Is the Crowd the Future?

Read in the latest edition of our Postal Industry Newsletter about opportunities in crowdsourcing delivery, cross-border tracking solutions and last mile customer engagement. And learn about new technologies from startups that we invited to pitch at WMX Americas.
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INNOVATION & STARTUP DAYS @ PARCEL+POST EXPO

Innovation & Startup Days @ Parcel+Post Expo, Amsterdam, 1-3 October 2019

+ Startup Avenue

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the Postal Innovation Platform (PIP) is a unique open platform and forum that focuses on innovative postal services and studies the future of the postal industry with a solution oriented approach. It provides a conference, think tank and research platform that is unique in the postal world and shall ease the implementation of new and innovative postal business solutions.

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This is an exciting year.

It’s not that the earth is turning faster, but we can easily get this impression when we follow what is going on in the postal & logistics sector. New technologies, groundbreaking and disruptive solutions, autonomous operations, robotics, digitization and changing business models wherever we look. And this is only the beginning.

We are at the heart of all these developments and accompany you on this journey. In this issue we will focus on topics which may have a significant impact on the industry. Jeff Colvin of the USPS OIG shares his views on crowd-sourcing and crowd-delivery platforms and whether and how they can succeed in the new postal & logistics ecosystem. Liam O’Sullivan of IPC proposes an alternative approach as to how posts can implement a cost efficient and reliable tracking solution for low-cost cross-border e-commerce items considering that 84% of the cross-border online purchases are below 2 kg and 61% are worth less than €50. Kushal Nahata of FarEye sheds light on how postal and logistics companies can leverage predictive intelligence to increase delivery visibility and happiness scores.

We have also invited startups and other companies to share their solutions for some of the most challenging issues in today’s postal and logistics environment. Learn how BookIT can easily bridge gaps in the delivery process by implementing easy and optimal communication with the customer, thus significantly increasing first time delivery success. See how Ship2MyID solves global addressing issues by replacing physical addresses with digital codes, thus providing each person on the planet with an instant address, which does not only abolish cross-border addressing issues or implement a new level of privacy, but which also enables completely new revenue streams in e- and m-commerce. Learn from Smartlane how you can increase operational efficiency through a cloud-based software for continuous automation and optimization of transport processes. Experience with LogistiView how you can make better, more informed decisions with the use of Augmented Reality and AI. And learn from Drone Delivery Systems about the first solar powered IoT drone mailbox system.

And join us at our upcoming events, such as at World Mail & Express Europe in Dublin from 17 - 19 June, at the Green Mobility Forum in cooperation with Triangle and PostEurop on 17 June in Dublin and at our Innovation & Startup Days at Parcel+Post Expo from 1 - 3 October in Amsterdam. In addition, we also look forward to seeing you at our innovation & startup session at World Mail & Express Asia from 15 - 17 September in Hong Kong!

As I said, it’s an exciting year and we will drive innovation wherever we can.

Enjoy reading our PI Newsletter!

Get in touch: https://www.postal-innovation.com/ bernhard@postal-innovation.com
Recent months have seen the expansion of crowdsourced platforms into the last mile package delivery market. This article assesses this phenomenon, its relation to the theory of two-sided markets, and the conditions under which crowdsourced delivery platforms are likely to succeed.

The package delivery market is currently dominated by national hub and spoke (NHS) carriers such as UPS, FedEx and the national posts. These enterprises are hard to beat in the long-haul market, but face significant challenges as they apply the long-haul full truck strategy to local delivery. Fundamentally, they send a truck down the road on a fixed schedule, where profitability depends on density: how many addresses can be served, and how full the truck is. Thriving on density, the NHS carriers also face such traditional challenges in last mile delivery as traffic, parking, wrong addresses, the fixed costs of a fleet of trucks and a full-time labor force.

Added to these challenges is the growth in demand for same day delivery (SDD). There is controversy over whether this niche will come to dominate package demand, but a shift in preferences toward rapid delivery seems evident. In a survey done by McKenzie 25% of customers said they were willing to pay a premium for faster delivery (Joerss, et al, 2016). This trend cuts against the core strength of the NHS carriers, which is delivery on a fixed schedule with a full truck. It is unclear whether they can fill the demand for faster and more frequent delivery.

