



Executive Council 2025

The value of PRIME for APPU

Ulaanbaatar, July 1st 2025

Cinzia Neri, Head of PRIME



AGENDA

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THE MEMBERSHIP

2

THE AGREEMENTS

3

WHAT IS GOING ON?

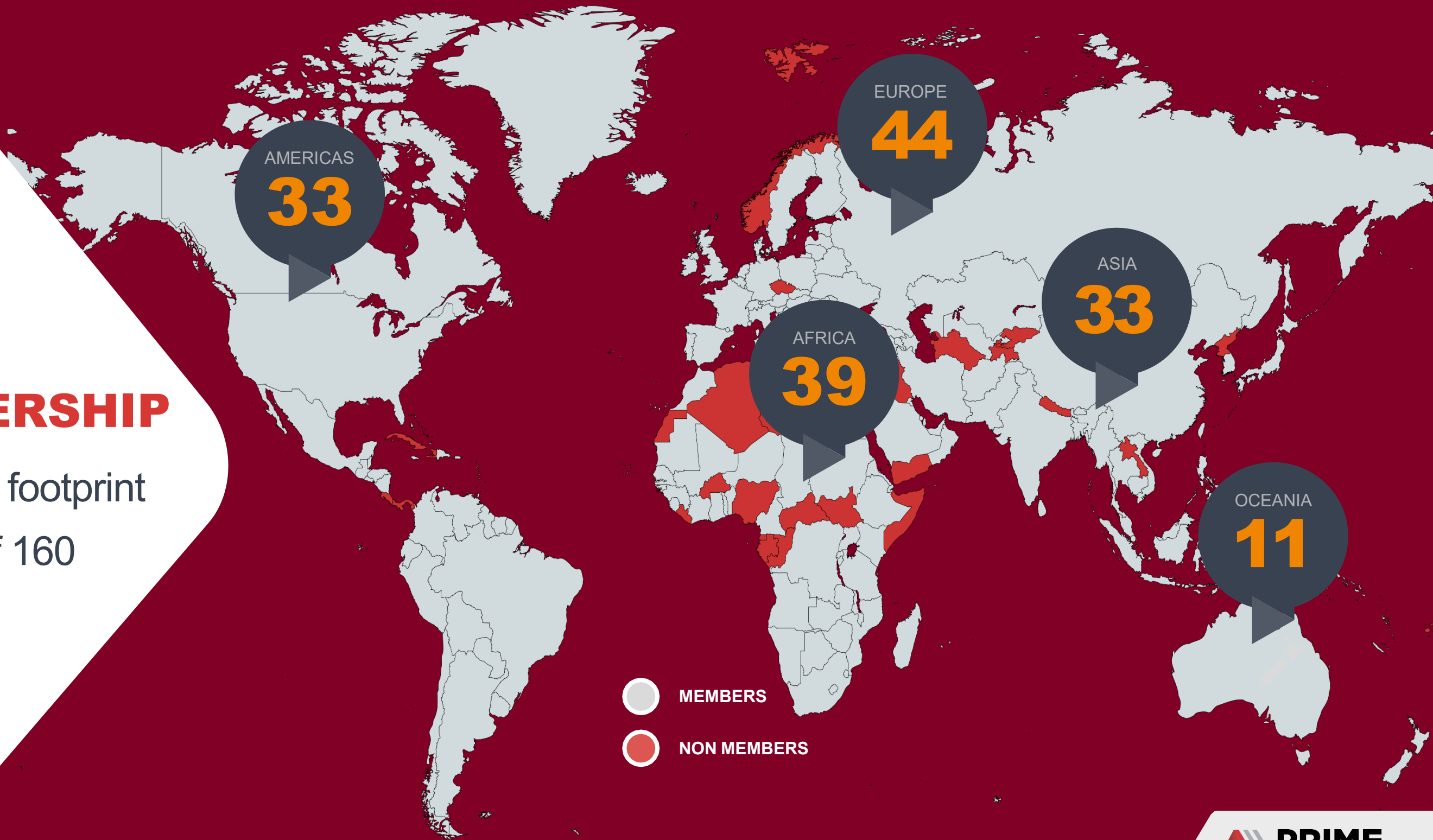
4

THE QUALITY



MEMBERSHIP

Our global footprint consists of 160 Members



MEMBERSHIP

APPU Members in PRIME



TRACKED

BHUTAN
CHINA
HONG KONG
INDIA
MALAYSIA
MYANMAR
PHILIPPINES
SOLOMON ISLANDS
SINGAPORE
THAILAND
VIETNAM



USPS TRACKED

CHINA
HONG KONG
INDONESIA
INDIA
JAPAN
KOREA
MALAYSIA
NEW ZEALAND
SINGAPORE
THAILAND
VIETNAM



EXPRESS

CHINA
HONG KONG
INDONESIA
KOREA
MALAYSIA
MYANMAR
NEW ZEALAND
SINGAPORE
THAILAND



REGISTERED

BHUTAN
INDONESIA
JAPAN
MACAO (CHINA)
MONGOLIA
MYANMAR
NEW ZEALAND
THAILAND
VANUATU



GCSS

AFGHANISTAN, AUSTRALIA, BHUTAN, CAMBODIA, CHINA, HONG KONG, INDIA, INDONESIA, IRAN, JAPAN, KOREA, MACAO (CHINA), MALAYSIA, MALDIVES, MONGOLIA, MYANMAR, NEW ZEALAND, PAKISTAN, PAPUA NEW GUINEA, PHILIPPINES, SAMOA, SINGAPORE, SOLOMON ISLANDS, SRI LANKA, THAILAND, TONGA, VANUATU, VIETNAM

MEMBERSHIP

What is included



AGREEMENTS

Remuneration

Pay for performance remuneration in addition to UPU Terminal Dues with the exception of Tracked Base Rates



PRIME
REGISTERED



PRIME
EXPRESS



PRIME
TRACKED



PRIME
IMRS

PAY FOR PERFORMANCE

0.01 - 0.6
SDR/ITEM

0.45 or 0.6 -
1.1 or 1.3
SDR/ITEM

0.05 - 0.2
SDR/ITEM

0.8
SDR/ITEM

AGREEMENTS

Features



PRIME
REGISTERED

EMA+EMC+EMD+
EDH/EMH/EMI

.....
**TRACKED,
SIGNATURE AND
INDEMNITY**
.....

**BEFORE 20:00
OF THE DAY
AFTER DELIVERY**



PRIME
EXPRESS

EMA+EMC+EMD+
EDH/EMH/EMI

.....
**FAST AND
TRACKED**
.....

**BEFORE 20:00
OF THE DAY
AFTER DELIVERY**



PRIME
TRACKED

EMA+EMC+EMD+
EDH/EMH/EMI

.....
**CHEAP
AND
TRACKED**
.....

**BEFORE 20:00
OF THE DAY
AFTER DELIVERY**

On-time delivery against verified Post's standards

**PRIME
IMRS**

**CHEAP POSTAGE-PAID RETURNS SOLUTION THAT COMPLEMENTS ALL PRIME
AND NON-PRIME PRODUCTS**

WHAT IS GOING ON?

