX, said: "We are excited with this investment by SingPost with whom we have fostered a good business relationship since 2009 as their customer. 4PX will continue to focus on the cross-border e-commerce market. We aim to be a leading global e-commerce logistics player in China with a global distribution network, providing customers with a wide option of reliable, cost effective and secured express delivery and logistics services."

Ng Hin Lee, SingPost's chief executive officer (postal and corporate services) is overseeing the group's strategic acquisition portfolio. He said: "We are pursuing growth in regional logistics and e-commerce, both of which offer tremendous potential in the new globally connected marketplace.

"This investment with 4PX is a strategic one for SingPost as it gives us a platform for entry into the outbound logistics and the high-growth e-commerce market in China and globally, especially into USA, UK and Australia where 4PX has set up operations.

"The investment will allow us to further enhance and broaden our presence and network in the Asia Pacific region. It certainly helps us in our drive to develop a more balanced revenue and earnings

portfolio, both from the standpoints of growing non-mail revenue and increasing overseas contribution."

Conglomerate buys 32% stake in Pos Malaysia

One of Malaysia's leading conglomerates has purchased a 32.21% stake in Pos Malaysia for MYR622.8m from Khazanah Nasional, the state investment holding for state-held assets.

The new stakeholder, DRB-HICOM, announced plans to expand Pos Malaysia's courier and logistics businesses.

It said it would take advantage of "vast" synergies between the two companies. Its short-term plans focus on increasing the market share of PosLaju, Pos Malaysia's domestic express parcels business, turning around the retail network by developing electronic services, and using the postal network to promote banking, insurance and logistics businesses.

DRB-HICOM owns a broad portfolio of companies. Its key business areas include the automotive industry, where it helped develop Malaysian-manufactured cars and trucks, as well as the service, property and construction sectors.

Korean Express has a new major stakeholder

Korean conglomerate CJ Group has taken a controlling 37.6% stake in parcels and logistics operator Korea Express, outbidding the favourite contenders Posco and Samsung Group which made a joint bid.

CJ Group paid US\$1.8bn for its stake and announced it would make Korea Express Asia's leading logistics company. The acquisition could pave the way for a merger between



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Korea Express and CJ Group's own, smaller parcels operation, CJ GLS. That would create a dominant domestic parcels operator with a growing presence outside Korea.

The Korea Development Bank (KDB), which handled the sale, announced that the two major Korea Express shareholders, Asiana Airlines and Daewoo Engineering & Construction, would next month sign a preliminary agreement to sell the 37.6% stake to the CJ Group.

KDB is the main Asiana Airlines creditor and controls Daewoo Engineering. The two companies' former parent, Kumho Asiana, had bought a 60% stake in Korea Express for an estimated US\$4 billion in 2008. KDB forced the sale of their Korea Express stake to recoup some of its debts.

Blue Dart opens co-branded outlets with DHL

Indian domestic express operator Blue Dart Express has opened four co-branded Blue Dart-DHL One Retail stores in Mumbai.

Customers can use the new outlets for both domestic deliveries through Blue Dart and international shipping through DHL Express, according to a company statement.

NZ Post helps prevent death by drowning

New Zealand Post has teamed up with national broadcaster TVNZ to sponsor the Water Safety New Zealand campaign to reduce the country's deaths by drowning.

The joint sponsors will deliver practical resources such as buoyancy and swimming aids through New Zealand Post's community networks and televised water safety messages in a package worth up to NZ\$1.3m a year.

Last year, 87 people drowned in New Zealand according to official figures.

Kerry wins M&S logistics contract

Asian forwarding and logistics group Kerry Logistics is the logistics partner in Greater China for United Kingdom retailer Marks & Spencer.

The contract includes logistics services from supplier pick-up to direct delivery to retail stores across the region. Kerry Logistics will manage and operate Marks & Spencer's national distribution centre in mainland China and its regional distribution centre in Hong Kong.

The company said it would manage inbound and outbound supply chains and a range of value-added services, including packing and unpacking, re-labelling and steaming clothing.



>> In Brief - **Asia Pacific**

Asia-Pacific worst for drop in air traffic

Worldwide air cargo traffic dropped year-on-year in May by 4% according to the International Air Transport Authority. The largest fall was in Asia-Pacific with a 9.2% drop reflecting the impact of disrupted supply chains in Japan and tighter economic policies in China.

