

REPORT ON THE ACTIVITIES OF THE UNION

Report by the Secretary General of APPU

1. Subject	References/Paragraphs
<ul style="list-style-type: none"> - Activities of the Union - RTCAP income and expenditure - RTCAP financial projection for 2022-2023 	<ul style="list-style-type: none"> §§ 1 - 11 §§ 12 - 14 § 15
2. Decision expected	
<ul style="list-style-type: none"> - Note activities of the Union - Note RTCAP income and expenditure - Note RTCAP financial projection for 2022-2023 	<ul style="list-style-type: none"> §§ 1 - 11 §§ 12 - 14 § 15

This report covers the activities of the Asian-Pacific Postal Union from January 2020 to 30 April 2021.

The COVID-19 pandemic has negatively affected to our region and worldwide. All APPU members, governments and designated operators are facing a challenging situation. The Bureau appreciated the understanding, support and cooperation from all members and donors especially the special financial support from APCC GB members and donors at this difficult period. The Bureau would maintain its operations and keep on minimizing all costs without interrupting members.

Administrative Section

1. The APPU Secretary General attended the sessions of the UPU CA/ POC from 24 to 28 February 2020 in Bern, Switzerland and delivered a report after the meetings.
2. The Bureau successfully implemented the 2019 EC decision to relocate the RTCAP from Singapore to Bangkok on 16 March 2020. Mr Tan Yong Chee has been working very closely and constructively with colleagues in the Bureau in terms of administrative issues and training programs.
3. The 2019 EC meeting requested the Bureau “to commence preparation for a meeting of key parties to take a strategic view of the College and how a sustainable future might be created”. Consequently, the Bureau organized the High Level Strategic Discussion (HLSD) on 17 March 2020 successfully, which attended by 11 APPU Members. It was a productive meeting. The action plan was presented by the APPU/ UPU Reform WG to the 2020 EC meeting.
4. The online APPU EC meeting was convened successfully from 15 June to 22 July 2020.
5. The APPU newsletter, created in 2014, increase its frequency from July 2020 from every two-months to monthly.
6. The APPU celebrated the 50th anniversary of APCC virtually on 10 September 2020.
7. The online APPU meeting on UPU open-up was convened successfully on 24 February 2021.

Training Section

8. The Training Section conducted 14 courses and 4 workshops in the year 2020. These activities were attended by 132 participants. Additionally, the College conducted 1 Joint Seminar as requested by the UNI-Apro and 8 Interactive Online Training Programme (IOTP) which was sponsored by the UPU.
9. Regular courses, workshops, joint seminars and IOTPs, conducted by the APPC in 2020 are detailed as follows:

Regular Courses

No.	Regular Courses	Dates (2020)	Participants
Physical training			
1	Digital Financial Services	6 Jan – 17 Jan	16
2	Leadership for Postal Managers	6 Jan – 17 Jan	6
3	Advanced Business Management	3 Feb – 21 Feb	6
4	Strategy Formulation & Execution	3 Feb – 21 Feb	5
Online training			
5	Parcel & Logistics Management	10 Aug – 4 Sep	5
6	Operations Management	10 Aug – 4 Sep	12
7	Service Quality Management	21 Sep – 9 Oct	8
8	E-Business and Technology	21 Sep – 9 Oct	12
9	Human Resource Management	19 Oct – 30 Oct	14
10	Marketing & Innovation for Posts	19 Oct – 13 Nov	4
11	Postal Management	19 Oct – 20 Nov	7
12	International Postal Services	23 Nov – 18 Dec	12
13	Express Mails Service	30 Nov – 18 Dec	10
14	International Mail Accounting	30 Nov – 18 Dec	10
Total			127

Workshops

No.	Workshops	Dates (2020)	Participants
Physical workshops			
1	Managing Innovation	10 Feb – 15 Feb	1
2	Philatelic Strategy	10 Feb – 15 Feb	1
Online workshops			
3	Practical e-Commerce Management	17 Aug – 21 Aug	1
4	Driving Digital Strategy	25 Sep – 1 Oct	2
Total			5

Online Joint Seminar

No.	Topics	Dates (2020)	Participants
1	APPU / UNI-Apro Post & Logistics Joint Seminar	18 Nov – 19 Nov	18
Total			18

Interactive Online Training Programme (IOTP) sponsored by the UPU

No.	Regular Courses	Dates (2020)	Participants
1	Quality Management for Service Excellence	25 Sep – 1 Oct	12
2	Strategic Marketing Management	1 Oct – 7 Oct	14
3	Practical e-Commerce Management	2 Nov – 6 Nov	17
4	Operations Management	2 Nov – 6 Nov	17
5	Strengthening Supply Chain-To be a Leader in E-commerce	6 Nov – 12 Nov	18
6	International Postal System	30 Nov – 4 Dec	22
7	Setting Service Standards	4 Dec – 10 Dec	19
8	Terminal Dues	9 Dec – 15 Dec	21
Total			140

