



### FROM SECRETARY- GENERAL'S DESK

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

As we reach the midpoint of 2026, it is clear that our region—and the world—continues to navigate a period of profound uncertainty. Geopolitical tensions, economic pressures, and rapid technological change are reshaping the environment in which public service institutions operate. Yet in moments such as these, the value of cooperation, stability, and trusted public infrastructure becomes even more evident. The postal sector has long embodied these principles, providing essential connections for communities, businesses, and governments alike.

This month, I had the opportunity to participate in the Global Post-Customs Forum on Security and Business in San Salvador, jointly organized by the UPU and the Postal Union of the Americas, Spain and Portugal (PUASP). The Forum brought together postal and customs leaders from different regions to discuss common challenges related to cross-border trade, security requirements, operational efficiency, and digital transformation. The exchanges reinforced the importance of international cooperation and highlighted the growing need for stronger coordination between postal and customs stakeholders to facilitate secure and efficient trade.

In this Global Forum, I was also honoured to participate as a panellist in a high-level session on postal security alongside the Secretaries General of the Caribbean Postal Union (CPU), the Pan African Postal Union (PAPU), and PUASP. The session was expertly moderated by Dawn Wilkes, Global Security Programme Manager, US Postal Inspection Service. The discussion explored regional approaches to protecting postal staff, facilities, shipments, and revenues, with particular attention to emerging security risks and the importance of proactive strategies. The session provided a valuable opportunity to exchange regional experiences and reaffirm the importance of proactive collaboration in strengthening the security and resilience of the global postal network.

The month also marked the commencement of two regular training programmes at the Asian-Pacific Postal College: Human Resource Management (HRM) and Parcel, Logistics and Operations Management (PLOM). Bringing together postal professionals from across the Asia-Pacific region, these programmes reflect our continued commitment to strengthening both leadership capabilities and operational expertise. Investment in people remains one of the most important foundations for a future-ready postal sector.

Looking ahead, preparations are progressing steadily for the 14th APPU Congress, which will take place alongside the Postal Business Forum and the CEOs' Forum in Bangkok from 31 August to 4 September 2026. These gatherings will bring members, partners, and industry leaders together to exchange perspectives, explore emerging opportunities and challenges, and help shape the future direction of the postal sector in our region. I encourage all members to participate actively and contribute to these discussions.

As we move into the second half of 2026, I encourage all members to continue approaching our shared challenges with determination, openness, and a spirit of partnership. By working together, sharing knowledge, and supporting innovation, we can ensure that the postal sector remains resilient, relevant, and responsive to the evolving needs of the communities we serve.

Warm regards,



**Dr. Vinaya Prakash Singh**  
**Secretary-General, APPU**

## SECRETARY-GENERAL PARTICIPATES IN GLOBAL POST-CUSTOMS FORUM ON SECURITY AND BUSINESS



APPU Secretary-General Dr. Vinaya Prakash Singh participated in the Global Post-Customs Forum on Security and Business, held in San Salvador, El Salvador, from 9 to 11 June 2026. The Forum was jointly organized by the Universal Postal Union (UPU) and the Postal Union of the Americas, Spain and Portugal (PUASP), with the support of the Government of El Salvador and the U.S. Postal Service (USPS).

The Forum brought together around 150 delegates from the UPU and regional postal unions across the Americas, Africa, and Asia-Pacific, including the Secretaries General of APPU, the Pan African Postal Union (PAPU), the Caribbean Postal Union (CPU), and PUASP, as well as senior postal executives and customs representatives. The event provided a valuable platform for strengthening cooperation between postal operators and customs administrations in support of secure, efficient, and resilient international trade.

Discussions focused on key issues shaping the future of the postal sector, including regional and international trade, evolving customer expectations, cross-border e-commerce, postal security, joint risk management, and the safe movement of international mail. Participants also exchanged views on operational challenges and opportunities arising from the increasing complexity of global supply chains and regulatory requirements.

The Forum was attended by representatives from seven APPU member countries—Bangladesh, India, Lao PDR, Malaysia, the Philippines, Sri Lanka, and Thailand—highlighting the region's active engagement in international efforts to strengthen post-customs cooperation and enhance the resilience of global postal networks.

