

An Post Money joins the SBCI Home Energy Upgrade Loan Scheme, offering Low-Cost Fixed Rate Loans

28-02-2025

An Post Money is now offering low-cost, fixed-rate loans through the government-backed SBCI Home Energy Upgrade Loan Scheme, making it easier for homeowners to improve their energy efficiency.

The scheme offers loans from €5,000 to €75,000 at fixed rates starting from 3.69% (3.75% APR), with terms from 1 to 10 years. This allows customers to confidently plan their finances while making necessary home improvements.

Customers must use at least 75% of the loan to improve their home's energy performance by at least 20%. Loans are provided to support works aided by home energy upgrade grants from the Sustainable Energy Authority of Ireland (SEAI).

Debbie Byrne, Managing Director for An Post Money, said “An Post Money’s loan products have gone from strength to strength in recent years. Our participation in the Home Energy Upgrade Scheme demonstrates our commitment to Ireland’s sustainability goals and to helping our customers make their homes warmer, cheaper and more environmentally friendly”.

To apply, homeowners must contact an SEAI registered One Stop Shop, Energy Partner, or Community Project Coordinator for a home

energy assessment and upgrade plan. Once the property has been assessed, and a Home Energy Summary Report provided, homeowners can apply for a Home Energy Upgrade loan to help finance their energy upgrades. Eligible upgrades include attic and wall insulation, heat pumps, and when installed as part of a complete home energy upgrade, can also include solar panels. Potential applicants can check their eligibility at anpost.com/greenloans.

An Post Money's participation in this scheme helps customers lower energy bills, create warmer homes, and reduce their carbon footprint, supporting Ireland's climate and sustainability goals. This initiative also furthers An Post Money's commitment to helping customers manage their finances.

This new offering expands An Post Money's existing fixed-rate loan portfolio, which includes our EV loan offering. An Post Money has experienced strong growth in lending, with nearly five times more loans issued in 2024 compared to 2020.

Source: [An Post](#)

PostNL reports Q4 & FY 2024 results

28-02-2025

Financial performance in line with preliminary results published on 20 January 2025/ 6% further improvement in average carbon efficiency in 2024/ \hat{a} , -0.07 dividend per share to be proposed at AGM

Herna Verhagen, CEO of PostNL, commented: "With a normalised EBIT of €53 million, 2024, from this perspective, was unsatisfactory. Thanks to well-executed cash and balance sheet management we can propose a €0.07 dividend per share to the AGM. We mitigated the impact from changing market dynamics as much as possible with our relentless efforts to adapt our operations and offerings with ongoing attention for our customers. We further improved efficiency and capacity utilisation and have achieved costs savings as planned both at Mail in the Netherlands and at Parcels. Our favourable NPS scores reaffirm our strong position relative to our competitors and show our commitment to customers.

"At Mail in the Netherlands, the step-down in result was over €30 million for the year. With mail volumes down by 8%, the structural decline continued. The financial performance strongly underlines that the current business model is no longer sustainable. We are continuing to make every effort to address this situation and have presented our clear roadmap towards a future-proof postal service that meets consumer needs. PostNL acknowledges that Dutch government needs to carefully assess the future of the postal service, but we stress that without intervention the postal service is not sustainable, putting disproportionate pressure on PostNL. We have submitted an application for a financial contribution of €30 million for 2025 and €38 million for 2026 to cover costs for the universal postal service

(USO) that arise from a legal obligation.

"At Parcels, we maintained our strong market position with a stable market share. Volumes grew by 7%, only slightly less than anticipated. However, the shift in mix was difficult to predict and turned out to be unfavourable. Client concentration accelerated, putting pressure on margins, and this was the main driver of the shortfall in results. Furthermore, the record-high number of parcels in a very short peak period came with a less favourable volume distribution. Market dynamics in the sector are changing, marked by rising costs, a tight labour market and evolving consumer behaviour. As a leading player in last-mile delivery in the Benelux region, we repeat our commitment to further investments and innovation. We will respond with yield measures, specifically aimed at large customers, to enhance customer value. Other strategic initiatives focus on capturing international growth by expanding our European network and presence in Belgium, and accelerating our Out-of-Home strategy. We are also further stepping-up our investments in health & well-being and sustainability. But it is a joint responsibility of all players in the chain to address the challenges and to strive for a more balanced distribution of value in the chain to support sustainable future e-commerce growth.

Pim Berendsen, CFO of PostNL, added: "The changing market dynamics, together with the impact this has on our performance, underscores the need to adjust elements of

our strategy. We have made balanced strategic decisions to invest in 2025 to safeguard the longer-term perspectives for our stakeholders. For 2025, this results in normalised EBIT that is expected to be in line with 2024. We emphasise our intention to pay a dividend over 2025 and hold on to our aim to be properly financed, taking into

consideration the anticipated improvement in performance going forward and the progress towards a future-proof postal service. I look forward to further explain the adjustments of our strategy and the connected medium-term financial guidance at a Capital Markets Update in September."

Source: [PostNL](#)



bpostgroup leadership announcements

28-02-2025

Thomas Schmitt Appointed as New CEO of Radial North America / Chris Peeters takes over as CEO BeNe Last Mile

Radial, Inc., the U.S. subsidiary of bpostgroup with a focus on e-commerce, has been led on an interim basis by Craig Simon since June 2024, a role he will continue until mid-March 2025. As of March 17, newcomer Thomas Schmitt will take over as CEO of Radial North America. He will report to Chris Peeters, CEO of bpostgroup, and will also lead the Management Committee (MCo) of Radial North America.

Thomas Schmitt (60) was born in Germany and holds an MBA from Harvard. He built a strong track record in supply chain logistics, with over a decade of experience as CEO at FedEx in Tennessee, where he drove significant growth. He later served as CEO of Purolator in Canada, a postal company with 12,000 employees, as well as Aqua Terra, Canada's market leader in drinking water. Between 2015 and 2018, he led the Contract Logistics business of the German logistics company DB Schenker. Following that, he headed Forward Air, a North American leader in freight transportation, where he tripled the company's market value during the COVID

period. Until January of this year, he was Chief Commercial Officer at U.S. electric vehicle manufacturer Nikola.

“We thank Craig Simon for his dedication and leadership over the past months,” says Chris Peeters, CEO of bpostgroup. “With Thomas Schmitt, we gain a successor with extensive experience in the logistics sector. He is a great asset to Radial. I am confident that he can drive the transition to a more diversified customer base while ensuring continuity and further improving our efficiency in North America.”

A leadership change is also taking place within the BeNe Last Mile division of the group. Chris Peeters, CEO of bpostgroup, will assume the role of CEO BeNe Last Mile as of May 1, 2025. Jos Donvil, the current CEO of BeNe Last Mile, will dedicate his final year before retirement to overseeing group subsidiaries Dyna, Speos, and AMP, as well as the BeNe Last Mile project division, which includes new contracts for press distribution.

Source: [bpostgroup](#)

Improved performance driven by record Peak and Post26 strategy, with challenging second half ahead

28-02-2025

Performance for the half year to 31 December 2024: Group revenue \$5.01 billion, up 6.3% on same period last year (1H24) Group profit before tax \$249.1 million, up \$215.5 million from \$33.6 million in 1H24 Parcels and Services revenue \$4.06 billion, up 5.4% on first half last year Letters revenue \$943.5 million, up 10.0% on 1H24 and volumes down 10.6% during the same period Letters losses of \$83.7 million, down 54.1% from 1H24

Australia Post today reported an interim profit of \$249.1 million, an increase of \$215.5 million on 1H24. This result has been driven by a record Peak period, along with the successful delivery of the Post26 transformation initiatives. Despite the improved performance, the business is still facing significant structural and competitive headwinds.

More than 262 million parcels were delivered across Australia during 1H25, which was a 3.0% increase from the prior corresponding period. Letters volumes continue their downward trajectory, declining by 98.2 million in the half, which represents a 10.6% reduction on the prior corresponding period.

As part of the Post26 Strategy, there is an ongoing focus on simplifying the business. In 1H25, \$87.2 million in savings were realised as costs were removed, non-core businesses closed, and operations streamlined.

Australia Post is well advanced in the implementation of the Government's Modernisation reforms, which have also contributed to the improved performance in the half. These reforms are helping to build a more financially sustainable business. However, to achieve long-term financial sustainability, further reform continues to be required.

Parcels Business

Parcels revenue increased to \$3.53 billion, a 6.0% improvement on the half. A key indicator of this growth was the record Peak in 2024, which saw Australia Post deliver 102.8 million parcels to customers at record service levels, an increase of over 3.0% year-on-year. A recent survey conducted by Australia Post revealed over 70% of Australians purchased Christmas gifts during the Black Friday sales weekend, which contributed to the record Peak.

Competition in the Parcels market remains very intense, particularly as large global logistics and platform providers continue to invest billions into their Australian operations. Additionally, the emergence of re-commerce platforms, as seen in international markets, are causing further disruption.

Letters Service

The \$0.30 increase to the Basic Postal Rate, which came into effect in April 2024, improved Letters revenue in the half, however declining Letters volumes saw a loss of \$83.7 million. Australians are sending fewer letters, with households on average now receiving less than two addressed letters per week. Additionally, sales of domestic seasonal stamps, which have not changed price for more than a decade, have decreased 72% to

4.7 million since 2017.

Australia Post’s Unaddressed Mail Service (UMS) continues to impact the profitability of the business, with a 1H25 loss of \$44.8 million and this is expected to continue.

In November 2024, Australia Post lodged a draft notification with the Australian Competition and Consumer Commission (ACCC), proposing a \$0.20 increase in the Basic Postage Rate (BPR) from \$1.50 to \$1.70 to help address ongoing Letters losses. The ACCC is currently assessing the draft notification. Even if approved, the Letters service will still be loss making.

Post Office Network

With over-the-counter transactions and foot traffic in Post Offices continuing to decline, Australia Post is broadening its points of presence to meet evolving customer behaviours and expectations. This includes increasing its network of parcel lockers nationally and trialling new parcel-focused formats and optimised parcel capacity, to improve customer experiences.

Additionally, Australia Post’s modernised POS system, POST+, which replaced a +30-year-old legacy system has now been fully implemented. This system provides improved functionality and the ability to quickly and easily deliver system upgrades and improvements. In its first peak season POST+ performed exceptionally well with record transaction volumes through the new system.

Earlier this month, Australia Post finalised new in-principle Bank@Post agreements with existing banking partners, CBA, NAB and Westpac and confirmed ANZ has agreed to join Bank@Post. These new agreements will help reduce the Bank@Post losses and

associated burden on the taxpayer as well as provide vulnerable customers and communities with greater certainty about banking services at approximately 3,400 Post Offices. Australia Post, the Government and the Banks recognise that longer-term solutions need to be looked at to ensure services remain available and financially viable.

Outlook

Group Chief Executive Officer and Managing Director, Paul Graham said Australia Post is continuing to make significant progress on achieving its Post26 strategy.

“These results demonstrate the material improvement we’ve achieved across most areas of the business as we execute on our Post26 Strategy and implement the Modernisation reforms. This would not have been possible without the support of our 64,000 team members who, day after day, deliver for our customers and the community.

“We remain focused on transforming the business to secure our long-term viability. I would like to acknowledge the valued support of the Communication Workers Union, who continue to work collaboratively with us as we have rolled out the New Delivery Model to more than 119 sites nationally to date.

“The combination of Post26, Modernisation reforms and a record Peak period, has meant the business has responded positively in the short-term to the changes we’ve made. However, despite the improved performance, the business is still facing a number of significant structural and competitive headwinds.

“As we are seeing globally, Letters volumes are falling, and this is expected to continue at pace. We do not anticipate the Letters service



will ever return to profitability.

“The Parcels sector is becoming increasingly competitive, as we see global disrupters making significant investment in Australia, along with a rise in new entrants and start-ups. While the eCommerce industry is still experiencing modest growth, Australia Post is competing against providers who don’t make the same important contribution to Australia’s job market, economy and community wellbeing that Australia Post does and will continue to do.

“In this environment of increasing competitive headwinds and ongoing structural challenges, further reform is required to ensure the long-term relevance and financial sustainability of Australia Post.

“The outlook for the second half remains

challenging and we cannot afford to be complacent because we have seen an improvement in our first half bottom line, which is traditionally profit-making. Competition is intensifying, and our traditional revenue streams are shrinking.

“Australia Post remains a cornerstone of the Australian community and is proud to deliver essential services to our customers, from cities and metro areas to our regional, rural and remote communities,” Mr Graham concluded.

Source: [Australia Post](#)



Jan Volsdal new CEO of PostNord Norway

05-03-2025

Jan Volsdal has been appointed new CEO of PostNord Norway. He joins PostNord from the Norwegian ferry company Torghatten and will take up his new role at PostNord on May 1, 2025.

Jan Volsdal has a long professional career that includes several senior roles in the transport and logistics sector, including at Posten Bring, Ringnes and Nobina. His most recent position was CEO of Torghatten, Norway's leading ferry and express boat company.

PostNord has a stated goal of establishing itself as the preferred supplier in the Nordic region and has invested in building up a Nordic terminal and delivery network. The ongoing efforts aim to strengthen the Group's competitiveness and thus create the conditions for profitable growth in the parcel and logistics market. Market conditions in the Norwegian market have changed rapidly in recent years, and we are now strengthening our commercial capacity and attractiveness while endeavoring to strengthen structural profitability.

“Jan brings more than 20 years' experience from leading roles in transportation and logistics at companies such as Posten Bring, Ringnes and Nobina. In his previous roles, he worked to implement extensive change and transformation, focusing on growth, operational efficiency and profitability. He has proven his worth as a results-oriented leader with the ability to build strong teams,” says Annemarie Gardshol, President and Group CEO PostNord.

Jan Volsdal was born in 1975 and has an MSc from the Norwegian University of Science and Technology. Jan will take over as CEO of PostNord Norway on May 1, 2025, and will also be part of the Group Leadership Team. Until then, Leif Hultman will continue as acting CEO of PostNord Norway.

Source: [PostNord](#)

Posti is now Posti also in Sweden - Celebrating with a Love Song by Miriam Bryant and KÄÄÄrijÄÄ

05-03-2025

Posti is now operating in Sweden under the name Posti. Aditro Logistics, one of Sweden's leading logistics companies, will also adopt the Posti name.

As part of its updated strategy, Posti is focusing more strongly on growth, with international offerings playing a vital and ambitious role. In Sweden, Posti provides warehousing, in-house logistics, and staffing solutions for logistics professionals. Additionally, Posti assists e-commerce companies with deliveries to Finland and the Baltics. By offering services across the Nordics and the Baltics, Posti aims to support its customers' international growth.

"We see clear growth opportunities in Sweden. We can serve a wide range of companies, especially those operating in both countries. Our customers are satisfied, and we are constantly developing our operations and services together across national borders.

