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EC 2018 Doc 7

Implementation of the UPU's Regional Development Plan in Asia Pacific

APPU EC Meeting
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Structure of the report

Part I:

UPU development cooperation policy for 2017-2020 cycle

Part II:

UPU projects for 2017-2020 cycle in the Asia Pacific region

Part III:

Implementation activities in Asia-Pacific



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Part I:

UPU development cooperation policy for 2017-2020 cycle

UPU Congress Resolution C 24/2016 work proposal 016 (UPU development cooperation policy 2017–2020)

- Development cooperation programme for 2017–2020 adopted
- Budgetary credit earmarked for development cooperation set by CA
- New policy on the basis of the regional priorities adopted for the 2017–2020 cycle through the regional development plans (RDPs)
- The cross-cutting role of development cooperation, with the aim of further strengthening information exchange and cooperation among the various Union bodies



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New development cooperation strategy for 2017-2020

- Cooperation must reflect a vision integrating development strategies at the global, regional and national levels
- Regional approach must be consolidated and optimized
- Greater accountability on the part of beneficiary countries must be required
- Fundraising for the cooperation must be a priority for UPU presence in the field
- Indicators must be established to better gauge the impact of development cooperation actions



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UPU resources – Regular budget

Budget allocated to development cooperation:
11,552,000 CHF

Region & percentage of budget	Beneficiaries
Africa (37.9%)	29 LDCs + 16 DCs
Latin America & Caribbean (7.12%)	1 LDC + 34 DCs
Asia Pacific (22.67%)	12 LDCs +21 DCs
Arab Region (12.87%)	5 LDCs + 16 DCs
Europe & CIS (9.45%)	20 DCs



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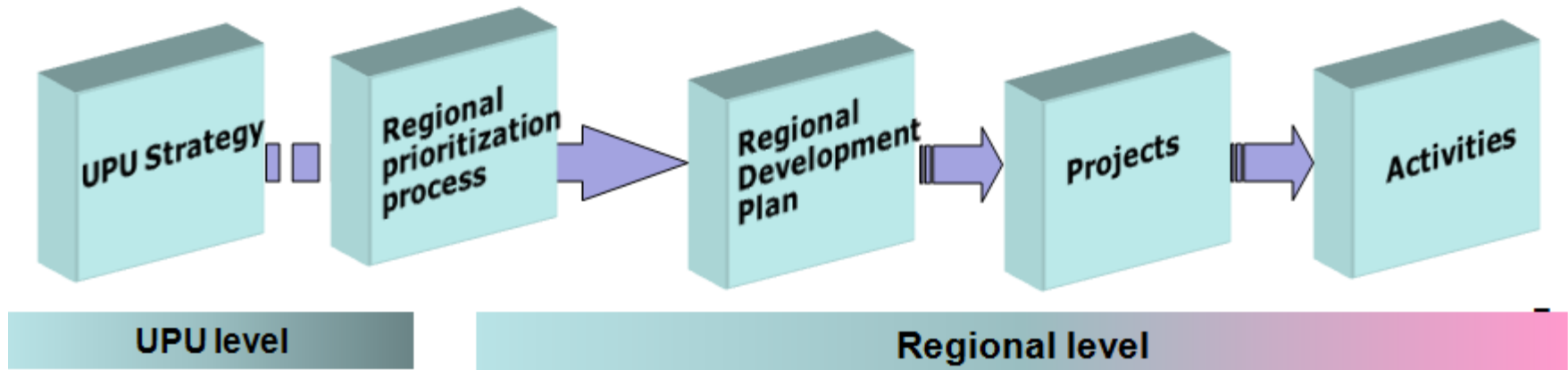
UPU resource – Other sources of funding

- Emergency and Solidarity Fund to respond quickly to unexpected situation
- QSF - common fund
- Resource mobilization
- Contribution of member countries, international organizations, private foundations, etc.



