

2015



MARKET INTELLIGENCE

International **Post**
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MARKET FLASH

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> TOP STORY

POSTS MUST DEFEND MAIL TO MAINTAIN PROFITABILITY, SAY CEOS

European postal operators need to defend their core mail operations more actively to maintain their profitability levels while continuing to diversify to grow their businesses, top CEOs said at the annual European Post and Parcel Services conference in Vienna.

Austrian Post CEO Georg Pözl highlighted the company's determination to be the 'broker' between senders and receivers, and to focus much more on consumer wishes. The Austrian Post chief also underlined the importance of the core business for overall profitability.

Koen Van Gerven, bpost CEO, struck a similar note in his presentation of the company's 'holistic' business model, which is centred on taking advantage of the last-mile delivery network while improving efficiency and productivity. The Belgian postal operator is well positioned to "grasp the opportunities" to expand its parcels business, he said. Van Gerven echoed the importance of mail for overall profitability.

Portuguese postal operator CTT is seeing a slowdown in the mail decline as the country's economy improves, CEO Francisco de Lacerda told conference participants. Addressed volumes dropped 9% in 2013 and about 5% in 2014, and are expected to fall about 3-5% this year, he said. Given the low level of direct marketing penetration in Portugal, CTT is trying to increase use of this marketing tool, Lacerda explained. At the same time, CTT is continuing to diversify, especially in parcels and financial services, Lacerda said. A postal bank will be set up shortly and will use the post office network to target retail customers, benefitting from the large network, low marginal costs and its trusted brand. Sales of mobile communication products will also be launched.

Source: [CEP-Research](#)



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CANADA POST REPORTS PROFIT GROWTH IN 2014

The Canada Post segment reported a profit before tax of CA\$194m in 2014 compared to a loss before tax of CA\$125m in 2013. The results were mainly due to three factors which were consistent throughout much of the year: strong growth in the Parcels business, lower employee benefit costs and new pricing measures for Transaction Mail.

With the increasing popularity of online shopping, the Corporation's role as an essential enabler of e-Commerce grew even stronger in 2014. Parcels revenue from the Canada Post segment's top 25 e-Commerce customers rose by almost 30% in 2014 compared to 2013. However, the greatest challenge to Canada Post's financial sustainability is the continuing decline of Lettermail. In 2014, volumes of Transaction Mail, which includes mostly letters, bills and statements, fell by a further 5.2% or 214m pieces, compared to 2013. Nevertheless, Transaction Mail revenue rose by CA\$238m or 8% compared to 2013, due to the tiered pricing structure contained in the company's Five-point Action Plan. Direct Marketing revenue in 2014 for the Canada Post segment fell by CA\$37m or 3% and volumes decreased by 112m pieces or 2.2% compared to 2013.

The Canada Post segment's 2014 results were also helped by a CA\$181m non-cash reduction in employee benefit costs compared to 2013. This is a result of strong pension asset returns in 2013 and an increase in the discount rates used to calculate benefit plan costs in 2014.

Source: [Canada Post](#)

FEDEX CORPORATION REPORTS STRONG THIRD-QUARTER EARNINGS GROWTH

FedEx Corporation reported the following consolidated results for the third quarter ended 28 February 2015: revenue of US\$11.7bn, up 4% from US\$11.3bn the previous year; operating income of US\$962m, up 50% from US\$641m last year; operating margin of 8.2%, up from 5.7% the previous year, and net income of US\$580m, up 53% from last year's US\$378m.

For the third quarter, the FedEx Express segment reported revenue of US\$6.66bn, compared to last year's US\$6.67bn. Operating income was US\$384m, up 129% from US\$168m a year ago, while operating margin was 5.8%, up from 2.5% the previous year.

The FedEx Ground segment reported revenue of US\$3.39bn, up 12% from last year's US\$3.03bn, operating income of US\$558m, up 14% from US\$490m a year ago; operating margin of 16.4%, up from 16.2% the previous year. For the third quarter, the FedEx Freight segment reported revenue of US\$1.43bn, up 6% from last year's US\$1.35bn, while operating income was US\$68m – up 94% from US\$35m a year ago – and operating margin was 4.8%, up from 2.6% the previous year.

Source: FedEx

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THE UPS STORE RELEASES STUDY ON MENTORSHIP FOR SMALL BUSINESSES

On 18 March, The UPS Store released the results of a survey on mentorship for small-business owners. According to the results, 82% of small-business owners who worked with a mentor while starting their business found the experience helpful in getting them through the process. Additionally, approximately one-third of those who did not have a mentor wish they would have had one. Those who are dreaming of starting a business also believe mentoring has value, with 73% reporting that seeking first-hand advice from others in their situation would be helpful.

