



# Supply Chain Integration Working Group

## Pilot on Paperless Mail Transportation

Presented by

India Post

**ASIAN-PACIFIC POSTAL UNION EXECUTIVE COUNCIL  
MEETING**



# Present mail transmission process with Airlines

Operator (Origin of Mail)

Prepares CN 38, Print it in multiple copies and hand it over to Air Carrier at the Airport



Air Carrier

Receives the bags along with CN 38 copies, loads the bags and transports to destination



Operator (destination country)

Air Carrier hands over the bags with CN 38 to the operator of destination country at the designated Airport



## Issues with Present system

- Today paper CN-38 have outlived their utility because its now being not maintained or exchanged at all points properly.
- Countries have started relying on proper CARDIT and RESDIT messages in place of CN-38
- It is difficult and time consuming to manually match counts of physical receptacles with that of CN-38 data.
- So much volume of Paper is used and printed leading to Environmental concerns
- With already available technology solutions, its time to do away with consumption of so much of paper



# Pilot Paperless Transport

- India Post was contacted by a Committee of Transport Group for participation in this pilot of paperless CN 38 Pilot.
- After looking at requirement and checklist, India Post was ready to go ahead with the pilot, since all pre-requisites like EDI (RESDES/ RESCON) etc was already being done.
- Pilot period: 12–29 January 2021
- From Denmark/Sweden to India Post (BOM)
- Air carrier: Qatar Airways
- Tri-party agreement was agreed between all stakeholders.



## Lessons learned

The following lessons have been learnt from the pilot:

- Airline is to have EDI capabilities and an IT system capable of producing/printing CN documents along with the mail manifest at origin and at transit, as well as at destination is needed.
- All RESDIT messages should be exchanged with DOs . More RESDIT messages, the higher the visibility.
- It is more effective, if Carrier as well as Postal Operators have infrastructure at origin as well as destination airports for scanning.
- Local coordination/good collaboration between the ground handling agent, Post and Customs is important
- There should be weekly feedback meetings during the trial period.
- New KPIs to be developed to provide a better monitoring picture for same



## Concerns & Solutions

- Billing and settlement of accounts done with the CN 38
  - IATA working on billing tool for postal channel: Postal Accounts Settlement Systems (PASS)
  - IPC developed another tool for billing PARIS
  - India Post is studying both this available solution for ease of billing with Airlines
- No Scanning point of Qatar Airways in India
  - Better to have scanning infrastructure at airports by both air carrier and Operators involved .
  - Helps in reduction of any loss of bags and in case of any loss, it will be helpful in faster claim settlement.



## Actions & Decisions

- Outbound Pilot
  - India Post have shown readiness and willingness for outbound pilot of the same with Post Nord (Denmark/ Sweden)
  - This time carrier airline partner will be Lufthansa Airlines
  - Weekly monitoring of the same will be done
  - All stakeholders are having scanning infrastructure at airports, so this pilot will be more easier
- Post Pilot Action
  - After Inbound Pilot from Post Nord, all parties agreed to keep this route paperless and this route is still continuing as a paperless route without any issue till now.
  - Similarly, after successful outbound pilot, more such routes may be added as well as piloted routes can be kept paperless.



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**Thank You!**