However, the Swedish market is twice as large as Finland's, and Aditro Logistics and Posti are relatively unknown. Operating under one brand will help with this, but growth also means investing in building awareness," says Peter Ervasalo, SVP, Warehousing and Logistics Services Sweden.

This change is part of a larger transformation where Posti will operate under the name Posti in Finland and Sweden, and under the name SmartPosti in the Baltic countries. The SmartPosti brand was launched in Latvia on February 4, in Estonia on February 26, and will be introduced in Lithuania in the coming weeks.

Source: [Posti](#)



Australia Post Improved performance driven by record Peak and Post26 strategy

28-02-2025

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“As we are seeing globally, Letters volumes are falling, and this is expected to continue at pace. We do not anticipate the Letters service will ever return to profitability.

“The Parcels sector is becoming increasingly competitive, as we see global disrupters making significant investment in Australia, along with a rise in new entrants and start-ups. While the eCommerce industry is still experiencing modest growth, Australia Post is competing against providers who don’t make the same important contribution to Australia’s job market, economy and community wellbeing that Australia Post does and will continue to do.

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long-term relevance and financial sustainability of Australia Post.

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“Australia Post remains a cornerstone of the Australian community and is proud to deliver essential services to our customers, from cities and metro areas to our regional, rural and remote communities,” Mr Graham concluded.

Source: [Australia Post](#)



High scores for Swiss Post: letters and parcels reach their recipients on time

04-03-2025

The annual independent measurements show that in 2024, Swiss Post's staff again delivered letters, parcels and newspapers on time. Swiss Post in fact exceeds the Confederation's regulatory quality requirements. Swiss Post intends to remain just as reliable, and is therefore continuing to invest in its infrastructure to ensure that all consignments reach customers safely and on time in future.

Reliable deliveries once again in 2024

Whether delivering letters, parcels or newspapers, Swiss Post meets all punctuality requirements set by the Federal Postal Services Commission (PostCom). Johannes Cramer, Head of Logistics Services and Member of Swiss Post Executive Management, says this is first and foremost due to staff: "The quality of our services is thanks to our thousands of dedicated employees. Their daily commitment is the most important factor in our punctuality – whether in the sorting centers or out on their delivery rounds come rain or shine".

All targets exceeded

A detailed look at the measurements shows that in 2024, 97.4 percent of A Mail letters and 99.1 percent of B Mail letters arrived on time – based on the regulatory requirements of "posting day + 1 working day" and "posting day + 3 working days". The target set by the Postal Services Commission for parcels is 95 percent. Here too, Swiss Post exceeded the targets by delivering parcels on time throughout the country: 96.2 percent of Priority parcels and 99.6 percent of Economy parcels arrived on time. Since 2022, Swiss

Post has also been obliged to deliver subscription newspapers by 12.30 p.m. in areas where no early-morning delivery services are provided by the publishers. By achieving an on-time delivery rate of 97.8 percent, Swiss Post staff have also clearly exceeded the Confederation's quality target of 95 percent in this area.

Measurements at a glance

| | 2024 | 2023 | Regulatory requirement |
|--------------|-------|-------|------------------------|
| Letters P+1* | 97,3% | 97,0% | 97,4% |
| Letters P+3* | 99,5% | 97,0% | 99,1% |
| Parcels P+1* | 95,7% | 95,0% | 96,2% |
| Parcels P+3* | 99,6% | 95,0% | 99,6% |
| Newspapers | 98,5% | 95,0% | 97,8% |

*In the abbreviation "P+", P stands for "posting day", and the figure stands for the number of working days available for processing as per legal requirements. Working days are Monday to Friday.

Consignments increasingly transported by rail

Swiss Post is continuing to invest heavily in its infrastructure to remain flexible in responding to potential volume fluctuations in the short term and to meet legal quality requirements. Punctual consignments also depend on good rail connections at the right time. Around half of all Swiss Post consignments already travel at least part of their journey by train. Swiss Post is actively working to shift even more letters and parcels onto rail, especially



between major sorting centers. At the end of 2023, it was able to increase daily rail connections, which led to a 15 percent increase in rail transport in 2024.

Independent delivery time measurement

For the measurement of delivery times for letters, an independent institute evaluates data from around 65,000 test consignments across the whole year. For parcels, an independent inspection agency within Swiss Post evaluates the data for all individual

parcel consignments for a period of 52 weeks. The independent Swiss Post inspection agency also measures compliance with the delivery deadline of 12.30 p.m. for subscription daily newspapers in areas without early-morning delivery. The measurement is based on random surveys carried out by delivery staff. The supervisory authority PostCom reviews and approves the results

Source: [Swiss Post](#)



Martti Kuldma Takes Over as CEO of Omniva

03-03-2025

As of March 1, Martti Kuldma has taken on the role of Chairman of the Board at Omniva, the international postal and logistics group owned by the Estonian state.

In late January, Omniva announced the resignation of its CEO, Mart Mägi. The Supervisory Board of AS Eesti Post appointed Martti Kuldma, then a board member and Head of Innovation and Technology, as the new Chairman of the Board.

Kuldma first joined Omniva as a member of the Supervisory Board in 2021 before becoming a board member and Head of Innovation and Technology in July 2023.

“Martti Kuldma is a strong innovator. Over the past year and a half, he has built a solid technology team, automated and streamlined technological processes, and established a growth-oriented product organization, transforming Omniva’s technology sector into a strong business,” said Helo Meigas, Chairwoman of the Supervisory Board of Eesti Post. “I am confident that Martti will bring the same level of innovation and growth mindset to leading the entire group.”

Kuldma has signed a five-year contract as a member of the management board. “Looking at our goals for this period, the top priority is ensuring the financial sustainability of postal services. Omniva is currently the only postal carrier in Estonia, the leading parcel carrier in the Baltic region, one of the most recognized brands in the Baltics, and our parcel volumes have been growing steadily for years. We are financially stable, but our more successful

services continue to subsidize the weaker ones—this is neither a sound business strategy nor a sustainable one in the long term,” Kuldma commented.

“My goal is to identify and implement ways for Omniva to continue bringing the world closer to each home in the Baltics. To achieve this, our services and processes must be simple – it’s not about doing more, but about doing it smarter. This will increase the value created by each employee, leading to better profitability and allowing us to offer higher wages. Our actions must be guided by customer needs and sound business principles. With this approach, anything is possible,” said Kuldma.

In near future, key focus areas in postal and parcel logistics will include expanding the close-to-home parcel locker network and introduce new efficient services such as same-day delivery and community-based delivery.

No new board members will be appointed to replace Mart Mägi. The board will continue with four members: in addition to Chairman and CEO Martti Kuldma, Chief Financial Officer Signe Kukin, Chief Commercial Officer Gusts Muzikants, and Chief Operations Officer Kastytis Valantinas will remain in their roles.

Source: [Omniva](#)



PostNord to discontinue handling mail in Denmark in 2026 - focusing exclusively on parcels

06-03-2025

At PostNord we adapt to the situation on the Danish letter market. We now take the next step to build a strong PostNord for the future. As from 2026, PostNord will stop handling letters in Denmark and focus on becoming the Danes' favorite parcel delivery service.

With the rise in digitalization, the number of letters in Denmark is declining rapidly. The volume of letters has actually fallen by more than 90% since 2000. Moreover, our responsibility for the universal postal service in Denmark was ended by the new Postal Act that came into effect on January 1, 2024, except for mail for visually impaired people, small islands and international mail during a transition period. We are naturally obliged to adapt to this new situation and are now taking the next step in our strategy to build a strong PostNord for the future. This means that as from 2026, PostNord will stop handling letters in Denmark and focus exclusively on becoming the Danes' favorite parcel delivery service.

“Digitalization is changing the way we communicate and make purchases. It is also affecting PostNord's business, as letter volumes decrease and parcel volumes continue to rise. As a Group, we need to adapt our business constantly to accommodate societal developments and customer demand – but we need to do so slightly differently on

our different markets. In Denmark, we are now taking the tough decision to discontinue our mail business. This is not something we take lightly, but demand speaks for itself. Conditions are different in Sweden, where our aim is to continue to operate a nationwide, self-financed and profitable mail business under reasonable conditions. A consistent theme throughout the Group is our strategy to 'Win in Parcel.' We are therefore continuing to develop our unique network with the intention of becoming the favorite parcel carrier for the entire Nordic region. We must be at our best where our customers need us most,” says Annemarie Gardshol, President and CEO of PostNord.

PostNord will continue to collect, sort and deliver mail in Denmark up to and including December 30, 2025.

The decision does not affect the mail business in Sweden, where PostNord holds responsibility for the universal postal service.

Source: [PostNord](#)



AUSTRIAN POST IN 2024

10-03-2025

REVENUE AND EARNINGS INCREASE IN ALL DIVISIONS

Overall, the year 2024 went very well for Austrian Post. This is despite a challenging business environment impacted by a weak economy which, in turn, muted the investment climate and led to a restrained purchasing behaviour of households. In contrast, positive momentum was provided by the increasing use of postal voting in Austria, especially for the European Parliament and Austrian national parliament elections. E-commerce revenue grew as well, and as a result, Austrian Post in 2024 delivered more than 500m parcels in the regions of Austria, Southeast and Eastern Europe, Türkiye and Azerbaijan for the first time. “Austrian Post was able to achieve double-digit revenue growth in the past financial year, successfully withstanding weak economic conditions, inflation and the strong competitive environment”, says Walter Oblin, CEO of Austrian Post. “We consider ourselves to be strategically well positioned. The transformation from the increasingly declining letter business to the growing parcel business and hence to further internationalisation is well under way”, Walter Oblin adds.

Revenue of the Austrian Post Group increased by 13.9 % in 2024 to EUR 3,123.1m. Excluding Parcel Türkiye, revenue still increased by 9.2 %. Growth was generated in all divisions during the course of the year. Mail Division revenue rose by 4.1 % to EUR 1,239.8m and is negatively impacted by the structural decline of addressed letter mail volumes in the amount of 6 % caused by the electronic substitution. In contrast, postage rate adjustments as at 1 September 2023 as

well as the super election year of 2024 had a positive effect. The direct mail segment was faced with a backdrop of a weak economic environment with a structural decline in certain customer segments (e.g., furniture sector, mail-order business). The Parcel & Logistics Division revenue increased by 20.9 % in 2024 to EUR 1,712.5m. The parcel business developed very positively in all regions. Strong revenue growth was particularly recorded in Türkiye, impacted by high inflation and the exchange rate of the Turkish Lira. Divisional revenue was still up by 12.7 % excluding the parcel business in Türkiye. The Retail & Bank Division achieved a revenue of EUR 201.5m in 2024 (+19.5 %). The increase in the number of bank99-customers as well as interest rate developments in the past financial year positively contributed to divisional revenue.

In terms of earnings, Austrian Post also had a very successful year. EBITDA increased by 8.0 % to EUR 422.7m and earnings before interest and taxes (EBIT) rose by 9.0 % to EUR 207.3m. The profit for the period of the Austrian Post Group equalled EUR 145.9m, comprising a year-on-year improvement of 5.2 %. Accordingly, earnings per share were EUR 2.04, up from EUR 1.96 in the prior-year period (+4.1 %). On the basis of this solid performance and balance sheet position, an attractive dividend of EUR 1.83 per share will be proposed to the Annual General Meeting on 9 April 2025. This corresponds to a payout ratio of 85 % of the Group net profit and a dividend yield of 6.4 % based on the closing share price on 31 December 2024.

The fundamental trends impacting European

mail and parcel markets have been stable for years and are also expected to prevail in the future: The growth of parcel volumes driven by increased national and international e-commerce orders continues to be in contrast to the ongoing decline of addressed and unaddressed letter mail and direct mail items. These developments are taking place against the backdrop of a market environment featuring improved but still weak economic growth in many European countries. Following the strong revenue growth of 13.9 % in 2024, which was driven by positive special effects, a period of consolidation is anticipated in 2025. The aim of Austrian Post is to generate modest revenue growth in 2025, subject to stable development of the Turkish Lira. Revenue growth combined with cost discipline and efficiency are necessary to ensure the targeted stability for Austrian Post. Accordingly, the defined goal of generating earnings (EBIT) in the order of EUR 200m in 2025 remains unchanged.

Investments requirements over the next few years will shift, with a main focus on growing markets in CEE, SEE and Türkiye. Total capital requirements (CAPEX) for 2025 is expected to be in the range of recent years. In addition to replacement investments, the focus will be on international growth investments and investments facilitating the decarbonisation of the company's logistics operations. Austrian Post continues to pursue the goal of combining growth and a high dividend. The cash flow from operating activities should continue to ensure the main investment requirements and an attractive dividend policy.

“We express sincere gratitude to our employees, who work with tireless commitment on a daily basis, and thus ensure the quality leadership of Austrian Post. Together we will continue to be the preferred partner in the future of our customers,” concludes CEO Walter Oblin.

Source: [Austrian Post](#)

PostNL invests millions in enhancing delivery convenience for consumers

03-03-2025

More parcel lockers and more PostNL service points

PostNL is significantly expanding the number of PostNL service points this year. More than 500 additional parcel lockers will provide consumers with greater flexibility in choosing where and how they want to receive their parcels. Currently, almost everyone in the Netherlands has a PostNL service point within 1 kilometer of their home. Consumers are increasingly opting for out-of-home (OOH) delivery, and PostNL is responding to this trend by further expanding its network of parcel lockers. This not only enhances the customer experience but also makes parcel delivery more efficient and reduces CO₂ emissions by cutting down on transportation movements.

Accelerating the rollout

During the presentation of its annual results on Monday, February 24, PostNL announced that it is accelerating the expansion of its out-of-home network by investing an additional €10 million in new parcel lockers. Currently, PostNL operates over 6700 service points, including approximately 1100 parcel lockers. Thanks to this extra investment, the number of parcel lockers will increase significantly in the coming years. “We are seeing a strong increase in the use of parcel lockers and pickup points,” says Barry

Husman, Director Retail at PostNL. “The number of parcels delivered via parcel lockers has grown by 97% in recent years. Consumers find them convenient and are increasingly setting parcel lockers as their preferred delivery option.” Parcel lockers are often accessible 24/7 and are placed in easily accessible locations. Almost every Dutch citizen lives within 1 kilometer of a PostNL service point, contributing to high customer satisfaction (NPS +51). PostNL expects the use of parcel lockers to double this year.

Innovating the network

In addition to increasing the number of parcel lockers and service points, PostNL is also focusing on technological innovations. The latest parcel lockers are modular, allowing for easy customization of their size and layout based on specific location needs. Moreover, these parcel lockers are integrated into an innovative IT platform, making them accessible to third party carriers. PostNL is also developing sustainable solutions, such as solar-powered parcel lockers, enabling expansion even in locations without direct power supply. With continuous investment in the growth and innovation of its out-of-home network, PostNL remains committed to enhancing convenience and sustainability.