Preparation also plays a key role in helping small-business owners ready themselves for the entrepreneurial challenges that lie ahead. The survey revealed that 55% of current small-business owners felt prepared, as a whole, when they first started their business. And more than 50% of current small-business owners report that they were actually better prepared to start their business than they originally thought.

Source: [UPS](#)

AMAZON EXPANDS ONE-HOUR DELIVERY SERVICE PRIME NOW

Amazon has extended its one-hour delivery service Prime Now to Baltimore and Miami which will enable Amazon Prime members in these two cities to choose from tens of thousands of goods through a mobile app and profit from the fast shipping service, with the service to be rolled out to additional US cities in 2015.

Initially launched as a benefit for Amazon Prime members in select parts of Manhattan in December 2014, Prime Now is now available in select Baltimore and Miami zip codes, and will be expanded rapidly to additional zip codes within each city soon. All Prime members can download the Prime Now app, available on iOS and Android devices. This way, they can be notified when the service is available in their local area.

Source: [CEP-Research](#)

DHL EXPRESS OPENS NEW HOUSTON SERVICE CENTRE FOR BOOMING OIL & GAS SECTOR

DHL Express USA has opened a new service centre in Houston, Texas, with an investment of US\$2.5m, in response to strong demand and international shipment growth from the region's booming oil and gas industry.

The company explained that with the increased activity in the oil and gas sectors, it has seen an uptick in emergency shipping of machinery parts and replacement tools and therefore needed to expand its shipment handling capacity. The state-of-the-art facility will handle a variety of shipments, including international small parcels as well as palletised and container freight. It features energy-efficient T-5 lighting and will also accommodate on-site fuelling for more than 20 pick-up and delivery vehicles powered by propane gas.

The expanded centre is expected to nearly double the capacity of the local DHL Express facility in Houston. This will result in earlier delivery times and later drop-off cut-off times for international importers and exporters.

Source: [CEP-Research](#)



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MYPOST DIGITAL MAILBOX HITS NEW MILESTONE WITH FIRST BANK IN AUSTRALIA

In a landmark agreement, millions of customers of the Westpac bank will be able to receive statements and important communications with the MyPost Digital Mailbox. The MyPost Digital Mailbox is part of the MyPost account service, which reaches over 1.5m Australians.

Westpac is the first major bank in the country to sign onto the Digital Mailbox and joins some of Australia's largest businesses and government-owned organisations in offering their customers a secure platform for trusted online services.

Australia Post's Managing Director and CEO Ahmed Fahour said the Digital Mailbox continues to gain momentum; customer registrations are up 86% in the past eight months.

Source: [Australia Post](#)

AUSTRALIA POST CEO GIVES KEYNOTE ADDRESS AT AUSTRALIA-CHINA BUSINESS WEEK

Australia Post President and CEO Ahmed Fahour gave a keynote speech in the framework of the Australia-China Business Week. He commented on the promising economic growth seen in China, as well as on the business opportunities this growth can offer to Australia Post.

Fahour stated that the Chinese market offers many growth opportunities. He applauded China's impressive economic growth, which has led to the continuing rise of the Chinese middle class. This group will, he said, need "more than just resource and energy security." He said that food quality

and security will become more and more important. In this context, food manufacturing and cold-chain logistics will play a big role and offer many opportunities for growth.

He went on to comment on Australia Post's activities in China, which include treaty arrangements with all of the domestic postal services, such as China Post, as well as a joint venture with China Post. The company has also partnered with Alibaba to offer an Australian-branded storefront on the Tmall e-Commerce marketplace, enabling Australian SMEs to sell their products to Chinese consumers.

Source: [Australia Post](#)

SINGPOST LAUNCHES FULL-SERVICE E-COMMERCE SOLUTION FOR ASIAN SMES

Singapore Post will launch 'ezyCommerce', a fully integrated end-to-end e-Commerce fulfilment solution from marketing to logistics in April to help Asian SMEs kick-start and/or grow their online business. An easy-to-use, cloud-based platform, ezyCommerce automates the order-to-fulfilment cycle.

By using the service, the SMEs can gain time and focus their effort on value-added tasks to boost sales and productivity. Moreover, they can better manage business costs by converting fulfilment from a fixed cost into a variable cost with a pay-as-you-use, flexible solution without fixed contracts and hidden costs.

