

Market Flash E-Commerce Special

Issue 469 | 27 August 2013

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Editorial

Dear reader,

We have introduced some changes to the layout and content of IPC Flashes in order to provide you with a more compelling distillation of developments in the postal sector. Starting with this edition of *IPC Market Flash*, we will incorporate our e-Commerce, direct marketing and sustainability publications – previously released separately as *E-commerce Flash*, *Direct Marketing Flash* and *Green Flash* – in the *Market Flash* as special editions.

These special editions will include an additional section with in-depth content on those specific themes. In terms of frequency of publication, each special edition will be published every three months. You can expect a special edition at the end of each month.

We are excited about this change, which we hope will expand as well as enrich our news coverage and make it easier for you to follow up on specific developments in the postal industry.

This edition includes a special on e-Commerce, a growing market which offers postal and logistics operators many new growth opportunities. This e-Commerce section includes in-depth articles on ongoing developments in the postal sector, adding more analysis to the *Market Flash*. Some of the stories featured in the special include the e-Commerce partnership between Australia Post and New Zealand Post, and the collaboration between DPD UK and clothing retailer ASOS.

We hope you will like the new structure of *Market Flash* and look forward to receiving your feedback.

The IPC Publications Team



Americas

Continued profit loss despite revenue growth for USPS

The United States Postal Service cut costs and increased revenue in its third quarter to the end of June but sustained a net loss of US\$740m, bringing the loss for the first nine months of the fiscal year to US\$3.9bn. It pointed to continuing decline in First-Class Mail, legally mandated prefunding of retiree health benefits and six-day delivery as contributors to the loss.

Operating revenue increased by 3.6% year-on-year to US\$16.2bn in the third quarter and revenue for the first nine months was up by 1.3% at US\$50.2bn. Parcels and Package services showed strong 8.8% revenue growth during the third quarter and Standard Mail achieved moderate 3% growth; First-Class Mail revenue declined by 0.9%.

Total operating expenses were US\$16.9bn in the third quarter compared with US\$20.8bn last year. Part of the reduction came from a change in the discount rate for workers' compensation that reduced expenses by US\$918m. Year-to-date, operating expenses have reduced by US\$7.1bn to US\$53.9bn.

Source: [USPS](#)

Enhanced Priority Mail targets online sellers

The United States Postal Service is targeting small businesses and online power sellers with enhancements to its Priority Mail package service.

It is offering improved tracking, free insurance up to US\$100, day-specific delivery and redesigned free packaging, expecting to generate more than US\$500m in new revenue from the upgraded product over 12 months.

The Postal Service said e-Commerce had driven growth of more than 14% in its package business over two years. Online consumers were expected to increase their spending by 62% by 2016 and e-Commerce retail sales in the US were forecast to grow by 41% to US\$370bn a year by 2017.

Source: [USPS](#)



■ CONTINUED PROFIT LOSS DESPITE REVENUE GROWTH FOR USPS ■ ENHANCED PRIORITY MAIL TARGETS ONLINE SELLERS ■ E-COMMERCE BOOSTS UPS DOMESTIC VOLUME

E-Commerce boosts UPS domestic volume

Home delivery shipments by e-Commerce customers in the United States helped boost UPS's daily domestic package volume by 1.9% in the second quarter compared with the same period last year. Total revenue rose by 1.2% year-on-year to US\$13.51bn. Domestic package revenue was up 2.3% at US\$8.24bn, while international package revenue increased by 1.6% to US\$3.06bn with volume up by 5%.

Operating profit declined to US\$1.74bn from US\$1.79bn in the second quarter of 2012. The company said changes in customer and product mix in the domestic market had impacted on operating margin. The result had also been affected by higher pension costs and year-on-year fuel surcharge comparisons. International services were affected by pressure on yields that resulted in a 3.4% decline in export revenue per piece on a currency neutral basis.

The company said second-quarter results were below expectations, presenting short-term challenges. It believed that express services would grow less strongly as supply chains became more efficient and international trade was conducted regionally.