Source: [PostNL](#)

One in five Belgians receives emission-free parcels and mail thanks to bpost

06-03-2025

Thanks to its growing network of pick-up points and parcel lockers, bpost is closer to Belgians than ever. Combined with the country's largest fleet of electric vehicles, this has enabled bpost to deliver more than one in five parcels emission-free. But the ambitions go even further: by 2030, bpost aims to make all its deliveries emission-free.

Every day, 10,000 bpost mail carriers deliver an average of 500,000 parcels across the country, a number that rises to over 800,000 during peak periods. Today, bpost successfully delivers 21% of these parcels without producing emissions—that's more than one in five deliveries. These deliveries already cover 109 postal codes and reach 22% of the Belgian population, figures that are set to grow significantly this year as bpost is planning to expand its emission-free deliveries in 2025 to cities including Antwerp, Charleroi, Mouscron, Wavre, Lier, Eeklo, and the Westhoek region.

This important symbolic milestone shows that bpost is well on its way to achieving its goal of 100% emission-free deliveries in Belgium by 2030. To reach this goal, bpost continues to invest heavily in an expanding network of post offices, Post Points, Parcel Points, and parcel lockers. There are already over 3,500 bpost locations across the country, ensuring that every Belgian is within six minutes of a pick-up point. Beyond enhancing customer convenience, this network enables bpost to deliver more parcels emission-free than ever before.

Source: [bpost](#)



PostenBring submits reply to public consultation on the future of Postal Service

06-03-2025

Posten today submitted its consultation response to the Postal Committee's report. Posten believes that the future postal service should consist of delivery to mailboxes one day a week, the option to choose a collection point and a doorstep service for the elderly with personal delivery of mail and a separate information letter from the municipality.

– Posten has always changed in step with society. Now, as a large society, we are experiencing increased digitalization, new demographic challenges and a new security policy situation that is actualizing society's preparedness capacity. The restructuring we are now facing gives us the opportunity to respond to these needs and at the same time add services with new social value to our unique national letter network. Posten has a central role in Norwegian society and we will continue to have that role in the future. We hope the government sees that this is the right time to seize that opportunity, says Petter-Børre Furberg, CEO of Posten Bring.

Today, Posten delivers letters to mailboxes for all Norwegians every other weekday. Posten agrees with the committee that there is a need for restructuring when there are fewer letters as a result of increased digitalization. In its response to the consultation, Posten writes that they envision a restructuring where mail is delivered to mailboxes one day a week, with the option of choosing to have letters delivered to a collection point for those who wish to do so. In addition to a doorstep service that has proven to be of great value for those over 75 years of age.

Dedicated doorstep service for the elderly

For the past year and a half, Norway Post has been testing a doorstep service for seniors over 75. In eight of the country's municipalities, seniors over 75 have had their mail delivered to their doorsteps by the postman. The service has helped to relieve the municipalities in the face of an aging population, is an effective channel for all senders to non-digital residents, and strengthens municipal and state preparedness by having a robust physical channel to people's homes.

Posten recommends that the doorstep service be established as a national service in connection with the restructuring of the letter network, while the resources still exist.

If the service is not established as part of the restructuring of Norway Post's letter network, it will probably not come to fruition and will be a lost opportunity for society.

Emergency preparedness in the mail network

Posten's national letter network is the only one that physically reaches every household in the country every week. In a crisis situation, this provides a unique opportunity for authorities and others to get in touch with all citizens. To be a real emergency response capacity, there must be a network of a certain size of locations, staff and vehicles. A postman network based on weekly letter delivery in the mailbox of those who want it combined with a doorstep service for the elderly, will, in Posten's assessment, have a scope that represents a real national



emergency response capacity.

- We have seen the key role that the nationwide postal network of Ukrposhta has in the current war situation in Ukraine, where they have been vital in maintaining society's

need for deliveries and communication. Posten wants to be an important part of Norway's nationwide emergency response network, just as we were during the pandemic, continues Furberg.

Source: [PostenBring](#)



Correos Receives the IPC Certificate of Excellence for its Madrid-Barajas Exchange Office

13-03-2025

This recognition, awarded by IPC (International Post Corporation), certifies that the processing of international mail at the Correos Exchange Office, located in Madrid-Barajas and consisting of the OCI-Ramp 7 logistics center and the International Processing Center (CTI), meets the highest quality standards.

Correos has received the "Certificate of Excellence" for its Madrid-Barajas Exchange Office, awarded by IPC (International Post Corporation) to centers that certify the excellence. A high level of compliance with quality standards in the processing of international mail, in terms of delivery times, exchange of shipment information, and coordination with other postal operators and airlines.

of two logistics centers: OCI-Ramp 7, specialising in imports, and the International Processing Center (CTI), dedicated to exports. This demanding certification was obtained in just under a year following the reorganisation of all operational processes carried out following the opening of the new Barajas center and the closure of the previous facilities. This certification places Correos' international services at the highest level of excellence among global postal operators.

At an event held at Rampa 7, IPC CEO Holger Winklbauer presented the Certificate of Excellence to Correos President Pedro Saura. He was accompanied by Correos Director of Operations Olga García, the International Operations team, the heads of the Exchange Office centers, and a representative of the staff, whom he congratulated for the quality of the processes and postal services they provide daily.

Today, 32 offices of exchange of IPC member posts hold a valid Certificate of Excellence.

The Madrid-Barajas Post Office is comprised

Source: Correos/ IPC



USPS Promotes National Safe Driving Campaign

12-03-2025

The public has an important role to play to keep everyone out of harm's way

WASHINGTON — The Postal Service has one of the largest fleets in the world, with more than 246,000 vehicles that drive more than a billion miles every year, delivering mail to more than 169 million delivery points across the nation. Safe driving is a paramount part of our duties as we are Delivering for America.

As part of a safe driving public awareness campaign, the Postal Service is reminding customers of the importance of staying vigilant when maneuvering near postal vehicles.

"Postal Service employees drive our nation's roads every day, providing a vital service, to deliver America's mail safely. It is something we strive to do 365 days a year," said USPS Employee Safety and Health Awareness Manager Leeann Theriault. "We encourage the public to stay alert when around postal vehicles, and together, we can protect our drivers and everyone else on the road. This will reduce risks and ensure that everyone, including our employees, make it home safe."

Our vehicles frequently make stops while delivering the mail, so when you see one on the road, be cautious and give them space. Take extra care and avoid unnecessary movements that might lead to a collision.

All employees who operate a postal vehicle are trained on how to drive safely. This includes driving in inclement weather, or when navigating the roads less traveled of our rural communities or on the congested streets of our biggest cities. Our employees

know to be alert and focused when behind the wheel, and thousands have been awarded for their safe driving achievements over the years.

"When moving mail from one postal facility to another, driving safe is my main objective," said USPS Tractor Tractor Operator Carter Scott. "I always take the appropriate time to be vigilant and expect the unexpected. Just like when I drive my personal vehicle."

The Public Can Help

We need the public's help to do their part when driving, walking or riding a bike near a postal vehicle.

Pay Attention to Our Vehicles: If you see one of our vehicles making a delivery near your home, slow down. Give our drivers enough space to park and maneuver safely.

Check for Blind Spots: When backing out of your driveway or pulling into your street, look out for our vehicles. Double-check blind spots to ensure no one is in your path.

Avoid Distracted Driving: Phones down, eyes on the road. Accidents happen fast, especially when distractions take your attention away from our vehicles on narrow streets or driveways.

Don't Block Our Vehicles: If you see one of our vehicles making a delivery in front of your home, please don't park too close or obstruct the driveway. This can cause dangerous situations when our drivers have to navigate around parked cars in tight places.



Why This Matters: Too often, accidents happen simply because drivers are not paying attention or are in too much of a hurry. Our employees are on the street every day and we count on your awareness to help prevent collisions and keep everyone safe.

Let's Be Clear: Visually, our vehicles are hard to miss. Yet, accidents still happen because other drivers fail to slow down and give our vehicles the space they need. Please do your

part. These accidents are preventable, and together we can make our streets safer.

We look forward to continuing to serve our communities and appreciate your commitment to helping keep our roads safe. Together, we can ensure that everyone is safe while we deliver America's mail. Use the hashtag **#USPSVehicleAwareness** to share this important information online.

Source: [USPS](#)



PostNord named industry winner in Sustainable Brand Index Sweden

13-03-2025

PostNord has been named industry winner in Sweden in Sustainable Brand Index, Europe's largest independent brand study on sustainability.

In total, PostNord came in place 118 out of 436. Sustainable Brand Index measures how consumers in the Nordics, Baltics and the Netherlands perceive over 1,600 well-known brands in 36 industries, with a focus on sustainability.

"To develop the business and customer offering, contribute to sustainable development, and earn the trust of customers and other key stakeholders, we are investing in a number of initiatives, including green corridors and Nordic Swan Ecolabelled deliveries. Being a fair employer is also a central part of PostNord's sustainability agenda," says Amanda Jackson, Head of Group Sustainability.

Large-scale climate transition via Green by PostNord
PostNord's overall climate goal is fossil-free transportation and operations by 2030. We focus on optimizing our logistics system and the vehicles that we and our transport suppliers drive on the Nordic roads. The Group-wide program Green by PostNord ensures that the transition is fast, resource-efficient and successful.

Fossil-free in green corridors

PostNord's green corridors mean fossil-free deliveries from the customer's warehouse to the end recipient or from terminal to terminal. By focusing our climate transition on specific regions and parts of our network, we can meet customer needs and reduce emissions in a cost-effective way. Overall, we have reduced carbon emissions from our operations by 35 percent since 2020.

Nordic Swan Ecolabel in the checkout
PostNord offers Nordic Swan Ecolabelled e-commerce deliveries in Sweden. The Nordic Swan, the official Nordic environmental label, makes it easy for consumers to choose a more sustainable delivery when shopping online.

Fair conditions

We want PostNord to be a welcoming, fair and safe workplace. Collective agreements for all employees are a given. We ensure that everyone in our workplaces is safe and secure at work. When it comes to suppliers' employees, our main tools are PostNord's Supplier Code of Conduct and the Truck Transport Social Guidelines.

Source: [PostNord](#)

Posten is Norway's most sustainable logistics company - for the sixth year in a row

13-03-2025

For the sixth year in a row, Posten is the brand in the packaging and logistics industry that Norwegians perceive to be the most sustainable, with Bring following in second place. In addition, Posten comes in third place overall among the 279 brands assessed in Norway.

The survey is part of the Sustainable Brand Index, Europe's largest brand study on sustainability, which was published today.

– For many years, we have worked purposefully to cut emissions, including through a gradual phasing out of fossil fuels in our fleet. Today, well over half of the country's population receives deliveries with fossil-free vehicles, while we are well underway with phasing out heavier vehicles powered by fossil fuels, says Director of Sustainability at Posten Bring, Colin Campbell.

In recent years, Norway Post has also developed the country's largest charging infrastructure for heavier electric vehicles.

– This recognition shows that our efforts are being noticed, and it motivates us to continue working on more sustainable solutions. We want to take responsibility for how we impact the climate and the environment, while our customers expect us to do so, concludes Campbell.

Source: [Posten](#)



Royal Mail customers can now get proof of posting when they drop parcels at one of 115,000 postboxes

11-03-2025

Royal Mail customers can now use one of the 115,000 postboxes in the UK to drop off smaller parcels and packets and still receive a proof of posting receipt, using the Royal Mail app. The process takes a couple of clicks and takes advantage of GPS and the customer's phone's location services to make getting a proof of posting as simple as possible.

This new service enhancement has been launched as more and more customers are sending smaller parcels and packets due to the soaring popularity of selling clothes on second-hand fashion marketplaces.

A large proportion of parcels sent by Royal Mail customers fit in a postbox, making it a convenient option for those who have paid for postage online and printed a label, or who have a preprinted return label. Royal Mail offers trusted services, including fully tracked options with next-day delivery. Prices start from as little as £1.55 online for a Second Class large letter or small parcel that fits through the letterbox.

To use the service customers simply need to open the Royal Mail app, select 'proof of posting' and the postbox they are at will appear. They then scan their barcoded label, select 'post now' and the customers will receive their proof of posting confirmation message.

Nick Landon, Chief Commercial Officer at Royal Mail, said: "It is really important for

customers to be able to prove when and where they posted their items, as well as having convenient drop off locations. This new service ticks both of these boxes.

"We are seeing more and more customers using second hand marketplaces to sell clothing and these items are likely to fit in a postbox. With the convenience of a UK-wide network of 115,000 postboxes located within half a mile of 98 per cent of addresses, customers don't need to go out of their way to drop off their parcel."

Royal Mail is rapidly expanding its number of parcel points to meet growing demand as people send and receive more parcels. In December, the company announced it was launching its own locker network, in addition to giving customers access to around 1,200 lockers and 6,500 Collect+ points at convenience stores in the last year.

This is in addition to 1,200 customer service points, 1,200 dedicated parcel postboxes and access to the Post Office's 11,500 branches.

Source: [Royal Mail](#)



Solid foundation for the future: Swiss Post continues to develop modern public service

13-03-2025

The transformation over the past four years is having an impact. Swiss Post is on a sound financial footing, provides a high-quality public service and is evolving continually to ensure it remains relevant for Switzerland. Growing numbers of customers are using digital solutions such as ePost, the electronic patient record and the Post-App, and benefiting, for example, from the ability to track parcel deliveries in real time. Demand has also increased in the mobility sector: in 2024, PostBus carried more passengers than ever before. And Swiss Post is continuing to invest in the modernization of its branch network. In 2024, Swiss Post generated Group profit of 324 million francs, which is 70 million more than in 2023. Looking ahead, Swiss Post anticipates that various factors will have an impact on its future results. The market and interest rate environment for Swiss Post remains extremely challenging.

“Swiss Post is financially balanced”

With the “Swiss Post of tomorrow” strategy between 2021 and 2024, Swiss Post established a foundation that it is continuing to build on. CEO Roberto Cirillo emphasizes: “Swiss Post is financially balanced and can rely on a healthy balance sheet. In the past few years, we’ve created a solid and future-proof Swiss Post. Every day, Swiss Post staff deliver the highest quality in a very competitive environment. It’s for good reason that, in 2024, Swiss Post was named a world-leading postal service by the Universal Postal Union for the eighth time in a row. At the same time, Swiss Post provides the universal service without needing to use taxpayers’ money. To ensure that this remains the case, postal legislation will need to be adapted to the real requirements of the general public and companies. It is now up to politicians to give Swiss Post sufficient freedom for it to remain successful.” In entrepreneurial terms, Swiss Post has set the course to consistently develop its products and services – both physical and digital – in line with demand. It is also important for Swiss Post to remain attractive to its employees and to act as a role model as one

of Switzerland’s biggest employers.

