

Report of the Asia Pacific Post Cooperative

Introduction

1. The 20th Asia Pacific Post Cooperative (APP) General Assembly was held on the 4th September 2019. It was attended by representatives from 22 APP member posts namely from Australia, Bhutan, Cambodia, China, Hong Kong, India, Indonesia, Iran, Japan, Korea, Lao, Macau, Malaysia, Nepal, New Zealand, Philippines, Singapore, Solomon, Sri Lanka, Thailand Post, Vanuatu and Vietnam.

Election of APP CMB Members

2. Under the current rules of the APP, 4-member posts have stepped down from the APP cooperative Management Board. There were 4 nominations for these positions on the Board, which were received by the applicable deadline. Nominations were received from China Post, Hongkong Post, Malaysia Post and Australia Post. Under Article 5, clause 7.3.1 of the APP governing statutes, the General Assembly approved the appointment of the nominations to the APP Cooperative Management Board.

APP Business Plan 2018 report of Activities and Budget.

3. The General Assembly were updated on the 2018 Activities of the APP office against the approved actions and budget. The focus of activities for 2018 was related to:
 - a) Improving Service Quality
 - b) Information services
 - c) Business development activity.
4. In relation to activities for service quality improvement, the APP office informed the General Assembly, it had carried out an operational Audit, in Pos Indonesia (July 2018), Vietnam Post (August 2018), and Philippine Post (October 2018).

Some improvement have been achieved by those three Posts. Post Indonesia is progressing on the agreed action plan to improve operations for EMS and ePacket service. Vietnam Post has carried out the action plans to implement the recommendations to improve the operations at Exchange Office. PHL Post has already started to improve operations and delivery performance which was identified as the weakness to be improved.
5. The APP office continues to publish Desktop Research performance reports for EMS and Parcels services. In 2018, 274 EMS reports and 286 Parcel reports were sent to members.

6. In connection with Report Automation project, it was reported that the discussion with PTC ended up with a cost of \$160,000 CHF to perform full automation. The APP Office tried to seek other ways of running this project. The APP Office may look at alternative from Hypaship when APP members decide to use Hypaship for Delivery Software in 2019.
7. The General Assembly were informed that most works on HQCS Migration was already completed. Preparation work was ongoing by PTC for the hardware to be ready to make the HQCS platform available for ePacket members before April 2019.
8. In relation to the work on activities for Information Services, the General Assembly were informed that the APP Office had circulated 51 APP News Flash in 2018 containing over over 2000 news articles, relating to APP members, our Industry and competitors, Global postal operators and industry technology development.
9. It was also reported that in 2018, APP Office successfully provided members the valuable information on e-commerce shoppers behaviours, needs and preferences, by delivering report of a survey on cross-border e-commerce shoppers, which was done collaboratively with IPC.
10. The APP office informed the General Assembly of consolidation service project which has achieved the half journey of achieving the ultimate goal of the project. APP has received the commitment of 5 Posts to join the consolidation service under APP Platform including Bhutan Post, Pos Indonesia, Philippine Post, Solomon Island Post, Thailand Post. General Assembly also noted the request from Bhutan Post to expedite the launching of the service before the end of 2019.
11. It was reported that APP had run a project of Delivery Office Software to support APP members to provide management reporting and performance reporting. With the assistance of Hypaship, APP has run an audit and workshop attended by interested Posts , and end up with a standard package solution provided by Hypaship.
12. APP office informed the General Assembly the work of consultant to carry out the "Return" Project. The purpose of the report was not to suggest a solution but to evaluate the issues and implications offering a return solution and to identify the importance to our customers.
13. In relation to Business Development, the General Assembly, were updated on the success of the APP ePacket service., which now has 20 member signatories, 11 post exporting items to 15 countries in 2018. Over 6.780,000 items were exchanged in 2018, a significant growth rate compared to just 780,000 in 2017.
14. The General Assembly were informed that APP has run 3 Adhoc Projects in 2018, including Address Management, EDI/ITMATT Workshop, APP Financial Audit. Address Management project has produced a report to be distributed to APP members, by which members can easily determine which addressing/delivery solution in the market that suit their needs and situations. EDI /ITMATT Workshop was successfully organized in Thailand on 15 – 16 November 2018 with 14 Post attended.

15. The 2018 Budget was presented to the General Assembly, detailing income and expenditure, cash flow and a Balance sheet.
16. The APP office reported expenditure in 2018 of \$525,870.27 and income from membership fees of \$551,021.
17. The 2018 budget report was noted by the General Assembly.

