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> TOP STORY

US CONSUMERS GO ONLINE FOR HOLIDAY SHOPPING, FREE DELIVERIES BECOME DECISIVE

According to the National Retail Federation's (NRF) Holiday Consumer Spending Survey conducted by the research firm Prosper Insights and Analytics, US consumers celebrating Christmas, Hanukkah and/or Kwanzaa will spend an average of US\$805.65 on food items, decorations, gifts and more over this year's holiday season, the highest amount in the survey's 14-year history. It corresponds to a slight increase of 0.4% compared to the holiday period last year when consumers spent US\$802.45.

The survey revealed that US consumers increasingly turn to the internet for their holiday purchases, with 46.1% of the respondents planning to do their shopping (both browsing and buying) online this season, up from 44.4% last year. This is the highest figure since 2006 when NRF put up the topic in the survey for the first time.

Of those who plan to shop online, the vast majority (93.1%) will be looking for free deliveries when shopping for their holiday items. Nearly half of the respondents (46.5%) want to take advantage of retailers' click & collect service giving them the possibility to buy products online and pick them up in store or choose ship-to-store options. The survey also found that 21.4% of smartphone owners will use their device to purchase holiday items this year, the highest figure since monitored by NRF for the first time in 2011.

When it comes to online shopping, 46.7% said free shipping/shipping promotions are important factors in their decision on where to shop. Nearly three in ten (28.3%) respondents value easy-to-use websites or mobile sites.

Source: [CEP-Research](#)



> AMERICAS

FEDEX FORECASTS RECORD VOLUME THIS HOLIDAY SEASON

FedEx Corp predicts that they will move a record-breaking 317m shipments between Black Friday and Christmas Eve. This forecast marks a 12.4% increase in year-over-year seasonal volume.

The season is expected to be bolstered by three volume spikes, including Cyber Monday and the first two Mondays in December, in which the company expects to move more than double its average daily volume.

The National Retail Federation (NRF) expects sales in November and December to grow 3.7% to US\$630.5bn. The NRF also predicts e-Commerce sales will continue to grow at a faster rate than brick-and-mortar sales, rising between 6 and 8% to as much as US\$105bn. The company is investing US\$1.6bn in FedEx Ground deliveries this fiscal year, most of which is for capacity and automation, including more than 160 major expansion projects. FedEx Ground has invested nearly US\$2.5bn for growth and network expansion in the last five years.

Source: [FedEx](#)

UPS INVESTS US\$300M TO TRIPLE LOUISVILLE PACKAGE FACILITY

UPS will spend an estimated US\$300m to triple the size of its “Centennial” ground package sorting facility in Louisville and nearly double package processing rates to handle rising volumes.

Separate from the UPS Worldport international air hub, the project should be substantially completed by 2018. At this site, UPS plans to add more than 300 jobs over the course of the project with recruitment starting in 2017. Under the project, the current building footprint will increase from 257,000m² to 838,000m² with construction scheduled to begin in 2016. Pickup and delivery operations will continue throughout the project.

The Centennial Hub will be retrofitted with automated conveyors to move packages through the sort process capturing package data and routing volume to proper load positions. Six-sided decode tunnels will replace traditional scanning to capture package information from address labels. Label applicators will place “smart labels” on packages for local delivery, providing UPS loaders and sorters faster instruction of proper loading.

Source: [CEP-Research](#)

AMAZON EXPANDS PRIME NOW SAME-DAY DELIVERIES TO MORE US CITIES

Amazon has expanded its Prime Now same-day service to two more US metropolitan areas after yesterday extending free deliveries to more areas across the country.

San Francisco’s Bay Area and San Antonio, Texas, are the two latest areas where the ultra-fast delivery service is available, making 17 markets in total. These are 15 metropolitan areas in the USA along with London and Birmingham in the UK. Prime Now costs US\$7.99 for a one-hour delivery and is free for two-hour deliveries.

Amazon said it now has five fulfilment centres in California, employing more than 10,000 individuals in full-time jobs, and has established six Prime Now hubs in the state. In Texas, the service is available in Dallas, Austin, Houston and San Antonio. The latest service expansions come shortly after the e-Commerce giant announced that it would take on 100,000 temporary staff across its US network of fulfilment and sortation centres for the peak season this year, effectively doubling its workforce of 90,000 full-time employees. Amazon is also expanding other delivery services such as restaurant meals, fresh food and groceries.

Source: [CEP-Research](#)



> ASIA PACIFIC

AUSTRALIA POST ANNOUNCES NEW E-COMMERCE INNOVATION PROGRAMME

Australia Post has announced it will invest an initial AU\$20m into emerging e-Commerce businesses and co-locate its accelerator at Lab-14 premises with its first partner, the University of Melbourne's Melbourne Accelerator Program (MAP).

