

2016



MARKET INTELLIGENCE



International **Post**
Corporation

MARKET FLASH

A fortnightly newsletter covering the
latest news from the global postal sector



Issue 532

12 May 2016

www.ipc.be

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> TOP STORY

UPS TESTS DRONES IN RWANDA TO DELIVER LIFE-SAVING MEDICINES

The UPS Foundation has announced a partnership with Zipline, a California-based robotics company, and Gavi, the Vaccine Alliance, to explore using drones to transform the way life-saving medicines like blood and vaccines are delivered across the world.

The UPS Foundation has awarded an US\$800,000 grant to support the initial launch of this initiative in Rwanda.

Starting later this year, the Rwandan government will begin using Zipline drones, which can make up to 150 deliveries per day of life-saving blood to 21 transfusing facilities located in the western half of the country. While Rwanda’s national drone network is initially focused on the delivery of blood supplies, the plan is to expand the initiative to include vaccines, treatments for HIV/AIDS, malaria, tuberculosis, and many other essential and lifesaving medicines. Rwanda’s drone delivery operation is expected to save thousands of lives over the next three-years and could serve as a model for other countries.

Source: UPS

> AMERICAS

AMAZON ANNOUNCES FIRST QUARTER SALES UP 28% TO US\$29.1BN

Amazon has announced their financial results for its first quarter ended 31 March 2016. The company revealed an operating cash flow increase of 44% to US\$11.3bn for the trailing 12 months, compared with US\$7.8bn for the trailing 12 months ended March 31, 2015. Free cash flow increased to US\$6.4bn for the trailing 12 months, compared with US\$3.2bn for the trailing 12 months ended 31 March 2015. Common shares outstanding plus shares underlying stock-based awards totalled 490m on 31 March 2016, compared with 483m one year ago.

Net sales increased 28% to US\$29.1bn in the first quarter, compared with US\$22.7bn in first quarter 2015. Excluding the US\$210m unfavourable impact from year-over-year changes in foreign exchange rates throughout the quarter, net sales increased 29% compared to first quarter 2015. Operating income was US\$1.1bn in the first quarter, compared with US\$255m in first quarter 2015.

Net income was US\$513m in the first quarter, or US\$1.07 per diluted share, compared with net loss of US\$57m, or US\$0.12 per diluted share, in first quarter 2015.

Source: Amazon

UPS BOARD ANNOUNCES QUARTERLY DIVIDEND AND REAUTHORISES SHARE REPURCHASE PROGRAMME

The UPS Board of Directors have declared a regular quarterly dividend of US\$0.78 per share on all outstanding Class A and Class B shares.

The dividend is payable 1 June 2016, to shareowners of record on 16 May 2016.

Earlier this year, the UPS Board increased the regular quarterly dividend to the current level of US\$0.78 per share. The company has either increased or maintained its cash dividend every year for 47 years.

The Board of Directors have also reauthorised the company's existing share repurchase programme in the amount of US\$8bn. The new share repurchase authorisation has no expiration date and replaces the one approved in 2013.

Source: UPS

UPS EXPANDS SAN ANTONIO FACILITY AND ADDS NEW FLEET

UPS has announced the expansion of its building in San Antonio. The expanded ground sorting facility will be retro-fitted with automated sorting systems and have twice the package processing capacity. The additional capacity is necessitated by area business growth and increasing customer needs in south Texas.

The project will add capacity for more than 150 more delivery vehicles, increasing the building's delivery fleet to more than 340. UPS will also add 40 Class-8 Compressed Natural Gas tractors that will be fuelled by a new on-site CNG fueling station. Each tractor will displace approximately 25,000 gallons of diesel fuel each year with clean burning natural gas.

The expansion will add about 171,000sq², bringing the building's footprint to more than 330,000sq² and will be completed mid-2017.

