

## Royal Mail rolls out advanced technology to speed up parcel sorting in its Bristol Mail Centre

18-07-2019

Royal Mail has installed automated parcel sortation machinery in its Bristol Mail Centre to speed up the processing of parcels. The new technology replaces a manual sorting process that can be both time consuming and physically demanding, often requiring two separate sorts to get parcels in the right place for despatch.

It will also increase Royal Mail's capacity to process parcels at peak volumes by enhancing efficiency. Currently about 12 per cent of our parcels are machine sorted. The Company plans to increase that to over 80 per cent within five years. This has obvious productivity benefits.

The Parcel Sorting Machine (PSM) is an intelligent system of conveyor belts and scanning technology that automatically sorts parcels for despatch to mail centres across the country.

The move comes as the Company upgrades its national network by rolling out parcel sorting machinery to all mail centres across the UK. The technology is being deployed to manage better the growing volumes of parcels that enter the Royal Mail network on a daily basis. It brings the sortation of parcels more in line with the sortation of letters, 90% of which are processed by automated machinery.

As the Universal Service Provider, the Company provides the delivery backbone for e-commerce in the UK. Parcels generated by UK retailers continue to be a key growth area for the Company. Within all size categories, next day parcels are expected to significantly outpace growth in other delivery time categories.

The parcel sorting technology is now operational in 12 Mail Centres in Bristol, Swindon, Hemel Hempstead, Chelmsford, Greenford, Warrington, South Midlands (Northampton), Jubilee, Gatwick, Birmingham, Leeds and Preston.

### Faster parcel sorting

The new technology replaces a manual sorting process that can be both time consuming and arduous, often requiring two separate sorts to get parcels in the right place for despatch.

Under the new system, parcels are tipped onto a conveyor belt at the front end of the machine before being manually placed onto individual cells on two conveyor belts. The parcels then enter Dimension Weight Scan areas which use bar scanning technology to read the destination of 2D barcoded items. For those items that do not have a barcode, the machine uses Optical Character Recognition technology to read the postcodes.

Once the machine has registered the destination address of a parcel, the item travels along the conveyor belt on the sorter until it reaches the appropriate container. At this point, the tray opens up and the parcel drops into the container ready to be taken to vehicles for despatch.

The machine is capable of sorting parcels to 81



different destinations within the Royal Mail network, covering the entire length and breadth of the country. It can handle parcels from the size of a CD up to an item slightly bigger than a 45cm by 35cm by 20cm tray - around the size of two shoe boxes side by side or a school rucksack - with a weight range of up to 3kg.

### **Additional benefits**

With its bar scanning technology, the machine is also able to process tracked items much more quickly.

“The roll out of this new technology is transforming the way Royal Mail processes parcels which are continuing to grow in volumes,” said Simon Barker, National Operations Director, Royal Mail. “The technology will help us to speed up the passage of parcels to local mail centres. We

have worked closely with our unions throughout this programme, and colleagues who work on the machine have said they prefer the quality of work compared to manual sorting.”

As part of its five-year strategic plan, the Company is investing around £1.8 billion over five years in the UK’s postal service. The c £1.8 billion investment programme will focus on customer service improvements, digital initiatives, network enhancements and new ways of working to deliver more productivity and efficiency. This initiative will help fund the UK’s Universal Service. The planned investment brings to almost £4 billion the amount Royal Mail has invested in the UK since 2013, the year of its flotation, when it became one of the most widely-held FTSE stocks.

Source: [Royal Mail](#)



## 7eleven partners with FODEL to offer UAE shoppers pick-up locations across the country

18-07-2019

Source: <https://www.cep-research.com/news/7eleven-partners-with-fodel-to-offer-uae-shoppers-pick-up-locations-across-the-country->



## British online retail sales bounce back in June after disappointing growth in May

19-07-2019

Source: <https://www.cep-research.com/news/british-online-retail-sales-bounce-back-in-june-after-disappointing-growth-in-may>



## UPS Announces Innovative New Products And Services To Help Customers Grow And Succeed

24-07-2019

UPS (NYSE:UPS) today announced the most extensive roll-out of new customer services and capabilities in the company's recent history. The new solutions are designed to capture growth opportunities in strategic markets: small- and medium-sized businesses (SMBs), e-commerce, high-growth international countries, and healthcare and life sciences. These market segments were outlined by company leaders as priority growth areas when addressing investors at the company's Transformation Conference in September 2018.

"UPS continues its commitment to helping our customers grow and succeed while also creating higher UPS network utilization and profitable growth," said David Abney, UPS Chairman and CEO. "Transformation, including technology-driven modernization in our network and technology platforms, is enabling major enhancements to our product portfolio and our customers' experience."

### UPS My Choice for Business

UPS is launching a first-of-its kind solution in the U.S. market for SMBs called UPS My Choice® for business. Available July 29, the new solution builds on the tremendous success of UPS My Choice for home, which has 60 million members. UPS My Choice for business allows customers to easily monitor, plan and control deliveries and outgoing shipments. Features include a web-based dashboard, advance delivery notifications for "day-before" and "day-of" delivery alerts with estimated arrival times within two hours.

Self-registration ensures easy access and to ensure effective controls, the service features administrative capabilities for businesses with multiple employees involved in order management and delivery processing. For more information, see UPS My Choice for Business.

Continued Investment in U.S. Network to Speed Transit Times and Enable New or Expanded Solutions, Including Seven Day Pick-up and Delivery

### Improving Time in Transit

As part of ongoing plans, UPS is making major investments to optimize transportation assets, shipping modes and technology resources to improve time in transit. The investments focus on shipping lanes connecting cities and towns where more than 80 percent of the U.S. population resides. The investments will benefit customers using all products in UPS's broad shipping portfolio.

