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Results of the Survey on Exploring the Challenges in Postal Supply Chain

Presentation by the APPU Bureau

EC Meeting 2024
Siem Reap, Cambodia
13 August 2024



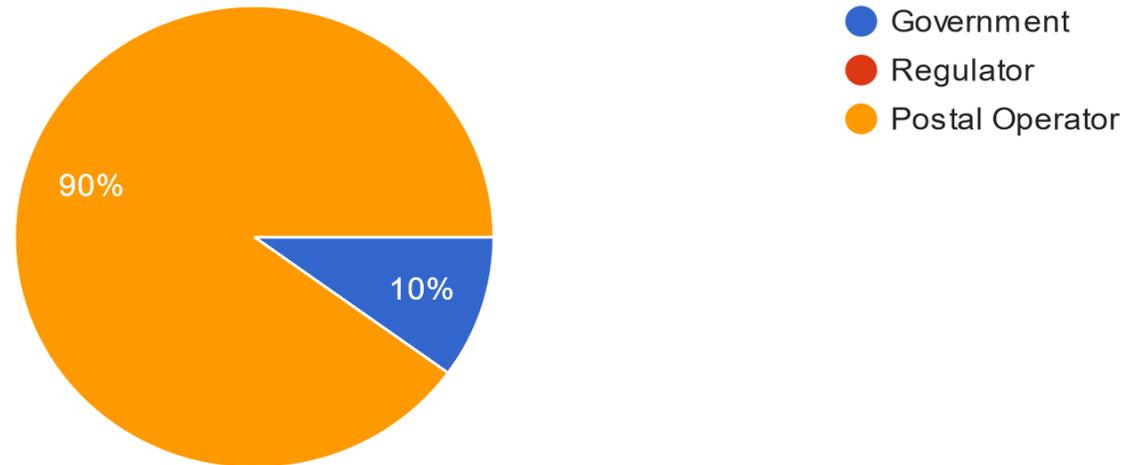
Background to the Survey

- The Supply Chain Working Group Chairs together with the Bureau developed a survey to understand the bottlenecks in the postal supply chain and to explore the possibilities of supporting the APPU member countries.
- The survey was responded to by 10 countries.
- This presentation explores the key outcomes of the survey.



Organization sending response: (Government/ Regulator/ Postal Operator)

