



FROM SECRETARY- GENERAL'S DESK



Greetings from the Asian-Pacific Postal Union!

This September has been a momentous month for the global postal community, with the 28th Universal Postal Congress convened in Dubai. As the highest decision-making body of the UPU, the Congress brought together leaders from across the world to adopt the Postal Strategy and Business Plan for the Dubai Cycle (2026–2029). APPU was present throughout, closely following the debates that will shape the future of our sector in the years ahead.

It was heartening to see 26 APPU member countries represented in person in Dubai Congress — a testament to the unity and strength of our region. Before the official opening, the Bureau hosted the APPU Coordination Meeting on 7 September in Dubai. Prof. Wisit Wisitsora-At, Permanent Secretary and Chair of the Executive Council from the Ministry of Digital Economy & Society, Thailand, extended a warm welcome to the delegations, and I had the privilege of opening the discussions by setting the context. Together, we reviewed key agenda items, reaffirming our commitment to stand together and project a strong, coordinated regional voice on the global stage.

On behalf of the Asia-Pacific postal community, I extend warm congratulations to Mr. Masahiko Metoki and Mr. Marjan Osvald on their re-election as Director General and Deputy Director General of the UPU. Their continued leadership will provide stability and vision as we embark on the new cycle. I also warmly congratulate our APPU member countries that have successfully secured seats in the Council of Administration and the Postal Operations Council, a clear demonstration of the trust and confidence placed in the Asia-Pacific by the wider postal community.

The Congress deliberations on modernization of services, fair remuneration, financial inclusion, resilience, and digital transformation deeply resonated with our region's own priorities. These shared commitments reinforce the path we are collectively pursuing and inspire us to continue advancing with renewed confidence.

During the Congress proceedings, I also drew attention to the grave challenges faced by Nepal Post, whose offices and vehicles were severely damaged in recent protests, leading to service suspensions. I urged the UPU to mobilize immediate support through the Emergency and Solidarity Fund so that Nepal Post can recover and rebuild stronger.

Looking ahead, at APPU, we will seek to align our regional efforts with the Dubai Postal Strategy, which also emphasizes regionalisation. The coming months will mark important milestones:

- Pacific Postal Conference in Fiji (November 2025): A dedicated forum for small island states to share their priorities and experiences.
- APPU Postal Business Forum in Bangkok (December 2025): A platform bringing together postal leaders and industry partners to exchange perspectives and explore collaborations.

With the support of the UPU Special Fund, we will also continue to strengthen capacity-building, training, and knowledge-sharing for our members. Preparations are already underway for new initiatives in 2026 to ensure our members are fully equipped to implement the global strategies.

I would like to thank each of you for your continued dedication and engagement. Together, we will ensure that the Asia-Pacific postal community remains not only a vital part of the global network, but also a forward-looking region ready to embrace the future with resilience and innovation.

Warm regards,



Dr. Vinaya Prakash Singh

APPU AT THE 28TH UNIVERSAL POSTAL CONGRESS: A STRONG AND UNITED REGIONAL VOICE

The 28th Universal Postal Congress in Dubai marked an important milestone for the Asian-Pacific Postal Union (APPU). With the member countries standing together, APPU played a proactive and visible role throughout the Congress, ensuring that the collective voice of the region was heard, represented, and considered.

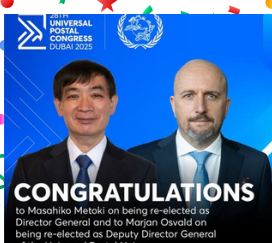
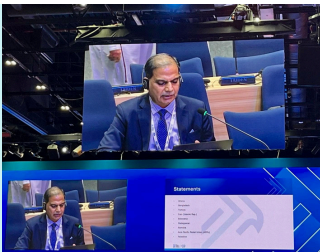
The Union's preparations began well before delegates arrived in Dubai. A comprehensive two-week workshop on the Congress was conducted, equipping participants with an in-depth understanding of the procedures and agenda. This was complemented by a series of offline and online coordination meetings that built consensus on key issues and ensured alignment among members. In addition, APPU coordinated closely with other Regional Unions to maximize support for candidates from the Asia-Pacific contesting seats in the UPU Councils.

