



APPU NEWSLETTER

FROM SECRETARY- GENERAL'S DESK

As we step into the month of May, let me take a moment to reflect on the World Book Day which was observed on April 23, reminding us of the importance of reading and its benefits in expanding our knowledge, improving our critical thinking skills and broadening our perspectives. Let us continue to cultivate the habit of learning and encourage others to do the same.

We had a busy March and April with several events taking place at the APPU Bureau which I want to share with you.

On March 27, the Bureau held the second Local Executive Committee (LEC) meeting with the Ministry of Digital Economy & Society (MDES) and Thailand Post to discuss a variety of issues, including updates on the preparations for the 2023 Executive Council (EC) meeting, the activities of the Reforms Working Group, and the re-organizing of APPC training courses. The meeting also reviewed the digitization of APPU records. Special thanks to colleagues of MDES and Thailand Post for all their support.

Again, I am pleased to remind you that the Government of the Republic of Nauru will host the 2023 EC meeting from August 14 to 18 2023. The Bureau and the planning team just had an online meeting on April 28, and I encourage you to visit <https://www.appuec2023.com> for more information on the event.

Moreover, I would like to thank every member who took part in the Survey on the Consultancy Section's Initial Work Plan. Your feedback is essential to us, and we are committed to using it to improve our services and meet your needs more effectively, and we encourage you to participate if you haven't already. The Bureau has distributed another Training Needs Survey to gather deeper insights from each member's training expectations and priorities; your responses will be critical in determining our training activities for 2024.

I am also happy to share with you that I will be attending the POC session of the UPU in May, which will provide me with an opportunity to connect with members and discuss matters of interest to the APPU.

Finally, I take the opportunity to convey my greetings on the occasion of International Labour Day on May 1.



Thank you for your continued support, and I look forward to hearing from you.

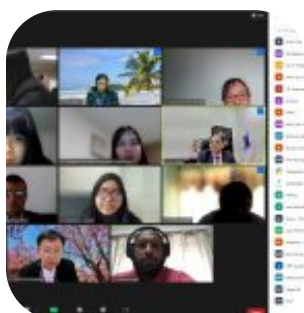
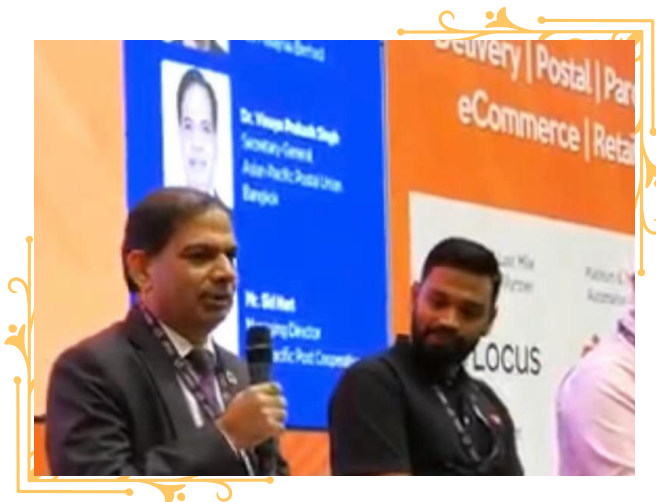
Dr. Vinaya Prakash Singh





SECRETARY-GENERAL ADDRESSES POSTAL DELIVERY CHALLENGES AT SMART DELIVERY EXPO 2023

Dr. V. P. Singh attended the Smart Delivery Expo 2023 at BITEC, Bangkok on March 23. He was the keynote speaker on the topic "Discussing delivery and postal challenges in the Asian region", where various challenges and opportunities for postal delivery in the Asia-Pacific were discussed. The conference was attended by industry experts from the postal and logistics sector, as well as postal sector stakeholders.