This infirmity may open the door to entry by competitors featuring new methods, the most recent of which are two-sided platforms featuring the network economies enabled by crowdsourcing. Two-sided platforms are companies that have entered a variety of industries, most notably ride services (Uber and Lyft) but also retail delivery (Amazon Flex, Instacart, Trunkrs) as well as food delivery (UberEats, Wolt).

Crowdshippers have some advantages in the SDD market. They can push the fixed cost of vehicles onto drivers, who are themselves a flexible ‘input’ that increases and decreases with demand requirements. Two-sided platforms typically have used price flexibility to regulate supply, e.g., Uber’s flexible fares that vary with traffic conditions (see article on Uber pricing).

The conditions under which the expansion into package delivery represents significant competition with the NHS carriers is the subject of this note (for more detailed discussion and a mathematical model of crowdsourced delivery, see Bradley, et al (2019), also see Montero (2018)). Fundamentally, this involves a struggle between density (or scale) economies, which depend on utilizing all the space in a truck, and the network economies exploited by platforms that utilize space and time that is available but not otherwise used, such as the back seat of a car that is already on the road, for personal or business reasons.

A few points on two-sided markets might be helpful. The classic works on the topic, such as Rochet and Tirole (2003), use the term to describe commercial situations in which demand on one side of a market is highly sensitive to action on the other. Consider a plan to raise the parking fee at a shopping mall. The first-round affect will be fewer customers, but the further affect is a reduction in the stores situated in the mall, which has the impact of further reducing customers. For this reason, shopping mall management companies often subsidize the parking cost, leaving the parking fee to the customer at $0. Economists refer to such impacts as external cross side effects.
However, there is a second price-related property of two-sided markets, in so far as they typically involve networks, that is termed the chicken-and-egg problem: no side will join while the other side is missing. Uber cannot attract drivers until there are customers, and vice versa. The external effects provide strong entry barriers, but only after there are a sufficient number of actors on both sides. There is therefore an inducement for platforms to subsidize a side, effectively delaying profits until after the network has grown.

For a real-world example, Uber and Lyft are both thought to be losing money, presumably to secure sufficient volume for their networks, and in this case possibly to prepare for the day when autonomous vehicles make drivers unnecessary.

Hence, there are two reasons why two-sided markets differ from ordinary markets: (1) the presence of external effects causes prices to be different and, (2) profits may be sacrificed for growth purposes, leading to cross subsidies.

Given these considerations, we ask under what conditions can a crowd-sharing platform mount a challenge to a dominant NHS carrier in the last mile SDD market? First of all, it is essential that the platform can compete with the NHS carrier on service quality. If, prior to entry, the NHS carrier’s network is built to serve the multi-day market, it will not easily be able to provide same-day service. In other words, NHS quality is low relative to the willingness to pay for rapid delivery.

After entry, the platform sets the delivery charge to the customer and the drivers’ compensation. Note that quality, as perceived by the shipping customer, depends on delivery time, and delivery time falls as the number of drivers rises. Because drivers earn the difference between their own costs and the driver compensation, the platform is motivated to keep the driver compensation high enough to maintain the quality differential with the NHS carrier.

This consideration constrains the response of the platform to cost increases. Should the driver cost increase, the platform is faced with the decision either to try recoup profits by raising the delivery charge or sacrifice profits to keep the network growing. The platform faces a similar tradeoff if the NHS carrier finds a way to decrease its service quality.

What if the cross-side effects shrink? As the network grows, the impact of an additional driver on quality may decline. Or a platform that subsidizes drivers may experience quality problems as the number of drivers increases. Kontio (2016) notes that this is typical of two-sided markets. Either way, the platform may raise driver pay or partially close that side of the market by insisting on training or installing performance testing. An increase in the driver payment, with no change in the customer charge, will mean more drivers and more customers – but lower profits.

Important to maintaining lower driver costs is coordination of drivers’ delivery and nondelivery activities; package delivery is only cheap to the extent that drivers are already on the road. Economists refer to this issue as same-side cost complementarity. Coordination can be formal, where drivers pursuing an existing business, such as ride-sharing service, are now charged with package delivery as well. Or it can be informal, such as in the Amazon Flex model which pays ‘regular’ people to deliver packages as they drive around for personal reasons.

The conditions under which a crowdsharing platform could successfully enter the SDD market, would appear to include:

1. The ability to compete on service quality. This is the opportunity afforded by inflexibilities in the NHS carriers’ business model.

