

POST EXPO 2007

BARCELONA, SPAIN

OCTOBER 2007

Report by:

Donald Lafleur AND Cindi Foreman

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PARTICIPANTS TO THE CONFERENCE

Post Expo is a conference that takes place every year. It brings together public and private postal administrations from around the world. It featured 18 workshops and 241 exhibits, including such matters as, equipment (letter carrier carts, sortation cases, electric and hybrid vehicles, bicycles, etc.), new technology (scanners, parcel sorting machines, etc.), and of real interest to the Unions this year was the topic on the opening day “*Climate Change: the Postal Sector Response*”. The Courier, Parcels and Logistics were new elements added to the conference last year.

The NEB passed a motion to send Sister Foreman and Brother Lafleur to this conference which took place in Barcelona. Next year’s conference is to take place in London, England. We also found out that Kenya will be hosting the next international Universal Postal Union (UPU) conference in August 2008. UPU is a major player in the organizing of Post Expo.

Brother Lawrence Holder, President of the Bermuda Industrial Union who represents postal workers, was also a participant at this conference. He told us the postal monopoly in Bermuda was removed over 10 years ago and private companies like Fed Ex have moved in and are monopolizing the postal services.

Activists from the Unión General de trabajadores (postal sector) were protesting in front of the building as their employer was unilaterally moving their place of work forcing workers to travel much greater distances to get to work. The main theme of the protest was “*SI À LA NÉGOCIATION – NO À LA IMPOSITION*” (Logistics and Postal). Below is a picture of the participants at the demonstration we participated in on the first day.



OCTOBER 2 – DAY 1

OPENING STATEMENTS

José Damián Santiago Martin, President, Correos Spain

Edouard Dayan, Director General, UPU

Moderator: Kristian Sund, EPFL (École Polytechnique Fédérale de Lausanne)

The President of Correos (Post) Spain spoke of technical suppliers as allies.

The Director General of the UPU mentioned the world wide delivery of the Harry Potter books, the International Postal Service (IPS) and the world wide mail volume measurement system including payment systems.

CUSTOMER AND RETAIL SOLUTIONS

Technology and innovation at the front end of the post office directly affects the customer. This session will look at how to secure a successful modern postal retail chain and guarantee postal business.

DEVLIN ELECTRONICS LTD

David McEvoy, Banking Technology Consultant, davidmcevoy@ekrypto.com

PAYMENT HANDLING AT THE POST OFFICE TELLER COUNTER. SECURITY AND REGULATORY CHANGES.

This speaker put a lot of emphasis on extending services provided at the retail counters; such as banking, insurance, bill payments, credit card payments, and exchange of currency. He also mentioned that we need to move to a paper free environment.

WINCOR NIXDORF INTERNATIONAL

Nicole Bade, Marketing Manager

IT: PAIN POINT AND REMEDY IN POST OFFICE OPERATION.

This company does business with Deutch Post and the USPS. In both cases retail services are offered in both corporate and private outlets. TNT retail services are 80 to 90% franchises.

ACCENTURE

Catherine McGill (Replaced Andy Morris)

NEXT-GENERATION RETAIL SOLUTIONS

Accenture is in partnership with SAP offering logistic services to agencies, banking and postal services.

CLIMATE CHANGE: THE POSTAL SECTOR RESPONSE

As the world realises the effects of industry on the global environment, so too is the postal sector coming to grips with the need to be more environmentally responsible by becoming part of the solution. What are the major impacts of posts on the environment? How are the posts responding and how effective are the responses? How can the sector as a whole become 'greener'? Which strategies are being employed to address the causes of climate change? How can resources be used more efficiently? What role can technology play?

WORLD ECONOMIC FORUM

Sean Docherty, Global Leadership Fellow, Head Logistics & Transport Industries, sean.docherty@weforum.org, <http://www.weforum.org>

Mr. Docherty spoke about electric vehicles and reducing the use of aircrafts. In the meantime we need to change our driving styles.

One point he made was that when the UK reduced 2 mail deliveries a day to 1, harmful emissions were reduced greatly. Having said that, we must add that extending door-to-door mail delivery also reduces greenhouse gas emissions (GHG).

