



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

SUPPLY CHAIN WORKING GROUP (SCG) REPORT

1. Subject Supply Chain Working Group (SCG) Report	References/Paragraphs Report of the Operations and Technology Committee (OTC) meeting held from 15 th to 17 th February 2022
2. Decisions expected <ul style="list-style-type: none">• Adopt the Working Group Report;• Approve the Action Plan for the Working Group;• Consider Recommendations of the Working Group.	

1.0 INTRODUCTION

Following the establishment of the Supply Chain Working Group (SCG) by the Operations and Technology Committee during its meeting which was held from 15th to 17th February, 2022, the Working Group held its inaugural meeting virtually on 9th June 2022. During Working Group's meeting, a number of issues on the agenda were discussed and deliberated on as indicated below.

2.0 THE MAIN ISSUES TABLED AND DISCUSSED

The following salient issues were deliberated during the meeting:

- Terms of Reference of the Working Group;
- Consideration and adoption of the Working Group Action Plan;
- Update on Key issues discussed under UPU POC Committee 1;
- Quality of Service Report for Africa;
- Quality of Service Projects in Africa;
- Experience sharing on Trade Facilitation and E-commerce;
- PAPU-AFRAA activities.

3.0 REPORT SUBMISSION

The detailed report for the meeting of the Working Group is annexed herewith.

4.0 DECISIONS EXPECTED

The report is submitted for the Committee to:

- Approve the Action Plan for the Working Group
- Consider Recommendations of the Working Group
- Adopt the Report.

SUPPLY CHAIN WORKING GROUP (SCG) REPORT

Virtual Meeting

9th June 2022

1.0 INTRODUCTION

The Supply Chain Working Group (SCG) virtual meeting was held on 9th June 2022 from 08:00 hours to 12:45 hours GMT.

2.0 REMARKS

2.1 Welcome Remarks by the Chairperson

The Chairperson, Mr. Jasson Charles Kalile, from Tanzania called the meeting to order at 08:05 hours GMT and welcomed participants to the meeting. He stressed the importance of the Supply Chain Working Group in supporting the operations of Designated Operators. The Supply Chain Working Group discusses issues relating to quality of service as well as collaboration with key stakeholders including Customs, Security Agents and the different transport partners. As such, he urged Designated Operators to actively participate in the work of the Group since it deals with main issues concerning them.

2.2 Opening Remarks by the PAPU Secretary General

The Secretary General, Mr. Sifundo Chief Moyo expressed deep appreciation to Tanzania for chairing the Working Group meeting. He underscored the importance of the Supply Chain Working Group as key to postal operations and the success of Designated Operators. The SG highlighted the need to track success of projects as well as refining the relationships with stakeholders like Customs, Security Agents and Airlines. Furthermore, he placed emphasis on the fact that the working Group should be focusing on helping Member States in implementation of projects as well as promoting cross border e-commerce and trade facilitation. He pledged the unwavering support of the General Secretariat to the work of the Group.

3.0 CONFIRMATION OF BUREAU

3.1 Working Group Bureau

The Working Group Bureau was set up as follows:

Chairperson:	Tanzania
1 st Vice Chairperson:	Malawi
2 nd Vice Chairperson:	Congo Republic
Rapporteur:	TBA
Secretariat:	PAPU General Secretariat

3.2 Participation

3.2.1 Members States Present:

Twenty-one (21) Member States attended the meeting as follows: Algeria, Burkina Faso, Cameroon, Congo Republic, Côte d'Ivoire, Democratic Republic of Congo (DRC), Egypt, Equatorial Guinea, Ghana, Kenya, Lesotho, Malawi, Nigeria, Senegal, Sudan, South Africa, Tanzania, Tunisia, Uganda, Zambia, and Zimbabwe.