Source: [UPS](#); [CEP Research](#)



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IN BRIEF

DHL wins customer service award in Japan

DHL Express has won the Best Contact Centre of the Year 2013 award in Japan for the third consecutive year. The award is given by the Japan Institute of Information Technology.

Asia Pacific

GeoPost buys major stake in freight company

Le Groupe La Poste's international holding company, GeoPost, has entered the freight forwarding and logistics market with the acquisition for an undisclosed sum of a majority 63.75% stake in Tigers, a Hong Kong-based freight and logistics group.

Tigers already has international alliances with GeoPost's DPD in the Netherlands, Russia and Kazakhstan and with Seur in Spain.

Source: [CEP Research](#)

E-Commerce packages boost SingPost mail revenue

Growth in international e-Commerce packages boosted Singapore Post's mail revenues by 13.7% to SG\$114.7m (€66.9m, US\$89.3m) in the first quarter despite a decline in letter volume.

Overall, revenue rose by 32% to SG\$201.3m (€117.5m, US\$156.8m) in the period April to June owing mostly to consolidation of acquisitions. Underlying revenue growth was 6.5%. Operating costs rose by 39.4%, reducing net profit by 2% to SG\$37.3m (€21.8m, US\$29m). Logistics revenue rose to SG\$93.8m (€54.8m, US\$73m) with full consolidation of new subsidiaries bringing the proportion of total revenue accounted for by logistics to 39.5%.

SingPost is investing SG\$45m (€26.3m, US\$35m) in new-generation sorting machines to cope with package growth, in POPStation parcel lockers and in three-wheeled scooters capable of carrying heavier volumes than the current two-wheelers.

Source: [CEP Research](#)

Blue Dart increases sales but profit remains static

India's Blue Dart Express Limited increased sales by around 5.5% in its second quarter to end June. Operating income was INR4.53bn (€51.7m, US\$68.9m) and profit after tax was INR406m (€4.6m, US\$6.2m), fractionally above the same period last year.

Source: [CEP Research](#)

UPS opens two more centres in China

UPS is adding two contract logistics distribution facilities to its network in China bringing the total to 130 in 87 cities. The new facility in Chengdu has 47,000ft² of warehousing and distribution space while the new facility in Shanghai has 70,000ft².

Source: [UPS](#)



■ PHILIPPE WAHL PROPOSED AS LA POSTE'S CHIEF EXECUTIVE ■ NEW CHIEF EXECUTIVE NAMED FOR POSTNORD ■ PARCELS HELP DELIVER REVENUE GROWTH TO DEUTSCHE POST DHL ■ LA POSTE'S RESULTS SHOW REVENUE GROWTH IN FIRST HALF YEAR ■ AUSTRIAN POST'S OPERATING PROFIT RISES AT HALF YEAR ■ BPOST RESULTS STABLE AT HALF YEAR ■ POSTNL'S UNDERLYING BUSINESS STABLE IN SECOND QUARTER ■ EXPRESS AND FINANCIAL BUSINESSES DRIVE POSTE ITALIANE GROUP REVENUES ■ ITELLA'S SALES RISE IN FIRST HALF-YEAR ■ ADJUSTED RESULTS SHOW A FALL IN TNT EXPRESS PROFITS ■ DEUTSCHE POST DHL EXPANDS ITS ONLINE SUPERMARKET ■ DEUTSCHE POST CLOSES DOWN ADCLOUD ■ ITELLA SELLS PRINTING BUSINESS TO POSTNORD ■ GLS OFFERS FULL SERVICE PACKAGE IN CROATIA

Europe

Philippe Wahl proposed as La Poste's chief executive



Philippe Wahl, Le Groupe la Poste's president of La Banque Postale and deputy chief executive of Le Groupe la Poste since January 2011, will take over from Jean-Paul Bailly as group president and chief executive once the formal appointment process is complete.