## APPC LAUNCHES HRM AND PLOM COURSES

Two regular programmes – Human Resource Management (HRM) and Parcel, Logistics and Operations Management (PLOM) – were inaugurated on 8 June 2026 at the Asian-Pacific Postal College (APPC).

Running until 3 July 2026, the courses are bringing together postal professionals from across the Asia-Pacific region to exchange experiences and strengthen their knowledge in key operational and management areas. The programmes combine classroom learning, practical visits, guest lectures, and collaborative activities to promote both professional development and regional cooperation.

The HRM course focuses on strategic people management, covering topics such as staff development, talent acquisition and retention, organizational restructuring, communication, and performance management. In parallel, the PLOM course examines parcel, logistics, and supply chain operations, including postal business strategy, mail and parcel operations, warehouse management, customer experience, and the growing role of posts in e-commerce. Both programmes incorporate practical visits and case studies to enhance learning through real-world examples.

The courses are further complemented by specialized workshops on Performance Management of Workforce (PMW) and Last-Mile Delivery and Fulfillment (LMDF), providing participants with additional insights into current challenges and best practices in postal management and service delivery.

## APPC DELIVERS CUSTOMIZED TRAINING PROGRAMME FOR MONGOL POST

The Asian-Pacific Postal College (APPC), supported by the UPU and organised at the request of Mongol Post, successfully conducted a five-day customised External Training Programme (ETP) on Digital Solutions for the Postal Sector in Ulaanbaatar, Mongolia.

Designed for approximately 70 mid- and senior-level executives, the programme covered topics such as digital transformation, data analytics, digital marketing, revenue protection, Universal Service Obligation (USO) business models, and the application of emerging technologies, including artificial intelligence. Participants also explored UPU tools supporting international mail operations and performance monitoring.

The programme forms part of APPU’s ongoing efforts to strengthen institutional capacity and promote knowledge sharing across the region.



# SUCCESS STORY



## INNOVATION AWARD – SPECIAL MENTION

### IRAN'S NOMADIC POST: CONNECTING MOBILE COMMUNITIES TO THE DIGITAL ECONOMY

At the 2025 APPU Innovation Awards, the National Post Company of Iran presented Iran's Nomadic Post, an initiative designed to extend postal services and digital commerce opportunities to the country's nomadic populations. By combining dynamic addressing, postal logistics, and e-commerce services, the project demonstrates how postal networks can support inclusion for communities whose lifestyles fall outside conventional service models.

#### A Dynamic Postal and Digital Platform

Iran is home to a significant nomadic population that migrates seasonally across different regions throughout the year. While this traditional way of life remains an important part of the country's cultural heritage, mobility creates challenges for access to postal services, parcel delivery, and participation in the digital economy.

Conventional addressing systems rely on fixed locations and permanent post codes, making it difficult to accurately identify temporary settlements, seasonal residences, and migration routes. As a result, nomadic communities often face barriers in receiving shipments, accessing services, and marketing their products beyond local markets.

To address these challenges, Iran Post developed the Nomadic Post initiative, which introduces a dynamic postal addressing system linked to a broader postal and digital services platform.



#### A Dynamic Postal and Digital Platform

At the heart of the initiative is a dynamic post code system that assigns valid postal identifiers to nomadic settlements based on their seasonal locations. The system allows addresses to be updated as communities migrate, ensuring that postal services remain connected to their changing locations.

- **Dynamic Addressing Layer:** Seasonal post code allocation and location management for nomadic settlements.
- **Mapping and Validation Tools:** Address-based mapping systems capable of reflecting migration patterns and seasonal updates.
- **Postal Logistics Network:** Utilization of rural post offices, mobile postal services, local representatives, and established migration routes to facilitate mail and parcel delivery.
- **Digital Marketplace:** An online platform enabling nomadic producers to market and sell products such as handicrafts, honey, dairy products, and livestock-related goods.
- **Data Security Framework:** Measures to protect personal information, transaction security, and sensitive location data.

