

Study Launch

28 April 2022



BLOCKCHAINS
FOR A SUSTAINABLE
POSTAL FUTURE

The speakers



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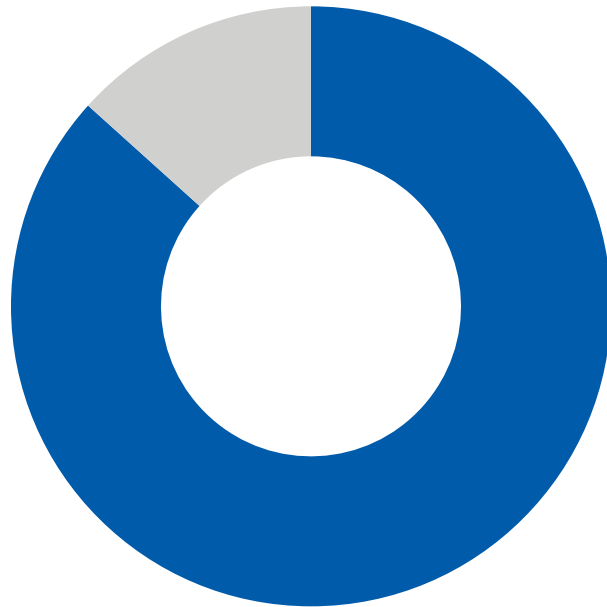
QUIRÓS

Deloitte Netherlands



The rise of distributed ledger technologies (DLTs) and blockchain

The future of digital assets

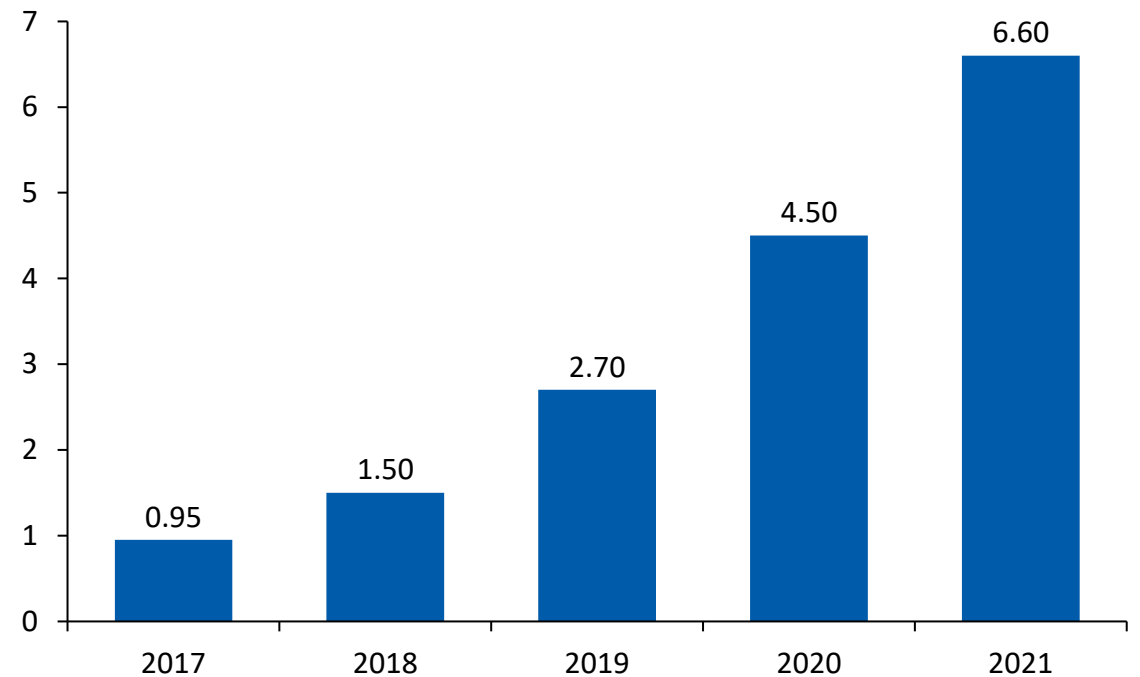


78%

believe that digital assets will be very or somewhat important to their industry in the next 24 months

