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THE WORLD'S LARGEST INTERNATIONAL CONFERENCE AND EXHIBITION FOR GLOBAL POST, PARCEL AND COURIER INDUSTRIES.

Parcel+Post Expo 2019 in Amsterdam will take place at a very exciting time for the industry. Postal operators and their subsidiaries are responsible for a significant proportion of the parcel delivery business globally, with companies such as Royal Mail investing £1.8bn in their parcel services alone over the next five years, and similar large-scale investments taking place in other countries. The significance of these postal operators in a world where parcels have overwhelmed letters in many countries cannot be overstated – indeed, some estimates put their collective coverage as high as 50% of the total globally.

The 2019 Parcel+Post Expo Conference will feature a host of expert speakers from postal operators, courier and express companies, fulfillment and logistics companies 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.

The World Postal Business Forum, organized by the Universal Postal Union, is one of the key features of Parcel+Post Expo in 2019 as it has been over many years.

It provides absolutely unrivaled access to postal industry leaders from across the world, who take advantage of this unique opportunity for peer-to-peer discussion of the latest trends and important developments, and to review the technological solutions they seek to push their postal services forward.



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Note: With a **three-day Parcel+Post Expo Conference pass**, you can attend the **UPU's World Postal Business Forum** (Mon Sept 30) free of charge. One- and two-day Parcel+Post Expo Conference pass holders are required to pay an additional €250 to attend the UPU conference. You must buy a pass for Parcel+Post Expo Conference to qualify to attend the UPU World Postal Business Forum.



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Monday
September
30

World Post Business Forum: Sustainability in the age of postal innovation

The World Postal Business Forum, organized by the Universal Postal Union, is one of the key features of Parcel+Post Expo in 2019, as it has been for many years. It provides absolutely unrivaled access to postal industry leaders from across the world who are taking this unique opportunity for peer-to-peer discussion of the latest trends and important developments, and to review the technological solutions they seek to push their postal services forward.

MONDAY September 30

Official Opening

Bishar Abdirahman Hussein, Director General, Universal Postal Union, Switzerland

Tony Robinson, founder and CEO, UKi Media & Events Ltd, UK

Objective of the day, outline of the sessions, introductions and expectations

Disrupt, transform, cooperate – e-commerce delivers new opportunities

Digital disruption is stimulating innovation-driven growth for many entrepreneurs and startup companies. Can postal operators harness this innovation through leapfrogging, knowledge transfers, e-government, opening markets and building private-sector partnerships? Can posts develop digital platforms to attract new revenue streams and integrate a wide variety of services for consumers, SMEs, big business and the government sector?

New possibilities and patterns of service – in megacities and low-density areas

Megacities, congested urban streets and isolated rural areas offer their own distinct challenges and opportunities for postal operators trying to provide a universal service that is accessible and relevant to all customers. How can postal operators serve these very different worlds in a profitable way? Just as importantly, will global discussions on climate change affect the post network and its future work in high- and low-density areas?

Protecting the value chain – cybersecurity for postal operators

Cybercrime is estimated to cost around 0.8% of the world's GDP. Financial services are particularly at risk. If posts are to grasp the numerous opportunities offered in the areas of e-commerce and digitization, customer information must be protected. This session on cyber-threats examines threat detection, developing threat intelligence reports, and how posts can engage in suitable responses to these costly threats.

UPU Reception for forum participants

Note: With a **three-day pass**, you can attend the **World Postal Business Forum FREE**, on Monday September 30. One- and two-day pass holders are required to pay an additional €250 to attend.



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PARCEL+POST EXPO SESSIONS

**NOTE: The World Postal Business Forum takes place on Monday September 30, 2019
Parcel+Post Expo Conference and Exhibition run over three days – October 1, 2, 3, 2019**

MONDAY SEPTEMBER 30

World Postal Business Forum

Organized by the Universal Postal Union



**UNIVERSAL
POSTAL
UNION**

TUESDAY OCTOBER 1

Global Leaders

PIP Innovation & Startup Day

Parcel Handling & Tracking

Intelligent Self-Service Solutions

Workshop: Amazon | Alibaba & eBay – How E-Commerce is Changing the Last Mile

Robotics & AI

Escher Group Workshop on Customer Engagement

WEDNESDAY OCTOBER 2

Different Perspectives

Dynamic Processes in Planning, Sorting & Routing

Digital Innovation

Workshop: Siemens Logistics

Developments in E-Commerce

Addressing

City-Scale Delivery Technology

Workshop: T-Systems on Digital Transformation in Post and Logistics

THURSDAY OCTOBER 3

Last Mile

Workshop: Social Media & Communications

Workshop: True Altitude on Emerging Technologies in Logistics & Delivery

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TUESDAY October 1

Global Leaders

The parcel and postal industry is riding out a number of storms, including digital disruption, terminal dues arrangements, rapid growth in parcel volumes requiring different handling and precise delivery, managing a decline in letter volumes and still trying to fulfill the universal service obligation for provision of postal services and post offices. In the midst of this, leaders are engaged in the difficult task of transforming their businesses for the modern digital age, maintaining profitability and building a sustainable business for the future. How are they doing this? What are they thinking about? What technology solutions are available to help them?