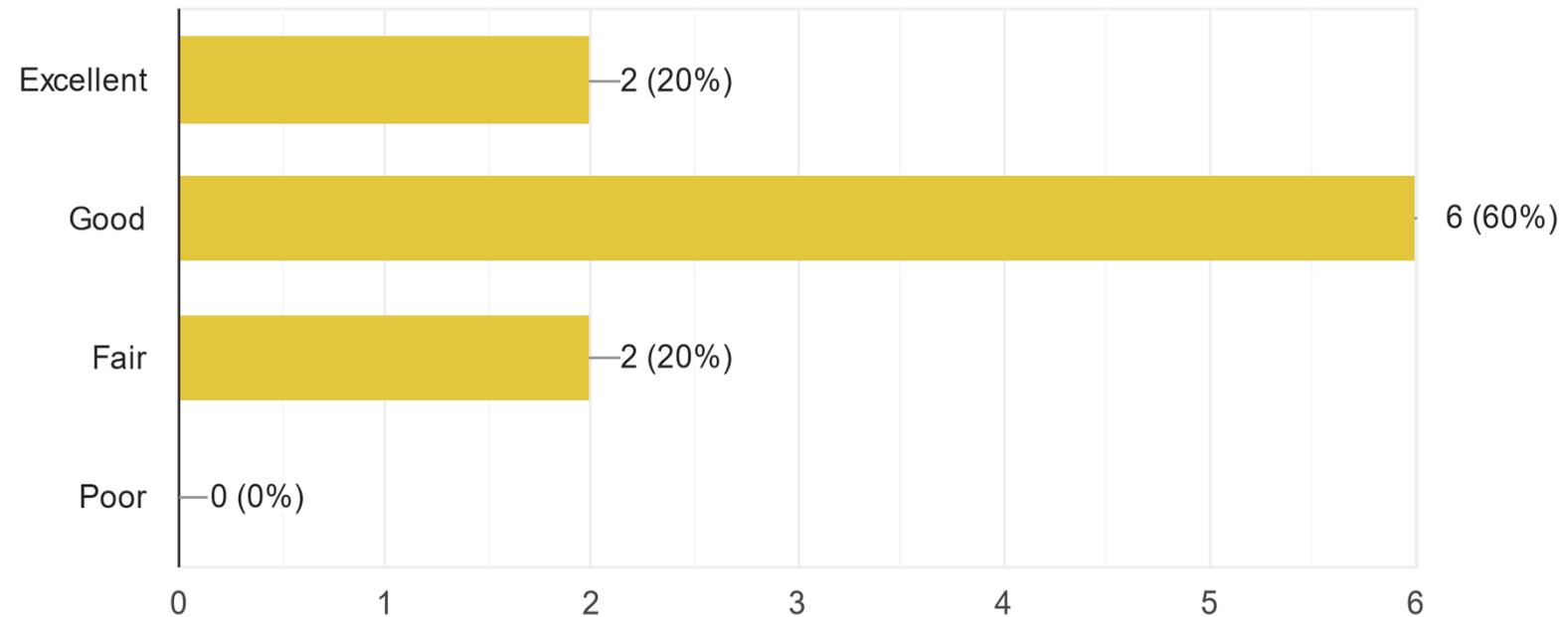
คำตอบ 10 ข้อ





1. How would you rate the current performance of your postal supply chain?

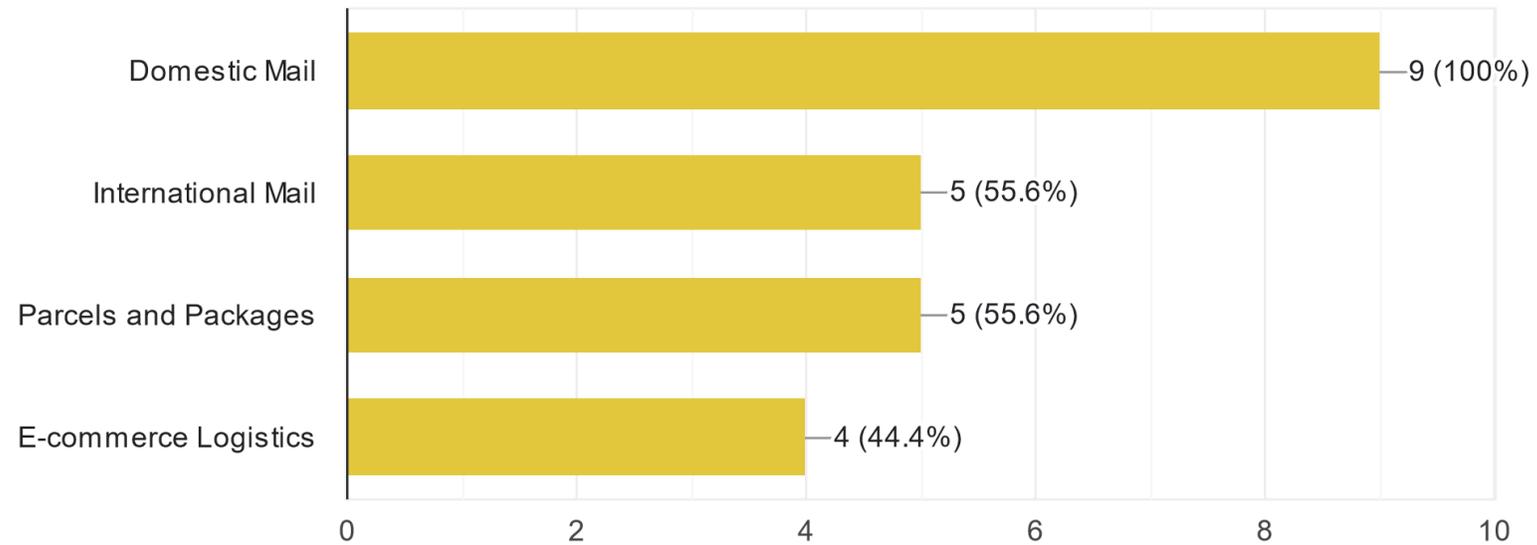
คำตอบ 10 ข้อ





2. Which components of your postal supply chain do you consider most efficient? (Select all that apply)

