



Dear Africa Region
colleagues:

We are pleased to share
with you the first issue
of our Newsletter.

HIGHLIGHTS

ORE Updates

EAD project

IQRS and GMS STAR

COVID Protective
Equipment

Disaster risk
management

Upcoming events

Operational readiness for e-commerce (ORE) workshops for Africa Designated Operators

Since the inception of the ORE Project, the UPU conducted 11 successful workshops held in Kenya, Tanzania, Cameroon, Egypt, Senegal, and Togo.

Based on the pandemic situation, 4 of the 11 workshops were held remotely using the Microsoft teams platform as follows:

14 and 16 July 2020 for
French speaking countries
(40 participants);

27 and 29 July 2020 for
English speaking countries
(72 participants).

112 participants included the National Country Project Managers, the Postmasters General, the Restricted Unions (PAPU, CRASA, SAPOA and EACO), African Union, UPU Facilitators and the UPU Staff-Members of the Development Cooperation and Operations Directorates.

These important workshops assessed the achievements of Countries Roadmaps and National Action Plans, the improvement of quality of service performance, and shared the actions taken for the implementation of unrealized activities.

Although a good amount of progress has been made on the 5 pillars (minimum operational requirements; visibility; data quality; supply chain integration;

reliability) since the kick off project in 2016, the Africa Program continues to monitor the progress.

The countries of the Africa Region were also requested to make efforts in meeting the requirements of Electronic Advance Data (EAD), therefore expedite the implementation of the Customs Declaration System (CDS) through the UPU EAD Global Project, with a view to ensure that all Designated Operators will have capability to send and receive ITMATT by January 2021.

Other fields such as IPS, Certification under S42 UPU Addressing had been addressed as well.



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Planned Actions for the Implementation of Partially Completed Activities

Areas	What	Countries	Deadline
Minimum operational requirements	Migration to IPS 2016 or IPS. POST		31/10/2020
		ST	31/12/2020
	Process mapping from end to end	LRA SCA	30/09/2020
		SSA	31/08/2020
		BU GN CF CG CD GA	31/12/2020
Delivery options	BWA LSA MWA MZA NAA SCA SZA TZA GMA BU CM CF KM CD CG	31/12/2020	
Integrated Product Plan – Implementation of Step 1	ETA GHA ZAA ZMA	31/10/2020	
		31/12/2020	
Visibility	Use of PREDES 2.1 & REDES 1.1	UGA	31/08/2020
		ETA	31/10/2020
		CF ST	31/12/2020
	Use of EMSEVT v3 events	TD CF CD	30/09/2020
		ZMA	31/12/2020
	Provide EMSEVT v3 elements	ZMA TG BU CG GA NE TD CD	31/12/2020
	Address data capture from the origin (EMA and EMC)	UGA	31/07/2020
		CF CD SN GA	30/09/2020
		NAA	31/10/2020
	Customs data capture (for ITMATT, CUSITM and CURSP)	BWA MZA NAA ZWA ETA LRA SLA	31/10/2020
SZA LSA MWA MUA ZMA NGA RWA BF SN BU KM CG GA MG BJ CV GN ML NE TD CM CF CD		31/12/2020	
Participation in the Global Monitoring System (E2E)	SLA ZMA GN CF CD SN KM	31/12/2020	

Areas	What	Countries	Deadline	
Data quality (not earlier than in 2018)	Implement Customs Declaration System (CDS)	NAA	30/09/2020	
		BWA	31/10/2020	
		SZA LSA MWA MUA MZA ZMA ZWA ETA LRA NGA RWA SLA BF SN BU KM BJ GN ML NE TD CF CD GA	31/12/2020	
		Full exchange of EMSEVT v3 tracking events	ZWA	30/10/2020
			NAA GHA CI TD CM KM CG GA MG	31/10/2020
	Provision of EMSEVTv3 data elements	ETA MWA ZMA NGA LRA SLA GMA	30/11/2020	
		NAA ZWA GHA	31/10/2020	
		ETA MWA ZMA NGA LRA SLA GMA	30/11/2020	
	Data element compliance with UPU standards	CI GN ML NE TD CM BF-SN KM CG GA MG	31/12/2020	
		TZA UGA	30/09/2020	
LRA MWA MZA NAA SCA ZMA		31/10/2020		
Timeliness to return tracking information	BF SN TD TG KM CG GA MG BJ CI GN NE CM NE	31/12/2020		
	ZAA TZA ZMA	30/09/2020		
	LSA MWA MZA SCA LRA UGA CI GN TD CM SN BU KM CG GA	31/10/2020		

Areas	What	Countries	Deadline
Supply chain integration	Exchange of CARDIT/RESBIT 2.1 with airlines	BWA LSA MWA	31/10/2020
		ETA NAA RWA ZWA	30/11/2020
		UGA KM GA BJ CM CD	31/12/2020
	Receive ITMATT from other designated operators	BWA ETA LSA LRA MWA MZA NAA NGA RWA SCA SLA ZMA ZWA BJ CV GN ML NE TD CM CF CD BF SN BU KM CG GA MG	31/12/2020
		Send ITMATT to other designated operators	BWA SZA ETA GHA KEA LSA LRA MWA MUA MZA NAA NGA RWA SCA SLA ZAA UGA ZMA ZWA BF SN BU KM CG GA MG BJ CV GN ML NE TD CM CF CD
	Exchange of CUSITM/CUSRSP with Customs	BWA SZA ETA GHA KEA LSA LRA MWA MUA MZA NAA NGA RWA SCA SLA ZAA TZA UGA ZMA ZWA	31/12/2020
		BJ CV CI GN NE ML TD CM CF CD BF SN TG BU CG GA KM MG	31/06/2021
	Security certification against S58 and S59 standards	ZAA BF SN BU KM MG BJ CI GN	
		NAA	30/09/2020
		BWA SZA ETA GHA KEA MWA MUA MZA NGA RWA SLA TZA UGA ZMA ZWA	31/10/2020

