

APPU NEWSLETTER

WWW.APPU-BUREAU.ORG

JULY 2023



APPU Bureau



@APPU_Post



FROM SECRETARY-GENERAL'S DESK

As we enter the month of July, it gives me great pleasure to reflect on the successful first half of the year and express my heartfelt appreciation for your unwavering support. Together, we have accomplished significant milestones and made remarkable progress towards our shared objectives.



In June, I had the pleasure of participating in several exciting activities that contributed to the advancement of our goals. One notable event was the WCO-UPU Global Conference under the overall theme of "Challenges and Opportunities for Cross-Border E-commerce through Customs and Postal Cooperation" held in Tokyo.

This Conference provided a great opportunity to the participants to connect and explore the road ahead for cross-border e-commerce through effective Post-Customs cooperation.

Additionally, I was privileged to speak at PUASP's Postal Regulatory Forum, where we discussed the importance of adapting regulations to align with current needs of our sector.

In another notable development, the APPU Bureau and State Post Bureau of (P.R.) China signed a MoU to enhance collaboration.

From July 3 to 7, 2023, the APPC hosted the 3rd ORE workshop under the aegis of the UPU. With 33 registered participants from 15 countries, this workshop has been an excellent platform for insightful discussions and knowledge sharing in the presence of experts from the UPU. It shed light on the objectives, expected outcomes, and implementation progress of the ORE project among the participating DOs in our region.

Looking ahead, I would like to draw your attention to the significance of the upcoming 4th UPU Extraordinary Congress to be held in Riyadh, Saudi Arabia, in Oct 2023. During our Executive Council meeting scheduled from August 14 to 18, we will have a dedicated session for the Extraordinary Congress to focus on opening up the UPU to wider postal sector players and addressing urgent postal issues. To facilitate our preparations, we organized an online meeting of subject matter experts on July 11. This briefing served to inform APPU members about the proposals and provided an opportunity to address this queries. We encourage member countries to share their perspectives at the APPU Executive Council to formulate a common voice of the region on opening up.

I eagerly anticipate your active participation and engagement in our upcoming events. Together, we will continue to drive progress, foster collaboration, and strengthen the sector.

Dr. Vinaya Prakash Singh

SECRETARY-GENERAL PARTICIPATED IN WCO-UPU GLOBAL CONFERENCE ON CROSS-BORDER E-COMMERCE COOPERATION

The Secretary-General attended the WCO-UPU Global Conference, held from June 6 to 8 in Tokyo, Japan. The event gathered more than 600 participants from over 100 countries to exchange expertise and best practices and advance Post-Customs cooperation in key areas.

During the event, the SG had the pleasure of meeting esteemed individuals, including Mr. Masahiko Metoki, the Director General of UPU, Mr. Marjan Osvald, the Deputy Director General of UPU, and Mr. Franklin Castro, the Secretary General of the Postal Union of Americas, Spain, and Portugal (PUASP).

The Conference provided a valuable platform for discussions on enhancing collaboration between Customs and Postal



administrations to facilitate the seamless flow of cross-border e-commerce. The SG's presence at the event underscored the APPU's commitment to addressing the challenges and harnessing the opportunities associated with the rapidly growing cross-border e-commerce.

Full story <http://bit.ly/45Uu9ag>

SECRETARY-GENERAL SPOKE AT PUASP'S POSTAL REGULATORY FORUM, STRENGTHENING APPU-PUASP PARTNERSHIP

Invited by their Secretary General, Mr. Franklin Castro, APPU Bureau remotely attended the the Postal Regulatory Forum organized by the Postal Union of the Americas, Spain, and Portugal (PUASP) remotely on July 28.

Dr. Singh delivered a keynote address at the Forum, presenting the structure of the APPU, providing updates on regional projects. Additionally, the Bureau consultants shared regulatory and legal framework cases in the Asia-Pacific region.

