

## **Report of the APPU Congress 2017 – eServices Work Group**

The objectives of APPU eServices Work Group are to promote greater cooperation among Posts and assist developing countries in getting e-Services delivered to the market, share experiences, best practices and technologies on e-Services and e-Commerce development.

During the cycle of 2014-2017, the eServices Work Group completed the APPU Questionnaire about cross border online-shopping service, the survey received high response rate from the member countries of the APPU. In addition, an analysis of the survey result was conducted and presented during APPU EC meeting. On another hand, best practice and knowledge sharing by various organizations were organized and conducted during APPU EC meetings, which included UPU Doha Postal Strategy and UPU Doha Congress Resolutions, UPU POC eService Committee Structure, UPU .post project, Measuring Postal e-Service Development Asian-Pacific Perspective, UPU E-Commerce Program (ECOMPRO), UPU E-Commerce Guide 2.0, PTC IT infrastructure and solutions, PTC Global repository for Postal e-Shop (GLORYPOSE) and UPU Postal Registered electronic Mail standard S52 compliance test suite.

Before the Istanbul Congress 2016, the APPU eServices Work Group conducted discussion on UPU Istanbul Business Plan proposals submitted to Congress by POC eService Committee, these proposals are “Proposal033-Enhance online value chain for e-commerce”, “Proposal 034 – Postal electronic Services” and “Proposal 037 – Digital transformation of the UPU”, all three of these proposals were approved in the Istanbul Congress 2016.