



## FROM SECRETARY- GENERAL'S DESK



### Greetings from the Asian-Pacific Postal Union!

As we strengthen our engagement with members across the region, we've identified the growing need to align our initiatives more closely with their evolving priorities. In response, we are expanding our support through targeted programs and capacity-building efforts that reflect the dynamic landscape of the postal sector.

Looking ahead, we are in the process of finalizing the 2025 APPC training calendar. This comprehensive calendar will also introduce new courses designed to prepare members for key developments, such as the upcoming UPU Congress, policy formulation, and regulatory frameworks. These training sessions are tailored to equip members with the skills and knowledge needed to navigate the shifting trends and challenges in our region.

Additionally, I am pleased to announce that we have made significant strides in enhancing the resources available to our members.

New introductory presentations on the Designated Operators (DOs) of Australia, China (P.R.), India, Japan, and Thailand have been made accessible through the APPU Knowledge Centre on our website. Based on publicly available information from the DOs' official websites, these resources are intended for educational purposes, supporting the learning experience of the course participants at the APPC.

In our ongoing efforts to foster excellence, I am thrilled to share that we are establishing a Smart Classroom at the APPC. This initiative, supported by the INDIA Fund at the UPU, will create an advanced, technology-enabled learning environment, reinforcing the APPC's role as a regional leader in postal sector training.

I also take this opportunity to inform you about my participation in two significant events. From 23-24 September 2024, I am attending the Regional Round Table on Remuneration for the Asia-Pacific, followed by the UPU Regional Strategy Conference from 25-26 September 2024, both in Ulaanbaatar, Mongolia. Hosted by Mongol Post, these events are pivotal for the region as they will address key remuneration policies, principles, and strategic priorities for the 2026-2030 UPU cycle.

Looking ahead, the APPU Postal Business Forum in November 2024 will serve as a broader platform for collaboration. With expanded participation from the postal, logistics, and e-commerce sectors, alongside contributions from institutions outside the postal industry, this forum will provide a comprehensive view of emerging challenges and opportunities. It would be an important platform for fostering dialogue and exploring synergies that will shape the future of the sector.

I look forward to connecting with many of you at these upcoming events and continuing our shared journey of innovation and progress.

**Warm Regards,**



**Vinaya Prakash Singh**  
Secretary-General, Asian-Pacific Postal Union



## WELCOME

### APPU SECRETARY-GENERAL WELCOMES NEW UPU REGIONAL OFFICE FIELD EXPERT, MS. ARIYA THONGBAI

On 2 September, the Secretary-General warmly welcomed Ms. Ariya Thongbai as the new UPU Regional Office Bangkok Field Expert.

With her extensive experience in the postal sector, Ms. Ariya will strengthen the collaboration between the UPU Regional Office and APPU, with a shared goal of boosting regional cooperation and driving sustainable development in the Asia-Pacific postal industry.

### BHUTAN POST STRENGTHENS CAPACITY WITH UPU INDIA FUNDED PROGRAM

An external capacity building program (ECBP) on “Marketing, Innovation and Customer Service” for Bhutan Post took place in Thimphu from September 16 to 18, supported by the INDIA Fund at the UPU. The program was inaugurated by the APPU Secretary-General, highlighting the importance of regular capacity building for Bhutan Post’s operative personnel in changing times.

Led by Mr. Anucha, the APPC Course Director, sessions covered a range of key topics, including navigating change in postal sector, innovative marketing techniques, and building customer loyalty through effective communication. Participants engaged in interactive discussions during the program designed to improve Bhutan Post’s service capabilities in the rapidly evolving postal sector. Excellent coordination by Mr. Karma Nidup, CEO of Bhutan Post, and his team in making this program a grand success deserves special appreciation.



### EDUCATIONAL RESOURCES ON DESIGNATED OPERATORS NOW AVAILABLE FOR COURSE PARTICIPANTS

The APPU Bureau is pleased to share that presentations on the Designated Operators (DOs) of Australia, China (P.R.), India, Japan, and Thailand have been prepared for course participants. These presentations, based on publicly available information from the DOs' official websites and shared materials, provide useful insights into their operations, structures, services, and strategic initiatives.

Some of the key aspects covered in the presentations include: Basic Information, Products and Services, Universal Service Obligation, Human Resource Information, Sustainable Development Initiatives, Strategic Plans and Innovation.

This is presently available solely for educational purpose with access restricted to the APPC course participants.



### APPC EQUIPS SMART CLASSROOM WITH SUPPORT FROM INDIA

We are excited to announce that the Asian-Pacific Postal College (APPC) has upgraded its learning environment by converting a classroom into a Smart Classroom, with the equipment supported by the INDIA Fund at the UPU.

This enhancement aims to improve the overall learning experience for participants across the region by incorporating cutting-edge technology into postal sector education.

Key features of the Smart Classroom include an advanced interactive display, high-definition visuals, and wireless connectivity, allowing for real-time collaboration and dynamic learning.

