Market Development and E-Services Working Group

New Zealand

ASIAN-PACIFIC POSTAL UNION EXECUTIVE COUNCIL MEETING
2-6 September 2019 , Tokyo, Japan

Agenda items

1. Current development and best practices – presentations by:
   A. Iran
   B. Singapore
   C. Viet Nam

2. Outcomes of the UPU POC Committee 3 on Market Development and E-Services meeting on 4 April 2019

   Time permitting, otherwise to be circulated to the Working Group and uploaded to the APPU Document site

3. Any other business

Agenda item 1A

Current development and best practices – presentation by:

- Iran

Ministry of ICT
I.R.IRAN National Post Company

Market Development and E-Services Working Group

Digital Developments in Iran Post

ASIAN-PACIFIC POSTAL UNION EXECUTIVE COUNCIL MEETING
2-6 September 2019 , Tokyo, Japan

Postal Evolution in Iran

- ✓ **Iran is one of the world pioneers in rendering postal services which dates back to thousands years ago.**
- ✓ **Iranians have always perceived the importance of post as the main communication media. Post has always played an important role in meeting needs of people as a simple, secure, fast, affordable and reliable means of communication.**
- ✓ **The new post was launched more than 150 years ago in Iran by Amir Kabir (one of the greatest politicians in the recent two centuries of Iran).**
- ✓ **During that time the postal administration was transformed to Ministry of Post:**
  - ✓ Systematic postal service was established between provinces
  - ✓ Postal tariff was clearly defined
  - ✓ National Postal provisions was regulated
- ✓ **According to the key objectives of resilient economy, Iran Post transformed to Modern National Post Company with the following objectives:**
  - ✓Supplying postal infrastructures
  - ✓quality of service improvement
  - ✓Increase the provision of new value-added services
  - ✓Increase the capacity of postal exchanges and traffic of communications and information in the region and the world
  - ✓Serving the role and social responsibility of the Post in delivering postal services.

Company profile

- ✓Iran Post joined UPU in 1877
- ✓Postal Law was ratified in 1915
- ✓Iran Post was reorganized into a legal entity with a corporate structure in 1988
- ✓Iran Post joined APPU in 1995
- ✓Iran Post Company changed to Iran National Post Company in July 2016

- ✓**Population:81 million**
- ✓**Area:1,648,195 km²**
- ✓**Postal Staff: 13158**
- ✓**Sorting Centres: 31**

Vision

To be Dynamic, foremost and Satisfying stakeholders as well as effective interaction in international relations

Mission statement

providing postal services (physical, Electronic and financial) through its vast communication network, relying on the qualified human assets and new technologies, to satisfy all stakeholders.

IT solution

Network Development Infrastructure

- IT center
- Intranet
- Paperless office
- Web Portal
- 10 Digit Post-Code
- GNAF

Quality Improvements

- IAS
- Postman Smart Mobile
- Postman GPS
- Track &Trace
- GPS fleet management

New Services

- E-mail
- E-shopping
- E-postcard
- Customized Postage Stamp
- Lost & Found
- Post Code Inquiry System
- P.O. Box Alert system

IT Center

✓**Established in In 1994**

✓ **Developing different technological applications and software solutions.**

✓ **Appling advanced technology to postal structures and equipment**

✓**Maintaining, upgrading and technical support as well as deploying new systems**

Iran Post Intranet

✓In order to connect all permanent offices and sorting centers with each other in the country, Iran Post has developed its own intranet.

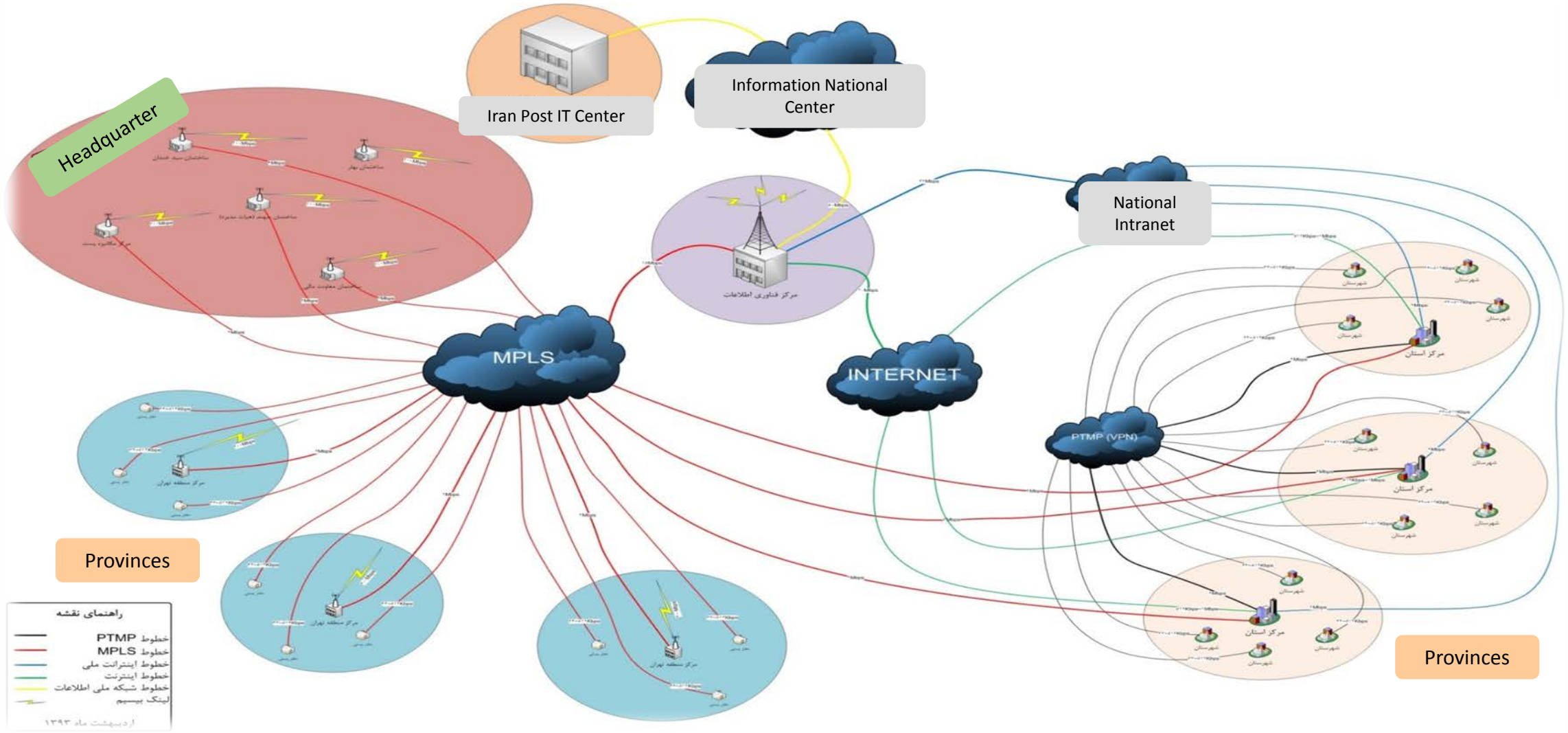
✓IT center is connected to national intranet through optic fiber with 34Mbps bandwidth

✓ There is a wireless coverage for Tehran with 25 active links with 100Mbps to 200Mbps bandwidth.

✓All province centers are connected to MPLS service with 2Mbps

✓All province centers are connected to internet with 512kbps or 1Mbps bandwidth.

IT Backbone Architecture



Web Portal

A unique web portal functioning as a point of access to information regarding our services such as, 10-digit Postcode, contractual services on behalf of different state owned organizations, direct mail and so on.

Iran 10-digit Postcode

According to national Law, it is mandated to indicate on each ID card the residential postcode.

1981	**Introducing 5-digit postcode system**
1989	**Finalizing 5-digit postcode system**
1990	**promoting to 10-digit postcode system**
1996	**Finalizing 10-digit postcode system**

10-digit Data Bank

Places	Urban	Rural	Total
Residential	21500000	6000000	27500000
business	5800000	1500000	7300000
Other	10700000	2300000	13000000
total	38000000	9800000	47800000

G-NAF
The Geo-coded National Address File

- A nation-wide plan for standard address database for IRAN

- According to capability of I.R. Iran National Post Company, and its available capacity of postal code, it was assigned for G-NAF plan.

Objectives and advantages of G-NAF

Objectives:

- Standardization of estate address around the country;
- Easy access to address of places through web-based systems;
- Possibility to provide services based on map;
- Making use of standard address by all state organizations.

Advantages:

- Access to standard address or geographical place;
- Possibility to locate a specified place on digital maps;
- Emergency services responding to accidents and crisis management;
- Address verification and confirmation service based on map.

IAS : Integrated Acceptance System

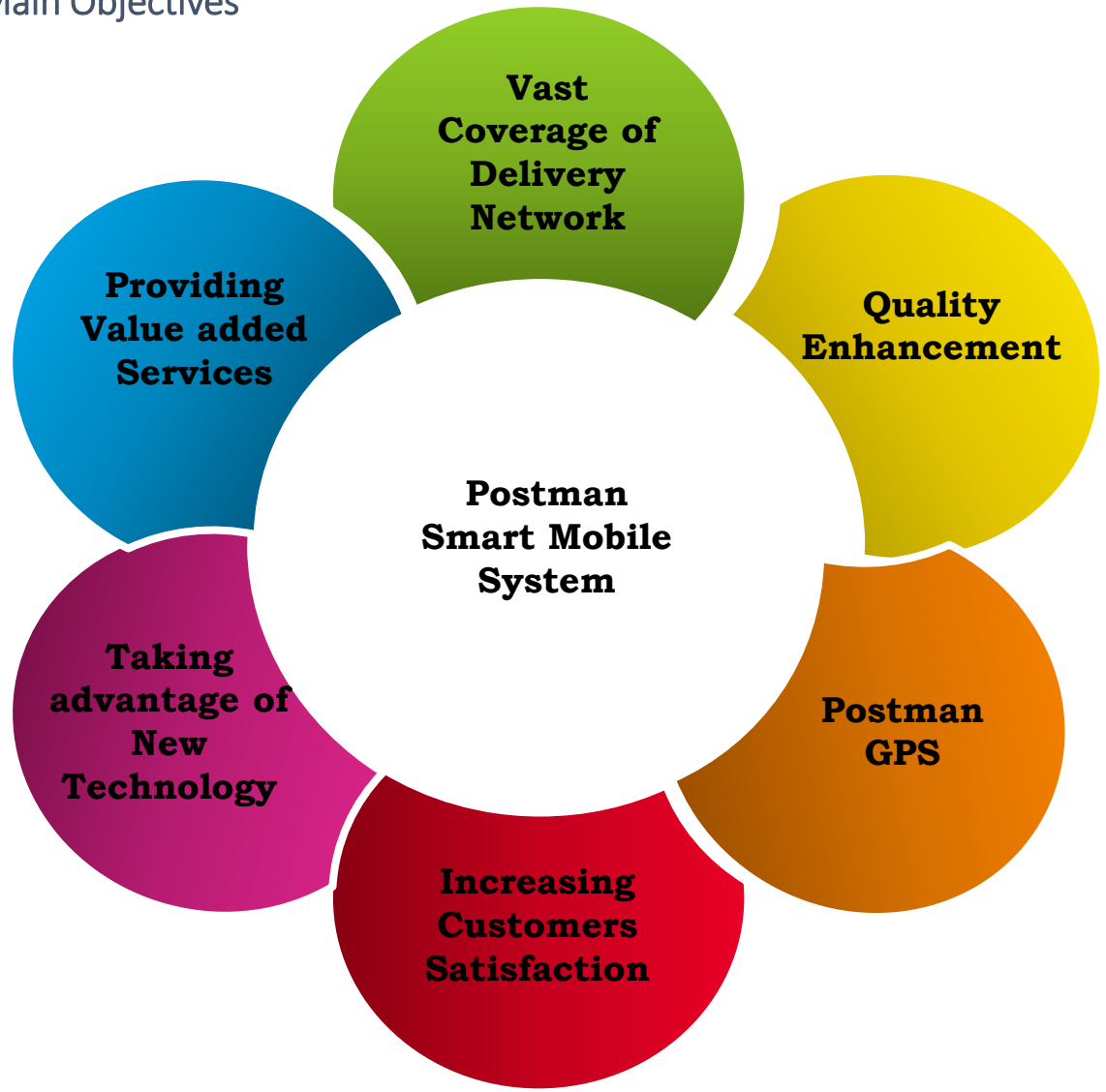
- IAS is an integrated national mail application that combines mail processing and operational management into one application.
- IAS provides a means for Iran Post to have an accurate and comprehensive view of its mail movement throughout the country.