The Forum served as an invaluable platform for the exchange of experiences, addressing regulatory changes, and fostering cooperation projects that contribute to the development of postal regulation within the PUASP member countries.

Such collaborative effort will help the APPU and PUASP strengthen the partnership, working towards the advancement of the postal sector and the realization of their shared objectives.

BUREAU NEWS

APPU BUREAU AND STATE POST BUREAU OF (P.R.) CHINA SIGNED MOU FOR ENHANCING COLLABORATION

The Secretary-General cordially received a delegation from the State Post Bureau (SPB) of P.R. China, headed by Deputy Director General Mr. Jun LIU, at the APPU Bureau in Bangkok on Jun 14, 2023. The meeting proved highly constructive as both sides engaged in fruitful discussions encompassing the latest postal sector trends in China, updates on APPU activities, and training and capacity-building projects.

A significant outcome of the meeting was the signing of a Memorandum of Understanding (MoU) which aims to enhance cooperation in the postal field. Additionally, the APPU and SPB exchanged views on areas of mutual interest and explored avenues for further cooperation.

Dr. Singh expressed his appreciation for the visit and highlighted the significance of the meeting in strengthening ties between the APPU and SPB. Both sides expressed their commitment to maintaining a robust and mutually beneficial partnership in addressing the evolving needs and challenges of the postal sector in the Asia-Pacific region.



UPU WORKSHOP ON OPERATIONAL READINESS FOR E-COMMERCE (ORE) FOR THE ASIAN REGION FROM JULY 3 TO 7 IN BANGKOK

The second UPU workshop on ORE-3 for the Asian region was successfully conducted at APPU, Bangkok.

This workshop on UPU Regional Project on Operational Efficiency and E-commerce Development was attended by more than 30 participants from 15 countries in the region.

The UPU Coordinator for Asia-Pacific and South-South Cooperation, Mr. Thakur Subhash Sinha highlighted the importance of improving the quality and reliability of mail in the inaugural session of the 5-day workshop. The workshop focused on the certification of all the participating Designated Operators from the region.

More Info



www.appu-bureau.org



admin@appu-bureau.org



+66 (0) 2 573 1160



APPC EXTERNAL TRAINING PROGRAM ON MARKETING AND INNOVATION FOR MACAO POST

Macao Post recently hosted a comprehensive training program on Marketing and Innovation for its employees, facilitated by the APPC Course Director Mr. Anucha. The program aimed to equip participants with a deep understanding of marketing and innovation concepts in the postal sector and to develop basic strategy formulation skills. The workshop attracted 22 participants from various departments within Macao Post.

The workshop covered a wide range of topics: these included real-world case studies on marketing and innovation in the postal industry, which offered valuable insights and practical applications to the participants.

By utilizing various tools and techniques throughout the training, participants not only acquired theoretical knowledge but also developed practical skills to be applied in their work. The ultimate goal was for each manager to formulate marketing and innovation strategies and plans that would contribute to the overall success of Macao Post.

The training concluded with a very positive feedback.

Upcoming APPC Courses/Workshops

JULY 17 TO AUGUST 4

- EXPRESS MAIL SERVICE (EMS)
- INTERNATIONAL MAIL ACCOUNTING (IMA)

JULY 24 TO 28

- TERMINAL DUES WORKSHOP
- EMS QUALITY AND PERFORMANCE IMPROVEMENT WORKSHOP

SEPTEMBER 18 TO OCTOBER 13

- MARKETING AND INNOVATION FOR POSTS (MIP)

SEPTEMBER 18 TO OCTOBER 27

- POSTAL MANAGEMENT (PMC)

SEPTEMBER 25 TO 29

- STRATEGY TO ADAPT IN THE NEW NORMAL
- LEADERSHIP AND INNOVATION MANAGEMENT

APPC Successfully Conducts PBD and ESC Courses, with Special Workshops

The APPC has successfully organized two three-week courses on Postal Business Development (PBD) and E-commerce Solutions and Supply Chain (ESC), from June 19 to July 7. As part of these courses, two special Workshops on Business Planning (BP) and Supply Chain Management (SCM) were conducted during the second week, between June 26 to 30.



