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OCTOBER 1, 2, 3, 2019
RAI AMSTERDAM, THE NETHERLANDS

160+ EXHIBITORS EXPECTED
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FEATURING
UPU World CEO Forum
Monday, September 30, 2019
PLUS
Three-day conference featuring
150+ SPEAKERS!

THE WORLD’S LEADING INTERNATIONAL POSTAL AND PARCEL INDUSTRY EXHIBITION AND CONFERENCE

SHOW PREVIEW

THIS YEAR’S PARCEL+POST EXPO IS SHAPING UP TO BE BIGGER AND BETTER THAN EVER BEFORE! READ ON TO DISCOVER WHAT’S IN STORE

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PARCEL+POST EXPO 2019

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It’s that time of year again! Parcel+Post Expo is the place to see future technologies for postal, parcel and logistics companies. This free-to-attend exhibition (and pay-to-attend conference) provides an excellent opportunity to see and hear first-hand all the latest solutions and innovations driving the industry forward.

PARCEL AND POSTAL TECHNOLOGY INTERNATIONAL AWARDS 2019
TUESDAY, OCTOBER 1, 17:00-18:00
Taking place in the main exhibition hall – drinks on the house!

DO NOT MISS...

PARCEL+POST EXPO 2019 SHOW PREVIEW

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FEATURING
UPU World CEO Forum*
Monday, September 30, 2019

*The CEO Forum is an invitation-only event

160+ EXHIBITORS EXPECTED

12 DEDICATED CONFERENCE SESSIONS

100+ COUNTRIES REPRESENTED

3,000+ ATTENDEES EXPECTED

100+

6 WORKSHOPS OVER THREE DAYS

150+ EXPERT SPEAKERS

CONFERENCE DETAILS ON PAGE 19

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PARCEL+POST EXPO

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OCTOBER 1, 2, 3, 2019
RAI AMSTERDAM, THE NETHERLANDS

YOUR GUIDE TO THE EVENT OF THE YEAR

160+

100+
KERN

As a solution provider for the first and last mile, Kern will unveil its new product, PackOnTime, at this year’s expo. The packaging system operates on sustainable recycled cardboard and eliminates the need for additional filling materials such as plastic, bubble wrap and polystyrene. The content of all kind of orders (single or multiple items) is measured in a 3D process, then inserted into the tailor-made packaging. The system is intended to address the booming parcel delivery market. The packaging is designed to make the whole supply chain process environmentally friendly. Kern will also present the new version of its Flex Terminal, a lightweight and easily modified terminal that makes the installation of lockers a simpler and more affordable process for small-scale locations. In addition, Kern will unveil three new Smart Terminals in its portfolio. One of them works as a secure deposit for keys; the other two are portable and can be stored away if not needed. Since there is no internet connection or electrical work required during installation, it is simple to assemble and use immediately. Users can stack up to three units to create the desired number of boxes to fit space and usability constraints. Using the locker, the user generates a one-time password (OTP) by scanning the QR code on the product display through the mobile app. Open the door with the OTP, and the deliverer can drop off the parcel. The user can opt to send a push alarm notification or view the parcel using the push alarm password on the app or via SMS. The user can also manage usage status with an app.

FIVES INTRALOGISTICS

Fives Intralogistics is excited to launch its new technology at Parcel+Post Expo 2019 – but all further information is strictly under wraps until the show. Antonella Gaverini, marketing and communication specialist, Intralogistics at Fives Group, says, “We have selected this exhibition in Amsterdam to showcase this brand new technology as it is the best place and time to launch it.” The company will also display its new GENI-Feed, an automated induction line that transfers parcels to the sorter at higher speed and with greater accuracy. The technology enhances production uptime and provides excellent performance rates. GENI-Feed can handle parcels of up to 1,500 x 800 x 800mm fully automatically, and reduces noise emissions to 65dBA thanks to its electric brushless motors. Each motor is mounted directly on the conveyor shaft with no need for a transmission. Combined with the GENI-Belt sorter, the power saving is up to 40% compared with the previous generation of Fives’ induction line.

GIRO

The GeoRoute routing software from Giro helps posts in planning and optimization processes for the last mile – from strategic, long-term planning to dynamic adjustments on the day of operations. Postal organizations are facing a challenging landscape. Current expectations are rising: mail and parcel volumes are fluctuating, competition is growing. How can posts respond to these market shifts and still maintain efficiency on the last mile? The answer lies in being flexible enough to manage volume and product fluctuations dynamically, while providing the stability needed to ensure efficient operations. Giro’s GeoRoute software facilitates balancing routes, implementing new organizational models and redesigning delivery/pickup networks. GeoRoute’s daily workload dashboard for depot managers enables them to identify possible operational problems in advance, or to adjust solutions dynamically when problems arise, while respecting operational constraints. GeoRoute is one of the best-performing postal operators, including bpost, Canada Post, Deutsche Post DHL, La Poste, Royal Mail and Swiss Post. Giro now counts on more than 2,000 experts, including a specialized, dedicated algorithm team. With its long-established commitment to R&D to spur innovation and meet the emerging challenges in the postal industry as they arise, Giro continuously develops 30% of its resources to R&D.