3.2.2 PAPU General Secretariat

The PAPU Secretary General, Mr. Sifundo Chief Moyo and the Assistant Secretary General, Mrs. Jessica Hope Ssengooba were in attendance leading the General Secretariat Team,

3.2.3 West African Postal Conference (WAPCO)

The West African Postal Conference (WAPCO) participated as an observer and was represented by Mr. Tom Kwaghmande.

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

4.0 ADOPTION OF THE AGENDA

The General Secretariat tabled the draft agenda which was adopted with no amendments.

5.0 TERMS OF REFERENCE (ToRS) FOR THE WORKING GROUP

The General Secretariat presented the Terms of Reference (ToRs) for the Supply Chain Working Group under document **PAPU/OTC/SCG/01/2022 - Doc No.2**. The ToRs which had been considered and passed by the Operations and Technology Committee at its inaugural meeting held in Abuja, Nigeria from 15th to 17th February 2022, were presented for noting and adoption as they will guide the work of the Working Group.

The ToRs are attached to this report as **Annex 2**.

6.0 CONSIDERATION AND ADOPTION OF THE WORKING GROUP ACTION PLAN

A draft Action Plan for the Working Group for the period 2022-2025 was presented by the General Secretariat vide document **PAPU/OTC/SCG/01/2022 - Doc No.3**. The Action Plan was adopted by the Working Group with no comments.

The Action Plan is attached to this report as **Annex 3** for consideration by the Operations and Technology Committee.

7.0 PRESENTATION BY AFRICAN LEAD COUNTRY FOR POC COMMITTEE 1

Nigeria, the African lead country to follow up matters relating to Supply Chain at the UPU made a presentation on key issues discussed during the POC Session 1 meeting held in May 2022.

The presentation covered the following key issues:

i) Standards

The POC Committee 1 approved the deliverables for the Standards Group for the period 2022-2025.

ii) Addressing

On Addressing matters, the POC Committee 1 approved the following:

- Terms of Reference of the Addressing Group;
- Recommendations relating to cooperation between Addressing Group and Compliance Group;
- Next steps on initial study on the development of a spatial data infrastructure;
- Terms of Reference for a training package on integration of Geographic Information Systems (GIS) into postal addressing.

iii) Customs

- The POC Committee 1 approved amendments to the Regulations on CN22, CN23 and CN72 and removing the 300 SDR threshold on CN22 giving an entry into force date of 1st June 2023;
- A cooperation Agreement was signed between UPU and World Customs Organization (WCO). The two organizations agreed to hold a joint Global Customs Conference in Japan in May/June 2023;
- The Committee approved the circulation of a questionnaire on Electronic Advance Data (EAD) regulations to assess the situation in Member States.

iv) Transport

On Transport matters, the POC Committee 1 approved the following:

- Revised Terms of Reference and nomination of twelve (12) new postal members to the IATA-UPU Contact Committee;
- The UPU - Rail Forum's revised Terms of Reference and inclusion of six (6) new postal members into the forum;
- An update to the paper-free transport guidelines;

- A proposal to add a new article to the Regulations on implementing provisions for providing EAD with effect from 1st January 2023;
- Basic rate applicable as at 1st January 2023.

v) **Quality of Service Fund (QSF)**

- The Committee elected three new QSF Board Members. Cote d'Ivoire was elected to represent the African region;
- The POC plenary approved the prioritization of the “**Infrastructure for Enhancement of Tracking Data**” project to be implemented as a QSF Common Fund project for 2022-2025;
- The Committee approved development and implementation of a special account for Least Developed Countries within the QSF Common Fund with the aim of improving quality of service for LDCs.

It was noted that a number of countries were not utilizing their QSF resources. PAPU will collaborate with UPU International Bureau to organize a Workshop to sensitize Member States on how to access the Quality of Service Fund.

8.0 SUPPLY CHAIN ACTIVITIES

8.1 Quality of Service Report for Africa

The General Secretariat made a presentation on the status of quality of service in Africa via **PAPU/OTC/SCG/01/2022 - Doc No. 4** which covered the following:

- GMS Inbound results 2021;
- GMS End to End 2021;
- GMS Participation for 2022.

