Report of the Asia Pacific Post Cooperative

Introduction

1. The 21th Asia Pacific Post Cooperative (APP) General Assembly was held on the 29th June 2020 via Zoom teleconference. It was attended by representatives from 18 APP member Posts namely from Australia, Bhutan, China, Hong Kong, India, Indonesia, Japan, Korea, Macau, Malaysia, Maldives, Mongolia, New Zealand, Singapore, Solomon, Sri Lanka, Thailand Post and Vietnam.

Election of APP CMB Members

2. Under the current rules of the APP, 3-member Posts have stepped down from the APP Co-operative Management Board. There were 4 nominations for these positions on the Board which were received by the applicable deadline. Nominations were received from Fiji Post, Japan Post, Korea Post and Singapore Post. Under Article 5, clause 7.3.1 of the APP governing statutes, there was an electronic vote conducted via Zoom chat function and the General Assembly approved the appointment of the nominations of Japan Post, Korea Post and Singapore Post to the APP Cooperative Management Board after the tally of the total votes count towards the end of the meeting.

APP Business Plan 2019 report of Activities and Budget.

3. The General Assembly was updated on the 2019 activities of the APP Office against the approved actions and budget. The focus of activities for 2019 was related to:

    a) Improving Service Quality;

    b) Information services; and

    c) Business development activity.

4. In relation to Strategy 1 of the APP, it was reported that the APP Office had 6 (six) programs to be carried out, namely: (1) APP Desktop Research Report, (2) Business Review, (3) APP ePacket Working Group, (4) HQCS Migration (Last Phase), (5) WCO – UPU Meeting and (6) APP Reporting.

5. Under the Operations Review program, the APP Office conducted business reviews for visits to Pos Solomon (April 2019), Brunei Post (June 2019) and Cambodia Post (October 2019)

6. In relation to the APP ePacket Working Group project, the APP Office conducted 3 Working Group meetings to discuss the specific requests from the Steering Committee.

7. For the APP Reporting project, after several discussions with the PTC and IPC, the IPC agreed to provide the reporting system at a lower cost than originally quoted (estimated at $33,000 set up and development costs). Discussion with IPC were held in Q3 and Q4 2019 to agree on the details of the reports that can be provided to the APP Office.

8. In relation to Strategy 2 of the APP, providing member Posts with timely and relevant market intelligence and information on best practice, it launched two programs, namely: (1) 2019 Customer Survey on Service Quality Assessment, (2) Marketing Audit and (3) APP Newsflash.

9. The Customer Survey Project is called "cross-border e-commerce shoppers survey" and the objective of this project was to provide valuable insight for members on e-commerce shoppers behaviours as well as needs and preferences. At least 16 members were involved in the survey.

10. For the Business as usual activities, the APP Newflash Project - the APP Office issued 38 newsflash issues to members in 2019. It was noted that the newsflash still includes over 2000 news articles, and 40 APP office news reports, relating to APP members our industry and competitors, as well as global postal operators and industry technology development.

11. In relation to Strategy 3 of the APP, the GA was advised that 3 key projects were carried out; (1) APP Platform Consolidation Service, (2) 2019 Country Guide, (3) Delivery Office Software, (4) APP ePacket Monthly/Quarterly Review

12. On the APP Platform Consolidation Service (2Ship4Me), a project which facilitates members access to a service which will enable them to increase inbound parcel volume from e-commerce transactions by giving consumers in their countries an increased choices of websites to shop and pay less shipping fees for products from the USA, Europe, China, and Japan.

13. On the APP Country Guide Project, it was noted that this project supports the growth of APP ePacket by providing a website to facilitate APP ePacket members and customers to access information easily on APP ePacket Product, import regulation, delivery modes and standard, customs procedure, import Tax, contact List and E-commerce market and marketplaces.

14. The 2019 Budget was presented to the General Assembly, detailing income and expenditure, cash flow and the balance sheet.

15. The APP office reported expenditure in 2019 of USD $517,398 with a surplus of $46,278 for the financial year 2019.

16. The 2019 budget report was noted by the General Assembly.

Business Plan activities and Budget for 2020

17. The General Assembly reviewed the business plan and budget for 2020, which continues to be in line with the 3 key strategic aims of the Cooperative, set out for the period 2015 – 2020.

18. In 2020, the APP continues to focus on 3 strategies: (a) assisting member Posts to improve their quality of service performance in respect of EMS and Parcels; (b) providing member Posts with timely and relevant market intelligence and information on best practice; and (c) regional business development initiatives.

19. Under Strategy 1, there were seven programs to be delivered, namely: (1) APP EMS and Parcel Desktop Research Report, (2) Business Review, (3) APP ePacket Accounting Enhancement, (4) EMS Performance Improvement, (5) APP ePacket Documentation, (6) APP Reporting and (7) UPU WCO Postal Security

20. Due to the ongoing COVID-19 situation with flight bans to APP member countries, the planned Business Review visits to Pos Indonesia and Lao Post werepostponed.

21. For Strategy 2, there were 3 projects identified to be carried out: (1) Country Guide (2nd Phase), (2) APP Newsflash and (3) APP Website and Communication Software.

22. On Strategy 3, there were 4 projects carried out: (1) 2020 2Ship4me (Consolidation Service), (2) AEDI / ITMATT implementation support and (3) Transhipment Hub (Air Network) and (4) APP ePacket Monthly/Quarterly Review.

23. On the AEDI/ITMATT Implementation Support project, the aim wass to prepare APP members with the ability to perform ITMATT data scanning and exchanging in order to be able to conduct Advance Electronic Data Interchange EDI exchanges.

24. This step is important to meet the requirement of some countries as well as to fulfil the UPU regulation that will make AEDI mandatory in exchanging goods among UPU members for pre-alert custom clearance process.

25. In the APP ePacket Project, it was reported that APP ePacket serves 18 destinations as receiving countries while 12 APP ePacket sending countries generated 2,123,981 APP ePackets items from January to April 2020 as outbound APP ePacket volume,

which is an increase of 7.9% comparing to cumulative volume from January-April in 2019. This is an encouraging advancement for the APP ePacket service.

26. The Managing Director of APP Office presented the APP Budget Report for 2020. The revised expenditure forecast in 2020 at USD$ 537,590, while the 2020 budgeted expenditure is USD$ 580,803.

27. The actual spend in 2020 will be down against budget due to the ongoing COVID-19 situation but the APP Office will try to complete as many projects as possible with members if these can be done remotely.

28. The General Assembly took a note of the progress of 2020 projects and approved the proposed activities (projects) for 2020.

2021-2024 APP Strategy and Business Plan (APP GA Doc 9.1, 9.2)

29. The APP proposed the 2021-2024 APP Strategy and Business Plan for the General Assembly's consideration.

30. The General Assembly was asked to allow the APP Office to work with the CMB Chair to finalise the 2021-2024 Strategy and Business Plan before submitting to the membership for final feedback and comments.

31. In closing he CMB Chair commended all staff at the APP Office for their devoted efforts made for conducting a wide range of work assigned to them to deliver benefits to help increase members share of the postal and commercial business.

Bhavana Chhagan

Chair of APP Cooperative Management Board

Asia Pacific Post Cooperative

29 June 2020