



# Newsletter 14.07.2014





**Post/Courier/Parcels**



# Correos to deploy parcel terminals to boost Spanish e-commerce



- Spain's national postal service Correos has launched a “revolutionary” new service using automated parcel locker terminals.
- The company said its new HomePaq service will see parcel terminals installed in local communities to allow consumers to send and receive parcels with more convenience.
- Correos said the new service should particularly benefit e-commerce activity in Spain, allowing consumers to make purchases without having to be at home during the day to receive the goods.
- E-commerce consumers will be able to collect their purchases from their local HomePaq terminal 24 hours a day, seven days a week.
- The automated parcel terminals will offer a range of locker sizes to suit different parcels, and registered users will receive a barcode they can access through their mobile phone or computer, to allow them to collect items from a locker.
- Initially Correos will test 500 of the parcel terminal systems in the Madrid area to ensure the technology meets the needs of the service



<http://postandparcel.info/61787/news/markets/correos-to-deploy-parcel-terminals-to-boost-spanish-e-commerce/>

04.07.2014

## Brazil Post trials parcel terminals in redesigned post offices



- Brazil Post is testing a new concept of post office that includes use of automated parcel locker terminals as a way to add convenience to the process of sending and receiving packages.
- The state-owned company said the parcel terminals will allow customers to collect e-commerce purchases outside of normal post office opening hours.
- The machines can be designated as a collection point when items are being purchased from Internet websites, with customers receiving passwords via email or text message allowing them to open the secure lockers holding their purchases.
- The first “pack city” machine was installed at a 430 square metre new-concept post office in the Setor Hoteleiro Sul area of the nation’s capital, Brasilia, last week.
- Plans are to install 22 of the new parcel terminals in cities including Curitiba, Rio de Janeiro, Brasilia and Sao Paulo, at post offices as well as other publicly accessible sites such as subway stations or shopping malls.

<http://postandparcel.info/61808/news/it/brazil-post-trials-parcel-terminals-in-redesigned-post-offices/>

07.07.2014

# Itella tests complete cross-border e-commerce solution



- Finnish postal service Itella is now testing a new all-in-one cross-border e-commerce service targeted at Russian consumers.
- The company is piloting its service over the next month with interior design products and accessories retailer Balmuir.
- The new service sees Itella providing an online store for Balmuir directed specifically at Russian consumers.
- Itella will also market the products involved in the trial, handle the order fulfillment, product warehousing and logistics, as well as customs clearance.
- The postal company said its first orders have already been delivered to Russian customers.

<http://postandparcel.info/61759/news/markets/itella-tests-complete-cross-border-e-commerce-solution/>

02.07.2014

# Swiss Post lets customers decide with E-Post Office



- Swiss Post is launching the letter box of tomorrow with E-Post Office, allowing recipients to decide online whether they wish to receive their letters as normal in their private letter box or in electronic form. PostFinance is the first company to be linked to the platform. E-Post Office is set to be gradually expanded.
- With E-Post Office, Swiss Post has developed an online platform that combines the advantages of physical letter delivery with digital options. Having been successfully tested over the past six months within Swiss Post, with more than 1,500 participants involved, E-Post Office will now be introduced throughout Switzerland.
- E-Post Office allows recipients to decide how they wish to receive consignments: physically in their private letter box, electronically via the platform or as encrypted e-mail. For instance, they can receive health insurance invoices electronically, while bank account statements are physically delivered to their home address - provided the company in question is connected with E-Post Office.

<http://postandparcel.info/61821/news/swiss-post-lets-customers-decide-with-e-post-office/>

07.07.2014

# SingPost to introduce Saturday package deliveries this weekend



- Singapore Post will introduce Saturday deliveries for packages from the weekend, to make the most of growth in online shopping.
- The company said the new delivery option was part of a slew of measures it is taking to respond to the changing nature of the mail.
- As with Posts around the world, SingPost is currently facing declining domestic letter volumes and growth in its parcel business driven by e-commerce.
- Singapore's national postal service saw its domestic mail volumes fall by 1.3% last year, the second consecutive annual decline, while the local delivery of packages has soared by more than 50% between 2007/08 and 2013/14.
- Saturday deliveries, starting 12 July, will keep the company "relevant" to the changing customer demands involved with online shopping, the firm said.