Financially sound, market environment remains challenging

The strategy period completed in 2024 is also having a financial impact. Four years of consistent change in line with customer needs have enabled Swiss Post to stabilize its result. At 401 million francs, the operating profit (EBIT) achieved in 2024 is up 78 million francs on the previous year’s figure. At 324 million francs, Group profit is 70 million higher than in 2023. Alex Glanzmann, Head of Finance and interim Group CEO from April 2025, remains cautious: “The price adjustments implemented at the beginning of 2024 have offset the structural decline in letter volumes for the time being. And with efficiency programmes over the past four years, we have managed to reduce our costs. However, Swiss Post’s market environment remains extremely challenging. For example, the interest rate environment is still very volatile, presenting a challenge in particular for PostFinance’s result. And the structural decline in volumes will continue. We have to anticipate various external and internal factors that will have an impact on our



results. This means it's important for us to keep an eye on our long-term success."

Swiss Post makes everyday life easier

Swiss Post is continuing to adapt to a rapidly changing environment and dynamic customer needs. "To achieve this, we are continuously improving our range and developing new services, making everyday life easier for people in Switzerland and offering real added value. Whether it's receiving parcels, in the branches, in communication, in mobility or in the financial sector," adds Glanzmann. Swiss Post will expand its services where new needs emerge, and optimize them where there are declines in demand. "We will continue to pursue our strategy by improving our efficiency even further and adjusting our prices where necessary. As part of these efforts, it will also be important to bring the Swiss public along with us on this journey and show them how we can meet their real needs."

Swiss Post's business areas in detail:

Swiss Post's logistics offer customers flexibility and high quality

Operating profit at Logistics Services improved by over 100 million francs, making a strong contribution to the stable Group result. The efficiency measures and introduction of leaner processes over the past few years have had an impact. And the price adjustments have counteracted the negative impact of falling letter volumes. Thanks to more efficient processes, Swiss Post has also accommodated customers' needs. The gradual introduction of a new planning tool for parcel delivery rounds from 2023 allows Swiss Post to offer recipients more precise consignment notifications. Since 2024, recipients can track parcels in real time for the last 15 minutes on Swiss Post parcel-only

rounds. Over the next few years, Swiss Post plans to also make real-time information possible on mixed letter and parcel rounds. In addition, it is continuously optimizing its logistics network to enable it to respond to varying volumes and formats. The letter and parcel volumes for 2024 show that flexibility is everything. Whereas, at 1.56 billion, Swiss Post recorded a decline of 5.5 percent in addressed letters compared to 2023, online retail means that more and more larger letter consignments also contain goods. For parcels, volumes totalled some 180 million – a slight fall of 2.9 percent compared to the previous year. Swiss Post continues to expect rising parcel volumes in the medium and long term.

Growing numbers of customers using digital solutions

Established in 2021, the Digital Services unit (Communication Services until 2024) has gained in importance on the market, increasing its revenue by over 30 percent in 2024. This is an important step towards profitability. However, the development of services ordered by the public sector depends on a range of different regulatory frameworks. With its investments in digital letters, e-voting and the electronic patient record (EPR), Swiss Post is contributing significantly to forward-looking solutions that are relevant to society and generate economic benefits. In addition to traditional letters, Swiss Post's ePost gives customers the choice between physical and digital services – and demand is growing. More than 10,000 companies, organizations and public authorities are connected to the ePost platform, 70 percent more than at the beginning of 2024. And over 200,000 private customers use the ePost App, representing an increase of 60 percent over the previous year. In electronic voting, Swiss Post is the only provider to successfully operate an



e-voting system, which is in use in four cantons and a growing number of municipalities. Swiss Post is also playing a key role with the electronic patient record (EPR). For example, EPR openings at Post Sanela Health AG have tripled, from around 12,800 EPRs at the end of 2023 to around 38,300 at the end of 2024.

Swiss Post combines physical and digital everyday life with video consultations

With 270,000 daily customer transactions in self-operated branches, the branch network remains relevant to a section of the general public. However, the trend towards digital services is growing, as illustrated by the further decline of 10.7 percent in over-the-counter payment transactions, year-on-year. Swiss Post has, in turn, expanded its range of services, including video consultations for customers in a number of branches, which the company is using to look into how it can shorten waiting times at its branches. Swiss Post remains committed to a dense network, with around 2,000 staffed locations, and is investing around 100 million francs in modernizing its services. One thing is clear: the range of customer requirements is broad – from purely physical to 100 percent digital. The expansion of branches into service centers with partners from insurance companies, health insurers, banks and public authorities is having a positive impact on PostalNetwork's result. In 2024, Swiss Post entered into three additional partnerships with Banque du Léman, Western Union and Bernerland Bank, guaranteeing customers additional access to services. In 2024, it also introduced PostMobile, a new mobile phone service that has met with strong demand among customers.

Turnaround in interest rate environment requires action

In 2024, PostFinance generated operating profit of 203 million francs, down 61 million francs year-on-year. The result shows that the volatile interest rate environment is increasing the pressure on PostFinance's margins, requiring the bank to take action. Given its competitive disadvantage as a result of not being allowed to issue mortgages and loans independently, the interest differential business is PostFinance's most important source of income. While PostFinance has been able to allow its customers to benefit from the positive interest rate environment since 2023, the Swiss National Bank's (SNB) expansionary monetary policy in response to falling inflation has increasingly limited the scope for attractive customer interest rates. For this reason, PostFinance was forced to again lower interest rates slightly on savings and retirement savings accounts. Falling interest rates are making the prospect of any near-term recovery in margins more difficult. PostFinance needs to increase its activity in non-interest-sensitive business – for example in investment, trading, card business and with its expertise in payment transactions – very much in line with the new strategy, where PostFinance is focusing more consistently than ever on the needs of its customers.

PostBus transports more passengers than ever before

With 183.1 million passengers, 2024 was another record year for PostBus. The number of passengers increased, particularly for leisure services. Overall, the Mobility Services unit (PostBus and Post Company Cars) increased its operating profit by 9 million francs, mainly due to increased compensatory payments for PostBus. At the end of 2024, Swiss Post launched an efficiency programme for Mobility Services to reduce administrative costs. By doing so, it is helping to relieve the burden on the Confederation, cantons and municipalities,

which co-finance regional passenger transport and local PostBus services. In 2024, Swiss Post also continued to advance the electrification of its fleet, both in delivery and for Postbuses. Fleet manager Post Company Cars started operation of its thousandth delivery van with an electric drive system in 2024, which means that, with over 7,200 electric vehicles, Swiss Post now has the

biggest electric fleet in Switzerland. In addition to licensed passenger transport, Swiss Post wants to offer more sustainable mobility solutions for business customers, for example in fleet management or for on-demand solutions.

Source: [Swiss Post](#)



Sending money abroad: new five-year partnership between bpost and Ria Money Transfer

12-03-2025

bpost and Ria Money Transfer announce the renewal of their partnership for a period of five years, reinforcing their commitment to providing accessible and secure money transfer solutions. This partnership, established through a public tender, highlights the added value of bpost's network of 656 post offices for private partners and citizens across Belgium.

An essential service available in 656 post offices nationwide

Enabling secure money transfers to over 197 countries and territories in just minutes from one of the 656 Belgian post offices is the goal of the partnership between bpost and Ria Money Transfer, one of the global leaders in the money transfer sector and a business segment of Euronet (NASDAQ: EEFY). This service meets a crucial need, particularly for people with loved ones abroad who wish to provide fast and reliable financial support. It also contributes to promoting financial inclusion in a world where banking

transactions are becoming increasingly digital.

Ria Money Transfer and bpost began working together in 2020 to facilitate international money transfers. With the previous contract set to expire in February 2025, a new tender was launched, which Ria successfully won.

Money transfers are essential for many families around the world. This collaboration is therefore crucial for international communities living in Belgium.

Source: [bpostgroup](https://www.bpostgroup.com)



Global trade set for growth despite U.S. policy shifts, reveals DHL Trade Atlas 2025

12-03-2025

DHL and the New York University Stern School of Business released the DHL Trade Atlas 2025, providing a comprehensive analysis of the most important trends in global trade.

Bonn, New York - DHL and the New York University Stern School of Business released the DHL Trade Atlas 2025 today, providing a comprehensive analysis of the most important trends in global trade. In the face of geopolitical tensions and concerns about widespread tariff increases, the report features data-backed insights, covering nearly 200 countries and territories.

Uncertainty looms over future trade policies following U.S. President Donald Trump's re-election last year. The DHL Trade Atlas 2025, however, highlights how global trade growth has proven surprisingly resilient in the face of recent disruptions. This pattern is likely to continue even as the U.S. begins a campaign of tariff increases.

Faster trade growth compared to the previous decade

Recent forecasts predict goods trade will grow at a compound annual rate of 3.1% from 2024 to 2029. This roughly aligns with GDP growth and represents modestly faster trade growth compared to the previous decade. Even if the new U.S. administration implements all of its proposed tariff increases and other countries retaliate, global trade is still expected to grow over the next five years - but at a much slower pace.

New leaders in trade growth: India, Vietnam, Indonesia, and the Philippines

Between 2024 and 2029, four countries are

forecast to rank among the top 30 for both speed (growth rate) and scale (absolute amount) of trade growth: India, Vietnam, Indonesia, and the Philippines. India also stands out as the country with the third largest absolute amount of forecast trade growth (6% of additional global trade), behind China (12%) and the United States (10%). The countries expected to deliver the most absolute trade growth are spread across Asia, Europe, and North America. At the same time, the countries with the fastest projected trade growth also include several in Africa and Latin America.

At the level of major world regions, the fastest trade volume growth from 2024 to 2029 is forecast for South & Central Asia, Sub-Saharan Africa, and the ASEAN countries - with compound annual growth rates between 5% and 6%. All other regions are forecast to grow at rates of 2% to 4%.

New record in long-distance trade

Despite widespread interest in nearshoring and producing goods closer to customers, the DHL Trade Atlas 2025 demonstrates that trade has not become more regionalized overall. Actual trade flows indicate the opposite trend. In the first nine months of 2024, the average distance traversed for all traded goods reached a record 5,000 kilometers, while the share of trade within major regions fell to a new low of 51%.

Reasons for optimism in the face of U.S.



policy shifts

The DHL Trade Atlas 2025 outlines several reasons for optimism about the future of global trade despite a turn toward more restrictive U.S. trade policies. Most countries continue to pursue trade as a key economic opportunity, and U.S. trade barriers could strengthen ties among other countries. Also, many of Trump's tariff threats may end up different than originally proposed or delayed to prevent a spike in domestic inflation. Moreover, the U.S. share of world imports currently stands at 13%, and its share of exports is 9% - enough for U.S. policies to have substantial effects on other countries but not enough to unilaterally determine the future of global trade.

Made-in-China content finds new routes to the U.S.

The DHL Trade Atlas 2025 provides an update on geopolitically driven shifts in trade patterns. While trade between blocs of close allies of the U.S. and China declined in 2022 and 2023 relative to trade within these blocs, those declines were minor and did not continue in 2024.

The U.S. and China have reduced their shares of trade with each other, but not enough to constitute a meaningful "decoupling." Direct U.S.-China trade has fallen from 3.5% of world trade in 2016 to 2.6% over the first nine months of 2024. However, the U.S. still brings in as high a share of its imports from China as

the rest of the world does. Also, there is evidence suggesting that U.S. imports from China are underreported. Moreover, data that also considers Chinese inputs in goods the U.S. imports from other countries suggests no meaningful drop in U.S. reliance on goods made in China.

The DHL Trade Atlas 2025

The DHL Trade Atlas 2025 features a wealth of data-driven insights and analysis on global trade and its prospects. It is an up-to-date resource for business leaders, policymakers, educators, students, media, and the interested public. It includes concise one-page profiles summarizing the trade patterns of nearly 200 countries and territories that comprise over 99% of world trade, GDP, and population.

The free interactive content available at dhl.com/tradeatlas is a new feature of the report. The website enables users to customize analyses and explore trade trends by specific countries, regions, and categories of goods. Additionally, it offers convenient options for downloading data and images.

The report was commissioned by DHL and authored by Steven A. Altman and Caroline R. Bastian of New York University Stern School of Business. It was finalized in February 2025 using data and forecast updates through January 2025.

Source: [DHLgroup](https://www.dhl.com)

Posti Group published its Annual Report - our own emissions decreased by 19 percent

16-03-2025

The sustainability report, published as part of the Annual Report, describes, among other things, the highlights of Posti's sustainability work in 2024 and how we promoted a clean transition in logistics and our goal of fossil-free transport by 2030.

Posti has today published its Annual Review 2024, which includes the audited consolidated Financial Statements, the Board of Directors Report, the Sustainability Report, the Corporate Governance Statement and the Remuneration Report. The reports can be accessed via the links below:

[Financial Review 2024](#)

[Sustainability Report 2024](#)

[Remuneration Report 2024](#)

[Corporate Governance Statement 2024](#)

Our sustainability program, [which was updated last year](#), combines ambitious climate work, a caring culture and a positive impact on society. In the Sustainability Report published today, we explain in more detail how our work progressed in 2024 on these themes.

We have been working systematically to reduce our own emissions for many years. Our own emissions (scope 1 and 2) continued to decrease also this year by 19%, compared to 2023, whereas total emissions (scope 1, 2 and 3) increased by 4.6%. This was due to single large construction projects, higher share of subcontracted transports and improved data quality, which means that the data is not fully comparable with the previous year.

"Last year, we continued our long-term work to contribute to the clean transition of logistics and, for example, transforming our fleet to electric in accordance with our clean roadmap," says Anna Storm, Vice President, Sustainability and Stakeholder Relations at Posti.

"Last year, we also invested in the work safety of our employees and in our work of diversity, equality and inclusion, where we took big and concrete steps forward. I am happy that the work in these areas was reflected in the personnel survey as a positive development of the key indicators," Anna continues.

Great progress around our main themes

At the end of 2024, we and our contract operators had a total of more than 600 electric and gas-powered cars and more than 2,000 electric light vehicles in use. In March 2024, we also introduced Finland's first truck converted from diesel to electric in freight transport.

We have also continued our important work for the well-being of our employees, for example by improving working conditions and investing in supervisory work. All of our 900 supervisors completed the Caring Leader training. Diversity is treasured in our company, and we were included in the Financial Times' Diversity Leaders 2024 list for the second time. We also published our

Human Rights Principles and continued our cooperation with our long-term partners for the benefit of society, such as anti-racism work.

