

Report of the Asia Pacific Post Cooperative

Introduction

1. The 18th Asia Pacific Post Cooperative (APP) General Assembly was held on the 4th July 2017. It was attended by representatives from 20 member posts namely from, Bhutan, Cambodia, China, Fiji, Hong Kong, India, Indonesia, Iran, Japan, Korea, Macau, Malaysia, Nepal, New Zealand, Pakistan, Philippines, Singapore, Sri Lanka, Thailand Post and Vietnam.

Election of APP CMB Members

2. Under the current rules of the APP, 4 member post have stepped down from the APP cooperative Management Board. There were 4 nominations for these vacated on the Board, which were received by the applicable deadline. Nominations were received from, HongKong Post, Pos Malaysia, China Post and Australia Post. Under Article 5, clause 7.3.1 of the APP governing statutes, the General Assembly approved the appointment of the nominations to the APP Cooperative Management Board.

APP Business Plan 2016 report of Activities and Budget.

3. The General Assembly were updated on the 2016 Activity of the APP office against the approved actions and budget. The focus of activity for 2016 was related to:
 - a) Improved Quality
 - b) Information services
 - c) Business development activity.
4. In relation to activities for service quality improvement, the APP office informed the General Assembly, it had carried out an operational Audit, in Sri Lanka, which lead to the development of action plans, which has led to significant improvements in On-Time transmission of data to 97.5% and On-Time delivery from 45% to 65% during the period under monitoring by the APP Office.
5. The General Assembly were also informed of a training program carried out in Indonesia for 70 regional post managers. Following this training, On Time delivery performance has improved by an average of 8% over a period of 6 months.
6. The APP office continues to publish Desktop Research performance reports for EMS and Parcels services. In 2016, 323 EMS reports and 328 Parcel reports were sent to members.
7. The General Assembly were also informed of the work of the APP office, supporting members to achieve "Pay for Performance bonus for both EMS and Parcel services.
8. In Relation to the work on activities for Information Services, the General Assembly were informed that the APP Office had circulated 32 APP News Flash in 2016 containing over 100 pieces of Industry and member's news. As well as publishing 3 APP Industry Reports, covering subjects such as, Crowd Based Sourcing delivery

models, China's New Import Tax, Key Outcomes of the UPU Congress 2016 and Maldives Post's Consolidation service.

9. The APP Office organized a Benchmarking workshop in October 2016, which was attended by 11 member posts. The workshop included a visit to the Ho Chi Minh Office of Exchange.
10. In relation to Business Development, the General Assembly, were updated on the success of the APP ePacket service., which now has 17 member signatories, 7 post delivering items and 3 post exporting items in 2016. Over 300,000 items were exchanged in 2016.

A number of trials were organized by the APP office to assist members to work out the process flow.

A system for "Pay for Performance" was developed supporting the introduction of new members with time to adopt before penalties were applicable. Amendments to the service agreements and procedures was also carried out to reflect the changes agreed by the steering committee.

11. The APP office informed members of the developments of opening up membership to APP ePacket to non-regional members. The Steering Committee had agreed to set up an ad hoc group to look into the implications this action.
12. The General Assembly were updated on the work of the APP office reviewing options of a Regional Return service for E-Commerce customers. The project was being delayed, to priorities the work of the office to APP ePacket growth, but this will get picked up in 2017.
13. The 2016 Budget was presented to the General Assembly, detailing income and expenditure, cash flow and also providing for the first time, a Balance sheet. The more detailed approach was adopted, the accounts were noted and accepted by the General Assembly

Business Plan and Budget for 2017

14. The General Assembly approved the proposed business plan and budget for 2017, which continues to be in line with the 3 key strategic aims of the Cooperative, set out for years 2015 – 2020.
15. Amongst Strategy 1 activities, the agreement was the future work on conducting operational audits, service improvements and monitoring and reporting for APP ePacket. The APP office will focus on improving the reporting process, design and information within the reports. The APP Office will look at technologies for tracking item performance such as GPS and will work with PTC to migrate the APP ePacket

reporting platform to HQCS.

16. Strategy 2 Activities will include the review of the newsflash, process and production. Enhancements to the benchmarking program to provide additional opportunities for participating posts to conduct sites visits at a number of other posts. The APP office will continue to provide Newsflash for members as well as the detailed quarterly reports.
17. Strategy 3 activities will include the continued focus on growing the volume and number of participating members in APP ePacket. It will seek to include non-regional posts to improve the coverage and grow volume. The APP office will continue to look at E-Commerce returns, and consolidation services to enhance cross border mail opportunities.

Work will be undertaken to look into hybrid mail services to propose a region wide product and network for hybrid mail. As well as looking towards a CEO conference to launch the new initiatives and to focus on bringing E-commerce players and post together.

18. The 2017 Budget was approved by the General Assembly but with the instruction that activities should be focused, and where possible the APP office should work with other groups such as the APPU, EMS cooperative and UPU to avoid duplication and to promote collaboration.
19. The APP office informed members that it will carry out a refurbishment of the APP office, to improve health, safety, hygiene and an improved working environment moving to an open plan. The refurbished office will include meeting facilities for members to visit the APP Office.

The APP office is also moving its data storage to cloud based solutions, and introducing software to support Project Management and Time Management.

2018 Business Plan and Budget.

20. The Provisional 2018 Business plan and Budget was approved by the General Assembly, noting that the Budget for 2018 was balanced for the first time. Final sign off following detailed submission of plans, including KPI's and deliverables was granted to the CMB.
21. The activities in 2018 include the continuation of 2017 work programs, in Strategy 1 and strategy 2, which includes, Performance Reporting, Newsflash, Operational Audits and the Benchmarking Program. As well as the completion of the migration of the APP ePacket platform to HQCS.

22. Strategy 3 Initiatives will see the conclusion of the launch of the consolidation service and a continuation of the research into providing a reliable returns network for e-commerce customers.

APP ePacket will continue to be a strong focus for 2018, with volume expected to reach 2 million items per year. The APP office will work with members to improve standards and performance. It will also continue to promote and drive up membership from within the region and from outside.

The Chairman and Managing Director paid special thanks to Singapore Post for their continued support of the APP Office, and thanked them for their decision to absorb some internal costs totaling \$12,000 USD each year for 2017 and 2018.

The Chair thanked the Board members for their continued support, hard work and commitment to the success of the APP Cooperative.

The Chair commended all staff at the APP office for their devoted efforts made for conducting a wide range of work assigned to them and expressed special thanks to Ms Tam Bui Bang who will shortly be leaving the office after 7 years of working with the APP Office.

Akio Miyaji
Acting Chairman of Cooperative Management Board
Asia Pacific Post Cooperative
6th July 2017