EUROSORT

The increasing volumes of small parcels coming from Asian marketplaces, such as Alibaba, are a challenge for crossborder and other conventional sorting systems. Small, lightweight, irregularly shaped items are a concern for existing sorting centers, which are often set up for larger and well-packaged parcels. The Single Cross Tray Sorter, developed by EuroSort, is set to change this. Its innovative tray is enclosed on four sides. This ensures that every item contained in it – large, small, flat or round – remains in the tray throughout the entire sorter loop. When the tray has reached the correct sorting exit, the cleats on both sides of the carrier start to move. They provide a forced discharge, so that every item, regardless of shape, weight or size, reaches the correct exit. The end of the tray can move in two directions. This enables two-sided discharging, meaning the number of exits per square meter is more than that of other sorting systems. This makes the Single Cross Tray Sorter a compact sorting solution which can easily be placed on a standard mezzanine floor due to its low machine weight. This sorter uses EuroSort’s Flex Drive System, which allows many sorter layouts, elevation changes, and built-in motor redundancy to increase uptime on busy days.
SOLUTIONS
MAILROOM SOLUTIONS
At Posti Group Finland, the Mailroom Manager back-end has been integrated with the postal's existing information systems to enable OCR-based restmail sorting, merging of the machined and manual mailflow, registration of e-commerce parcels, and code-based manual mail sorting. The Mailroom Manager back-end in the Mailroom Assistant allows the customer to select a suitable toolkit for various processes based on budget and value addition needs. Posti Group needed the OCR-based mSorter devices for convenient registration of e-commerce parcels with a single touch and automatic selection of the most cost-effective delivery methods.

“We expect this solution to bring us 50% cost savings in our e-commerce parcel process,” says Jukka Nevalainen, process manager at Posti Group Finland.

The post also wanted a budget solution for sorting coded mailpieces based on sorting machine sort plans. In the case of the machine Code Mini, it was able to extend the lifespan of the existing hardware.

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STEALTH SPECIAL VEHICLES

The Stealth Special Vehicles team will launch the OzPOD™ at the expo. Developed and manufactured in Australia, the OzPOD™ is designed to safely and efficiently extend the capability of last-mile delivery services across a range of operating environments. With a top speed of 45km/h (28mph) and a range of up to 150km (93 miles), the OzPOD™’s high-torque electric drivetrain can easily take off on gradients up to 30% with a full 150kg (330 lb) payload.

Engineered for safety, the OzPOD™ can easily traverse exceptional terrain angles with confidence. Combined with five active and two passive braking systems, operators can safely negotiate emergency situations with precision, ensuring a safe return from every delivery.

The OzPOD™ is packed with user-friendly features designed to increase fleet efficiency and comfortably allow operators to focus on getting the job done.

FALCON AUTOTECH

Falcon will be at Parcel+Post Expo to explain how its linear crossbelt sortation technique has been designed for versatile product handling at high speeds in limited floor space. The technology reduces cost and time, and increases efficiency and accuracy with high throughput.

The crossbelt sort is known for gentle product handling of all types of articles, including parcels, boxes, apparel, toys, utensils, luggage and footwear; and accurate sorting of items to the correct destination, regardless of size, shape or surface structure.

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In addition to this, dozens of smaller life-saving functions have been introduced with the help of the flexible and well-built back-end. The latest addition the barcode-based sorting solution – was added this year.

“Cooperation with the Mailroom Solutions team has been both smooth and convenient,” says Hannu Koliomien, development manager at Posti Group Finland. “We were surprised by their comprehensive knowledge of our business needs.”

JUST START DOING... NOT EVERYTHING WILL WORK, AND THAT’S ALL RIGHT”

Joshua Geerlings, product owner, Innovation Studio, PostNL

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Godfrey Interio, a strategic business unit of Godfrey & Boyce Mfg Co Ltd, India, will launch its robust and aesthetically designed Smart Parcel Locker powered by Smiota. The company’s mission is to enrich the lives of its clients by transforming their work and home spaces through its thoughtfully designed green and clean products.

The locker is suitable for indoor application and has a modular design. Locker sizes and mechanical features can be customized to application requirements. The lockers are adaptable to different uses for e-commerce delivery, pickup and drop off, and personal storage. The software features convenient user registration through text or email, and pickup using a smartphone or password. Users can remotely access the app for usage history, locker codes, and more. Customer support is available 24/7 for end users and infrastructure managers.

The signal transmission is via a Wi-Fi/cellular network, meaning the lockers can be used even in underground parking garages. Parcel pickup and delivery can also be fully automated with integrated hardware and mailroom software.

PACKETA

Packeta is a logistics provider with a strong presence in Central and Eastern Europe. Recently, the company has expanded its services to Slovenia, Liechtenstein, Switzerland, France, Spain, Portugal, Russia, Ireland and Relux. At the end of July 2019, the company completed the expansion to the whole EU28. With 15 depots, 2,600 pickup points and offices across the CEE region, Packeta Group currently provides services for almost 30,000 clients, including leading e-commerce companies such as Notonthehighstreet, Alza and more.

Packeta provides a complex delivery solution – through one API connection, users gain access to more than 60 carriers and other delivery and payment solutions in Europe at the best prices. The service provides a wide network of local shops to allow customers in the CEE region flexible pickup, popular cash-on-delivery services, and easy returns processing. Automated robotic delivery can be used.