Keynote Presentation

Herna Verhagen, CEO, PostNL, Netherlands

Intelligent postal enterprises – opportunities from innovations based on new value chains

Ruth Eberhart, director postal services industry, SAP SE, Austria

Global mega-themes are affecting the postal industry but also provide new opportunities for growth. Learn how different industries are driving connected and responsive postal delivery flows by combining services across all industries with an excellent customer experience by using E2E value chains.

Middle Eastern e-commerce market – opportunities and challenges

Faris Fallouh, global operations director, Aramex, Jordan

The Middle Eastern market is growing at a fast pace. Naturally, local, regional and international players are targeting the market. The presentation will discuss the market status from Aramex's point of view, the challenges associated with the lack of proper addresses, the cash on delivery opportunity and challenge. It will also address how Aramex is bringing technology and building infrastructure to serve the market.

Mobile post offices: the future of nationwide coverage

Oleksandr Pertsovskiy, chief operating officer, Ukraine Post (Ukrposhta), Ukraine

Ukraine Post delivers across a vast geography of ~600,000km², providing postal and financial services for the country's ~35 million population. The company is undergoing an enormous transformation from a fixed cost base and network of >11,600 locations to a more flexible model. A pilot project in one of the regions replaced 600 fixed locations with 130 'mobile post offices', improving the cost structure and enhancing service performance. However, it faced multiple challenges, from mass protests against post office closures to lack of proper maps and unstable road conditions for rural deliveries. The presentation will elaborate on this case study and provide practical takeaways.

Other speakers include:

Bisi Adegbuyi, PMG/CEO, Nigerian Postal Service, Nigeria

Faleh Al Naemi, chairman/MD, Qatar Post, Qatar

PIP Innovation & Startup Day

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. In addition, we will organize panel discussions around other selected themes, including new commerce opportunities. Our Startup Pitching Competition will allow startups, pre-selected by a jury of industry and innovation experts, to pitch their solutions and products. Our judges will select one outstanding startup as the winner, following strict criteria of innovation, impact and value. As last year, we will reserve a dedicated startup area on the exhibition floor (Startup Avenue), which will allow startups to showcase their technologies and solutions. Interested startups should contact bernhard@postal-innovation.com.

Augmented reality

Mattia Crespi, research affiliate, Institute for the Future (ITF), USA

Benjamin Sen, innovation manager, Swiss Post, Switzerland

Learn how augmented reality can help postal and logistics providers increase their efficiency and manage processes with better quality and oversight. Experience first-hand the power and possibilities of AR in business and operational processes through a live demo in which all participants will be invited to join.

New commerce

Robert B Buhler, global managing director - post and parcel industry, Accenture, USA

Olaf Klargaard, group innovation director, DPD, France

Santosh Gopal, CEO/founder, Ship2MyID, USA

In recent years, many new ways of interaction have been developed to drive commerce. The main driver is technology, and postal and logistics companies have started to play a role in the expanding area of e-commerce, m-commerce and me-commerce. Where does the industry stand, what are the opportunities and what are the main challenges? Discuss with our panelists how postal and logistics companies can play a relevant role or even orchestrate this booming market.

Startup Pitching Competition

Ten startups will pitch and showcase their solutions and products to the judges and audience. Learn about the latest technologies and use cases and find out which startup developed the solution that the judges consider to be a game changer. In this unique live competition, startups will have the opportunity to pitch for five minutes, followed by Q&A, comments and recommendations from the judges.

Judges open panel discussion

Christian Jaag, consultant, Swiss Economics, Switzerland

Rob Paauw, head of innovation, PostNL, Netherlands

Robert B Buhler, global managing director - post and parcel industry, Accenture, USA

Elmar Toime, chairman, Postea Group, USA

Thierry Golliard, head of open innovation and venturing, Swiss Post, Switzerland

Patrick Leysen, VP Future Lab, bpost, Belgium

Olaf Klargaard, group innovation director, DPD, France

Before our judges retreat to select the winner, we will invite them to discuss – together and with the audience – the pitches and solutions. We will analyze in which ways the presented solutions can be of value for the postal and logistics sector, and will also discuss for which kinds of challenges specific solutions need to be developed. After the panel discussion, the judges will retreat to discuss among themselves and select the winner of the PIP Startup Award. The winner will be announced during the Parcel+Post Expo Awards Reception in the evening.

Parcel Handling & Tracking

Posts have been using tracking technology to monitor letter delivery times and service levels with technologies such as barcodes and active or passive RFID. But as the parcel delivery sector expands and consumers demand more real-time delivery tracking information, parcel delivery companies have become increasingly interested in better tracking technologies and more accurate use of that tracking technology. This session will discuss these developments and how parcel tracking technology can improve efficiency and customer satisfaction.

