

NZ Post delivering 2.2 million parcels per week in the lead up to Christmas Day

13-12-2023

NZ Post is working hard to deliver about 2.2 million parcels per week in the final push before Christmas Day, with 16.9 million parcels expected to be delivered in total this busy season.

NZ Post Chief Customer Officer Bryan Dobson says he's proud of the way the NZ Post teams are working around the clock to get Kiwis' parcels under the tree in time.

"This is the busiest time of year for NZ Post, and we plan for the increased number of parcels well in advance. Last week we delivered 2.24 million parcels following the Black Friday sales – our biggest week of the year. This week we are expecting to deliver about 2.2 million parcels, and this will continue right up until Christmas Eve, when NZ Post couriers will be the last van in the driveway before Santa arrives."

"The deadlines for sending parcels are fast approaching. Our Economy and Courier deadlines for sending overseas have now passed – but you might still be able to meet the Express deadline for a select few countries if you get organised today. You can check the International Express deadlines.

"Customers still have a couple of days for sending parcels within New Zealand. Parcels sent within New Zealand need to be sent by Monday 18 December for economy and by Wednesday 20 December for courier."

NZ Post encourages Kiwis to get ready for receiving parcels by downloading the NZ Post app, where you can also set up an Authority To Leave for signature required items, with instructions such as 'leave under the BBQ cover' to keep items safe and secure.

Help keep your NZ Post Couriers and Posties safe this busy season

NZ Post is also asking New Zealanders to help keep your Couriers and Posties safe this busy season as they're out and about delivering millions of parcels and mail items in the lead up to Christmas Day.

NZ Post Chief People Officer Monica Ayers has some safety tips for New Zealanders who are expecting deliveries.

"NZ Post Couriers and Posties are out delivering hundreds of parcels to Kiwi households every day and they do come across some hazards that customers can help with.

- Please keep dogs secure on your property so that deliveries can be safely made
- Please keep an eye out for Posties on bikes, Paxsters, or walking as you reverse out of driveways
- Please keep an eye out for Couriers in vans as you are driving – they are often pulled over, or in driveways to make deliveries
- Please call the Police if you see any NZ Post Courier or Postie being abused or threatened by a member of the public
- Please treat our customer contact centre people with respect
- NZ Post has a zero tolerance stance on abuse, violence and discrimination towards NZ Post Couriers, Posties and contact centre staff.

"We know that this time of year can be stressful and tensions can be high. We are asking New Zealanders to be patient, considerate and careful, to help keep everyone safe," says Monica.

Source: [NZ Post](#)

Royal Mail employees swap desks for deliveries in run up to Christmas

11-12-2023

More than 2,000 Royal Mail colleagues from office-based roles will support postmen and women on their rounds during December as the company pulls out all the stops to deliver for the nation this Christmas.

This week is predicted to be the busiest of the year for Royal Mail, with around double the amount of both mail and parcels expected to go through the network.

Throughout the festive shopping period, from the Black Friday weekend to the final week of December, employees usually based in offices around the country will spend several days each supporting postmen and women with deliveries to help ensure the increased number of Christmas cards and online shopping parcels reach customers' doorsteps on time.

Grant McPherson, Chief Operating Officer Royal Mail, said: "We know how critical it is that we deliver for our customers this year and we are doing everything we can to make sure that this happens. Postmen and women up and down the country are working especially hard this festive period to deliver people's Christmas shopping and cards and it is right that the whole company gets behind them and supports them as much as possible."

As part of Royal Mail's efforts to deliver the best possible service for customers over the peak period, the company has also hired 16,000 seasonal workers to help sort the mail. They are working across the country, including at five temporary parcel sorting

centers located in Atherstone, Milton Keynes, Northampton, Daventry and Greenford, London measuring a total of 176,500sqm – equivalent to 16 football pitches.

The company has also increased its fleet with an additional 6,800 vehicles across the Group and hired over 1,000 road haulage contractors to transport the festive mail and parcels across the country.

Royal Mail delivering at Christmas:

Parcel Collect:

Royal Mail's Parcel Collect service is a convenient way to send parcels or returns this Christmas. With this service, posties collect parcels and returns from customers while they carry out their daily round. This means online sellers and online shoppers can mail or return a pre-paid item by post from the comfort of their own home. Royal Mail can also collect from a safe place. To make it even more convenient, if customers don't have a printer, posties can print and bring the label to the doorstep. Royal Mail's Parcel Postboxes are another option for sending parcels or return items.

Source: [Royal Mail](#)

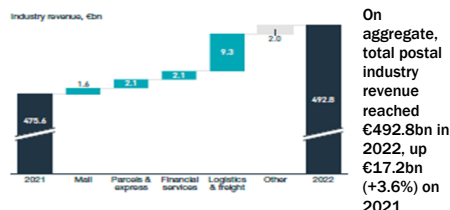
Posts worldwide show resilience in 2022 despite global economic uncertainty and slower e-commerce growth

14-12-2023

“The postal industry shows an average revenue growth of 0.1%, mainly driven by freight and logistics and e-commerce delivery “E-commerce growth slowed down, after the pandemic peak “Mail’s share of total postal revenue continues to decline

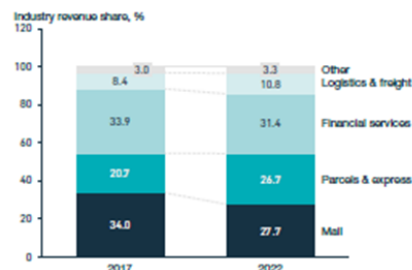
Brussels, 14 December 2023 – Despite global uncertainty and reduced e-commerce growth, the postal industry shows resilience, as revealed in the IPC Global Postal Industry Report 2022 Key Findings, published today. Holger Winklbauer, CEO of IPC, states: “Postal efforts to diversify and innovate have allowed them to sustain growth despite global uncertainty and the cost-of-living crisis. The transformation of the posts from mail into more diversified companies is further accelerated”.

E-commerce is no longer the primary growth driver for the postal industry



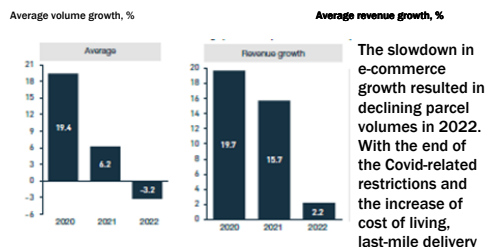
On aggregate, total postal industry revenue reached €492.8bn in 2022, up €17.2bn (+3.6%) on 2021 results. In 2022, logistics & freight contributed more than €9bn growth to 2022 industry revenue and parcels & express is no longer the primary driver for industry expansion. With an average growth of 0.1% (when all posts are weighted equally) posts show resilience despite global uncertainty, high energy prices and the cost-of-living crisis.

Mail is no longer the key source of postal revenue



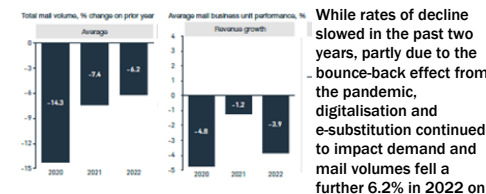
share of mail in postal industry overall revenue has decreased over the past five year to now reach less than 28% of postal revenue. Parcels and express now account for more than a quarter of the overall postal revenue. Posts are driving growth by investing in sectors that build on core capabilities and expertise, such as e-commerce logistics, retail financial services and digital communications. Furthermore, more than 20% of postal revenue is derived from international operations.

Parcel volume growth decline from pandemic highs



The slowdown in e-commerce growth resulted in declining parcel volumes in 2022. With the end of the Covid-related restrictions and the increase of cost of living, last-mile delivery market growth flattened in 2022. The significant growth trend in e-commerce was curbed, directly impacting posts’ business.

Mail volume decline slows down



While rates of decline slowed in the past two years, partly due to the bounce-back effect from the pandemic, digitalisation and e-substitution continued to impact demand and mail volumes fell a further 6.2% in 2022 on average. Driven by the double-blow of a high-inflationary post-pandemic economic environment, and global energy and material shortages precipitated by war, mail division revenue declined by 3.9%. The revenue decline is less acute than in 2020 when the postal industry was hit by the pandemic.

-END-

The above insights are published today in [IPC’s publicly available key findings report](#), which provides a distillation of data and analysis included in the full IPC Global Postal Industry Report 2023. Published annually and now in its thirteenth edition, the full report covers 53 postal operators from Asia Pacific, Europe, Latin America and North America as well as integrators FedEx and UPS. While aiming to deepen understanding about key trends shaping the postal industry, the report also benchmarks the performance of individual posts both against their peers and an industry average. The full IPC Global Postal Industry Report is available for purchase by stakeholders outside the IPC membership.

This report includes data for the following 53 postal operators: An Post; Australia Post; bpost; Canada Post; China Post; Chunghwa Post; Correios Brasil; Correo Argentino*; Correos; Correos de Chile; Correos de Mexico; Croatian Post; CTT Portugal Post; Cyprus Post; Czech Post; Deutsche Post DHL; Eesti Post; Hellenic Post-ELTA; Hongkong Post*; Iceland Post; India Post*; Israel Post; Japan Post; Korea Post; Latvian Post; Le Groupe La Poste; Lithuania Post; Magyar Posta; NZ Post; Österreichische Post; PHLPPost; POST Luxembourg; Poczta Polska; Pos Indonesia; Pos Malaysia; Posta Romana; Posta Slovenije; Poste Italiane; Posten Norge; Posti Group; PostNL; PostNord; PTT-Turkish Post*; Royal Mail; Russian Post*; Singapore Post; Slovenska Posta; South African Post Office*; Swiss Post; Thailand Post; Ukrposhta; United States Postal Service; Vietnam Post*.

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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Australia Post to pay about \$2.9 million in compensation to businesses for lost or damaged parcels

19-12-2023

Australia Post and its subsidiary StarTrack have admitted they likely engaged in misleading or deceptive conduct when they failed to accept compensation requests and incorrectly advised some business customers that no compensation was payable to them for lost or damaged articles for four years until October 2022.

In a court-enforceable undertaking accepted by the ACCC, Australia Post and StarTrack (together, Australia Post Group) have undertaken to provide compensation for lost or damaged parcels to about 10,500 affected business contract customers and fewer than 1,000 recipients of StarTrack deliveries.

The total compensation is estimated to be about \$2.9 million.

Under the consumer guarantee rights in the Australian Consumer Law, consumers can request a remedy if a product is not of acceptable quality or a service is not performed with due care and skill, fit for purpose or supplied within a reasonable time.

The law exempts certain transport services for the purpose of a business. In October 2018, that exemption was amended with the effect that from that time, consumer guarantee rights applied to the transport of goods to a recipient who is not carrying on a business in relation to the goods.

Australia Post Group failed to apply the amended exemption correctly, and on that basis did not accept claims from businesses which had articles lost or damaged in transit.

"The failure by Australia Post Group to provide business customers with the remedies they were entitled to is extremely concerning, but we acknowledge that Australia Post self-reported this conduct to the ACCC," ACCC Commissioner Liza Carver said.

"We are pleased that Australia Post Group has undertaken to provide compensation for this error and to put systems in place to ensure similar errors are not made in the future."

Between 26 October 2018 and 31 October 2022, Australia Post Group failed to accept some compensation requests from business contract customers for lost and damaged articles. It also incorrectly advised some business contract customers that no compensation was payable to them.

"Business contract customers who sent goods to customers without a business purpose which were lost or damaged in transit with the Australia Post Group have been entitled, and continue to be entitled, to consumer guarantee rights," Ms Carver said.

Australia Post Group reported this breach to the ACCC in May 2023.

In the undertaking, Australia Post Group has also committed to implementing a compliance program, including staff training and informing the ACCC about the progress of the compensation

program.

A copy of the undertaking is available at Australian Postal Corporation and Star Track Express Pty Limited (Australia Post Group).

Information for businesses and individuals eligible for compensation

The remediation program will provide compensation to business customers who were potentially affected by Australia Post Group's conduct. Business contract customers can claim the cost of postage plus interest. Receivers of StarTrack deliveries identified as potentially affected by the conduct will also be able to claim an amount for the value of goods lost or damaged, plus interest.

Many business customers will automatically receive compensation. The Australia Post and StarTrack websites will explain who is eligible for compensation and whether they will need to take action. The websites will also feature a claims portal through which to lodge a claim.

Australia Post Group will not provide clickable links or phone numbers and will not ask for email or text message responses, as these are methods that are frequently used by scammers. Customers should report these to Scamwatch.

It will directly contact around 10,500 business contract customers and fewer than 1,000 receivers of StarTrack deliveries it has identified as potentially affected, and will provide them with automatic remediation or a unique reference number and instructions on how to lodge a claim.

Business customers who made claims for compensation from Australia Post Group for lost or damaged articles between 26 October 2018 and 31 October 2022 will be contacted within 2 weeks and invited to submit claims, or will receive automatic remediation.

Eligible customers may receive a credit to their account with Australia Post Group, a credit to their nominated bank account, or be sent a cheque. If the cheque is returned to sender or not deposited within 12 months, the amount will be paid into a state or territory unclaimed monies fund.

Non-business customers, whose articles are lost or damaged, may have rights to receive compensation under consumer guarantees. Consumers who have questions about their experiences with Australia Post can contact (03) 9640 1791.

Claims need to be submitted within 6 months from the date a customer is contacted by Australia Post Group.

Source: ACCC

The BIPT launches a new parcel tariff comparison tool

11-12-2023

Source: [BIPT](#)

The tool includes all information on the tariffs to send parcels in Belgium and to the rest of the EU.



Decision of the government on the distribution of newspapers and magazines in Belgium

12-12-2023

Following the discussions of the last weeks on the current tender for the distribution of newspapers and periodicals for the period 2024 – 2028 and for which bpost was a candidate, the Council of Ministers has decided to temporarily extend the two press concessions beyond December 31, 2023.

During the extension period, bpost will continue to provide nationwide the services of the current concession, for which the government has foreseen a budget of € 75m. The modalities have yet to be discussed with the government and are subject to approval by the European Commission.

As a reminder, bpost currently distributes both newspapers and periodicals for a total revenue of around € 265m in 2022 - including remuneration from the government and revenue from publishers - with an EBIT margin below the 7.5% cap imposed by the European Commission.

Operational and financial impacts for bpost, after the extension period, will depend on the commercial offerings that will be put into place, on which bpost is in discussion with the editors. The company is working to limit these impacts.

An alternative support mechanism for commercial editors in rural areas (<225 inhabitants/km²) and nationwide for press shops and non-commercial editors, would be put into place until December 2026, on which bpost does not have all the details yet.

Chris Peeters, CEO bpostgroup: "bpost will continue to do what it does best: ensure the daily distribution of newspapers and magazines nationwide during this extra period. What will happen next? Although we are in uncharted territories, our focus is and remains to ensure the future of the company, as well as the well-being of our employees. To that end, we will engage with all internal and external stakeholders to define our next steps and determine the future press distribution offering. bpost has the people and resources to carry out newspaper and magazine distribution in a qualitative and sustainable manner. The company continues to strongly believe in a model in which employees receive good working conditions and a correct salary."

bpost will provide further details as soon as new information becomes available and the situation permits.

Source: [Bpost](#)

Takeback Tuesday: Returns expected to increase by 52% on first working day of the year

02-01-2024

On Tuesday 2 January 2024 - Takeback Tuesday - returns of online purchases are predicted to increase by 52 per cent compared to the average number of return parcels per day in December, according to Royal Mail. Takeback Tuesday is the day many Brits will return their unwanted and ill-fitting Christmas presents, following the festive season.

Returns are an important part of the online shopping experience. According to a study commissioned by Royal Mail, 81 per cent of shoppers agree a good returns experience would make them more likely to shop with that retailer in the future.

81 per cent of consumers are also less likely to shop with a retailer that charges for returns, than one that doesn't. Almost half (47 per cent) of those surveyed said free returns would most encourage them to choose one retailer over another when shopping online.

61 per cent of people would prefer to get their return parcels collected from home rather than dropping them off themselves. Royal Mail's Parcel Collect service is currently free* making it even easier to send returns in the post.

Nick Landon, Chief Commercial Officer at Royal Mail, said: "Now that the festive shopping period has drawn to a close, January is the busiest time of the year for returns. As every retailer knows, an easy and convenient returns experience that's in line with shoppers' expectations, is vital for repeat business. Because it's so convenient, Royal Mail's Parcel Collect service has been growing fast all year, passing the million collections in a week mark for the first time in December. It makes it so much easier to return a parcel because people don't have to leave their house. Their regular postie can collect it from them at the same time as they deliver. We can even collect from a safe place if people aren't going to be in."

Source: [Royal Mail](#)

Delhaize awards bpost the contract to deliver its weekly folders

04-01-2024

Starting January 2024 bpost will deliver Delhaize's weekly advertising folders. The unaddressed folders will be delivered to hundreds of thousands of Belgian households as part of the regular mail rounds, which will significantly reduce Delhaize's ecological footprint.

Delhaize and bpost grow their partnership

bpost already delivers Delhaize ad folders. Now bpost will also deliver the weekly unaddressed ad folders. As a result, Delhaize campaigns will reach a large number of households in their homes.

"We are delighted that Delhaize has chosen bpost to deliver its weekly ad folders. The retail chain felt it was important that the folders were delivered with a limited amount of other advertising. That strengthens the visibility of their promotional offer," says Jos Donvil, CEO bpost.

Carbon emissions and climate: shared values

Both Delhaize and bpost work very hard to reduce their respective carbon footprints. Emission-free mail and parcel delivery is a major sustainable business goal for bpost.

