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FROM SECRETARY-  
GENERAL'S DESK



### Greetings from the Asian-Pacific Postal Union!

May 2024 has been a month of significant activities and accomplishments for the APPU.

At the APPC, we successfully completed two important courses: the Parcel, Logistics, and Operations Management (PLOM) Course and the Human Resource Management (HRM) Course. Both courses had a rigorous four-week training schedule that fully engaged the participants in their learning journey.

In our commitment to a sustainable future and educating the postal workforce on this vital issue, we hosted a Workshop on “Sustainable Development in the Postal Sector” from June 3 to 5, 2024, at the APPC. This three-day event explored the environmental, social, and economic aspects of sustainability within the postal sector, fostering the exchange of knowledge and best practices

aligned with the United Nations Sustainable Development Goals (SDGs).

In preparation for the Union's 2024 Executive Council meeting in Seam Reap, Cambodia, I conducted online meetings with senior officials from the Ministry of Post and Telecommunications of Cambodia to review the preparations, including logistics. The dedicated team in Cambodia is taking all necessary steps to ensure the EC meeting is organized in a grand and befitting manner. I urge the participating delegates from member countries and observers to complete their online registrations timely.

This month, I also had the opportunity to engage in a fruitful interaction with Mr. Telmen Gerelt, the newly appointed CEO of Mongol Post JSC. Our discussions focused on enhancing collaboration between the APPU and Mongol Post in areas of mutual interest, including workforce capacity building. It was fascinating to learn about how the use of ‘what3words’ geocoding supplements national addressing in Mongolia, facilitating accurate postal deliveries by Mongol Post. We also discussed preparations for the upcoming UPU Strategy Conference for the Asia-Pacific being held in Mongolia in the month of September 2024.

Looking ahead, collaboration and innovation will be the key determinants of our success. Your active participation and insights are crucial as we strive towards our shared goals and a sustainable future.

Happy reading!



**Dr. Vinaya Prakash Singh**  
Secretary-General, APPU

# MEMBER EXECUTIVE CHANGES

MS. VANDITA KAUL TAKES  
OVER AS SECRETARY,  
DEPARTMENT OF POSTS,  
GOVERNMENT OF INDIA



India Post has announced that Ms. Vandita Kaul has taken over as the new Secretary to Government of India in Department of Posts and Chairperson of the Postal Services Board on June 1, 2024, following the

retirement of Mr. Vineet Pandey after a distinguished 37-year career.

Ms. Kaul brings extensive experience to her new role, having held significant positions within and outside India Post, including Senior Superintendent of Post Offices, Director of Postal Services, and Deputy Director General. Prior to her current role, Ms. Kaul served as Member (Banking and Direct Benefits Transfer) of the Postal Services Board, showcasing her dedication to advancing India Post's mission. She has also worked as Chief Postmaster General in an important province of Northern India. Earlier, she held important assignments in other Ministries/Departments of Government of India, such as Department of Financial Services, Ministry of Social Justice and Empowerment, and Ministry of Environment and Forest.

Ms. Kaul is committed to modernizing postal business, financial services and enhancing e-commerce capabilities of India Post. She aims to continue the initiatives started by her predecessor, focusing on digital transformation and capacity building.



MR. MIKE PLANAS  
APPOINTED AS NEW  
PHLPOST CHAIRMAN

The Philippine Postal Corporation (PHLPost) has announced that Hon. Mike Planas has taken over as the new Chairman of the Board of Directors in May 2024,



following his appointment by President Ferdinand "Bongbong" Marcos Jr. Planas, a seasoned public servant and former Councilor of Quezon City, brings extensive experience to his new role.

Chairman Planas is committed to revitalizing and upgrading the country's postal service, focusing on digital transformation and expanding PHLPost's business lines, including e-commerce, warehouse facilities, and logistics. He aims to lead PHLPost in meeting the evolving demands of the Filipino public through effective collaboration among officials, employees, and stakeholders.

The restoration of the iconic Manila Central Post Office Building is also a part of Chairman Planas' agenda, supporting efforts to rebuild this historic structure.

Planas has previously served as a consultant to the United Nations Food and Agriculture Organization (FAO) and has an impressive academic background, with degrees from the University of the Philippines Diliman, American University, and the Asian Institute of Management.