2. Strong cross-side effects. This allows the platform to manipulate the quality of service via drivers’ pay.

3. Strong same-side cost complementarity. This is key to key to cost control and to quality.

Much depends upon the growth of the SDD market as well as on technology. It is frequently speculated that the future of delivery belongs to drones, robots, autonomous vehicles and moles. In the near term, however, it depends more on innovative ways to employ human beings. Whether crowdsharing offers an opportunity is still unknown and will be determined as the last mile market continues to evolve. At the least, this alternative business model bears close watching.

References


Kontio, A. (2016). Crowdsourcing Goods Delivery in Multi-Sided Markets: A Multiple Case Study. AALTO University, Helsinki, Finland.


E-commerce consumers want visibility when ordering online, certainly when the item is shipped internationally.

According to the latest edition of the IPC Cross-Border E-Commerce Shopper Survey, 84% of the cross-border online purchases are below 2 kg and 61% are worth less than €50. Postal operators remain best placed to deliver low cost and low-value packets. However, it is therefore essential for posts to offer a cost-efficient and reliable tracking solution for low-cost cross-border e-commerce items.

RFID provides the ideal solution for posts, with many already invested in passive RFID infrastructure within their operations for other purposes such as letter performance management or terminal dues. The cost of RFID tags is no longer an obstacle anymore as the price continues to decrease, costing less than €0.10 per piece. With little to no additional investment, they can connect to a cross-border RFID tracking network and offer low-cost tracking for international items for which there is currently no tracking information.

IPC supports posts with commercial RFID-tagged products, as well as several other posts participating in the RFID network and/or considering commercial roll-out of this service within their markets. Participating posts can offer the low-cost tracking solutions to e-retailers in their market. E-retailers can purchase RFID tags from the post to attach to their shipments.

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Integrated into postal operations

A passive RFID tag is initiated by the e-retailer and is recorded in IPC’s RFID system database. Once a tag has been activated, it is attached to an e-commerce packet by the staff of the e-seller. The e-commerce packet with a passive RFID tag travels through the operational flow for untracked packets.

Passive RFID gates at key locations within the post’s operational process (including transport and handover to other partners) generate RFID reads.

The reliability of the tracking data is ensured through the system by filtering duplicate RFID reads and unwanted data. Moreover, RFID reads are centrally evaluated against clearly defined business rules and events are matched to the appropriate item.

All data is stored in IPC’s Central Data Store and is available to all users. Customers, e-seller staff or postal experts can consult and connect with the tracking tools via an interface where they can see last location of the item and its current status in the postal operational flow.

Currently 28 postal operators are part of the IPC RFID tracking network and five posts have viable commercial products using RFID tracking for e-commerce packets item tracking.

The IPC RFID Tracking Services team offers customer support to posts, including network performance monitoring, monthly reporting, design and set up of pilots.

Benefits for posts and e-retailers

The IPC RFID Tracking Service bring benefits for posts and their customers (e-retailers):

- Tracking information available (to e-sellers, their customers and posts) for packets without the use of a barcode
- Posts can offer a low-cost tracking solution to their customers
- Easy access to tracking data
- Posts can analyse RFID events to assess quality issues in their operations
- Barcode scanning can be replaced where possible for e-commerce items; postal staff have fewer items to scan
- Continuous support before, during and after roll-out of low-cost RFID tracking solution, thereby making the process easier
- Regular monitoring and reporting of the service performance, allowing participating posts to closely monitor performance of the RFID infrastructure
Think of a situation where your customer is impatiently waiting to receive an expensive watch which she ordered three days back. But due to your business’s inability to provide delivery visibility, she has no clue where her watch is, who will be delivering it, if there are delays and so on. It’s an emotional trauma for your customer that can be easily avoided.

To make customers trust your services, it’s important to provide them with real-time visibility of the entire delivery process. It empowers customers to know what’s happening on the ground, when should she expect her delivery, why there are delays and so on. Not only loyalty, real-time visibility positively impacts delivery happiness score as well.

From a business perspective, real-time visibility helps logistics stakeholders get crucial insights into delivery KPIs like understanding route efficiency and performance of a delivery executive. This significantly boosts productivity of delivery fleet and increases profitability.

Also, by leveraging real-time visibility, eCommerce businesses can get quick feedback from customers which can be eventually used to make the delivery process more personalized.