### UPS Extended Hours Pickup for Next Day Ground Delivery

UPS now enables customers to tender shipments later for next-day Ground delivery in cities and towns with about 85 percent of the U.S. population. This offering solidifies UPS's leading market position in both next-day air and ground coverage. The extended day pick-up for next-day Ground service is currently available by contract.

### Seven-Day Delivery Network

Beginning January 1, 2020, UPS will offer



customers pick-up and delivery services seven days per week. UPS will expand its current Saturday pick-up and delivery services for both residential and business locations and add new Sunday pick-up and delivery options. The seven day operation builds on UPS's market-leading position by allowing shippers to reach consumers faster with the products ordered over the weekend.

"We will leverage the combination of the UPS Network, UPS Access Point locations and SurePost in collaboration with the United States Postal Service to efficiently provide these exciting new capabilities," said Kevin Warren, UPS Chief Marketing Officer. "Building on an expanded relationship with the Postal Service to help deliver seven day service to our customers makes good business sense."

The company is adding 10 million pounds of additional lift capacity, the largest current expansion of capacity by any carrier. Over the last several months, UPS has significantly increased its market share in the next-day air package market, especially among the world's largest e-commerce shippers. The company continues to operate at a high level of aircraft capacity utilization and is deploying aircraft to shipping lanes in line with market needs. Previously announced investments in the UPS airline network are providing flexibility for growth as customer expectations shift toward faster delivery times.

UPS has already taken delivery of 18 of 44 new aircraft previously announced and will receive the remainder by 2022. In 2019, UPS will receive 11 aircraft, the most in any year of the current aircraft expansion program.

UPS Access Point Locations Increase by up to 12,000, growing to 21,000 in the U.S. and 40,000 Globally, Supporting E-Commerce Delivery and Returns

An important element of the company's e-commerce growth strategy is broadening and simplifying access for UPS customers by partnering with leading retailers. UPS today announced the planned expansion of its UPS Access Point network over the coming months with up to 12,000 additional locations across CVS Pharmacy, Michaels and Advance Auto Parts stores, with initial store pilot efforts already underway.

With more than 40,000 UPS Access Point and 38,000 drop-box locations around the world, UPS gives customers the global advantage of an industry-leading network with more than 78,000 locations to pick up or drop off packages. Soon, more than 90 percent of U.S. consumers will find a UPS Access Point location within five miles of home, offering an extraordinary level of convenience and flexibility.

The UPS My Choice for home solution, used by more than 60 million consumers throughout the world, and the new UPS My Choice for business platform pair seamlessly with UPS Access Point locations offering consumers and businesses with enhanced control and convenience.

"We remain the e-commerce shipper of choice, providing unmatched support to meet our customers' needs for premium, quick delivery solutions," said Kate Gutmann, Chief Sales and Solutions Officer. "These partnerships and platforms provide a win-win for our customers and UPS. Our customers gain convenience and control and UPS attains further geographic reach and greater densities."

### **Worldwide Economy Product**

Building on the industry's broadest portfolio, today the company also launched UPS



Worldwide Economy, a new deferred service designed to provide affordable and efficient international shipping options. The new offering supports international merchants' desire to make more low-priced items available for cross-border e-commerce transactions. This new service initially will be available to UPS customers in the U.S., Canada, China, Hong Kong and the U.K., with additional key global markets being added in the near future. For more information, see UPS Worldwide Economy.

### **UPS Establishes New Drone Subsidiary: UPS Flight Forward**

To scale drone operations in targeted markets faster, UPS has filed for Part 135 certification from the Federal Aviation Administration to operate a newly established UPS subsidiary called UPS Flight Forward, Inc.

The certification, when granted, will allow application for FAA-approved flight operations beyond line of sight, at night, and with an unlimited number of drones and operators in command. UPS intends to remain at the forefront of drone commercial aviation and the industry leader in FAA fully certified U.S. drone operation for routine flights.

UPS and its partner, Matternet, currently operate special drone healthcare deliveries of medical samples under FAA Part 107 rules at WakeMed hospitals in Raleigh, N.C. Part 135 certification will pave the way for service expansions to several other U.S. healthcare networks that have expressed interest in similar services.

"This is an exciting and momentous time at UPS, as we leverage the exceptional power of UPS technology and innovation to bring to market new industry-first capabilities," said Abney. "We have even more exciting solutions on the way. UPS will remain an indispensable partner by delivering value for customers, employees and shareowners through speed, technology and reliable execution."

UPS senior leaders will discuss these new capabilities as part of the company's Q2 earnings call scheduled for 8:30 AM EST on July 24, 2019. To listen to the call, please use this link to access the webcast.

Additional details concerning each of the product announcements are available on the UPS Pressroom at this link.

Source: UPS



## Digital iD™ receives highest level of identity accreditation

24-07-2019

Australia Post's Digital iD™ service has received the highest level of accreditation for an Identity Service Provider by the Digital Transformation Agency (DTA), providing customers and businesses alike added confidence when completing their identity transactions.

Importantly, Australia Post is also the first provider of identity services in the country to be accredited under the Trusted Digital Identity Framework (TDIF), which has recognised our Digital iD™ as a trusted digital platform that consumers can use to verify their identity when they interact with government departments.

Regis Bauchiére, General Manager of Identity Products & Services at Australia Post, said that Australia Post is very supportive of the Federal Government's approach to building trusted digital identity options for the Australian community.

