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OPERATIONS AND TECHNOLOGY COMMITTEE
3rd, 4th JUNE 2024

**UPDATE ON THE STATUS OF IMPLEMENTATION OF DIGITALIZATION
OF POSTAL SERVICES IN AFRICA**

1. Subject Update on the status of Implementation of Digitalization of Postal Services in Africa	References/paragraphs <ul style="list-style-type: none">• PAPU Action Plan 2022-2025• Questionnaire on Implementation of Digitalization of Postal Services in Africa
2. Decision expected. <ul style="list-style-type: none">• Take note of the document• Provide necessary guidance	

1.0 INTRODUCTION

The Questionnaire on the Status of Implementation of Digitalization of Postal Services in Africa was circulated as an offshoot of the successful meeting of the PAPU Digitalization and Innovation Working Group (DIG) held on 25 April 2023. The questionnaire's objective was to elicit and collate information on the Digitalization of postal services in Africa to ascertain the status in the Member States and file any identified gaps, where possible.

PAPU designed and circulated a questionnaire to assess the level of digitalization in DOs. It covered the following five (5) main pillars within the different stages of digitalization of postal services:

- i. Postal Financial and Payment Services;
- ii. Mail Services;
- iii. Supply Chain Integration;
- iv. Infrastructure Development and Mobile Applications;
- v. Support Functions.

The questionnaire was initially sent to Member States on 4th May 2023 to be returned to the PAPU General Secretariat by 26th May 2023.

2.0 QUESTIONNAIRE ON IMPLEMENTATION OF DIGITALIZATION OF POSTAL SERVICES IN AFRICA

The General Secretariat extended this deadline to 17th July 2023 due to the low response rate. The aim was to have all Member States respond to the questionnaire to establish the the level of postal digitalization in Africa. In 2024, the questionnaire was re-circulated on 29th January 2024 to allow the Member States that had not responded to it in 2023 so that those that had responded could give an update where necessary. Ultimately, the responses to the questionnaire will be used to build an authentic database on the state of digitalization in Africa.

2.1 Analysis of the Questionnaire

In 2023, the response rate was only 60%, i.e., 27 Member States out of 45. The responses were received from Angola, Botswana, Burkina Faso, Burundi, Comoros, Democratic Republic of Congo, Egypt, Ethiopia, Eswatini, Ghana, Guinea, Kenya, Lesotho, Madagascar, Malawi, Mali, Morocco, Namibia, Nigeria, Sierra Leone, Senegal, South Africa, Tanzania, Tunisia, Uganda, Zambia and Zimbabwe.

When the circular was re-circulated in 2024, nine more Member States, namely Algeria, Benin, Côte d'Ivoire, Cameroon, Liberia, Niger, Sudan, Chad and Togo, responded. The detailed analysis of responses to the questionnaires from thirty-six (36) DOs is contained in **Annexes 1 & 2**.

The data from the above countries indicate that the Mail Services pillar is over 83% of the five pillars of postal digitalization, followed by the Supply Chain pillar at around 49%.

In that regard, efforts must be intensified to digitalize development infrastructure and Mobile Applications, Financial Services, and Support Functions, which stand at 37%, 24%, and 23%, respectively. However, it is worth noting that overall efforts to digitalize postal services in the 36 Member States are estimated at 21%.

2.2 Detailed Analysis by Pillar

2.2.1 Financial and Postal Payment Services

In this section, the data from the completed questionnaires indicate the following:

- The overall implementation of completed activities under the Financial and Postal Payment Services Pillar, which covers the implementation of UPU-IP, IPS, STEFI, BAMS, QCS, PPS*Clearing, FEIS, Electronic Wallet, Mobile Money, E-banking solutions, and Digital solutions for cash delivery, is at 24%.
- The activities currently in progress are at 14%.
- If we add the achievements and the work in progress, the implementation rate will be approximately 38%.

2.2.2 Mail Services

In this section, the results of the questionnaire indicate the following:

- The implementation of IPS/IPS, POST/IPS, CLOUD, S10 Barcode use, Exchange of EMEVT V3 message, Track and Trace, IBIS, QCS, GMS, and EMS SMART is at 83%.
- Work in progress for activities is at 7%.
- The overall implementation rate for activities in progress and those completed is around 90%.