In 2025



- ✓ Final 2025 rates sent out on May 16th
- ✓ Based on confidential link to link
- ✓ 2024 country specific base rates have been applied
- ✓ Conventional Rates introduced at 1 SDR Item and 1 SDR kg for flows where rates were not agreed by both parties
- ✓ Two sets of reports were distributed in June for the 1st quarter: one for base rates and one for PfP
- ✓ PfP distributed monthly
- ✓ Base remuneration distributed quarterly

WHAT IS GOING ON?

For 2026



- ✓ A Group of experts (CA, CN, EG, IT, NZ, PL, SG) have met several times to discuss Exprès requirements for 2026
- ✓ Main goal is to make PRIME Exprès innovative and attractive
- ✓ The group started to consider products that are available in the different networks and compare them
- ✓ UPU Tracked is comparable to PRIME Tracked and EMS Light idea/concept is more comparable to PRIME Exprès

WHAT IS GOING ON?

For 2026



Following requirements were identified for PRIME Exprès for 2026

Rate structure (still under discussion):
Zonal-rates and UPU 2026 TD + PfP

- ✓ Zone-based rates mechanism is the most urgent feature to improve the cost-based price and competitiveness and quality of postal services in core urban areas
- ✓ Members that cannot go zonal model would still use “standard PRIME Exprès” meaning the UPU TD plus the surcharge

HIGHEST FLEXIBILITY

WHAT IS GOING ON?

For 2026



Additional Features:

- ✓ Weight up to 5 kg in “opt out” option
- ✓ PUDO already introduced in PRIME can be offered to improve the competitiveness
- ✓ Consideration to introduce ITMATT, PDDP, POD and liability
- ✓ Increase visibility by adding mandatory additional events EDB, EDC, EMF, EDG as well as RESCON and RESDES
- ✓ Faster delivery standards

**A questionnaire is out to collect opinions
on features and remuneration
Please reply!**

WHAT IS GOING ON?

For 2026



- ✓ Currently delinked from the UPU TD
- ✓ Base rate, provisional 2022 E format rates, item component increased by 6% and the kg component decreased by 47%



- ✓ Currently UPU TD applied
- ✓ From 2026 discussions on opt-in to continue exchanging goods and opt-in to exchange heavier items **for highest flexibility**

A questionnaire is out to collect opinions on features. Please reply!

WHAT IS GOING ON? PDDP



Current status

- ✓ GA requested to have a solution for whole PRIME community and all services to avoid individual contract with the provider
- ✓ PDDP cost included in the annual PRIME contribution fee
- ✓ First period would be funded by deferred income
- ✓ PRIME received an offer from IPC
- ✓ PRIME members to decide on the offer

WHAT IS GOING ON? GCSS



Refactoring

- ✓ 20 years ago PRIME fully Financed the PRIME GCSS Module
- ✓ Non-IPC members need PRIME membership to access the PRIME GCSS Module
- ✓ In 2024 PRIME contributed with 60K to finance the "GCSS Refactoring" project to upgrade technology and enhance features
- ✓ PRIME GCSS module is fully based on the UPU Regs for Registered, Insured, Tracked and Exprès. Any change taken at UPU will be reflected in the PRIME GCSS module
- ✓ Join PRIME Customer Service working Group

WHAT IS GOING ON? GCSS

Awards

- ✓ Focus on the needs of the customer
- ✓ The GCSS Award will be awarded to the top 3 best performers in each of the categories: Exprès/Tracked, Registered and Insured
- ✓ Dedicated to the signatories of PRIME Agreements

Results	Classification
GOLD	99.00% - 100.00%
SILVER	95.00% to 98.99%
BRONZE	80.00% to 94.99%

WHAT IS GOING ON?

Returns



Current status

- ✓ PRIME has been contributing to the IPC CRP platform for over 10 years, but the service is not used as it should.
- ✓ Customs complications for duty drawbacks were noted and suggested linking local customs websites for claims
- ✓ Use L-barcode to keep the operational costs lower or use C-barcode for heavier weights?
- ✓ A questionnaire was sent out and a group of experts are working on it.

WHAT IS GOING ON?

Reporting

BOOKING



Quality Reporting



New Dashboard/Tool

- ✓ PRIME Team is collaborating with members to establish Business Requirements for a new tool focused on dynamic quality monitoring
- ✓ Plan is to enhance current PRIME Performance reports by introducing a dashboard interface that complements, not replaces, existing accurate reports
- ✓ The initiative will proceed in steps, ensuring that requirements are well-planned; what is really needed with the direct impact on development costs

PRIME OVERALL QUALITY

2024 vs
2025 Jan-May

TRACKED	On time Info Return 2024	On time Info Return 2025 Jan-May
Average for all Tracked signatories	96.68%	96.68%
Average for APPU Tracked signatories	93.60%	94.74%

USPS TRACKED	On time Info Return 2024	On time Info Return 2025 Jan-May
Average for all Tracked signatories	98.00%	97.98%
Average for APPU Tracked signatories	94.91%	94.10%



PRIME OVERALL QUALITY

2024 vs
2025 Jan-May

EXPRES	On time Info Return 2024	On time Info Return 2025 Jan-May
Average for all Exprès signatories	97.41%	97.75%
Average for APPU Exprès signatories	98.45%	97.64%

EXPRES	On time Delivery 2024	On time Delivery 2025 Jan-May
Average for all Exprès signatories	93.87%	93.41%
Average for APPU Exprès signatories	99.00%	98.81%



PRIME OVERALL QUALITY

2024 vs
2025 Jan-May

REGISTERED	On time Info Return 2024	On time Info Return 2025 Jan-May
Average for all Registered signatories	93.75%	93.99%
Average for APPU Registered signatories	95.70%	96.34%

REGISTERED	On time Delivery 2024	On time Delivery 2025 Jan-May
Average for all Registered signatories	90.20%	88.12%
Average for APPU Registered signatories	96.95%	96.93%



BEST APPU PERFORMERS

2025 Jan-May



TRACKED

Member	On time Info Return Jan-May
SG	99.73%
HK	99.67%
TH	99.25%

USPS TRACKED

Member	On time Info Return Jan-May
HK	99.83%
JP	99.50%
SG	99.47%

BEST APPU PERFORMERS

2025 Jan-May

EXPRESS

Member	On time Info Return Jan-May	Member	On time Delivery Jan-May
HK	99.89%	KR	99.72%
KR	99.85%	SG	99.66%
SG	99.78%	TH	99.55%

REGISTERED

Member	On time Info Return Jan-May	Member	On time Delivery Jan-May
MO	100.00%	JP	99.79%
JP	99.85%	TH	99.60%
MN	99.50%	MO	98.41%





TRACKED

On time Info Return		
Member	Improvement 2025 Jan-May vs 2024	2025 Jan-May
IN	+ 10.51%	96.25%
CN	+ 5.68%	97.00%
MY	+ 3.83%	99.09%

USPS TRACKED

On time Info Return		
Member	Improvement 2025 Jan-May vs 2024	2025 Jan-May
ID	+ 14.13%	97.85%
IN	+ 8.09%	93.11%
MY	+ 3.46%	98.84%

HIGHEST IMPROVERS

2025 Jan-May VS 2024



EXPRES

On time Info Return		
Member	Improvement 2025 Jan-May vs 2024	2025 Jan-May
ID	+ 12.35%	99.07%
MY	+ 2.57%	99.08%
SG	+ 0.38%	99.76%

