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UPU regional activities in the Asia Pacific region

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Structure of the report

Part I:

Summary of the UPU activities for Asia-Pacific in 2013-2016 cycle

Part II:

UPU development cooperation policy for 2017-2020 cycle

Part III:

Project priorities for 2017-2020 cycle

Part I:
Summary of the UPU activities for Asia-Pacific (2013-2016)

- Project categories

  - Key strategic projects

  - Regional projects

  - National projects

  - Other projects

- UPU Budget for Asia-Pacific: 1,770,704 CHF

Key strategic projects

- Quality of service and supply chain improvement project
  - 4 workshops for Asia (Malaysia, India, Philippines & Vietnam)
  - 3 workshops for Pacific (2 in Fiji & 1 in New Zealand)
- EMS and cross-boarder e-commerce
  - 2 workshops in APPC (2014, 2015)
  - 1 symposium in China (2016)
- Postal transport: 1 workshop at APPC (2015)
- Training workshop on the development of QSF projects at APPC (2016)
- Accounting and remuneration: 3 workshops at APPC

Regional projects

- Philately: 1 workshop in Thailand (2013)
- Direct Marketing: 1 workshop at APPC (2015)
- Postal financial services
  - 1 UPU-IFAD workshop in Indonesia
  - 2 workshops in Malaysia
  - 1 workshop at APPC
- Sustainable development and disaster risk reduction: 1 workshop at APPC (2016)
- E-services: 1 workshop at APPC (2015)
- IPS.POST: 1 workshop at APPC & 1 in Samoa

Regional projects & other projects

- Human resource development
  - Fellowships for training at APPC: 183,160 CHF
- National MIPs
  - 60,000 CHF for each LDCs
- Emergency assistance projects
  - Beneficiaries: Myanmar, Nepal & Philippines
  - Budget: UPU emergency and solidarity fund & Contribution in kind by UPU member countries

Other projects

- Projects sponsored by La Poste France
  - 3 workshops/seminars organized at APPC on new postal supply chain requirements
- Projects sponsored by China
  - High-level forum on postal reform and development in the Asian-Pacific region (2013)
  - WCO-UPU Customs-Post workshop (2015)
  - Study visit on postal sector management (2016)

Part II:
UPU development cooperation policy for 2017-2020 cycle

UPU Congress Resolution C 24/2016 (Draft Istanbul Business Plan) work proposal 016 (UPU development cooperation policy 2017–2020)

- Development cooperation programme for 2017–2020 was adopted

- Budgetary credit earmarked for development cooperation was set by CA

- New policy is on the basis of the regional priorities adopted for the 2017–2020 cycle through the regional development plans (RDPs)

Development cooperation strategy for 2017-2020

- Cooperation must reflect a vision integrating development strategies at the global, regional and national levels

- Regional approach must be consolidated and optimized

- Greater accountability on the part of beneficiary countries must be required

- Fundraising for the cooperation must be a priority for UPU presence in the field

- Indicators must be established to better gauge the impact of development cooperation actions

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UPU resources − regular budget

Budget allocated to development cooperation:
11,552,000 CHF

Region & percentage of budget	No. of Beneficiaries
Africa (37.9%)	29 LDCs + 16 DCs
Latin America & Caribbean (7.12%)	1 LDC + 34 DCs
Asia Pacific (22.67%)	12 LDCs + 21 DCs
Arab Region (12.87%)	5 LDCs + 16 DCs
Europe & CIS (9.45%)	20 DCs

UPU resource − other sources of funding

- Emergency and solidarity fund to respond quickly to unexpected situation

- Tied and untied special fund for specific projects

- Continuity between the QoS activities in the RDPs and the QSF activities

Development cooperation - an approach to act faster

- Regional development plans - an efficient tool for securing funding

- RDPs for the 2017–2020 cycle formulated with experts in the field of resource mobilization (RM)