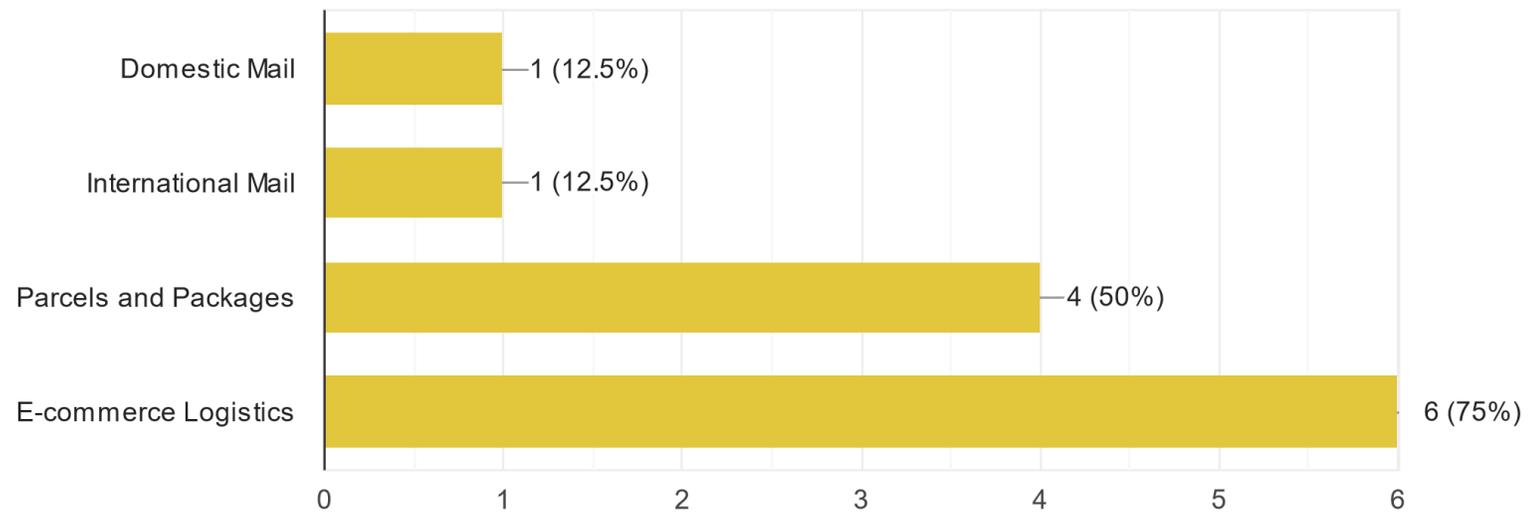
คำตอบ 9 ข้อ





3. Which components of your postal supply chain do you consider least efficient? (Select all that apply)

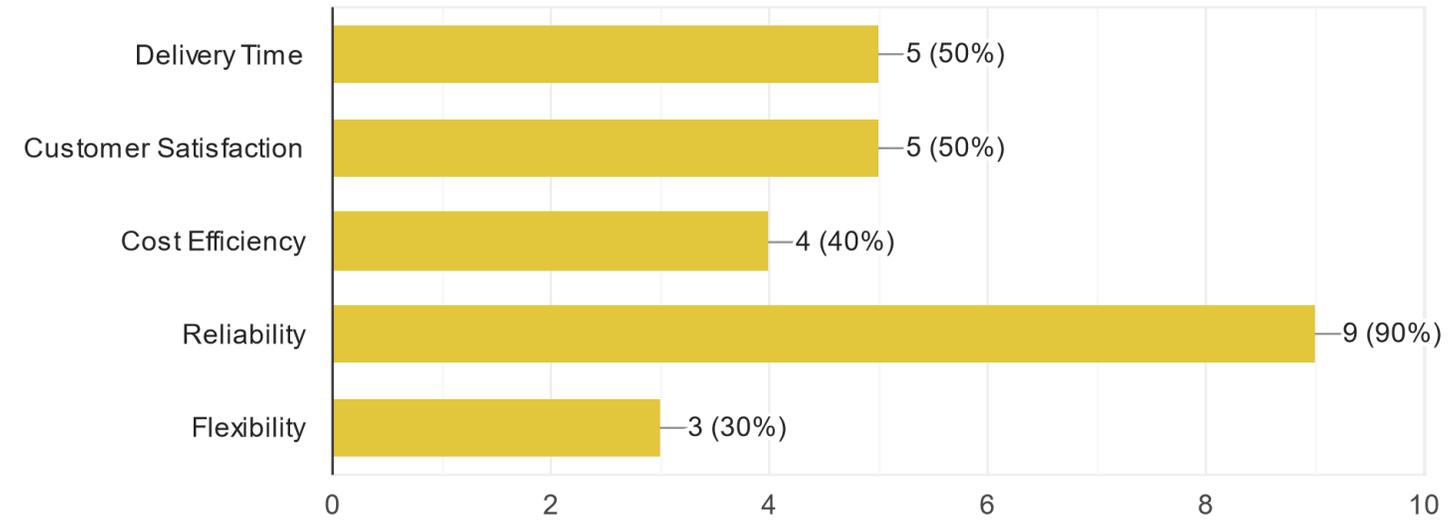
คำตอบ 8 ข้อ