It was also pointed out that we need to move from trucks to rail for the movement of mail, and that next day delivery by 8 or 9 AM was becoming irrelevant.

He ended his presentation with the following statement: "*HUMANS MAY NOT BE HERE IN 100 YEARS*".

UNITED NATIONS ENVIRONMENT PROGRAM

Martina Otto

The UN has 5 priorities when it comes to the environment:

- 1) Environment assessment and early warning (2,000 scientists);
- 2) Development of policy investments;
- 3) Enhanced coordination with environment conventions;

- 4) Technology transfer; and
- 5) Support for Africa.

Ms. Otto made the following statements:

- GHG emissions went up 70% from 1970 to 2004;
- The financial cost of doing nothing will be much greater than the cost of reducing GHG emissions;
- Investments in renewable energies world wide went up from 28 billion dollars in 2004 to 71 billion in 2006;
- The global energy demand is expected to grow by more than 50% by the year 2030;
- Oil, gas and coal is expected to account for 83% of energy growth by the year 2030;
- 75% of the increase in energy demands will come from developing countries.

TNT

Carin ten Hage, Social Responsibility Project Director

IT'S ALL ABOUT ME: THE TNT APPROACH TO CLIMATE CHANGE

TNT is promoting itself as a green company world wide. Initiatives the company is taking were featured in Ode magazine in September of this year which was distributed to everyone who works at CUPW's national office. We have annexed that article to this report. TNT owns 29,176 vehicles and 44 planes.

SOCIÉTÉ DE VÉHICULES ÉLECTRIQUES (SVE-DASSAULT)

Jean-François Herchin, Directeur générale - CEO

CLEAN TECHNOLOGY ELECTRIFIES POSTAL DELIVERY

The Société des Véhicules Électrique has succeeded in putting 30 electric test vehicles on the road; 8 with La Poste in France and others at the municipal level. This has been done with the financial support of the French government. There is a proposal to manufacture 500 vehicles now.

LA POSTE

Julia Haacke, *Director of Sustainable Development, Mail Division*

LA POSTE'S ACTION AGAINST CLIMATE CHANGE

La Poste in France has a department dedicated to sustainable development. There are 19 people working in the department. The department has been given high priority for the next 4 years (2008 to 2012). This includes not only looking at GHG emissions but also the responsible use of paper.

La Poste began in 1997 by converting 650 old generation vehicles to electric power. It has tested 8 electric vehicles since 2005, will put 500 vehicles on the road in 2008 and plans on putting 10,000 electric vehicles on the road in 2012. These initiatives have been well received by the public and the employees.

La Poste is also moving its long haul movement of mail from air to rail. Over 60% of parcels have been hauled by train since 2006. They have also retrofitted buildings and plan to renovate 10 more.

Employees are also being encouraged to reduce GHG emissions at home and at work.

POST EUROP

Ingemar Persson, *Secretary General*, Ingemar.persson@posteurop.org

MANAGING SUSTAINABILITY: A CHALLENGE AND AN OPPORTUNITY FOR ALL POSTAL OPERATORS

Post Europ, whose head office has been in Sweden for 37 years, oversees 44 public post offices which serve 800 million people. There are 175,000 retail outlets, public and private. Over 2.1 million employees work in the postal sector, and they handle 30 to 40% of the mail volumes in the world.

Ms. Persson pointed out that 70% of the GHG emissions come from transport, aviation and buildings. The public postal sector produces 11 million tonnes of CO² a year. This includes sub contractors directly employed by the postal administrations and is from both the mail and parcel streams.

Post Europ has created a GHG reduction program. This department has set a voluntary target of reducing GHG emissions by 10% in the next 5 years, the target year being 2007. Fourteen countries have agreed to reduce emissions. They are Austria, Germany, Belgium, Finland, Malta, France, Greece, Denmark, Italy, Sweden, Netherlands, England, Switzerland, and Norway.

They plan on purchasing environmentally friendly vehicles (hybrid, electric, bicycles, etc.), modifying the driving habits of employees (at work and at home), and retrofitting their buildings.

It is anticipated that these initiatives will help reduce costs, improve the image of the postal services and improve the working conditions of employees.