How to simplify the handling of business parcels

Michael Strohäcker, founder and managing director, Pakadoo GmbH, Germany

Even in the digital age, the process of receiving and distributing business parcels in a company can be very time consuming and non-transparent. The current processes do not reflect the new requirements caused, for example, by shared-desk concepts. What do companies need to improve the current situation? Are there affordable solutions for simple and secure parcel handling?

Latest and leading AI technology to read information on parcels

Hagen Wustlich, CEO, Planet GmbH, Germany

The presentation will showcase the latest AI technology to read and evaluate difficult addresses on parcels and letters at the highest level. It will demonstrate how the world's most powerful keyword spotting engine, in combination with named entity recognition, solves the problem perfectly and, in combination with Planet's AI Assistant and a few short lessons, can work real wonders.

Managing wheeled containers using IoT and big data

Milan Bundalo, R&D lead, Comtrade Digital Services, Bosnia Herzegovina

Wheeled containers need to be tracked from the point when they enter a facility, through tipping stations, parking areas, output chutes and finally dispatch lines. Our solution uses IoT sensors and image recognition to track container location and whether the container is filled or not. Using big data we support container manifest generation with additional information (such as special handling instructions) embedded in the manifest. With smart wheeled containers, we are enabling fully automated wheeled containers management.

At the touch of a button: real-time tracking worldwide

Niels Delater, CEO, Kizy Tracking SA, Switzerland

Global supply chains are facing large inefficiencies due to a lack of valuable information about their goods on the move. Real-time tracking solutions close this information gap by gathering position data based on globally available mobile networks and local wi-fi data. They provide end-to-end supply chain visibility in real time worldwide, thus enabling significant cost reductions and massive customer service improvements. The Kizy B2B global tracking system fulfills the information needs of the logistics and supply chain industry. With no requirements for infrastructure, and autonomy of up to one year, Kizy makes advanced monitoring functionalities affordable for large-scale deployments.

Parcel sorting using OCR, ASR and Yaskawa Motoman

Dr Ihab El-Sayed, associate professor - College of Engineering, Taibah University, Saudi Arabia

This is a real case study for an industrial engineering capstone project (graduation project). Four undergraduate students built a system using OCR, ASR and a Yaskawa Motoman Industrial Robot, for the purpose of a parcel sorting system. The students applied all subjects taught in the Industrial Engineering academic program, particularly ergonomics. An attempt was made for handwriting recognition and right-to-left text recognition.

Intelligent Self-Service Solutions

This session will look at two areas of self-service for post and parcel customers: kiosks in post offices and lockers for parcel collection. This is a technology sector that is developing quickly, with many innovative solutions using a range of technologies and building on the big opportunities to provide customer convenience and many different localized services that can be tailored to customers – via intelligent self-service solutions. Presentations will review both the technology and the implementation.

How to create value with customer knowledge in post offices

Serge Petit, projects director, La Poste, France

La Poste owns a giant database of 20 million customers. Now it's time to create value with this data at the desk and on self-service machines. How? By pushing commercial leads, optimizing the process and digitizing documents, and by converting these leads in callbacks or emails. Find out what projects are being launched, with which ROI, plus the IT solutions chosen and how to deal with GDPR constraints.

Last mile – innovative parcel locker solutions from SNBC

Ralf-Hermann Brauer, sales director, SNBC Europe BV, Netherlands

This presentation will review the parcel locker market situation and trends. It will discuss innovative parcel lockers including rotating lockers and those with automatic compartment size adjustment, before moving on to standard locker improvements.

Parcel machines – opportunities

Bart Sebrechts, founder, Last Mile Logistics / Parcel4me, Netherlands

As the founder of Last Mile Logistics and Parcel4me, Bart will talk about the opportunities for carriers and national postal operators when they start to work with parcel machines, and also what operational problems they can run into. He will explain how relatively small IT companies, like Last Mile Logistics and Parcel4me, can help clients successfully deploy their network of parcel machines to grow the business and develop new business. Bart will also talk about the security of such parcel machines, and network/software-related issues.

Parcel lockers as micro hubs for last mile

Juan Lozano, CEO of Sistemas Kern and Pudo International, Kern AG, Spain

Lockers are already established in the market and are now experiencing a phase of development in which multiple possibilities for exploitation and use within the logistics market are emerging. Kern AG was a pioneer in the manufacturing of hardware and software for lockers. Now it has adapted lockers for click-and-collect uses, in neighborhoods, to withdraw documentation, and many other cases. One of the trends the company has witnessed is the use of parcel lockers as micro hubs, with many benefits. The presentation will explain Kern's developments and experiences in this field.

Workshop: Amazon, Alibaba & eBay – How E-Commerce is Changing the Last Mile

In this workshop Ian Kerr (Postal Hub Podcast) and Marek Różycki (Last Mile Experts and ex-Amazon VP Logistics) will take a global perspective on the last mile. From Amazon's endless quest for last-mile perfection to the innovation driven by Alibaba and JD.com, their interactive session will showcase the best of e-commerce delivery.

