

## **bpost lets you change when and where your parcel or registered mail is delivered even if it is already on its way**

18-11-2024

Customers can now postpone the delivery of their parcel or registered mail by one day or change the delivery address in the My bpost app. Even if it is already on its way. These new advances give customers even greater personal choice in when and where their mail is delivered.

Whether they are working from home, at the office or have popped over to friends, bpost wants to give customers the power to decide when and where their parcel or registered mail is delivered rather than the other way round. In a market study this March, 92% of My bpost app users said that they wanted to be able to choose the day their mail is delivered. 80% said they wanted the option to change the delivery address when the parcel is already on the way.

That's why bpost has added two new functions to the app, both of which are now live:

### **Postpone delivery by a day**

Since Friday 8 November everyone can tell bpost to deliver their parcel or registered mail one day later than originally scheduled. The option is available as soon as the delivery is announced in the app or by email. And it remains available right up until the item goes out for delivery on the scheduled delivery day. Delivery of registered mail can be postponed for a day right up until it is sorted.

### **Change the delivery address**

As well as the delivery day, customers can also change the address where their parcel is

to be delivered. The new address can be registered in a single tap in the app, as long as it is in the same region. This can be done from the moment the parcel delivery is announced in the app or by email until the moment it goes out for delivery. The parcel will then be delivered to the new address the same day.

Customers can also change the delivery address of their registered mail, although for security reasons registered mail can only be redirected to official post points and post offices. Registered mail can be redirected from the moment it is announced in the app until the moment it has been sorted.

Chris Peeters, CEO of bpostgroup: "The high-quality delivery of parcels to your door is one of bpost's major assets. At the same time, we realise that not everyone has the time to arrange their lives around home delivery. That is why we continue to develop new solutions. Via the My bpost app, we now enable customers to change the day of delivery or the address of delivery, even when the parcel or registered mail is already on its way. In the coming months, we will announce even more new features that will make our customers' lives easier."

Source: [bpost](#)

# International Distribution Services plc results for the 26 weeks ended 29 September 2024

21-11-2024

Royal Mail transformation delivering an improved financial and operational performance - on track to deliver full year guidance<sup>3</sup>; GLS margin lower compared to H1 2023-24 against a challenging economic and regulatory backdrop; taking action through cost and efficiency measures.

## Group overview:

- Revenue £6,343 million, up £481 million year-on-year.
- Adjusted operating profit<sup>1</sup> of £61 million (H1 2023-24: loss of £169 million), mainly due to significantly reduced loss in Royal Mail.
- Reported operating loss of £26 million (H1 2023-24: loss of £243 million), including an impairment of the carrying value of Royal Mail of £134 million (H1 2023-24: £nil):
- Impairment charge largely due to expected additional tax burden reflected in a c. £120 million annual increase in employers National Insurance from FY 2025-26 – a result of Royal Mail’s role as a major UK employer with c. 130,000 people – which is expected to only be partially mitigated in the short term through pricing and costs actions; additional initiatives being developed to fully offset the impact over the long term.
- Net debt increased to £1,894 million (£1,532 million September 2023); strong balance sheet maintained, ample liquidity.

## Martin Seidenberg, Group Chief Executive Officer of IDS commented:

“The modernisation of the Royal Mail network continues at pace, with innovation to improve our services to customers, including the rapid expansion of our out of home footprint. As we enter our busiest period, we are well prepared to deliver Christmas, with around 4,000 new

vehicles being delivered before peak, 16,000 extra people, extended delivery hours until 8pm and our growing network of parcel lockers and parcel shops.

“We are delivering on the changes we can control, but the cost environment is worsening just at the time when we need to invest. As a major employer with around 130,000 permanent employees, the changes to National Insurance will disproportionately impact our business relative to competitors. This makes Universal Service reform even more urgent.

“GLS’ flexible business model, diverse geographic footprint and commitment to high quality has enabled it to navigate a challenging environment. We are taking action to drive efficiencies and control costs while continuing with our strategy to invest to expand our out of home network, develop new digital solutions for customers and upgrade the network to drive productivity and growth. We are also expanding our global service offering across the US and Asia-Pacific.

