



ASIAN-PACIFIC POSTAL UNION

MONTHLY NEWSLETTER

JULY 2026



“FROM SECRETARY- GENERAL'S DESK



Greetings from the Asian-Pacific Postal Union!

As we enter the second half of 2026, I would like to take this opportunity to reflect on the progress we have made together during the first six months of the year and to look ahead to several important moments for the APPU community.

The first half of 2026 has been active and meaningful for the Union. Through meetings, training programmes, regional initiatives, and exchanges with members and partners, we have continued to strengthen cooperation and deepen our shared understanding of the priorities facing the postal sector. The Union has also remained actively engaged in dialogue on international and inter-regional platforms, contributing Asia-Pacific perspectives while learning from the experiences of postal organisations and stakeholders beyond our region.

From capacity building at the Asian-Pacific Postal College to UPU-supported regional projects in areas such as cross-border e-commerce, postal regulatory reform, and operational improvement, our activities have reflected the continued commitment of members to building stronger, more responsive, and future-ready postal services.

I wish to express my sincere appreciation to all APPU member countries for their continued support, active participation, and valuable contributions. The strength of APPU has always come from the trust and cooperation of its members. Each discussion, proposal, and

exchange of experience helps us better understand the diverse realities of our region and identify practical ways to move forward together.

I am also grateful to the Ministry of Digital Economy and Society and Thailand Post for their steadfast support to the APPU Bureau and APPC. Their continued commitment has been essential to the smooth operation of our activities in Bangkok and to the wider work of the Union. My thanks also go to the Universal Postal Union, other Restricted Unions, business partners, and all stakeholders who have worked with us in different capacities during this period.

Looking further ahead, 2027 will be a landmark year as APPU celebrates its 65th anniversary. To commemorate this milestone, a proposal is being developed for the first-ever APPU Omnibus Stamp Issue. The initiative is being coordinated by a Select Committee chaired by the Philippine Postal Corporation, with the stamp planned for release on 1 April 2027. Following consultations with member countries, the Committee has finalized the proposed stamp theme - 'Evolution of the Post: Tradition to Digital Transformation' - along with the basic design framework. This will be submitted to the upcoming APPU Congress for its consideration and approval.

The second half of 2026 will bring many important activities, most notably the 14th APPU Congress, to be held in Bangkok from 31 August to 4 September 2026, together with the APPU Postal Business Forum and the Postal CEOs Forum. We also look forward to continuing regional initiatives with the UPU and further strengthening APPC training programmes in response to members' evolving needs.

Thank you once again for your continued support and cooperation. I look forward to welcoming many of you to Bangkok and to working closely with all members and partners in the months ahead.

Dr. Vinaya Prakash Singh
Secretary-General, APPU

LEC MEETING REVIEWS APPC PROGRESS AND 2026–2027 PLANS



The APPC Local Executive Committee (LEC) Meeting was held at the APPU Bureau on 7 July to review

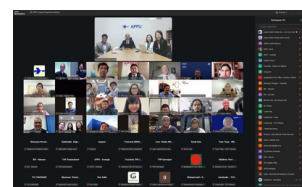
the College's activities and finances for 2025 and discuss future plans for training and development.

The meeting covered key matters related to APPC operations, including updates on training activities, staffing, financial matters, use of contributions, and the proposed training plans and budgetary projections for 2026 and 2027. The APPC Modernization Plan was also presented and noted by the Committee, reflecting ongoing efforts to further strengthen the College's capacity to support APPU members.

The Bureau takes this opportunity to express its appreciation to the Ministry of Digital Economy and Society (MDES) of Thailand and Thailand Post for their participation in the LEC meeting and their continued support for the development of APPC.

APPU BUREAU HOSTS PREPARATORY ONLINE MEETING FOR 14TH APPU CONGRESS

On 18 June 2026, the APPU Bureau hosted a Preparatory Online Meeting in the lead-up to the 14th APPU Congress. The meeting provided member countries with updates on key arrangements and matters related to the upcoming Congress.