Source: UPS

> AMERICAS

UPS "MY CHOICE SERVICE" ENABLES USERS TO TRACK LOCATION OF THEIR DELIVERY ON LIVE MAP

UPS today announced the launch of Follow My Delivery, a new enhancement to the UPS "My Choice" service that offers unprecedented flexibility, convenience and visibility on the day of delivery. More than 22m UPS My Choice members in the US using their mobile devices or computers can now monitor the progress of their most urgent UPS Air and UPS Worldwide Express packages on a live map. The new Follow My Delivery map feature enables delivery recipients to see a detailed view of where their package is located when it's out for delivery. UPS plans to expand the Follow My Delivery feature to more services in the future.

Since the launch of the UPS My Choice service in 2011, UPS has given consumers the control and flexibility they want and need to manage their deliveries. UPS My Choice members receive an email or text message the day before a shipment arrives. If they won't be home, they can re-route most packages to their workplace, a neighbor's home or a nearby UPS Access Point™ location.

UPS can expand retailers' access to international markets through UPS i-parcel, an innovative technology service that helps internet retailers and exporters in the US and UK give international shoppers a seamless shopping experience. UPS i-parcel connects merchants to 100m global consumers through an integrated platform that includes language translation, local currency options, fully landed prices and low-cost shipping options, all on the retailer's web front end.

Source: [UPS](#)



> ASIA PACIFIC

MUMBAI'S HEYDIDI! PLANS MAJOR EXPANSION

Mumbai-based last-mile delivery specialist HeyDidi! has announced that it plans to expand to other cities across India.

According to a report, the company currently has 10 women scooter drivers operating in Mumbai, but it plans to have 5,000 women delivering e-Commerce parcels by the end of the year.

The report added that HeyDidi! has already trained 200 women in cities across India and are already looking to add more to their growing numbers.

The delivery company has also reportedly partnered with Mahindra Finance for easy financing of two-wheelers for its women employees

Source: Post and Parcel

SELF-STORAGE OPERATOR LOCK+STORE TO BECOME POSTAL-SERVICE PROVIDER IN SINGAPORE

SingPost owned, General Storage Co. Pte. Ltd. (GSC), which operates self-storage facilities under the Lock+Store brand, has started offering an onsite postal service. Customers will be able to send packages via Ordinary Mail, Registered Article and Speedpost through the SingPost system.

Commercial tenants who store their inventory at the facility will be able to ship directly to customers through the self-storage postal service. Business tenants and their customers will be able to track package shipments using the SingPost website or mobile app.

SingPost acquired the storage company in 2013. Lock+Store operates five Singapore self-storage facilities and one in Malaysia. GSC also operates 12 StoreFriendly self-storage locations in Singapore and four facilities branded as The Store House in Hong Kong.

Source: Inside Self-Storage

> EUROPE

DRIVING CHANGE: DPDGROUP'S NEW CSR STRATEGY

DPDgroup is launching its new CSR strategy. The company aims to be a responsible partner for our B2B and B2C customers. Built around 4 key priorities, the strategy is adapted to the new objectives of the DPDgroup and perfectly consistent with our core business of parcel delivery.

The company has committed to reducing its carbon footprint by 10% per parcel by 2020 and to compensating the remaining emissions linked to its parcel transport activity.

Because of this, DPD is the only parcel delivery company that offers customers carbon-neutral deliveries at no additional cost. To help us with this initiative, we are working with EcoAct, the world's leading consultancy expert in low-carbon strategies. Since 2010, DPDgroup has been working with Ashoka, the leading worldwide network of social entrepreneurs. As such, we have provided support to several Ashoka "Fellows" across Europe.

Source: DPD

GEIS TRIPLES CAPACITY IN THE CENTRE OF GERMANY

Chinese engineering company, Geis Group has inaugurated its new freight terminal a few kilometres south of Fulda, Germany. With this state-of-the-art, 6,000sq² cargo-handling facility, the logistics service provider is substantially expanding its activities in the Fulda region. Geis has invested approximately €10m in the site.

Construction of the forwarding terminal in the industrial and commercial estate in Eichenzell (Kerzell) in east Hesse only took around five months. Geis moved into the new facility at the start of the year, and it has been fully operational since January 5.