ONLINE TRAINING COURSES ON STRATEGY FORMULATION AND EXECUTION & TRANSFORMATION OF POSTAL ORGANIZATION



Two online training courses on **Strategy Formulation and Execution (SFE)** and **Transformation of Postal Organization (TPO)** were successfully conducted from April 17 to 28, 2023. The courses were attended by 26 participants from 15 countries, including Afghanistan, Bangladesh, Bhutan, Cambodia, China, Iran, Lao PDR, Maldives, Myanmar, Nepal, Papua New Guinea, Sri Lanka, Solomon Islands, Thailand, and Vietnam. The participants learned valuable skills and knowledge that will help them in their respective organizations.

15 MAY TO 2 JUN

E-BUSINESS AND TECHNOLOGY (EBT)
DIGITAL FINANCIAL SERVICES (DFS)

19 JUN TO 7 JUL

POSTAL BUSINESS DEVELOPMENT (PBD)
E-COMMERCE SOLUTIONS AND SUPPLY CHAIN MANAGEMENT (ESC)

APPC UPCOMING COURSES



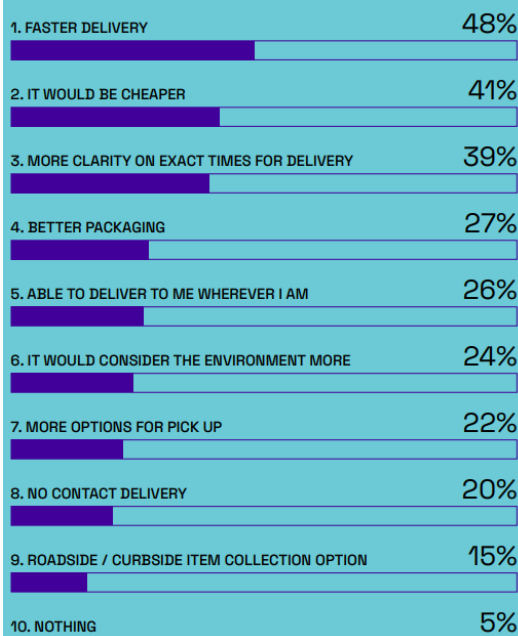
Insights



“FUTURE SHOPPER REPORT 2022”: KEY INSIGHTS INTO ASIA PACIFIC’S ONLINE SHOPPING TRENDS



WHAT DO CONSUMERS WANT TO CHANGE ABOUT THE DELIVERY EXPERIENCE?



Consumers were able to choose multiple option, hence why the totals do not add up to 100%.

The Future Shopper Report 2022, by Wunderman Thompson, surveyed over 30,000 online consumers from 18 countries, uncovers what consumers want from their digital shopping experience and how and what retailers and brands must deliver to win online.

The study shows 57% of global shoppers’ spending is now online, and 60% of global shoppers said they will increase their usage of digital shopping channels in the future.

Some key trends related to the delivery experience include the following:

- 39% admitted over-ordering with the intent of returning unwanted items
- On an average, consumers were happy to wait for 2.36 days for the products they ordered online to arrive
- However, 24% expect online orders to be delivered in less than 2 hours
- 23% of everything that global shopper order online is returned

In the Asia-Pacific region, the survey explores what motivates online shoppers, how frequently they buy from an online platform, how they research before shopping and what factors ultimately drive their appetites for purchasing online.

Here are some highlights from the report regarding the Asia-Pacific region:

WHICH COUNTRIES HAVE THE MOST IMPATIENT ONLINE ORDERERS? PERCENTAGE OF CONSUMERS WHO EXPECT THEIR PRODUCTS TO ARRIVE IN LESS THAN 2 HOURS!

01	UAE	50%
02	INDIA	46%
03	USA	37%
04	BRAZIL	31%
05	INDONESIA	27%
06	COLOMBIA	27%
07	CHINA	25%
08	THAILAND	25%
09	SOUTH AFRICA	25%
10	ARGENTINA	23%
11	MEXICO	20%
12	FRANCE	18%
13	UK	16%
14	SPAIN	15%
15	GERMANY	14%
16	AUSTRALIA	14%
17	NETHERLANDS	13%
18	JAPAN	11%

