

## **China's postal and express delivery industry handled 675 million packages on Double 11**

As the curtain of the annual Double 11 festival opens again, the shopping carnival is pressing forward. Double 11 is a carnival for online shoppers, an annual event in China's e-commerce industry, and the busiest day for the postal and express delivery industry in China.

2020 marks the 11<sup>th</sup> year that China's postal and express delivery industry is systematically organized to meet the challenge of peak business season. According to data from China's State Post Bureau, from Nov. 1 to 11, China's postal and express delivery enterprises handled 3.965 billion express packages in total, of which 675 million pieces were handled on Nov. 11 alone, up 26.16% year-on-year and hitting a record high. The three express delivery companies: ZTO, Yunda, and YTO had each collected 100 million packages on the single day of November 11. According to the forecast, during the Double 11 festival (November 11 to 16), the business volume of the industry will reach 2.97 billion pieces, an increase of about 28% over the same period last year, and the average daily volume of express delivery will 490 million pieces, about two times the daily business volume in ordinary days.



The person in charge from the State Post Bureau said that having coped with the service guarantee work during the peak season for 10 times, the postal and express delivery industry has developed a set of relatively mature experience and its ability to respond to peak business volume has been effectively enhanced.

The State Post Bureau of China proposed to adhere to the following requirements: "the entire network not to be paralyzed, important nodes not be out of capacity, and ensuring smooth flow, safety and stability" and the core mechanism of "staggered delivery and balanced advancement" remains unchanged. Emphasis should be placed on coordinating the pandemic prevention and control with industry development, coordinating domestic and international markets, and achieving balanced development of front-end and back-end; laying equal stress on pandemic prevention & control and production, insisting on both service and safety, insisting on both development and environmental protection, and striving to provide both quality and safety assurance for "Double 11".

During the peak season of this year, the postal and express delivery industry, in addition to weather changes and other unfavorable factors, is also faced with a major challenge of pandemic prevention and control. For this reason, before the start of the peak season, the State Post Bureau of China issued the "Recommendations for the Production and Operation Practices of the Postal and Express Delivery Industry during the Epidemic Prevention and Control (Sixth Edition)" and required the entire industry to resolutely implement it and enhance the regular epidemic prevention and control in the following seven aspects: prioritizing the prevention work, strengthening epidemic prevention and management at the organizational level, implementing zoning and tiering prevention and control, strengthening health protection of personnel, properly responding to the epidemic rebound, strengthening enterprise security management, and improving the support and safeguard measures.

At the same time, in response to the severe epidemic situation in some countries, the State Post Bureau also requested to strengthen the monitoring of international mail exchange offices and stations, focus on the disinfection of international mails and express items, and strengthen the control and management of cold-chain transportation service links and package collection and delivery services for such places as hospitals and hotels. For sporadic epidemics that may develop in some areas, epidemic prevention and control plans must be developed in advance. Once an epidemic occurs, the overall requirements of prevention and control must be followed and under safe and controllable conditions, the best efforts should be made to ensure the orderly operations during the peak season and meet the basic needs of

people's livelihood.



The post and express delivery companies in China have made a lot of preparations in terms of personnel, transportation capacity, facilities, processing equipment, information systems, and other aspects and explored innovative business models. Technologies made a huge difference. China Post EMS Airlines owns 33 aircrafts, where were all dispatched. It also added a number of temporary charter flights to ensure "direct connection" between key cities across the country, providing 7\*24 services. Chinese express delivery companies introduced automated sorting equipment, launched unmanned warehouses, and equipped the deliverymen with smart wearable express package scanning equipment to improve processing efficiency. In order to improve the shopping experience of rural users, some express companies launched the rural co-distribution model to build comprehensive last-mile service stations based on common delivery in more than 700 remote townships and regions with high logistics costs and poor timeliness. The postal and express delivery companies have widely adopted recyclable packaging bags and environment-friendly bags, reflecting that the concept of green development has been deeply rooted in China's postal and express delivery industry.

The Double 11 shopping carnival has not faded, and the story of China's postal and express delivery industry will continue.