



ORE+

Operational readiness and expanded capabilities for global e-commerce and trade

Accelerating operational, digital and logistics modernization across the global postal network to meet the growing demands of international e-commerce during the 2026–2029 cycle

PREVIOUS UPU INITIATIVE AND IMPACT ORE 3 (2022–2025)

END TO END VISIBILITY

Strong improvements in item level tracking, reaching or exceeding 80% in many regions

Broader adoption of standardized electronic data interchange (EDI) events, enabling more predictable international flows

DATA QUALITY AND COMPLIANCE (EAD/ITMATT)

Gains ranging from +30 to +65 percentage points depending on the region

Increased compliance with mandatory electronic advance data (EAD) requirements for customs and transport security

ORE 3 significantly accelerated postal modernization, improved alignment with UPU global standards, and strengthened service reliability for cross border e-commerce. However, gaps remain in certification, advanced digitalization and full supply chain integration – gaps that ORE+ will now directly address.

OPERATIONAL AND TRANSPORT PERFORMANCE

Reductions in end to end transit times ranging from six to 12 days

International transport times improved by four to seven days across most regions

CUSTOMS PROCESSING PERFORMANCE

Import clearance times dropped from multiple days to minutes in several regions

Strengthened Post–Customs and Post–carrier electronic exchanges

EMS PERFORMANCE

Gains ranging from +30 to +65 percentage points depending on the region

Increased compliance with mandatory electronic advance data (EAD) requirements for customs and transport security

WHY ORE+?

CONTEXT AND RATIONALE

Global e commerce continues to expand rapidly, yet the international postal supply chain faces unprecedented challenges:

Increasing regulatory and security pressures

Regulators now require complete, accurate and timely EAD for every international item. New threats – such as improvised incendiary/explosive devices – call for stronger security protocols that are continuously updated.

Shift from traditional B2C flows to more complex B2B2C logistics

Declining letter volumes and growing parcel flows require:

- more multimodal and flexible transport solutions;
- greater integration with carriers;
- faster and more coordinated operational processes.

Tightening customs and fiscal controls

Reductions in *de minimis* thresholds, more stringent customs rules and increased inspections require harmonized and data driven postal processes.

Growing regional disparities

Some operators have advanced digital infrastructure and interoperability; others still face challenges in IT deployment, addressing systems or workforce capacity.

ORE+

VISION AND STRATEGIC OBJECTIVES (2026–2029)

VISION

Build a digital, integrated, resilient and competitive global postal network that fully supports the growth of cross border e commerce and expands market access for all, including MSMEs and underserved communities.

GLOBAL OBJECTIVE

Strengthen regional postal networks as key enablers of:

innovation;

operational efficiency;

digital transformation;

trade facilitation; and

inclusive access to global markets;

...while ensuring full compliance with UPU standards.

SPECIFIC OBJECTIVES

ORE+ will:

transform regional offices into fully fledged centres of expertise;

enable end-to-end digital and paper-free postal operations;

build integrated regional e-commerce and logistics frameworks;

strengthen human and institutional capacity via targeted training and peer learning;

promote evidence-based policy and advocacy for postal-sector-enabled trade;

facilitate South–South and triangular cooperation;

expand inclusion for MSMEs, women entrepreneurs and rural artisans through TradePost and Heya;

enhance cooperation across the postal, transport, customs and regulatory ecosystem.



THREE STRATEGIC PILLARS OF ORE+

Pillar 1

MODULAR PROCESS IMPROVEMENT AND EXPERTISE BUILDING

Blended learning and
modular e-learning

Hands-on technical
assistance and diagnostics

On-site implementation
coaching

Progressive skills transfer
to regional experts

Pillar 2

COLLABORATIVE COMMUNITY AND KNOWLEDGE CENTRE

Centralized digital
knowledge hub

Technical resources,
toolkits and best practices

Communities of practice
and expert forums

Regional webinars
and workshops

Pillar 3

STANDARDIZATION FOR SUSTAINABILITY AND CUSTOMER EXPERIENCE

Harmonized operational
processes and
key performance
indicators (KPIs)

Regional and national
performance reviews

Continuous improvement
mechanisms

Stronger interoperability
and service consistency

PROJECT COMPONENTS AND BENEFITS FOR STAKEHOLDERS

CORE COMPONENTS

Advanced digitalization
(EDI, EAD, UPU systems)

