



OPERATIONS AND TECHNOLOGY COMMITTEE

PAPU/OTC/SCG/01/2025 - Doc No. 02

SUPPLY CHAIN WORKING GROUP

28th MARCH 2025 (VIRTUAL)

09:00 (GMT)

REPORT ON THE ANALYSIS OF THE SUPPLY CHAIN QUESTIONNAIRE

1. Subject: <ul style="list-style-type: none">• Supply Chain Questionnaire Report	References/Paragraphs PAPU Circular REF: CL/PAPU/GS/OT/QSO/003
2. Decisions Expected: <ul style="list-style-type: none">• Note the status Report;• Adopt the Report;• Take note of the recommendations.	

1.0 INTRODUCTION

The postal supply chain is the backbone of the postal operations as it facilitates the movement of postal items within the network and ensures that postal items reach their destination safely and on time. The UPU collaborates with supply chain partners to ensure seamless supply chain integration by developing best practices, regulations, processes, standards, and IT tools to ensure that all players involved in moving the mail can exchange necessary data.

As part of the global network, Designated Operators in Africa also comply with these regulations, processes, standards, and use of IT tools to ensure safe and efficient mail movement within Africa and beyond.

The PAPU General Secretariat circulated a questionnaire on the status of supply chain services in Africa in pursuit of implementing the Operations and Technology Action Plan for the period 2022-2025. The questionnaire's objective was to elicit and collect information on supply chain activities being implemented by Designated Operators with a view to ascertaining the status and assisting in filling any identified gaps where possible.

2.0 QUESTIONNAIRE ON THE STATUS OF SUPPLY CHAIN SERVICES IN AFRICA

The questionnaire was sent to Member States under **Ref/ CL/PAPU/GS/OT/QSO/003** on 5th February 2025, with a deadline for submitting the completed questionnaires of 7th March 2025. A reminder was also sent out on 1st March 2025 to ensure that more Designated Operators submit their responses.

The questionnaire covered four main supply chain sections as listed below:

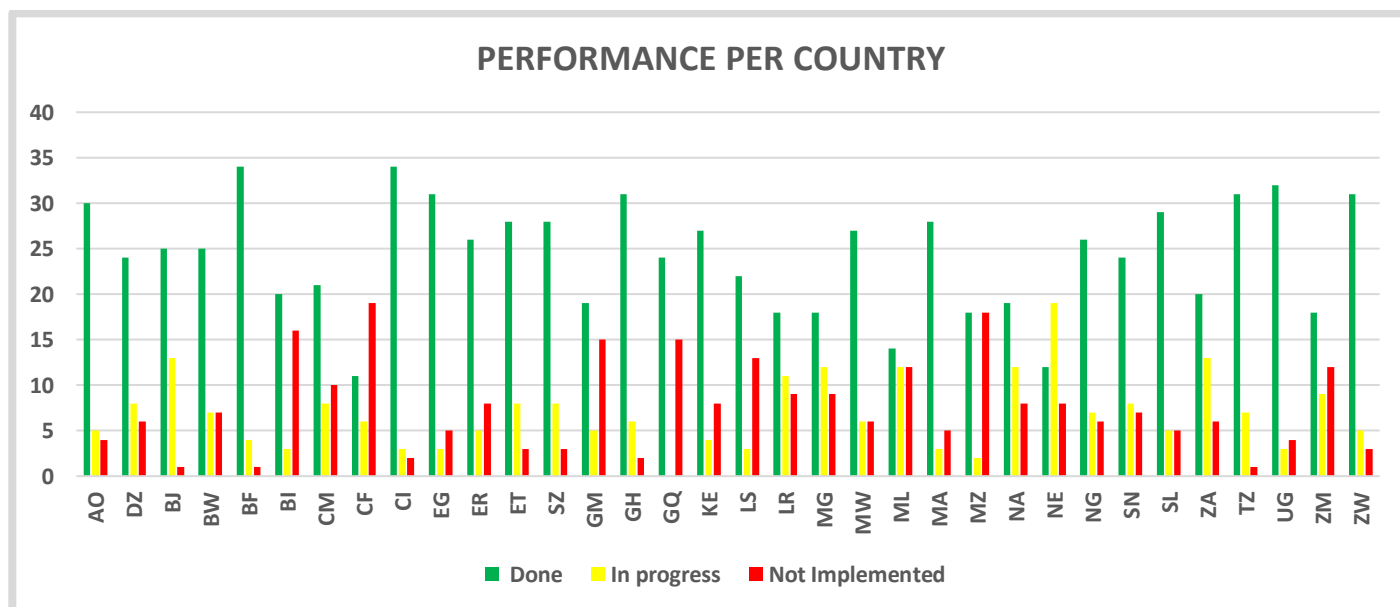
- i. Transport (Mail Transportation and Relations with Stakeholders);
- ii. Security (Postal Security and Compliance with Standards);
- iii. Customs (Exchange of Electronic Advance Data and Customs Relations);
- iv. Quality of service.