Advantages:

- ✓Dynamic pricing & revenue management;
- ✓Electronic payment of postal charges;
- ✓Providing different management reports;
- ✓Replacing physical documents;
- ✓Quality of service improvement.

Postman Smart Mobile System

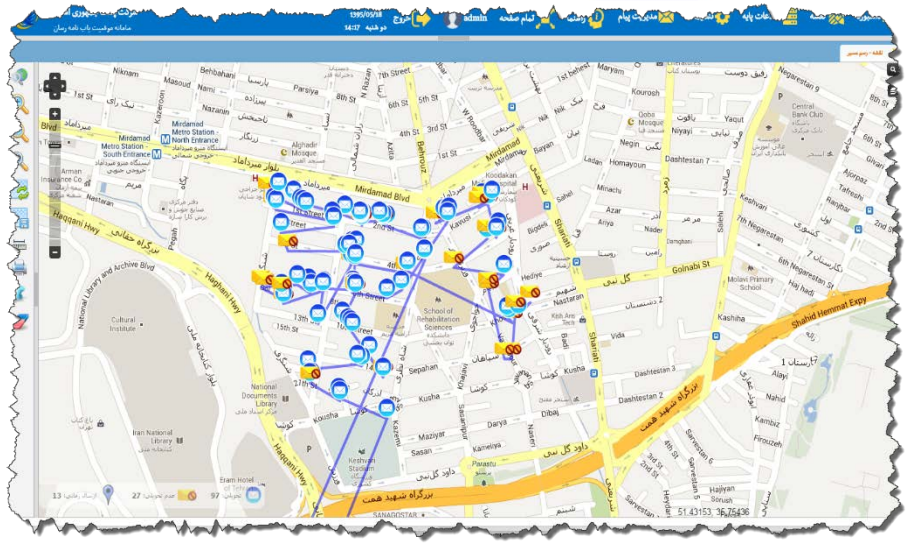
Main Objectives

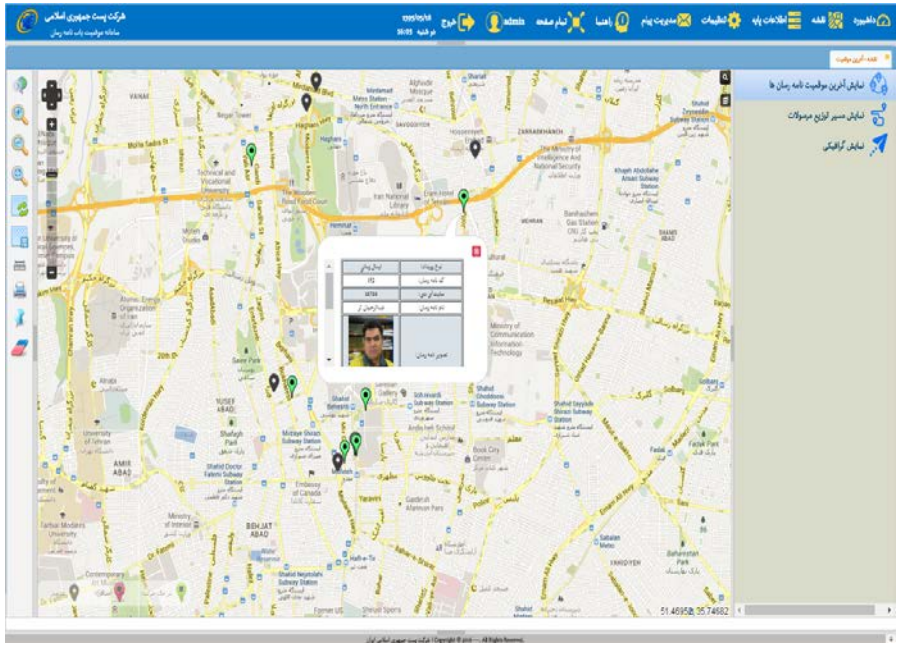


Postman GPS System

Main capabilities:

- ✓Online Locating of Postmen in delivery stage
- ✓Displaying the distance taken by any Postman
- ✓Controlling Postmen's work hours
- ✓Assuring of Postmen's presence at the time of delivery
- ✓Observing postmen's probable breach of regulations
- ✓Displaying situation of item delivery on the map
- ✓Determining the average time of delivery
- ✓Sending S.M.S to the sender & recipient on delivery
- ✓Gathering statistics of postal traffic
- ✓Communicating with the postmen any time needed
- ✓Regional mail delivery application

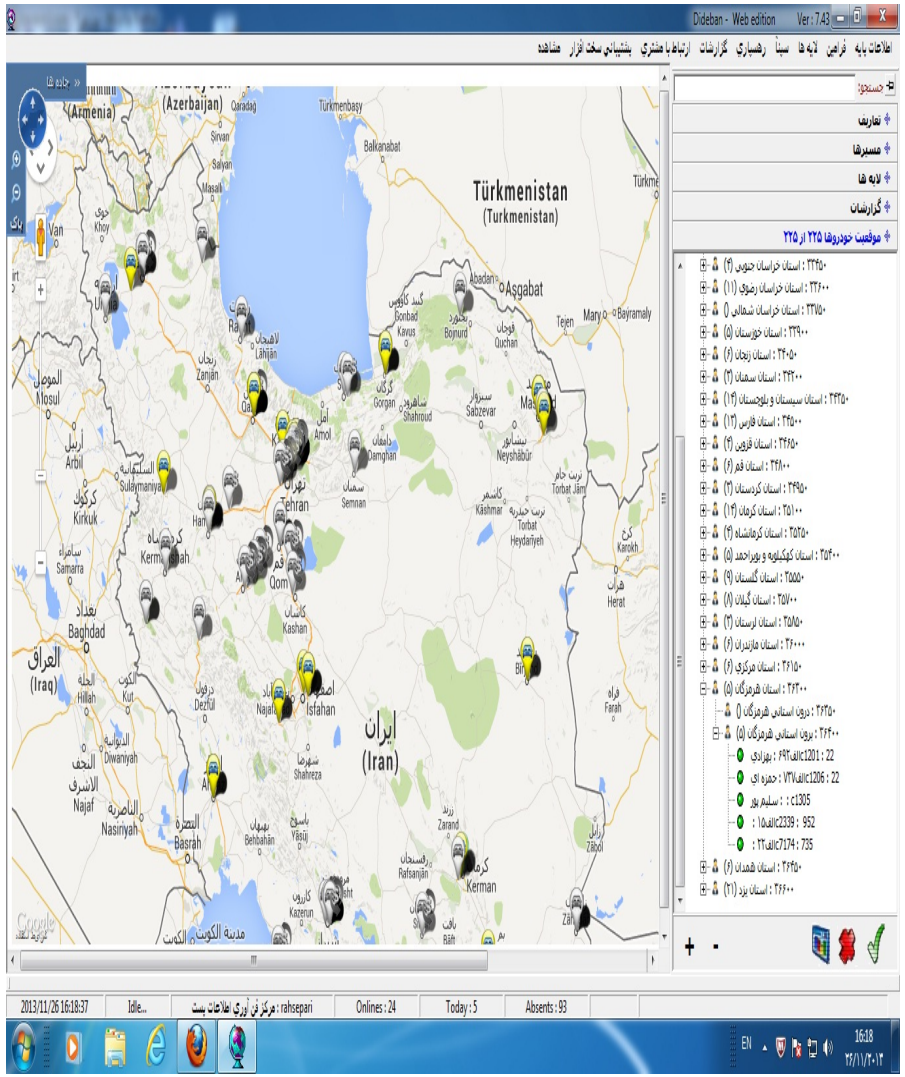




Track and Trace System

Iran Post Track & Trace system ensures its costumers to locate their items.

GPS fleet management



✓There are 275 postal trucks equipped with GPS technology moving mails throughout the national network and 9 vehicles are in the process.

✓Customized GPS fleet management hardware and software according to the exact needs of the organization;

✓providing GPS tracking, current location as well as navigation and messaging technology;

✓Checking the exact time of loading and offloading of postal items at destinations.

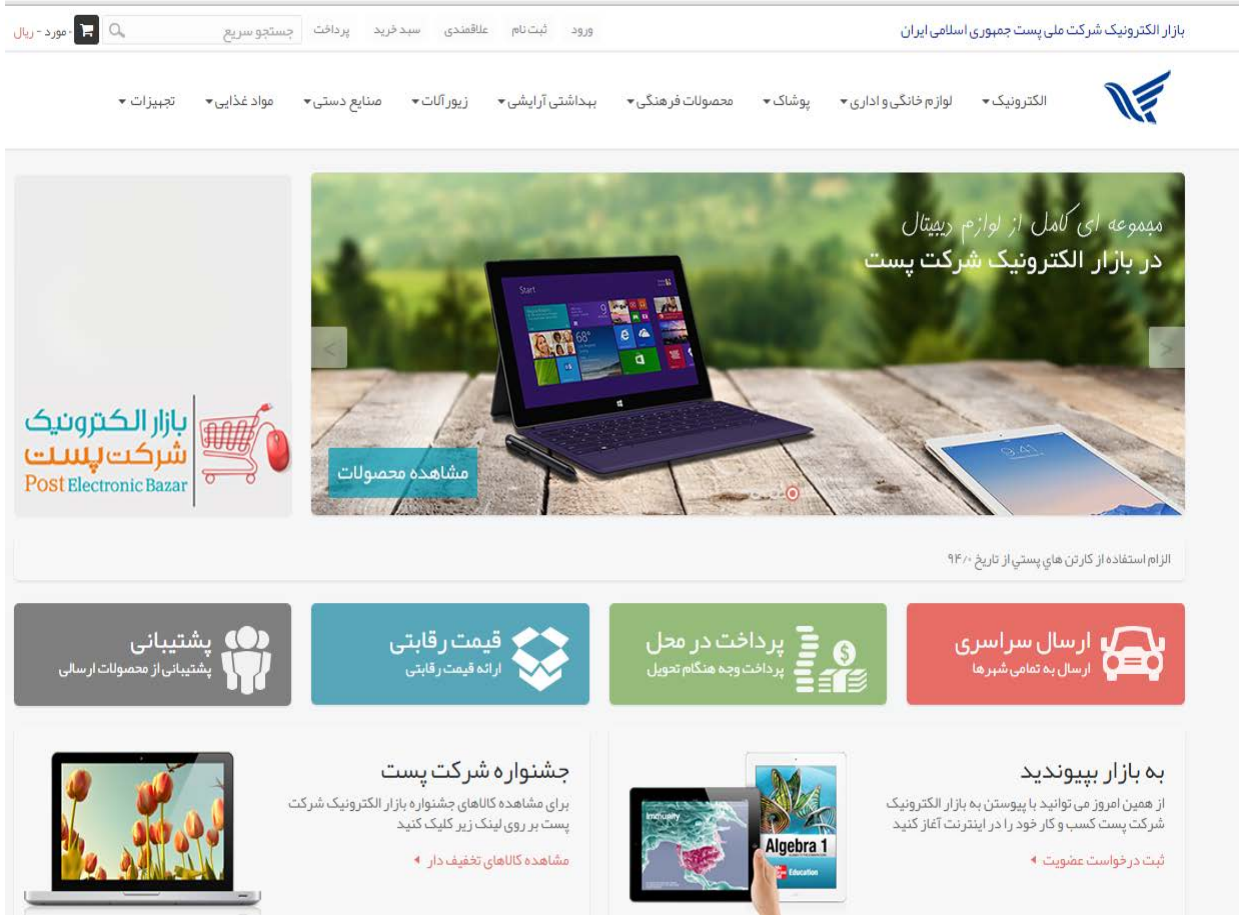
Electronic mail

Providing customers / staff with an electronic mail service to receive and store their e-mails.