Operational excellence
and process
modernization

Customs integration
and trade facilitation

Logistics enhancement,
including first and last
mile improvements

Safety, resilience and
regulatory compliance

MSME inclusion through
TradePost and Heya

Capacity building
through workshops,
training and on
site missions

BENEFITS FOR DESIGNATED OPERATORS

Faster and more
predictable delivery

Improved visibility
and interoperability

Enhanced ability to
attract international
e-commerce flows

FOR CUSTOMS ADMINISTRATIONS

Reliable advance data

Faster and more accurate
risk assessment

Reduced congestion and
improved compliance

FOR TRANSPORT PARTNERS

Standardized and
predictable processes

Improved quality of pre
advice and electronic
documentation

FOR E COMMERCE PLATFORMS AND MERCHANTS

Enhanced tracking
and transparency

Reduced delivery variability

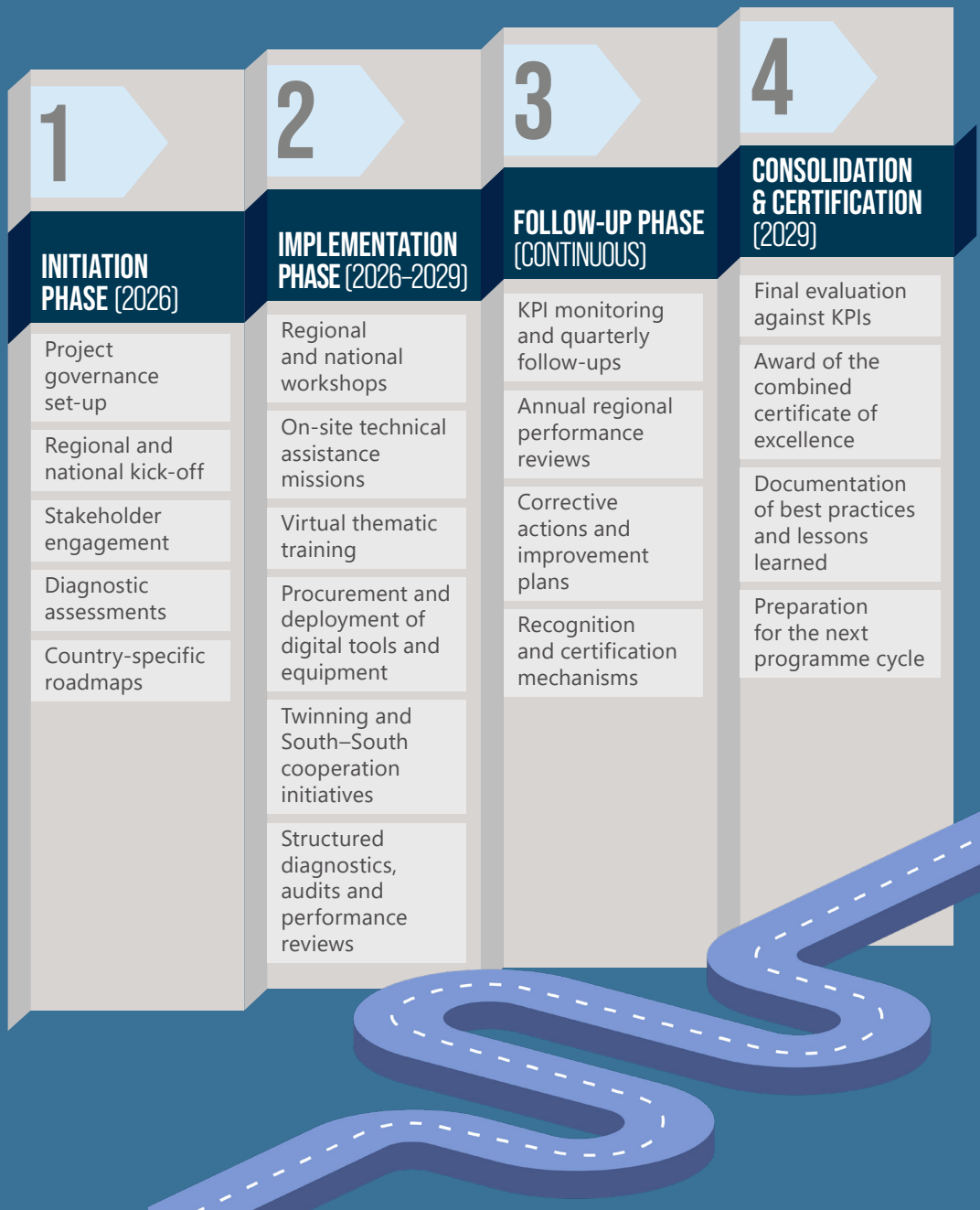
Fewer non compliant
shipments and returns

FOR MSMEs AND RURAL COMMUNITIES

Greater access to
global markets

Postal services as local
hubs for trade inclusion

IMPLEMENTATION ROADMAP (2026–2029)





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