

# UNION POSTALE

MOVING THE POSTAL SECTOR FORWARD SINCE 1875 | SUMMER 2022



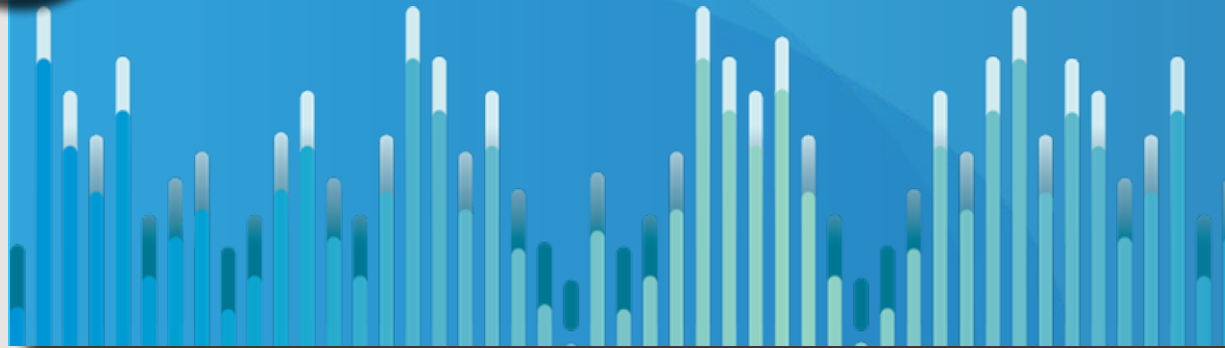
UPU

UNIVERSAL  
POSTAL  
UNION

10 YEARS *of*  POST



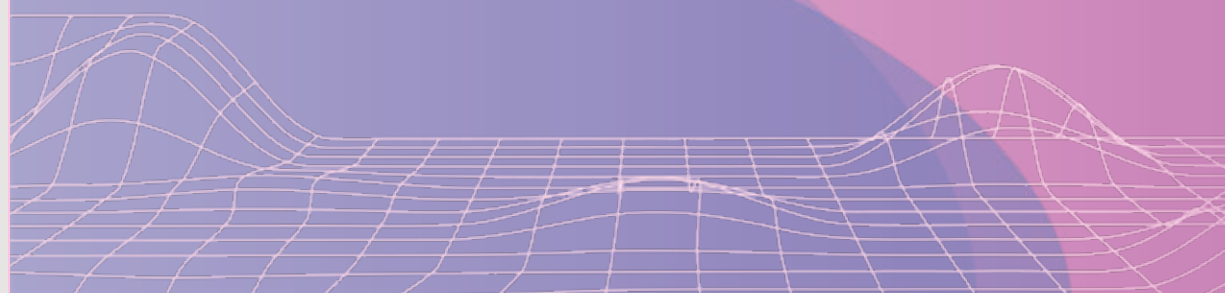
**VOICE MAIL**




**DIGITAL UNION**




**POSTAL MATTERS**





“Voice Mail” offers postal stories from around the world. Experienced podcast host Ian Kerr – the founder of Postal Hub Podcast – speaks to the people who deliver the mail, the decision makers that influence the sector, and those who work so hard behind the scenes to help things move from A to B.

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The UPU’s blog “Postal Matters” offers fresh insights into the international postal sector, as well as its technological advances and latest innovations. Postal operators and other postal sector players are welcome to send us their contributions containing reflections, views and perspectives on the postal future, e-commerce, sustainable development, financial inclusion and other related areas.

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## HARNESSING THE POTENTIAL OF DIGITAL FOR SIDS

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## POST FROM THE PAST

## THE POST: A BEACON OF TRANSFORMATION

From couriers delivering messages on foot to automated drone delivery, the focus on accelerating delivery times has necessitated the Post's constant evolution and innovation.

## UNION POSTALE

UNION POSTALE is the Universal Postal Union's flagship magazine, founded in 1875. It is published quarterly in four languages and takes a closer look at UPU activities, featuring international news and developments from the postal sector.

The magazine regularly publishes well researched articles on topical issues facing the industry, as well as interviews with the sector's leading individuals. It is distributed widely to the UPU's 192 member countries, including thousands of decision-makers from governments and Posts, as well as other postal stakeholders. All regard it as an important source of information about the UPU and the postal sector at large.

UNION POSTALE is also published in French, Arabic, and Chinese.

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## SUMMER 2022

*Refers to the season in the country of publication.*

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# BRIDGING THE DIGITAL DIVIDE

With 2022 almost at a close, work on our Abidjan Postal Strategy for 2025 is well underway.

One of the key strategic pillars for 2021-2025 is to reinforce the UPU's role as provider of innovative and affordable technical solutions. This pillar supports the UPU's work towards the digitization of the postal sector. The pursuit of postal digitization is good for business, but, more importantly, it can benefit those we serve.

Historically, this network was a valued tool enabling people around the world to exchange communication. The face of the Post has since changed as new technologies have widened the horizons of our business and re-shaped customers' needs and expectations.

The COVID-19 pandemic accelerated this process, highlighting the Post's unique position to reach citizens with a number of digital services while many were stuck in isolation. Before the pandemic, many perceived the Post as a traditional last-mile letters and parcels delivery service. Now many of our customers – both people and businesses – have relied on the Post for e-commerce, e-government, e-finance and other digital services. They have come to see the Post in a new light. We must keep that light shining.

At the UPU, our goal is to develop a truly universal, modern network that benefits all. With a network of more than 600,000 offices and 5 million staff worldwide, the Post offers

an unparalleled infrastructure to reach citizens in even the most remote places. The Post could be a linchpin in global efforts to bridge the digital divide for 2.7 billion people who lack access to the Internet.

While the opportunity before us is substantial, it is not our reality. According to UPU data, more than 100,000 post offices remain unconnected to the Internet, putting these benefits at risk in many countries. Through our new connect.post initiative, it is our goal to ensure every post office is connected to the Internet so that this international super network can be used to bridge the digital divide for billions of people.

In parallel, the UPU is working with partners across the UN system and beyond to highlight the power of a digitally-connected Post. We are proud to join the Partner2Connect Digital Coalition led by the International Telecommunication Union (ITU) in cooperation with the Office of the Secretary-General's Envoy on Technology. As a partner, we join in the initiative's aim to ensure every person has safe, affordable, and meaningful access to the Internet by 2030.

Having spent my career in this sector, I have no doubt that we will meet our goals. I look forward to working with our member countries and partners to chart the path that will lead to us to our digital destination.

**Masahiko Metoki**  
Director General, UPU

“With a network of more than 600,000 offices and 5 million staff worldwide, the Post offers an unparalleled infrastructure to reach citizens in even the most remote places.”

**Masahiko Metoki**  
Director General, UPU



**Masahiko Metoki**  
@UPU\_DG

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# DELVING INTO DIGITIZATION

## EDITOR'S NOTE

Digitization is our overarching theme for this edition of UNION POSTALE.

Our cover story is an ode to .POST, the top-level domain sponsored by the UPU exclusively for the postal sector, which is celebrating its 10th anniversary in 2022. .POST has been a key component in the UPU's work to bring the Post to the forefront as an essential component of the digital economy. UNION POSTALE spoke with the key players behind the domain to reflect on its beginnings and look towards its future.

Throughout this issue of our magazine, our readers will find updates on the UPU's work towards digitization – from the organization's successful participation in the World Summit for the Information Society (WSIS) to a webinar zeroing in on bridging the digital divide in small island developing states. Tunisian Post CEO Sami Mekki also enlightens readers on the Post's push for digital transformation.

A key component in the work towards digitization is partnership. The UPU has recently opened a new channel for collaboration with the wider postal sector through its Consultative Committee. Union Postale garnered insight on the opening from Consultative Committee Chair Walter Trezek and Secretary Alexander Thern-Svanberg.

We cannot look to the digital future of our sector without looking at its past. This issue's "Post from the Past" maps the Post's transformation journey throughout the centuries, taking stock of its adaptability and drive to innovate.

This edition we have continued our regional focus, sharing news briefs from across the African region.

I wish you happy reading.

**KAYLA REDSTONE**  
*Editor-in-chief*



# UPU and postal digital projects recognized at WSIS

by TARA GIROUD

Posts play a vital role in bringing digital solutions to citizens in ways that promote social and economic inclusion, said UPU Director General Masahiko Metoki, who spoke at the opening ceremony of the World Summit on the Information Society (WSIS) Forum 2022, the world's largest gathering of information and communication technology players in the development community.