In Dubai, the APPU Bureau provided extensive support to member countries. A pre-Congress meeting was convened in Dubai to discuss matters of importance before the official beginning of the Congress. The Bureau also assisted delegations with logistics and arrangements, ensuring smooth participation throughout the event. The Secretary-General also held bilateral discussions with APPU member countries in the sidelines of the Congress to discuss matters of common interest.

Based on the request from members, two side sessions were organized by the APPU Bureau during the Congress. The first focused on the improvement of the Integrated Index of Postal Development (2IPD), while the second was dedicated to facilitating smoother postal flows into the United States through coordination with US Customs and Border Protection. A special pre-election meeting was also arranged to brief members on the voting process and priorities, ensuring greater awareness and preparedness among all delegations.

In the plenary, the Secretary-General presented the APPU Position Paper, which set out the collective priorities of the region. He also made interventions on behalf of member countries during several agenda items.

Due to the collective efforts of all the APPU member countries and the Bureau, there was greater awareness among members of Congress procedures and issues of strategic importance. Coordination across the region was stronger, leading to enhanced visibility and positioning of APPU in the Congress. Most notably, APPU member countries secured one of the largest overall vote shares in the UPU elections, underlining the unity and influence of the region.



UPU LEADERSHIP ELECTION

At the 28th Universal Postal Congress, UPU member countries re-elected Mr. Masahiko Metoki as Director General of the UPU and Mr. Marjan Osvald as Deputy Director General, both for a second term, that will begin on 1 January 2026 and run until 31 December 2029.



CHANGE FROM "RESTRICTED" TO "REGIONAL" UNION

At the 28th Universal Postal Congress in Dubai, member countries approved changing the term "Restricted Union" to "Regional Union" in the UPU Acts. This simple change of wording carries a powerful message, reflecting the unifying spirit of postal unions worldwide.

UPU 28TH CONGRESS INFORMATION



ASIA-PACIFIC LEADERS ENGAGE AT THE UPU GLOBAL LEADERS SUMMIT IN DUBAI

The Asia-Pacific region was strongly represented at the UPU Global Leaders Summit, held on 8 September at the opening of the 28th Universal Postal Congress in Dubai. The Summit brought together ministers, regulators, and CEOs from across the world to set the direction for the UPU's 2026–2029 strategy and work plan.

From the region, Zhao Chongjiu, Director General of the State Post Bureau of China, and Vandita Kaul, Permanent Secretary of India's Department of Posts, joined the first panel of discussions. They underlined the growing importance of e-commerce and digitalization, and highlighted how postal operators can diversify into financial, logistics, and digital services in partnership with the private sector.

In the closing panel, Telmen Gerelt, CEO of Mongol Post, spoke on strategies to empower micro, small, and medium enterprises (MSMEs) through the postal network, stressing the role of postal operators in connecting businesses to markets and supporting national development agendas.

With these contributions, Asia-Pacific members played an active role in shaping the discussions at the Summit, ensuring the region's perspectives are reflected in the global vision for the future of postal services.



UPDATE ON POSTAL FLOWS TO THE UNITED STATES

On 29 August 2025, the United States suspended its duty-free de minimis exemption for low-value goods. The new rules require duties to be collected at origin, which immediately disrupted postal traffic. Data shared via the UPU's electronic network showed 81% drop in traffic to the US on the day of implementation compared to the previous week.

By 5 September, 88 postal operators worldwide had suspended some or all services to the United States. Within the Asia-Pacific region, 16 postal operators have announced suspension of their flows.