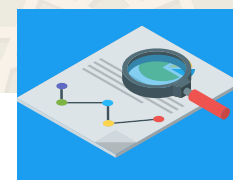
PERCENTAGE OF ONLINE SPENDING

	CURRENT ONLINE SPENDING	PREDICTED POST-COVID-19 ONLINE SPENDING (FROM 2022 DATA)	PREDICTED POST-COVID-19 ONLINE SPENDING (FROM 2021 DATA)	DURING COVID-19 ONLINE SPENDING	PRE-COVID-19 ONLINE SPENDING
OVERALL	57%	54%	51%	61%	45%
CHINA	66%	59%	54%	64%	55%
JAPAN	48%	42%	48%	51%	41%
AUSTRALIA	55%	49%	49%	58%	43%
THAILAND	60%	61%	54%	62%	51%
INDONESIA	64%	63%	50%	62%	43%
INDIA	64%	61%	55%	65%	56%

WHERE DO ONLINE SHOPPERS SEARCH FOR PRODUCTS IN DIFFERENT COUNTRIES?

	01	02	03
CHINA	OTHER MARKETPLACES - 41% (TAOBAO / PINDUODUO)	TMALL - 39%	SOCIAL MEDIA SITES - 37%
JAPAN	OTHER MARKETPLACES - 44%	SEARCH ENGINES - 34%	AMAZON - 44%
AUSTRALIA	SEARCH ENGINES - 42%	RETAILER SITES - 30%	BRAND WEBSITES - 22%
THAILAND	SHOPEE / LAZADA - 59%	SOCIAL MEDIA SITES - 41%	SEARCH ENGINES - 33%
INDONESIA	OTHER MARKETPLACES - 60%	AMAZON - 41%	SEARCH ENGINES - 29%
INDIA	AMAZON - 39%	YOUTUBE - 29%	OTHER MARKETPLACES - 28%

To download the full report, visit
<https://www.wundermanthompson.com/insight/the-future-shopper-2022>



APPU NEWSLETTER

May

The logistics industry is expected to undergo significant changes in 2023 and beyond, according to an analysis shared by the Parcel Monitor Community. To stay ahead, businesses are advised to consider the following strategies:

1. Embracing complexity through automation, which can significantly enhance the effectiveness of the supply chain through the use of online marketplaces, automated tools, autonomous vehicles and delivery drones.
2. Utilizing data mining to analyze available business data can help identify patterns and inefficiencies, allowing for more effective supply chain management and optimized resource allocation.
3. Multimodal logistics, which integrates various forms of transportation such as road, train, air and sea, can create a seamless supply chain for moving goods across different regions and enable businesses to respond quickly to unforeseen disruptions.
4. Implementing "Green" Logistics can help mitigate the negative environmental impacts of operations, such as minimizing emissions through route-planning technology and the use of EVs, utilizing pick-up points to reduce repeat deliveries, and implementing biodegradable packaging to improve the company's reputation among environmentally conscious consumers.
5. Real-time tracking with RFID at all stages of the supply chain can improve logistics managers' ability to manage inventory and reduce workload and human error in warehouse operations, leading to improved customer satisfaction and loyalty.

https://www.parcelmonitor.com/insights/the-future-is-now-top-logistics-trends-to-embrace-in-2023?utm_source=alcottglobal&utm_medium=media-partner&utm_campaign=what_makes_a_good_delivery_experience&utm_content=top-logistics-trends-2023

INSIGHT: TOP LOGISTICS TRENDS TO EMBRACE IN 2023

By



May 2023

MEMBERS' NEWS



APPU Bureau

| www.appu-bureau.org/

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Hongkong Post Stamps 郵票策劃及拓展處

HK POST ISSUED “A TRIBUTE TO HEALTHCARE WORKERS” SPECIAL STAMPS



Hong Kong Post has issued a set of special stamps to pay tribute to healthcare workers for their unwavering commitment and dedication during the COVID-19 pandemic. The stamps feature doctors, Chinese medicine practitioners, nurses, and other healthcare professionals working tirelessly to safeguard the public's health. The stamps are a symbolic gesture to acknowledge their contribution of healthcare workers and show appreciation for their selflessness and professionalism.

The stamps are available for purchase at all post offices from 29 March 2023, along with official first-day covers and other stamp products.