QUESTION PERIOD

A question was asked about the environmental impact of using hard copy mail including unaddressed ad mail versus other forms of electronic communication for example.

We found the answer quite interesting. One of the speakers pointed out that having computers turned on 24 hours a day has its environmental impact as well. It must be added here that Brother Bob Borsh had given the exact same answer during a workshop, at the CLC environment conference, held in Vancouver in October 2001.

Another speaker pointed out that some postal administrations are contemplating offering financial incentives to customers if they agree to print their unaddressed ad mail on recycled paper. CUPW has been putting forth this suggestion at consultation, negotiations, and in the Appendix AA process for years.

WORLD POSTAL SURVEY

EBISS announces the results of the World Postal survey 2007. These are the results of surveys done in 60 countries. We will give a few examples of the questions and answers presented during the workshop.

We gave the representative of EBISS our business cards, and he will forward to us the entire survey results which we will distribute.

Question: Will letter mail volumes grow?

Answer: Yes 35 %, Status Quo 35%, Decline 30%

Question: Will the courier express market grow?

Answer: In 2006 68% said yes and this had fallen to 65% in 2007.

- 75% of respondents replied that competition in letter mail would grow.
- 77% of respondents replied that environmentally friendly initiatives in the postal sector were the way to go.

DHL was declared the number 1 company by most respondents on the following 3 categories: customer quality, business excellence and world class.

THE LAST MILE

The latest update on how far the industry has come and an insight into the latest technologies that will help delivery companies to the distance.

We were only able to participate in a short segment of this workshop as it was held at the same time as the climate change workshops.

GIRO INC.

Phillipe Aquin, Account Manager

IMPROVING DELIVERY EFFICIENCY USING KPIs

Giro is a company out of Montréal that just developed the next generation of electronic route restructuring programs. CPC is calling this the route optimizer and is testing this technology this fall. It was first presented at national consultation in the spring of 2007.

The company was founded in 1979 and is operating in 24 countries. Over 80% of its revenues come from outside Canada. The first program was called Post Cards and was introduced in 1989, then became Geo Route in 1993. Both programs were used by Canada Post. The system only measures work done outside such as parcel delivery, outside inventory, route to depot and is an over assessment research tool. It also could give web access to employees. The web access is not being used by CPC.

What the system is able to do is to calculate the average cost of mail delivery per point of call at the route level. For example 20 cents on route 3 versus 30 cents on route 35; or if all routes in an office are similar in cost per route, an average per route for the whole office can be calculated. This enables management to predict where savings can be achieved and target the high cost offices with route restructures on a priority basis. Comparisons are also done region to region.

Brother Lafleur asked if the rate of injuries and absenteeism as well as the amount of overtime worked was considered in the cost benefit analysis; the answer was no.

DAY 2 – OCTOBER 3

POSTAL BUSINESS STRATEGIES: CHARTING A COURSE FOR FUTURE SUCCESS

In developed economies the postal market has grown significantly over the last decade, but there are concerns and indications that top-line revenues are flat, as digitisation impacts the use of mail for transactional flows in both business and consumer markets. In developing economies the demand trends are very different, owing to much more limited business-to-consumer mail, very low per-capital volumes and serious addressing problems. How will markets and the business

environment evolve? How can posts increase the efficiency of existing infrastructures in relatively flat markets? How can posts in developing economies build infrastructures in low-demand environments and make the postal sector a key contributor to economic and social development?

CORREOS DE CHILE

Sergio Henríquez Díaz, Presidente del directorio

POSTAL DEVELOPMENT AND THE STRATEGY OF CORREOS CHILE

Employees of the Chilean post office provide service to 16,134,219 inhabitants in a country that experiences all kinds of climates, including ice and snow in the south because of its proximity to the South Pole. The post office delivers mail including parcels up to 30 kg. Over 400,000,000 pieces of mail a year are delivered of which 6,000,000 pieces are parcels. There are 5,000 postal workers including over 2,300 letter carriers who work in 208 offices. The office located furthest to the south provides postal services to the South Pole. The modes of transportation used are 1,480 bicycles, 400 vehicles, and 100 motorcycles.