10. The Training Section conducted 4 regular courses and 6 Interactive Online Training Programmes (IOTPs) which was sponsored by China via the UPU (within the framework of the Chinese Special Fund project: FSRASCHN1902) from January to March 2021 as follows:

Regular Courses

No.	Regular Course	Dates (2021)	Participants
1	Advanced Business Management	18 Jan – 5 Feb	10
2	Service Quality Management	18 Jan – 5 Feb	7
3	Parcel and Logistics Management	1 Mar 26 Mar	15
4	Operations Management	1 Mar 26 Mar	8
Total			40

Interactive Online Training Programme (IOTP) sponsored by China via the UPU
 (within the framework of the Chinese Special Fund project: FSRASCHN1902)

No.	Regular Course	Dates (2021)	Participants
1	Strategic Marketing Management (SMM)	25-29 January	16
2	Leadership Management (LM)	25-29 January	16
3	Last Mile Delivery and Fulfilment (LMDF)	8 - 12 March	20
4	Quality Management for Service Excellence (QMSE)	8-12 March	20
5	Strategy to Adapt in the “New Normal” (SNN)	15-19 March	21
6	Setting Service Standards (SSS)	15-19 March	21
Total			144

Consultancy Section (RTCAP)

11. There are various activities conducted as follows;

- 11.1 RTCAP conducted an online IPS/ IPS.POST question and answer (Q&A) session via an application “Zoom” for participants of the Operation Management Course on 2 September 2020.
- 11.2 RTCAP conducted an online IPS/ IPS.POST training workshop together with an expert from the UPU PTC during the International Postal Service Course from 30 November to 4 December 2020.
- 11.3 RTCAP conducted an online IPS / IPS.POST system demonstration together with two experts from the UPU PTC during the International Mail Accounting course from 15 to 17 December 2020.
- 11.4 RTCAP conducted the revision of their new national postal policy in the evolving environment of postal services, especially to meet the rapidly changing e-commerce business for the Ministry of Post and Telecommunications of Cambodia in early 2021.
- 11.5 RTCAP continues providing consultancy services to the technical and general enquiries related to the mail applications and the EDI transmission for users in the region.

12. RTCAP voluntary contributions in 2020 was USD 62,297.49 as shown below;

2020 Voluntary Contributions		Total (USD)
1	Bhutan	480.04
2	China	4,967.55
3	Fiji	490.32
4	India	4977.52

2020 Voluntary Contributions		Total (USD)
5	Japan	40,000.00
6	Laos	475.32
7	Nepal	491.85
8	Philippines	975.24
9	Singapore	5,000.00
10	Sri Lanka	1,980.33
11	Thailand	1,500.00
12	Vietnam	959.32
Total		62,297.49

13. 2020 RTCAP Expenditure was USD 54,210.43. The amount spent was less than the voluntary contribution at USD 8,087.06. At the end of the year, the balance of RTCAP Special Activity Fund was USD 224,412.77.

Disbursements	Total (USD)
Staff salary ¹	50,350.00
Medical Insurance	256.21
Accommodation	3,325.00
Telecommunication / Postage	268.05
Airfare / Travel / Allowance	-
Computer / Equipment / Maintenance /Stationery	11.17
Miscellaneous	-
Total	54,210.43

14. The budget of RTCAP relocation was USD 4,000 whereas the expenditure was USD 1,268.80. The expenditure was less than the budget at USD 2,731.20.

Disbursements	Total (USD)
Air Ticket (one way)	395.98
Excess Baggage	35.33
Medical Assurance	217.45
Printer Epson	121.49
Mobile (iphone)	498.55

¹ Staff salary from mid-March to December 2020 (9.5 months)

Total	1,268.80
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15. The estimated voluntary contribution for the year 2022 and 2023 is USD 62,000 annually whereas the estimated expenditure is approximately USD 86,628 per year. The excess expenditure of USD 24,628 will be drawn from the balance of RTCAP Special Activity Fund.

Estimated Expenditure	Total (USD)
Staff Salary	64,000.00
Medical Insurance	3,000.00
Accommodation	4,200.00
Telecommunication / Postage	1,371.00
Airfare / Travel Allowance	12,000.00
Computer Equipment / Maintenance / Stationery	686.00
Miscellaneous	1,371.00
Total	86,628.00