

MIP PBD NEWSLETTER

SFE

Issue 2015-4

DHL Expands in China

Your Global E-Commerce Partner

We reduce the complexities in international shipping and support you in offering your customers a holistic online shopping experience.



DHL eCommerce has launched a new Shanghai Terminal in Jiuting in a bid to tap into the Chinese market. The terminal will act as a central point for consolidating e-commerce for global distribution. China has experienced massive year on year growth and DHL plan to invest further to ensure they grow market share. Plans are in place to develop other centres in north and south China.

Moldova Addressing

During my time away from Bangkok I have been involved in a UNDP funded project in Moldova to establish a law and regulations for addressing properties. The aim of the new legal framework is to establish rules for naming streets and numbering properties.



The project has shown how effective addressing systems facilitate delivery of all types of services. It also shows the importance of other networks to deliver services such as the UPS access network.

UPS - Access Network

UPS is expanding its access point network to in the US. The network will enable customers to collect parcels from the access network if delivery fails. The access point locations are typically small local businesses in convenient locations. It expects to have more than 8,000 access points in the US and 22,000 worldwide by the end of 2015.

UPS surveys have shown that 33% of online customers want packages to be delivered to places other than the home, which is a trend experienced in Europe as well.

It is important that posts in Asia Pacific are aware of such trends in such customer delivery preferences so they can react to market needs.

COURSE NEWS

Course Director Graeme has been back in the UK and Moldova over the past few months but his thoughts are starting to focus on the SFE course in September.

As posts become more commercially focused emphasis is being placed on upselling, where posts utilise their network to sell other services. This is a theme we will include in future courses to see how posts in the region can upsell to improve customer benefit.

Prior to the SFE course Graeme will be conducting a course on universal service for the State Post Bureau of China.

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www.appu-bureau.org/appc/newsletter

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www.appu-bureau.org

www.postaltechnologyinternational.com

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