Robotics & AI

How are emerging leading-edge intelligent technologies beginning to provide solutions that could transform parcel and letter operations such as sorting, storage and delivery? How can smart AI-controlled systems and advanced automation, including the use of robotics and autonomous vehicles, increase efficiency, improve customized services and reduce costs? How can the complexity of optimization, sequencing and time-critical logistics be addressed using the latest smart technology solutions?

Consumer experience, last mile and AI

Tim Jørgensen, EVP e-commerce and logistics, Postnord Group, Sweden

AI can maximize consumer experience and profitability in the last mile when capacity is a constraint in a double-digit-growth market.

How AI can improve route optimization

Jonathan Bouaziz, CEO, Citodi, France

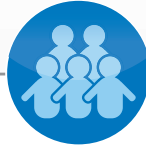
How can AI impact logistics and, more practically, route optimization of the last mile? What are the differences between static optimization and real-time optimization? What productivity gains can we expect? Will humans always have a place in this new world? How has Citodi implemented route optimization? These are the questions we will try to answer during this presentation.

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Escher Group Workshop on Customer Engagement

Digital solutions have already changed the way that the average person interacts with postal organizations. Innovation has put convenience and ease of use at the top of the list, with customer experience a critical part of future success within the postal industry. The caveat is that the provision of a 24/7 service is not always effectively achieved, especially by posts in less-connected locations. As a result, long-established means of customer engagement and interaction can, more often than not, be part of a legacy infrastructure

that is slow to scale up to demand. With that in mind, the process of digital transformation and the concept of customer experience should now be ingrained in the collective postal company consciousness, irrespective of location or level of technology adoption. The traditional ways of conducting business have served the postal industry for many years; the key now is to adapt to the brave new world that 24/7 connectivity has given us. To find out more about how you can make your post more effective and provide the customer experience that the connected society requires, you must attend this workshop.



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WEDNESDAY October 2

Different Perspectives

This session will provide a refreshing opportunity to hear very different views on the postal industry from a range of interesting speakers from all over the world – from different angles and disciplines – giving new perspectives on how we see the sector and some of the challenges within it. These include providing fresh insights into visualization of service performance, commercial approaches and the voice of a customer. The speakers are from Canada, Argentina, South Africa, Philippines and Europe, reflecting some of the wide diversity of postal leadership.

Co-creator of the idea of 'diversity in logistics' and moderator

Fleur Baars-Houg, head of customer services, Prime Vision BV, Netherlands

Data visualization for improved service performance

Duana Redford, general manager, enterprise quality management, Canada Post, Canada

This presentation will offer an overview of new data visualization tools being used at Canada Post that are resulting in improved service performance, including interactive operations performance dashboards and a parcel analytical tool that uses scan data to identify end-to-end service failure points. This results in faster root cause analysis, action planning and gap resolution.

The rebranding of postal services

Liberty Avila, member of the board, Philippine Post, Philippines

One factor that is vital to help posts know how to rebrand themselves is understanding the customers' needs and wants.

How UPU contributes to the digital economy

Marcela Maron, director - Directorate of Universalization of the Postal Service and Value Added Services, Secretariat of Information and Communications Technologies, Argentina

The presentation will offer a new perspective on the postal sector and the e-commerce revolution, and look forward to the UPU Congress 2020.

Business leadership through digital transformation

Uzma Aitqad, transformational change consultant, Magna Business Consulting, UK

This presentation will consider the nature of digital maturity and how it matters for the success of digital transformation in every industry. It will look at the process of building digital capability, explained through examples and case studies, and provide a

roadmap on how to build digital leadership as well as leadership approaches to code a digital DNA (culture) in organizations. Looking at the leadership challenges and importance of digital culture and the characteristics of digital culture, this presentation will provide a digital compass – a framework to conduct your own digital transformations with success.

Other speakers include:

Richard Hagen, account director, Prime Vision BV, Netherlands

Derek Osborn, international postal and business coach, Whatnext4u, UK

Samanta Thaver, senior manager commercial, South African Post Office, South Africa

Dynamic Processes in Planning, Sorting & Routing

If you master your operations and the last mile, you can win. If you don't, you probably won't be a relevant market player. Someone else will work out how to do it better and will win over your customers. In this session we will analyze how you can get full visibility of your processes, how you will be able to adapt them to changing needs and events, and how you can best involve your customers in order to achieve 100% delivery success and obtain 100% satisfied customers.

Speakers include:

Benjamin Sen, innovation manager, Swiss Post, Switzerland

Rodney Conger, consultant, ESRI, USA

Juha Tolvanen, head of network design, Posti, Finland

Kushal Nahata, CEO and co-founder, FarEye, India

Digital Innovation

In the digitally dominated business environment, how can emerging digital technologies and smarter use of big data enable postal and parcel operators to innovate in every aspect of internal business operations and processes as well as provide new ways to interface with customers and suppliers? How can vast amounts of data be analyzed for better insight and decision making? How can postal and parcel companies make use of IoT opportunities to improve their operations?

The role of technology in developing partnerships and fostering growth

Amine Khechf , chief strategy officer, Stamps.com/Endicia, USA

The evolution of e-commerce and the dominance of marketplaces is both a threat and an opportunity for logistics providers and their relationships with buyers, merchants and the technology community.

