



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission

1H 2012

POSTAL AND COURIER SERVICES

POCKET BOOK OF STATISTICS



Rakyat Didahulukan
Pencapaian Diutamakan



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Published by :

Malaysian Communications and Multimedia Commission

Off Persiaran Multimedia

63000 Cyberjaya, Selangor Darul Ehsan

Tel : +6 0 3 86 88 80 00 Fax: +6 0 3 86 88 10 06

Aduan SKMM : 1- 800-888-030

<http://www.skmm.gov.my>



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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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1 Malaysia basic indicators

Year	Population (million)	Households (‘000)	GDP (RM)		Consumer Price Index (CPI)	
			Current price (billion)	Constant price (billion)		
<i>Nota</i>		<i>a</i>			<i>b</i>	<i>c</i>
2011		28.70	6,675	881.080	709.261	103.2
2012	1	28.78	6,693	225.022	178.391	104.5
	2	28.85	6,710	231.269	183.815	104.8

Source:

DOS, BNM

Explanatory notes:

a Population projections as at end of period, based on census 2000.

b Base year is 2005.

c Base year is 2010.

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	704	0	327	0	1,031

2012 in quarters

1	702	0	326	0	1,028
2	702	0	315	0	1,017

Source:

Pos Malaysia Berhad

Note:

Computerised post office means post office with online system.

2 Postal establishments (cont'd)

Year	Qtr	State	Computerised post offices		Total computerised post offices	
			Urban	Rural		
2012	2	Johor	49	32	81	
		Kedah	15	33	48	
		Kelantan	14	15	29	
		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	
		Sabah	22	24	46	
		Sarawak	22	41	63	
		Selangor	85	16	101	
		Terengganu	13	15	28	
		WPKL	63	0	63	
		Total		404	298	702

2 Postal establishments (cont'd)

Year	Postal agents	Stamp vendors	Mobile post offices
2010	134	4,763	2
2011	120	4,578	24

2012 in quarters

1	119	4,599	24
2	118	4,618	24

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	704	29	1

2012 in quarters

1	702	29	1
2	702	29	1

Source:

Pos Malaysia Berhad

3 Postal staff

Year	Number of full time staff
2010	15,618
2011	15,860
2012 in quarters	
1	15,887
2	15,941

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	320	25,218
2012 in quarters		
1	321	27,529
2	324	27,826

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	3,575	96,803	1,655	6,056
2012 in quarters				
1	3,382	96,833	1,712	6,053
2	3,322	96,833	1,752	6,114

Source:

Pos Malaysia Berhad

6 Postal machines

Year	Number		
	Pos automated machine	Franking machines	Machines for facing letter post items
2010	5	7,667	1
2011	10	7,924	0

2012 in quarters

1	12	8,112	0
2	16	8,109	0

Source:

Pos Malaysia Berhad

6 Postal machines (cont'd)

Year	Number		
	Cancelling machines	Facing cum cancelling machines	Sorting machines with automatic address reading
2010	122	4	7
2011	122	4	7
2012 in quarters			
1	122	4	7
2	122	4	7

Source:

Pos Malaysia Berhad

7 Delivery of mail

Year	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	6	30	91	9

2012 in quarters

1	6	20	91	9
2	6	20	91	9

Source:

Pos Malaysia Berhad

8 Postal traffic

Year	Number of letter post items, domestic service	Number of letter post items, international service	
		Issued	Received
2010	1,102,294,709	16,409,525	24,803,508
2011	1,034,449,223	18,115,534	26,535,164
2012 in quarters			
1	276,870,881	4,211,963	6,498,504
2	250,177,221	3,448,980	5,807,398

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	
			Issued ('000)	Received ('000)
2010	2,596	18,105	923	584
2011	2,829	18,012	965	675

2012 in quarters

1	852	7,382	218	173
2	486	5,807	223	191

Source:

Pos Malaysia Berhad

10 Postal parcel service

Year	Ordinary parcels, domestic service	Ordinary parcels, international service	
		Issued	Received
2010	951,454	234,340	165,353
2011	587,131	294,689	195,109
2012 in quarters			
1	180,404	84,224	47,177
2	137,555	58,435	56,169

