NEWSLETTER

Dear Europe and CIS colleagues,

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

HIGHLIGHTS

- **ORE update: online project-closing workshop for designated operators in the Europe and CIS region**

- **UPU electronic advance data capture, transmission and compliance project: virtual EAD workshop for Europe and Central Asia**

- **CDS implementation: remote technical support missions (online training and follow-up support)**

- **COVID-19: development of the Pandemic Recovery Guide for Postal Services**

- **Upcoming events**

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ORE update: online project-closing workshop for designated operators in the Europe and CIS region

The UPU International Bureau (IB) is currently implementing a key regional project on operational readiness for e-commerce (ORE), in line with the UPU's regional development plan for the countries of Europe and Central Asia for 2017–2020.

In order to report on the final results of the project during this period and the progress achieved by the designated operators involved, the IB held an online project-closing workshop on 23 November 2020.

The main objectives of the workshop were to follow up on the results and progress of the ORE project, covering the following topics:

- Achievement of national ORE roadmaps and action plans;

- Assessment of progress and improvement of quality of service performance (review of performance reports);

- Recommendations on key strategic regional projects in order to improve operational efficiency and promote e-commerce development for the 2021–2024 cycle.

The closing workshop was attended by the designated operators of Albania, Armenia Azerbaijan, Belarus, Georgia, Kazakhstan, Moldova, North Macedonia, the Russian Federation, Turkey, Turkmenistan, Ukraine and Uzbekistan, as well as representatives of PostEurop and the Regional Commonwealth for Communications (RCC).

The designated operators of Albania, Azerbaijan, Bosnia and Herzegovina (BH Pošta), Georgia, Moldova, the Russian Federation and Ukraine have achieved the best results within this project. Poste Srpske of Bosnia and Herzegovina, and the designated operators of North Macedonia, Kyrgyzstan and Uzbekistan also showed great improvement. The designated operators of Belarus, Kazakhstan and Turkey have been awarded the Gold level certificate.

The excellent results achieved were made possible by the interest taken, responsibility demonstrated and active role played by all stakeholders and designated operators involved in the project. The level of cooperation and effective coordination between the IB's Postal Operations Directorate (DOP) and Development and Cooperation Directorate (DCDEV) teams was also an essential factor.

It should also be noted that a number of regional activities conducted as part of this project took place in close cooperation with PostEurop and the RCC, with financial assistance from La Poste (France).

A table summarizing the key performance indicators achieved for this project is presented below.

Key (principal) performance indicators	2016 Baseline	2020 Target	2020 Actual status
1. Number of countries (DOs) in the region participating in the project * (targets, at least)	0	15	15
2. Number of countries (DOs)* in the region using up-to-date tracking systems (IPS, IPS.POST, IPS Cloud) (targets, at least)	8	14	15
3. Number of countries (DOs)* in the region using an electronic customs declaration systems (CDS, CDS.POST) (targets, at least)	0	5	8
4. Number of countries (DOs)* applying an exchange of tracking data using EMSEVT 3 (targets, at least)	10	14	14
5. Number of countries (DOs)* in the region applying an exchange of electronic pre-advise of dispatch using PREDES 2.1 (targets, at least)	7	14	14
6. Number of countries (DOs)* in the region applying an exchange of electronic data with airlines using CARDIT 2.1 (targets, at least)	9	13	13
7. Number of countries (DOs)* in the region who applies an exchange of customs information with postal partners using ITMATT (targets, at least)	2	11	12
8. Number of countries (DOs)* in the region who has set up Phase 1 of the integration product plan (IPP) (targets, at least)	1	10	10
9. Number of countries (DOs)* in the region participating in the GMS module for incoming and end-to-end (targets, at least)	5	10	10
10. Number of countries (DOs)* in the region who have received the UPU certification (targets, at least)	2	4	3

UPU electronic advance data capture, transmission and compliance project: virtual EAD workshop for Europe and Central Asia

The main aim of this project is to enable the designated operators of countries in Europe and Central Asia (ECA) to capture and transmit electronic advance data (EAD) and to comply with UPU EAD requirements by the regulatory deadline in January 2021.