Mail volumes increased 7% in Chile in 2007, but on average people only receive 30 pieces of mail per person per year. The public post office only had 15% of the courier market in 2006 and is targeting a 40% share of that market by 2010.

The retail network services are also being expanded to include e-commerce, the sale of cell phones (there is 1 cell phone per person in Chile), internet access, banking, and bill payments.

ITELLA

Tarja Pääkkönen, Senior Vice-President

NEW NAME. NEW BUSINESS. NEW HORIZONS.

The Finish Post changed their name to Itella in June of 2007. The Post in Finland has been in official operation since 1638 and was the oldest brand name in Europe. Itella now operates in 9 European countries, has 25,000 employees, 250,000 corporate customers, services 2.4 million households, and delivers mail to 1.2 million points of calls a day. Corporations account for 95% of the business while consumers account for 5%. This postal administration made 89 million Euros in profits in 2006. It made 23 acquisitions of private postal operators in the last 3 years. Itella operates 3,500 retail postal outlets of which 1,250 are private.

CORREIOS DE PORTUGAL

Alberto Pimenta, Director Development and Strategy

POSTAL INDUSTRY: A TOUGH YET EXCITING FUTURE!

Over 16,000 employees provide postal services in Portugal. The mail streams are broken down into 75% being regular mail delivery, 15% express delivery and the remaining accounting for 10%. The public post office has 100% of the unaddressed mail market. The country has seen a 10% decrease in mail volumes in the last 10 years. There are 38 private courier companies that operate in Portugal.

This postal administration believes that the full liberalization of the postal market is inevitable.

SWISS POST

Frank Marthaler, Member of the Executive Management

POSTAL BUSINESS STRATEGY FOR FUTURE SUCCESS – THE SWISS WAY

There are 2,493 post offices in Switzerland and 90% of the population can get to their post offices within 20 minutes. Ninety-five percent (95%) of all letters and parcels received in Switzerland originates from 5% of Swiss Post's biggest customers.

The postal market for all mail under 50 grams will be liberalized by 2011 and full liberalization is expected by 2013. Liberalization in Switzerland can only become a reality via a full public referendum.

The postal administration plans on consolidating 18 postal plants into 3 ultra modern facilities in the coming years. The number of post office employees has gone from 42,000 employees in 2003 to 38,000 in 2007.

UPS is the number 1 retail services provider and the public post office is ranked 3rd in the country. Transportation passes and billing services are now offered in the retail outlets and sales have gone up 7%. Personalized electronic stamps are also available.

The post office has partnered up with 100 hospitals and is now providing delivery of x-rays for example between doctor's offices and hospitals. This service is growing fast. These types of mail delivery services are also being offered to all intergovernmental departments.

CORREOS SPAIN

Ruben Muñoz Fernández, Director, Technology & Systems

Postal employees in Spain deliver 5.5 billion pieces of mail a year. The postal service operates 1,524 vehicles that travel 360,000 km a day. There are 67,000 workers and 10,000 service points. It also operates 17 automated sorting centres.

The virtual post office which provides 100% online services, including personalized e-stamps (launched in 2007) is growing at a rate of 130% a year. Change of address services are also offered online.

Scanners are being used by over 1,000 letter carriers who deliver 25,000,000 letters a day, to 17 million homes. Also 1.5 million personal contact items are delivered a day. The postal administration plans on having 30,000 scanners available for letter carrier use in the coming years. RFID tags are used to monitor quality control.

LOGICACMG

Marcel Mourits, Managing Consultant

CHANGES IN POSTAL ORGANISATIONS AND HOW TO COPE WITH THEM

LogicaCGM is a private company that provides IT support to postal and logistic administrations and businesses. There are 40,000 employees working for this company in 41 countries like, Royal Mail, La Poste, Itella, Swedish Post, Danish Post, TNT and DHL.

Mr. Mourits pointed out that the increased search for cheap labour brought on by globalization results in the need for much more movement of goods and finished products. Also, he predicts that public postal organizations will lose 20 to 30 % of their market share to competition.