"We are very proud to be the first to obtain this accreditation. It demonstrates our strong digital capabilities, coupled with our far-reaching post office network, uniquely positioning us to support all Australians in connecting with vital government services, regardless of where they live."

He said it was imperative that Australians know who they can trust with their personal information and be able to choose their preferred identity providers.

"At Australia Post, we believe that the consumer should be in control of their digital identity and welcome the DTA's approach, which focuses on privacy, security and integrity."

Mr Bauchiére said the accreditation was important in showing consumers which identity providers are the most trusted by government.

"Our growing digital economy is requiring consumers to verify themselves in more and more everyday situations, which is why Australians need to know that their identity is being protected. Once a consumer has verified their identity with Digital iD™, they are able to reuse it on their smartphone wherever they need to prove their identity, whether in person or online."

Australia Post is one of Australia's most experienced providers of identity services, completing 8 million identity checks, 1.9 million passport applications, and more than 2 million employment checks every year. Digital iD™ provides the core digital capability that underpins Australia Post's identity solutions. The combination of trusted digital capabilities plus Australia's largest retail network allows Australia Post to support all Australians to connect with vital government services.

The TDIF accreditation demonstrates Australia Post's commitment to privacy and security, and gives consumers and businesses added confidence when using Digital iD™ for their identity transactions.

Source: [Australia Post](#)





## Omniva starts serving popular parcel lockers multiple times a day

31-07-2019

As of 1st August, Omniva will start filling and emptying most of the parcel machines several times a day. The most popular machines in Tallinn will also get an extra third serving round to provide even faster parcel service.

According to Omniva Parcel Machine Network Manager Evert Rööpson, this change will increase the effectiveness of the parcel machines. "With the new service logic, we will be able to issue about 20% more parcels via the parcel lockers in 24 h," Rööpson said.

He also added that the parcel volume growth has been rapid and consistent over the past years. To tackle this, Omniva also has a new logistics centre, but to increase the capability even more, changes must be made in the distribution network as well.

As of August, the Omniva website will display only the times when the parcel machines are emptied. The parcel machines will be filled during the day, and on most occasions, even several times a day. According to Rööpson, the practice that will be adopted is usually practiced

during Christmas time. "We will start monitoring the level of use of each parcel machine and if we notice that any parcel machine is extra popular, then we will empty and fill it even several times a day," Rööpson said.

Regardless of the popularity of the parcel machine, the company will take any parcel sent from a parcel machine to its destination in Estonia within the following day. Omniva wishes to bring the parcel machines closer to all people, focussing on the locations with the highest demand and need. Omniva has nearly 250 parcel machines in Estonia and over 550 in the Baltic States. More information on parcel machine locations is available on the Omniva webpage.

Source: Omniva



## UPS Launches My Choice® For Business Platform To Enhance Visibility And Control For SMBs

01-08-2019

Today, UPS (NYSE:UPS) began onboarding customers for its new UPS My Choice® for business service, the first visibility and tracking solution in the U.S. designed for small and medium-sized businesses (SMBs). Key features include an Internet-based tracking dashboard; advance delivery notifications, including day-before and day-of delivery notifications; and estimated time of delivery within two-hour windows for the majority of US postal codes. Businesses can learn more and register at [ups.com/mychoiceforbusiness](https://ups.com/mychoiceforbusiness).

The mobile-friendly solution addresses significant pain points for SMBs. Self-registration enables shippers and receivers to more easily monitor, plan, react to and control their incoming deliveries and outgoing shipments. Users can share access with additional members of their organizations, giving them the same visibility and control over deliveries. Additional features to be rolled out later this year include delivery change options for increased delivery flexibility and a new delivery alert which lets receivers know when the driver is nearby or within a very short time window of delivery from 1 hour to just 15 minutes away.

Today's launch extends the reach of the UPS My Choice® platform to commercial customers – and builds on the success of UPS My Choice® for home, which was introduced in the U.S. in 2011 and now has more than 60 million members globally. UPS My Choice® for business will enable a consistent customer experience for both business-to-consumer (B2C) and business-to-business (B2B) companies.

"We're excited to offer a full suite of UPS My Choice® capabilities to our SMB customers so they have more visibility and control than ever before," said Kevin Warren, Chief Marketing Officer at UPS. "Customers now can easily sign

up for this free inbound and outbound visibility solution that enables them to track and manage their shipments and provide their own customers with a better experience."

Currently UPS My Choice® for business is available in the United States. Limited international expansion is planned for early 2020.

Benefits include:

- Time savings from expanded visibility by multiple users in a single organization
- Improved customer service through proactive monitoring of shipments with notifications and a convenient, mobile-responsive dashboard
- Reduced labor costs through better inbound staffing based on inbound shipping forecasts
- Reduced inventory carrying costs through an improved inbound forecast, enabling companies to keep less inventory on hand
- E-commerce continues to increase consumer expectations around order-to-delivery speed. Streamlining and optimizing the customer experience is key to helping SMBs build a reputable brand and earn repeat business.
- UPS My Choice® for business helps SMBs meet those expectations through access to important visibility information and preference-driven alerts – improving their inbound receiving, outbound shipping, and customer service.



“Small-business owners face many challenges related to growth,” Warren added. “The UPS My Choice® for business platform is the latest example of how UPS is providing industry-leading solutions that help SMB customers

overcome those challenges. By making inbound and outbound monitoring of shipments as simple as possible, entrepreneurs can focus on growing their businesses.”

