



The Bureau is very grateful to the members and partners for your kind understanding and support given to APPU in the year 2020 and to battle the unexpected COVID-19 together.

Thank you.





APPC 2021 Training Calendar

APPC wishes to resume conducting the training courses physically hopefully in the second half of next year. However, if the situation is not allowed, APPC will continue its training courses interactively online.

The training calendar of APPC for 2021 is as follow:

| | |
|--|----------------------|
| Advanced Business Management (ABM) | 18 Jan – 5 Feb 2021 |
| Service Quality Management (SQM) | 18 Jan – 5 Feb 2021 |
| Parcel & Logistics Management (PLM) | 1 Mar – 26 Mar 2021 |
| Operations Management (OMC) | 1 Mar – 26 Mar 2021 |
| Transformation of Postal Organization (TPO) | 26 Apr – 7 May 2021 |
| Strategy Formulation & Execution (SFE) | 26 Apr – 7 May 2021 |
| Postal Business Development (PBD) | 24 May – 11 Jun 2021 |
| e-Commerce Solutions and Supply Chain Management (ESC) | 24 May – 11 Jun 2021 |
| E-Business and Technology (EBT) | 28 Jun – 16 Jul 2021 |
| Digital Financial Services (DFS) | 28 Jun – 16 Jul 2021 |
| Marketing and Innovation for Posts (MIP) | 16 Aug – 10 Sep 2021 |
| Postal Management (PMC) | 16 Aug – 24 Sep 2021 |
| International Postal Services (IPS) | 18 Oct – 12 Nov 2021 |
| Human Resource Management (HRM) | 18 Oct – 12 Nov 2021 |
| Express Mail Service (EMS) | 29 Nov – 17 Dec 2021 |
| International Mail Accounting (IMA) | 29 Nov – 17 Dec 2021 |

APPC Interactive Online Training Program (IOTP) Workshop

Due to the travel restriction imposed during the COVID-19 pandemic, it is impossible to conduct physical workshop safely for the members.

APPC is organizing 6 IOTP workshops in the first quarter in 2021 which are supported by UPU and funded by China. The list of 6 IOTP one-week workshops are as follow:

| | |
|--|-----------------------|
| Strategic Marketing Management (SMM) | 25 to 29 January 2021 |
| Leadership Management (LM) | 25 to 29 January 2021 |
| Last Mile Delivery and Fulfilment (LMDF) | 8 to 12 March 2021 |
| Quality Management for Service Excellence (QMSE) | 8 to 12 March 2021 |
| Strategy to adapt in the “New Normal” (SNN) | 15 to 19 March 2021 |
| Setting Service Standards | 15 to 19 March 2021 |





Update of 27th Universal Postal Congress



Due to COVID-19 pandemic, Universal Postal Union (UPU) has agreed to postpone its 27th Universal Postal Congress which was set to be held in Abidjan, Côte d'Ivoire from 10-28 August 2020 to August 2021.

The decision was made at an exceptional meeting of the Council of Administration (CA) held from 26-27 October. Representatives of the 41 member countries who sit on the CA could attend the meeting held at UPU's headquarters in Bern, Switzerland either physically or remotely.

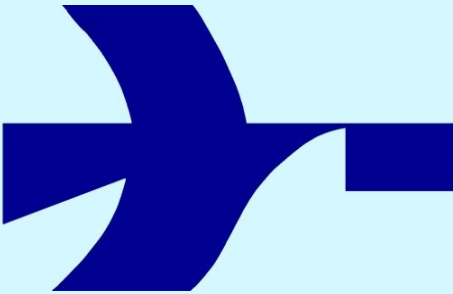
The CA also agreed to review the progress of the preparation for the Congress in their forthcoming meetings in December 2020 and April 2021.

If the CA by 30 June 2021 concludes the event cannot be held at the designated place and dates due to the COVID-19 pandemic, the Congress will be moved to Switzerland.

For update and further information, you may access the following link.

<https://www.upu.int/en/Universal-Postal-Union/About-UPU/Bodies/Congress>

Update of 13th APPU Congress



As UPU Congress was deferred to 2021 at an Exceptional CA meeting in Bern on 26-27 October 2020. The APPU had already decided at its 2020 Online EC meeting in July that if the UPU Congress was changed to 2021 then the APPU Congress would be held in 2022.

The 13th APPU Congress will be held in Thailand in year 2022. There will be a EC meeting in year 2021.

Update of RTCAP contact

Communication over the Internet is easily accessible and reliable. It is almost at zero cost if you have subscribed or connected to an Internet connection. You may reach Mr Tan Yong Chee from RTCAP on any of the methods below:

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