THE MODERN POSTAL BRAND: QUALITY, TRUST AND DYNAMISM

The postal brand is well known and powerful. Connecting the world through postal services has long been regarded as a critical social role of the post. But in the modern highly competitive arena a postal brand must represent much more than traditional service to the public. Nowadays it must evoke trust, security, quality of service, dynamism and be able to enhance customer loyalty. What are the essential elements of a successful brand? How have posts and other postal sector companies responded to the need to 'update' their brand? What impact has there been on their businesses and on their staff?

BOSTON CONSULTING GROUP ITALIA

Marco Airoidi, Partner & Managing Director

The Post brand is internationally recognized and its employees, unlike machines, see themselves as public employees. Even though mail is declining it can be revitalized. But employees must be convinced that their interests and the interests of the public are being met. We must remember that 85% of senders are business, 15% are consumers but 67% of receivers are consumers and only 33% are businesses. So ultimately it is the consumer who is the ultimate judge and consumers act on emotions while businesses act on rationale only. (This presentation included a photo of a franchise in a Quebec chocolate shop).

AUSTRALIA POST

Stephen Walter, Group Manager Corporate Public Affairs

BUILDING THE POST BRAND FROM A TRUSTED CONSUMER ICON INTO A CONTEMPORARY BUSINESS ASSET

Australia Post has put a lot of energy in promoting its brand, the aim being customer awareness and employee engagement. They put out 7 television commercials, one for every day of the week. The ads were actually shown during Mr. Walters' presentation. They were very good ads judged number 1 out of 4,500 ads world wide. These ads were supported by advertising on the web, and they were also sent to every employee's home before they were run on TV.

Surveys of consumers done prior to and after the TV ads indicated, for example, that Australia Post was considered a world class organisation (70% before and 84% after), that provides international services (64% before and 75% after).

CORREOS SPAIN

Jose Antonio Amelibia Nunez, Director Sales & Marketing

In Spain the name of the post office was changed from Correos & Telegraphos to Correos only. The company logo and colors were changed slightly, followed by a television ad. Also, with over 30,000 letter carriers, 12,000 vehicles and 10,000 points of sale; in the communities these advertising initiatives were successful. The new slogan for their media campaign was "The mail does not stop". The latest measurement was that the post office is the best valued of government services in Spain for efficiency.

SORTING PARCELS AND PACKAGES

As parcel volumes are increasing around the globe there is a need for new handling and innovations to improve the sorting process.

VANDERLANDE INDUSTRIES

Marc van Neerijnen, Senior Engineer, Express Parcel

A VIRTUAL TOUR THROUGH THE WORLD'S LARGEST CEP HUB

The largest parcel hub in the world is UPS's in the state of Kentucky. It takes 10 to 15 minutes on average to process a parcel through the system. It is expected that employees will process 160 parcels an hour.

TNT processes 244,000 parcels an hour and 322,000 documents an hour at their hub in Belgium. DHL's system in Germany can process 60,000 parcels an hour.

INTERROLL AUTOMATION GMBH

Dr-Ing. Heinrich Droste, Managing Director

ECONOMIC SORTER SOLUTIONS FOR POSTAL APPLICATIONS

This speaker was very technical and spoke about pushing vertical sorting machines rather than horizontal ones.

ADVANCE TECHNOLOGY IN POSTAL BUSINESS – THE ROLE AND FUTURE STRATEGY OF KOREA POST

Kwang Sup Ko, Director General, Korea Post

There are 3,600 post offices with 43,000 staff – 16,000 letter carriers. Automated postal counters have been installed in subways in the downtown area. All sortation processes utilize RFID technology and mail is processed through 28 mail centres.

They have developed an internet post office (ePost.kr) and have 320 agents working in call centres (since 2003) who handle complaints.

INTEGRATED AND CREATIVE CUSTOMER DEVELOPMENT: THE KEY TO THE POSTS' FUTURE SUCCESS

Marco Demuth, Director, Oliver Wyman

Oliver Wyman is in the business of transportation postal logistics and has DHL and Canada Post as clients. They believe that cost reductions and restructuring will not be enough as postal administrations are liberalized and competition increases. They believe that SOHOS and mid size customers should be a critical focus and that postal administrations should better leverage the asset that retail traffic represents, develop retail specialists and sell new products. Retail is key in increasing customer value and increasing customer loyalty.