On time Delivery		
Member	Improvement 2025 Jan-May vs 2024	2025 Jan-May
ID	+ 4.20%	92.53%
MY	+ 0.67%	98.95%
CN	+ 0.50%	99.31%

HIGHEST IMPROVERS

2025 Jan-May VS
2024



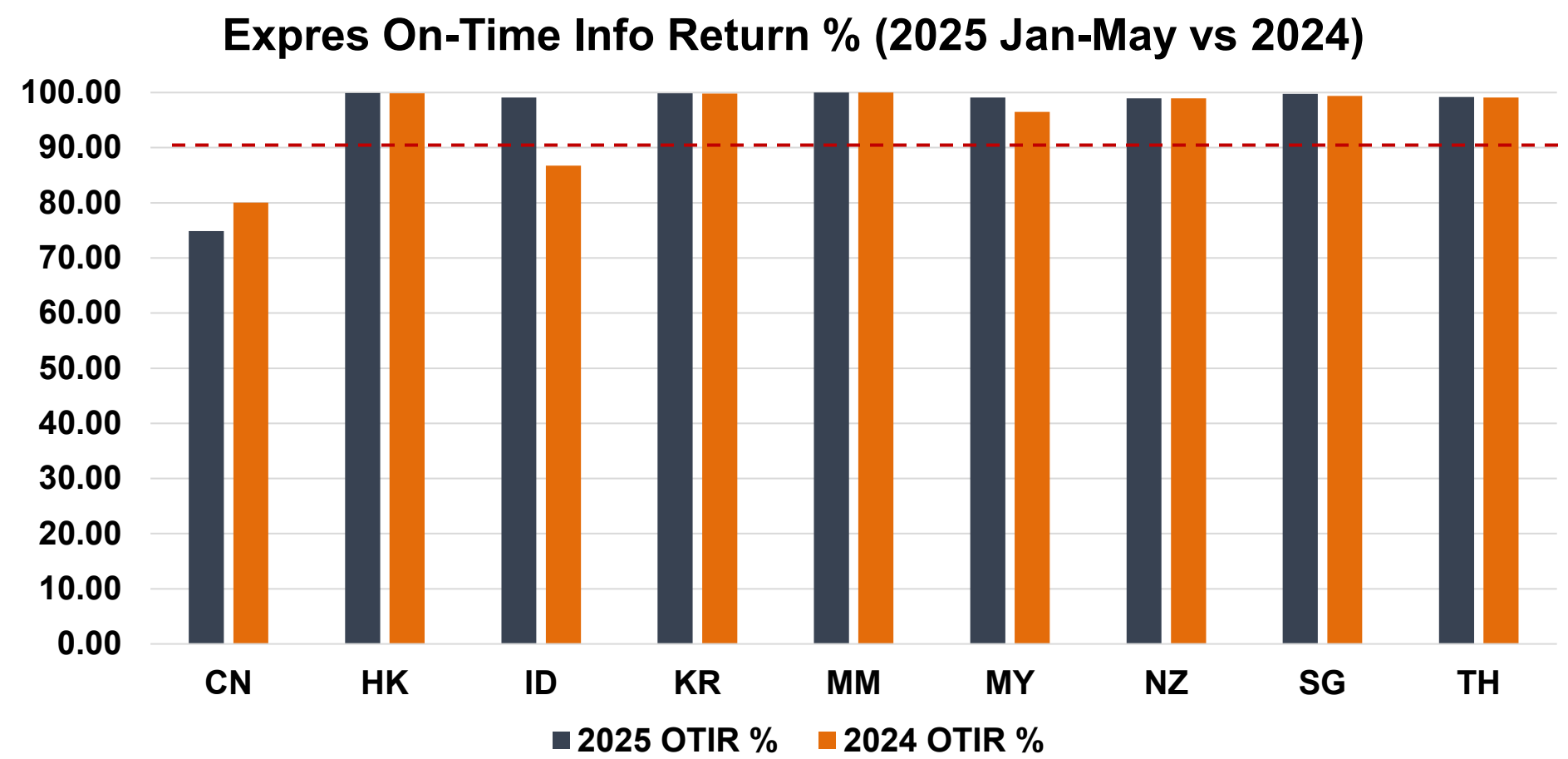
REGISTERED

On time Info Return		
Member	Improvement 2025 Jan-May vs 2024	2025 Jan-May
ID	+ 13.38%	99.23%
BT	+ 5.09%	93.07%
MO	+ 0.06%	100.00%

On time Delivery		
Member	Improvement 2025 Jan-May vs 2024	2025 Jan-May
ID	+ 2.60%	96.88%
BT	+ 1.47%	96.81%
JP	+ 0.12%	99.79%

EXPÈS AGREEMENT

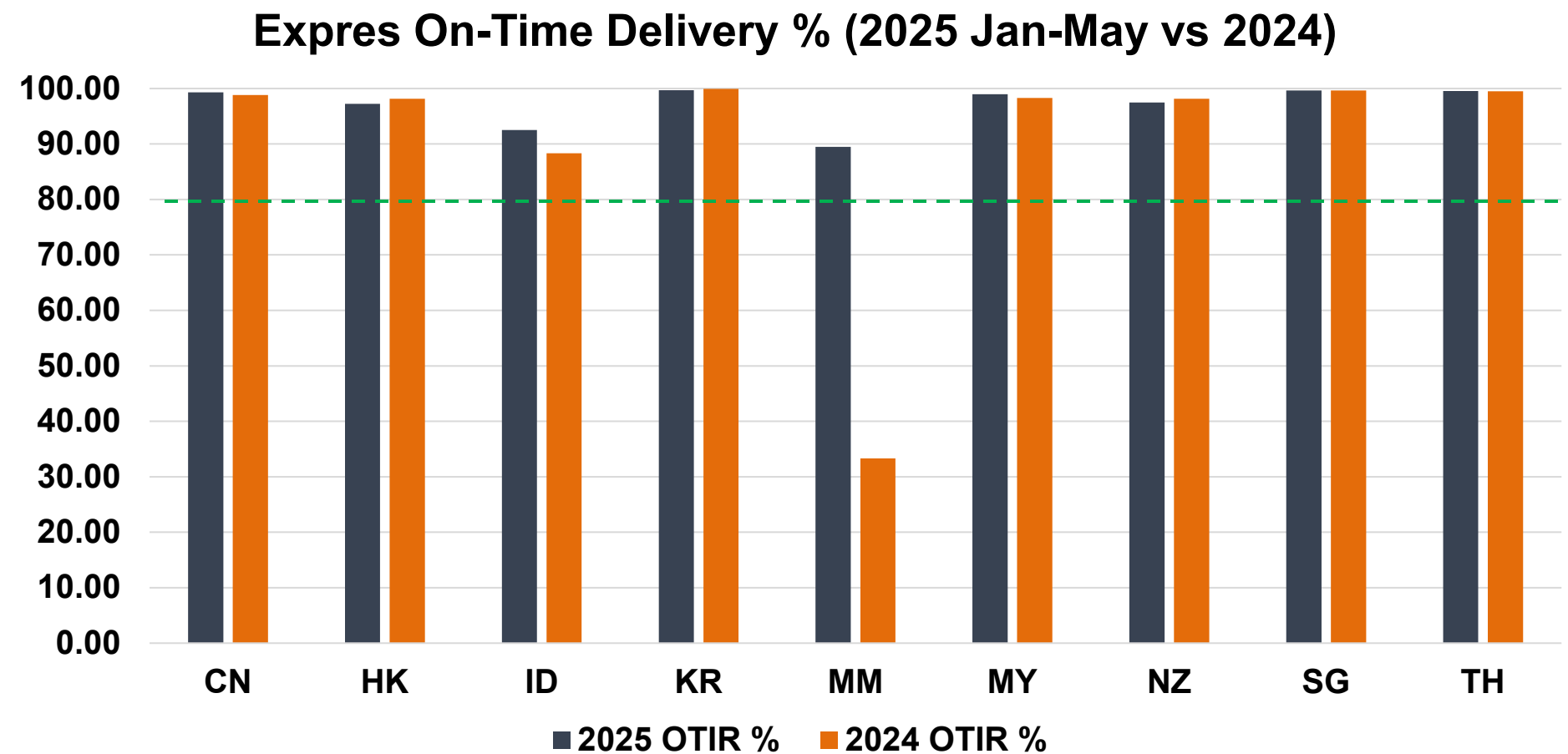
2025 Jan-May vs 2024 (1/2)