Spending on blockchain solutions

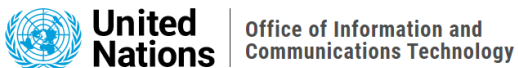
Billion USD



A study on DLTs for the postal sector

11

UN entities have used DLT solutions in different areas in at least 14 independent projects



14

DLT and blockchain pilots done by **Posts** between 2016 and 2021



A study on DLTs for the postal sector

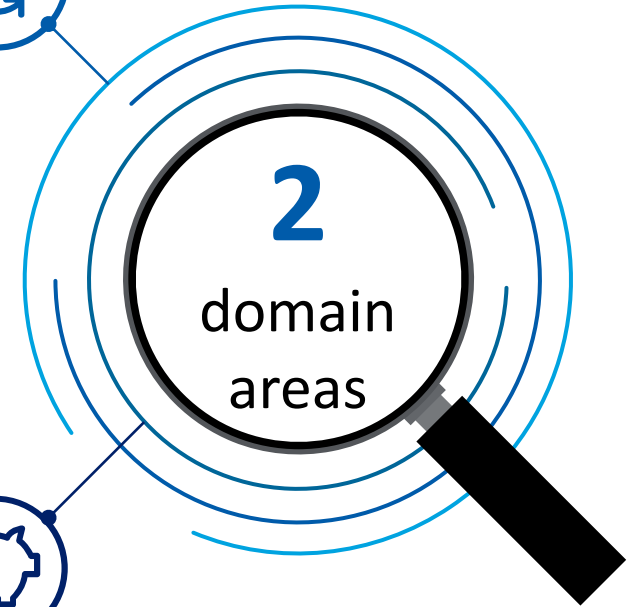
Study Goal

Gain a better understanding of the potential use of DLTs in the postal sector.

