

## REPORT OF THE REGIONAL TECHNICAL CENTRE FOR THE ASIA PACIFIC

<b>1</b>	<b>Subject</b>	<b>References / Paragraphs</b>
	Report of the Regional Technical Centre for the Asia Pacific	§§ 1-4
<b>2</b>	<b>Decision</b>	
	Note the report	§§ 1-4
	Agree on the 2017-2018 budget	Annex 2

### 1 Achievements of RTCAP

RTCAP has assisted most of the postal administrations in our region implementing IPS or IPS.POST/IPS Light for mail services and connected to EDI network to exchange EDI messages with their partners. To date, out of 37 DPOs, there are

- 14 postal administrations using International Postal System (IPS)
- 17 postal administrations using IPS Light or IPS.POST System
- 31 postal administrations are connected to POST\*Net and exchanging EDI messages with their partners

Please refer to Annex 1 for the summary of the EDI status and the system used by the DPOs in our region up to April 2016.

### 2 Activities of RTCAP (2015)

In year 2015, RTCAP continued to assist the DPOs in the region to improve their delivery and EDI transmission performance and to assist them to use IPS, IPS Light or IPS.POST system to process for all international mail services.

#### 2.1 Conduct IPS / IPS Light / IPS.POST Training at APPC

##### 2.1.1 IPS / IPS Light Demonstration

RTCAP was invited by APPC to conduct IPS / IPS Light presentation and demonstration in the International Mail Accounting course at Asian Pacific Postal College (APPC) on 24<sup>th</sup> to 26<sup>th</sup> February 2015.

There were 11 participants from 8 postal operators attended the course, namely, Afghanistan, India, Indonesia, Lao, Maldives, Nepal, Sri Lanka, and Thailand.

#### 2.1.2 IPS Light Training

RTCAP was invited by APPC to conduct IPS Light training in the IPS / IPS Light workshop at Asian Pacific Postal College (APPC) on 17<sup>th</sup> to 21<sup>st</sup> August 2015.

There were 12 participants from 9 countries attended the IPS Light training, namely, Bangladesh, Bhutan, China, Maldives, Myanmar, Nepal, Solomon Islands, Timor Leste and Western Samoa.

#### 2.1.3 IPS.POST Training

RTCAP conducted the IPS.POST training at Asian Pacific Postal College (APPC) for the IPS Light users in the region together with the expert from PTC on 16<sup>th</sup> to 20<sup>th</sup> November 2015.

There were 18 participants from 12 countries attended the IPS.POST training, namely, Afghanistan, Bhutan, Bangladesh, Kiribati, Lao, Maldives, Myanmar, Nepal, Samoa, Solomon Islands, Timor Leste and Vanuatu.

#### 2.2 Participate in UPU regional Quality of Service and Supply Chain Improvement Project (QSSCIP)

##### 2.2.1 RTCAP was invited by UPU to participate in QSSCIP second workshop for Pacific Countries in Auckland, New Zealand on 3<sup>rd</sup> August to 7<sup>th</sup> August 2015.

Topics covered were associate EDI messages and events to E2E mail process flow, use QCS as monitoring tool to monitor and improve mail services, different types of EDI message, IPS.POST migration and CDS.

There were 7 participants from 7 postal operators attended the workshop, namely, Cook Island, Fiji, Papua New Guinea, Solomon Island, Tonga, Vanuatu and Western Samoa.

##### 2.2.1 RTCAP was invited by UPU to participate in QSSCIP third workshop for Asian Countries in Manila, Philippines on 30<sup>th</sup> November to 4<sup>th</sup> December 2015.

Topics covered were IPS.POST system migration, associate new events in EMSEVT V3 to operation screens in IPS.POST system, use QCS as monitoring tool to improve mail operations and CDS.

There were 24 participants from 13 postal operators attended the workshop, namely, Afghanistan, Bangladesh, Bhutan, Cambodia, Indonesia, Iran, Laos, Myanmar, Nepal, Philippines, Sri Lanka, Timor Leste and Vietnam.