With the new terminal, Geis is tripling its capacity in the Fulda region. It has around 6,000sq² of handling space and a 1,200sq² large office complex. Around 60 Megaliner loading and unloading bays allow quick and efficient movement of goods.

The opening of the transshipment centre also marks the expansion of the range of services offered by Geis on site. The team at Eichenzell is already organizing additional national and international direct transports. In future, it is possible that the range of logistics and value-added solutions will be expanded further, as the approx. 56,000sq² site has additional space on

which a logistics facility could be built.

Currently, nearly 50 people are employed in the new terminal. In the coming years, it is possible that this number will increase to 130-150 in the final expansion phase, including both commercial and industrial occupations as well as traineeships.

Source: Geis Group

CITYSPRINT EXPANDS WITH TWO MORE ACQUISITIONS

CitySprint has announced the addition of two courier firms, following the acquisitions of The Courier Co-operative in Birmingham and ASAP International in London.

The acquisitions mean that CitySprint has increased their total number of service centres to 42 as the company continues to strengthen their regional network and improve customer experiences throughout the UK.

Source: City Sprint

> EUROPE

ARROWXL'S NEW PLATINUM HOME DELIVERY SETS THE STANDARD

UK-based company, ArrowXL has launched a Platinum Home Delivery service, which is especially designed for high-end or complex products requiring first class service.

This follows the success of the company's live web app called AskAXL and their new two-hour delivery window that reduces down a delivery time of 30 minutes. The new service offers choice, convenience and certainty of delivery, explains Adam Jones, business development director for Platinum Home Delivery.

The teams are selected for their 'tradesman' skills in assembly and connection work and enhanced customer experience skills.

Source: ArrowXL

POSTI LAUNCHES NEW EASY CODES

Posti has announced launch a new service which will make sending parcels easier than ever. Customers can pay the parcel's postage fee on the Internet. Price is based on dimensions instead of weight, so sending will often be less expensive. The Easy code can be obtained from the Internet and transferred to e-mail or a mobile phone for sending the parcel. The code is written on an adhesive label on top of the parcel and the parcel can be left at any Posti service point without queueing.

Consumers covered by the pickup sign service and living in a sparsely populated area can send letters and, in future, also parcels with the Easy code from their own mailboxes. Prepaid letters, cards and parcels paid through the web service will be picked up for delivery when incoming mail is delivered to the mailbox or the same mailbox group. The mailbox must be furnished with the pickup sign.

The pickup sign service is possible in a sparsely populated area if the distance from the mail recipient's dwelling to the nearest Posti outlet or mailbox is more than three kilometers. The customer can check from Posti Customer Service the possibility of using the service.

Source: Posti

DHL STEERS SYNGENTA'S TOTAL ROAD FREIGHT OPERATIONS IN EUROPE

Deutsche Post DHL Freight has been awarded the management of Syngenta's road distribution across Europe - covering both inter-company and last-mile deliveries - and has successfully completed the first phase roll out. Headquartered in Basel, Switzerland, Syngenta is a leading agriculture company helping to improve global food security by enabling millions of farmers to make better use of available resources. To support its growth targets, Syngenta is implementing a logistics model, which offers improved agility whilst leveraging scale. To support them on their growth path, Syngenta chose DHL Freight as a fourth party logistics provider (4PL) for Europe. DHL's integrated end-to-end 4PL solution offers Syngenta streamlined trade flows as well as complete shipment and cost visibility.

As Syngenta's fourth party logistics provider, DHL Freight takes responsibility for sourcing transport activities - from defining transport demands, tendering and contracting, to on-boarding new logistics partners, monitoring the currently running operations and trade flows and moreover driving continuous improvement measures.

The implementation of this complex, wide-ranging



> EUROPE

4PL solution entails multiple phases and should be completely rolled out by 2018. The first phase of the project was implemented in only four months and was successfully completed in October last year. DHL Freight is currently working on the second phase of the project implementation.