The supervisory board has proposed Philippe Wahl who will be interviewed by committees of both France's upper and lower houses of parliament. Once these committees are satisfied, the appointment will be made by decree of the council of ministers.

Source: [Le Groupe La Poste](#)

New chief executive named for PostNord

Håkan Ericsson is to be the new president and chief executive of PostNord from 1 October. He will move to his new position from business travel agency Carlson Wagonlit Travel where he is president of operations in North and Latin America.

Prior to taking his present position Håkan Ericsson worked in international service and logistics groups including DHL, where he was managing director of freight business in Europe. He also held senior positions at Danzas, ASG and Fraktarna (now part of DSV).

Source: [PostNord](#)

Parcels help deliver revenue growth to Deutsche Post DHL

Deutsche Post DHL's German parcels operations helped to deliver 2% revenue growth in the second quarter when adjusted for exchange rates and inorganic effects. Without these adjustments, reported revenue was €13.6bn, a slight 0.6% fall on the second quarter last year.

Group earnings before interest and tax (EBIT) rose by 14% to €619m. The results included €50m gained from the reversal of a postage stamp provision and reflected the absence of one-time effects costing €38m in the second quarter last year. Adjusted, the company said operating earnings would have reached the level of last year's second quarter.



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IN BRIEF

Mobile app tracks cargo shipments

DHL Global Forwarding has launched a mobile application for tracking sea and air freight shipments. It said DGF Cargo Mobile Tracking would inform customers of the status of cargo movements in real time.

Consolidated net profit for the quarter rose from €196m in 2012 to €422m in 2013.

The mail division reported revenue of €3.4bn, a rise of 4.4% on last year, and operating earnings of €223m. Parcel revenue rose by almost 9% to €867m, generating more than a quarter of mail division revenue.

Express revenues remained level at €3.2bn but was 4% higher than last year's second quarter, the company said, when adjusted for the disposal effect of express businesses in Australia and for currency fluctuation. Express EBIT was €296m compared with €367m the previous year, with the reduction attributed to positive one-off effects last year.

Source: [Deutsche Post DHL](#)

La Poste's results show revenue growth in first half year

Le Groupe La Poste's half-year results reveal that total consolidated revenue rose by 0.6% to €10.95bn but operating profit fell 23.6% year-on-year to €483m. Operating profit margin for the period January to June was 4.4% compared with 5.8% last year.

Parcels and express revenue increased by 5.3% to €2.84bn. Their operating profit, however, was €182m, a drop of 13% year-on-year owing to a negative price-mix effect.

Mail revenue was down by 3.2% to €5.64bn owing largely to a 6% volume decline that was only partially offset by a price increase in January. Operating profit fell by €143m year-on-year to €327m. The company said financial results for mail reflected a gradual change in the operating structure: La Poste was developing added value services via mail carriers equipped with smartphones.

La Banque Postale increased its income by 3.5% to €2.76bn and its contribution to group operating profit by 15.9% to €403m.

Source: [Le Groupe La Poste](#)

Austrian Post's operating profit rises at half year

Austrian Post's revenue remained stable in the first half-year at €1.17bn while overall earnings before interest and tax (EBIT) rose to €98.4m from €94.7m in the first half of 2012. Group profit after tax was €76.5m in the half-year, 5.2% higher than the previous year.

IN BRIEF

Austrian Post provides daily delivery to German pharmacies

Austrian Post will this year launch an overnight, wholesale delivery service for pharmacies in Germany. AEP Direkt will operate a central warehouse from which national deliveries once a day will be made by Austrian Post subsidiary trans-o-flex.



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Acquisitions and election mailings boosted mail and branch network revenue by 1.8% to €754.6m while mail EBIT rose to €141.9m from €137m the previous year.

The parcel and logistics division revenue of €419m represented a 1.3% increase year-on-year when adjusted for the disposal of Benelux subsidiaries. Parcel and logistics EBIT was €12.4m compared with €11.6m. During the period, the company began the process to purchase a 25% stake in Turkish parcels operator Aras Kargo, closing the transaction on 30 July.