Iran Post E-shopping

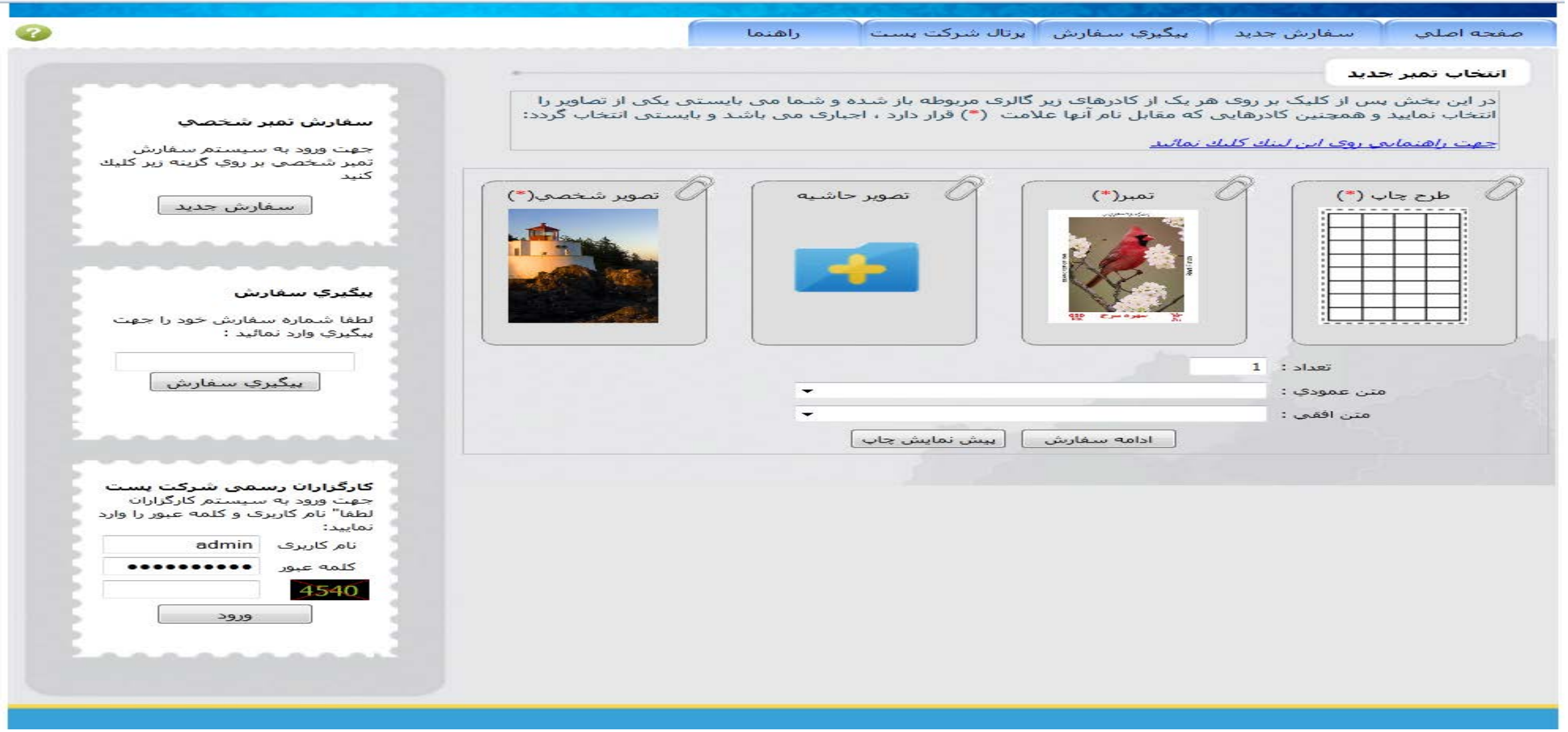
✓**Iran Post is providing an online shopping service, exclusively for the Iranian market.**

✓**It offers a wide range of high-quality and specially local made merchandise at competitive prices.**



E-postcard Service

Customized Postage Stamp



Lost and Found service

- ✓ **The premier information resource for the recovery of lost documents.**
- ✓ **Any found Documents in postal boxes are daily registered in this system.**

Post Code Inquiry System

Follow-up post code application

Apply for post code

Receive a certified post code

Receive post code by inserting address

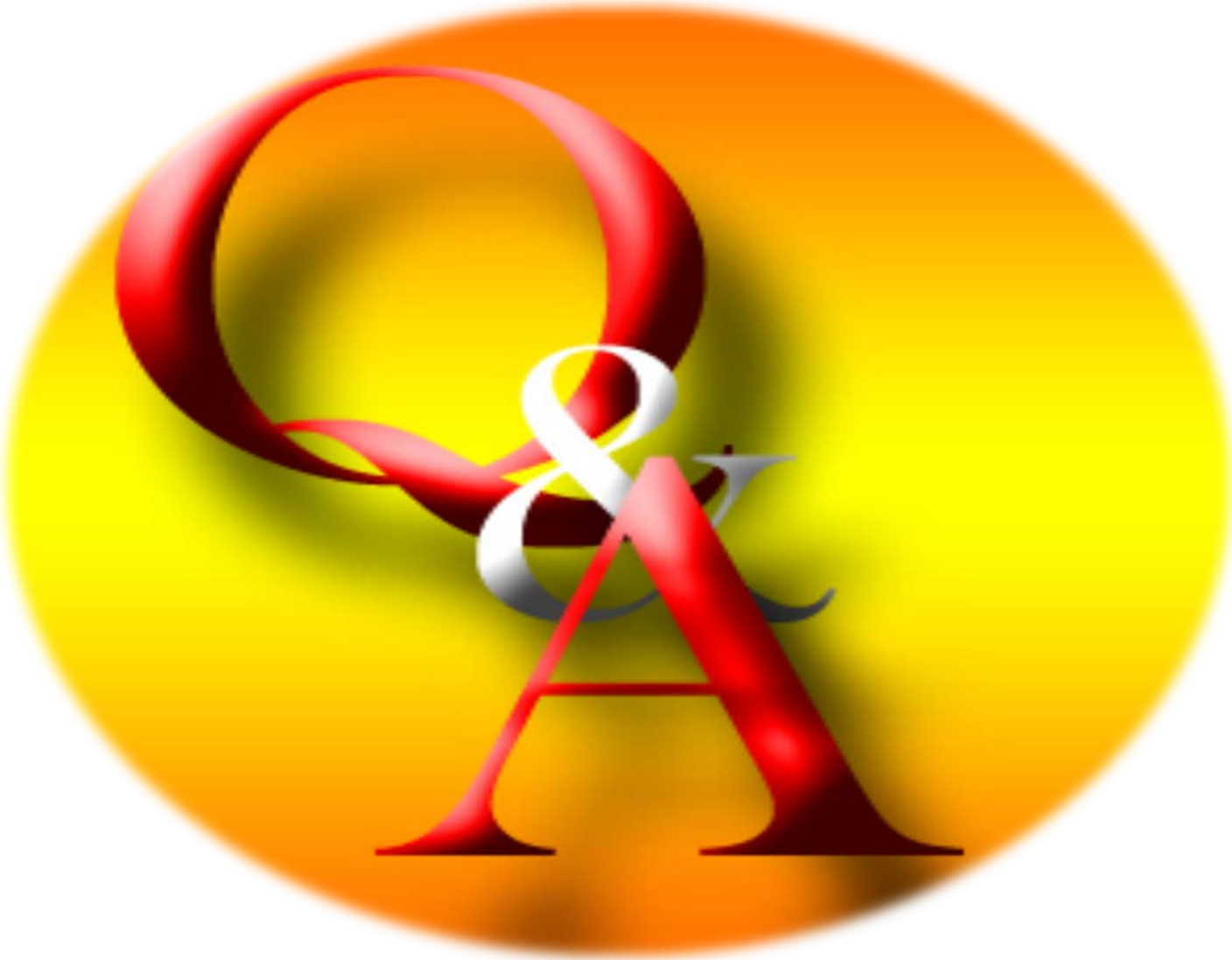
P.O. Box Alert system

✓An SMS is sent to the addressee or picking up mail from the P.O. Box.

Advantages:

✓No need to check the P. O. Box any more.

✓Save time & money.


Q&A

با سپاس
Thank You
ありがとう

Agenda item 1B

Current development and best practices – presentation by:

- Singapore

Last Mile/Urban Logistics Platform (LaMP)

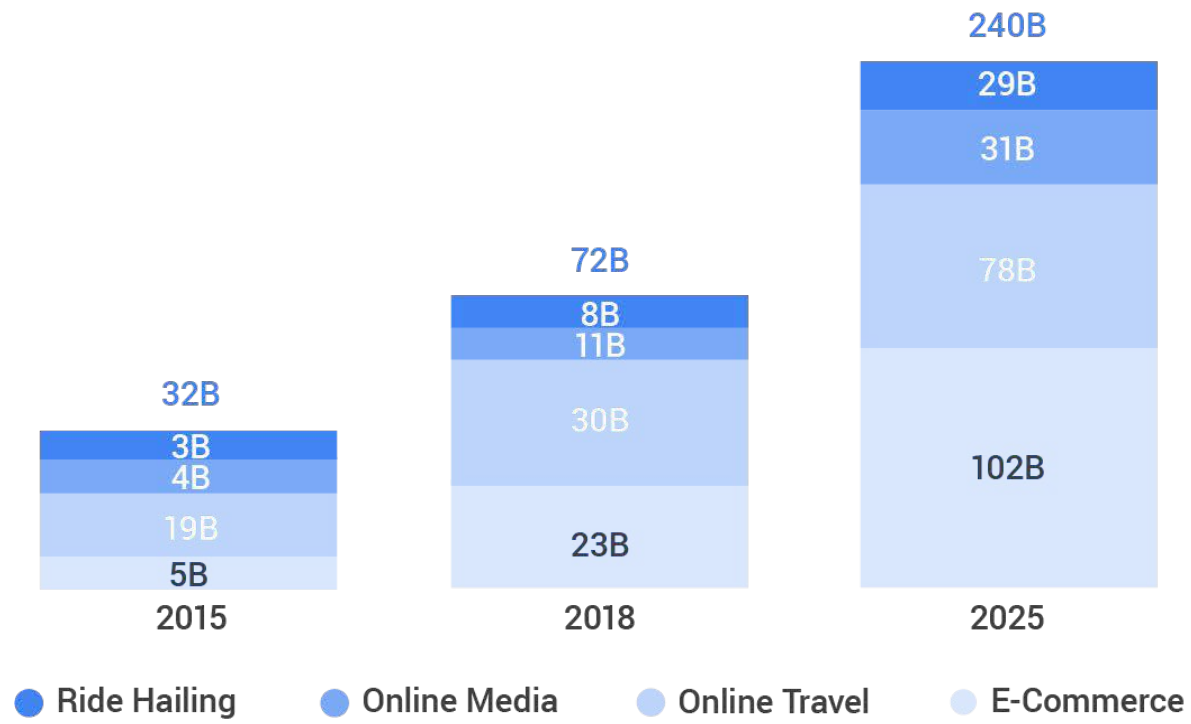
Group Digital & Technology
SingPost

Confidential

Digital Economy

South East Asia Market will be a US$240 Billion 'digital economy' by 2025

SEA internet economy market size (GMV, $B)



	CAGR '15-'18	CAGR '15-'25
Ride Hailing	39%	26%
Online Media	44%	24%
Online Travel	15%	15%
E-Commerce	62%	34%
Total	32%	22%

eCommerce at US $102 BIL will be the 'most attractive' segment (in terms of size, CAGR)

Source: Google-Temasek Report 2019

Confidential

6 Big Challenges

6 big challenges must be overcome in order to make SEA a $200bn internet market (1/2)

CHALLENGE	DESCRIPTION	Details follow
1 Talent / Engineering	• **Limited developer and leadership talent** in the region. Most successful startups have relied on talent from China or U.S, with VCs consistently highlighting the need for strong, senior talent, especially for CXO and senior development roles	
2 Funding Capital	• Most funds are focused on seed stage investments than in early stage investments; <7% have raised funding post seed • **Lack of a healthy M&A system** (~70 acquisitions between 2010 and 2015); most large players in SEA build from scratch rather than buy out start-ups	
3 Payment mechanisms	• **60-70% of citizens in ID, PH, and VN are "unbanked"**, posing big hurdle for online transactions and increasing dependence on 'Cash on Delivery' • **Still no scalable e-payment alternative** to bankcards like AliPay in China; which is critical to growth as it is less risky and costly for merchants than offline payment methods	
4 Internet infrastructure	• **Low internet penetration** particularly in SEA countries that are archipelagos with populations spread across thousands of islands (e.g., ID and PH) • All markets except SG have internet speeds lower than the global average (23.3mbps); PH, particularly is the slowest in the Asia only before Afghanistan	