The forum began virtually in March and concluded in-person at the International Telecommunication Union's headquarters in Geneva from May 30 to June 3, 2022.

"With a network of over 650,000 post offices in urban, rural, and remote communities, Posts provide physical, financial, and digital services to billions of people worldwide every day," said the Director General.

The forum's theme was "ICTs for Wellbeing, Inclusion and Resilience: WSIS Cooperation for Accelerating Progress on the SDGs."

Stéphane Herrmann, the UPU's Lead Technical Account Manager, Mail Products and Services, said in a panel discussion on the value of data in online trade for MSMEs, that data is crucial for small businesses who must work with ever increasing demands for data exchange with partners and for regulatory compliance in cross-border e-commerce.

"Every operation in the supply chain has to be converted to data and then it is transmitted to partners for further processing," Herrmann said. "What posts need now is to comply, to have the tools to comply with these rules, and that's where we can help them."



Photo ©ITU/Rowan Farrell



Cloud solutions and mobile applications developed by the UPU are extremely important in facilitating this, he said. In some rural areas, internet access is only available through 3G or 4G mobile internet access rather than computer.

“They need mobile solutions,” he said.

The value of postal infrastructure was further evident in awards given to several postal projects at the forum.

One such service is the UPU’s Electronic Advance Data (EAD) Customs Declaration Mobile App, which offers postal customers and MSMEs a quick and accurate way to provide customs clearance data. Customers and postal workers save time when customers must complete all fields in the app, and data is safeguarded through the Post\*Net network. The app was named a Champion Project at the forum.

Another Champion Project was Correos Market, a digital marketplace that includes logistics and fulfillment solutions, and leverages the role of the Spanish Post in digitalizing businesses. It allows businesses to reach the rural regions of Spain and Portugal and fulfills the Post’s corporate social responsibility policy.



“Together, the digital and physical networks will bring about real inclusion, resilience and well-being.”

**Masahiko Metoki**

UPU Director General speaking at the opening ceremony of the WSIS 2022 Forum

Photo ©ITU/Rowan Farrell

Additionally, Tunisian Post’s mobile payment solution D17 was named a WSIS 2022 Winning Project. D17 allows Tunisian citizens throughout the country to make money transfers and merchant payments utilizing the e Dinar card, which more than 1 million people use, as well as the more than 1,000 post offices and 300 ATMs.

More than 11,000 merchants utilize D17 in most types of commerce. D17 also offers bill payment, phone refill, money orders, and micro credit payments, and can be used for e-commerce, including those who sell products and services on Facebook.

Still, more can be done, The UPU Director General said.

That’s why the UPU, over the next four years, will provide some 10 million Swiss Francs (USD 10.34 million) to modernize and digitalize postal services and implement technical solutions to collect and share data securely, he said.

“The lack of high-speed internet connectivity is hampering communities’ economic and social development in many parts of the world,” he said.

He called on governments attending to support digital transformation of the postal infrastructures.

“Together, the digital and physical networks will bring about real inclusion, resilience and well-being,” Metoki said. “But it needs both worlds working together in harmony.” **TG**

**Learn more about the UPU’s EAD Customs Declaration Mobile App on the UPU’s Postal Matters blog:**  
<https://www.upu.int/en/Blogs/UPU-EAD-App-makes-postal-data-exchange-easy,-secure-affordable>

**Learn more about Correos Market on the UPU’s Postal Matters Blog:**  
<https://www.upu.int/en/Blogs/Correos-Market-The-market-place-for-Spanish-businesses>







# 10 YEARS *of* ● POST

by HELEN NORMAN

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Launched in 2012, the Universal Postal Union's .POST Group (DPG) celebrates its 10th anniversary this year. DPG traces its roots back to the late 1990s when visionaries in the postal sector – led by Sweden, Canada, France, and Italy – believed that the internet would become a significant part of people's lives, and that important industries such as the postal sector should have a stake in its development.

To represent the postal sector on the internet and provide posts with a secure and reliable space to develop internet-based services, the DPG was formed at the Doha Congress in 2012. The Group steers the UPU's .POST sponsored top-level domain name and manages the development of .POST and the services it offers. The UPU became the first international organization to obtain a sponsored top-level domain name from the Internet Corporation for Assigned Names and Numbers (ICANN) in 2009.

The founding member countries were Italy, Morocco and Malaysia, funding the initial launch in 2012. In 2013, at the first meeting of the Group, a further 22 member countries joined them in supporting the project. Since 2012, more than 55 countries have contributed to the development of .POST, as well as 10 private sector companies. Furthermore, there were seven .POST domains registered in 2012, and now there are almost 100.

"The first service launched on .POST in 2012 was for the global track and trace of all mail items in the UPU network," explains Paul Donohoe, Manager of the UPU's Digital Policies and Trade Programme. "Since then .POST has been used by the UPU's Postal Technology Centre (PTC) to secure all its cloud products – IPS.POST, IFS.POST, CDS.POST, DPS.POST. More than 30 posts have also registered .POST domains and this continues to grow."

The UPU became the first international organization to obtain a sponsored top-level domain name from the Internet Corporation for Assigned Names and Numbers (ICANN) in 2009.

DPG is open to all UPU member countries who can join as full members, and to companies and associations in the wider postal industry which join as associate members and agree to the group's Rules of Procedure and Code of Ethics.

### A helping hand

According to Massimiliano Aschi, DPG Chairman, cooperation among designated operators has been key to the success of .POST. "We operate our business as a highly integrated worldwide network of networks and we are all aware that the level of cyber-security we can reach is as high as the security level of the weakest link in our value chain," he explains. "We need to provide a coordinated, uniform answer to the forthcoming threats to our digital business and to sustain the trust our customers place in us by providing them with state-of-the-art, secure, digital services."

And this is exactly what .POST has done. During the first ten years of its existence, the group has built up an overall strategy, which lays down a robust set of security policies and technical infrastructure to deliver innovative security services to its constituency.

"Posts took advantage of .POST security features to enter e-commerce," says Donohoe. "The development of e-philately in many developing countries was driven by the capabilities that .POST provided. The early adopters of this were from Uruguay, Tanzania, and the Netherlands."

Speaking at a recent webinar hosted by the DPG, Engineer Kulwa Fifo, the acting manager of e-business at Tanzania Posts Corporation (TPC) detailed how thanks to using .POST to develop its e-commerce site for stamps ([stamps.tz.post](https://stamps.tz.post)), the Post has not experienced any issues with regards to hacking or payment security. "Due to this security we encourage all post offices to use the .POST domain and join the group to make their services more secure," he said.

Many posts have used .POST to sell more than just stamps. TPC being one of them with its <https://postashoptz.post> e-commerce site, which sells everything from fashion, electronics and groceries to stationery and arts and crafts. Another post that has ventured into this space thanks to .POST is Zimbabwe Posts (Zimpost), which launched [Zimbabwemall.post](https://Zimbabwemall.post) – a fully integrated e-commerce marketplace that is supported by a responsive delivery solution – in 2017.

According to Zimpost, the online mall provides four main revenue areas for the Post – online shopping, online advertising, last mile delivery and warehousing. Currently there are about 138 e-sellers on [Zimbabwemall.post](https://Zimbabwemall.post) and 479 different products being sold.

Speaking about why Zimpost chose to use .POST, Golden Chisi, ICT infrastructure Manager, said, ".POST provided the necessary platform for Zimpost to develop other business opportunities and increase its visibility on the global market. Zimpost joined the DPG to benefit from security and interconnectivity which are strong foundations for digital services using the .POST top level domain infrastructure."

Others like Macao, took advantage of the security capabilities of .POST and launched e-government portals offering a secure electronic post box for public and private use including for all administrative documents with the government. And recently, private sector members of the DPG have explored innovative new projects in blockchain, digital identity and big data.

### Cyber crime

Over the past 10 years, as more and more postal services went online, cybercrime exploded. This has provided an additional challenge for posts and one that the DPG has worked hard to provide assistance for. "The growth of the internet has meant that cyber-attacks represent a borderless challenge to companies operating online. So whilst the security features of .POST are important, it is necessary to place a greater



"We need to provide a coordinated, uniform answer to the forthcoming threats to our digital business and to sustain the trust our customers place in us by providing them with state-of-the-art, secure, digital services."

