

NEWSLETTER



FROM SECRETARY GENERAL'S DESK

As we move into the month of March, I wanted to take a moment to update you on some of the exciting developments about us.

On Feb 15, I had the opportunity to attend a panel discussion on "Postal Services: A Tool for Global Socio-Economic Development and Connect" in New Delhi at AMRITPEX2023, a National Philatelic Exhibition organized by India Post. The event was a great platform to discuss the role of the Posts in driving global socio-economic development and connect.

During the panel discussion, I had the pleasure of engaging in an enriching discussion with experts from the postal sector, including Mr. Jean-Paul Forceville, the Chair of POC, and Director of European and International Relations, La Poste, France. Among others, I am happy to share that we also had speakers from our Asia Pacific region, including Australia, China, Fiji and Japan. It was also nice to meet colleagues from India Post and discuss how we can collaborate to drive sustainable growth in the sector.

Overall, the event was a great opportunity for industry experts to come together and discuss the future of the postal sector and its contribution to global socio-economic development.

In February, I also had fruitful meetings with the United Nations agencies to discuss possible areas of mutual cooperation for advancing Sustainable Development Goals and global initiatives to improve road safety.

Going forward, I would like to reiterate our commitment in pursuing sustainable growth with innovation. The APPU will continue to explore new avenues for growth and collaborate with relevant stakeholders to drive positive change in our industry.

Aside from these meetings, as part of our ongoing efforts to provide practical training for the members, the Bureau is going to shortly conduct the annual Training Needs Assessment (TNA) to gather insights from APPU member countries. Your inputs will be incredibly valuable to us and help us continue to improve and enhance the training programs for all members.

I am excited about the possibilities that lie ahead and am grateful for your continued support as we work to make a positive impact in our communities.

Dr. Vinaya Prakash Singh



HIGHLIGHTS THIS MONTH:

- APPU Strengthens Partnership with UN Agencies on Sustainable Development Goals and Road Safety
- Building Knowledge and Expertise
- Trends in the Postal Sector
- India's Department of Posts Hosts Conference on Postal Services and Global Socio-Economic Development and Connect"
- China Postal Airlines to Operate B777Fs

APPU Newsletter

March 2023

The Secretary-General Dr. VP Singh recently had discussions with two United Nations agencies to explore mutual cooperation on UN Sustainable Development Goals (SDGs) and road safety.

In a meeting with Ms. Gita Sabharwal, UN Resident Coordinator in Thailand, Dr. Singh discussed possible areas of mutual cooperation on UN SDGs.

In a separate conversation with Ms. Nneka Henry, the Head of the United Nations Road Safety Fund (UNRSF), who was in Bangkok for the 3rd EU-ASEAN Summit on Road Safety, Dr. Singh learned about the global initiatives undertaken to improve road safety and the importance of this issue in achieving the 2030 Sustainable Development Agenda. Dr. Singh expressed pride in possible collaboration with UNRSF to make roads safer and was excited to foresee the impact of these initiatives on the fleet management of the Posts as well.

The APPU is committed to advancing UN Sustainable Development Goals and working with partners to achieve shared objectives.



APPU Strengthens Partnership with UN Agencies on Sustainable Development Goals and Road Safety



Congrats! & Thank You

to the energetic and enthusiastic group of participants that attended the Advanced Business Management (ABM) and Service Quality Management (SQM) courses in February.

We highly encourage all members to enroll participants for the forthcoming courses and expand their knowledge and expertise



BUILDING KNOWLEDGE AND EXPERTISE

The visit to PTT Oil & Retail Business Public Company Limited was an enriching experience for the ABM and SQM participants and APPU faculty. Dr. Singh and Mr. Apichat Onchantr, the Vice President of the Company, had a lively and informative interaction on factors contributing to success in the retail business.

Mr. Onchantr shared insights into Café Amazon operations across 11 countries and his vision for future expansion plans. The insights provided valuable knowledge and learning opportunities for all participants of the courses.



The APPC is set to host two courses (6 to 31 March) for **Parcel and Logistics Management (PLM)** and **Human Resource Management (HRM)**. The training section has been working hard to provide meaningful and impactful opportunities for our participants, not only to facilitate communication and support capacity building but also to provide insights from expert guest speakers.

We are confident that these courses will provide postal managers with invaluable insights into the latest trends and best practices in the aforementioned areas, as well as the necessary skills to excel in their profession.

Trends in the Postal Sector

APPU Newsletter

March 2023

A new report by FarEye, a delivery experience platform, has revealed that 57% of retailers have outsourced their delivery networks over the past five years, but 84% of them believe they need more control over their outsourced delivery network

84% OF RETAILERS WANT MORE CONTROL OVER OUTSOURCED NETWORKS
says FarEye report

Below are some key findings in the report of FarEye:

- Only 27% of surveyed retailers use a single last-mile delivery platform, but 72% believe it would be extremely beneficial to merge all technology solutions into one platform
- Retailers' top two priorities are reducing delivery costs and increasing customer satisfaction
- The major contributors to high delivery costs are fuel, address location, labor and first delivery failure
- Retailers aim to improve their delivery success rate to nearly 70% by 2027
- Additionally, 78% of retailers are likely to change or buy a new last-mile delivery solution in the next one to two years, and 48% expect to buy a last-mile delivery platform in the next five years
- The report also found that retailers are planning to expand their carrier fleets to include electric vehicles, autonomous vehicles, and drones over the next five years.

