

Specialized Agency of the AU



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OPERATIONS AND TECHNOLOGY COMMITTEE MEETING REPORT

24th, 28th August 2023, Arusha, United Republic of Tanzania

1.0 INTRODUCTION

The Operations and Technology Committee meeting was held on 24th August 2023 in Arusha, Tanzania.

2.0 OPENING REMARKS

2.1 Remarks by the Chairperson

The Chairperson, Mr. Habu Mohammed Zoaka called the meeting to order and commenced the deliberations for the day at 08:20 GMT. He welcomed everyone present for taking their time to attend the meeting either in person or virtually. The Chairman indicated that the meeting would receive reports from the various Working Groups as well as deliberate on other pertinent matters affecting postal operations. He urged members to actively contribute to the discussions and wished everyone fruitful deliberations.

2.2 Remarks by PAPU Secretary General

The Secretary General, Dr. Sifundo Chief Moyo, stressed that the mandate of the Operations and Technology Committee should develop strategies and initiatives to address all matters relating to Postal Operations including:

- Mail Processing and Delivery, Quality of Service, Supply Chain (Transportation, Security & Customs) and Remuneration of postal services;
- Support mechanisms for National Addressing and Postcode Systems;
- Fostering and facilitation of financial inclusion by promoting digitization of the service;
- Optimizing the provision of products and services on the Integrated Product Plan to increase & broaden postal revenue;
- Development and diversification into new product and service portfolios that promote digitization of postal networks in line with the AU Digital Transformation Strategy (DTS) 2020-2030;

- Development and promotion of e- commerce in Africa in line with changing customers' needs and global trends;
- Sharing information & experience and promotion of best practices in the use of UPU's postal technology solutions to ensure optimum digitization and diversification of services in Member States;
- Identification and promotion of new technologies and innovations, delivery of service and improvement of quality of service.

He underscored the fact that the Operations and Technology Committee is therefore the right platform for African Designated Operators to be guided and discuss issues of common interest on Postal Operations in Africa.

The Secretary General applauded the Chairperson, his entire Bureau and members for their commitment to the work of the Committee and assured them that the PAPU General Secretariat will always provide the necessary support towards the success of the work of the Committee. Finally, he wished participants fruitful deliberations.

3.0 CONFIRMATION OF BUREAU

The Committee Bureau is as follows:

- Chairperson: Nigeria;
- 1st Vice-Chairperson: Algeria;
- 2nd Vice-Chairperson: Senegal;
- Rapporteurs: Côte d'Ivoire, Uganda;
- Secretariat: PAPU Secretariat.

All Bureau members were in attendance.

3.1 Committee Member States

The Committee is made up of the following Member States: Algeria, Benin, Burkina Faso, Cameroon, Chad, Côte d'Ivoire, Democratic Republic of Congo (DRC), Egypt, Kingdom of Eswatini, Kenya, Madagascar, Malawi, Namibia, Niger, Nigeria, Senegal, South Africa, Tanzania, Tunisia, Uganda, Zambia, and Zimbabwe.

3.2 Meeting Participation

3.2.1 Members States Present (In person & virtually):

Algeria, Angola, Botswana, Burkina Faso, Burundi, Cameroon, Congo Republic, Côte d'Ivoire, Democratic Republic of Congo (DRC), Egypt, Kingdom of Eswatini, Ethiopia, Ghana, Kenya, Lesotho, Madagascar, Malawi, Mali, Nigeria, Senegal, South Africa, Sudan, Tanzania, Tunisia, Uganda and Zimbabwe.

3.2.2 Other Organizations Present

Three sub-regional postal organizations attended online namely; Communications Regulatory Authority of Southern Africa (CRASA), West African Postal Conference (WAPCO), and Southern Africa Postal Operators Association (SAPOA).

3.2.3 PAPU General Secretariat

The General Secretariat provided the Secretarial services to the meeting. The Secretary General was in attendance leading the General Secretariat Team.

The detailed list of participants is attached to the report as **Annex 1**.