Posti's sustainability report 2024 has been prepared in accordance with the sustainability reporting standard prepared by the Global Reporting Initiative (GRI), and the report also partially adopts the European Sustainability Reporting Standards (ESRS) for the second time. The now published report

has been developed to comply with the CRSD for reporting for the financial year 2025, when we report on sustainability in accordance with the Sustainability Reporting Directive as part of the Board of Directors Report.

Read more in the Sustainability Report, which can be downloaded at posti.com/corporate/vastuullisuus.

Source: [Posti](#)



Canada Post launches new MyMoney Account delivered with KOHO, providing greater access to financial services for all Canadians

17-03-2025

As part of our commitment to provide Canadians with greater access to financial services across Canada, we are pleased to announce the national launch of the new Canada Post MyMoney Account.

Canadians deserve financial services that are fair, transparent and, above all, accessible. That's why we're partnering with KOHO to introduce the Canada Post MyMoney Account – a spending and savings account designed to better support your everyday needs. The MyMoney Account offers low-fee and no-fee plans that include cash-back rewards on select purchases and other features and tools to help maximize savings:

- Earn market leading interest on the entire account balance
- Get up to 2% cash back on select categories of purchases
- Build your credit history with credit-building tools
- Deposit funds easily with the KOHO app or at Canada Post locations

Our post offices and post office clerks are experienced in handling financial services. Canada Post handles millions of financial service transactions for customers each year including domestic and international remittances, money orders, prepaid reloadable cards and e-vouchers.

With its unrivalled national corporate and franchise retail networks, Canada Post is uniquely positioned to help meet the evolving needs of Canadians and newcomers, communities and Canadian businesses – especially those living in rural, remote and Indigenous communities. The new MyMoney Account marks a strategic shift toward products that are more aligned with Canada Post's core financial services.

The MyMoney Account will be delivered with KOHO, a leading Canadian financial technology company that provides online financial services to more than one million users. By combining KOHO's expertise with our unrivalled network, we will provide greater access to financial services for all.

Canada Post's new MyMoney Account is available to customers nationwide as of today, March 17.

For more information, please visit canadapost.ca/mymoney.

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



Swiss Post continues to develop modern public service

13-03-2025

The transformation over the past four years is having an impact. Swiss Post is on a sound financial footing, provides a high-quality public service and is evolving continually to ensure it remains relevant for Switzerland. Growing numbers of customers are using digital solutions such as ePost, the electronic patient record and the Post-App, and benefiting, for example, from the ability to track parcel deliveries in real time. Demand has also increased in the mobility sector: in 2024, PostBus carried more passengers than ever before. And Swiss Post is continuing to invest in the modernization of its branch network. In 2024, Swiss Post generated Group profit of 324 million francs, which is 70 million more than in 2023. Looking ahead, Swiss Post anticipates that various factors will have an impact on its future results. The market and interest rate environment for Swiss Post remains extremely challenging.

“Swiss Post is financially balanced”

With the “Swiss Post of tomorrow” strategy between 2021 and 2024, Swiss Post established a foundation that it is continuing to build on. CEO Roberto Cirillo emphasizes: “Swiss Post is financially balanced and can rely on a healthy balance sheet. In the past few years, we’ve created a solid and future-proof Swiss Post. Every day, Swiss Post staff deliver the highest quality in a very competitive environment. It’s for good reason that, in 2024, Swiss Post was named a world-leading postal service by the Universal Postal Union for the eighth time in a row. At the same time, Swiss Post provides the universal service without needing to use taxpayers’ money. To ensure that this remains the case, postal legislation will need to be adapted to the real requirements of the

general public and companies. It is now up to politicians to give Swiss Post sufficient freedom for it to remain successful.” In entrepreneurial terms, Swiss Post has set the course to consistently develop its products and services – both physical and digital – in line with demand. It is also important for Swiss Post to remain attractive to its employees and to act as a role model as one of Switzerland’s biggest employers.

Financially sound, market environment remains challenging

The strategy period completed in 2024 is also having a financial impact. Four years of consistent change in line with customer needs have enabled Swiss Post to stabilize its result. At 401 million francs, the operating profit (EBIT) achieved in 2024 is up 78 million francs on the previous year’s figure. At 324 million francs, Group profit is 70 million higher than in 2023. Alex Glanzmann, Head of Finance and interim Group CEO from April 2025, remains cautious: “The price adjustments implemented at the beginning of 2024 have offset the structural decline in letter volumes for the time being. And with efficiency programmes over the past four years, we have managed to reduce our costs. However, Swiss Post’s market environment remains extremely challenging. For example, the interest rate environment is still very volatile, presenting a challenge in particular for PostFinance’s result. And the structural decline in volumes will continue. We have to anticipate various external and internal factors that will have an impact on our results. This means it’s important for us to keep an eye on our long-term success.”

Swiss Post makes everyday life easier

Swiss Post is continuing to adapt to a rapidly



changing environment and dynamic customer needs. “To achieve this, we are continuously improving our range and developing new services, making everyday life easier for people in Switzerland and offering real added value. Whether it’s receiving parcels, in the branches, in communication, in mobility or in the financial sector,” adds Glanzmann. Swiss Post will expand its services where new needs emerge, and optimize them where there are declines in demand. “We will continue to pursue our strategy by improving our efficiency even further and adjusting our prices where necessary. As part of these efforts, it will also be important to bring the Swiss public along with us on this journey and show them how we can meet their real needs.”

Swiss Post’s business areas in detail:

Swiss Post’s logistics offer customers flexibility and high quality

Operating profit at Logistics Services improved by over 100 million francs, making a strong contribution to the stable Group result. The efficiency measures and introduction of leaner processes over the past few years have had an impact. And the price adjustments have counteracted the negative impact of falling letter volumes. Thanks to more efficient processes, Swiss Post has also accommodated customers’ needs. The gradual introduction of a new planning tool for parcel delivery rounds from 2023 allows Swiss Post to offer recipients more precise consignment notifications. Since 2024, recipients can track parcels in real time for the last 15 minutes on Swiss Post parcel-only rounds. Over the next few years, Swiss Post plans to also make real-time information possible on mixed letter and parcel rounds. In addition, it is continuously optimizing its logistics network to enable it to respond to varying volumes and formats. The letter and parcel volumes for 2024 show that flexibility

is everything. Whereas, at 1.56 billion, Swiss Post recorded a decline of 5.5 percent in addressed letters compared to 2023, online retail means that more and more larger letter consignments also contain goods. For parcels, volumes totalled some 180 million – a slight fall of 2.9 percent compared to the previous year. Swiss Post continues to expect rising parcel volumes in the medium and long term.

Growing numbers of customers using digital solutions

Established in 2021, the Digital Services unit (Communication Services until 2024) has gained in importance on the market, increasing its revenue by over 30 percent in 2024. This is an important step towards profitability. However, the development of services ordered by the public sector depends on a range of different regulatory frameworks. With its investments in digital letters, e-voting and the electronic patient record (EPR), Swiss Post is contributing significantly to forward-looking solutions that are relevant to society and generate economic benefits. In addition to traditional letters, Swiss Post’s ePost gives customers the choice between physical and digital services – and demand is growing. More than 10,000 companies, organizations and public authorities are connected to the ePost platform, 70 percent more than at the beginning of 2024. And over 200,000 private customers use the ePost App, representing an increase of 60 percent over the previous year. In electronic voting, Swiss Post is the only provider to successfully operate an e-voting system, which is in use in four cantons and a growing number of municipalities. Swiss Post is also playing a key role with the electronic patient record (EPR). For example, EPR openings at Post Sanela Health AG have tripled, from around 12,800 EPRs at the end of 2023 to around 38,300 at the end of 2024.



Swiss Post combines physical and digital everyday life with video consultations

With 270,000 daily customer transactions in self-operated branches, the branch network remains relevant to a section of the general public. However, the trend towards digital services is growing, as illustrated by the further decline of 10.7 percent in over-the-counter payment transactions, year-on-year. Swiss Post has, in turn, expanded its range of services, including video consultations for customers in a number of branches, which the company is using to look into how it can shorten waiting times at its branches. Swiss Post remains committed to a dense network, with around 2,000 staffed locations, and is investing around 100 million francs in modernizing its services. One thing is clear: the range of customer requirements is broad – from purely physical to 100 percent digital. The expansion of branches into service centers with partners from insurance companies, health insurers, banks and public authorities is having a positive impact on PostalNetwork's result. In 2024, Swiss Post entered into three additional partnerships with Banque du Léman, Western Union and Bernerland Bank, guaranteeing customers additional access to services. In 2024, it also introduced PostMobile, a new mobile phone service that has met with strong demand among customers.

Turnaround in interest rate environment requires action

In 2024, PostFinance generated operating profit of 203 million francs, down 61 million francs year-on-year. The result shows that the volatile interest rate environment is increasing the pressure on PostFinance's margins, requiring the bank to take action. Given its competitive disadvantage as a result of not being allowed to issue mortgages and loans independently, the interest differential business is PostFinance's most important

source of income. While PostFinance has been able to allow its customers to benefit from the positive interest rate environment since 2023, the Swiss National Bank's (SNB) expansionary monetary policy in response to falling inflation has increasingly limited the scope for attractive customer interest rates. For this reason, PostFinance was forced to again lower interest rates slightly on savings and retirement savings accounts. Falling interest rates are making the prospect of any near-term recovery in margins more difficult. PostFinance needs to increase its activity in non-interest-sensitive business – for example in investment, trading, card business and with its expertise in payment transactions – very much in line with the new strategy, where PostFinance is focusing more consistently than ever on the needs of its customers.

PostBus transports more passengers than ever before

With 183.1 million passengers, 2024 was another record year for PostBus. The number of passengers increased, particularly for leisure services. Overall, the Mobility Services unit (PostBus and Post Company Cars) increased its operating profit by 9 million francs, mainly due to increased compensatory payments for PostBus. At the end of 2024, Swiss Post launched an efficiency programme for Mobility Services to reduce administrative costs. By doing so, it is helping to relieve the burden on the Confederation, cantons and municipalities, which co-finance regional passenger transport and local PostBus services. In 2024, Swiss Post also continued to advance the electrification of its fleet, both in delivery and for Postbuses. Fleet manager Post Company Cars started operation of its thousandth delivery van with an electric drive system in 2024, which means that, with over 7,200 electric vehicles, Swiss Post now has the biggest electric fleet in Switzerland. In addition to licensed passenger transport,

Swiss Post wants to offer more sustainable mobility solutions for business customers, for example in fleet management or for on-demand solutions.
Source: [Swiss Post](#)



Posti plans to expand the alternate-day delivery of day mail in Central Finland

06-03-2025

Posti plans to expand the alternate-day delivery of day mail in Central Finland. Alternate-day delivery is planned to start in May 2025 in Hankasalmi, in parts of Joutsa, Laukaa, Muurame, Petäjävesi, Toivakka, Uurainen and in areas belonging to Jyväskylä, outside the urban area.

Despite the changes, the impacts on mail recipients are minor.

Printed mail is delivered on weekdays in alternating two-week periods: on Monday, Wednesday and Friday one week, and on Tuesday and Thursday the following week. The actual up-to-date delivery days in your area can be checked by postal code at posti.fi/deliverydays.

We deliver the most urgent items not only on the actual delivery days, but also on other days. This ensures that the items arrive at the delivery speed agreed on with the senders.

Most newspapers are delivered as before, i.e. on the day they are published. This applies to the main newspaper in the area, for example. However, there may be some changes to the delivery times of some publications.

In addition to day mail, we also deliver newspapers as early-morning delivery.

The delivery of stamped items is part of the universal services of mail delivery. The stamped items are delivered in accordance with the Postal Act, and the delivery time in Finland is usually four weekdays.

The majority of parcels are delivered as usual to parcel lockers and service points. We deliver small parcels with day mail to mail slots and boxes or to your doorstep.

We will inform mail recipients in more detail about the changes to delivery with a public notification in April 2025.

In Finland, regional alternate-day delivery is already in use in many areas. Similar delivery models are also used in all Nordic countries. The reason for this is the dramatic decrease in the volume of printed mail.

By overhauling delivery, Posti can continue to offer traditional delivery services alongside digital services.

Source: [Posti](#)



New five-year partnership between bpost and Ria Money Transfer

12-03-2025

bpost and Ria Money Transfer announce the renewal of their partnership for a period of five years, reinforcing their commitment to providing accessible and secure money transfer solutions. This partnership, established through a public tender, highlights the added value of bpost's network of 656 post offices for private partners and citizens across Belgium.

An essential service available in 656 post offices nationwide

Enabling secure money transfers to over 197 countries and territories in just minutes from one of the 656 Belgian post offices is the goal of the partnership between bpost and Ria Money Transfer, one of the global leaders in the money transfer sector and a business segment of Euronet (NASDAQ: EEFT). This service meets a crucial need, particularly for people with loved ones abroad who wish to provide fast and reliable financial support. It also contributes to promoting financial inclusion in a world where banking transactions are becoming increasingly digital.

Ria Money Transfer and bpost began working together in 2020 to facilitate international money transfers. With the previous contract

set to expire in February 2025, a new tender was launched, which Ria successfully won.

Proximity and financial inclusion

"This partnership fits perfectly with bpost's DNA and the transformation of our post offices into multi-service hubs," explains Tina Hernalsteen, Retail & Banking Director. "We ensure that every citizen can send money abroad, close to home. In a society where banking transactions are becoming more digital, cash international money transfers are still possible. With over 500 ATMs and services like this, we actively promote financial inclusion."

Enric Balcells, Managing Director Europe at Ria Money Transfer, also welcomes the renewed partnership: "At Ria, we are constantly seeking to work with partners who not only share our growth mindset but also our values. The renewal of our partnership with bpost demonstrates our shared commitment to financial inclusion in Belgium and across Europe."

Money transfers are essential for many families around the world. This collaboration is therefore crucial for international communities living in Belgium.

Source: [Bpost](#)



Canada Post launches new MyMoney Account, providing greater access to financial services for all Canadians

17-03-2025

As part of our commitment to provide Canadians with greater access to financial services across Canada, we are pleased to announce the national launch of the new Canada Post MyMoney™ Account.

Canadians deserve financial services that are fair, transparent and, above all, accessible. That's why we're partnering with KOHO to introduce the Canada Post MyMoney Account – a spending and savings account designed to better support your everyday needs. The MyMoney Account offers low-fee and no-fee plans that include cash-back rewards on select purchases and other features and tools to help maximize savings:

- Earn market leading interest on the entire account balance
- Get up to 2% cash back on select categories of purchases
- Build your credit history with credit-building tools
- Deposit funds easily with the KOHO app or at Canada Post locations

Our post offices and post office clerks are experienced in handling financial services. Canada Post handles millions of financial service transactions for customers each year

including domestic and international remittances, money orders, prepaid reloadable cards and e-vouchers.