Source: [Austrian Post](#)

bpost results stable at half year



bpost's results were broadly stable at half year. The company reported operating income of €1.24bn compared with €1.23bn last year and earnings before interest and tax (EBIT) of €282.4m compared with €288.4m in 2012, making its operating margin a stable 23%. One-off gains during the period included proceeds from the sale of Certipost activities.

Revenue from packets rose 17% year-on-year to €16.8m on account of both volume growth and the consolidation of Landmark Global. The company said growth in packets helped to offset a reduction in state payments for the provision of services of general economic interest and volume loss in domestic and international mail.

Operating costs decreased by €19.5m to €909m through productivity gains, including a saving of €6.3m in personnel costs.

Source: [bpost](#)

PostNL's underlying business stable in second quarter

PostNL reported second-quarter revenue of €1.03bn compared with €1.04bn last year and lower operating income of €36m compared with €70m in 2012. The company said that underlying operating income was €72m.

Chief executive Herna Verhagen said addressed mail volume decline had been greater than expected owing to competition and the economic situation.



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Reorganisation had, however, resulted in bigger cost savings and quality of service had remained high.

She said parcels had shown good revenue growth and the implementation of a new logistics infrastructure was continuing according to plan.

Source: [PostNL](#)

Express and financial businesses drive Poste Italiane Group revenues

Economic stagnation and falling mail volumes impacted on Poste Italiane whose operating profits fell 13.4% to €661m in the first half year.

Group revenues rose by 2.8% to €13bn thanks to growth in the financial and insurance business but the core postal business saw revenue drop by 4.8% to €2.28bn and operating profit drop by 49% to €154m. The company said its postal division continued to suffer from volume decline and tough price competition.

Poste Italiane's express and parcels subsidiary, SDA, increased half-year revenues by 4.4% to €232m and halved its operating loss to €13.5m.

BancoPosta increased its revenues by 3.2% to €2.7bn and improved its operating profit by 21.9% to €284m. PosteVita insurance services increased their revenues by 5% to €7.9bn although profit was down by 6.4% at €204m.

Source: [CEP Research](#)

Itella's sales rise in first half-year

Itella Group's net sales increased by 3.4% to €991.1m in the first half year but its operating result excluding non-recurring items dropped to €14.8m compared with €28.7m in the same period last year.

The result including non-recurring items was €700,000 compared with €18m last year and the company sustained a pre-tax loss of €6.8m compared with a profit of €13.6m in the first half of 2012.

Itella president and chief executive Heikki Malinen said a weaker overall market was particularly apparent in road freight, goods handling and postal delivery volumes and was also present in lower transaction volumes at Itella Information.

To combat the challenge presented by electronic substitution, the company had established an e-Commerce unit with a



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IN BRIEF

TNT awarded beauty e-retail contract

TNT Express has won a logistics contract with United Kingdom home, health and beauty e-retailer JML Retail after developing a customised tracking system that integrates the customer's reference number.

view to increasing market share in e-Commerce logistics; it continued to invest in the development of parcel deliveries.

Source: [Itella](#)

Adjusted results show a fall in TNT Express profits

TNT Express has announced second-quarter reported revenue of €1.7bn, representing a 3.1% year-on-year decline, and adjusted revenue of €1.74bn representing a 1.1% decline.

The reported operating income of €280m improved significantly on the 2012 second-quarter figure of €97m but included €296m of goodwill impairments and €53m of fair value adjustments. The adjusted operating income for the period was €71m compared with €97m in 2012.

It said pricing pressure, albeit mitigated by volume growth and savings, resulted in profit decline in Europe Main. Europe Other and Americas turned in a good performance overall but the picture varied from country to country. The Pacific unit also saw operating income below last year; profitability was higher in AMEA.

Source: [TNT Express](#)

Deutsche Post DHL expands its online supermarket

Deutsche Post DHL is expanding its online supermarket, All You Need, across Germany and will invite consumers to select their delivery day or opt for evening delivery.