4.0 ADOPTION OF THE AGENDA

4.1 The General Secretariat presented the Draft Agenda which was adopted with no amendment. The main items on the agenda were as follows:

- a) **Progress Report on the Programme of Activities of the Operations and Technology Committee (2022/23);**
- b) **Remuneration Working Group (RG):**
 - i. Presentation of Working Group Report;
 - ii. Analysis of Letter Post Remuneration Questionnaire.
- c) **Digitalization and Innovation Working Group (DIG):**
 - i. Presentation of Working Group Report;
 - ii. Status Report on Digitalization in Africa.
- d) **Promotion of Philately Working Group (PPG):**
 - i. Presentation of Working Group Report;
 - ii. Report on the Joint Commemorative Stamp Issue on the Commissioning of PAPU Tower.
- e) **Supply Chain Working Group (SCG):**
 - i. Presentation of Working Group Report;
 - ii. PAPU/AFRAA Activities Report.

5.0 PROGRESS REPORT ON THE PROGRAMME OF ACTIVITIES OF THE OPERATIONS AND TECHNOLOGY COMMITTEE (2022/23)

The General Secretariat presented the progress report on the Programme of Activities for the Operations and Technology Committee vide document **PAPU/ATC/OTC/01/2023- Doc No.02**.

The Committee noted the considerable progress made on implementation of the Committee Action Plan through its four Working Groups and a Task Force. The Chairman encouraged the Committee to ensure that the activities that were in progress and those not implemented were undertaken and completed. The progress report is submitted to the Administrative Council for noting and is attached to this report as **Annex 2**.

6.0 REMUNERATION WORKING GROUP (RG)

6.1 Presentation of Working Group Report

The Remuneration Working Group Chairperson, Mrs. Nermin Hassan Mohammed (Egypt) summarized remuneration issues contained in **PAPU/ATC/OTC/01/2023 - Doc No.03**. The main areas covered were:

- Report on Remuneration Workshop;
- Letter Post Remuneration Questionnaire Review;
- Key issues from UPU Remuneration Integration Group:
 - Tracked delivery service – support of the proposal to make the service mandatory at the Riyadh Extra Ordinary Congress. QSF can supports projects on tracked delivery service hence Member States may benefit by funding projects to purchase equipment and systems to enhance track and trace;
 - Egypt proposal to use EMS domestic rates as a base for calculating terminal dues rates for Group IV countries;
 - Low response rate to UPU remuneration surveys by African countries.

The **recommendations** were as follows:

- i. Designated Operators (DOs) need to pay attention to the specific articles of the Convention to understand the principles under each remuneration system;
- ii. Designated Operators should take note of the contents of IB Circulars for each remuneration system;
- iii. Important deadlines for submitting information to the International Bureau for each remuneration system should be observed;
- iv. Member States should support the proposal to make tracked delivery service mandatory at the Riyadh Extra Ordinary Congress considering that Group IV country Designated Operators will receive the tracked surcharge remuneration for scanning EMD event for the first 2 years;
- v. Member States should complete IB survey on domestic parcel tariff data collection that requires provision of EMS Domestic tariffs, due to the importance of this Survey as a base for the proposal made by Egypt at POC Remuneration Integration Standing Group to explore the possibility to use EMS domestic rates for Group IV countries as a base of a UPU methodology to calculate terminal dues, whose reminder was also was sent by PAPU General Secretariat

6.2 Analysis of Letter Post Remuneration Questionnaire

The General Secretariat presented the Analysis of the Letter Post Remuneration Questionnaire circulated to Member States in April 2023 under **PAPU/ATC/OTC/01/2023 - Doc No.04**. At the time of the analysis, twenty-three (23) responses had been received, representing 51% of PAPU Member States.

The **recommendation** was:

- i. Designated Operators should complete questionnaires circulated by either the UPU or PAPU General Secretariat to ensure that African views are included in remuneration studies and surveys.

7.0 DIGITALIZATION AND INNOVATION WORKING GROUP (DIG)

7.1 Presentation of Working Group Report

The Chairperson of the Digitalization and Innovation Working Group, Mr. Abdaty Ka of Senegal presented the report of the Working Group under **PAPU/ATC/OTC/01/2023 - Doc No.05**.