<http://postandparcel.info/61827/news/innovation/singpost-to-introduce-saturday-package-deliveries-this-weekend/> 08.07.2014

# Polish Post launches Global Express for cross-border e-commerce



- Polish Post has launched a new service - Global Express, which enables e-commerce retailers to ship parcels abroad, with short delivery time
- Establishing the service is possible thanks to PRIME international agreement, which enables track and trace and fast delivery
- Global Express is targeted to business clients only and price offer is agreed individually

<http://evigo.pl/7904-poczta-polska-nowy-rodzaj-przesylki-zagranicznej-dla-e-commerce/>

02.07.2014





# E-commerce

# Amazon UK boycott urged after retailer pays just £4.2m in tax



- Shoppers have been urged to boycott Amazon's British business after it paid just £4.2m in tax last year, despite selling goods worth £4.3bn.
- Amazon's most recent charge brings to just over £10m its contribution to the public purse through corporation tax in a decade. Over the last four years, Amazon has generated £23bn in British sales. It made a tax contribution of £3.2m the previous year.
- Amazon is able to pay low tax because when shoppers in Europe buy from any of its local websites, the payment is taken by a subsidiary based in the low tax jurisdiction of Luxembourg.

<http://www.theguardian.com/commentisfree/2014/jun/27/donations-independent-bookshops-readers-james-patterson-amazon>

09.05.2014

# UK: Consumers prefer next-day delivery to click and collect (I)



- Click and collect may be the buzz phrase in online delivery circles but, according to new research from ecommerce agency Ampersand Commerce, consumers would prefer to be offered a next-day delivery option.
- Given the choice of next-day delivery, same-day delivery and click and collect, 46% would opt for next-day delivery, according to a recent YouGov survey - far more than would opt for same-day (21%) or click and collect (18%). Yet, Ampersand Commerce's research found that 36% of top UK retailers are not offering this option.

<http://postandparcel.info/61827/news/innovation/singpost-to-introduce-saturday-package-deliveries-this-weekend/> 08.07.2014

# UK: Consumers prefer next-day delivery to click and collect (II)



- Other key findings of Ampersand Commerce's 2014 Retail Delivery and Fulfilment Report include:
  - 60% of UK online retailers offer click and collect;
  - 64% offer next-day delivery;
  - 11% offer same-day delivery;
  - 44% of UK consumers are not prepared to pay more for next-day delivery;
  - 42% would pay up to £5 (US\$8.57) for next-day delivery;
  - 49% have tried click and collect;
  - 22% of UK online retailers do not offer free returns;
  - 91% of consumers have online purchases delivered to their home address.



# ■ Online deliveries continue to grow, but alternative methods are still to break through



- Online deliveries grew by a fifth in May, according to the latest IMRG research. But while deliveries are continuing to grow fast, it seems many UK consumers have yet to learn about alternative delivery methods such as lockerbanks and third-party collection points, a Venda report found.
- The IMRG MetaPack UK Delivery Index Report found that deliveries in the month were 20% up on the same time last year, and 5.2% up on the previous month, of April.
- Some 60% of parcels were delivered using economy services, but Click & Collect volumes are expected to rise.
- The Venda report says some 73% of UK people had yet to try any of them out. The main reason for that, the research found, was that they didn't know of a convenient pick-up point or locker near them (38%), or they'd never heard of the services before taking the survey (25%).
- On the upside, 19% said they'd like to try them.
- Of the one in five (22%) that had used an alternative method to receive their goods, 62% said they would use it again. Some 48% of those who had tried alternative deliveries said the service was fast and convenient. Meanwhile, 36% of those who had tried such services said they would be more likely to spend with a retailer that did offer them, while 45% said all online retailers should make them available.

