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International **Post**
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latest news from the global postal sector



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IN THIS ISSUE

TOP STORY

- DHL CARE Award recognises four major air carriers for excellence

AMERICAS

- USPS Expands Alternative Energy Use
- Hewlett Packard delivers parts in Toronto via InPost lockers
- UPS Access Point Locker Programme Expanded to Help Online Retailers Increase Sales

ASIA PACIFIC

- DHL expands connections between Asia, Europe and North Africa
- More choice for NZ Post parcel customers

EUROPE

- Correos launches parcel lockers at Spanish train stations
- DPD UK CEO targets ambitious growth
- PostNord Stralfors Group AB has the intention to sell subsidiaries
- DHL now delivers parcels at a scheduled time in the evening all over Germany
- GeoPost drives on with 'ground

- express' strategy
- Delivery lead times account to 52% of client satisfaction with logistics services in Russia
 - UPS Announces Record Investment in France

> TOP STORY

DHL CARE AWARD RECOGNISES FOUR MAJOR AIR CARRIERS FOR EXCELLENCE

Deutsche Post DHL has recognised the performance of four major air cargo carriers, at the first DHL CARE Awards, which sets a new industry standard for reliability and quality for air-freight transport of temperature-sensitive life sciences products. The first recipients of the new award were American Airlines, Cathay Pacific, Swiss International Air Lines and United Cargo.

The four airlines who received the DHL CARE Award achieved the highest ranking out of a pool of 15 carriers who were evaluated in terms of performance, attention to quality and innovative leadership.

Source: Deutsche Post DHL



> AMERICAS

USPS EXPANDS ALTERNATIVE ENERGY USE

USPS has announced that they will be expanding its use of alternative energy, when solar panels are installed on the roof of their mail processing and distributing centre in Los Angeles. This will make the USPS facility the largest building generating electricity through solar energy in the city. The project will see Hecate Energy Central Avenue, LLC, installing a solar power generation system comprised of 31,000 solar panels on the rooftop of the Processing and Distribution Center.

The overall project includes the installation of the solar power system on the roof of the facility and a carport canopy, which will help reduce local utility costs. The programme is part of USPS's overall sustainability efforts to support the environment.

Source: USPS

HEWLETT PACKARD DELIVERS PARTS IN TORONTO VIA INPOST LOCKERS

Hewlett Packard Enterprise (HPE) is using InPost Lockers 24/7, an automated-parcel machine, to provide more timely and efficient delivery of parts to field engineers in Canada.

The service, introduced in cooperation with UPS, provides HPE the option to deliver replacement parts directly to one of 150 InPost pick-up locations in the Greater Toronto Area. InPost plans to roll out 1,000 locations across Canada by 2017 under site agreements with major retailers, grocery outlets and gas stations.

The InPost parcel locker network now stretches to some 3,500 lockers in more than a dozen countries across the world.

Source: CEP-Research

UPS ACCESS POINT LOCKER PROGRAMME EXPANDED TO HELP ONLINE RETAILERS INCREASE SALES

UPS is making it easier for online retailers to increase sales and improve the shopper's online experience by expanding its smart locker programme from nine locations in Chicago to 300 locations nationwide.

The UPS Access Point lockers are alternate delivery locations that are usually outside and accessible 24 hours a day at convenience stores and other locations. Online retailers can integrate the locker delivery addresses into their web checkout process to give 'e-Commerce stranded' consumers, who live in a residence where front-door delivery is not possible, a nearby delivery location.

UPS is working with convenience store, 7-Eleven and other independently owned and operated retailers to offer the locker programme in select areas across the US.

Source: UPS



> ASIA PACIFIC

DHL EXPANDS CONNECTIONS BETWEEN ASIA, EUROPE AND NORTH AFRICA

Deutsche Post DHL Freight is now further expanding its multimodal network and linking Asian overland and intermodal transportation operations with Europe and North Africa.