### Massimiliano Aschi

.POST Group (DPG) Chairman





# 10 • POST

10 YEARS of STRENGTHENING  
your DIGITAL FOUNDATION





In 2020, the UPU launched the .POST Cyber Incident Response Team (CIRT), utilizing the security expertise of the PTC, to support DPG members with any cybersecurity incidents that may occur in .POST.

emphasis on the adoption and use of these security features to protect the postal industry," says Aschi.

Over the years, the DPG has provided extensive cyber security training and awareness activities to its posts. According to Aschi, the group is set to "intensify and diversify" its cyber-security activities in the coming years to address the needs of both the least and most-developed countries.

"In the next few years, the DPG will play the role of a "cyber-security digital enabler" for the benefit of the ones who wish to focus on service value proposition, trusting our state-of-the-art security measures for mitigating the risks of cyber-threats to materialize and disrupt operations," he explains.

Work has already been done in this area. In 2017, for example, the UPU approved the first Cybersecurity Framework, which provided a set of advanced .POST based cybersecurity recommendations to help them reduce the risk of domain hijacking, phishing and spoofing – the leading causes of identity theft and fraud.

Furthermore, in 2020, the UPU launched the .POST Cyber Incident Response Team (CIRT), utilizing the security expertise of the PTC, to support DPG members with any cybersecurity incidents that may occur in .POST.

Also in 2020, .POST began offering cybersecurity capacity building activities. "The first cybersecurity course was offered thanks to the support of the Global Cyber Alliance," explains Donohoe. "Over 15 posts registered to the five-week online course. The course was repeated in 2021, with a total of nine commendation certificates awarded."

Most recently, in April 2022, .POST launched the [Cybertrack.post](#) cybersecurity compliance tool. This self-assessment web-based tool is available for all UPU members to validate their compliance to UPU cybersecurity policies. It is envisaged that [Cybertrack.post](#) will become a hub for reporting incidents to CIRT. The tool also gives posts an entry point to a new range of .POST cybersecurity services through a newly established .POST Learning Platform.

The UPU will now be hosting cybersecurity training and capacity building activities via the .POST Learning Platform, initially in the areas of .POST domain technical compliance with approved cybersecurity policies. "We plan to widen its scope in the very near future, in partnership with global cybersecurity awareness and education partners, to include cybersecurity-specific topics and issues of relevance to .POST Group members," said Aschi.

### Future development

The .POST Group plans to further expand its services portfolio over the next few years to ensure that it can continue to deliver high value services to its constituency. "Over the next 12-18 months, for example, stakeholders will be able to subscribe to services that will be offered through the .POST Shared Services Platform," explains Donohoe. "This will include subscription-based services in the areas of secure email, secure web hosting, secure digital certificates, secure e-commerce and e-business, open data, and more.

"These services will be offered in partnership with ICANN-accredited Registrars as well as globally respected and established service providers in specific digital service areas," he adds.

A decade on since its launch, .POST's remit remains the same – to keep posts secure on the internet. Its role, however, has grown in importance as more posts launch digital services and the threat of cyber-attacks increases.

"According to industry reports and reports from relevant authorities, cyber-crime and cyber-warfare scenarios are more and more real and affecting all kinds of digital business around the world. Just in the last few months, Hellenic Post, Bulgarian Posts and Ukraine's national postal service Ukrposhta were all affected by confirmed cyberattacks, with New Zealand Post and Correios Brazil also reporting attacks in the later months of 2021. These attacks impact business, produce a financial and reputational impact, and unsettle the sense of confidence in technologies and digital services. With this in mind, .POST is needed now more than ever," Aschi concludes. **HN**



## Highlights from the celebration of 10th anniversary of .POST at the UPU International Bureau in Berne, Switzerland







# CONNECT•POST

## CONNECT A POST, CONNECT A COMMUNITY

ADVANCING UNIVERSAL DIGITAL INCLUSION  
THROUGH THE POST BY 2030.



# THE UPU CONSULTATIVE COMMITTEE EXPANDS TO PRIVATE SECTOR COMPANIES



*Text by* HELEN **NORMAN**

On July 1, 2022, the UPU's Consultative Committee (CC) rolled out a new membership structure as part of the International Bureau's aim to open the organization to more private sector players and in turn help designated operators accelerate transformation through digitalization.

From the beginning of July, postal operators and governmental regulators have no longer been members of the CC, and instead private players and non-governmental organizations (NGOs) are being encouraged to join the Committee to actively participate in the work of the UPU.

The CC's overall aim is to represent the interests of the wider postal sector and to provide a framework for effective dialogue between posts, the UPU, and stakeholders, including NGOs, standardization and financial organizations, suppliers of goods and services to the postal service sector, transportation entities, and other organizations which have an interest in supporting the UPU's mission and objectives.

The decision to change the structure of the CC was made at the 27th Universal Postal Congress in Abidjan, Côte d'Ivoire, in August last year. Designated postal operators and governmental organizations are now invited to attend as observers, rather than members.

### The next chapters

Six thematic chapters have been established to complement the new structure of the CC. These include chapters for policy and regulations, freight and transport, customs and product security, addressing and direct marketing, e-commerce, and postal financial services. The work of the CC is conducted according to these chapters, each of which is represented by a rapporteur elected by the CC.

The rapporteur reports to the Committee chair, who then reports to the Postal Operations Council (POC) and the Council of Administration. The CC meets once a year at the UPU headquarters in Berne at the same time as the POC meetings. The next CC General Assembly is tentatively scheduled to take place during in April 2023.

According to Walter Trezek, Chairperson of the UPU Consultative Committee, the roll out of the new membership structure marks a major milestone in the history of the committee. "The new structure sees the



**"Allowing private sector companies and NGOs to provide input in a formal and structured way [through the CC] into the work of the bodies of the Union can only increase the relevance of the UPU."**

#### Alexander Thern-Svanberg

Programme Manager, Resource Mobilization and Stakeholder Engagement, UPU, Secretary of the UPU Consultative Committee

**NEW STRUCTURE OF THE UPU CONSULTATIVE COMMITTEE**

**CHAIR**  
WALTER TREZEK  
ECOMMERCE EUROPE

**VICE-CHAIR**  
SANTOSH GOPAL  
ship2myid

**THEMATIC CHAPTER RAPPOREURS**

<b>Policy and regulations</b>  UN global union	<b>Customs and product security</b>  eurora	<b>E-commerce</b>  GTS Express
<b>Freight and transport</b>  IMAG* <small>*temporary rapporteur</small>	<b>Addressing and direct marketing</b>  geomain	<b>Postal financial services</b>  SHOPRUNBACK

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CC change from a consensual body, where all the different parts of the Union had been represented, including designated operators, governments, the regulators and the private sector, to a very focused committee only for the private sector," Trezek explains. "This is very important because the CC will now be used to help the Union focus on all the industry's ongoing developments, such as digitalization."

CC Secretary Alexander Thern-Svanberg adds, "Allowing private sector companies and NGOs to provide input in a formal and structured way [through the CC] into the work of the bodies of the Union can only





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From 1 July, the UPU Consultative Committee members include:

## NON-GOVERNMENTAL ORGANIZATIONS

- Representing customers, delivery service providers, postal employees or postal employers
- Philanthropic entities
- Standardization, financial and development organizations

## PRIVATE SECTOR ENTITIES

- Manufacturers and suppliers of goods and services to the postal services sector
- Transport and logistics providers
- Multinational/national companies specializing in e-commerce, retail, return logistics, payment solutions, Internet and technology

## HIGH-LEVEL FIGURES FROM THE POSTAL SECTOR



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or scan here:



## A GROWING FAMILY

Since its July 1 restructure, the UPU Consultative Committee has welcomed aboard a variety of new members. They include\*:



\*Note: This list includes all members as of the time of finalization of this article, but the list of members continues to grow.

increase the relevance of the UPU. The UPU also benefits from the voice of the private sector, which can provide knowledge and experience, but also financial resources in cases where specific project funding may be critical to the UPU and the postal industry at large."

### Moving the sector forward

Remaining relevant and helping to shape the future of the postal sector are two main aims of the UPU. To achieve these aims and to support its members, the International Bureau is committed to developing strong partnerships, which accelerate things like digitalization and e-commerce – two key pillars of today's postal sector.