FedEx voted best in class by customers

FedEx Express has been recognised as India's Best International Logistics Provider in Frost & Sullivan's 2011 Voice of the Customer Awards. It received the highest ratings from customers.

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UK e-retailers more confident of continued growth

The removal of a proposal to make free returns compulsory across the European Union (EU) for online purchases has helped boost UK e-retailers' confidence in continued growth, according to a survey conducted by e-retail association IMRG.

The EU draft Consumer Rights Directive had proposed that e-retailers would be liable for the cost of returning any product valued at more than €40. It also proposed requiring e-retailers to sell into any of the EU's 27 member states.

IMRG said on 11 July that both of the proposals causing concern to e-retailers had been dropped from the draft directive. The obligation to sell across the EU had been

reduced to a "preference" and the requirements on returns in the final draft reverted to allowing retailers and purchasers to make their own agreements.

Following the amendments, results from IMRG's second quarter survey of 153 UK e-retailers showed that only 24% of respondents felt the draft directive would have a negative impact on the industry compared with 69% in the first quarter survey.

Deutsche Post DHL launches Facebook app

Deutsche Post DHL has launched a service for Facebook users via an application offering both digital and hard-copy options.

'Social Memories' allows Facebook users to keep track of their online interactions in a customised book that visualises their social network data with photos and infographics.

The screenshot shows the Facebook interface for the 'Social Memories' app. On the left is a navigation menu with options like Info, Wall, Reviews, Welcome, Gutscheine/Vouchers, Photos, FAQs, and Presse. The main content area features a video player with a play button. Above the video is a banner that says 'STAY TUNED, LIKE US AND TAKE THE TOUR!' with a 'BETA' badge. The video content shows a hand holding a book titled 'SOCIAL MEMORIES' with a graph and the text '32% NEW ZEALAND'. Below the video is a YouTube player control bar.

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The app gives users two options: a free digital photo album or a 28-page, hardcover, printed version that can be shipped worldwide. Users select a time frame and the application automatically compiles a book of photos and statistics, culling from the user's profile, status updates and photos.

"Deutsche Post DHL has always been the bearer of social memories on postcards and letters, nowadays oftentimes substituted by digital communication", said Clemens Beckmann, executive vice president of Deutsche Post Innovation. "We are now turning it around, giving physical form to the digitised world."

Deutsche Post DHL said the Social Memories app complies with data privacy regulations. Almost 70,000 virtual books had been created since the app was launched in the middle of May.

The UK's Collect+ gains returns contract from Zalando

Collect+, the United Kingdom's private sector parcel delivery and returns service, has won a contract to manage customer returns for Zalando, the German-based online shoe retailer that launched its UK e-commerce site in April this year.

Collect+ is a joint venture between Yodel (formerly Home Delivery Network) and retail payment network PayPoint. It

offers online shoppers 3,800 parcel drop-off and collection prints in local shops.

The company claims that retailers in the Collect+ network enjoy added benefits: 38% of consumers dropping off or collecting parcels also buy products while in the shop, and 80% said the service had encouraged them to use the shop again.

DPD builds up its home delivery business

DPD Germany is to transport and deliver fresh organic food to consumers for the grocery e-retailer bringmirbio.de.

Consumers specifying a desired delivery date on the bringmirbio website will be given the deadlines for ordering fresh food items including fruit, vegetables, bread, cheese, sausages and drinks. The system is designed to eliminate long delivery and waiting times as well as the need for returns.

Bringmirbio does not require a returns service from DPD: any parcels that cannot be delivered will not be charged to the customer.

Meanwhile, DPD Germany is broadening its business-to-consumer service with the takeover of Iloxx, an online parcel shipping broker which consolidates its private and business customers' volumes to gain preferential prices from delivery companies.



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The two Iloxx founders will continue to run the company which had a turnover of €29.4m in 2010. DPD will take over delivery of all Iloxx parcel volumes.

MRW targets holidaymakers with its new service

Spanish express operator MRW aims to win business from consumers with its new national delivery service for bulky personal items such as bicycles and suitcases.

The service, Yatelollevo (I'm bringing it to you already) primarily targets people taking holidays this summer, but it will be offered throughout the year.

Yatelollevo is being promoted through a radio advertisement campaign. It also has a dedicated web site offering introductory prices.

