

## REPORT OF THE REGIONAL TECHNICAL CENTRE FOR ASIA PACIFIC

<b>Subject</b>	<b>References/Paragraphs</b>
Report of the Regional Technical Centre for Asia Pacific	§§ 1-4 and Annex 1-2
<b>Decision</b>  1. Note the report 2. Approve the budget	§§ 1-4 and Annex 1  Annex 2

### 1 Achievements of RTCAP

RTCAP has assisted most of the postal administrations in our region implementing IPS or IPS Light for mail services and connected to EDI network to exchange EDI messages with their partners. To date, there are

- 10 postal administrations using International Postal System (IPS)
- 19 postal administrations had been trained in IPS Light System, 17 of them are using IPS Light System to process EMS, and/or Letters and/or Parcels
- 29 postal administrations are connected to POST\*Net and exchanging EDI messages with their partners for item, and/or despatch and/or consignment information

Please refer to Annex 1 for the summary of the EDI status and the system used by the postal administrations in our region up to December 2009.

### 2 Activities of RTCAP (2009)

In year 2009, RTCAP had assisted the postal administrations in the region to improve their delivery performance and EDI transmission performance, and to extend the use of IPS and IPS Light system for all mail services.

#### 2.1 Improve Quality (IQ) Visit for EMS

The purpose of the IQ Visit is to help the country to understand the mail

process flow and the terminology used in the reports (Quarterly Report Cards and Monthly Target Report) from EMS Cooperative. With the knowledge, they will know how to analyse the statistics from various sources, to identify the problem area and to brainstorm the solution to improve the delivery performance.

In 2009, RTCAP conducted the Improve Quality (IQ) visit to the following countries:

- Bhutan
- China
- Sri Lanka

## 2.2 IPS / IPS Light Demonstration

RTCAP was invited by APPC to conduct IPS / IPS Light presentation and demonstration in the International Mail Accounting course at Asian Pacific Postal College (APPC) on 4<sup>th</sup> to 6<sup>th</sup> February 2009.

Topics covered were, introduction to PTC mails applications (IPS / IPS Light), introduction to mail process flow, despatch processing functions demonstration, IPS accounting functions demonstration and IPS Light accounting functions demonstration.

There were 12 participants from 9 countries attended the course, namely, Bangladesh, India, Indonesia, Korea, Mongolia, Myanmar, Pakistan, Tonga and Western Samoa.

## 2.3 IPS Light Training

RTCAP was invited by APPC to conduct IPS Light training in the IPS / IPS Light workshop at Asian Pacific Postal College (APPC) on 28<sup>th</sup> September to 2<sup>nd</sup> October 2009.

Topics covered were, introduction to mail process flow, local management functions outbound processing functions, inbound processing functions, customs processing functions, accounting functions and others miscellaneous functions.

There were 17 participants from 12 countries attended the IPS Light training, namely, Bhutan, China, Cook Islands, India, Korea, Laos, Mongolia, Maldives,

Nepal, Tonga, Tanzania and Vanuatu.

#### 2.4 IPS Operational Visit

RTCAP conducted an IPS operational visit for parcels to Cambodia on 23<sup>rd</sup> to 24<sup>th</sup> September 2009. The visit was requested and funded by Asia Pacific Post (APP).

#### 2.5 Development of EDI messages for Parcels

RTCAP assisted Vietnam to develop and generate the EMSEVT / PREDES / RESDES messages for Parcels through explaining the meaning and values used in the different elements in each segment of the message specification, validating the syntax of the EMSEVT / PREDES / RESDES messages generated from Vietnam.

Vietnam is capable of exchanging EMSEVT / PREDES / RESDES messages for EMS. They have been exchanging EMSEVT / PREDES / RESDES messages for Parcels with their partners since September 2009.

#### 2.6 Helpdesk support for Global Support Centre (GSC)

GSC forwarded the e-mail query sending from the POST\*Net users in Asia Pacific region to RTCAP that the incoming EDI messages sent from their partners were rejected by their system for assistance.

RTCAP analysed the error messages and feedback the error to GSC and asked GSC to feedback error to the sending country,

RTCAP would give the explanation on the error that caused the message failed to import into their system. If it was due to the syntax error or it could be corrected by providing the 'default' value, RTCAP would explain how to correct the error.

RTCAP would also amend the error and send the amended messages to GSC and asked GSC to forward them to the receiving country. This would help the receiving country to import the data in the amended 'error' messages into their system and make the information available for enquiry by the internal staff and the external customer.

### 3. **RTCAP Planned activities for year 2010**

RTCAP will provide practical assistance with regards to deployment and training of

PTC mails applications and undertake country visits where more complex problem solving is required through the follow up missions as directed or initiated by PTC.

The plan activities for the year 2010 would be focusing on the following 3 areas:

- Provide technical assistance to PTC mails applications
- Participate in APPU / APPC regional project and course
- Improve quality of service for EMS

### 3.1 Provide technical assistance to PTC mails applications

To assist postal administrations who are using IPS system to migrate to IPS version V5.03.

To assist postal administrations who are using IPS system to extend the use of IPS for other mails services through follow up visit.

To assist postal administrations who are using IPS Light system to migrate to IPS system through implementation and training visit.

### 3.2 Participate in APPU / APPC regional project and course

To conduct IPS / IPS Light presentation and demonstration in courses organised by APPC.

To conduct IPS / IPS Light training in workshop organised by APPU / APPC.

