

APPU

APRIL, 2023 |

NEWSLETTER



MESSAGE FROM SECRETARY- GENERAL'S DESK

As the month of April begins, I am excited to invite you to join me in celebrating the 61st anniversary of the Asian-Pacific Postal Union. The APPU was established on 1st April 1962, when the Asian-Oceanic Postal Convention was drafted by a postal roundtable of 18 countries in Manila and came into force. It was initially based in Manila for 40 years before moving to Bangkok in 2002. The APPU has now grown into a robust intergovernmental organization with 32 member countries.

As we commemorate this milestone, let us take a moment to reflect on our journey and the progress we have made in connecting and serving the APPU communities with efficiency and innovation. We owe our success to the support and commitment of our members and partners, and I am proud to be part of this organization.

Moreover, I'd also like to extend my best wishes for a joyous and prosperous Songkran Festival. This traditional Thai festival not only marks the beginning of the Thai New Year but also symbolizes renewal and a fresh start. May this season of renewal bring us all good fortune and prosperity.

March has been a busy month, and I wanted to share a couple of updates with you:

1. **The 10th Annual APPU Postal Business Forum.** The 2023 edition of the Forum is scheduled to take place between **20 to 22 Nov** at the Renaissance Bangkok Ratchaprasong Hotel. It will bring together postal industry leaders and experts to discuss the newest trends, challenges, and opportunities. With a packed schedule of keynote speakers, panel discussions, and networking opportunities, the Postal Business Forum promises to be an engaging and informative experience for all attendees. I expect that APPU members and other interested stakeholders will join us for this event to network with the industry peers and gain valuable insights into the future of the postal business. Be sure to mark your calendars and stay tuned for more information.

2. **Modifications to the 2023 Training Calendar.** On March 30th, the 2023 training activities that were updated by the APPU Bureau were sent to member countries. It is important to pay attention to the revised dates for the six APPC courses that are listed below.

From 19 June to 7 July

- E-commerce Solutions and Supply Chain Management (ESC) Course
- Postal Business Development (PBD) Course

From 17 July to 4 August

- Express Mail Service (EMS) Course
- International Mail Accounting (IMA) Course

From 13 November to 8 December

- International Postal Services (IPS) Course
- Operations Management (OMC) Course

3. **UPU APPU Seminars.** The Bureau is focused on keeping up with the UPU regional projects and connecting with experts in the field of UPU IB. On our current agenda are planning for ORE Workshop (3 to 7 July) and EMS Workshop (24 to 28 July). We are grateful to the IB for their support in organizing these important events for the Asian-Pacific region.

4. **Connect with APPU on social media.** To stay connected with the APPU community, please follow us on Facebook (ID: APPU Bureau) and Twitter (ID: @APPU_Post). We'll be sharing interesting news and articles from our community that you might enjoy reading and sharing.

We appreciate your continued support, and I look forward to another productive month ahead.

Dr. Vinaya Prakash Singh



International Women's Day



On International Women's Day, the Secretary-General expressed his gratitude and appreciation to the Bureau's female staff for their hard work and dedication in creating a supportive and inclusive environment in the workplace, duly recognizing their contributions to the Bureau.

"We believe that diversity at workplace promotes creativity, innovation, and productivity," said Dr. Singh, emphasizing the important role that women play in achieving these goals.

The Bureau is dedicated to advancing gender equity in the workplace and ensuring that all staff feel valued, respected and supported.



Dr. Singh visits UN ESCAP & WCO ROCB A/P IN BANGKOK

On 22 March, Dr. Singh visited the United Nations Economic and Social Commission for Asia and the Pacific (UN ESCAP) and the World Customs Organization Asian Pacific Regional Office for Capacity Building (WCO ROCB A/P) separately in Bangkok.

During his visits, he was welcomed by Ms Armida Salsiah Alisjahbana, the UN Under-Secretary-General and Executive Secretary of ESCAP, and Mr. Norikazu Kuramoto, the head of the WCO ROCB A/P.

Both organizations discussed potential areas of collaboration with the APPU, such as capacity building, knowledge sharing and joint initiatives to promote sustainable development and economic growth in the Asia-Pacific region. The importance of innovation and technology in enhancing the work was also discussed.

Dr. Singh expressed his thanks and emphasized the importance of capacity building as a key factor in achieving efficient and effective mail operations, which are crucial for facilitating legitimate cross-border mails and securing the global supply chain. The visits were seen as a new start towards strengthening partnerships and advancing the shared objectives.




MR. AND MS. APPC



The International Food Festival is a showcase of the diverse cultures and culinary traditions represented by our APPC training participants. Join us in congratulating the following participants for being crowned Mr. and Ms. APPC for their outstanding performance during such festivals organized during the recent APPC courses. We believe they will continue to make positive impact in their organizations and beyond.

