

Top story

Posts urged to review their e-Commerce business models

Postal companies should review their business models in terms of customer mix, operations, pricing and profitability and become 'digital natives' in order to understand e-retailers and consumers better, according to Michael Lierow of consultants Oliver Wyman.

Speaking at the Post-Expo operations conference in Vienna, Michael Lierow said consumers were demanding same-day or predictable delivery service within a one-hour time slot. At the same time they saw delivery as a commodity without added value.

Source: [CEP Research](#)



■ POSTS URGED TO REVIEW THEIR E-COMMERCE BUSINESS MODELS ■ CANADA POST INTEGRATES WITH 3DCART E-COMMERCE PLATFORM ■ EXPORTERS TO CANADA EXPERIENCE DELIVERY DELAYS ■ FEDEX LAUNCHES ONE RATE AHEAD OF HOLIDAY PEAK ■ E-COMMERCE HELPS DRIVE UPS REVENUE GROWTH ■ EBAY TO OFFER SAME-DAY E-COMMERCE DELIVERY ■ FEDEX DEPLOYS ITS FIRST 767 FREIGHTER THIS YEAR ■ AMEX OFFERS E-STATEMENTS VIA EPOST IN CANADA

Americas

Canada Post integrates with 3dcart e-Commerce platform

Canada Post is integrating its delivery service with e-Commerce platform 3dcart which powers more than 16,000 e-retailers.

It said it would provide 3dcart e-retailers with a streamlined shipping process allowing them to calculate shipping rates, print labels indicating delivery features such as signature required, include customs information for exports and send a tracking number to customers.

Source: [Canada Post](#)

Exporters to Canada experience delivery delays



Two-thirds of United States exporters to Canada expect their business to increase but four in ten have experienced shipping problems such as cross-border delays and customs difficulties.

A survey of more than 200 US businesses exporting to Canada was commissioned by Canada Post Group company Purolator International. It found that most respondents relied on a customs broker or logistics provider to handle their cross-border shipments.

Purolator's president, John Costanzo, said exporters could overcome shipping challenges by selecting a logistics provider with an established, national delivery network and experience in service to the Canadian e-Commerce sector.

Source: [CEP Research](#)

FedEx launches One Rate ahead of Holiday peak

FedEx is responding to e-Commerce growth with the launch of One Rate pricing which targets consumers and small businesses.

The company said delivery costs were calculated on packaging type, service type and distance; surcharges for fuel and residential delivery would not apply.

FedEx is predicting an 11% year-on-year increase in worldwide shipments on "Cyber Monday" (2 December), driven by e-Commerce which it expects to boost FedEx Ground and FedEx SmartPost volumes. The company expects to handle more than 85m shipments across the world between 1 and 7 December, 13% more than the busiest week of the year in 2012.

Source: [CEP Research](#)

E-Commerce helps drive UPS revenue growth

E-Commerce shipments and strong European export growth were the main drivers for UPS's 3.4% increase in third-quarter revenue compared with last year.



■ POSTS URGED TO REVIEW THEIR E-COMMERCE BUSINESS MODELS ■ CANADA POST INTEGRATES WITH 3DCART E-COMMERCE PLATFORM ■ EXPORTERS TO CANADA EXPERIENCE DELIVERY DELAYS ■ FEDEX LAUNCHES ONE RATE AHEAD OF HOLIDAY PEAK ■ E-COMMERCE HELPS DRIVE UPS REVENUE GROWTH ■ EBAY TO OFFER SAME-DAY E-COMMERCE DELIVERY ■ FEDEX DEPLOYS ITS FIRST 767 FREIGHTER THIS YEAR ■ AMEX OFFERS E-STATEMENTS VIA EPOST IN CANADA

Volume growth of 4.6% resulted mainly from 6.7% growth in United States domestic ground shipments and 3% growth in international exports. Customers globally continued to seek lower-cost services causing international deferred export products to rise by 11%.

US domestic operating profit in the third quarter was up almost 16% to US\$1.2bn while revenue rose by 5% to US\$8.3bn. International operating profit was US\$417m, US\$432m less than in the third quarter last year owing to currency and fuel price impacts. Revenue increased by 2.5% to US\$3bn on daily package volume 6.5% higher.