<http://internetretailing.net/2014/07/online-deliveries-continue-to-grow-but-alternative-methods-are-still-to-break-through/>

04.07.2014

# eBay to offer click & collect service at 650 Argos stores in the UK



- Online marketplace eBay and British retail chain Argos are extending their Click & Collect partnership enabling shoppers to pick up their online purchases from one of the retailer's 650 stores across the UK.
- The Click & Collect partnership commenced in September 2013 with 50 eBay sellers offering a selected range of products for collection in 150 Argos stores. The trial service proved successful operationally and incredibly popular with customers, according to eBay. It claimed that “a clear majority of those who have used the service and other click & collect services rate eBay's Click & Collect at Argos as one of the best available”.
- Under the expansion plan, online shoppers will be able to select products from a much wider range of eBay sellers for collection from about 650 Argos stores. Some 65,000 eBay sellers are expected to offer items for collection at Argos by the end of 2014, rising to around 80,000 in 2015.

<https://www.cepresearch.com/cepresearch/repository/news/2014/july/0807148.html?uri=/cepresearch/pages/index.jsp>

08.07.2014

# OSell Leads First Custom Clearance Of Cross-border E-commerce Service Platform (China)



- The General Administration of Customs of China has launched its first state-regulated cross-border e-commerce trade custom clearance service platform on the July 1<sup>st</sup>
- Led by the cross-border e-commerce giant OSell DinoDirect China limited, this platform, which integrates a series of related enterprises, will be connected to the Humen port customs clearance information platform.
- This connection will be the completion of the custom clearance of cross-border e-commerce platform regulated by the General Administration of Customs. It allows four new types of customers clearance services: the general export, special-zone export, direct purchase of imports, and online shopping bonded imports.
- It connects the e-port with cross-border e-commerce companies and governments, and helps e-commerce companies get legal customs clearance, quicken the settlement, and tax refund.

<http://en.itar-tass.com/press-releases/738620>

02.07.2014



## Largest web shop in the Czech Republic opts for KEBA

- With a sales revenue in excess of EUR 400 million, Alza is the largest electronics retailer and e-commerce pioneer in the Czech Republic. Alza offers over 60,000 electronics, home appliance and computer technology products to its customers in the Czech Republic and Slovakia via its online shop. It shares ALL STAR status, holding a place in the Top 10 most admired Czech companies.
- Now, Alza has chosen to strengthen customer experience by adding KEBA parcel automation to its existing delivery and collection services, offering a convenient new way to collect goods 24-7.
- Until now, Alza customers had to either pay for delivery or collect their parcels from one of the company's stores, which like post offices, have limited opening hours. However, the company recently decided to offer customers the additional option of collecting parcels from remote parcel stations, called "Alza Boxes" and as a result, has ordered thirty systems from KEBA.

<http://postandparcel.info/61793/news/markets/largest-web-shop-in-the-czech-republic-opts-for-keba/>  
<https://www.cep-research.com/cepresearch/repository/news/2014/july/0407146.html>

04.07.2014



# Denmark leads the way, followed by Sweden and Norway



- The mature online markets of Northern Europe are Denmark, Sweden, Norway and Finland.
- Denmark leads the way with a total online B2C sales of €7.4 billion. Projections for 2013 indicate that Denmark will maintain its position with total online B2C sales of €8.3 billion.
- Sweden and Norway are projected to rank second and third place with total online B2C sales of €8.1 billion and €7.6 billion respectively in 2013. Finland will be in fourth place with total online B2C sales of €5.6 billion in 2013.
- The Baltic states and Iceland are showing the lowest online sales between €100 million and €300 million each. However, these countries are expected to establish the highest e-commerce growth between 20% and 30% in 2013, and are therefore upcoming e-commerce markets.

# Dutch online expenditure 3.63 billion euro in first quarter 2014



- In the first quarter of 2014, the Dutch spent €3.63 billion online. This brings the online share in Dutch retail to a Total of 22%. In total almost 26 million online purchases were made.
- This can be seen from the new Thuiswinkel Market Monitor, the research into online consumer expenditure in the Netherlands carried out each quarter by GfK and published by PostNL. The research is commissioned by Thuiswinkel.org, the organisation that promotes the interests of about 2200 (web)shops in the Netherlands.
- Over three-quarters of the 26 million online purchases made by the Dutch were physical products, such as clothes, telecom and toys. As many as 6 million online transactions (23%) can be traced to purchases of services, such as tickets for attractions and events, flights and package holidays and insurances. Looking at online expenditure, the research reveals that % of the €3.63 billion spent online were spent on services.