The classroom is also equipped with smart audio and video systems, supporting hybrid learning and making education more accessible for both in-person and remote participants.

We sincerely thank India Post for their support in providing the equipment, enabling this step forward in enhancing digital learning at the APPC.

The UPU successfully organized a Disaster Risk Management (DRM) workshop at the Asian-Pacific Postal College (APPC) in Bangkok from 3-5 September 2024. The event brought together experts from the UPU and other international organizations like UNDRR, ESCAP, and WMO to strengthen disaster preparedness and response in the region.

Key sessions included presentations on the UPU DRM Guide, pandemic recovery strategies, and Business Continuity Planning (BCP). Participants also engaged in table-top exercises and a site visit to enhance practical understanding of DRM practices.

This UPU-led event marks a significant step in fostering disaster preparedness and collaborative efforts in the Asia-Pacific postal sector.

### UPU ORGANIZED ASIA PACIFIC DRM WORKSHOP AT APPC



### APPC WELCOMES PARTICIPANTS FOR ESC AND IMA COURSES

The Asian-Pacific Postal College (APPC) is pleased to welcome 24 participants from 17 countries to the E-Commerce Solutions & Supply Chain Management (ESC), and International Mail Accounting (IMA) courses. These two 3-week training programs, running from 16 September to 4 October, are designed to provide practical insights into key areas of postal operations.

Participants will engage in sessions covering e-commerce in the era of IoT, logistics and supply chain management, last-mile delivery operations, and international mail accounting systems. They will also participate in hands-on projects and visits to logistics facilities, ensuring a well-rounded and practical learning experience.

We extend our thanks to India, La Poste, New Zealand, Swiss Post and the Universal Postal Union (UPU) for their support, which has made these training opportunities possible.



# INDUSTRY NEWS

## AI AND SUSTAINABILITY CONTINUE TO SHAPE LOGISTICS, DHL REPORTS

*By Hazel King, Parcel and Postal Technology International*

<https://www.parcelandpostaltechnologyinternational.com/news/logistics/ai-and-sustainability-continue-to-shape-logistics-dhl-reports.html>

DHL has released its seventh Logistics Trend Radar, unveiling the emerging AI trends and sustainable solutions that are set to impact and transform the logistics industry.

The DHL Logistics Trend Radar 7.0 includes 40 trends – 17 social and business and 23 technological – and predicts time to adoption and their impact on logistics.

While trend clusters like robotics, the Internet of Things and digital backbone continue to significantly affect logistics, DHL believes the emerging field of AI is making an increasingly substantial contribution and that sustainability remains a top priority.

“The DHL Logistics Trend Radar is an invaluable strategic resource for our customers and logistics community,” said Katja Busch, CCO and head of DHL Customer Solutions and Innovation. “It consolidates key logistics trends, with AI and sustainability taking the lead in this edition, driving the evolution of businesses, consumers and technologies over the next decade. This empowers our customers and us to stay competitive in a demanding landscape.”

### Prominent trends

The relevance of AI for the logistics industry has expanded significantly, with five prominent trends: generative AI; AI ethics; audio AI; computer vision; and advanced analytics. These collectively aim to transform logistics processes by leveraging sophisticated data analysis and generation, enhancing human-computer interaction through voice and sound analysis, automating visual data interpretation, and autonomously generating new content based on learned patterns. Considerations of ethical implications of the AI technology leap are also being outlined.

DHL’s sustainability trend cluster spotlighted two trends: renewable energy infrastructure and sustainable fuels. These trends are essential for reducing carbon emissions, enhancing energy efficiency, and enabling sustainable operations along the supply chain.

In addition to the report’s emphasis on technological innovation, the DHL Logistics Trend Radar 7.0 also examines social trends and their implications for supply chains. These include diversity, equity, inclusion, belonging (DEIB), alongside the growing significance of employee experience and workplace health and safety.

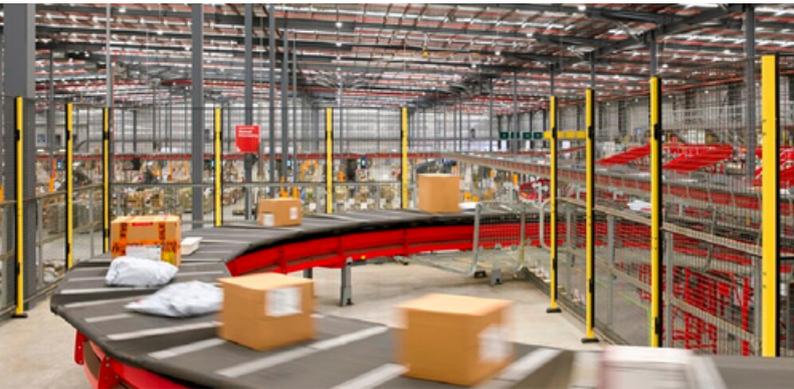


Learn more



<https://www.dhl.com/content/dam/dhl/global/csi/documents/pdf/glo-csi-logistics-trend-radar-7-0.pdf>

# MEMBERS' NEWS



## AUSTRALIA POST'S POST26 STRATEGY SHOWS POSITIVE RESULT



Australia Post's Post26 strategy is proving effective, leading to improved financial performance in 2024. The organization reported a reduction in pre-tax losses to A\$88.5 million, a significant improvement from A\$200.3 million in the previous year. Despite ongoing structural challenges, including a notable decline in letter volumes, Australia Post achieved a 1.8% revenue growth, reaching A\$9.13 billion.