KPG sees growth in 2010

Chief executives of the 10 Kahala Posts Group-KPG members met in Barcelona earlier this month to analyse the evolution and trends in the international parcels market.

KPG's objective is to develop the EMS service operated by its members. The network now handles more than 24m items a year and experienced volume growth of more than 10% in 2010. The group said that e-commerce and a customer need for competitive prices had generated more business for the network.

CTT Group launches "easy" hybrid service

Portuguese postal operator, the CTT Group, has rebranded its document production business as mailtec and launched 'Easy Mail', a hybrid service that enables customers to send mail direct from a PC.

Mailtec's three divisions are mailtec comunicação (communication) which integrates physical and digital channels, mailtec consultoria (consulting) and mailtec processos which provides business process outsourcing.

Swiss Post to develop its health card further

Swiss Post is working on a software solution that will develop further the current health insurance cards used in Switzerland.

Its Patient Data Card is one of two manufactured in Switzerland in response to an obligation on insurance companies to issue cards to their members from the beginning of 2010.

Swiss Post's card has been deployed in the canton of Geneva in a pilot test that has run since the beginning of the year. It is fitted with a microchip which can store administrative and emergency data.



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At a meeting of healthcare stakeholders hosted by the Swiss Federal Office of Public Health, it was agreed that current health insurance cards should be developed so that eventually they can be used for accessing electronic patient dossiers.

Itella Information develops financial outsourcing

Itella Information says its acquisition of the Edda Media company's Service Senter Media (SSM) has allowed it to become a full-service provider of financial transaction process outsourcing services.

SSM is responsible for the Edda Media group's wage, accounting and invoice management; Itella Information's core operations include all services relating to the printing of invoices, e-invoices, invoices received by email, scanning of incoming invoices, incoming e-invoices and invoices received via PDF.

Itella Information said financial transaction processes included all accounting tasks linked to accounts receivable, provider invoicing, travel expenses, wages, payments, asset management, ledgers and reporting. "Our customers can now outsource the entire value chain of financial transac-

tions to us", said Per Olov Sjøgren, managing director of Itella Information Norway.

At the beginning of July, at the same time it purchased SSM, Itella Information announced its agreement to take over the finance department of car parts retailer Mekonomen. The agreement covers the transfer this autumn of Mekonomen's 21 employees in the central finance department to Itella Information.

Itella Information said the new business would strengthen its position as a partner within financial processes.

TNT Post Italia signs customer collection deal with Buffetti

Customers of TNT Post Italia can now pick up their registered mail from a greater number of service points following a commercial agreement between the PostNL Italian subsidiary and the Buffetti Group.

Buffetti operates a network of 800 shops in Italy selling office products and services principally to small and medium-sized businesses and professionals. Initially, the partnership with TNT Post Italia will involve shops in selected towns with the aim of extending gradually to the entire network.

TNT Post Italia already has about 300 direct and indirect branches in Italy. It offers postal services to companies, using satellite mail tracking systems, and claims to deliver to more than 65% of Italian households.

At present, about 20% of registered mail handled by TNT Post Italia cannot be delivered at the first attempt and ends up being held for collection. The company said customers would now be able to collect from their nearest Buffetti outlet at a time convenient to them.

Parcelforce Worldwide has a good year

The United Kingdom's Parcelforce Worldwide increased its external revenue by 5% to £420m in the year to end March 2011, according to a statement issued by Royal Mail Group.

Royal Mail Group chief executive Moya Greene said: "Parcelforce Worldwide has had an exceptional year. In a market where competition is open and intense it has increased revenue and profits and has outpaced all its key rivals."



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Parcelforce Worldwide is no longer shown as a separate business in Royal Mail Group's financial results because it has been absorbed into the new UK Letters & Parcels and International division.

GLS opens parcel shops in Danish superstores

Royal Mail's European parcels subsidiary GLS has opened parcel shops in 16 Bilka superstores across Denmark under an agreement with the stores' parent company, Dansk Supermarked.

GLS said consumers purchasing from e-retailers using its service could specify a convenient parcel shop when placing their online order. The Bilka stores operate long opening hours and have large car parks.

GLS has a total of 575 shop-in-shop service points across Denmark.

Tourline Express launches new services

Tourline Express, the Spanish express company owned by Portugal's Correios, has launched two services: 48-hour delivery for documents and parcels weighing up to 20kg, and Multiexpress, a bulk mail service offering delivery within three to four days.