Singapore's e-Commerce market has undergone explosive growth from SG\$1.1bn in 2010 to a forecasted SG\$4.4bn in 2015.

Source: [CEP-Research](#)

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DPDGROUP GROWS IN EASTERN EUROPE AS RUSSIA SLOWS

The newly rebranded DPDgroup is maintaining strong overall growth in its country subsidiaries, with Eastern European countries playing an important role in its overall business, but the Russian and Ukrainian markets have been impacted by the current political and economic situation.

GeoPost president Paul-Marie Chavanne told journalists at a press conference in Paris this week: “Each of the Eastern European countries including Slovenia, Slovakia, Czech Republic, Croatia, Serbia, Bulgaria, Hungary and Romania don’t constitute an enormous market by themselves alone as opposed to Spain and Poland, for example. But taken together, all these markets form an important network.” She continued: “The growth we register in these countries is very strong exceeding double-digit growth rates above 10% for the last few years.”

Asked about the company’s development in Russia and the impact of sanctions on business, Chavanne replied: “The economic sanctions against Russia have increased the pace at which the oil prices have dropped. This, in turn, is slowing down the growth of the Russian economy. Since Russian citizens import an enormous quantity of products, the negative economic growth in Russia will, as a result, negatively impact the consumption. This is likely to partially impact the parcel volumes of imported goods by Russians in 2015, 2016, 2017.”

Source: [CEP-Research](#)

CHRISTMAS PARCELS BOOST BPOST PROFITS BUT HEADWINDS LOOM

bpost improved operating profits by 18% in the final quarter of 2014 and achieved a double-digit full-year increase thanks to strong parcel growth but is warning of diverse headwinds this year. In 2014 as a whole, revenues were 1.5% higher at €2.46bn. Operating profits increased by 10% to €480m, and the already high 18% profit margin rose to 19.5%. The full-year net profit was 8% higher at €295m.

Key growth drivers in the fourth quarter were the parcels business and a lower-than-expected 3.7% volume decline in mail. Domestic mail revenues were 1.2% lower at €409m in the final quarter, and declined by 1.8% to €1.52bn in the year as a whole. Domestic parcels volume grew by 7.1% in the final quarter thanks to a particularly strong Christmas peak season, including a 15.6% volume rise in December. However, domestic parcels revenue increased by only 4.9% to €41m in Q4 due to changes in the customer mix and weaker C2C sales. In the year as a whole, bpost’s domestic parcels business increased volumes by 7% and revenues were 6.7% higher at €151m.

The international parcels business, now operating under the Landmark Global brand, increased revenues by 33% to €46m in the final quarter, largely due to consolidation of several acquisitions and higher volumes on US and Asia trade lanes. Full-year revenues increased by 48% to €143m.

bpost is forecasting a 5% decline in mail volumes this year, following a soft start to the year.

Source: [CEP-Research](#); [bpost](#)



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DHL INTEGRATES STADA'S GERMAN LOGISTICS ARM INTO OWN BUSINESS

DHL will integrate the German logistics business of pharmaceuticals company STADA. Effective 1 June 2015, DHL Supply Chain will manage the logistics activities and sites of the pharmaceutical company in Florstadt and Bad Vilbel, near Frankfurt am Main. The deal does not comprise the disposal of the infrastructure, but the transfer of 155 employees working in STADA's warehouse, anesthetics and export operations.

STADA intends to focus on its core business to strengthen its competitiveness. The outsourced logistics activities will also help STADA to save costs.

"The Life Sciences & Healthcare sector is extremely important to DHL Supply Chain and is one of our fastest growing sectors", says Graham Inglis, Sector President, Global Life Sciences & Healthcare, DHL Supply Chain.

Source: [Deutsche Post DHL](#)

DHL PARCEL DELIVERY BOXES NOW IN APARTMENT BUILDINGS

DHL Parcel and Deutsche Annington, Germany's largest housing company, have teamed up to offer an innovative solution for receiving parcels. Beginning in April, DHL will install private parcel delivery boxes (Paketkästen) in apartment houses managed by Deutsche Annington.

As part of an initial pilot project, selected locations in Berlin and Dortmund will be equipped with the parcel boxes, with additional boxes planned. The DHL parcel box will allow renters to receive their parcel items at any time regardless of whether they are home or not, saving them an extra trip to a postal outlet or neighbour. The locked box also ensures that parcels remain protected against theft. The DHL parcel boxes installed in the apartments can be accessed via RFID chip or hand scanner, and can be used free of charge by all renters in the respective buildings.

