

## Omniva-in-partnership-with-Tele2-launched-same-day-delivery-service

06-01-2025

Omniva, the leading logistics and parcel delivery service provider in the Baltics, in cooperation with Tele2, launched its innovative same-day delivery service in the Tallinn city area. This premium delivery option offers unprecedented speed and convenience for customers.

"This service is tailored to align with customer behavior, with the highest parcel pickup times observed between 16:00 and 18:00, perfectly suiting working professionals returning home," said Martti Kuldma, Omniva Group member of the board, Chief Innovation and Technology Officer. "According to our customer survey, up to 47% of customers would consider using same-day delivery when needed, with 92% of respondents indicating parcel machines as their preferred pickup method."

The same-day delivery service is designed to provide exceptional efficiency and reliability. Orders placed by 13:00 from Monday to Friday in the Tele2 e-shop will be delivered to parcel machines in Tallinn by 17:00 the same day. Customers can choose this delivery option at checkout, where it appears as a distinct and time-specific alternative.

Tele2 was a natural choice for this product, thanks to its proactive approach and readiness to meet customer needs, said Martti Kuldma: "The company's centralized warehouse in Tallinn and efficient order processing capabilities align perfectly with Omniva's operational model. Additionally, electronics and accessories product category is well suited for same-day delivery, catering to

customer needs such as last-minute gifts or time-sensitive purchases."

Tele2 Devices Purchasing Specialist Monika Paškovskaja emphasized: "In today's world, as a provider of essential services, we understand the importance of staying connected. By offering same-day delivery, we empower our customers to navigate their digital lives seamlessly. This commitment to speed, convenience, and exceptional customer service reflects our dedication to delivering the best possible customer experience and enhancing our customers' lives."

The service is positioned as a premium delivery option, with pricing optimally set between standard parcel and regular courier service rates to provide maximum value for time-sensitive deliveries.

While Tele2 was the first to implement this innovative service, several other merchants are in the pipeline. This parcel machine-based service is the first step in Omniva's broader same-day delivery vision, which includes evening courier delivery development and planned expansion to Riga and Vilnius markets.

Source: [Omniva](#)

## SingPost Appoints Neo Su Yin as Group Chief Operating Officer

02-01-2025

Singapore Post (SingPost) today announced the appointment of Neo Su Yin as Group Chief Operating Officer (GCOO), effective 2 January 2025. In this newly created role, Su Yin will be responsible for the Singapore Business Unit, the International Business Unit and Property. Under transitional management arrangements, she will take guidance from the Chairman of the Board, Simon Israel.

The position of the GCOO is a pivotal role to translate transformation into tangible results, ensuring high quality execution, while fostering a culture of innovation and continuous improvement. Su Yin will also support the Board in a review of the International Business Unit.

"The Board is pleased to welcome Su Yin back to SingPost as our Group Chief Operating Officer," said Simon Israel, Chairman of the Board. "She has a proven track record and deep understanding of SingPost's business and operations. Her appointment greatly strengthens our leadership's focus on driving operational performance and excellence – a core foundation for sustainable growth."

Su Yin brings over 20 years of experience in operations and customer experience to SingPost, with a distinguished career spanning leadership roles in both the public and private sectors. No stranger to SingPost, she joined the company in April 2019 as Vice President, Customer Experience, and was appointed Chief Executive Officer, Singapore in November 2021- a position she held till May 2024 when she moved to dnata as Managing Director for Singapore, overseeing ground handling and cargo operations at Changi Airport.

During her previous tenure at SingPost, Su Yin played a key role in a period of significant transformation for the Singapore postal

system, contributing to enhancements across key operational areas, including last-mile delivery, digital transformation and postal operations optimisation.

"I am honored to return to SingPost at this juncture, and appreciate the trust the Board has placed in me," said Neo Su Yin, Group Chief Operating Officer, SingPost. "In my previous tenure, I had the privilege of spearheading the transformation strategy for the Future of Post and driving improvements in key areas. I believe in SingPost's transformative potential and I am committed to work with the leadership team to drive business excellence and foster a stronger culture of accountability as we move forward."

