



Suruhanjaya Komunikasi dan Multimedia Malaysia  
Malaysian Communications and Multimedia Commission

# 2H 2012

## POSTAL AND COURIER SERVICES POCKET BOOK OF STATISTICS



Rakyat Didahulukan  
Pencapaian Diutamakan



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Suruhanjaya Komunikasi dan Multimedia Malaysia  
Off Persiaran Multimedia  
63000 Cyberjaya, Selangor Darul Ehsan  
Tel : +6 0 3 86 88 80 00 Fax: +6 0 3 86 88 10 06  
Toll Free : 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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MALAYSIA BASIC INDICATORS

## 1 Malaysia basic indicators

Year	Qtr	Population (million)	Households (‘000)	GDP (RM)		Consumer Price Index (CPI)
				Current price (billion)	Constant price (billion)	
<i>Note</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	225.972	178.768	104.5
	2	28.85	6,710	232.257	184.182	104.8
	3	28.92	6,727	236.907	190.242	105.2
	4	29.00	6,744	...	...	105.5

**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
3	703	0	307	0	1,010
4	704	0	300	0	1,004

**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	4	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	23	24	47
		Sarawak	22	41	63
		Selangor	85	16	101
		Terengganu	13	15	28
		WPKL	64	0	64
		<b>Total</b>	<b>406</b>	<b>298</b>	<b>704</b>

**2 Postal establishments (cont'd)**

Year	Postal agents	Stamp vendors	Mobile post offices
2010	134	4,763	2
2011	120	4,578	24
2012	120	4,625	24

## 2012 in quarters

1	119	4,599	24
2	118	4,618	24
3	119	4,617	24
4	120	4,625	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	704	29	1

### 2012 in quarters

1	702	29	1
2	702	29	1
3	703	29	1
4	704	29	1

**Source:**

Pos Malaysia Berhad

**3 Postal staff**

Year	Number of full time staff
2010	15,618
2011	15,860
2012	16,153

## 2012 in quarters

1	15,887
2	15,941
3	16,071
4	16,153

**Source:**

Pos Malaysia Berhad

#### 4 Postal coverage and service

Year	Average area covered by a permanent office (km <sup>2</sup> )	Average number of inhabitants served by a permanent post office
2010	314	24,856
2011	320	25,218
2012	329	29,064

##### 2012 in quarters

1	321	27,529
2	324	27,826
3	327	28,250
4	329	29,064

**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	3,550	97,701	1,761	6,308

## 2012 in quarters

1	3,382	96,833	1,712	6,053
2	3,322	96,833	1,752	6,114
3	3,529	97,885	1,756	6,307
4	3,550	97,701	1,761	6,308

**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	24	8,182	0

### 2012 in quarters

1	12	8,112	0
2	16	8,109	0
3	21	8,155	0
4	24	8,182	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	122	4	7

## 2012 in quarters

1	122	4	7
2	122	4	7
3	122	4	7
4	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	6	20	91	9

### 2012 in quarters

1	6	20	91	9
2	6	20	91	9
3	6	20	91	9
4	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	1,006,911,921	15,038,224	22,979,071

## 2012 in quarters

1	276,870,881	4,211,963	6,498,504
2	250,177,221	3,448,980	5,807,398
3	241,166,159	3,585,636	4,941,152
4	238,697,659	3,791,645	5,732,017

**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	2,201	23,513	874	745

### 2012 in quarters

1	852	7,382	218	173
2	486	5,807	223	191
3	418	4,941	209	180
4	445	5,383	224	201

### 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	777,550	254,670	211,048

## 2012 in quarters

1	180,404	84,224	47,177
2	137,555	58,435	56,169
3	180,394	56,662	52,914
4	279,197	55,349	54,788

## 10 Postal parcel service (cont'd)

Year	Insured parcels, domestic service	Insured parcels, international service
		Issued
2010	358	262
2011	163	226
2012	162	375

### 2012 in quarters

1	29	85
2	42	94
3	35	119
4	56	77

**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	288,833,433
2012	550,433	271,452,083

## 2012 in quarters

1	163,167	73,923,971
2	134,136	69,534,553
3	123,701	62,742,306
4	129,429	65,251,253