The report focused on the following main areas:

- IFAD Financial Services Webinar;
- Forthcoming events on Financial Services;
- Review of Questionnaire on Digitalization of Postal Services;
- Study on improvement of digitalization of Postal Services in Africa;
- Integrated E-commerce Platform for Africa;
- Smart Post Office Project: Digitalization Experience Sharing and Benchmarking.

Burkina Faso proposed the creation of an African platform to share experiences and success stories on digitalization and development of e-products and services giving examples of I-DOC in Burkina Faso and E-DOC in Cote d'Ivoire.

On the E-commerce platform for Africa, Botswana proposed integration of the existing platforms in different African countries and the use of joint partners to ensure interoperability.

The **recommendations** were as below:

- i. Designated Operators should attend Global Financial Services fora to keep abreast with developments in the global market and benchmark on best practices;
- ii. Regulators and Governments should recognize the Post as a partner in enhancing financial inclusion through the provision of remittance and other financial services; hence they should provide an enabling environment and appropriate regulations;
- iii. Digital transformation in the provision of financial services is the global norm hence, Post Offices in Africa should not be left behind;
- iv. Development partners should collaborate with the Post to provide financial services in marginalized areas.

7.2 Status Report on Digitalization in Africa

The General Secretariat presented a Status Report on the Digitalization of Postal Services in Africa under **PAPU/ATC/OTC/01/2023 - Doc No.06** and its Annex. The report was an analysis of a questionnaire circulated in May 2023 whose objective was to elicit and collate information on the Digitalization of Postal Services in Africa to establish the status in the Member States and use the information obtained as a baseline for interventions.

At the time of the analysis, twenty-six (26) responses had been received, representing 58% of PAPU Member States. The status report is submitted to the Administrative Council for noting and is attached to this report as **Annex 3**.

The **recommendation** was:

- i. Designated Operators should complete the questionnaire on the status of digitalization of postal services in Africa for the General Secretariat to have a clear view on the status of Africa.

8.0 PROMOTION OF PHILATELY WORKING GROUP (PPG)

8.1 Presentation of Working Group Report

The General Secretariat presented the Promotion of Philately Working Group Report on behalf of the Chairperson, Mrs. Funmilayo Esiri of Nigeria, vide document **PAPU/ATC/OTC/01/2023 - Doc No.07**.

The following were the salient issues in the report:

- i. Status of Implementation of Working Group Action Plan:
 - Webinar on Digitization of Stamps;
 - Forthcoming Philately Events.
- ii. African Philately Conference:
 - Report of the African Philately Conference 2022;
 - Organization of the African Philately Conference 2023.
- iii. Digitalization of Philately Activities: Experience sharing on Digitalizing Philately.

The **recommendations** were as below:

- i. Member States should physically and actively participate in global philatelic activities and the Africa Philatelic Conference to develop further and promote African Philately;
- ii. Designated Operators should digitize their philatelic products in collaboration with the UPU and renowned industry partners in line with global trends.

8.2 Report on the Joint Commemorative Stamp Issue on the Commissioning of PAPU Tower.

The General Secretariat presented a report on the Joint Commemorative Stamp to mark the Commissioning of the PAPU Tower under document **PAPU/ATC/OTC/01/2023 - Doc No.08**. The stamp will be launched by the President of the United Republic of Tanzania, Her Excellency Dr. Samia Suluhu Hassan on 2nd September 2023.

The stamp was issued by seven (7) Designated Operators namely Algeria, Egypt, Morocco, Nigeria, Tanzania, Senegal, and Zimbabwe.

The **recommendation** was:

- i. Designated Operators should participate in annual joint stamp issues to promote African heritage and events.

9.0 Supply Chain Working Group (SCG)

9.1 Presentation of Working Group Report

The Chairman of the Supply Chain Working Group, Mr. Jasson Kalile of Tanzania, presented the report of the Working Group under document **PAPU/ATC/OTC/01/2023 - Doc No.09**.

