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**FROM SECRETARY-
GENERAL'S DESK**



**Greetings from the Asian-Pacific
Postal Union!**

As we move further into 2026, I am encouraged to see the work of the year is gradually taking shape. Across the region, planned activities are moving from preparation to implementation, and cooperation among members is increasingly translating into concrete actions reinforcing the collective strength and relevance of our Union.

While the postal sector may represent a modest share of overall economic activity, its enduring value lies in its role as a trusted public service and a vital connector of economies, businesses, and communities. In an era marked by rapid technological change and global uncertainty, this responsibility makes our continued focus on pragmatic collaboration, operational resilience, and steady institutional progress even more important.

Capacity building and knowledge exchange remain at the heart of APPU's mandate. I am pleased to note that the Asian-Pacific Postal College (APPC) has successfully delivered its first two onsite courses of the year on EMS and Digital Financial Services, along with associated workshops. The College also had the

privilege of hosting supervisory officials from Qatar Post for a customised workshop on Service Excellence in the Postal Sector, reflecting APPU's growing role as a regional and inter-regional centre of excellence.

Our collaboration with the Universal Postal Union (UPU) and other regional postal unions continues to deepen through technical exchanges and specialised programmes. This month, APPU hosted a UPU-led Global Advanced Expert Training Workshop on Disaster Risk Management, which witnessed strong participation from across the membership and beyond. I am also pleased to share that from 24 to 26 February, APPU will host the first Inter-regional Forum on Security as a Key Element for Postal Service in collaboration with the Postal Union for the Americas, Spain and Portugal (PUASP). Such initiatives not only enhance professional competencies but also strengthen the spirit of partnership and peer learning across regions.

I would also like to sincerely acknowledge the 18 designated postal operators that have already contributed responses to the Cross-Border E-commerce Project survey being implemented with support from the UPU Special Fund. The insights shared are extremely valuable in helping us better understand operational practices and challenges. I warmly encourage other members to participate, as broader engagement will significantly enrich the project's outcomes and strengthen regional cooperation in this critical growth area.

Looking ahead, preparations are progressing for the 2026 APPU Congress, which will be hosted by the APPU Bureau in Bangkok from 31 August to 4 September 2026. The APPU Postal Business Forum will precede the Congress from 31 August to 1 September, followed by formal Congress sessions from 2 to 4 September. These events will serve as important platforms for strategic dialogue, knowledge exchange, and collective decision-making that will shape the future direction of our Union. Additional details will be shared with members in the coming months.

As we continue preparing for the year's key milestones, I remain deeply appreciative of the commitment and cooperation demonstrated by our members and partners. Together, we will continue to ensure that APPU's programmes remain practical, relevant, and responsive to the evolving priorities of our region.

Warm regards,



Dr. Vinaya Prakash Singh
Secretary-General, APPU



SECRETARY-GENERAL PAYS COURTESY VISIT TO THAILAND'S MINISTRY OF FOREIGN AFFAIRS



Dr. Vinaya Prakash Singh, Secretary-General of the APPU, met Ms. Pinsuda Jayanama, Director-General of International Organizations at the Ministry of Foreign Affairs of Thailand, on 23 January to exchange New Year greetings and discuss matters of mutual interest. During the meeting, Dr. Singh also briefed her on the preparations for the upcoming APPU Congress to be hosted by the APPU Bureau in Bangkok this year.



DISASTER RISK MANAGEMENT WORKSHOP CONCLUDES IN BANGKOK

The Universal Postal Union (UPU), in cooperation with the Asian-Pacific Postal Union (APPU), successfully concluded the Disaster Risk Management: Global Advanced Expert Training Workshop, held in Bangkok from 3 to 6 February 2026.

The four-day workshop brought together postal experts from the region and beyond to strengthen preparedness and resilience in the face of disasters, pandemics, climate change, and security risks. The programme combined technical presentations, country experience sharing, table-top exercises, role plays, and onsite visits, allowing participants to explore both strategic frameworks and practical response mechanisms.