Managing director Arménio Belo da Silva said the new services responded to a growing business and consumer demand for competitive prices with flexible delivery and high standards of service.

The company's existing services offer time-definite express deliveries before 08.00, 10.00 or 12.00 and an e-commerce delivery service named Tourline e-premium.

PostNord buys road transport specialist

PostNord is acquiring Nils Hansson Logistics (NH Logistics) to bring road transport expertise into its logistics operations and strengthen its position in the Nordic region.

The company said NH Logistics was one of the premier road transport operators in the region with strong relationships with operators in the European market. It runs shipping and transport operations within Sweden and between Sweden and other Western Europe markets.

Jörgen Malmqvist, chief executive of NH Logistics, will continue in his role.



Ireland's CityPost buys Cork-based operator

CityPost, an independent last mile Irish postal services company, has agreed to buy Cork-based postal service provider Document Express Postal Service (DEPS).

DEPS has been serving the business community in Cork for 11 years providing delivery in the region of Munster.

CityPost said the acquisition would enhance its network; Cork and Limerick were its key target areas for investment. Business customers would gain a 20% saving and access to secure delivery of priority and registered documentation.

PostNord restructures its terminals

PostNord is investing SEK550m in a new combined pallet and parcel terminal at Järfälla, near Stockholm and is modernising its package terminal in Segeltorp, south of Stockholm.

The new terminal structure is designed to provide increased flexibility to meet substantial anticipated changes in mail and parcel volumes. The two centres will replace eight terminals and will allow pallet and package deliveries to be coordinated.

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Yodel sets up an integrated control tower

UK parcels company Yodel has established an integrated 'control tower' to manage all its transport planning; execution management and interfaces with sorting centres, service centres and clients.

The company worked with transport management systems specialist Isotrak to create a solution spanning from order management to performance reporting.

"We have worked with our suppliers to create a complete IT solution covering each parcel's logistical journey from client order to depot delivery. For our clients, that means faster turnaround times, greater performance transparency and more accurate operational information", said Jamie Stephenson, managing director.

Yodel was formed in 2010 when Home Delivery Network purchased DHL Express's domestic business-to-business and business-to-consumer operations.

Royal Mail defends its efforts to prevent scam mail

Royal Mail issued a statement at the beginning of July stressing its efforts to eliminate scam mail from the postal network.

It was responding to a television documentary broadcast in the United Kingdom claiming that Spring Global Mail, a Dutch-based company 33% owned by Royal Mail, was being used by scam mail fraudsters from overseas who try to persuade people to part with money on false promises of winning cash prizes.

The Panorama documentary programme said that victims replying to a "tempter letter" could end up on a mailing list of "suckers" sold on to criminals worldwide who would also send scam mail to these vulnerable people.

It said the "local look" service offered by Spring Global Mail and Royal Mail allowed letters from abroad to bear the Royal Mail postmark giving no trace of their overseas origin.

In its statement, Royal Mail said it was working closely with a police operation to stop scam mail at source. That included working closely with Spring Global Mail.

"We believe targeting the senders of the mail, with evidence passed to us by the police, and raising awareness with the general public are effective ways to tackle this problem", Royal Mail said.

It added: "We do not want our postmen or women handling or delivering mail that causes harm. We have made significant progress in our efforts to root out scam mail as we intensify our drive against it."

Unions seek global agreement from DP DHL

The international unions, UNI Post & Logistics and the International Transport Workers Federation, have complained to the United Nations claiming that Deutsche Post DHL is disregarding workers' rights in some countries and failing to live up to the UN Global Compact for responsible business conduct.

They have called on DHL to sign a global framework agreement guaranteeing fundamental rights at work to all of its 470,000 employees. These would include the right to organise a union, trade union representation, the promotion of women in leadership positions and consistent observance of human and labour rights.

In response, Deutsche Post DHL insisted that it respected the rights of its employees and, in particular, the right to freedom of association.



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A spokesman said: "Deutsche Post DHL is guided by the Universal Declaration of Human Rights, the conventions issued by the International Labour Organization (ILO), and the United Nations Global Compact, to which Deutsche Post DHL has been a signatory since 2006.

"Also in 2006, Deutsche Post DHL implemented a Code of Conduct that acknowledges our support for the UN Global Compact, and through which we commit to operating based on the principles of integrity, responsibility, ethical acceptability and legality. The Code applies to every employee in our group and its subsidiaries around the world. We expect and require from our managers that they actively support our Code of Conduct."

