

A Specialized Agency of the AU



Institution spécialisée de l'UA

CONCEPT NOTE ON REGULATING THE POST FOR DIGITAL TRANSFORMATION

Venue: Virtual

Date: 8th July 2022

Theme: Regulating the Post for Digital Transformation

Pursuant to Resolution No. 18/PAPU/AC/XXXVI/2017 mandating the General Secretariat of PAPU to organize an annual forum on postal regulation on the sidelines of the PAPU Administrative Council meetings, the 5th edition of the Forum will be held in hybrid form on 8th July 2022 ahead of the 40th Ordinary Session of the Administrative Council. The theme of this year's forum is "Regulating the Post for Digital Transformation"

In today's dynamic world, the essential role that postal services play in ensuring the right to communication through the exchange of messages, goods, money transfers, etc. is becoming more relevant than ever. Postal services play a fundamental role in each nation, because of the double impact they generate from both social and economic points of view. Postal markets around the world are presently undergoing rapid and significant changes. In this modern era, technological innovation is no longer an enabler, but a business driver of growth and sustainability. The Internet of things and the digital transformation are fundamentally changing the communications, business and E-commerce

environments. The digital economy continues to grow at a very rapid rate, technological changes, digitalization and big data have transformed customer needs, thus leading to the creation of new products and services that meet the customer's continuously expanding needs.

The boundaries of many industries have therefore become even more blurred and the postal sector is not an exception in this regard. Electronic substitution of traditional postal services is accelerating as both consumers and businesses adopt electronic processes across multiple domains. In the conditions of digital economy postal services need to modernize their role to accommodate emerging services for the digital transformation age. Postal Operators are therefore constrained to offer new products and services that reflect the evolving mandate to bind nations together in a new world where people are increasingly communicating digitally.

Since the outbreak of the COVID-19 pandemic, the pace of embracing digital processes has accelerated tremendously. Prior to the spread of the virus globally, digitization was merely a business choice for delivering better services to customers. Presently it is increasingly becoming mandatory as customers expect "contactless delivery" going into the foreseeable future.

Given the existing global gaps in digitization, PAPU is now collaborating with the UPU through pilot projects to connect our Member States with the UPU's digital networks through the Customs Declaration System, International Postal System, and other Information Technology tools. This is anchored on UPU's goals on digital transformation which are to reinforce the national postal network; meet market needs and adapt the offer of postal services to new technologies; build an innovative and modern image of the Post in the eyes of stakeholders,

particularly Governments, Regulators and other postal sector stakeholders.

The Abidjan Business Strategy that was adopted by the global postal fraternity and which is the culmination of the vision on digital transformation is the first fully data-driven strategy in the Union's history and also includes essential elements such as the Postal Vision 2030. This strategy is designed to inspire the different categories of stakeholders especially Regulators to take action in their respective fields.

It is therefore expected that Regulators of the postal sector will brace up and regulate the Post to enable seamless Digital Transformation of the sector. Their work should facilitate the embracing of any available technological solution by the Post in pursuance of postal mandates and customer satisfaction.