Packeta provides export and import of parcels in Europe, and pickup of goods in deposits. For parcels heading out of the EU, the system additionally offers customs clearance.

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SOLYSTIC

Solyptic, an international supplier of delivery logistics automation solutions for the postal and parcel delivery industries, has delivered more than 4,000 systems on five continents.

Solyptic is skilled in the organization and design of logistics platforms and their flows and solutions are developed based on a powerful simulation tool that validates these solutions. This ensures quality and delivery times, and manages changes throughout the lifespan of systems.

The company can automate intralogistics processing phases in sorting centers or distribution offices, covering all sorting and distribution preparation activities. The company has several new innovations: XMS is the only system that validates these solutions. This ensures quality and delivery times. It is based on proven technologies, and allows high throughput to a high number of destinations using a limited space of approximately 20m² (2,150ft²). TOPI2000, the flat mail sorting machine, is now available with mobile robotics assistance for loading and unloading trays.

The mobile robotics solution named Soly, driven by intelligent information systems, has numerous applications: transportation of large objects; automatic feeding and tray evacuation; small parcel sorting in bags, cartons or containers; and assistance in delivery preparation. SOG is a software that creates digital twins for the industrial or logistics process of any company’s supply chain.

PRIME VISION

The award-winning Handling Projector from Prime Vision tracks a parcel along a conveyor while projecting a destination number on it, instantly informing the operator where to place the item without them having to read the label. Over the past year, Prime Vision has worked to fine-tune this technology, and the Handling Projector is now operational in three major sorting centers. The company is excited to be running demonstrations at the expo.

Also on show will be the company’s Autonomous Sorting solution. Robots were developed to sort and transport parcels as part of an autonomous process. This solution can be rapidly scaled up and down to suit operations. An empty warehouse can be transformed into a sorting center in a day; once demand subsides, robots can be deployed to other locations to support operations.

Prime Vision has also made some proofs of concept with a couple of major logistics companies. A full-scale demonstration will be performed at a secret location in Utrecht, Netherlands; if you would like to attend, please contact the company directly to arrange a visit.

SOLYSTIC BOOTH 1655

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OPTICON

Visitors to this year’s Parcel+Post Expo can see Opticon showcasing its latest PODs. The H-28 and H-29 both have a rugged, ergonomic and user-friendly design. The H-28 has a 5in TFT-LCD touchscreen, and the H-29 comes with an alphanumeric keyboard. Both devices have high-performance Android mobile computers with the Opticon engine, and are reliable scanning devices. They provide a more efficient workflow, as their mobile nature enables faster communication between staff. They are equipped with the latest technology, such as automatic feeding and tray evacuation, small parcel sorting in bags, cartons or containers, and assistance in delivery preparation. They have a higher capacity battery and a power supply. Additional items, such as an extended battery, a cradle, a stylus and a bumper (H-28 only) can be ordered separately.

OPTICON BOOTH 1160

ISITEC

In 2018, Isitec unveiled its ISI2000 modular sorting machine, which is efficient, compact and fully adaptable. This machine sorts C6 to B4 envelopes at a speed of 12,000 folds per hour, with a configuration ranging from 1 to 18 exits. Having been chosen by two national posts in 2018, the Isitrac machine will be the highlight of the Isitec booth. The small parcel sorting machine, fully developed in Isitec’s design office in Lyon, France, can answer the needs of the Big 5 mail companies regarding sorting small parcels. On the software side, after the launch of Isisort last year – a software that enables information capture on mailpieces – Isitec has unveiled Isiread 3D, a solution that is able to carry out a complete capture of the data of an object, including measuring and weighing packages up to 1,200mm (47in) and 30kg (66lb). Whether cubes or specific shapes, the Isiread 3D camera measures everything in 200ms and fits it into a roller conveyor. This makes it the ideal solution to quickly edit all transport labels with an approved measuring station, and accuracy off up to 5mm and 0.1g.

Finally, Isitec will present its new range of Sort To Light, a sorting solution using LED pointers. This solution suits various applications as it can be driven by the Isitrace vocal system, barcode readers or OCR cameras.

Visitors will have the opportunity to test the new Proglive scanner (pictured above), which is a revolution in the field of mobile scanning. Isitrace traceability furniture is designed for the efficient and fast processing of packages that need to be registered, and for the treatment of registered letters. Equipped with all the necessary equipment for the operation of Isitrac, this solution enables the customer’s own process innovations to be put into practice without worrying about the installation of the Isitrac station in their mailroom.

ISITEC BOOTH 935

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TOSHIKA INFRASTRUCTURE SYSTEMS AND SOLUTIONS

As one of the leading logistics and postal solution providers, Toshiba offers an automated robotic system that fits various needs in the fields of postal, logistics and retail. There are three key demands for automation. First, careful product handling: Toshiba has developed technology so that the robot can grip and release products gently by using a combination of image recognition and force-detecting sensors. Second is efficient product loading – Toshiba’s robots can load items efficiently by checking surrounding products through touch and elaborate control of the gripping hand. Third is the handling of various items. Toshiba offers various gripping hands depending on the customer’s environment. Each robot can pick up randomly stacked items by tilting its gripping hand and can handle products of various sizes, including those in irregular shapes.