10 Postal parcel service (cont'd)

Year	Insured parcels, domestic service	Insured parcels, international service
		Issued
2010	358	262
2011	163	226
2012 in quarters		
1	29	85
2	42	94

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	609,265	265,964,433
2012 in quarters		
1	163,167	73,923,971
2	134,136	69,534,553

Source:

Pos Malaysia Berhad

11 Financial service (cont'd)

Year	Number of money orders, international service		Value of money orders, international service (RM)	
	Issued	Received	Issued	Received
2010	3,195	2,339	1,040,539	2,905,274
2011	2,040	1,737	626,155	2,213,739

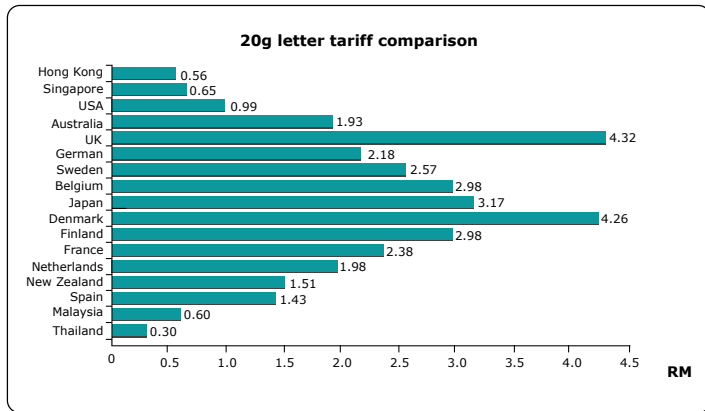
2012 in quarters

1	420	415	157,558	546,953
2	558	353	214,761	390,193

Source:

Pos Malaysia Berhad

12 Letter tariff comparison



Based on exchange rates prevailing on May 2012

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	13	1	0	1,466	60,699

2012 in quarters

1	4	0	0
2	2	2	0

Source:

Pos Malaysia Berhad

Explanatory notes:

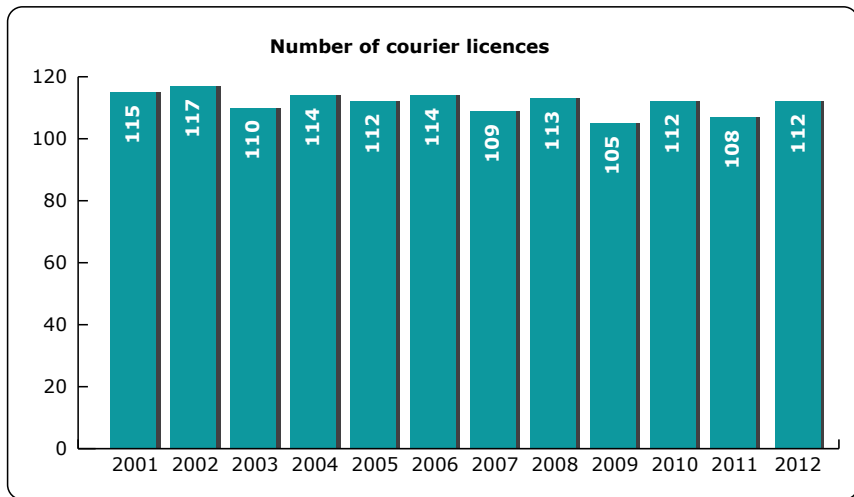
- SODA - Standing Order Deposit Account. For purchase of philatelic items including first day covers via order whereby customers can register as a member and the orders will be sent to the customer's address each time new themed stamps are launched.
- Stamp Issues
- Special - Shows the beauty, uniqueness, pride, heritage, art, culture, personality, development of science and technology, civilisation, history as well as the uniqueness of flora and fauna of Malaysia.
- Commemorative - Commemorates important events in history which took place locally or internationally or events that are significant such as inaugural ceremonies, anniversaries and etc.
- Definitive - Illustrates national aspects such as agriculture, plantation etc. These change once every 5 years on average.