The technology gap within a logistics organization exposes your weaknesses to your competitors. Conversely, a strong technology platform drives more shippers and buyers to you while at the same time making you an ideal prospect for partnerships to drive continuous growth. How does your technology stack compare with that of others in the space? Join this insightful session to discuss technology empowerment and the critical role it plays in your success.

Economic planning of programmable automation for the parcel and postal industry

Dr Themis Genadis, general manager, ACS Ippokratous, Greece

In today's competitive postal and parcel delivery industry, great emphasis is placed on the economic evaluation of capacity planning of new programmable automated technologies. The purpose of this paper is to help determine the amounts and kinds of capacity of new technologies appropriate under varying types of demand and costs. The criterion frequently used in determining the economic evaluation of the best capacity planning policy is the maximization of present worth subject to physical constraints. The case of the Greek company ACS (the largest postal/parcel company in the country) will be presented.

IoT: where technological practicality meets commercial profitability

Dirk van Lammeren, commercial director, Prime Vision BV, Netherlands

Dirk will offer an overarching view of IoT and its recent impact on the logistics industry. IoT promised to be an industry game-changer, but did the potential live up to the hype? And what can we expect over the next few years? Dirk will relay the importance of companies increasingly working together to create better solutions, and explain his philosophy when choosing which tech companies to best partner with. He will reflect on what makes an effective IoT strategy, and how to strike that perfect balance – where technological practicality and commercial profitability overlap.

An update on blockchain developments focused on logistic and new postal activities.

Alain Roset, director, La Poste, France

This presentation will provide delegates with a review and update on developments in blockchain in logistics and postal activities – in particular, digital activities.

Postal and logistics operations in a connected world

Christian Oestergaard, head of production - IT / business CIO, PostNord, Denmark

PostNord has undertaken many local initiatives with sensors and different kinds of monitoring. The task now is to elevate these initiatives to a corporate level. Listen to PostNord sharing experiences and considerations, and discussing its results so far. PostNord is currently connecting its entire fleet – 2,700 load carriers, 1,000 heavy trucks – to one platform, and implementing sensor technology on approximately 7,000 delivery vehicles.

Innovation at PostNL: from new, digital e-commerce to last-yard solutions

Joshua Geerlings, product owner Innovation Studio, PostNL, Netherlands

The presentation will outline key takeaways and lessons from the lean-startup projects at PostNL, ranging from digital innovation and new e-commerce propositions to last-yard delivery solutions.

Winning in the age of e-commerce – creating a strong innovation

Julian Dragendorf, associate partner, McKinsey & Company, Germany

The decline of the mail is irreversible, but the e-commerce megatrend creates enormous opportunity. We'll present our view on how posts can capture part of this growth by building an innovation engine. Posts must first earn the right to innovate by increasing productivity and investing in the right capacity. Subsequently, they should follow a structured approach to innovating products and production systems. Posts should address innovation alongside customers' fulfillment experiences and value chain design, and consider attaining new frontiers in the production system or product portfolio, such as drones, autonomous delivery, robotics and AI.

IT platforms transform the business

Ilya Aristov, engagement manager/head of logistics, DataArt, UK

The presentation will use DataArt's experience with Ocado, Doodle and a few other logistics companies. The speaker will explain how IT platforms helped these firms transform their whole business, and will show the path that you can use for digital transformation. The presentation will include statistics and research about the trends, and will explain how to use them and where to pay attention.

The best from all countries – Europe's parcel delivery platform

Thomas Hagemann, founder and CEO, Seven Senders GmbH, Germany

Within Europe there are more than 50 prime carriers delivering parcels perfectly. But there has not been a digitized approach to combine all of these carriers in one European prime network. Seven Senders, founded in 2014, started with a platform approach, offering Europe's finest last-mile carriers in one virtual network. It is now the first choice for medium- and enterprise-size merchants that ship parcels cross-border in Europe.

From last mile to first mile – retail and home delivery

Frode Larsen, chief technology officer, Distribution Innovation AS, Norway

Declining volumes are a huge challenge for traditional post and media distribution companies. Many are cutting costs, geographies and delivery days – building down the network that could be a strategic asset. Instead, you should innovate and transform your business model. How to innovate while delivering high quality on existing business? The distribution

companies in the Nordics have done this. Enabled by technologies like AI, blockchain, digital locks and cloud, their existing business is being replaced by delivering food baskets, parcels, breakfasts and overnight B2B express. Get inspiration on how you can change your business.

Delivering on the promises of mobile devices and applications

Gary Lee, chief revenue officer, B2M Solutions, UK

Mobile devices in the hands of your workers have become critical to the success of your business. Whether used to scan packages, receive customers' signatures or process payments, it is critical to ensure that each mobile device and app is always up and operational. However, today the sad state of the industry is that mobile devices often fail, resulting in huge, sometimes hidden, costs to the business. This presentation will outline the latest findings on problems and solutions to ensure mobility is able to deliver on its promises for the business. The speaker will also leverage case studies to highlight solutions.