Changing Customer Expectations Based on Geographies

Having said that, personalizing deliveries depends a lot on customer behaviour, and customer behaviour is unique to specific geographies. For instance, managing delivery and customer expectation becomes a bit more complex if your business operates in geographies like Europe.

In Europe, challenges like fragmented transportation market and driver shortages make delivering a seamless customer experience difficult. Buying frequently in less quantity is another important trend that has been shaping a buyer’s expectation in Europe.

**Fragmented Transportation Market**

In Europe, even the largest transportation companies only cover only 10 percent of the transportation market. Therefore, the dependency on disparate 3PL providers is immense. To ensure greater control over outsourced logistics providers and provide on-time deliveries, businesses need to invest in platforms that deliver high levels of visibility throughout all stakeholders.

**Driver Shortages**

The European trucking industry is facing a chronic driver shortage. According to *European Road Freight Transport 2018*, European transport firms are racing towards a driver shortage crisis of 150,000 unfilled jobs. The report highlights that in the UK, Germany, France, Denmark, Sweden, and Norway the shortage of drivers adds up to 127,500. Hence, there is a dire need to drastically increase productivity of each truck, again highlighting the need to enhance visibility of delivery fleet.

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*K Kushal Nahata* 

CEO & Co-founder, FarEye
**Frequent Purchases**

People in Europe are more inclined towards buying in less quantity but more frequently. This drastically shoots up the need for post and parcel businesses to invest in disruptive technologies like machine learning and predictive intelligence to scalability of delivery operations.

**How Predictive Visibility Can Increase Delivery Happiness Score**

This whole goal of providing absolute visibility of delivery process may come across as a complex problem to solve, but by using tools powered by advanced technologies like Machine Learning (ML), businesses can easily achieve this goal.

ML allows delivery platforms to crawl through historical data of already traveled delivery routes and generate predictive visibility and critical insights to boost fleet productivity and reduce costs.

Say, one of your delivery executives needs to travel through point A, B and C to reach a customer’s destination. Referring to historical data, ML capabilities can benchmark the time taken to reach point B from A and point C from B. In case the duration to reach any of these points exceeds the already set threshold, it will immediately trigger alerts and help delivery stakeholders know that something has gone wrong and action needs to be taken. This eliminates the chances of further delays.

By analyzing historical data of route performance and efficiency of 3PLs, predictive visibility helps businesses generate accurate ETAs by eliminating guesswork.

Machine learning and predictive intelligence can be of immense help when it comes to ensuring scaling delivery operations. Leveraging these disruptive technologies, businesses can quickly and intelligently outsource delivery to nearest third-party delivery providers to ensure rapid scale. It can also optimize delivery routes depending on the number of orders placed from a particular location. These significantly optimize the number of deliveries successfully closed per day.

When it comes to embracing technologies like ML, analytics and predictive intelligence, the question is not how but when organizations will take the first step. To satisfy the growing expectation of customer demands and boost delivery happiness scores, ‘now’ is the answer.

https://www.getfareye.com/ komal.puri@getfareye.com

FarEye provides couriers, postal and 3PLs with technology to win in the last mile by making superior deliveries. It breaks down operational silos and enables multi-enterprise collaboration thus helping organizations to champion operational efficiency and customer experience.
The last mile sucks because of the cost

The last mile sucks because of the missed deliveries

The last mile sucks because of the inefficient scheduling

The last mile sucks because of a lot of different reasons, but excuses are a dime a dozen and a customer doesn’t care what the excuse is. They just know they didn’t receive what they ordered, when they wanted it & where they wanted it; and if you’re to blame... you suck. We don’t want you to suck, you don’t want to suck, no one wants to suck. We could feed you boring stats about the 39% of customers that file complaints and the 43% of those who then voice the suckiness of your company on social media. But who wants to see the depressing numbers of past complaints. Anyone in logistics knows the problems faced on the last mile, high costs, missed deliveries, inefficient routes/schedules, customer service. Blah Blah Blah projections this, stats that, *Percentage Here*. It’s time to look to the future of logistics, ecommerce and most importantly, the “LAST MILE”.