Prior to joining SingPost, Su Yin was General Manager at Changi Airport Group (CAG), managing the ground operations and customer experience within the terminals. Before CAG, Su Yin had a distinguished military career with the Republic of Singapore Navy for 17 years and held several key leadership roles, including commanding officer of a warship.

Su Yin was a Singapore Armed Forces Merit Scholar and holds a Bachelor of Science (2nd Upper Class Hons) and Master of Science in Occupational Psychology from the University of Nottingham, United Kingdom. She is also a graduate of the United States Naval War College in Rhode Island, USA.

Source: [SingPost](#)



## 1 Million Christmas and New Years Greetings from all over the world

07-01-2025

Every year, the "Christ Child" had a lot to do: This season, a total of one million international Christmas and New Year greetings were stamped with the coveted special stamps in the special Christmas post offices in Steyr and Oberndorf. The "Christkindl" post office in Steyr celebrated its 75th anniversary this year, and the "Silent Night" special post office in Oberndorf once again captivated visitors from near and far.

In the popular Christmas post office in the Upper Austrian municipality of Christkindl, more than 12,700 heartfelt letters and wishes from children to the "Christ Child" were answered this year. Writing Christmas letters is a special experience for many children. This year, the children mainly wished for toys, health for the family, and peace in the world. The majority of the letters came from Austria, about a third from Germany, Italy, Poland, but also from more distant countries such as Taiwan and Australia. The letters were answered by the yellow "helping angels" in German or English.

The 64th season of the idyllic "Silent Night! Holy Night!" special post office in Oberndorf in Salzburg has come to an end: Here, too,

thousands of Christmas letters were stamped with the popular special postmark. This year's stamp was dedicated to the 100th anniversary of the laying of the foundation stone of the Silent Night Chapel, the chapel in which the "Silent Night Song" by Franz Xaver Gruber and Joseph Mohr was first performed at the Christmas Mass on December 24, 1818. The Silent Night Chapel is a magnet for many guests from all over the world, especially during the Christmas season. The song "Silent Night! Holy Night!" is considered a message of peace for the world and is sung in over 300 languages and dialects.

Source: [Austria Post](#)



## Canada Post back to full service levels for domestic parcels

07-01-2025

Canada Post has reinstated on-time service guarantees and returned to full service levels for domestic parcels. We thank Canadians for their patience these past few weeks as we've worked to safely restore normal operations while managing significant holiday volumes. While we've stabilized our operations and taken care of the parcels in our network, we continue to work through higher volumes of mail.

### Parcels and mail

On-time service guarantees have resumed for domestic parcels and are in effect for items inducted as of January 6, 2025. We have returned to normal processing and delivery levels across the country, including in rural and remote areas. We continue to process accumulated domestic Transaction Mail alongside newly inducted volumes. Canadians should therefore continue to expect delivery delays of several days beyond our service standard for Transaction Mail such as letters, bills and statements.

With a significant amount of Neighbourhood Mail™ still to be processed and delivered, business customers should continue to expect delivery delays of several days.

While we continue to work through accumulated international volumes at a good pace, customers should expect a delivery delay of several days for incoming international items.

We will continue to keep Canadians and businesses informed on how we are progressing. Check for the latest updates on [canadapost.ca](https://canadapost.ca).

Source: [Canada Post](https://canadapost.ca)



## UPS Completes Acquisitions of Healthcare Cold-Chain Logistics Providers Frigo-Trans and BPL

08-01-2025

UPS (NYSE: UPS) today announced that it has completed the acquisition of Frigo-Trans and its sister company BPL, which provide industry-leading, complex healthcare logistics solutions across Europe.

The acquisitions further enhance the end-to-end capabilities available to UPS Healthcare customers, who increasingly need temperature-controlled and time-critical logistics solutions globally. Frigo-Trans' network includes temperature-controlled warehousing ranging from cryopreservation (-196 °C) to ambient (+15° to

+25 °C) as well as Pan-European cold chain transportation. This combined with the logistics solutions brought by BPL's time-critical freight forwarding capabilities further enhances UPS Healthcare solutions for customers in Europe.

Source: [UPS](#)



## **bpost is the first market player to offer shipping without packaging or labels**

08-01-2025

bpost is launching a pilot project that allows customers to send items without packaging or labels by simply dropping them off in a Parcel locker. bpost is the first player on the market to offer a shipping service without packaging or labels. In an initial stage, this shipping option will only be available through the My bpost app.