With its unrivalled national corporate and franchise retail networks, Canada Post is uniquely positioned to help meet the evolving needs of Canadians and newcomers, communities and Canadian businesses – especially those living in rural, remote and Indigenous communities. The new MyMoney Account marks a strategic shift toward products that are more aligned with Canada Post's core financial services.

The MyMoney Account will be delivered with KOHO, a leading Canadian financial technology company that provides online financial services to more than one million users. By combining KOHO's expertise with our unrivalled network, we will provide greater access to financial services for all.

Canada Post's new MyMoney Account is available to customers nationwide as of, March 17.

Source: [Canada Post](#)



Posti submits report to Traficom on execution of postal service

16-03-2025

The Finnish Transport and Communications Agency Traficom is responsible for overseeing compliance with the Postal Act (415/2011) and the rules and regulations issued under it. Posti has now submitted its 2024 report to Traficom. This report applies to items covered by the Postal Act.

The universal service covers 3.7% of all Posti's mail and parcels items. For letters, the universal service covers letters paid for by postage stamp and other form of cash payment. For parcels, international parcels paid for in cash are included in the universal service. In addition to universal service letters, reporting also applies to other addressed mailings, e.g. letters sent by companies.

Newspapers and magazines, unaddressed advertisements and most parcels are not covered by the Postal Act and therefore are not included in this report.

Under the provisions on quality control of postal services, all postal companies are required to annually publish information on the quality of the postal services they provide under the Postal Act.

Fulfillment of the delivery obligation

In areas that are difficult to reach, there was a deviation from the legal collection and delivery frequency in the case of 153 households (around 100 in 2023). The number varies from season to season depending on factors such as the timetables of the archipelagic vessels. As of October 1, 2023, the maximum permitted number is 500.

Based on special personal needs, 23,074

households were eligible for delivery services for Special Groups (27,627 in 2023). The right applies to persons over 75 years of age and to persons with reduced mobility or functional capacity.

During 2024, delivery services based on special needs that have already ended have been reviewed and removed, which is the reason for the visible change compared to the previous year.

Delivery speed of letters covered by the universal service

The delivery speed requirement based on the Postal Act applies to letters paid for by postage stamp or equivalent cash payment indication, which are generally sent by consumers.

According to the quality standards set out in the Postal Act, domestic letters shall be delivered so that at least 50% of the letters arrive at the latest on the fourth weekday from the day of deposit and at least 97% on the fifth weekday after the day of deposit.

Of the domestic letters delivered in 2024, 95.3% (94% in 2023) arrived by the fourth day and 98.2% (97.6%) by the fifth day. The figures take into account the industrial disputes that affected the delivery speed of the letters in the form of a force majeure.

The delivery of letters paid for in cash involves more processing steps than the bulk batches sent by businesses. Individually mailed letters are usually left in letterboxes and then picked up to be transported to sorting centers. At sorting centers, postage-stamped letters go through a dedicated processing and sorting procedure.



Inquiries for mailed items

The information on lost and damaged items is based on the information recorded in the account management system. The result, i.e. lost, found or unresolved, is recorded for the inquiries.

Unresolved cases include incorrect entries or notifications where it has not been possible to ascertain the arrival of the item in the Posti network. They also include cases where the item may still be on its way or items for which Posti has the handover information but the recipient denies having received the item.

There were 16,889 inquiries concerning ordinary letters (18,343 in 2023), i.e. 0.0054% of the volume sent. Ordinary letters are not tracked. Therefore, their delivery or non-delivery cannot be reliably verified. However, 264 (436) items were recorded as lost. The number of items recovered was 5,708 (6,382) and the number of items unresolved was 10,917 (11,525).

Most of the inquiries concerning ordinary letters were related to international items. The number of inquiries is also affected by the EU legislation concerning inbound items subject to customs clearance. Starting from March 15, 2021, electronic advance information has been required from the post office of the country of origin for each item arriving in the country. From July 1, 2021, eCommerce purchases and publications from outside the EU have been subject to customs clearance and VAT. This also increases the number of inquiries for letters.

There were a total of 2,897 (2,854 in 2023) inquiries concerning registered letters, i.e. 0.350% of the volume sent. Of those, 2,292 (2,321) were recovered and 218 (162) were recorded as lost. The number of unresolved cases was 387 (371).

Damaged letters represented 0.0185% of the total volume. The number also includes items that were damaged before entering Posti's sorting process. A cover letter addressed to the recipient was attached to damaged mail items.

Parcel inquiries

The information on parcels includes only items covered by the Postal Act, i.e. parcels sent abroad and paid for in cash.

During the year, Posti processed 820 (932 in 2023) postal parcel inquiries, i.e. 0.45% of the volume sent. A total of 94 (108) parcels were confirmed as lost. The number of items recovered was 681 (773), and the number of unresolved cases was 45 (51).

Linguistic rights and responding to feedback
Posti monitors the fulfillment of linguistic rights through customer feedback and by monitoring the quality of its customer service. No changes have occurred in the service compared to the previous year.

Posti serves customers in Finnish, Swedish and English through multiple channels. Customers can get advice and give feedback through Posti's website and electronic forms, telephone customer service, online chat, social media and personal service at outlets. Feedback can also be provided by sending a free-form letter to Posti.

Posti's main information channel is the website www.posti.fi, where almost all bulletins are published in both Finnish and Swedish. In bilingual municipalities, regional bulletins, for example on the grouping of mailboxes or changes to the Service Point network, are given in Finnish and in Swedish.

Feedback on postal services, which is recorded in the system, totaled 16,884



(21,580 in 2023) entries. This number includes all contact requests by telephone, email or chat. Posti's goal is to process and respond to all customer feedback within 10 working days. On average, feedback was processed in 3 days.

Posti's Retail Network

At the end of 2024, Posti had about 3,000 service points in the whole country, of which close to 1,850 were parcel lockers and about 1,000 service points providing in-person service.

What is important to the user of postal services is that the network of service points works well. In addition to full-service outlets, Posti's Retail Network consisted of various limited-service outlets (postage stamp retailers, mailboxes, pickup points, Parcel Lockers) as well as a home delivery and pickup sign service in certain sparsely populated areas. Parcel redirection service is also available.

At the end of 2024, there were 3,695 mailboxes for outgoing mail around Finland.

Millions of items pass through Posti every weekday. Mail volumes vary greatly depending on the weekday, the time of the

month and the season. The needs of sending customers set the pace for postal work.

Items delivered incorrectly by other delivery companies

Besides Posti, there are 14 other delivery companies in Finland that deliver letters.

According to the Postal Act, each postal company must provide a service for returning incorrectly delivered mail items.

In addition, the Postal Act requires that postal companies mark their mail items in such a way that they can be distinguished from mail items delivered by other postal companies. Therefore, each letter carries on it the delivery company identifier. Posti's identifiers are POSTI ECONOMY, PRIORITY and POSTI GREEN.

Instead of Posti, the recipient should have returned the incorrectly delivered items directly to the delivery company responsible for the delivery. Errors can be corrected more quickly when feedback is addressed to the right company.

Traficom maintains a register of the delivery companies and their identifiers.

Source: [Posti](#)



PostNord to discontinue handling mail in Denmark in 2026 - focusing exclusively on parcels

10-03-2025

At PostNord we adapt to the situation on the Danish letter market. We now take the next step to build a strong PostNord for the future. As from 2026, PostNord will stop handling letters in Denmark and focus on becoming the Danes' favorite parcel delivery service.

With the rise in digitalization, the number of letters in Denmark is declining rapidly. The volume of letters has actually fallen by more than 90% since 2000. Moreover, our responsibility for the universal postal service in Denmark was ended by the new Postal Act that came into effect on January 1, 2024, except for mail for visually impaired people, small islands and international mail during a transition period. We are naturally obliged to adapt to this new situation and are now taking the next step in our strategy to build a strong PostNord for the future. This means that as from 2026, PostNord will stop handling letters in Denmark and focus exclusively on becoming the Danes' favorite parcel delivery service.

“Digitalization is changing the way we communicate and make purchases. It is also affecting PostNord's business, as letter volumes decrease and parcel volumes

continue to rise. As a Group, we need to adapt our business constantly to accommodate societal developments and customer demand – but we need to do so slightly differently on our different markets. In Denmark, we are now taking the tough decision to discontinue our mail business. This is not something we take lightly, but demand speaks for itself. Conditions are different in Sweden, where our aim is to continue to operate a nationwide, self-financed and profitable mail business under reasonable conditions. A consistent theme throughout the Group is our strategy to ‘Win in Parcel.’ We are therefore continuing to develop our unique network with the intention of becoming the favorite parcel carrier for the entire Nordic region. We must be at our best where our customers need us most,” says Annemarie Gardshol, President and CEO of PostNord.

PostNord will continue to collect, sort and deliver mail in Denmark up to and including December 30, 2025.

The decision does not affect the mail business in Sweden, where PostNord holds responsibility for the universal postal service.

Source: [Postnord](#)

Aussies spend a record \$69 billion online

19-03-2025

Australians spent a record \$69 billion on online goods in the past year², up 12% from the year prior, as reported in Australia Post’s 2025 Annual eCommerce Report released today.

The report exclusively reveals 9.8 million Australian households shopped online in 2024, spending the most at Online Marketplaces (almost \$16 billion), Food and Liquor (\$13.6 billion) and Fashion and Apparel (\$9.6 billion).

Despite online shopping reaching an all-time high in Australia, cost-of-living pressures saw the average basket size drop to \$95, down 2.1% from last year and the lowest in a decade. Aussie households have been careful with how they spend their money, using online shopping to manage costs and shop strategically for affordable items.

According to the data, Millennials contributed almost \$25 billion to total online spend, followed by Gen X (\$19 billion), Gen Z (\$12 billion) Baby Boomers (\$10 billion) and Builders (\$2.7 billion). The rise of social commerce saw almost half of Gen Z and Millennials making an online purchase every week via social media.

Founder of Tomorrow Retail Consulting, a global retail advisory firm, Jordan Berke said: “The integration of content and commerce is rapidly enhancing the eCommerce channel, offering retailers a unique opportunity to leverage storytelling to connect with consumers.

“5 billion people now use social media, and retailers can’t ignore the progressive shift to shopping on social channels. The earlier a business can learn to stand out via social, the better they will be positioned in the years to

come,” Mr Berke said.

As spending habits continue to shift in favour of online shopping, it’s Gen Alpha who are currently influencing \$8.5 trillion in global spending.

Social Researcher, Mark McCrindle said: “Gen Alpha are more than the next generation of consumers. They are digital natives redefining retail and shaping the future of eCommerce. Paying attention to the values and preferences of Gen Alpha will be vital for retailers looking to connect with consumers.”

Today’s online shoppers are now sharing their dollars across an average of 16 retailers, making it easy to compare to find the best price which can reduce customer loyalty.

Australia Post Executive General Manager Parcel, Post and eCommerce Services Gary Starr said: “With cost-of-living pressures and high inflation an ongoing concern, Aussies turn to key sales events and loyalty programs to stretch their dollar further.

“We know that three-quarters of businesses are concerned that frequent sales events are training shoppers to only buy goods that are on sale. But we have to embrace that Aussies love a sale and strategic shopping has now become the norm.

“The record-breaking cyber period which saw Aussies spend \$2.2 billion³ online shows shoppers are waiting for these sales to do all their shopping at once.



“As online shopping continues to outpace bricks and mortar, retailers who don’t participate in as many sales events throughout the year should consider developing an enticing loyalty strategy. That could be via a subscription or other forms of rewards and points to create loyalty, consistency and in return repeat purchases,” Mr Starr concluded.

The highest growth across the country was in the Northern Territory, which saw 11.3%

growth in the number of online purchases, followed closely by Tasmania (11.1%) and Queensland (7.3%).

To learn more about these trends and access data and insights about shoppers, visit Australia Post Annual eCommerce Report: <https://ecommerce-report.auspost.com.au/>

Source: [Australia Post](#)



CTT records top performance in Sustainability rankings

19-03-2025

CTT - Correios de Portugal has once again recorded a top performance worldwide in the two sustainability rankings in which it participates: the Carbon Disclosure Project (CDP) and the Sustainability Measurement and Management System (SMMS) of the IPC - International Post Corporation.

In 2024, the company obtained a Leadership score, with an A- rating, in the Climate Change category in the CDP ranking, a global non-profit organization that manages the main independent system for disclosing environmental performance at a global level and empowers investors, companies, cities and governments to make decisions considering sustainability.

In the IPC SMMS ranking, CTT maintained 5th place in a group of 23 postal operators worldwide.

The programme aims to address the sustainability objectives of the postal sector by the end of the decade, focusing on seven categories of intervention: health and safety, training, resource efficiency, climate change, air quality, circular economy and sustainable procurement. CTT's performance was highlighted by the use of energy from renewable sources for 100% of its electricity consumption by incorporating recycled material in its postal, parcel and express services.

Source: [CTI](#)



Quality of international letter mail service in Europe

21-03-2025

Operators shift focus in a changing postal landscape

Brussels, 21 March 2025 – The IPC UNEX™ 2024 CEN measurement results released today show that in 2024, mail was delivered in 3.9 days on average. 55.5% of the mail has been delivered in three working days (speed indicator) and 84.2% in five working days (reliability indicator).

Holger Winklbauer, IPC CEO said: *“This year’s UNEX™ results reflect the changing market reality posts are operating in. In a market with continuously declining letter mail volumes, European postal operators face the challenge of maintaining cost-efficient and reliable cross-border logistic operations, complicated by the unavailability of air transport for letter mail on most flows within Europe. At the same time, operators are increasingly prioritising e-commerce postal products, in line with consumers’ demand”*.

Declining mail volumes in Europe have pushed posts to shift their operational attention away from letter mail towards tracked and registered products. In addition, the relaxation of domestic service standards for the postal operators accepted by many national regulators also has an impact on the overall performance and makes it even more challenging to achieve the regulatory end-to-end postal objectives defined by the EU Postal Directive.

The 2024 performance levels of postal operators in Europe were also affected by the structural challenge to attract and retain staff in specific jobs and/or geographical areas, the consequences of cyber-attacks and

multiple strikes, as well as the natural disasters which hit different European countries, disrupting postal domestic operations and end-to-end cross-border mail traffic.

The IPC UNEX™ CEN measurement is end-to-end: from posting in the origin country, to delivering to the final addressee in the destination country. Due to the end-to-end nature of the measurement, the challenges encountered in the posts impacted their postal partners and vice versa. This includes the postal operations’ time for collection in the origin country, sorting, international transportation, and processing and delivery in the destination country.

The UNEX™ results published today are from the UNEX™ CEN measurement, which is conducted independently by the external research firm Kantar in the United Kingdom.