- RM action plans launched in February 2017

- New RDPs are available at www.upu.int/en/activites/cooperation-technique/plans-de-developpement-regionaux/plans.html

Part III: Project priorities for 2017-2020 cycle

- Level 1
  - Improvement of operational efficiency and the development of e-commerce
- Level 2
  - Financial services
  - Reform and modernization of the postal sector
  - Diversification
- LDCs
  - Regional projects of national scope for (LDCs)
  - Linked to the indicators of Level 1 and Level 2 projects

Level 1 regional project:
Operations readiness for e-commerce (ORE)

- Objectives of the project

  – Address obstacles preventing consumers from buying online cross-border

  – Help to participating DOs modernize operational processes and use all available IT tools

  – Maximizing the growth potential of international e-commerce

The main project targets by 2020

- Goals by 2020
  - better visibility through track and trace
  - consistent & reliable delivery times (E2E times)
  - seamless transport & customs clearance enabled by good quality of data captured at source
  - ability to choose delivery locations
  - simple and reliable return process
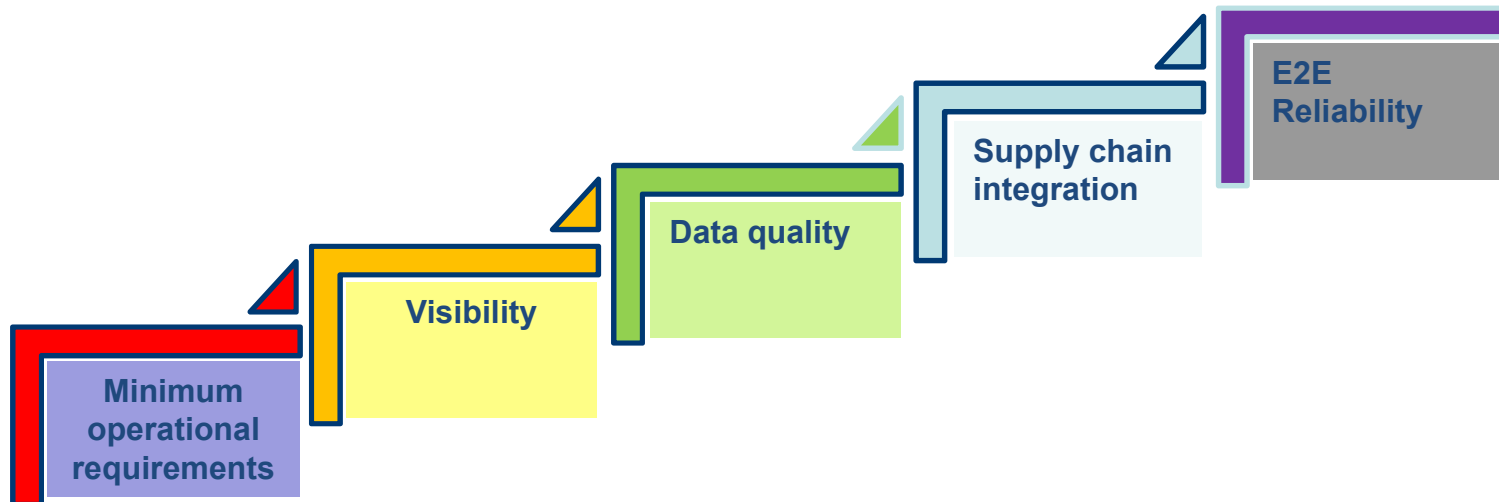 - flexible customer service process

The main project targets by 2020

- Target by 2020

  - increase % of E2E measurable items

  - maximize visibility full T&T in all legs through:

  - all mandatory events in EMSEVTv3

  - CARDIT messages with airline

  - ITMATT, CUSITM & CUSRSP with customs

  - improve E2E delivery reliability for all products

  - increase ecommerce volume in postal network

Key pillars to meet full compliance with e-commerce needs

- Minimum operational requirements
- Visibility
- Data quality
- Supply chain integration
- E2E Reliability