In response, the Universal Postal Union (UPU) has started deploying a technical solution to help restore services. A landed-cost calculator is now available via API, enabling postal operators to calculate and collect duties at origin. This Delivered Duty Paid (DDP) solution will also be integrated into the UPU's Customs Declaration System (CDS), allowing 176 operators to gradually adopt it. The UPU will provide further support in adapting procedures, transferring data, and training staff to ensure mail can resume.

APPU will continue to share updates with members as the situation evolves.

Source: UPU
<https://www.upu.int/en/press-release/2025/upu-launches-solution-to-move-mail-as-postal-flows-to-us-reach-near-standstill>

BEST PRACTICE

ENHANCING COMPETITIVENESS IN CROSS-BORDER DELIVERY: KOREA POST'S EMS DIRECT DDU-DDP INITIATIVE

Korea Post was nominated for the Innovation in the Postal Sector Award at the APPU Postal Business Forum 2024 for its EMS Direct DDU-DDP service, which addresses long-standing challenges in cross-border express delivery by lowering costs, improving automation, and introducing faster clearance processes.

Highlights

- Delivery cost for a 2kg inbound item reduced from 12 SDR to roughly 2 SDR.
- Machine sorting enabled by receiving delivery addresses in Korean language through ITMATT.
- EMS Direct traffic grew from zero to 300,000 items per month within months of launch.
- Customs clearance simplified through a new eCommerce clearance system in collaboration with Korea Customs.
- 100% of traffic sourced from e-commerce sellers, boosting competitiveness in B2C delivery.
- Enables sending posts to compete with commercial couriers through faster, lower-cost express solutions.
- Printed labels include routing codes, improving efficiency in both automated and manual sorting.

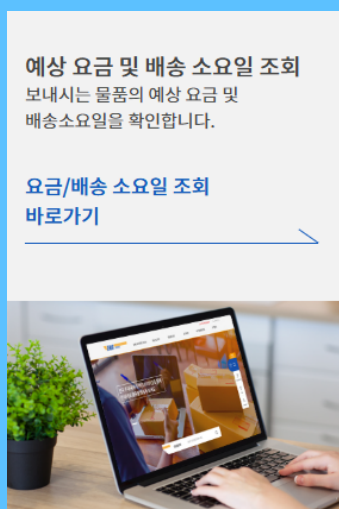
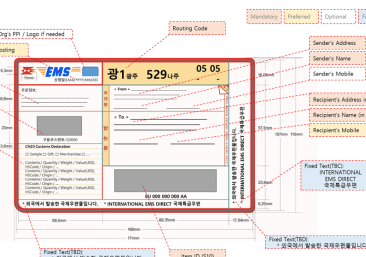
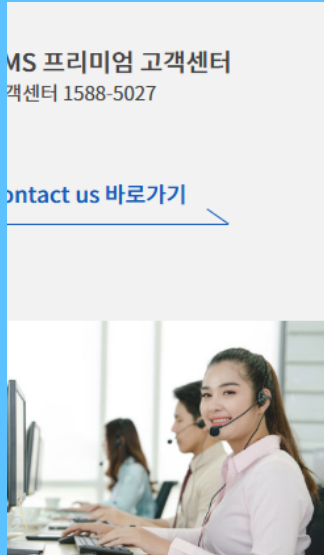
Launched in March 2024, the EMS Direct DDU-DDP service was designed to make EMS competitive with commercial couriers by eliminating high-cost factors such as manual sorting and language barriers. The system requires sending Posts to transmit delivery addresses in Korean via ITMATT and to print labels in Korean with a machine-readable routing code generated by Korea Post's API. This allows for seamless integration into automated sorting systems and reduces labor requirements in manual processes.

Korea Post also introduced an eCommerce clearance model with Korea Customs, mirroring commercial clearance practices. When the sending Post collects duty and tax in advance, Korea Post can clear items before physical arrival and remit payments to customs. This reduces processing burdens and offers recipients a smoother experience.