The highlights from the report were:

- i. Status of Implementation of the Supply Chain Working Group Action Plan:
 - Security Workshop Report;
 - Operational Efficiency and E-commerce Development Project (ORE 3);
 - Electronic Advance Data (EAD) and Customs Declaration System (CDS) Workshop Report;
 - Mail Transportation:
 - Report on Transport webinar;
 - Report on the PAPU-AFRAA Task Force meeting.
- ii. Key Issues from the UPU Supply Chain Committee;
- iii. Supply Chain Success Stories: Sharing of experiences and benchmarking
 - E-commerce;
 - End-to-end digitalized distribution service (Track and Trace).

The Committee noted that, imposing ICS2 referral messages on transit dispatches, will result in complex and expensive operations for non-EU DOs for open transit and transshipment, which contradicts and is in violation of the Freedom of transit and Single Postal Territory principles as stated in UPU Constitution and Convention. The ICS2 regulations provides preferential treatment to EU member countries which make proposal 20-4-1 meaningless.

Therefore, the Committee recommends that African Member States should vote against the proposal number 20-4-1 on freedom of transit during the Riyadh Extra Ordinary Congress because it contradicts the UPU Constitution provisions.

Article 1 Scope and objectives of the Union

1 The countries adopting this Constitution shall form, under the intergovernmental organization entitled the Universal Postal Union, a **single postal territory** for the reciprocal exchange of postal items. Freedom of transit shall be guaranteed throughout the entire territory of the Union, subject to the conditions specified in the Acts of the Union and any additional protocols thereto (hereinafter collectively “Acts of the Union”).

Article 2 Definitions

1.3 Single postal territory (one and the same postal territory): the obligation upon the contracting parties to the Acts of the Union to provide for the reciprocal exchange of postal items, including freedom of transit, and to treat postal items in transit from other countries like their own postal items, without discrimination, subject to the conditions specified in the Acts of the Union.

1.4 Freedom of transit: obligation for an intermediate member country to ensure the transport of postal items passed on to it in transit for another member country, providing similar treatment to that given to domestic items, subject to the conditions specified in the Acts of the Union.

The **recommendations** were as follows:

- i. Designated Operators must constantly update the different compendia to ensure efficient operations and supply chain integration (Transport Compendium, Customs Compendium, Letter Post Compendium, Parcel Post Compendium ...);
- ii. Designated Operators should develop and sign Memoranda of Understanding (MoUs) with their national Customs authorities in line with the WCO–UPU guidelines for an MoU at the national level;
- iii. Member States should ensure compliance with Electronic Advance Data (EAD) standards and continuously report progress and implementation of workshop recommendations through feedback meetings;
- iv. The General Secretariat should take up matters with the Specialized Technical Committee (STC) for Ministers in Charge of Posts and ICT regarding how customs matters can be tackled at the regional level as well as at the DO level;
- v. African Member States should not support Congress Proposal 20-4-1 during the Riyadh Extra Ordinary Congress since it is in violation of the freedom of transit, provide preferential treatment for EU countries and impose complex and expensive operations on non-EU DOs, which contradicts the Freedom of transit and single postal territory principles.

9.2 PAPU/AFRAA Activities Report.

Ms. Joan Toroitich of Kenya presented the report of the PAPU /AFRAA Task Force on behalf of the Chairman under **PAPU/ATC/OTC/01/2023 - Doc No.10**. The main areas covered by the report were:

- i. Recapping of the Terms of Reference (TORs)
- ii. Action Plan for the Period 2022-2025
- iii. Supply Chain Activities: Transport
 - Service Level Agreements between DOs and Airlines
 - Exchange of EDI Messages with Airlines
 - Payment of Conveyance Dues by DOs
 - Report of the Q4 AFRAA Cargo Task Force Meeting

The **recommendations** were as follows:

- i. Designated Operators should enter into formal agreements with airlines using the UPU/IATA Framework Agreement and its Guidelines;
- ii. Designated Operators should exchange electronic information with airlines to achieve mail visibility and paperless exchange of information (Paperless Transport);
- iii. Designated Operators should ensure that they settle mail conveyance dues with airlines to maintain efficient transportation of mail and cordial relations;
- iv. AFRAA should facilitate the exchange of Electronic Advance Data (EAD) with African airlines to ensure visibility of mail in the supply chain as well as compliance with UPU Regulations;
- v. PAPU and AFRAA should fulfill the conditions of their MoU and continue collaborating to ensure the efficient conveyance of African mail.