The APPU Bureau extends their warmest congratulations to Ms. Kaul and Mr. Planas on assumption of their new role and look forward to their leadership in advancing the postal community. We also extend our heartfelt thanks and best wishes to their immediate predecessors - Mr. Vineet Pandey from India Post and Justice Stephen C. Cruz from PHLPost for their dedicated service and invaluable contributions.

## WELCOME

**MR. KENICHI  
HOSOKAWA  
JOINS THE  
APPU BUREAU**



We are delighted to announce a new addition to our team - Mr. Kenichi Hosokawa from Japan Post Co. Ltd who joined as Lecturer at APPC this month.

Mr. Hosokawa brings over two decades of experience in the postal and logistics industry. He has a strong background in managing international postal operations, improving delivery processes, and ensuring compliance with industry standards. His work in marketing and expanding EMS services has led to growth and better customer satisfaction. Additionally, Mr. Hosokawa has experience in training, having taught EMS sales and marketing at Japan Post's training institute.

Mr. Hosokawa also has valuable experience as a coordinator for the Organizing Committee of the Tokyo 2020 Olympic and Paralympic Games. With his planning and communication skills, he contributed significantly to the successful organization of these major international events.

The APPU Bureau is excited to have him on board and looks forward to his contributions. We also thank the Japan Post Co. Ltd for seconding him to the Bureau.

**SUSTAINABLE  
DEVELOPMENT IN THE  
POSTAL SECTOR  
WORKSHOP WAS  
SUCCESSFULLY  
COMPLETED**



APPU recently organized a three-day Special Workshop on Sustainable Development in the Postal Sector. The workshop was conducted from June 3 to 5, 2024 and was attended by 25 participants. The focus of the first workshop of this kind was on understanding the United Nations Sustainable Development Goals and their direct linkage with the postal sector enabling countries to complete the SDG mapping of their postal products, services, and policies. The workshop was led by experts from APPU.

As an outcome of the workshop, lessons learned from the workshop along with a guide for SDG mapping for individual countries will be shared with APPU members. Also, in continuation of our efforts to facilitate sustainable development in the postal sector, a survey will be shared with the member countries to identify the best practices and collate the information.

UPU experts conducted sessions on IB-related works on achieving SDGs, climate-related work, gender equality, and social services in the postal sector. The workshop also included a visit to the UN ESCAP office in Bangkok, and presentations about the Sustainability practices from the designated operators of China, France, India, and Japan.





## APPC COMPLETED PLOM AND HRM COURSE

The Parcel, Logistics and Operations Management (PLOM) and Human Resource Management (HRM) courses were recently concluded at the APPC on June 7. The two 4-week courses had about two dozen participants from 14 different countries.

Additionally, two Special Workshops were organized during the third week, on the Last Mile Delivery & Fulfillment and on Performance Management of Workforce, with a total of 21 additional participants from 8 countries. Special thanks to the Shijiazhuang Posts and Telecommunications Technical College, China (P.R.) for sending Associate Professor Ronggai Zhao for the **LMDF** workshop.

The workshop covered key aspects such as contemporary HR trends, strategic HRM in the postal industry, e-commerce delivery realities, navigating change in the postal sector, and sustainable development practices. Training activities included site visits to Thailand Post Mail Centers, Thai Airways Cargo, Trust Box (Fulfillment Center), and PIM (Panyapiwat Institute of Management), providing practical insights into efficient postal operations and logistics.

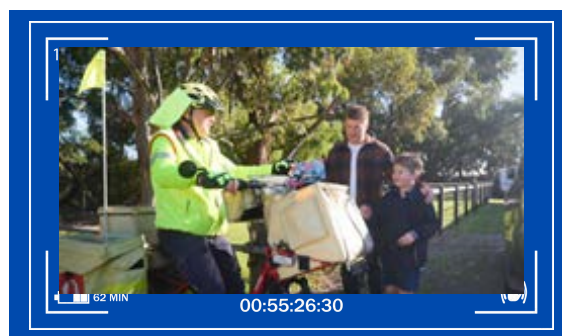
It was encouraging to see the participants demonstrating the organization's commitment to capacity building and enhancing proficiency in international mail management and accounting practices.