The objectives of EMS Direct were to:

- Lower inbound EMS costs and increase competitiveness;
- Streamline operational processes by shifting from manual to machine sorting;
- Facilitate faster and more predictable delivery for e-commerce;
- Provide a commercial-grade clearance option through postal channels.

By combining cost savings, process innovation, and regulatory alignment, EMS Direct has reinvigorated inbound EMS flows to Korea. While DDP volumes are still under development, the DDU service alone has already created significant new traffic, underscoring the potential of postal operators to compete effectively in the global e-commerce logistics market.





INDIA POST'S EVOLVING SERVICES

Facilitating Product Testing and Certification

India Post is partnering with the National Test House (NTH) to make product testing and certification more accessible. Exporters, manufacturers, traders, and consumers will be able to send product samples from any of India Post's 164,000 offices directly to NTH laboratories, with test results delivered to their doorstep. The collaboration leverages India Post's nationwide reach, secure logistics infrastructure, and real-time tracking systems to reduce costs, improve turnaround times, and strengthen confidence in the certification process.



Distributing Mutual Funds Across India

The Department of Posts (DoP), Ministry of Communications, has signed a three-year Memorandum of Understanding (MoU) with the Association of Mutual Funds in India (AMFI). Under this agreement, India Post will serve as a distributor of mutual funds through its postal network, opening access to investment opportunities in rural and semi-urban regions. By combining India Post's extensive footprint with AMFI's investor-centric framework, the initiative aims to expand the availability of financial products to a wider population.



Source:

<https://www.msn.com/en-in/entertainment/tv/nth-india-post-tie-up-to-make-product-testing-quicker-and-cheaper/ar-AA1KJIVU>

<https://www.pib.gov.in/PressReleasePage.aspx?PRID=2159970>



POS MALAYSIA RELAUNCHES 'TAKE BACK PROGRAMME' TO UPCYCLE USED COURIER PACKAGING

Pos Malaysia has launched the second edition of its Take Back Programme, inviting Malaysians to return used courier packaging in exchange for exclusive rewards. The initiative runs until 31 August 2025 and supports the company's commitment to sustainability and circular economy practices.

Customers who drop off at least 20 clean pieces of used packaging – polymailers, bubble wrap (minimum 500cm²), or cardboard – at any of 20 participating post offices nationwide will be rewarded through a lucky draw. Prizes include bamboo pens, Pos Shop vouchers, .Bungkus key holders, reusable bags, and keychains.

Held in partnership with .Bungkus, a local upcycling brand, the programme ensures soft plastics are transformed into accessories, while cardboard is directed to certified recycling centers. The effort supports Pos Malaysia's broader goals to reduce Scope 1 and 2 emissions by 50% by 2030, recycle 50% of operational waste, and achieve 80% recycled content in packaging by 2025, with a long-term goal of net-zero emissions by 2050.

The first edition in 2023 collected over 170kg of packaging from more than 200 participants. Alongside the country's largest EV fleet and other green initiatives, Pos Malaysia continues to lead in sustainable logistics.

Source



<https://www.pos.com.my/post-list/detail?postDetailId=Pos%20Malaysia%20Relaunches%20E2%80%98Take%20Back%20Programme%20to%20Upcycle%20Used%20Courier%20Packaging>





SINGPOST PARTNERS WITH DHL EXPRESS TO EXPAND SUSTAINABLE SHIPPING OPTIONS



SingPost and DHL Express have launched a strategic partnership to make international shipping more convenient and sustainable across Singapore. As part of this collaboration, DHL Express services are now available at all post offices islandwide, expanding from an initial 14 outlets piloted earlier in 2025. Customers can also drop off DHL parcels at SingPost outlets, with collections made daily at no additional cost.

Each shipment includes complimentary participation in DHL's GoGreen Plus programme, which reduces greenhouse gas emissions by using sustainable aviation fuel (SAF) through a 'book & claim' system.