INSIGHTS AND UPDATES

THE IATA ANNUAL REVIEW 2023

Recently, the International Air Transport Association (IATA) unveiled its IATA Annual Review 2023 at the Annual General Meeting and World Air Transport Summit held in Istanbul, Turkey.

According to the IATA Annual Review 2023, air cargo volumes (including freight, express, international parcels, and mail) are expected to reach 578 million tons in 2023, which is lower than the 615 million tons in 2019, due to the sharp slowdown in international trade. However, air cargo revenue is expected to reach \$142.3 billion in 2023, which is higher than the \$100 billion in 2019, although significantly lower than the \$210 billion in 2021 and \$207 billion in 2022.

The IATA Annual Review 2023 provides several key insights regarding the air cargo business and supply chain. Here are some of the highlights:

- 1. Impact of COVID-19:** The COVID-19 pandemic has reshaped the air cargo business. While air cargo volumes have come under pressure due to the economic measures introduced by governments, revenues and yields have remained above pre-pandemic levels;
- 2. Contribution to airline revenues:** Air cargo's contribution to airline revenues in 2022 was 17% of total revenues, which is considerably higher than the 12% in 2019;
- 3. Sustainability efforts:** The air cargo industry is focusing on optimizing packaging, exploring alternative materials, and implementing recycling initiatives to foster a more sustainable and circular economy within the cargo industry;
- 4. Digital transformation:** Digitization is a key priority for the air cargo industry. Efforts are being made to ensure the full implementation of ONE Record by January 2026, which aims to replace various data standards with a unified record for every shipment, streamlining processes and enhancing efficiency;
- 5. Global supply chain support:** Digital standards, such as the IATA Interactive Cargo guidelines, have been developed to improve the monitoring of quality and accuracy in worldwide shipping of time and temperature-sensitive goods.



03	Members' list	31	Diversity & Inclusion
06	Willie Walsh, Director General	33	Passenger Experience
08	Mehmet T. Nane, Chair, Board of Governors	35	Cargo
11	Members of the Board of Governors	37	Safety
12	Economics	42	Security
21	Regulations	45	Modern Airline Retailing
27	Environment and Sustainability	48	Financial Services


International Air Transport Association
Annual Review 2023
79th Annual General Meeting and
World Air Transport Summit, Istanbul, Türkiye



MEMBER INTERVIEW

The Bureau had the privilege of interviewing **Mr. Jun LIU**, the head of the Chinese delegation and Deputy Director General of the State Post Bureau, during his visit to the APPU headquarters. This interview sheds light on the recent developments in the postal industry in China and explores China's contributions to the global postal industry and its cooperation with APPU.

Q1: What are your objectives for this visit and what area of cooperation are you looking to strengthen with APPU?

Mr. Liu: Through this visit, we aim to strengthen the exchange of information on postal cooperation and development, discuss future cooperation in personnel training, and support the capacity-building projects, and enhance communication and collaboration among member countries within the framework of APPU. We also seek to establish a high-level meeting mechanism to address major international postal affairs and explore innovative cooperation opportunities within the APPU framework.

Q2: How does China contribute to the development of the global postal industry and its cooperation with APPU?

Mr. Liu: China has always attached great importance to developing friendly relations with other countries and supporting the reforms and innovations pursued by APPU and UPU. We actively participate in providing technical assistance to developing and underdeveloped countries, host international postal conferences, and organize special training for developing countries. Moreover, China has served as chairs of various working groups within APPU and UPU, fulfilling our obligations and contributing to the development of the global postal industry.

Q3: Can you provide an overview of the recent work and development in the postal industry in China?

Mr. Liu : The postal industry in China has been undergoing significant reforms and transformations. In recent years, we have seen steady growth and improvement.