"During the last Congress, the Abidjan Postal Strategy, which is a roadmap for the 2021-2025 period, was adopted and with this the Union has its first digital strategy. To achieve the vision of the strategy, the wider sector is highly important because they are shaping it together with the Union. The CC will be the body to facilitate that," Trezek explains.

For a private company or NGO to become a member of the Committee they need to have prior written authorization or a recommendation from the corresponding UPU member country. Once this has been done, firms can apply for either NGO or individual company membership. For the latter, there are three membership options available – gold, silver, and bronze – each with different benefits attached.

Since July 1, the UPU has announced several new CC members, including Eurora Solutions OÜ, an AI and machine learning-backed cross-border e-commerce compliance platform provider; MailAmericas, a cross-border delivery specialist in emerging markets; MailworXs GmbH, Germany's large network of private postal service providers; Ship2MyID, which operates an integrated platform that enables physical shipments to digital only contacts; and Zonos, a cross-border technology software company specializing in application programming interfaces that provide cost transparency and prepayment of duties, taxes, and fees. **HN**

## FROM 1 JULY, THE UPU CONSULTATIVE COMMITTEE MEMBERS INCLUDE:

### PRIVATE SECTOR ENTITIES

- manufacturers and suppliers of goods and services to the postal services sector
- transport and logistics providers
- multinational/national companies specializing in e-commerce, retail, return logistics, payment solutions, Internet and technology

### NON-GOVERNMENTAL ORGANIZATIONS

- representing customers, delivery service providers, postal employees or postal employers
- philanthropic entities
- standardization, financial and development organizations

### HIGH-LEVEL FIGURES FROM THE POSTAL SECTOR

## WHAT ARE THE BENEFITS OF THE COMMITTEE MEMBERSHIP FOR PRIVATE PARTNERS?

Effective collaboration between all stakeholders helps make the postal sector more resilient, sustainable, coordinated, relevant, inclusive, agile and responsive to new challenges and opportunities.

### By joining the UPU CC, private sector players gain:

Better insight into and global overview of the current research, policy and regulatory work

Visibility and networking opportunities across the postal ecosystem

Opportunity to directly contribute to the UPU's mission

Depending on the membership category – **Gold, Silver or Bronze** – members gain access to the UPU proceedings, events, documentation, databases, and networks.

### Membership status & rights

- |  | Gold | Silver | Bronze |
|--|------|--------|--------|
| Attend CC GA meetings                                  | ✓    | ✓      | ✓      |
| Attend CA/POC plenary meetings*                        | ✓    | ✓      | ✓      |
| Access UPU docs, publications and databases**          | ✓    | ✓      | ✓      |
| Eligible for CC sub rapporteur/sub theme               | ✓    | ✓      | ✓      |
| Eligible for CC chapter rapporteur                     | ✓    | ✓      | ✓      |
| Eligible to sponsor coffee breaks during UPU meetings  | ✓    | ✓      | ✓      |
| Eligible to sponsor POC/CA lunch or evening receptions | ✓    | ✓      | ✓      |
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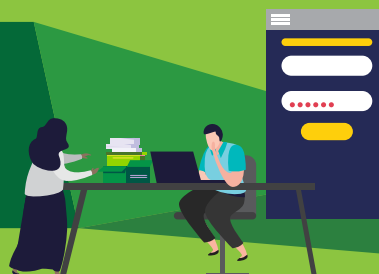
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OBTAIN A WRITTEN AUTHORIZATION OR  
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# 2022 POSTAL DEVELOPMENT REPORT

Postal journey towards  
a sustainable future



# 2022 POSTAL DEVELOPMENT REPORT

Postal journey towards  
a sustainable future



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# HARNESSING THE POTENTIAL OF DIGITAL FOR SIDS

by TARA GIROUD

Posts of Small Island Developing States (SIDS) have the potential to support and facilitate vital digital transformations to benefit posts, economies, and governments, said global experts who spoke in July during the Universal Postal Union's webinar, "ICT for SIDS: Small posts at the forefront of digital transformation".

The discussion centered on possibilities for digitalization and unique obstacles faced by SIDS. With their small size, limited market, and distance to main global markets, SIDS face a number of challenges at a time of great expansion into digital services.

Lack of funding and equipment, unstable internet connection and untrained human resources top the list of challenges for digital transformation. Still, the panelists see digitalization as vital for SIDS.

"There are many opportunities, many challenges, and hopefully, collectively, as we work together, we can help those countries around the world," said Rodney Taylor, Secretary General of the Caribbean Telecommunications Union.

While the challenges may be daunting, they are reminiscent of the early days of the internet, Taylor said.

"Everyone thought that the Internet was the death of postal services," he said. "It was quite the opposite."

Posts became valuable resources, particularly for those who did not have access to the internet, Taylor said. The community-based nature of posts allowed them to offer internet cafés, to offer support for complex online applications, and to become essentially one-stop-shops for government services.

The potential for progress was made evident during the COVID-19 pandemic when posts proved once again their ability to adapt their vast networks for the needs of their customers.

With their small size, limited market, and distance to main global markets, SIDS face a number of challenges at a time of great expansion into digital services.

"Posts have embraced technology to be able to continue to provide relevant services, government services, e-commerce services, e-payment services, that continue to help the economy of SIDS continue to be relevant," said Paul Donohoe, Digital Policies and Trade Coordinator for the UPU.

The pandemic accelerated the transition to online services, a trend that could help SIDS overcome some of the greatest hurdles to their economic growth: size and distance, said Andrea Giacomelli, who is Aid-for-Trade and Trade Policy Advisor at the Permanent Delegation of the Pacific Islands Forum to the United Nations, World Trade Organization, and Other International Organizations in Geneva.



**"There are many opportunities, many challenges, and hopefully, collectively, as we work together, we can help those countries around the world."**

#### **Rodney Taylor**

Secretary General of the Caribbean Telecommunications Union

"Any option that is able to reduce, if you like, the 'Tyranny of Distance,' is something that should be pursued in any area," Giacomelli said.

E-commerce allows businesses to connect with clients and other businesses across the globe, which makes starting and operating a business easier, whether in the goods or services sector.

"For some services, the 'Tyranny of Distance' can be completely eliminated by the application of ICT-enabled technology to commerce," he said.

Posts, however, are sometimes left out of governments' development strategy for addressing digital policies, Donohoe said. Yet when posts are included, both governments and postal operators perform better.

One such effort in ten African countries brings together governments, postal operators, regulators, and other stakeholders in the digital economy to unlock the power and value that posts can bring, Donohoe said.

"At the UPU, we're really reinforcing our efforts to strengthen the work that we put into Small Island Developing States and encouraging greater awareness for governments and regulators to integrate posts in national strategies," Donohoe said.

Additionally, posts can be incubators of startups, he said. When innovators lack access to networks to put their applications into use, posts can create partnerships to help them reach everyone in the country.

"We've seen that in a number of countries around the world where some of the most exciting innovations now are coming out of Nairobi and out of cafes in Nigeria, not out of what we traditionally think of where the big innovation comes from, from Silicon Valley," Donohoe said.

Still, one of the most pressing needs may be the communication of ICT's value to the populace of SIDS.

"If we don't change the mindset of our people that this is it ... using the technologies available, then we can't compete with the world," said Sarai Tevita, ICT Director and Digital Transformation Expert for the National University of Samoa. "Without this technology we can't communicate, we can't share, we can't collaborate, we can't cooperate to solve something."

If the posts do not take action, private sector providers will take over, said Franklin Sluis,



**"Posts have embraced technology to be able to continue to provide relevant services, government services, e-commerce services, e-payment services, that continue to help the economy of SIDS continue to be relevant."**

#### **Paul Donohoe**

Digital Policies and Trade Coordinator for the UPU

CEO of the Bureau Telecommunicatie en Post, Regulatory Authority Curaçao.

Posts must abandon their comfort zone, he said, and build innovative models that continue to provide regular services to the community and also enable development of SIDS.

"It is not a matter of choice—if we do not take the needed steps today toward this digitalization, then ... you need to hang the 'Out of Business' sign forever," Sluis said. **TG**



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**Andrea Giacomelli**

Aid-for-Trade and Trade Policy Advisor at the Permanent Delegation of the Pacific Islands Forum to the United Nations, World Trade Organization, and Other International Organizations in Geneva



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**Sarai Tevita**

ICT Director and Digital Transformation Expert for the National University of Samoa

## Did you miss the webinar?

**Watch here now:**

<https://www.youtube.com/watch?v=Q23PuY-lfO4&list=PLqiPfpT90h35iGCJg94rC4O55KeGb4nu>







Photo: Saudi Post

# Fantastic philately: How Posts have kept an historical product interesting in the modern age

by TARA GIROUD



The past years have seen the release of a crypto stamp with digital twins and a world record-setting stamp that covers almost six square meters. These achievements have come while the 180-year-old philately sector navigates a digital world in which technology has both threatened philately's existence and sparked movement toward its innovation.