Customers can not only receive parcels using the parcel box, but can also send returns or other stamped parcels directly from home.

Source: [Deutsche Post DHL](#)

HERMES GERMANY LAUNCHES DIGITAL PARCEL RETURN LABEL

Hermes Germany has launched a digital parcel return label which will enable customers to prepare their return parcels for shipping back without having to print a label. The company claimed to be the first parcel operator in Germany to introduce the digital parcel return label.

In future, customers of participating online retailers who want to send a parcel back with a mobile return label will just need to log in to the shop website or the retailer's app and choose the article to be returned. The system then automatically generates a



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QR code saving it in the customer account or the app. The shippers can then show their individual returns QR code at the Hermes parcel shops on their smartphones, tablets or notebooks and get it scanned from the shop owner. The return label will then be printed on site without any additional costs to the customers.

Source: [CEP-Research](#)

GLS GERMANY EXPANDS FLEXDELIVERY SERVICE

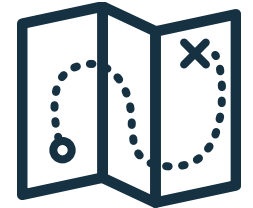
GLS Germany has expanded the geographical coverage of its evening and Saturday deliveries offered as part of its Flex Delivery service to Hamburg and Bonn. Initially introduced in Frankfurt and Düsseldorf in May last year, the evening and Saturday deliveries have been gradually expanded to more cities and are now also available in Berlin, Cologne, Munich and Nuremberg, which brings the total number of the cities covered to eight.

Since launching FlexDelivery in September 2012, GLS Germany has been informing recipients about the expected delivery time and the expected delivery time window, with various delivery options to choose from. For example, recipients can choose to change the delivery day and address, fix delivery to a GLS parcel shop but also grant a signature release authorisation so GLS delivery staff can leave the parcel at an agreed location – for example, in a garage or another location at or close to the delivery address.

Source: [CEP-Research](#)

TNT EXPANDS PRODUCTS AND OPERATIONS IN GERMANY

TNT Express Germany has launched a GDP-compliant transport solution called Pharma Express Basic while sister company TNT Innight has opened a new depot in central Germany.



The new product Pharma Express Basic targets specifically pharmaceutical companies or wholesalers who supply pharmacies and other facilities in the healthcare system. It offers cost-effective, non-temperature-sensitive, door-to-door express delivery of pharmaceuticals in compliance with the current EU guideline “Good Distribution Practice” (GDP). The guideline ensures the quality and safety of pharmaceutical products along the entire value chain, from the manufacturer via the wholesaler to the customer.

Separately, night express specialist TNT Innight has opened a new depot in Lützen-Zorbau near Weissenfels, central Germany. The site is located about a 40-minute drive from Leipzig and about 30 minutes away from the other TNT depot in Hermsdorf. About 50% of the delivery rounds previously handled from Hermsdorf will be operating from the new Weissenfels depot.

Source: [CEP-Research](#)

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TNT OPENS HEALTHCARE HUB IN THE NETHERLANDS

Express delivery company TNT inaugurated an international transport hub in Heerlen, the Netherlands, dedicated to the shipping of medical devices to European hospitals and clinics.

The 2,000 m² facility is located near the European distribution centres of 80 major medical device manufacturers. In service 24 hours a day, seven days a week, it will consolidate med-tech shipments from multinationals and SMEs. From Heerlen, TNT will make next-day deliveries of medical devices to 96% of Europe's 16,000 hospitals.



Healthcare is one of the most important industry sectors for TNT, as highlighted in its Outlook strategy. The company also offers various dedicated services for the global and local transport of pharmaceutical products, test medication and biological samples.

Source: [TNT](#)

POSTNORD BUYS NORWEGIAN NIGHT DELIVERY FIRM

PostNord is strengthening its position in Norway with a deal to buy Jetpak Borg, a transportation and logistics company offering tailored solutions for in-night deliveries to car dealers, repair shops and related industries in Norway.

The company has a terminal in Sarpsborg, near Fredrikstad in southern Norway, and annual sales of approximately NOK 120m. It was a subsidiary of Jetpak Norge AS, which is part of the Jetpak Group, which in turn is owned by venture capital firm Polaris.

The acquisition is subject to approval by the Norwegian competition authorities.