5. What metrics do you use to measure the performance of your postal supply chain? (Select all that apply)

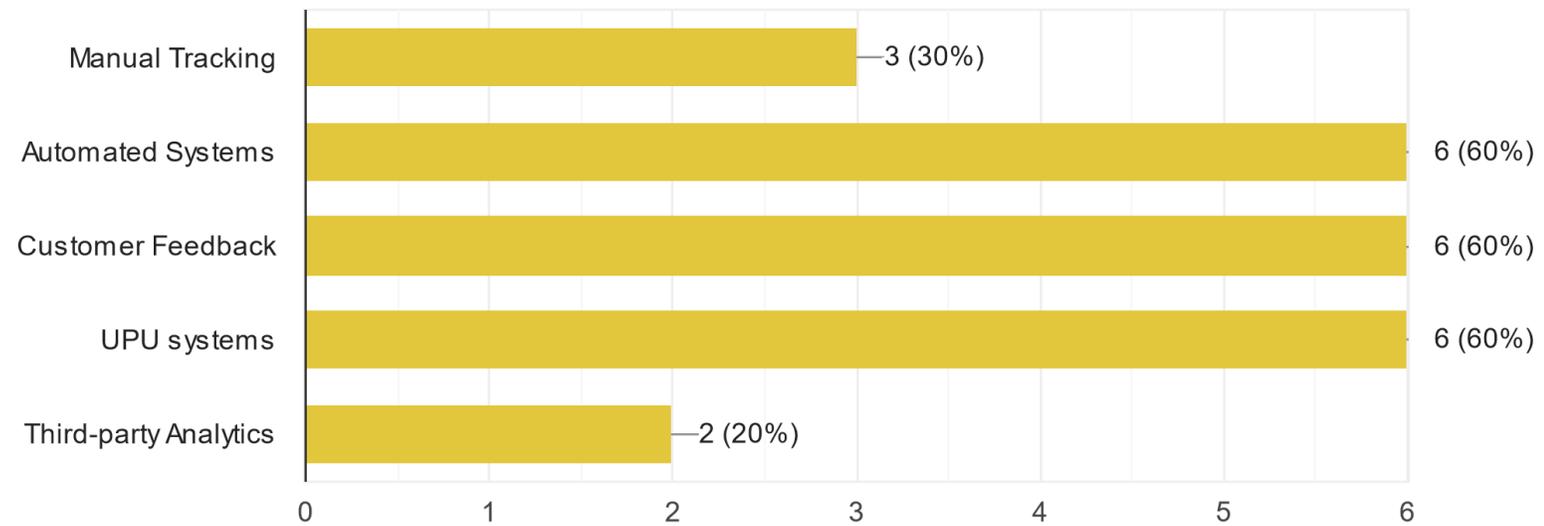
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6. How do you collect and analyze data for these metrics?