The online supermarket already operates in the Rhine-Ruhr region; it will be available in Berlin from mid-September and will service cities across the country by the end of 2014.

Source: [CEP Research](#)

Deutsche Post closes down Adcloud

Deutsche Post is streamlining its online marketing activities by closing down Adcloud, which provides performance marketing solutions for the online advertising market. It will continue to operate its subsidiaries nugg-ad, intelliAd and optivo which provide services for the display, search and email marketing channels.

Source: [Deutsche Post DHL](#)

Itella sells printing business to PostNord

IN BRIEF

DHL opens second St Petersburg terminal

DHL Express Russia has opened a 3,700m² logistics centre in St Petersburg, the second most densely populated area of Russia. The company already operates a terminal in Pulkovo, St Petersburg.



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IN BRIEF

Work starts on new Austrian sorting centre

Work has started on a new mail and parcels sorting centre for Austrian Post. The 82,000m² facility in Allhaming, near Linz, is due to be operational in September 2014; Austrian Post said it would have capacity to sort 1.6m letters and 100,000 parcels a day.

Itella Information is selling its printing business in Poland to PostNord which will integrate it with its Strålfors customer relations and communications business.

Itella said there had been considerable competition and excess capacity in the international printing business. It had sold its Polish operation in order to focus on financial management outsourcing and process automation services.

Source: [PostNord](#); [Itella](#)

Itella sells its software subsidiary

Itella Corporation's subsidiary Logia Software Oy will be sold to its management following Itella's IT restructuring, which involved a new partnership agreement with IBM. Itella said its operating environment was changing and it wanted to focus on core business.

Logia Software develops and provides delivery and warehouse systems.

Source: [Itella](#)

GLS offers full service package in Croatia

Royal Mail Group's European parcels subsidiary, GLS, has launched national and international operations in Croatia following the country's accession to the European Union.

GLS said it was delivering parcels nationally with a standard, 24-hour delivery time and was offering additional services such as cash on delivery. Previously, GLS worked with a local network partner in Croatia.

Source: [CEP Research](#)



E-Commerce Special

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Editorial

IPC POSTBOARD

The IPC PostBoard E-commerce community is an active platform for postal e-Commerce experts to share case studies and knowledge. If you would like to participate and contribute to this platform, please contact [Jakub Rymkiewicz](#).

Dear reader,

This e-Commerce special focuses on postal operators' further developments in the continuously growing parcel and packet delivery business. The key topics are offer simplification and delivery accuracy, which are crucial aspects for the postal bottom line.

An exemplary feat in offer simplification was delivered this year by the two biggest posts of Australasia – Australia Post and New Zealand Post – which have both simplified their parcel offering and entered in a three-year-long business partnership to facilitate cross-Tasman Sea business growth, with a focus on e-Commerce.

Further in this issue, you will learn that public as well as private parcel delivery players are investing in alternative delivery solutions such as parcel terminals. Another way of ensuring the highest possible delivery accuracy was introduced by British retailer ASOS together with DPD UK, who are offering a 15-minute delivery window alert service as of June this year.

We hope you will enjoy this e-Commerce special edition and we look forward to discussing e-Commerce further on IPC's PostBoard E-Commerce community.

We want to ensure that this publication continues to be as relevant as possible and we very much encourage and welcome any news from your own organisation or industry trends that you would like to be included.



Feature story

Australia Post and New Zealand Post enter partnership to boost cross-border e-Commerce

Australasian postal operators have put e-Commerce as one of their strategic objectives and are active on many levels in this area. Australia Post and New Zealand Post signed a three-year partnership to boost access to markets for businesses in both Australia and New Zealand. The key benefits for participating posts include: access to the partner's full range of marketing and customer data, and parcel products such as Express Mail Service (fast, tracked parcels) and Express Courier International (urgent delivery for items up to 20kg, with signature on delivery and optional Extra Cover). Businesses selling books, clothing and electronics are expected to benefit most from this partnership as selling across the Tasman Sea can prove a useful test for international expansion.

