



## OPERATIONS AND TECHNOLOGY COMMITTEE

PAPU/OTC/SCG/01/2022 - Doc No.3

### SUPPLY CHAIN WORKING GROUP

9<sup>th</sup> JUNE 2022 (VIRTUAL)

### ACTION PLAN FOR THE PERIOD 2022-2025

S/N	SUBJECT MATTER	MILESTONE	OBJECTIVE	PERIOD	KEY PERFORMANCE INDICATOR (KPI)	RESPONSIBLE
1.	Transport Matters	i) Provide guidelines for Service Level Agreements with airlines	Designated Operators to formalize mail conveyance agreements with airlines	Q4 2022	Number of DOs with SLAs with partner airlines	Working Group/General Secretariat
		ii) Achieve affordable mail conveyance rates	Designated Operators to achieve minimum rates for mail conveyance	Q4 2023	<ul style="list-style-type: none"> <li>• Maintenance of mail conveyance class.</li> <li>• Minimum mail conveyance rates</li> </ul>	PAPU/AFRAA Task Force/Working Group/General Secretariat
		iii) Exchange of Electronic Advance Data (CARDIT, RESDIT) with airlines and maintenance of up-to-date EAD Compendium	<ul style="list-style-type: none"> <li>• Comply with EAD requirements</li> <li>• Maintain EAD compendium updated for use by partners</li> </ul>	Q1 2023	<ul style="list-style-type: none"> <li>• Number of DOs / Airlines exchanging CARDIT, RESDIT messages</li> <li>• Number of Members</li> </ul>	PAPU/AFRAA Task Force/Working Group/General Secretariat

					with updated information	
		iv) Efficient intra-Africa mail conveyance	Advocate for Member States to meet leg 2 standards	Q4 2023	Leg 2 results	Working Group/ General Secretariat
		v) Constitute National Contact Committees with transport stakeholders ( Airlines, Aviation, Handling Agents etc)	Achieve collaboration with all Stakeholders	Q2 2023	Number of countries with National Contact Committees	Working Group/ General Secretariat
		vi) Consolidate reports on participation and feedback from PAPU /AFRAA Taskforce	A functioning Task Force that with participation of all identified Stakeholders.	Bi-annually	Task Force Reports	Task Force/General Secretariat
		vii) Transport information feedback from Members (Questionnaire)	Monitor and assess status of implementation of guidelines and Resolutions in Africa.	Q4 2024	<ul style="list-style-type: none"> <li>• Number of Members responding to questionnaires</li> <li>• 70% Implementation achievement rate</li> </ul>	Working Group/ General Secretariat
2.	Customs Matters	i) Share with DOs the streamlined international mail processing procedures for Customs	Achieve seamless customs processing procedures and promote e-commerce	Q4 2022	Time items spend in Customs	Working Group/ Secretariat General
		ii) Member Dos to exchange Electronic Advance Data with partner DOs and Customs for items containing goods - ITMATT	Compliance with EAD standards and UPU Regulations	Q4 2022	Number of DOs exchanging ITMATT	Working Group/ General Secretariat
		iii) Maintain an updated Customs Compendium	Up to date customs information for use by partners and customers	Q1 2023	Number of DOs with updated compendium	Working Group/ General Secretariat
		iv) Member participation in Regional/Global Meetings on the subject area	Achieve participation in the postal meetings that involve Customs matters by members.	Q2 2025	Achieve at least 65% meeting participation by Members	Working Group / General Secretariat
		v) Customs information feedback from Members (Questionnaire)	Monitor and assess status of implementation of Transport guidelines and Resolutions in	Q1 2025	<ul style="list-style-type: none"> <li>• Number of Members responding to questionnaires</li> </ul>	Working Group/ General Secretariat

			Africa.		70% achievement rate	
3.	Security Matters	i) Members to comply with the UPU Security Standards (S58, S59)	Member States to achieve full compliance with Security standards and regulations	Q4 2024	Number of Certified Member States	Working Group/General Secretariat
		ii) Prevent acceptance of Prohibited items and Dangerous goods into the Postal System - illicit trade	<ul style="list-style-type: none"> <li>Members to adopt zero tolerance in acceptance of prohibited items and dangerous goods.</li> <li>Members to adopt detection mechanisms for illicit trade via the post</li> </ul>	Q4 2023	<ul style="list-style-type: none"> <li>Information sharing among Members</li> <li>Advisory notes to Member States</li> </ul>	Working Group/General Secretariat
		iii) High Cyber Security awareness by Members	Member States to be aware of Cyber security threats	Q2 2023	<ul style="list-style-type: none"> <li>Information sharing among Members</li> <li>Advisory notes to member States</li> </ul>	Working Group/General Secretariat
		iv) Member participation in Regional/Global Meetings on Security matters	Achieve participation in the postal meetings that involve Security matters by Members	Q3 2023	Over 50% DOs participating in the meetings.	Working Group/General Secretariat
		v) Security information feedback from Members (Questionnaire)	Monitor and assess status of implementation of Security Guidelines and Resolutions in Africa.	Q1 2023	<ul style="list-style-type: none"> <li>Number of Members responding to questionnaires</li> <li>70% achievement rate</li> </ul>	Working Group / General Secretariat
4.	Quality of Service for Mail	i) Implementation of GMS by DOs: <ul style="list-style-type: none"> <li>End-to-end module</li> <li>Inbound module</li> </ul>	Member States to adopt the use of GMS as a QOS Monitoring and Improvement tool	Q1 2024	<ul style="list-style-type: none"> <li>Number of countries implementing GMS</li> </ul>	Working Group / General Secretariat
		ii) Meeting Quality of Service Standards by Members: <ul style="list-style-type: none"> <li>Letter Post standards</li> <li>Parcel Post targets under the Inward Land Rates (ILR) bonus system</li> <li>EMS standards</li> </ul>	Member States to ensure improvement of mail quality of service	Q4 2024	GMS results for Member States  ILR reports  EMS performance reports	Working Group / General Secretariat

		iii) Member Participation in Quality of Service link to terminal dues	Member States to reap maximum benefits from Terminal Dues System	Q1 2023	<ul style="list-style-type: none"> <li>• At least 80% participation of eligible Member States</li> <li>• At least 70% target attainment by participating members.</li> </ul>	Working Group / General Secretariat
		iv) Quality of Service Certification of Members	Member States to successfully participate in quality certification programmes	Q4 2024	<ul style="list-style-type: none"> <li>• Number of Participating DOs</li> <li>• 90% of participating DOs to attain certification</li> </ul>	Working Group / General Secretariat
5.	E-commerce	i) Participation in ORE 3 Project	Ensure efficient handling of e-commerce items	Q4 2022	Number of countries participating in the project	Working Group / General Secretariat
		ii) Logistics and warehousing	Guarantee efficient logistics and consolidation of e-commerce goods	Q3 2024	Increase in e-commerce business/volumes	Working Group / General Secretariat
		iii) Export promotion	Increase outbound e-commerce volumes thereby promoting trade	Q4 2024	Increase in outbound volumes	Working Group / General Secretariat