



## Top story

**Online shoppers want choice, control and easy returns**

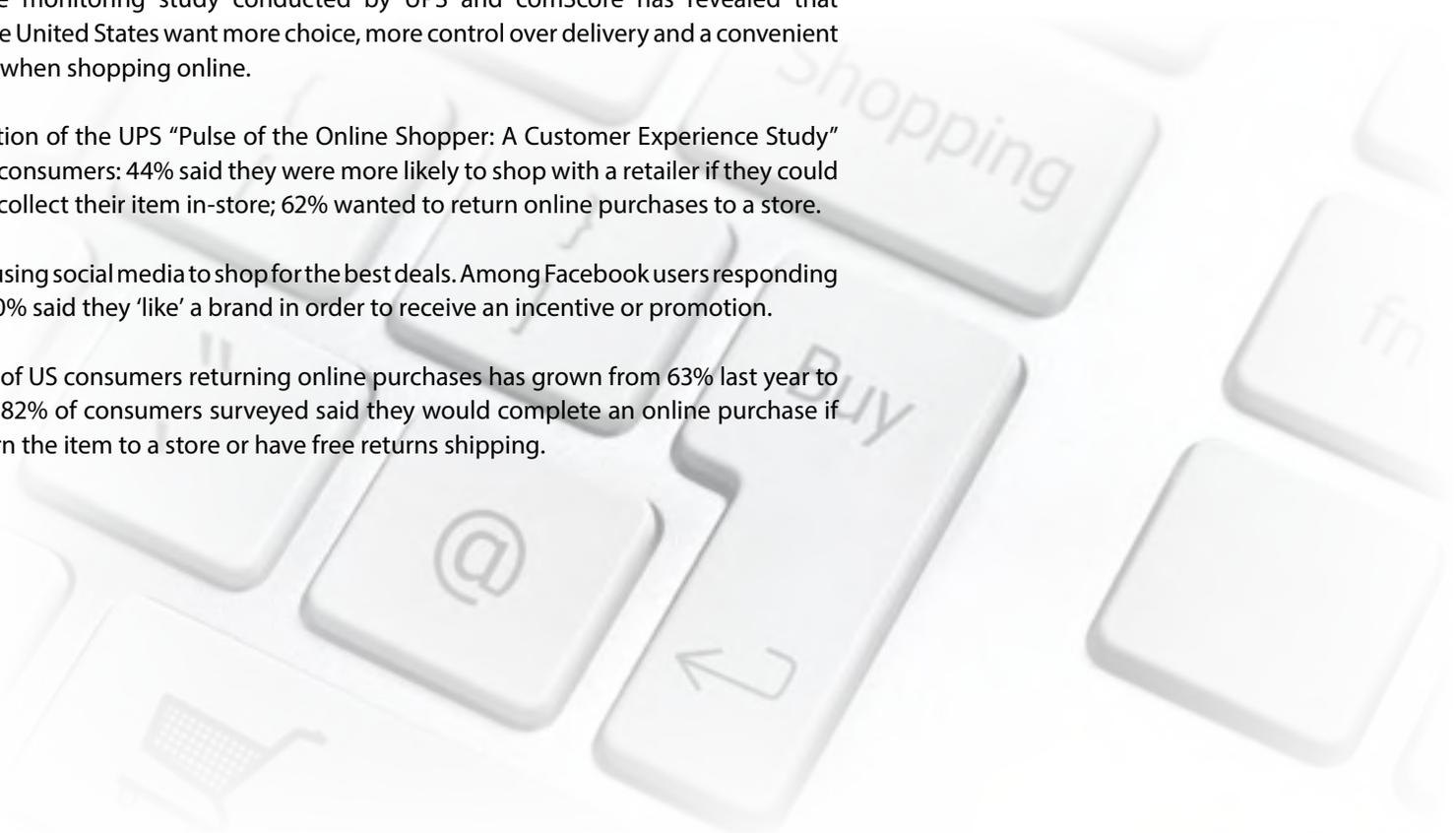
An e-commerce monitoring study conducted by UPS and comScore has revealed that consumers in the United States want more choice, more control over delivery and a convenient returns process when shopping online.

The second edition of the UPS “Pulse of the Online Shopper: A Customer Experience Study” surveyed 3,000 consumers: 44% said they were more likely to shop with a retailer if they could buy online and collect their item in-store; 62% wanted to return online purchases to a store.