Can you tell us about your latest product development? At the moment, Omnics creates innovative solutions redesigning the self-service last-mile experience. For example, Brabantia is our main partner in the self-service point. It combines the functions of the post office and vending, providing the end customer with the services, which could include laundry, food delivery, mail and other services.

Our Smart Postal Office is a multifunctional self-service point, which allows employees to give clients a chance to get used to self-service and to teach people how to use it – and an automated point for receiving small loads, with vending machines for the demonstration and sale of goods, and a point of payment for various services.

We have already installed 500 units in Western Europe. Now we are developing a product in collaboration with Mercedes-Benz, called Omni Car, which will bring new life into logistics vehicles. Omni Car is a post office on wheels, which is very economic and convenient for customers.

Cube Burger is an automated point that stores orders from cafés and restaurants. The temperature in the lockers is maintained up to 60°C [140°F] to keep food at the right temperature.

Easy Analytics has been trialed successfully with 3,000 users, and its front-end uses MS Excel and PowerPoint, meaning little training. The INFORMATION FACTORY

The Information Factory, an independent software vendor, will showcase Easy Analytics – a powerful and license-free business intelligence (BI) system designed for the parcel, postal and logistics sectors. The BI solution works in the cloud or on premises, easily integrates with existing applications, and can be customized to user requirements. The software has a fast, simple deployment, with little or no training needed.

Easy Analytics is customized according to specific client requirements and includes features such as automated tracking, reporting against key performance indicators, benchmarking and forecasting. Small, fast-growing companies will appreciate the ease and speed of obtaining an online automated BI solution and larger companies can integrate Easy Analytics into their own systems without any additional license fees.

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FACT

Amsterdam is built on 11,000,000 poles. The city is 1m/3ft or so below sea level. The average house rests on 10 poles

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THE INFORMATION FACTORY

Booth 735
The PARCEL AND POSTAL TECHNOLOGY INTERNATIONAL AWARDS Recognize the Latest Developments in the Postal and Parcel Industry

YEAR’S AWARDS CATEGORIES ARE:

- Service Provider of the Year: Which post or parcel delivery company has led the way in terms of innovative technologies and services? The winner of this category excels in the industry.
- Supplier of the Year: One of the most illustrious awards. Suppliers of the Year recognizes a company that has had a big effect on the industry in the past year, whether it’s investment in new technologies, work with postal operators, or because of impressive growth.
- New Business Development of the Year: This category targets post and parcel companies that have ventured into a new business area to generate additional revenue streams. Suppliers that have been successful in developing these new diversified services can also be recognized here.
- Last-Mile Delivery Innovation of the Year (The Journey): Which companies are leading the way in improving last-mile delivery? This includes everything in the delivery journey: vehicle design, route optimization, track and trace, and customer interaction services.
- Final-Mile Innovation of the Year (The Final Delivery): This category covers solutions for final-mile delivery, including parcel lockers, PUDOs, and home delivery services.
- Environmental Achievement of the Year: Which postal organization or supplier has invested in developing environmentally friendly solutions and initiatives?
- Sorting and Fulfillment Technology of the Year: This category looks at how the industry is improving the efficiency and quality of mail and parcel handling through new technologies.
- Retail/Customer Service Innovation of the Year: Retail plays a major part in a post’s overall business model. Posts are looking at how they can develop an omnichannel approach to retail by providing online and brick and mortar services.

Winners will be announced at Parcel+Post Expo 2019 in Amsterdam, including the new Europack container.

Erwin Renz, METALLWARENFABRIK

Renz offers parcel box units attached to the front of homes, where the delivery can leave and safely store a parcel. A parcel box unit can be used to send parcels in addition to receiving them. An electronic control unit informs users about the status of deliveries via text or email, and controls the collection of parcels from the parcel box unit. This transparent system means the unit can be operated by all parcel delivery services. Now owners can add cool lockers to myl/PUDOs parcel box units. Today serves at different temperatures to keep food fresh, cold or frozen.

Erwin Renz
Booth 643

Equinox will be at Parcel+Post Expo to discuss how it can help clients improve their parcel handling, having recently sold an LR slide tray sorter to Ingram Micro Commerce & Lifecycle Services in the Netherlands. This sorter helps to handle the hundreds of thousands of parcels and packages received per day during the holiday season. Ingram Micro CLS currently uses two sorters; the first was installed 10 years ago. This split tray sorter, used to sort parcels and envelopes, was later expanded with a slide tray sorter which is used as an inbound sorter and handles e-commerce products. Florjan Broere, logistics engineer at Ingram Micro CLS, says, “Innovation ensures that we can realise customers’ demands even during peak seasons.” Bol.com expects a significant rise in inbound shipments leading up to Black Friday and Christmas. To meet their expectations, we turned to Interroll for a solution. The biggest challenge was the short delivery time – the sorter had to be installed in only a few months. “By installing a new machine instead of moving the existing one, we have eliminated downtime,” Broere continues. “The existing slide tray sorter can be used while the new slide tray sorter LR is being installed. This option saves us three weeks of downtime. The solution therefore enables us to guarantee a continuous process.” The modular sorter will be installed before Black Friday. Before installation at the customer’s site, the LR slide tray sorter will be showcased at the expo.