Improving postal logistics



Facilitating inclusive postal financial services



The Post and postal logistics

In just 2 years, the global parcel market
has grown from under

450 billion USD

in 2018 to over

500 billion USD

in 2020

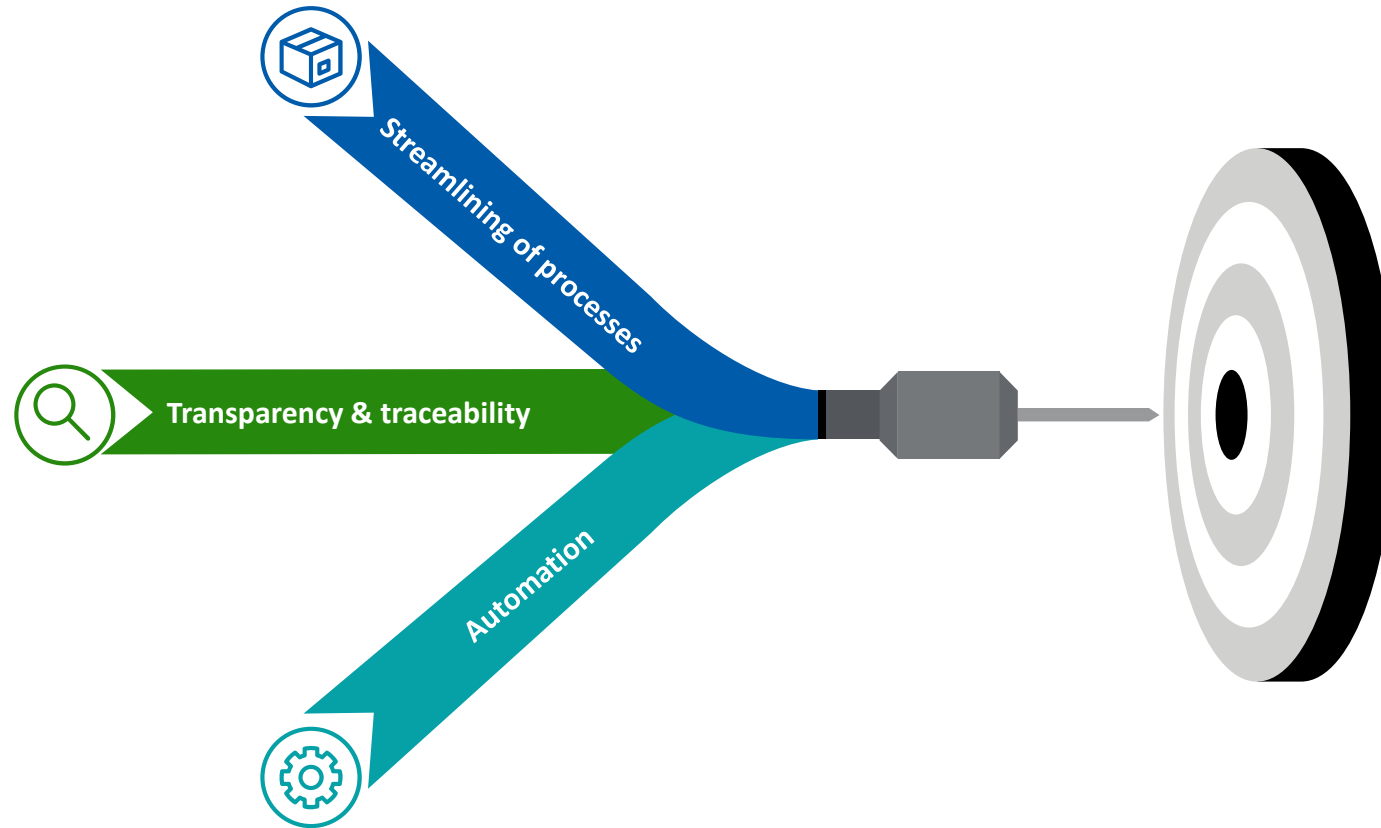
Posts account for

25%

of the global market
share

Impact of blockchain in postal logistics

Blockchain can help bring about:



Which can lead to:

over **30%**
savings in middle and
back offices

The Post and postal financial inclusion

There are over

1.5 billion
adults

who remain unbanked

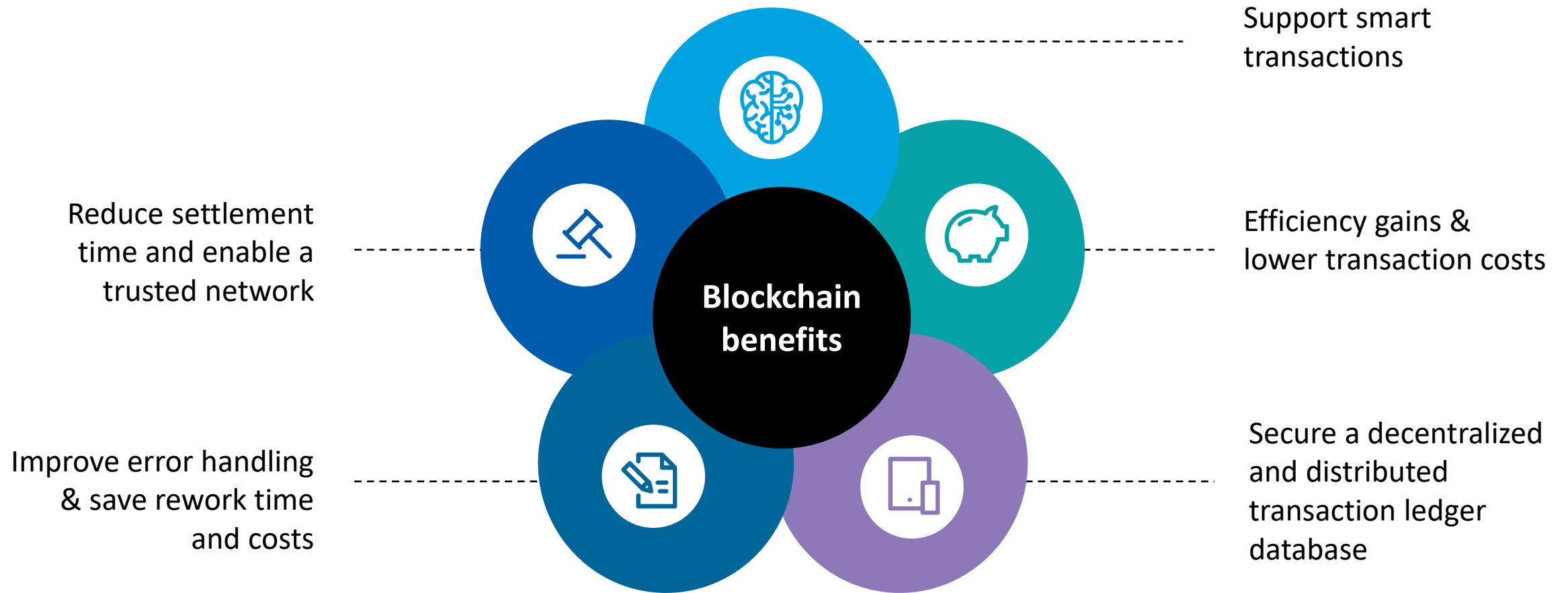
Over

90%

of Posts already provide
financial services,
giving financial access to
around

1.5 billion

Impact of blockchain in financial inclusion



Where does blockchain make the most impact

We identified:

6

identified use cases for
postal logistics

- 1 Certificates of origin
- 2 Crypto stamps
- 3 Customs and handling

7

identified use cases for
postal financial inclusion

- 4 Digital P.O. box
- 5 Reverse logistics for returns
- 6 Track & trace

Where does blockchain make the most impact

We identified:

6

identified use cases for
postal logistics

- 1 (Collective) insurance
- 2 Digital wallet
- 3 Identity management
- 4 Managing direct cash transfer projects

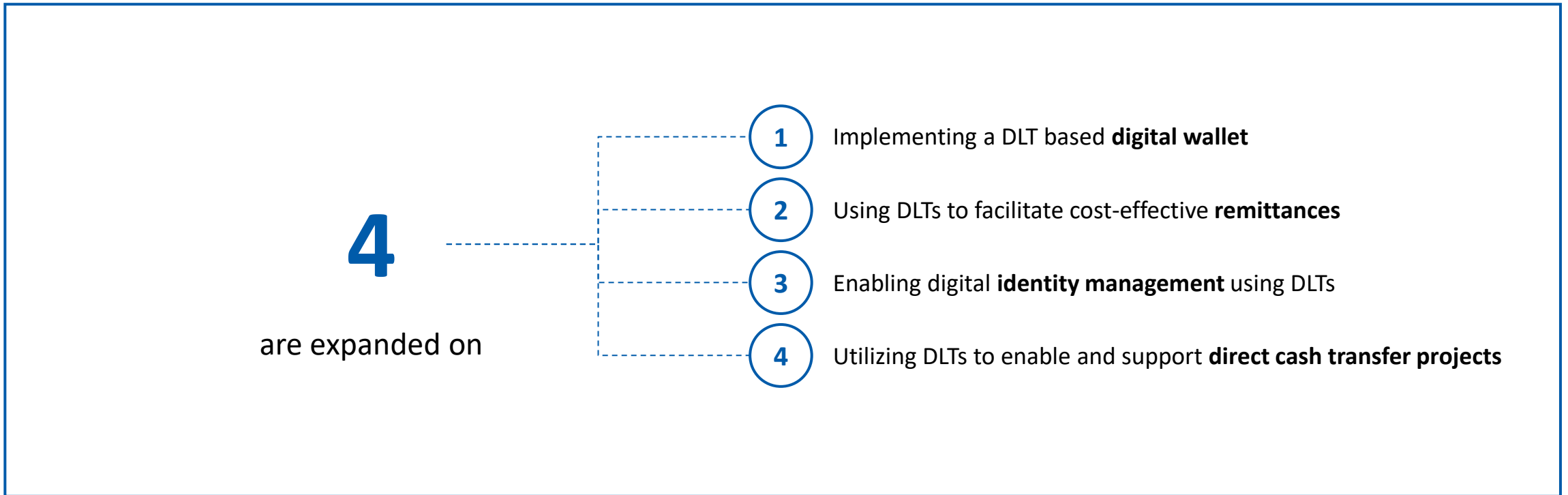
7

identified use cases for
postal financial inclusion

- 5 P2G payments
- 6 Remittances
- 7 Transaction information management

Where does blockchain make the most impact

From the 7 use cases in postal financial inclusion:



Use case deep dives

Pilot Conceptual Notes (to be published in Q3 2022)