The investment fund and initial partnership with MAP are part of an ambitious programme to support small business and to accelerate e-Commerce innovation across Australia. The three-year, AU\$1m partnership will be an important element in supporting Australia Post's e-Commerce ambitions. Key elements of the partnership with MAP include two new places for e-Commerce businesses in the MAP Startup Accelerator. Like others in the Accelerator, each will receive AU\$20,000 in funding, office space, mentoring and connections to local and international networks. The partnership also includes an AU\$20,000 annual scholarship to the Wade Institute for Entrepreneurship.

Source: [Australia Post](#)

AUSTRALIA POST OPENS NEW ARARAT SUPERSTORE

Australia Post and Federal Member for Wannon, Dan Tehan have officially opened a new superstore in Ararat, following an investment of over AU\$500,000 to cater for changing consumer needs and to make it easier and more convenient for customers to access postal services in a modern environment.

Key features of the new superstore include a 24/7 zone with additional PO Boxes and new parcel lockers that enable PO Box holders to collect their parcels at any time of the day or night. Other features, such as a dedicated online shopping zone including Apple Macs and iPads will also be available to customers shortly.

Further demonstrating Australia Post's commitment to regional and rural communities, the business recently announced an AU\$51.4m boost in payments over the next four years to support its Licensed Post Office (LPO) and Community Postal Agency (CPA) network in regional and rural Australia. 29 postal outlets in the Wannon electorate will benefit from these payments.

Source: [Australia Post](#)

SINGPOST TO DEVELOP SHOPPING MALL WITH E-COMMERCE LOGISTICS SERVICES

Singaporean Postal operator, SingPost has announced the development of Singapore's first shopping centre that offers a complete suite of e-Commerce logistics solutions.

This development is aimed at creating opportunities for businesses in the changing retail landscape and catering to the evolving needs of consumers. The new retail mall at Singapore Post Centre (SPC) will offer greater convenience, choices and experiences to consumers by providing online e-merchants and offline brick-and-mortar shops all under one roof. Online shopping through e-merchants will include in-shop online ordering and flexibility in delivery and pickup timings.



The new shopping centre will boast 25,000m² of retail space. The construction cost is about SG\$150 million, which includes upgrading amenities and façade for the adjoining office building.

Source: [SingPost](#)

> ASIA PACIFIC

DHL EXPRESS LAUNCHES SPECIALIST AVIATION SOLUTION IN AUSTRALIA

DHL Express has announced the launch of its specialist aviation solution, DHL Aerospace, in Australia aimed at a “growing portfolio” of customers in the aerospace industry.

The Aerospace Desk is located in DHL’s call centre in Brisbane, and will provide year-round support alongside Commercial Team specialists who develop comprehensive Service Level Agreements and individual KPIs.

DHL Aerospace is designed for all companies operating in the aviation industry including airlines, OEMs and manufacturers, engine manufacturers, suppliers and MRO/parts distributors as well as defence and services space firms.

The new service aims to maintain the security and real-time visibility of aircraft parts, engines and components while reducing aircraft out-of-service time.

Source: [CEP-Research](#)

BLUE DART EXPRESS PLANS PARCEL LOCKER NETWORK IN INDIA

Blue Dart Express has installed India’s first parcel locker in Gurgaon, close to New Delhi, and is planning to set up a network of self-service terminals as it steps up its B2C growth strategy.

The first ‘Blue Dart Parcel Locker’ was installed last week at the Unitech Cyber Park, a new office complex located close to the expressway to India’s capital. It is the first of many such facilities to be set up at many locations across India, Blue Dart said. With the Indian e-tailing industry expected to grow at 52% from 2014 to 2020, the sector has been witnessing phenomenal demand from across India.

Recipients can collect their shipments from the facility 24 hours a day, benefitting customers who may not be present at home during regular delivery hours. At a later stage the Parcel Locker will also be used to collect return shipments from customers. The Parcel Locker is initially available for prepaid e-tail shipments. In the next phase, the company will also provide automated payment collection consoles at the facility.

Source: [CEP-Research](#)



> EUROPE

ROYAL MAIL OPENS TEN TEMPORARY PARCEL SORT CENTRES

British postal operator, Royal Mail is again opening ten temporary parcel sort centres across the UK for the 2015 expected Christmas volumes. Around 3000 seasonal workers will be based in the ten temporary parcel sort centres, part of the 19,000 seasonal recruitments already announced.

The centres are being set up for the fifth consecutive year. They will sort a significant proportion of the parcels before they are delivered to the door by Royal Mail's postmen and women. The parcel sort centres are in Bathgate in West Lothian, Bradford, Leyland in Lancashire, Newport in South Wales, Swindon, Greenford, Peterborough, Wolverhampton, Bletchley in Milton Keynes and Heathrow for international parcels and cards. Centres will open on a phased basis from 2 November.