Sustainability efforts are also an integral part of Delhaize's strategy. For example, Delhaize has halved the volume of paper folders since the beginning of 2023, choosing to spread its marketing messages in various channels. The combination of paper and digital boosts the reach of its promotional offers. In doing so, Delhaize naturally takes full account of customer preferences.

"Delhaize and bpost, two familiar Belgian brands, enjoy a long and successful working relationship. Delhaize is very pleased to adding this new facet. It enables us to further optimise deliveries of our offers based on solid data," says Aude Mayence, Vice President Marketing & Digital at Delhaize.

Source: [bpost](#)

Swiss Post reduces costs at Group level

09-01-2024

In today's challenging environment, Swiss Post wants to become even more efficient. The Group's support function units will reduce their costs by 10 percent, saving around 42 million francs by 2025. This will keep Swiss Post competitive. Swiss Post can implement a significant proportion of these reductions through material costs. For the remaining amount, it is expected that 110 full-time jobs will need to be cut - principally via natural staff departures and early retirements. Swiss Post has started a consultation process for this, giving employees the opportunity to submit suggestions as to how negative impact on employees could be avoided.

In light of the challenging economic environment, including higher costs, subdued consumer confidence, lower letter volumes and fewer inpayments at branch counters, Swiss Post has stepped up its efforts to further improve efficiency. These measures will contribute to a stable Swiss Post with healthy finances, enabling it to remain competitive. The environment remains challenging due to regulatory requirements. This is why Swiss Post has launched initiatives such as an efficiency programme in Logistics Services management - in addition to the efficiency measures already planned in the strategy. The support function units within Swiss Post Group will now also have to play their part. Specifically, the Finance, Human Resources, Informatics/Technology, Communication and CEO Corporate Services units are involved, as these units are also impacted by inflation. They have to reduce their costs by 10 percent or around 42 million francs a year.

The savings will primarily be made via non-personnel costs and natural staff departures.

The support function units can achieve a significant part of the savings goal by reducing their non-personnel costs and taking measures such as continuing to harmonize their IT systems. However, it is expected that a staff reduction of around 110 full-time equivalents cannot be avoided. This applies exclusively to administrative positions. No mail carriers or staff in branches or

sorting centers will be affected. As far as possible, Swiss Post will implement the planned staff reduction via natural fluctuation, early retirements and reductions in employment levels. Swiss Post deeply regrets that there could still be a maximum of 69 redundancies as part of the currently planned efficiency measures. The company will ensure that the staff reduction is as socially responsible as possible and will mitigate any negative impact. In addition, there may be changes to employment contracts for a maximum of 114 employees. The majority of these changes relate to the place of employment, with office space in the Bern area being merged so that it can be used more economically.

Employees can submit comments during a consultation process

Swiss Post informed employees in the support function units of the planned measures in a letter on 9 January 2024. As part of a consultation process, these employees will now have the opportunity to submit suggestions as to how redundancies can be prevented or limited and how the impact could be mitigated. Swiss Post is in regular dialogue with its social partners, the trade union syndicom and the staff association transfair. Implementation of the efficiency measures is planned from March 2024, with any ramifications coming into effect in 2025 at the latest.

Source: [SwissPost](#)

USPS ends first quarter FY24 with stable delivery performance

09-01-2024

The United States Postal Service reported new delivery performance metrics for the thirteenth week of the first quarter for fiscal year 2024. The average time for the Postal Service to deliver a mailpiece or package across the nation was 2.7 days.

FY24 first quarter service performance scores covering October 1 through December 29, included:

- **First-Class Mail:** 85.4 percent of First-Class Mail delivered on time against the USPS service standard, a decrease of 5.7 percentage points from the fiscal fourth quarter.
- **Marketing Mail:** 93.8 percent of Marketing Mail delivered on time against the USPS service standard, a decrease of 1.5 percentage points from the fiscal fourth quarter.
- **Periodicals:** 80.8 percent of Periodicals delivered on time against the USPS service standard, a decrease of 5.2 percentage points from the fiscal fourth quarter.

Operational disruptions within our network, including insourcing of several Surface Transfer Centers after a supplier bankruptcy, and the extended shutdown of a critical St. Louis, MO processing facility due to a mercury leak from an illegally shipped package resulting in a lengthy decontamination period, have and will continue to negatively impact our service performance scores.

Additionally, as anticipated, we experienced a significant growth in package volume throughout the nation during this peak season time period.

That noted, we have effectively managed these expected increased package volumes along with the unexpected network disruptions

outside our control as demonstrated by our continuing ability to deliver mail and packages to 98 percent of the nation's population in less than three days. In fact, approximately 55 percent of mail and packages are delivered a day in advance of the specified service standard, and approximately 96 percent of all mail and packages are delivered within a day of its specified service standard, which evidences our ability to rapidly adjust to all conditions. The very small percentage of mail that is not delivered within this time frame is often the result of broader staffing and hiring issues within the local economies that we are working aggressively to address.

One of the goals of Delivering for America, the Postal Service's 10-year plan for achieving financial sustainability and service excellence, is to meet or exceed 95 percent on-time service performance for all mail and shipping products once all elements of the plan are implemented. Service performance is defined by the Postal Service as the time it takes to deliver a mailpiece or package from its acceptance into our system through its delivery, as measured against published service standards.

With the implementation of the Delivering for America plan, the Postal Service continues its focus on improving service reliability for the American public and business customers by modernizing the outmoded and aging postal network across the nation.

Source: [USPS](#)

Asendia and Emirates Post Group sign a strategic partnership

20-12-2023

Asendia has signed a new Strategic Partnership with Emirates Post Group (EPG), the logistics market enabler of the United Arab Emirates (UAE). The partnership agreement has been signed by Marc Pontet, CEO of Asendia Group and by Mr Abdulla M. Alashram, Group CEO of Emirates Post Group.

The agreement will help e-tailers and consolidators expand their reach into the Middle East and covers the complete range of e-PAQ services (Standard, Plus and Select).

In addition, EPG will offer Asendia customers solutions tailored to the Middle East, through Emirates Post, its postal and courier business. The partnership is to launch in Q2, 2024 operationally.

The UAE plays a crucial role in the global supply chain, with Dubai having an essential part in international trade routes between Europe and Asia. Using Emirates Post's extensive network within the UAE, Asendia will expand its reach into the additional Gulf Cooperation Council members and other countries within the region.

This partnership will enable Asendia customers from 17 countries to take advantage of the opportunity presented by the GCC, with E-commerce revenue in the region predicted to show an annual growth rate (CAGR 2022-2025) of 14.5% and to rise to €28.53 billion in 2025, with more than €12 billion for the fashion industry (source: Statista).

Commenting on the partnership, **Simon Batt, CEO of Asendia**, said "We know e-tailers have been keen to seize the opportunity that the GCC presents with its many sophisticated and fashion-savvy shoppers. This partnership with Emirates Post Group makes serving these shoppers much easier for our customers. This is the latest in a series of announcements which allow retailers to use our solutions in regions where E-commerce is experiencing rapid and sustained growth."

"We are excited to announce our strategic partnership with Asendia, a significant step in expanding the UAE's e-commerce reach globally. This collaboration will leverage Emirates Post's extensive network to streamline the entry of global brands into the Middle East market and to open doors for local and regional e-tailers into international markets. Through this partnership, we are committed to enhancing the UAE's role as a key player in the global supply chain and to driving the growth of e-commerce in the region. Our focus is to enable the logistics market, making e-commerce more seamless and efficient for both consumers and businesses in the UAE and beyond" said Mr **Abdulla M. Alashram, Group CEO of Emirates Post Group**.

Source: [Asendia](#)

Walter Oblin becomes new Chief Executive Officer (CEO) of Austrian Post

18-12-2023

Supervisory Board appoints New Chairman of the Executive Board as successor to Georg Pölzl.

The Supervisory Board of Austrian Post has appointed Walter Oblin as Chairman of the Management Board and CEO of Austrian Post with effect from 1 October 2024. He succeeds Georg Pölzl, who has been Chairman of the Management Board and CEO of the company since 1 October 2009. With his 15 years of service, Pölzl will be the longest-serving CEO of Austrian Post.

Walter Oblin will continue in his current role as Management Board Member responsible for Finance and Mail (CFO) until he takes over the position of the Chairman of the Management Board and CEO.

"Following an international tender, we are focusing on continuity paired with further development with the appointment of Walter Oblin as CEO of Austrian Post. As a long-standing member of the Management Board, he has extensive industry and management experience to ensure the stability of the company together with the team of Austrian Post, while at the same time driving growth and innovations that will lead the company into a sustainably successful future", says Elisabeth Stadler, Chairwoman of the Supervisory Board, Austrian Post.

"I am looking forward to my new role, in which I can lead one of Austria's most exciting companies into the future with full commitment. My aim is to continue to be there for customers, employees and the environment in equal measure. We want to be a

modern, innovative logistics and technology company for our customers and an attractive and future-oriented employer for our employees. Austrian Post will continue to be a pioneer in terms of sustainability and at the same time a reliable player on the capital market", says Walter Oblin, Deputy CEO, Management Board Member for Finance and Mail (CFO), Austrian Post.

Walter Oblin has been Chief Financial Officer of Austrian Post since 1 July 2012 and Deputy CEO since 1 January 2019. He is also in charge of the Mail Division. His responsibilities as a Management Board Member include Group Accounting & Treasury, Group Controlling, Group Real Estate, Group IT & Procurement as well as Group Legal, all of which are key management and service functions at the corporation. Walter Oblin is also Deputy Chairman of the Supervisory Board of bank99.

"I am delighted that my successor has been appointed from within our own ranks. Walter is a long-standing Management Board colleague and companion who has been with Austrian Post for 14 years in various positions and will continue to develop the company and its employees in the best possible way. I believe Austrian Post is very well positioned for the future," explains Georg Pölzl, CEO, Austrian Post.

Source: [Austrian Post](#)

Parcel traffic increased by 5% in Portugal according to Regulator

05-01-2024

Postal traffic was made up of approximately 73.2% letter mail, 7.4% editorial mail and 4.6% direct mail. Parcels accounted for 14.8% of total traffic, 1.9 percentage points (p.p.) more than in 3Q2022.

Compared to the same period last year, direct mail, letter mail and editorial mail volumes decreased by 38.7%, 8.4% and 7.8% respectively, while parcel volumes increased by 5.0%.

The total revenue of the operators legally entitled to provide postal services amounted to approximately EUR 167 million, 1.0% less than in 3Q2022. This decrease is due to the variation in revenues from direct mail (-49.4%), editorial mail (-4.6%) and letter mail (-3.4%). On the other hand, parcel revenues increased by 3.7%.

The relative weight of parcel revenues in total revenues was 46.3%, 2.1 p.p. more than in the same quarter last year.

Average revenue per item increased compared with the same quarter last year (+8.5%), maintaining the growth trend that began in 2018. This quarter's increase is mainly due to the growth in revenue per item of letter mail (5.5%), influenced by the price increases promoted by CTT on 1 March 2023 and the change in traffic structure, namely the increase in the weight of parcels.

Postal services within the scope of the Universal Service (US) accounted for 80.7% of traffic and 49.2% of revenues. Compared to 3Q2022, US traffic decreased by 8.3% and its weight in the total

traffic increased by 0.4 p.p., while US revenues decreased by 2.1% and its weight in the total decreased by 0.5 p.p.

The CTT group had a share of around 82.7% of postal traffic, 2.6 p.p. less than in 3Q2022. For the traffic covered by the US, the CTT group had a share of around 89.7%, 0.7 p.p. less than in the same quarter last year. On the other hand, the CTT group's share of parcels amounted to 46.0% (-2.0 p.p. compared to the same quarter last year).

In 3Q2023 there were approximately 15.2 thousand people employed in the provision of postal services, 1.9% more than in 3Q2022. The number of employees of the CTT Group increased by 0.7%, while the number of employees of other operators increased by 5.0%. The share of CTT Group employees reached 71.2% of the total number of employees at the end of the period (-0.9 p.p. compared to the same quarter last year).

The number of access points increased (+12.9%) while the number of distribution centres decreased (-1.4%).

The number of CTT post stations decreased by 0.2% compared to the same quarter last year, corresponding to the closure of one station, and the number of post offices decreased by 0.5%, corresponding to a difference of 9 post offices less compared to the same period last year.

Source: [ANACOM](#)

USPS Ends First Quarter FY24 with Stable Delivery Performance

05-01-2024

The average time for the Postal Service to deliver a mailpiece or package across the nation was 2.7 days.

FY24 first quarter service performance scores covering October 1 through December 29, included:

- First-Class Mail: 85.4 percent of First-Class Mail delivered on time against the USPS service standard, a decrease of 5.7 percentage points from the fiscal fourth quarter.
- Marketing Mail: 93.8 percent of Marketing Mail delivered on time against the USPS service standard, a decrease of 1.5 percentage points from the fiscal fourth quarter.
- Periodicals: 80.8 percent of Periodicals delivered on time against the USPS service standard, a decrease of 5.2 percentage points from the fiscal fourth quarter.
- Operational disruptions within our network, including insourcing of several Surface Transfer Centers after a supplier bankruptcy, and the extended shutdown of a critical St. Louis, MO processing facility due to a mercury leak from an illegally shipped package resulting in a lengthy decontamination period, have and will continue to negatively impact our service performance scores.
- Additionally, as anticipated, we experienced a significant growth in package volume throughout the nation during this peak season time period.

That noted, we have effectively managed these expected increased

package volumes along with the unexpected network disruptions outside our control as demonstrated by our continuing ability to deliver mail and packages to 98 percent of the nation's population in less than three days. In fact, approximately 55 percent of mail and packages are delivered a day in advance of the specified service standard, and approximately 96 percent of all mail and packages are delivered within a day of its specified service standard, which evidences our ability to rapidly adjust to all conditions. The very small percentage of mail that is not delivered within this time frame is often the result of broader staffing and hiring issues within the local economies that we are working aggressively to address.

One of the goals of Delivering for America, the Postal Service's 10-year plan for achieving financial sustainability and service excellence, is to meet or exceed 95 percent on-time service performance for all mail and shipping products once all elements of the plan are implemented. Service performance is defined by the Postal Service as the time it takes to deliver a mailpiece or package from its acceptance into our system through its delivery, as measured against published service standards.

With the implementation of the Delivering for America plan, the Postal Service continues its focus on improving service reliability for the American public and business customers by modernizing the outmoded and aging postal network across the nation.

Source: [USPS](#)

Posti's President and CEO Turkka Kuusisto leaves the company to join Finnair

11-01-2024

Posti Group's President and CEO, Turkka Kuusisto, has given notice of his resignation to join Finnair as their new CEO, starting at the latest on 11 July 2024. Until then, Kuusisto continues in his CEO role at Posti.

"Turkka Kuusisto has done an outstanding job with his team to lead Posti through a major transition with a purpose-driven strategy and strong focus on people. Posti is becoming a modern delivery and fulfillment company focusing on customer experience and having strong sustainability leadership position in its industry. Turkka has build a strong leadership team around him that is in excellent position to take Posti forward. I want to thank Turkka warmly for his time at Posti," says Sanna Suvanto-Harsaae, Chairman of Board of Directors.

for their commitment and excellent job in transforming Posti and executing the new strategy. It has been a privilege to be part of the team and this magnificent journey. I am confident that the journey will continue successfully. The company and organization are in good shape for facing the future opportunities. I continue leading the company with full focus with my team during the rest of my time at Posti," says Turkka Kuusisto.

The search for Kuusisto's successor is well on its way.

"Over the last four years we have demonstrated that an almost 400 years old institution can renew. I want to thank all Posti employees

Source: [Posti](#)

DHL Express and Mytheresa join forces to reduce CO2e emissions by using sustainable aviation fuel

10-01-2024

The collaboration enables CO2e emissions to be reduced through the use of sustainable aviation fuel (SAF) instead of conventional jet fuel.

DHL Express has signed a five-year strategic partnership with Mytheresa, one of the world's leading luxury e-commerce platforms, for its new GoGreen Plus service. This enables CO2e emissions to be reduced through the use of sustainable aviation fuel (SAF) instead of conventional jet fuel. Mytheresa will invest several million euros in GoGreen Plus over a period of five years. This is the largest investment in this service by a DHL Express customer in Europe to date and, with a contract duration of five years, a long-term commitment to sustainability. It is estimated that this investment in GoGreen Plus will enable Mytheresa to reduce the CO2e emissions associated with its international shipments by more than 27,000 tons over the five years.

John Pearson, CEO of DHL Express: "Mytheresa is committed to working with us to make international express transportation more sustainable. I am delighted that we are able to offer the GoGreen Plus service by using SAF in our international network. This makes Mytheresa the first and largest e-commerce platform based in Germany to invest in SAF and to invest an impressive figure to make international express deliveries more sustainable. We hope this agreement will inspire others to take action and support the transition to low-emission transport services via sustainable aviation fuel."

Mustafa Tonguç, Managing Director DHL Express Germany, adds: "The partnership between Mytheresa and DHL Express in Germany has existed since 2006. Since then, we have worked closely together to continuously develop our service for the benefit of Mytheresa's customers. Our joint work goes beyond business,

because we also share common values for a better future. This makes me particularly proud and the five-year GoGreen Plus agreement we have now signed is another milestone on this partnership journey."

"Based on this unique long-term agreement with DHL Express on the use of SAF, we will be able to significantly reduce greenhouse gas emissions per order shipped," explains Sebastian Dietzmann, COO of Mytheresa. "With this largest ever investment by a company in Europe in DHL Express' GoGreen Plus program, Mytheresa underlines its extraordinary ESG commitment and offers its luxury customers an even more sustainable shopping experience in the future."