### 3.3 Improve quality of service for EMS

Since 2006, RTCAP had conducted Improve Quality (IQ) visit for EMS to 10 countries, namely, Bhutan, Brunei, China, India, Indonesia, Laos, Nepal, Philippines, Sri Lanka and Thailand.

In 2010, RTCAP would like to continue to conduct IQ visit for the other three countries who have contributed to RTCAP Special Activity Fund, namely, Fiji, Japan and Vietnam.

In collaboration with Japan Post to assist the ASEAN country to improve their operational performance for EMS, RTCAP would conduct the joined Quality Service Improvement (QSI) visit with the expert from Japan Post to the ASEAN country. The targeted country this year is Indonesia and Philippines. The visit will be funded by Japan Post.

#### **4. Budget**

- 4.1 The Expenditure for RTCAP in 2009 was estimated in USD 89,138.60. The amount spent is within the budget of USD 100,000 for 2009.
- 4.2 The budget expense for the next three year (2010 to 2012) is expected in between USD 81, 420 to USD 84,520.
- 4.3 The budget contribution is expected to be USD 66,000 annually.
- 4.4 The amount of the balance of RTCAP Special Activity Fund as at 31 December 2009 was USD 261,196.26.
- 4.5 The excess between the budget expense and budget contribution for 2010 to 2012 will be drawn from the balance of RTCAP Special Activity Fund.

Please refer to Annex 2 RTCAP Expenses for details.

## Annex 1 Summary of EDI Status and System used

The status of EDI Exchange for postal administrations in Asia Pacific region up to December 2009

	Postal Admin	APPU Member	Net P/G *	EDI Exchange Item	Despatch	System	Remark
1	Afghanistan	X	P	X	X	IPS Light	
2	Australia	X	P	X	X	IPS	
3	Bangladesh	X	P	X	X	IPS Light	
4	Bhutan	X	P	X	X	IPS Light	
5	Brunei	X	P	X		IPS	
6	Cambodia	X	P	X	X	IPS	IPS Light Trained
7	China	X	P	X	X	Own	
8	Fiji	X	P	X	X	IPS Light	
9	Hong Kong, China	X	G	X	X	Own	
10	India	X	P	X	X	IPS	
11	Indonesia	X	P	X	X	IPS	
12	Iran	X	P	X	X	IPS	
13	Japan	X	P	X	X	Own	
14	South Korea	X	G	X	X	Own	
15	Laos	X	P	X	X	IPS Light	
16	Macau, China	X	G	X	X	Own	
17	Malaysia	X	P	X	X	IPS	
18	Maldives	X	P	X	X	IPS Light	
19	Mongolia	X	P	X	X	IPS Light	
20	Myanmar	X	P	X	X	IPS Light	
21	Nauru	X	P			IPS Light	IPS Light Trained
22	Nepal	X	P	X	X	IPS Light	
23	New Zealand	X	G	X	X	Own	
24	Pakistan	X	P	X	X	IPS	
25	Papua New Guinea	X	P	X	X	IPS Light	
26	Philippines	X	P	X		IPS	
27	Singapore	X	G	X	X	Own	
28	Solomon Island	X	P	X	X	IPS Light	
29	Sri Lanka	X	P	X	X	IPS Light	
30	Thailand	X	P	X	X	IPS	
31	Tonga	X	P	X	X	IPS Light	
32	Vanuatu	X	P	X	X	IPS Light	
33	Vietnam	X	G	X	X	Own	
34	Kiribati		P	X	X	IPS Light	
35	Tuvalu		P	X	X	IPS Light	
36	Western Samoa		P	X	X	IPS Light	

\* P – POST\*Net    G – GXS

## Annex 2 RTCAP Expenses

The actual Expenditure for 2009 is as follows ( in estimated USD):

	USD
Rental	23,836.54
Staff Salary	55,534.92
Telecommunication / Postage	345.75
Airfare / Travel Allowance	6,110.59
Computer Equipment / Maintenance / Stationery	1,847.06
Exchange rate difference	1,283.54
Miscellaneous	180.20
Total	89,138.60

The list of voluntary contributions for 2009 is as follows:

	USD
Bhutan Post	484.27
Brunei Darussalam	964.24
China Post	4,957.58
Post Fiji	494.25
India Post	4,982.00
Pos Indonesia	2,500.00
Japan Post	40,000.00
Lao Post	500.00
Nepal Post	500.00
PhilPost	1,000.00
Singapore Post	4,982.51
Sri Lanka Post	1,976.18
Thailand Post	1,500.00
Vietnam	1,000.00
Total	65,841.03

The estimated budget for 2010 is as follows:

	USD
Rental *1	6,100
Staff Salary	58,000
Telecommunication / Postage	720
Airfare / Travel Allowance	15,000
Computer Equipment / Maintenance / Stationery	3,600
Miscellaneous	1,100
Total	84,520

The estimated budget for 2011 is as follows:

	USD
Rental *1	0
Staff Salary	61,000
Telecommunication / Postage	720
Airfare / Travel Allowance	15,000
Computer Equipment / Maintenance / Stationery	3,600
Miscellaneous	1,100
Total	81,420

The estimated budget for 2012 is as follows:

	USD
Rental *1	0
Staff Salary	61,000
Telecommunication / Postage	720
Airfare / Travel Allowance	15,000
Computer Equipment / Maintenance / Stationery	3,600
Miscellaneous	1,100
Total	81,420

\*1 Singapore Post agreed to waive the rental from April 2010