



The peak season, which is defined as the period between Black Friday and Christmas, is also expected to generate more than 20% more outbound volume in the region. In the U.S. alone, the outbound volume growth is expected to be at almost 30%.

“International trade has played an essential role for both businesses and individuals shopping online during this pandemic, and our solid global network, operational capacity and emphasis on customer centricity has allowed us to meet the growing demands of the market,” said Mike Parra, CEO for DHL Express Americas. “The value of global e-commerce has been reinforced, and we expect the resulting behavioral changes to continue driving an accelerated growth in global e-commerce.”

The global pandemic caused by the novel coronavirus accelerated the growth of e-commerce when entire countries went under quarantine and shoppers were left with online shopping as the only means to receive both personal and business supplies.

With holiday season-like numbers since June, DHL Express has been investing in pre-holiday season enhancements to meet higher demands for its services.