#### Supporting Inclusion and Economic Participation

Beyond improving mail delivery, the initiative seeks to strengthen economic opportunities for nomadic communities. By connecting producers directly to regional and national markets, the platform supports entrepreneurship and helps expand access to e-commerce services in traditionally underserved areas.



The project also enhances shipment visibility, address validation, and supply chain transparency, contributing to more efficient postal operations and improved customer experience.

#### Learning Value for Members

Iran's Nomadic Post offers several practical lessons for postal operators:

- **Adapt services to local realities:** Postal solutions can be tailored to serve populations with non-traditional lifestyles and settlement patterns.
- **Combine physical and digital infrastructure:** Integrating logistics networks with digital platforms can create new economic opportunities for remote communities.
- **Leverage existing networks:** Rural post offices, local representatives, and community partnerships can extend service coverage without requiring extensive new infrastructure.
- **Promote inclusion through innovation:** Postal networks can play an important role in ensuring that all citizens, regardless of location or mobility, remain connected to essential services and the digital economy.

By rethinking how addresses, logistics, and digital services work together, Iran's Nomadic Post illustrates how postal operators can expand their social and economic impact while serving some of the most geographically mobile communities in the country.



## **Australia Post STRENGTHENS CYBERSECURITY WITH ADVANCED AI PARTNERSHIP**

Australia Post has announced a new partnership with Alpha Level, a next-generation AI security company, to enhance cyber-threat detection across its national network. The collaboration will apply advanced machine-learning models to analyse the organisation's vast security data, improving both the speed and accuracy of identifying potential threats.

According to Chief Information Security Officer Adam Cartwright, Australia Post's systems generate around four billion data points each month, ranging from network traffic to security logs. Assessing this volume manually is complex and time-consuming, and machine learning enables the team to detect anomalies more efficiently.

The partnership will also help reduce false alerts, allowing analysts to focus on genuine risks while strengthening the security of thousands of licensed post offices and small businesses connected to the network.



 **Australia Post**

Media Release

<https://newsroom.auspost.com.au/australia-post-taps-global-ai-expertise-to-supercharge-cyber-threat-detection>

## **中国邮政 CHINA POST SUPPORTS SMART 24-HOUR PARCEL STATION FOR RURAL COMMUNITIES**

China Post has supported the development of a 24-hour smart parcel station in Luci Village, Zhejiang Province, providing residents and visitors with round-the-clock access to parcel services through a shared self-service facility.



The station combines smart parcel lockers, self-service collection terminals, and illuminated shelving to improve service accessibility while reducing operating costs. Users can collect parcels using national ID cards, collection codes, facial recognition, or mobile phone verification. The ID-based option is particularly convenient for elderly residents who may not use smartphones.

Handling more than 200 parcels daily and over 500 during peak tourism periods, the facility demonstrates how smart postal infrastructure can support both rural service delivery and local economic development. Future enhancements will include visitor storage services and the promotion of local products.

Source: SPB, China (P.R)

## **AND FLIPKART SIGN AGREEMENT TO STRENGTHEN LAST-MILE DELIVERY**



India Post has signed an agreement with Flipkart to provide last-mile parcel delivery services across the country. Under the partnership, India Post will handle deliveries for Flipkart shipments in urban, semi-urban, rural, and remote regions by leveraging its extensive network of more than 1.6 lakh post offices nationwide.

The collaboration covers prepaid and cash-on-delivery parcels, OTP-based delivery authentication, and real-time shipment tracking, enabling more secure and reliable service for customers. Both organisations stated that the agreement aims to enhance delivery efficiency and strengthen logistics infrastructure supporting India's rapidly growing e-commerce sector.

The signing ceremony took place in New Delhi in the presence of senior representatives from India Post and Flipkart, underscoring the strategic importance of the partnership for expanding service reach, particularly in underserved markets.