Siemens Logistics Workshop

Today's growing e-commerce business demands changes: in equipment, processes and staff to fulfill the service level agreements. Therefore, the market demands a higher degree of automation. Factories that run lights out are fully automated, do not rely on continual human presence and therefore require (almost) no human presence on-site. Thus, these factories can run 'with the lights off' or in other words 'touchlessly'. Siemens Logistics invites delegates to participate in an interactive workshop on the end-to-end processing of parcels. Based on current and future market needs, the various aspects of the challenges of parcel processing will be identified, and potential solutions to improve today's parcel processing will be discussed. From a solution perspective, existing and new automation equipment is on the agenda as well as potential disruptive approaches, complemented by the wide range of digitization possibilities, from IoT platforms to analytics and AI. The interactive workshop will provide plenty of opportunities for all participants to contribute their views and to benefit from the jointly developed results.

Developments in E-Commerce

E-commerce continues to grow strongly in all countries. How can postal companies exploit the opportunities and expand their services to provide solutions across the whole value chain? In the global market economy, the potential for rapid growth in cross-border trade can be hampered by friction caused by customs requirements, unclear landing costs, difficulties with track and trace, returns and patchy customer service. What are the opportunities for improving international cooperation, regulation and interoperability of track and trace and labeling systems?

Developing e-commerce in the Pacific Islands

Tony Siamomua, manager marketing and sales, Tonga Post Ltd & Tonga Fast Print Ltd, Tonga

Tonga, like most Pacific Island Countries, is heavily dependent on remittances from families living abroad as well as foreign aid and assistance from various donors and international governments and organizations. For all Pacific Island Countries, there is a critical need to embrace the era of e-commerce, and postal designates are working to address the challenges that prevent consumers from taking advantage of the online cross-border international e-commerce business. This session will discuss the opportunities for business partnerships, and how postal and logistics companies can work with the Pacific region to drive the booming e-commerce trade.

The UPU: latest trends and how they are affecting e-commerce

Amine Khechfé, chief strategy officer, Stamps.com/Endicia, USA

Changes to how postal authorities are approaching terminal dues and their overall membership in the Universal Postal Union (UPU) have had a major effect on postal relationships worldwide. Learn what effect this has had on e-commerce shippers in the USA, Europe and Asia, as well as what the latest news means for e-commerce in terms of costs to the end consumer and transit times, as well as what shippers should be doing to manage these changes.

Building an ecosystem that fosters cross-border e-commerce

Serim Cetin, co-founder and managing partner, B2C Direct, Turkey

Many online sellers want to be able to sell globally but they struggle to find the confidence and the right partners who can offer a one-stop shop that can facilitate cross-border e-commerce. We all know and have witnessed the Chinese model, but not everyone can copy that. Taking Turkey as an example of a country with a relatively small domestic e-commerce market but huge potential, the presentation will show how it is possible to set up an ecosystem where sellers can easily reach millions of new customers, integrate with global marketplaces, receive payments and deliver globally.

E-commerce fulfillment for postal operators

Grzegorz Urban, director, PwC, Poland

The presentation will outline the advantages and challenges related to investment in fulfillment services for the e-commerce industry. The speaker will discuss potential synergies between fulfillment and postal delivery services, the role of these kinds of services in the value chain of e-commerce, a potential portfolio of services included in a fulfillment offering, differences between classic fulfillment and e-commerce fulfillment, and challenges related to the implementation of processes. The final goal of this presentation is to answer the question: Can a postal operator be the second Amazon in its own country?

Variable delivery time slots in e-grocery and e-business

Mikhail Konstantinov, independent researcher, Mikhail Konstantinov, Germany

This presentation will address: 1) Banalities related to the last-mile logistics that no one thinks about; 2) Punctuality of delivery – an intangible commodity that is neither recognized nor acknowledged as such; 3) Variable delivery time slots as a powerful weapon in competition; 4) Distribution of orders by time slots of different lengths as a result of practical vehicle routing; 5) Why, despite the distinct advantages of variable delivery time slots, e-grocers stubbornly offer the same portions of punctuality of delivery (mostly two-hour slots) to everyone.

Delivery in the age of Amazon

Guy Bloch, CEO, Bringg, Israel

With so many delivery models and fulfillment options to choose from, everyone is asking the same question: how do you provide the perfect customer delivery experience at a price point that makes sense for both the consumer and the business? This presentation will cover the critical issues businesses need to consider in order to establish successful delivery operations, including: choosing the delivery model that is right for your organization, optimizing delivery flows to deliver ideal customer experiences, and selecting the technologies you need to ensure positive ROI.

E-commerce experience and challenges in Saudi Arabia

Khalid AlShamlan, executive general manager, Zajil Express, Saudi Arabia

Zajil joined the e-commerce industry in 2016 and has made a lot of noise in the market. It had a tough experience managing such a complex market, due to government bureaucracy and the national addressing dilemma. In this presentation the company will share its experience to help the international audience learn how to deal with this important emerging market.