10.0 DATE AND VENUE OF THE NEXT MEETING

The date and venue of the next meeting of the Operations and Technology Committee will be communicated by the General Secretariat in due course once arrangements are finalized. Working Group meetings will be organized as necessary during the course of the year.

11.0 ANY OTHER BUSINESS (AOB)

No other business was discussed.

12.0 ADOPTION OF THE COMMITTEE REPORT

The draft report was presented by the General Secretariat for adoption by the Committee. The Committee Report was thereafter adopted with a few amendments. The adoption of the Committee report was proposed by Mali and seconded by Madagascar, Cote d'Ivoire, Burkina Faso, Kenya Senegal, Tanzania and Zimbabwe.

A draft Resolution containing the recommendations made by the Committee was presented by the General Secretariat. Egypt proposed the adoption of the draft resolution which was seconded by Botswana, Kenya,

Burkina Faso Senegal, Tanzania and Zimbabwe. The draft resolution is submitted to the Administrative Council for consideration and adoption. The draft resolution is attached to the Report as **Annex 4**.

13.0 CLOSING

The Chairman of the Operations and Technology Committee thanked participants for their active participation and contributions to the fruitful deliberations which resulted in the successful conclusion of the meeting.

He closed the meeting at 07:40 GMT on 28th August 2023.

Annex 1- List of Participants

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Annex 2 – Progress Report on Status of Implementation of Operations and Technology Action Plan 2022/23

**COMMITTEE 1:
OPERATIONS & TECHNOLOGIES COMMITTEE (OTC) 2022-2023**

S/N	KEY RESULT AREA	MILESTONE	BY WHEN	Done	In progress	Not Done
REMUNERATION WORKING GROUP						
1.	Letter Post Remuneration System	i) Unpack the Remuneration model	Q3 2022			
		ii) Outline rates for different letter post services, including value-added and supplementary services	Q3 2022			
		iii) Enumerate implications of the Remuneration System in Africa	Q4 2022			
		iv) Organize a Remuneration Working Group Meeting	Q4 2022			
		v) Solicit feedback from Member States (Questionnaire)	Q1 2023			
2.	Parcel Post Remuneration	i) Expound the Parcel Post Remuneration Model	Q2 2023			
		ii) Explain the Quality Performance system of the Parcel Post Remuneration system	Q2 2023			
3.	Integrated Product Plan	i) Integrated Product Plan Model	Q4 2022			
		ii) Integrated Remuneration Plan	Q4 2022			
		iii) Organize a Remuneration Working Group Meeting	Q1 2023			
		iv) Seek feedback from Member States (Questionnaire)	Q1 2023			

DIGITALIZATION AND INNOVATION WORKING GROUP

4.	Model Digital Post Office	<ul style="list-style-type: none"> i) Develop a Digital Post Office Model benchmarked from other regions and industries; ii) Develop a Digital Transformation Framework and roadmap for the Posts of Africa; iii) Adopt a streamlined postal digital transformation program iv) Pursue coordinated implementation by Member States' DOs 	Q1 2023			
5.	Digital Infrastructure and modernization of operations	<ul style="list-style-type: none"> i) Provision of digitization environment and infrastructure within Member States to cover the following: <ul style="list-style-type: none"> • Electrification and alternative power sources • Internet connectivity • Networking of offices • Cloud computing 	Q2 2023			
		<ul style="list-style-type: none"> i) Participation in the Digitalization and Innovation projects in partnership with relevant industry stakeholders 	Q4 2022			
6.	Postal home-grown digital innovations	<ul style="list-style-type: none"> i) Develop own digital solutions: <ul style="list-style-type: none"> • Software • Applications 	Q2 2023			
		<ul style="list-style-type: none"> ii) Participate in Innovation exhibitions and competitions like the World Summit on the Information Society (WSIS) 	Q3 2022			
		<ul style="list-style-type: none"> i) Organize a workshop on Digital Transformation and Financial Inclusion 	Q4 2022			
7.	Communication and Feedback on Digitalization and Innovation Progress	<ul style="list-style-type: none"> i) Members' active participation in the different projects <ul style="list-style-type: none"> • Regional/Global Meetings on Innovation and Product Development • Digitization implementation initiatives ii) Information feedback from Member States on the implementation of the projects 	Annually			