3.0 ANALYSIS OF RESPONSES

This analysis is on the thirty-four (34) responses received, representing 76% of PAPU Member States. These responses were received from the following Members: Algeria, Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cote d'Ivoire, Egypt, Eritrea, Equatorial Guinea, Eswatini, Ethiopia, Gambia, Ghana, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mali, Morocco, Mozambique, Namibia, Niger, Nigeria, Senegal, South Africa, Tanzania, Uganda, Zambia, and Zimbabwe.

The table below shows each DO's overall performance in terms of activities completed, those in progress, and those that have not yet been implemented.

Table 1



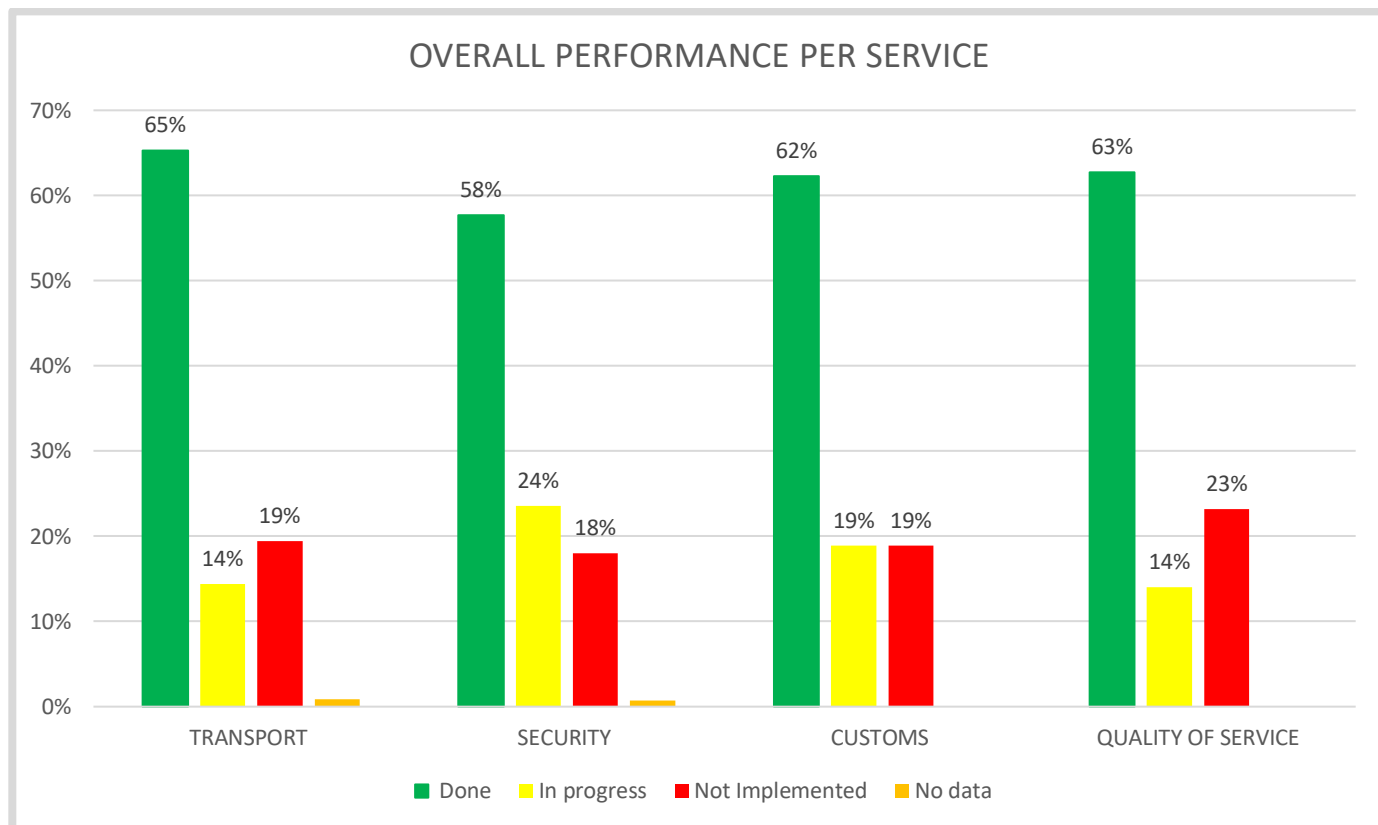
From the analysis of the responses from Member States, it is pleasing to note that Designated Operators are striving to meet the UPU regulations & standards, maintain good relations with supply chain stakeholders, and use the available IT tools to exchange electronic data with partners.