Starting today, private customers and businesses sending items from the Antwerp region via bpost can opt for a shipment method that does not require any packaging or labelling. The only condition is that the item is sent from and to a bpost Parcel locker. The pilot project, which has been running since 6 January, involves more than 30 lockers located in Antwerp and its surrounding areas. The aim is to offer this new shipping option throughout Belgium in the course of 2025.

### **The lowest rate**

This new solution prioritises the bpost customer's convenience above all else. It spares the sender the hassle of dealing with cardboard boxes, adhesive tape or label printing. What's more, this packaging-free shipping will immediately become the cheapest within bpost's offer. For €3.99, customers will be able to send items weighing up to two kilograms from one Parcel locker to another in Belgium.

By launching this innovation, bpost is also responding to the rapid growth of the circular economy in our country. Online purchases from one person to another through popular platforms such as Vinted or other second-hand sites are becoming increasingly common. Not only is this way of shopping good for the environment and the planet, but it's also gentle on the budget. Sending items from one parcel locker to another fits in perfectly with this concept.

### **Already more than 1,260 Parcel locker**

With this new shipping option, using bpost's parcel lockers becomes even more attractive. Last year, bpost reached the symbolic milestone of 1,000 Parcel lockers in our country, reflecting a remarkable 40% growth in 2024. Today, bpost has more than 1,260 lockers all over Belgium. By the end of 2025, bpost nonetheless intends to expand the number of Parcel lockers to 2,500 in our country, with the goal of having bpost lockers handle 150,000 parcels simultaneously.

Source: [bpost](#)



## Sharp increase in international online purchases via Temu drove sales from China in 2024

09-01-2025

Online purchases from China are on the rise again, driven primarily by Temu and Free delivery is highly valued by online shoppers and Proportion of parcels delivered in more than 15 days decreased sharply

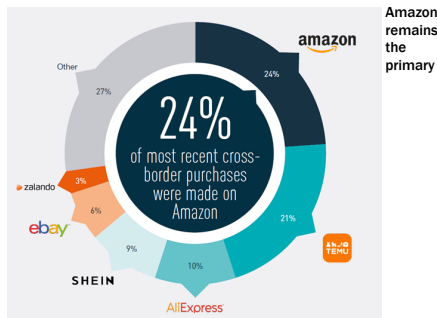
**Brussels, 9 January 2025** - The 2024 edition of the IPC Cross-Border E-Commerce Shopper Survey released today provides a comprehensive overview of online cross-border consumers' experiences, preferences and expectations. The survey was conducted with 31,000 participants from 37 countries across America, Europe, Asia and Oceania.

IPC's CEO, Holger Winklbauer said: "The 2024 Cross-Border E-commerce Shopper Survey shows that the majority of consumers buy online as much or more than the year before. The survey also shows that the e-commerce stakeholders have addressed consumer demand for faster and more affordable delivery options."

### Online sales from China are increasing again

China's share increased by 7pp in 2023 and a further 3pp in 2024, after a few years of decline. The increase in purchases from China was primarily driven by the two e-retailers - Temu and Shein. Germany's exports saw its share decrease by 2pp and the US and the UK saw a 1pp decrease in 2024, while France maintained its level.

### Temu overtakes AliExpress as second most used e-retailer for cross-border sales



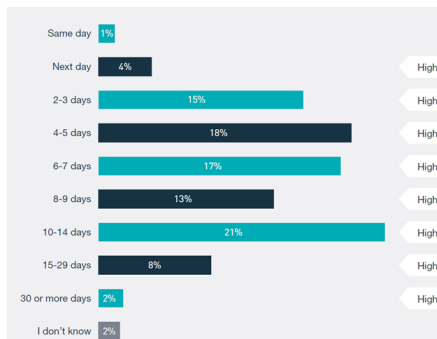
Amazon remains the primary

e-retailer for cross-border online consumers with a share of 24%, which remains stable compared to 2023. Temu jumped to second place (21%, compared to only 7% in 2023) and AliExpress fell to third place (10% compared to 16% in 2023). Shein followed with 9% share (same as in 2023).