- 1 Implementing a DLT based **digital wallet**
- 2 Using DLTs to facilitate cost-effective **remittances**
- 3 Enabling digital **identity management** using DLTs
- 4 Utilizing DLTs to enable and support **direct cash transfer projects**

Each stand-alone document contains information on:



The role of DLTs



High-level technical architecture

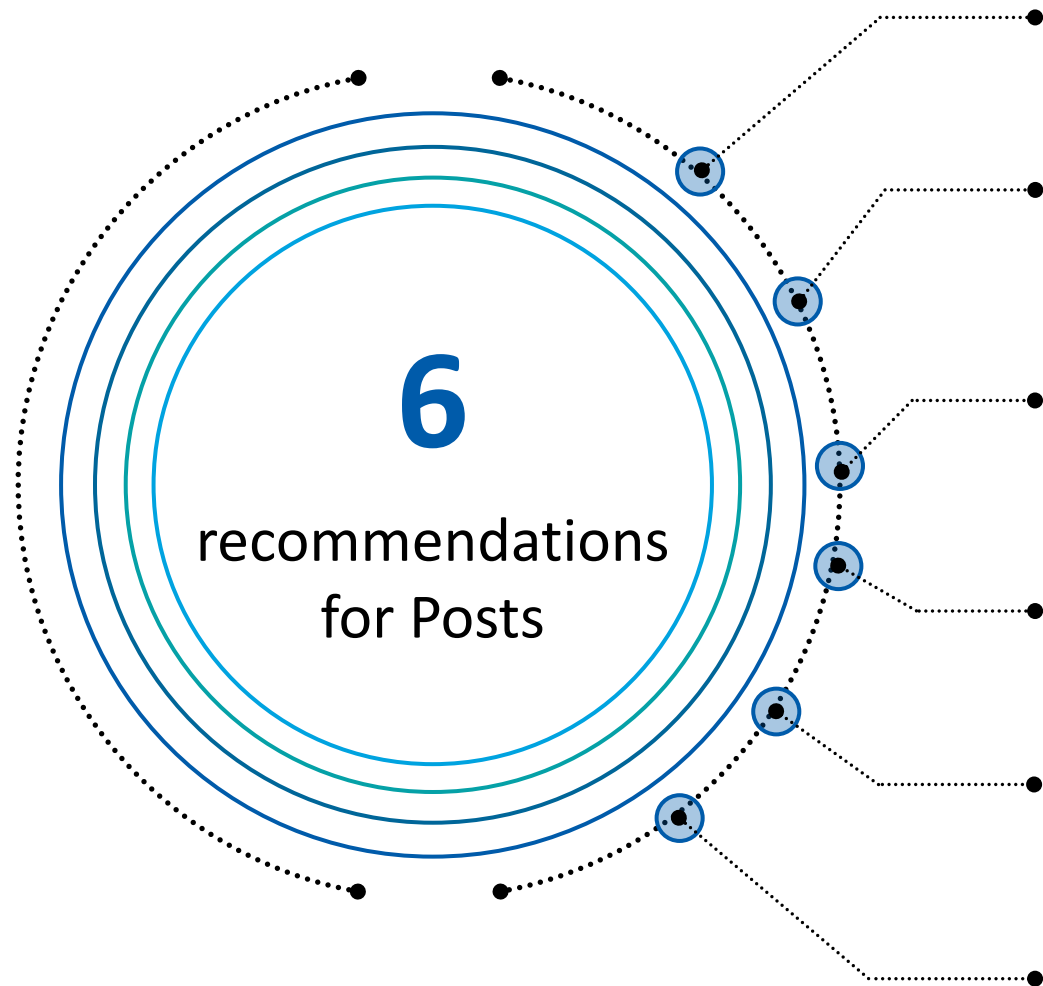


Partner selection & pilot considerations



Security & data protection issues

Key Recommendations



Determine a market-responsive and sustainable business case

Do a **market assessment** to understand the regulatory constraints, design a solution that is market-responsive and iterate a **financially viable business case**.



Establish an appropriate balance between partnerships and in-house talent

Focus on partnering to develop and improve the solution, while **retaining the strategic and decision-making pillars internally**.