The 14th APPU Congress will be held in Bangkok, Thailand, from 31 August to 4 September 2026. The APPU Postal Business Forum and the Postal CEOs Forum will also take place in conjunction with the Congress, bringing together postal leaders, member countries, partners, and invited observers for dialogue and cooperation.

The APPU Bureau warmly invites all 32 member countries, together with invited observers, to participate in these important events.

APPC CONCLUDES HRM AND PLOM COURSES

The Asian-Pacific Postal College (APPC) successfully concluded its Human Resource Management (HRM) and Parcel, Logistics and Operations Management (PLOM) courses on 3 July 2026, following four weeks of learning, exchange, and practical engagement.

The two regular programmes brought together postal professionals from across the Asia-Pacific region to strengthen their knowledge in key areas of postal management, workforce development, parcel operations, logistics, and service delivery. Throughout the courses, participants took part in classroom sessions, case-study discussions, group activities, practical visits, and specialised workshops, enabling them to connect course learning with real operational challenges faced by postal administrations.



As part of the closing activities, participants from both courses delivered final presentations on their on-course group projects, sharing their learning outcomes, country experiences, and ideas for applying the knowledge gained during the programmes. The presentations reflected a strong spirit of collaboration and practical problem-solving, with participants exchanging views on common challenges and possible approaches in their respective postal organisations.

The Secretary-General also joined the final presentation sessions of both courses and engaged in fruitful interactions with the participants. He listened to their reflections, offered comments on their presentations, and encouraged them to bring the insights and good practices from APPC back to their home administrations.





5,000 questionnaires surveyed
Providing questionnaire surveys for King Prajadhipok's Institute covering over 49 Provinces Throughout Thailand



10,000+ local grocery stores
Under the Department of Internal Trade, Ministry of Commerce registered as Drop-off points to create network coverage and accessibility for the local community



3 million households
Addressed in collecting national census data of the population in 11 provinces



THAILAND POST'S POSTMAN CLOUD: TURNING LAST-MILE REACH INTO FIRST-MILE SERVICES

At the 2025 APPU Innovation Awards, Thailand Post presented Postman Cloud, an initiative that reimagines the role of postmen beyond traditional mail and parcel delivery. Built under Thailand Post's ESG+e strategy of "Delivering Sustainable Growth through Postal Network," the project uses the country's nationwide postal infrastructure and postman network to provide new business and public service solutions.

Postman Cloud reflects Thailand Post's ambition to move from a conventional third-party logistics provider towards an "information logistics company." Under the product concept "wherever you want to grow," the initiative turns postmen into a trusted, distributed service network capable of supporting businesses and government agencies across Thailand.

From Delivery Network to Service Platform

Postal operators today face declining letter-post volumes, strong price competition in parcel delivery, and rising demand for more customised services. For Thailand Post, the answer was to look back at one of its strongest traditional assets: the postman's local knowledge, community relationships, and daily access to households and businesses.

Postman Cloud transforms this strength into a "Postman as a Service" model. Rather than viewing postmen only as last-mile delivery agents, the initiative positions them as local service partners who can collect information, verify locations, support customer outreach, and perform tailored tasks for business and public sector clients.

Four Core Service Areas

The initiative provides four main service lines:

- **Survey:** Physical asset surveys, GPS pin-pointing, document collection, and e-KYC support, including in remote areas.
- **Express:** Flexible point-to-point, same-day or next-day delivery for urgent, specific, or high-value items.
- **Matching:** Use of local knowledge to connect partners' products or services with target customers in specific areas.
- **Sandbox:** Support for market testing, customer preference research, and business trials before wider service launches.

Demonstrated Impact

Postman Cloud has already supported a range of practical applications. It has provided non-performing asset surveys for Bangkok Commercial Asset Management, express document handling for Krungthai Card, and survey services for King Prajadhipok's Institute. In 2025, Thailand Post also supported the National Statistical Office in collecting household data for the national digital census.

The initiative's portfolio shows tangible scale: 5,000 questionnaires administered across more than 49 provinces, 3 million households covered by census data collection across 11 provinces, more than 10,000 local grocery stores registered as drop-off points, and 10,000 mobile top-up kiosks dismantled and distributed through Thailand Post's postal channel.