GoGreen Plus was launched by DHL Express last year and uses CO2-insetting and SAF to enable customers to reduce the CO2e emissions associated with their freight. GoGreen Plus is made possible in part by three of the largest SAF contracts with bp, Neste and World Energy. SAF is produced from alternative raw materials with a sustainable energy profile, including used cooking oil, corn, waste and hydrogen. Conventional carbon-intensive aviation fuels or kerosene are derived from crude oil.

GoGreen Plus is part of DHL Group's goal to achieve net-zero emissions by 2050. With around 90% of the company's carbon footprint coming from its air network, sustainable air transportation solutions are important for creating greener logistics operations.

Source: [DHL Group](#)

Canada Post to sell SCI Group to Montréal-based Metro Supply Chain

09-01-2024

Move supports efforts to transform the postal service while strengthening a Canadian leader in third-party solutions

Canada Post Corporation (Canada Post) and Purolator Holdings Ltd. are finalizing a transaction to sell SCI Group Inc. (SCI) to Montréal-based Metro Supply Chain Inc. (Metro Supply Chain), a Canadian leader in third-party logistics. The move comes as Canada Post focuses on transforming to serve the changing needs of Canadians and Canadian businesses.

SCI is a leading Canadian third-party logistics (3PL) provider specializing in warehousing fulfillment, supply-chain solutions and transportation management. It operates independently with more than 75 locations totalling over 4 million square feet and employs approximately 3,000 team members.

"SCI has been a strong performer for the Canada Post Group of Companies over the years," said Doug Ettinger, President and CEO, Canada Post. "We're pleased this move will help to further strengthen an established Canadian logistics leader, while allowing us to focus our efforts on continuing to lead in the rapidly growing ecommerce market."

"We are excited about the opportunity to welcome SCI to the Metro Supply Chain Group," said Chiko Nanji, Founder and Group Chairman of Metro Supply Chain. "Both companies share strategic alignment, with deep roots in Canada and a common commitment to excellence in serving our customers and nurturing our corporate cultures. Together, we will be exceptionally well-placed to compete in the global supply-chain industry."

Transforming the postal service

Over the last two years, Canada Post has been executing a comprehensive transformation plan, focused on the rapidly evolving postal needs of the country. The plan positions the company for growth in Canada's ecommerce market while delivering on its core mandate of providing reliable delivery of mail, packages and parcels to every Canadian address. In September 2023, the Corporation opened the Albert Jackson Processing Centre, doubling its parcel capacity in the Greater Toronto Area and improving service across the country.

Background

The potential sale process began in 2023 after a detailed review and assessment of Canada Post's long-term strategic plan. A comprehensive, multi-stage RFP process followed, involving external legal and financial experts to evaluate options and proposals. Canada Post is now in the process of finalizing the transaction with Metro Supply Chain, which is subject to regulatory approval.

The Canada Post Group of Companies' operations are funded by revenue generated by the sale of its products and services, not taxpayer dollars.

Source: [Canada Post Corporation](#)

Omniva is constructing a new logistics center in Lithuania with a green loan from SEB

10-01-2024

Omniva LT Sorting, a subsidiary of Estonian Post AS, will open a new modern automated logistics center in Kaunas in the second half of 2024. The construction of the new center is financed with a green loan of 27 million euros from SEB Bank AS.

The logistics center covers over 21,000 m² and is located near Kaunas Airport and the planned Rail Baltic railway line. Solar panels will be used to cover the energy needs of the center.

"With the opening of the new logistics center, we strategically move closer to the markets of Europe and Central Asia, where we consistently grow our business," commented Mart Mägi, CEO of Omniva. He added that the new and modern logistics center will undoubtedly enhance the logistics of this region and respond to the rapidly growing parcel market and consumer demands.

Mägi stated that the construction of the Kaunas center follows the company's sustainability goals. "Therefore, it is gratifying to note that Omniva's upcoming logistics center is the largest new development in the Baltic States so far, which qualifies for SEB's green loan," said the CEO of the company.

The investment aims to automate and centralize parcel sorting in

the Lithuanian market, create a regional hub, and be an attractive partner for major e-commerce platforms.

Peep Jalakas, Head of Corporate Banking at SEB: "Omniva's new logistics center in Lithuania is an excellent example of how companies can contribute to the implementation of environmentally friendly solutions. The building's energy class will be A++, which is 38% lower than the limit set for nearly zero-energy buildings in Lithuania. SEB is proud to support Omniva's ambitious project, which not only supports the company's growth and automates processes but also demonstrates a significant step towards sustainable development."

Omniva has previously secured green financing for the decarbonization of its fleet, but the new logistics center is the company's first green loan project.

Source: [Omniva](#)

La Poste group and EDF group join forces to accelerate energy transition of La Poste's real estate assets

12-12-2023

On Tuesday 12th December 2023, Philippe Wahl, Chairman and CEO of La Poste group, and Luc Rémont, Chairman and CEO of EDF, signed a long-term strategic partnership agreement for a global energy offer. It involves a major energy efficiency programme and the creation of a joint venture between La Poste Immobilier, the La Poste group's real estate company, and the EDF group. As part of the agreement, La Poste group plans to invest 400 million euros to reduce its energy consumption and accelerate the decarbonisation of its real estate assets.

In the face of the climate crisis and in line with the Paris Agreement, La Poste, as a mission-driven company, is aiming for Net Zero Emissions by 2040. As part of its decarbonisation strategy, the Group is stepping up actions to reduce the carbon footprint of its business. Through its real estate company La Poste Immobilier, La Poste group operates a portfolio of 10,000 buildings representing 6 million m² and chose the EDF Group following a European tendering procedure to accelerate the energy transition of its real estate assets.

To achieve this ambition, the two groups have signed a strategic partnership agreement that includes the allocation to a consortium of EDF subsidiaries of a global performance contract for the design and implementation of a large-scale energy works programme.¹ La Poste's real estate assets represent an annual energy consumption of 990 GWh, equivalent to the consumption of a town of 300,000 inhabitants.

In total, La Poste group plans to invest 400 million euros to improve the carbon footprint of its real estate assets, with the aim of reducing their energy consumption by 20% and their CO₂ emissions by 35%, by the year 2030.

An ambitious, long-term works schedule

The partnership will implement an ambitious schedule of energy efficiency works, designed to significantly reduce the energy consumption of La Poste's real estate assets. This includes:

- Deployment of energy performance control systems via a Building Management System (BMS) extended to nearly 1,300 sites,
- Renovation of energy systems (replacement of boilers with heat pumps, modernization of lighting systems, etc.) and of the building envelope (renovation of buildings and insulation) on nearly 500 sites,
- Development of self-consumption with accelerated installation of solar power plants on 250 sites of La Poste on rooftops and car park canopies, with a total installed photovoltaic capacity of 20 Megawatt-peak (MWp) by 2028,
- Deployment of electric vehicle charging stations at La Poste's

sites, in line with La Poste's strategy of decarbonising transportation. The Group has one of the largest fleets of electric vehicles in Europe, representing around 40% of its total fleet. This infrastructure will make EV-charging accessible to Group employees and customers, as well as to the general public, depending on the site.

The EDF Group is committed to deploying a range of custom solutions for La Poste group to support this strategy, integrating regulatory changes such as the tertiary sector decree, the BACS (Building Automation & Control Systems) decree and the LOM (French Mobility) law. To do so, the EDF Group will be calling on the expertise and know-how of its subsidiaries. In practice, the energy master plan and initial decarbonisation roadmap for La Poste's real estate assets will be drawn up by Urbanomy, EDF SA's consulting subsidiary. Dalkia will be in charge of energy renovation work on buildings, while EDF ENR will install photovoltaic panels on roofs and car park canopies. IZIVIA will install, operate and maintain the electric vehicle charging stations

A joint venture to implement the partnership

The partnership agreement also includes the creation of a joint venture. Owned by La Poste Immobilier (66%) with the EDF Group (34%), this joint venture will allow the two partners to combine their expertise and experience in energy transition. It will be responsible for implementing the global performance contract, scheduling works to be carried out, coordinating investments and operations, and guaranteeing targets and performance indicators. Both partners will contribute their skills by seconding personnel.

Finally, to decarbonise its electricity supply (80 to 120 GWh per year, i.e. around 20% of its electricity consumption), La Poste will work with the joint venture to define its purchasing strategy and market consultation for long-term energy contracts (PPA - Power Purchase Agreement).

¹ Following a competitive dialogue process, the contract was awarded by La Poste Immobilier to a consortium comprising EDF SA, Dalkia, EDF ENR, EDF Renouvelables and Izivia.

Source: [La Poste Groupe](#)

Pedro Saura, new president of Correos

29-12-2023

The Board of Directors of the State Company Correos y Telégrafos, SA, SME has appointed Pedro Saura García as president of Correos

The Board of Directors of the State Company Correos y Telégrafos, SA, SME has appointed Pedro Saura García as president of Correos , who replaces Juan Manuel Serrano Quintana in the position.

Graduate in Economic Sciences from the University of Valencia, extraordinary award for a bachelor's degree and doctor in Economics from the University of Murcia, Pedro Saura has been president of Paradores and held the position of Secretary of State for Transport, Mobility and Urban Agenda, and president of ENAIRE from 2018 to 2021.

Previously he directed the public company SEPES, he was general director of Economy and Planning and sectoral secretary of Economy and Finance in the Autonomous Community of the Region of Murcia.

He has been spokesperson for Economy, Finance and Budgets, in different legislatures in the Congress of Deputies and also in the Regional Assembly of Murcia.

Source: [Correos](#)

IPC Cross-Border E-Commerce Shopper Survey shows more positive mindset among online consumers in 2023

11-01-2024

â€¢ 30% of consumers shopped more online in 2023 than in 2022. â€¢ Online purchases from China are on the rise again, driven by Shein and Temu

Brussels, 11 January 2024 – The 2023 edition of the IPC Cross-Border E-Commerce Shopper Survey has been released today, providing a comprehensive overview of online cross-border consumers' expectations and habits. Conducted with 32,510 participants from 41 countries worldwide, this year's survey shows among others that consumers are more likely to increase their online spending than one year ago, despite the higher cost of living.

IPC's CEO, Holger Winklbaauer said: *"The 2023 Cross-Border E-commerce Shopper Survey shows that consumers have increased confidence, despite the overall economic uncertainty and increased cost-of-living, so online shopping should continue to grow, even if not at the same pace as during the pandemic peak."*

One third of consumers have increased their online shopping in 2023, as a response to the increased cost of living

As the world is challenged by increased costs of living, 30% of consumers shopped online more in 2023 than in the same period in 2022. Forty-two percent of consumers said that their e-commerce activities did not change in 2023. Twenty-five percent shopped less online.

In the context of the e-commerce slowdown in 2023, IPC measured consumer attitudes

towards the current economic and 'cost of living situation'.

Forty-four percent strongly agreed that "Free delivery will become more important" (2pp. increase vs. 2022), which shows that consumers are more and more likely to look for specific offers and/or retailers which provide free delivery. Only 18% of respondents strongly agreed that "I expect to decrease my spending generally and that will affect my online shopping as well" (3pp. decrease vs. 2022), demonstrating an increased optimism among online shoppers.

Chinese e-retailer Temu enters the e-retailers' top 4

Twenty-four percent of the most recent cross-border purchases were made on Amazon (down by 3pp. vs 2022), with AliExpress (16%, down 1pp. vs 2022) in second place, Shein (9%, up 3pp. vs 2022) in third place, and Temu (7% vs. 0% in 2022) being the fourth most used e-retailer for cross-border e-commerce in 2023.

When looking at the 24 trend countries that have been in every survey since 2016, China's share has increased by 7pp. in 2023

after decreasing from 2019 to 2022. The increase of purchases from China is primarily driven by the two e-retailers - Shein and Temu.

Online shoppers open to reusable packaging

In view of the changing legislation requiring e-retailers to offer reusable packaging as part of the packaging they use by 2030, IPC asked cross-border shoppers about their likelihood of using such packaging. Asked how often they would use reusable e-commerce packaging if they had an option to, consumers seemed generally open to this idea. However, it depended on the way the packaging was to be returned – the highest likelihood of being taken up was if the packaging was picked up from their doorstep (when 73% would use it always or often).

If the packaging had to be returned to the nearest carrier point, the willingness to use it dropped. Interestingly, there was no difference between return to post office and return to parcel locker/street drop-off box. For these packaging drop-off options, around half said they would always or often use it, but around one in four said they would never or only sporadically use it.

Delivery location receive the highest satisfaction rating among online shoppers while customs the least.

Satisfaction was highest for the delivery location (71% extremely / very satisfied) and lowest for customs (42%).

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

Notes to editor:

Scope of the research: The field work took place in September 2023 in 41 countries: Australia, Austria, Belgium, Brazil, Canada, Chile, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Indonesia, Ireland, Italy, Japan, Latvia, Lithuania, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Peru, Poland, Portugal, Romania, Slovakia, 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.

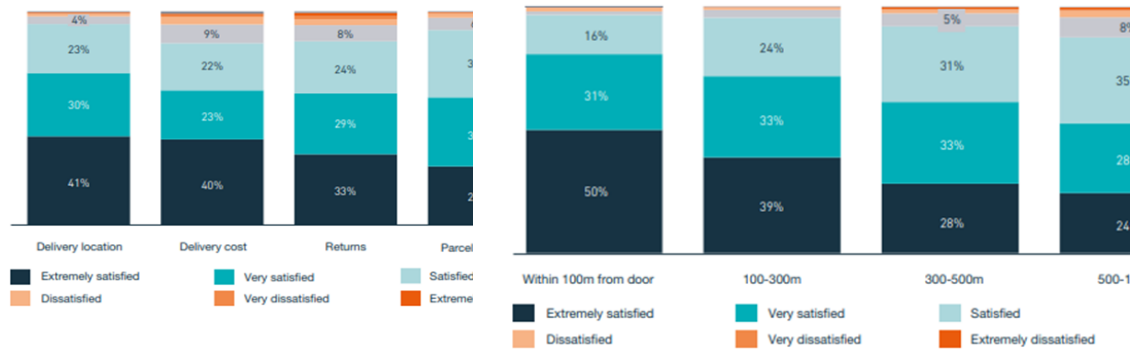
Methodology: Quantitative research using online access panels supplied by Dynata. Fieldwork took place in September 2023.

Sample size: 32,510 completed responses for all the markets. The sample size was between 100 and 1,000 respondents per country.

Cross-border consumers are highly satisfied with delivery location

22-02-2024

In the latest edition of the IPC Cross-Border E-Commerce Shopper Survey released earlier this year, cross-border shoppers were asked for their level of satisfaction with each element of the delivery process: Delivery cost, tracking, speed, delivery location, customs and returns. Satisfaction was highest for delivery location (71% extremely / very satisfied) and lowest for customs (42%).



Furthermore, the survey looked at consumer satisfaction with delivery to out-of-home (OOH) locations, such as post office, parcel locker, pick-up/ drop off (PUDO) point, etc.. The survey found that satisfaction is clearly correlated to distance travelled to that location. Half of those who travelled up to 100m were extremely satisfied with their delivery location. As soon as consumers had to travel more than 100m to pick up their item, their level of satisfaction decreased. The level of extremely satisfied respondents was only 18% for those whose OOH delivery location point was located more than 1km away.

The IPC Cross-Border E-Commerce Shopper Survey provides a comprehensive overview of online cross-border consumers' expectations and habits. The 2023 edition was conducted with 32,510 participants from 41 countries worldwide.

To find out more about the results of the survey, please visit www.ipc.be/shopper

Royal Mail teams up with Collect+ at 5,000 stores across the UK

22-02-2024

Royal Mail has announced a partnership with PayPoint to provide its customers with access to the Collect+ network at thousands of local stores across the UK. The move is part of Royal Mail's strategy to continue to make sending and receiving parcels as convenient as possible by adding more choice.

Royal Mail customers will be able to use the Collect+ network to drop off parcels, either returns or items where they have paid for postage online. They can print the label at home or bring a QR code into the store.

The multi-year agreement is expected to start rolling out from March and will extend to 5,000 Collect+ points by the summer, with services expanding in the future to enable customers to also collect online purchases.

There is increasing demand from customers for convenient ways to drop off parcels, with around 50% of all Royal Mail non-account sales now online. The 5,000 Collect+ locations add to Royal Mail's existing strong partnership with Post Office and their 11,500 branches, 1,200 Royal Mail Customer Service Points and 1,200 24/7 parcel postboxes currently available for customers to drop off items.

The Collect+ partnership will provide customers with the benefits of the full range of Royal Mail's online postage options combined with a significantly expanded network of drop off locations with convenient opening hours including evenings and weekends.

It comes at a time when locations such as convenience stores and lockers have become amongst the most common places people choose to have parcels delivered other than their home*.

Martin Seidenberg, Group Chief Executive of International Distributions Services, said: "This partnership is an important part of Royal Mail's strategy to make our services even more convenient for customers and to give them the widest possible choice of where and when they can send parcels. As consumer preferences have evolved, Royal Mail has already opened up a variety of new ways for customers to access its services, including more online postage options through our website and app, 24/7 parcel postboxes and collection from home through Royal Mail Parcel Collect."

Nick Wiles, CEO of PayPoint, said: "We are delighted that Collect+ will be playing a key role in our partnership with Royal Mail. As consumer channel shift continues to move towards Out of Home, our fantastic retailer partners will now have an even greater opportunity to serve the needs of their customers in communities across the UK through our leading Out of Home network."

