

Report of the Physical Services Working Group

New Zealand, as outgoing chair of the APPU Physical Services Working Group for the New Delhi APPU Congress cycle has the honour to present this closing report to the 12th APPU Congress in Tehran, Islamic Republic of Iran.

Membership

The membership of the APPU Physical Services Working Group has evolved throughout this Congress cycle, and for completeness, has included at least the following:

Member Countries

Australia, Bhutan, Brunei Darussalam, Cambodia, China (including Hong Kong and Macau), India, Indonesia, Iran, Japan, Korea, Laos, Malaysia, Nepal, New Zealand, Pakistan, Philippines, Samoa, Singapore, Sri Lanka, Thailand, Tonga, Vanuatu, Viet Nam.

Observers

APP Cooperative, IPC, PRIME, UPU, and Belgium, France, Great Britain, Switzerland

Number and place of meetings

The APPU Physical Services Working Group was established at the New Delhi APPU Congress on 05 September 2013. It has since met on three further occasions; the APPU Executive Council Meetings in Colombo, Sri Lanka, Islamabad, Pakistan, and Langkawi, Malaysia.

Organisation and description of work

The APPU Physical Services Working Group was primarily organised to represent the work of the POC Committee 3 Physical Services, established for the Doha UPU Congress cycle. To this end, the various bodies of the POC C 3 were represented and led in the following manner, with the first three (PSIG, LPRG, PRRG) bodies receiving very active attention, and the last three (LPQMIG, GMS-QLUG and PPQMIG) receiving more passive, maintenance approach.

Product Strategy and Integration Group (PSIG), led by Australia, and focused on the product and service development of UPU Physical Services, viz., Letter (including Packets), Parcels, and ECOMPRO, and the overarching planning and strategy for the future, as described in the Integrated Product Plan presented to and adopted by the Istanbul UPU Congress.

The work of the PSIG was core to POC C 3 for the entire cycle from a product strategy and service definition and development standpoint, and culminated in a number of items of work, including ECOMPRO parcels service specification, minimum parcels specification, UPU product/service matrix, and the development of the document and supporting proposals for the Integrated Product Plan.

Occasionally, the presentation of this work, and its subsequent steps and proposals led to good natured, yet spirited debate within the APPU Physical Services Working Group, primarily in relation to the quite disparate views of importing and exporting countries, and in relation to new technical obligations that will come into force, such as classification by content and S10 barcodes for untracked packets.

Australia's fine efforts in presenting the work of PSIG to the APPU Physical Services Working Group, went a long way to ensuring members had a clear understanding of the work and the future implications, enabling them to take an informed position in the lead up to the Istanbul UPU Congress.

Letter Post Remuneration Group (LPRG), led by Singapore. This was a considered high priority work and involved in-depth updates on the work of the LPRG to the APPU Physical Services Working Group, including impact analyses, results of studies, implications of the proposed changes to Letter Post remuneration (terminal dues), and efforts to establish common APPU regional viewpoint.

Terminal dues is a complex topic, and not without contention and sometimes controversy, and this cycle was no different. Singapore provided excellent updates and comprehensive analyses of the proposed developments to the terminal dues system. Whilst there were varying viewpoints espoused within the APPU Physical Services Working Group, seen through a lens of national interest of each member country, a recurring outcome was the consistent and high quality of the information brought to the members by Singapore.

Parcel Post Remuneration Group (PPRG), led New Zealand. This was a considered high priority work and involved in-depth updates on the work of the PPRG to the APPU Physical Services Working Group, including impact analyses, implications of the proposed changes to Parcel Post remuneration, and an effort to establish common understanding within the APPU.

The Doha cycle saw a variety of possible changes to parcel post remuneration (inward land rates / terminal credits) assessed by the PPRG and its sub-groups. One such suggestion being the change from the current base rate / bonus component calculation. NZ led the analysis of this work at the POC, and quickly identified the substantially negative impact on the bulk of member countries both in the APPU, and the UPU in general. This resulted in this work being terminated in favour of seeking to apply the ILR bonus component against measurable aspects of improved performance, and work towards the implementation of effective measures of this performance.

Letter Post Quality Measurement and Improvement Group (LPQMIG), led by Singapore.

Global Monitoring System – Quality of Service Link User Group (GMS-QLUG), led Singapore.

Parcel Post Quality Measurement and Improvement Group (PPQMIG), led by New Zealand.

The work of each of these POC bodies was assessed as being of medium-level importance to the APPU and resulted in simply an annual briefing to the APPU EC meetings.

Link to APPU Physical Services Working Group Documents

Available from the APPU Bureau upon request

Conclusion

The APPU Physical Services Working Group throughout the New Delhi APPU Congress cycle has been a highly consultative and participative body. A great deal of discussion and debate has taken place in its meetings, and a key outcome was the consistently high level of information and knowledge sharing, and open and active debate and discussion, such that the member countries represented in the APPU Physical Services Working Group were well equipped to attend the UPU Istanbul Congress with a clear and comprehensive understanding of the key documents and proposals, and were well prepared for the related debates.

Chair, APPU Physical Services Working Group
New Delhi Cycle

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