The Working Group noted the report with the following comments:

- Low volumes for outbound mail to warrant frequent dispatches;
- Encouragement for participating in Quality of Service Link to Terminal Dues;
- That the results were low, unsatisfactory and that immediate action needs to be taken to address the situation.

PAPU/AFRAA Task Force which has African Sub-Regional representation should be mandated by the Working Group to:

- Identify challenges in Quality of Service in Africa;
- Come up with measures to address the situation.

8.2 Quality of Service Projects in Africa

The General Secretariat presented **PAPU/OTC/SCG/01/2022 - Doc No.5** on Quality of Service Projects in Africa. The main issues covered in the document were:

- Status of Global Quality of Service Fund (QSF) Projects including the African region;
- QSF Special Fund for Least Developed Countries (LDCs);
- QSF Multinational Project on SECUREX which enabled DOs to capture customs declaration data. Kenya, Morocco and South Africa participated in the project;
- Common Funds projects which covered:
 - Prioritization of the project on, '**Infrastructure for Enhancement of Tracking Data**' 'to be funded under the Common Fund;
 - Electronic Advance Data Global Project in which African countries are participating.

Member States were encouraged to take advantage of QSF Special Fund for LDCs and also participate in global projects funded through the Common Fund.

PAPU General Secretariat will play a collaborative role to facilitate implementation of the projects in Africa.

Member States participating in the Global EAD project were advised to sign the Multilateral Data Sharing Agreement to facilitate the exchange of ITMATT with partner DOs.

8.2.1 Mail Bag Project

Burkina Faso made a report on the Mail Bag Project to be implemented as a joint project for Member States who have expressed interest. In his report Mr. Noufou Ouibga indicated that only twelve (12) countries had responded to the call to participate in the project. Another call for expression of interest to participate in the project will be sent out giving countries a deadline to respond by end of July 2022. Uganda expressed interest to join the project.

8.3 Cross Border Trade in Africa

The General Secretariat presented the Cross Border E-commerce Workshop report vide **PAPU/OTC/SCG/01/2022 - Doc No.6**. The workshop whose theme was, '**Rebooting Cross Border E-Commerce in Africa in the Post Covid Era**' was organized by the General Secretariat on 21st April 2022. The overarching objective of the workshop was to position the postal sector, with its expansive infrastructure, as a vehicle for harnessing greater intra-African trade. The report covered the workshop objectives, participation, presentations made by partners, experience sharing by Member States and the Key Take-Aways.

The following presentations were made:

- i) UPU International Bureau Trade Expert, Mr. Paul Donohoe - **An overview of e-commerce business via the post;**

- ii) AfCTA Investment Expert, Dr. Talkmore Chidede - **The role of the AfCTA in facilitating intra-African trade etc. and how the post office can play its rightful role in this discourse;**
- iii) Mastercard Foundation, Dr. Cynthia Saab & team - **How the Post can explore collaborative opportunities with Mastercard Foundation's principal business of processing payments for making purchases in the digital era.**
- iv) **Cameroon, Côte d'Ivoire, Kenya, Morocco and Zimbabwe** shared their experiences in implementation of e-commerce initiatives.

Member States were advised to take advantage of opportunities offered by the African Continental Free Trade Area (AfCFTA) and collaborate with PAPU, UPU, Governments and other Stakeholders like Small, Medium Enterprises (SMEs) in implementing e-commerce projects thereby facilitating trade.

8.4 Sharing of Experience for Benchmarking

8.4.1 Trade Facilitation Project

Tunisia made a presentation on a Trade Facilitation Project- '**Easy Export**,' implemented by the Tunisian Government to facilitate trade and particularly exports through the Post. The project's main objective was to simplify national exports processes through the postal infrastructure and collaboration with important national stakeholders.