Source: [Royal Mail](#)

POSTI'S NEW LOGISTICS CENTER IN LIETO BOOSTS E-COMMERCE

Finnish operator, Posti's new logistics center has opened near Turku in Lieto, as their hub of e-Commerce. A substantial number of online store shipments arriving in Finland through the ports of Turku economic region and shipments exported from Finland go through the hub in Lieto. Posti's technology investments and renewed services meet the needs of the growth in e-Commerce. The vendor has more selling days, and the consumer may receive the parcel on the same day.

The amount of traditional mail will be significantly reduced. According to some estimates, the numbers will be cut in half during the next five years. The number of parcels, however, will increase at an annual rate of 4-5% due to e-Commerce.

In addition to sorting technology, Posti offers a new cloud service, GLUE, as the motor of delivery chain solutions of e-Commerce. GLUE will transfer the customer's order from the online store to the cloud service where the delivery can be directed to the customer directly from the supplier's storage, the online store's own storage, Posti's storage, or the shops of the multi-channel retailer.

Source: [Posti](#)

ROYAL MAIL ADDS NEW COLLECTION POINTS TO ITS LOCAL COLLECT NETWORK

The Royal Mail has announced an extension of its Local Collect network, the UK's largest single click and collect service for online shoppers, with the addition of new collection points at 1,222 Royal Mail delivery offices. Local Collect is already available at 10,500 Post Office branches across the country.

The 10% extension will give consumers greater flexibility and convenience in choosing when and where to collect their online shopping. Click and collect is growing fast as an alternative delivery channel in the UK. Amazon is the first retailer to make use of the extended Local Collect network. From 20 October, Amazon shoppers will be able to collect online purchases from their local Royal Mail delivery office. This will ensure that purchases from Amazon can be collected from thousands of convenient Local Collect locations around the UK.

The extension of Local Collect is part of Royal Mail's initiative to tailor its delivery services to the changing needs of UK shoppers and brands in a digitally enabled world.

Source: [Royal Mail](#)

> EUROPE

NIGHT STAR EXPRESS LAUNCHES REGULAR SATURDAY NIGHT DELIVERY SERVICE

German-based night delivery company Night Star Express (NSE) has launched regular deliveries on weekends, serving all of their customers in Germany six days a week in response to the increased demand from its core target groups.

The Germany-wide delivery service will be initially available as a premium service with a reduced transport network. The pick-up of goods will take place on Saturday and the delivery will be made on Sunday morning until 8 am. Failure and downtime can thus be minimised. Deliveries to Belgium, Luxembourg and the Netherlands are also possible.

In the first half of 2015, Night Star Express, which sees itself as Europe's second-largest night delivery specialist, recorded mid-single digit percentage growth transporting around 2.43m shipments, which corresponds to the same volume growth a year ago when it delivered 2.4m parcels. The stable growth was driven by its cross-border business and new customers in the core industries.

Source: [CEP-Research](#)

HERMES GERMANY EXPECTS CHRISTMAS VOLUME GROWTH TO EXCEED 15%

Hermes Germany is expecting a new record in shipping volumes during the upcoming Christmas period with an estimated growth of over 15%, boosted by the continuous boom in online trade.

An additional 5,400 staff will be deployed nationwide for the peak period by the company and its 360 cooperating partners.

After a continuously increasing number of online orders and the positive business climate in Germany as the main growth drivers, Hermes expects an even stronger volume increase than last year (10%) with around 36m shipments to be sent across Germany during the pre-Christmas peak season.

During the peak period, the company's delivery fleet will also be expanded by up to 3,300 additional vehicles, with 3,000 vehicles being allocated for deliveries alone. On peak days, Hermes will deploy around 12,500 delivery staff to cope with the volume surge across Germany.

Source: [CEP-Research](#)

POST NL COMPLETES MANAGEMENT BUY OUT OF UK OPERATOR

PostNL and the management of Whistl, the second largest postal operator in the UK, have closed their management buy out (MBO). Since the announcement of the MBO on 30 July 2015, both parties have reached agreement on the outstanding conditions, including financing.

The MBO follows PostNL's strategic review of its activities in the UK. As part of the transaction, PostNL will retain 17.5% of the shares in Whistl and will continue supporting the business as a shareholder.

Source: [PostNL](#)



> EUROPE

POSTNL ANNOUNCES NEW RATES

From 1 January 2016, PostNL will apply new rates for sending letters in the Netherlands and internationally. The new rates are covered by the universal postal service, and have been verified by the Dutch supervisory authority for the postal market, the Autoriteit Consument & Markt (ACM), and fall within the statutory tariff headroom.

