



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission

2H 2011

POSTAL AND COURIER SERVICES

POCKET BOOK OF STATISTICS



Rakyat Didahulukan
Pencapaian Diutamakan

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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	28.70	6,675	852.735	588.298	103.2

2011 in quarters

1	28.48	6,623	203.959	140.911	102.2
2	28.55	6,640	209.964	144.898	102.5
3	28.63	6,657	216.864	150.372	102.9
4	28.70	6,675	221.948	152.117	103.2

Source:

SKMM, 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	704	0	327	0	1,031

2011 in quarters

1	703	0	340	0	1,043
2	704	0	335	0	1,039
3	704	0	329	0	1,033
4	704	0	327	0	1,031

Source:

Pos Malaysia Berhad

2 Postal establishments (cont'd)

Year	Qtr	State	Computerised post offices		Total computerised post offices		
			Urban	Rural			
2011	4	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		
		WPKL	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	120	4,578	24

2011 in quarters

1	135	4,813	11
2	135	4,812	14
3	122	4,671	24
4	120	4,578	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

2011 in quarters

1	703	34	5
2	704	34	5
3	704	34	5
4	704	29	1

Source:

Pos Malaysia Berhad

3 Postal staff

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

2011 in quarters

1	15,714
2	15,951
3	16,058
4	15,860

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

2011 in quarters

1	313	24,755
2	316	25,024
3	319	27,347
4	320	25,218

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

2011 in quarters

1	3,337	96,862	1,559	5,997
2	3,242	97,061	1,538	5,991
3	3,250	96,916	1,528	5,971
4	3,575	96,803	1,655	6,056

Source:

Pos Malaysia Berhad

6 Postal machines

Year	Number		
	Post automated machine	Franking machines	Machines for facing letter post items
<i>Note</i>			1
2010	5	7,667	1
2011	10	7,924	0

2011 in quarters

1	5	7,704	2
2	7	7,770	2
3	10	7,838	2
4	10	7,924	0

Source:

Pos Malaysia Berhad

Explanatory notes:

1. 2 units of 'Machines for facing letter post items' are no longer used and will be disposed

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

2011 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

2011 in quarters

1	6	30	91	9
2	6	30	91	9
3	6	30	91	9
4	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	1,034,449,223	18,115,534	26,535,164

2011 in quarters

1	289,508,297	4,208,852	6,819,889
2	256,141,624	4,058,352	6,884,371
3	249,900,528	4,805,417	6,363,074
4	238,898,774	5,042,913	6,467,830

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	2,829	18,012	965	675

2011 in quarters

1	780	4,372	237	145
2	680	4,291	254	167
3	695	3,812	237	187
4	674	5,537	237	176

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	587,131	294,689	195,109

2011 in quarters

1	150,042	64,935	48,183
2	136,511	66,822	50,681
3	137,550	77,813	50,803
4	163,028	85,119	45,442

10 Postal parcel service (cont'd)

Year	Insured parcels, domestic service	Insured parcels, international service	
		Despatched	
2010	358	262	
2011	163	226	
2011 in quarters			
1	43	79	
2	53	73	
3	43	35	
4	24	39	

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

2011 in quarters

1	194,648	79,965,530
2	156,609	52,567,738
3	132,925	67,240,025
4	125,083	66,191,140

Source:

Pos Malaysia Berhad

11 Financial service (cont'd)

Year	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	2,040	1,737	626,155	2,213,739

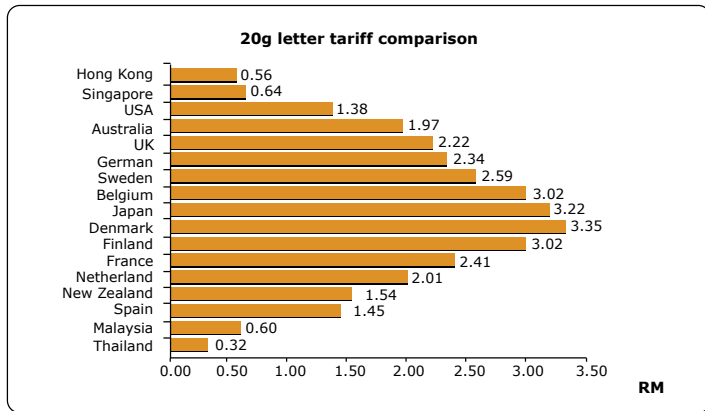
2011 in quarters

1	576	475	180,043	597,926
2	469	454	149,290	587,871
3	500	431	143,020	552,163
4	495	377	153,802	475,779