In his presentation Mr. Yosri Bachouch, Head of Easy Export Project and also Head of Division e-Business for Tunisia Post highlighted the following:

- Project deliverables;
- Project Achievements;
- Evolution of value and volume of exports during project implementation;
- Challenges faced and lessons learnt;
- Perspectives for improvement of the Easy Export Project.

Tunisia Post was commended for the excellent presentation which reflected the work they are doing and other Member States were encouraged to benchmark on Tunisia's experience.

8.4.2 Ecom@Africa Project

Egypt shared their experience on implementation of the Ecom@Africa Project. In his presentation, Mr. Ahmed Mansour highlighted the following:

- Egypt's E-commerce Strategy;
- How e-commerce can boost economic growth, facilitate exports, generate government revenue and create jobs;
- Benefits of the Project to customers;
- Global e-commerce market;
- Trade agreements in Africa to which Egypt is a party;

The Chairman advised Member States to benchmark on Egypt's experience in implementation of e-commerce projects.

8.5 Airline issues on PAPU/AFRAA

The General Secretariat presented a report vide **PAPU/OTC/SCG/01/2022 - Doc No.7** on airline activities. The report covered the following:

- PAPU/AFRAA Task Force representatives;
- PAPU/AFRAA collaboration activities;
- Review of the PAPU/AFRAA Memorandum of Understanding (MoU);
- AFRAA Cargo Route Network Committee meeting at which PAPU made a presentation;
- PAPU /AFRAA Action Plan.

It was noted that the work of the Task Force is vital in addressing challenges faced by Member States in mail transmission in Africa hence its work will go a long way in improving quality of service. Once airline representatives are availed, the Task Force should commence its work.

9.0 RECOMMENDATIONS

The recommendations made during the meeting were as follows:

- i) Member States were urged to resume participation in GMS quality of service testing to monitor their performance and improve quality of service delivery;
- ii) Member States were encouraged to participate in Quality of Service Link to Terminal Dues and earn extra revenue;
- iii) Member States were implored to participate in global projects funded through the QSF Common Fund to improve quality of service in Africa;
- iv) Designated Operators participating in the Global EAD project were advised to sign the Multilateral Data Sharing Agreement to facilitate the exchange of ITMATT with partner DOs;
- v) Member States were advised to take advantage of opportunities offered by the African Continental Free Trade Area (AfCFTA) and collaborate with PAPU, UPU, Governments Small, Medium Enterprises and other industry stakeholders, in implementing e-commerce projects thereby facilitating trade through the post

10.0 DATE AND VENUE OF NEXT MEETING

The General Secretariat informed the meeting that the date and venue of the next meeting of the Supply Chain Working Group will be communicated once consultations were finalized.

Meanwhile, the Chairperson of the Working Group is expected to present the Working Group's Report to the Operations and Technology Committee meeting to be held from 4th to 6th July 2022 in Kinshasa, Democratic Republic of Congo (DRC).

11.0 ADOPTION OF THE REPORT OF WORKING GROUP

In order to address time constraints posed by holding the meeting virtually, the General Secretariat presented a summary of the deliberations and recommendations made during the meeting which were adopted by the Working Group

The completed and detailed Report of the meeting will be finalized by the General and sent to Chairperson for approval before circulation.

12.0 CLOSING

In his closing remarks, the PAPU Secretary General, thanked participants for their invaluable contributions and the Chairperson and his Vices for conducting the meeting well. He indicated that members should actively participate in the work of the Supply Chain Working Group which deals with core activities of the operations of the postal sector.

The 1st Vice Chairman, Mr. Shadreck Vokhiwa thanked the Chairperson for guiding the discussions and steering the meeting, the General Secretariat for preparing the documents and organizing the meeting, participants for their active participation and the interpreters for their role in facilitating communication.