Source: [CEP-Research](#)

RUSSIAN E-COMMERCE MARKET GROWS OVER 30% IN 2014

The e-Commerce market in Russia increased by 31% in 2014 generating sales of RUB 713bn, boosted by the increasing number of internet users in the regions and the development of mobile internet while the number of online parcels delivered by Russian Post also increased by nearly 40%, the association of e-Commerce companies (AKIT) reported.

According to the survey results, the share of cross-border online trade made up 30% of overall online sales in Russia last year, with Russians making 80m purchases at foreign online shops worth US\$6bn which is 50m more than in 2013. US online shops are particularly popular with Russian online shoppers. In addition, the number of Russian shoppers buying from the international e-retailer AliExpress, part of Alibaba Group, doubled within one year and reached 15.6m people per month.

As the result of the online shopping boom, especially with foreign online shops, the online parcel volumes delivered



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by Russian Post rose by 39%, compared to 33% growth in 2013. The postal operator said the reduced delivery times of international shipments from abroad and improved delivery quality contributed to the popularity of international online marketplaces with the Russian consumers.

Source: [CEP-Research](#)

SWISS POST OPERATING PROFITS DROP ON WEAKER BANKING RESULTS

In 2014, Swiss Post generated group profit of CHF 638m, up 1.9% year-on-year. The increase of CHF 12m was the result of the non-recurring nature of one-off tax effects in 2013. Operating profit fell by 11.9% to CHF 803m. Operating income fell by CHF 118m to CHF 8.5bn. The operating profit margin decreased slightly from 10.6% in 2013 to 9.5% in 2014. Total assets rose from CHF 120.4bn to CHF 124.7bn year on year. During the reporting period, Swiss Post made investments of CHF 443m.

Swiss Post achieved positive results in all four markets. However, the trends varied from market to market. In the communication market, the three Group units PostMail, Swiss Post Solutions and Post Offices & Sales together generated an operating profit of CHF 246m, up from CHF 238m in 2013. At PostMail and Post Offices & Sales, the volume of addressed letters fell by 2.5%, while the number of unaddressed items was up 2.6%.

Operating in the financial services market, PostFinance is facing a challenging market environment due to the deteriorating interest rate situation. It recorded an operating profit of CHF 382m, down from CHF 537m the previous

year. However, PostFinance's operating earning power remained stable.

Source: [Swiss Post](#); [CEP-Research](#)

SWISS POST LAUNCHES "NEXT DAY EVENING DELIVERY" IN COOPERATION WITH ZALANDO

Swiss Post has launched a new "Next Day Evening Delivery" service in cooperation with the fashion and shoe retailer Zalando to offer its customers rapid deliveries as the postal operator aims to boost its parcels business after its 2014 profits dropped.

As part of the new delivery service, orders made via Zalando's Swiss website www.zalando.ch by 12pm will be delivered the next working day between 5pm and 8pm. Customers can select the fast delivery in the evening of the following day during the order process as an additional option to the free standard shipping mode. The service costs CHF 7.00.



Source: [CEP-Research](#)

SWISS INTERACTIVE TRADE GROWS BY OVER 7% IN 2014

The Swiss interactive retail sector showed solid growth of 7.2% in 2014 while pure online order volumes increased even more strongly by 10.2%, according to the latest survey by Swiss e-Commerce association VSV, conducted in cooperation with Swiss Post and market research firm GfK. The online and mail order trade continues to grow

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faster than the traditional trade and now accounts for 6.8% of the overall retail trade in Switzerland, the e-Commerce association stated.

In 2014, online and mail order trade in Switzerland generated revenues worth CHF 6.7bn. The proportion contributed by online sales rose to 88% with online sales reaching CHF 5.9bn. Around 15% of all online orders were made via mobile devices, with mobile commerce increasingly gaining ground.

10.2%

E-COMMERCE
GROWTH IN 2014
IN SWITZERLAND

In addition, the VSV expects traditional retail trade to further align with online trade and orders via mobile devices to increase. At the same time, shoppers have become increasingly demanding expecting ever faster deliveries and this tendency is estimated to sharpen as well.

Source: [CEP-Research](#)

ROYAL MAIL LAUNCHES PORTAL TO HELP ONLINE RETAILERS IMPROVE RETURNS EXPERIENCE

Royal Mail announced the launch of a new portal to help online retailers better manage returns while also improving the experience for their customers. The returns portal gives retailers full visibility of returned items – from exactly which items are being returned, from which customer and for what reason. This will enable retailers to improve stock management because they will know what return items to expect each day and can plan ahead with future orders and despatch times.