<https://www.cnbctv18.com/business/companies/india-post-flipkart-sign-pact-for-last-mile-parcel-delivery-ws-el-19912352.htm>



## POS MALAYSIA CONSOLIDATES ALL ITS COURIER SERVICES UNDER POS LAJU BRAND

Pos Malaysia has announced the consolidation of all its domestic and international courier services under the Pos Laju brand as part of its ongoing transformation strategy to better support Malaysian businesses expanding into global markets. The unified structure provides customers with a single, simplified access point for both local and cross-border deliveries.

The move responds to rising demand from Malaysian enterprises—particularly SMEs—seeking opportunities beyond the domestic market as cross-border e-commerce continues to grow. Through Pos Laju, businesses will gain access to delivery services reaching up to 230 countries and territories, supported by Pos Malaysia's postal and commercial logistics network.



The consolidation is reinforced by improvements in operational performance, with the company's domestic next-day delivery rate reaching 92% in 2025. Pos Malaysia also offers an expanded e-commerce ecosystem, including fulfilment, storage, pick-and-pack, and integrated delivery solutions, enabling SMEs to scale more efficiently while logistics operations are managed end-to-end.

For more details,

<https://www.thestar.com.my/business/business-news/2026/06/09/pos-malaysia-consolidates-all-courier-services-under-pos-laju>



## PHLPOST UNVEILS COMMEMORATIVE STAMPS FOR SUPREME COURT'S 125TH ANNIVERSARY

The Philippine Postal Corporation (PHLPost), in partnership with the Supreme Court of the Philippines, unveiled commemorative stamps and official first day covers on 10 June 2026 to mark the Court's 125th anniversary.


The ceremony, held at the Supreme Court in Manila, was led by Chief Justice Alexander G. Gesmundo, PHLPost Chairman Kristjan Vicente T. Gargantiel, and Postmaster General Maximo C. Sta. Maria III.

The commemorative issue honors the Supreme Court's 125 years of service to the nation's judicial system. The stamps were designed by Rancho Arcilla of the Supreme Court, with the layout prepared by PHLPost in-house artist Jose Antonio Jayme.

Source: 



## VIETNAM POST DEMONSTRATES SECURE TRANSPORT CAPABILITIES FOR NATIONAL EXAMINATIONS

 Vietnam Post has once again been entrusted with the nationwide transport of examination papers for the 2026 national high school graduation exam, reinforcing its role as a trusted logistics partner for government agencies.

Beginning on 10 June, coordinated delivery operations were carried out across multiple provinces under strict security and confidentiality protocols. Working closely with local authorities, Vietnam Post leveraged its nationwide network, specialised vehicles, and experienced personnel to ensure the safe and timely delivery of examination materials, including to remote areas.



» READ MORE

<https://vietnampost.vn/vi/hoat-dong-nganh/buu-dien-viet-nam-van-chuyen-de-thi-tot-nghiep-thpt-nam-2026-an-toan-bao-mat>

## Singapore POST LAUNCHES AUTOMATED SORTATION HUB AND EXPANDS SINGPOST@MYBLOCK NATIONWIDE

Singapore Post (SingPost) has unveiled a new S\$30 million automated parcel sortation hub, marking one of the first major milestones following its 2026 Group Strategy Update. The facility features two advanced systems—a 3D Sorter and an Intelligent Flexi Sorter—designed to significantly enhance operational efficiency. With construction now completed, SingPost's small- and medium-parcel processing capacity has tripled from 100,000 to 300,000 items per day, raising total network throughput to 400,000 parcels daily when combined with existing operations.

The consolidation of all parcel sorting at the Tampines Regional eCommerce Logistics Hub streamlines workflows and eliminates cross-island transfers previously required between two separate facilities.

In parallel, SingPost will roll out its SingPost@MyBlock initiative islandwide by 30 September 2026, enabling residents to post letters and small packets directly from their housing blocks. The service leverages SingPost's nationwide network of 1.9 million delivery points and supports its commitment to maintaining accessible postal touchpoints across Singapore.

For more details, visit <https://www.singpost.com/corporate/media-centre/singpost-unveils-s30-million-automated-sortation-hub-announces-islandwide>



**SingPost@MyBlock rollout timeline**

Residents can mail letters, postcards and small parcels directly from their block by Sep 30.