From Table 1 above, most activities are in green, indicating that they have been accomplished. Out of the 39 activities in the questionnaire, 24 DOs have more than 20 activities accomplished, while some are still in progress.

Only 8 DOs show that they have more than 10 activities that have not been implemented.

The table below shows the overall aggregated performance for all DOs for all service pillars.

Table 2



3.1 Positive Performance.

The following positive conclusions are/were drawn from the responses:

- 76% of Designated Operators (DOs) have signed Service Level Agreements (SLAs) with Airlines conveying mail;
- 88.2% of the DOs exchange CARDIT/RESBIT as well as CARDIT with the Applicable Regulations (AR) flag with Airlines;
- 88.2% of DOs have Postal Security Units responsible for Prevention and Investigation Management;
- 71% update the List of Prohibited and Dangerous Goods regularly;
- 97% of DOs use the Customs Declaration system or equivalent to exchange electronic advance data for items containing goods;
- 97% of DOs are exchanging ITMATT;
- Over 82% of the DOs are updating Letter Post Compendium Online, while 91% update Parcel Post Compendium Online regularly;
- 97% of DOs use Track and Trace for tracked delivery items, registered items, and EMS;
- 70% are now offering/accepting tracked delivery service in line with the 4th UPU Extra-ordinary Congress resolution;
- 88% are using the Integrated Quality Reporting System (IQRS) to monitor quality of service;
- Over 85% are using the Internet Based Inquiry System (IBIS);

3.2 Low performance

Low performance was registered in some areas, as indicated below:

- Low attendance of UPU Supply Chain Group meetings (Transport Group-64.7%, Security Group - 47.1%, Customs Group - 55.9%);
- Only 47% update the Transport EAD Compendium regularly;
- 38% have been certified for compliance with security standards;
- 35% exchange CUSITM/CUSRSP with their Customs authorities;
- Over 95% of the DOs have not been certified for quality of service using the New Methodology (2023-2025);
- Only nine (9) DOs, representing 26.5%, have been certified for compliance with the S42 Addressing standard in the past 3 years. A dashboard on the responses received from Member States is attached to this report as **Annex 1 (Excel sheet)**.

4.0 RECOMMENDATIONS

Member States are encouraged to continue implementing the activities where they are lagging behind to ensure supply chain integration and efficient operations.

5.0 DECISION EXPECTED

- Note the Analysis of the Supply Chain Report,
- Take note of the recommendation.
- Adopt the Report