Source: [UPS](#)

eBay to offer same-day e-Commerce delivery

eBay plans to roll out local, same-day delivery of e-Commerce orders to 25 cities in the United States following its acquisition of United Kingdom firm Shutl.

The same-day service will be offered under the eBay Now brand from early 2014, according to the company, expanding the service currently offered in New York and San Francisco.

The company said it would soon launch eBay Now scheduled delivery allowing online shoppers purchasing via mobile phone to select a delivery time. It also plans to expand its In Store Pickup service based on a network of local stores in the US.

Source: [CEP Research](#)

FedEx deploys its first 767 freighter this year

FedEx is to put the first of several planned 767-300 freighter aircraft into service this year under a fleet modernisation programme which will see 50 767s replacing MD10 aircraft by 2019.



The wide-body 767 has a gross payload of 127,100 pounds and a flight range of 2,922 nautical miles. FedEx said the freighters would be approximately 30% more fuel efficient and have 20% lower operating costs than the MD10. It is projecting a 30% reduction in unit carbon emissions by 2020 across its fleet.

Source: [FedEx](#)

AmEx offers e-statements via epost in Canada

American Express is the latest company to offer customers electronic billing statements via Canada Post's epost platform.

Source: [Canada Post](#)



■ NEW ZEALAND POST OUTLINES ITS FIVE-YEAR STRATEGY ■ PARCELS AND RETAIL SERVICES BOOST AUSTRALIA POST'S FULL-YEAR PROFITS ■ NEW ZEALAND POST TRIALS FINGERPRINT SERVICE ■ BLUE DART SEES PROFITS FALL IN SECOND QUARTER ■ ARAMEX JOINS E-COMMERCE INITIATIVE FOR SMES ■ TNT BOOSTS ITS CAPACITY IN SAUDI ARABIA ■ TNT COMPLETES THE SALE OF ITS CHINESE DOMESTIC BUSINESS

Asia Pacific

New Zealand Post outlines its five-year strategy

New Zealand Post has announced strategic initiatives to address the impact of mail volume decline and has warned that it expects to cut 1,500 to 2,000 jobs over the next three years.

The strategic direction for the next five years follows a renegotiation of New Zealand Post's Deed of Understanding with the government in the face of 30% mail volume decline in the past five years.



The company will actively grow Kiwibank and its parcels business. It will change its mode of delivery to "walking with vehicle support" to accommodate continued growth in parcel volume. The retail network will move increasingly to an in-store agency model accompanied by a simplified service offer and greater use of technology.

Job losses in corporate, processing, retail and delivery functions will be supported by a package designed to help redundant employees to transition to other jobs.

Source: [New Zealand Post](#)

Parcels and retail services boost Australia Post's full-year profits

Growth in non-regulated parcels and retail services drove Australia Post's revenue and profits in 2012-13 to produce a pre-tax profit of AU\$403m, up 10% on the previous year, and a group profit after tax of AU\$312m, 10.9% higher year-on-year.

A 16.7% profit from the non-regulated business at AU\$648.1m was boosted by the acquisition of the remaining 50% of business-to-business express delivery company StarTrack. The result helped to offset substantial and accelerating losses in the traditional mail business which suffered a 4.5% reduction in revenue and a loss of AU\$218.4m.

Australia Post's parcels business made a profit of AU\$355m, seeing domestic volume grow by 9.3%; StarTrack boosted profit year-on-year growth to 29.1%. The retail business defied challenging trends to increase its profit by 12.9% to AU\$200.6m.

Australia Post warned that its strong financial result, cost reduction and network investment would soon be insufficient to compensate for losses in the traditional mail business.

Source: [Australia Post](#)

New Zealand Post trials fingerprint service

New Zealand Post is conducting a three-month trial of an electronic fingerprinting service at PostShops in Auckland on behalf of the Police.



■ NEW ZEALAND POST OUTLINES ITS FIVE-YEAR STRATEGY ■ PARCELS AND RETAIL SERVICES BOOST AUSTRALIA POST'S FULL-YEAR PROFITS ■ NEW ZEALAND POST TRIALS FINGERPRINT SERVICE ■ BLUE DART SEES PROFITS FALL IN SECOND QUARTER ■ ARAMEX JOINS E-COMMERCE INITIATIVE FOR SMES ■ TNT BOOSTS ITS CAPACITY IN SAUDI ARABIA ■ TNT COMPLETES THE SALE OF ITS CHINESE DOMESTIC BUSINESS

The fingerprints are needed for employment, immigration and other purposes and are provided by the Police. The trial is designed to determine whether the Police could outsource the service to New Zealand Post, saving up to 10,500 hours of Police time a year.