Jörg Lohmann, Industry Manager for the Courier, Express and Parcel Market at Interroll, talks about the company’s recent projects.

What can you tell us about your latest innovation process? The most interesting solution for CEP is our sorters the crossbelt is driven mechanically. A gearbox inside the carrier translates the movement of the slider tray into the rotation of the crossbelt, activated by a mechanical actuator. Maybe it is a bit too early, but I can tell you today that in spring 2020 we will present the Interroll New Generation Sorter. This will be a breakthrough because we will have developed a new crossbelt sorter into a high-speed system. It will combine the best of both worlds: the simple mechanical drive principle, and the high-speed applications of large-scale projects that can be planned and realized.

Another example: large follow-up orders were received from a leading express and parcel delivery service in North America. These new orders comprise the supply of sorter systems and amount to a volume in the region of double-digit millions of dollars. In Europe, Interroll received a large follow-up order from Siemens Postal, Parcel & Airport Logistics for the delivery of five crossbelt sorters. The fully automated sorting system will be installed in the existing infrastructure of a Swiss customer.

Tell us about a recent installation you have made. What did it entail? The biggest markets in volume of infrastructure investments for sorting facilities are China, Southeast Asia and the Americas. China Post, the state administration and operator of posts and express parcels, has installed 15 Interroll crossbelt sorters in its national hubs. Interroll also last year supplied the sorters to SF Express, the leading CEP operator in China. Another example: large follow-up orders were received from a leading express and parcel delivery service in North America. These new orders comprise the supply of sorter systems and amount to a volume in the region of double-digit millions of dollars. In Europe, Interroll received a large follow-up order from Siemens Postal, Parcel & Airport Logistics for the delivery of five crossbelt sorters. The fully automated sorting system will be installed in the existing infrastructure of a Swiss customer.

How do you see the industry changing over the next 5 to 10 years? Obviously, everybody is talking about the last mile nowadays, but there is a lot more happening. Interroll focuses on the logistical process inside the hub, the station, and even smaller entities. We see that these network elements are becoming smaller, more flexible and greater in number. On the other hand, there is more pressure on the system performance: more speed, as well as lower damage and miss rate with items that are becoming more difficult to handle. Our systems will become more intelligent; our predictive maintenance is close to being launched in full.

What are you most excited to see at Parcel+Post Expo? We are just excited to exhibit at Parcel+Post Expo for the first time, and I am eager to discuss experiences and learn!
CERERA TECHNOLOGIES

Smart lockers help delivery services and retailers decrease the cost of last-mile delivery, as one truck can drop off many packages at once. The main advantage of Ceresa Technologies’ parcel lockers is the company’s custom approach. The construction and software can be changed to include features designed directly for the client’s needs. Unique, semi-automated manufacturing and assembling make possible tailor-made equipment plus custom software and service, all while keeping a competitive price.

Ceresa Technologies is a creator of service-technology, located in Runc, Ukraine. The company has been working in the international market for six years. Ceresa Technologies is in partnership with German postal service provider Parcelflex GmbH.

TOP BAGAGE INTERNATIONAL

At this year’s Parcel+Post Expo, Lug Europa, a division of Top Bagage International, will present two innovations to help companies facing the challenges related to last-mile delivery – more parcels and fewer letters. To adapt to this, Lug Europa offers dedicated solutions to vehicle manufacturers that enable them to carry larger volumes. The company’s containers can transport a variety of volumes, and allow bicycle and scooter manufacturers to meet the changing needs of their business. Lug Europa already works alongside Kibuc, Pyle, Stuart, Ligier and Mondial Relay. National postal operators such as Deutsche Post, La Poste, Poste Italiane and Bpost are already using these products.

In 2019 the company developed a tailor-made rear case with a loading capacity equivalent to 16 postal boxes to facilitate loading. This product can also be adapted into a trolley.

As high-value goods are carried during deliveries, Lug Europa has made security a top priority. Its R&D department has developed a three-layer material composed of polyurethane, aluminum and canvas, which makes it very light and shock-absorbing. The smart parcel locker can be used for sending and receiving parcels. This unmanned model works independently/autonomously, needing no electricity supply and no internet connection. Next, the C-locker is a smart locker with temperature management for food delivery, which can be installed indoors or outdoors. The third locker type can be used in grocery stores to lock customers’ bags while they are doing their shopping. It works without keys, opening instead with a barcode. While they are doing their shopping, it works without keys, opening instead with a barcode. It can have a manual or automatic indication system. Integrated bidirectional belt diverters provide multiple divert points on a single belt to enhance process flexibility. The sorter integrates quickly with existing systems through common hardware interfaces and SNS’s FAST enterprise software.

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OCTOBER 1, 2, 3, 2019
RAI AMSTERDAM, NETHERLANDS

THE FINAL MILE IS CHANGING, SAYS MICHAEL RICHMOND, CHIEF COMMERCIAL OFFICER, DODDLE, AND DELIVERY SERVICES MUST UNDERSTAND WHAT THE CUSTOMER WANTS: CONTROL AND FLEXIBILITY

What is your presentation about?

