



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission

1H 2011

POSTAL AND COURIER SERVICES POCKET BOOK OF STATISTICS



Rakyat Didahulukan
Pencapaian Diutamakan



1H 2011
POSTAL AND COURIER SERVICES
POCKET BOOK OF STATISTICS

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Notes

The statistics relating to courier services were culled from the quarterly Survey of Courier Companies canvassed by the Malaysian Communications and Multimedia Commission (SKMM). The survey covered only the top 10 courier companies in terms of revenue.

Where a table is not accompanied by a source acknowledgement, that table carries data that emanated solely from SKMM.

Preliminary figures are italicised.

Revised figures are underscored.

Symbols and abbreviations

... - not available

Qtr – Quarter



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MALAYSIA BASIC INDICATORS

1 Malaysia basic indicators

Year	Population (million)	Households (‘000)	GDP (RM)		Consumer Price Index (CPI)
			Current price (billion)	Constant price (billion)	
<i>Note</i>	<i>1</i>			<i>2</i>	<i>2,3</i>
2010	28.40	6,605	765.965	559.554	101.2

2011 in quarters

1	28.48	6,623	203.372	140.491	102.2
2	28,55	6,640	209.395	144.472	102.5

Source:

DOS, BNM

Explanatory notes:

1. Population projections as at end of period, based on census 2000
2. Base year is 2000
3. The CPI reported against a quarter, refers to the average index for the period spanning 1st January to the end of that quarter.



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POSTAL SERVICES

2 Postal establishments

Year	Post offices computerised	Post offices not computerised	Mini post offices computerised	Mini post offices not computerised	Total number of post offices
2010	702	0	344	0	1,046
2011 in quarters					
1	703	0	340	0	1,043
2	704	0	335	0	1,039

Source:

Pos Malaysia Berhad

2 Postal establishments (cont'd)

Year	Qtr	State	Computerised post offices		Total computerised post offices
			Urban	Rural	
2011	2	Johor	50	32	82
		Kedah	15	33	48
		Kelantan	14	16	30
		Melaka	17	10	27
		Negeri Sembilan	16	23	39
		Pahang	19	24	43
		Perak	33	52	85
		Perlis	3	6	9
		Pulau Pinang	33	7	40
		Selangor	84	16	100
		Terengganu	13	15	28
		Sabah	23	24	47
		Sarawak	22	41	63
		W.P. Kuala Lumpur	63	0	63
		Total	405	299	704

2 Postal establishments (cont'd)

Year	Postal agents	Stamp vendors	Mobile post offices
2010	134	4,763	2
2011 in quarters			
1	135	4,813	11
2	135	4,812	14

Source:

Pos Malaysia Berhad

2 Postal establishments (cont'd)

Year	Number of post offices accepting financial transactions	Number of sorting offices	Number of international offices of exchange
2010	702	32	5
2011 in quarters			
1	703	34	5
2	704	34	5

Source:

Pos Malaysia Berhad

3 Postal staff

Year	Number of full time staff
2010	15,618
2011 in quarters	
1	15,714
2	15,951

Source:

Pos Malaysia Berhad

4 Postal coverage and service

Year	Average area covered by a permanent office (km ²)	Average number of inhabitants served by a permanent post office
2010	314	24,856
2011 in quarters		
1	313	24,755
2	316	25,024

Source:

Pos Malaysia Berhad

5 Post boxes and postal vehicles

Year	Number of boxes		Number of vehicles	
	Letter boxes	Post office boxes	Trucks and automobiles	Motorcycles
2010	3,740	97,410	1,558	5,999
2011 in quarters				
1	3,337	96,862	1,559	5,997
2	3,242	97,061	1,538	5,991

Source:
Pos Malaysia Berhad

6 Postal machines

Year	Number			
	Automatic vending machines for stamps or prepayment labels	Post automated machine	Franking machines	Machines for facing letter post items
<i>Note</i>	1			
2010	0	5	7,667	1
2011 in quarters				
1	0	5	7,704	2
2	0	7	7,770	2

Source:

Pos Malaysia Berhad

Explanatory notes:

1. Use of automatic vending machines for stamps or prepayment labels phased out in quarter three 2010

6 Postal machines (cont'd)

Year	Number		
	Cancelling machines	Facing cum cancelling machines	Sorting machines with automatic address reading
2010	122	4	7
2011 in quarters			
1	122	4	7
2	122	4	7

Source:

Pos Malaysia Berhad

7 Delivery of mail

Year	Average number of deliveries per day in urban areas	Average number of deliveries per week in rural areas	Percentage of items delivered through post office boxes	Percentage of the population having mail delivered at home	Percentage of the population having to collect mail from a postal establishment
2010		6	30	91	9
2011 in quarters					
1		6	30	91	9
2		6	30	91	9