Consumers are using social media to shop for the best deals. Among Facebook users responding to the survey, 60% said they ‘like’ a brand in order to receive an incentive or promotion.

The proportion of US consumers returning online purchases has grown from 63% last year to 66% this year – 82% of consumers surveyed said they would complete an online purchase if they could return the item to a store or have free returns shipping.

[www.ups.com](http://www.ups.com)



## Americas

### Purolator enhances its B2C service



Canada Post Group subsidiary Purolator International has launched PuroPost, a business-to-consumer delivery service for parcels shipped from the United States to Canada.

The service is based on Purolator's network in the US and Canada and final-mile delivery by Canada Post and marks Purolator's desire to expand its business-to-consumer activities.

PuroPost is a deferred shipping option guaranteeing delivery within two to eight days. Purolator said it was offering faster cross-border shipping, zone pricing and fewer hand-offs prior to delivery to consumer addresses by postal employees.

### Sale of mail centre brings profitability to Canada Post

Canada Post Group reported a pre-tax profit in the first quarter to end March, thanks to a CA\$109m gain from the sales of a mail processing plant in central Vancouver.

The reported pre-tax profit of CA\$51m would have been a loss of CA\$58m without the sale income, a figure that nonetheless improved on the CA\$73m loss reported in the first quarter of 2012.

Canada Post, the biggest operation within the group, reported a pre-tax profit of CA\$68m which would have been a loss of CA\$41m without the mail plant sale. Canada Post's performance was better, however, than in the first quarter of 2012 when the loss was CA\$59m.

During the quarter, total volumes declined by more than 136m pieces compared with the same period last year; revenue from operations was flat despite price increases. Transaction mail volume declined by 1.9% year-on-year and direct marketing volume dropped by 2.9%.

In common with other national postal companies, parcels volume provided a positive story with 4% year-on-year growth in the business-to-consumer market.

Canada Post said it expected a substantial financial loss in 2013, given the volume decline eroding revenue and the company's limited flexibility to make adjustments to infrastructure and fixed costs.

### DHL helps boost US exports to Canada

DHL Express and the United States export promotion agency have launched a joint initiative to bring together DHL customers in Canada with manufacturers or sellers in the US in order to encourage cross-border trade.



## IN BRIEF

### Romulus centre adds logistics to customs service

FedEx Trade Networks has opened a distribution facility in Romulus, Michigan, adding distribution and warehousing services to its customs brokerage and freight forwarding.

Canadian importers will receive industry-specific advice on exports from the US plus leads and marketing information from US Government agencies.

A key focus of the initiative is the Canadian oil industry which is seen as providing opportunities for US suppliers of tools, maintenance, repair services and operations equipment. In 2012, Alberta and the Alberta oil sands projects accounted for 11.1% of DHL Express Canada's revenue and 9.6% of its Canadian shipments.

### FedEx bears one-off costs in fourth quarter

FedEx Corp has reported fourth-quarter revenue stable year-on-year at US\$11.4bn compared with US\$11bn last year and operating income of US\$502m compared with US\$856m.

During the three months to the end of May, the reported income figure was impacted by the permanent retirement of ten aircraft and related engines. The company suffered a non-cash impairment charge of US\$100m and costs associated with business realignment of US\$496m. The adjusted operating income excluding these extraordinary items was US\$1.1bn.

FedEx Express increased its fourth-quarter revenue by 3% from US\$6.8bn last year to US\$6.98bn. The adjusted operating

income excluding charges was US\$460m, 11% higher than last year's US\$415m. The company said the adjusted result had been achieved despite a shift in demand towards lower-yielding international services.

FedEx Ground earned revenues of US\$2.78bn up 12% on last year's US\$2.48bn. The adjusted operating income was US\$557m representing a 13% increase on US\$494m last year. The company said FedEx Ground achieved higher volume and revenue per package.

FedEx Freight reported revenue of US\$1.39bn, a 1% drop on US\$1.4bn in the fourth quarter last year. Adjusted operating income was stable at US\$81m, benefitting from higher-weight shipments, increased yield and operational efficiencies.

The group full year result saw revenue rise year-on-year to US\$44.3bn from US\$42.7bn and reported operating income decline to US\$2.55bn from US\$3.19bn. The adjusted operating income for the full year was US\$3.21bn.

