

## REPORT ON the Physical Service and E-commerce Working Group

*Report by the Co-Chairs (Australia and China (People's Rep.))*

<b>1. Subject</b>  Report of the meeting of the Physical Service and E-commerce Working Group held on 30th August 2022	<b>References/Paragraphs</b>  §§ I – VI
<b>2. Decision expected</b>  The Congress is invited to take note of: <ul style="list-style-type: none"> <li>- Update on the progress of the POC C2 work in the context of UPU for the new cycle (2022-2025)</li> <li>- Update on the progress of the work of the RIG (Remuneration Integration Group) in the context of UPU during the 2022 POC S1 and for the new cycle</li> <li>- Update on the progress of the work of the PSDEIG (Physical Services Development, E-Commerce and Integration Group) in the context of UPU during the 2022 POC S1 and for the new cycle</li> </ul>	§§ II  §§ III  §§ IV

### I. Opening of the meeting and adoption of the agenda

- The meeting of the Physical Services and E-commerce Working Group was held both physically and online on 30th August 2022 as part of the 13th APPU Congress.
- Australia, one of Co-Chair of the WG and Co-Chair of POC C2 OARG (Operation and Accounting Review Group), opened the meeting and confirmed the meeting agenda which was duly approved. China (People's Rep.), the other Co-Chair of the WG and one of the POC Vice-Chairs, remotely expressed the gratitude to APPU of its long-term support and to the WG members of their active participation, briefly summarized the achievement of the WG of last cycle.

### II. Update on overview of UPU C2 work of the new cycle (2022-2025)

- Australia made a presentation of update on comprehensive overview of UPU C2 work of the new cycle, including the Structure of the POC from 2022 to 2025, the key deliverables and work plan of the five standing groups of C2 for the new cycle, including Physical Services Development, E-Commerce and Integration Group, Remuneration Integration Group, Quality of Service Group, Operations and Accounting Review Group and Compliance Group. Australia highlighted the work of the latest updates of the Integrated Product Plan (IPP) and the Integrated Remuneration Plan (IRP), the Integrated Remuneration System (IRS), QSG (Quality of Service Group) implementations concerning the quality of service improvement program to boost operational efficiencies and e-commerce development, IT solutions to support the GMS, etc.

### III. Update on the progress of the work of the RIG in the context of UPU

- Malaysia, as Co-Chair of POC C2 RIG, presented an overview of the work of RIG in the coming cycle, including the mandate, the composition and high-level deliverables of RIG, the outcome and up-to-date work of RIG and the way forward of the RIG.
- The introduction of mandate of RIG mainly focusing on Congress Resolution C 13/2021 on the Integrated Remuneration Plan (IRP), Abidjan Business Plan work proposals relating to main RIG deliverables and other work proposals relating to the work of RIG. Four expert teams on the aspects of studies, IRP/IRS, Pay-for-performance and implementation issues have been established under RIG to implement the respective RIG deliverables and its related work. The work-to-date of RIG mainly includes continuing study of different UPU remuneration system comparison, transit charges calculation rules review, first draft of the IRP implementation report, methodology study consultation, domestic tariff study and quality-link study of ILR etc. For the way forward of RIG, the major work will cover Comparative study, draft survey on the initial impacts of the decisions taken by the 2019 Extraordinary Congress, tariff study, Item-Per-Kg (IPK) study, quality of Service (QoS) link to ILR, remuneration in relation to S10 and EAD (ITMATT), Integrated Remuneration Plan, transit charges.

#### **IV. Update on the progress of the work of the PSDEIG in the context of UPU**

- Canada and Belgium, the Co-Chairs of POC C2 PSDEIG, jointly made an online presentation of an overall overview of the work progress of PSDEIG, including the Integrated Product Plan (IPP) principles, the current UPU Product Matrix, the PSDEIG Key Takeaways and summary of responses to questions discussed during the PSDEIG meetings on 4th July and August 23rd 2022.
- Summary of responses to questions discussed during the PSDEIG meetings on 4th July and August 23rd 2022 including detailed questions and recommendations is shared to the members for reference, involving the following aspects: documents vs goods split, Revision of G and E format item specifications (sizes and weights), registered items service to be limited to documents only, all mandatory supplementary services (registered items, advice of delivery, International Business Reply Service (IBRS) and international reply coupon (IRC) services) to be considered as optional, etc.

#### **V. Q&A and Discussion on the presentations**

- Australia, as the Co-Chair of the Working Group, opened the floor to the members after all the presentations completed. Iran raised a question related to the operational definition of P and G format items and ensuring that any changes in the product portfolio were clear that operations were well placed to implement these. Canada provided feedback to say that any changes would be carefully worked through with other POC groups along with a period of time to ensure that operators were well prepared ahead of the change being implemented.

#### **VI. Closing**

- In conclusion, Australia, as the Co-Chair of the Working Group, closed the meeting with expression of thanks to Thailand Government and Thailand Post for hosting the APPU Congress, to the presenters for their excellent introductions during the WG session, to the members for their participation and to the co-chair China (People's Rep.) for the close cooperation for the whole cycle. Meanwhile, Australia, as the Co-Chair of the Working Group, call on the member countries to remain engaged in the new-circle work of UPU. The WG meeting was closed in due time.