The researchers concluded that although outsourced delivery networks offer lower costs, faster delivery, and increased capacity, they sacrifice control over order tracking and a branded consumer experience.

To read the full news, please refer to the below link:

<https://www.parcelandpostaltechnologyinternational.com/analysis/more-than-80-of-retailers-seek-control-of-outsourced-delivery-networks.html>

How to Achieve Superior Retail Last-mile Deliveries

Simultaneously reduce delivery costs while enhancing consumer experiences



TRENDS IN THE POSTAL SECTOR

MARCH 2023



NEARLY TWO THIRDS OF CONSUMERS INTEND TO SPEND LESS AND CUT BACK ON ONLINE SHOPPING

IPC SURVEY FINDS

The 2022 edition of the Cross-Border E-commerce Shopper Survey from the International Post Corporation (IPC) has found that 65% of consumers plan to cut back on their online spending due to the ongoing cost-of-living crisis. The survey, which questioned 33,009 participants from 39 countries, revealed that while many customers intend to continue shopping online, they will look for ways to spend less, such as through click-and-collect services or free delivery options.

Additionally, 24% of the respondents said that they will buy less from the UK, China, and the US.

Consumers continued to shop with recognizable brands such as Amazon, eBay, and AliExpress. The report also found that sustainability remains a point of interest for consumers, with 30% of participants stating they would prefer to wait a few days for delivery to reduce environmental impact. However, only 14% of consumers paid for sustainable delivery options.

<https://www.parcelandpostaltechnologyinternational.com/news/cross-border/nearly-two-thirds-of-consumers-intend-to-spend-less-and-cut-back-on-online-shopping-ipc-survey-finds.html>





India's Department of Posts Organizes Roundtable Conference on "Postal Services - a Tool for Global Socio-Economic Development and Connect"

In the context of India's presidency of the G20, the Department of Posts, Government of India, organized a Round Table Conference and Panel Discussion on the theme "Postal Services- a Tool for Global Socio-Economic Development and Connect".

The panel discussion, which was held in a hybrid format, was attended by dignitaries from the Universal Postal Union (UPU), Asian Pacific Postal Union (APPU), Department of Posts, Ministry of External Affairs (MEA), Postal Operators and Ministries representing G20 member countries, invitee countries and members of the APPU along with other stakeholders from the Postal sector. The event was held as a part of India's National Philatelic Exhibition: "AMRITPEX 2023".

Further, panelists synergised on the idea of bringing the postal sector in the mainstream of G20 for a much bigger contribution that can be played by this sector through its connectivity, network & outreach. The roundtable and panel discussion were graced by the presence of more than 20 countries and more than 150 international participants.

China Postal Airlines to operate B777Fs

On 20 January 2023, the first B777F for China Postal Airlines took to the skies for the very first time. The Boeing is registered B-221X (67763) and the first flight was from Everett-Paine Field (Washington State, US) to Moses Lake (Washington State, USA) and back.



In total, China Postal Airlines will receive two brand new B777Fs (the other being B-221Y, 67764), which it plans to operate on flights between Nanjing (CN) and Chicago (US) and Los Angeles (US). The duo also marks the introduction of the airline's first widebodies.

Currently, the company is flying a fleet of seven B737-300Fs, eight B737-400Fs, seven B737-800Fs, and seven B757-200Fs. The company is mainly operating domestic flights but also flies to Japan and South Korea.



APPU NEWSLETTER



THE APPU BUREAU
WOULD LIKE TO ASK FOR
ARTICLES, IDEAS, AND
PHOTOS FOR THE
NEWSLETTER THAT IS
ISSUED EVERY MONTH.

The APPU brings together the expertise and best practices of the postal sector development across the Asian-Pacific region. Our goal is “Taking Posts into the Future” and to help every member find solutions to the toughest challenges – from adapting to digitalization to boosting e-commerce, e-governance services and postal financial service or gaining sustainable business growth.

We would like to showcase how strong our community has been during the transition to digital economies, the positives we have found via organizational reforms, business innovation, things Posts have done, things Posts are thankful for, and great out-of-the-box ideas.

Share your stories with us



We look forward to hearing from you and we appreciate your unwavering support to the Bureau as well as your efforts to share best practices that may enlighten our community.

Here are the relevant topics that may contribute to our shared, centralized idea bank:

- Celebrate anniversaries and milestones
- Business spotlights and updates
- Corporate wins and accomplishments
- Case studies and success stories
- Capacity building/strengthening programs and progress
- Digital development programs
- Crucial and urgent issues relating to the postal business
- Other relevant topics you want to share

Once accepted, articles, reviews, and photographs will be published in the monthly newsletter on the first Friday of each month.

Additional information

- Your article should not be more than 200 words in English
- Share photos with a high resolution only
- The cutoff date for each issue is the 15th of the preceding month



Write to:

yuyan@appu-bureau.org
admin@appu-bureau.org