Source: [New Zealand Post](#)

Blue Dart sees profits fall in second quarter

India's Blue Dart Express saw its operating profit fall by 4.3% to INR435m in the second quarter to 30 September, owing to higher transport and staff costs despite a 13% rise in revenue to INR4.71bn.

In the first half year, operating profit was slightly higher year-on-year at INR1.04bn but net profit dropped almost 3% to INR707m owing to higher tax payments.

Managing director Anil Khanna said the company was operating in conditions of slower GDP growth. India's economic growth slowed to 5% in the year to March 2013.

Source: [CEP Research](#)

Aramex joins e-Commerce initiative for SMEs

Transport operator Aramex has joined forces with Google and PayPal to launch EZStore.me, a portal enabling businesses in the Middle East and North Africa to create e-Commerce websites, promote them, manage payments and deliver orders.

The joint initiative is targeted primarily at small and medium-sized enterprises wishing to move into e-Commerce. According to PayPal, e-Commerce in the Middle East will grow to US\$15bn in 2015 from US\$9bn in 2012.

Source: [CEP Research](#)

TNT boosts its capacity in Saudi Arabia

TNT Express is investing €9.5m in a new air and road hub at Dammam's King Fahd International Airport in order to expand its services in Saudi Arabia. The new depot is scheduled to begin operating in January 2015 to increase current sorting and customs clearance space five-fold.

Source: [CEP Research](#)

TNT completes the sale of its Chinese domestic business

TNT Express has completed the sale of its domestic road operations in China (Hoau) to private equity funds under the management of CITIC PE. The parties have not disclosed the transaction price.

Source: [TNT Express](#)



■ **ASENDIA INVESTS IN CROSS-BORDER PRODUCTS AND SERVICES** ■ **DPD LAUNCHES CROSS-BORDER PARCEL SHOP NETWORK IN BENELUX** ■ **LA POSTE AIMS TO BE NUMBER ONE IN EXPRESS PARCELS** ■ **UPU DEVELOPS A CROSS-BORDER E-COMMERCE DATABASE** ■ **ITELLA'S NEW STRATEGY RESTS ON GROWTH IN E-COMMERCE AND RUSSIA** ■ **SWISS POST DEVELOPS ITS ELECTRONIC MAIL PLATFORM** ■ **LA POSTE INVESTS IN DIGITAL INNOVATION** ■ **NORWAY POST REVENUE RISES IN THIRD QUARTER** ■ **TNT EXPRESS'S OPERATING INCOME DOWN IN THIRD QUARTER** ■ **POSTE ITALIANE AND MICROSOFT CHIEFS MEET** ■ **HERMES UK TO OFFER CROSS-BORDER DELIVERY** ■ **ROYAL MAIL INCREASES ITS SMALL PARCEL DIMENSIONS** ■ **SWISS POST CUSTOMERS GAIN IN SATISFACTION** ■ **ALL YOU NEED ONLINE SUPERMARKET EXPANDS EVENING DELIVERY** ■ **DHL GLOBAL FORWARDING LAUNCHES AUTOMOTIVE TRAINING** ■ **DHL REPORT MAKES A CASE FOR INTEGRATED SUPPORT**

Europe

Asendia invests in cross-border products and services

ASENDIA The world is your address
BY LA POSTE & SWISS POST

Asendia, the joint venture between La Poste, France, and Swiss Post, is strengthening its presence in cross-border e-Commerce with a strategic investment and the launch of three products.

It has purchased a 40% stake in eShopWorld, injecting capital to accelerate the company's development and growth in cross-border e-Commerce services. The two companies have been working together for two years in the United States and now plan to offer global e-Commerce services to European, US and Asian e-retailers

The three new cross-border e-Commerce products launched by Asendia are: Country-tracked Goods, Fully-tracked Goods and Premium Goods. They offer options ranging from a simple track and trace when an item arrives in a destination country to several tracking events a day with confirmation of delivery. Delivery options include personal delivery, home delivery or collection from a pick up point.