In our industry numbers, stats, projections, strategies and the technology behind what makes the logistics world go round are very important. But to the rest of the world (the consumers) they don’t care what goes on behind the curtain. They want to click a button, send some numbers out of their account to someone else’s, and then have an essential oil diffuser on their doorstep the next day at 5:00PM as soon as they’re home from hot yoga. Customers shouldn’t have to adjust their lives & schedules around being home when a company tells them to be. Remember the whole consumers expecting “what they ordered, when they wanted it & where they wanted it”(Me, 2 min ago), well that’s now the industry standard. A standard set by the wants and needs of consumers.

We recognized this trend years ago when we, BookIT gained Posti (Finland’s National Postal Service) as a client. We found that the key to a better service was giving a customer options and power in a process that they previously had no control over. Just by sending them an omnichannel i.e. email and SMS session managed dialogues with personalized simple to reply A or B or C options like available delivery times and redirection options. Posti’s customer response rates increased by 90%. Our service enabled Posti to provide a better experience for their customers, while also allowing them to optimize their deliveries, schedules and routes using customer response data. This led to more efficient schedules, a significant decrease in missed deliveries and an advantage over their competitors. All achieved just by providing a service that gives customers what they want, something that will make or break logistics companies in 2019.

There is a simple solution any Last Mile Logistics business can follow. Just give the customer what they want... A fast delivery, of a certain thing, at a certain time, at a certain place. Seems easy from their point of view, even though we know the more simple it seems to them, the harder it gets for us. However, the trick is to not let them know it’s hard, to make it seem simple. You must act as if the best and most efficient delivery was the only way all along.(Confucius, Something A.D.) Most logistics businesses have already begun trying to do this by implementing software allowing “Real Time” tracking, re-scheduling, messaging delivery options and much more fancy stuff. Yet even as these businesses continue to adopt these services, they will still be behind the growing rate of consumer demand and the growing rate of the worlds logistics market as a whole.

* Marketing Executive, BookIT.net
When I say it’s time to look to the future of the Last Mile, I speak for myself, BookIT and any business involved in Last Mile Logistics. The current need and future realization of Last Mile Logistics is providing the customer with what they want, before they even know they want it. Sounds a little familiar huh?*Cough *Cough, Steve Jobs. It only makes sense that if consumer wants are now setting the industry standard, that the logistics company who satisfies these wants before they even present themselves is the company that will become the new trend setter of the industry standard. If you can predict consumer wants, you can predict consumer trends, optimize operations, prepare for the future and become the new leading force in the logistics industry. It’s time to implement solutions today that proactively solve tomorrow’s problems.

Show your customers the future:
https://www.bookit.net/expertise/customer-experience
Ship2MyID redefines current addressing approaches. We believe the current addressing system has limitations and challenges. Our patented platform replaces "Addresses" with Digital ID’s like Cell#, email or SocialID. This can impact Trillions of transactions globally involving "Addresses", be it shipping or identity management. Ship2MyID platform enables transactions between consumers, e-commerce players, manufactures, brands, businesses as well as postal & logistic entities. This approach addresses some important challenges postal and logistics companies are facing today and provides several solutions and key benefits.

Ship2MyID addresses 5 key problems

1. Shipping requires a VALID delivery address. Our cell phone has 1000’s of contacts but stores NO addresses.
2. Privacy : In Twitter we love to have 10,000 followers, but in real life we don't want even one person to follow us.
3. As per UPU 50% of world population doesn't have structured addresses.
4. Change of addresses : In developing countries like the US millennials change their address once in 3 years.
5. There are 130+ International language scripts being used in making it harder for cross border shipments

Consumer benefits

- Ship2MyID empowers consumers and they are central to Ship2MyID ecosystem.
- Unique life time address for every one. Address the unaddressed (50% of world population doesn't have structured address. There will be no more botheration of "change of addresses". Packages will follow users (Real time location or Designated locations by users) so you never loose a package due to wrong addresses.
- Privacy & control : Recipients can have 100 % control on what gets delivered and where. 100% SPAM Free and with permission. Complete anonymity and control who gets what data including address.
- Delivery Management : 100% visibility to each transaction. One touch option for hold, forward, reschedule, pickup or real time location delivery. "Easy Return" is built in for every item. No labels required
- Social Commerce enabled : Consumers will have ability to ship package to all digital and social contacts without need of others address. This will offer one click customer support. No waiting and no user identifications are needed
- "Secure - Opt-in" will disrupt direct marketing and mailing business. Consumers can try millions of free products and offers with 100% Opt-In and complete anonymity. It can disrupt ecommerce as consumers can post their product purchase requests and vendors will reverse bid for gaining consumer’s business. All with 100 % privacy, validation and the best rate with no major ecommerce brokerage fees.