In addition to offering end-to-end supply chain solutions into the neighbouring country, the partnership can stimulate trans-Tasman Sea business through customer identification and direct marketing capability.

As part of their direct marketing expertise, both posts offer a full range of services including design, printing and delivery of paper-based direct mail pieces, electronic communication (email or SMS) tools or integrated media capabilities (including features such as personalisation and internet-enabled barcodes) along with post-campaign analytics.

In 2013, Australia Post began running free 90-minute training sessions on e-Commerce for local businesses interested in setting up an online shop. The sessions aim to deliver information on how Australia Post can help businesses acquire customers, transact online and deliver products and services. Australia Post is harnessing its expertise gained from establishing My Shop in a Box – an initiative to get small businesses up and running with an all-in-one and off-the-shelf e-Commerce store. These sessions promote networking among attendees experts in the field and other like-minded local business owners.

Fast Facts: How New Zealand and Australia compare Source: Australia Post's Business Lounge

	New Zealand	Australia
Total population	4.46m	23m
People 15 years or older, buying online	1.9m	9.6m
Percentage spent on international websites	35%	45%
Percentage of shoppers who say price is their reason for shopping online	51%	55%
Percentage of shoppers who will spend the same or more online in the next 12 months	79%	88%
Estimated total online retail spend per annum	AU\$3.19bn	AU\$16bn



New Zealand Post simplifies parcel purchase process

In July, New Zealand Post decided to simplify its parcel offer after extensive customer research and trialling the new range of products in their Marlborough stores with positive results for over six months. This move is part of New Zealand Post's ongoing strategy to making their processes more straightforward and less time-consuming for consumers.

Reasons for implementation

Before the simplification took place, New Zealand Post offered a full range of sizes and service features (tracking, signature, courier delivery) with colour codes used to show the different sizes and options. The large selection of coloured packaging, however, took up a lot of display area in post offices and led to unnecessary confusion.

Results

The simplified parcel offering range means that customers will have to pick the right size or box for sending items up to 3kg and go to the counter to either have it sent via the standard service or to upgrade it by purchasing additional options where a labelling system will replace the colour codes.

Country-wide implementation will be completed in September 2013.

Source: [New Zealand Post](#)



PARCEL SIMPLIFICATION

Australia Post parcel simplification

Earlier this year, Australia Post implemented a similar simplification of its product range. Before the simplification took effect on 8 April 2013, Australia Post had approximately 66 domestic parcel products in their portfolio. Their definition of products was not focused on the consumer's ease of use, with products defined by speed, channel, destination and feature. Furthermore, the differences between products were not always clear to customers. Australia Post's old price structure was not aligned to a clear product hierarchy.

Read more about this innovation in the [previous issue of E-commerce Flash](#) (page 10).



News

Swiss Post introduces parcel terminals after successful trial

At the beginning of 2013, Swiss Post launched an internal trial to evaluate parcel terminals provided by Keba, an Austrian alternative-delivery machine manufacturer. Following the successful trial, partnership between the two companies will see 40 parcel terminals, branded My Post 24 introduced throughout Switzerland by the end of 2014.

Project implementation

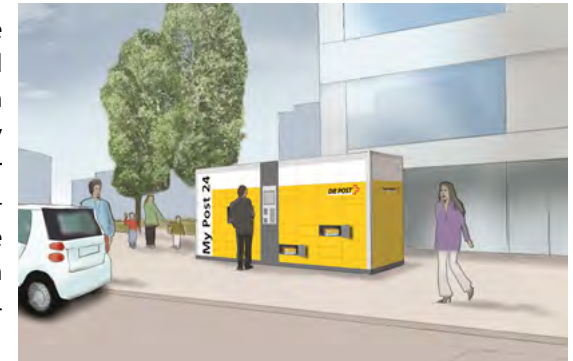
The investment is seen as key for Swiss Post as the parcel market has grown by 4 to 5 % annually in recent years (2010-2012). The alternative-delivery terminals will be located in cities, focusing mainly on shopping centres, train stations and other sites with high amount of daily pedestrian traffic. In autumn 2013, My Post 24 machines will be installed in the Zurich and Berne regions. Within the next few years, the Swiss postal operator intends to build a nationwide network of parcel locker terminals.