# Amazon quietly rolls out Sunday delivery in Seattle and Portland; Coming soon to Bay Area, Boston and more cities



- After starting in selected cities around the country, Amazon and the U.S. Postal Service are closer to rolling out Sunday parcel delivery on a nationwide scale.
- In recent weeks, Sunday delivery has launched in Seattle and Portland, and various other cities are potentially only weeks from going live – including the Boston area and a huge swath of California, including San Francisco and Silicon Valley.
- For now, Amazon is the only one tapping the U.S. Postal Service for delivering on Sundays and holidays – two times when carriers traditionally have never worked. Other companies, like eBay and Google, have experimented with building their own fleets of drivers, and a host of other startups have focused on building out a crowd-sourced delivery system.
- Amazon has rolled out its grocery delivery service, Amazon Fresh, in San Francisco, in addition to Los Angeles and Seattle. It also delivers on Sunday.



<http://www.geekwire.com/2014/amazon-quietly-rolls-sunday-delivery-seattle-portland-many-cities-follow-including-san-francisco-boston/>

07.07.2014





Other



# Aston Villa European stars of 1982 turn out to make DPD's first Sunday deliveries



- Aston Villa stars from the 1982 European Cup winning team are turning out to help delivery company DPD make its first Sunday deliveries - of the football club's new away kit.
- Gordon Cowans, Gary Shaw, Tony Morley, Kenny Swain, Ken McNaught and Colin Gibson are the former footballers who will be hitching a ride in six Aston Villa-branded DPD vans in and around Birmingham on Sunday July 13 to deliver the new kit to 100 competition winners. The winning recipients will be chosen randomly from those who have preordered the new Villa away kit before midnight tonight. They'll receive their orders on Sunday morning, when the vans will leave Villa Park to begin their rounds at 10am.
- Seven days later, the DPD Sunday delivery service will launch in full on July 20, with a service that promises to deliver to 98% of the UK population.

<http://internetretailing.net/2014/07/aston-villa-european-stars-of-1982-turn-out-to-make-dpds-first-sunday-deliveries/>

08.07.2014

# M&S reports online sales down by 8% as 'settling in' persists



- Marks & Spencer reported falling online sales as the new M&S.com site “settled in”.
- In the first quarter of its financial year, ecommerce sales fell by 8.1%, while group sales rose by 2.3% and UK sales rose by 2% and like-for-like sales, which strip out the effect of store openings and closures, by 0.3%.
- Like-for-like food sales were up by 1.7% (total sales +4.2%), while clothing sales were down by 0.6% on a like-for-like basis (total sales +0.1%), and general merchandise down by 1.5% (-0.8%). International sales, meanwhile, rose by 4.7%.
- The company said that general merchandise sales were hit both by the settling in of the new .com site, while reductions in promotions, both online and in stores, had also affected sales. Nonetheless, it suggested profits would not be hit, saying that its full-year guidance was unchanged.

# Etsy buys French A Little Market in largest acquisition to date



- The online artisan marketplace Etsy has closed its largest deal ever, acquiring the Paris- based marketplace A Little Market, selling self-made goods, foods, and wine. The move comes as Etsy makes further moves into international expansions, after localizing its offer to the UK and Canada.
- “Etsy is and always will be a global marketplace,” Chad Dickerson is cited by The Wall Street Journal, describing international growth as “absolutely a key priority” for the company. “One-third of our transactions cross the border, and it’s something sellers want access to.”
- France is already served by many U.S. sellers on Etsy, but has lacked so far an offer of French products accessible for the rest of the world. The acquisition is part of Etsy’s strategy to go deeper into local markets.

[http://www.e-commercefacts.com:8080/news/2014/06/etsy-buys-a-little-market/index.xml?utm\\_source=e-commercefacts&utm\\_medium=newsletter](http://www.e-commercefacts.com:8080/news/2014/06/etsy-buys-a-little-market/index.xml?utm_source=e-commercefacts&utm_medium=newsletter)

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# Thank you for your attention!



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