In order to support these designated operators in their response to these regulatory challenges, the UPU EAD project team held a virtual EAD workshop on 30 October 2020. The workshop was attended by the country project managers and Quality of Service Fund national coordinators from the designated operators of Albania, Armenia, Bosnia and Herzegovina, Hungary, Kyrgyzstan, Moldova, Montenegro, North Macedonia, Serbia, Turkmenistan, Ukraine and Uzbekistan.

It is expected that all of these designated operators will implement CDS and the CDS mobile application by the end of 2020.

The comprehensive workshop report is available on the related SharePoint site.

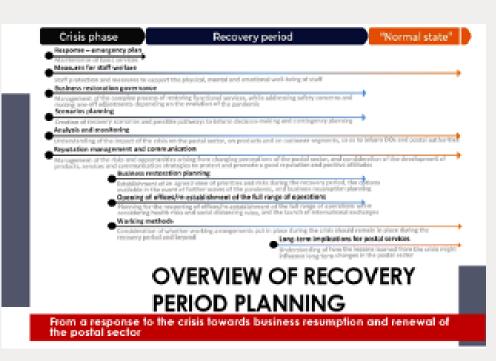## COVID-19: development of the Pandemic Recovery Guide for Postal Services

In view of the significant disruption caused and limitations imposed upon postal business processes as a result of the COVID-19 pandemic, and in order to support Posts (primarily in developing countries) in their recovery, specialists from the DCDEV's Europe, CIS and Training Programme have drawn up a Pandemic Recovery Guide for Postal Services, in close cooperation with an inter-directorate task force.
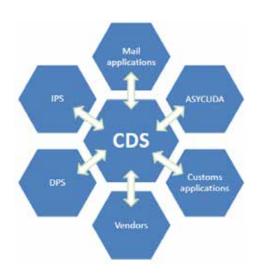
This recovery guide aims to help member countries mitigate the impact of this and any future pandemic on the postal industry, and to ensure the rapid restoration of postal services after such a crisis.

The guide is currently being finalized and is scheduled for publication (in English) in early December 2020.

OVERVIEW OF RECOVERY PERIOD PLANNING

From a response to the crisis towards business resumption and renewal of the postal sector
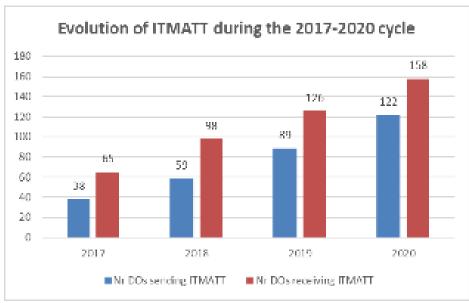
CDS implementation: remote technical support missions for Kyrgyzstan, Tajikistan, Turkmenistan and Uzbekistan (online training and follow-up support)

UNIVERSAL POSTAL UNION

As part of the ongoing EAD project, the DCDEV and Postal Technology Centre have initiated remote technical support missions. Training has been provided online using the Microsoft Teams platform, coordinated by the Europe, CIS and Training regional project coordinator and an expert from PostEurop.

It has been agreed that follow-up action will be implemented with regard to Turkmenpost, with the

support of the regional project coordinator, once the pandemic situation allows.

The following activities have also been planned:

| Montenegro: Board approval required (follow-up in progress);

| Serbia: Integration of the local system and CDS (technical support only, no training required) – December 2020.

Upcoming events

| Organization by the DOP/ DCDEV of a remote ORE workshop: achievement of KPIs, next stages of the ORE project for 2021 and for the next cycle;

| Finalization of the Russian translation of the Trainpost courses on postal transportation in order to support the ORE training process.

The UPU's Europe and CIS Programme wishes to express its continued commitment to the region. It is working closely with PostEurop, the European Committee for Postal Regulation (CERP) and the RCC to prepare for the coming 2021–2024 cooperation cycle and to optimize the resources available for the region.