Dear Asia Pacific colleagues:

We are pleased to share with you the latest issue of our newsletter.

HIGHLIGHTS

- ORE updates
- Postal security capacity-building project
- Upcoming events

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Workshops dedicated to operational readiness for e-commerce (ORE) for Asia-Pacific designated operators

Under the operational readiness for e-commerce (ORE) project, the UPU completed the following workshops, trainings and follow-ups during the months of September, October and November 2020:

- One final online ORE workshop for the Pacific
- Five online workshops on IQRS
- Five online interactive trainings at APPC
- Two online workshops on EAD data capture
- Two IPS.post online trainings
- Nineteen ORE follow-ups by RPFs for improving KPIs

Under the inter-regional postal security capacity-building project, the UPU organized a security reviewer virtual workshop.

Final ORE online workshop for the Pacific

The main objective was to assess the project impact on the operational efficiency of participating designated operators (DOs), using the main key performance indicators (KPIs).

This workshop was conducted on 18 November 2020.

Twenty-one participants from 11 countries from the Pacific region joined this online training.

Online workshops on the integrated quality reporting system (IQRS)

UPU organized 5 online workshops:

- IQRS – Reporting: Customs report 10 September 2020
- IQRS – Scanning compliance 15 September 2020
- IQRS – Dashboard and E2E reporting 22 September 2020
- IQRS – Transport report 24 September 2020
- GMS Star 8 and 20 October 2020

A large number of participants from Asia and the Pacific region attended each of these online workshops

Online Interactive trainings at APPC

Five workshops out of eight completed.

These online interactive trainings were conducted by the Asian-Pacific Postal College (APPC) in Bangkok, Thailand.

- Quality management for service excellence 25 September–1 October 2020

- Strategic marketing management 1–7 October 2020

- Practical e-commerce management 2–6 November 2020

- Operations management 2–6 November 2020

- Strengthening the supply chain 6–12 November 2020

A large number of participants from Asia and the Pacific region attended each of these online workshops.

Online workshops on EAD data capture (Transmission and compliance)

The UPU organized two online workshops

- For the Pacific, 6 October 2020

- For Asia, 7 October 2020

Fifty-four participants from Asia and nine from the Pacific region joined these online trainings.

ORE follow-up by regional project facilitators (RPFs) with a view to improving key performance indicators (KPIs)

Up to the end of October 2020, the RPFs for Asia and for the Pacific had reviewed 10 DOs in Asia and nine DOs in the Pacific

The reports for Asia and the Pacific were submitted to the DCDEV.PAP for consultation

Security reviewer virtual workshop

This virtual workshop was conducted by the UPU International Bureau's Postal Security Programme Manager on 12 November 2020

Seventeen participants – from Nauru, Solomon Islands, Sri Lanka, Thailand and Viet Nam – attended the virtual workshop

UNIVERSAL POSTAL UNION

Upcoming events

- Final online ORE workshop for Asia, 30 November 2020

- IPS or IPS.post, 30 November–4 December 2020

- Setting service standards, 4–10 December 2020

- Terminal dues, 9–15 December 2020

- IPS.post one-day online training programme by a UPU consultant (PTC expert) for four countries in the region in November or December 2020

- Training workshop on postal modernization, December 2020

The UPU's Asia-Pacific Programme wishes to express its continued commitment to the region – it is working closely with the APPU Bureau in preparing for the next cooperation cycle in order to optimize the available resources for the region