Benefits for consumers

My Post 24 offers an alternative option of delivery to consumers in major urban areas. Once registered in the system, the recipient can specify a particular parcel terminal as the delivery address each time they complete a domestic order online. The recipient is then informed by SMS or email

message as soon as their parcel is delivered to the terminal.

Looking ahead, Swiss Post plans to enable cross-border parcels to be delivered straight to their parcel terminals with relevant customs fees payable directly at the terminal using a credit card or PostFinance Card. After the initial start-up phase, there are plans to allow the customers to hand in parcels and return mail order deliveries at the My Post 24 terminals.



You can read about parcel lockers by Keba in more detail in the [second](#) and [third](#) issues of E-commerce Flash.

Source: Swiss Post

Hermes UK adds parcel locker option

UK parcel carrier Hermes has formed a partnership with parcel locker terminal manufacturer ByBox to provide customers using myHermes services 24/7 access to its parcel shipping and returns service. This move comes as a further development of alternative delivery and shipment options and adds to the already existing services such as courier collections and Hermes' new ParcelShops. E-Commerce merchants and customers will be able to drop off parcels at ByBox parcel lockers located in supermarkets, petrol stations



and shopping centres. Hermes will use the existing ByBox terminals in locations which would complement the existing myHermes ParcelShops network.

Hermes reported significant growth in its myHermes online parcel service myHermes.co.uk in 2012, with 3.6m parcels shipped through the portal, a 100% growth compared to the previous year. The company launched its network of 2,000 ParcelShops, local convenience stores offering Hermes parcel services, in 2012 and aims to expand to 3,000 by the end of 2013.



ByBox is a UK-based company offering a night-time delivery model based on consolidating multiple parcel deliveries into a single locker location. In January 2007, ByBox launched its Field service in France with further expansion into Ireland in 2009. In April 2009 the company diversified into consumer solutions and launched MyByBox, consolidating parcel drop-boxes for B2C parcel deliveries. In addition to supplying lockers, ByBox also offers full management services for its installations.

Read the feature story on alternative delivery solutions in the [second issue of IPC E-commerce Flash](#).

Source: [Hermes; Post & Parcel](#)

DPD Germany invests in same-day delivery

DPD Germany has purchased a 20% stake in Tiramizoo, a same-day delivery business that targets e-retailers with the slogan: "The new shopping experience for your webshop".

Tiramizoo was set up three years ago. It has a network of 1,200 couriers and operates a courier portal providing delivery in 90 minutes, or within a specified time period, in 15 German cities.

DPD said it planned to offer its customers the tiramizoo service by the end of the year, believing that same-day delivery has potential to grow from its present position as a niche market.

Source: [CEP Research](#)

ASOS and DPD UK launch innovative delivery window alerts

UK fashion retailer ASOS, which generates about 19m parcels a year, leaped to the forefront of delivery flexibility. Together with DPD UK, their exclusive partner for next-day deliveries, the retailer launched a 15-minute delivery window alert service in June 2013. This innovation comes on top of an existing service of DPD UK called Predict, which provided consumers with a one-hour delivery window. Although this precise information about delivery time had been available for management purposes for some time already, it started to be seen as critical to the general delivery experience.

Network expansion programme

DPD UK, part of the international parcel company GeoPost Group, owned by the French Le Groupe La Poste is currently engaged in a £175m network expansion programme to keep up with growing demand. The programme includes



establishing four new depots across the UK and further technological and infrastructural investments.