Source: Asendia

DPD launches cross-border parcel shop network in Benelux

DPD plans to leverage the uniform technology used by its parcel shops across Europe to encourage cross-border shipping and is launching a cross-border parcel shop network in the Benelux countries.

Its business-to-consumer strategy aims to have 15,000 parcel shops in core European markets by the end of this year. New parcel shops will be located using intelligent site selection using tools based on geo-marketing data and 20 quality criteria.

The cross-border parcel shop network in Benelux is due to increase from 1,000 to 1,400 outlets by the end of the year with a further 100 added by April 2014. Next year, DPD plans to integrate its Benelux network with parcel shops in Germany, France and the United Kingdom.

Source: [CEP Research](#)

IN BRIEF

DPD UK gains revenue from added value delivery

DPD UK claims its revenue has grown by almost 19% this year owing to the success of its Predict time-slot delivery service and its Follow My Parcel real-time tracking service.



■ ASENDIA INVESTS IN CROSS-BORDER PRODUCTS AND SERVICES ■ DPD LAUNCHES CROSS-BORDER PARCEL SHOP NETWORK IN BENELUX ■ LA POSTE AIMS TO BE NUMBER ONE IN EXPRESS PARCELS ■ UPU DEVELOPS A CROSS-BORDER E-COMMERCE DATABASE ■ ITELLA'S NEW STRATEGY RESTS ON GROWTH IN E-COMMERCE AND RUSSIA ■ SWISS POST DEVELOPS ITS ELECTRONIC MAIL PLATFORM ■ LA POSTE INVESTS IN DIGITAL INNOVATION ■ NORWAY POST REVENUE RISES IN THIRD QUARTER ■ TNT EXPRESS'S OPERATING INCOME DOWN IN THIRD QUARTER ■ POSTE ITALIANE AND MICROSOFT CHIEFS MEET ■ HERMES UK TO OFFER CROSS-BORDER DELIVERY ■ ROYAL MAIL INCREASES ITS SMALL PARCEL DIMENSIONS ■ SWISS POST CUSTOMERS GAIN IN SATISFACTION ■ ALL YOU NEED ONLINE SUPERMARKET EXPANDS EVENING DELIVERY ■ DHL GLOBAL FORWARDING LAUNCHES AUTOMOTIVE TRAINING ■ DHL REPORT MAKES A CASE FOR INTEGRATED SUPPORT

IN BRIEF

DPD builds depot in southern Germany

DPD is investing €11m in building a new parcel depot in Dinkelsbühl, southern Germany. The 18,000m² facility is due to go into operation in autumn 2014.

La Poste aims to be number one in express parcels

Le Groupe La Poste has set a goal to be the number one express parcels operator in Europe by 2015. It said it was already number two after Deutsche Post DHL with a 15% market share and turnover of almost €5bn through its subsidiaries GeoPost and ColiPoste.

The company said that e-Commerce had overturned the postal parcels market by introducing demands for speed and security similar to the product attributes of express, therefore the traditionally business-to-business express market was progressively becoming a business-to-consumer market.

Source: [Le Groupe La Poste](#)

UPU develops a cross-border e-Commerce database

The Universal Postal Union (UPU) is developing the UPU Global Repository, a worldwide database of e-retailers whose goods Posts could select and place on their own online shopping platforms.

The cross-border e-Commerce postal cooperation project is designed to give brands access to international markets while providing Posts with a wide choice of retail partners.

Source: [CEP Research](#)

Itella's new strategy rests on growth in e-Commerce and Russia

Itella Group is to seek profitability from e-Commerce and growth in the Russian market. Its new strategy up to 2020 is based on a vision statement: "Your first choice for postal, logistics and e-Commerce services".

The strategy was unveiled as Itella published half year results to September showing a decline in operating result from €40.4m to €24.1m. The mail business saw its operating result decline from €48.5m to €32.4m while Itella Logistics doubled its loss from €6.4m to €12.2m.