"We remain fully committed to investing further in the in-store consumer experience, through technology and operational support for our retailer partners, as well as continuing to grow our Collect+ network to service the strong growth in this area."

*According to the IMRG 2022/23 Home Delivery Review#

Source: [Royal Mail](#)

From now on, Omniva's personal postal service will be free in rural areas

21-02-2024

As of this week, a new price list is in force for the personal postal service of Omniva, which means that anyone living outside major cities can order a courier to their home or work free of charge to use a range of Omniva services and buy philatelic products.

The personal postal service is free of charge if the customer lives in or is located in a county outside a major city. The fee applies in larger cities such as Tallinn, Narva, Pärnu, and Tartu and in other cities according to Omniva's price list.

'Omniva has been providing the personal postal service since 2007, but it is in the last few years that interest in the service has grown, and last year, for example, our customers contacted us almost 8,000 times with a request for the personal postal service,' said Mart Mägi, Chairman of the Management Board of Omniva. According to Mägi, there are certainly still many more people for whom this service is better suited than, for example, visiting the post office, but who are not yet aware of it. 'Ordering a courier to your home tends to be seen as a convenience service that must be paid for, which is why people living in rural areas may not realise that this is not the case for postal services.'

Omniva's mail courier will come to the customer's home or place of work at a time agreed with the customer, pick up the customer's letter or parcel weighing up to 30 kg and deliver it. With the help of

a courier, you can also order periodicals, pay invoices, send a money card, and buy the items needed to send a shipment – postage stamps, postcards, envelopes, and packaging. In addition, it is possible to order a home delivery with a courier for the shipment of up to 30 kg received at a post office or parcel machine. A parcel that has arrived with the universal postal service can be delivered to your home from a parcel machine if it has arrived at the parcel machine without the customer's consent.

Previously, there was a 5 km radius restriction in rural areas, which meant that the personal postal service was free of charge for people living more than 5 km from the nearest post office.

The personal postal service can be ordered either with the help of a customer attendant of Omniva and mail courier or by calling the service phone number 664 3330.

Source: [Omniva](#)



Posti introduces diesel-to-electric truck - first in Finland for freight transport traffic use

01-03-2024

Posti has introduced a delivery truck that has been converted from diesel to electric for its delivery services. The truck is the only used diesel truck in Finland that has been converted from diesel to electric and that is in freight transport traffic use.

Post already has hundreds of electric vehicles in various sizes ranging from vans to delivery and heavy trucks. The conversion is expected to facilitate the introduction of electric vehicles, especially medium and heavy-duty electric vehicles, also in smaller companies. The cost of converting a truck is currently roughly half the price of a new electric truck. This price is expected to fall further.

"Post has a strict target of using only electric, biogas and hydrogen vehicles in less than six years' time. Our goal of fossil-free transport also applies to our transport partners. Converted trucks can be a very important tool in the near future for the renewal of our heavy transport fleet to become fossil-free," says Ari Olli, VP, Corporate Delivery Services, Posti.

"If the tests now being carried out in Post's production facility prove that the vehicle is reliable, we believe that in Finland alone, transport companies have the potential to convert hundreds of vehicles to electric."

There are also benefits from the circular economy: when diesel trucks that have already been manufactured once and are a few years old are given a new life as electric trucks, emissions from the manufacturing phase of the new electric truck body are essentially eliminated. Old engines can also be reused elsewhere, either as such or as components.

The 2016 model delivery truck used by Posti was fitted with a 200 kW permanent magnet motor and a 150 kWh LFP battery. The estimated consumption of the vehicle is 70 kWh/100 km in summer and approximately 110 kWh/100 km in winter. Depending on the temperature and the use of heating, the operating range is about 150 km. The delivery truck is designed for urban deliveries.

The battery can be preheated by a liquid cycle. The maximum capacity of the DC charging is 150 kWh, which ensures fast charging if needed. That also helps in delivery tasks. The cab is equipped with a touchscreen for driving and power line control. The cab and load space are electrically heated. The vehicle is not equipped with a gearbox.

The car is part of the SIX HOVE innovation cluster on electric heavy transport, coordinated by VTT, which aims to boost electric heavy transport as a result of multi-channel cooperation. The car is equipped with a VTT-installed trip computer that collects a wide range of data on the use of the car. The data will be used to develop systems and electronic logistics management.

The implementation, technology and conversion of the vehicle ordered by Posti was carried out by eTrucks.fi together with Keulink. The truck is currently being used for delivery tasks in Tampere.

Source: [Posti](#)

Canada Post announces changes following review of its Smartmail Marketing Program

28-02-2024

In September 2023, the Office of the Privacy Commissioner of Canada (OPC) released their annual report which raised concerns about Canada Post's use of address data within its Smartmail Marketing (SMM) program. While Canada Post maintains that the SMM program has always operated within the requirements of the Privacy Act, we respect the work of the OPC and the expectations Canadians have when it comes to their personal information. We therefore announced our intention to conduct an internal review of our SMM products.

The concerns stemmed from an individual complaint to the OPC after Canada Post used operational data combined with names and addresses sourced from publicly available telephone directories to validate an incomplete address for the delivery of an advertising flyer. The report raised an additional concern with the SMM program utilizing aggregated operational data at the postal code level to provide retailers with insights into online shopping trends.

Following our review, we are taking the following actions with the Smartmail Marketing program:

We will no longer offer aggregated online shopping trends at the postal code level, or otherwise, to retailers as we found the effectiveness and use of the data had greatly diminished over time. Canada Post will discontinue using data from publicly available

telephone directories combined with our operational data to validate incomplete addresses.

We will work to further increase transparency and awareness of our direct mail marketing program through our 5,900 post offices and our digital channels, while providing greater visibility on how individuals can opt out of receiving advertising mail.

Canadians trust Canada Post to handle their personal information every day and therefore nothing is more important to us than preserving that trust. We will continue to collaborate and engage in meaningful dialogue with the OPC, ensuring our privacy practices are always evolving to incorporate national and international best practices as well as guidance from regulators. These changes have been shared with the OPC.

Source: [Canada Post](#)

NZ Post supporting communities through Delivering for Good programme

04-03-2024

NZ Post is proud to again be supporting charitable organisations and social enterprises around Aotearoa New Zealand by giving away free courier services. NZ Post's Delivering for Good programme aims to foster stronger, healthier communities around the country by offering up to 34,000 free domestic courier services across a selected number of organisations for one year - with two organisations winning an extra year of free courier services.

Applications for this year's programme open on Monday 4 March (and close on Sunday 24 March). Delivering for Good is part of NZ Post's social sustainability programme and is in its fourth year. NZ Post Group Sustainability Manager Dawn Baggaley says by providing free courier services it allows organisations to channel funds otherwise spent on couriers into expanding their services for the communities they support.

"For us, delivering for New Zealand also means supporting the neighbourhoods and communities where we live and work," Baggaley said.

"We are so proud to be able to facilitate free courier services for deserving local organisations."

Baggaley encouraged all charitable organisations "no matter how big or small" to apply.

"We're looking for a range of deserving programmes which help people connect and feel included; whether that be delivering goods to people without access or sending products for companies who employ people from marginalised groups."

To date, over 83,000 parcels have been sent from the start of the programme in 2021. One New Zealand not-for-profit benefiting

from the Delivering for Good programme is The Little Miracles Trust. The Trust works to provide and coordinate support to the whānau of premature and sick full-term babies, as they make their journeys through neonatal intensive care, the transition home, and onwards. The Little Miracles Trust Operations Manager Justine Brooker says this is done in many ways from supplying care packs for new parents, hosting morning teas to bring whānau and experts together, supplying equipment for families to use while in the units and providing post-discharge support through playgroups and coffee mornings.

Brooker says the Delivering for Good programme has been instrumental in the organisation being able to provide much needed care and products to neonatal families, hospitals, and volunteers.

"Thanks to our courier costs being covered by NZ Post we are able to focus our commitment to the frontline team which provides peer-to-peer support in the Newborn Intensive Care Units," Brooker said.

"Essentially we are able to put our resources where it has the greatest impact by removing the burden of having to ration what we can and cannot send out to whānau in need."

Source: [NZ Post](#)

Royal Mail increases prices for stamps in 2024

01-03-2024

From 2 April 2024, the price of First Class stamps will increase by 10p to £1.35 and the price of Second Class stamps will increase by 10p to 85p.

Royal Mail has sought to keep price increases as low as possible in the face of increasing cost pressures and wage increases, declining letter volumes and lack of reform of the Universal Service Obligation (USO).

Letter volumes have fallen from 20 billion in 2004/5 to seven billion a year in 2022/3, while the number of addresses has risen by four million in the same period. The average adult spends less than £7 a year on stamped letters and people now receive on average just two letters per week.

The USO – which requires Royal Mail to deliver letters to all 32 million UK addresses six days a week – is in need of urgent reform. Delivering an ever-decreasing number of letters to an ever-growing number of households six days a week is increasingly expensive and unsustainable. Postal regulator Ofcom has recently opened a call for inputs to look at options for reform of the USO given the

dramatic reduction in letter volumes in recent years.

The new price of First and Second Class stamps remain well below European mean average prices of £1.66 for First Class and £1.26 for Second Class.*

Nick Landon, Chief Commercial Officer at Royal Mail said: “We always consider price changes very carefully, but we face a situation where letter volumes have reduced dramatically over recent years, while costs have increased. It is no longer sustainable to maintain a network built for 20 billion letters when we are now only delivering seven billion.

“As a result of letter volume decline, our posties now have to walk more than three times as far to deliver the same number of letters as before, increasing the delivery costs per letter.

“It is vital that the Universal Service adapts to reflect changing customer preferences so that we can protect the one-price-goes-anywhere service, now and in the future.”

Source: [Royal Mail](#)

German Regulator published postal dispute resolution activity reports for the year 2023.

02-02-2024

The parties reached an agreement in more than half of all admissible dispute resolution procedures, showing that dispute resolution is an important element of consumer protection at the Bundesnetzagentur," said Klaus Müller, President of the Bundesnetzagentur.

The two dispute resolution panels help settle disputes between consumers and companies with the aim of reaching mutual agreement. For years these dispute resolution bodies have been providing an accessible, free and efficient option for extrajudicial dispute resolution.

Postal dispute resolution panel

The number of cases in the field of postal dispute resolution has once again increased. In 2023 a total of 3,574 requests and submissions were received. This is an increase of 12% compared to the previous year (3,180 in 2022), making 2023 the third year in a row in which submissions exceeded the 3,000 mark.

In more than half of the cases the request for dispute resolution was submitted by the senders of postal items, while in just over 42% of all cases the request was made by the recipients.

The clear majority of dispute resolution requests (72%) were related

to the conveyance of parcels, while letters, registered mail items or small parcels accounted for the remaining requests.

In 2023 many submissions were due to the loss or theft of the content of the mail item. Requests for dispute resolution were also received because of damaged items, delivery speed and delivery irregularities.

Of all requests, 80% were submitted about Deutsche Post DHL, 12% about Hermes, just under 4% about DPD and 2% about GLS. UPS accounted for 1%. This breakdown also reflects the fact that different postal operators hold different shares of the personal customer market.

Dispute resolution was successful in 56% of all admissible requests.

Over the past few years various changes in the postal sector have led to a clear strengthening of consumer rights. Since 2021 the requirement for postal operators to participate in the dispute resolution procedure has been laid down in law. Details of the postal dispute resolution procedure have been defined in a specific ordinance since 2022.

Source: [Bundesnetzagentur](#)

US Regulator commits to a revision of market dominant products and innovation

30-01-2024

The Commission reaffirmed its commitment to timely review and approval of Market Dominant NSA applications that comply with the law and recognized the importance of innovation.

In its request, the Postal Service stated that it intended to begin implementing the agreement "in January 2024 or shortly thereafter." The Commission approved the Market Dominant NSA on November 22, 2023, consistent with the Postal Service's request. On January 17, 2024, the Postal Service informed the Commission that the mailer had decided not to implement the NSA.

Although the Commission approved the NSA on a schedule consistent with the Postal Service's request, its recent notice blamed a supposed Commission delay for the failure to implement the NSA. The Postal Service made this claim even though it never informed the Commission the NSA needed to be approved earlier to allow for implementation.

NSAs are specialized contracts between the Postal Service and mailers. When Congress authorized the Postal Service to enter into Market Dominant NSAs, it required the Commission to find that an NSA would either improve the net financial position of the Postal Service or enhance its operational performance. The Commission uses accepted analytical principles to evaluate whether proposed NSAs comply with this law.

The proposed NSA had a novel design that could not be evaluated using the Commission's accepted analytical principle, and the Postal Service's application did not propose an alternative methodology. In order to comply with the law, the Commission

asked the Postal Service to provide data that could be used to perform an alternative analysis of the issue. The Postal Service declined to provide this data.

Rather than reject the incomplete request, the Commission, recognizing the importance of innovation to counteract mail volume declines, provisionally approved the Postal Service's request. The Commission's provisional approval included a requirement for data monitoring to evaluate whether the agreement performed as projected.

The Commission intended to use the data and experience gained from the agreement to help develop a new accepted analytical principle to enable the approval of similar NSAs in the future.

The Commission encourages the Postal Service and its customers to pursue Market Dominant NSAs that comply with the law and stands ready to address future, complete NSA filings in a timely manner. Proposed NSAs should be based on accepted analytical principles. If the Postal Service and its partners believe established analytical principles are inadequate, the Commission's rules provide guidance on proposing an alternative methodology.

For future Market Dominant NSA requests, the Commission encourages the Postal Service to use the guidelines in the Commission's order number 6949: "COMMISSION RESPONSE TO THE POSTAL SERVICE'S NOTICE REGARDING IMPLEMENTATION OF PUBLISHER'S CLEARING HOUSE NSA".

Source: [PRC](#)

Royal Mail claims that lack of action from Regulator to modernise postal sector puts them in a difficult situation

24-01-2024

Martin Seidenberg, Group Chief Executive Officer, said: "Ofcom's report demonstrates that reform is urgently needed to protect the future of the one-price-goes-anywhere Universal Service. We are doing everything in our power to transform, but it is not sustainable to maintain a network built for 20 billion letters when we are now only delivering seven billion.

"We have been calling on Government and Ofcom to tackle this issue for four years, and the lack of action means that we are now facing a much more serious situation.

"Whilst other countries have grasped the opportunity to change, the UK is being left behind. There has been a lot of discussion about dropping Saturday letter deliveries in the UK, but as other countries have shown, there are a range of options to consider.

"A modern and sustainable postal service is crucial for our people, our company and the customers we serve. We want to engage with all stakeholders as part of the process to find an outcome that will allow us to compete and adapt to today's realities."

Source: [Royal Mail](#)

Swiss Post reduces costs at Group level

09-01-2024

In today's challenging environment, Swiss Post wants to become even more efficient. The Group's support function units will reduce their costs by 10 percent, saving around 42 million francs by 2025. This will keep Swiss Post competitive. Swiss Post can implement a significant proportion of these reductions through material costs. For the remaining amount, it is expected that 110 full-time jobs will need to be cut – principally via natural staff departures and early retirements. Swiss Post has started a consultation process for this, giving employees the opportunity to submit suggestions as to how negative impact on employees could be avoided.

In light of the challenging economic environment, including higher costs, subdued consumer confidence, lower letter volumes and fewer inpayments at branch counters, Swiss Post has stepped up its efforts to further improve efficiency. These measures will contribute to a stable Swiss Post with healthy finances, enabling it to remain competitive. The environment remains challenging due to regulatory requirements. This is why Swiss Post has launched initiatives such as an efficiency programme in Logistics Services management – in addition to the efficiency measures already planned in the strategy. The support function units within Swiss Post Group will now also have to play their part. Specifically, the Finance, Human Resources, Informatics/Technology, Communication and CEO Corporate Services units are involved, as these units are also impacted by inflation. They have to reduce their costs by 10 percent or around 42 million francs a year.

The savings will primarily be made via non-personnel costs and natural staff departures.

The support function units can achieve a significant part of the savings goal by reducing their non-personnel costs and taking measures such as continuing to harmonize their IT systems. However, it is expected that a staff reduction of around 110 full-time equivalents cannot be avoided. This applies exclusively to administrative positions. No mail carriers or staff in branches or sorting centers will be affected. As far as possible, Swiss Post will implement the planned staff reduction via natural fluctuation, early retirements and reductions in employment levels. Swiss Post deeply regrets that there could still be a maximum of 69 redundancies as part of the currently planned efficiency measures. The company will ensure that the staff reduction is as socially responsible as possible and will mitigate any negative impact. In addition, there may be changes to employment contracts for a maximum of 114 employees. The majority of these changes relate to the place of employment, with office space in the Bern area being merged so that it can be used more economically.

Employees can submit comments during a consultation process

Swiss Post informed employees in the support function units of the planned measures in a letter on 9 January 2024. As part of a consultation process, these employees will now have the opportunity to submit suggestions as to how redundancies can be prevented or limited and how the impact could be mitigated. Swiss Post is in regular dialogue with its social partners, the trade union syndicom and the staff association transfair. Implementation of the efficiency measures is planned from March 2024, with any ramifications coming into effect in 2025 at the latest.

Source: [Swiss Post](#)

Finnish regulator prepares digital operators for new obligations- the goal is safer and more open online services

12-01-2024

Internet platforms and other digital services will have new obligations when the application of the EU's Digital Services Act begins on 17 February 2024. The purpose of the new Act is to reduce illegal content and increase the transparency of services.