Royal Mail's returns portal also enables online retailers to help their shoppers to benefit from an improved experience. They will have the ability to easily print off a returns label and monitor the progress of their item back to the retailer through Royal Mail's enhanced Tracked Returns service, which now tracks at five points in Royal Mail's network instead of two.

Source: [Royal Mail Group](#)

ROYAL MAIL ANNOUNCES IMPROVEMENTS TO INTERNATIONAL SERVICES

Royal Mail is extending its International Tracked & Signed service for businesses and individuals exporting to ten new countries around the world. From 30 March, customers will be able to track the progress of items sent from the UK to 53 countries worldwide and obtain a signature on delivery.

In addition, Royal Mail will also be adding six new destinations to its International Tracked service, allowing customers to track their items from postage through to delivery in 39 countries worldwide.



To make it even easier for customers and businesses to send items abroad, Royal Mail has also launched important enhancements to its Despatch Manager Online system which will improve UK and International shipping and labelling processes.

Source: [Royal Mail Group](#)



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ROYAL MAIL CHOSEN AS PARTNER FOR THE GOV.UK VERIFY PROGRAMME

Royal Mail has been chosen as a partner for the GOV.UK Verify programme to enable individuals to sign in securely to government digital services. Royal Mail will carry out checks when individuals apply to create their reusable online identity, confirming their identity information before creation which then allows them access to government services online from later this year. Currently, nine government services have signed up to use the GOV.UK service, with many more in the pipeline to follow.

The provision of the identity verification service is part of Royal Mail's strategy to innovate and introduce new services where it can grow, while maintaining a leading position in the letters and parcels markets in which it currently operates.

Royal Mail will use permissioned Redirection service information, together with multiple credit reference agency data, to confirm and protect people's identities so that they can access government services online safely and easily.

Source: [Royal Mail Group](#)

THREE-HOUR DELIVERY TIME SLOT BECOMES STANDARD, UK SURVEY SAYS

Online shoppers in the UK increasingly expect retailers to provide more convenient delivery options to fit in their busy schedules favouring a three-hour time slot for home deliveries, according to the latest survey by Ipsos Research on behalf of technology firm Honeywell.

The research results revealed that the three-hour delivery time window has become a standard expectation for the majority of UK online consumers when ordering products via internet. While most of the respondents expect delivery within one week of ordering, more than half (53%) of them want their orders to be delivered within a precise time slot of three hours or less. According to the survey, 40% of the consumers surveyed are even willing to pay extra money for the 'perfect delivery' to decide where and when their parcel should be delivered. The majority of customers (57%) declared that the current delivery options offered by retailers are not satisfactory while 51% often experienced the situation that their parcel arrived during their absence or the appointment time was not kept.

The conclusion of the survey is that companies that are not flexible enough to adapt to consumers' demands will be left behind by those who are. Businesses should make it a priority to provide online shoppers with convenient delivery options as the overwhelming majority (91%) of consumers look at delivery options prior to checkout.

Source: [CEP-Research](#)



DPDGROUP SUBSIDIARY WNDIRECT LAUNCHES GLOBAL CLICK AND COLLECT SERVICE

British cross-border B2C delivery firm wnDirect, majority-owned by DPDgroup, launched a click and collect service on a global level under the name wnCollect.

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wnCollect will be accessible to retailers through their own website and enable them to offer their products to online shoppers anywhere across the globe, who, in turn, can collect their ordered products at a pick-up location of their choice if they do not have time waiting for their parcel at home.

The service will leverage local networks of self-service parcel terminals which have established themselves as popular alternative collection points in many countries. However, the company did not disclose which parcel terminal networks it is cooperating with.

Source: [CEP-Research](#)



ABOUT THIS PUBLICATION

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

ABOUT IPC

International Post Corporation is a cooperative association of 24 member postal operators in Asia Pacific, Europe and North America. Over the past two decades IPC has provided industry leadership by driving service quality and interoperability, supporting its members to ensure the high performance of international mail services and developing the IT infrastructure required to achieve this. IPC engages in industry research, creates business-critical intelligence, provides a range of platforms for member post CEOs and senior management to exchange best practices and discuss strategy, and gives its members an authoritative, independent and collective voice. IPC also manages the system for incentive-based payments between postal operators. With members delivering some 80% of global postal mail, IPC represents the majority of the world's mail volume.

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Avenue du Bourget, 44
1130 Brussels - Belgium
Tel.: +32 (0)2 724 72 71
www.ipc.be