Unique "Digital" Life Time Address
✓ Address for everyone.
✓ Replace Postal address with Digital ID
✓ Packages to follow consumers.
✓ No More "change of addresses"
✓ GIS enabled for higher Accuracy
Logistic & Shipping company benefits

- Significant growth of business: Ship2MyId can create New Transactions not possible before. There will be new revenue streams from being custodian of data. Trillions of Social Commerce enabled transactions are possible. New cross border customers & Transactions will be opened as it removes all the language barriers & inconsistent addressing.

- Enhanced Delivery: As Ship2MyID has capability of both Address + GIS, it can bring higher Accuracy in identifying locations. A simple App can provide one touch option for hold, forward, reschedule, pickup. Drones can provide Real time location delivery for select products. There will be no or minimal lost packages due to wrong address.

- Increased operational efficiency: Ship2MyID provides Unique Shipment ID for each transaction. GIS based scans will increase sorting automation. As no handwritten addresses are required, packages can be scanned and routed automatically. Omni-channel KYC based customer service with asynchronous communication. All packages will have valid addresses before the transactions begin and this will reduce abandonment rates significantly.

- Stronger Ecosystem: Ship2MyID solution can provide new and important opportunities for ecommerce, business solutions, government services and cross border commerce and shipments.

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https://www.ship2myid.com/
Smartlane is a Munich-based startup and logistics software-provider, founded in July 2015 by Monja Mühling, Dr. Mathias Baur and Florian Schimandl.

Smartlane Transport Intelligence is a cloud-based software for continuous automation and optimization of transport processes. It enables both the strategic and operative optimization and management of a company’s whole transport logistics by only just one click - fully automated, in real-time and easy to integrate even into complex IT systems.

Main Component of Smartlane Transport Intelligence is Transport Mining, an evolutionary scenario-based analysis and optimization of transport processes. On the basis of different planning parameters (e.g. minimal costs, best service quality, maximum utilization, …) optimal tours are planned. Companies can choose their optimum / best case scenario individually and bring it into operation by only one click – Smartlane does the rest.

On the basis of the chosen optimization scenario Smartlane now automatically dispatches thousands of deliveries into optimal tours within just a few minutes. Just imagine you have 50,000 deliveries per day and don’t have to dispatch them manually any more. Afterwards you can continuously monitor each delivery status and ETA in real-time and customer / receiver notifications are automatically sent.

Due to the continuous automation and optimization one can save up to 30% of the operative costs or process up to 40% more deliveries.

Well-known enterprises such as Deutsche Bahn, METRO and DER KURIER (GLS) successfully use Smartlane – not only in Germany, but also worldwide. Since March it is also possible to process Chinese and Japanese addresses, so that Smartlane is now available for the operational use in China and Japan.

If you would like to know more about Smartlane Transport Intelligence or discuss a concrete use case, you are warmly welcome to contact us via info@smartlane.de.

https://smartlane.online/en/
LogistiVIEW Connected Worker Platform

Combining Augmented Reality, AI, and the worker to make better, more informed decisions – postal workers connected to endless amounts of data made simple through visual instructions on smart glasses, boosting accuracy and efficiency across work

LogistiVIEW’s Connected Worker Platform connects advanced technologies with the most critical resource that industry can harness: the power of the workforce. The platform connects together endless sources of data – placing workers at the center of it all – to help improve decision making, and enhance the accuracy of work.

So how does it work? While wearing smart glasses, LogistiVIEW equips the worker with highly-intuitive visual instructions that guide them through each step of their process. They see compelling visual instructions delivered through Augmented Reality – highly intuitive and instantly recognizable to know what to do next. The simple visuals make it easy to know exactly what item to look for, and precisely where to find it – saving time, effort, and guesswork to complete the task faster and more accurately. Integrated with the underlying work systems and processes, the worker has access to an endless amount of data – but it’s filtered by AI, delivering only what they need to know for the task at hand. And through Computer Vision, the system is constantly scanning the environment for relevant information, and guiding the worker to complete each stage of work in the most optimized way possible.