In the logistics business, the group's strategy will switch from expansion to a focus on core operations, managing e-Commerce parcel flows, warehousing and goods



■ ASENDIA INVESTS IN CROSS-BORDER PRODUCTS AND SERVICES ■ DPD LAUNCHES CROSS-BORDER PARCEL SHOP NETWORK IN BENELUX ■ LA POSTE AIMS TO BE NUMBER ONE IN EXPRESS PARCELS ■ UPU DEVELOPS A CROSS-BORDER E-COMMERCE DATABASE ■ ITELLA'S NEW STRATEGY RESTS ON GROWTH IN E-COMMERCE AND RUSSIA ■ SWISS POST DEVELOPS ITS ELECTRONIC MAIL PLATFORM ■ LA POSTE INVESTS IN DIGITAL INNOVATION ■ NORWAY POST REVENUE RISES IN THIRD QUARTER ■ TNT EXPRESS'S OPERATING INCOME DOWN IN THIRD QUARTER ■ POSTE ITALIANE AND MICROSOFT CHIEFS MEET ■ HERMES UK TO OFFER CROSS-BORDER DELIVERY ■ ROYAL MAIL INCREASES ITS SMALL PARCEL DIMENSIONS ■ SWISS POST CUSTOMERS GAIN IN SATISFACTION ■ ALL YOU NEED ONLINE SUPERMARKET EXPANDS EVENING DELIVERY ■ DHL GLOBAL FORWARDING LAUNCHES AUTOMOTIVE TRAINING ■ DHL REPORT MAKES A CASE FOR INTEGRATED SUPPORT

IN BRIEF

TNT Express UK invests in delivery vehicles

TNT Express UK has taken delivery of 200 out of 300 new, lower-carbon collection and delivery vehicles in a £12m fleet replacement investment programme. The vehicles have a more aerodynamic body and use plastics to lower overall weight in order to improve fuel consumption.

distribution. Itella will seek growth through consumer e-Commerce and has set up an e-Commerce business unit to promote its services.

The company aims to improve its profitability through growth in Russia which will become its second primary market alongside Finland. Russian operations will become a separate business group from 1 January.

Under the new strategy, Itella Information has been rebranded OpusCapita, the name of one of its subsidiaries offering cash flow automation solutions.

Itella said OpusCapita would focus on strengthening its market position in the Nordic countries and the rest of Europe. The new name would increase awareness of the brand and services offering automation and outsourcing for financial management and cash flows.

Source: [Itella](#)

Swiss Post develops its electronic mail platform

Swiss Post says it is responding to changing customer behaviour with the development of its ePostOffice electronic platform offering mail recipients the option to determine whether they want to receive communications from different senders in physical or electronic format.

The online platform is being trialled in-house and will be developed step-by-step, according to Swiss Post. Consumers will be able to use the platform to decide whether to receive mail items physically or electronically via the online platform or as secure email.

Swiss Post said individuals receiving mail electronically would be able to manage and archive it digitally. A future development planned for the online platform would allow bill payment.

Source: [Swiss Post](#)



■ ASENDIA INVESTS IN CROSS-BORDER PRODUCTS AND SERVICES ■ DPD LAUNCHES CROSS-BORDER PARCEL SHOP NETWORK IN BENELUX ■ LA POSTE AIMS TO BE NUMBER ONE IN EXPRESS PARCELS ■ UPU DEVELOPS A CROSS-BORDER E-COMMERCE DATABASE ■ ITELLA'S NEW STRATEGY RESTS ON GROWTH IN E-COMMERCE AND RUSSIA ■ SWISS POST DEVELOPS ITS ELECTRONIC MAIL PLATFORM ■ LA POSTE INVESTS IN DIGITAL INNOVATION ■ NORWAY POST REVENUE RISES IN THIRD QUARTER ■ TNT EXPRESS'S OPERATING INCOME DOWN IN THIRD QUARTER ■ POSTE ITALIANE AND MICROSOFT CHIEFS MEET ■ HERMES UK TO OFFER CROSS-BORDER DELIVERY ■ ROYAL MAIL INCREASES ITS SMALL PARCEL DIMENSIONS ■ SWISS POST CUSTOMERS GAIN IN SATISFACTION ■ ALL YOU NEED ONLINE SUPERMARKET EXPANDS EVENING DELIVERY ■ DHL GLOBAL FORWARDING LAUNCHES AUTOMOTIVE TRAINING ■ DHL REPORT MAKES A CASE FOR INTEGRATED SUPPORT

La Poste invests in digital innovation



Le Groupe La Poste is investing in digital innovation in order to diversify its range and is revising its economic model in response to changing lifestyle and consumption trends.

Digital transformation is one of the pillars of the group's innovation. It will involve development of activities in response to new expectations and the establishment of partnerships with small business and innovative start-ups.