Despite difficulties facing philately, especially in security and sales, posts continue to consider philately an important source of revenue and promotion for their business, said Stephane Cuennet, who works on the World Association for the Development of Philately (WADP) Secretariat and as the UPU's Philately and IRC Programme Assistant.

"The postage stamp is so much more than a mere franking mark," Cuennet said. "On top of being a true piece of art and a medium for advertising and promotion, a stamp can share a powerful message and offer a window into different cultures across the world – a calling card from each member country."

Advancements in technology have improved the design and production of postage stamps, particularly in developing countries.

The growth of e-commerce brought with it e-philately, which allows for increased sales, especially internationally. And the rise of social networks enabled designated operators to communicate much more effectively, Cuennet explained.

These developments helped philately focus on the new generation of collectors. It is more than a utilitarian aspect of the postal system. Philately is a cultural tie that connects operators with communities. It is part of what inspires Cuennet in his work.

"[I am motivated by] the passion – sometimes to the point of obsession – of collectors, but also, and importantly, the passion of those who have brought this art to life for the last 180 years," Cuennet said. "This unique universe has also allowed me to meet people from all backgrounds, driven by a shared and unwavering desire to develop and perpetuate philately."

Market studies carried out by the UPU with the WADP working group found that between 2015 and 2019, social media use increased from 43 percent to 69 percent, and online shopping rose from 48 percent to 65 percent, with figures having increased since then.

"These statistics demonstrate the marketing evolution among operators that have managed to get on board with the digitalization of the economy, which have developed their business by reaching out to a greater number of customers and collectors," Cuennet said. "At the same time, this evolution has provided collectors with almost instant access to more philatelic products."

Additionally, the pandemic brought about a sharp increase in the online exchange of stamps and philatelic products, as well as a substantial amount of online sales and a large number of visits to philatelic e-shops and virtual stamp museums, he said.

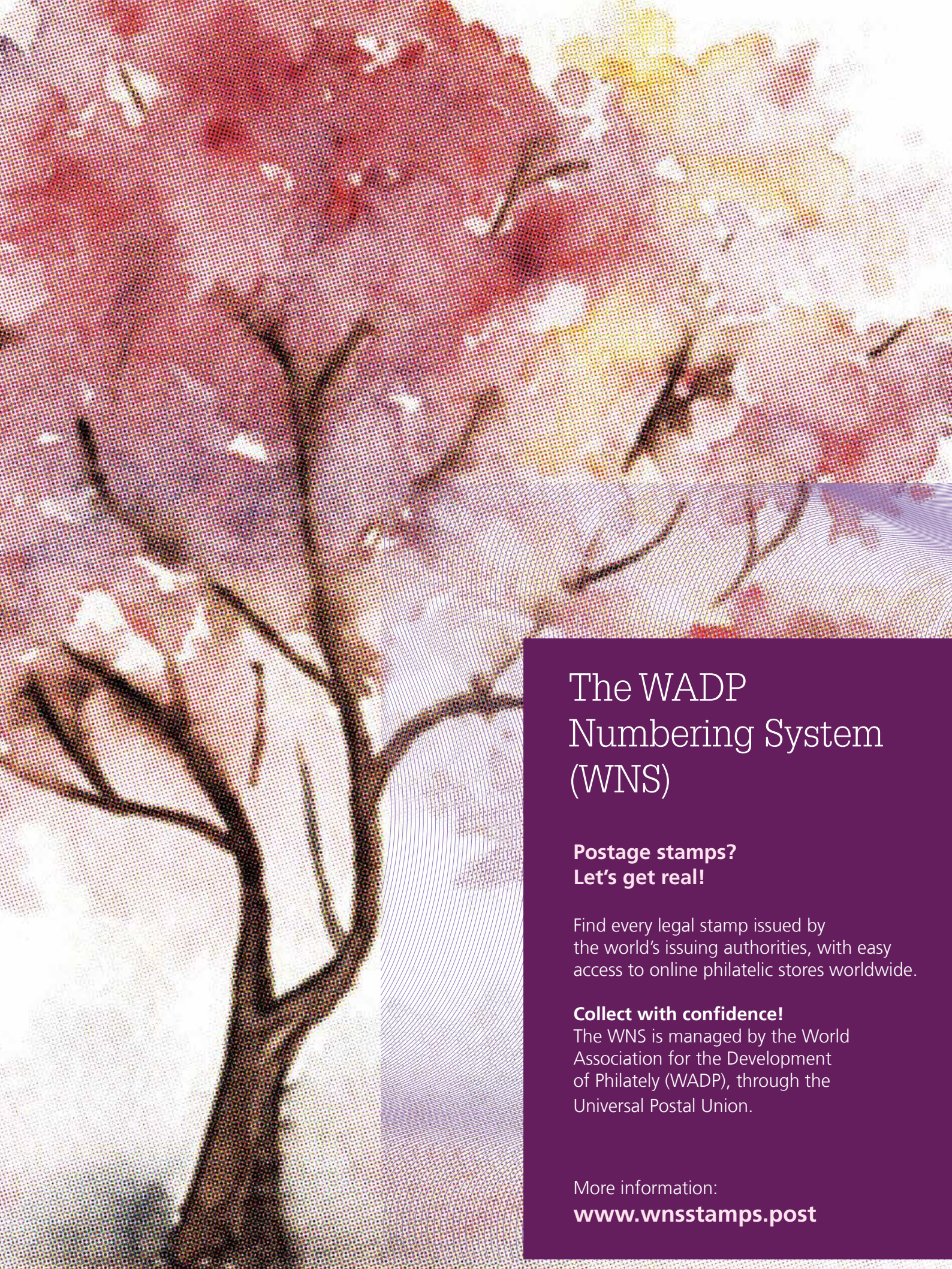


**"On top of being a true piece of art and a medium for advertising and promotion, a stamp can share a powerful message and offer a window into different cultures across the world"**

**Stephane Cuennet**

World Association for the Development of Philately (WADP) Secretary and UPU's Philately and IRC Programme Assistant





# The WADP Numbering System (WNS)

## **Postage stamps? Let's get real!**

Find every legal stamp issued by the world's issuing authorities, with easy access to online philatelic stores worldwide.

## **Collect with confidence!**

The WNS is managed by the World Association for the Development of Philately (WADP), through the Universal Postal Union.

More information:

**[www.wnsstamps.post](http://www.wnsstamps.post)**



## Philately is a cultural tie that connects operators with communities.

"There was a general feeling that people reconnected in some way to the more traditional and physical world, pushing back against the unbridled digitalization of our societies," Cuennet said.

Posts are taking innovating steps that showcase their mission and connection to their community, as well as stepping into the digital transformation to showcase philately.

Saudi Post, in collaboration with the annual entertainment festival Riyadh Season, set a Guinness World Record in February for the largest postage stamp. It measured 5.95 square meters and was made with the special ink and other materials used in actual stamps.

Swiss Post, in November, 2021, released its first crypto stamp. The 175,000 print run sold out in five hours. The physical stamps came with an associated digital "twin" that was stored on a blockchain and could be collected, negotiated and exchanged just like classic stamps. Its success has led to a second crypto stamp's release in August 2022.

Still, Cuennet said, philately is heading toward digitalization, and it begs the question: can traditional philately and digital philately coexist?

The arrival of digital philately, and particularly of crypto stamps based on blockchain, was unexpected, he said. And the sudden appearance of non-fungible tokens (NFTs) pushed member countries to confront unexplored territory from both legal and regulatory standpoints, not to mention the technical and marketing aspects.



Swiss Post's digital crypto stamps came in 13 different designs depicting Swiss Alps.

The UPU and the WADP will work to maintain traditional philately while continuing to innovate and promote e-philately and digital philately, he said. Some operators have been able to guide and direct others. And the WADP provides support for operators that wish to integrate this new market.