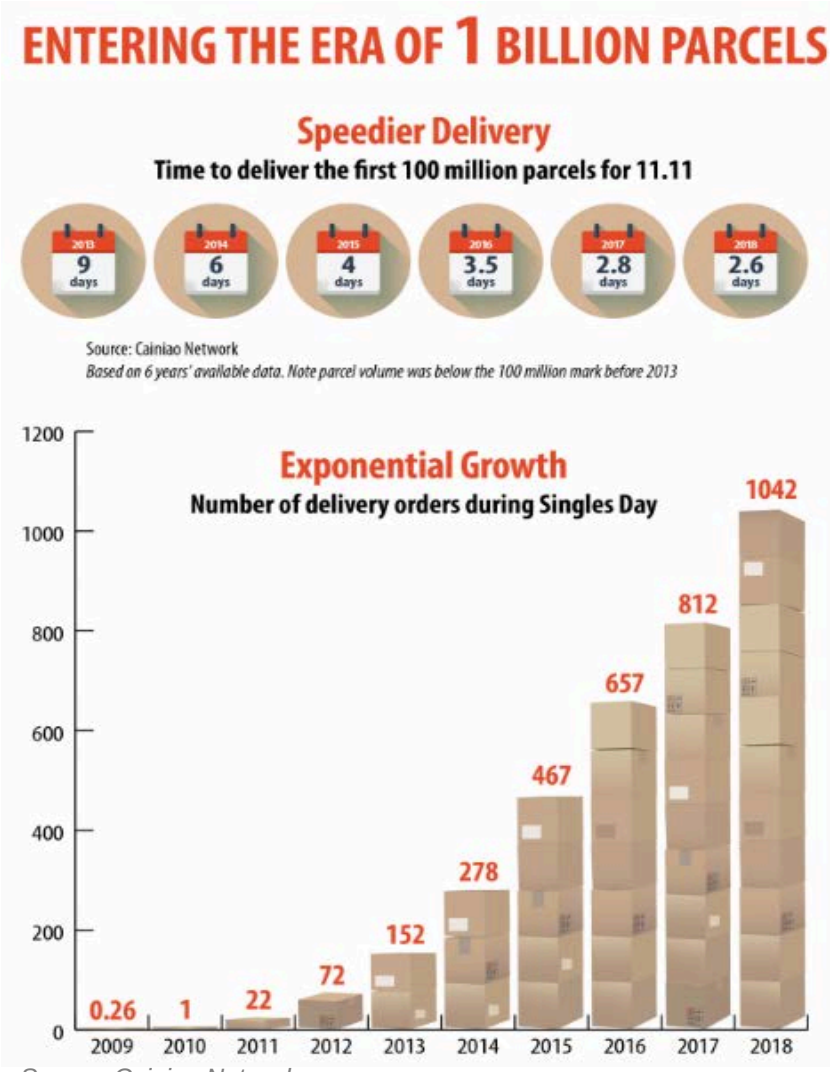
SOURCE: Expert interviews, World Bank, A.T.Kearney, TechinAsia, Merger Market, Temasek 28

6 big challenges must be overcome in order to make SEA a $200bn internet market (2/2)

CHALLENGE	DESCRIPTION	Details follow
5 Logistics Infrastructure	• **Weak last-mile delivery options** across all markets outside Singapore, especially in a region where 'Cash on Delivery' is a predominant channel of payment • **Challenging topographical structure**, with 2 major markets being archipelagos consisting of thousands of islands (e.g., in Indonesia, delivering goods outside of Java can take more than 10 days and sea freight costs can exceed $1,000 for a 20 ft container)	
6 Lack of consumer trust	• **ID, PH and MY see high levels of fraud and cyber attacks**, leading to consumers to be wary of transacting online; **58% of citizens in SEA have expressed concerns** over financial information being shared online (global average is 49%) • **Lack of governing entity** at regional level that can fight cybercrime and settle cross-border disputes, which is a major issue in SEA, where cross-border trading is high	

SOURCE: A.T.Kearney, Team Analysis, World Bank 29

The Solution to eCommerce Logistic ?



Source: Cainiao Network
Number of delivery orders in millions

150 million parcels were delivered every day in China. 70% of them were delivered same-day. How is it done?

Alibaba.com

Key Courier Players

> 2 million drivers in the network

SF EXPRESS 顺丰速运

YTO express 圆通速递

ZTO 中通快递 ZTO EXPRESS

JD.京东.COM

JD Logistic

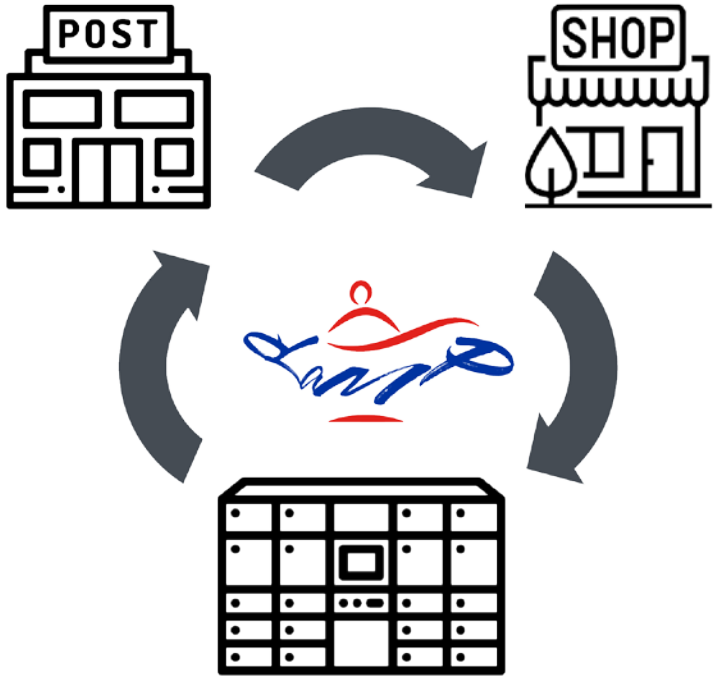
> 65,000
drivers

515
warehouses

Self-collection Parcel Locker / Network

A self-collection network that is scalable, cross-border enabled and asset-light.

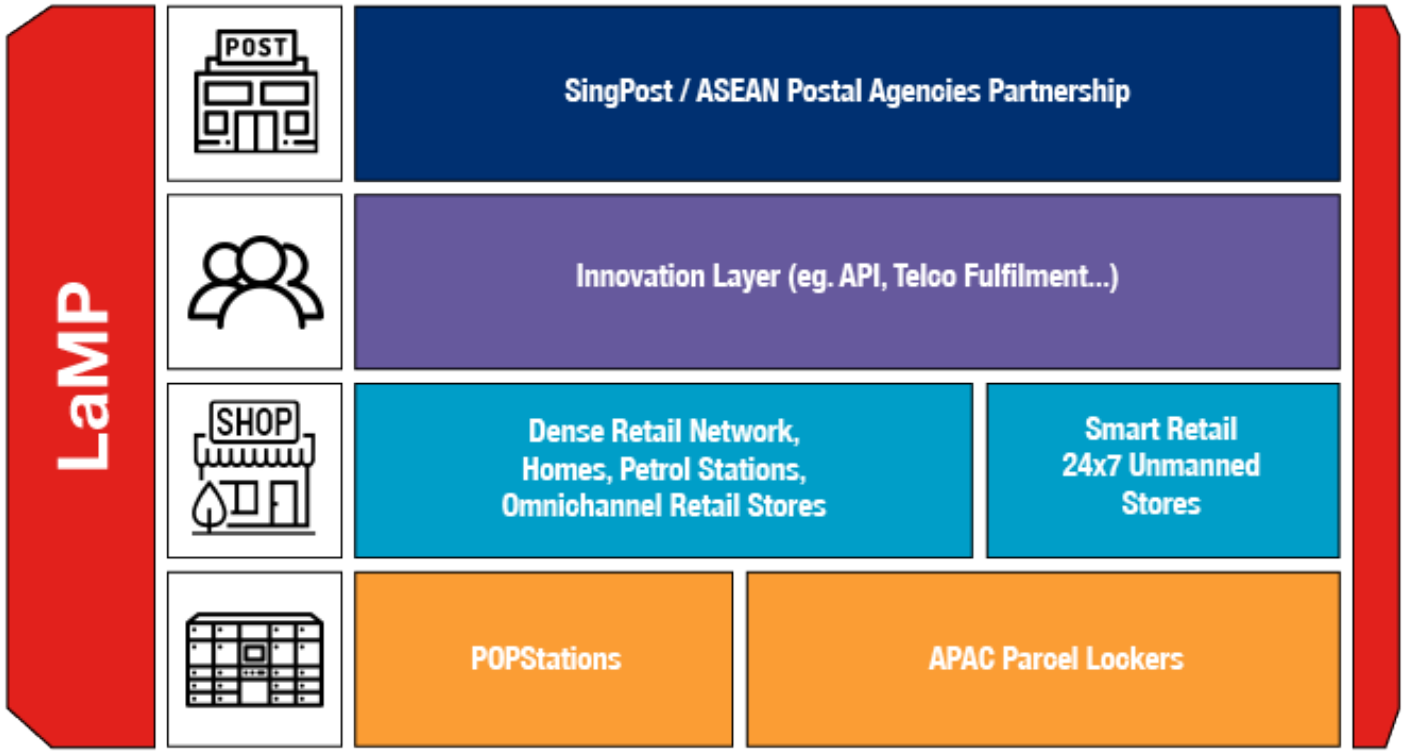
Powering the Last Mile Delivery



LaMP – Last Mile Platform

A network switch that enable brands / marketplaces to perform cross-border last-mile fulfillment, both self-collection and door-step deliveries.

eCOMMERCE STORES/ BRANDS



CUSTOMERS

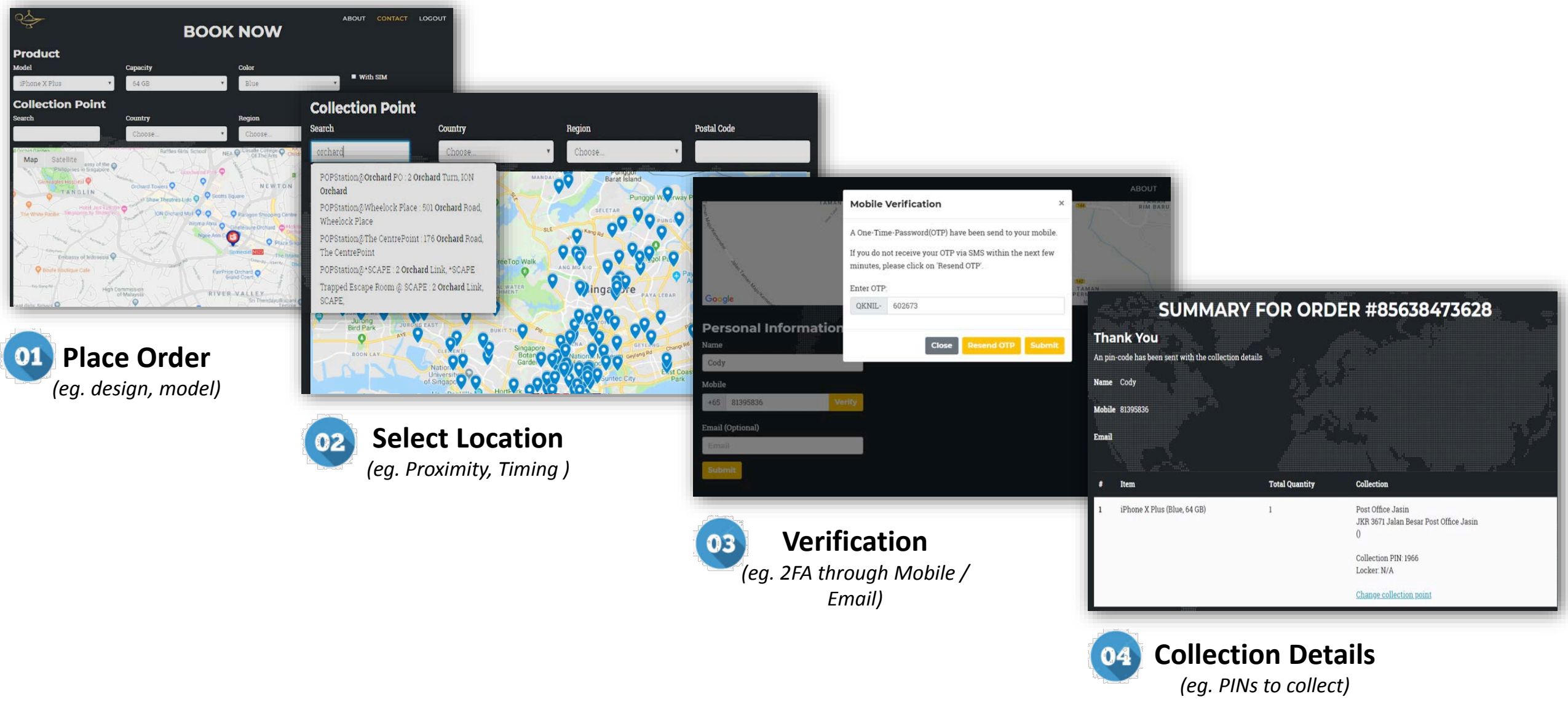
Confidential

What is LaMP Trying to Solve?