Learning Value for Members

Postman Cloud offers several practical lessons for postal operators:

- **Monetise trusted local presence:** Postmen's community relationships can become a valuable business asset.
- **Diversify beyond parcels:** survey, verification, matching, and data-related services can create new revenue streams.
- **Support sustainability:** Revenue sharing can improve incentives for postal staff while strengthening organisational resilience.
- **Serve both business and society:** The same network can support private sector growth, public services, and local community access.

By combining physical reach, human trust, and digital service design, Postman Cloud shows how a traditional postal network can become a platform for new growth while continuing to serve society.

NEXT-GENERATION PARCELS POST OFFICE NETWORK

Australia Post has launched its fifth next-generation Parcels Post Office in Victoria, extending a modern service model designed for rapidly growing e-commerce communities. The newest site, located in Tarneit West Village, offers a redesigned customer experience combining assisted services with advanced self-service options.

A key feature of the upgraded format is 24/7 access to secure parcel lockers and automated vending machines stocked with mailing essentials, enabling customers to collect parcels or purchase supplies at any time without queueing. This flexibility supports residents in Melbourne's western suburbs, where online shopping continues to surge.

Australia Post notes that Tarneit and nearby Point Cook are among Australia's fastest-growing e-commerce areas, with Victorians spending AU\$20 billion online last year. The next-generation outlets are designed to meet this demand by improving convenience while complementing nearby traditional post offices.



Read more: <https://www.miragenews.com/tarneit-home-to-new-next-generation-parcels-1701343/>

CHINA ENFORCES FIRST NATIONAL STANDARD TO CURB EXCESSIVE EXPRESS PACKAGING

China has implemented its first mandatory national standard aimed at reducing excessive packaging in the express delivery sector, effective 1 July, 2026. The new rules set clear limits on packaging layers, box size suitability, and sealing-tape usage for e-commerce parcels, marking a major step toward cutting waste and improving logistics efficiency.

The standard caps packaging layers at two for non-fragile items and four for fragile goods, while requiring boxes to be right-sized to their contents to prevent small items from being shipped in oversized parcels. It also restricts tape width and encourages eco-friendly alternatives to reduce material consumption.

Pickup station operators report that excessive packaging has long strained storage capacity and increased waste-handling workloads, as many customers unpack parcels on-site and leave cardboard, bubble wrap, and plastic bags behind. The new standard aims to ease this burden while improving scanning efficiency and damage detection during parcel intake.

China's State Post Bureau says the sector has already made "steady progress" in reducing packaging waste and emissions under recent regulatory reforms.

READ MORE »

<https://www.packaginginsights.com/news/china-express-packaging-rules.html>



INDIA POST LAUNCHES TRAINING PROGRAMME FOR BHUTAN POST OFFICIALS



India Post has launched a two-week International Short Training Programme for officials of Bhutan Post at the Postal Training Centre (PTC), Guwahati, Assam. The programme, inaugurated on 29 June 2026, marks the first-ever batch of Bhutan Post officials to receive training at PTC Guwahati.

The initiative follows the Memorandum of Understanding (MoU) on Postal Cooperation signed in March 2026 between the Department of Posts, Government of India, and the Ministry of Infrastructure and Transport, Royal Government of Bhutan. The MoU provides a framework for cooperation in postal operations, technology development, capacity building, logistics connectivity, philately, and knowledge exchange.

As the first major initiative under the MoU, the programme translates the partnership into practical action through professional training and the sharing of best practices. It also reflects the longstanding friendship between India and Bhutan and their shared commitment to strengthening postal connectivity, improving service delivery, and promoting people-centric postal services in the region.



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<https://www.facebook.com/photo/?fbid=1486981820110161&set=a.356489303159424>

PHLPOST[®] ACHIEVES UPU GOLD CERTIFICATION FOR POSTAL SECURITY

The Philippine Postal Corporation (PHLPost) has achieved the highest level of postal security certification from the Universal Postal Union (UPU), earning the prestigious Gold (Level A) Certification under the UPU S58 and S59 Security Standards. This recognition confirms that PHLPost's systems for handling international mail, protecting postal facilities, and securing the global mail supply chain meet internationally accepted security requirements.

