



UPU operational readiness for e-commerce project (ORE 3) – Sixth workshop for designated operators from Asia on assessing the impact of the regional project on operational efficiency and e-commerce integration

Bangkok, Thailand, 19 to 23 May 2025

Draft programme

<i>Time</i>	<i>Programme</i>	<i>Participants/speakers</i>
<i>Day 1 – Monday, 19 May 2025</i>		
8.30–9.00	Participant registration:	
9.00–9.30	Opening ceremony: – Welcome speech by the restricted union (APPU) – Introductory speech by the UPU representative	APPU representative UPU Regional Office
9.30–10.00	<i>Coffee/tea break and photo session</i>	
10.00–11.00	Implementation status of the ORE 3 regional project and impact assessment on the main KPIs in the region	Ariya Thongbai, UPU Regional Field Expert (DCDEV)
11.00–12.00	Follow-up on the ORE country roadmaps, action plans and performance achievements on the main KPIs during the 2022–2025 period, compared to the 2021 baseline: – Presentations on implementation and performance achievement status by participating DOs	ORE Country Project Managers Ariya Thongbai
12.00–13.30	<i>Lunch</i>	
13.30–14.30	Quality of Service Fund (QSF): – Best practices from QSF projects – QSF project implementation by country in the region – Transfer of unused national funds to common funds	UPU International Bureau (DOP): Prashanth Kallat and Gaurav Mehta (remote participation)
14.30–14.50	<i>Coffee/tea break</i>	
14.50–15.20	Global Monitoring System (GMS) – ensuring efficient and reliable global mail and logistics services for customers worldwide: – GMS Business Plan 2025–2029 (strategic goals and key initiatives) – Link by GMS for seamless connectivity and integration for global mail services – Edge by GMS for enhanced data rates and transmission efficiency for mail transport	UPU International Bureau (DOP): Antonio Caeiro, Margaret Westfall, Anna Ymbern and Cesar Allende (remote participation)
16.00	End of day one	

<i>Time</i>	<i>Programme</i>	<i>Participants/speakers</i>
<i>Day 2 – Tuesday, 20 May 2025</i>		
9.00–10.30	Physical services development and implementation: <ul style="list-style-type: none"> – Market trends and industry forces driving changes in postal services – Current and upcoming regulatory changes for the tracked delivery service and registered and insured items (2025–2027) 	UPU International Bureau (DOP): Fredrick Omamo
10.30–10.50	<i>Coffee/tea break</i>	
10.50–12.00	Physical services development and implementation: <ul style="list-style-type: none"> – Status of implementation of the recommendations of the Integrated Product Plan (IPP) for 2022–2025 (Abidjan Congress cycle) – Proposed future IPP for the 2026–2029 cycle 	Fredrick Omamo
12.00–13.30	<i>Lunch</i>	
13.30–14.30	Physical services development and implementation: <ul style="list-style-type: none"> – Current portfolio of physical postal services matrix – as approved by the 27th UPU Congress in 2021 – Proposed future portfolio of physical postal services matrix – pending the approval of the 28th Congress 	Fredrick Omamo
14.30–14.50	<i>Coffee/tea break</i>	
14.50–16.00	Physical services development and implementation: <ul style="list-style-type: none"> – Letter Post and Parcel Post Compendia Online: ensuring up-to-date information and compliance with regulatory and technical requirements 	UPU International Bureau (DOP): Chokri Ellili (remote participation)
16.00	End of day two	
<i>Day 3 – Wednesday, 21 May 2025</i>		
9.00–12.00	Site visits to the international mail processing centre and mail facilities: <ul style="list-style-type: none"> – Hands-on activities related to physical and information flows along the postal pipeline – Key findings on the importance of each step in the mail processing pipeline to ensure an efficient and reliable service for customer satisfaction 	Ariya Thongbai All participants
12.00–13.30	<i>Lunch</i>	
13.30–14.30	ORE 3 pillar 7 – e-commerce integration: <ul style="list-style-type: none"> – Strategic prerequisites for e-commerce success: digital, physical and payment-related elements – Enhancing data exchange and interconnection in supply chain networks – Customer integration and relationship management in e-commerce 	Fredrick Omamo
14.30–14.50	<i>Coffee/tea break</i>	