- Increased Delivery/Collection Options for Customers
  - Domestically
    - Post now can offer more delivery options for customers
      - Home or Office Address
      - Post Office
      - Parcel Lockers
      - Partners like Convenience Stores, Petrol

Confidential

Steps for End-Consumer Selecting the CP



01 Place Order
(eg. design, model)

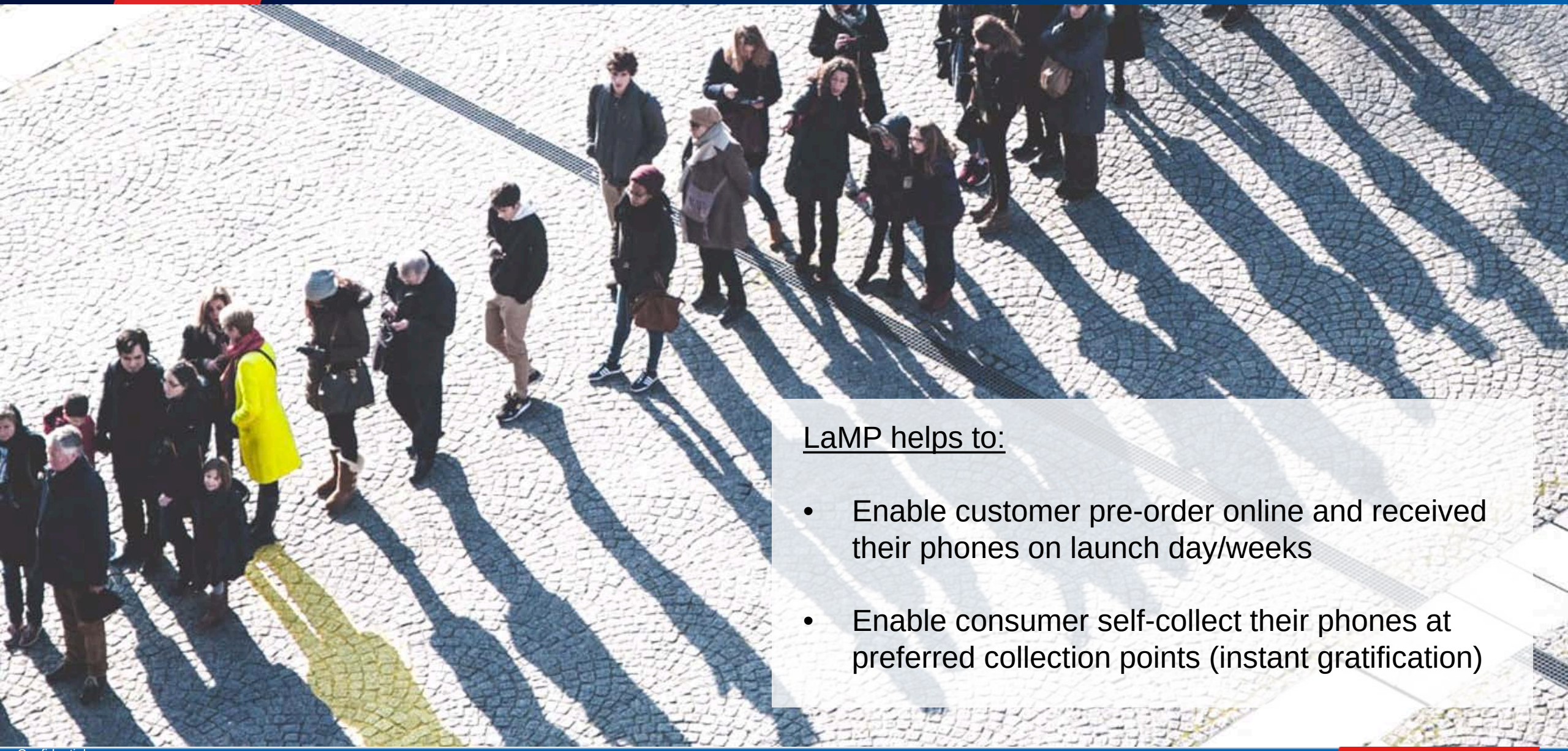
02 Select Location
(eg. Proximity, Timing)

03 Verification
(eg. 2FA through Mobile / Email)

04 Collection Details
(eg. PINs to collect)

Confidential

Case Studies – Phone Launches



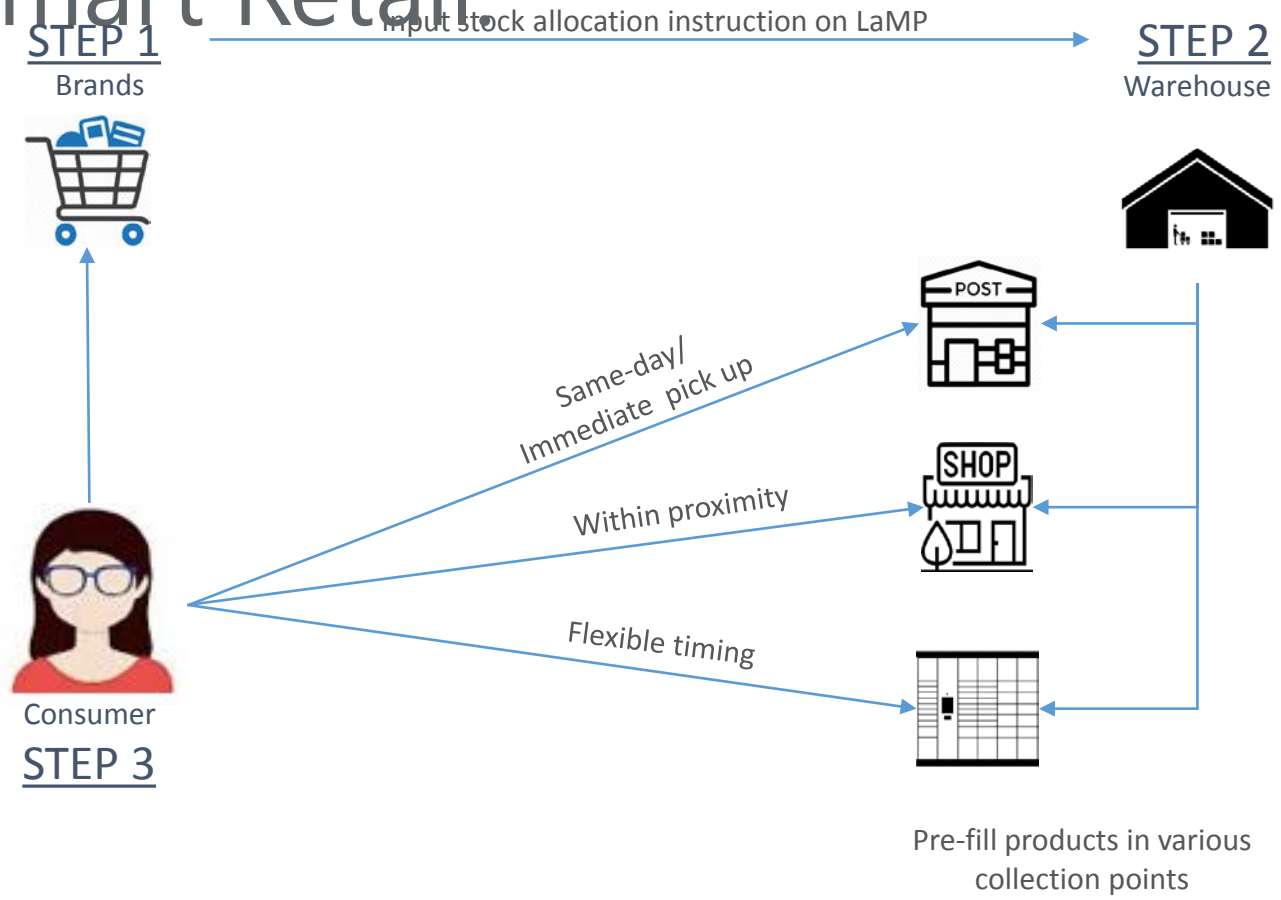
LaMP helps to:

- Enable customer pre-order online and received their phones on launch day/weeks
- Enable consumer self-collect their phones at preferred collection points (instant gratification)

Confidential

LaMP Capabilities –Pre-filled Model

Bringing your products closer to your customer, the Smart Retail



LaMP Roles

- Provides an holistic solutions for customer with unmanned store capability like allocation, reservation and auto replenishment

Ideal for Companies…

- Phone launches (eg. Iphone launch)
- Travel Sim Card
- Travel Wifi Router

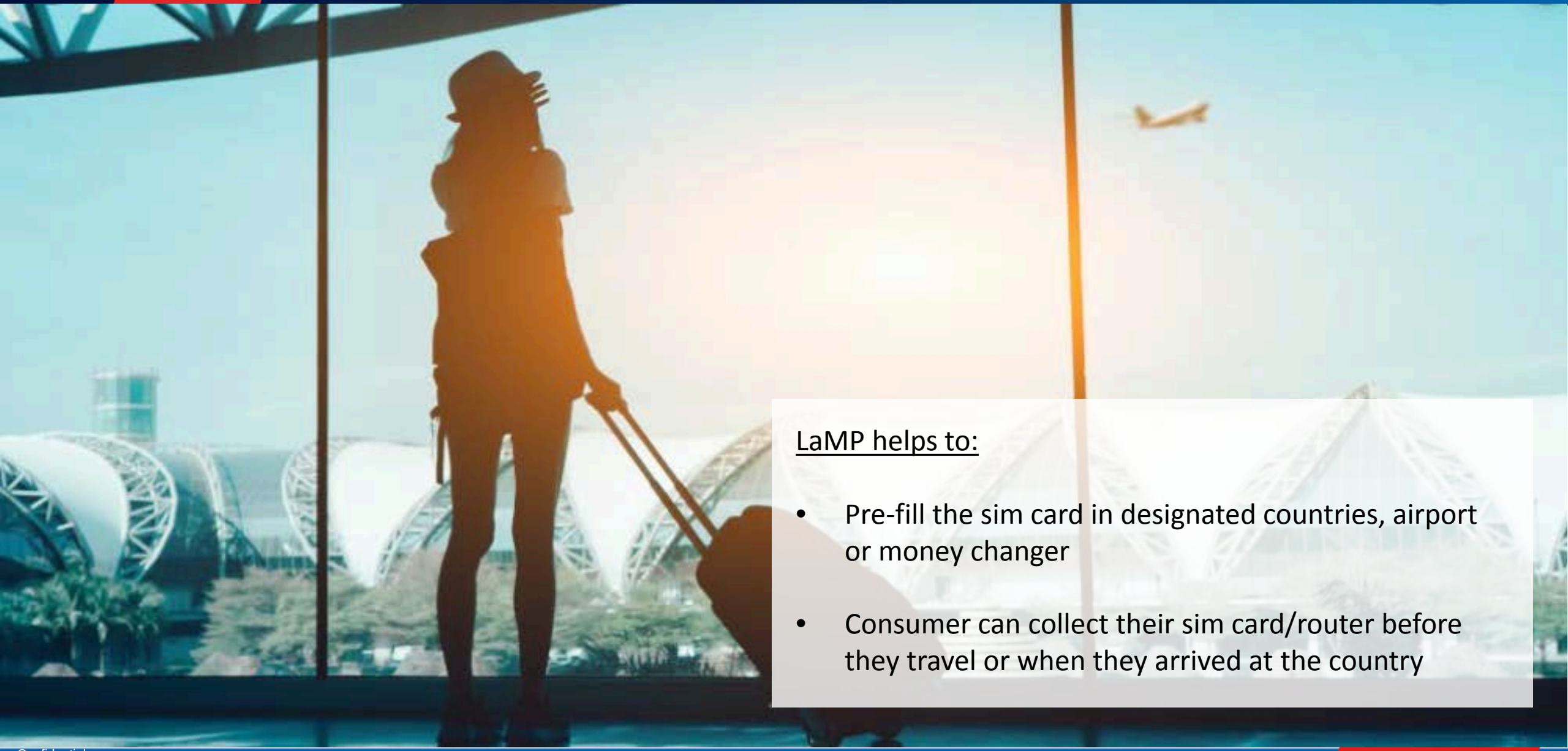
Confidential

Case Studies – Unmanned Store

LaMP helps to:

- Provide parcel locker in the unmanned store
- Match the purchase order, allowing consumer self-collect their phones from the locker

Case Studies – Roaming Sim Card

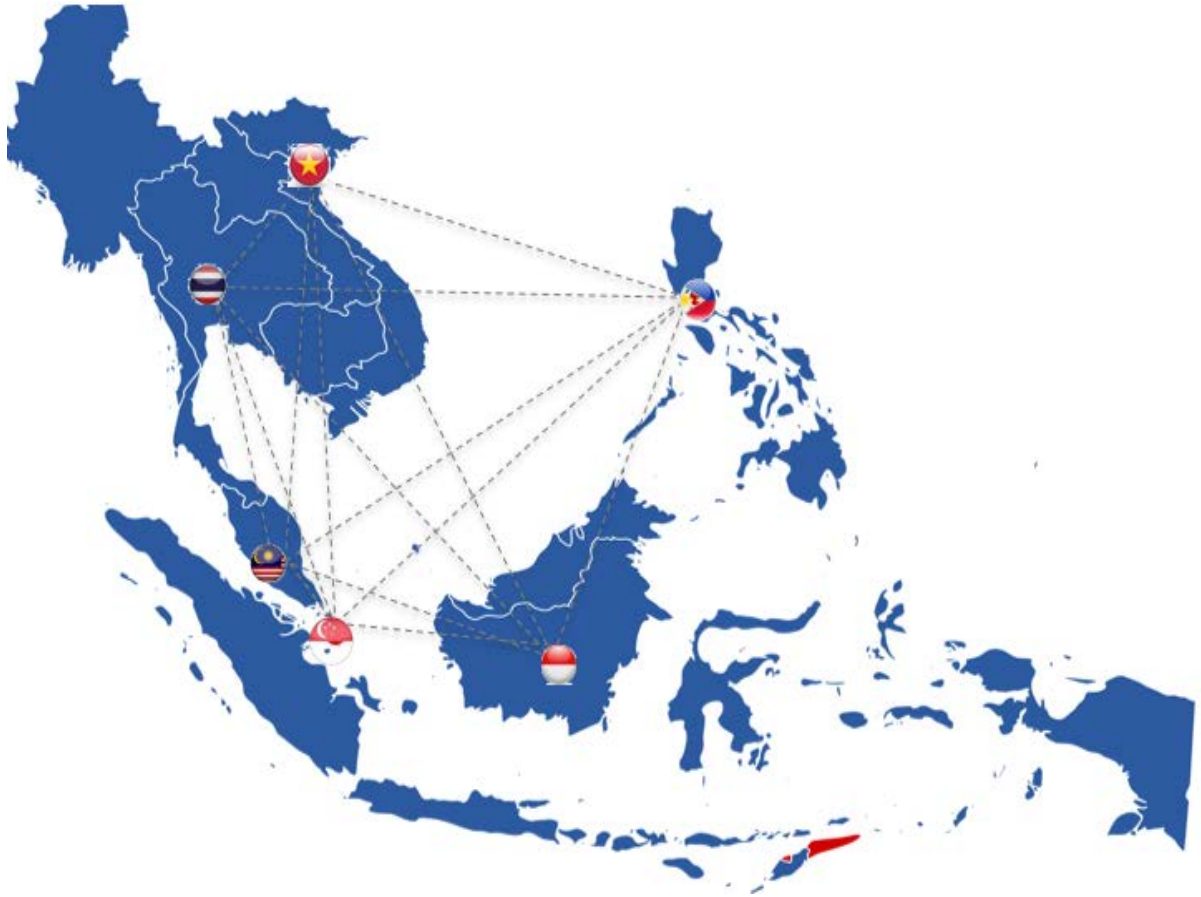


LaMP helps to:

- Pre-fill the sim card in designated countries, airport or money changer
- Consumer can collect their sim card/router before they travel or when they arrived at the country

Confidential

LaMP – a Regional Play



LaMP allows online customers to place order and receive their purchases across S.E.A. via potential postal delivery options:

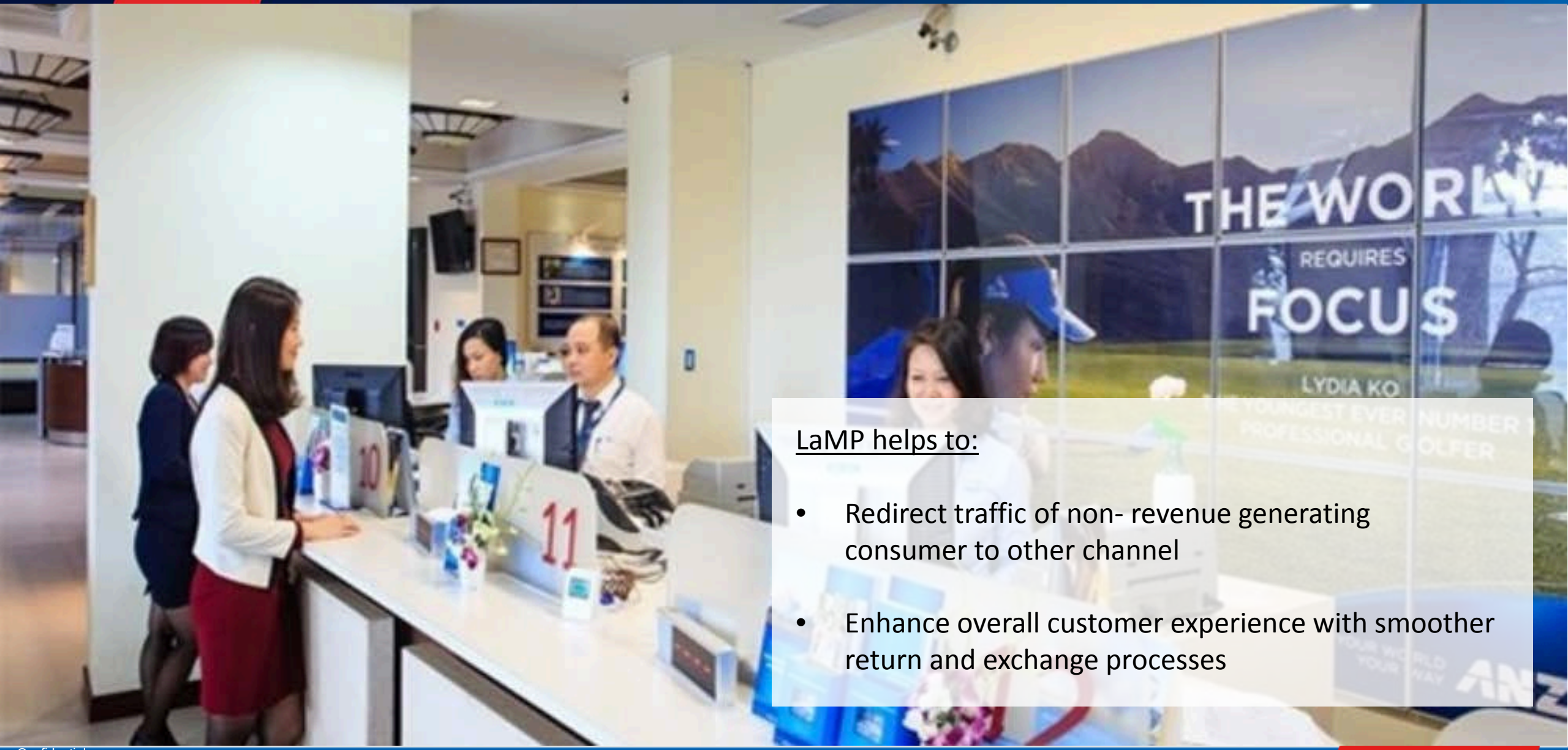
- courier delivery
- a parcel locker
- a brick-and-mortar retail shop in a mall

This will facilitate ecommerce for both online and offline retailers, from multinational corporations to small and medium-sized enterprises, with the ability to trade cross-border within the region.

Leverage on LaMP regional network for both collection points and door-step delivery network across S.E.A.

Confidential

Case Studies – Return and Exchange



LaMP helps to:

- Redirect traffic of non- revenue generating consumer to other channel
- Enhance overall customer experience with smoother return and exchange processes

LaMP – Expanded Delivery/Collection Network

- LaMP is an attempt by SingPost to expand the delivery and collection options for customers not just domestically but regionally.
- Started domestically and exploring with a couple of postal operators in our region to:
  - Provide SingPost with access to their expanded delivery points for our customers (cross-border)
  - Allow partner posts to expand their delivery options without large investments etc through the use of an already developed platform
  - Test case to discover more uses and customers for the posts

Confidential

Thank You

Confidential

Agenda item 1C

Current development and best practices – presentation by:

- Viet Nam

POSTMART.VN

"Sharing opportunities for mutual Growth"

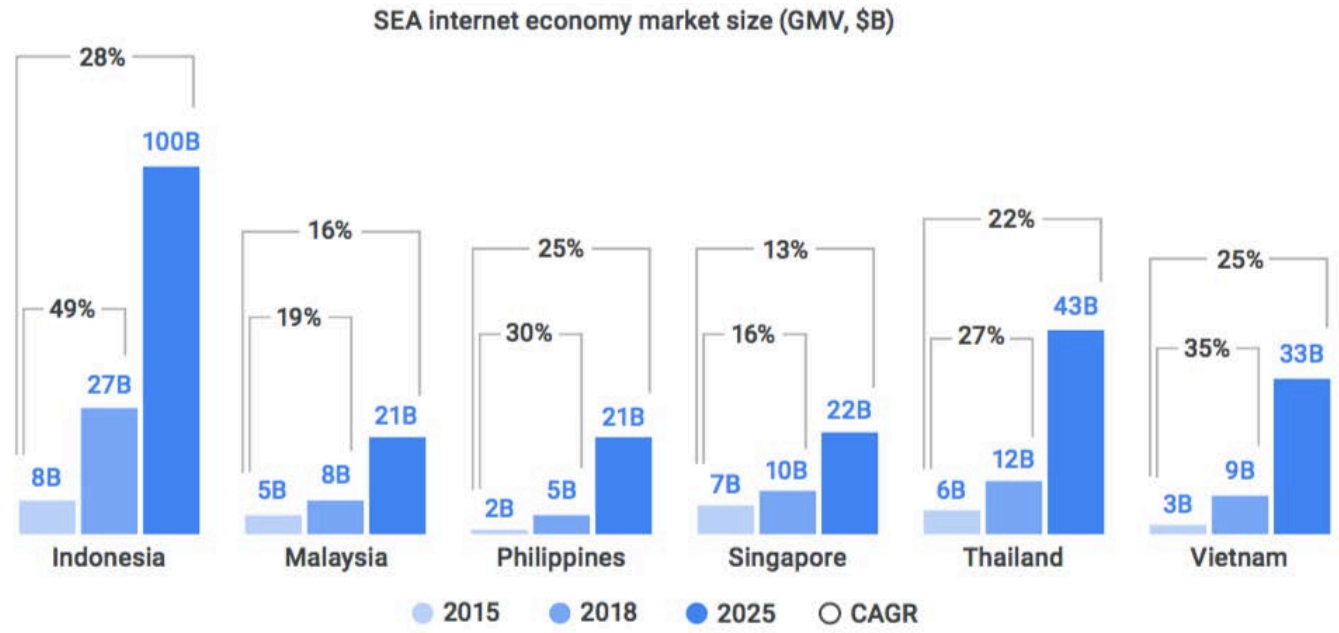
MAIN CONTENT

1. OVERVIEW OF E –COMMERCE MARKET
2. INTRODUTION ABOUT POSTMART
3. ADVANTAGES WHEN COOPERATE WITH POSTMART
4. CO-OPERATION PROCEDURE
5. CO-OPERATION MODELS

01.

