

Analyzing the Changes of Express Delivery Modules and Markets of Express Delivery Industry

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Abstract. When the unexpected COVID-19 happened in 2020, people were restricted from traveling by their government to minimize infection risk. The outbreak caused a massive panic of humans and some industries. However, this phrase can be regarded as the spring of the express delivery industry. Logistic companies face a shortage of couriers because of the outbreak, as many people avoid supermarkets and stay indoors, increasing demand for deliveries. Not only has COVID-19 had a significant impact on the mobility and logistics industry, but it has also provided some companies with opportunities to experiment with new technologies and accelerate deployment. Some companies turn to autonomous vehicles (AVs) to help solve delivery problems and offer a "contactless" system to help reduce the risk of the virus spreading.

"Contactless Delivery" played a crucial role in everyone's life. "Contactless delivery" means that when placing an order, the user can negotiate with the rider about a designated place for placing the goods, such as the front desk of the company or the front door with the use of order notes," telephone, APP messaging system. People were getting used to and relying on this lifestyle. As the demand increased, major Chinese manufacturers began to optimize this service method, and gradually developed from manual to fully automated. Although the epidemic started to ease in China, there are still many countries still in the epidemic. This situation would continue forcing the express delivery industry to optimize and innovate this service. The paper aims to investigate how COVID-19 affects the service modes and the express delivery industry's market and how these innovations will change the future of the express delivery industry. Despite the disaster COVID-19 has brought to humankind, it has enabled the express delivery industry to successfully evolve its operating model and significantly increased the market economy. This research is also crucial for the future development of the express delivery industry.

Keywords: China, Express Delivery Industry, COVID-19, Contactless Delivery

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