Phase	Timeline	Locations
Phase 1	Jul 31	<ul style="list-style-type: none"> <li>Holland-Bukit Panjang</li> <li>Jalan Besar</li> <li>Marine Parade-Braddell Heights</li> <li>Punggol</li> <li>Tanjong Pagar</li> </ul>
Phase 2	Aug 31	<ul style="list-style-type: none"> <li>Aljunied-Hougang</li> <li>Ang Mo Kio</li> <li>Chua Chu Kang</li> <li>East Coast</li> <li>Jurong-Clementi-Bukit Batok</li> <li>Marsiling-Yew Tee</li> </ul>
Phase 3	Sep 30	<ul style="list-style-type: none"> <li>Bishan-Toa Payoh</li> <li>Jalan Kayu</li> <li>Nee Soon</li> <li>Pasir Ris-Changi</li> <li>Sembawang</li> <li>Sengkang</li> <li>Tampines</li> <li>West Coast-Jurong West</li> </ul>

Source: SingPost, Jun 9, 2026  
CNA GRAPHICS



## ประเทศไทย PARTNERS WITH INNOZUS TO LAUNCH "BRONTO GRAND OPENING" INITIATIVE



Thailand Post has partnered with Innozus Co., Ltd. to launch the "BRONTO GRAND OPENING" initiative, aimed at strengthening information logistics and supporting healthier lifestyles for children and youth in the digital era. The collaboration integrates BRONTO Plant Protein products with BRONTO City, a new interactive space on the Roblox platform, creating a bridge between digital engagement and real-world activities.

President Dr. Dhanant Subhadrabandhu highlighted Thailand Post's strategy to evolve as an information logistics provider, leveraging its nationwide network of over 25,000 postmen and 50,000 service points to enhance efficiency and reach communities across all regions. The partnership focuses on three areas: nationwide distribution of BRONTO products, traceable logistics standards, and digital-to-real-world experiential engagement through BRONTO City on Roblox.

The initiative also supports youth development through sports, technology, and learning opportunities, including BRONTO's ongoing football programmes and international youth competitions

For more details, visit [https://www.thailandpost.co.th/un/article\\_detail/article/11/35970](https://www.thailandpost.co.th/un/article_detail/article/11/35970)

14<sup>th</sup> APPU Congress 2026

Hotel JW Marriott Bangkok, Thailand

(31 August – 4 September 2026)



## UPU LAUNCHES REGIONAL ASSISTANCE ROADMAPS WITH KEY PRIORITIES FOR ASIA-PACIFIC



The UPU has introduced a new cycle of four-year Regional Development Plans (RDPs) during the Council of Administration's Spring meetings,

setting a coordinated framework to support postal modernization across all developing regions. Each plan reflects priorities identified by postal leaders and development partners, with a strong emphasis on country-level action and strengthened cooperation with regional postal unions and field offices.

For the Asia-Pacific region, the 2026–2029 RDP focuses on mitigating revenue declines by modernizing e-commerce infrastructure, improving service quality, and enhancing operational performance. The plan also leverages the Post's established role in government, financial, and sustainability services to accelerate diversification efforts across the region. Training initiatives will be delivered with regional stakeholders, with 19 LDCs, LLDCs, and SIDS prioritized for national projects.

UPU's Asia-Pacific Coordinator emphasized the dual mandate of helping posts fulfil their social obligations while remaining commercially viable in increasingly competitive markets.

### Download the Asia-Pacific RDP (2026–2029)

<https://www.upu.int/en/publications/regional-development-plans-20262029/asiapacific-regional-development-plan-20262029>

## UPU EXPERTS CALL FOR CUSTOMER-CENTRIC APPROACHES IN MODERN POSTAL REGULATION

Regulatory experts, postal operators, and private-sector representatives convened at the



UPU's 2026 Conference on Postal Regulation to examine how evolving market dynamics should reshape regulatory frameworks. Held under the theme "Beyond the mailbox: redefining the boundaries of the postal sector", the conference marked the first regulatory dialogue of the Dubai Cycle (2026–2029).