APPU NEWSLETTER

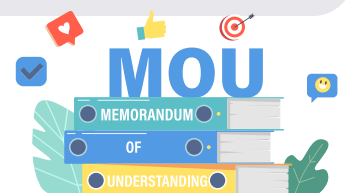


A CONVERSATION WITH MR. JUN LIU, DEPUTY DIRECTOR GENERAL OF THE STATE POST BUREAU OF (P.R.) CHINA

During the first quarter of 2023, the business volume of the postal industry achieved an 8.5% increase compared with last year. Specifically, the express delivery business volume increased 11% from 2022. These numbers reflect the positive trend of stable recovery and the crucial role the postal industry plays in boosting the national economy and society.

Q4: During your visit to the APPU Bureau, what is your overall satisfaction with the experience and the outcomes achieved?

Mr. Liu: I am extremely satisfied with my visit to the APPU headquarters and the outcomes we have achieved. The hospitality and warm reception extended to our delegation have been exemplary. The discussions and interactions with Dr. Singh, the Secretary-General, and other APPU officials have been fruitful, fostering a deeper understanding of the challenges and opportunities in the postal industry.



MEMBER 'S NEWS



AUSTRALIA POST OPENS ITS SECOND-LARGEST PARCEL SORTING FACILITY

Australia Post has launched its second largest parcel sorting facility at Kemps Creek in Sydney's west.

The \$73 million facility has an initial capacity of 200,000 parcels a day, which is expected to be expanded by half a million parcels a day with the acquisition of new equipment.

[Link to the video report](https://www.news.com.au/finance/australia-post-launches-second-largest-parcel-sorting-facility/video/bd726e9ebca6ac4ab7cfc13da8d1f320)

<https://www.news.com.au/finance/australia-post-launches-second-largest-parcel-sorting-facility/video/bd726e9ebca6ac4ab7cfc13da8d1f320>

YAMATO AND JAPAN POST ANNOUNCED TIE-UP FOR MAILBOX AND SMALL PARCEL DELIVERIES

Yamato Transport and Japan Post have announced their collaboration to address the impending "2024 problem," which involves an anticipated shortage of truck drivers resulting from upcoming restrictions on overtime work.

The companies intend to enhance delivery efficiency for small parcels and mailbox deliveries.

Starting January 31, 2024, Yamato Transport's direct-mail service, known as "Kuroneko DM-Bin," will transition to "Kuroneko Yu-Mail" and utilize Japan Post's "Yu-Mail" network.

Furthermore, Yamato Transport plans to gradually replace its "Nekopos" small parcel deliveries with a similar service provided by Japan Post by March 31, 2025.

By leveraging each other's resources, both companies anticipate business growth, with Japan Post seeking to tap into Yamato Transport's ¥120 billion sales from Kuroneko DM-Bin and Nekopos services.



[Link to full article](https://www.japantimes.co.jp/news/2023/06/20/business/corporate-business/yamato-japan-post-tieup-2024/)

<https://www.japantimes.co.jp/news/2023/06/20/business/corporate-business/yamato-japan-post-tieup-2024/>

MALDIVES POST SIGNED MOU WITH THE ELECTIONS COMMISSION OF MALDIVES



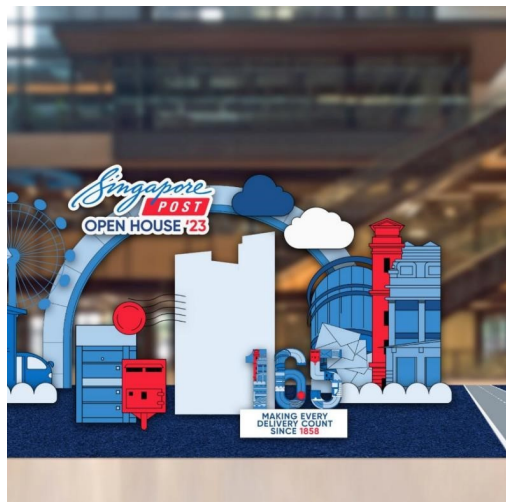
Maldives Post signed Memorandum of Understanding (MoU) with the Elections Commission of Maldives to deliver the voting materials of the upcoming 2023 presidential election.