"The UPU and WADP would stress the importance of security and regulatory frameworks in better protecting both the sector and collectors," Cuennet said. "We encourage UPU member countries to adapt their legislation to the new digital trends, thus ensuring the future of their philately." **TG**

**"The UPU and the WADP will work to maintain traditional philately while continuing to innovate and promote e-philately and digital philately."**

### Stephane Cuennet

World Association for the Development of Philately (WADP) Secretary and UPU's Philately and IRC Programme Assistant





Photo: Tunisian Post

# LEADING THE WAY FOR DIGITAL FINANCIAL SERVICES IN AFRICA

Interview by TARA **GIROUD**

A digital transformation is allowing the Tunisian Post to bring financial services to more of Tunisia's underserved as it works to strengthen its business in this time of rapid change and intense competition, said Sami Mekki, CEO of the Tunisian Post.

"The primary objective of the Tunisian Post is to ensure progressive transformation based on digital opportunities to converge the physical and digital networks and redefine its business model and core business," he said, "and digitalize its financial services with a view to financial and economic inclusion, which are central to the Tunisian Post's strategic vision and its first strategic area."

The Post is positioned to offer inclusive financial services through its broad network, affordability, and diversified services through which 2.5 million Tunisians are served via digital payment methods, Mekki said.

Services such as prepaid cards and wallets meet the needs of microfinance institutions (MFIs), the low-income population, and micro, small and medium enterprises (MSMEs).

"Mobile payments and digital financial services represent a unique opportunity to rapidly increase access to financial services in Tunisia," Mekki said.

One such service is the Post's D17 mobile payment application, which recently took first prize at the World Summit on the Information Society Forum 2022 in the e-business category.

D17 allows Tunisian citizens to make money transfers, micro credit payments, and merchant payments. Following the app's success, the Post developed a mobile payment solution for Mauritanian Postal Corporation and is now in talks with other African posts to develop similar projects.

Additionally, the Tunisian Post participated in the UPU's Financial Inclusion Technical Assistance Facility (FITAF) to develop a new online banking solution, MyPoste.

This allowed the Post to improve quality and accessibility by adopting the latest digital solutions, broadening its financial offerings, and transforming its financial activities into a 100 percent online bank for individuals.

The next phase will broaden services for business customers. The Post will also merge all available apps, including D17, into one seamless web experience under MyPoste.

"The technical assistance put into place by the UPU provides designated operators with a first-rate tool for implementing their financial inclusion projects," Mekki said. "It reinforces the promotion of socioeconomic development and thus contributes to the achievement of the country's sustainable development objectives."

Transformation, however, comes not only through the independent development of an app or a portal. As pressure mounts from rapid development of technology and the emergence of new players into the market, the Post's objectives may also be reached through partnerships.

"In order to play its role more effectively in the country's economic development, particularly in the areas of financial inclusion, e-commerce and de-cashing, the Tunisian Post has stepped up the digital transformation of its financial services to achieve (several) objectives," Mekki said.

To increase financial services for the unbanked and underbanked, the Post must build awareness of the needs of this population to better improve inclusive services and maintain a competitive edge over new market entrants.

To do this, Mekki said, the Post can build on existing partnerships with financial inclusion stakeholders, such as the Institution of Microfinance, and ministries, such as the Ministry of Social Affairs, to better define the targets of financial inclusion and their needs.

Another objective, he said, is to ensure interoperability of the Post's digital payment solutions with those of financial institutions to increase use of digital services and reduce costs.

"New technology has generated unprecedented shockwaves in the financial services ecosystem," Mekki said. "With the emergence of new players and new consumer habits and lifestyles, the Tunisian Post's regulatory framework faces change, and digital transformation is necessary for the Post to remain competitive."

## "The technical assistance put into place by the UPU provides designated operators with a first-rate tool for implementing their financial inclusion projects,"

**Sami Mekki**  
CEO of the Tunisian Post

The new regulatory framework in place since 2016 has allowed for the emergence of new payment institutions, which have begun to develop new digital payment solutions, and now compete for the same target audience as the Post.

"The significant requirements associated with this framework do not allow for the promotion of an ecosystem conducive to developing digital payment services, reducing cash-based services and fostering financial inclusion," Mekki said. "The Post has been excluded from certain services as a result."

The arrival of numerous FinTechs, which are more agile and propose financial products and solutions based on new technologies, such as cryptocurrencies and blockchain, is a challenge to posts.

However, partnerships with those new players could provide opportunities for innovation that aligns with another objective of the Post, Mekki said, which is to develop an open innovation platform to develop inclusive financial products based on new technologies, such as cryptocurrencies, which could improve the country's financial inclusion and economic growth rates.

It's important to note that despite the potential for inclusivity in digital financial services, Mekki said, there continues to be a disparity as well as a lack of trust in these offerings.

"Digitalization represents a key lever in speeding up financial inclusion," Mekki said. "Access to digital financial services, however, also entails the barriers and risks faced by the population excluded from the financial sector."

Customers may worry that their data is at risk with these payment services. Or they may find it difficult to assess the quality, risk, cost, and benefit of financial products, or the reliability of financial institutions.

To counter this barrier, Mekki said, the Tunisian Post, together with other financial inclusion players in Tunisia, plan to develop educational programmes for customers.

In addition to digital transformation of financial services, the Tunisian Post hopes to reach underserved populations by establishing a postal bank. It has applied for authorization, which would allow it to offer a wider variety of financial services.

"Poor and low-income people excluded from the financial sector have varying financial needs to allow them to manage their personal and professional lives," Mekki said, adding that they are often limited to current accounts. "However, this alone does not suffice. To seize the opportunities that will shape its future and increase its resilience, this population must have access to credit, savings, and insurance services in line with its needs." **TG**

**Learn more about how new technologies, such as blockchain, can help increase financial inclusion through the Post in the UPU's report "Blockchains for a Sustainable Postal Future":**  
<https://www.upu.int/en/Publications/Financial-inclusion/Blockchains-for-a-Sustainable-Postal-Future>



Photo: National Postal Museum, Curatorial Photographic Collection

# The Post: A beacon of transformation

by SONJA **DENOVSKI**

From couriers delivering messages on foot to automated drone delivery, the focus on accelerating delivery times has necessitated the Post's constant evolution and innovation.

Since its very beginnings, globalization has increased peoples' demand to exchange communication faster between distant locations and created the need for carriers that could overcome different limitations to facilitate this access.

In ancient times, good communication and the rapid exchange of information were essential elements for governing extensive territories.

Proof of the first known postal system was documented in Egypt around 2000 BCE. Although at first exclusive to pharaohs who would update each other on political developments, by 305 BCE the service included "regular mail" available to the broader public.

Horseback riders stationed along the Royal Road serving the Achaemenid Empire (approx. 550-330 BCE) belonged to the postal service system known as Chapar Khaneh. These express couriers could deliver written communication across the empire, spanning over 5.5 million square kilometers, in mere days.



# The Post is a linchpin for connecting people to essential services. It nurtures social and cultural connections between people and nations, promotes solidarity and inclusion, and provides an invaluable infrastructure for developing economies.

Many ancient dynasties, such as the Han Dynasty (202 BCE–220 CE), Roman Empire (27 BCE–476 CE), Byzantine Empire (330–1453 CE), and the Mughal dynasty (1526–1858 CE), understood the importance of having an extended network of reliable couriers. They not only relied on this infrastructure to transmit government communication but used it to carry out messages between traders along extensive trade routes such as the Silk Road.

Across the ocean, the famous chasquis delivered messages across the Inca Empire (1250–1550 CE), covering over 200 km a day thanks to their well-organized network of messengers living in groups in tambos (cabins) alongside the Inca Road. These trustworthy couriers – a selection of the strongest and fittest men – were not only responsible for moving communication and goods between cities, but also served as police officers patrolling the territory and overseeing tax collection.

## From connecting cities to connecting continents

Digitalization has changed the role of the postal sector in recent decades, but innovation has always been at the core of the delivery business.

The need to extend mail services over distant territories in some cases demanded that Posts overcome the most challenging of terrains. Whether over mountains, oceans, deserts, or snowbelts, the commitment of the industry to reach and deliver was always stronger than the challenges it faced.

With the industrial revolution came the invention of the steam engine and the introduction of railways, which soon replaced horses and carriages. The British Post Office started moving mail by rail already in 1830, and in 1864, the first Railway Post Office began operating in the United States.