NEW INTERNATIONAL STRATEGIES

Paul Vogel, Managing Director, Global Business & Senior Vice-President, USPS

Expedited and Package services are expected to grow between 2007 and 2012 as online shopping continues to grow. USPS will focus on being the very best at “first mile” and “last mile” delivery. They have focused their product line into 4 categories (“*Fastest, fast and not so fast*”) 1st class, Priority, Express and Global. USPS identified the biggest growth segments as eBay, home businesses and commercial websites selling products.

USPS said that their intention is not to “buy up the world” or “dominate the world” in postal business but rather to partner. They are looking for ways that postal entities can collaborate with one another. USPS is not pessimistic about the future of the posts – postal demise was predicted with the arrival of the fax and the internet – but USPS has seen growth. Governments should be looking for ways to balance the environment and business – admail on recycled paper, returning expired batteries and ink cartridges etc., and on a 100 mile road with one mail box there should not be ten trucks delivering. Greater collaboration is needed.

THE IMPACT OF THE INTERNET ON POSTAL BUSINESS: EVOLUTIONARY OR REVOLUTIONARY?

Paul Donohoe, Manager, E-Business, UPU

UPU intends to standardize the posts and discussions have been ongoing on E-shopping through the postal business model. UPU applied to ICANN in 2004 for a new domain designation – “.post” as a branding exercise to assist consumers in differentiating from the other 140 million domains.

E-BOKS

Giovanni Belli, manager e-Communications, Post Danmark

There has been a growth in digital mail since the late 1990s resulting in a reduction of physical mail between institutions. Canada Post’s “ePost” has experienced 76% growth in the last 7 years with 3 million subscribers followed by Denmark’s eBoks with 125% growth in the last 5 years and 1 million subscribers. This growth is dependent upon the level of computerization and business to business is larger than the business to consumer segments.

Post Danmark is managing government pensions on the “AP Pension Web” and there are plans to grow the eGovernment delivery of services.

DAY 3 – OCTOBER 4

A DIFFERENT APPROACH TO IMPROVING MAIL SORTING PROCESS AND ADDRESS DATABASE MANAGEMENT

Syslore Ltd, Jörkki Hyvönen, Chief Scientist

Not all countries have database systems with address information that includes names but where this is the case at the Finnish Postal Office, the OCR capabilities in 2 sorting centres has resulted in a 9% reject rate to the delivery level.

ADVANCES IN MAIL AUTOMATION, THE TREND TOWARDS PARCEL OCR AND THE BENEFITS OF OPEN INTERFACES FOR CONTINUOUS IMPROVEMENT

Prime Vision, Eddy Thans, CEO

There are two main trends in postal technology: OCR development and open interfaces for flats and parcels. Read rates have been continually improving as lettermail technology is being adapted for use in the parcel market.

ICR (INTELLIGENT CHARACTER RECOGNITION): TURBOCHARGE FOR YOUR AUTOMATIC RECOGNITION SYSTEM

Planet Intelligent Systems Inc, Johannes Meerjanssen, CEO

Digital image capture, barcodes and RFID are the major trends. In postal automation and operators must do their homework and must insist on open interfaces.

LOOKING BEYOND THE ENVELOPE – THE LATEST IN THE EVOLUTION OF POSTAL AUTOMATION TECHNOLOGY

Parascript, John Buck, Vice-President

The first sorting machines appeared in 1900-1920 followed by mechanized letter sortation in 1950-1970. The first OCRs appeared in 1980 (ZIP code) and in 1990 OCRs were able to read the entire address. In 1996 the read rates of OCRs was 35% machine printed addresses and 2% for handwritten addresses. Presently the read rates are 93% (machine printed letters) and 88% (handwritten letters).

Lower letter volumes are a disincentive to invest in new lettermail technology. Manual videocoding is still needed and there are only two approaches for modernization – apply modern videocoding systems or outsource to a third party.

THE ESSENTIALS OF ADDRESS DATA QUALITY MANAGEMENT

Neopost, Henri Dura

Royal Mail spends \$1 million Euros for address changes each year. In the US, last mile delivery represents 43% of the costs (143 million addresses) and there are 2 million new addresses each year with 45 million change of addresses each year. All mailing lists deteriorate at a rate of 1% per month.

