



PAPU/AC/OTC/02/2022 – Doc No.8

OPERATIONS AND TECHNOLOGY COMMITTEE (OTC)
4th-6th July 2022 Democratic Republic of Congo (DRC)

ACTION PLAN FOR THE PERIOD 2022-2025

1. Subject Operations and Technology Action Plan for the Period 2022-2025	References/Paragraphs
2. Decision expected <ul style="list-style-type: none">• Adopt the proposed Action Plan and;• Consider recommending the Action Plan to the Administrative Council for approval.	

1.0 INTRODUCTION

The work of the Operations and Technology Committee will be coordinated and implemented through the Working Groups reporting to the Committee. The Action Plan for the Committee is therefore a consolidation of the Working Groups' Action Plans and is herewith attached as document **PAPU/AC/OTC/02/2022 – Doc No.8 Annex 1**.

2.0 DECISION EXPECTED

The Committee is requested to:

- Adopt the proposed Action Plan and;
- Consider recommending the Action Plan to the Administrative Council for approval.



PAPU/AC/OTC/02/2022 – Doc No.8 Annex 1

OPERATIONS AND TECHNOLOGY COMMITTEE (OTC)
4th-6th July 2022, Democratic Republic of Congo (DRC)

ACTION PLAN FOR THE PERIOD 2022-2025

S/N	SUBJECT MATTER	MILESTONE	PERIOD	RESPONSIBLE AT WORKING GROUP LEVEL
REMUNERATION				
1.	Letter Post Remuneration System	i) Unpack the Remuneration model	Q3 2022	Remuneration Working Group
		ii) Outline rates for different letter post services including value added and supplementary services	Q3 2022	Remuneration Working Group
		iii) Outline the remuneration for undeliverable items (UV)	Q3 2023	Remuneration Working Group
		iv) Enumerate implications of Remuneration System on Africa	Q4 2022	Remuneration Working Group
		v) Organize a Remuneration Working Group Meeting	Q4 2022	Remuneration Working Group
		vi) Solicit feedback from Member States (Questionnaire)	Q1 2023	Remuneration Working Group

2.	Parcel Post Remuneration	i) Expound the Parcel Post Remuneration Model	Q2 2023	Remuneration Working Group
		ii) Explain the Quality Performance system of the Parcel Post Remuneration system	Q2 2023	Remuneration Working Group
		i) Illuminate the implications of Remuneration System on Africa	Q3 2023	Remuneration Working Group
		ii) Organize a Remuneration Working Group Meeting	Q4 2023	Remuneration Working Group
		iii) Request for feedback from Member States (Questionnaire)	Q4 2023	Remuneration Working Group
3.	Integrated Product Plan	i) Integrated Product Plan Model	Q4 2022	Remuneration Working Group
		ii) Integrated Remuneration Plan	Q4 2022	Remuneration Working Group
		iii) Organize a Remuneration Working Group Meeting	Q1 2023	Remuneration Working Group
		iv) Seek feedback from Member States (Questionnaire)	Q1 2023	Remuneration Working Group
4.	Remuneration Issues	i) Identify and summarize key issues	Q2 2024	Remuneration Working Group
		ii) Communicate to the Committee and Member States	Q2 2024	

5.	Future Remuneration System	i) Identify areas of concern in international mail handling and resultant remuneration	Q3 2024	Remuneration Working Group
		ii) Consider ways of improvement on the system	Q3 2024	
		iii) Propose amendments to the Regulations	Q4 2024	Remuneration Working Group
		iv) Analyze IB and other Member States Proposals related to remuneration of physical services <ul style="list-style-type: none">• Study proposal;• Come up with implications for Africa;• Propose alternative views from Africa;• Advise Member States	Q1 2025	Remuneration Working Group
		v) Come up with proposals from Africa	Q1 2025	Remuneration Working Group
DIGITALIZATION AND INNOVATION				
6.	Model Digital Post Office	i) Develop a Digital Post Office Model benchmarked from other regions and industries; ii) Develop a Digital Transformation Framework and road-map for the Posts of Africa; iii) Adopt a streamlined postal digital transformation program iv) Pursue coordinated implementation by Member States' DOs	Q1 2023	Digitalization and Innovation Working Group