The days of online orders being automatically routed to a customer’s home are long gone. The final mile is now a diverse range of solutions in an increasingly complex landscape with multiple stakeholders and competing interests. My talk examines the key trends in major e-commerce markets, and makes predictions about what is coming next.

What is driving change in the last mile?

Instant gratification is a big one. Customers’ expectations are increasing all the time and there’s an expectation today that the moment you check out, you’re putting in motion a process that should take hours rather than days. Customers are also looking for greater control over their lives. They’re wanting to be in charge of how and when they receive their goods and looking for ways to incorporate that process into their everyday lives rather than going out of their way to work around delivery. Retailers need to recognize this by giving their customers a wide range of flexible fulfillment options that can easily fit around lifestyles – the ability to collect or return parcels at the same time as doing other errands.

How do companies choose the best solutions for their customers?

The key in our experience is to factor three things into your thinking: first, fulfillment is the final touchpoint of any customer transaction so, as the defining part of the experience, it needs to be seamless, positive and memorable (for all the right reasons). Secondly, choice is everything – it’s not just a matter of different customers wanting different options. The same customer will require different options at different times for different needs. Thirdly, a customer’s value needs to be understood in terms of lifetime rather than a single transaction. Fulfillment is a key driver of loyalty – with delivery the chance to create a positive lasting impression.

What is on the horizon for last-mile technologies?

In response to customers’ demands for greater control over delivery, combined with an increased sustainability of a key purchasing decision, we predict a shift of technology away from home delivery solutions toward other locations – not necessarily retail-related. We also anticipate that technology will continue to develop data in more intelligent ways to create more transparency in the fulfillment journey for both customers and retailers. This will drive efficiencies for retailers and control and choice for customers. The most forward-thinking retailers and carriers will also be looking to balance greater use of automation with technology that enhances communications and creates more tailored offerings. Doing this will help re-inject brand warmth into the fulfillment interaction and make it a break future customer loyalty.

CLICK AND COLLECT VOLUMES WILL GROW BY 95% BY 2022

Michael Richmond, chief commercial officer, Doddle

ABOVE: Doddle is a fulfillment technology company that allows retailers to offer click and collect, in-store return and fulfillment from stores

SOLUTION NET SYSTEMS

To keep pace with the growth in e-commerce, parcel companies need to keep their automated processing centers agile by adopting the latest technology while limiting costs. With those goals in mind, Solution Net Systems will be introducing its comprehensive SNS Modular Sortation System at the show. This advanced system offers integrated features and low-voltage operation that can cut equipment and operational costs by 66%, and boost processing speeds and safety. Quiet, scalable and cost-efficient, the SNS Modular Sortation System offers pre-engineered modules that are able to provide flexible divert options, and ultimately a solution adaptable to the changing demands of processing centers.

The sorter eliminates the need for pneumatic diverters thanks to conveyor belts with integrated, electric, bidirectional rollers, improving operational energy efficiency by a factor of three. It can have a manual or automatic indication system. Integrated bidirectional belt diverters provide multiple divert points on a single belt to enhance process flexibility. The sorter integrates quickly with existing systems through common hardware interfaces and SNS’s FAST enterprise software.

SNS Modular Sortation System offers pre-engineered modules that are able to provide flexible divert options, and ultimately a solution adaptable to the changing demands of processing centers.
Sorting port of the package is obtained from the barcode and weight are read, and the corresponding sorting demands. Once a large package is automatically collected by an instrument (optional), a high-precision barcode composed of dynamic scales, a 3D size measuring system, and highly efficient sorting, the crossbelt sortation technology is committed to offering solutions for linear automatic sorting systems, and large parcel systems, double-deck crossbelt sortation systems, and potential solutions to improve parcel processing operations. Based on current and future market needs, the challenges in parcel processing will be identified and potential solutions to improve parcel processing will be discussed. From a solutions perspective, the existing and new automation equipment is on the agenda, as well as potential approaches, from IoT platforms to analytics and AI. The workshop will provide opportunities for all participants to contribute their views and to benefit from the results.
KEBA
Undeliverable parcels cause dissatisfaction for recipients and additional effort for delivery staff, and often for property managers as well. The compact KeConcierge parcel lockers offer a simple and secure solution for residential buildings. These parcel lockers can be installed in the entrance areas of multiplicity houses or residential complexes. They can be used by all parcel delivery companies and by local courier and delivery services to secure store parcels and goods. Fast and parcel services save time and money, because each delivery is successful. Long walks through stairwells to apartment doors are eliminated, as are second delivery attempts or extra trips to small shops and parcel lockers. Delivery efficiency increases, emissions are reduced, and delivery costs fall.

Property managers can provide a modern and convenient system for secure, around-the-clock parcel delivery. The attractiveness of the property increases with the satisfaction of tenants and apartment owners. The system also eliminates dealing with complaints about unlawfully deposited parcels in hallways and other shared spaces. KeConcierge parcel lockers can be used by all parcel delivery companies and by local courier and delivery services. Recipients only need to fill out the appropriate signature release authorizations in order to benefit from this convenient, ZAPK pickup facility.