### FedEx and UPS increase their freight rates

Both UPS Freight and FedEx Freight have announced rate increases in the United States, Canada and Mexico.

UPS introduced a general rate increase of 5.9% from 10 June on minimum charge less-than-trailerload and truckload rates and accessorial charges.

FedEx Freight will increase rates by an average of 4.5% from 1 July. Its fuel surcharge will remain unchanged.



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## Asia Pacific

### Consortium plans national e-Commerce delivery in China



A new consortium in China led by Alibaba chairman Jack Ma has been set up to build an advanced, next-day, national parcel delivery network to meet growing demand from e-Commerce.

Alibaba began rallying logistics and express companies and e-commerce operators in 2011 urging them to work together to tackle China's fragmented and underdeveloped national parcel delivery infrastructure.

E-Commerce sales in China increased by almost 65% in 2012 creating distribution bottlenecks and shortages in warehouse space.

The consortium plans to invest CNY10bn over the next five to eight years in the development of the China Smart Logistics Network. It will be managed by the newly formed Cainiao Network Technology Co Ltd with shareholders including Alibaba Group, retailer Yintai Group, Fosun Group and five major Chinese express companies.

Cainiao is understood to receive financial support from two strategic partnerships, one between China Life Insurance,

Alibaba Group and Yintai Group and the other between China Citic Bank and Cainiao.

Jack Ma was named Cainiao's chairman. He said a further CNY200bn would be needed to fund the second phase of the network's development. Alibaba and its partners are expected to set up a network of warehouses across the country and to build a data system tracking trade and delivery information.

### China's express sector forges ahead

China's State Post Bureau has reported 28.8% revenue growth in the country's postal and express market in May despite uncertainty about overall economic growth.

During the month, licensed postal and express delivery companies increased their overall revenues to CNY20.85bn. Express companies increased their revenues by 35.4% to CNY12.08bn and raised their volumes by 51.4% to 740m items.

In a breakdown of the CNY105bn express market, the bureau said that private courier companies grew rapidly in 2012 to deliver 4.3bn items and earn revenues of CNY63.9bn. That compares with state-owned courier companies which delivered 1.3bn items earning revenues of CNY29.9bn.

## IN BRIEF

### FedEx named regional Best Employer

FedEx Express has received regional accreditation as Aon Hewitt Best Employer in Asia Pacific in recognition of receiving three or more Best Employer awards in the region. FedEx received Best Employer awards in individual markets including Korea, Malaysia, New Zealand and Taiwan.



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Foreign-owned express companies delivered 100m items and earned revenues of CNY11.7bn.

Chinese private companies accounted for 60% of express market revenue in 2012, while state-owned companies held 28% and foreign companies 11%, according to the bureau.

### New Zealand Post's long-term outlook downgraded



New Zealand Post's corporate credit and related debt rating has been reaffirmed by Standard & Poor's Ratings Services at A+/A- 1 but its long term outlook has been revised from stable to negative.

The outlook change relates to New Zealand Post's Kiwibank subsidiary. Standard and Poor's rationale for the change is based on its view of potentially rising economic risk in the New Zealand economy that could

impact on the banking sector.

New Zealand Post group chief financial officer Mark Yeoman said the amended outlook was disappointing but noted that it reflected the ratings agency's view on broader external factors rather than specific organisational issues.

### TNT Australia trials parcel lockers

TNT Express is trialling parcel lockers in Australia under an agreement with supplier TZ Limited. Depending on the

success of the trial in meeting its delivery needs, TNT said it would negotiate an agreement for further cooperation.

The company said the partnership would allow it to invest in a supply chain solution for the business-to-consumer market giving a collection alternative to delivery.

### Australia Post launches its Android app

Australia Post has now added an Android version to its free smartphone application, launched originally for the iPhone.

The app allows users to calculate postage costs, track an item, pay a bill, find a postcode, locate an Australia Post retail outlet or nearby post box and buy items from the Australia Post shop.

### DHL Supply Chain invests €140m in Asia

DHL Supply Chain is investing €140m in Asia, principally in seven new facilities in south-east Asia between now and 2015.

The new facilities will all be completed this year and will feature bespoke solutions for specific industries. A 17,000m<sup>2</sup> warehouse has already opened in Indonesia with features tailored to the fast-moving consumer goods industry.