PHILATELY WORKING GROUP						
8.	New trends and innovations in philately business	i) Share information on the latest global trends and innovations in philately	Q1 2023			
		ii) Share information on new philatelic products on the market and information on the World Association for Development of Philately (WADP)	Q1 2023			
		iii) Explore new markets for African philatelic products in partnership with other stakeholders	On-going			
		iv) Philately information feedback from Member States (Questionnaire)	Q2 2023			
9.	Digitizing the Philately Business	i) Share information on current digitalization trends in the industry	Q1 2022			
		ii) Explore digital stamp products on the market	On-going			
10.	Promotion of philatelic products	iii) Promote philatelic products and activities on different platforms.	On-going			
		iv) Participate in joint stamp issues to promote African heritage and events	2024			
		v) Organize stamp design competitions	Q3 2022			
		vi) Participation, by Member States, in philatelic activities organized by PAPU, UPU, fellow Members and other Organizations. (meetings/workshops/conferences/exhibitions)	On-going			
11.	Illegal and counterfeit stamp issues	i) Share information on illegal and counterfeit issues	Q2 2023			
		ii) Craft strategies to eradicate illegal and counterfeit issues of African stamps	Q2 2023			
12.	Sharing of best practices on Philately	i) Identify Member States exceling in the philately business to share experiences during workshops/ Committee meetings	Q2 2023			
13.	Reviving Philately Business in Africa	i) Participation of more countries in the Working Group	Q 4 2022			

SUPPLY CHAIN WORKING GROUP

14.	Transport Matters	i) Provide guidelines for Service Level Agreements with airlines	Q4 2022		
		ii) Exchange of Electronic Advance Data (CARDIT, RESDIT) with airlines and maintenance of up-to-date EAD Compendium	Q1 2023		
		iii) Constitute National Contact Committees with transport stakeholders (Airlines, Aviation, Handling Agents etc.)	Q2 2023		
		iv) Consolidate reports on participation and feedback from PAPU /AFRAA Taskforce	Bi-annually		
15.	Customs Matters	i) Share with DOs the streamlined international mail processing procedures for Customs	Q4 2022		
		ii) Member DOs to exchange Electronic Advance Data with partner DOs and Customs for items containing goods - ITMATT	Q4 2022		
		iii) Maintain an updated Customs Compendium by the Member States	Q1 2023		
16.	Security Matters	i) High Cyber Security awareness by Members	Q2 2023		
		ii) Member participation in Regional/Global Meetings on Security matters	Q3 2023		
		iii) Security information feedback from Members (Questionnaire)	Q1 2023		
17.	Quality of Service for Mail	i) Member Participation in Quality of Service link to terminal dues	Q1 2023		
18.	E-commerce	i) Participation in ORE 3 Project	Q4 2022		