Source:

Pos Malaysia Berhad

8 Postal traffic

Year	Number of letter post items, domestic service	Number of letter post items, international service	
		Despatched	Received
2010	1,102,294,709	16,409,525	24,803,508
2011 in quarters			
1	289,508,297	4,208,852	6,819,889
2	256,141,624	4,058,352	6,884,371

Source:

Pos Malaysia Berhad

9 Postal traffic - special treatment

Year	Number of items post free, domestic service ('000)	Number of registered items, domestic service ('000)	Number of registered items, international service	
			Despatched ('000)	Received ('000)
2010	2,596	18,105	923	584
2011 in quarters				
1	780	4,372	237	145
2	680	4,291	254	167

Source:

Pos Malaysia Berhad

10 Postal parcel service

Year	Ordinary parcels, domestic service	Ordinary parcels, international service	
		Despatched	Received
2010	951,454	234,340	165,353

2011 in quarters

1	150,042	64,935	48,183
2	136,511	66,822	50,681

Year	Insured parcels, domestic service	Insured parcels, international service
		Despatched
2010	358	262

2011 in quarters

1	43	79
2	53	73

Source:

Pos Malaysia Berhad

11 Financial service

Year	Number of money orders, domestic service	Value of money orders, issued in the domestic service (RM)
2010	724,171	341,876,329
2011 in quarters		
1	194,648	79,965,530
2	156,609	52,567,738

Source:

Pos Malaysia Berhad

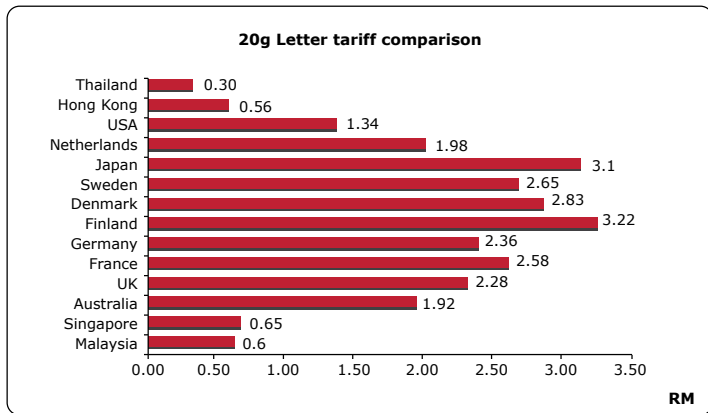
11 Financial service (cont'd)

Year	Number of money orders, international service	Number of money orders, international service	Value of money orders, international service (RM)	
	Despatched	Received	Issued	Received
2010	3,195	2,339	1,040,539	2,905,274
2011 in quarters				
1	576	475	180,043	597,926
2	469	454	149,290	587,871

Source:

Pos Malaysia Berhad

12 Letter tariff comparison



Based on exchange rates prevailing on 5 August 2011

Source:

Official websites of postal administration

13 Philately

Year	Stamp issues			SODA members	
	Special	Commemorative	Definitive	New members	Total members
2010	7	0	0	762	59,277

2011 in quarters

1	4	0	0
2	3	0	0

Source:

Pos Malaysia Berhad

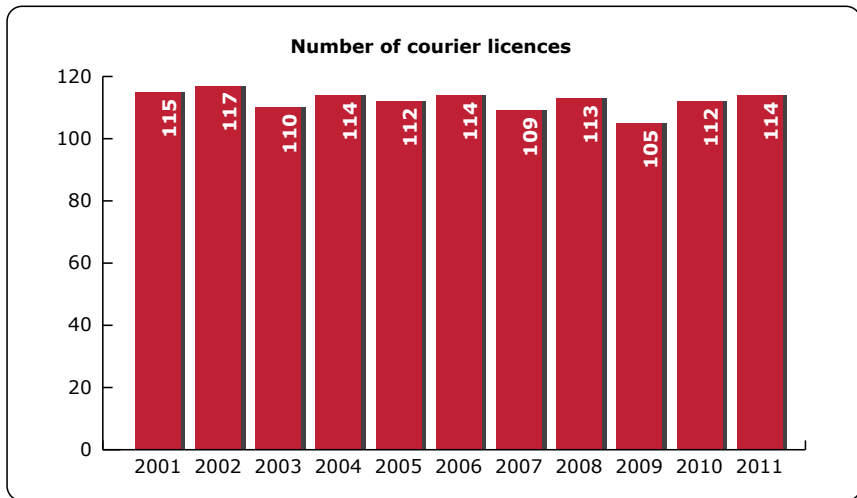
- Special** - Shows the beauty, uniqueness, pride, heritage, art, culture, personality, development of science and technology, civilisation, history as well as the uniqueness of flora and fauna of Malaysia.
- Commemorative** - Commemorating important events in history which took place locally or internationally or events that are significant such as an inaugural ceremonies, and anniversaries
- Definitive** - Stamps illustrate national aspects such as agriculture, plantation etc. These change once every 5 years on average.
- SODA** - Standing Order Deposit Account. New SODA accounts can be opened at Post Office counters, Philately Counters or by post.