The Digital Services Act contains extensive new obligations for various network operators, from cloud services to social media platforms and various marketplaces. Different service providers have different levels of obligations. Some of the obligations apply to a wide variety of services - for example, users must be offered the opportunity to report illegal content.

"If you as a user come across content online that you suspect is illegal, you always have the right to report it to the service provider. It has an obligation to deal with the matter. The same applies to situations where, for example, the platform has removed the content you have produced or restricted the use of the service without notification and justification", says Chief Specialist Sirpa Sillstén from the Finnish Transport and Communications Agency Traficom.

So what is illegal content? In the supervision of the Digital Services Act, it is not possible to take a direct position on this, but the procedures of the service providers are the subject of supervision. However, as a rule of thumb, everything that is illegal offline is also illegal online.

The strictest regulations for online platforms and online marketplaces

Online platforms, i.e. for example different online communities, have their own obligations in the regulation. In the future, platforms must, for example, react to clearly illegal content on their own initiative and handle complaints carefully.

Online platforms are also required to take new actions that improve

the transparency of advertising and recommendation systems, as well as the protection of minors online. The Digital Services Act requires that online platforms do not mislead the consumer and manipulate their decision-making and choices. Service providers must note that alongside the Digital Services Act, the Consumer Protection Act and Data Protection Act must be observed.

Online platforms also include online marketplaces, such as travel and hotel booking websites, which have their own additional obligations. For example, marketplaces must ensure that sellers and service providers operating on the platforms can offer consumers sufficient information about themselves and their products. If a product or service has been sold through the marketplace that has proven to be illegal, the marketplace must inform the consumers, who bought the product or service, about it.

The requirements of the Digital Services Act also apply to very large online platforms and search engines with more than 45 million monthly users in the EU. For these multinational platform giants, the regulation entered into force already in the summer of 2023, and their main supervisor is the EU Commission.

In Finland, supervision is divided between three authorities

In Finland, observing the Digital Services Act is supervised mainly by the Finnish Transport and Communications Agency Traficom. Additionally, Consumer Ombudsman and Data Protection Ombudsman supervise specific obligations of the Act that are connected to, for example, the advertising carried out by platforms.

The Digital Services Act applies to all intermediary services that are offered within the EU. Thus, service providers that are located elsewhere must also observe the Act, if they offer their services to the EU area. However, the Act does not apply to micro and small businesses in all aspects.

Source: [TRAFICOM](https://www.traficom.fi/en)

ACM publishes for consultation its DSA guidelines for providers of online services

18-01-2024

The European Union has drawn up new rules for online providers, including the Digital Services Act (DSA). The DSA is aimed at helping create a safe, predictable, and trustworthy online environment. As the regulator-designate, the Netherlands Authority for Consumers and Markets (ACM) finds it important that market participants that fall under the DSA are able to prepare themselves properly for the new European rules. That is why ACM has drawn up draft guidelines, which can help market participants in their preparations.

Market participants that fall under the scope of the DSA, as well as other interested parties have until February 16, 2024, to submit their opinions about the draft guidelines. These may include market participants such as online platforms, search engines, marketplaces, broadband providers, and hosting service providers.

Why has ACM drawn up draft guidelines?

ACM is the regulator-designate for the enforcement of compliance with the obligations laid down in the DSA. ACM believes it is important that businesses and organizations are already able to prepare themselves properly for what the DSA will mean for them, and what rules they need to comply with. Exploratory discussions held by ACM revealed that there was a need for this. That is why ACM has drawn up these guidelines as a tool. In the guidelines, guidance is given with regard to dispute settlement, dealing with illegal content, the protection of minors, and the prevention of so-called dark patterns as a result of which users find it harder to make autonomous decisions.

Why does ACM release these DSA guidelines for public consultation?

ACM publishes these draft guidelines for public consultation because the obligations for digital providers are wide-ranging and new for many market participants. The DSA puts in place a

framework of layered obligations, which means that one or multiple rules apply to different market participants that offer online services. That is why ACM has formulated guidance for each type of provider. The guidelines should help providers of online services design their processes in such a way that they are able to comply with the DSA's obligations as effectively as possible. It is important to know whether the guidelines offer all of these different market participants sufficient clarity in order for them to comply with the rules.

The importance of new legislation in the digital domain

The DSA is part of a package of new European rules regarding the digital economy. ACM welcomes this new legislative package because it offers businesses and consumers protection against, for example, unfair competition or illegal practices. ACM's future role is aimed at helping businesses put the right measures in place to create an online environment that is safe and trustworthy for all users. In that way, we are able to reap the benefits of the opportunities offered by the digital economy, as well as reduce the risks posed by it.

In the Netherlands, the DSA will come into force on February 17, 2024. From that date, all providers that fall under the DSA must comply with its rules. ACM will conduct oversight over the providers that are located in the Netherlands. ACM is charged with enforcement of the DSA as soon as the law that governs this comes into effect, which is expected to do so at a later point in 2024. Very large platforms and search engines already need to comply with the DSA since August 25, 2023. The European Commission designates these large platforms and search engines. The European Commission conducts oversight over the very large platforms and very large search engines.

Source: [ACM](#)



Swiss Post transported 185 million parcels and 1.64 billion letters for its customers in 2023

23-01-2024

Last year, Swiss Post staff sorted and delivered a total of 185 million parcels. Although this is 4.7 percent less than in 2022, it is 24 percent more than in the reference year 2019, prior to the coronavirus pandemic. Meanwhile, the long-term downward trend in letter mail continued in 2023, with mail carriers delivering 1,647 million addressed letters last year. That is 5.6 percent less than in 2022. Swiss Post expects parcel volumes to continue to rise in the medium and long term. In order to provide an efficient public service in the future, Swiss Post will continue to adapt with foresight to developments in the letter and parcel market and optimize its infrastructure.

Swiss Post employees processed 185 million parcels in 2023. That is 4.7 percent fewer parcels than the previous year (2022: 194 million). The decline in parcel volumes throughout 2023 is a result of general inflation, continued subdued consumer confidence and the geopolitical situation. Despite this decline, parcel volumes remain high. Compared to 2019 – the year before the parcel boom intensified as a result of the coronavirus pandemic – Swiss Post transported 35 million or 24 percent more parcels last year.

Decline in letter volumes continues

Although the number of letters sent has been falling for years, Swiss Post mail carriers continued to process an impressive volume of addressed letters in 2023, with a total of 1,647 million across the year. This represents a 5.6 percent decline in letter mail year-on-year (2022: 1,745 million). Over the last 20 years, letter volumes have decreased by around 40 percent. Swiss Post has already taken action in response to this development. For example, in order to become more efficient in delivering parcels and, at the same time, secure jobs in the letter delivery teams, many mail

carriers have also been delivering small parcels for a number of years.

"Adapting with foresight for a strong public service"

Today, Swiss Post customers send around 70 percent more parcels than 10 years ago. Based on this long-term trend, Swiss Post continues to expect significant growth in the parcel market. In order to remain prepared for this development and to provide a high-quality public service, Swiss Post also opened new facilities for sorting parcels in 2023 – with two regional parcel centers in Wallisellen (ZH) and Pratteln (BL) and the installation of a parcel sorting machine in the Härkingen (SO) letter center. It means that Swiss Post now sorts parcels at 13 locations throughout Switzerland. Johannes Cramer, Head of Logistics Services and Member of Executive Management, is pleased with the progress of the expansion programme: "We have become more and more efficient in recent years and we sort what is produced regionally in the regions."

We will continue to assess where optimization measures in our logistics network are necessary and possible." Swiss Post is also dependent on global and national economic developments. However, the focus remains on customer needs. Johannes Cramer explains: "On the one hand, our customers have an influence on parcel volumes. On the other, companies will have additional requirements in terms of posting locations and times at our logistics sites in the future. We are responding flexibly and adapting our resources and infrastructure with foresight. This capacity to adapt is fundamental to a forward-looking and strong public service".

Source: [Swiss Post](#)

Service Performance Remains Steady Across Postal Service Network

23-01-2024

FY24 second quarter service performance scores covering January 1 through January 12, included:

- First-Class Mail: 85.8 percent of First-Class Mail delivered on time against the USPS service standard, consistent with performance from the fiscal first quarter.
- Marketing Mail: 93.7 percent of Marketing Mail delivered on time against the USPS service standard, consistent with performance from the fiscal first quarter.
- Periodicals: 81.5 percent of Periodicals delivered on time against the USPS service standard, an increase of 0.8 percentage points from the fiscal first quarter.

USPS delivery was impacted in some local markets due to industry-wide disruptions in both ground and air transportation caused by winter storms across the country. The Postal Service continues to restore service in these markets as quickly and as safely as possible, however, service performance may be negatively

impacted as the weather systems continue through the month of January.

One of the goals of Delivering for America, the Postal Service's 10-year plan for achieving financial sustainability and service excellence, is to meet or exceed 95 percent on-time service performance for all mail and shipping products once all elements of the plan are implemented. Service performance is defined by the Postal Service as the time it takes to deliver a mailpiece or package from its acceptance into our system through its delivery, as measured against published service standards.

With the implementation of the Delivering for America plan, the Postal Service continues its focus on improving service reliability for the American public and business customers by modernizing the outmoded and aging postal network across the nation.

Source: [USPS](#)

Postage rates to increase in Ireland next month, by less than rate of inflation

11-01-2024

Next-Day Service in Ireland now cheaper than in UK or France, and below EU average price

- National stamp will increase by 5c to €1.40 (3.7%) – below CPI inflation of 3.9%*
- No increase in the International Letter stamp (€2.20) or the Digital Stamp (€2.00) Input costs (transport, fuel, energy) increased by 6% in 2023
- Stamp discounts continue for SMEs and personal customers

11th January, 2024: The price of the standard national stamp will increase by 5c to €1.40 on Thursday, 1st February, resulting in a 3.7% increase which is below the latest published CPI rate of inflation of 3.9% (Nov 2023). While some other rates such as those for large envelopes and Registered Post will also increase, there will be no change to the price of either the International Letter stamp (€2.20) or the national Digital Stamp (€2).

An Post's standard stamp price remains well below the average European tariff for a comparable quality next-day letter service. The average price of a comparable national stamp across the principal EU14 (+ UK) countries is now €1.73, while like-for-like letter services now cost €1.45 in the United Kingdom and €1.47 in France, our nearest EU neighbour.

An Post is committed to providing a top quality, sustainable, next-day service to the door for all customers despite an increasing number of European countries reducing letter delivery quality or frequency to just once or twice a week due to falling letter volumes.

Conscious of the impact on personal customers who regularly send mail, the price of ten-stamp booklets will be €13.50 (€1.35 per stamp), while a box of 100 stamps will work out at €1.30 per stamp (a 10c reduction per stamp). SMEs can avail of a €1.25 national stamp price through the An Post Advantage Card – a discount of 11%. An Post will also continue its popular stamp promotions in post offices and online. For example, customers can save €2 on a booklet of ten Love Stamps from 5th - 18th February, with a reduced price of €12 instead of €14.

The new stamp prices reflect sustained transport, fuel and energy

cost inflation (6% in 2023) and will ensure the continuity of national letter services based on customers paying the same price for delivery of letters nationwide, regardless of distance.

Garrett Bridgeman, Managing Director of An Post Commerce said: "We have made every effort to minimise the necessary price increases by spreading them across letter products and services while ensuring top quality, sustainable services for all customers, wherever they live.

An Post's quality of service is amongst the highest in Europe while our prices remain well below the average tariff. For the first time ever, our comparable domestic tariffs are below those of the United Kingdom. We're pleased to leave our Digital and International stamp rates unchanged, and we're very excited to be launching our new International Digital Stamp later this month. Through innovation like this and the continued expansion of our electric fleet, we will protect our customers and support Irish firms doing business at home and across the globe, while ensuring safe, decent work and working conditions for our staff", he said.

"These increases are necessary to cover rising costs and ensure service continuity and innovation on par with the best in Europe. We're alleviating the impact on SMEs and personal customers by providing discounts and regular price promotions through the year at post offices and online. I'm also pleased to confirm that An Post's Community Focus supports including free postage up to 1kg to all nursing and care homes and free newspaper delivery for older customers will continue throughout 2024", he added.

All existing stamps with 'N' (National) and 'W' (Worldwide) or specific euro denominations remain valid and fully useable after 1st February.

* Inflation figures based on the latest published increase in Consumer Price Index (CPI) – previous 12 months to November 2023 at 3.9%.

Source: [An Post](#)



bpostgroup subsidiary speos wholly acquires b2boost

15-01-2024

bpostgroup subsidiary and document management specialist speos today acquired b2boost, a Belgian company specialized in digitizing B2B data processes. The contract was signed on 30 November 2023.

speos now holds 100% of the shares of b2boost (compared to 5% before). The b2boost employees will keep their jobs. The acquisition is the next step in the strategic partnership agreed by the two companies in December 2022.

Stephan Raymakers, CEO of speos, says: "This acquisition fits in perfectly with our development strategy. The goal is to be the single specialized partner of B2B customers for the digitization of financial and administrative processes. In this context, we also want to support our customers who have an obligation to switch to electronic invoicing by 1 January 2026. b2boost has created a

platform that provides a complete solution for the legally-compliant digitization of invoices and automation of supply chain messages (and other protocols). The complementarity of the services provided by b2boost and speos is a real source of added value for our customers."

Gilles Collet, CEO of b2boost says: "We are proud of how b2boost has evolved. By integrating speos, we can speed up our development and consolidate our reputation as an innovation driver in digital solutions."

Source: [bpost](#)

IDS Trading Update To The End Of December 2023

18-01-2024

â€œI would like to thank all my colleagues across Royal Mail and GLS for their extraordinary efforts delivering Christmas for our customers. This has led to a marked improvement in both trading and operational performance for Royal Mail over Christmas and we have continued to win-back customers. We need to build on this momentum.

Christmas trading period

- The Group saw a marked improvement in performance in the three months to 31 December 2023.
- Royal Mail achieved its best Christmas operational performance for four years, and met our customer commitment to deliver items posted by the last recommended posting dates in time for Christmas¹.
- Group revenues were up by 9.8% on the previous year, with Royal Mail winning back customers following last year's industrial action.
- Actions to transform ways of working and implement changes agreed with the Communication Workers Union (CWU) in July 2023 already helping to drive improvements in quality of service, although more remains to be done.

Nine months to 31 December 2023 and outlook

- Group revenues have performed well in a difficult macroeconomic environment, increasing by 3.8% with greater volumes in both Royal Mail and GLS.
- This has however been offset by increased costs, including pay increases and inflationary pressures.

"We are expecting a second-half operating profit, on an adjusted basis, to broadly offset the £169 million operating loss in the first half, so our guidance for the full year remains at about breakeven excluding voluntary redundancy costs.

Martin Seidenberg, Chief Executive Officer of IDS plc, said:

"I would like to thank all my colleagues across Royal Mail and GLS for their extraordinary efforts delivering Christmas for our customers. This has led to a marked improvement in both trading and operational performance for Royal Mail over Christmas and we have continued to win-back customers. We need to build on this momentum.

"With Ofcom due to publish options for the future of the Universal Service imminently, now is the time for urgent action. We are doing all we can to transform, but it is simply not sustainable to maintain a delivery network built for 20 billion letters when we are now only delivering seven billion."

Royal Mail:

- Total parcel volumes increased by 21% and revenues increased 14.4% in Q3 as we won back customers lost during industrial

action, and reflecting the impact of 15 days of industrial action in the prior period.

- Letter volume decline has returned to the long-established pattern of a 6-8% annually following the significant decrease during the pandemic (letter volumes down 31% compared to 2019-20 pre-pandemic levels).
- Letter revenues increased by 11.8% as a result of price increases, but costs continue to rise as a result of inflation, pay awards and the high fixed costs of delivering the Universal Service
- Our determination to transform ways of working, and implement the changes agreed with the Communication Workers Union in July 2023, are starting to show results in terms of quality of service underpinned by:
- New policies reduced sick absence by c.25% by end of December 2023 compared to prior year.
- Increased recruitment of permanent employees on new, more flexible contracts, reduced reliance on agency staff.
- New Quality Control Centre drove proactive intervention – consequently by end of December only 0.2% of our daily 54,000 walks were not resourced on any given day
- Looking ahead, implementation of new indoor methods in delivery and later start times are expected to further improve performance.

GLS:

Continued robust performance against a challenging macroeconomic backdrop. Revenue growth in almost all markets. Cost pressures driven by inflationary effects, including the impact from higher minimum wages in some markets, and investments in strategic initiatives.

Volumes grew 5% year on year in the nine-month period; revenue growth of 5.4% in Sterling, 4.3% in Euros (including acquisitions and working day effects²), driven by higher parcel volumes, partly mitigated by weaker freight revenues.

Strong Q3 volume growth in Spain, enabled by additional capacity coming from the new hub in Madrid.

Continued to accelerate improvements in digital propositions, expanding the development of our out of home solutions in key markets and increasing the use of technology in distribution centres.

As announced separately today, Michael Snape has been appointed Group Chief Financial Officer (CFO) of IDS plc, effective immediately.

Source: [Royal Mail](#)

Swiss Post delivers letters and parcels in the city of Geneva using fully electric vehicles

18-01-2024

Swiss Post is now delivering letters and parcels in the city of Geneva and a large part of the canton exclusively using electric vehicles. With more than 660 electric vehicles, including 205 in the city of Geneva, the canton's delivery staff deliver letters and parcels without emitting any CO₂, while at the same time reducing their noise emissions. From 2030, the entire Swiss Post delivery fleet will be powered by alternative energies, with 100% of its electricity derived from renewable sources.