The new rates include a raise in the basic rate for sending letters within the Netherlands to €0.73, and sending letters internationally will now cost €1.25. A new basic rate for franking machines in the Netherlands will also be implemented, changing the rate to €0.65. Rates for business clients will also be affected, however the basic rate for sending a parcel will not change.

Source: [PostNL](#)

UK ONLINE SALES TO EXCEED €1BN ON BLACK FRIDAY WITH PARCELS FLOOD EXPECTED

Online sales in the UK are expected to hit the £1bn mark on Black Friday (27 November) this year, but retailers and parcel carriers need to be better prepared for the flood of orders than last year when it resulted in a massive parcel backlog for some delivery operators, the British e-Commerce association IMRG warned.

According to new figures by IMRG and the global information services company Experian, the upcoming Black Friday is estimated to generate £1.07bn in sales across the UK. Compared to Black Friday in 2014 when British online shoppers spent £810m, this would equal an impressive year-on-year increase of 32%.

Due to increased consumer awareness of discounting by retailers around the pre-Christmas shopping dates, Experian and IMRG predict this retail season to rapidly surpass 2014 in revenue terms. The main pre-Christmas shopping days which are expected to generate the largest increases in spending include Black Friday, Cyber Monday (30 November) and Manic Monday (7 December). Boxing Day and New Year's Day are also expected to see large increases in spend compared to 2014, IMRG said.

Source: [CEP-Research](#)

ESTONIA'S CLEVERON UNVEILS "PACKROBOT" AND PLANS NORTH AMERICA EXPANSION

Estonian postal technology company, Cleveron has unveiled its latest parcel terminal innovation called "PackRobot" which can accommodate three times more parcels than conventional smart lockers, and is partnering with Bell and Howell, the US manufacturer of mail inserting and sorting systems, to deploy its parcel terminals in North America.

Presented at POST-EXPO 2015 in Paris, Cleveron's PackRobot uses an innovative 3D lift (patent pending) system that picks and delivers the right parcel to a dynamically configured secure delivery slot. This allows it to triple the number of parcels that can be accommodated per m² compared to the leading competitor. The PackRobot provides automatic weighing & measuring functions and can handle up to 500 parcels.

As part of a recently announced partnership between Cleveron Bell and Howell, the companies plan to roll out 15,000 parcel terminals on the North American market in in five years introducing them to all market players.

Source: [CEP-Research](#)

> EUROPE

UPS TO INVEST €120M IN NEW LONDON GATEWAY FACILITY

UPS has confirmed plans to invest £120m (€168m) in a major new 32,000 m² package facility near London to expand its UK network and speed up deliveries.

The company said it will construct a new 32,000 m² package sorting and delivery facility at the DP World London Gateway logistics site in the south-east of England. At close to £120m, the project constitutes one of UPS's largest infrastructure investments outside of the United States in the company's history.

The facility, expected to be completed in the summer of 2017, will act as a UK hub and distribution centre for the local area as well as a key gateway to UPS's global transportation network. Once completed, the facility will be able to process approximately 30,000 packages per hour, with room for further expansion.

Source: [CEP-Research](#)

RUSSIAN SPSR EXPRESS SIGNS ASIAN PARTNERSHIPS AND PREDICTS IMPORT BOOM

Russian express operator SPSR Express has signed logistics partnerships with MOYO, maker of an innovative 'intellectual' TV-system and Huawei, the Chinese telecoms and mobile phone group, and is forecasting a strong increase in cross-border deliveries to Russia.

As part of the contract with MOYO, which brings together TV channels and online video services and selects appropriate programmes according to the user's preferences, SPSR will provide a full logistics cycle including order fulfilment in Hong Kong, cross-border delivery and last-mile delivery to Russia.

Buyers of the MOYO Box will be able to choose from all kinds of delivery types ranging from couriers and order pick-up centres to parcel terminals.

Source: [CEP-Research](#)

FRENCH OPERATOR INVESTS IN FOOD AND LOCAL DELIVERY SERVICES

French postal operator, Le Groupe La Poste's Board of Directors has authorised GeoPost, the Group's international express delivery subsidiary, to acquire a majority stake in Resto In, a virtual market place for restaurants offering quick home delivery solutions.

The 80% investment in Resto In constitutes the second stage of GeoPost's development in the food industry. Chronopost, France's leading specialist for express delivery of parcels weighing up to 30kg to businesses and individual customers, has in fact been offering next-day before 1pm express delivery solutions for dried, fresh and frozen food products anywhere in France for several months.

As well as investing in Resto In, GeoPost is also supporting the development of Stuart, a French business specialised in urgent urban delivery services. Created at the end of 2014 by the managers of Resto In, Stuart developed a mobile application for stores and businesses who need to deliver parcels to specific locations.

Source: [La Poste](#)

ABOUT THIS PUBLICATION

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

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