The 2024 results of the UNEX™ CEN module are based on a total of 130,000 test letters sent and received by 4,100 volunteers spread across 31 countries participating in the measurement; the 27 EU Member States together with Iceland, Norway, Switzerland and the United Kingdom. Overall, 674 country-to-country flows were measured. IPC’s UNEX™ mail monitoring system measures quality of service performance for end-to-end cross-border priority letter mail. The test letters are representative of real mail in terms of mail formats, induction and franking methods, delivery methods and geographical spread within each of the measured European countries. All test letters contained Radio



Frequency Identification (RFID) tags, which are recorded by the RFID readers as they pass through the postal facilities.

END

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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The UNEX™ results 2024 brochure is available at: [Results | International Post Corporation \(ipc.be\)](#)

More information about UNEX™:
<https://www.ipc.be/services/operational-performance-services/unex>



Postal Service Postmaster General/ CEO Leadership Transition

24-03-2025

Statement from Postmaster General Louis DeJoy Statement from USPS Board of Governors Chair, Amber McReynolds

Postmaster General Louis DeJoy

“After nearly five years as America’s 75th Postmaster General, and after informing the Governors in February of my intention to retire, I have today informed the Postal Service Board of Governors that today will be my last day in this role. I believe strongly that the organization is well positioned and capable of carrying forward and fully implementing the many strategies and initiatives that comprise our transformation and modernization, and I have been working closely with the Deputy Postmaster General to prepare for this transition. While our management team and the men and women of the Postal Service have established the path toward financial sustainability and high operating performance – and we have instituted enormous beneficial change to what had been an adrift and moribund organization – much work remains that is necessary to sustain our positive trajectory. I am confident that Doug will continue our positive momentum during the period when the Governors undertake the important work of identifying and selecting the next Postmaster General. I also have no doubt that the entirety of the Postal Service will aggressively shape its future and become more efficient, capable, and competitive as it continuously changes and improves to best serve the American public.

It is with great pride that I pass the baton to Deputy Postmaster General, Doug Tulino, until the Governors name my permanent successor. The Governors have hired a search

firm in support of those efforts, which are well underway. I shall cheer on America’s 76th Postmaster General and the 640,000 men and women of the United States Postal Service who I have called my colleagues and friends for close to five years. It has been one of the pleasures of my life and a crowning achievement of my career to have been associated with this cherished institution, the United States Postal Service.”

United States Postal Service Chair Amber McReynolds

“Louis DeJoy has steadfastly served the nation and the Postal Service over the past five years,” said Amber McReynolds, chairwoman of the Board of Governors. “The Governors greatly appreciate his enduring leadership and his tireless efforts to modernize the Postal Service and reverse decades of neglect.” McReynolds added, “Louis is a fighter, and he has fought hard for the women and men of the Postal Service and to ensure that the American people have reliable and affordable service for years to come. I commend Postmaster General DeJoy for inspiring the Postal Service with strategic direction, a competitive spirit, and a culture of achievement that comes from the successful implementation of large-scale change. I have seen this spirit of purpose grow steadily during my time on the Board of Governors, and I am confident it will continue to grow as progress begets further progress, and the promise of a transformed and modernized Postal Service is fully realized.”





Parcel services significantly impacted revenues in the Croatian postal market

14-03-2025

Parcel services significantly impacted revenues in the domestic postal services market

In 2024, the number of delivered packages was 22.6 percent higher, and in the last quarter of the year, a record revenue was achieved in a single quarter.

ZAGREB, March 14, 2025 - According to data collected by the Croatian Regulatory Agency for Network Activities (HAKOM) from service providers in the postal services market, trends that have been present in this market for a long time have continued. The number of delivered letters and printed matter continues to fall, but the number of packages, or services with some added value, is growing. Total market revenues continue to grow, and these trends are expected to continue in the future.

Lower number of total services performed and growth in the number of packages

In the last quarter of last year, a total of 64.4 million various postal services were performed, which is 1.1 percent less than in the same period last year. On an annual basis, the number of total services performed was 254.6 million, which is one percent less. The decrease in the number of letters and printed matter sent was mainly due to the decrease in the number of letters and printed matter sent, which were 4.5 and 9.8 percent less on an annual basis. At the same time, the growth trend in the number of parcel services continued, which was most pronounced in the last quarter, when 13.1 million of these services were delivered,

which is the largest number of this type of service so far. Compared to the last quarter of 2023, the number of delivered parcels was 22.6 percent higher, and the annual growth is approximately the same - 22.8 percent. At the end of 2024, parcels accounted for over 20 percent of all delivered postal items, or four percentage points more than a year earlier. The higher number of parcels was influenced by cross-border traffic, which also grew. On an annual basis, the number of cross-border items increased by 13.4 percent, and compared to the same period in 2023 by 1.4 percent.

Revenue growth

Revenues from postal services in the entire market grew by 19.5 percent in 2024 compared to 2023, generating a total of 368.2 million euros. In the fourth quarter of last year alone, revenue was 94.8 million euros, representing a 10 percent increase compared to the same period in 2023. Higher revenues were mostly influenced by value-added services such as parcel services, which were 22.7 percent more than in 2023, and to a lesser extent by the increase in prices of some postal services.

The number of providers remained the same

Postal services in the Republic of Croatia were provided by 23 providers at the end of 2024, of which HP-Croatian Post was the largest provider with a share of 83.3 percent by the number of services provided and 56.9 by total revenues.

Source: [HAKOM](#)

Royal Mail stamp prices 2025

07-03-2025

The new price of Second and First Class stamps remains below the European average prices of £1.41 for Second Class and £1.87 for First Class mail.*

Royal Mail carefully considers prices, balancing affordability with the increasing cost of delivering mail. Letter volumes have fallen from 20 billion a year in 2004/5 to 6.7 billion in 2023/4, and could fall to 4 billion a year within the next four years. Over the same period, the number of addresses has risen by four million meaning the cost of each delivery continues to rise.

Nick Landon, Chief Commercial Officer at Royal Mail said: “We always consider price changes very carefully but the cost of

delivering mail continues to increase. A complex and extensive network of trucks, planes and 85,000 posties is needed to ensure we can deliver across the country for just 87p.

“Ofcom has recognised that reform is urgently needed to protect the one-price-goes-anywhere Universal Service which requires Royal Mail to deliver letters to around 32 million UK addresses six days a week. Reform will allow continued investment in the modernisation and transformation of the business to provide a more financially sustainable service.”

Source: [Royal Mail](#)



USPS is enhancing service standards

20-03-2025

- Refinements will occur in two phases: April 1 and July 1
- Refinements estimated to save USPS at least \$36 billion over 10 years

The United States Postal Service is implementing refinements to service standards and has launched new online tools and a fact sheet to help customers prepare for the changes. These adjustments will affect First-Class Mail, Periodicals, Marketing Mail, Package Services (including Bound Printed Matter, Media Mail, and Library Mail), USPS Ground Advantage, Priority Mail, and Priority Mail Express.

The enhancements are estimated to save the Postal Service at least \$36 billion over the next decade through reductions in transportation, mail and package processing and real estate costs. The service standards refinement will occur in two phases to ensure effective operational implementation: the first phase will begin April 1. The second phase will start July 1.

As part of the ongoing Delivering for America 10-year plan, USPS has already achieved \$2.2 billion in annual transportation cost reductions by streamlining networks and optimizing air and surface options. Additionally, it has decreased work hours by 50 million — translating to \$2.5 billion in annual savings, by enhancing plant productivity and closing unnecessary facilities. At the same time, the Postal Service has increased revenue by \$3.5 billion annually by adapting product offerings amidst significant declines in First-Class Mail volume.

These newly enhanced service standards align with the Postal Service's operational goals and enable the organization to realize the projected savings while also:

- Preserving the current service standard day ranges for First-Class Mail and USPS Ground Advantage, thus ensuring the standard First-Class Mail delivery time will not exceed 5 days.
- Enhancing service predictability and reliability.
- Offering 2-3-day turnaround service within regions and specific local areas.
- Allowing flexibility in regional transportation schedules, which may extend service expectations by one day for mail collected at certain Post Offices, while overall improving delivery speeds for mail and packages between regions.
- In preparation for these upcoming changes, USPS has developed user-friendly tools to assist customers in understanding expected delivery times for their mail.

Available now:

- Detailed file specifications for downloadable files with the new standards are available on PostalPro (Service Standards | PostalPro).
- The service standards Application Programming Interface (API) has been updated to include a new presort indicator for First-Class Mail standards. API specs are available now on the USPS Developer Portal (<https://developers.usps.com/>)



Starting March 24:

- Customers can look up service standards on usps.com for mailings from one ZIP Code to another on a particular mailing date. The search results will display the available mail classes along with the expected delivery dates for each.
- A new interactive map will be available that will display service standards. Customers will be able to enter the ZIP Code they are mailing from along with

the mail class to view the expected delivery time.

- For additional information about the service standard changes, please go to: <https://about.usps.com/what/strategic-plans/delivering-for-america/details.htm#fcps>

Source: [USPS](https://usps.com)



Radial Fast Track Empowers Modern Brands with Seamless, Scalable Fulfillment Solutions

26-03-2025

Radial, Inc., a bpostgroup company and a leader in eCommerce solutions, today announced Radial Fast Track to empower modern brands to optimize their fulfillment operations. An omnichannel solution for B2C and B2B fulfillment, Radial Fast Track integrates rapidly and seamlessly with existing systems for a simplified onboarding process requiring no upfront investment.

According to Radial's recent survey of 200 key decision makers for growing retailers, 47% struggle to manage growth and scale within their existing fulfillment operations and 44% say they have limited ability to add new fulfillment channels and capabilities. With Fast Track, brands can rapidly scale fulfillment capabilities with Radial's network of 20+ centers as their needs evolve, all while benefiting from Radial's exceptional

operational expertise and comprehensive Click to Delivery portfolio which includes Transportation, Returns and Radial Payment Solutions. The cost-effective, pay-as-you-go solution provides high-performance, reliable technology systems with prebuilt integrations with hundreds of commerce platforms and retail channels, as well as simple setup to get operational in as little as one week.

Source: [bpost](#)



Poste Italiane increases its stake in TIM, acquiring an additional 15% from Vivendi

29-03-2025

As resolved by the Board of Directors at the meeting held on 26 March 2025, today Poste Italiane S.p.A. ("Poste Italiane") has signed an agreement for the acquisition from Vivendi SE ("Vivendi") of ordinary shares of Telecom Italia S.p.A. ("TIM") corresponding to 15.00% of the total ordinary shares and 10.77% of TIM's total share capital.

Upon completion, expected by the first half of 2025, Poste Italiane – already a shareholder with 9.81% of the ordinary shares acquired from Cassa Depositi e Prestiti S.p.A. on February 15, 2025 – will hold a total of 24.81% of the ordinary shares and 17.81% of the entire share capital of TIM, becoming its largest shareholder. In any case, Poste Italiane does not intend to acquire a stake exceeding the relevant mandatory public tender offer threshold.

The consideration for the purchase of the shares, amounting to € 684 million (at a price of € 0.2975 per share), will be financed through available cash.

The completion of the transaction is subject to notification to the Italian Competition Authority, in accordance with the rules on control of concentrations between companies.

The transaction represents a strategic investment for Poste Italiane, carried out with the aim of playing the role of long-term

industrial shareholder, generating synergies between Poste Italiane and TIM bringing added value to all stakeholders, and supporting the consolidation of the Italian telecommunications market.

As previously communicated, negotiations are at an advanced stage for the provision of services to grant Postepay S.p.A. ("Postepay") - a company wholly owned by Poste Italiane – access to TIM's mobile network infrastructure starting from January 1, 2026.

Furthermore, evaluations are underway to establish industrial partnerships leveraging on multiple opportunities to generate synergies between the two companies across the following sectors of i) telephony, ICT services and media content, ii) financial, insurance and payment services, and iii) energy.

Source: [Poste Italiane](#)

PostNord trials groundbreaking megawatt charging

25-03-2025

While electric vehicles have made significant progress in short-range urban deliveries, electrifying long-haul, heavy-duty trucks remains challenging.

Unlike last-mile deliveries, long-haul transport requires vehicles that can carry heavy loads over long distances, posing technological and infrastructural hurdles.

For PostNord, finding a solution is not just a goal – it is a necessity. With funding from Horizon Europe and in collaboration with Finnish university Teknologian Tutkimuskeskus VTT Oy and several leading charging companies, the MACBETH project represents a crucial step in PostNord’s transition to electric long-haul transport. It is also part of PostNord’s target to achieve fossil-free operations by 2030.

“Through programs like Horizon Europe, the EU provides money for research and innovation projects within sustainability”, says Mie Munck Bielefeldt, Commercial Sustainability Manager at PostNord Denmark. “We have been trying to position PostNord as an interesting partner for whoever was already seeking this money. The aim is to test new technologies within sustainability and support PostNord’s green agenda.”

Test driving megawatt charging systems Central to the MACBETH project is the development and installation of megawatt charging systems (MCS), a new technology that can charge electric vehicles at a very high rate. Despite technological strides, significant challenges still need to be addressed before fully implementing such systems on a large scale.

The project will see the installation and

testing of MCS at strategic locations in the Nordics, primarily within heavy vehicle charging infrastructure in Sweden, as an addition to the semi-public charging facilities at PostNord’s own terminals. In collaboration with VTT, which is responsible for developing the technology, PostNord will help test the viability of these chargers over a three-year period, providing crucial insights into how heavy-duty trucks can utilize public charging infrastructure.

“What we hope to get out of the project, besides the validation and testing of the new technology, is research and studies showing the public grid’s ability to support megawatt charging, also in very cold conditions such as in northern Scandinavia”, says Mie. “We will be collaborating and sharing data to produce final public research that will not only help Denmark but any company or country in Europe willing to develop megawatt charging.”

Several leading charging companies will build the public charging infrastructure, while PostNord will provide the trucks for testing. From early 2025, PostNord Denmark will have its first five electric trucks in operation, with one designated for selected routes within the project.

“We will have one of the trucks running on these selected routes and, in exchange, get electricity cheaply in these specific locations. We believe this is going to build some momentum for switching to electric vehicles, which is what we need to do to reach our 2030 goal”, says Mie.



Data-driven insights

The data from PostNord will be crucial for evaluating the MCS's performance and advancing its development. It will provide insights into how electric vehicles perform in cold weather, impacting battery range and charging time. This information will aid the EU and other partners in implementing megawatt charging on a larger scale.

“The plan is to drive the trucks to either Norway or Finland, and then share the knowledge of how they work in winter when it is really cold, and how it works when the weather is better”, says Christian Nordling, Director Health, Safety, Security & Environment at PostNord Denmark. “Then you have all this data shared into the EU as learning points that will help build the infrastructure in the future.”

The future of long-haul transport

For PostNord, proving the feasibility of electrifying long-distance transport is critical. If successful, the MACBETH project could significantly contribute to the company's goal of achieving fossil-free operations by 2030.