Director General Masahiko Metoki emphasized the need for practical, policy-ready approaches that strengthen oversight, promote fair competition, and protect consumers in a rapidly changing environment.

Keynote speaker Roel Gevaers highlighted the shifting balance of power in global e-commerce, noting that postal operators have moved from "kingpins" to complementors while marketplaces now dominate as orchestrators.

Panel discussions underscored the importance of service-based market definitions, flexible regulatory boundaries, and customer-driven universal service models. In closing, Deputy Director General Marjan Osvold urged regulators to "think about your customer," reinforcing the conference's central message.

### » READ MORE

<https://www.upu.int/en/news/2026/may/regulatory-experts-advocate-customer-focus-in-postal-policy-making>

## POST-INDUSTRY INSIGHTS FROM THE APPU POSTAL BUSINESS FORUM

### CONVERSATION WITH



Interviewee:

Mr. Richard Savoie, Chief Executive Officer of Staybil Pty Ltd

#### APPU:

Welcome to the APPU Business Forum. Could you introduce Adiona and what your company does?

#### Mr. Richard Savoie:

The name Adiona is the Roman goddess of the return journey, and we built our company to promote financial efficiency and sustainability for fleet operators.

We use AI and modern operational algorithms and software to help fleets become more efficient—so they can deliver more volumes with fewer assets, reduce costs, and at the same time dramatically reduce their emissions.



#### APPU:

Entering a traditional sector like postal services can be very different from working with the faster-moving private sector. What insights did you gain during the Forum about the needs of postal operators, especially in Asia-Pacific?

#### Mr. Richard Savoie:

We've gained a lot of knowledge at this Forum about how postal operators operate in Asia-Pacific specifically. But I think the main driver of transformation is cost.

Postal operators have to be very careful not to threaten their Profit and Loss. So things do have to proceed at a reasonable and conservative pace, and experiments have to be very well planned and calculated.

This is where we help them with simulation and delivery network digital twinning, so they can simulate changes in advance and therefore speed up the pace at which they can experiment and drive transformation—knowing that they can be confident those changes are not going to negatively affect their finances.



#### APPU:

Resource constraints are a reality for many small and medium postal operators. What early improvements can a post expect even from a small pilot, such as one delivery route?

#### Mr. Richard Savoie:

Resource constraints are definitely a problem for small and medium postal operators, even more so than for larger ones. Costs are increasing—labour is becoming more expensive and real estate assets are becoming more expensive.

So it's very important to put a very focused lens on experiments, pilots, and proofs of concept, to make

sure that the KPIs we measure and the changes we drive are very clear about how they're going to scale across the rest of the business.

For example, when we started working with Australia Post, we were able to show how piloting fleet optimisation and route optimisation in certain markets and areas would translate into wider organisational efficiencies. That was done by making sure the locations we chose were very applicable and relevant to the bigger organisation.

Likewise, when we're dealing with organisations that are under volume increase—which most postal organisations are, particularly with e-commerce parcels—we have to make sure we're looking at the future, not just what they're doing today, but how they're going to scale that growth into the future.



#### APPU:

Adiona focuses strongly on AI-powered route optimisation and delivery planning. From your experience across markets, what are the most common last-mile challenges, and how does Adiona help posts address them?

#### Mr. Richard Savoie:

From a routing perspective, there are some common problems that different markets face in postal fulfilment, but there's also massive variation from market to market, region to region, and country to country.

Address digitisation in Asia is improving and maturing, but it still has a long way to go. There's also a lot of variation in how different countries and designated operators handle addressing. That creates challenges—but it's actually something AI can solve very well. AI can understand different digital addressing formats, translate them between tools, and then use that information directly in the routing process.

There are also challenges related to geography and territories. We focus a lot on fleet transition, including electric vehicles. Electric vehicles are very sensitive to temperature and altitude. Different markets—mountainous countries, or places with very different temperature profiles, like Bangkok—require different approaches.

Again, AI is a strong tool for adapting to those conditions automatically. That flexibility allows us to serve a wider variety of postal organisations and designated operators—cases that would otherwise require much more customisation and manual integration.