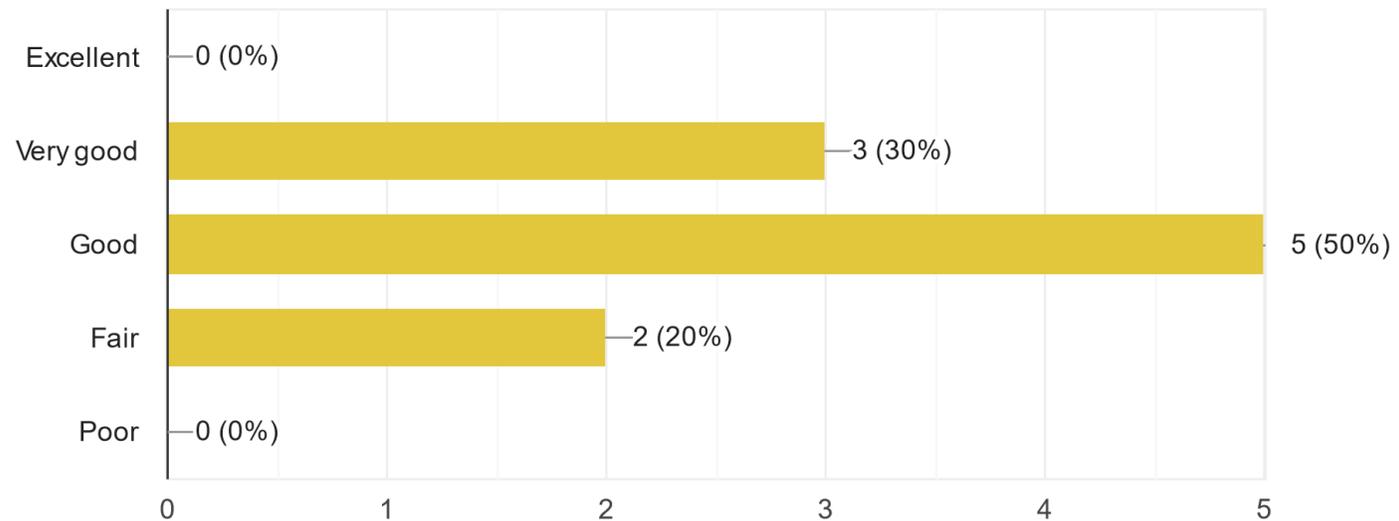
คำตอบ 10 ข้อ





7. How would you rate your awareness regarding the recent developments in the international supply chain and discussions at the UPU regarding the same?