The company has set up Project Newton to develop a range of services for the interconnected environment, ranging from the protection of property and individuals to energy consumption management and e-health.

Source: [Le Groupe La Poste](#)

Norway Post revenue rises in third quarter

Norway Post's third-quarter operating revenues were NOK17.12bn, an increase of NOK321m on the same period last year. However, operating profits before non-recurring items and write-downs totalled NOK498m, a drop of NK221m compared with last year.

Chief executive Dag Mejdell said profits had been weaker than expected so far this year but the company had seen a positive trend in volumes and profits in the third quarter.

The logistics sector accounted for 60% of group revenue with revenue growth coming from parcels, acquisitions and activity in the offshore and energy sector. Mail services experienced volume and revenue decline.

Source: [Norway Post](#)

TNT Express's operating income down in third quarter

TNT Express has reported operating income in the third quarter of €9m compared with €64m in the same period last year on revenue down by 6.6% to €1.62bn. It said its adjusted operating income was €54m compared with €64m last year on adjusted revenue down by 1.8% to €1.7bn.

Yield pressure continued in the "Europe Main" region but the company said cost control was good. Reported operating income for the region was €5m compared with €44m in the third quarter last year but adjusted operating income was €33m compared with €44m. "Europe Other" and the Americas

IN BRIEF

TNT Express provides evening delivery for Velux

TNT Express UK has launched an evening delivery service to customers purchasing Velux blinds. The new evening service is part of an extended, three-year contract with the company.



■ ASENDIA INVESTS IN CROSS-BORDER PRODUCTS AND SERVICES ■ DPD LAUNCHES CROSS-BORDER PARCEL SHOP NETWORK IN BENELUX ■ LA POSTE AIMS TO BE NUMBER ONE IN EXPRESS PARCELS ■ UPU DEVELOPS A CROSS-BORDER E-COMMERCE DATABASE ■ ITELLA'S NEW STRATEGY RESTS ON GROWTH IN E-COMMERCE AND RUSSIA ■ SWISS POST DEVELOPS ITS ELECTRONIC MAIL PLATFORM ■ LA POSTE INVESTS IN DIGITAL INNOVATION ■ NORWAY POST REVENUE RISES IN THIRD QUARTER ■ TNT EXPRESS'S OPERATING INCOME DOWN IN THIRD QUARTER ■ POSTE ITALIANE AND MICROSOFT CHIEFS MEET ■ HERMES UK TO OFFER CROSS-BORDER DELIVERY ■ ROYAL MAIL INCREASES ITS SMALL PARCEL DIMENSIONS ■ SWISS POST CUSTOMERS GAIN IN SATISFACTION ■ ALL YOU NEED ONLINE SUPERMARKET EXPANDS EVENING DELIVERY ■ DHL GLOBAL FORWARDING LAUNCHES AUTOMOTIVE TRAINING ■ DHL REPORT MAKES A CASE FOR INTEGRATED SUPPORT

IN BRIEF

DHL builds freight terminal in Budapest

DHL Global Forwarding is now operating from a new terminal at Budapest Airport. The building serves as a logistics centre for both DHL Global Forwarding and DHL Freight.

produced improved results reporting operating income of €12m compared with €11m and adjusted operating income of €16m.

The Pacific region suffered from decline in weight per consignment and higher wages. It reported an operating loss of €1m compared with €11m but an adjusted operating income of €4m.

Source: [TNT Express](#)

Poste Italiane and Microsoft chiefs meet

Poste Italiane's chief executive, Massimo Sarmi, discussed a joint project for a cloud computing platform for postal digital services with Microsoft chief executive Steve Ballmer during a visit to Italy.

The cloud computing platform powered by Microsoft technologies uses Office 365 to offer postal services. Through their partnership, Poste Italiane said it had worked with Microsoft to simplify the access of public and private companies to the benefits of cloud computing.

Source: [Poste Italiane](#)

Hermes UK to offer cross-border delivery

Hermes UK plans to begin offering cross-border e-Commerce delivery next year through partnerships with its other international operations and "like-minded businesses". It believes that parcel delivery growth in the United Kingdom will come from small e-retailers in future because large, multi-channel retailers continue to offer incentives for consumers to click and collect e-Commerce purchases.