In Thailand a new facility will support growth in the retail, fashion and consumer sectors. In Vietnam, a new facility will cater for customers in the retail, consumer and technology



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sectors and a total of €10m investment will provide IT solutions including warehouse and transport management systems. DHL said developments were underway for new facilities in Singapore and parts of Malaysia.

By 2015 the company plans to increase its workforce in south-east Asia by some 65% to 25,000 people and to add more than 50% to its warehouse capacity.

### Mission Critical vans serve Australia's mines

TNT Express is deploying specialist vans within its Mission Critical Services fleet to provide services to mining companies in remote areas of Western Australia.



The Volkswagen Crafter 50 vans have sleeper cabs, GPS tracking and satellite phones. They will pick up and deliver urgent packages at mine sites, accommodating cartons, pallets and crates weighing up to 1,300kg.

### DHL highlights the logistics challenge from the technology sector

Competition within the technology sector is becoming more intense and Asia's importance as a manufacturing location and a consumer market is growing, according to speakers at DHL's third annual global technology conference in Shanghai in June.

The company said these trends would amplify the role of logistics as a competitive differentiator in the technology industry. Ken Allen, chief executive of DHL Express said the technology sector was driven by constant innovation, short product cycles and new sales channels.

"From a logistics perspective this is a great challenge", he said. "But it also provides forward-thinking logistics companies with an opportunity to embed themselves more fundamentally in the technology supply chain and generate even more value for customers."



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## Europe

### Online sales growth booming in the UK



The number of e-retailers operating exclusively online in the United Kingdom has more than doubled in five years to 14,400 in 2012 from 6,700 in 2008, representing an average annual growth of 21.3%.

A study carried out for Royal Mail by the UK Centre for Economics and Business Research found that the online-only retail sector contributed £2.2bn of gross value added (GVA) to the UK economy in 2012, 4.7% more than in the previous year. The retail sector as a whole managed a 1.2% increase in GVA.

Separately, the IMRG Capgemini e-Retail Sales Index revealed that overall online sales in the UK rose by 16% year-on-year in April 2013. Online-only e-retailers continued to outperform retailers with both online and physical sales outlets. According to IMRG Capgemini, e-retailers trading exclusively online achieved 20% year-on-year growth in April compared with 14% growth for multichannel retailers.

Online purchasing via mobile devices is growing rapidly accounting for 20% of all online retail sales in the first quarter of 2013, up from 15.4% in the previous quarter. IMRG reported that growth rates for mobile commerce were greater than predicted.

### German consumers shop more via mobile devices

The proportion of German consumers shopping online via mobile phone has risen from 32% in 2012 to 40% this year according to a survey by bvh, the German e-retail association.

The most common form of payment for purchases via smartphone in Germany (44%) is via mobile payment services while 42% purchase using a credit or debit card. Only 12% of smartphone owners use their own network provider for online payments.

### E-commerce sales continue to rise in France

E-commerce sales in France increased by 14% to €12.1bn in the first three months of this year according to the quarterly survey conducted by the e-Commerce association, Fevad.

### IN BRIEF

#### Deutsche Post board chairman re-elected

Professor Wulf von Schimmelmann has been re-elected to chair the supervisory board of Deutsche Post AG until the annual general meeting in 2018.



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## IN BRIEF

### Itella completes its Pennala centre

Itella's new logistics centre in Pennala has been completed providing 100,000m<sup>2</sup> of storage space for customers of Itella Logistics.

The average spend per transaction continued to drop, falling to €85 in the first quarter, however, purchase frequency increased to 5.5 per shopper per quarter, and the total average amount spent per quarter rose to €467 compared with €427 in the first quarter of 2012.

The number of online transactions rose by 20% and the number of French consumers shopping online rose by 5% to 32.6m in the first quarter, bringing a total of 1.6m additional online shoppers in one year.

Fevad's panel of the top 40 French e-Commerce websites recorded 2% growth in the first quarter compared with 4% in the previous three months. Fevad said the trend was in line with the economic slowdown.

Marketplaces such as Amazon and Rueducommerce increased their sales by 50% year-on-year in the first quarter.

Leading e-Commerce websites doubled their sales from tablets and smartphones in the 12 months to end March, however, 90% of all e-Commerce orders continued to be made on personal computers, according to research by CCM Benchmark.