Annex 3 Status of Digitalization of Postal Services in Africa

STATUS OF IMPLEMENTATION OF DIGITALIZATION SERVICES IN AFRICA																															
MILESTONE	AO	BW	BF	BI	KM	CD	EG	ET	SZ	GH	GN	KE	LS	MG	MW	ML	MA	NA	NG	SN	SL	ZA	TZ	UG	ZM	ZW					
	%	%	%	%																											
UPU Interconnection Platform (UPU-IP)																											23	4%	69	4	
International Financial System (IFS)																												62	8%	27	4
IFS Domestic System																												27	15%	50	8
STEFI																												0	0	88	12
Bilateral Agreement management System (BAMS)																												15	12	65	8
QCS Finace Big Data																												35	12	54	0
PPS*Clearing																												23	12	65	0
Financial Electronic Inquiry System (FEIS)																												23	15	62	0
Postal Payment Services Electronic Comepndium																												31	8	62	0
Electronic Wallet linked to mobile money																												8	32	54	4
Mobile money Issuer																												27	31	42	0
Digital Solution for cash on delivey																												8	35	58	0
e-baking solution																												15	31	50	4
International Postal System (IPS)/IPS.Post/IPS.Cloud																												100	0	0	0
S10 bacode use																												92	4	4	0
Exchange of EMEVT V3 messages																												100	0	0	0
Track and Trace																												96	0%	4	0
Internet based Inquiry System (IBIS)																												88	0	8	4
Quality Control System (QCS)																												96	4	0	0
Global Monitoring System (GMS)																												62	19	19	0
EMS SMART																												73	12	15	0
E-government Services																												38	38	19	4
Customs Declaration System (CDS)																												100	0	0	0
Exchange of ITMATT																												100	0%	0	0
Exchange of CUSITM/CUSRSP with Customs																												50	19%	31	0
Exchange of ITMREF/REFRSP																												65	27%	8	0
CDS Kiosk																												50	31%	19	0
EAD Customs declaration Application																												65	27%	8	0
Exchange of CARDIT/RESBIT with airlines																												77	12%	8	4
.Post to level domain																												46	0%	50	4
OSCAR- for carbon analysis and reporting																												15	15%	65	4
WADP Numbering System (WNS)																												31	12%	54	4
Use of IPS-CDS Telematics tool																												50	31%	15	4
Electronic counter solution (POS & ePOS)																												46	12%	42	0
Relay Points and Smart Lockers																												0	27%	65	8
E-Commerce Playform																												35	38	27	0
E- Philately Shop																												35	31	35	0
Interactive Website																												58	27	12	4
Post Office Power and Coonectivity back-up																												35	38	23	4
Cyber Security Policy																												38	31	31	0
Mobile Application for the Post																												15	62	19	4
SMS/email customer notification platform																												69	19	12	0
Business Management System																												35	27	35	4
Warehousing																												27	38%	35	0
Digital Addressing																												23	35	42	0
Digitalization of Stamps																												12	12	77	0
Outsourced call centre																												12	15	69	0
Digital Skills Training																												38	35	27	0
Digital Makerting Plan																												27	27	42	4
Partnership for Multi-vendor B2C /G2C marketplace																												38	27	35	0
Artificial Interlligence (AI) Technologies																												8	15	77	0
Quality management System (QMS)																												35	42	23	0
Structure aligned to digital Transformation																												23	54	23	0

KEY:

	Implemented
	In Progress
	Not Implemented
	No data

Annex 4 Operations and Technology Committee (OTC) Draft Resolution.

Original: English

Draft Resolution No. ... /PAPU/AC/XLI/2023

Operations and Technology Matters

The Administrative Council of the Pan African Postal Union (PAPU), during its 41st Ordinary Session in Arusha, Tanzania, from 29th to 30th August 2023;

Recalling the establishment of the Operations and Technology Committee by the 9th Extra Ordinary Administrative Council held in Yaoundé, Cameroon by decision N°03/PAPU/AC/EXTRA.IX/2016 on Restructuring of Technical Committees of the Pan African Postal Union (PAPU);

Further Recalling that the Action Plan of the Committee for the period 2022-2025 was approved by the 40th Administrative Council held in Kinshasa, Democratic Republic of Congo (DRC), by Resolution No. 02/PAPU/AC/XL/2022 on Operations and Technology Matters;

Considering that the Committee continued its work in implementation of the Action Plan through its four Working Groups and a Task Force viz;

- a. Remuneration Working Group;
- b. Digitalization and Innovation Working Group;
- c. Promotion of Philately Working Group;
- d. Supply Chain Working Group.
 - o PAPU-AFRAA Task Force

Noting that the Committee held its meeting to deliberate on specific issues relating to Operations and Technology emanating from the Working Groups and Task Force;