----- OTD Threshold 80%
----- OTIR Threshold 90%

EXPÈS AGREEMENT

2025 Jan-May vs 2024 (2/2)



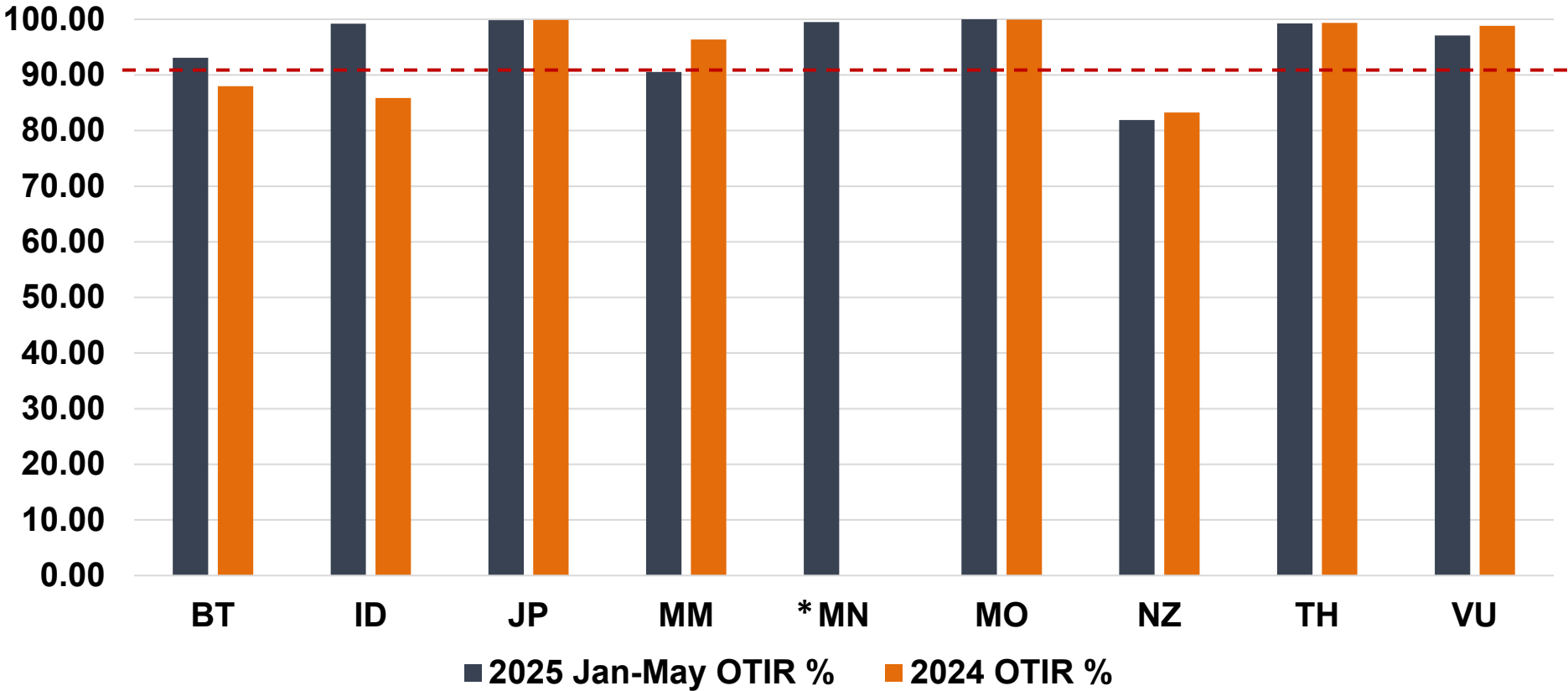
----- OTD Threshold 80%
----- OTIR Threshold 90%

REGISTERED AGREEMENT

2025 Jan-May vs 2024 (1/2)



Registered On-Time Info Return % (2025 Jan-May vs 2024)