The certification follows years of operational reforms and a comprehensive UPU Security Review Mission conducted in Manila in November 2025. During the assessment, PHLPost scored 599 points, surpassing the Gold certification threshold of 558 points. One of the highlights recognised by UPU representatives was the successful elimination of the long-standing parcel backlog at the Central Mail Exchange Center, demonstrating stronger operational discipline and improved service standards.



According to Maximo Sta. Maria III, Postmaster General of PHLPost, the achievement reflects the dedication of PHLPost employees and strengthens confidence among international partners and the Filipino public.

THAILAND POST EXPANDS DIGITAL SERVICES THROUGH TANG RAT INTEGRATION

The Digital Economy and Society Ministry (MDES) is advancing plans to integrate Thailand Post's key digital platforms—ThailandPostMart and Prompt Post—into the government's Tang Rat super app, aiming to broaden access to public services and strengthen domestic e-commerce.

ThailandPostMart will be repositioned as a marketplace focused on high-quality Thai products, supporting local entrepreneurs and leveraging Thailand Post's nationwide logistics network. The ministry also intends to onboard products from community enterprises and vulnerable groups, expanding grassroots economic opportunities.

Meanwhile, **Prompt Post** is being upgraded into a comprehensive digital public service platform offering secure electronic correspondence, digital document management, and delivery of official documents such as passports and visas. Thailand Post is exploring additional civic services, including electronic voting and online public consultations.

MDES also plans to collaborate with cultural agencies to reposition the Grand Postal Building as a heritage destination in Bangkok.



<https://www.bangkokpost.com/business/general/3282742/thailand-post-widens-tang-rats-digital-scope>

UPU ORE+ WORKSHOP STRENGTHENS PACIFIC POSTAL READINESS FOR E-COMMERCE

From 15 to 19 June 2026, the UPU brought together 18 participants from Designated Operators across the Pacific region for the Regional Inception Workshop of the ORE+ project (Operational Readiness and Expanded Capabilities for Global E-commerce and Trade).

The Workshop was inaugurated by the Honourable Sakiusa Tubuna, Assistant Minister in the Office of the Prime Minister. He emphasised Fiji's commitment to and support for the work of the UPU in the region.

Through interactive sessions, country action planning, and operational exchanges, participants explored ways to enhance postal performance, strengthen e-commerce readiness, and advance the goals of the Dubai Postal Strategy 2026–2029. The workshop also benefited from the strong support of the UPU Regional Office for the Pacific, based in Fiji, and included on-site visits facilitated by Post Fiji, offering participants valuable insights into local operations and best practices.



INDUSTRY INSIGHTS FROM APPU PARTNERS

CONVERSATION WITH **Avalara** AT THE APPU POSTAL BUSINESS FORUM 2025



Interviewee: Mr. Patrick Frith | *Senior Director, Cross-Border Growth, Avalara, Inc.*

APPU:

Welcome to APPU. To begin, could you briefly introduce your company, yourself, and your key product solutions?

Mr. Patrick Frith:

My name is Patrick Frith, and I'm the Senior Director of Cross-Border Growth at Avalara. Avalara focuses on software technology that solves cross-border challenges experienced by customers around the world. These include retailers, merchants, governments, and postal agencies.

We're very proud of the products we offer, particularly our cross-border solutions that help customers move products from one country to another. This includes HS classification, duty and tax calculation, and managing restrictions and prohibitions.

We are represented globally in over 75 countries and currently support around 41,000 customers, which we're very proud of.

APPU:

Avalara has been deeply involved in cross-border logistics. How does your technology support national Posts today?

Mr. Patrick Frith:

In many countries, the national Post is the carrier of choice for merchants, retailers, and marketplaces shipping products internationally. Where we help is by supporting Posts in compliance, which is absolutely critical in cross-border movements.

HS classification is number one. It's essential that this part of the export process be accurate, because it directly triggers duties and taxes when a shipment enters another country. Using the HS code, we're then able to accurately calculate duties and taxes.