Key pillars to meet operational readiness for e-commerce

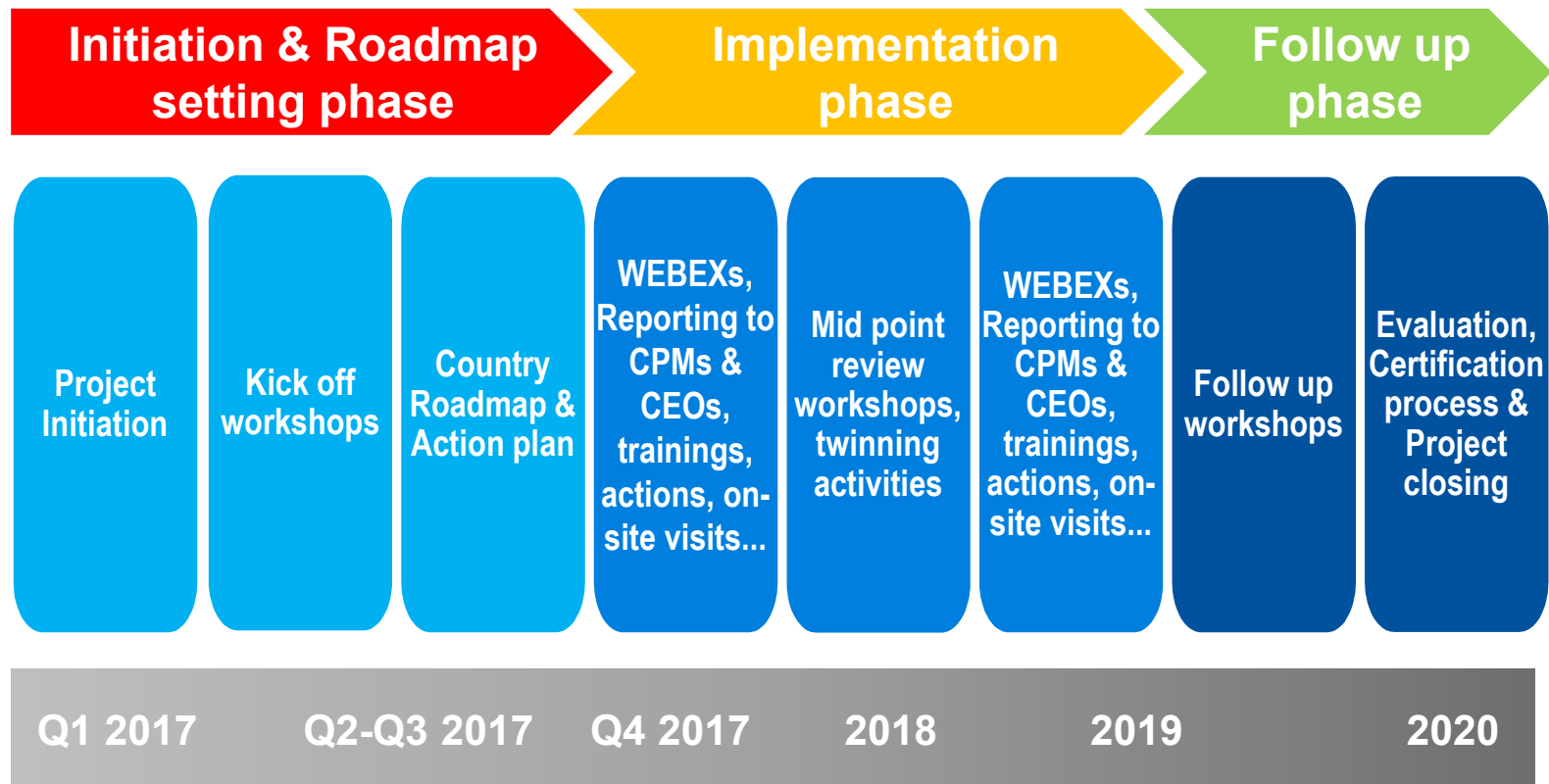| Minimum operational requirements	Visibility	Data quality	Supply chain integration	E2E Reliability
• Implement minimal OPS product standards • Define gen. E2E process mapping & critical times • Set up groject standards for each segment of E2E • Update all Compendiums • Migrate to IPS.post or latest IPS version (not for DOs with their own SW) • Implement IPP (new classification, S10 for small packets with a good, product develop.) • Offer delivery choice & provide return service • Implement Post code & addressing system • Offer payment solutions for ecommerce	**EDI messages** • Adopt UPU messaging standards for mandatory EDI messages, events & data elements (EMSEVTv3) • Capture address & customs data at source • Transmit data timely and share them with DOs, airlines and customs **IT standardized tools & Reporting systems** • Use all available IT tools like IPS, CDS, GCSS, COMPAS, IFS • Use available Reporting systems with all E2E segmental reports (QCS, STORM, GMS...) • Implement E2E GMS RFID	**Compliance monitoring** •Provide all mandatory EDI messages,EMSEVTv3 events & data elements •Provide timely return of tracking events, RESDES & ITMATT information •Monitor (PTC) • EDI message compliance • Event compliance • Data element compliance • Timeliness compliance **Compliance reporting** •Use new reporting tools (Bussines Inteligence) •Maximize benefits of EDI by extracting data into domestic IT system	**Transport** •Design operational plan & accounting with airlines •Exchange CARDIT/RESDIT •Use leg 2 reports on item dispatch & consign. level •Analyse time in transport •Test „Paperless" transport **Customs** •Design Ops. plan & Policy •Implement CDS & exchange ITMATT,CUSITM & CUSRP •Analyse time in customs •Partiipate in roundtables with customs & airlines **Security** •Implement policy &S58,S59 **Standards & Adressing** •Implement EDI & technical standards and Code lists •Obtain S42 Certificate	**E2E Performance reliability** • Set up, monitor & meet individual leg standards in E2E matrices per link • Link all performance reports (QCS, STORM, GMS...) to SLAs (internal & external) with partners • Implement and meet all operational product standards • Provide Customer service Response Quality (GCSS) • Implement adequate remuneration systems (PfP systems in E2E pipelines) and UPU supplementary services • EMS & UPU Certif. Award