The aim of the MoU is to deliver 804 vote booths and 402 vote boxes to the voting centers established in 186 islands.

Upcoming presidential elections are scheduled to be held in the Maldives on Monday 9 September 2023.

Source: Maldives Post

MEMBER 'S NEWS



SINGAPORE POST (SINGPOST) INVITES THE COMMUNITY TO CELEBRATE 165 YEARS OF POSTAL SERVICES IN SINGAPORE

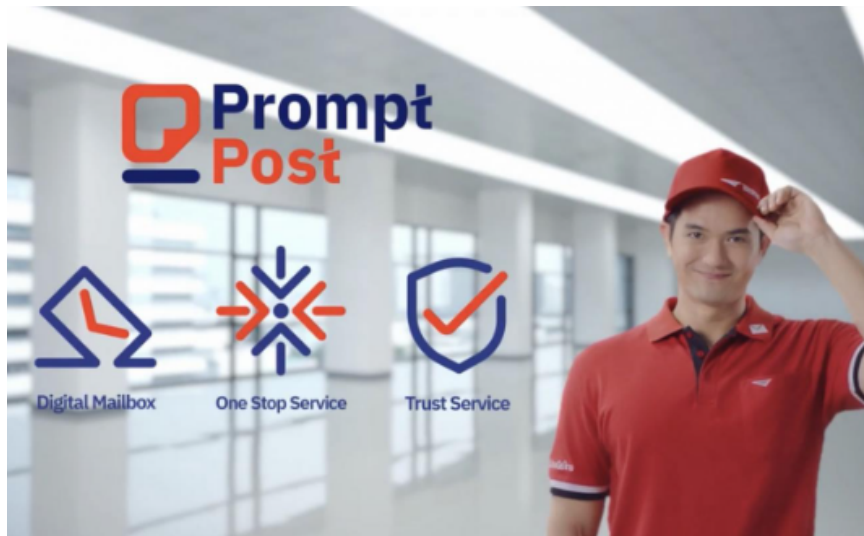
SingPost, on its 165th anniversary, showcases its practices that enhance communication between Posts and customers.

Celebrating their legacy, SingPost invites the community to join their festivities, highlighting their expertise in fostering effective postal communication. Through interactive exhibitions, workshops, pop-up philatelic store, and tours, SingPost shares successful strategies in customer engagement, logistics, and digital transformation.

SingPost's commitment to innovation strengthens customer connections, facilitating seamless and efficient postal services.

Link to full article

<https://www.singpost.com/about-us/news-releases/singpost-invites-community-celebrate-165-years-postal-services-singapore-its>



THAILAND POST TO LAUNCH PROMPT POST: A DIGITAL MAILBOX SERVICE REVOLUTIONIZING DOCUMENT HANDLING

Thailand Post is gearing up to launch Prompt Post, a comprehensive digital mailbox service aimed at capitalizing on the growing trend of electronic document handling. The service is part of Thailand Post's Post Digital mission, which aims to provide seamless postal and logistics solutions.

Prompt Post offers a secure and convenient digital mailbox platform. To ensure security, users undergo identity verification through the Department of Provincial Administration, confirming the validity of their ID and existence. This closed platform guarantees a safe and reliable communication channel, distinguishing it from traditional email.

Thailand Post is currently in discussions with various government agencies to establish a Prompt Post pilot project. The implementation of Prompt Post is not only expected to enhance customer convenience but also generate new business opportunities for Thailand Post.

With Prompt Post, Thailand Post demonstrates its commitment to innovation and evolving customer needs, revolutionizing traditional mail services and embracing the digital future.

Link to full article

<https://www.bangkokpost.com/business/2578909/thailand-post-plans-to-launch-digital-mailbox-service-by-q3>