We can also present those charges up front at checkout, so buyers are fully aware of the total cost of the product, including duties and taxes, before it arrives in the destination country.

As the world becomes more complex, with increasing compliance requirements, this technology becomes crucial to ensure the smooth movement of shipments across borders. We're seeing this particularly clearly with imports into the United States.

APPU:

With growing compliance requirements, especially in the United States, what specific solutions does Avalara provide?

Mr. Patrick Frith:

We've been very busy in 2025 because of the significant changes in the United States. Following the executive order earlier in the year, de minimis has effectively been reduced to zero, meaning duty is now levied on every single parcel entering the U.S.

At the moment, duties are calculated using applicable IEEPA tariff rates, but how the system will evolve remains to be seen. We have a solution that helps postal agencies around the world calculate duties accurately, with a very high level of precision, for shipments entering the United States.

We also work in partnership with BoXC on this project. As a qualified party, this partnership allows us to provide solutions to postal agencies globally. The strength of the solution is that it is designed to adapt to future changes in U.S. import processes, helping ensure continued compliance for posts using it.

APPU:

Entering a traditional sector like postal services can be different from working with fast-moving private companies. What insights did you gain from the Forum about postal operators in the Asia-Pacific region?

Mr. Patrick Frith:

You're right—there are differences. But one thing that's very common, and I've seen it clearly over these past few days and at other UPU regional events, is the strong desire of postal agencies to provide the best possible customer experience, while also remaining compliant with other countries' import regulations.

Those two drivers align very closely with the services we offer. During the Forum, we spent a lot of time listening very carefully to postal agencies. While their objectives are similar, their requirements differ significantly because each country has its use cases.

That's why our approach is not one-size-fits-all. Every postal agency operates differently, and we respect that. Our solutions are designed to be flexible enough to accommodate those differences, rather than applying a single model to everyone.



EU TO INTRODUCE TEMPORARY €3 CUSTOMS DUTY ON LOW-VALUE PARCELS

From 1 July, 2026, the European Union will apply a temporary €3 customs duty to low-value parcels imported from outside the bloc, primarily through fast-growing cross-border e-commerce channels. The measure applies to a wide range of online purchases, including clothing, toys, electronics and other consumer goods valued at up to €150. It responds to the millions of parcels entering the EU each day, many of which contain undervalued or non-compliant goods.

The European Commission argues that the current exemption gives non-EU sellers an unfair advantage over EU-based businesses and contributes to customs fraud. Under the new rules, the €3 charge applies per tariff classification, not per item: multiple products in the same category incur a single duty, while mixed categories generate separate charges.

Sellers or importers will be responsible for declaring and paying the duty during customs processing. The Commission says the measure supports fair competition, strengthens consumer protection, and aligns with broader efforts to modernise EU customs procedures and reinforce single-market compliance.

<https://www.parcelandpostaltechnologyinternational.com/news/parcels/eu-to-introduce-temporary-e3-customs-duty-on-low-value-parcels-from-july-1.html>



ITALY'S POSTMAN JOINS THE AI INFRASTRUCTURE RACE

Poste Italiane is seeking to expand its role in Italy's digital economy through a proposed €13.5 billion acquisition of Telecom Italia (TIM). The move could accelerate the postal operator's transformation into a major provider of telecommunications, cloud, cybersecurity, and artificial intelligence infrastructure.

Poste Italiane has already diversified well beyond traditional postal services. It serves around 46 million customers across banking, insurance, telecommunications, and energy, while its extensive post office network also provides access to digital identity and government services.

Under the proposed combination, TIM's data centres and telecommunications infrastructure could be integrated with Poste Italiane's nationwide assets. Former postal sorting centres may be converted into local edge-computing hubs, bringing data processing and digital services closer to users.

Poste Italiane already holds a substantial stake in TIM. The takeover bid remains subject to shareholder acceptance and the relevant regulatory approvals.

<https://www.reuters.com/business/media-telecom/special-delivery-italys-postman-joins-ai-infrastructure-race-2026-07-10/>



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