## MEMBERS'

### NEWS

 **Australia Post** "HELPING TO CONNECT PEOPLE WITH EACH OTHER AND TO MENTAL HEALTH INFORMATION"



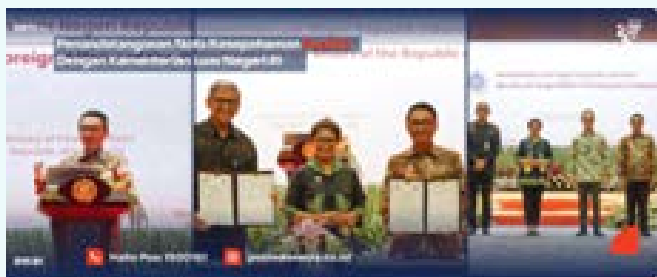
Australia Post, in collaboration with Beyond Blue, is expanding its annual Connection Postcard program to distribute prepaid postcards to five million households across Australia, including regional and rural areas.

The initiative aims to promote mental health awareness and combat loneliness by encouraging

Australians to send personalized messages to loved ones. Each postcard includes mental health information and Beyond Blue contact details.

The program, in its fourth year, has delivered over 16 million postcards, significantly enhancing community connections and mental well-being.

<https://postandparcel.info/156242/news/e-commerce/australia-post-helping-to-connect-people-with-each-other-and-to-mental-health-information>



## KEMLU STRENGTHENS ECONOMIC DIPLOMACY THROUGH STRATEGIC PARTNERSHIP WITH POS INDONESIA

The Indonesian Ministry of Foreign Affairs (Kemlu) has taken significant strides in enhancing economic diplomacy. In a recent development, Kemlu signed a strategic Memorandum of Understanding (MoU) with Pos Indonesia, the country's leading postal and logistics services provider.

### KEY PROGRAM HIGHLIGHTS:

#### GLOBAL LOGISTICS ECOSYSTEMS

The MoU aims to bolster logistics ecosystems for Indonesian businesses on the global stage. Pos Indonesia's extensive network will play a pivotal role in facilitating market access for Small and Medium Enterprises and State-Owned Enterprises.

#### MARKET EXPANSION

By collaborating with Pos Indonesia, Kemlu seeks to strengthen connectivity and supply chains, supporting Indonesian businesses abroad. This partnership underscores Indonesia's commitment to fostering economic growth and global connectivity.

The strategic alliance between Kemlu and Pos Indonesia holds immense promise for Indonesia's economic landscape. It reflects a concerted effort to create opportunities for businesses and promote Indonesia's interests worldwide.

<https://www.posindonesia.co.id/en/articles/detail/perkuat-diplomasi-ekonomi-kemlu-tandatangani-nota-kesepahaman-dengan-ojk-dan-pos-indonesia>



## IRAN POST ENHANCES POSTAL SERVICES IN REMOTE AREAS

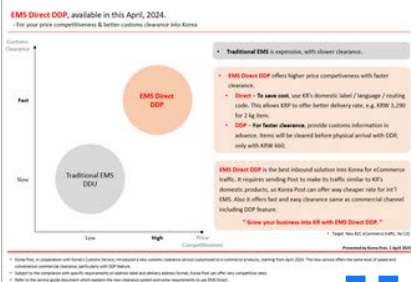
With the cooperation of employees and the residents, Iran Post has implemented the installation of urban license plates with ten-digit postal codes, providing spatial identities to the residential units in more than 60 villages in remote areas.

This initiative marks an important milestone for rural development, enhancing connectivity in these regions. The project involves assigning a distinct spatial identity to each residential unit in over 60 villages in border districts through the installation of urban license plates, each with a unique ten-digit postal code.

This collaborative project exemplifies a community-driven approach to development, demonstrating the power of collective effort in achieving tangible progress.



Source: Iran Post



## KOREA POST LAUNCHES NEW E-COMMERCE CUSTOMS CLEARANCE SERVICE

Starting April 1, 2024, Korea Post, in collaboration with Korea's Customs Service, has introduced EMS Direct DDP (Delivery Duty Paid) service, a new customs clearance service tailored for e-commerce products. This innovative service aims to offer the same level of speed and

convenience as commercial clearance, featuring a DDP option.