Source: [UPS](#)



## Australia's favourite online retailers announced

26-07-2019

After a nationwide search and a month of consumer voting, the winners of the Australia Post Online Retail Industry Awards (ORIAS) People's Choice 2019 have been announced.

Kogan.com has once again been crowned Australia's favourite large online retailer, while Riff Raff & Co has taken out the prize for Australia's favourite small online retailer. This year more than a quarter of a million Australians cast a vote in the hotly contested ORIAS People's Choice Awards, the only ORIAS to be chosen by consumers.

Daniel Beahan, Director of Logistics & Customer Care, Kogan, credited their win with a customer-led approach.

"There is no vote more important than our customers', so it is an absolute honour to be voted Australia's favourite online retailer. Our customers drive every decision in our business and we are constantly working to deliver better value and customer experience - it's what makes us jump out of bed in the morning, and drives our team to continually innovate."

Emma Kruger, CEO and Founder of Riff Raff, is equally honoured to join such an esteemed alumnus of ORIAS winners.

"We're so thrilled and privileged to receive this award, one that we put down to our passion around customer experience. We're obsessed with our customers, and we hope they're equally obsessed with us."

Australia Post Executive General Manager, Business and Government, Gary Starr said more than 1350 online retailers were in the draw for this year's ORIAS People's Choice Awards, a threefold increase since the awards started.

"We are proud to once again acknowledge and support Australia's eCommerce market leaders," Mr Starr said.

Mr Starr said the high calibre of entries proved exemplary customer experience will always be noted and rewarded, and congratulated the winners on their loyalty and commitment to their customers.

"These awards provide a platform for hardworking Australian online retailers to be acknowledged. Australia Post supports online business, large and small, and we will continue to help them deliver outstanding customer service."

The 2019 winners join previous ORIAS People's Choice Awards winners Catch.com.au (large online retailer) and Koh and Beserk (small online retail winners).

Source: [Australia Post](#)



## Nicky Morgan MP Unveils Royal Mail's First Parcel Postbox In Loughborough

29-07-2019

Nicky Morgan MP has unveiled one of Leicestershire's first parcel postboxes on Prince William Road, Loughborough LU11 5GU, following the announcement earlier this year that Royal Mail is introducing the UK's first ever parcel postboxes in locations across the UK.

The launch of parcels postboxes across the UK will see Royal Mail convert existing meter boxes (c.1,400 in total) to accept parcels posted in the same way that letters are today. The postboxes include a wider aperture and secure design. The initiative follows a successful trial of the boxes in 2018.

This is the first time parcel postboxes have been widely introduced in the UK, and the launch represents the first major change of use for the postbox since it was introduced 160 years ago. The launch of parcel postboxes is also one of the biggest innovations in parcels since the launch of Parcel Post in 1883.

The change means that small businesses and marketplace sellers can post pre-paid\* parcels through securely designed parcel postboxes, in the same way that they currently post a letter. Customers will also be able to post some return parcels\*\* at any time, seven days a week.

Rt Hon Nicky Morgan, Member of Parliament for Loughborough said "Small businesses are at the heart of our local economy and, given the changing way we shop and do business, with the rise of the internet and e-commerce, I welcome Royal Mail's commitment to enable small businesses and marketplace sellers to post pre-paid parcels in the same way they currently post letters."

Mark Street, Head of Campaigns at Royal Mail said: "The introduction of the first parcel postboxes in Loughborough means that customers can now send parcels with pre-paid postage and their returns in the same way that they do letters. The new parcel postboxes provide added flexibility to online sellers who might be running a business in their spare time and not keeping regular office hours."

Source: [Royal Mail](#)



## International Post Corporation appoints new directors for Commercial and for Technology

01-08-2019

International Post Corporation (IPC) announces the retirement of Chris Kalla-Bishop, IPC Director Finance and HR, at the end of September and the appointment of Dirk Gloeckner to replace him.

Holger Winklbauer, CEO of IPC said: *“On behalf of IPC and its entire membership, I would like to thank Chris Kalla-Bishop for his huge contribution to IPC’s development during the last 30 years and specifically for the past 12 years in his role as director Finance and HR. During his tenure, Chris strengthened IPC’s strategy and ensured IPC’s sound financial and HR management.”*

In line with the IPC 2025 Strategy, the new Director Commercial will be in charge of business planning and finance and will oversee relations with member posts and customers. He will also facilitate the inter-company

remuneration and data sharing agreements.

As Director Technology, Dirk Gloeckner played a key role in implementing the IPC IT strategy that is vital for day-to-day operations of IPC solutions and services, and providing systems support and development.

Dirk has a degree in Economics from Ruhr-University Bochum and began his career in a finance role within UPS. After his initial role

in UPS, Dirk took up a series of more senior roles within Deutsche Post DHL in Europe and America, in which he combined the strategy development and implementation of IT systems with financial control. Before joining IPC, Dirk managed his own e-commerce company in the United States for three years.

Holger Winklbauer added: *“With his extensive background in financial as well as technology functions, and his knowledge of the international postal world, Dirk is very well placed to address the challenges IPC and its members will be facing in the years to come”.*

Dirk Gloeckner said: *“I am looking forward to tackling my new responsibilities, further reinforcing relations with the IPC member posts and the postal world at large and driving change”.*

Dirk Gloeckner will be replaced as Director Technology by Markus Apfelbeck. Markus brings a broad experience of managing various IT teams within Deutsche Telekom and Allianz Insurance. He is a proven expert on IT operations, information security and IT architecture. Markus will take up his new position in September 2019.