## P&T Luxembourg to rebrand

P&T Luxembourg is to be rebranded as Post Luxembourg and has appointed Hjoerdis Stahl as the new head of postal activities to pursue its strategy of strengthening its position in a market that liberalised fully at the beginning of this year.

The new brand covers both postal and telecommunications activities. Each division will include a descriptor in their brand name: Post Courier (postal services), Post Telecom, Post Finance, Post Technologies (infrastructure and platform management) and Post Group. Subsidiaries will retain their existing brand names with the addition of a strapline under their logo saying: Post Luxembourg Group.

Use of the word 'Post' is described as simple, modern, international, strong, unpretentious and highly appropriate for the sector. The company said that by adopting Post for its telecommunications business it continued to foster the brand value by associating it with a growth sector.

The new brand identity will be implemented gradually across the group from autumn 2013.



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### DHL extends its life sciences and healthcare products

DHL Global Forwarding has launched DHL Thermonet, an air freight product for the life sciences and healthcare sector providing a regulatory compliant platform enabling customers to manage their temperature-sensitive shipments.

Hjoerdis Stahl, 47, takes over her new role as head of postal activities from Paul Peckels who has moved to new responsibilities on the P&T management committee. She also joins the management committee.

After gaining a degree in sciences from the American University of Georgetown, Hjoerdis Stahl pursued a career in logistics that has included Lufthansa and a role as a director of Luxair Cargo.

### Mediapost offers new CRM data management service

Le Groupe La Poste subsidiary Mediapost has brought together three operating units to create CRM Data Management and provide an integrated service for advertisers along the relationship marketing value chain.

Mediapost said its new centre would gather, store, handle, enrich and analyse customer and prospect information and provide cross-channel marketing services for advertisers.

The units coming together in the CRM Data Management centre are: Sogec Datamark Services which specialises in improving address data quality; Cabestan, which provides multichannel marketing campaign management based on

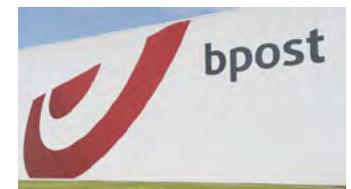
a Software as a Service (SaaS) platform; Vertical Mail, which offers data on 1.5m email addresses that can be targeted by geography, salary level, function or sector.

Mediapost has made several acquisitions in the past 12 months including Vertical Mail and Cabestan but also BudgetBox, MisCommerce and Adverline. By bringing all its expertise together in CRM Data Management, Mediapost aims to add value to its offer by providing the whole range of know-how required for prospect and customer relationship management for consumer and business-to-business sales.

### Shares in bpost went on sale via IPO

Belgium's bpost went ahead with an initial public offer (IPO), which saw 56m shares – 20.7% of the total number – sold to retail investors and ended on 19 June.

Chief executive Johnny Thijs said he was "very satisfied with the results of the share placement. A lot of investors, both private and institutional, have taken up the offer, clearly supporting our plans for the future." Prior to the offering, he stated that the IPO was the culmination of more than "ten years of change and hard work" that has seen the network modernised, productivity raised and profits achieved.



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### PostNord completes logistics acquisitions

PostNord has finalised the acquisition of two subsidiaries of Bilfrakt Bothnia AB: NordiskKyl Logistik AB (NKL) and Transbothnia AB. The company said the acquisitions would broaden its logistics business in Sweden and strengthen its position in the Nordic logistics market.

The IPO was a secondary sale of shares held by CVC Funds which owned 49.99% of bpost. The Belgian state retained all its current majority shareholding of 50.01%. The gross proceeds of the sale of bpost shares amounted to €812m. The implied market capitalisation of bpost is approximately €2.9bn.

Separately from the offering, a total of approximately 924,000 shares were sold to bpost employees under the employee share purchase plan.

Trading of bpost shares on Euronext Brussels commenced on 21 June.

The IPO followed approval by the European Commission of annual state aid for bpost totalling €300m a year. The aid is calculated to cover the cost of providing public postal services between 2013 and 2016.

### Swiss Post becomes a public limited company

Swiss Post and PostFinance become public limited companies on 26 June following decisions passed by the Federal Council in line with legislation passed by the Swiss Parliament in 2010.

Swiss Post Ltd will be wholly owned by the Confederation while PostFinance Ltd will be owned by Swiss Post Ltd. The new

legal status and demerger of PostFinance fulfils a condition that had to be met before PostFinance Ltd could be granted a banking licence.