DHL is further expanding its offering through its Duisburg hub in Germany, with the rail transport service for groupage transport. Since 2013, DHL has been steadily expanding its multimodal network between China, Russia and Europe, and has enabled connections to the most important industrial bases in Europe and Asia through its rail links and access to ports across Europe. The intermodal connections to and from southern, western and northern Europe not only enable environmentally friendly onward transportation but also ensure that Duisburg will not be the final rail destination.

The expansion of the network together with a comprehensive presence in Asia allows DHL to cover the entire transport chain. By expanding the overland route via rail, DHL is creating essential value for customers through cost and time advantages.

Source: Deutsche Post DHL

MORE CHOICE FOR NZ POST PARCEL CUSTOMERS

New Zealand Post and its courier service, CourierPost are making it easier for people to receive their parcels on the first try with an improved range of delivery options. The operator has coined two new ideas to ensure first-time delivery.

Parcel Leave allows parcels to be left at a customer's address even if they're not home to sign for it, and can be left in an agreed place at the address. Parcel Redirect gives customers the option of having parcel delivery redirected to a number of New Zealand Post retailers and CourierPost depots, as well as a growing list of participating participating supermarkets.

Over the next month, parcel collection locations will be extended to include an additional 27 Countdown stores in Auckland, Hamilton, Tauranga, Wellington, Christchurch, and Dunedin.

Source: New Zealand Post

> EUROPE

CORREOS LAUNCHES PARCEL LOCKERS AT SPANISH TRAIN STATIONS

Spanish postal group Correos is extending its network of parcel lockers to train stations and e-Commerce promotion activities through an agreement with the Chinese Alibaba Group. In a pilot project with Spanish rail operator Renfe, self-service parcel lockers have been installed in nine local stations in Barcelona and Madrid. The machines, which are accessible during train station opening hours, have up to 80 compartments of different sizes. Correos and Renfe are planning to introduce lockers at other train stations across Spain if this pilot test proves successful.

Separately, Correos has also signed a cooperation agreement with business association ATA to promote e-Commerce solutions, including the company's Comandia solution and its parcel delivery services, to Spanish SMEs. Correos and Alibaba Group jointly organised meetings with 70 SMEs to promote Spanish products on the Chinese group's Tmall Global marketplace. The two companies also signed a cooperation agreement covering Chinese exports via the Aliexpress international platform and plans for Correos to create its own presence on Tmall Global.

Source: CEP-Research

DPD UK CEO TARGETS AMBITIOUS GROWTH

DPD UK aims to double in size over the coming decade, investing up to £200m into hubs, depots and services.

DPD UK, which is a part of the DPDgroup network operated by La Poste subsidiary GeoPost, has already grown rapidly in recent years, adding more than £100m in revenues per year. In 2015, revenues increased by 17% to £945m, and the company claims to have about 18% of the British domestic express parcels market.

This year, DPD UK expects to break through the £1bn turnover level, with sales projected to rise 14% to £1,080m and about 211m parcels delivered. By 2025, DPD's CEO wants to expand DPD UK into a £2.3bn turnover company, delivering nearly 500m parcels a year. B2C parcels, which now account for about 50% of volumes, will remain the key growth business.

DPD UK increased its sorting capacity by about 65% last year with the opening of the £100m Hinckley hub. This was its fourth hub, following three smaller facilities also in central England, including at Oldbury, west of Birmingham.

Source: CEP-Research

POSTNORD STRALFORS GROUP AB HAS THE INTENTION TO SELL SUBSIDIARIES

Swedish Postal operator, Post Nord has made the decision to integrate labelling manufacturers, Stralfors into the PostNord Group. As the merge continues, Stralfors is contemplating the decision to sell its subsidiaries outside the Nordic countries.

Stralfors has entered into an agreement with investment group, Aurelius to divest its subsidiaries in the UK and Poland. Stralfors has also discussed a potential divestment of Stralfors' subsidiary in France with Aurelius and its partner, Coliseum. The sale of Stralfors' subsidiaries in the UK and Poland is subject to certain terms and conditions, such as competition filing in Poland.