Customers can also choose from FSC-certified recyclable packaging available at the outlets. Since the pilot launch, parcel drop-offs at SingPost outlets have doubled, highlighting strong demand for convenient international shipping solutions.

This partnership integrates DHL's global network with SingPost's nationwide presence, maximising logistics infrastructure and providing accessible, emission-reduced shipping services for customers across Singapore.

<https://www.singpost.com/about-us/news-releases/dhl-express-and-singpost-partner-offer-emission-reduced-and-accessible>



Expanding Affordable Access through Kadiwa ng Pangulo Stores

The Philippine Postal Corporation (PHLPost) has opened 45 Kadiwa ng Pangulo stores nationwide, providing affordable food and essential goods to Filipino families through the government's flagship program in partnership with the Department of Agriculture. By hosting outlets at post offices, PHLPost offers rice at P20 per kilo alongside vegetables, meat, fish, and other agricultural products at prices lower than commercial markets. The Manila Central Post Office in Liwasang Bonifacio is among the busiest outlets, serving as a hub for both producers and consumers. Under the arrangement, PHLPost provides space and logistical support, while the Department of Agriculture manages sourcing and supply.

Partnering with Local Governments to Extend Postal Services

PHLPost Area 4 Southern Luzon has partnered with the Local Government Unit of Cavinti, Laguna, to establish a new postal station that brings essential services closer to local residents. The facility, provided by the municipality, will be operated by LGU personnel trained by PHLPost, with support through marketing equipment, stock supplies, and operational supervision. The Cavinti Postal Station will provide mail acceptance and delivery, sale of stamps and philatelic items, and other transactions, reinforcing PHLPost's universal service obligation and extending last-mile delivery to more households.





THAILAND POST PARTNERS IN RECYCLING CAMPAIGN FOR CLEAN ENERGY

Thailand Post has joined with Premier Marketing, PTG Energy, and Slek EV to launch the “Taro Saves the World” campaign, enabling customers to return empty Taro snack packets at post offices nationwide. The collected packets will be recycled into fuel for electricity generation, replacing coal and reducing plastic waste by more than 1,000 tons per year.

This initiative builds on Thailand Post’s Green Hub project, which supports waste reduction and circular economy practices through campaigns such as reBOX, reBAG, and e-Waste. By leveraging its nationwide network as a collection point, Thailand Post contributes to reducing landfill waste and promoting sustainable practices in communities.

Source

<https://moneyandbanking.co.th/en/2025/194813/>



VIETNAM POST AND AIRPORTS CORPORATION PARTNER ON LOGISTICS DEVELOPMENT

Vietnam Post and the Airports Corporation of Vietnam (ACV) have signed a cooperation agreement to jointly develop modern supply chain infrastructure and expand logistics solutions nationwide. The partnership will focus on building warehouses, logistics centers, and distribution stations at new airports operated by ACV.

Under the agreement, Vietnam Post will provide integrated logistics

services, from transportation and storage to handling and distribution, while ACV leverages its role in managing the country’s airports. The collaboration aims to accelerate digitalization, strengthen cross-border e-commerce, and position both partners as pioneers in comprehensive logistics solutions.

<https://theinvestor.vn/vietnam-post-vietnam-airports-corporation-sign-logistics-cooperation-deal-d16740.html>



THE 28TH CONGRESS COMMITTEE CHAIRS' PERSPECTIVE

Drawn from video interviews with Committee Chairs published on the UPU Facebook page

Committee 3 on General Policy and Management of the Work of the Union

Chair: Lindsay Welsh, (New Zealand)

Q1: What major decisions were taken in Congress Committee 3 and how will they shape the work of the UPU over the next four years?

Chair:

The most significant work we addressed was the UPU strategy, the Dubai Business Plan, refining and agreeing on the domain work proposals, and endorsing and proposing the budgetary ceiling. Together, these lay out a clear path forward for our Union.

Q2: Congress Committee 3 dealt with topics that drew a lot of discussion from the UPU’s membership. What was your approach to building consensus?