For its part, Swiss Post said its new status would provide the modern structure it needed. Its first quarter results revealed an adjusted operating profit (EBIT) of CHF272m compared with CHF269m last year.

Group profit, adjusted to remove one-off gains, was CHF222m compared with CHF263m last year. Reported group profit was CHF1.26bn and included CHF911m resulting from initial recognition of deferred taxes due to an integral tax liability and CHF123m related to restructuring the Swiss Post pension fund.

The company said that changes to internal payments for services resulted in an increase in the adjusted operating result for its communications units and a decline in logistics. The adjusted operating result for PostMail was CHF109m compared with CHF120m while the adjusted result for PostLogistics was CHF33m compared with CHF38m.

The number of addressed letters fell by 3.1% while parcel volume rose by 2.6% compared with the same quarter last year.



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### Royal Mail and Post Office join to offer click and collect



Royal Mail is cooperating with fellow group subsidiary Post Office Limited to launch a 'click and collect' service for e-retailers and consumers later this year.

The company said about 10,500 post offices would participate in the scheme to provide consumers with the option to collect their online purchases from them. Around 4,000 of the participating post offices will offer an

extended hours collection service, staying open longer than usual post office opening times.

Royal Mail said it was in discussions with large e-retailers about integrating its click-and-collect service into their websites; it plans to extend the service to smaller e-retailers in 2014. Consumers buying from websites incorporating click and collect will be able to specify which post office they wish to collect from.

Parcels are at the centre of Royal Mail's growth strategy already accounting for almost half of group revenues.

### CollectPlus raises delivery service level and prices

CollectPlus, the store-based parcel drop-off and returns network in the United Kingdom, has increased its prices and introduced two-working day Standard delivery service to complement its existing three to five working day service which is now renamed Economy.

The company is a joint venture between the Yodel home delivery company and retail payment network PayPoint. Its network numbers more than 5,250 local shops that have signed up to accept parcels dropped off by e-retailers for delivery and by consumers for return.

The price increases are said by CollectPlus to reflect a rise in operating costs since the network launched in 2010. The full delivery price of the new Standard service is £5.59 for parcels weighing up to 2kg, £7.19 for 2kg to 5kg and £9.29 for 5kg to 10kg. The Economy rates are now £4.89, £6.19 and £8.29.

Both delivery services include online tracking and UK£50 compensation cover with the option to upgrade cover and opt for signed-for delivery at an additional charge.

E-retailers and 'power sellers' on marketplaces such as eBay purchase and print CollectPlus parcel labels online by entering

#### IN BRIEF

##### PostNord issues SEK44m in bonds

PostNord has issued bonds totalling SEK400m with a maturity of six years. They fall due on 12 June 2019 and pay a floating coupon of three months STIBOR + 125 basis points. The issue was made under a medium term note established in June 2012 to provide greater financial flexibility.



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### Express warehouse opens in western Switzerland

Swiss Post has opened its PostLogistics centre in Fétigny, western Switzerland, to operate express Innight and Day services delivering parcels to businesses overnight and on the same day.

the recipient name and delivery address and paying the required amount. They drop off their parcels at their nearest CollectPlus store for delivery to their customer.

A new volume discount scheme offers price reductions of between 5% for e-retailers purchasing 50 labels a month and 10% for the purchase of 150 labels.

Consumers returning online purchases download and print CollectPlus return labels from their e-retailer's website and drop off their return parcel at the nearest CollectPlus store.

### Swiss Post enhances its e-Commerce services

Swiss Post is stepping up its e-Commerce services for both e-retailers and consumers.

It is already offering an evening and Saturday delivery service and parcel return collection from households by postal delivery staff. Later this year, the postal company will install and operate 24 My Post automated parcel terminals and will offer consumers a choice of where they want their parcels delivered.

Swiss Post's YellowCube service is a core element of its e-commerce offer. YellowCube is based on an automated

parcel picking facility due to be operational next year. It will store, pick and pack online orders and manage returns for e-retailers, according to the company which said it would also offer webshop services with an integrated payment solution and direct marketing.

### La Poste gains strong buy-in for its next strategic plan

Le Groupe La Poste has gained involvement from 150,000 postal workers plus customers and elected representatives in the development of its five-year strategic plan which will take the company up to 2018.