Key sessions covered disaster risk management certification, early warning systems, cybersecurity incident response, climate change impacts, and business continuity planning. Participants also took part in onsite visits to Thailand Post facilities, gaining first-hand insights into operational practices related to certification, security, and continuity planning.



EXTERNAL TRAINING PROGRAMME AT SOLOMON ISLANDS POST



The Asian-Pacific Postal College successfully organised an External Training Programme for Solomon Islands Post in December 2025. The programme was held with the support of the Universal Postal Union.

The one-week programme was designed to support Solomon Islands Post in its ongoing efforts to modernise operations and establish a clear strategic direction aligned with national development priorities. As part of the programme, a comprehensive workshop was conducted for senior management and key staff, focusing on strategic planning, operational efficiency, customer orientation, and future-ready postal services. Discussions were also held with the Ministry, including a meeting with the Permanent Secretary, reinforcing the role of postal services as a key enabler of connectivity, inclusion, and national development. At the conclusion of the programme, a draft Strategic Plan was submitted to the Board of Solomon Islands Post.

This programme reflects the continued commitment of the Asian-Pacific Postal Union to providing practical, context-specific support to its member countries and to strengthening postal services across the Asia-Pacific region through capacity building, policy support, and strategic guidance.



APPC STARTS THE YEAR WITH ONSITE TRAINING PROGRAMMES

The Asian-Pacific Postal College (APPC) concluded the first two onsite courses of its 2026 training calendar, focusing on key operational and service areas of the postal sector: Digital Financial Services (DFS) and Express Mail Service (EMS). The courses were held from 19 January to 6 February, bringing together participants from across the Asia-Pacific region.

The Digital Financial Services course examined the role of postal networks in supporting financial inclusion and digital service delivery. Participants were introduced to core concepts, operational models, and practical considerations related to postal financial services in a changing digital environment.

The Express Mail Service course focused on the development and management of express and parcel services, covering operational processes, service quality, and market trends relevant to both domestic and international EMS operations.

As part of the courses, the College also hosted two workshops: Financial Inclusion Through Posts and EMS.

Beyond classroom training, the onsite format also provided opportunities for participants to build professional connections and strengthen friendships. The programme included onsite visits and informal interactions, allowing participants to gain practical insights and engage in meaningful exchanges beyond the classroom.



Feb- Mar 2026
Programme Schedule



24 to 26 February

Security as a Key Element of Postal Services
Interregional forum



2 to 27 March

- Business Development and Marketing (BDM)
- Managing Quality of Service (MQS)

APPC DELIVERED SEPS WORKSHOP FOR SUPERVISORS

The APPC conducted the Service Excellence in the Postal Sector (SEPS) Workshop from 9 to 13 February 2026 in Bangkok for a group of supervisory staff from Qatar Post.

The programme focused on quality management, service excellence, and customer-oriented performance, combining

classroom sessions with practical exposure. Participants reviewed UPU initiatives on quality monitoring, examined case studies on regulations and compliance, and discussed metrics for customer grievance redressal.

To link learning with operations, the workshop included field visits to key facilities and partners, providing first-hand insight into mail processing, logistics, post office operations, and technology-enabled services.





INNOVATION AWARD – APPU POSTAL BUSINESS FORUM 2025

“HONGYAN” LARGE MODEL APPLICATION PRACTICE



Recognised with the Innovation Award at the APPU Postal Business Forum 2025, the “Hongyan” initiative reflects how a designated operator has introduced intelligent tools into traditional postal operations in a gradual and operationally driven manner.

Developed progressively since 2022, the project did not begin with technology deployment targets, but with practical service and management needs across China Post’s core businesses—express delivery, postal services, financial services, and e-commerce.