<i>Time</i>	<i>Programme</i>	<i>Participants/speakers</i>
<i>Day 3 – Wednesday, 21 May 2025 (cont.)</i>		
14.50–16.00	<p>ORE 3 pillar – e-commerce integration:</p> <ul style="list-style-type: none"> – Implementation status of ORE 3 country action plans related to e-commerce integration in the region – Sharing of best practices for e-commerce integration in the region 	Fredrick Omamo
16.00	End of day three	
<i>Day 4 – Thursday, 22 May 2025</i>		
9.00–10.30	<p>Achieving postal security compliance and certification:</p> <ul style="list-style-type: none"> – Compliance with UPU standards S58 and S59 – Certification process – Implementation status by DOs in the region – Challenges and best practices in achieving security certification 	UPU International Bureau (DOP): Postal Security Expert and Ariya Thongbai
10.30–10.50	<i>Coffee/tea break</i>	
10.50–12.00	<p>Achieving postal security compliance and certification:</p> <ul style="list-style-type: none"> – Postal security action plan for the region – Trainpost developments 	Postal Security Expert and Ariya Thongbai
12.00–13.30	<i>Lunch</i>	
13.30–14.30	<p>Transport and mail processing – enhancing the efficiency, reliability and flexibility of the mail transport network, ultimately improving service quality and customer satisfaction:</p> <ul style="list-style-type: none"> – Challenges and solutions for closer cooperation with carriers and all supply chain partners – More flexible global mail transport network – EDI readiness and digitalization in mail transport 	UPU International Bureau (DOP): Zoran Stevanovic and Ján Bojnanský (remote participation)
14.30–14.50	<i>Coffee/tea break</i>	
14.50–15.20	<p>Customs and mail processing – ensuring smooth customs processing and compliance with international regulations:</p> <ul style="list-style-type: none"> – Customs publications (including the joint guidelines of the World Customs Organization and the UPU) – New CN 22/CN 23 customs declaration forms – Code list 136: Item nature indication codes and sender/recipient relationship 	UPU International Bureau (DOP): Javier Garcia and Mina Nakamura (remote participation)
15.20–16.00	<p>EMS development:</p> <ul style="list-style-type: none"> – Overview of the EMS Business Plan, Standards and Procedures – EMS performance update and analysis, with suggested action plans for improvement 	UPU International Bureau (DOP): Jiang Feng, EMS Regional Coordinator (remote participation)
16.00	End of day four	

<i>Time</i>	<i>Programme</i>	<i>Participants/speakers</i>
<i>Day 5 – Friday, 23 May 2025</i>		
9.00–10.30	Follow-up on the ORE country roadmaps, action plans and performance achievements on the main KPIs during the 2022–2025 period, compared to the 2021 baseline: – Presentations on implementation and performance achievement status by participating DOs	ORE Country Project Managers Ariya Thongbai
10.30–10.50	<i>Coffee/tea break</i>	
10.50–12.00	Open discussions and recommendations on the key strategic regional project supporting the priorities and needs of the region to improve operational efficiency and e-commerce development for the 2026–2029 cycle	Ariya Thongbai
12.00–13.30	<i>Lunch</i>	
13.30–14.30	Quality performance reporting for parcels and tracked, registered or insured items: – Accessing reports from the UPU Quality Control System (QCS Mail BigData) and the Integrated Quality Reporting System (IQRS) – Live demo – Understanding calculation rules	UPU International Bureau (DOP): Julius Tsuwi (remote participation)
14.30–14.50	<i>Coffee/tea break</i>	
14.50–15.30	Quality performance reporting for parcels and tracked, registered or insured items: – Practical exercise on report analysis and identification of areas for improving the efficiency and reliability of mail processing operations	Julius Tsuwi
15.30–16.00	Summary of the workshop and follow-up plan	Ariya Thongbai
16.00	End of the workshop	