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14 Number of courier licences

As at 30 June 2012

15 Courier establishments

Year	Hubs	Branches	Gateways	Franchise	Affiliates	Agent	Drop in Centre
2010	25	240	18	5	2	269	87
2011	24	252	19	5	2	285	135
2012	24	257	19	5	43	281	162

2012 in quarters

1	24	255	19	5	43	280	152
2	24	257	19	5	43	281	162

15 Courier establishments (cont'd)

Year	Qtr	State	Hubs	Branches	Gateways	Franchise	Affiliates	Agent	Drop in Centre
2012	2	Johor	4	36	2	0	6	25	10
		Kedah	0	14	1	1	0	9	4
		Kelantan	0	6	1	0	0	16	3
		Melaka	0	9	0	1	3	6	0
		Negeri Sembilan	0	13	0	1	3	7	1
		Pahang	1	17	0	0	1	28	6
		Perak	1	34	0	1	1	14	11
		Perlis	0	2	0	0	0	2	0
		Pulau Pinang	3	11	4	0	3	20	9
		Sabah	3	23	2	0	1	54	3
		Sarawak	3	23	2	1	0	61	4
		Selangor	8	46	5	0	10	19	59
		Terengganu	0	11	1	0	1	16	4
		WPKL	1	12	1	0	14	4	48
		Total	24	257	19	5	43	281	162

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	1,212	1,173	4,521	649	1,753
2012	1,384	1,345	4,535	616	1,322

2012 in quarters

1	1,313	1,222	4,605	677	1,634
2	1,384	1,345	4,535	616	1,322

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	240	0	647	1,275	1,923
2012	248	0	670	1,354	1,913

2012 in quarters

1	242	0	624	1,313	1,946
2	248	0	670	1,354	1,913

18 Courier traffic

Year	Document		Parcel	
	Domestic	International	Domestic	International
2010	27,685,105	1,626,472	9,074,596	4,631,591
2011	28,030,027	2,381,364	9,034,998	3,634,742
2012	15,198,570	1,241,239	5,276,761	1,831,964

2012 in quarters

1	7,341,579	622,467	2,564,333	906,634
2	7,856,991	618,772	2,712,428	925,330



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Number of licensees

1	A To Z Worldwide Express Sdn Bhd	29	City-Link Express (M) Sdn Bhd
2	ABX Express (M) Sdn Bhd	30	City-Link Logistics Sdn Bhd
3	ADS International Express Sdn Bhd	31	Consol Express Services Sdn Bhd
4	Aero Line Services Sdn Bhd	32	Daylight First Hub Express Sdn Bhd
5	AirAsia Berhad	33	DC Express
6	Airpak Express (Ipoh) Sdn Bhd	34	DHL Air Freight Forwarder Sdn Bhd
7	Airpak Express (M) Sdn Bhd	35	DHL Express (M) Sdn Bhd
8	Airpak Express (Penang) Sdn Bhd	36	D-TWO Services Sdn Bhd
9	Airway Express Servis	37	Era Baru Business System Sdn Bhd
10	All-Trade Business Agencies	38	Explore Network Solutions (M) Sdn Bhd
11	Amber Courier Sdn Bhd	39	Express Systems Sabah
12	AMC Express Mail Sdn Bhd	40	Fastrun Services Sdn Bhd
13	Americaras Express Services	41	Federal Express (M) Sdn Bhd
14	Aramex (M) Sdn Bhd	42	Federal Express Brokerage Sdn Bhd
15	AYJ Courier Service Sdn Bhd	43	Felda Transport Services Sdn Bhd
16	Batu Pahat Express Service	44	First Letter Despatch Service
17	BBB Express (M) Sdn Bhd	45	First Nationwide Couriers Sdn Bhd
18	Bestline Express Services Sdn Bhd	46	FMX (M) Sdn Bhd
19	BP Ambulatory Sdn Bhd	47	Fontello Secretarial Services
20	BP Express Services Sdn Bhd	48	GD Express Sdn Bhd
21	BS Express Sdn Bhd	49	HangWang Sdn Bhd
22	Bumi X (M) Sdn Bhd	50	Hyjet Express Sdn Bhd
23	Cahaya Kilat (M) Sdn Bhd	51	Inter GSA Freight Services Sdn Bhd
24	Cen Worldwide Sdn Bhd	52	J One Global Solution (M) Sdn Bhd
25	Centurion Freight Express Sdn Bhd	53	JNE Express Sdn Bhd
26	Chosen Express Sdn Bhd	54	Kangaroo Worldwide Express (M) Sdn Bhd
27	Citra Multimodal Services Sdn Bhd	55	Klach Courier Services (M) Sdn Bhd
28	City-Link Air Cargo Sdn Bhd	56	KNZ Mail Services Sdn Bhd

57	KTM Distribution Sdn Bhd
58	LBC Mabuhay (M) Sdn Bhd
59	Link Dual Express (M) Sdn Bhd
60	LMA Services Sdn Bhd
61	Lymans Technologies Sdn Bhd
62	M & A Express Sdn Bhd
63	Macrolink Express (M) Sdn Bhd
64	MLH Services Sdn Bhd
65	Morning Express (M) Sdn Bhd
66	Nationwide Express Courier Services Bhd
67	Natsons Despatch Services
68	Norman Courier Service Sdn Bhd
69	NZA Logistics (M) Sdn Bhd
70	OBS Corporate Services (M) Sdn Bhd
71	Officeserve (M) Sdn Bhd
72	Orami Sdn Bhd
73	Overseas Courier Service (M) Sdn Bhd
74	Pacific Express Worldwide Sdn Bhd
75	Pack-Man Services Sdn Bhd
76	Pakargo Logistic Distribution Warehousing Sdn Bhd
77	Premiere Express & Freight (M) Sdn Bhd
78	Pro Office Solutions Sdn Bhd
79	PSH Express Sdn Bhd
80	Public Courier (M) Sdn Bhd
81	Quick & Sure Express Sdn Bhd
82	SA Kargo Sdn Bhd
83	Safeguards G4S Sdn Bhd
84	Sagawa Custom Brokerage (M) Sdn Bhd
85	Secure Xpress Services Sdn Bhd

86	SF Global Express (M) Sdn Bhd
87	Simple Strength Sdn Bhd
88	Skymail Express Worldwide Sdn Bhd
89	Skynet Express (M) Sdn Bhd
90	Skynet Worldwide (M) Sdn Bhd
91	Speedline Courier Services
92	SR Courier Sdn Bhd
93	Successline (M) Sdn Bhd
94	Sunda Worldwide Sdn Bhd
95	Sure-Reach Worldwide Express Sdn Bhd
96	Syarikat OBS
97	Syarikat Penghantaran Worldgate Sdn Bhd
98	T&T Travel & Cargo Sdn Bhd
99	Tasco Express Sdn Bhd
100	TNT Express Worlwide (M) Sdn Bhd
101	TNTT Packages Express Sdn Bhd
102	Trans-Express Courier Sdn Bhd
103	Transforma Sdn Bhd
104	Tri-K Worldwide Express (M) Sdn Bhd
105	United Courier Agency Sdn Bhd
106	United Express Delivery Sdn Bhd
107	United Parcel Service (M) Sdn Bhd
108	Utusan Transport Sdn Bhd
109	Wan & Zul Marines Supply & Services Sdn Bhd
110	World Courier (M) Sdn Bhd
111	Yamato Transport (M) Sdn Bhd
112	YBL International 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.

STATISTICS DEPARTMENT

ACTING SENIOR DIRECTOR

Koay Hock Eng

STATISTICIAN

Nithyaletchumy Devi A/P Thirunyanam

Please contact the Statistics Department MCMC if you have any queries regarding the statistics published in this pocket book through the following email address:

statistics@cmc.gov.my