7.	Digital Infrastructure and modernization of operations	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	Digitalization and Innovation Working Group
		ii) Members to ensure provision of hardware at Post Offices: <ul style="list-style-type: none"> • Servers • Computers/laptops • Printers • Scanners • Digital Scales 	Q3 2023	Digitalization and Innovation Working Group
		iii) Share information on postal systems and tools in order to develop specifications for ideal software for digitalization of the Post in Africa	Q3 2023	Digitalization and Innovation Working Group
8.	Digitalization of Postal Services	i) Migration of services from the traditional onto the digital platforms: <ul style="list-style-type: none"> • E-Post • E-commerce • E- Government • Digital financial services • Mobile banking solutions 	Q1 2024	Digitalization and Innovation Working Group
		ii) Deploy technology-based value-added features on the Integrated Product Plan (IPP) portfolio to ensure full implementation of IPP: <ul style="list-style-type: none"> • ECOMPRO 	Q1 2024	Digitalization and Innovation Working Group

		<ul style="list-style-type: none"> • Tracked delivery service • Small packets 		
		iii) Participation in the Digitalization and Innovation projects in partnership with relevant industry stakeholders	Q4 2022	Digitalization and Innovation Working Group
9.	Postal home-grown digital innovations	i) Develop own digital solutions: <ul style="list-style-type: none"> • Software • Applications 	Q2 2023	Digitalization and Innovation Working Group
		ii) Participate in Innovation exhibitions and competitions like the World Summit on the Information Society (WSIS)	Q3 2022	Digitalization and Innovation Working Group
10.	Human Capital Development	i) Members to capacitate staff on digital skills	Q3 2024	Digitalization and Innovation Working Group
		ii) Organize workshop on Digital Transformation and Financial Inclusion	Q4 2022	Digitalization and Innovation Working Group
		iii) Training workshop: <ul style="list-style-type: none"> • IT systems • Tools • Cyber security 	Q4 2023	Digitalization and Innovation Working Group
11.	Communication and Feedback on Digitalization and Innovation Progress	i) Members' active participation in 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 implementation of the projects	Annually	Digitalization and Innovation Working Group

PHILATELY

12.	New trends and innovations in philately business	i) Share information on latest global trends and innovations in philately	Q1 2023	Promotion of Philately Working Group
		ii) Share information on new philatelic products on the market and on information on World Association for Development of Philately (WADP)	Q1 2023	Promotion of Philately Working Group
		iii) Explore new markets for African philatelic products in partnership with other stakeholders	On-going	Promotion of Philately Working Group
		iv) Philately information feedback from Member States (Questionnaire)	Q2 2023	Promotion of Philately Working Group
13.	Digitizing the Philately Business	i) Share information on current digitalization trends in the industry	Q1 2022	Promotion of Philately Working Group
		ii) Explore digital stamp products on the market	On-going	Promotion of Philately Working Group
14.	Promotion of philatelic products	iii) Promote philatelic products and activities on different platforms.	On-going	Promotion of Philately Working Group
		iv) Participate in joint stamp issues to promote African heritage and events	2024	Promotion of Philately Working Group
		v) Organize stamp design competitions	Q3 2022	Promotion of Philately Working Group
		vi) Participation, by Member States, in philatelic activities organized by PAPU, UPU, fellow Members and other Organizations. (meetings/workshops/conferences/exhibitions)	On-going	Promotion of Philately Working Group