**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	3,260	1,424	1,650,975	1,848,210

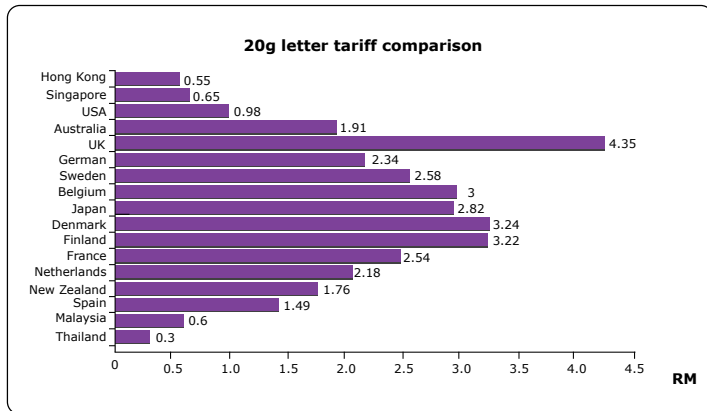
### 2012 in quarters

1	420	415	157,558	546,953
2	558	353	214,761	390,193
3	1,181	351	649,888	486,844
4	1,101	305	628,768	424,220

### Source:

Pos Malaysia Berhad

## 12 Letter tariff comparison



Based on exchange rates prevailing on December 2012 on the last known rates

**Source:**

Official website of postal administration

### 13 Philately

Year	Stamp issues			SODA members	
	Special	Commemorative	Definitive	New members	Total members
2010	7	0	0	762	235,972
2011	13	1	0	1,466	240,491
2012	12	5	0	4,159	251,558

#### 2012 in quarters

1	4	0	0	718	61,414
2	2	2	0	875	62,121
3	3	1	0	1,223	63,344
4	3	2	0	1,343	64,679

#### 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 and etc. These change once every 5 years on average.

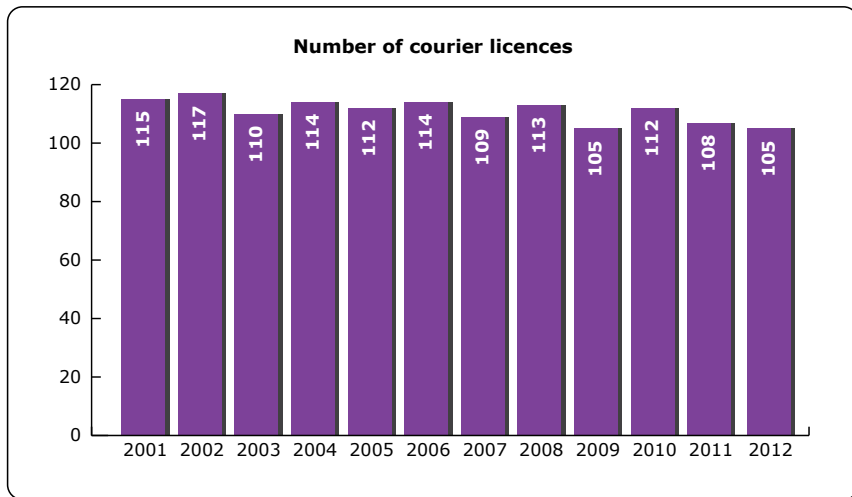




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COURIER SERVICES

**14 Number of courier licences**

As at 31 December 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	23	258	20	6	45	232	221

### 2012 in quarters

1	24	255	19	5	43	280	152
2	24	257	19	5	43	281	162
3	23	259	20	6	45	228	191
4	23	258	20	6	45	232	221

## 15 Courier establishments (cont'd)

Year	Qtr	State	Hubs	Branches	Gateways	Franchise	Affiliates	Agent	Drop in Centre
2012	4	Johor	4	36	3	0	6	20	11
		Kedah	0	14	0	1	2	7	4
		Kelantan	0	6	0	0	0	17	2
		Melaka	0	9	0	1	3	4	0
		Negeri Sembilan	0	13	0	1	3	5	2
		Pahang	1	18	1	0	1	26	6
		Perak	1	34	0	1	1	11	11
		Perlis	0	2	0	0	0	1	0
		Pulau Pinang	2	12	5	0	2	1	11
		Sabah	3	21	2	1	1	58	3
		Sarawak	3	23	2	1	0	58	3
		Selangor	8	47	6	0	13	11	99
		Terengganu	0	11	0	0	1	11	4
		WPKL	1	12	1	0	12	2	65
		<b>Total</b>	<b>23</b>	<b>258</b>	<b>20</b>	<b>6</b>	<b>45</b>	<b>232</b>	<b>221</b>



## 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	1,310	1,358	4,746	730	1,738

### 2012 in quarters

1	1,313	1,222	4,605	677	1,634
2	1,384	1,345	4,535	616	1,322
3	1,331	1,302	4,747	647	1,677
4	1,310	1,358	4,746	730	1,738

### 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	240	0	683	1,352	2,064

## 2012 in quarters

1	242	0	624	1,305	1,946
2	248	0	670	1,346	1,913
3	239	0	676	1,366	2,064
4	240	0	683	1,352	2,064

## 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
3	7,373,995	676,811	2,746,774	968,907
4	6,711,084	615,486	2,839,904	899,177