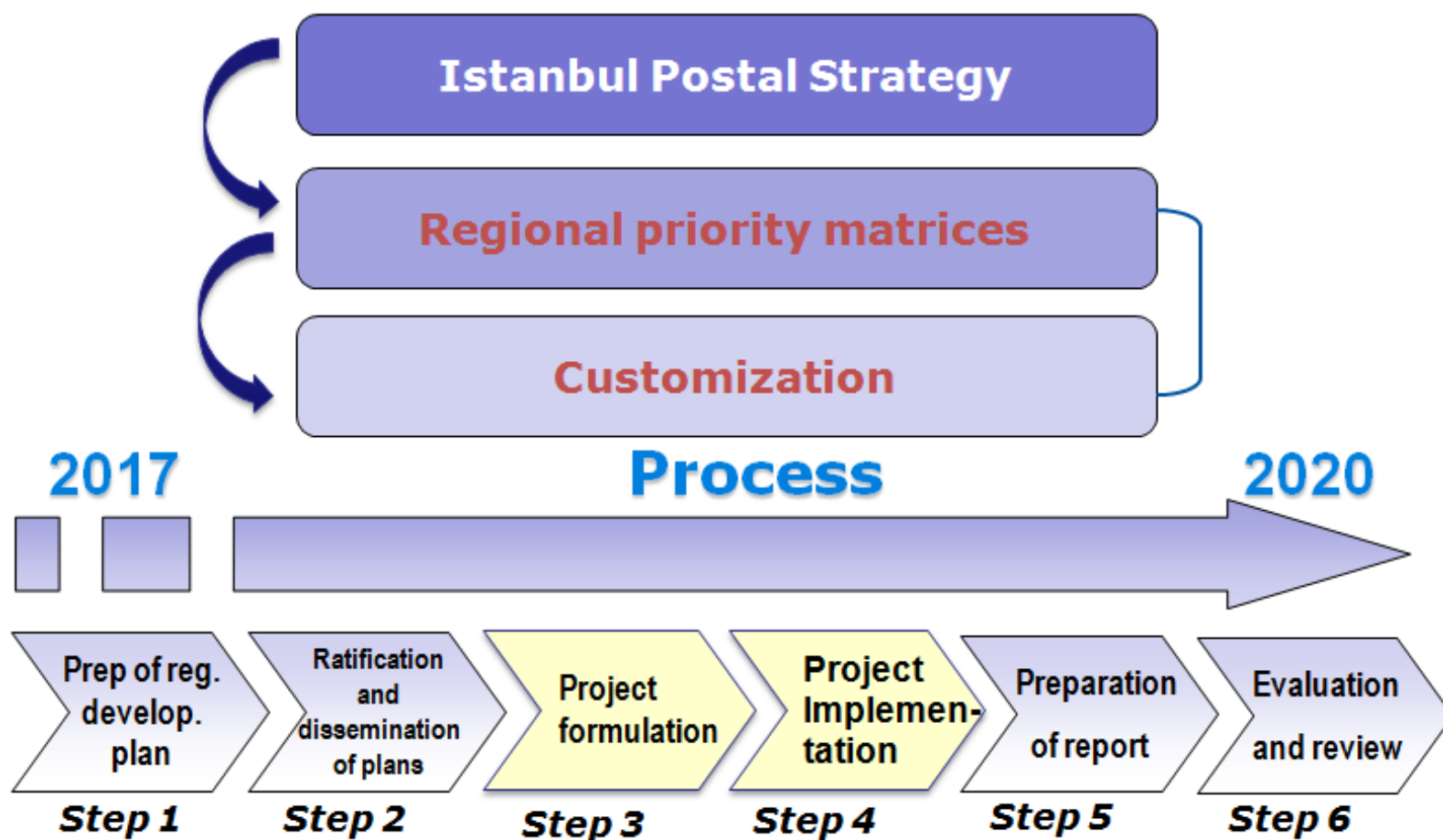
Important phases of the regional development plan for 2017-2020

- Implementation of the UPU Strategy
- The main tool for the implementation of the Istanbul Postal Strategy
- The new process provided an opportunity to identify regional priorities for the period 2017-2020





The six phases of the regional development plan process





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Part II: Projects for 2017-2020 cycle in the Asia Pacific region

- Level 1
 - Improvement of operational efficiency and the development of e-commerce
- Level 2
 - Financial services
 - Reform and modernization of the postal sector
 - Diversification
- LDCs
 - Regional projects of national scope for (LDCs)
 - Linked to the indicators of Level 1 and Level 2 projects



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Level 1 Regional Project: Operational readiness for e-commerce (ORE)

- Objectives of the project
 - Address obstacles preventing consumers from buying online cross-border
 - Help participating DOs modernize operational processes, use all available IT tools
 - Maximize the growth potential of international e-commerce



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The main project targets by 2020

- Goals by 2020
 - better visibility through track and trace
 - consistent & reliable delivery times (E2E times)
 - seamless transport & customs clearance enabled by good quality of data captured at source
 - ability to choose delivery locations
 - simple and reliable return process
 - flexible customer service process