Holger Winklbauer, CEO, said: *“With his solid experience in managing IT operations of different multinational blue-chip companies of different sectors and in senior management roles, Markus will further enhance and implement a sustainable IT strategy so IPC can efficiently support the current and future*



*business demand from its shareholders and customers.*

*Markus Apfelbeck said: "I am honoured to be tasked to take IPC's IT*

*capacities to the next level in order to enable posts to provide a truly integrated cross-border delivery service. I look forward to continuing the work Dirk has already successfully started and provide our members with top-notch IT platforms and services.*

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 25 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.

Starting end September, the new IPC executive management team will consist of:

- Chief Executive Officer                      Holger Winklbauer
- Director Commercial                              Dirk Gloeckner
- Director Operations                                Liam O'Sullivan
- Director Technology                                Markus Apfelbeck

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**About International Post Corporation**



## La Poste buys majority stake in Italian parcels leader BRT as half-year profits slump

01-08-2019

La Poste is taking control of Italy's largest parcels carrier BRT to continue its international expansion amid a further drop in profits during the first half of 2019.

The French group's international division GeoPost has agreed with BRT shareholders that it will increase its current 37.5% holding, acquired in 2017, to a majority stake, subject to approval by competition authorities. GeoPost will have an 85% stake in future, leaving the founding Bartolini family with 15%, according to the usually well-informed French business newspaper Les Echos.

A La Poste spokeswoman told CEP-Research that the group should complete the acquisition in full "during the first half of 2020".

Privately-owned BRT, which has been the local DPD partner for over 20 years, is the largest parcels carrier in Italy with revenues of €1.4 billion in 2018. The Bologna-based company delivers about 235 million parcels a year through a nationwide network of 180 branches. In comparison, Poste Italiane's parcels business is only about half the size, with revenues of

€761 million and 127 million parcels last year.

BRT also makes solid profits. La Poste earned €15 million in profit from its 37.5% stake in the Italian company in the first half of this year, €2 million less than last year, according to the French group's half-year report. Consolidation of the Italian company will thus boost both La Poste's revenues and profits in future.

This will help to tackle the ongoing fall in overall group profits. La Poste increased its turnover by 4.5% to €12.8 billion in the first half of 2019 but its operating profit dropped by a third to €572 million and the net profit was down by a quarter at €474 million due to low interest rates and the ongoing decline in mail volumes. The mail & parcels division saw operating profits slump heavily and there were also lower profits for GeoPost and La Banque Postale.

Source: <https://www.cep-research.com/news/la-poste-buys-majority-stake-in-italian-parcels-leader-brt-as-half-year-profits-slump>



## 1 in 5 Dutch people would like more friends

30-07-2019

The Hague, 30 July 2018, International Day of Friendship - 1 in 5 Dutch people would like to have more friends. This is clear from research conducted by PostNL, carried out by Direct Research among around 1,000 Dutch people. Friends who listen, are honest and genuine, and who we feel comfortable with, are most valued.

### Trusted friends

Almost half of all Dutch people have 1 to 5 friends. 28% are lucky enough to have 6-10 friends, 1 in 10 have up to 15 friendships, and 7% have more than 16 people that they would consider to be friends. Nevertheless, 1 in 5 Dutch people would like more friends. Friends are important for the Dutch. So much so that a quarter of all people believe friends are more important than family. We are also trusted friends. Marieke Schoon, manager of Market management at PostNL: "Long term friendships last for an average of 29 years. How lovely! I have had 2 friends since I was a child."

### There for one another

How do friends make each other feel important? The majority indicate that it means being there for each other when needed. Half of the Dutch ring their friends regularly. And 1

in 5 express their gratitude by paying when they go out. Marieke: "And how lovely to see that: 63% of Dutch people sometimes receive a card from their friends, for a birthday, birth or death. This clearly shows that the postal service is still very much appreciated at important moments."

### More attention

Not every friendship stays the course, however. The top 5 reasons for a friendship ending: uses up too much energy (38%), only interested in themselves (33%), no longer have the same interests (20%), lying (17%) and gossiping (11%). Also interesting: 11% of Dutch people think that your friends pay you too little attention, while 16% think that you don't pay enough attention to your friends. "It's a great reason to regularly send a card isn't it?", adds Marieke.

Source: [PostNL](#)

## Quantum Capital Partners to acquire Postcon business of PostNL

05-08-2019

Quantum Capital Partners and PostNL have signed an agreement on the sale of the activities of Postcon, the number-two mail provider in Germany and a subsidiary of PostNL. The transaction is subject to a number of conditions, including regulatory approval, and is expected to close before the end of 2019.

Steffen Görig, CEO and founder of Quantum Capital Partners comments: “Postcon is the leading alternative mail provider in Germany in a challenging market environment. We look forward to continuing the growth path in the nationwide business, to further developing the last-mile business and to enhancing operational and administrative efficiencies. We are keen to support the team on the road to success and are confident that we can realise Postcon’s full growth potential.”

Herna Verhagen, CEO of PostNL, says: “This transaction will allow Postcon to further develop its activities and strengthen its position in the German postal market. The sale of Postcon marks another step in our strategy of focusing on our core markets in the Netherlands and Belgium, and supporting the transformation of PostNL into an e-commerce logistics service provider.”

Postcon processes over 1 billion letters a year and has a market share of about 10% in Germany. Together with its partners, its reach includes every household in the country.

Postcon has modern sorting centres all across Germany, as well as a company-owned delivery structure in the Rhineland and Ruhr areas. The company has around 5,300 direct and indirect employees.