“I would like to thank all our colleagues across the Group for their continued hard work, dedication to serving our customers every day and the role they have played in the progress we have made.”

Source: [Royal Mail](#)





## Philately - Poste Italiane: the “Digital Twin” is born associated with a traditional philatelic product

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Philately embraces technology. Poste Italiane has presented the first traditional philatelic product associated with a “digital twin”, collectible via NFT (Non-Fungible Token) on a blockchain. The novelty is contained in the “posta prioritaria Collezione gialla” box set dedicated to the evolution of Priority Mail from 1999 to 2008 and launched today on the occasion of the 139th edition of Veronafil, one of the main events dedicated to the world of philately and collecting.

With the purchase of “posta prioritaria Collezione gialla”, collectors will also acquire the corresponding unique NFT for free, which will allow them to download the digital twin and, via a unique redemption code (Qr code), store it in a virtual collector guaranteed by a blockchain account. The code can be used only once and the customer will be the sole owner of the digital good, which will be separated from the corresponding physical good.

The “posta prioritaria Collezione gialla” box set, the first philatelic product chosen to connect traditional collecting to the digital one of NFT technology, is a limited edition and consists of four philatelic folders, stamps and a “card” that holds the protected codes to acquire the NFT Digital Twin.

NFTs are virtual certificates that allow a unique and secure representation of digital content based on blockchain smart contract

technology in order to guarantee its uniqueness, authenticity and ownership, and are considered a digital property in all respects. An NFT is created on a blockchain, which exploits the characteristics of a computer network of nodes and allows the management and updating, in a unique and secure way, of a register containing data and information in an open, shared and distributed manner.

With this initiative, Poste Italiane meets the needs of younger collectors by combining the tradition of philatelic products with new digital tools, confirming the Company's historic vocation towards innovation. The collection of 400 numbered copies will be available at Post Offices, Poste Italiane Philately Spaces, and online at [filatelia.poste.it](http://filatelia.poste.it). The NFT can be redeemed by 31 December 2025.

Source: [Poste Italiane](https://www.posteitaliane.it)



## DHL Express and Shell sign deal to drive sustainable air freight at Brussels airport

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DHL Express and Shell, one of the world's largest energy companies, have signed a deal to drive sustainable air freight at Brussels Airport. The 1-year deal includes the delivery of 25 kt SAF into Brussels via pipeline to the airport. The SAF used is certified according to ISCC's voluntary certification system "ISCC Plus" and is expected to reduce GHG by 80 kt CO<sub>2</sub>e versus fossil jet-fuel. It is produced in a fossil refinery by replacing fossil crude oil with renewable feedstocks (co-processed SAF) and will be used to offer DHL Express customers emission reduced air transportation services via DHL GoGreen Plus.

"Our customers benefit from our continuously increasing SAF coverage across different regions, now including our investment in SAF at Brussels Airport. Beside efficiency improvements, SAF is currently the most important way to reduce GHG emissions in air transport. Customers can actively contribute to making their supply chains more sustainable by using our GoGreen Plus service based on SAF", says Travis Cobb, EVP Global Network Operations and Aviation at DHL Express.

"Our collaboration with DHL at Brussels Airport reflects a joint commitment to reduce emissions from air freight specifically, and across the entire aviation value chain. Working together not only complements their efforts but also helps advance our shared ambitions for a net-zero future. By supplying SAF, we are equipping the industry – and our customers – with low carbon solutions that will support the transition toward sustainable

aviation", says Raman Ojha, President at Shell Aviation.

Insetting through DHL Go Green Plus enables customers to reduce their Scope 3 emissions - the indirect GHG emissions generated in a company's value chain, including downstream transportation and distribution. In contrast to offsetting initiatives, DHL GoGreen Plus (insetting) reduces GHG emissions within the logistics sector and can therefore be used by DHL customers for voluntary emissions reporting based on the "book and claim approach".

DHL has set itself the goal of reducing all logistics-related emissions to net zero by 2050. The GoGreen Plus service is designed to help achieve this goal. It contributes to the interim target of using 30 percent SAF for all air transportation by 2030.

Source: [DHL Group](#)