

# POSTAL NEWS

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## 1. Serbian town offers Japanese children place to stay

Source: Tanjug

ČAČAK -- Postal workers from the central Serbian town of Čačak have offered accommodation for 17 Japanese children while Japan recovers from earthquake and tsunami.

Twelve employees from Čačak, Ivanjica, Lučani and Gornji Milanovac have volunteered for this so far.

The initiative was started by the director of the national postal company, who invited employees to volunteer and get the children out of the currently harmful environment in their country.

Japan donated RSD 11mn worth of equipment and an ambulance to a hospital in Čačak back in 2002.

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## 2. Croatian Post Raring To Go

20 March 2011 - Franz Groter

croatianpost.jpg

According to business portal Mojposoa, Croatian Post is the 17th most popular employer in Croatia. The poll aims to find out which employers in the Croatian labour market are the most attractive and why. MojPosao highlighted job security and leadership in the sector.

Over the past two years, and ahead of full market liberalisation in 2013, Croatian Post has conducted an extensive restructuring process which it hopes will lay down the foundations for a more secure future.

One of the key areas was investment in human resources with more attention paid to the development of internal staff. Restructuring, introducing new services, upgrading of existing services and above all, preserving the trust of postal users were seen as critical and after many years of losses, Croatian Post is now seeing positive results in the market.

Certainly by the look of the photo, at least one delivery worker is raring to go.

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### **3. Electric Postal Delivery Bicycle Unveiled**

by Aaron Colter, March 21st, 2011

Simon Williams, an inventor from Australia, has revealed his prototype electric bike that was designed specifically for postal carriers. Calling the new vehicle the Delivery-E Trike, Williams was originally interested in developing an electric motorcycle before he saw a titling electric trike in 2005 called The RIDER. And while he didn't see that particular invention as being useful for implementation as a road bike, he did see potential for delivery drivers.

Williams left his job to work as a postal carrier for 18 months to get an idea of what postal workers have to deal with on a daily basis. The three-wheel electric vehicle has two, rear arm-wheels that pivot independently, allowing it to rest against a slope on its own, something Williams believes is essential for a carrier vehicle. Another feature Williams says is necessary is a reserve gear, saving time and muscle backing-up a motorcycle manually.

Williams road a Honda CT110 during his time as an Australian postman, and found it to be bulky, heavy, and difficult to maneuver. His tricycle sports two rear wheels that feature an electric motor in each, and 16 lithium-ion batteries than can be fully charged in three hours. The roughly 265 lbs vehicle can travel up to 37 miles, and has a top speed of 50 miles per hour.

Currently, Williams is seeking funding to mass produce the Delivery-E Trike, which he says can be manufactured in five hours. While the design is certainly intelligent, and an excellent example of how specialization can target ideal solutions, the electric vehicle could be limited by range and ability to deliver overly large Amazon.com orders.

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Tuesday, 22nd March 2011, 16:46:09

#### **4. Ecommerce retailers must have 'visibility' from postal carriers**

Retailers with ecommerce websites must have "visibility" from their postal carriers to ensure that they give customers the best service.

That is according to Suzy Radcliffe, retail strategist at Wolff Olins, who said that as well as having a strong ecommerce page, businesses must ensure that those delivering products are giving the best service.

Her comments come after IMRG Capgemini e-Retail Sales Index for February, published last week, revealed that UK shoppers spent £4.9 billion during the four-week period, the equivalent of £79 per person and 20 per cent more than the same time last year.

Ms Radcliffe added that customer service is crucial, adding that putting any delivery problem right "is so important".

"Secondly, a lot of responsibility is delegated to the carrier, and actually retailers could suffer severely if the carrier doesn't perform," she added

"A retailer needs visibility and a very clear idea of where the person doing the delivery might be going wrong."

Posted by Phil Williams

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