**About Quantum Capital Partners**  
Quantum Capital Partners GmbH (QCP) is a fast-growing international financial investor with offices in Munich, Madrid and Milan. The Quantum Group acquires companies with potential for operational improvement, growth and development. As an active and responsible owner, Quantum Group works closely with local management to ensure that its subsidiaries implement a continuous development plan and growth strategy. Since its inception in 2008, the Quantum Group has acquired a variety of businesses from world-leading companies such as Robert Bosch, Stora Enso, Dürr, Airbus, Nestlé, Mahle, Tenneco and Norsk Hydro. With a total of 25 completed acquisitions since 2014, the Quantum Group is one of the most active investors in its sector.

Source: [PostNL](#)

## Underlying cash operating income increased by €8 million to €41 million in Q2 2019

05-08-2019

Herna Verhagen, CEO of PostNL: “Underlying cash operating income increased to €41 million in Q2 and we confirm our outlook for 2019. In line with our dividend policy and taking into account our financial results in HY 2019, we have set the interim dividend for 2019 at €0.08 per share. In the first half of 2019, 51% of our revenue came from activities related to e-commerce.

Executing our strategy to focus on our core markets in the Benelux region, we made good progress with the divestment processes of Nexive and Postcon. This morning we announced that we have reached agreement to sell the activities of Postcon. We expect to complete the transaction before year-end 2019.

We are currently awaiting the ACM's final

decision on the intended consolidation by combining the postal networks of PostNL and Sandd. If ACM does not grant a licence for consolidation, the parties intend to ask the State Secretary for Economic Affairs for approval based on material grounds of general importance as defined in Article 47 of Dutch competition law.”

Source: [PostNL](#)



## Posti plans to reorganize its food logistics business

01-08-2019

Posti plans to reorganize its food logistics business. At the same time, the company is negotiating customer contracts. These processes may result in personnel effects. For this reason, Posti intends to begin cooperation negotiations on August 5, 2019. The potential personnel effects will be specified as the negotiations progress.

Posti is a food logistics service provider that adapts to customers' need for services and the market situation at any given time. The negotiations or change will have no effect on services offered by Posti.

Posti needs to cut costs by at least EUR 150–200 million in 2019–2021. These cost savings are required due to the dramatic fall in mail volumes alone.

Source: [Posti](#)



## Swiss Post acquires Basel-based Distriba AG, intends to optimize its promotional mailing processes

05-08-2019

With the acquisition of Distriba AG in Basel, Swiss Post intends to better position itself in the unaddressed promotional mailing sector and exploit synergies. In addition, the delivery of promotional mailings will be optimized and the processes adapted.

The delivery of unaddressed promotional mailing items throughout Switzerland is part of the core business of Direct Mail Company AG (DMC), a Swiss Post subsidiary. In order to better position itself in the advertising market, which has been in decline for years, and to exploit synergies, Swiss Post acquired the Basel-based company Distriba AG and integrated it into DMC at the end of June.

### Employees of Distriba AG will continue their employment

The former owners of Distriba AG had contacted Swiss Post in the course of the succession plan and offered to sell the company. As a first step, DMC took over the six permanent employees of the former Distriba AG as well as around 150 delivery staff under the previous employment conditions. In a second step, the delivery routes are to be adjusted, processes optimized and synergies exploited. At the same time, the conditions of employment will be aligned with those of DMC. These changes must be governed by a new employment contract. This is part of a consultation process that will last from 5 to 23 August 2019. The suggestions made by the employees will be carefully examined. Swiss Post will then make a firm decision on the implementation of the planned measures and inform employees accordingly. It is already clear that all employees of the former Distriba AG will continue to be employed at DMC.

### Adjustments for delivery

As a result of the situation in the traditional advertising market, demand for a second “delivery window” per week is decreasing, while cost pressures still prevail. DMC has therefore analysed its delivery processes and intends to adapt them. As of 1 January 2020, deliveries will be made once a week on two consecutive days. There are currently two “delivery windows” for unaddressed promotional mailings: Monday/Tuesday and Wednesday/Thursday.

Swiss Post aims for “collective employment agreement for printed matter”  
DMC employs around 4,500 staff throughout Switzerland, of whom around 4,430 work part-time in delivery. If this were reduced from the current two to one “delivery window” per week, it would affect around 3,370 employees. This would lead to adjustments in the employment contracts, which is why the current consultation procedure is also part of it. Due to long-term customer contracts, however, a possible reduction in the “delivery windows” does not currently affect the former employees of Distriba AG.

However, another “delivery window” per week would have an impact on DMC’s employees at Niederbipp (canton of Berne), where the mail is prepared for delivery. Production there would have to be converted to single-shift operation, meaning around 25 employees in production and administration would lose their jobs. A social plan should help to cushion the effects of the planned changes. DMC will also begin talks



this year with the syndicom trade union and the  
transfair staff association for a “collective

employment contract (CEC) for printed matter”.

Source: [Swiss Post](#)



## UPS® Healthcare Webinar Explores Innovations Impacting Hospital And Lab Logistics

05-08-2019

As the medical industry faces significant disruptions, experts on Sept. 18 will discuss drones and other advancements to meet specimen transport demands. Drones and emerging technologies, lab site selection to improve turnaround times, and improving the clinician/lab tech experience will be among the topics explored in the UPS (NYSE:UPS) healthcare webinar “Innovations, drones and the future of specimen logistics,” taking place on Sept. 18.

Several industry experts will share insights on how innovations – think drone deliveries of medical samples across hospital campuses – are shaping up to be industry game-changers. Care facilities and diagnostic laboratories are being confronted with mounting cost pressures and a need for faster turnaround times. This means the demand for greater efficiencies and advanced logistics will only grow.