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APPENDIX

**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 Express (M) Sdn Bhd
7	Airpak Express (M) Sdn Bhd	35	D-TWO Services Sdn Bhd
8	Airpak Express (Penang) Sdn Bhd	36	Era Baru Business System Sdn Bhd
9	Airway Express Servis	37	Explore Network Solutions (M) Sdn Bhd
10	All-Trade Business Agencies	38	Express Systems Sabah
11	Amber Courier Sdn Bhd	39	Fastrun Services Sdn Bhd
12	AMC Express Mail Sdn Bhd	40	Federal Express (M) Sdn Bhd
13	Americaras Express Services	41	Federal Express Brokerage Sdn Bhd
14	Aramex (M) Sdn Bhd	42	Felda Transport Services Sdn Bhd
15	AYJ Courier Service Sdn Bhd	43	First Letter Despatch Service
16	Batu Pahat Express Service	44	First Nationwide Couriers Sdn Bhd
17	BBB Express (M) Sdn Bhd	45	FMX (M) Sdn Bhd
18	Bestline Express Services Sdn Bhd	46	Fontello Secretarial Services
19	BP Ambulatory Sdn Bhd	47	GD Express Sdn Bhd
20	BP Express Services Sdn Bhd	48	SPC Worldwide Express Sdn Bhd
21	BS Express Sdn Bhd	49	Hyjet Express Sdn Bhd
22	Bumi X (M) Sdn Bhd	50	Inter GSA Freight Services Sdn Bhd
23	Cahaya Kilat (M) Sdn Bhd	51	JNE Express Sdn Bhd
24	Cen Worldwide Sdn Bhd	52	Kangaroo Worldwide Express (M) Sdn Bhd
25	Centurion Freight Express Sdn Bhd	53	Klach Courier Services (M) Sdn Bhd
26	Chosen Express Sdn Bhd	54	KTM Distribution Sdn Bhd
27	Citra Multimodal Services Sdn Bhd	55	LBC Mabuhay (M) Sdn Bhd
28	City-Link Air Cargo Sdn Bhd	56	LMA Services Sdn Bhd

57	Lymans Technologies Sdn Bhd
58	M & A Express Sdn Bhd
59	Macrolink Express (M) Sdn Bhd
60	MLH Services Sdn Bhd
61	Morning Express (M) Sdn Bhd
62	Nationwide Express Courier Services Bhd
63	Natsons Despatch Services
64	NZA Logistics (M) Sdn Bhd
65	OBS Corporate Services (M) Sdn Bhd
66	Officeserve (M) Sdn Bhd
67	Orami Sdn Bhd
68	Overseas Courier Service (M) Sdn Bhd
69	Pacific Express Worldwide Sdn Bhd
70	Pakargo Logistic Distribution Warehousing Sdn Bhd
71	Premiere Express & Freight (M) Sdn Bhd
72	Pro Office Solutions Sdn Bhd
73	PSH Express Sdn Bhd
74	Public Courier (M) Sdn Bhd
75	Quick & Sure Express Sdn Bhd
76	SA Kargo Sdn Bhd
77	Safeguards G4S Sdn Bhd
78	Sagawa Custom Brokerage (M) Sdn Bhd
79	Securexpress Services Sdn Bhd
80	SF Global Express (M) Sdn Bhd
81	Simple Strength Sdn Bhd
82	Skymail Express Worldwide Sdn Bhd
83	Skynet Express (M) Sdn Bhd
84	Skynet Worldwide (M) Sdn Bhd

85	Speedline Courier Services
86	SR Courier Sdn Bhd
87	Successline (M) Sdn Bhd
88	Sunda Worldwide Sdn Bhd
89	Sure-Reach Worldwide Express Sdn Bhd
90	Syarikat OBS
91	Syarikat Penghantaran Worldgate Sdn Bhd
92	T&T Travel & Cargo Sdn Bhd
93	TNT Express Worldwide (M) Sdn Bhd
94	TNTT Packages Express Sdn Bhd
95	Trans-Express Courier Sdn Bhd
96	Transforma Sdn Bhd
97	Tri-K Worldwide Express (M) Sdn Bhd
98	United Courier Agency Sdn Bhd
99	United Express Delivery Sdn Bhd
100	United Parcel Service (M) Sdn Bhd
101	Utusan Transport Sdn Bhd
102	Wan & Zul Marines Supply & Services Sdn Bhd
103	World Courier (M) Sdn Bhd
104	Yamato Transport (M) Sdn Bhd
105	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](http://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.

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## STATISTICS DEPARTMENT

**HEAD OF DEPARTMENT**

Azilawati Masri

**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](mailto:statistics@cmc.gov.my)