The main project targets by 2020

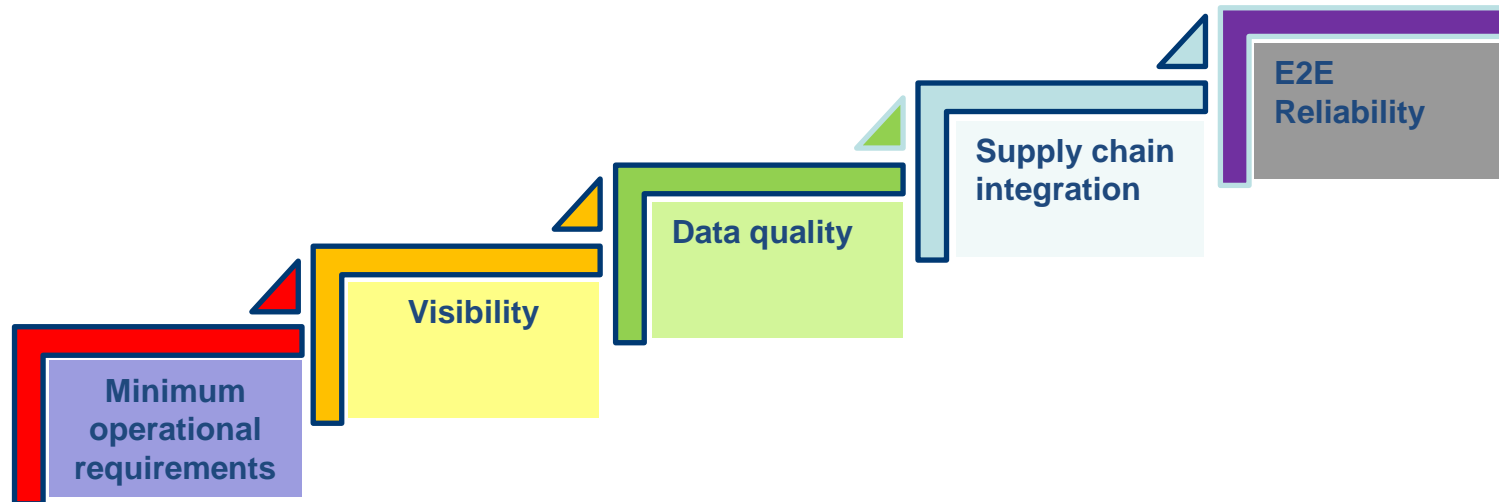
- Target by 2020
 - increase % of E2E measurable items
 - maximize visibility full T&T in all legs through:
 - all mandatory events in EMSEVTv3
 - CARDIT messages with airline
 - ITMATT, CUSITM & CUSRSP with customs
 - improve E2E delivery reliability for all products
 - increase e-commerce volume in postal network



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Key pillars to meet full compliance with e-commerce needs





Key pillars to meet operational readiness for e-commerce

Minimum operational requirements	Visibility	Data quality	Supply chain integration	E2E Reliability
<ul style="list-style-type: none"> Implement minimal OPS product standards Define gen. E2E process mapping & critical times Set up project standards for each segment of E2E Update all Compendiums Migrate to IPS.post or latest IPS version (not for DOs with their own SW) Implement IPP (new classification, S10 for small packets with a good, product develop.) Offer delivery choice & provide return service Implement Post code & addressing system Offer payment solutions for ecommerce 	<p><u>EDI messages</u></p> <ul style="list-style-type: none"> Adopt UPU messaging standards for mandatory EDI messages, events & data elements (EMSEVTv3) Capture address & customs data at source Transmit data timely and share them with DOs, airlines and customs <p><u>IT standardized tools & Reporting systems</u></p> <ul style="list-style-type: none"> Use all available IT tools like IPS, CDS, GCSS, COMPAS, IFS Use available Reporting systems with all E2E segmental reports (QCS, STORM, GMS...) Implement E2E GMS RFID 	<p><u>Compliance monitoring</u></p> <ul style="list-style-type: none"> Provide all mandatory EDI messages, EMSEVTv3 events & data elements Provide timely return of tracking events, RESDES & ITMATT information Monitor (PTC) <ul style="list-style-type: none"> EDI message compliance Event compliance Data element compliance Timeliness compliance <p><u>Compliance reporting</u></p> <ul style="list-style-type: none"> Use new reporting tools (Business Intelligence) Maximize benefits of EDI by extracting data into domestic IT system 	<p><u>Transport</u></p> <ul style="list-style-type: none"> Design operational plan & accounting with airlines Exchange CARDIT/RESBIT Use leg 2 reports on item dispatch & consign. level Analyse time in transport Test „Paperless“ transport <p><u>Customs</u></p> <ul style="list-style-type: none"> Design Ops. plan & Policy Implement CDS & exchange ITMATT, CUSITM & CUSRP Analyse time in customs Participate in roundtables with customs & airlines <p><u>Security</u></p> <ul style="list-style-type: none"> Implement policy & S58, S59 <p><u>Standards & Addressing</u></p> <ul style="list-style-type: none"> Implement EDI & technical standards and Code lists Obtain S42 Certificate 	<p><u>E2E Performance reliability</u></p> <ul style="list-style-type: none"> Set up, monitor & meet individual leg standards in E2E matrices per link Link all performance reports (QCS, STORM, GMS...) to SLAs (internal & external) with partners Implement and meet all operational product standards Provide Customer service Response Quality (GCSS) Implement adequate remuneration systems (PfP systems in E2E pipelines) and UPU supplementary services EMS & UPU Certif. Award