2.2.3 Supply Chain Integration

On the Supply Chain Integration pillar, the results show the following:

- The implementation rate for E-government Services, CDS, Exchange of (ITMAT, CUSITM, CUSRSP, ITMREF/REFRSP, CARDIT/RESBIT), EAD, CDS Kiosk, POS, ePOS...) is at 49%.
- On-going activities are at 20%.
- Overall implementation rate for activities completed and the work in progress is 69%. Despite the efforts made by DOs, there is still work to be done to reach a very appreciable level of achievement.

2.2.4 Infrastructure Development and Mobile Applications

On the Infrastructure and Mobile Applications Pillar, which includes the following activities: E-Commerce Platform, E-Philately Shop, Interactive Website, Cybersecurity Policy, Post Office Power and Connectivity back up, Mobile Application for the Post, SMS/email Customer notification platform, Business Management System, Warehousing, implementation is as follows:

- Completed activities stand at 37%.
- Work in progress - 35%.
- The overall implementation rate for work in progress and completed activities is 72%.

DOs need to escalate their effort to ensure that activities that are in progress are completed.

2.2.5 Support Functions

The results of the questionnaire on the Support Functions Pillar, which covers the implementation of the following: Digital Addressing-Skills training-Marketing plan, Digitalization of Stamps, Partnership for Multi-vendor, Artificial Intelligence Technologies, QMS, Structure aligned to the digital Transformation indicated the following:

- An implementation rate of 23% for completed activities

- Activities currently in progress are at a 30% implementation rate.
- The aggregate implementation rate for completed activities and the work in progress is around 53%.
- Efforts need to be made to ensure a good level of achievement.

3.0 RECOMMENDATIONS

The following are the recommendations derived from the analysis:

- To encourage Member States to respond to Questionnaires
- Member States are urged to continue the digitalization agenda.

4.0 DECISION EXPECTED

The Committee is requested to:

- Adopt the recommendations tabled.
- Take note of the information contained herein;
- Take note of the progress made and recommend further action to address the gaps identified.

Annex 1: Details by pillar and country

		STATUS OF IMPLEMENTATION OF DIGITALIZATION SERVICES IN AFRICA																																					
PROD	MILESTONE	AO	BW	BF	BI	BJ	KM	CD	CI	CM	DZ	EG	ET	GH	GN	KE	LR	LS	MGM	MW	ML	MA	NE	NA	NG	SD	SN	SL	SZ	ZA	TD	TG	TN	TZ	UG	ZM	ZW		
Financial and Postal Payment Services	UPU Interconnection Platform (UPU-IP)																																						
	International Financial System (IFS)																																						
	IFS Domestic System																																						
	STEFI																																						
	Bilateral Agreement management System (BA)																																						
	QCS Finace Big Data																																						
	PPS*Clearing																																						
	Financial Electronic Inquiry System (FEIS)																																						
	Postal Payment Services Electronic Comepnd																																						
	Electronic Wallet linked to mobile money																																						
Mail Services	Mobile money Issuer																																						
	Digital Solution for cash on delivey																																						
	e-baking solution																																						
	International Postal System (IPS)/IPS.Post/IPS																																						
	S10 barcode use																																						
	Exchange of EMEVT V3 messages																																						
	Track and Trace																																						
	Internet based Inquiry System (IBIS)																																						
	Quality Control System (QCS)																																						
	Global Monitoring System (GMS)																																						
EMS SMART																																							
Supply Chain Integration	E-government Services																																						
	Customs Declaration System (CDS)																																						
	Excahnge of ITMATT																																						
	Exchange of CUSITM/CUSRSP with Customs																																						
	Exchange of ITMREF/REFRSP																																						
	CDS Kiosk																																						
	EAD Customs declaration Application																																						
	Exchange of CARDIT/RESBIT with airlines																																						
	.Post to level domain																																						
	OSCAR- for carbon analysis and reporting																																						
Infrastructure and Mobile Applications	WADP Numbering System (WNS)																																						
	Use of IPS-CDS Telematics tool																																						
	Electronic counter solution (POS & ePOS)																																						
	Relay Points and Smart Lockers																																						
	E-Commerce Playform																																						
	E- Philately Shop																																						
	Interactive Website																																						
	Post Office Power and Coonectivity back-up																																						
Support Fuctions	Cyber Security Policy																																						
	Mobile Application for the Post																																						
	SMS/email customer notification platform																																						
	Business Management System																																						
	Warehousing																																						
	Digital Addressing																																						
	Digitalization of Stamps																																						
	Outsourced call centre																																						

Annex 2