Advanced Business Management and Service Quality Management:

Mr. APPC: Mr. Aittipon Rupan (Thailand)

Ms. APPC: Ms. Rebecca Guba (Papua New Guinea)

Human Resource Management and Parcel Logistics Management:

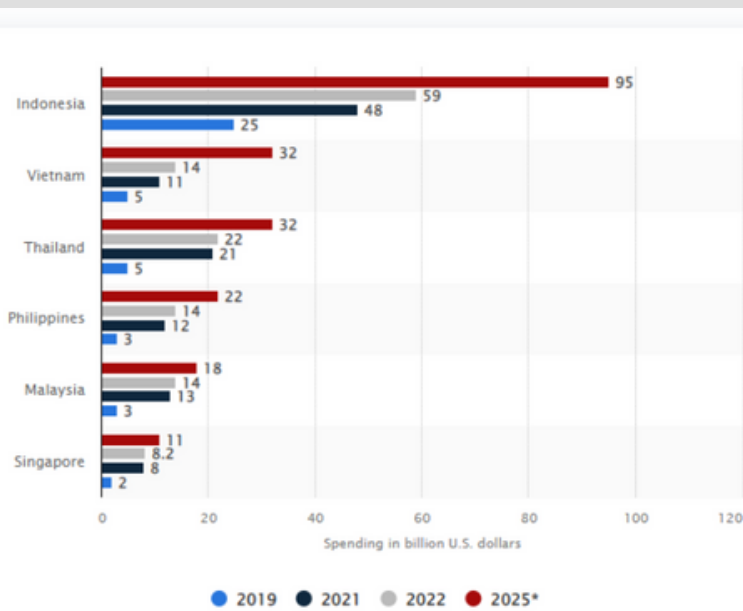
Mr. APPC: Mr. Kirtanraj Poudel (Nepal)

Ms. APPC: Ms. Phavady Keotanla (Laos)





E-commerce Market Volume SEA 2019-2025 by Country



For 2025, the Indonesian e-commerce market was predicted to generate 95 billion U.S. dollars in online retail sales, increasing from 25 billion U.S. dollars in 2019. By 2025, Indonesia was forecasted to account for over 45 percent of the Southeast Asian e-commerce market likely due to growing middle class and the increasing access to the internet. Other emerging markets include Malaysia, the Philippines, Thailand and Vietnam.

E-commerce in Southeast Asia

As of 2018, the leading product categories for online shopping categories of Southeast Asia were Fashion, electronics and beauty. The preferred payment method was cash on delivery or via credit and debit card. Interestingly, the existence of online shopping enabled many consumers to become smart in buying. It is now possible to compare prices or read reviews online before buying in-store or to go in-store to check on product quality before buying something online.

Source from Statista 2023

April 2023

Regional February EMS Performance Overview

Every month, EMS Unit of the UPU IB produces a monthly performance overview for the EMS service providers in the region, covering ten prerequisites and five main targets. Below are Award Criteria 2023 and some information excerpted from the February report.



EMS Performance Award Criteria 2023 Five Main Targets

Award	On-time E2E	On-time transmission	CS response quality	Export volume growth	Pay-for-Performance
Gold	90%	98%	95%	Positive	95% or multilateral
Silver	85%	96%	94%	Positive	90% or multilateral
Bronze	80%	94%	93%	Positive	85% or multilateral



EMS Customer Care Award Criteria 2023

EMS Customer Care Awards 2023		Standards
As Replying Partner	On-time reply	98%
	Time to open requests	3 hours
	First level Resolution	73%
	Close cases within 10 working days	92%
As Requesting Partner	Time to open replies	3 hours
	First level Resolution	73%
	Close cases within 10 working days	92%

Progress in Prerequisites and Main Targets, Room for Improvement in Certain Areas

In terms of the prerequisites, the regional performance in on-time export, on-time transport, and on-time delivery has significantly improved compared to January 2023, with several postal service providers achieving the award standard.



EMS Performance Award Criteria 2023 Five Main Targets

- On-time transmission
 - Within 6 hours in 2022
 - Within 5 hours in 2023
 - Within 4 hours in 2024
 - Within 3 hours in 2025
- Pay-for-performance
 - 100% or Multilateral PFP in 2025

EMS

However, M40 Compliance and the Provision of Delivery Information are still areas of improvement.

Regarding the main targets, the regional performance in on-time E2E, on-time Transmission, and CS Response Quality has also shown progress compared to the previous month, several DOs achieving over 80% performance.

The total regional volume has decreased, but 13 DOs have achieved positive growth, and the PFP agreement remains an area for improvement.

Source: EMS Unit

China-Laos Railway Offers a New Choice for Cross-Border Mail Transport for Countries Along the Line

The China-Laos Railway has opened up a new channel for mail transport. The freight trains on this line cover Lancang-Mekong Cooperation (LMC) members, such as China, Laos, Thailand, Myanmar, Cambodia and Vietnam, etc.