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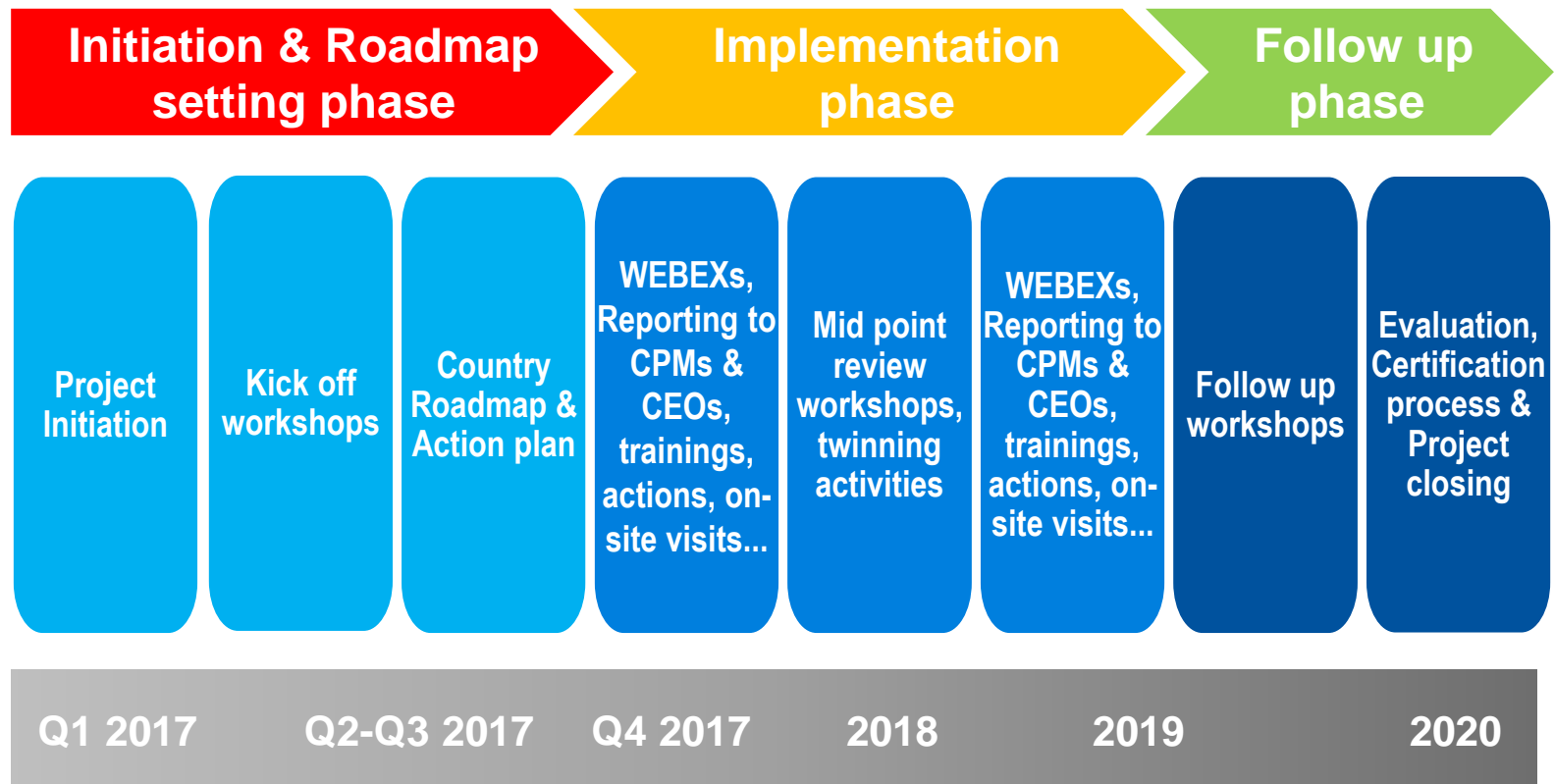
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Reporting