Source:

Pos Malaysia Berhad

12 Letter tariff comparison



Based on exchange rates prevailing on 2 February 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

2011 in quarters

1	4	0	0
2	3	0	0
3	3	1	0
4	3	0	0

Source:

Pos Malaysia Berhad

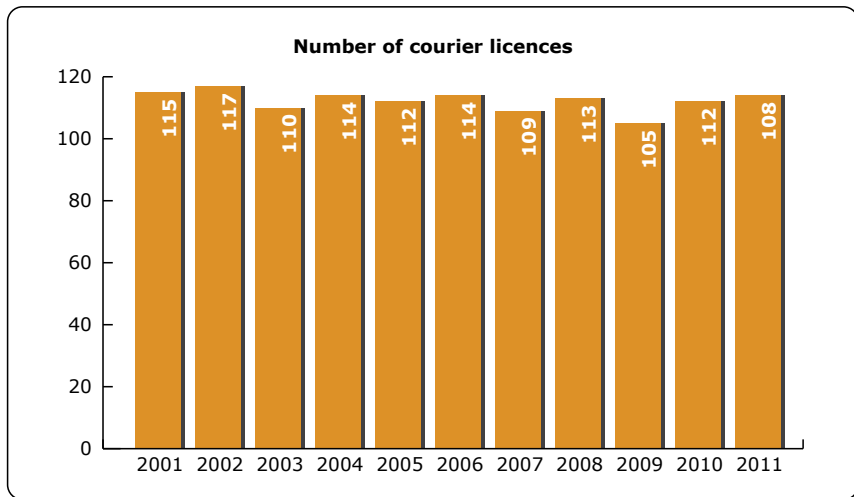
- Special - Shows the beauty, uniqueness, pride, heritage, art, culture, personality, development of science and technology, civilisation, history as well as the uniqueness of flora and fauna of Malaysia.
- Commemorative - Commemorating important events in history which took place locally or internationally 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 31 December 2011

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

2011 in quarters

1	25	247	18	5	2	285	133
2	24	250	18	5	2	285	133
3	24	251	18	5	2	284	135
4	24	252	19	5	2	285	135

15 Courier establishments (cont'd)

Year	Qtr	State	Hubs	Branches	Gateways	Franchise	Affiliates	Agent	Drop in Centre
2011	2	Johor	4	35	2	0	0	25	6
		Kedah	0	15	1	1	0	9	8
		Kelantan	0	6	1	0	0	18	6
		Melaka	0	9	0	1	0	6	0
		Negeri Sembilan	0	12	0	1	0	7	1
		Pahang	1	16	0	0	0	25	10
		Pulau Pinang	3	11	4	0	0	20	5
		Perak	1	33	0	1	0	14	8
		Perlis	0	2	0	0	0	1	0
		Selangor	8	45	5	0	0	19	42
		Terengganu	0	11	1	0	1	17	7
		Sabah	3	22	2	0	1	56	7
		Sarawak	3	23	2	1	0	65	4
		WPKL	1	12	1	0	0	3	31
		Total	24	252	19	5	2	285	135

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

2011 in quarters

1	1,297	1,185	4,162	796	1,405
2	1,300	1,180	4,245	823	1,638
3	1,216	1,173	4,444	664	1,712
4	1,212	1,173	4,521	649	1,753

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

2011 in quarters

1	251	1	655	1,266	1,838
2	258	1	644	1,251	1,923
3	239	0	642	1,280	1,923
4	240	0	647	1,275	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	28,030,027	2,381,364	9,034,998	3,634,742