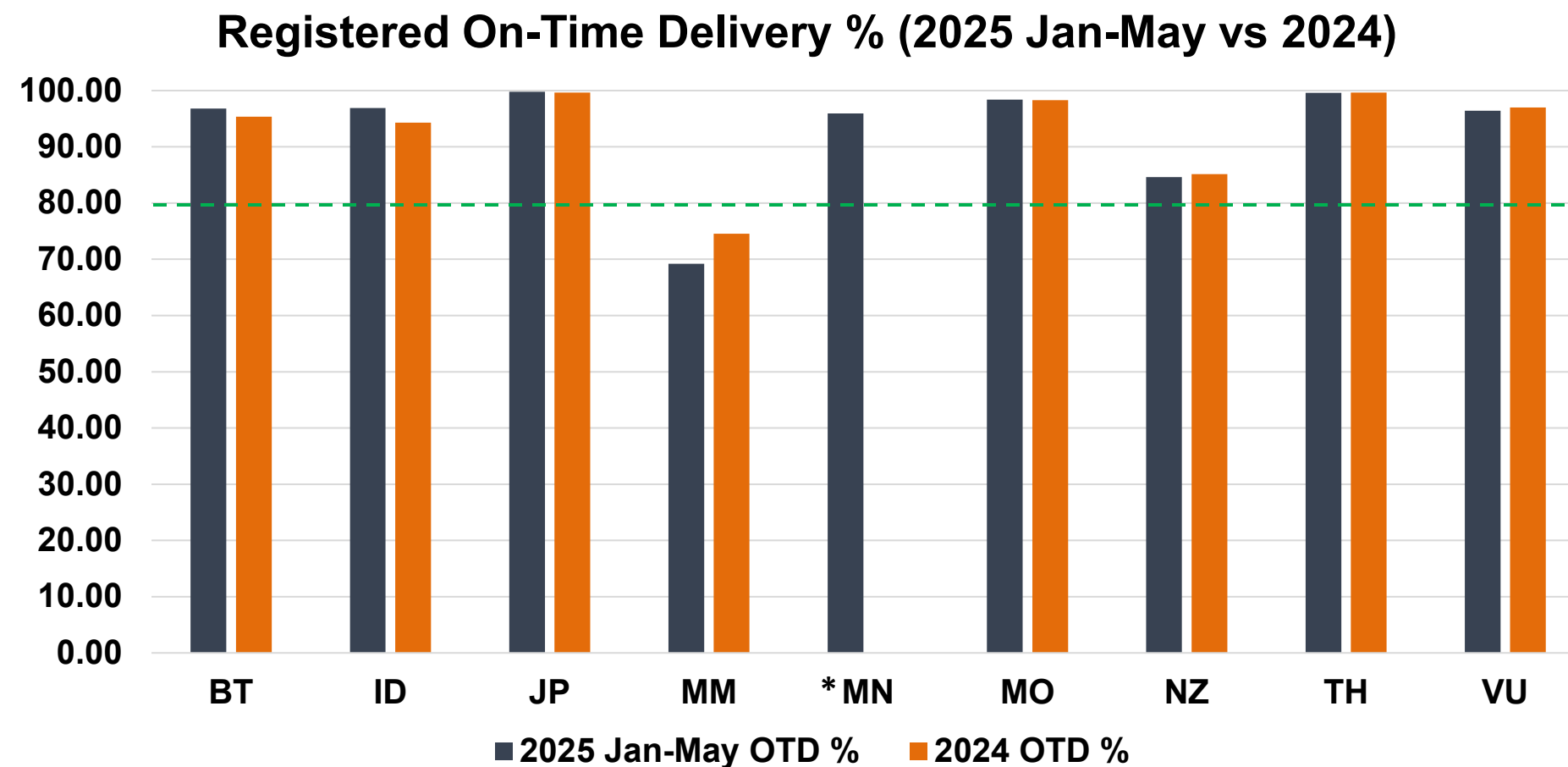


* New Signatories in 2025

----- OTD Threshold 80%
----- OTIR Threshold 90%

REGISTERED AGREEMENT

2025 Jan-May vs 2024 (2/2)



* New Signatories in 2025

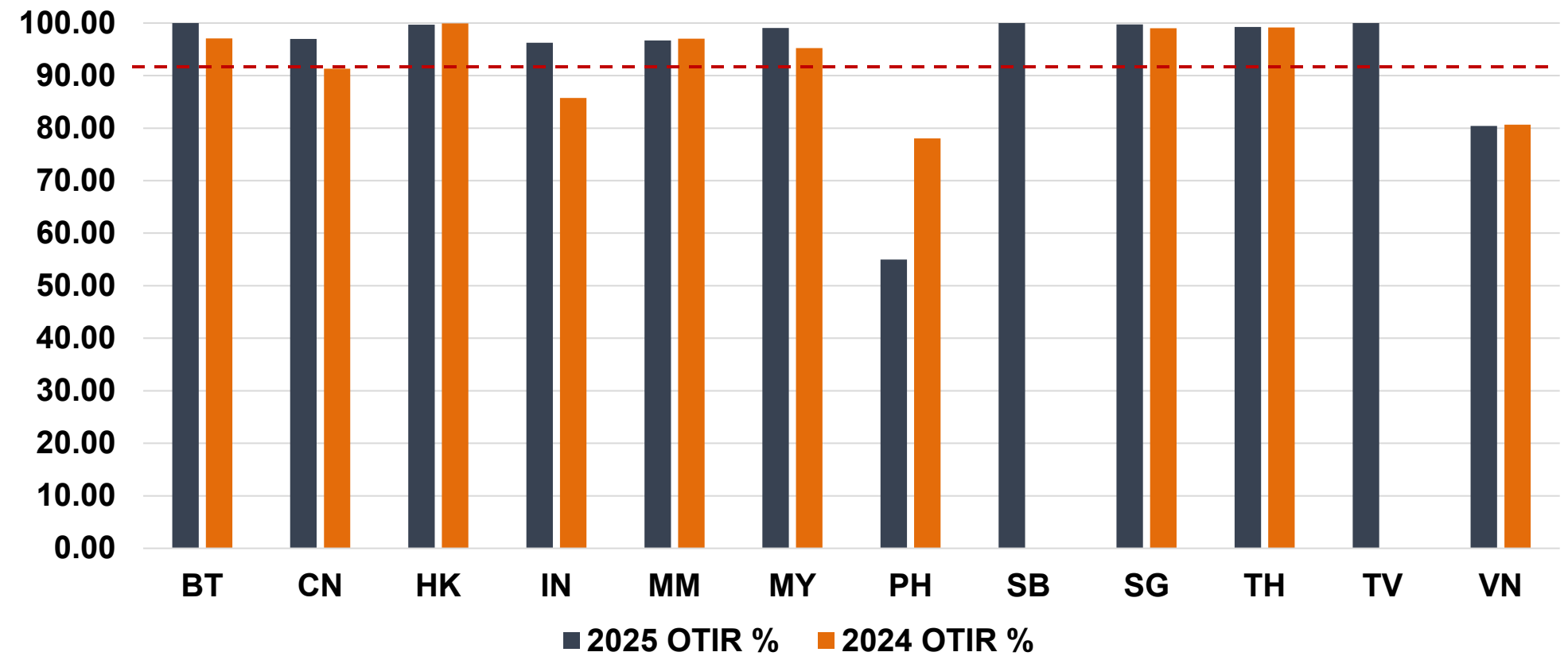
----- OTD Threshold 80%
----- OTIR Threshold 90%

TRACKED AGREEMENT

2025 Jan-May vs 2024



Tracked On-Time Info Return % (2025 Jan-May vs 2024)