- The progress will be monitored via
 - Dashboard (KPIs Tracker) – static (just to see)
 - Performance Indicator Tracker (just to see)
 - Action Plan Tracker - dynamic (updated by national and regional teams)
- Through
 - SharePoint website
 - regularly sent to CEOs and national & regional teams
 - Presentation for UPU bodies (Global Dashboard)



Project Roadmap





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Level 2 Regional projects

- Regional projects will involve shorter-term activities in the fields of
 - Financial services
 - Reform and modernization of the postal sector
 - Diversification



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Regional projects

- Regional projects of national scope
 - New integral approach
 - Regional projects for least developed countries (LDCs)
 - Linked to the indicators of L1 and L2 projects
- The impact of cooperation actions
 - Integrated economic, strategic and development indicators
 - Systematic monitoring of the application of project indicators by each country to ensure greater accountability



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Part III: Implementation activities in Asia-Pacific

- ORE project
- Postal financial services project
- Other project
- Training fellowships
- Other activities



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Implementation of ORE project - workshops

- The ORE start-up workshop for the Asia Pacific (Jun 2017 at APPC)
- The 2nd ORE and QSF workshop for Asian countries (Mar 2018 at APPC)
- The 2nd ORE and QSF workshop for Pacific countries (Jun 2018 at Nadi, Fiji)
- The 3rd ORE workshop for Asian countries (Scheduled in Nov 2018 at APPC)



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The 2nd ORE and QSF workshop for Asian countries

26-30 March 2018 APPC





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Implementation of ORE project – on-site review

- Cambodia (2017)
- Lao PDR (2017)
- Vietnam (2017)
- Bhutan (Feb 2018)
- Myanmar (Apr 2018)
- Bangladesh (Jul 2018)
- Vanuatu (Jul 2018)
- Solomon Islands (Sep 2018)
- Timor-Leste (Nov 2018)
- Nepal (Dec 2018)
- Kiribati (Dec 2018)

On-site review - Checking





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On-site review - Training





Implementation of postal financial services and other projects

- Subregional meeting on important policy issues and regional workshop on postal financial services development and UPU trademark implementation in the Pacific region (Nadi, Fiji, June 2018)
 - Chairmen & CEOs from of the Pacific countries participated in this important event
 - The DG of UPU chaired the subregional meeting on important policy issues



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Subregional meeting & postal financial services workshop
&
2nd ORE & QSF workshop for Pacific Countries
Inaugurated on 18 June 2018 in Nadi, Fiji





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- Other workshops at APPC
 - Regional workshop on postal financial services development and UPU trademark implementation in the Asia-Pacific region (Nov 2017)
 - Digital financial services and financial inclusion workshop (May 2017)
 - IPS.post training workshop for the Asia region (Oct 2017)



Fellowships for Training at APPC

- Fellowships for 2017
 - Cambodia, Fiji, Lao, Maldives, Mongolia, PNG, Tonga, Afghanistan, Vietnam
- Fellowships for 2018
 - 10 fellowships from RDP for LDCs: Afghanistan, Bangladesh, Bhutan, Cambodia, Kiribati, Lao, Myanmar, Solomon Islands, Timor-Leste, Vanuatu
 - 2 group training from RDP for LDCs: Afghanistan, Lao PDR
 - 9 fellowships from ORE: Fiji, Kiribati, Nauru, Myanmar, Mongolia, PNG, Samoa, Solomon Islands, Timor-Leste



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- UPU activities fully/partially sponsored by member countries
 - WCO–UPU Customs–Post workshop for the Asia-Pacific (May 2017, Sydney)
 - Security training in the Asia Pacific Region (Jan 2018, APPC)
 - Trade facilitation workshop (Sep 2018, China)
 - Training fellowships from La Poste France
 - Other activities and sponsors



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Thank you