In a three-month consultation period, La Poste gathered 46,000 ideas for incorporation in the strategic plan which, the company said, would lead it to a new enterprise model defined by listening and determining how a balance can be achieved between all its stakeholders.

President and chief executive Jean-Paul Bailly said in an online address to employees that La Poste's 'Big Discussion' with its employees earlier this year had revealed a strong desire to participate in the company's future direction and development.



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## IN BRIEF

### CitySprint grows in 2012

United Kingdom same-day courier company CitySprint reported a 33.6% increase in earnings before interest, tax, depreciation and amortisation in 2012 owing to acquisitions and organic growth. Profit figures were not disclosed.

The new strategic plan will be presented to the Board of Le Groupe La Poste on 4 July.

### UK Mail's consumer delivery goes international

British mail and parcels company UK Mail has expanded its consumer delivery service branded ipostparcels to international delivery.

The company says it is now delivering to 160 worldwide destinations by road and air but has declined to state which operator it has chosen as its international delivery partner.

The expanded service is being offered in response to growth in international online retailing in the UK which accounts for 30% of all online cross-border trade in Europe, according to the European multi-channel and online trade association EMOTA.

UK Mail said its customers could book the international service online via a booking form which automatically generated any customs invoice required. It collects parcels from customers the following day.

UK Mail launched ipostparcels in 2011 targeting consumers, eBay sellers and small businesses. The service has no

minimum shipping volume and can be used ad hoc. The company reported recently that ipostparcels accounted for some 10,000 items a week.

ipostparcels' two to three day service now costs £3.49 and the next day service £4.49 following a price cut of £0.50 in February on each of the five parcel sizes and delivery zones.

### TNT Post extends its end-to-end deliveries

TNT Post, the PostNL subsidiary operating downstream-access mail services in the United Kingdom, has confirmed it is expanding its final-mile delivery service in London.

The company has begun delivering in south-west London a year after first trialling end-to-end mail services to business customers in west London. It has stated that it is seeking a partner to help fund a national UK rollout of end-to-end mail services within five years.

### Deutsche Post DHL on track for EBIT of €2.7bn-plus this year

Deutsche Post DHL's chief executive, Frank Appel, has told shareholders at the company's annual general meeting (AGM) that group earnings before interest and tax (EBIT) are forecast



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## IN BRIEF

### DHL Express to double capacity in Bratislava

DHL Express is building a 3,400m<sup>2</sup> distribution hub at Bratislava Airport, Slovakia to serve the city and surrounding area and more than double its existing express handling capacity. The hub is due to open this summer.

to increase to between €2.7bn and €2.96bn this year.

The mail division is expected to contribute between €1.1bn and €1.2bn and DHL divisions between €2bn and 2.1 5bn making them again the largest contributors of group operating earnings.

In 2015, the last year of the group's Strategy 2015, Frank Appel said group EBIT was expected to be between €3.35bn and €3.55bn with mail EBIT stable at €1bn minimum and DHL increasing its annual earnings by 13% to 15% on average.

The central goals of Strategy 2015 were: innovative solutions to simplify customer services further; continuous expansion of the company's network to foster global trade; a primary focus on corporate responsibility.

### DPD upgrades in Austria and Russia

DPD has announced service upgrades for its operations in Austria and Russia.

In Austria, the company has added three options to its flexible e-commerce delivery service, FlexDelivery. In addition to day definite and time-window delivery DPD is offering SMS or email alerts and the option for recipients to postpone the

scheduled delivery to one of three consecutive business days; on the rescheduled delivery day, the recipient will be informed of the two-hour delivery time window.

In Russia, delivery times from Novosibirsk and Yekaterinburg to several major cities have been reduced to two business days. The improvements result from a change to DPD's operating platform which now handles transit air cargo arriving in Moscow directly at the airports without transfer to a central terminal.

DPD Russia has also expanded its geographical coverage with a new branch in southern Russia's Nakhodka, Primorsky Krai.

### TNT to cut 850 jobs in Italy

TNT Express has announced its reorganisation plan for its Italian operation in line with its Deliver! improvement programme.

It will reorganise its overheads and supporting activities and combine its small operations into larger depots. About 20 facilities will be affected and about 850 of its current 3,000 jobs in Italy are likely to go as a result.



# Market Flash



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## About this publication

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