15.	Illegal and counterfeit stamp issues	i) Share information on illegal and counterfeit issues	Q2 2023	Promotion of Philately Working Group
		ii) Craft strategies to eradicate illegal and counterfeit issues of African stamps	Q2 2023	Promotion of Philately Working Group
		iii) Review existing UPU regulations on illegal and counterfeit issues	Q3 2024	Promotion of Philately Working Group
16.	Sharing of best practices on Philately	i) Identify Member States exceling in the philately business to share experiences during workshops/ Committee meetings	Q2 2023	Promotion of Philately Working Group
		ii) Consider twinning and pairing of Member States	Q3 2024	Promotion of Philately Working Group
17.	Reviving Philately Business in Africa	i) Participation of more countries in the Working Group	Q 4 2022	Promotion of Philately Working Group
		ii) Feedback from Member States on philatelic activities (Questionnaire)	Q3 2024	Promotion of Philately Working Group
SUPPLY CHAIN				
18.	Transport Matters	i) Provide guidelines for Service Level Agreements with airlines	Q4 2022	Supply Chain Working Group
		ii) Achieve affordable mail conveyance rates	Q4 2023	Supply Chain Working Group /PAPU/AFRAA Task Force/W
		iii) Exchange of Electronic Advance Data (CARDIT, RESDIT) with airlines and maintenance of up-to-date EAD Compendium	Q1 2023	Supply Chain Working Group /PAPU/AFRAA Task Force
		iv) Efficient intra-Africa mail conveyance	Q4 2023	Supply Chain Working Group
		v) Constitute National Contact Committees with transport stakeholders (Airlines, Aviation, Handling Agents etc.)	Q2 2023	Supply Chain Working Group
		vi) Consolidate reports on participation and feedback from PAPU	Bi-annually	Supply Chain Working Group

		/AFRAA Taskforce		/PAPU/AFRAA Task Force
		vii) Transport information feedback from Members (Questionnaire)	Q4 2024	Supply Chain Working Group
19.	Customs Matters	i) Share with DOs the streamlined international mail processing procedures for Customs	Q4 2022	Supply Chain Working Group
		ii) Member DOs to exchange Electronic Advance Data with partner DOs and Customs for items containing goods - ITMATT	Q4 2022	Supply Chain Working Group
		iii) Maintain an updated Customs Compendium by Member States	Q1 2023	Supply Chain Working Group
		iv) Members' participation in Regional/Global Meetings on the subject area	Q2 2025	Supply Chain Working Group
		v) Customs information feedback from Members (Questionnaire)	Q1 2025	Supply Chain Working Group
20.	Security Matters	i) Members to comply with the UPU Security Standards (S58, S59)	Q4 2024	Supply Chain Working Group
		ii) Prevent acceptance of Prohibited items and Dangerous goods into the Postal System - illicit trade	Q4 2023	Supply Chain Working Group
		iii) High Cyber Security awareness by Members	Q2 2023	Supply Chain Working Group
		iv) Member participation in Regional/Global Meetings on Security matters	Q3 2023	Supply Chain Working Group
		v) Security information feedback from Members (Questionnaire)	Q1 2023	Supply Chain Working Group

21.	Quality of Service for Mail	i) Implementation of GMS by DOs: <ul style="list-style-type: none"> • End-to-end module • Inbound module 	Q1 2024	Supply Chain Working Group
		ii) Meeting Quality of Service Standards by Members: <ul style="list-style-type: none"> • Letter Post standards • Parcel Post targets under the Inward Land Rates (ILR) bonus system • EMS standards 	Q4 2024	Supply Chain Working Group
		iii) Member Participation in Quality of Service link to terminal dues	Q1 2023	Supply Chain Working Group
		iv) Participation in Quality of Service Certification of Members	Q4 2024	Supply Chain Working Group
22.	E-commerce	i) Participation in ORE 3 Project	Q4 2022	Supply Chain Working Group
		ii) Guarantee Logistics and warehousing	Q3 2024	Supply Chain Working Group
		iii) Export promotion	Q4 2024	Supply Chain Working Group