#### 2.3 Participate in APP ePacket workshop

RTCAP was invited by APP to conduct the following topics during the ePacket Workshop at Asian-Pacific Postal College in Thailand on 11<sup>th</sup> to 13<sup>th</sup> August 2015.

Topics covered were introduction to mail process flow, scanning and EDI transmission, introduction to QCS with demonstration, introduction to RAIS, RAIS work flow and performing enquiry using RAIS.

There were 40 participants from 16 postal operators attended the workshop, namely, Bhutan, Cambodia, China, Indonesia, India, Korea, Laos, Macao, Maldives, Malaysia, Mongolia, Philippines, Singapore, Sri Lanka, Thailand and Vietnam.

#### 2.4 Participate in EMS workshop

RTCAP was invited to speak on the following topics during the EMS Workshop at Asian-Pacific Postal College in Thailand on 19<sup>th</sup> November 2015.

Topics covered were introduction to QCS with demonstration, focusing on leg 2 and transport report from QCS.

There were 18 participants from 11 postal operators attended the workshop, namely, Bangladesh, Cambodia, India, Indonesia, Korea, Laos, Macao, Nepal, Samoa, Thailand and Vietnam.

#### 2.5 Conduct Improve Operations (IO) Visit

RTCAP conducted the Improve Operations (IO) Visit for Parcels to China on 26<sup>th</sup> to 28<sup>th</sup> May 2015. There were 13 staff attended the IO training workshop.

#### 2.6 Technical and General Enquiry

RTCAP continued to provide support and advice to the technical and general enquiry related to the mails applications and the EDI transmission for the users in the region.

### **3 RTCAP Planned activities for year 2016**

RTCAP will continue to provide assistance to DPOs to improve their delivery performance and EDI transmission performance; and to provide technical assistance with regards to deployment, training and support mission of PTC mails applications as directed or initiated by PTC.

The plan activities for the year 2016 would be focusing on the following 3 areas:

- Provide technical assistance to PTC mails applications
- Conduct IPS / IPS.POST training in APPC courses
- Improve operations visit

#### **3.1 Provide technical assistance to PTC mails applications**

To assist DPOs who are using IPS system to migrate to the latest IPS version 2015.

To assist DPOs who are using IPS Light system to migrate to IPS.POST system through training workshop.

#### **3.2 Conduct IPS / IPS.POST training in APPC courses**

To conduct IPS / IPS.POST training, presentation and demonstration in APPC courses organised by APPC, namely International Mail Accounting course and International Postal Services course.

#### **3.3 Improve Operations (IO) Visit**

As DPOs have expanded to improve their quality of services for mails services other than EMS, RTCAP has started IO Visit for other mails services like parcels service.

As a token of appreciation, RTCAP would like to begin with the DPOs who have contributed to RTCAP SAF.

#### **4. Budget**

- 4.1 The Expenditure for RTCAP in 2015 was USD 62,812.75. The amount spent was within the budget of USD 82,000 for 2015.
- 4.2 The budget expense for year 2016 to 2018 is expected to be USD 84,000 annually.
- 4.3 The budget contribution is expected to be USD 65,000 annually.
- 4.4 The amount of the balance of RTCAP Special Activity Fund as at 31 December 2015 was USD 252,038.91.
- 4.5 The excess between the budget expense and budget contribution for 2016 to 2018 will be drawn from the balance of RTCAP Special Activity Fund.

Please refer to Annex 2 RTCAP Expenses for details.