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COURIER SERVICES

14 Number of courier licences

As at 30 June 2011

15 Courier establishments

Year	Hubs	Branches	Gateways	Franchise	Affiliates	Agent	Drop in Centre
2010	25	240	18	5	2	269	87

2011 in quarters

1	25	247	18	5	2	285	133
2	24	250	18	5	2	285	133

15 Courier establishments (cont'd)

Year	Qtr	State	Hubs	Branches	Gateways	Franchise	Affiliates	Agent	Drop in Centre
2011	2	Johor	4	36	3	0	0	25	5
		Kedah	0	15	0	1	0	9	8
		Kelantan	0	5	0	0	0	18	6
		Melaka	0	9	0	1	0	6	0
		Negeri Sembilan	0	11	0	1	0	7	1
		Pahang	1	15	0	0	0	25	11
		Perak	1	33	0	1	0	14	9
		Perlis	0	2	0	0	0	1	0
		Pulau Pinang	3	11	6	0	0	20	5
		Selangor	8	47	5	0	0	19	41
		Terengganu	0	10	1	0	1	17	6
		Sabah	3	20	1	0	1	56	7
		Sarawak	3	24	1	1	0	65	3
		W.P. Kuala Lumpur	1	12	1	0	0	3	31
		Total	24	250	18	5	2	285	133

16 Courier staff

Year	Administrative	Call centre	Despatch	Sorting	Others
<i>Note</i>					<i>1</i>
2010	1,224	1,192	4,018	776	1,491

2011 in quarters

1	1,297	1,185	4,162	796	1,405
2	1,300	1,180	4,245	823	1,638

Explanatory notes :

1. Includes operation centre, sales, financial and customer service.

17 Courier vehicles

Year	Linehaul		Despatch		
	Trucks	Vans/cars	Trucks	Vans/cars	Motorcycles
2010	248	1	636	1,257	1,832

2011 in quarters

1	251	1	655	1,266	1,838
2	258	1	644	1,251	1,923

18 Courier traffic

Year	Document		Parcel	
	Domestic	International	Domestic	International
2010	27,685,105	1,626,472	9,074,596	4,631,591

2011 in quarters

1	6,824,442	586,453	2,160,556	884,339
2	7,184,809	559,070	2,274,829	909,501



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1	Batu Pahat Express Service
2	Cen Worldwide Sdn Bhd
3	Consol Express Service Sdn Bhd
4	GD Express Sdn Bhd
5	Klach Courier Services (M) Sdn Bhd
6	Era Baru Business System Sdn Bhd
7	AMC Express Mail Sdn Bhd
8	United Express Delivery Sdn Bhd
9	PSH Express Sdn Bhd
10	Kangaroo Worldwide Express (M) Sdn Bhd
11	Skymail Express Worldwide Sdn Bhd
12	Lymans Technologies Sdn Bhd
13	Hyjet Express Sdn Bhd
14	Simple Strength Sdn Bhd
15	Airasia Berhad
16	Yamato ransport (M) Sdn Bhd
17	FMX (M) Sdn Bhd
18	Pakargo Logistic Distribution Warehousing Sdn Bhd
19	Bestline Express Services Sdn Bhd
20	Daylight First Hub Express Sdn Bhd
21	J.N.E. Express Sdn Bhd
22	Orami Sdn Bhd
23	Explore Network Solutions (M) Sdn Bhd
24	TNTT Packages Express Sdn Bhd
25	KTM Distribution Sdn Bhd
26	M & A Express Sdn Bhd
27	Pacific Express Worldwide Sdn Bhd
28	Matang Logistics Sdn Bhd
29	NZA Logistics (M) Sdn Bhd