Ferag
For flexibility, the new Denisort compact vertical sorter is hard to beat. This mobile system from Swiss materials handling specialist Ferag features a compact basic design and is ideal for sorting small goods weighing up to 7kg (15 lb). Configurable for a throughput of up to 4,800 units per hour. Ferag’s sorting system also processes returns. Based on proven technology, the new Denisort compact system offers the benefits of tilt-tray and slide-tray sorters as an integrated solution. Ferag has also designed the chutes at the feed-out points so that sorted goods slide out gently and undamaged. This means problem-free handling even of fragile products such as electronic modules and glass medicine vials. The same is true for sorting and task bundles weighing up to 7kg – the compact system is designed for such tasks. The standard tray size is 650 x 450mm. If user requirements grow, the mobile conveyor can also be expanded and the desired elements retrofitted.

Sandra Roling, head of EV100, the Climate Group, is determined to reduce the emissions created by vehicles, postal and parcel delivery companies can lead the way to a more sustainable future.

What is your presentation about? With transportation emissions still on the rise and air pollution in cities creating a health crisis, delivery logistics companies have a powerful opportunity to lead the shift to cleaner transport by switching their own fleets to electric. Through The Climate Group’s EV100 initiative, companies like Austrian Post, Swiss Post and Deutsche Post DHL, are already committed to rolling out 100% electric vehicle delivery fleets. The presentation showcases how such action is fast becoming a new hallmark of leadership in the sector, presents the opportunities for posts to shape future urban mobility systems, and explores what challenges may lie ahead.

What is the Climate Group’s EV100? The Climate Group is an international non-profit working to accelerate climate leadership in the sector, presents the business case for electric vehicle delivery fleets. This initiative aims to make electric transportation ‘the new normal’ by 2030 by bringing together influential businesses who commit to switching their vehicle fleets to electric and/or invest in electric infrastructure at all their premises by 2030. Companies represent huge purchasing power and demand for vehicles, which means they have a major opportunity to lead in cutting transportation emissions and addressing the air pollution crisis, as well as setting a positive example to thousands of staff and customers.

How much CO2 has the EV100 initiative already saved? Fifty businesses have so far signed up to EV100, and the number keeps rising as business demand for clean transportation grows. Our members represent more than 2 million vehicles covered by the EV100 commitment in more than 65 markets. In our latest EV100 Progress and Insights Annual Report in February 2019, the 23 companies that were members of EV100 at the time were set to reduce as much CO2 as that emitted by two million UK homes every year; by their commitments to electrify their fleets by 2030, and were providing access to charging for more than 630,000 employees worldwide.

How do posts benefit from electric vehicle fleets? Postal companies have a huge role to play in driving a shift to clean transportation. Switching to electric deliveries enables them to help address air pollution and cut transportation emissions, showcasing to their customers and staff that they are ready for the future.

The business case for electric vehicle fleets continues to grow. Our EV100 members in the postal sector are already benefitting from the financial savings of high-voltage usage, as higher up-front costs of vehicles are outweighed by much lower operational costs. Our member Deutsche Post DHL, for example, is already seeing its StreetScooter electric postal vans generating 60-80% savings on fuel, maintenance and repair costs.

With many cities ushering in low- or zero-emission zone legislation to limit access of polluting vehicles, going electric for last-mile delivery also helps postal companies lower business risk and future-proof their city center operations. It really is a win-win-win."
The 2019 Parcel+Post Expo Conference will feature a large number of expert speakers from postal operators, courier and express companies, and fulfillment and logistics organizations, as well as companies involved in developing and implementing the latest technological solutions in automation and delivery.

With digital disruption now a feature of most industries, Parcel+Post Expo will include sessions looking directly at advances in autonomous delivery and logistics, robotic automation and expanding fintech opportunities. Other sessions will deal with the increasing challenges of logistics in urban areas, and innovations and options in the last mile, driven in large part by expansions in e-commerce. With all the sessions designed to provide maximum discussion, the Parcel+Post Expo Conference provides a great learning and networking event for the postal, parcel and courier industries.

Parcel+Post Expo Conference and Exhibition will run over three days: October 1, 2, 3, 2019.

The Universal Postal Union is organizing the UPU World CEO Forum for postal chief executives to discuss opportunities that the industry can leverage to build a strong and vibrant post for the future under the theme New to business models in an age of change. The forum will be held Monday, September 30 at Parcel+Post Expo. This is an exclusive CEO event that enables participants to freely discuss the role of the post in the business environment. For the forum’s fourth edition, an invitation to attend this exclusive event is also extended to chief executives from leading postal industry firms, allowing participants the chance to hear perspectives from across the sector.

Panel discussions will focus on blockchain start-ups with postal services, new postal services for an aging population and postal services for the young.

For more information about panel discussions and registration, please contact ceoforum@upu.int. Further information about speakers and event logistics will be provided shortly.

“We are delighted to be able to host the UPU World CEO Forum,” says Tony Robinson, founder of Parcel+Post Expo and CEO of UKi Media & Events. “We are putting some special arrangements in place to ensure that CEOs will have a memorable and enjoyable time.”