During the course of the collaboration, DHL will manage for the customer trade flows encompassing over 150,000 shipments annually.

Source: [Deutsche Post DHL](#)

SUCCESSFUL TRIAL INTEGRATION OF DHL PARCELCOPTER INTO LOGISTICS CHAIN

Deutsche Post DHL Parcel has successfully concluded a three-month test of its third Parcelcopter generation. The trial run, part of a larger research and innovation project, was conducted between January and March 2016 in the Bavarian community of Reit im Winkl.

During the three month trial period, they could simply insert their shipments into the Skyport to initiate automated shipment and delivery per Parcelcopter. A total of 130 autonomous loading and offloading cycles were ultimately performed. In the coming months DHL Parcel will be analysing performance data and other insights from the trial together with its R&D partner, the Rheinisch-Westfälischen Technischen Hochschule

Aachen (RWTH). The findings will be used to select other potential areas for testing.

Source: [Deutsche Post DHL](#)

ROYAL MAIL INTERNATIONAL INTRODUCES WEEKEND COLLECTIONS AND NEW TRACKING SERVICES FOR BUSINESSES

Royal Mail has announced enhancements to its international portfolio, to support and encourage customers exporting to international markets.

The Company has introduced free weekend collections for business customers sending international parcels, enabling them to submit items for delivery up until 19.00 on Saturday and 16:00 on Sunday.

The new weekend collection service for international items is available to customers in England and Wales posting a minimum of 50 items made up of various Royal Mail business products. In addition, Royal Mail has extended its International Tracked product to customers sending parcels to Russia, Cyprus and Lebanon. This takes the number of countries covered by the International Tracked product to 44. With over half of UK SMEs selling to overseas customers, the expansion of Royal Mail's International Tracked service will serve to support businesses looking to target those

markets. Royal Mail is also working with international operators to deliver better tracking information to customers. It has enhanced the Track and Trace function on its website to give customers direct access to tracking information from the destination country.

These new service enhancements support other recent changes to our international portfolio, including adding the ability to ship to 200 countries to our Click and Drop shipping tool and enabling Tracked 24 and Tracked 48 high volume customers to post their export parcels at the same time as their domestic parcels- improving customer convenience.

Source: [Royal Mail](#)



> EUROPE

HERMES UK INVESTS IN ITS GROWING BUSINESS ACCOUNTS SERVICE FOR SMES

Hermes UK has invested a six-figure sum to support the growth of its Hermes Business Accounts service with the company processing over 10m parcels a year for its Business Account clients who send more than 150 parcels a week.

With the investment, Hermes has increased its sales and support teams as a large number of businesses take advantage of the benefits being offered by Hermes Business Accounts for SMEs. The service includes 48-hour fully tracked parcel delivery, online parcel order management dashboard and e-Commerce integration with Linnworks, Shopify, ChannelAdvisor, as well as easy imports from Amazon.

The businesses using the service work within a variety of sectors, such as clothing and fashion, sports equipment, camping accessories and homeware. It is now used by more than 650 sole traders, internet power sellers and SME retailers across the UK to send parcels to their customers. Hermes delivers parcels on behalf of 80% of the UK's top retailers and e-tailers, including Next, ASOS, John Lewis, Debenhams and Arcadia Group, through its Corporate Accounts.

Source: [CEP-Research](#)



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 Marketing department of International Post Corporation.

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

ABOUT IPC

International Post Corporation (IPC) is the leading service provider of the global postal industry that provides leadership by driving service quality, interoperability and business-critical intelligence to support posts in defending existing business and expanding into new growth areas. It is a cooperative association of 24 member postal operators in Asia Pacific, Europe and North America. IPC's solutions and services are used by over 180 posts worldwide. Since 1989 IPC has set standards for upgrading quality and service performance and developed technological solutions that help members enhance service for international letters, packets and parcels. IPC engages in industry research, creates business-critical intelligence, provides a range of platforms and programmes for member post CEOs and senior management to exchange best practices and discuss strategy. IPC also manages the system for incentive-based payments between postal operators.

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