Areas	What	Countries	Deadline
Reliability	UPU quality of service certification	BWA SZA KEA ZAA UGA	31/12/2020
		BF TG CV CI GN ML CM	31/12/2021
	Addressing certification against S42 standard	MUA	31/12/2020
		BF TG KM CV CI ML CD	31/12/2021
	Service Level Agreement with Airlines and Customs	ETA	31/10/2020
		BWA KEA LSA LRA MUA MWA MZA NAA NGA RWA SCA SLA ZAA TZA ZMA ZWA	30/11/2020
		GHA CG GA	31/12/2020
	Internet-based inquiry system used for all UPU products	MZA	31/10/2020
TD BF SN BU CG GA		31/12/2020	
Link quality to remuneration (supplementary remuneration system services, terminal dues)	BWA GHA KEA LSA LRA MWA MUA MZA NAA RWA SCA SLA ZMA ZWA	31/12/2020	
	BU GA MG CV GN ML	31/06/2021	

Remaining activities

- Participation in QSF country regional project or global projects (e.g. Electronic Advance Data (EAD) Project);
- Teleconference with ORE RPF and/or RPM, DPTC;
- Ensure the implementation of projects with DPTC;
- Specific remote workshop with RPF and/or IB programs;
- Internal Country ORE Project Team activities;
- Remote training (led by RPF/Country Project Team/ ORE Team);
- Follow up and Finalization of outstanding milestones.

Electronic advanced data (EAD) captures, transmission and compliance project

The aim of the EAD project is to enable the designated operators (DOs) of countries in the Africa region to capture and transmit EAD in compliance with UPU EAD requirements, ahead of the upcoming regulatory deadline in January 2021.

In order to report on the progress of the project, remote workshops were held for Africa region covering the following topics:

- | Project governance;
- | EAD project in a nutshell: goals, work packages, schedule;
- | EAD roadmap and upcoming requirements with regard to customs, transport, security, compliance and reporting;
- | Action plan for phase 1 of the project, follow-up on Customs Declaration System (CDS) training sessions and ITMATT implementation plans.

Integrated quality reporting system (IQRS) and GMS star

Within the framework of the key strategic project on Operational Readiness for E-commerce (ORE) and as part of the capacity building program, online trainings are being held on IQRS and GMS STAR. The objective of these on-line trainings, is to enhance the skills of operational staff of designated operators in the region.

The trainings are conducted under two separate sessions within the English and French speaking countries and divided into 5 topics for each group as follows:

Topics 1

IQRS – Dashboard and reporting

- | Last 13 months trend
- | Last 13 months trend
- | End-to-end reliability
- | Monthly volume statistics
- | Measurement against standards

Topics 2

IQRS reporting: Customs report

Topics 3

- | Receptacle scanning performance
- | PREDES vs ITMATT
- | Compliance reports

Topics 4

IQRS:Transport report

Topics 5

GMS Star

UPU COVID-19 protective equipment

Shipments of protective masks have been sent through a joint project organized by the Universal Postal Union (UPU), and the United Nations Office for Project Services (UNOPS).

The UPU organized the project through its development cooperation budget, as well as donations from China (People's Rep.), France, Japan and Switzerland.

Comoros, Ethiopia, Madagascar, Malawi, Mali, Mozambique, Senegal and Zambia have since received their shipment. As for Angola, Burkina Faso, Burundi, Central Africa, Lesotho, Niger, Rwanda, Tanzania (United Rep.) and Togo, they are in the process of receiving theirs.



Masks Received by Senegal



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Disaster Risk Management

A remote workshop on disaster risk management (DRM) for supervisory ministries, regulatory authorities and designated operators in the Africa region will be held before the end of the year. This workshop will enable the participants to acquire a basic understanding of DRM, as well as practical knowledge on DRM planning and DRM training. Moreover, the participants will be expected to promote DRM activities to develop disaster-resilient and secure postal services in their countries.

In the line of the Disaster Risk management activities, Benin, Malawi and Rwanda will benefit from the UPU technical assistance project on disaster risk management within the framework of the Disaster Risk Fund aiming to facilitate their readiness for natural disasters.

Upcoming events up to December 2020

- 1 remote GMS training for each Africa Region;
- remote workshops on Security Certification Processes (S58 / S59) for each Africa Region;
- 1 remote closing up ORE workshop for each Africa Region;
- 1 remote workshop on Disaster risk Management (DRM) for each Africa Region;
- 3 remote missions on the implementation of ORE On-Site Review Recommendations for Zambia, Malawi and Namibia.

The UPU's Africa Programme wishes to express our continued commitment to the region – we are working closely with all the Restricted Unions for preparing for the next Cooperation Cycle 2021-2024 and optimizing the available resources for the region.

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