Addressing

Addressing capability is a key strategic enabler for any delivery operator, especially with precision delivery to avoid 'failed deliveries' or attempted delivery to the wrong place. It is particularly challenging for emerging economies where formal 'postcodes' have not been developed. Even where postcodes exist, they were largely created for internal sorting purposes rather than with the customer in mind. What innovative new ideas in this digital age can help to meet this challenge?

G-NAF data – key to infrastructure development

Kaveh Dolati, deputy director general of geographical and spatial information, National Post Company of Islamic Republic of Iran, Iran

The potential of geospatial information (G-NAF) for organizing the information in the form of integrated databases and location-based services is one of the issues within the scientific communities in many countries, including Iran. In this regard, access to a unique, standardized address with

the reference point is also one of the main demands of today's societies, particularly the urban services provider organizations such as posts and municipalities. Having access to such an address can not only enhance the economic, social and environmental efficiency of urban management and services, but also improve transportation management, etc.

The evolution of addressing

Patrick Cannon, project management director, Addressing Homes/Aimlocate, USA

It seems as though you have had to pick one way or another: an addressing system that could be set up quickly or a system that was simple to understand and use. With updates in technology and methodology, Addressing Homes and Aimlocate have made it possible to create an addressing system with a database that is simple to understand and customizable for businesses, NGOs and governments as well as individuals, and can also be set up in a relatively short amount of time.

Addressing – how digital addressing systems will disrupt post offices

Santosh Gopal, CEO/founder, Ship2MyID, USA

Ship2MyID redefines current addressing approaches. The patented platform replaces 'addresses' with digital IDs such as cell number, email or social ID. This can impact trillions of transactions globally involving 'addresses', be they shipping or identity management. The Ship2MyID platform enables transactions between consumers, e-commerce, manufacturers, brands, businesses, and postal and logistics entities. Consumers will have unique lifetime addresses – no more issues about changes of address – and they will have 100% control over what comes to their homes. Businesses will be able to create newer transactions, enabling social commerce, new revenue streams and very efficient operations with no lost packages and GIS-enabled addresses.

Digital street addressing and door numbering – the new standard

Parikshith Reddy, co-founder, Zippr Pvt Ltd, India

Zippr's digital street addressing and door numbering technology (myddn.org) has seen great traction over the last year and is currently being used by over 116 cities in India. It is the only addressing solution of its kind that uses advanced technologies like ML and AI to number streets and homes in a sequence akin to real-world addressing, instead of random words or characters. This ensures it is cheap, accurate and, most importantly, future ready.

City-Scale Delivery Technology

The topic of connected cities using large-scale IoT deployments that can provide the infrastructure for smart delivery technologies will be discussed alongside a discussion of the various technologies – Bluetooth, 5G and low-power wide-area networks (LPWAN) – that can make it a reality. With current industry models based on consolidation and speed but new technologies such as delivery robots traveling slowly and delivering individual items, this session will give some thought to how the two models can be meshed.

Electrifying delivery: how posts can lead the electric transport revolution

Sandra Roling, head of EV100, The Climate Group, UK

With transport emissions still on the rise and air pollution in cities increasingly 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. This 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.

Designing safe self-driving delivery systems

Dr Erik Wilhelm, head of research, Kyburz Switzerland, Switzerland

Autonomously driven vehicles will play a key role in delivery operations in the future, provided the vehicles are deemed useful and cost-efficient by the market. Two important areas that differentiate Kyburz from its competitors are the company's emphasis on applying functional safety norms to its electromechanical systems development, and the flexibility that it has designed into its latest generation of autonomous delivery systems. This presentation will outline the approach that Kyburz Switzerland has taken to ensure efficient and safe operation of its autonomous chassis technology. Examples from live tests will be provided to illustrate its safety and the underlying business case.

Trends in shared-mobility regulation: lessons for the delivery industry?

Juan Montero, professor, Florence School of Regulation - EUI, Italy

Cities are increasingly regulating the use of the public domain (streets) by passenger shared-mobility companies (bikes, scooters, cars, etc.). To avoid congestion, cities across the world are limiting the number of vehicles and the number of companies; they are tendering licenses and imposing all kinds of obligations on the licensees. Is this a trend that will reach the delivery industry? Is it a good model?

Second life: lifecycle benefits from refurbishing DXP electric delivery vehicles

Martin Kyburz, CEO, Kyburz Switzerland, Switzerland

This presentation will show how the ingenious Kyburz electrical transport vehicles are functioning as an integral element of the last-mile delivery systems of the company's global customers. It will outline the energy, total cost and efficiency implications of deploying the vehicles. The focus of the discussion will be on second life or recycling issues at the end of the vehicle's lifetime. At the end of their standard seven-year warranty periods, customers can exercise a buy-back option, at which point Kyburz refurbishes the vehicles

for the start of their 'second life', with substantial total cost and environmental benefits.

Last-mile sustainable logistics

Sam Clarke, founder, Gnewt, UK

The presentation will summarize the experience of the last 10 years in last-mile logistics with a 100% EV fleet.