“Technology is enabling healthcare to come directly into the home, and allowing earlier detection of chronic conditions,” says Chris Cassidy, UPS president of global healthcare logistics strategy. “Speed of delivery and reliability in the specimen supply chain must keep pace with these innovations in this drive toward wellness and patient-centricity.”

Andreas Raptopoulos, CEO of drone manufacturer Matternet, and Benjamin Moore, senior manager of the Louisville Dept. of Economic Development, will join UPS executives Mark Taylor and Robin Hooker in

the webinar. They will explore ways to meet growing, complex lab specimen logistics challenges, such as advances in cell and gene testing requiring more stringent temperature controls and improved stability and packaging models.

“Lab specimen transportation is a critical component of the healthcare logistics ecosystem, says Kevin Warren, UPS chief marketing officer. “This space is a strategic priority for UPS because we understand the high level of quality, control, speed and visibility needed for these sensitive shipments, and with this webinar we want to keep this important conversation going.”

“Innovations, drones and the future of specimen logistics,” takes place Sept. 18 from 1-1:45 pm and is free to participate. To register, sign-up is available until the start of the event by clicking [here](#).

Source: [UPS](#)



## UPS Board Announces Quarterly Dividend

08-08-2019

The UPS (NYSE: UPS) Board of Directors today declared a regular quarterly dividend of \$0.96 per share on all outstanding Class A and Class B shares.

The dividend is payable Sept. 4, 2019 to shareowners of record on Aug. 19, 2019.

increased or maintained its dividend. Since 2000, UPS's dividend has more than quadrupled.

UPS has a long commitment to cash dividends. For nearly 50 years, the company has either

Source: [UPS](#)





## Austrian Post H1 2019

09-08-2019

Austrian Post can look back at a very good first half-year 2019. Driven by a robust mail business and strong growth in the parcel segment, Austrian Post's Group revenue increased to EUR 981.1m, implying an increase of 2.7%. Both the Mail & Branch Network Division (+1.3%) and the Parcel & Logistics Division (+7.8%) showed a positive development in the reporting period.

The mail business is impacted by the ongoing substitution of traditional letter mail by electronic forms of communication as well as by a structural decrease in the Direct Mail business. The uncertainty related to the General Data Protection Regulation is perceivable in this segment. The financial service business continues to decline as a result of the termination of the cooperation with BAWAG P.S.K. The Mail & Branch Network Division contributed slightly above 70% to the total Group revenue of Austrian Post in the first half of 2019. The new product and postage rate model, additional revenue from the elections and one-off mailings have positively impacted the revenue of the Mail & Branch Network Division, in contrast to the fundamental drop in addressed letter mail volumes and lower Direct Mail revenue.

Austrian Post has benefited from the dynamic market growth in the parcel business attributable to the ongoing online shopping trend, resulting in steady growth of parcel volumes. The related competitive intensity and price pressure remain high. The Parcel & Logistics Division generated close to 30% of Group revenue in the reporting period and continued to show an upward trend. Revenue growth of 7.8% in the parcel business was driven primarily by the trend towards e-commerce and the accompanying parcel volume increase in Austria. Following the competition authorities' approval of the cooperation with Deutsche Post DHL Group, parcels have been delivered by Austrian Post

since the beginning of August 2019. Forecasted future parcel volumes provide a strong incentive for Austrian Post to work with high intensity on extensively expanding its parcel logistics capacities in Austria. "Since July 2019 trial operations have been underway at the new parcel logistics centre in Hagenbrunn in the north of Vienna, which will become fully operational in September 2019 and will increase current capacities by 25%", says Austrian Post CEO Georg Pölzl. Construction of the second parcel logistics centre in Kalsdorf near Graz is proceeding on schedule, with completion expected by mid-2020. In the medium term, both total transport and sorting capacities should be doubled. Moreover, Austrian Post is continuously pressing ahead with the expansion of its service offering of self-service and online solutions, making it even easier and more convenient to send and receive parcels.

EBIT of the Austrian Post Group has increased by 2.5% from the prior-year level to EUR 107.7m on the basis of solid revenue development combined with strict cost discipline. This strong development in the first half of 2019 should enable Austrian Post to remain consistent with its clear capital market positioning as a reliable dividend stock. Earnings per share have increased to EUR 1.17 compared to EUR 1.12 in the prior-year period.

"Reliability and stability towards our shareholders and other stakeholders of our

company remain the focal point of our strategic activities, and, going forward, we would like to continue along this path”, adds CEO Georg Pözl. “Austrian Post aims to achieve a slight revenue increase for the entire 2019 financial year and stable operating earnings in line with

the previous year”, concludes Pözl.

The entire report is available on the Internet at [post.at/ir](http://post.at/ir) (Reporting).

Source: [Austrian Post](#)



## UPS Announces CFO Succession Plan

12-08-2019

UPS (NYSE:UPS) today announced Richard Peretz, UPS Chief Financial Officer, 57 plans to retire. Brian Newman, 50 currently Executive Vice President, Finance and Operations, Latin America for PepsiCo, is appointed UPS Chief Financial Officer, effective September 16, 2019. Newman will join the UPS Management Committee, the senior-most leadership team responsible for management of the company. Peretz will remain with the company through December 2019 to assist Newman to ensure a smooth transition period.

Newman is a proven senior corporate leader with extensive finance, operations, corporate strategy and information technology experience. He served in positions of increasing responsibility at PepsiCo over 26 years and has worked in Asia, Europe, Russia and the U.S. in various corporate, regional and sector assignments. He began his career in investment banking prior to joining PepsiCo. In his current role, Newman has leadership responsibility for all finance and operations activity across the Latin America region.