“It is very important for PostNord to prove that it is possible to electrify long-distance transport. If we succeed with this project to do these long-distance trips electrically, then there is a way forward to electrifying the whole fleet”, says Christian.

Through the MACBETH project, PostNord is not only advancing its sustainability goals but also paving the way for greener long-haul transport across Europe. Christian's ambition is to show that electrification is both possible and viable for others to adopt in the near future. “My plan is to show that this business case is good and to accelerate electrification.”

Source: [PostNord](#)



Royal Mail hits 90% parcel automation milestone

27-03-2025

Royal Mail has successfully reached its target of 90% automation across its parcel operations.

The milestone is a significant achievement, marking a major step forward in efficiency and improved service.

It forms part of the business's wider modernisation strategy, which has seen substantial changes across Royal Mail.

The company beat the target this month following years of investment, which saw:

- The opening of two state-of-the-art, automated parcel hubs in Warrington and Daventry which can process up to 1.5 million parcels a day combined.
- The addition of 10 specially designed large parcel conveyors at mail centres across the country, to manage bigger parcels.
- Three new high-speed Parcel Sortation Machines added to mail centres in Leeds, Plymouth and Exeter, each one increasing processing by 21,000 parcels per hour.

Each has boosted the quick handling of deliveries, especially during the Christmas and peak periods, meeting the growing demand for items to arrive the next day.

This drive for modernisation has even led to some of the business's oldest products being

upgraded.

Earlier this month Royal Mail updated its app, making it possible for customers to request proof of postage when they drop-off smaller parcels and packets with a barcode at the 115,000 postboxes in the UK.

Late last year, Royal Mail was the first delivery company in the world to add digital tracking to its containers used for transporting letters and parcels. The tags transmit live data on location, humidity and temperature as they travel around the country.

In 2023, the company upgraded postage stamps, adding digital barcodes to improve tracking and dramatically reduce counterfeits.

Royal Mail Chief Operating Officer, Alistair Cochrane, said: "Reaching 90% automation is a key milestone in our mission to deliver a modern, more efficient Royal Mail.

"We will continue to explore new technologies to enhance our performance and meet the evolving needs of our customers, while also supporting our workforce with cutting-edge technology."

Source: [International Distribution Services](#)



CTT and Post Luxembourg sign agreement to strengthen services provided to immigrant communities

28-03-2025

CTT - Correios de Portugal and POST Luxembourg, the Luxembourg postal operator, have signed a memorandum of understanding with the aim of strengthening the services provided to Portuguese communities residing in Luxembourg and to Luxembourg citizens residing in Portugal.

This memorandum of understanding establishes the general lines of a strategic collaboration between the two companies, namely through the development of services, products and customer support in the areas of mail, parcels, logistics and IT support.

For João Bento, CEO of CTT, “this agreement reinforces CTT’s role in providing proximity to Portuguese communities, wherever they are located. With this partnership, we will further facilitate access to CTT services for the significant Portuguese emigrant community in Luxembourg, while strengthening ties between the two countries”.

Mario Treinen, Director of POST Courier said: “Portugal and Luxembourg share a historic bond that we are keen to cultivate in the postal sector as well. Earlier this year, POST Luxembourg made an important commitment to its customers with connections to Portugal by introducing highly competitive parcel rates for sending parcels from the Grand Duchy to Portugal, on a par with those charged for

sending to neighbouring countries. This underlines the potential that we seek to expand through our agreement with CTT, with the aim of providing reliable and innovative solutions that create value for both communities.”

This collaboration will strengthen the services provided to immigrant communities, taking into account the strong relationship between the two countries and the importance of the Portuguese community in Luxembourg. The potential for joint investment in the areas of collaboration, namely infrastructure, technology (such as automatic lockers), innovation and sustainability, will also be assessed.

The two companies will draw up a joint action plan to implement the terms of the memorandum and may further strengthen this link by signing cooperation agreements in certain areas.

Source: [CTT Group](#)



PostNL and Picnic join forces on returning parcels

28-03-2025

Starting today, online supermarket Picnic will also collect return parcels for PostNL. When customers receive their groceries at home, they can now simply hand over their return package to Picnic's runners. This partnership offers more choice to consumers returning parcels via PostNL. The collaboration stems from the joint sponsorship of the cycling team Team Picnic PostNL.

Following a successful pilot in Arnhem and Nieuwegein, the service is now available in all Dutch cities where Picnic delivers groceries. Returning parcels with a valid return label can easily be handed over to Picnic's runners. They will scan the return label on the parcel and take it to a local hub, where PostNL will collect and process the return.

Picnic and PostNL have been title sponsors of Team Picnic PostNL, the Dutch cycling team, for several months. "Our sport partnership quickly sparked discussions about the opportunity to handle return parcels from Picnic customers," said Pim Berendsen, CFO

of PostNL. "Online shopping is increasingly part of everyday life, and it's our responsibility as e-commerce companies to make sending and returning parcels easier through innovative solutions."

Michiel Muller, co-founder of Picnic, adds: "Customers have told us they appreciate not having to leave the house for just one parcel. Many have asked when we would start taking PostNL parcels too." Starting today, that is possible in every city where Picnic delivers.

Source: [PostNL](#)



This will be Posten Bring's largest investment in the Bergen area ever.

28-03-2025

On Friday, CEO Petter-Børre Furberg pressed the button and fired the first salvo, marking the start of the construction process for Posten Bring's new Logistics Center in Bergen.

– This is a milestone for us at Posten Bring. Finally, after 10 years of "waiting", the first sod can be laid for our new terminal in the Bergen region. This marks a major boost for the group, our employees and customers here in the region, says CEO Furberg.

The terminals at Minde and Jekteviken in Bergen will be co-located at Lyseparken in Bjørnafjorden municipality in 2027. The total area will be over 26,000 square meters and the capacity for the number of packages that can be handled will triple compared to the current terminals.

– Bergen and the surrounding area are one of the country's largest and most important regions. Our new business is future-oriented and gives us great capacity, which will benefit both our employees and, not least, our customers, explains the CEO.

A new charging park for heavier electric vehicles will also be built at the new terminal area, which will become part of the national charging infrastructure that Posten Bring is in the process of building.

– I would like to thank the municipality for

the work that has been done to facilitate Posten Bring's establishment. With the central location close to the E39 and good access to energy, we both hope and believe that Posten Bring will be a driving force that contributes to the development here in Lyseparken, concludes Furberg.

FACTS:

On Friday, Posten Bring started construction of a new terminal for the Bergen region in Lyseparken in Bjørnafjorden municipality. The total area will be over 26,000 square meters. The new terminal will be future-oriented with new technology, BREEAM certified and solar cells will be installed on the roof.

A new charging station for heavier electric vehicles, which will become part of Norway Post's national charging infrastructure, will be built at the new terminal.

The terminal is scheduled to be completed in 2027 and will be a workplace for approximately 300 employees. Posten Bring will then move out of the terminals at Minde and Jekteviken in Bergen.

Source: [Posten Bring](#)

Romanian Post optimizes cash flow management through an innovative digital solution

20-03-2025

The National Company "Poșta Română", the leader in the postal and logistics services market, has completed the implementation of the Cash Control application, an IT solution developed entirely in-house. This modern platform allows for precise monitoring of cash flow, from the central level to each postal subunit, providing increased control over the company's funds.

The need for such a digital solution was essential for optimizing internal financial processes. Launched company-wide in September 2024, the application represents an important step in the digital transformation strategy of the Romanian Post, contributing to streamlining operational activities and increasing financial transparency.

"The implementation of the Cash Control application is not only a step forward in the digitalization of our internal processes, but also a firm commitment to efficiency, security and transparency. This solution offers us a modern perspective on funds management, reducing risks and optimizing costs. We continue to invest in innovation to build a more agile, secure and competitive Romanian Post", mentioned Valentin Țețean, General Director of Romanian Post.

Major benefits of the Cash Control application:

- Real-time monitoring of the cash balance in each postal subunit;
- Advanced security , through rigorous control of available funds;
- Automating financial reports ,

facilitating internal checks;

- Optimizing cash flow , reducing transportation and insurance costs;
- Accessibility through the web platform , available exclusively on the Romanian Post IT network.

Implementation results:

- Reducing the processing time of financial transactions;
- Minimizing human errors through automation;
- Preventing cash shortages through accurate monitoring;
- Reducing the risk of fraud through automated controls;
- Cost optimization by adjusting cash withdrawals according to actual needs.

The Cash Control application was implemented entirely in-house, saving the Company's budget EUR 50,000, reconfirming the Romanian Post's commitment to digitalization and cost efficiency. The implementation of this digital solution marks a new step in the company's modernization, consolidating its leading position in the postal services industry in Romania.

[Source: Posta Romana](#)



Poczta Polska maintains a strong position in the press sales market. Customers are also happy to use subscriptions

25-03-2025

Research shows that 82% of people aged 15-75 read the press in Poland, whether in print or digitally. Poczta Polska is one of the major sellers of paper press. Readers visiting post offices are interested in titles aimed at people of all ages and with different passions. Poczta Polska customers also like to use the subscription service - and the press is delivered to them regularly and without additional fees, directly to the indicated address.

Poczta Polska offers a total of almost 1,000 press titles, including local and national dailies and magazines (weeklies, monthlies, quarterlies, semi-annuals and yearbooks) – opinion magazines, industry titles, hobby titles, television titles, children's titles, and guide and entertainment magazines. Special editions and supplements to various press titles can also be purchased at post offices.

Newspapers straight to your home – thanks to the subscription service

Poczta Polska offers its customers a subscription service and delivers the press titles they have ordered to the specified address without additional delivery and service charges. Subscription orders can be placed via the Poczta Polska website, at post offices and from postmen, with the option of choosing the payment method. Thanks to this, customers receive their favorite titles regularly to the address they have specified.

The press subscription service can be used by individuals as well as legal entities or organizational units without legal personality but with legal capacity (e.g. partnerships - general partnership, professional partnership, limited partnership, limited joint-stock partnership, housing communities, budgetary units, capital companies in organization).

Using the subscription service offers a

number of benefits for the reader. One of them is saving time and money. The press - without any additional costs - goes where the customer wants it (the place indicated in the order).

What do customers most like to buy at branches?

In 2024, Poczta Polska recorded sales growth in the following categories: opinion weeklies, hobby weeklies (including sports-related ones) and some regional dailies. Poczta Polska customers were eager to buy opinion weeklies, including "Newsweek Polska", "Polityka", "Angora", advice weeklies - "Dobry Tydzień", "100 Rad", "Przyjaciółka", "Kobieta i Życie" and "Poradnik Domowy". However, the undisputed sales leaders among weeklies were popular magazines for women: "Chwila dla Ciebie", "Życie na Gorąco" and "Twoje Imperium". The title addressed to football fans - "Piłka Nożna" also sold very well.

For years, TV weeklies have also been selling very well in Poczta Polska. Last year, the first place was taken by "Tele Tydzień", but customers were also eager to reach for other titles in this category.

Among the dailies, Poczta Polska customers most frequently bought "Fakt", "Gazeta Wyborcza", "Przebieg Sportowy" and "Super



Express", and among the local titles "Echo Dnia", "Gazeta Krakowska", "Gazeta Współczesna Biaystok" and "Dziennik Łódzki"

Among the titles for younger readers, various types of educational magazines and those related to popular children's interests: Lego blocks, LOL dolls or Pokemon sold well. For years, Poczta Polska customers have also been very keen to buy various types of crosswords: panoramas, jolki, cryptic crosswords, puzzles, crossword puzzles, sold as stand-alone editions and special editions of various press titles.

Thousands of points of sale

Through Poczta Polska, you can buy newspapers throughout the country – in about 4,600 post offices, located in large agglomerations, but also in smaller towns and rural areas. In many locations, Poczta Polska is the only place providing access to the press. In post offices, the press is usually displayed on dedicated stands. Before buying, customers can browse the titles they are interested in, and in about 300 offices, where the standard of displaying the press has changed, you can also ask an employee supporting customers in the service room, the

so-called frontman, for advice on the commercial offer.

Poczta Polska monitors trends in the press market and responds to customer needs. It also intends to continue and develop its services in this area in order to meet the needs of readers and maintain a strong market position in the press sales segment.

The press is an important source of information

According to PBC (Polish Readership Research), last year over 280 million copies of the press were sold in printed and digital form. In the population surveyed by the press market analysis center, printed editions are read by 44% of people, and digital press by 69%. Printed press is preferred primarily by people aged 55-75, and with the age of readers, the intentional choice of printed press as the main source of information increases. Printed press is the least likely to be read by people aged 15-24, but for almost 30% of people aged 15-24, printed press is still the main source of information.

Source: [Poczta Polska](#)



The beginning of the end of paper notices: e-Delivery for everyone

12-03-2025

Poczta Polska reminds that every citizen, today, can set up an e-Delivery box. This is fast, safe and convenient official electronic communication. It is available free of charge to everyone.

Poczta Polska continues its mission of providing innovative solutions that make everyday life easier and support the dynamic development of electronic document exchange in Poland. Thanks to the e-Delivery system, every citizen has the opportunity to have their own electronic delivery address (ADE), which is a modern alternative to traditional mail. Setting up a mailbox is quick, easy and free of charge.

Benefits of e-Delivery

E-Delivery saves time and money – sending and receiving documents online, without having to leave home. The message reaches the recipient within seconds. All deliveries are encrypted and protected against unauthorized access. Each delivery has a confirmation of sending and receipt, equivalent to a traditional, official stamp. The system allows easy storage and access to the history of correspondence. The system can be used 24 hours a day, from anywhere in the world with internet access.

How to set up an e-Delivery box (ADE)

- Go to <http://edoreczenia.gov.pl>,
- Register using the mObywatel application, trusted profile or e-ID,
- Complete the e-Delivery Address (ADE) application form,
- Confirm your email address for notifications,
- Activate the mailbox using the

activation link sent to your email.

- Done! You can now use e-delivery.

What are e-deliveries from the legal perspective?

E-deliveries is a service enabling electronic exchange of documents with confirmation of receipt, based on the Act of 18 November 2020 on electronic deliveries (Journal of Laws 2020, item 2320). This service ensures the legal equivalence of electronic and traditional deliveries, guaranteeing users a safe and reliable form of correspondence.

Switch to e-Delivery and forget about traditional delivery notices

From the moment the box (ADE) is set up in the e-Delivery system, most public institutions are required to communicate with the user in this way. Over time, this obligation will be extended to other entities. In other words, the implementation of the e-Delivery system means the beginning of the end of the paper advice note.

The number of e-Delivery boxes set up is over 800,000.

Poczta Polska encourages all citizens to activate their e-delivery boxes and benefit from a modern, safe and convenient form of exchanging correspondence. Let e-delivery become your gateway to the world of digital communication!

Source: [Poczta Polska](#)