Hermes UK's fourth annual survey: "Parcel Deliveries Usage and Attitude" included responses from e-Commerce purchasers in Germany, the United Kingdom and Russia uncovering delivery-related barriers as well as strong differences in attitudes to security and payment.

More than half the survey respondents were deterred from shopping cross-border by high delivery charges and difficulties in making returns. Hermes said the large majority of consumers in all three markets would prefer home delivery over click and collect or collection from a pick-up point if there were no charge attached.

Source: [CEP Research](#)

IN BRIEF

DHL Parcel wins contract renewal from HSE24

DHL Parcel Germany has won a renewed exclusive logistics contract with German multichannel mail order company HSE24.



■ ASENDIA INVESTS IN CROSS-BORDER PRODUCTS AND SERVICES ■ DPD LAUNCHES CROSS-BORDER PARCEL SHOP NETWORK IN BENELUX ■ LA POSTE AIMS TO BE NUMBER ONE IN EXPRESS PARCELS ■ UPU DEVELOPS A CROSS-BORDER E-COMMERCE DATABASE ■ ITELLA'S NEW STRATEGY RESTS ON GROWTH IN E-COMMERCE AND RUSSIA ■ SWISS POST DEVELOPS ITS ELECTRONIC MAIL PLATFORM ■ LA POSTE INVESTS IN DIGITAL INNOVATION ■ NORWAY POST REVENUE RISES IN THIRD QUARTER ■ TNT EXPRESS'S OPERATING INCOME DOWN IN THIRD QUARTER ■ POSTE ITALIANE AND MICROSOFT CHIEFS MEET ■ HERMES UK TO OFFER CROSS-BORDER DELIVERY ■ ROYAL MAIL INCREASES ITS SMALL PARCEL DIMENSIONS ■ SWISS POST CUSTOMERS GAIN IN SATISFACTION ■ ALL YOU NEED ONLINE SUPERMARKET EXPANDS EVENING DELIVERY ■ DHL GLOBAL FORWARDING LAUNCHES AUTOMOTIVE TRAINING ■ DHL REPORT MAKES A CASE FOR INTEGRATED SUPPORT

Royal Mail increases its Small Parcel dimensions

Royal Mail has increased the dimensions of its Small Parcel to 35cm x 25cm x 16cm in order to offer consumers, small non-contract businesses and franking customers the ability to send items such as clothing, shoes and small electrical products via the service.

Royal Mail said the Small Parcel now offered the cheapest price for shoe box-sized parcels weighing up to 1kg.

<http://www.royalmailgroup.com/royal-mail-makes-changes-its-small-parcels-range>

Swiss Post customers gain in satisfaction

Swiss Post's latest annual customer satisfaction survey produced an overall score for the group of 80 out of 100, up from 79 last year. Private customers gave the highest scores for post office and sales (86) PostFinance (85) and home delivery (84). Business customers awarded PostFinance 83 points followed by post office and sales with 82 points.

A separate delivery quality survey of private recipients produced a 92 point score.

Source: [Swiss Post](#)

All You Need online supermarket expands evening delivery

The e-Commerce supermarket in Germany, All You Need, is expanding its evening deliveries to Munich followed by the Rhine-Ruhr region and Berlin.

Deutsche Post DHL is joint owner of All You Need Drubel.

Source: [CEP Research](#)

DHL Global Forwarding launches automotive training

DHL Global Forwarding has launched its Corporate Automotive Logistics Academy 4.0 offering a modular training programme for manufacturers, suppliers and its customers in the automotive industry. The training is currently taking place in Germany but will be rolled out globally from 2014.

Source: [Deutsche Post DHL](#)

DHL report makes a case for integrated support

DHL has published a global white paper on maintenance, repair and operations supply chain management for energy companies. It said the report showed that oil and gas businesses would require integrated suppliers able to support them with end-to-end supply chain solutions.

Source: [Deutsche Post DHL](#)



Market Flash



Issue 474 | 14 November 2013

About this publication

IPC Market Flash is a fortnightly newsletter providing a comprehensive look at new developments emerging in the international postal marketplace. It is published by the Markets and Communications department of the International Post Corporation.

If you would like to contribute to this publication or require further information, please contact: publications@ipc.be.

More information
on our publications 

Subscribe to IPC's
newsletters 

© IPC

Avenue du Bourget, 44

1130 Brussels

Belgium

Tel.: +32 (0)2 724 72 71

www.ipc.be

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