“I am very pleased to welcome Brian to UPS’s senior management team,” said David Abney, UPS Chairman and CEO. “Brian’s deep finance knowledge and broad cross-functional experience will be a great asset as we continue our Transformation. He will contribute to our drive for improved growth and operating performance, and he will support our strategies focused on the long term success of the company.” Richard Peretz was appointed UPS CFO in 2015 and served in numerous roles throughout his 38 year career with UPS.

“On behalf of the company and the entire Board of Directors, I thank Richard for his commitment and substantial contributions to UPS,” said Abney. “Richard’s leadership and guidance helped the company achieve strong

financial and operational performance, and have well positioned the company for the future. I am pleased that Richard will help facilitate a smooth leadership transition.”

“I am proud to have been part of such a great company and to have participated in UPS’s extraordinary growth during my years here,” said Peretz. “I am confident in the management team and appreciative of all the opportunities I have been given throughout my career at UPS.”

Peretz joined UPS in 1981. He held a series of finance leadership positions of increasing responsibility, including district controller supporting UPS’s expansion into the Americas, and he was a key member of the team responsible for UPS’s IPO in 1999. Peretz was named Chief Financial Officer of International in 2003, and promoted to Corporate Finance Vice President in 2007, where he oversaw a broad range of finance staff areas. He was named Corporate Controller in 2013, and expanded his role to include Corporate Treasurer in 2014.

Editor’s Note: biographies and photos are available on the UPS Pressroom at: <http://www.pressroom.ups.com>.

Source: [UPS](#)

## Survey: On average, parcels are transported from Sweden to Finland in 5.6 days – after crossing the border, the average delivery time is 1.8 days

12-08-2019

On average, parcels are transported from Sweden to Finland in 5.6 days. After crossing the border, the average delivery time is 1.8 days. These average times are indicated by a survey Posti has commissioned from IRO Research. The objective of the survey was to assess the duration of the order and delivery process into Finland for foreign online stores, Swedish online stores in particular.

The actual delivery times were researched with mystery shopping: purchases were made from online stores and their total delivery time from order to delivery was measured. Based on the survey, Posti typically processed start-to-end deliveries faster than the other researched transport companies, on average in less than 3 days (excluding express deliveries). Furthermore, the last mile of a delivery, i.e. a parcel's journey from Posti's distribution-fulfillment center to the consumer, was faster when performed by Posti: 1.4 days on average. The overall delivery time of parcels during the last mile is influenced by online store collection and warehouse processes and transport across the border from the country of origin into Finland.

A similar survey was conducted earlier this year in Finland. The results were similar to those of the recent survey. Posti made deliveries faster than the other researched transport companies: the average overall delivery time for online purchases was 3.1 days, of which Posti's transport services accounted for less than 1 day on average.

According to an online shopping survey conducted by the International Post Corporation (IPC), 21% of all Finns who made online purchases did their shopping in Swedish online stores. Richard Walburn, Director of

Posti's parcel and online sales in the Nordics, believes that Finnish online customers would make a great target market for many Swedish online stores.

– A number of the bigger Swedish e-commerce operators have already recognized the sales potential among Finnish customers. If the collection of purchased items is efficient (taking place on the day of purchase at best) and with optimized transport, deliveries to Finland may take as little as a couple of days.

### More information on the survey:

The mystery shopping comprised 100 purchases of approximately EUR 50 in value in predefined, mainly Swedish online stores, taking place on April 29, May 6 and May 13. However, the occurrence of May Day during the survey period clearly delayed delivery times for some of the purchases. The average order and delivery time of purchases made before May Day was 6.8 days, while the average delivery time for purchases made after May Day was 4.3 days.

The order and delivery time was calculated as the time period between an order being placed and a notice of arrival being received. The last mile of a delivery was calculated as the time period between the consumer receiving the first domestic registration event from the logistics

operator and the time upon which the delivery became available for pick-up.

Source: [Posti](#)



## UPS Celebrates Opening Of New High-Speed Sortation Facility In Delaware

12-08-2019

UPS (NYSE:UPS) today officially opened a new high-speed package sortation center in New Castle, Del., adding approximately 70 percent more package processing power to support the growing demand of businesses and residential customers in New Castle County and across the state.

“This new UPS® facility will provide additional pickup and delivery services to our customers in Delaware so they can focus on growing their business, while meeting their customers’ demands for speed and reliability,” said Trayce Parker, president of UPS’s Chesapeake District. “We are excited to bring more good paying full- and part-time jobs to the New Castle area, as UPS expands our presence as a partner in the community.”

Featuring highly-automated technology that rapidly moves packages through the scanning and sorting process while capturing data to increase delivery accuracy, the new UPS package center is part of a multi-year strategic investment plan to grow UPS’s global smart logistics network. Combined with new services and solutions like UPS My Choice® for Business, extended pickup hours for Next Day

Ground Delivery and expanded UPS Access Point™ locations, UPS is enabling companies of all sizes in Delaware, across the United States and around the world to deliver products when, where and how their customers want.

The New Castle building construction incorporates LEED (Leadership in Energy and Environmental Design) practices and has applied for LEED Certification, a further demonstration of UPS’s commitment to sustainability and the environment.

More than 1,100 employees in Delaware provide package delivery, ground freight, healthcare and contract logistics services. Interested jobseekers can begin the application process at [upsjobs.com](https://upsjobs.com), which has a fully mobile version of the job application site.

Source: [UPS](https://www.ups.com)