Stralfors' business in France, Poland and the UK have over 400 employees whom would be affected by the divestment. A mandatory information-consultation procedure has started in France as a result of the offer from Coliseum.

Source: PostNord

> EUROPE

DHL NOW DELIVERS PARCELS AT A SCHEDULED TIME IN THE EVENING ALL OVER GERMANY

German shoppers now have the option of choosing an evening time slot for their deliveries, allowing them to decide exactly when they would like to receive their parcel.

Deutsche Post DHL's Parcels division is significantly expanding its time-window delivery service once again and is now offering the service outside major urban centers. From now on, all recipients in Germany have the option of choosing an evening time slot for their deliveries, allowing them to decide exactly when they would like to receive their parcel. No other parcel service provider in Germany offers a comparable range of services on this scale.

With this renewed expansion of delivery services, DHL Parcel is providing an attractive offer to online retailers from different industries in order to match parcel shipments with the individual needs of customers even more closely. At the same time, retailers will be able to offer this service to recipients in all regions of Germany, reaching 44m households across the country with a delivery in the evening.

Source: [Deutsche Post DHL](#)

GEOPOST DRIVES ON WITH 'GROUND EXPRESS' STRATEGY

La Poste's international parcels division, GeoPost is growing well this year and will continue to expand as a 'ground express specialist' in Europe and overseas, targeting B2C deliveries for growth.

In 2015, GeoPost increased revenues by 15% to €5,675m and volumes by 10.9% to 941m parcels. B2C parcels increased by 21% and now represent 30% of total volumes. In Europe, the French group is number two in the overall €46bn (air) express, deferred (ground) and postal parcels market through DPDgroup and separate French B2C unit Colissimo, with turnover of €6.7bn and a 15.7% market share in 2014.

Driven by e-Commerce, B2C will remain the key market growth driver for the foreseeable future and will force parcel companies to make deep changes. B2C grew by 9.5% to represent 23% of the European express/deferred parcels market by value in 2014, and 31% of volumes, while B2B grew only 2.8% in value terms, GeoPost figures showed.

Source: [CEP-Research](#)

DELIVERY LEAD TIMES ACCOUNT TO 52% OF CLIENT SATISFACTION WITH LOGISTICS SERVICES IN RUSSIA

Russian express delivery company, SPSR Express Research Centre has conducted a market analysis dedicated to customer satisfaction.

According to the research of the company's B2B and e-Commerce segments, B2B partners consider lead times as the key parameter when choosing a logistics operator: the factor weight in overall satisfaction with the quality of services amounted to 52%. When choosing a courier company, online store customers also pay attention to lead times (23%). However, reliability/punctuality, namely the delivery on the agreed day is more important factor for them (28%).

At the same time delivery time slots have only a 7% impact on the customer's evaluation of the express delivery operator. The cost of logistics services is also important, but lead times and punctuality have an advantage according to the study. According to the results, cost is the 3rd -4th factor in the overall factor ranking. Its weight in the company satisfaction was not more than 14%.

Source: [SPSR](#)

> EUROPE

UPS ANNOUNCES RECORD INVESTMENT IN FRANCE

UPS has announced plans to build a new package sorting and delivery facility in the French towns of Corbeil-Essonnes and Evry.

The US\$100m facility is due to open in the first quarter of 2018, and will replace two smaller facilities, and is expected to create more than 100 new UPS jobs. The site will feature an automated package sorting technology which minimises time in transit to final delivery. The new South Paris sorting and delivery facility will replace smaller buildings in Chilly-Mazarin and Savigny for small packages and larger freight shipments.

The facility will have an operating area of more than 320,000ft² and 950 employees. Advanced technology will make it possible to sort up to 37,000 packages per hour, using 124 loading and unloading bays, with 125 parking positions for UPS delivery trucks.

Source: UPS



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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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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