Adopt open platforms, encourage interconnectivity and adopt global standards by design

Posts need to discuss adopting **open platforms, shared standards, interconnectivity** and Application Programming Interphases (APIs).



Adopt privacy-by-design

Posts that wish to offer services in the DLT space will need to pay attention to **current and emerging privacy regulatory frameworks** and may require guidance.



Prioritise user experience and involvement

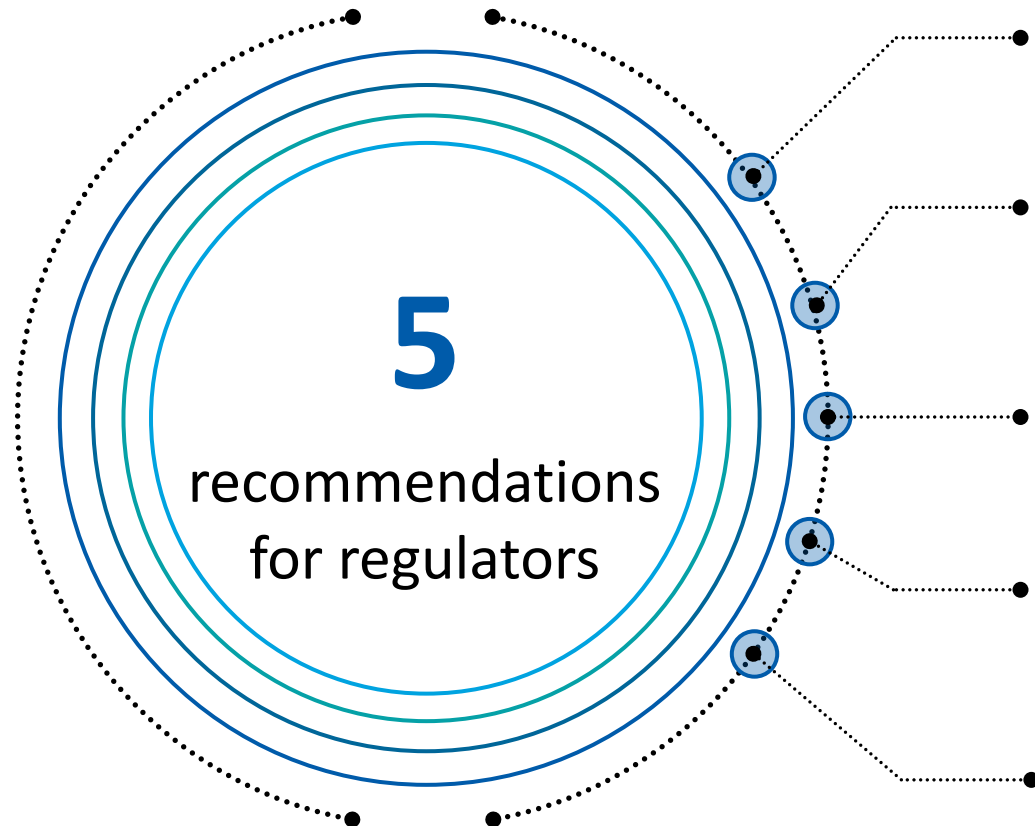
Posts need to realize a seamless user experience and ensure **high user involvement**.



Create community awareness to build trust in postal financial services

Encourage the availability of **digital and financial literacy education** and promote **research on digital financial services (DFS)** using DLTs.

Key Recommendations



Allow Posts to provide financial services

It is critical to **allow Posts to conduct financial services** and **facilitate their certification** as a financial institution for the promotion of financial services.



Build DLT specific frameworks as part of regulations

To align regulation with the most recent innovations, DLT specific frameworks should become an **integral part of digital and privacy regulations**.



Create a regulatory sandbox environment for innovation to promote collaboration

Users can **gain confidence, increase understanding** and **harmlessly make and learn from mistakes**.



Open platforms, standards and use of APIs

Assist in **eliminating barriers, improving interconnectivity** standards, **promoting innovation** and **streamlining operations**.



Encourage research and promote innovation using DLTs

Governmental bodies can **provide grants or other incentives** for research to promote research on the topic of DLTs for DFS.

Thank you!

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