"In February 2023, following on from Bern and Zurich, Geneva will be the third major city in Switzerland, and the first in Western Switzerland, where 100% of letter and parcel deliveries will be made by three-wheeled scooters and electric delivery vehicles," explains Philippe Juillard, Head of the Geneva distribution zone. "The transition programme for Swiss Post's delivery fleet is ambitious. As a company owned by the Confederation and with its position in this open market, Swiss Post has a duty to set an example for others to follow." This development also plays a role for Swiss Post's customers. "Thanks to the electrification of our delivery fleet, which enables us to switch to resource-efficient logistics, our customers are also able to reduce their CO₂ footprint."

Almost a million parcels have already been delivered in Geneva using electric vehicles

Launched in 2019, the transition to electric four-wheel delivery vehicles became a reality from mid-November 2023 for deliveries in the city of Geneva and the major industrial areas of Vernier, Meyrin, Carouge and Plan-les-Ouates. "We were immediately able to test the effectiveness of this new feature during the important end-of-year period," says Philippe Juillard. "We have a total of 85 vans and 120 three-wheeled electric scooters."

For Swiss Post, electric delivery involves many challenges, some of which have been overcome, but others remain. On the one hand,

there is a limit to the distance a vehicle can travel today as a result of technological developments. "In Geneva this isn't a big problem, as distances are short due to the central location of the Montbrillant delivery site", says the head of the distribution zone. On the other hand, the question of charging infrastructure can prove to be complex. "In this case, we had to adapt the electrical installation to the new requirements so as to guarantee the operation of the 45 charging stations." Of the 455 or so Swiss Post delivery offices in Switzerland, around 142 have now been fully equipped with charging stations. 100% of the electricity consumed by Swiss Post's delivery network is produced using renewable energies, and is "naturemade star" certified.

Today it's the largest fleet of electric vehicles in Switzerland

Swiss Post has set itself ambitious objectives and a programme for sustainable development. This is what the public expects of a company that is the driving force behind Switzerland. Swiss Post generates most of its CO₂ emissions from transport and buildings in order to meet the needs of its customers. One of the important steps towards achieving these objectives – namely, full carbon-neutral operation from 2030 and zero emissions for the entire company from 2040 – is the electrification of the delivery vehicle fleet.

Source: [Swiss Post](#)

Directorate change 18 January 2024

18-01-2024

International Distributions Services plc (IDS) today announces the appointment of Michael Snape as Group Chief Financial Officer (CFO) and Executive Director on the IDS plc Board with immediate effect.

Michael was previously CFO of Boots, No7Beauty Company and International for Walgreens Boots Alliance. Prior to Boots Michael was International CFO for Tesco, responsible for its operations outside the UK and Ireland. His earlier career was spent with Waitrose, part of the John Lewis Partnership, and J Sainsbury plc.

Mick Jeavons will leave the company on 31 May 2024 following a handover period. He will stand down from his position on the plc Board with immediate effect.

Announcing these changes, Group Chief Executive Officer Martin Seidenberg said: "I am delighted to announce the appointment of Michael as Group CFO of IDS. Michael brings extensive turnaround experience and excellent financial leadership gained in a number of leading international companies during their transformation. I look forward to working closely with him to ensure that both Royal Mail and GLS reach their full potential.

"Mick has been a great colleague and his counsel, knowledge and experience have been invaluable to both myself and the Board over the last few years. We thank him for his outstanding contribution through some turbulent times, and wish him every success for the future."

Michael Snape said: "I am delighted to be joining IDS at such a pivotal time and am excited by the renewed level of ambition that

Martin and the Board have for both Royal Mail and GLS. I look forward to helping drive the turnaround of Royal Mail and the continued growth in GLS to deliver for our customers, our colleagues and our shareholders."

Mick Jeavons said: "I have enjoyed immensely my journey with this incredible company and I thank all the wonderful people I have met during my time here for their advice, professional support and friendship. As the Group moves to the next stage in its transformation, I'd like to wish Martin, the Board and all my colleagues at IDS, Royal Mail and GLS all the best for the future."

This announcement is made in accordance with Listing Rule 9.6.11R. There are no other details required to be disclosed pursuant to Listing Rule 9.6.13R.

Full details are available on the company's website in compliance with Section 430(2B) of the Companies Act 2006 and will be disclosed in due course in the Directors' Remuneration Report within the company's Annual Report and Accounts for the year ending 31 March 2024, and subsequent years, as appropriate.

In a separate announcement, this morning IDS announced its Q3 Trading Update covering the period to 31 December 2023.

Source: [Royal Mail](#)

Groundbreaking for new DHL Global Forwarding air freight center at Frankfurt Airport

06-02-2024

DHL Global Forwarding and Fraport AG, the owner and operator of Frankfurt Airport (FRA), today officially began construction of a new air freight center at Frankfurt Airport. Tobias Schmidt, the CEO of DHL Global Forwarding Europe, and Anke Giesen, Fraport AG's Executive Director Retail and Real Estate, led the official groundbreaking ceremony at Frankfurt Airport's CargoCity South.

With the new air freight center, Fraport is developing a further site at CargoCity South in the immediate vicinity of Airport Gate 31. The new building on the approximately 55,000 square meter property will take about twelve months to complete. DHL Global Forwarding is expected to inaugurate the air cargo center in mid-2025. At this site, the company will primarily handle air freight for its German and international customers and manage charter flights with its in-house service provider StarBroker. The new cargo center and office complex will partly supplement the existing airport location, and offers not just additional transshipment space, but also room for the new StarBroker European headquarters of DHL Global Forwarding.

"Located in the heart of Europe, Frankfurt Airport is of central importance as an international hub for our global air freight network," explains the CEO of DHL Global Forwarding Europe, Tobias Schmidt. "We're very pleased that we were able to develop a larger, more sustainable site in close cooperation with Fraport. The newly created space will enable us to handle greater transport volumes for our customers even more quickly and efficiently."

Construction of the state-of-the-art cargo center represents a further milestone in the successful development of Frankfurt Airport as a

cargo and air freight hub. The latest ecological criteria play a crucial role in the new building. Overall, the new building at CargoCity South will provide about 24,500 square meters of new hall space and 3,000 square meters of flexible office and social space. The new complex also includes adequately dimensioned freight yards, 25 truck parking spaces and some 185 car parking spaces. Upon completion, the hall will have a total of 54 gates and cross-docks with generously dimensioned driving and shunting areas and additional, separate outdoor parking for trucks. The property is owned by Fraport AG and leased to DHL Global Forwarding.

"Today's groundbreaking of this first-class air cargo center is part of the continuous development of Frankfurt Airport as Europe's leading air freight hub," explains Anke Giesen, Executive Director Retail and Real Estate at Fraport AG. "This building will meet the strictest ecological and economic requirements for modern freight handling facilities. As such, it will put our future tenant DHL Global Forwarding in the best position to take its air freight business to the next level. The realization of this complex project is also a testament to the extraordinarily broad portfolio and proven expertise of Fraport's real estate development team."

Source: [DHL Group](#)

Posti partners with CGI to deliver digital messaging services

30-01-2024

Posti and IT and business consulting firm CGI have entered a 10-year strategic partnership for the development and delivery of digital multichannel messaging services. Through the agreement, Posti will partner with CGI on production of these services, and transfer 88 professionals who are based in Finland, Poland, Latvia and Estonia.

In addition, Posti will partner with CGI to modernize the digital messaging technology. The collaboration will empower Posti to respond more effectively to their customers' rapidly changing expectations, as well as future cybersecurity and operational security requirements.

"Based on our earlier collaboration with CGI in other areas, such as software robotics and payroll services, we are aware of and confident in CGI's digital service production expertise and quality," said Kimmo Salakka, Vice President of Strategy, Offering, and IT at Postal Services, a business group within Posti Group.

"The agreed partnership ensures digital solutions that are critical for supporting multi-channel messaging at Posti. This is also significant news from a customer and consumer point of view, as the offering and services and the security of communication will

improve. CGI is a company we can trust to deliver the new digital messaging solutions we require, as well as to treat our 88 transitioning professionals with exceptional care."

CGI helps logistics firms worldwide drive business transformation through IT modernization, Internet of Things, digital insights, cybersecurity, and other advanced technologies, enabling them to meet customer demands, drive efficiencies, and save costs.

Founded in 1976, CGI is among the largest independent IT and business consulting services firms in the world and in Finland. In Finland, CGI employs more than 3,900 people across the country, and has 11 offices in the largest cities. Worldwide, the company has 91,500 consultants and professionals. To learn more, visit cgi.com.

Source: [Posti](#)

USPS's Postmaster General and CEO remarks During Feb. 8, 2024 Governors Meeting

08-02-2024

The below remarks are as prepared for delivery by Postmaster General and CEO Louis DeJoy during the open session meeting of the Postal Service Board of Governors on Feb. 8, 2024.

"Thank you, Mr. Chairman. Since last year, our focus has continued to evolve from the development of effective organizational practices and improvements to operational stability to executing on meaningful actions to align our infrastructure to reduce costs and grow revenue.

During this recent peak season, we took the necessary operating risks to deliver increased volume while incurring less cost. We continued our implementation of several key initiatives to reduce our operating expenses.

Some of the biggest initiatives include a commitment to improved operational performance from our whole organization, minimizing peak season staffing, continuing to shift of air volume to ground transportation, the elimination of unnecessary or underutilized transportation trips, the closing of annexes rather than the adding of ones, and substantial reduction of redundant processes deployed in the past to muscle through activities.

In addition to peak season workloads, and the 12-day evacuation of a major gateway processing plant because of a hazardous materials incident, our organization encountered the unplanned and abrupt shutdown of a major transportation and transfer hub supplier in eight strategic locations across the nation. This required us to stand up transfer operations for over 5,000 truckloads of mail and packages a day across 18 rapidly deployed locations. The implementation was herculean, but less than precise and negatively impacted service for First-Class Mail volume during the peak season and will continue to plague us through the next several weeks.

Even still, for most of the nation, we provided stable performance for the quarter and during peak. All in all, the result was an average of 2.7 days to deliver mail and packages, with 97 percent of the population receiving mail and packages within 3 days, and nearly 60 percent of market dominant volume being delivered a day ahead of its service expectation.

I do realize that individual communities do not view our performance at a national level, and we are focused on improving reliability in every neighborhood and we will continue to address all issues promptly.

On a more positive note, we handled almost 7 percent more package volume in our network than we did last peak season, resulting from our improving service reliability and new product offerings. We see package shippers becoming more interested, as we begin the implementation of the full features of our ecommerce marketing initiatives, and the widely accepted offering of Ground Advantage.

Our package revenue was up and according to ShipMatrix data, the United States Postal Service posted a 95.2 percent on-time delivery during the 2023 cycle. Having said all that, we achieved the objective of reducing cost while delivering more volume, shown by a reduction of 8 million workhours and \$489 million in transportation costs as compared to last year.

This is a first and I will continue to push the boundaries on this activity, as it is the only way to raise the level of operating performance and achieve the financial objectives required by law.

In 2023, the Postal Service initiated the rollout of our new Regional Processing and Distribution Center regions, with implementation activities ongoing in Richmond, Atlanta, Charlotte, Chicago, Portland, and Boise. By the end of 2024, we plan to take nine RPDC regions to an improved future state. This includes Indianapolis, Jacksonville, and Houston, in addition to the six regions I mentioned prior.

We are also aggressively opening Sorting and Delivery Centers, which represent a critical part of our future state network. Through 2023, we have activated 29 S&DCs, and we are setting an ambitious schedule of activating more than 40 in 2024.

At the same time as we are opening new and modernized facilities, we have worked to upgrade outdated processing and transportation infrastructure while disposing of outdated and costly annexes. These efforts include improving the operating functionality and performance of our Network Distribution Centers, which have historically been poorly utilized and costly.

Our Transportation and Logistics teams are also optimizing both national and local transportation of our surface and air transportation lanes, reducing underutilized trips and bringing costly air freight into our ground network. Our objective in this area is to reduce our overall transportation cost by \$3 billion over the next two years, including the \$1 billion cost savings already achieved in airfreight.

In other functional areas, the Postal Service will continue to focus on solidifying core operational improvements and training of our management and employee workforce to build on this new foundation. These efforts will stabilize service today and ensure that our network initiatives achieve their full long-term potential.

Our goal is to reduce our processing, distribution, and delivery costs by at least \$2.5 billion by insourcing previously outsourced operations, consolidating operations out of random buildings, modernizing facilities, reorganizing operating plans and schedules, adding more sortation equipment, and improving operating tactics to increase throughput, gain productivity and increase asset utilization. Concurrent with these raw cost-reduction efforts, the success of regional connect and Ground Advantage are providing new opportunities for our sales teams to win in the package shipping marketplace.

Back in August, we began improving the way we organize and direct our Sales and Marketing teams and are now deploying improved methodologies across the competitive marketplace to capture several billion dollars in new revenue.

Please look forward to a Next Day and Same Day offering from the United States Postal Service in the near future that will change the way you look at delivery – and the way you look at the United States Postal Service.

On February 6, we announced new, sweeping sustainability targets aimed at reducing greenhouse gas emissions, growing the circular economy, and increasing environmental awareness across the Postal Service. Our Delivering for America Plan to reduce operating costs will also result in significant carbon reductions across our network, tied directly to our strategies of eliminating transportation, using less air transportation, and modernizing facilities. Overall, we will seek to reduce emissions from fuel and electricity by 40 percent and reduce emissions from services purchased by 20 percent by 2030.

As was showcased several weeks ago in Atlanta, the Postal Service plans on procuring more than 106,000 new vehicles over the next five years, including the 66,000 EVs. Approximately 30,000 vehicles will arrive this year with 10,000 of them being electric. This begins the long overdue modernization of the Postal Service's 30-year-old fleet.

Under the leadership of the Postal Inspection Service, our crime prevention program, Project Safe Delivery, continues to mitigate postal crime, improve employee safety, and protect both the sanctity of mail and our facilities. Recently, we completed a five-city surge to review our security of operations for Chicago, IL; San Francisco and Oakland, CA; Cleveland, Cincinnati, and Columbus, OH. That surge includes securing postal mail receptacles and conducting arrow key accountability reviews. As always, the Inspection Service will continue to work tirelessly to advance ongoing investigations and conduct important activities to disrupt organized and random mail theft and robbery.

2024 is an election year and brings plenty of excitement at the Postal Service. We are confident amidst this progress and its corresponding benefits, that we will continue to deliver the nation's election mail for the upcoming 2024 elections in the same successful manner we have accomplished in the past. Consistent with our longstanding policies and procedures, the Postal Service will undertake significant efforts to prioritize the monitoring and timely delivery of all election mail.

Revamping our network facilities while trying to reduce cost and grow revenue is the challenge the United States Postal Service faces today and for several years in the future. We are in race to a finish line that changes our financial and service trajectory before we run out of cash and require other means of funding.

These initiatives are necessary to continue our efforts to organize what over many years grew to be a random, complicated, and costly methodology to deliver the nation's mail and packages into one that deploys logically sequenced processes and maximizes cost-efficiency. We aim to minimize service disruptions where

possible, while also meeting our service requirements. But as you know change is never easy, even when it's for the better. Complications may occur, so we plan to proactively communicate often and early with our employees, customers, and relevant stakeholders.

To those in the nation that are affected by our intermittent service impacts, we apologize and are working hard to improve our service to you. For the over 50 percent of Americans who receive their mail and packages early and are enjoying the new affordability of Ground Advantage – you are beginning to experience the future performance of the United States Postal Service.

I would like to thank our leadership team for their tireless efforts to

execute on our strategies and their even harder work to correct for the mistakes and events we encounter as we proceed on this journey. I also want to thank the men and women of the Postal Service for delivering a good peak season and their willingness to engage in the changes we need to make to have a prosperous future. As I travel the nation and witness your work, I grow more confident in our ability to deliver to the nation a Postal Service whose best days are in the future.

And finally, I'd like to thank all our Governors for their service, their interest in understanding the complexity of our business and their support."

Source: [USPS](#)



Canada Post proposes new postage rates for 2024

09-02-2024

Canada Post is proposing to increase postage rates in 2024. For stamps purchased in a booklet, coil or pane, which represent the majority of stamp sales, the rate would increase by seven cents, to 99 cents per stamp. The new rates would take effect May 6, 2024.

Prior to these proposed changes coming into effect, domestic letter mail rates have increased twice over the last decade (five cents in 2019 and two cents in 2020), with the last major pricing change made on March 31, 2014.

Minimizing the impact

Canada Post understands the importance of the delivery service it provides and works to minimize the impact of price changes on all customers, ensuring any increases are fair and reasonable. The impact of the rate increase for the average Canadian household is estimated at 65 cents per year. For the average Canadian small business, the estimated impact is \$12.07 per year.¹ PermanentTM stamps will always be accepted at the current domestic postage price.

Small businesses looking for support or special discounts on shipping and other services are encouraged to sign up for the free Canada Post Solutions for Small BusinessTM program.

Growing financial pressures on the postal system

While the Corporation has worked to minimize or hold rates for much of the last decade, the cost of providing a postal service to all Canadians has also been steadily impacted by inflation. This, combined with the fact that each year there are fewer letters to deliver to more addresses, has put considerable financial pressure on Canada Post. As an organization funded by revenue from the sale of its products and services, not taxpayer dollars, rate changes are a reality.

The proposed rate changes would also affect other products, including U.S., international letter-post and domestic Registered MailTM items. The price of a single stamp for a domestic letter (30 grams or less) would increase from \$1.07 to \$1.15. When purchased in a booklet, coil or pane, the price would increase from 92 cents to 99 cents per stamp.