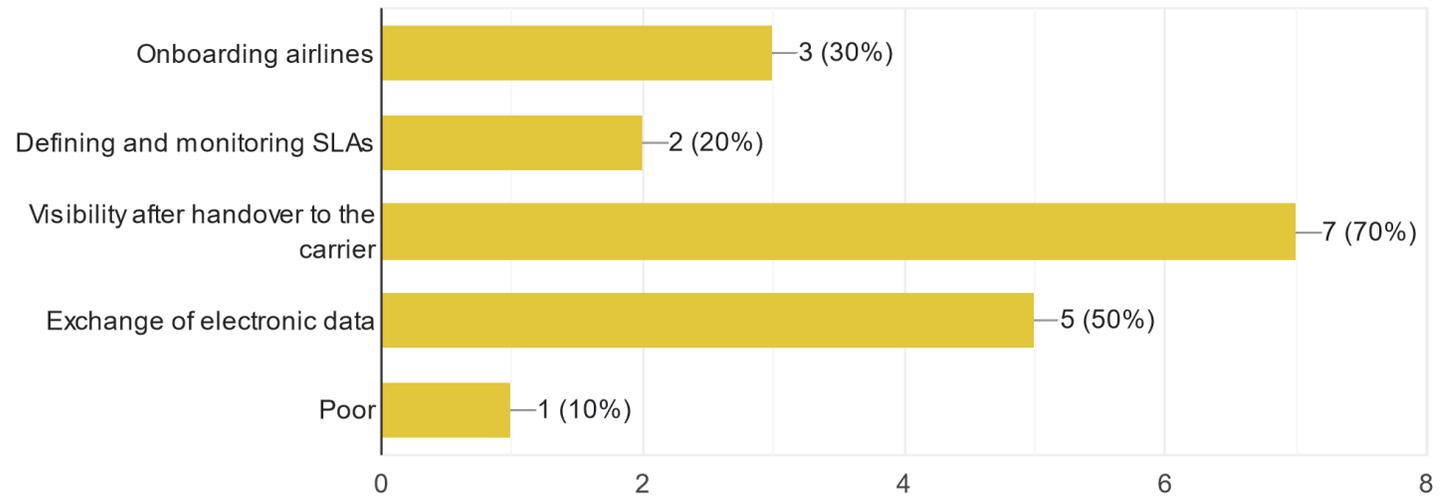
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8. What are the challenges faced by the postal operator in Leg 2 of the supply chain? (Select all that apply)

