

The definitive printed and online publication for the multi-channel fulfilment marketplace

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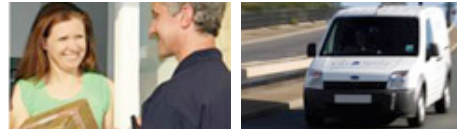
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25 January, 2012



Dynamic scheduling – why Same-day home deliveries it delivers »  
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## NEWS HIGHLIGHTS

### Fulfilment companies gear up for seasonal expansion

Despite the vagaries of the economy, fulfilment companies have been gearing up for a busy Christmas peak.

iForce, which claims to be the UK's leading provider of specialist logistics services such as e-fulfilment and returns logistics, was expecting to take on between 1,800 to 2,000 agency workers this year, and Spark Response has already created 150 temporary jobs to meet the demand of the Christmas rush.



For nine months of the year iForce says it operates with 550 full-time employed staff (referred to as "colleagues"), plus a core team of around 200 agency workers.

[Read more ...](#)

#### Major features in latest issue: see links at column head, PLUS:

Dynamic deliveries where they matter most  
 Home or away - match your proposition to your market  
 Yodel: the next phase

### ASOS, Collect+ honoured in e-commerce awards

ASOS was the big winner in this year's e-Commerce Awards for Excellence, which are sponsored by IMRG and presented in association with the eCommerce Expo. ASOS won the award for international e-retail, and also those for best large online retailer and best use of social media. This performance also won it the Online Gold Award, or OPGA.

On the fulfilment front, Collect+ won the award for innovation in delivery. IMRG managing director David Smith commented: "CollectPlus has been one of the true innovators in making the receipt of online orders more convenient for consumers. Their model has proved influential, as we are now seeing several multi-channel retailers looking to incorporate alternative collection points into their own delivery service."

John Lewis won the award for best multi-channel retailer, and Party Delights Ltd was voted the best small online retailer. The best m-commerce retailer was Jessops.

This year saw the launch of a new individual award for outstanding contribution to e-commerce, which went to Brian McBride, former managing director of Amazon UK. He was praised for setting benchmarks for all online retailers and overseeing multiple innovations during his tenure.

### Amazon launches box-bank delivery trials

Amazon has fascinated the fulfilment world by launching UK trials of box-bank consumer deliveries, using a lockable box banks similar to those



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#### CURRENT HIGHLIGHTS

Fully-managed carrier solution launched by MetaPack

Bob Willett joins MetaPack as chairman

LVCRR tax concession to be dumped

Online sales growth holds up, IMRG says

'Click and deliver' concept store opened by House of Fraser

ASOS switches same-day delivery to midnight cut-off

Shutl 'can now reach four online shoppers in ten'

Yodel lays out depot integration plan

Yodel launches international service goes live

Parcel2Go offers deliveries via Collect+

myParcelDelivery.com adds Collect+ option

APC Overnight to double capacity with purpose-built hub

Returns service from UPS

imail service upgraded by UK Mail

**All stories in current issue...**