Further innovation

ASOS and DPD UK are looking to further improve the delivery experience by enabling the customers to follow their parcels during delivery on a map in real time.

Source: [Post & Parcel](#)

DPD portal targets online sellers

DPD BELUX is targeting individuals and small businesses selling goods online with the rollout of a shipping portal, DPD Web Parcel. Portal users pay online for parcel delivery and print a shipping label, specifying collection by DPD on one of the five following working days.

Source: [GeoPost](#)

Post Office offers online sellers a fast-drop service



Businesses and eBay sellers in the United Kingdom are to have fast-track package and parcel drop-off facilities at more than 10,000 post offices across the country.

Post Office, the postal retail service in the UK, has announced it will roll out its Drop & Go service nationally in response to continuing e-Commerce growth.

The service is for businesses and individuals who regularly spend more than £20 a week on postage. They will be able to purchase pre-paid Drop & Go cards which they will swipe when they hand over their packages at a fast-drop post office counter.

Source: [CEP Research](#)

Itella Group launches e-Commerce business unit

In June 2013, Itella established a new unit specialised in developing and improving e-Commerce services. The new unit is named eCommerce and its task is to ensure that Itella's service range offered for online shops is clear and fulfils Itella's growth objectives within this area. The service package offered by Itella to e-Commerce merchants covers marketing services, data systems, software and warehouse services and delivery services for delivering ordered goods.

The new unit started operating as of July 2013 with Aku Hoppo as the director of the unit. Aku Hoppo has been with Itella since 1997 and worked as a controller, product group manager and business director both in Itella Mail Communications and Itella Logistics.

Source: [Itella](#)

Itella offers e-Commerce returns solution

Itella has teamed up with e-Commerce payment company Suomen Maksuturva to provide a parcel returns service.

The service, to be launched this autumn, is based on Suomen Maksuturva's intelligent payment-forwarding service platform which can be connected to a range of e-retail websites. This comes with an add-on tool for implementing product returns and a complaints service, according to Itella.

Source: [CEP Research](#)



IN BRIEF

Canada Post announces e-Commerce award judges

Canada Post has announced the judging panel for its 2013 E-commerce Innovation Awards which aim both to develop e-Commerce and recognise achievement by e-retailers. The judges include senior executives at Google and Facebook and representatives from media and technology companies. The award winners will be announced on 25 September.

InPost facilitates e-retailers' addressing challenge

InPost, the largest independent postal operator in Poland and a key partner of the majority of online stores in Poland, began a partnership with an IT services company called FORMAT to offer its business customers a multifunctional automated system for addressing shipments called SendSystem.

InPost identified that the speed of delivery is dependent on the proper processing of shipments by e-retailers. By facilitating the addressing ordeal for their customers, the company will bring tangible benefits for the end-consumer.

The SendSystem programme is available for e-retailers, including for e-shops for selling goods using the Allegro website, the biggest auction portal in Poland. Contact details will be automatically added to the list of recipients, so that shipping can be prepared quicker. The SendSystem application has an intuitive interface, the core of which consists of three databases: packages to send, sent packages and the recipients. Information such as date of dispatch, tracking number and the destination data on all consignments is stored in the programme. This centralised database is important especially in companies which serve many groups of partners on a daily basis.

Source: [InPost](#)

Events

International Post Corporation will give a presentation at the fifth Annual European E-Commerce Conference, which will be hosted in Brussel, Belgium in October 2013. The event is organised by EDiMA (European Digital Media Association), EMOTA (European Multi-Channel and Online Trade Association) and the European Commission with Forum Europe and will take place as part of Single Market Month.

The conference will assess the progress made thus far in tackling the barriers to greater cross-border electronic commerce. It is expected that over 300 delegates will attend. The keynote speakers include Werner Stengg, Head of Unit, Online and Postal Services, European Commission, and Claire Bury, Director, Business-to-consumer services, European Commission.

The event is free to attend and the registration can be completed here: http://www.eu-ems.com/register.asp?event_id=178.



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