The proposed rates were published today for public comment in Part I of the Canada Gazette. Subject to regulatory approvals, they would take effect May 6, 2024.

Estimate based on average annual spending of businesses and households.

Source: [Canada Post](#)



Bulgarian Post partners with INTERCONNECT

23-01-2024

Bulgarian Post launches a new international courier service in partnership with the International Postal Corporation IPC through the INTERCONNECT network.

By joining the "INTERCONNECT" global e-commerce parcel delivery network, Bulgarian Post customers will have the opportunity to send parcels to 30 countries in Europe under extremely good market conditions.

Shipments can weigh up to 30 kg, and the delivery time is from 5 to 7 days, depending on the recipient country, and the insurance in the amount of up to 450 euros is included in the price. It is possible to choose the delivery method available in the country of destination - to the recipient's address, to an office or to a vending machine (if this option is available). Shipments will be able to be sent through all 2971 post offices or by requesting a courier from the sender's address. On the website of Bulgarian Post there is an option for their tracking by users in real time. E-shops can take advantage of the possibility of integration and a number of additional services such as prepaid returns with an easy mode and trade discounts.

Detailed information about the new service is available on the company's official website.

International Postal Corporation IPC 's INTERCONNECT network operates as a single operational network to offer e-retailers and shoppers a reliable cross-border service, creating a highly competitive collaborative network for end-to-end parcel transfer and delivery. The partnership between IPC and Bulgarian Post is designed to facilitate joint efforts in areas such as technological innovation, operational efficiency and the development of new services to meet the changing needs of customers worldwide.

With the new service, Bulgarian Post aims to offer affordable prices and quality service to all Bulgarian users who wish to enter the European market.

Source: [Bulgaria Post](#)

Swiss Post transported 185 million parcels and 1.64 billion letters for its customers in 2023

24-01-2024

Last year, Swiss Post staff sorted and delivered a total of 185 million parcels. Although this is 4.7 percent less than in 2022, it is 24 percent more than in the reference year 2019, prior to the coronavirus pandemic. Meanwhile, the long-term downward trend in letter mail continued in 2023, with mail carriers delivering 1.647 billion addressed letters last year. That is 5.6 percent less than in 2022. Swiss Post expects parcel volumes to continue to rise in the medium and long term. In order to provide an efficient public service in the future, Swiss Post will continue to adapt with foresight to developments in the letter and parcel market and optimize its infrastructure.

Decline in letter volumes continues

Although the number of letters sent has been falling for years, Swiss Post mail carriers continued to process an impressive volume of addressed letters in 2023, with a total of 1,647 million across the year. This represents a 5.6 percent decline in letter mail year-on-year (2022: 1,745 million). Over the last 20 years, letter volumes have decreased by around 40 percent. Swiss Post has already taken action in response to this development. For example, in order to become more efficient in delivering parcels and, at the same time, secure jobs in the letter delivery teams, many mail carriers have also been delivering small parcels for a number of years.

"Adapting with foresight for a strong public service"

Today, Swiss Post customers send around 70 percent more parcels than 10 years ago. Based on this long-term trend, Swiss Post continues to expect significant growth in the parcel market. In order to remain prepared for this development and to provide a high-quality public service, Swiss Post also opened new facilities for

sorting parcels in 2023 – with two regional parcel centers in Wallisellen (ZH) and Pratteln (BL) and the installation of a parcel sorting machine in the Härkingen (SO) letter center. It means that Swiss Post now sorts parcels at 13 locations throughout Switzerland. Johannes Cramer, Head of Logistics Services and Member of Executive Management, is pleased with the progress of the expansion programme: "We have become more and more efficient in recent years and we sort what is produced regionally in the regions. We will continue to assess where optimization measures in our logistics network are necessary and possible." Swiss Post is also dependent on global and national economic developments. However, the focus remains on customer needs. Johannes Cramer explains: "On the one hand, our customers have an influence on parcel volumes. On the other, companies will have additional requirements in terms of posting locations and times at our logistics sites in the future. We are responding flexibly and adapting our resources and infrastructure with foresight. This capacity to adapt is fundamental to a forward-looking and strong public service".

Source: [Swiss Post](#)

bpostgroup reinforces its leadership team

23-01-2024

In light of the bpostgroup ambition to strengthen its market position as frontrunner in the parcel-size logistics market in Belgium and abroad, it was decided to reinforce its leadership team. As of February 1, Philippe Dartienne, former CFO and CEO ad interim first of the group and later of the entities E-Logistics North-America and Eurasia, takes up his function as CFO of bpostgroup again. Also a Chief Digital Officer is appointed, Mr. Frank Croket and a new function of Chief Commercial Officer is created, for which the search has started.

The bpostgroup leadership team counted a number of ad interim functions. In order to be able to fulfil the ambitions of bpostgroup and to build a solid future for the group, a number of decisions has been taken to reinforce the Executive Committee.

Chris Peeters, CEO bpostgroup: "Digitalization, customer centricity and the strengthening of the leadership structure, with established leaders in their area of expertise, are key enablers to put bpostgroup in pole position to accelerate our transformation and realize our ambition. We will also continue to foster a culture of compliance to ensure ethical and responsible business practices." Philippe Dartienne takes on the Group CFO function again. Philippe was of tremendous value to the company in the previous months as CEO a.i. Koen Aelterman, currently CFO ad interim, becomes CFO for the Belgian business unit. bpostgroup wants to thank them for their dedication and their contribution to the company and its employees.

Frank Croket will start as of 1 February 2024, as Chief Digital Officer (CDO). This new function replaces the current Chief Technology Officer (CTO) role, previously held by James Edge. Frank comes over from BCG, where he was Managing Director & Partner

for BCG's Energy and Technology Advantage Practice. He brings a wealth of international experience, in consultancy, leading CIO, CTO roles, but also realized major business transformations and worked for companies as Accenture, Xylos and Nokia.

Chris Peeters : "With Frank, I am convinced we have the right person to take us to the next level with our digital transformation. His remit will encompass the data management, digital transformation and IT operations activities." Because of his broad experience in this field, James Edge continues to take on the role of CEO Crossborder Global a.i., with responsibility for both North America and Eurasia, reporting to the Group CEO. The Crossborder business includes Landmark Global, Apple Express, FDM and IMX. The Group CEO is also given the temporarily responsibility of global Fulfillment.

A new function of Chief Commercial Officer will be created in the bpostgroup Executive Committee. A superior customer experience and new business development based on customer needs will be the key drivers for a successful transformation and growth. The hiring process has been started.

Source: [bpost](#)

Acquisition approved: DHL Global Forwarding completes acquisition of Danzas AEI Emirates

24-01-2024

DHL Global Forwarding, the freight specialist arm of the DHL Group, has completed the acquisition of shares in Danzas AEI Emirates, with all facilities now rebranded to DHL. The full integration not only brings a transformation in logo and name but also enhances operational capabilities with the transfer of 1,100 logistics experts and ownership of over 20 facilities. This will result in more efficient and seamless logistics services for customers in the UAE, GCC, and MEA (Middle East and Africa) region. With this integration, DHL Global Forwarding solidifies its position as a market leader in freight forwarding and logistics in Dubai, further accelerating the growth of the logistics business in the MEA region. In 2022, DHL Group generated a revenue of €4,161 million in the region.

Amadou Diallo, CEO of DHL Global Forwarding Middle East, and Africa said: "Our integration with Danzas AEI Emirates paves the way for strengthened logistics operations in the GCC and MEA. We are proud to carry the Danzas lineage forward and build on its distinction as the leading logistics provider in Dubai and the Northern Emirates. This acquisition will allow us to marry the best of both worlds - DHL's global expertise with Danzas' local heritage to foster innovation and sustainability, and create value for our customers, employees, and stakeholders.

He added: "DHL Global Forwarding has revolutionized the world of logistics through customer-centricity and excellence, and our integration with Danzas will enable us to expand our reach and

support the growth of the logistics business in the GCC, while enhancing regional competitiveness as an economic hub."

Since its establishment in 1995 as a joint venture between Al Tayer Group and DHL Global Forwarding, Danzas AEI Emirates has played a vital role in developing the region as a global logistics hub. Following the integration, DHL Global Forwarding will own and operate over 20 Danzas' state-of-the-art facilities across Dubai and the Northern Emirates, with key sites in Jebel Ali Freezone, Dubai World Central (Al Maktoum International Airport), and Dubai Airport Free Zone, including the latest station based in Ras Al Khaimah.

Source: [DHL Group](#)

Royal Mail welcomes Ofcom review but reform is urgently needed

24-01-2024

Martin Seidenberg, Group Chief Executive Officer, said: "Ofcom's report demonstrates that reform is urgently needed to protect the future of the one-price-goes-anywhere Universal Service. We are doing everything in our power to transform, but it is not sustainable to maintain a network built for 20 billion letters when we are now only delivering seven billion.

"We have been calling on Government and Ofcom to tackle this issue for four years, and the lack of action means that we are now facing a much more serious situation.

"Whilst other countries have grasped the opportunity to change, the UK is being left behind. There has been a lot of discussion about dropping Saturday letter deliveries in the UK, but as other countries

have shown, there are a range of options to consider.

"A modern and sustainable postal service is crucial for our people, our company and the customers we serve. We want to engage with all stakeholders as part of the process to find an outcome that will allow us to compete and adapt to today's realities."

Source: [Royal Mail](#)

New bpost Evere distribution centre opens for business

29-01-2024

Today the hundred plus postwomen and men serving Schaerbeek relocate to the new distribution centre in Evere. The postwomen and men serving Woluwe-Saint-Lambert and Woluwe-Saint-Pierre will join them in May. The relocation to this more spacious, up-to-date site brings an end to almost 20 years of bpost history in Schaerbeek. The Schaerbeek site is no longer able to meet the needs of a modern postal company.

Preparing for growing parcel volumes

bpost is adapting to the market realities. More space is required to handle constant year-on-year parcel growth. With this in mind, the Evere distribution centre offers over 1000 m² of floorspace than its previous location in Schaerbeek. The postwomen and men will start and end 112 mail rounds at the new site, serving the residents of the municipalities of Schaerbeek, Etterbeek, Haren and Evere.

Accessible, modern, sustainable

Evere offers numerous operational advantages that make it the ideal home base. The new 5396m² facility is a fully fledged distribution centre with state-of-the-art workstations harnessing cutting-edge technology. It also includes a spacious covered area where employees can safely and efficiently load and unload their vehicles while sheltered from the weather.

Evere distribution centre manager Ali Koutchi says: "This is not only a more modern facility that is ready for growth. It is also one that is very easy to access, not least with public transport, both day and night."

Sustainability was prioritised in the development phase.

Photovoltaic panels meet the site's energy needs. The exceptionally energy-efficient facility is equipped with sustainable LED lighting and an extensive rainwater harvesting system.

Three-phase relocation

Employees currently working out of Woluwe-Saint-Lambert and Woluwe-Saint-Pierre will move to the new Evere distribution centre in February and April respectively.

Source: [bpost](#)

NZ Post announces half year result of \$7 million profit

26-02-2024

NZ Post is reporting a 2023/2024 half year profit of \$7 million. This result compares with a profit of \$115 million for the same period in the prior financial year. The result to 31 December 2022 included one-off items arising from the sale of Kiwi Group Holdings and the receipt of the final tranche of Government funding under the mail contract for service.

The current year to date is showing a \$26 million improvement compared to the prior year if these one-off items are excluded.

"The results for the six months ending 31 December 2023 reflects the progress we are making in executing NZ Post's long-term strategy," NZ Post Chief Executive David Walsh says.

"We are pleased that our underlying business performance is in line with expectations, particularly given the economic environment, cost inflation and labour market constraints," Walsh said.

"We have a clear strategy to continue to grow NZ Post as a commercially successful business delivering both mail and parcels. Critical to this strategy is the continued investment in our parcel network to support the growth aspirations of New Zealand businesses."

Walsh said NZ Post continued to make significant progress on its network investment programme and looked forward to the opening of the new 30,000sqm Auckland Processing Centre (APC) in Wiri in the next few months. This new facility adds to the automated sites opened in Wellington and Christchurch recently.

Walsh said the APC will in time be able to process up to 25,000 parcels per hour, a substantial increase in throughput at full capacity. This will enable us to continue to provide our customers with the best possible delivery experience and support their future

growth ambitions.

Walsh said mail volumes continue to decline at a rapid pace.

"We delivered 95 million letters in the six months to 31 December 2023 compared to 108 million letters in the same period last year, a 12% decrease.

"We have a clear strategy to proactively respond to volume decline so that the mail delivery service does not require government funding. Critical to this strategy is the programme we announced in June 2023 to change the way we deliver mail over the next five years.

"This change is commercially feasible as parcel volumes are expected to continue to grow, while mail volumes continue to decline.

"We have commenced consultation with our people on this important change. Our focus, as always, will be on our people and supporting them through this transition."

Walsh said NZ Post remained confident its business strategy is the right one.

"We will continue to support all our people and deliver the best for our customers."

Omniva reported losses in 2023

29-02-2024

Omniva Group's total sales revenue amounted to 131.7 million euros in 2023, which is a 7% increase compared to the previous year.

While the Group's net profit before the income tax was positive, the inclusion of the income tax, resulting from over 6 million euros of paid dividends throughout the year, amounted to a net loss of 1.3 million euros.

Sixty per cent of the sales revenue, or 79.1 million euros, was generated from package service profits; 21%, or 28.1 million euros, from postage service profits (including around 10%, or 12.6 million euros, from universal postage service profits); and 16%, or 21.2 million euros, from international transit profits. Estonian clients accounted for 41% of the sales revenue. Following them were Lithuania with 16%, Latvia with 11%, and other countries with a combined 22%.

The main expenses came from providing traditional postage services. A significant negative impact on business revenue was also generated by expenses related to traditional post and daily newspaper delivery services. To cover losses from traditional postage services, Omniva is making an effort to expand the profitable package services business, which we currently offer in the Baltic, and international transit, where possible.

"Revenue from the holiday season was lower than expected, as indicated in the sales report for the fourth quarter," said Omniva Chairman of the Board Mart Mägi. "Purchases from e-commerce platforms were more equally distributed throughout the year than they were last year, and the sharp increase in sales before Christmas was also smaller than last year. Omniva's activities are increasingly influenced by strong competitors, which is why we have to increase our efforts to be the preferred partner for our clients within a competitive price range. To achieve this, we have to maintain a high service quality while optimising cost-efficiency. We have implemented changes in the company to encompass the entire Baltic region. This allows us to approach the entire domestic market with shared values and carry out necessary changes with reduced costs in both time and money."

Significant Omniva activities in the fourth quarter

In the fourth quarter, Omniva received several significant recognitions and awards. In the fourth strategy conference of the Universal Postal Union (UPU), Estonia and Omniva were recognised as innovators in the European and Central-Asian region. The company also received significant acknowledgement with a high grade from the International Postal Corporation (IPC), known as the Certification of Excellence. Additionally, in the Parcel+Post Expo held in Amsterdam, Omniva was named Service Provider of the Year.

In the fourth quarter, Omniva opened seven renovated post offices in Estonia. Eighty new parcel machines were set up in the Baltics.

In the fourth quarter, Omniva invested over 500,000 euros in new sorting infrastructure at the Riga terminal, improving the company's sorting capabilities in Latvia by 30%. The new sorting line makes it possible to process packages quicker and more efficiently, allowing for the sorting of up to 6000 packages per hour. Construction works on a new sorting centre in Kaunas continued, and it is set to start operations in the third quarter of 2024. Omniva also signed a long-term collaboration contract with the Estonian VOOL startup company to procure 300 electric car chargers within five years. By the end of 2023, the first 50 chargers were installed in Tallinn, Tartu, Kuressaare and Rakvere. Currently, a little less than 10% of the Omniva fleet consists of electric vehicles. In the coming years, there are plans to actively increase the number of electric vehicles. Other major activities include route optimisation and the implementation of other sustainable solutions.

Along with the Bank of Estonia, Omniva organised the million coin collection campaign at Järve post office in Tallinn and Kvartal post office in Tartu. The campaign allowed for people to exchange small-value euro coins for larger currency denominations.

Source: [Omniva](#)

DHL Group secures green electricity from RWE's Offshore Wind Farm

25-01-2024

DHL Group has agreed a long-term electricity supply contract with RWE Supply & Trading for the purchase of around 104 gigawatt-hours of electricity from renewable sources per year from 2026, thus taking a further step towards its own decarbonization targets. The electricity will be produced in the Kaskasi offshore wind farm in the German North Sea, which has been operational since the beginning of 2023. The Power Purchase Agreement (PPA) between DHL Group and RWE is set for ten years. With the energy from Kaskasi, the company covers approximately 19 percent of its current annual electricity demand in Germany.

"The contract with RWE is another important step on our path towards net-zero-emission logistics by 2050. The long-term agreement with our energy partner ensures the credible green electricity supply for our operations and is a measure to support the renewable energy transition. This is an example of how fostering proactive supplier relationships can contribute to a more sustainable and positive ecosystem", says Anna Spinelli, Chief Procurement Officer at DHL Group.

DHL Group plans expenditures of up to seven billion euros for sustainability initiatives by 2030. The Group is thus continuing its pioneering efforts to make the entire logistics chain as sustainable as possible. The utilization of green electricity is one of the central measures to reduce Greenhouse emissions, in addition to the use of sustainable fuels, the expansion of the electric fleet, the development of climate-neutral buildings, and the establishment of a green product portfolio. By entering this long-term agreement with RWE, DHL Group has secured high quality electricity from renewable energies together with the corresponding environmental attributes, at stable conditions.