### Free delivery grows in importance for international shoppers

Free delivery is more common than it was in 2023. It is highly valued when shopping online and, in many markets, has gained in importance. Moreover, more consumers seem inclined to opt for cheaper delivery options such as Click & Collect or Pick up in-store. Furthermore, almost two in three shoppers agreed they would be changing their spending to cheaper goods online.

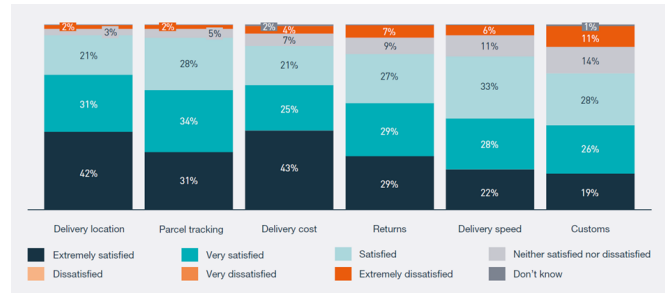
### Proportion of parcels taking more than 15 days to be delivered decreased sharply



When asked how long the purchase took to arrive - from the moment of purchase until the day of the parcel's arrival - 10% of respondents said that the item took 15 or more days (vs. 17% of participants in 2023). Delivery was usually fastest for consumers in countries who mainly buy from neighbouring countries, while delivery was slowest for those primarily buying from more distant markets. When analysing the trend results, the proportion of parcels taking more than 15 days decreased sharply from 29% in

2020 to 9% in 2024, despite the increase in cross-border volume from China. Furthermore, only 10% of surveyed consumers paid an extra fee for express delivery.

### Delivery location receive the highest satisfaction rating among online shoppers



Satisfaction was highest for delivery location (42% extremely satisfied, 94% overall satisfied) and lowest for customs (19% extremely satisfied, 74% overall satisfied). For those who used an out-of-home point for delivery, satisfaction with delivery was clearly correlated with distance travelled to the location. More than half of those who travelled up to 100m were extremely satisfied with their delivery location compared to only 22% for those whose out-of-home delivery point was located more than 1km away. Postal operators with their dense networks of delivery points are therefore ideally placed to serve the demands of international online shoppers.

To download the key findings from the research, go to <http://www.ipc.be/shopper>

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### Notes to editor:

Scope of the research: The field work took place in September 2024 in 37 countries: Australia, Austria, Belgium, Canada, China, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, India, Ireland, Italy, Japan, Lithuania, Luxembourg, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, South Korea, Spain, Sweden, Switzerland, the UK and the USA.

**Target group:** Frequent cross-border online shoppers, who have bought physical goods online at least once in the last three months and have made a cross-border online purchase in the past year. The target group was determined by quotas based on the age and gender profile of the online population per country.

**Methodology:** Quantitative research using online access panels supplied by Dynata. Fieldwork took place in September 2024.

**Sample size:** 31,000 completed responses for all the markets. The sample size was between 100 and 1,000 respondents per country.

### About International Post Corporation

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 26 member postal operators in Asia Pacific, Europe and North America. IPC's solutions and services are used by over 190 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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## Deutsche Post ready for postal voting

13-01-2025

- Voting notifications for the early federal election are being sent out across Germany
- Post boss Nikola Hagleitner: "We are ready to go. But given the tight time frames, it is even more important than usual that everyone involved - municipalities, service providers and election committees - work together to ensure the success of postal voting."
- New postal law provides for delivery of election mail on the second day after posting

In the next few days, 61.1 million eligible voters will find the voting notification for the federal election has been sent forward to February 23, in their Post, this is the start of the postal voting year 2025, to which the company has a high priority and must be delivered despite the short preparation time.

"Postal voting helps to secure our democracy. We are proud to be making an important contribution here and we are ready to go. Our employees are aware of the special situation in this election. But Deutsche Post is not the only cog in the wheel of postal voting. In the tight time frames, it is even more important than usual that everyone involved - municipalities, service providers and postal voters - do their part to ensure the success of postal voting."