Innovations accelerating speed and reliability extended not only to transportation, but to mail processing as well. In 1891, the Post Office of the United States contracted Matthew J. Dolphin, to supply its offices in larger cities with his newly patented Dolphin Stamping Machines, which could stamp 30,000 letters in just one hour – a vast improvement compared to 3,000 that could be processed manually in the same amount of time.

Following the invention of the motor vehicle in the late 19th century, cars rapidly replaced

animal-drawn carriages. In 1899, the Austrian Postal Office experimentally introduced Post Cars to deliver postal items within two hours of their posting.

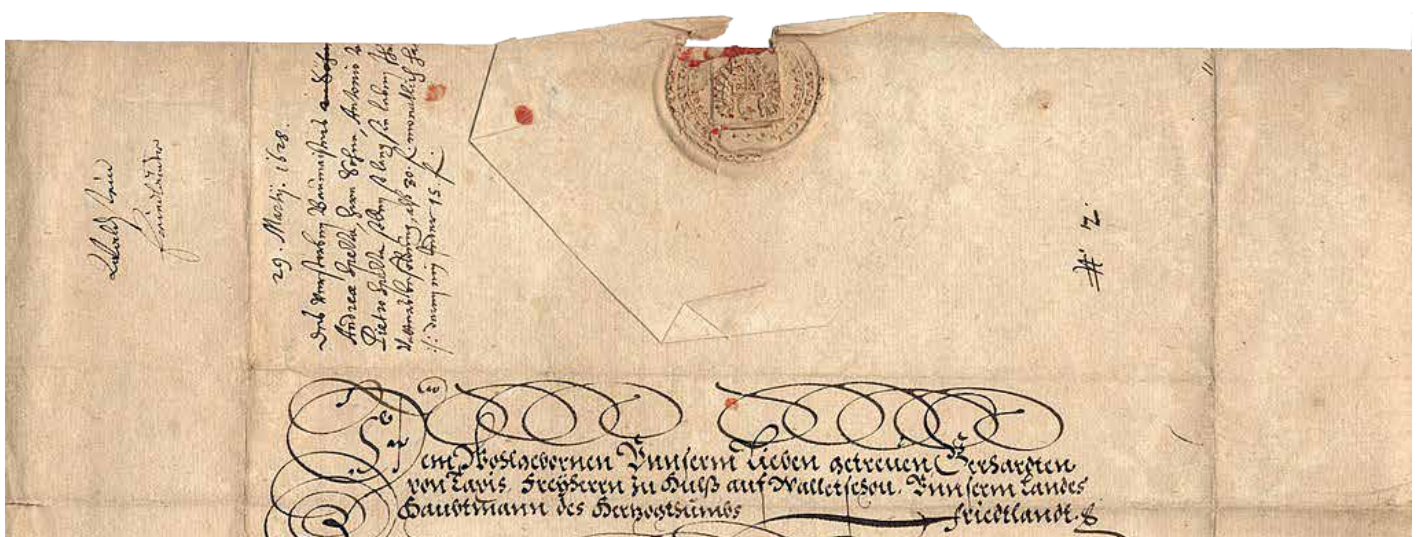
The development of aviation strengthened the belief that airplanes could be used to cover longer distances. On 18 February 1911, then 23-year-old French pilot Henri Pequet piloted the first official airmail flight. The flight – only 13 minutes long – delivered 6,500 letters 10 km from Allahabad to Naini (India). The items were marked "First Aerial Post, U.P. Exhibition Allahabad 1911." Ten years later, France had already begun operating its night airmail network. By 1929, the UPU had annexed provisions for air mail services to its Convention.

## Necessity breeds invention

The Post is a linchpin for connecting people to essential services. It nurtures social and cultural connections between people and nations, promotes solidarity and inclusion, and provides an invaluable infrastructure for developing economies.

Driven by lessons from the past and focused on building a sustainable future, posts worldwide are transitioning towards new, renewable delivery technologies. Electric vehicles have helped posts improve energy efficiency in transportation and reduced the carbon footprint of their fleets. This includes exploring next generation technologies such as blockchain, drone delivery, autonomous machines, and digital payment systems.

While the Post has shapeshifted and adapted to industrial development throughout the centuries, its primary purpose – serving the community – has always stayed the same. **SD**





Call for Papers: Historians' Colloquium

# Achieving “a single postal territory”: A global promise – Past and present

Monument de l'Union postale universelle, Berne.



Commission d'études de l'U. P. U. 5—7 août 1921.

On the occasion of the 150th anniversary of the Union in 2024, the UPU and La Poste France will host a Historians' Colloquium under the theme: Achieving "a single postal territory": A global promise – Past and present. The call for papers is open until 31 March 2023.

We are inviting researchers in the humanities and social sciences to bring the Universal Postal Union out of its academic shadow, to exchange their views, and to renew our knowledge on the occasion of a colloquium that will be held in Berne in the first quarter of 2024. The celebration of the 150th anniversary and the location of the colloquium at the UPU International Bureau headquarters should foster an exchange and mutual enrichment among researchers and attendees.

Some of the avenues worth exploring and related questions posed by the organizers at this stage include:

### **A pioneer of multilateralism:**

What do we know about the International Bureau, its staff, and the workings of the Council of Administration, other bodies and Congress?

### **Governance and power in an organization that is intended to be apolitical:**

Is the Union representative of technocratic internationalism that has enabled experts to create their own power space, while touting its apolitical approach?

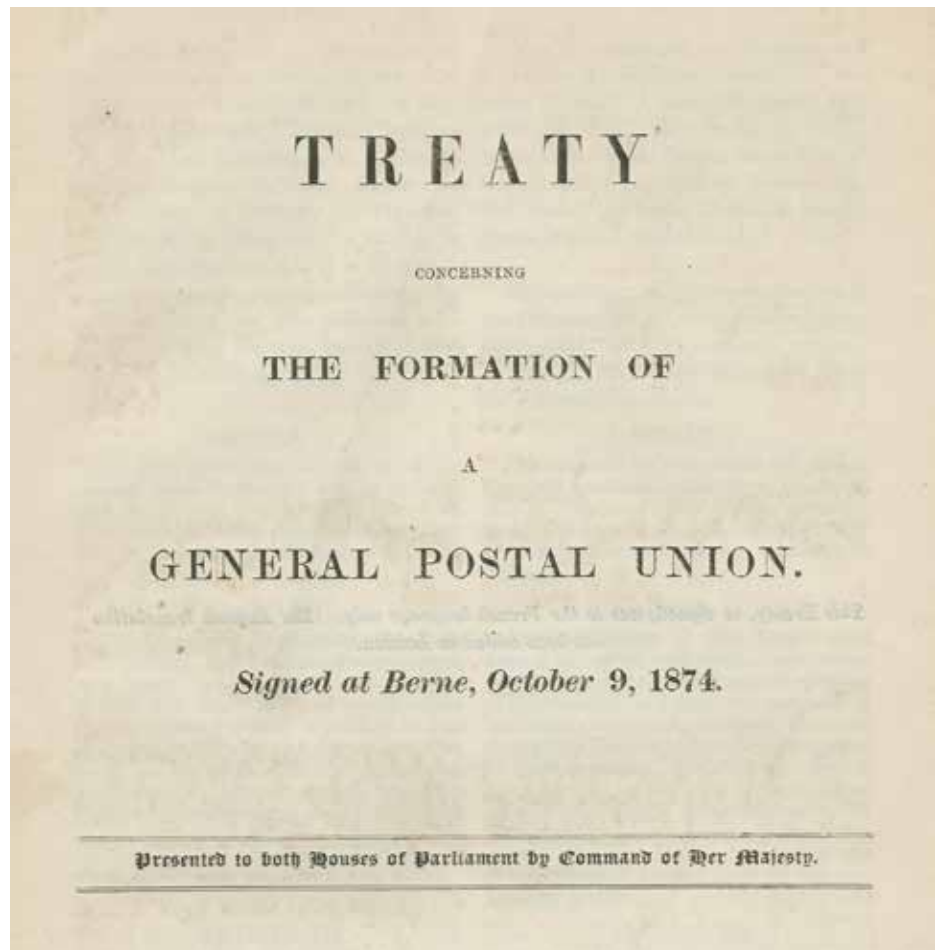
### **Missions and services:**

What is the UPU for and whom does it serve?

### **Shocks and challenges:**

the UPU under trial.

Towards a transnational history of stamps and philately.



