

# APPU NEWSLETTER

February 2017

## Message from the Director



Dear friends, 2017 is the year of the new Istanbul Cycle of the UPU and the APPU Congress year as well. The new Cycle presents us with both a tremendous opportunity and involves facing some significant challenges. Let's work together to bring in a bright future the postal sector in A&P region. **Lin Hong Liang**

## HEADLINE NEWS

**APPU**-Special Meeting for the 12<sup>th</sup> congress in March, Bangkok

**India**-India Post Payments Bank launched -675 Branches to be rolled out

**Indonesia**-To expand Express and Cargo services through partnerships

**Philippines** - PHL Post offers Postal Station franchise to the public

**UPU**-Director Lin attends Special POC session in Berne

## Sustainability & Protecting the Core

The Posts all over the Asian and Pacific Region are taking commendable and far reaching steps for promotion of Sustainable Development. **POS Indonesia** has launched a special drive to generate awareness on **Waste Management** especially that created as a result of e-commerce packages. Similarly, **India Post** has taken active steps to promote the **National Clean India Campaign**. It is pertinent to mention the CSR initiatives of **New Zealand Post** to deliver **School Books** nationwide to promote education of economically disadvantaged children. **Australia Post** has put up an interactive **Education website** providing learning materials for teachers and school children, focused on developing literacy and letter writing skills. The role of the Post Office in Community Development will always be very important in all countries, especially the Asia and Pacific.



## 12<sup>th</sup> APPU Congress in Tehran

The preparations for the 12<sup>th</sup> APPU Congress in Tehran are fully underway with the special meeting to be held in Thailand on 24 March 2017. The Iran Post Company has made an extensive presentations about the Congress. As this is the first year after the UPU Congress, the opportunities and implications of the Istanbul World Postal Strategy will be high on the Agenda for the preparatory meeting, as also a review of the completion of projects undertaken since the last Delhi Congress.



## People in Focus : Vinaya Prakash Singh

V. P. Singh, the former Deputy Director General (International Relations) at India Post had held the Chairmanship of the APPU Executive Council since February 2016. As Chair he was very active in fostering and promoting the working groups on Sustainability and Financial Services Development in the APPU. He oversaw the finalization of the Products Strategy for letters and Parcels. V.P. Singh has been promoted to Chief General Manager Business Development at India Post and hence APPU will miss his soft spoken and cheerful presence in future meetings.



## International Food Festival

An outright favourite of the editor, Tom Yum Kung the Spicy and Sour Prawn soup is a world famous Thai Dish, with fragrant spices and herbs generously used in the broth along with as lemongrass, kaffir lime leaves, galangal, lime juice, fish sauce, and crushed chili peppers and of course, Prawns.



## UPU - Vision 2020

The Istanbul World Postal Strategy is linked to a new vision for the postal sector. Known as Vision 2020, it reflects a postal world where: Innovation is shared, promoted and driven - not as a luxury, but as a reality for all, Full integration of networks at the national, regional and global levels is a reality; and The postal sector's unique ability to include populations, economic actors and territories is fully recognized and exploited by governments.



# APPC NEWSLETTER

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## Attendee Profile -Mughal

**Fazal Karim Mughal** from Pakistan was a vibrant participant. During the ABM Course he entertained everyone with splendid jokes. Displaying leadership, he is likely to innovate and put his learning to full use at work. A superb cook who loved to swim as was evident at Pattaya beach.



## UPCOMING COURSES

**Human Resourced Management - 8<sup>th</sup> May – 2<sup>nd</sup> June 2017**

**Service Quality Management - - 8<sup>th</sup> May – 2<sup>nd</sup> June 2017**

**Strategic HR Management Workshop - 22-26 May 2017**

**E-Business & Technology – 12-30 June 2017**

## Course on Postal Business Development

*The course was designed to help participants understand the opportunities that exist for posts to develop their business in the rapidly changing postal environment. The three weeks course asks participants to consider the types of services their post could provide to better meet social and commercial commitments and includes the following elements:*

*Global postal environment and global postal strategy; Best practice and successful business transformations from Posts and other organizations; Marketing and New Product Development. A **Special Workshop on Business Planning** was also held during the course and was attended by 15 participants.*

*The end to end creation of a Business Plan in terms of products, marketing and IT strategy were taught to the trainees along with field work to explore best practices.*



## Advanced Business Management Course

The **ABM course** is designed to develop business acumen, business Communication skills and Business Leadership Skills, strategic thinking and implementation in postal industry. The course allowed them to learn more the current situation of Postal business, exchange the knowledge among the participants from different countries and benchmark visits to many places.

The ABM participants came from 6 countries: Afghanistan, India, Indonesia, Pakistan, Sri Lanka and Thailand.



## Postal Retailing & Sales Management Course

The PRS 2017 course was planned to address the retail strategy for both physical and online retailing. In addition the area of targeted communications and digital marketing was also taught to the participants. The role of business process re-engineering for streamlining of front and back office operations was also discussed. There were participants from Bangladesh, China, India, Pakistan, Thailand and Vanuatu at this programme.



## Course on International Mail Accounting

This was the first course on Mail Accounting after the 26<sup>th</sup> UPU Congress. The primary focus apart from the basic principles and procedures for International Mail Accounting was the changes in the accounting forms and new processes introduced from January 2017. A three day workshop on IPS and IPS.Post with a lot of practical exercises on accounting was conducted by Tan Yongchee from RTCAP and Ms. Miwa Musha from Postal



Technology Centre of the UPU. Participants from Bhutan, Bangladesh, China, India, Indonesia, Nepal, Pakistan and Thailand attended this three week programme.

## Workshop on Terminal Dues

The Workshop focused on all the new rules and definitions which were agreed upon in the Istanbul UPU Congress 2016. The participants were explained the advantages of the Format separation and new IPK calculations for the 2018-2021 TD cycle. In addition the new norms for settling of Transit mail accounts, E-commerce pricing and TD Impact assessment tool were discussed. There were 24 participants.



## Sports News & Trivia

Shopping seems to be the single most popular after class activity for all participants at APPC. Apart from the regular shopping areas the, most attractive of late has become the "Cambodian market" located in Nakhon Nayok district, a good 90 km from APPC. Due to the super discounts and second-handed items available there!



## Attendee Profile – Ramesh.

Hailing from **Nepal**, this sharp and humorous mail Superintendent really opened up during the IMA course and was highly interactive and participative during and outside the class. He asked insightful questions and his first encounter with the sea at Pattaya was a unique experience!