<https://stamps.hongkongpost.hk/stamp/detail/db15a5c4-6d6a-490d-8c2d-4f308074aaa5>



POS INDONESIA DISTRIBUTES FOOD AID TO 1.4 MILLION FAMILIES IN SEVEN PROVINCES

Pos Indonesia has partnered with National Food Agency to distribute food assistance to 1,466,089 families at risk of stunting in seven provinces in Indonesia. The aid consists of 10 eggs and one kilogram of frozen chicken meat which will be distributed in three phases for three months from April to June 2023.



Pos Indonesia has deployed over 6,000 fleets and more than 15,000 personnel to ensure quick and targeted distribution of the aid.

The program aims to address food shortages, poverty, stunting, malnutrition, and control the impact of domestic inflation.

<https://www.posindonesia.co.id/id/artikel/detail/288/pos-indonesia-salurkan-bantuan-pangan-pengentasan-stunting-ke-14-juta-keluarga>



EMISSIONS CUT-TRIAL A SUCCESS FOR NZ POST'S ELECTRIC LIGHT TRUCK

NZ Post has successfully trialled the FUSO eCanter electric truck for six months, reporting large fuel cost savings and significant carbon emission reductions.

The electric vehicle was tested on the route between the company's North Shore Operation Centre and Silverdale Depot and achieved a 77.3% reduction in fuel costs compared to the diesel equivalent.

Carbon emissions were also cut by 86.5%. The eCanter's quiet and clean operation was appreciated by the driver, and NZ Post is interested in expanding the use of the trucks for short-haul deliveries that are difficult to navigate with larger vehicles.

NEWS

UPDATES

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Co-funding for the electric truck and its charging infrastructure was received from the government's Low Emission Transport Fund.

NZ Post has one of the largest EV delivery fleets in New Zealand, including over 400 Paxsters, and has also launched a hydrogen truck for commercial use.

<https://www.scoop.co.nz/stories/BU2304/S00209/emissions-cut-trial-a-success-for-nz-posts-electric-light-truck.htm>



PAKISTAN POST IMPLEMENTS INNOVATIVE PLAN FOR MODERNIZATION AND CUSTOMER SATISFACTION

Pakistan Post is undergoing a comprehensive digital transformation to become a more customer-friendly, self-sustaining and technology-driven entity.

As part of this initiative, Pakistan Post has introduced a range of innovative measures, including the launch of a mobile app that allows clients to handle complaints, track parcels and obtain relevant information about postal services.

Pakistan Post has also established Amazon Facilitation Centers in several key cities to facilitate the export of various items worldwide. Moreover, Pakistan Post has introduced Urgent Mail Service, Cash-on-Delivery Service, Electronic Money Order Service, and Express Post to enhance its services.

https://www.inp.net.pk/article-detail/inp-wealthpk/pakistan-post-set-to-become-a-modern-vibrant-organisation?fbclid=IwAR0XYhkfdol9_AoltjE17yIRrHRxwYAEqLi8TIyeKN_2a_eFX0vui5o7b10

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APPU Newsletter

May 2023

VIETNAM

HOSTS FIAP EXECUTIVE COMMITTEE MEETING

Vietnam Philatelic Association and Vietnam Post hosted the second Federation of Inter-Asian Philately (FIAP) Executive Committee Meeting from March 10 to 12, 2023, in Hanoi.

The meeting had 30 delegates from countries like Thailand, Singapore, China, UAE, Japan, and Australia, among others.



The Federation discussed its activities, strategies, and plans to boost the stamp collection movement in the Asia-Pacific region, including organizing training programs and upgrading stamp collections for the international exhibition. Stamp-collection experts and speakers shared their knowledge with stamp lovers in Vietnam.

FIAP has 31 members across the globe and is one of the three Philatelic Federations with the continental scale of Federation Internationale de Philatelie (FIP).

<http://www.vnpost.vn/en-us/bai-viet/chi-tiet/id/97174/key/fiap-executive-committee-meeting>



Share your stories with us

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

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

- Celebration of 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.



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