Effective electrification of European parcel and postal fleets

Juraj Ulehla, founder and CEO, Voltia, Slovakia

Using the experience of helping several companies create fleet electrification deployment plans, the presentation will cover: which routes can be switched to electric – critical decision factors; how to optimize the route for eLCV; which electric LCV to choose and how; the success factors in deployment of an electric fleet; how to create excitement among drivers and general buy-in to switch; examples from existing clients.

Electrical cargo trailer for city logistics

Natalia Tomiyama, co-founder, Nüwiel GmbH, Germany

By 2020, 70% of the world's population will be urban. Anticipating this change, policy makers, politicians and cities are setting up infrastructure regulations and sustainability goals. This global change will affect not only personal mobility but also the transportation of packages, food and even private purchases. Nüwiel is a Hamburg-based startup making electric mobility solutions for urban transportation. Its first product is an electric cargo trailer for bikes, with patented technology. The technology enables fully synchronized movement between the trailer and the bike. Nüwiel will share its success story and experience collaborating with top industry companies including UPS and Ikea as well as cities.

Making urban last-mile delivery smarter

Frank van Os, CCO and co-founder, Smartmile, Netherlands

The current model of urban last-mile delivery, with multiple couriers trying to make home deliveries, is not sustainable. It's inconvenient, inefficient and causes congestion and pollution. Smartmile is a cloud-based software platform, connecting automated parcel terminals to any online buyer, courier or retailer. It creates an open and shared urban delivery ecosystem that is more efficient, convenient and sustainable. With Smartmile, consumers receive all purchases from any webstore at one designated location. Couriers and retailers deliver parcels more efficiently. Retailers provide a great click-and-collect service and generate lots of in-store traffic. Furthermore, traffic, congestion and pollution are substantially reduced.

Optimizing/minimizing urban traffic

Julian Kellermann, head of marketing, Tiramizoo GmbH, Germany

Cities face fundamental challenges: changing shopping behavior (e-commerce), retailers losing F2F contact with customers, increasing urbanization, urban traffic increasing with resultant environmental issues (CO₂). Smart cities must find a way to deal with these developments. Regulatory remedies are possible but superior technology might be the smarter way. The presentation will explain how last-mile technology can help smart cities improve the traffic situation and thus, inhabitants' quality of life.

T-Systems Workshop on Digital Transformation in Post & Logistics

This workshop will focus on three areas: process automation with IT, new digital business opportunities, and the human factor. Hosted by T-Systems, it will feature senior speakers from a range of organizations – logistics operators as well as IT partners – in order to understand and discuss digital transformation.

Speakers include:

Ruth Eberhart, director postal services industry, SAP SE, Austria

Christian Oestergaard, head of production - IT / business CIO, PostNord, Denmark

THURSDAY October 3

Last Mile

The big last-mile challenge is to provide a wide range of delivery options – including PUDO, lockers, on-demand or customized delivery by appointment, home delivery, precision quality, same day, delivery of food and perishable items – at a very low price, in the face of strong competition and demanding customers. What innovative, cost-effective solutions can be used to meet this massive challenge?

Return logistics standing up

Roel Gevaers, logistics innovation manager, BD myShopi, Belgium

In recent decades, a lot of attention has been paid to improving last-mile logistics. In Belgium, BD myShopi has launched a new returns product – 'myRetour – sustainable returns on demand' – and this presentation will show the first results.

How the final mile is changing

Michael Richmond, chief commercial officer, Doddle, UK

The days of all online orders being automatically routed to a customer's home are long gone. The final mile has evolved to comprise myriad solutions in an increasingly complex landscape with multiple stakeholders and competing interests. This presentation examines some of the key trends in major e-commerce markets, and makes some predictions about what might be coming next.

Supercharge last-mile delivery with mobile computer vision and augmented reality

Benjamin Hempel, solutions consultant, Scandit, Switzerland

The delivery industry has been transformed by the explosion in demand from the internet, and clever technology companies who have broken norms and made it possible for

virtually anyone to become involved in last-mile delivery. The key elements that make it all happen are a smartphone and an app. Trendy startups don't have to be the only ones using smartphones to supercharge last-mile delivery. This presentation will show that there is enterprise-grade mobile technology available today that can help reduce costs and increase efficiency even for the largest implementations.

Social Media & Communications Workshop

In the modern digital age, social media is now one of the main means of communication being used by businesses and organizations to engage with their customer base, market their services and position themselves. Get it right and it can be a great tool for business development and building a strong reputation and online presence. Get it wrong and it can be hugely damaging to credibility and lead to wholesale customer desertion. This workshop will enable businesses in the parcel and postal sector to share their knowledge and experience of using social media – what has worked and what have they learned – and of using other means of external communication such as corporate videos and marketing campaigns. What is the best practice across the sector? Come and participate to share your ideas and learn from others.

True Altitude Workshop on Emerging Technologies in Logistics and Delivery

This workshop will review a range of emerging technologies in the logistics and delivery environment, including but not limited to: autonomous and electric vehicles, D2C freight/delivery innovations, consolidation technology with air freight, innovation in packaging, and dark warehouses.

Program subject to change

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