The growth was primarily fueled by a 2.3% rise in the parcels and services sector, which offset other declines. Additionally, the company's productivity initiatives generated A\$268.9 million in cost savings, helping mitigate inflationary pressures.

CEO Paul Graham noted that while there are still structural challenges to address, the modernization efforts are critical to ensuring long-term sustainability. The Post26 strategy, focused on reform and modernization, has allowed Australia Post to navigate a challenging operating environment while pursuing operational efficiencies and preparing for future growth.



Further Reading —————>

<https://www.parcelandpostaltechnologyinternational.com/news/operations/australia-posts-post26-strategy-starts-to-pay-off-with-improved-financial-results.html>

## NEWLY OPENED "THE MANSION" MUSEUM SHOWCASES PHLPOST STAMPS

The newly opened "The Mansion Museum" in Baguio City showcases a rich collection of Philippine history and culture, including PHLPost postage stamps featuring Philippine Presidents. First Lady Liza Araneta-Marcos led the opening ceremony at the historic Mansion House, which serves as the President's official summer residence. Postmaster General Luis D. Carlos praised the First Lady for making the stamps and memorabilia accessible to the public, especially for the youth to appreciate the nation's heritage.

The museum displays stamps from General Emilio Aguinaldo to President Ferdinand Marcos Jr., alongside detailed stories of Philippine Presidents. The late President Fidel V. Ramos, an avid stamp collector, contributed significantly to promoting philately, even declaring November as National Stamp Collecting Month. The Mansion, built in 1908

as the summer residence for American governors-general, now serves as a cultural attraction in Baguio, located along Romulo Drive, opposite Wright Park.

The museum is expected to boost the local tourism industry and educate visitors on the country's history and culture.

Source: **PHLPOST**  
You Send. We Deliver.



### SINGPOST AND CAINIAO SIGN MOU TO STRENGTHEN LOGISTICS CAPABILITIES

Singapore Post (SingPost) and Cainiao have signed a Memorandum of Understanding (MOU) to enhance logistics capabilities and seize opportunities in Southeast Asia's booming eCommerce market.

The partnership will focus on several key areas, including bolstering Singapore's role as an air cargo transshipment hub, developing innovative postal solutions for China and Southeast Asia, and integrating Cainiao's technology to improve operational efficiency.



Additionally, the collaboration aims to enhance last-mile delivery capabilities, both within Singapore and the broader region. A pilot project will launch in the coming months, with both parties working closely to assess the feasibility of various initiatives, setting the stage for future growth.

#### Further Reading

<https://www.singpost.com/about-us/news-releases/singpost-and-cainiao-sign-mou-strengthen-logistics-capabilities-capitalise>

### THAILAND POST JOINS THE VIRTUAL BANKING RACE



Thailand Post (THP) plans to enter virtual banking to explore new business opportunities by leveraging its 1,600 branches and its

25,000 postmen, who are well-connected with local communities. According to THP President Mr. Dhanant, the company is in discussions with several consortiums interested in applying for virtual banking licenses, although specific names were not disclosed.

Thailand Post's participation in a consortium could expand its business ecosystem and support virtual banking operations, especially for migrant workers and unbanked Thais. Mr. Dhanant mentioned that the company is also considering becoming a neutral banking agent, which would allow it to support virtual banks in exchange for operational fees.

Although virtual banks operate mainly online, Thailand Post's branches and postmen could assist with cash deposits for underserved customers, particularly migrant workers. The company already provides banking agent services, enabling people to deposit or withdraw money at its branches.

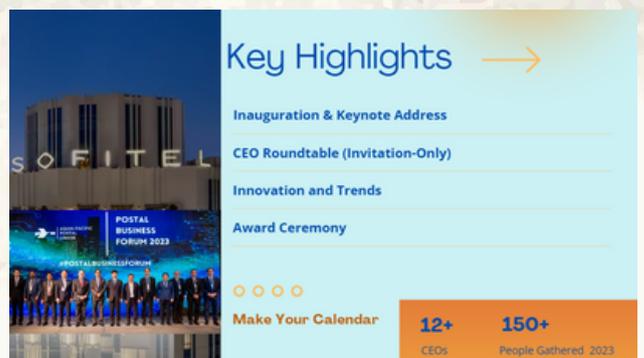
#### Further Reading

<https://www.bangkokpost.com/business/general/2855118/thailand-post-to-take-part-in-virtual-banking>



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