Nikola Hagleitner, Member of the Board of Management Post & Parcel

Tight deadlines for postal voting after early dissolution of the German Bundestag

This is how the timeline for postal voting looks: Candidates must be submitted by January 20th, from then on the processes for accepting the submissions will begin - January 30th is the last day for decisions on objections. From January 31st it will therefore be clear which candidates will be running for the parties in the constituencies. Then the ballot papers will be printed. Postal voting documents can only be sent out from the beginning of February - i.e. to those who have applied for postal voting.

The time window within which postal voters can send their voting decision by post is therefore much smaller than usual. But if everyone involved takes these things into account in their areas of responsibility, nothing stands in the way of the postal vote being a success.

Deutsche Post therefore appeals to:

- Municipalities must ensure that the documents are printed and clearly labelled and that the service providers have electoral expertise. Then all election documents, especially postal voting documents, can be produced on time and on good paper quality and processed in Deutsche Post's high-speed sorting centres.
- Postal voters are required to label their mailboxes correctly and to request postal voting documents early or to send off ballot papers immediately after receiving them.

Postal law provides for delivery of election mail after two working days. The new statutory delivery times are unfounded. Even though the new postal law's regulation on the delivery of letters stipulates that 95 percent of mail items must be delivered on the third working day after they are posted, Deutsche Post has generally delivered letters by the second working day after they are posted since January 1, 2025. The company is thus also complying with the postal law's regulation on the delivery of letters.

With the election notification, postal voters can simply request that the postal voting documents be sent to them by ticking the appropriate box. The request can also be made in another form in writing, verbally or online to the local authority. They then receive the postal voting documents, consisting of the ballot paper, a ballot paper for the respective constituency, a ballot paper envelope, a red postal voting envelope and usually a detailed information sheet for postal voting, which explains everything that needs to be done in more detail using clear images. To successfully participate in the election, the red postal voting letter then only needs to be put in a Deutsche Post mailbox or handed in at a post office.

The ballot must be received by the electoral office by 6 p.m. on election Sunday at the latest, as that is when the counting of votes begins. Postal votes that are posted or handed in at a branch by Thursday, February 20, 2025, before the last emptying of the respective mailbox, will reach the electoral offices in time. The ballot does not need to be stamped if sent by post within Germany, but it does need to be stamped if sent abroad. Due to longer delivery times abroad, it is recommended that ballots be sent by airmail (i.e. with a Priority/Prioritaire airmail sticker).

Incidentally, postal voting is also common practice among soldiers deployed abroad. Here, the ballot paper is sent by field post. For people who have difficulty accessing polling stations, such as those in nursing homes, the office is the only way to exercise their constitutional guaranteed right to vote.



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from one parcel locker to another fits in perfectly with this concept.

### How it works

When a customer wants to send an item, all they have to do is create a digital shipping label with the recipient's address. Initially, this will only be available via the My bpost app, but later on it will also be accessible through the website. A barcode is generated in this process. By simply scanning the barcode on their smartphone, customers can open the Parcel locker and place the item (max. 48 x 32 x 20 cm) inside, without packaging or a paper label. The item will then be sent to the Parcel locker closest to the recipient, or a Parcel locker of their choice. Once the parcel has arrived at its destination, the recipient will receive a notification through the My bpost app or by email and will be able to collect the parcel from the Parcel locker, again using their smartphone. The sender will be able to track its progress via Track & Trace.

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Source: [bpost](#)



## Czech Post has achieved its first final victory in a dispute concerning alleged unequal pay.

13-01-2025

The judgment of the District Court for Prague 1 of 14 November 2024 ruled that the state-owned company did not violate the right to fair pay in relation to an LH employee. This is the first final decision against the organization Rovná mzda, which is trying to assert the claims of a group of employees.

This ruling confirms the long-standing position of Czech Post that it does not adopt unequal remuneration in its wage policy, and that historical cases cannot be applied in a blanket manner to disputes currently ongoing. A total of three rulings have already been

delivered in the current group of disputes, two of which – one of which is final – ruled in favor of Czech Post.

Czech Post is not aware that it approaches the remuneration of its employees unequally. It has always followed the applicable legislation. The only positive thing about the entire case of allegedly unequal wages is the fact that the current litigation could spark a debate about whether the legislation reflects current conditions on the labor market.

Source: [Czech Post](#)