Chair:

It’s not easy to describe as a process. What we do is talk, but we also listen. We take time to have conversations that convey the thoughts around the room—not just from one member, but from all our members. Once we have done that, we can pull together the meaning, the full thread of the conversation. With that, we discuss, agree, listen, and then build consensus. That was our approach, and I am immensely grateful to our committee members for the way they conducted themselves and brought our committee to a successful conclusion.

CONTINUE ▶

Committee 4 on the UPU Convention

Chair: Felix Blaich, (Germany)

Q: How will the decisions taken in Committee 4 help meet customers' needs and position the postal network as the e-commerce provider of choice?

Chair:

When the UPU was founded 150 years ago, there was no alternative to the postal network for the exchange of letters and parcels. Today, 150 years later, we face a very different situation where, in most markets, there is fierce competition. Customers—grandmothers, small and medium-sized enterprises, as well as e-commerce giants—decide every day which network will carry their parcels and letters. So what does it mean to make the UPU network the provider of choice? We must deliver what customers want, and textbooks remind us that customers usually decide based on three dimensions: product, price, and quality of service.

The three reports adopted in Committee 4—the Integrated Product Plan, the Integrated Remuneration Plan, and the Integrated Quality of Service Plan—are designed to update and modernize the network to meet 21st-century customer needs across these three dimensions. A fourth dimension, which is becoming increasingly important, is sustainability. The Congress has also taken decisions on this. It was the task of Committee 4 to address these three dimensions, and this was achieved in full consensus, with only slight amendments after thorough consideration over several years and with input from markets around the world. We are now confident that these plans will meet customers' needs globally and help bring volumes back to the postal network based on the decisions we have taken.

Committee 5 on Postal Financial Services

Chair: Lakshmikanta Dash, (India)

Q1: How will changes to the UPU's Postal Payment Service Agreement (PPSA) help further financial inclusion through the postal network?

Chair:

A number of amendments were brought forward through proposals in this session of the Dubai Congress. Many of these amendments were aimed at ensuring that the unbanked population benefits from banking, and that underserved or unserved people gain access to financial services. The main objective behind strengthening postal financial services is to ensure that informed choices through financial services reach the last mile. Every person in every community should be empowered to make informed decisions by having financial leverage. I am confident that the discussions we have had over the last two days will immensely benefit the population by advancing financial inclusion. It is a good step, and many healthy discussions have taken place on the floor.

Q2: What is the role of public-private partnerships in driving innovation in the postal sector?

Chair:

The role of partners is very important. Many postal administrations around the world have come up with their own solutions to promote financial inclusion, but partnerships bring added value. They can expand the product and service portfolio, providing more choices for customers. Having multiple choices is an essential prerequisite, because apart from money, concept selling also takes place. People should feel fully convinced of the decisions they are making, especially when continuity in investment is a valuable outcome we are aiming for.



Committee 6 on Development Cooperation

Chair: Lincoln Allen, (Jamaica)

Q1: What is the UPU Development Cooperation Policy?

Chair:

It's a four-year roadmap spanning the period 2026–2029, which will assist member states through the implementation of several critical activities. In addition, the policy will strengthen regional offices by improving their capacity to ensure greater efficiency, effectiveness, and coordination in implementing activities for the benefit of member countries.

Q2: How will it guide the work of the UPU in the region?

Chair:

The policy intends to align countries' capacities with regional priorities, which are also consistent with the UN Sustainable Development Agenda. In addition, the policy focuses on least developed countries, small island developing states, and landlocked developing states, whose governments have demonstrated a commitment to modernization and transformation efforts.

Q3: How will the policy address member countries' requests for greater regionalization?

Chair:

Regionalization is the translation of the UPU's global strategy into a regional action plan, which effectively brings the UPU and its member states closer together. It also brings the UPU closer to decision makers and other stakeholders to ensure buy-in and financial support. Under this arrangement, no country will be left behind.