Business Plan and Budget for 2019

1. The General Assembly reviewed the business plan and budget forecast for 2019, which continues to be in line with the 3 key strategic aims of the Cooperative, set out for years 2015 – 2020.
2. Amongst Strategy 1 activities, the APP office has continued to conduct operational audits with two audits completed in Solomon Island Post and Brunei Post in 2019 and 1 further audit planned for later in the year.
3. Under strategy 1, the APP Office reported that 125 EMS performance reports were sent to members (Jan – June 2019) and 135 Parcel ILR tracking reports.
4. APP office reported that the HQCS is currently on production in the test server environment for APP ePacket. The production URL will be informed to members very soon when new hardware installation is completed by PTC. Members are currently accessing the performance reports and accounting documents.
5. On UPU WCO Customs Security project it was reported that the APP would look into the possibility to conduct security audit and certifications process alongside with UPU to assist members in attaining awards for Bronze, Silver and Gold status.
6. General Assembly was also reported on the progress of APP ePacket Accounting Enhancement which is aim aimed to create the automated invoice template for members to generate and send invoice for collection of delivery charges of APP ePacket items. This project will progress into year 2020.
7. APP Office reported the works of APP ePacket Working Groups to address issues on Marketing, Operation and Accounting. Three Working Groups on those area were setup and to report the result of the works to APP ePacket Steering Committee on coming December 2019.
8. General Assembly was reported on activities relating to strategy 2 for 2019 which includes the production of the APP newsflash, Marketing Audit, and Service Quality Assessment.
9. The APP office reported that by the end of May 2019 there were 21 News Flash was published contained over 500 links to news and 45 headline news articles (APP office additional insight) as well various APP office updates and event notifications.

10. It was also reported to GA that Marketing Audit project has carried out for APP members to organize self assessment on their marketing plan and marketing activities in accordance with the impact to the business performance. It will allow members to find out the area for improvement on their marketing activities.
11. Service Quality Assessment as another project under strategy 2 was also reported to be organized by APP to identify the area for improvement of Posts' international services to improve customer satisfaction.
12. The APP office update the members on the progress of projects relating to strategy 3, including 2019 Consolidation Service, Digital Marketing for Consolidation Service, APP ePacket Country Guide, APP ePacket Monthly Review, and Delivery Office Software.
13. The works of 2019 Consolidation Service project was completed and ready for launching.
14. The Digital Marketing for Consolidation Service is cancelled because only one participating Post of this service want to do so.
15. APP Country Guide The development of APP Country Guide website is 100% completed. The address of the website is <https://countryguide.app.coop>. Requested members to further support to provide and update the required data.
16. On APP ePacket Monthly Review, APP reported that to this date APP has accomplished to produce the following reports:
 - January 2019 for 2018 Review
 - April 2019 for 1st Q 2019 Review
 - July 2019 for 2nd Q 2019 ReviewMonthly brief summary information on APP ePacket will be available for members in the APP "News Flash".
17. General Assembly was reported that in accordance with Delivery Office Software, a Software As Services (SAS) version has been developed which would reduce the set-up costs and for smaller post has also been developed with information sent to 4 APP members to assist in reviewing the solution and commercials. Additional support for members remains an option for members looking to consider the solutions available.
18. A report was made by the APP office showing the growth of APP ePackets. During the first six months of 2019, 3,063,579 items have been sent through APP ePacket service. It does show a small growth of 2.7% against last year, (2,983,983 items). However, some destination Posts still have their challenges to improve the quality of service to support the APP ePacket continues to grow.
19. The 2019 Budget forecast was presented to the General Assembly updating members on the current expenditure to date and planned expenditure for the rest of the year.
20. The office highlighted savings against the budgeted spend and plans put in place to utilize the available money. The Membership were informed about 1 project to run, looking at *Operations reporting (APP ePackets and EMS)*.

2020 provisional Business Plan and Budget.

1. The Provisional 2020 Business plan and Budget was approved by the General Assembly, noting that the Budget for 2020 would be balanced. Final sign off following detailed submission of plans, including KPI's and deliverables will be made at the CMB meeting in December 2019.
2. The activities in 2020 for strategy 1 include APP ePacket accounting Enhancements , EMS Performance Improvements and revenue protection, Documentation of APP ePackets, WCO-UPU Security Standards, Desktop Research Reports, and APP Reporting.
3. Strategy 2. Activities will concentrate on the production of the APP newsflash, and the 2nd Phase of Country Guide development.
4. Strategy 3 activities include AEDI / ITMATT Implementation Support , 2020 Consolidation Service, Transshipment Hub (Air Network), and APP ePacket Growth.
5. APP ePackets will remain a key focus for the APP team in 2020 with some goals to be achieved:
 - To reach 6 million Items posted in 2020
 - To increase the number of members exporting to 16
 - To increase the membership to 25
 - To Increase the number of lanes by 20%
 - Improve c-H/I quality and D-H/I quality by 10%
 - To introduce new accounting system
 - To introduce APP ePacket member reporting
 - To develop APP working Groups.

General Assembly also noted the comment from Singapore on this particular matter, to include volume growth target for members in the goals to be achieved in 2020.

6. The Chair and Managing Director paid special thanks to Singapore Post for their continued support of the APP Office. Pos Indonesia were thanked for their support with the secondment of Said Haryadi, and Thai Post for their support in hosting APP events.
7. General Assembly approved the CMB to review the residual matter from the APPU Reform Working Group relating to APP compliance under Singapore law.

The 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 increase members share of postal and commercial business.

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