30	AYJ Courier Service Sdn Bhd
31	D-TWO Services Sdn Bhd
32	B.P. Ambulatory Sdn Bhd
33	Officeserve (M) Sdn Bhd (f.k.a Despatch 2000 Sdn Bhd)
34	Sure-Reach Worldwide Express Sdn Bhd
35	Interlink Access Services Sdn Bhd
36	Quick & Sure Express Sdn Bhd (a.k.a Korea Express (M) Sdn Bhd)
37	Bumi X (M) Sdn Bhd
38	Premiere Express & Freight (M) Sdn Bhd
39	United Courier Agency Sdn. Bhd.
40	Speedline Courier Services
41	All-Trade Business Agencies
42	YBL International Sdn Bhd
43	SF Global Express (M) Sdn Bhd
44	SR Courier Sdn Bhd
45	SA Kargo Sdn Bhd
46	Natsons Despatch Services
47	Pack-Man Services Sdn. Bhd.
48	KNZ Mail Services Sdn Bhd
49	Tasco Express Sdn bhd
50	A To Z Worldwide Express Sdn Bhd
51	Lettershop Sdn Bhd
52	Sagawa Custom Brokerage (M) Sdn Bhd
53	Fastrun Services Sdn Bhd
54	Utusan Transport Sdn. Bhd.
55	BS Express Sdn Bhd
56	City Link Air Cargo Sdn Bhd
57	D.C Express
58	Trans-Express Courier Sdn Bhd

59	Transforma Sdn Bhd
60	Federal Express Brokerage Sdn Bhd
61	TNT Express Worlwide (M) Sdn Bhd
62	Overseas Courier Service (M) Sdn Bhd
63	Federal Express Services (M) Sdn Bhd
64	City Link Express (M) Sdn Bhd
65	City Link Logistics Sdn Bhd
66	Syarikat O.B.S.
67	Skynet Express (M) Sdn Bhd
68	Skynet Worldwide (M) Sdn Bhd
69	Link Dual Express (M) Sdn Bhd
70	Successline (M) Sdn Bhd
71	First Nationwide Couriers Sdn Bhd
72	Securexpress Services Sdn Bhd
73	JB Express System Sdn Bhd
74	Customise Link Express Sdn Bhd
75	Airpak Express (Ipoh) Sdn Bhd
76	Avanti Worldwide Express Sdn Bhd
77	First Letter Despatch Service
78	Express Systems Sabah
79	Airpak Express (M) Sdn Bhd
80	Americaras Express Services
81	ABX Express (M) Sdn Bhd
82	United Parcel Service (M) Sdn Bhd
83	Stork Express (M) Sdn Bhd
84	Airpak Express (Penang) Sdn Bhd
85	DHL Express (Malaysia) Sdn Bhd
86	DHL Air Freight Forwarder Sdn Bhd
87	OBS Corporate Services (M) Sdn Bhd

88	Public Courier (M) Sdn Bhd
89	T&T Travel & Cargo Sdn Bhd
90	Pro Office Solutions Sdn Bhd
91	Dropzone (M) Sdn Bhd
92	HangWang Sdn Bhd
93	Aero Line Services Sdn Bhd
94	Chosen Express Sdn. Bhd.
95	Fontello Secretarial Services
96	World Courier (Malaysia) Sdn Bhd
97	Securicor (Malaysia) Sdn Bhd
98	Airway Express Servis
99	Cahaya Kilat (M) Sdn. Bhd.
100	Nationwide Express Courier Services Bhd
101	B.P Express Services Sdn Bhd
102	LBC Mabuhay (M) Sdn Bhd
103	RNZ Express Sdn Bhd
104	Felda Transport Services Sdn Bhd
105	LMA Express Couriers
106	Tri-K Worldwide Express (M) Sdn Bhd
107	Sunda Worldwide Sdn Bhd
108	Norman Courier Service Sdn Bhd
109	BBB Express (M) Sdn Bhd
110	Amber Courier Sdn. Bhd
111	Macrolink Express (M) Sdn. Bhd
112	J one Global Solution (M) Sdn Bhd
113	Morning Express (M) Sdn Bhd
114	Syarikat Penghantaran Worldgate Sdn Bhd



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FOR MORE STATISTICS**WEBSITE**

The MCMC website contains extracts of statistics pertaining to the communications & multimedia and postal & courier industry. This is updated quarterly/half yearly.

The MCMC website is at www.skmm.gov.my

OTHER STATISTICAL PUBLICATIONS

Statistical Bulletins:

1. Communications & Multimedia: Pocket Book of Statistics (ISSN:2180-4656), a quarterly bulletin of the communications & multimedia industry.
2. Postal & Courier Services: Pocket Book of Statistics (ISSN:2231-9913), a half yearly bulletin of the postal & courier industry.

Statistical Brief:

Statistical Briefs disseminate findings of surveys conducted by MCMC.

Contact MCMC for more details.

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