An Operational Lens: Six Directions of Practice

Rather than rolling out a single system, the “Hongyan” practice has been advanced along six practical directions, each closely aligned with familiar postal functions:

- Precision in marketing:** Supporting front-line staff and managers in analysing customer information and preparing more targeted service and product offerings.
- Agility in customer service:** Improving response speed and accuracy in daily customer enquiries, assisting staff in handling complex or repetitive questions more efficiently.
- Intelligence in production and operations:** Assisting network planning, routing, scheduling, and resource allocation, helping operational decisions move from experience-based adjustment toward data-supported coordination.
- Analytical support in management decisions:** Providing structured inputs for planning, assessment, and performance review, supporting managers with clearer and more consistent decision references.
- Ecology in industrial collaboration:** Enabling smoother coordination across postal, logistics, financial, and e-commerce-related services, strengthening connections along the postal value chain.
- Real-time capability in intelligent risk control:** Supporting faster identification of operational and compliance risks, helping inspection and monitoring move from periodic checks toward more timely responses.

These directions do not represent separate systems, but different entry points through which intelligence has been introduced into existing postal work.

How the Practice Was Advanced

- Starting from daily work scenarios
- Embedding tools into familiar systems
- Expanding through use, not demonstration

Initial applications focused on areas where staff already faced high workloads or repetitive tasks, allowing intelligent tools to assist existing processes rather than disrupt them.

From 2023 onward, applications were integrated into systems already used by front-line staff and managers, including planning tools, customer service platforms, and employee assistants. This helped limit training pressure and supported gradual adoption.

Over time, applications were extended to more than 200 business scenarios, covering headquarters, specialised business units, and provincial branches. Expansion followed operational stability rather than technical ambition.

Operational Results Observed:

- More efficient postal network planning, contributing to shorter route transit times
- Reduced transportation and handling costs through improved coordination
- Faster processing of international inbound mail, particularly for non-standard address information
- Stronger support for front-line customer service and marketing staff, enabling quicker and more accurate responses

These results were achieved by building on existing systems, roles, and institutional knowledge, rather than relying on fully automated or experimental solutions.



INDIA POST LAUNCHES GEN Z–FOCUSED POST OFFICE CONCEPT

India Post has introduced a Gen Z–focused post office concept as part of its efforts to modernize public services and engage younger users. The initiative reimagines the traditional post office as a multifunctional space that combines postal and digital services with social interaction.

Designed with input from students, the post office features full Wi-Fi coverage, contemporary interiors, and spaces for informal learning and collaboration, including reading corners and café-style seating. The concept reflects India Post's broader transition toward digital banking, logistics, and e-commerce services, demonstrating how legacy public institutions can adapt to evolving social and digital expectations.

INDIA AND GERMANY STRENGTHEN POSTAL AND LOGISTICS COOPERATION

India and Germany have reinforced bilateral cooperation in the postal, express, and logistics sector through the signing of two instruments on 12 January 2026 in Ahmedabad. These include a Joint Declaration of Intent between the governments of India and Germany, and a Letter of Intent between India Post and Deutsche Post AG.

The collaboration focuses on cross-border e-commerce, time-definite international deliveries, and the development of joint express products. By combining India Post's extensive domestic reach with Deutsche Post's global network, the partnership aims to improve transit times, reliability, and market access for Indian exporters, particularly MSMEs and small producers.

> READ MORE

- <https://www.ndtv.com/india-news/wi-fi-selfie-point-a-look-at-bengalurus-gen-z-themed-post-office-9835214>
- <https://www.pib.gov.in/PressReleasePage.aspx?PRID=2213898®=3&lang=2>

Singapore POST AND SKYNET FORM STRATEGIC PARTNERSHIP TO ENHANCE EXPRESS AND ECOMMERCE SERVICES

Singapore Post Limited (SingPost) and SkyNet Worldwide Express have entered into a strategic partnership in Singapore to strengthen Express and eCommerce solutions across the Asia-Pacific region.

Effective 1 January 2026, SingPost became SkyNet's exclusive partner in Singapore, representing the SkyNet brand locally and providing international express and

eCommerce services to SkyNet's global customers. Under the collaboration, SingPost's Airmail Transit Centre will serve as a customs-bonded transshipment hub, supporting regional and global logistics flows.