China Post Group and Lao Post are currently exploring ways to enhance their cooperation in mail transport through the Railway. In addition, the Railway Departments of the countries are actively exploring new modes of international rail transport, such as “Lancang-Mekong Express + Cross Border E-commerce” and “China-Laos Railway + CR Express”, to improve the coverage and cross-border freight capacity of the line. The Railway offers a new choice for cross-border mail transport for countries along the line, especially LMC countries, and injects new impetus to the rapid development of regional trade.



Source: China Post & Express News



<https://www.straitstimes.com/singapore/singpost-equips-vehicles-with-aeds-to-join-network-of-drivers-that-can-respond-to-cardiac-arrest-cases>

SingPost Equips Some Vehicles with Defibrillators; Drivers Get Training

Singapore Post has equipped some of its vehicles with defibrillators as part of a Singapore Civil Defence Force (SCDF) programme that gets first aid-trained drivers to quickly respond to cardiac arrest cases.

SingPost joins Strides Taxi, Grab, ComfortDelGro, Ninja Van, private-hire drivers as well as other motorists who ply the roads with automated external defibrillators (AEDs) and are ready to be mobilised.

Minister of State for Home Affairs and National Development Muhammad Faishal Ibrahim said that aside from equipping the vehicles with AEDs, the drivers are also trained in cardiopulmonary resuscitation (CPR).

KUDOS TO SINGPOST FOR THIS PEOPLE-FRIENDLY INITIATIVES.

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April 2023



Dak Karmayogi in India Post

India Post joins 'Mission Karmayogi', a new experiment of its kind in the direction of capacity building of civil services launched by the Government of India under the leadership of Prime Minister Mr. Narendra Modi.

The Mission is envisioned to transform the Indian civil services capacity building landscape by establishing a robust digital ecosystem enabling continuous anytime-anywhere learning to make the officials future ready. In line with 'Mission Karmayogi', India Post has developed an in-house e-learning portal called 'Dak Karmayogi' and launched it in June last year for enhancing the competence and capacities of close to 450,000 of its postal human resources.



The Dak Karmayogi portal enables the employee to access the uniform standardized training content online or in blended campus mode. This portal brings all the training content related to the work procedures of all cadres under one roof with essential soft skills to enable them to learn relevant subjects anytime, anywhere as per their convenience.

Any postal employee can log into this user-friendly portal just with his Employee ID and other credentials and can have access to training content developed as per WTDET (Watch, Think, Do, Explore, Test) model. In addition to this, trainees can enhance their competencies with the help of a Digital Library equipped with over 7000 departmental orders, circulars, and SOPs. Videos are made available in 12 Indian languages in this portal to enable trainees to access training content in vernacular Indian languages from anywhere in the country.

Dak Karmayogi portal is a step forward to equip every employee with all the requisite competencies to realize the vision of India Post to be the customer's first choice. Since the launch of the portal, a total of around 400,000 employees have completed the training successfully. Kudos to the leadership of India Post for conceptualizing and implementing such an ambitious capacity building project in a mission mode.

Source: India Post





Thailand Post Launches Jumbo Delivery Service

https://www.thaipr.net/en/logistics_en/3309850

Thailand Post has launched EMS JUMBO, a new express delivery service to meet the growing demand for transporting larger and heavier items up to 200 kilograms.

The service is available throughout the country and includes a reimbursement package for any losses or damage incurred during delivery. Customers can enjoy rates starting from 200-1,800 baht and purchase additional insurance for up to 200,000 baht reimbursement.

Between 2020 and 2022, motorcycles, electric motorcycles, and refrigerators were among the most frequently delivered larger and heavier items. The trend towards buying larger items online has increased the demand for delivery services.

EMS JUMBO can handle items of different types and sizes, including medication and cold chain products. Customers can benefit from Thailand Post's fast delivery standards of 2-4 days. The service is available in all 77 provinces, including islands and remote areas.

Vanuatu Boosts Postal System Efficiency and Risk Management with New Customs Interface

Vanuatu Post has linked its postal systems with Vanuatu Customs through the ASYHUB system to enable the real-time downloading of inbound and outbound postal consignments. The Single Window system is used to connect the Post CDS system with VeSW, allowing for easier communication and information exchange between Customs and Post.

Vanuatu is the first country in the region and the fourth worldwide to establish such a system, which is expected to boost e-commerce and improve risk management.

Vanuatu Post Limited staff have received training on the Customs Harmonized Coding system to ensure data integrity in the Customs system, and the Post unique tracking number is also electronically transferred to Customs to assist with service delivery to clients.

The partnership between Post and Customs in Vanuatu has resulted in an innovative and efficient system that benefits both agencies and the customers.