E-Commerce market

SEA E–COMMERCE MARKET OVERVIEW



Vietnam E-commerce market Size and Growth rate

- Average growth rate in the period 2015-2018: 35%
- The market size is estimated at 9 billion $ in 2018 and is expected to reach 33 billion $ in 2025

Main purchase channel

- 75% via mobile phone, 65% via PC / Laptop
- Consumers tend to buy through omni-channel

VIETNAM E – COMMERCE MARKET

Legal and supporting infrastructure of the Government of Vietnam

Vietnam E-commerce and Digital Economy Agency (iDEA): Under the Ministry of International Trade and Industry; Advising in e-commerce and digital economic activities; Organizing and managing e-commerce activities

Vietnam E-commerce Association (VECOM): Established on 25/06/2007 ; Consulting policies and laws on e-commerce; Propagating and disseminating e-commerce; Organizing training and seminar on e-commerce; Synthesis of e-commerce index(Vietnam eBusiness Index)

- 11/05/2014: Vietnam Prime Minister approved the national e-commerce development program for the period of 2014-2020
- 12/11/2018: Vietnam signed ASEAN E-commerce Agreement under the 33rd ASEAN Summit framework in Singapore

VIETNAM E – COMMERCE MARKET

Popular Vietnam E-commerce Websites

With foreign investment	100% Vietnam fund
• Shopee (2015) • Tiki (03/2010) • Lazada VN (03/2012) • Lotte (2016) • Yes24 (12/2009)	• Sendo (04/2014) • FPT Shop (2007) • Adayroi (2015) • Voso (2019) • **Postmart (2019)**

02.

INTRODUCTION ABOUT POSTMART

Đang online
Hỗ trợ 24/7

INTRODUCTION ABOUT POSTMART

Popular product on E-commerce platform

	Fashion	Beauty care	Food	IT / Electronics
No.1	Shopee (2017: No.2) All: 16% / M: 15% / F: 17%	Shopee (2017: No.2) All: 12% / M: 13% / F: 11%	Shopee (2017: No.3) All: 10% / M: 9% / F: 12%	thegioididong (2017: No.2) All: 38% / M: 42% / F: 35%
No.2	Lazada (2017: No.1) All: 15% / M: 18% / F: 12%	Lazada (2017: No.1) All: 11% / M: 12% / F: 19%	adayroi.com (2017: No.2) All: 7% / M: 7% / F: 8%	TIKI.VN (2017: No.5) All: 19% / M: 16% / F: 21%
No.3	TIKI.VN (2017: No.4) All: 7% / M: 7% / F: 7%	TIKI.VN (2017: No.3) All: 9% / M: 9% / F: 9%	TIKI.VN (2017: No.4) All: 6% / M: 6% / F: 6%	Lazada (2017: No.1) All: 8% / M: 7% / F: 9%
No.4	Sendo.vn (2017: No.3) All: 5% / M: 6% / F: 4%	Sendo.vn (2017: No.6) All: 3% / M: 4% / F: 3%	Lazada (2017: No.1) All: 5% / M: 6% / F: 5%	FPT (2017: No.3) All: 7% / M: 7% / F: 8%

Source :Asia Plus Inc.

INTRODUCTION ABOUT POSTMART

- POSTMART.VN is an e-commerce trading platform founded by Vietnam Post Corporation (VNPost) and operated by Vnpost Express Joint Stock Corporation (EMS Vietnam).
- POSTMART.VN is the only e-commerce trading platform with a national scale for Vietnam's OCOP products.

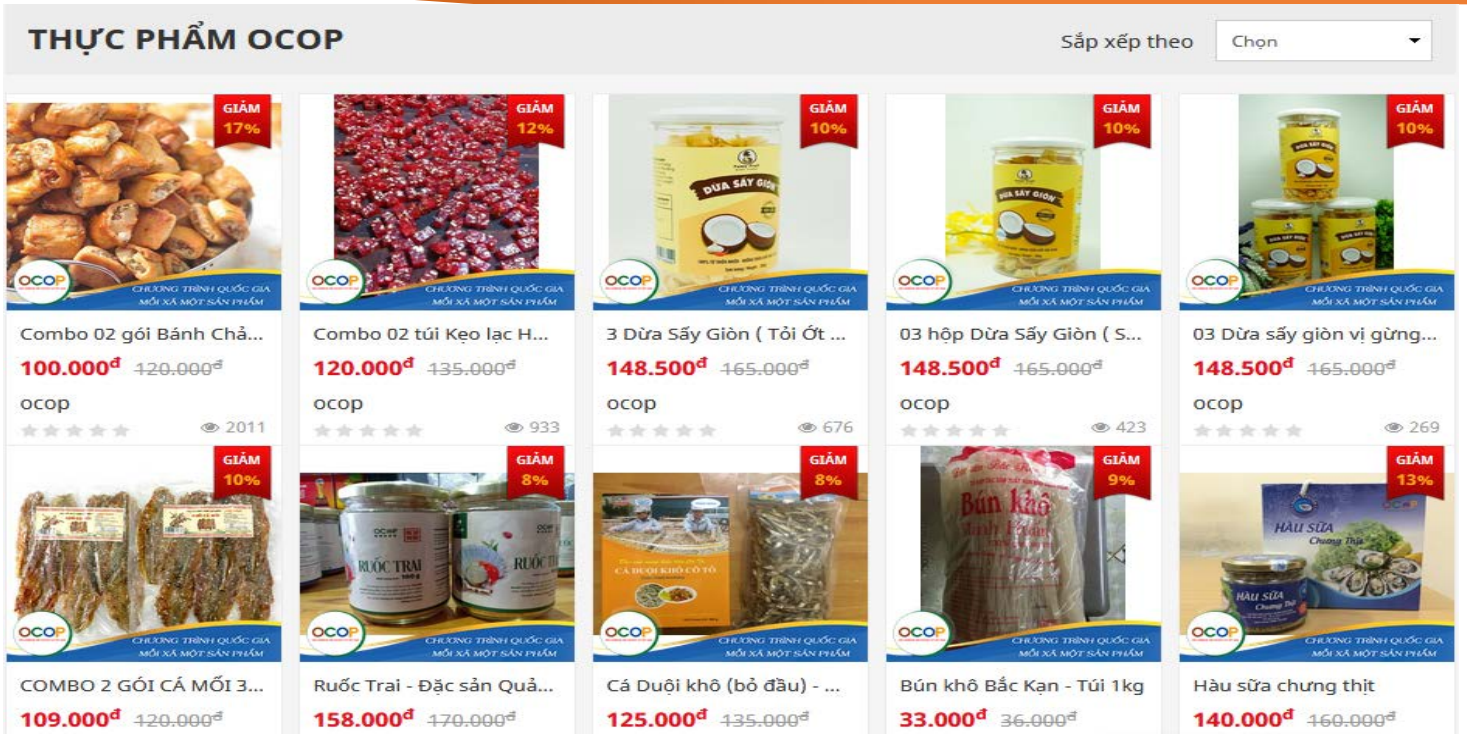
INTRODUCTION ABOUT POSTMART

- The OCOP program under the Ministry of Agriculture and Rural Development is a economic development in rural areas.
- The focus of OCOP program is the development of advantageous agricultural, non-agricultural, and service products in each locality area according to the value chain.

OCOP

One Commune One Product

FOCUS PRODUCT ON POSTMART



1. Regional specialties, typical products of 63 provinces and cities

2. Agricultural and non-agricultural products under OCOP program: food, drink, herbal, cloth and garment, souvenir, decoration, interior...

POSTMART.VN

Target

- ✓ Take customer benefits as an advantage.
- ✓ Bring local specialties to customers at home and abroad. Ensuring regional products of original region, high quality, authentic taste
- ✓ Provide a diversified product system to meet the needs of consumers.
- ✓ Connecting buyers and sellers through the provision of an e-commerce platform.
- ✓ Create a smart, easy, convenient online shopping space and bring a great experience to customers.

Commitment

- ✓ Reasonable price with guaranteed quality of products are always our priority.
- ✓ POSTMART only cooperates with reputable partners with full business licenses and certificates.
- ✓ Maintaining Vietnam Post corporate social responsibility by promoting OCOP products to benefit the community as well as make profit for business partners.

02.

Advantages when cooperate with Postmart?

ADVANTAGES FOR SMEs

1. VNPost – Owner of Postmart brand, is the leading prestigious national brand in Vietnam.

2. Operated by Vnpost Express Joint Stock Corporation (EMS Viet Nam) - the leading professional delivery company in Vietnam: Outstanding transport capacity; Fast and accurate delivery time; ensure safety for goods.

ADVANTAGES FOR SMEs

3

VNPost and EMS Vietnam currently own a large and reliable customer database; This will be a potential customer source for Postmart.vn

4

Service network system extends and spreads across 63 provinces and cities, reaching remote areas and island districts and UPU member postal network in more than 100 countries and territories worldwide. gender.

ADVANTAGES FOR SMEs

5 Opportunity to expand the market to the world; Postmart is the solution to help Vietnamese business export products such as specialties, handicrafts, garment ... to consumers in foreign countries.

6 Postmart aims at a cross-border platform model with an intermediary function that connects sellers abroad with buyers in Vietnam and vice versa.

WHY SHOULD YOU WORK WITH POSTMART?

7

Support business with e-commerce custom clearance since goods import/export via post will be priotized

ADVANTAGES FOR CUSTOMERS

1. Flexible payment method: Cash on Delivery (COD) or Online payment
2. Smart and modern IT infrastructure
3. Multi-channel customer care system (Live chat, Social, Email, Hotline ...)

03.

Co-operation procedure

Co-operation procedure

Register to be Supplier on website and provide legal documents of Supplier

Sign contract (Business license, CO, CQ of products…)

Start selling

Postmart representative will contact to guide Supplier through operation of the system

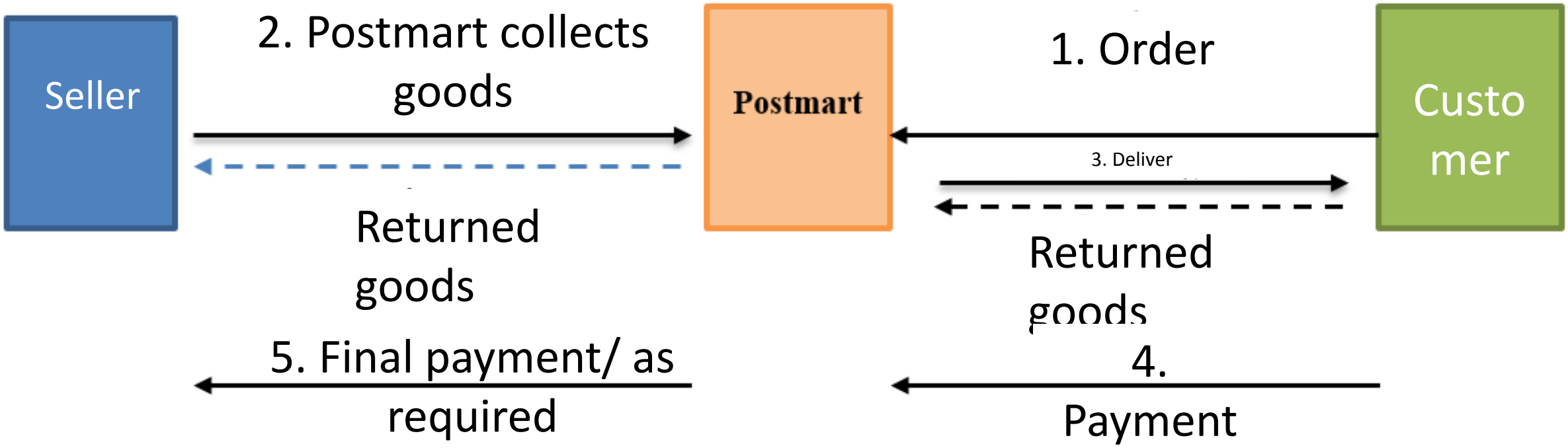
Create product for sale and provide legal document of goods

05.