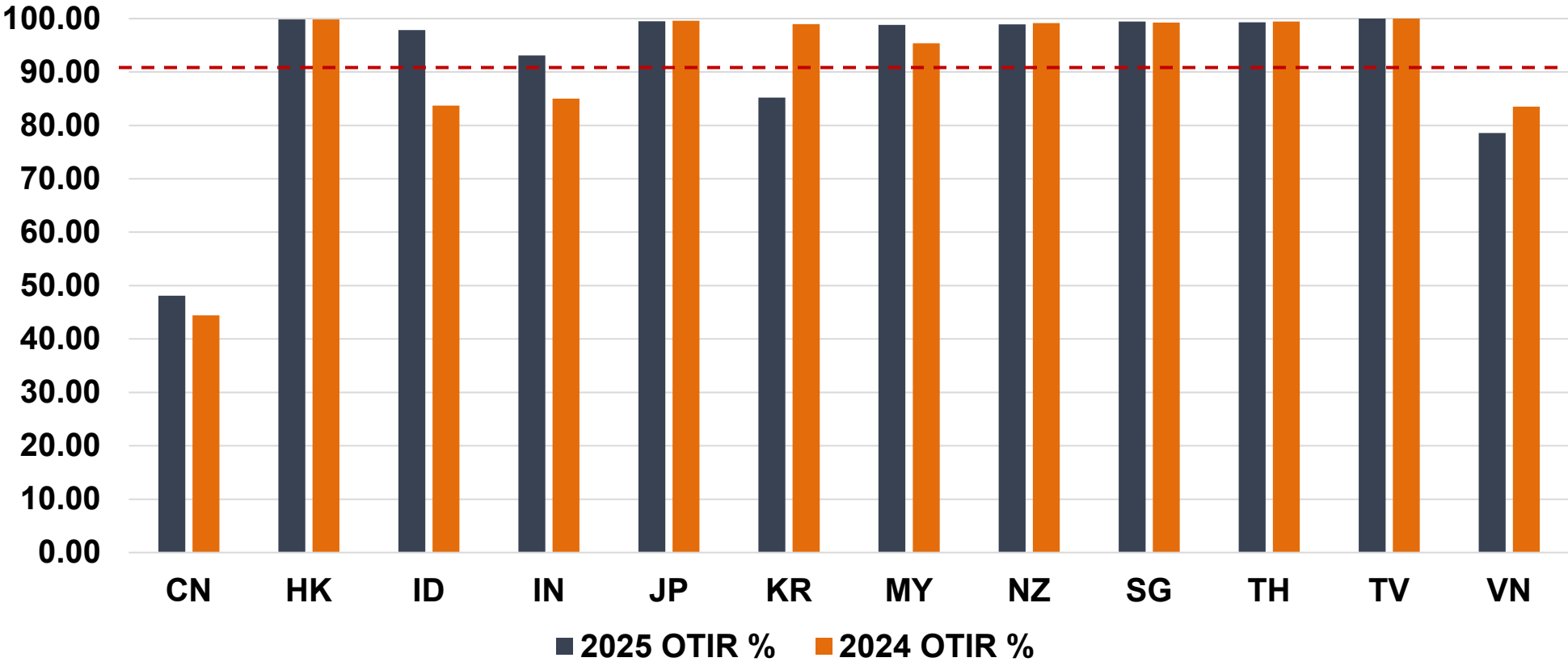
----- OTIR Threshold 90%

USPS TRACKED AGREEMENT

2025 Jan-May vs 2024



USPS Tracked On-Time Info Return % (2025 Jan-May vs 2024)



----- OTIR Threshold 90%

E2E DURATION REPORT

Technical Features

E2E Duration Report

What Customers Perceive



Coverage
All Signatories



Monitoring
Scanning
Performance



Duration
LEG1, LEG2, LEG3

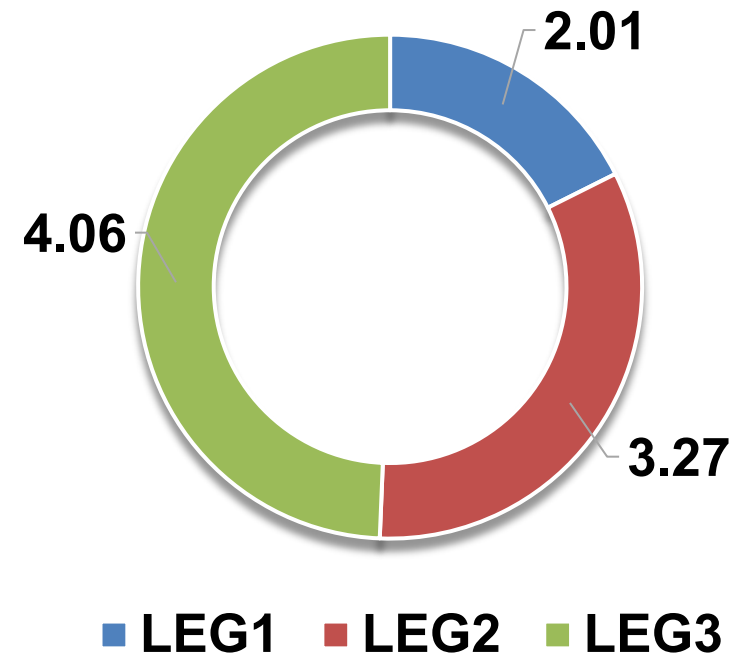


E2E DURATION REPORT

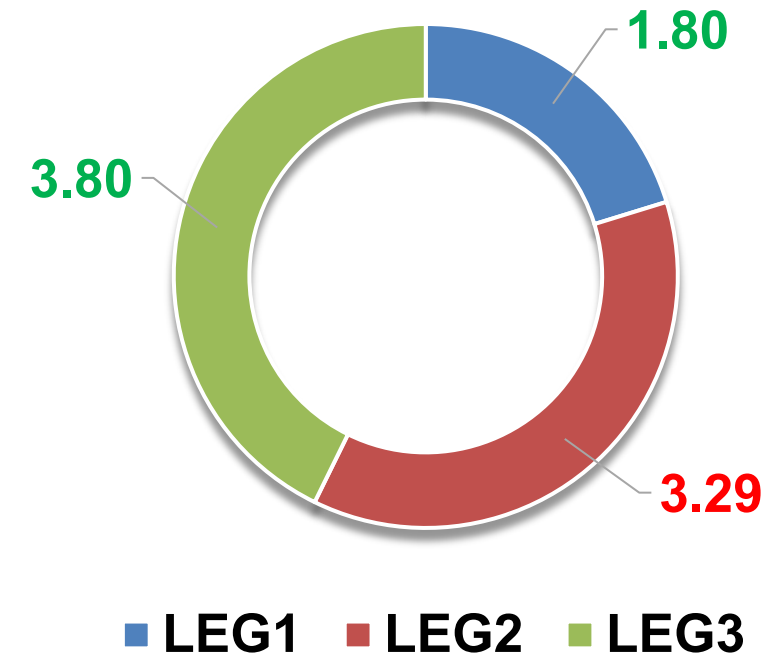
2024 Apr-Dec vs
2025 Jan-May

EXPRÈS E2E DURATION FROM ALL SIGNATORIES TO APPU SIGNATORIES

Exprès E2E average days
9.34 days (Apr - Dec 2024)



Exprès E2E average days
8.89 days (Jan - May 2025)

