

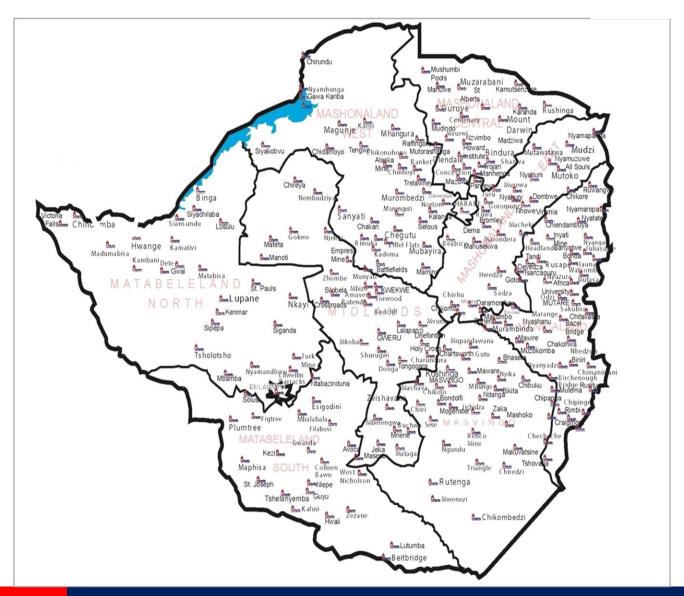
www.zimpost.co.zw www.zimbabwemall.post

TOWARDS GLOBAL DIGITAL READINESS

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Zimbabwe Postal Network



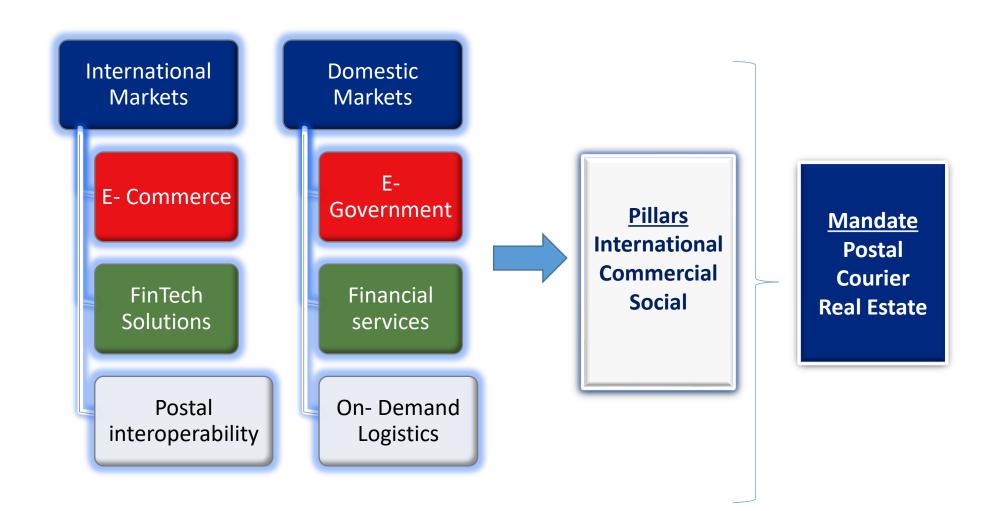


Overview



- □Zimpost is 100% owned by the government.
- ☐ Established in year 2000 following the unbundling of PTC.
- ☐ It is the designated Postal Operator in Zimbabwe
- □Network of 240 Postal Outlet, 151 CICs and 39 CVICs

Zimpost Digital Strategy



DIGITAL OPPORTUNITIES FOR THE POST

- 24/7/365 Self-Service
 -Physical & Digital
 Presence of the Post
- Bi-or-Multi-Lateral
 Agreements that
 drive parcel volumes
 globally and financial
 services



TECHNOLOGIES LIKELY TO BENEFIT THE POST IN FUTURE

Possible Business Models for the POST

E - Commerce

- Online Shopping
- First and Last Mile Delivery
- Online advertising
- Payment Solution
- Warehousing

Financial Services

- Remittances
- Agency Banking
- Bulk Disbursements
- Collections and Pay-outs
- Insurance



GMS

IFS

Website

IPS



Financial inclusion

*Zipcash



Communication facilitaion

- *comunity information centres
- *Containerised village community information centres

Zimpost Growth Window

Zimbabwemall Online Shop (www.zimbabwemall.post)

- Developed in 2017 as
 Zimpostmall
- Rebranded in 2020 to zimbabwemall
- Sitting on the dot post domain
- Shopify online shop technology

Why Dot Post)

- Easy to Implement
- Enhanced security
- Less implementation costs
- Less I.T Administrative work
- 24/7/365 Technical Support

Main Benefits of the Digital Readiness Program

Encourage digital postal services to accelerate the growth of the national digital economy;

Development of digital transformation conceptual frameworks and methodologies as well as knowledge sharing channels.

Development of digital transformation conceptual

Improve performance of existing digital services

Assist a Post in offering digital postal services;

Enable the digital transformation of postal services;



Challenges in adopting and implementing new Technologies

- Norms, beliefs, and past experiences
- Lack of Skills
- Implementation costs
- Lack of back up power energy for Post Offices to reduce online service disruptions.
- Foreign currency shortages affecting network expansion & maintenance, systems upgrades & licensing programmers- further affecting quality of service.
- Lack of capitalization in National Delivery Equipment, Bonded Warehouses, Courier and Security Technologies for detecting Illegal drugs, money, minerals & other prohibitions.
- Mobilizing a motivated workforce in light of inevitable low salaries turbulence & the need to carry out skills developments to match the evolving markets

Zimpost Challenges

Online buying as a new phenomenon and culture

Lack of awareness and trust on online buying

Payment gateway challenges on local currency acceptance

Delivery
Vehicles and
Fuel
Shortages

COVID 19 PANDEMIC

- Accelerated the shift towards a more digital world
- Triggered changes in online shopping behaviours.
- Growing Online visits

Needs for Postal Operators in developing countries to accelerate global transformation.

- Support for Logistics Infrastructure in the form of setting-up of Ecommerce Warehouses, Delivery Equipment, Weigh Bridges & Scales & Alternative Back-up Power in the form of Solar Equipment & Accessories.
- Bi-or-Multi-Lateral Agreements that drive parcel volumes and forex inflows through remittances services- Currently Zimpost is in the process of collaborating with South Africa Post on E-Commerce business. With a population of over 3 Million Zimbabweans in South Africa, The post office is better placed to offer parcel service between the two countries.
- Zimbabwean Small to Medium Enterprises import their goods from Tanzania, and the collaboration between the two countries is expected to drive parcel volumes and international remittances.

Thank You