The partnership enhances connectivity and speed for customers through a single technology platform, enabling access to more than 180 destinations worldwide. Additional services include Delivered Duty Paid (DDP) solutions, as well as dedicated facilities for returns quality control and e-fulfilment.

By combining SkyNet's global reach with SingPost's local delivery network, the partnership aims to improve efficiency and service quality for cross-border Express and eCommerce operations in the region.

For more details, visit <https://www.singpost.com/about-us/news-releases/singpost-and-sky-net-worldwide-express-establish-exclusive-strategic>



POS MALAYSIA TRIALS AUTONOMOUS ELECTRIC VEHICLE FOR LOGISTICS OPERATIONS

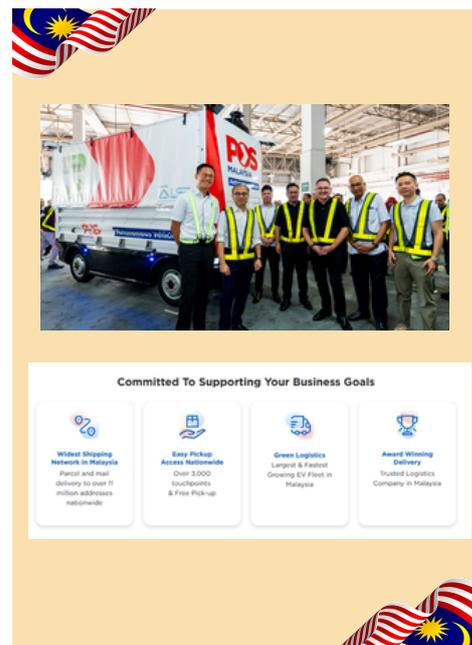
Pos Malaysia has launched a six-month trial of the country's first fully driverless, electric autonomous logistics vehicle as part of its efforts to advance digitalisation and sustainability in postal operations.

The trial is being conducted in partnership with Autonomous Logistic Solutions (ALS) following the signing of a collaboration agreement on 21 January. The autonomous vehicle will be tested within Pos Malaysia's operational environment as a proof of concept for high-volume, point-to-point logistics activities.

The initiative is supported by close coordination with national authorities, including the Ministry of Transport Malaysia and Jabatan Pengangkutan Jalan, to ensure alignment with regulatory and safety frameworks. Powered by 5G connectivity, the project aims to assess the readiness of autonomous logistics solutions for real-world deployment.

The trial marks a key step in Pos Malaysia's broader ambition to develop innovative, efficient, and sustainable logistics services.

For more details, visit <https://www.parcelandpostaltechnologyinternational.com/news/vehicles-fleet/pos-malaysia-launches-countrys-first-autonomous-delivery-vehicle.html>



THAILAND POST AND SIVITT PARTNER TO ENHANCE MEDICAL SPECIMEN LOGISTICS



has partnered with Siriraj Vittayavijai Co Ltd (SIVITT), an affiliate working closely with Siriraj Hospital, to strengthen the nationwide collection and transport of medical specimens.

Under the "Postal Delivery of Medical Specimens and Equipment" project, the partnership supports the delivery of specimens from hospitals and clinics across the country to Siriraj Hospital's diagnostic centres. The initiative aims to improve access to advanced diagnostics by overcoming geographical and logistical barriers, while enhancing efficiency in diagnosis and treatment planning within Thailand's public health system.

Thailand Post will provide specialised logistics services, including controlled handling conditions and guaranteed delivery timelines supported by real-time tracking. In its initial phase, the project will focus on ambient-temperature specimens for cancer genomic testing and complex molecular diagnostics.

Building on over a decade of cooperation, the partners plan to gradually expand the service to support additional public health and social missions.

For more details, visit <https://www.bangkokpost.com/business/general/3184044/thailand-post-sivitt-forge-medical-delivery-tieup>

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