

## **E-SERVICES WORKING GROUP**

New Delhi, India – 5 September 2013

### **DRAFT AGENDA**

Chair : China

14.00-14.10	1. Introduction and welcome, approval of the agenda	Chair
14.10-14.30	2. Presentation and discussion: Overview of the subgroups of APPU e-Services WG	Chair
14.30-15.00	3. Presentation 1 : Macao Post – Electronic Delivery Platform	Chair
15.00-15.30	4. Presentation 2: India Post	India Post
15.30-15.40	5. Planning for future meeting of APPU e-Services WG – How we work, hosts and dates	Chair
15.40-15.45	6. Closing remarks	Chair

## **REPORT OF THE APPU E-SERVICES WORKING GROUP**

1. The meeting started at 14:05 with a brief introduction by the Chair about the objectives and goals of the APPU eServices Working Group. The main objectives are:
  - a. Promote greater cooperation in e-Commerce activities among Posts
  - b. Assist developing countries in getting eServices delivered to the market at a quicker pace
  - c. Share experiences (good or bad), best practices, and technologies on eServices and eCommerce development
2. The Chair proposed the formation of three subgroups within the Working Group: Products and Services Development Subgroup, Knowledge Development and Training Subgroup, and e-Commerce Subgroup.
3. It was also suggested that the subgroup formation to be done in November 2013. Tasks to be done by the Working Group will be discussed through a teleconference call to be held during this time. A follow-up teleconference call is scheduled for 1<sup>st</sup> quarter of 2014.
4. Two presentations about e-Commerce trends in the Asia Pacific region and about the upcoming new Global Customer Services System for PRIME customers were given by Ms. Kathleen Treanor from IPC.
5. The Chair also gave a quick overview of a new electronic delivery platform called SEPBox offered by Macao Post to all Macao citizens.
6. The Chair concluded the meeting by urging active cooperation of the members lest no concrete deliverables can be achieved by the end of 2014. The meeting ended at 15:15.

Francisco Leong  
Chair  
APPU E-Services Working Group  
5 September 2013, New Delhi