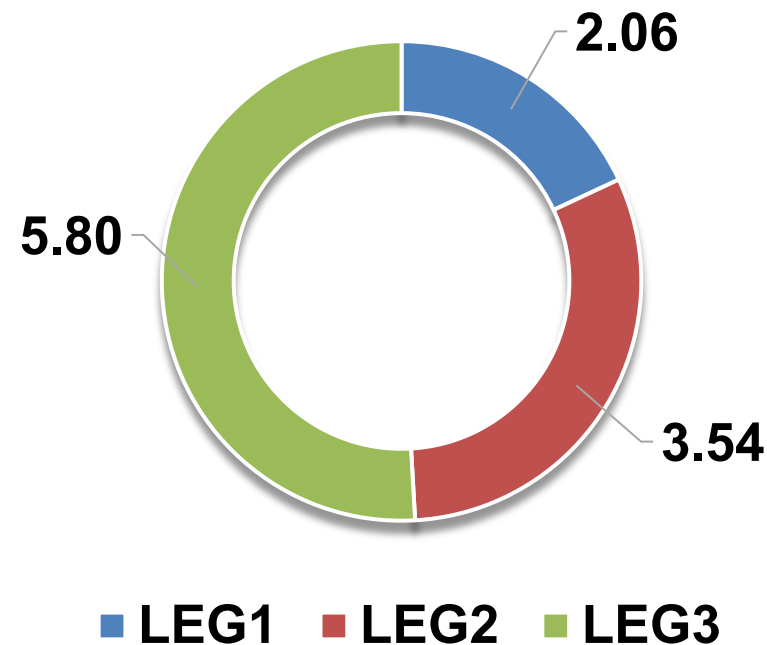


E2E DURATION REPORT

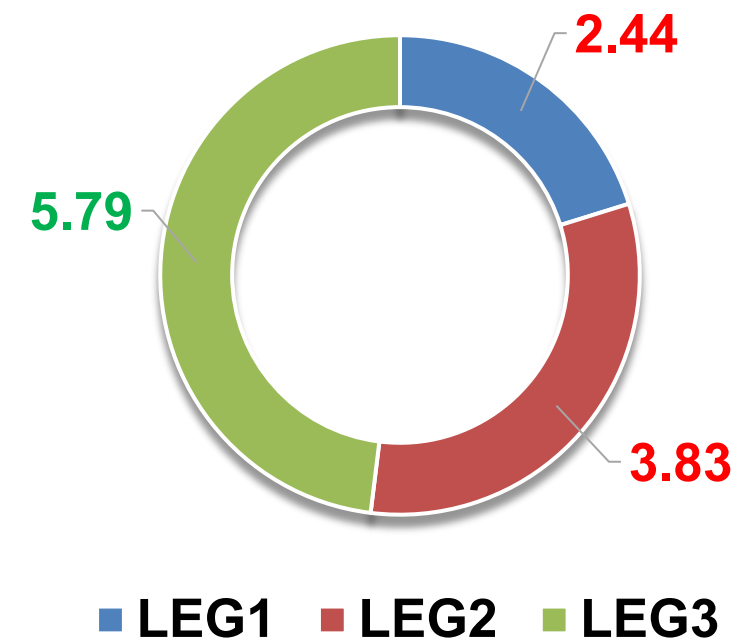
2024 Apr-Dec vs
2025 Jan-May

TRACKED E2E DURATION FROM ALL SIGNATORIES TO APPU SIGNATORIES

Tracked
E2E average days
11.40 days (Apr - Dec 2024)



Tracked
E2E average days
12.06 days (Jan - May 2025)

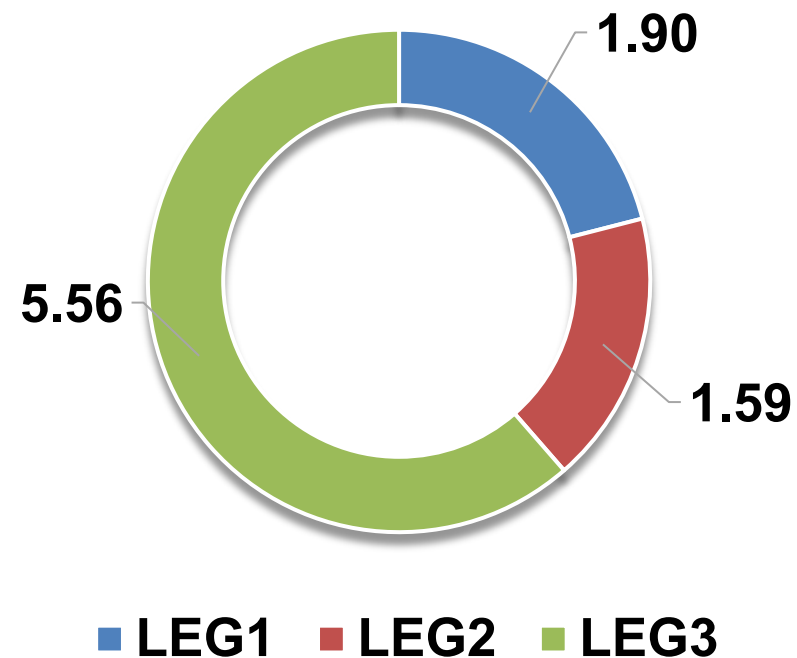


E2E DURATION REPORT

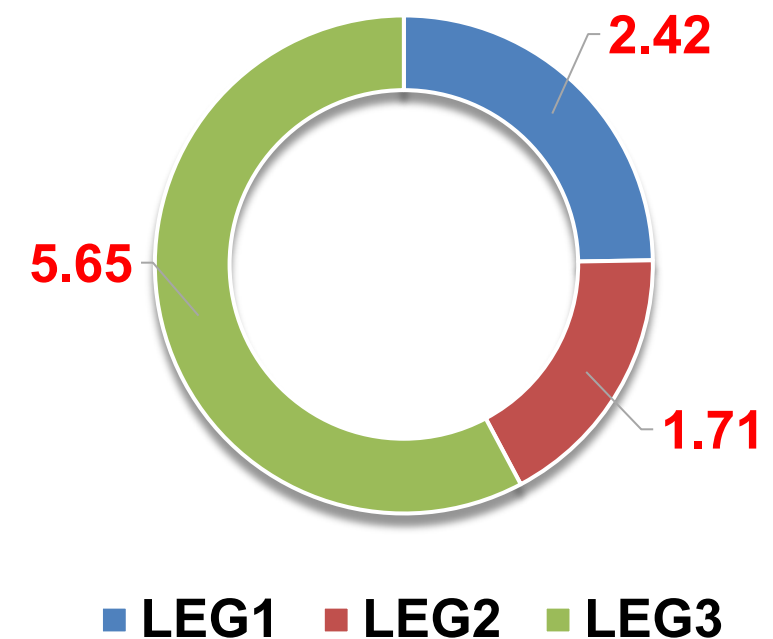
2024 Apr-Dec vs
2025 Jan-May

USPS TRACKED E2E DURATION FROM US TO APPU SIGNATORIES

USPS Tracked
E2E average days
9.05 days (Apr - Dec 2024)



USPS Tracked
E2E average days
9.78 days (Jan - May 2025)