## Annex 1 Summary of EDI Status and System used

The status of EDI Exchange for DPOs in Asia Pacific region up to April 2016

	Postal Admin	APPU Member	Net P/G *	EDI Exchange Item Despatch		System	Remark
1	Afghanistan	X	P	X	X	IPS Light	
2	Australia	X	P	X	X	IPS	
3	Bangladesh	X	P	X	X	IPS Light	
4	Bhutan	X	P	X	X	IPS Light	
5	Brunei	X	P	X	X	IPS	
6	Cambodia	X	P	X	X	IPS	
7	China	X	P	X	X	Own	
8	Fiji	X	P	X	X	IPS Light	
9	Hong Kong, China	X	G	X	X	Own	
10	India	X	P	X	X	IPS	
11	Indonesia	X	P	X	X	IPS	
12	Iran	X	P	X	X	IPS	
13	Japan	X	P	X	X	Own	
14	South Korea	X	G	X	X	Own	
15	Laos	X	P	X	X	IPS Light	
16	Macau, China	X	P	X	X	IPS	
17	Malaysia	X	P	X	X	IPS	
18	Maldives	X	P	X	X	IPS Light	
19	Mongolia	X	P	X	X	IPS	
20	Myanmar	X	P	X	X	IPS Light	
21	Nauru	X	P			IPS Light	
22	Nepal	X	P	X	X	IPS Light	
23	New Zealand	X	G	X	X	IPS	
24	Pakistan	X	P	X	X	IPS	
25	Papua New Guinea	X	P	X	X	IPS.POS T	
26	Philippines	X	P	X	X	IPS	
27	Singapore	X	G	X	X	IPS	
28	Solomon Island	X	P	X	X	IPS Light	
29	Sri Lanka	X	P	X	X	IPS Light	
30	Thailand	X	P	X	X	IPS	
31	Tonga	X	P	X	X	IPS Light	
32	Vanuatu	X	P	X	X	IPS Light	
33	Vietnam	X	G	X	X	Own	
34	Western Samoa	X	P	X	X	IPS Light	
35	Cook Islands		P	X	X	IPS Light	
36	Kiribati		P	X	X	IPS Light	
37	Tuvalu		P	X	X	IPS Light	

\* P – POST\*Net      G – GXS

## **Annex 2      RTCAP Expenses**

The actual Expenditure for 2015 is as follows:

	SGD	USD *1
Staff Salary	71,804.55	53,188.56
Telecommunication / Postage	331.94	245.88
Airfare / Travel Allowance	11,577.73	8,576.09
Computer Equipment / Maintenance / Stationery	1,083.00	802.22
Total	84,797.22	62,812.75

\*1      Estimate exchange rate is 1 USD = 1.35 SGD

The list of voluntary contributions for 2015 is as follows:

	USD
Brunei Darussalam	1,000.00
China Post	4,951.59
Fiji Post	456.76
India Post	4,975.53
Pos Indonesia	2,500.00
Japan Post	40,000.00
Lao Post	500.00
Philippines Post	964.71
Nepal	500.00
Singapore Post	4,977.53
Sri Lanka Post	1,980.80
Thailand Post	1,500.00
Vietnam	990.87
Total	65,297.79

The estimated budget for 2016 is as follows:

	USD
Staff Salary	64,000.00
Telecommunication / Postage	1,000.00
Airfare / Travel Allowance	13,000.00
Computer Equipment / Maintenance / Stationery	4,000.00
Miscellaneous	2,000.00
Total	84,000.00