The DDP service mandates advanced data transmission for import clearance, ensuring swift processing by including recipient information and item descriptions. With the goal of completing import formalities before the items' arrival, Korea Post targets delivery within two days from the items' arrival at the Office of Exchange (OE).

Compliance with specific address labels and delivery address format requirements can lead to competitive rates. Although not mandatory, adherence is recommended for better rates. Charges for mail

handling and customs-related fees will be settled separately, with the option to use a Korea Post subsidiary for customs clearance charges.

This service aims to deliver over 90% of items within two days, enhancing efficiency and reliability for e-commerce shipments.

Korea Post produced an EMS Direct DDP Service Guide for the sending Posts. For more details, **Mr. Kim Jin-kang** of Korea Post may be contacted at his email:



[jkim0124@korea.kr](mailto:jkim0124@korea.kr)



Source: Korea Post



## ANNOUNCES NATIONAL WINNERS FOR 53RD UPU INT'L LETTER WRITING TILT

The Philippine Postal Corporation (PHLPost) recently announced the national winner of the 53rd Universal Postal Union (UPU) International Letter Writing Competition for Young People, aimed at encouraging young people to articulate their thoughts on current global challenges and propose innovative solutions.

This year's first prize goes to Ms. Karylle Mitch V. Salazar, a student of Saint Mary's Academy of San Nicolas, Inc., Cebu City. She will be awarded Php20,000 and her winning entry will represent the Philippines in the worldwide competition to be held in Berne, Switzerland.

### Part of her letter reads:

In a world of serenity may you never fail to remember that love and compassion will always form the real definition of beauty. With utmost truthfulness, may

these words reach you significantly. May you always be reminded that behind this letter is someone who hopes for a bright future ahead of you.

The contest is designed to develop young people's skills in composition, foster their enjoyment of letter-writing, and strengthen international friendships.



Source: PHLPost



## UPS STRENGTHENS ASIA-PACIFIC NETWORK WITH MAJOR INVESTMENTS

UPS has announced substantial investments aimed at enhancing its Asia-Pacific network, reflecting its commitment to the region's growing market. Since early 2023, UPS has invested over \$250 million in key projects, including the expansion of operations at Clark Airport in the Philippines and the construction of a state-of-the-art facility in Hong Kong, expected to be operational by 2028.

These investments are designed to boost service speed, flexibility, and reliability, particularly in healthcare logistics, with significant cold-chain facilities added in Singapore and Australia. This strategic focus highlights UPS's dedication to supporting long-term growth and competitiveness in the Asia-Pacific region.

In addition to infrastructure upgrades, UPS is also integrating advanced technologies to optimize its logistics operations. The new facilities will feature automated sorting systems and advanced tracking capabilities,



ensuring more efficient handling of shipments. These enhancements aim to meet the increasing demand for fast and reliable logistics services driven by the region's booming e-commerce sector.

UPS's strategic investments underscore its proactive approach to staying ahead in the competitive logistics market. By prioritizing resource allocation and expanding its regional capabilities, UPS is positioning itself as a leader in the Asia-Pacific logistics industry.

**For more details, visit Post & Parcel**

<https://postandparcel.info/155671/news/e-commerce/ups-announces-the-latest-in-a-series-of-investments-to-enhance-its-asia-pacific-network/>



## IPC: DIVERSIFICATION IS A KEY PRIORITY FOR POSTS WORLDWIDE

digital transformation, sustainability, new business models, and customer-centric approaches, focusing on innovation and collaboration for future success.

Key highlights included integrating digital technologies like AI and data analytics to enhance efficiency and customer experience. Sustainability initiatives, such as electric delivery vehicles, were also emphasized. New revenue streams beyond traditional services, including financial services and e-commerce solutions, were explored.

<https://www.ipc.be/news-portal/general-news/2024/05/28/07/49/leading-posts-worldwide-insist-on-need-to-diversify-and-reinvent-business>

The International Post Corporation (IPC) 2024 Annual Conference in Paris brought together high-level representatives from 34 postal organizations to discuss the urgent need for diversification and reinvention in the postal industry.

Four panels discussed these themes:

