



## E-Business and Technology

Digitalization has changed the role of postal sector as mail volumes decline and parcel volumes grow. The e-Business and Technology terms are used broadly to cover devices and products but also their applications and uses. The e-Business and Technology Course (EBT) is a special course provided by the APPC together with the industry experts in order to share the best practices and experiences in e-business and technology to posts within the Asian-Pacific region. Through a variety of in-class training, site visits, external presentations and group exercises, the participants will be given a thorough overview on e-Business and technology with an overview of the current technological developments in the postal market as well as assess the potential impact of various technologies and innovation on the market. The EBT course focuses on the opportunities that exist for posts to develop existing and new business through better use of technology and better understanding of e-Business, e-Government and e-Commerce.

**Current Environment  
of Posts**

**UPU Global Postal Model**

**Efficient Last-mile  
delivery**

**Strategic imperatives  
for Posts**

**Driving Digital  
Strategies**

**Case Study from Posts**

**e-Commerce  
Ecosystem**

**Designing Social and  
Digital strategies**

**Site Visits**

**Technology in Postal  
sector**

**E-Business & Technology  
Opportunity**

**Group Exercises**



Mr. Anucha, who has been re-appointed in APPC in January 2023, will be the Course Director for **EBT Course**. He comes with a lot of experience from his last term as Course Director of APPC during 2014-2019. Have conducted many in-house courses including the External Training Programs (ETP) abroad such as Bhutan, Brunei Darussalam, Hong Kong, Lao, Malaysia, Macau, Mongolia, Myanmar, Sri Lanka, Timor Leste, USA and Vietnam. Have worked in Thailand Post for over 30 years and have worked in various areas such as International Postal Operations, Logistics Management and Marketing and Sales etc., he can contribute his knowledge and expertise to all participants and the Posts.