Co-operation model

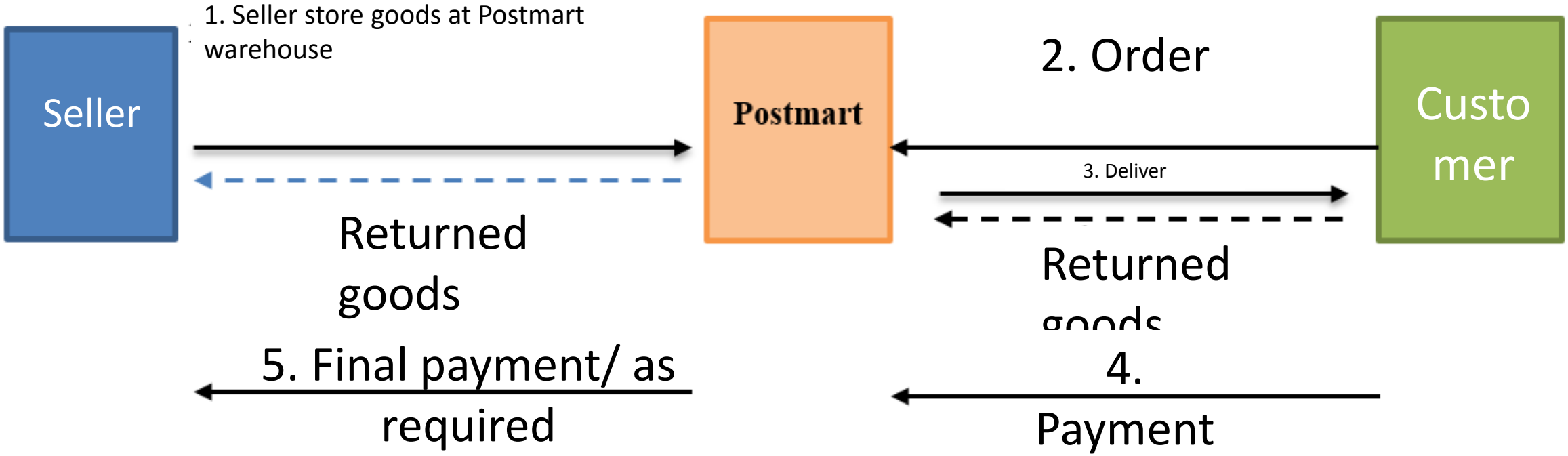
Sell goods on Postmart

- Seller controls storage, pakaging
- Postmart collects goods, delivery and receive complaints



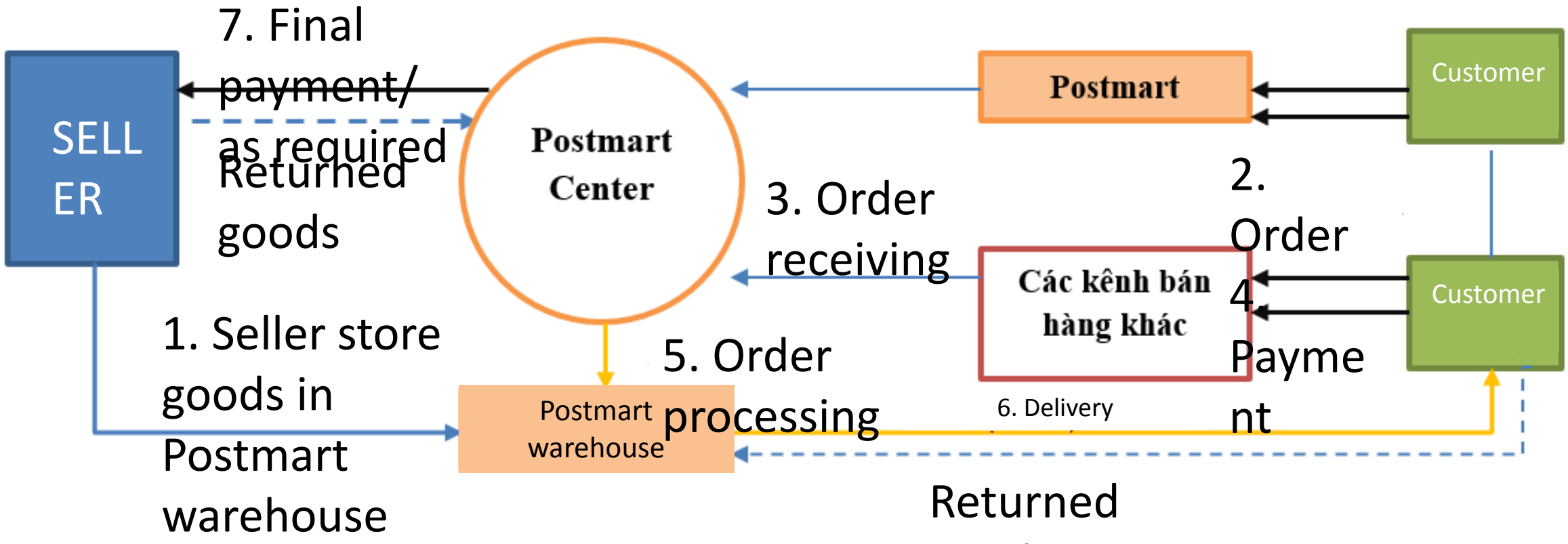
Warehousing with Postmart

- Seller store goods at Postmart warehouse
- Postmart takes responsible of goods storage, packaging, order processing, delivery to customer and complaints receiving.



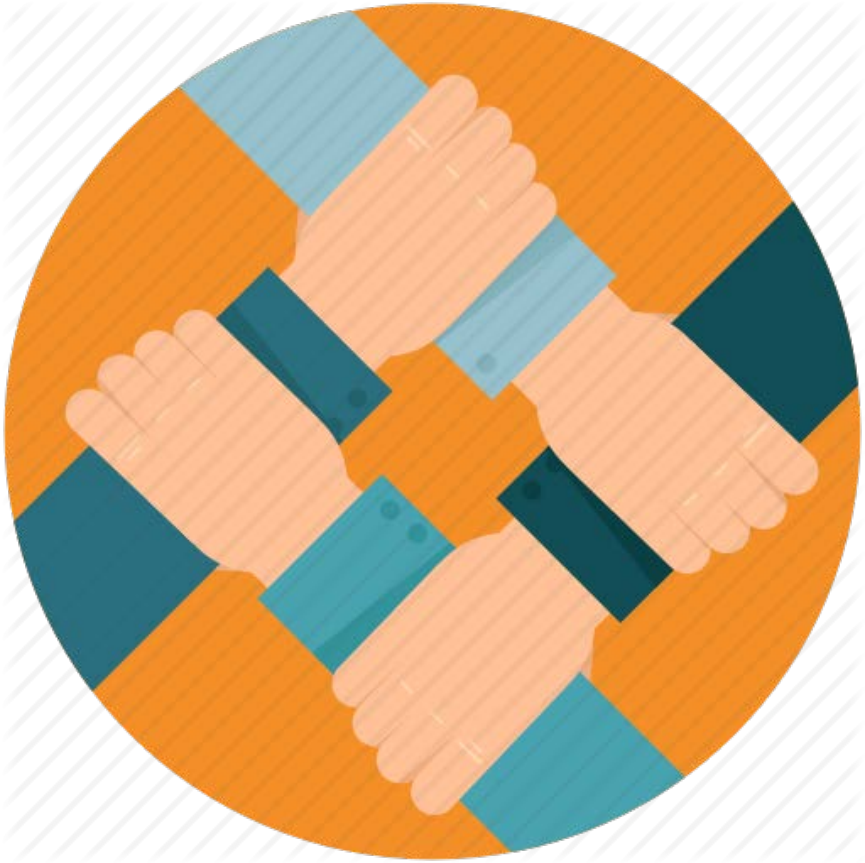
Multi-Channel Business with Postmart

- Apply on Seller having goods stored at Postmart
- Orders may come from different sources other than Postmart
- Postmart takes responsible of goods issue from store, packaging and all order procedure.



Proposal of co-operation with International Posts for 2020-2025

- Connect Postmart.vn to other foreign E-commerce sites
- Co-ordinate to promote Postmart.vn to foreign customer on website of foreign Posts
- Co-ordinate to provide, promote foreign products on Postmart.vn for Vietnamese custormer



Thank you!

Visit our website: https://postmart.vn/

Agenda Item 2

Outcomes of the UPU POC Committee 3 on Market Development and E-Services meeting on 4 April 2019

Deferred – Slides will be provided to the WG separately, and uploaded to the APPU-EC Document site.

Agenda item 3

Any other business

Thank you

Agenda Item 2

Outcomes of the UPU POC Committee 3 on Market Development and E-Services meeting on 4 April 2019

- Electronic Services Development Group (ESDG)
  - Issues relating to e-commerce activities (D2, D5)
  - A new deliverable – Update of the UPU E-Commerce Guide (D25)
  - Platform for the cross-border e-services (D11)
  - New flagship publication

Issues relating to E-commerce activities (D2, D5) – Output of the POC C3 ESDG related to E-commerce

Digital policy & regulatory considerations for postal operators – White Paper	Policy brief on e-commerce	Study of strategic positioning of the Post on e-commerce
→ S4	→ S5	→ S5

D2: Policy brief on E-commerce

- The objective of the policy brief is to provide a concise summary of e-commerce issues, the policy options to deal with it and some recommendations on the best options in the postal sector.
- In 2016, the IB published an E-commerce Guide. http://www.upu.int/uploads/tx_sbdownloader/boostingECommerceAHowToGuideForPostalOperatorsEn.pdf

D2: Policy Brief – E-commerce > Main findings

1. Collaboration among e-commerce stakeholders will be a vital component in resolving the largest challenges in the e-commerce landscape soon.
2. Several priority areas for policy makers are identified: access to technology, disruption and innovation, platforms and networks, business and investments models and data protection and privacy.
3. Priorities for collaboration were proposed: tools and guides on transformation, private-public cooperation, enhance cooperation frameworks, ensure trust and security, regulatory oversight of the sector and study of data frameworks to ensure privacy.

D25: Update of the UPU E-Commerce Guide

- A new deliverable > New “E-commerce Guide”

- The study will update and complement the previous version with the view of publishing a new version of the E-Commerce Guide

New flagship publication:

- "The digital economy and digital postal activities – a global panorama"

http://www.upu.int/uploads/tx_sbdownloader/theDigitalEconomyAndDigitalPostalActivitiesAGlobalPanoramaEn.pdf

Agenda item 3

Any other business

Thank you

Supporting material, further reading and references

- Summary of POC C3 S5 decisions

Agenda item	Document	Deliverables	Status of deliverable	Decision made and relevant comments
1 Opening of the meeting and adoption of the agenda	POC C 3 2019.1–Doc 1. Rev 2	–	–	Adopted without changes
2 Issues relating to the Electronic Services Development Group (ESDG)				
a E-commerce and digital transformation e-learning course	POC C 3 2019.1–Pres 2a	POC C 3 ESDG–D1	Completed	Approved
b Issues relating to e-commerce activities	POC C 3 2019.1–Doc 2b	POC C 3 ESDG–D2 POC C 3 ESDG–D5	Completed Completed	Approved Approved
d Project plan, including schedules and software-supported tools, on the platform for cross-border e-services	POC C 3 2019.1–Doc 2d	POC C 3 ESDG–D10.1 POC C 3 ESDG–D11	Completed Completed	Approved Approved
e Proposal to change the POC Rules of Procedure		POC C 3 ESDG–D15 POC C 3 ESDG–D25	Completed New	

3 Issues relating to the Direct Marketing Advisory Board (DMAB)				
a Annual report for 2018 by the DMAB Chair	POC C 3 2019.1–Doc 3	POC C 3 DMAB–D6	Completed	Approved
b DMAB Assembly meeting report (S5)	POC C 3 2019.1–Pres 3b	POC C 3 DMAB–D10.2 POC C 3 DMAB–D10.3 POC C 3 DMAB–D8.1 POC C 3 DMAB–D11 POC C 3 DMAB–D12 POC C 3 DMAB–D13	Completed Deferred New New New New	Approved Approved Approved Approved Approved Approved
c Partnership with the Global Alliance of Data-Driven Marketing Associations	POC C 3 2019.1–Doc 3c	POC C 3 DMAB–D9	Completed	Approved
4 Issues relating to the World Association for the Development of Philately (WADP)				
a Report by the WADP Secretariat	POC C 3 2019.1–Doc 4a	POC C 3 WADP–D4.1 POC C 3 WADP–D4.2 POC C 3 WADP–D4.3	Completed Completed Deferred	Approved Approved Approved
b Implementation of the new WADP Numbering System site with new functionalities	POC C 3 2019.1–Doc 4b	POC C 3 WADP–D6	Deferred	Approved

4 Issues relating to the World Association for the Development of Philately (WADP) (cont.)				
c Adoption of the new WADP Rules of Procedure	POC C 3 2019.1–Doc 4c	POC C 3 WADP–D7	Deferred	Approved
5 Creation of new sales channels for international reply coupons	POC C 3 2019.1–Doc 5	POC C 3 WADP–D8	Completed	Approved