"We are delighted to be able to support DHL Group, a leading logistics company, in achieving its ambitious climate protection goals and making a decisive contribution to the success of the energy transition," emphasizes Hendrik Niebaum, Head of Commodity Solutions at RWE Supply & Trading. "This partnership shows how RWE's energy solutions can contribute to climate protection in all sectors of the economy. In addition, long-term contracts like this offer security and predictability for both parties."

The wind farm Kaskai is RWE's sixth wind farm off the German coast. It is located 35 kilometers off the coast of Helgoland in the German North Sea next to the RWE wind farms Amrumbank West and Nordsee Ost. Kaskasi has 38 turbines and an installed capacity of 342 megawatts, part of the capacity of the plant is not commercially available. megawatts. This means that the wind farm can supply around 400,000 households with green electricity. The plant is already partly equipped with the world's first recyclable rotor blades.

Source: [DHL Group](#)

PostNL provides update on its 2023 performance

26-01-2024

Herna Verhagen, CEO of PostNL, commented: "FY 2023 normalised EBIT is expected to come in around â,-92 million, in line with the initial outlook, but below our latest guidance. Our focus on capex and strict working capital management contributed to a strong cash flow performance, with FY 2023 at â,-52 million, well above our outlook.

"In the fourth quarter market conditions remained volatile. Whilst parcel volumes were up, we delivered less parcels than expected, while at the same time we had locked-in costs to be able to operate at maximum capacity. Volumes from international customers increased again and domestic volumes were lagging. Our mail volumes were fairly resilient. But both at Parcels and at Mail in the Netherlands the shift in mix was less favourable. And the high illness rate remained a matter of concern and put more pressure on costs than anticipated. Nevertheless, I am proud to see that thanks

to the close collaboration with our customers and our network preparations, we delivered millions of season's greetings and parcels to deliver special moments to the consumer.

"We remain confident in our longer term strategy and the growth potential of the e-commerce market. On 26 February, we will provide full details for Q4 & FY 2023 and an outlook for 2024."

Source: [PostNL](#)

Australia Post welcomes Regulator's interim response to proposed stamp price increase

25-01-2024

Australia Post welcomes the Australian Competition and Consumer Commission's (ACCC) interim view that it has no objection to a proposed price increase for reserved ordinary letter services, including a change in the Basic Postage Rate (BPR) from \$1.20 to \$1.50. The ACCC has commenced a further round of consultation, which will conclude on Thursday 15 February 2024.

Following the conclusion of the consultation period, and pending no objection from the ACCC, Australia Post will lodge a formal application with the ACCC. Australia Post will provide customers with a minimum of 30 days' notice of any change ahead of the effective date of any price increase. Concession and seasonal greeting stamps, which have not changed in price for ten years, will remain at their respective prices of 60 and 65 cents.

Australia's domestic stamp price is one of the lowest in the OECD

and, with this increase, will have risen by just 50 cents in the past seven years. Currently, less than three per cent of letters are sent by consumers, with the vast majority sent by business and government and this is expected to reduce further as digitisation increases. Of the consumers who do send letters, they only send about 15 letters a year. The proposed increase will cost these consumers an extra \$4.50 annually.

The proposed increase will help Australia Post address the rising costs of delivering letters and reduce losses in that part of the business as it continues to deliver for its customers and communities. As a self-funded business enterprise that receives no government funding, Australia Post is focused on responsibly addressing its financial challenges so it can continue to meet the evolving needs of Australian communities.

Source: [Australia Post](#)

UK's Regulator claims that Universal Postal Service must modernise

24-01-2024

- Ofcom calls for national debate on future of UK's postal service, as letter volumes halve since 2011
- Options for reform include changing letter delivery speed or days, as other countries have done, but not downgrading delivery targets
- Second Class stamps will remain affordable option as price cap continues
- The universal postal service risks becoming unsustainable as people send fewer letters and receive more parcels, meaning reform is necessary to secure its long-term future, according to evidence set out by Ofcom today.

Postal services and postal workers remain essential to those who rely on them. Eight in 10 people (79%) say some things will always need to be sent by post. And three quarters of those who use postal services (74%) say they rely on the post for letters.

However, while Royal Mail's obligations have not changed since 2011, letter volumes have halved and parcel deliveries have become increasingly important. Given the significant cost to Royal Mail of delivering the universal service, there is an increasing risk it will become financially and operationally unsustainable in the long term.

Given these challenges, Ofcom is today inviting views on a range of options for redesigning the universal postal service to secure its future, while ensuring it reflects the way people use it. Under any scenario, Royal Mail must modernise its network, become more efficient and improve its service levels.

Ofcom's research shows that people want to get what they pay for. But people are not currently getting a reliable service because of Royal Mail's recent poor performance, for which Ofcom fined the company £5.6m last year. We will continue to hold Royal Mail to account and expect it to turn things around as a matter of urgency.

Options for reform

At this stage, we are not consulting on specific proposals to change the universal service obligation (USO). Some of the options, which are detailed in full in our document, would require Government and Parliament to change primary legislation, while others could be made through changes to our regulations.

The two primary options we have set out are:

- Making changes to existing First and Second Class and business products so that most letters are delivered through a service taking up to three days or longer, with a next-day service still available for any urgent letters.
- Reducing the number of letter delivery days in the service from six to five or three. This would require Government and Parliament to change primary legislation.

We estimate that Royal Mail could achieve a net cost saving of £100m-£200m if letter deliveries were reduced to five days; and £400m-£650m if reduced to three days. If the large majority of letters were delivered within three days, it could achieve net cost savings of £150m-£650m.

Downgrading delivery targets is not an option for reform. In fact, it will be important to consider whether additional safeguards are necessary to ensure people's needs are fully met. Any changes must improve existing levels of reliability.

Changing the specification of the universal service is likely to be

preferable to using a subsidy to maintain the existing levels of service and products, given it no longer aligns with the way people use it; although this would ultimately be a decision for Government.

What do postal users want?

Fewer delivery days could still meet most people's needs, according to what postal users have told us. Nine in 10 people (88%) say reliability is important for letter deliveries, compared to 58% for delivery on Saturdays (down from 63% in 2020).

Most participants in our research were also open to reducing some services and standards – particularly for letters – in the interests of keeping prices down and only paying for what was required. Similarly, there was strong acknowledgement that most letters were not urgent, but people still needed to have a faster service available for the occasional urgent items, even if that meant paying a premium for it.

The UK is not alone in needing to respond to these challenges. Across Europe and more widely, universal postal service obligations have been, or are being, reformed. Other countries have reduced the frequency of delivery or extended delivery times for letters – including Sweden in 2018, Belgium twice since 2020, and Norway and Denmark twice each since 2016.

"Postal workers are part of the fabric of our society and are critical to communities up and down the country. But we're sending half as many letters as we did in 2011, and receiving many more parcels. The universal service hasn't changed since then, it's getting out of date and will become unsustainable if we don't take action.

"So we've set out options for reform so there can be a national discussion about the future of universal post. In the meantime, we're making sure prices will remain affordable by capping the price of Second Class stamps." Dame Melanie Dawes, Ofcom's Chief Executive

Next steps

We are inviting views from interested parties by 3 April 2024 on our analysis and the options for reform, to understand the potential impact on people and businesses. This includes vulnerable people, those in rural and remote areas of the UK's nations, as well as large organisations who use bulk mail services.

We will hold events in the coming months to discuss the evidence and options, bringing together a range of people and organisations with different perspectives. After carefully considering the feedback, we will provide an update in the summer.

Capping Second Class stamp prices

To make sure the universal service remains affordable, Ofcom periodically reviews whether stamp prices should be capped. In doing so, we must consider the impact of any cap on the financial sustainability of the universal service. We set our last cap in 2019 and have reviewed prices for the period April 2024 to March 2027.

Royal Mail continues to be the UK's only door-to-door deliverer of letters on a national scale. This means we cannot rely on competition to ensure prices remain affordable.

So we have retained a safeguard cap on second class letters. On average, these prices can rise by no more than inflation (CPI) from today's prices.

Source: [Ofcom](#)



Rural postal outlets in Spain now have the cash withdrawal possibility for BBVA clients

29-01-2024

Correos and BBVA bring basic financial services to rural areas by expanding the possibility of having cash in all Correos offices, through the Correos Cash service and not only in all digitalised offices in Spain, but also in the rural offices that Correos has throughout the national territory.

Currently, Correos has 2,389 rural offices throughout Spain. These points, staffed by postmen and rural employees, bring postal and banking services closer to areas where they do not have a digitalised post office. In this way, Correos and BBVA reaffirm their commitment to offering solutions to ensure access to financial services in rural Spain.

BBVA customers will be able to access cash by requesting it from the bank's app on the Correos Cash icon. At that moment, a QR code is generated with which the money can be withdrawn at any of the 2,388 digitalised offices or at the 2,389 rural offices that Correos has throughout Spain. In the case of rural service offices, which may not have the required quantity available, it will be necessary to request a reservation for delivery to the customer the day after the opening of that office.

Correos and BBVA are developing the extension of other Correos

Cash services and, in the coming months, the 30,000 postmen and other employees available throughout Spain, of which nearly 6,000 are rural, will be made available to customers, being able to access cash more directly.

This is a further step in the development of the bilateral protocol signed by Correos and BBVA to improve access to financial services for the entire population, within the framework of the collaboration agreement signed, with the same objective, by Correos and the banking associations AEB, CECA and Unacc.

Correos provides BBVA with the capillarity and total territorial coverage of its network of branches and rural services, to contribute to financial inclusion throughout Spain and guarantee access to cash for all citizens, including in rural areas.

Correos will continue to offer its services to companies, institutions and administrations to promote and develop the activity of its branch network, an asset that guarantees access to public service for all, and contributes to territorial cohesion and the economic development of people and companies, both in urban and rural areas of Spain.

Source: [Correos](#)



E-commerce had a modest year in 2023, demand grew toward year-end peak season - China is gaining popularity

19-02-2024

E-commerce development reached close to the previous year's level in 2023, according to Posti's E-Commerce Index. An old trend returned to international e-commerce, and signs of improvement are evident on the market.

The E-Commerce Index is based on Posti's e-commerce deliveries and continuous measurement in the consumer field. The newest report shows development from the entire year of 2023.

"2023 was a modest year for e-commerce. Economic uncertainty impacted Finns' purchase behavior and willingness to buy throughout the year. Shopping cart value decreased, and shoppers were more motivated by sales campaigns," says Kaj Kulp who oversees Posti's e-commerce services.

Peak season increased parcel volume

We saw once again in 2023 how the peak season boosts e-commerce towards the end of the year. Parcel volumes already started growing on the Monday before Black Friday. In total, Posti delivered nearly seven million parcels during peak weeks.

E-commerce development varied in different product categories. The best performers of 2023 were general goods trade and pharmacy and cosmetics, which increased their parcel volumes from the previous year. When only looking at the peak season, goods trade and DIY increased in volume from the previous year.

China was the most popular country of purchase in 2023

An old trend returned to international e-commerce: the 2021 VAT change reduced shopping from outside the EU, but now China is gaining popularity again. China was Finns' most popular country of purchase in 2023.

In a study conducted by International Post Corporation, 40% of respondents state that they ordered something from China in the past year. Top countries also include Germany (37%), Sweden (24%), the United Kingdom (16%), and the United States (16%). When ordering from abroad, most popular product categories are clothes and shoes, consumer electronics, and cosmetics.

There are signs of improvement on the market

In the long run, e-commerce will grow. The importance of sustainability in online shopping is also constantly increasing.

"Our belief is that this year's market growth will fall behind the previously estimated level. However, there are signs of improvement on the market. For example, consumer trust has turned toward growth, and purchase power is believed to improve," Kaj Kulp says.

Source: [Posti](#)

From now on, Omniva's personal postal service will be free in rural areas

21-02-2024

The personal postal service is free of charge if the customer lives in or is located in a county outside a major city. The fee applies in larger cities such as Tallinn, Narva, Pärnu, and Tartu and in other cities according to Omniva's price list.

'Omniva has been providing the personal postal service since 2007, but it is in the last few years that interest in the service has grown, and last year, for example, our customers contacted us almost 8,000 times with a request for the personal postal service,' said Mart Mägi, Chairman of the Management Board of Omniva. According to Mägi, there are certainly still many more people for whom this service is better suited than, for example, visiting the post office, but who are not yet aware of it. 'Ordering a courier to your home tends to be seen as a convenience service that must be paid for, which is why people living in rural areas may not realise that this is not the case for postal services.'

Omniva's mail courier will come to the customer's home or place of work at a time agreed with the customer, pick up the customer's letter or parcel weighing up to 30 kg and deliver it. With the help of a courier, you can also order periodicals, pay invoices, send a money card, and buy the items needed to send a shipment – postage stamps, postcards, envelopes, and packaging. In addition,

it is possible to order a home delivery with a courier for the shipment of up to 30 kg received at a post office or parcel machine. A parcel that has arrived with the universal postal service can be delivered to your home from a parcel machine if it has arrived at the parcel machine without the customer's consent.

Previously, there was a 5 km radius restriction in rural areas, which meant that the personal postal service was free of charge for people living more than 5 km from the nearest post office.

The personal postal service can be ordered either with the help of a customer attendant of Omniva and mail courier or by calling the service phone number 664 3330.

More information about the service

Cities where personal postal service has a fee:

Tallinn, Maardu, Viimsi, Keila, Saue, Narva, Rakvere, Paide, Kohtla-Järve, Jõhvi, Sillamäe, Jõgeva, Pärnu, Kuressaare, Kärkla, Haapsalu, Rapla, Tartu, Viljandi, Võru, Valga.

Source: [Omniva](#)

bpost starts national rollout of digital failed delivery notifications

27-02-2024

bpost is switching to digital failed delivery notifications throughout Belgium following a successful trial. bpost's postwomen and men will no longer leave a paper failed delivery notification if customers are not home to take receipt of a parcel.

Instead, customers will receive this notification by email or in the My bpost-app. That means that all communications from order confirmation to parcel delivery will now be fully digital. This initiative is a further expression of bpost's engagement to offer sustainable e-commerce logistics solutions.

Digital notifications when you're waiting for a parcel

bpost is rolling digital failed delivery notifications out throughout the country after a trial encompassing more than 10% of the parcel volume was well received. The digital versions, which replace the paper failed delivery notifications used by postwomen and men until now, will be sent to the email address registered by the customer during the online order process.

Jos Donvil, CEO of bpost Belgium: "Digitalization delivers very clear sustainability gains. The huge number of paper failed delivery notifications will be replaced by digital notifications. The message remains the same, only the way it is conveyed is changing. Customers who buy products online already have to register an email address and are kept up to date on the status of their order by email or in the app. Switching the failed delivery notification to these digital channels is the logical next step."

Prefer a paper failed delivery notification?

Virtually all communications received by customers who buy

products online are sent through digital channels. However, a paper notification will be left if bpost does not have a valid email address for the customer, so it will not disappear completely. Paper notifications will continue to be used for failed deliveries of registered mail and for parcels that are sent by private individuals rather than an online store.

bpost investing to make its business even more sustainable

The entire e-commerce value chain has an environmental impact. Digital failed delivery notifications will be standard for the vast majority of customers, slashing paper consumption by 97%. The lower paper consumption, along with other initiatives such as emission-free delivery of mail, recycled packaging and carbon-neutral buildings, is enabling bpost to make its business even more sustainable.

Phased rollout through to September

Digital failed delivery notifications will be used nationwide by September. New regions will be switched to the new system every month. A meticulous month-long preparatory process will be followed in each region, during which time customers will be fully informed about the new approach. And all postwomen and men will be given dedicated training to ensure they know the new procedure inside out.

Source: [bpost](#)

German NRA Reports on Postal users' complaints in 2023

28-02-2024

President Müller : "Number of complaints remains high"

In 2023, the Federal Network Agency received 41,589 submissions about deficiencies in postal services. This means that the number of entries is at a similarly high level as in 2022 - there were 43,125 entries. This trend will continue in January 2024.

"The number of complaints remains high. Once again, the Federal Network Agency received over 40,000 citizen submissions. The number of complaints shows us how important a reliable postal service is to people. Unfortunately, we currently only have very limited options for taking action in the event of quality defects. The planned revision of the Postal Act is intended to give us better and stronger powers here. The raised index finger alone is not enough," said Klaus Müller , President of the Federal Network Agency.

Entry reasons

The majority of the reasons for submission, 60 percent, were in the mail sector, 32 percent related to parcels. The remaining percent was distributed among newspapers/magazines, branches/agencies, mailboxes and others.

The most common reason for entries (70 percent) was problems with the delivery of letters and parcels.

Overall, 90 percent of the submissions were directed against Deutsche Post DHL . In the letter sector the number was even higher, with 97 percent of entries relating to Deutsche Post DHL . In the parcel sector, 74 percent went to Deutsche Post DHL and 26 percent to the other parcel companies.

The entries came from all over Germany. Most entries were received from North Rhine-Westphalia (20 percent), Baden-Württemberg (13 percent) and Bavaria (12 percent).

Occasional tests

In some regions of Germany there was an increasing number of complaints due to non-delivery or inadequate delivery of letters. This has resulted in 35 incident checks by the Federal Network Agency in 57 postal code areas last year. The audits based on the December submissions are not yet included in this figure. Overall, there were fewer special tests than in the same period last year. There were 86 exams in the entire year of 2022.

Source: [Bundesnetzagentur](#)