The world’s largest international conference and exhibition for global post, parcel and courier industries

Monday, September 30

Please note the CEO Forum is an invitation-only event

The UPU World CEO Forum

Featuring

UPU World CEO Forum

Universal Postal Union

Editor’s Top Presentation Picks

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Presentation: How to Create Value with Customer Knowledge in Post Offices
Speaker: Serge Petit, Projects and Technology Director, La Poste, France
When: Tuesday, October 1, 14:00pm, Room 1

Presentation: The Future of Blockchain in Trade and Logistics
Speaker: Wendy Henry, Managing Director, Deloitte, USA
When: Thursday, October 3, 09:40, Room 1

Presentation: G-NAF Data – Key to Infrastructure Development
Speaker: Kavous Vahedi Dolati, Deputy Director General of Geographical and Spatial Information, National Post Company of Islamic Republic of Iran, Iran
When: Wednesday, October 2, 14:40pm, Room 2

Presentation: Intelligent Postal Enterprises – Opportunities from Innovations Based on New Value Chains
Speaker: Ruth Eberhart, Director Postal Services Industry, SAP SE, Austria
When: Tuesday, October 1, 09:30am, Room 1

Presentation: C-HAF Data – Key to Infrastructure Development
Speaker: Grzegorz Urban, Director, PwC, Poland
When: Thursday, October 3, 09:00, Room 1

Presentation: E-Commerce Fulfillment for Postal Operators
Speaker: Grzegorz Urban, Director, PwC, Poland
When: Thursday, October 3, 09:40, Room 1

Register Online Today!
LEONARDO
Manufacturer of crossbelt technology for the sortation of parcels and packets, Leonardo has recently released its new suite of crossbelt sorters, which are modular and can be tailored to specific project needs. The propulsion system is based on asynchronous linear motors that generate a significant pull on the aluminum blades that equip the sorter carts; this constitutes a contactless, no-maintenance way to propel packets and parcels at speeds of up to 3m/s. At Parcel+Post Expo 2019, Leonardo will present its new packet crossbelt sorter, ideal for sortation of small packages, envelopes, jiffy bags, polythene bags, and other small items. With a cell pitch of 500mm, a speed adjustable up to 3m/s, a compact turning radius, and the ability to load larger items onto two cells, the eMPKS (Multi Packets Sorter) is sorting equipment for high-capacity flow. The Leonardo induction conveyors are capable of handling 4,000 items per hour.

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BIZERRA
Visitors to this year’s show can see Bizerba presenting the CWL-L in-motion scale with a weighing range from 25g to 30kg and a resolution of 0.6,000e. This catch- and checkweigher provides precise weighing results at high speed. Specifically designed for the needs of the e-commerce industry, the CWL-L meets all requirements for straightforward integration into DWS systems, parcel shipping systems and the infested lines of sorters. It ensures quick, precise weighing up to a speed of 3.1m/s, while reliably checking parameters such as completeness, filling weight and unit weight. Designed for maximum weights of 15kg, 30kg, 60kg and 60kg (132 lb), the CWL-L is perfectly suited for parcel distribution and the sorting centers or fulfillment centers of e-commerce providers. Configuration and parameter setting is easy and quick when using its configuration tool. In addition, processes including completeness checks and commissioning controls can be executed using the BRAVIZN software platform and a connected weighing terminal.

3 PLACES TO EAT

FOOD HALLEN
Located in the magnificent De Hallen cultural complex in Amsterdam’s hip Oud-West neighborhood, Foodhallen is a classy indoor food market and bar serving a range of high-end street food and beverages in historic surroundings.

DE BUREN
De Buren is a Dutch company that operates a 24/7 independent open-source network of smart lockers for last and first-mile returns, click and collect and click and collect. The lockers provide an open and secure service integrated with large national and international carriers. Installation can be indoor or outdoor, and the units can provide refrigeration. The lockers are modular and neutral in design. They provide an independent platform for multicarrier use, meaning several carriers can simultaneously use one system. The company also has extensive knowledge in replacing existing third-party systems, such as physical conveyor systems and in-house development of firmware and software. De Buren offers a total solution in the field of smart lockers. In addition to supplying and maintaining the hardware, the company develops and manages the software, and is constantly working to improve its products and add services.

HEARTH
Vegans and vegetarians will be in culinary heaven at this award-winning restaurant. Serving Italian and European cuisine, foodies can choose from a vast selection of plant-based dishes – the traminus is a must.

LODAMASTER
System integrator for intralogistics systems Lodamaster returns to Parcel+Post Expo with its beltless telescopic conveyor – now even better suited to warehouse characteristics thanks to a smart design and in-house production of hardware and software. A variety of extension lengths and belt/roller widths enable the loading and unloading of bulk products of different sizes from trailers, containers and vans. The company will explain the technical details of its machines as well as suggest other technologies to increase the efficiency of warehouse systems. Among them, the company’s newest design – a high-speed diverter sorter. The modular sorting system unit uses pivoting wheels technology, enabling movement up to 90°, perfect for limited warehouse space. The sorter is particularly adaptable to complex settings with automated and semi-automated manufacturing. Visitors are invited to attend a live demonstration of the high-speed diverter’s sorting abilities.

DO NOT MISS...
The 2019 format of the Innovation & Startup Day will follow the successful interactive format chosen in 2018, including panel discussions, startup pitches and a lot of interaction. This year we will start with a session focusing on augmented reality, including experts from posts and other companies who will share use cases and best practice. In addition, we will stage a live AR demo that all participants can join. This will be a unique experience that will allow participants to experience the power and possibilities of AR.

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