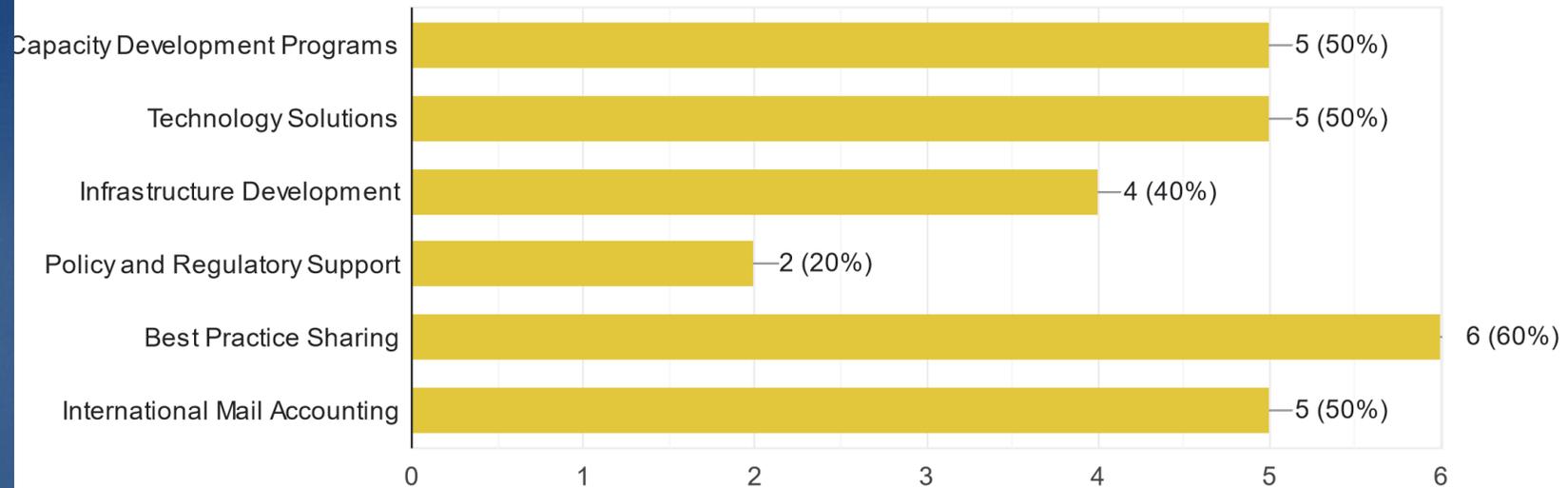
คำตอบ 10 ข้อ





9. What type of support would you find most beneficial from the APPU Supply Chain Working Group?
(Select all that apply)

คำตอบ 10 ข้อ





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Recent Improvements and Innovations in the field of Postal Supply Chain



Recent improvements/ Innovations

- Cambodia
 - The interfacing of CDS with customs's ASYCUDA help with the pre-arrival / pre-departure customs clearance.
 - Overhaul of OE and redesign the workflow improving the efficiency of mail processing
 - Partnered with EDI capable carriers (QATAR, CATHAY, KOREAN AIR) provide mail visibility and more reliable.



Recent improvements/ Innovations

- China, Macao
 - The launch of the self-service posting kiosks providing automated mail posting service 24 hours a day.
- India
 - Implementing RFID Technology to ensure visibility of Leg 2.
- Iran
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Recent improvements/ Innovations

- Iran
 - Making use of Sorter Robots in the main sorting and exchange center in Tehran and extending parcel lockers network throughout the country.
- Malaysia
 - Establishment of end-to-end fulfilment service (pick & pack, warehousing).



Recent improvements/ Innovations

- Mongolia
 - Opened new facility – International Airmail Processing Center at the Chinggiskhaan International Airport and International Surface Mail Center at the Buyant-Ukhaa International Airport.
 - Developed own software PostnetV4 and now developing to integrate it to IPS.
 - Developed website & app “My Delivery” for the “Hand2hand” delivery.
 - Introduced the delivery by vehicles to the remote areas of UB city.
 - Inter-city mail transportation to all 21 provinces 2-3 times per week by own track.



Recent improvements/ Innovations

- New Zealand
 - Developed more international network reporting, and NZ Post customer reporting for their delivery performance.
 - Exploring alternative transport modes such as sea freight (due to lower carbon / GHG emissions and cost effectiveness) for non-priority mail and closed transit volumes (due to significant growth in closed transit volumes)
 - Upgraded loading system.
 - Expanded / enhanced relationship management engagement with external stakeholders i.e. Ground Handlers.



Recent improvements/ Innovations

- Singapore
 - POP stops are Singapore's dedicated service counters facilitating ecommerce item lodgements and returns. They provide seamless and convenient solutions for the booming online shopping landscape in Singapore.
 - Complementing the POPStop network is the POPDrop, a self-service box solution, deployed in selected heartland areas. POPDrop offers a secure and efficient way for merchants and consumers to drop off or return smaller items.



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Other support requested from the Working Group



Support required

- Need technical support (setting up, configuration of the system) as well as capacity building (training/ on the job coaching).
- An introduction to automated accounting platform will be helpful
- Capacity building and support on paperless transportation
- APPU can collaborate with international carriers, on behalf of APAC DOs, in term of flight connectivity, prices and data exchanges.
- Helping with the available technology solutions and best practices
- Host an annual meeting or discussion involving its members, airlines, and cargo terminal operators. This platform is crucial for member countries to address
- Focus on service quality



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Any Questions/ Comments?



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Thank You!