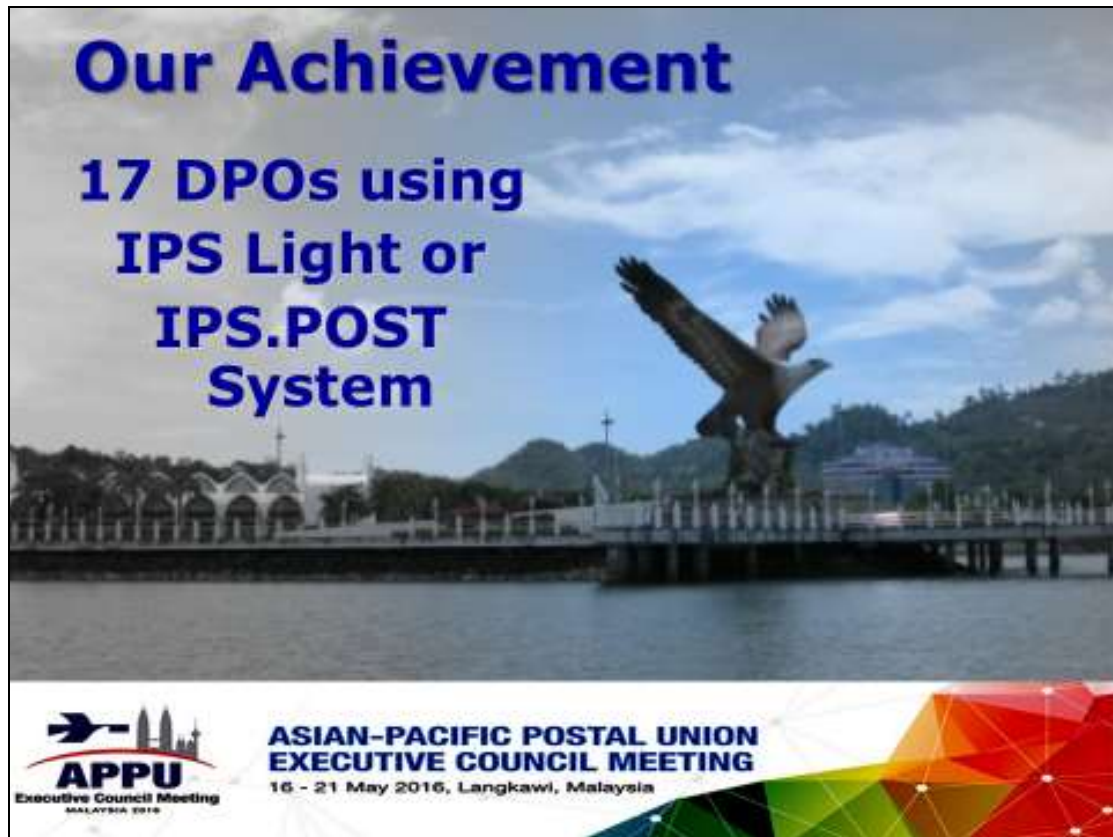
The estimated budget for 2017 is as follows:

	USD
Staff Salary	64,000.00
Telecommunication / Postage	1,000.00
Airfare / Travel Allowance	13,000.00
Computer Equipment / Maintenance / Stationery	4,000.00
Miscellaneous	2,000.00
Total	84,000.00

The estimated budget for 2018 is as follows:

	USD
Staff Salary	64,000.00
Telecommunication / Postage	1,000.00
Airfare / Travel Allowance	13,000.00
Computer Equipment / Maintenance / Stationery	4,000.00
Miscellaneous	2,000.00
Total	84,000.00









<b>Event</b>	<b>Description</b>
EMD	Arrival at inward Office of Exchange
EDA	<u>Held at inward Office of Exchange</u>
EDB	<u>Item presented to import customs</u>
EME	Held by import customs
EDC	<u>Item returned from customs (import)</u>
EMF	Departure from inward Office of Exchange
EDD	<u>Item into sorting centre</u>
EDE	<u>Item out of sorting centre</u>



<b>Event</b>	<b>Description</b>
EMG	Arrival at delivery office
EDF	<u>Item held at delivery depot</u>
EDG	<u>Item out for physical delivery</u>
EDH	<u>Item arrival at collection point for pick-up</u> <u>(by recipient)</u>
EDX	<u>Import terminated</u>
EMH	Unsuccessful (physical) delivery
EMI	Final delivery



## **Mission carried out in 2015**

### **UPU regional Quality of Service and Supply Chain Improvement Project (QSSCIP) 2<sup>nd</sup> workshop**

**for Pacific island countries:**

**Cook Island, Fiji,  
Papua New Guinea,  
Solomon Island, Tonga,  
Vanuatu and Western Samoa**

## **Mission carried out in 2015**

### **UPU regional Quality of Service and Supply Chain Improvement Project (QSSCIP) 3<sup>rd</sup> workshop**

**for Asian countries:**

**Afghanistan, Bangladesh,  
Bhutan, Cambodia, Indonesia,  
Iran, Laos, Myanmar, Nepal,  
Philippines, Sri Lanka, Timor Leste  
and Vietnam**