Solutions are needed for address management capabilities to reduce costs associated with incorrect information and the problem can only be solved at the source, in the preparation stage and stricter application of discount eligibility for large volume mailers.

GREEN TRANSPORT ISSUES

Environmental issues are a growing concern for postal, express delivery and logistics companies, many of whom operate some of the largest fleets in the world. This session will look at the ideas for greener transport in your delivery fleet.

IVECO

Manuel Lage, Director of Natural Gas Vehicle Development

ALTERNATIVE FUELS ROADMAP: IVECO COMMITMENT

This natural gas company is supplying companies like DHL with natural gas vehicles. Waste and recycling collection vehicles and buses are also being replaced by natural gas vehicles that produce much less GHG emissions. This company is also experimenting with biogas which is fuel produced from waste.

VECTRIX EUROPE SRL

Natalia Scinicariello, Public Relations Manager

CLEAN AND EFFICIENT SOLUTIONS FOR THE GLOBAL POSTAL, COURIER AND MAILING INDUSTRY

These fully electric motorcycles are as performing as gas ones, have a lower operating cost and more freedom of movement. Manufacturing began in 1996 in Newport USA.

They can reach speeds of up to 100 km an hour, go from 0 to 50 in 3.6 seconds and can be fully recharged in only 2 hours. They will travel 110 km at 40 km an hour on one charge. There is a 93% savings on fuel costs and 50% on insurance. Three wheel vehicles are also available.

OXYGEN

Raffaello Locatelli, Co-Founder and Director

ELECTRIC VS PETROL SCOOTERS – A COMPETITIVE BENCHMARKING IN DELIVERY OPERATIONS

This scooter manufacturer is targeting companies more than individuals with their sales forces. The vehicles themselves are not the cheapest but they are cheaper to operate per km driven. They are expected to last 4 to 5 years and the manufacturer takes the scooters back for recycling when the consumers are done with them. This manufacturer expects to have 100% of the postal market in the next 24 months.

Three years ago there were no postal administrations using electric scooters, and now there are 8. They are Royal Mail, Ireland, London Courier, Denmark, Swiss Post, Belgium, Austria and Italia City Post.

The first electric motor was invented by Robert Anderson in 1830.

One gas powered scooter pollutes more than 10 cars combined. Replacing 50 scooters will reduce GHG emissions by 5 tonnes over a 5 year period.

A savings of 1,500 Euros a year in energy costs will be achieved on a letter carrier route that is 15 km long (gas versus electric). Also, because the vehicle is refuelled at night instead of during working hours, there is a yearly saving of 1,500 Euros associated to not having to refuel (240 times) the vehicles (60 hours a year on a 15 km route).

Below is a list of many other advantages to converting to electric scooters:

- Maintenance free (no oil, air filter, gear, cooling system, exhaust, spark plugs, etc.);
- One can stop and go without using breaks;
- Vehicles can be parked inside buildings (no smell or leaks);
- They are adjustable to the drivers size;
- The recharging is done at night when electricity is cheapest;
- They make less noise;
- The corporate image is improved (message of respect for the community);
- They can come with 3 wheels;
- The scooters have a reverse; and
- Trailers can be used behind the scooters.

The scooters are used in Denmark where there is cold weather and in Switzerland in the mountains with snowy conditions.

The trailers can carry as much as 75 kgs, and the scooters can be customized to carry 20 kgs.

EXHIBITS

We also visited the exhibits. We have included below pictures of carts, doleys, scooters, and vehicles as well as some web sites.



www.matra-ms.com



www.vectrix.com



www.skm-moers.de



www.viadukt.eu



www.viadukt.eu



www.lke-world.com



www.norsjo.com

CONCLUSION

This has been a very interesting conference and the Union has received a lot of information that will be useful. We plan on presenting much of the information found in this report at national consultation, health and safety, and in the Appendix AA process (carts and bicycles). Also, presentations and copies of the report will be made available to the members of the CLC Environment Committee, CUPW National Work Measurement Committee and Health & Safety Committees.

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