Acknowledging that indeed the specific issues have been deliberated and agreed upon:

Do hereby adopt the Operations and Technology Committee Report;

Notes the Progress Report on Implementation of the Program of Activities of the Operations and Technology Committee;

Further notes the Status Report on Digitalization of Postal services in Africa;

Adopts the recommendations contained in the Report on the following:

a. On Remuneration:

- i. Designated Operators (DOs) need to pay attention to the specific articles of the Convention to understand the principles under each remuneration system;
- ii. Designated Operators should take note of the contents of IB Circulars for each remuneration system;

- iii. Important deadlines for submitting information to the International Bureau for each remuneration system should be observed;
 - iv. Designated Operators should complete questionnaires circulated by either the UPU or PAPU General Secretariat to ensure that African views are included in remuneration studies and surveys;
 - v. Member States should support of the proposal to make tracked delivery service mandatory at the Riyadh Extra Ordinary Congress considering that Designated Operators will receive extra remuneration for scanning EMD events for the first two (2) years;
- b. On Digitalization and Innovation:**
- i. Designated Operators should attend Global Financial Services fora to keep abreast with developments in the global market and benchmark on best practices;
 - ii. Regulators and Governments should recognize the Post as a partner in enhancing financial inclusion through the provision of remittance and other financial services hence they should provide an enabling environment and appropriate regulations;
 - iii. Digital transformation in the provision of financial services is the global norm, hence, Post Offices in Africa should not be left behind;
 - iv. Development partners should collaborate with the Post to provide financial services in marginalized areas;
 - v. Designated Operators should complete the questionnaire on status of digitalization of postal services in Africa for the General Secretariat to have a clear view on the status of Africa.
- c. On Philately:**
- i. Member States should physically and actively participate in global philatelic activities and the Africa Philatelic Conference to develop further and promote African Philately;
 - ii. Designated Operators should digitize their philatelic products in collaboration with the UPU and renowned industry partners in line with global trends;
 - iii. Designated Operators should participate in annual joint stamp issues to promote African heritage and events.
- d. On Supply Chain Activities:**
- i. Designated Operators must constantly update the different compendia to ensure efficient operations and supply chain integration (Transport Compendium, Customs Compendium, Letter Post Compendium, Parcel Post Compendium ...);
 - ii. Designated Operators should develop and sign Memoranda of Understanding (MoUs) with their national Customs authorities in line with the WCO–UPU guidelines for an MoU at the national level;
 - iii. Member States should ensure compliance with Electronic Advance Data (EAD) and continuously report progress and implementation of workshop recommendations through feedback meetings;

- iv. The General Secretariat should take up matters with the Specialized Technical Committee (STC) for Ministers in Charge of Posts and ICT regarding how customs matters can be tackled at the regional level as well as at the Designated Operator (DO) level;
- v. African Member States should vote against Congress Proposal 20-4-1 during the Riyadh Extra Ordinary Congress since it is in violation of the freedom of transit, provide preferential treatment for EU countries and impose complex and expensive operations on non-EU DOs, which contradicts the Freedom of transit and single postal territory principles as provided for in the UPU Constitution.

e. On PAPU/AFRAA matters:

- i. Designated Operators should enter into formal agreements with airlines using the UPU/IATA Framework Agreement and its Guidelines;
- ii. Designated Operators should exchange electronic information with airlines to achieve mail visibility and paperless exchange of information (Paperless Transport);
- iii. Designated Operators should ensure that they settle mail conveyance dues with airlines to maintain efficient transportation of mail and cordial relations;
- iv. AFRAA should facilitate the exchange of Electronic Advance Data (EAD) with African airlines to ensure visibility of mail in the supply chain as well as compliance with UPU Regulations;
- v. PAPU and AFRAA should fulfill the conditions of their MoU and continue collaborating to ensure the efficient conveyance of African mail.

Calls upon Member States and the General Secretariat to implement the above recommendations;

Instructs the General Secretariat to coordinate the implementation of the activities of the Committee and update the Administrative Council.

Done in Arusha, Tanzania, on 30th August, 2023