**The colloquium will take place on 2 February 2024 at the UPU International Bureau in Berne.**

Learn more and participate.  
<https://www.upu.int/en/Press-Release/2022/Historians-Colloquium-Call-for-Papers>



# QSF financing platform gets a facelift

by THE **QSF FINANCE** TEAM

The UPU's Quality of Service Fund (QSF) Finance team has taken steps to digitize and streamline the programme's global accounting processes through a new online platform accessible to all UPU member countries active in the QSF.

In 2019, QSF Finance decided to review the design of its database with a view to modernizing it, improving its processes and opening it to users.

The purpose of this decision was to:

Improve the transmission of CN 61 and CN 64 forms between operators by performing the transmission online;

Enable the online approval of CN 61 and CN 64 forms;

Improve billing processes through the automatic generation of CN 64bis and CN 64ter forms and of bills relating to the QSF Common Fund;

Centralize all financial information relating to the QSF; and

Facilitate the analysis and reporting of all this data.





Initially, the new billing platform was open only to the QSF Finance team. The CN forms were entered directly into the database, which automatically generated documents for regular billing or the Common Fund. Then, last year, the platform was made available to all member countries active in the QSF.

Member countries are now able to:

Enter their CN 61 and CN 64 statements directly online;

Contact the correspondent operator to accept, discuss or challenge CN forms;

Validate CN 61 and CN 64 forms directly online;

Access validated CN 64bis statements; and

Access bills issued.

The platform can be accessed via the Internet; simply visit <https://qsf.upu.int>, using Chrome, Edge, Firefox or Safari browsers.

The login credentials are the e-mail address and password provided by the UPU to access the International Bureau portal. Access is free to all users.

Users also have access to a demo platform which will allow them to familiarize themselves with this new environment through examples and tests. This platform also offers some 50 tutorials to provide users with step-by-step guidance where needed.

The QSF Finance team would be happy to answer any questions you may have at [FAQS-Finances@upu.int](mailto:FAQS-Finances@upu.int).

Enjoy your user experience! **QSF**

**Access tutorials and demos here:**

<https://qsf-demo.upu.int/>



**Check out the new solution here:**

<https://qsf.upu.int>





## IN FOCUS AFRICA

by KAYLA REDSTONE

### BOTSWANA

BotswanaPost is working on modernizing and digitizing its philately business in cooperation with new UPU Consultative Committee member Stampsdaq. Under the Post's digital transformation and innovation strategy, the partners will work together to digitize the Post's existing collection of more than 1,100 stamps and issue new stamps incorporating NFT technology. BotswanaPost's NFT stamps will be hosted on Stampsdaq's website as part of a one-stop-shop reaching collectors young and old. Collectors will also benefit from value-added features, including the chance to win a trip to Botswana. La Poste Côte d'Ivoire and Bhutan Post have also agreed to sell their stamps on Stampsdaq's website.

(Source: Stampsdaq, [thenewsmarket.com](https://thenewsmarket.com))

### CAMEROON

Cameroon's Ministry of Posts and Telecommunications has launched a national platform for electronic payments in cooperation with Cameroon Postal Services (CAMPOST) and Nigerian payments services company eTranzact. The Post will be responsible for hosting and managing the new system, which was launched in order to improve financial inclusion, support the digital economy and aid in the fight against money laundering and the financing of terrorism. The solution will help increase access to the digital financial services network

via a mobile solution, help reduce costs of access to value-added services, and improve the visibility and traceability of all types of financial transactions – whether inside or outside of the banking system. As of the services launch this July, all major Cameroonian telecom providers and forty additional companies were connected to the platform, with others awaiting approval.

(Source: [wearetech.africa](https://wearetech.africa))

### CAPE VERDE

Correios de Cabo Verde is venturing into the freight forwarding business, opening a new unit dedicated to working with non-postal cargo, in a step aimed at securing the postal operator's future sustainability. The move is part of the post's 2024 strategic plan and will see the company offer its clients a number of services, including inter-island delivery and integration with tax and customs authorities, as well as forwarding agents.

(Source: [expressodasilhas.cv](https://expressodasilhas.cv))

### GHANA

Ghana Post is working to strengthen the efficiency of its service, launching a fleet of new postal delivery vehicles. Ghana Post's emphasis on quality has been recognized on the international stage. The Post received a 2021 Customer Care Award for its Express Mail Service (EMS) from the UPU. The Post stated that the new additions to its fleet were, "an assurance to most people of Ghana Post's readiness to lead the postal and courier companies within the nation."

(Source: [Ghana Post](https://ghana.gov))

### KENYA

Kenya's Cabinet Secretary for Information, Communication and the Digital Economy Eliud Owalo has pledged to revitalize and digitalize the Postal Corporation of Kenya during a familiarization visit to the postal operator's offices in November. He noted there was still work to be done for the post to harness the potential of the Fourth Industrial Revolution, as well as its role as a critical player in both the communications sector and the wider economy. He added that the post could become a strategic State agency once brought up to speed with the competitive digital market, noting five reformatory pillars the ministry would tackle: policy and regulation; financial management; internal organization and governance; product and services; and technology and innovation.

(Source: [standardmedia.co.ke](https://standardmedia.co.ke))

### MADAGASCAR

Paositra Malagasy is boosting its postal banking services, providing young people across the country with access to electronic payments through its e-poketra card. Some 70% of university students in the country were using the card to access their scholarships as of October, according to the post, which distributed more than 80,000 cards. Civil servants will also soon have access to receive their salaries on the card, which is also being opened to the general public for payments, transfers and cash withdrawals. The country's government approved the creation of a postal bank back in May as part of an initiative to diversify and modernize the company's activities and service offering.

(Source: [2424.mg](https://2424.mg))

## NAMIBIA

Nampost has launched a new e-commerce service for customers through MyUniversalShop, an online platform that integrates the full e-commerce process from seller to buyer. Customers can shop internationally on the platform, which facilitates payments, helps manage customs and duties payments and provides personalized delivery options. They will also receive SMS messages notifying them of the status of their delivery.

(Source: [Nampost](#))

## SOUTH AFRICA

The South African Post Office (SAPO) has made steps towards integrating government and health services into its business portfolio. In November, SAPO announced that HIV patients living closer to a SAPO office than a government clinic would be able to collect their medication from the post office. The collection service is available at 342 post offices and provides the added benefit of extended service hours compared to government clinics.

The Post has also been facilitating vehicle license renewals via an online platform – a service more than 58,000 motorists have already benefitted from. The service allows motorists to complete their application on a mobile device, following which their license is delivered to their home address or to their local post office for collection.

(Source: South African Post Office)

## TANZANIA

Posta Tanzania and Oman Post are cooperating to boost e-trade between the two countries, having signed a Memorandum of Understanding (MoU) to exchange expertise earlier this year. The cooperation will provide increased access to the Tanzanian marketplace for consumers in Oman, increasing trade volumes and new opportunities for micro, small and medium-sized enterprises. The MoU will also see the posts launch joint stamp issues and sell each other's philatelic products on their e-commerce platforms.

(Source: [Times of Oman](#))

## UGANDA

Uganda's Ministry of ICT announced the government's intent to use strategic Posta Uganda offices as one-stop access points for government services. The initiative will provide increased access to those in remote areas who may not be served by municipal council centres. Minister of State for ICT Godfrey Kabbyanga also noted that the government had been looking towards digital services offered through the post, noting virtual addresses as an example of a service that would become very relevant in the future.

(Source: [UBC Television Uganda](#))

## ZAMBIA

Zampost is working with Zambia's Electronic Government Division (Smart Zambia Institute) to establish digital transformation centres (DTCs) in all the country's post offices. The initiative is part of the government's approach to closing the digital divide and enabling digital transformation across the country. Through the agreement, the partners will ensure citizens have full access to digital government services through the post's network, supporting the government's social and economic development goals.

(Source: [Zampost](#))

## ZIMBABWE

The Procurement Regulatory Authority of Zimbabwe and Zimpost are partnering to establish public procurement centres in the country's post offices, giving suppliers access to online procurement registration services. The initiative is part of the government's efforts to close the digital divide in the country and establish fair procurement processes that include micro, small and medium-sized enterprises as well as those who lack access to the online sphere. This inclusion is aimed at fostering the development of marginalized communities. The services were set for roll-out in 236 post offices.

(Source: [chronicle.co.zw](#))



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*\*From the 2019 readership survey*

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