The Chairman officially closed the meeting at 12:45 hours (GMT).



Annex 1

SUPPLY CHAIN WORKING GROUP MEETING

9th June 2022

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Annex 2

SUPPLY CHAIN WORKING GROUP (SCG)

TERMS OF REFERENCE (TORS)

The Supply Chain Working Group was created to deliberate on matters relating to the mail supply chain including collaboration with various stakeholders. The matters include among others: Customs, Security, Mail Transportation, Quality of Service and compliance with UPU standards in mail exchange.

The terms of reference are as below:

- i. Champion quality of service improvement in international mail circulation in line with customer expectations and international standards;
- ii. Conscientize Member States to comply with customs, security, transport and aviation rules and regulations in the postal business;
- iii. Facilitate compliance with standards in the mail value chain including the following:
 - a. Inbound Quality of service standards;
 - b. E2E international mail standards;
 - c. Security (S58, S59) standards;
 - d. Quality of service certification.
- iv. Share information and experience on developments at UPU/IATA, UPU/ICAO, UPU/WCO, AFRAA and other stakeholders, to keep Member States abreast of the international best practices in the postal industry;
- v. Encourage the signing of Service Level Agreements (SLAs) with national airlines, customs and other partners in the mail supply chain;
- vi. Encourage the exchange of Electronic Advance Data (EAD) with supply chain stakeholders like airlines, customs authorities, security agents, e.t.c., in line with UPU regulations;
- vii. Facilitate training of postal staff on various aspects of the mail conveyance value chain to include:
 - a. International mail handling;
 - b. Quality of service;
 - c. Mail security and compliance with security standards;
 - d. Customs requirements and regulations;
 - e. Exchange of electronic data.



Annex 3

SUPPLY CHAIN WORKING GROUP (SCG)

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	No. 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"> Maintenance of mail conveyance class. Minimum mail conveyance rates 	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"> Comply with EAD requirements Maintain EAD compendium updated for use by partners 	Q1 2023	<ul style="list-style-type: none"> No. of DOs / Airlines exchanging CARDIT, RESDIT messages Number of Members with updated information 	PAPU/AFRAA Task Force/Working Group/General Secretariat
		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	A functioning Task Force that	Bi-annually	Task Force Reports	Task Force/General

		participation and feedback from PAPU /AFRAA Taskforce	with participation of all identified Stakeholders.			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"> No. of Members responding to questionnaires 70% Implementation achievement rate 	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	No. 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 Africa.	Q1 2025	<ul style="list-style-type: none"> No. of Members responding to questionnaires 70% achievement rate 	Working Group/ General Secretariat
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	No. 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"> Members to adopt zero tolerance in acceptance of prohibited items and dangerous goods. Members to adopt detection 	Q4 2023	<ul style="list-style-type: none"> Information sharing among Members Advisory notes to Member States 	Working Group/ General Secretariat

			mechanisms for illicit trade via the post			
		iii) High Cyber Security awareness by Members	Member States to be aware of Cyber security threats	Q2 2023	<ul style="list-style-type: none"> • Information sharing among Members • Advisory notes to member States 	Working Group/ General Secretariat
		iv) Member participation in Regional/Global Meetings on Security matters	Achieve participation in the postal meetings that involve Customs 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"> • No. of Members responding to questionnaires • 70% achievement rate 	Working Group / General Secretariat
4.	Quality of Service for Mail	i) Implementation of GMS by DOs: <ul style="list-style-type: none"> • End-to-end module • Inbound module 	Member States to adopt the use of GMS as a QOS Monitoring and Improvement tool	Q1 2024	<ul style="list-style-type: none"> • No. of countries implementing GMS 	Working Group / General Secretariat
		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 	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"> • At least 80% participation of eligible Member States • At least 70% target attainment by participating members. 	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"> • No. of Participating DOs • 90% of participating 	Working Group / General Secretariat

					DOs to attain certification	
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