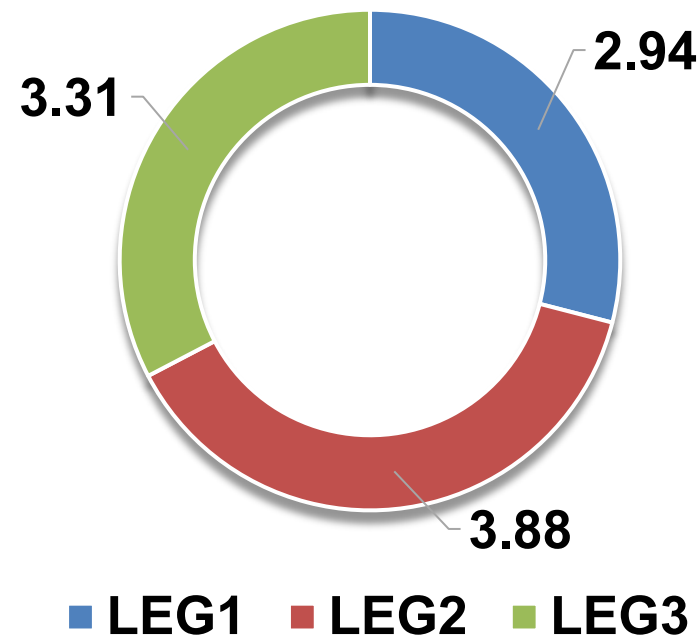


E2E DURATION REPORT

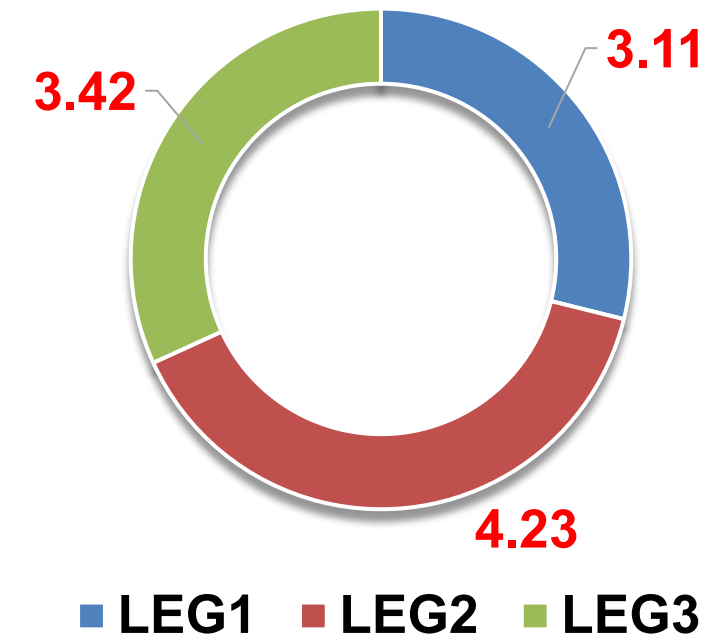
2024 Apr-Dec vs
2025 Jan-May

REGISTERED E2E DURATION FROM ALL SIGNATORIES TO APPU SIGNATORIES

Registered
E2E average days
10.13 days (Apr - Dec 2024)



Registered
E2E average days
10.76 days (Jan - May 2025)



LEG 2 PERFORMANCE OUTBOUND CN EXP

May 2025 vs
May 2024

ISO Code	Member	Avg. # of working days Leg 2 May 2025	Avg. # of working days Leg 2 May 2024
HK	Hong Kong	2.4	2.4
JP	Japan	4.0	3.9
TH	Thailand	4.5	4.9
KR	Korea	4.5	5.4
KH	Cambodia	4.5	7.5
SG	Singapore	4.6	4.0
ID	Indonesia	5.5	5.8
MY	Malaysia	6.4	6.6
PH	Philippines	7.0	4.7
VN	Vietnam	8.6	8.3
NZ	New Zealand	9.3	10.0
AU	Australia	9.3	8.3
IN	India	9.4	8.2
	AVG	6.2	6.1

LEG 2 PERFORMANCE
OUTBOUND DE
EXP
May 2025 vs
May 2024

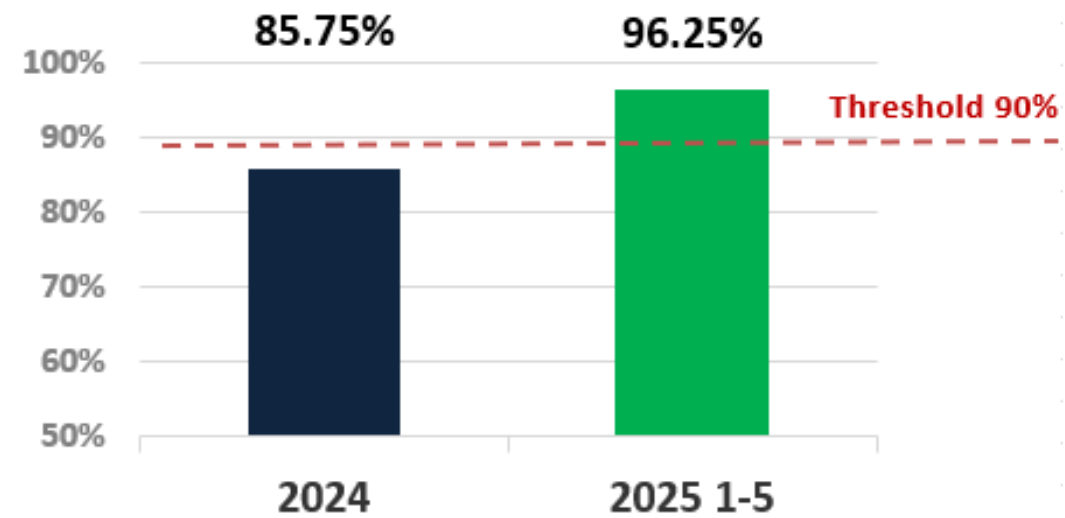


ISO Code	Member	Avg. # of working days Leg 2 May 2025	Avg. # of working days Leg 2 May 2024
JP	Japan	3.8	4.3
TH	Thailand	4.5	5.1
CN	China	5.0	5.1
KH	Cambodia	6.8	6.7
LK	Sri Lanka	6.8	9.3
SG	Singapore	7.0	5.5
AU	Australia	7.2	8.6
KR	Korea	8.0	14.2
BD	Bangladesh	8.1	7.2
MN	Mongolia	8.6	17.7
HK	Hong Kong	8.7	11.4
IN	India	9.0	9.7
VN	Vietnam	10.1	13.2
MY	Malaysia	10.8	11.3
NZ	New Zealand	11.6	9.5
PK	Pakistan	11.9	14.9
ID	Indonesia	13.1	9.8
PH	Philippines	17.0	9.2
MV	Maldives	25.1	12.4
	AVG	9.6	9.7

INDIA

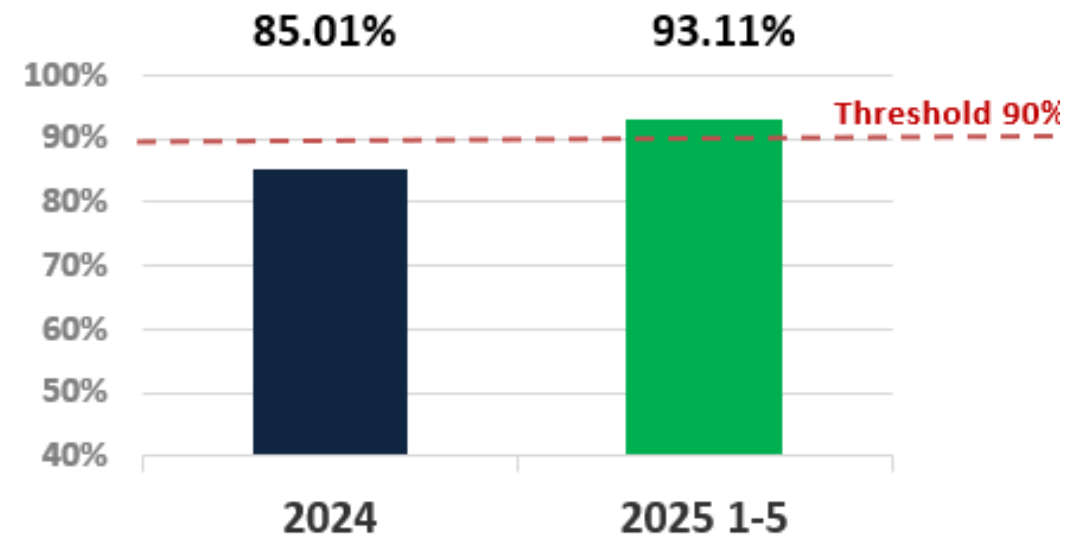
Leg 3 Performance
2024 vs 2025 Jan-May

TRACKED



% ON TIME INFO RETURN

USPS
TRACKED



THANK YOU! QUESTIONS?

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