For the postal industry, this can mean:

- Easier retrieval, sorting, and processing – workers locating, recognizing, and retrieving the right item faster and correctly the first time
- Enhanced vehicle loading, and proof of delivery backed by AR instructions and information capture abilities
- Maximized workforce efficiency - smart guidance and real time insights of how teams are progressing against the day’s objectives, based on up-to-the-second realities in the field
- Training reduced to minutes, not weeks – easy-to-understand visual instructions speed on-boarding new staff

The result? Tasks completed faster. Costly errors avoided. The right decision the first time, every time, backed by data.

LogistiVIEW delivers a powerful toolset to equip and empower workers to go further. Delivering relevant data, at the moment of work, for rapid and accurate task completion.

Award-winning, patent-pending, and widely deployed today, the LogistiVIEW Connected Worker Platform is enabling a new collaboration between worker and technology across Industry 4.0.

Contact us today to learn more about bringing this to your facility.

contact: info@logistiview.com
https://www.logistiview.com/
Drone Delivery Systems Corporation proudly presents AirBox Technology, the first solar powered smart IoT drone mailbox system which safely and securely accepts package delivery for the end user by motorcycle, truck or drone.

RICHMOND, VIRGINIA, February 14, 2019 –

We are revolutionizing last-mile postal package delivery; creating a virtual gps address with a solar smart IoT mailbox - AirBox Home, anyone in the world can receive endpoint secure package delivery by motorcycle, truck or drone. With a technical savvy team, making it possible for the everyday person to receive the care they need. Our team has created, from the ground-up, a true IoT solar smart connected cold-chain box system. AirBox Technologies creates the only point-to-point secure, ready to scale globally, AirBox DroneX, AirBox Home, AirBox Sky, AirBox Kit solution and our own solar IoT circuit board centered around the ESP32 IoT chip. Drone Delivery Systems Corporation sells AirBox Technology solutions which provide the first solar powered smart drone mailbox system which safely and securely accepts drone package delivery for the end user. The end user will be able to order goods and receive goods via drone through AirBox Solutions. AirBox Kit, a newly launched product; integrates on any delivery drone, providing precision package delivery to AirBox Home, using downward facing visual recognition camera, Flytbase OS system, QR tags for the AirBox, open/close commands to activate box from drone.

AirBox Technologies – create innovations for the future of autonomous secure delivery.

contact: info@dronedeliverysystems.net
https://airboxtechnologies.com/

Dossier
Join us at WMX Europe in Dublin from 17 to 19 June and explore with us the various disruptive trends in the mail, express and e-commerce industries, with a focus on how you can innovate and deliver better outcomes for your stakeholders and customers.

Don’t miss our new technologies and startup session on 19 June

Be a part of our mission to curb emissions down to Zero and save the date for our

**Green Mobility Forum | 17 June, Dublin**

PostEurop, World Mail & Express Europe Conference & the Postal Innovation Platform (PIP) partner for this event and will bring together postal mobility experts and experts from the energy, automotive and IT sector to present & discuss innovation, latest developments and projects. The second part of the seminar will focus on startups presenting and showcasing their technologies and solutions.
Innovation Days at Parcel & Post Expo

1, 2, 3 October 2019
Hall 8, RAI Amsterdam, Netherlands

Postal Innovation Platform (PIP) and Postal.Rocks partner for the PIP Innovation & Startups Days at Parcel & Post Expo.
Join us for our events on 1 and 2 October at Parcel & Post Expo

Postal Innovation Platform (PIP) and Postal.Rocks partner for the PIP Innovation & Startups Days at Parcel & Post Expo.
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Our Innovation & Startup Days include

- a session on **Augmented Reality**, presenting and showcasing use cases, best practice and staging a live demo in which all participants will join
- a session on **New Commerce**, where we will discuss current challenges and strategies, compare best practice and identify opportunities, with a specific focus on Asia/Pacific
- a session on **Dynamic Processes in Planning, Sorting & Routing** in which our panelists will discuss new technologies and solutions that help increase operational efficiency and involve the customer in order to implement a customer centric delivery process
- our annual **live Startup Pitching Event & Competition**

If you
- are a startup **looking for partners** in the postal and logistics sector
- want visibility and thus have an access point/stand at Parcel+Post-Expo from 1 - 3 October and
- want to get the opportunity to address postal & logistics stakeholders with a pitch on our **Innovation & Startup Days** check out our offer at https://www.postal.rocks/startup-avenue