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Reporting

- The progress will be monitored via

  – Dashboard (KPIs Tracker) – static (just to see)

  – Performance Indicator Tracker (just to see)

  – Action Plan Tracker - dynamic (updated by national and regional teams)

- Through

  – SharePoint website

  – regularly sent to CEOs and national &regional teams

  – Presentation for UPU bodies (Global Dashboard)

Project Roadmap

Initiation & Roadmap setting phase			Implementation phase			Follow up phase	
Project Initiation	Kick off workshops	Country Roadmap & Action plan	WEBEXs, Reporting to CPMs & CEOs, trainings, actions, on-site visits...	Mid point review workshops, twinning activities	WEBEXs, Reporting to CPMs & CEOs, trainings, actions, on-site visits...	Follow up workshops	Evaluation, Certification process & Project closing
Q1 2017	Q2-Q3 2017		Q4 2017	2018	2019		2020

The startup workshop on operational readiness for e-commerce
19-23 June 2017, APPC

Level 2 Regional projects

- Regional projects will involve shorter-term activities in the fields of
    - Financial services
    - Reform and modernization of the postal sector
    - Diversification
- Projects are now in formulation and will be launched in due course

Regional projects

- Regional projects of national scope
  - New integral approach
  - Regional projects for least developed countries (LDCs)
  - Linked to the indicators of L1 and L2 projects

- The impact of cooperation actions
  - Integrated economic, strategic and development indicators
  - Systematic monitoring of the application of project indicators by each country to ensure greater accountability

Thank you