"We see no necessity for an international framework agreement for Deutsche Post DHL", the spokesman added. "We do not tolerate violations against these principles. If we get knowledge of a violation we investigate every single case. In an organisation with more than 470,000 employees, you cannot generally eliminate individual erratic behaviour."

Geodis Calberson continues its UK expansion

French transport group Geodis Calberson is continuing with its expansion plans in the United Kingdom, opening a hub in Birmingham and launching a road transport service to Italy.

The Birmingham hub will handle two premium European services: Eurotop, which offers rapid delivery, real-time

tracking and a dedicated customer service team; and Eurofirst, a premium, 48-to-96 hour door-to-door service to ten European countries.

The new direct daily service to Italy offers 72-hour and door-to-door services and the company's standard groupage service.

UPS gets back to normal after security problems

UPS says that service levels for its international express shipments in the United Kingdom are returning to normal following the closure of some air cargo screening facilities earlier this month.

UK Department for Transport (DfT) inspectors forced the closure owing to security lapses. A spokeswoman said: "UPS continues to work closely with the DfT to address concerns raised in the course of a regularly scheduled review of security requirements."

Europe's SMEs turn to emerging markets

A survey of 600 small and medium-sized enterprises (SMEs) in Europe reveals that 90% of respondents are doing business with emerging markets and more than half expect to increase their involvement in the next two years.

The study, sponsored by FedEx Express and conducted by the Economist Intelligence Unit, indicates that SMEs are looking for rapid revenue growth from emerging markets while economic recovery in Europe remains slow.



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Small business drives international growth

Small businesses are driving double-digit growth in DHL Express UK's international volumes as companies trade increasingly in international markets in the light of a sluggish domestic economy and a weak exchange rate.

CitySprint awarded for same-day home delivery

United Kingdom parcels company CitySprint has won a Best Business Award for Innovation. The judges said the company's Retail SameDay Courier service filled a gap in the market for same day and evening home delivery of products purchased from online and physical retailers.

Online service to arrange delivery

TNT Express Germany has launched an online service for booking deliveries. Receivers have the option of arranging a second delivery to the same or a different address, or of collecting their shipment themselves at the depot.

DHL offers delivery options

DHL Express Germany has a new online service called DeliverNow that allows receivers to order a second delivery either to the same or a different address or to a collection point. The service was first launched in Austria and Switzerland.

DHL enhances service in Russia

DHL Express Russia is now refunding the cost of its time-definite premium services in cases where it causes a delivery delay. The Russian operation also has a new promotional service offering international delivery of documents up to 1kg from its service points in Russia to anywhere in its global network at a single, fixed price.

Hermes showcases its own couriers

Hermes Germany has launched a promotional campaign in print and online media focusing on the experiences of its real-life parcel couriers and contractual partners demonstrating their personal attitude towards their jobs. The aim is to strengthen the relationship between Hermes and its customers.

UK Mail "satisfactory" in first quarter

Independent postal operator UK Mail Group has reported a "satisfactory" first fiscal quarter, with growth in its mail, courier and parcels businesses, and "resilient" performance in the challenging pallet sector. Reported group revenues for the first quarter increased by some 5.5% compared with the same period in the previous year.

DHL tracks road freight at every stage

DHL Freight has upgraded its shipment tracking across Europe. It says its new Active Tracing system makes it easier to check the whereabouts of road freight transports. Customers can now receive up to 30 status information events from across the entire transportation chain, from pick-up to delivery.

French parcels firms set to change hands

In France, Caravelle, the owner of Ducros Express (formerly DHL Express), and Butler Capital, which owns Sernam, are both reportedly interested in parcels and freight transport group Mory, which is up for sale, while Geodis is planning to buy Tatex in what would be the latest in a series of acquisitions.

GLS moves into Balkan countries

GLS has added Serbia and Croatia to its European network to strengthen its international presence, working with new regional partners ZUMEx and AKS Express Kurir. GLS Denmark is now providing delivery services to Greenland, Iceland and the Faroe Islands.

GLS operates its new German hub

GLS Germany has begun operating a new, €5m hub in Neumünster, sorting up to 30,000 parcels a day. Ecological features include a heat pump system, rainwater utilisation and a structure based on recyclable steel and sandwich panels.

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