2011 in quarters

1	6,824,442	586,453	2,146,052	905,626
2	7,184,809	559,070	2,228,922	909,501
3	6,779,587	637,522	2,124,036	924,340
4	7,241,189	598,319	2,535,988	895,275



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APPENDIX

Number of licensees

1	A To Z Worldwide Express Sdn Bhd	29	Consol Express Service Sdn Bhd
2	ABX Express (M) Sdn Bhd	30	D.C. Express
3	ADS International Express Sdn Bhd	31	Daylight First Hub Express Sdn Bhd
4	Aero Line Services Sdn Bhd	32	DHL Air Freight Forwarder Sdn Bhd
5	AirAsia Berhad	33	DHL Express (Malaysia) Sdn Bhd
6	Airpak Express (Ipoh) Sdn Bhd	34	D-TWO Services Sdn Bhd
7	Airpak Express (M) Sdn Bhd	35	Era Baru Business System Sdn Bhd
8	Airpak Express (Penang) Sdn Bhd	36	Explore Network Solutions (M) Sdn Bhd
9	Airway Express Servis	37	Express Systems Sabah
10	All-Trade Business Agencies	38	Fastrun Services Sdn Bhd
11	Amber Courier Sdn. Bhd	39	Federal Express (M) Sdn Bhd
12	AMC Express Mail Sdn Bhd	40	Federal Express Brokerage Sdn Bhd
13	Americas Express Services	41	Felda Transport Services Sdn Bhd
14	Aramex (Malaysia) Sdn Bhd	42	First Letter Despatch Service
15	AYJ Courier Service Sdn Bhd	43	First Nationwide Couriers Sdn Bhd
16	B.P. Ambulatory Sdn Bhd	44	FMX (M) Sdn Bhd
17	B.P. Express Services Sdn Bhd	45	Fontello Secretarial Services
18	Batu Pahat Express Service	46	GD Express Sdn Bhd (347624-X)
19	BBB Express (M) Sdn Bhd	47	HangWang Sdn Bhd
20	Bestline Express Services Sdn Bhd	48	Hyjet Express Sdn Bhd
21	BS Express Sdn Bhd	49	Inter GSA Freight Services Sdn Bhd
22	Bumi X (M) Sdn Bhd	50	Interlink Access Services Sdn Bhd
23	Cahaya Kilat (M) Sdn. Bhd.	51	J One Global Solution (M) Sdn Bhd
24	Cen Worldwide Sdn Bhd	52	J.N.E. Express Sdn Bhd
25	Chosen Express Sdn. Bhd.	53	Kangaroo Worldwide Express (M) Sdn Bhd
26	City Link Air Cargo Sdn Bhd	54	Klach Courier Services (M) Sdn Bhd
27	City Link Express (M) Sdn Bhd	55	KNZ Mail Services Sdn Bhd
28	City Link Logistics Sdn Bhd	56	KTM Distribution Sdn Bhd

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

85	Skymail Express Worldwide Sdn Bhd
86	Skynet Express (M) Sdn Bhd
87	Skynet Worldwide (M) Sdn Bhd
88	Speedline Courier Services
89	SR Courier Sdn Bhd
90	Successline (M) Sdn Bhd
91	Sunda Worldwide Sdn Bhd
92	Sure-Reach Worldwide Express Sdn Bhd
93	Syarikat O.B.S.
94	Syarikat Penghantaran Worldgate Sdn Bhd
95	T&T Travel & Cargo Sdn Bhd
96	Tasco Express Sdn bhd
97	TNT Express Worlwide (M) Sdn Bhd
98	TNTT Packages Express Sdn Bhd
99	Trans-Express Courier Sdn Bhd
100	Transforma Sdn Bhd
101	Tri-K Worldwide Express (M) Sdn Bhd
102	United Courier Agency Sdn. Bhd.
103	United Express Delivery Sdn Bhd
104	United Parcel Service (M) Sdn Bhd
105	Utusan Transport Sdn. Bhd.
106	World Courier (Malaysia) Sdn Bhd
107	Yamato Transport (M) Sdn Bhd
108	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.

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