



Dear Colleagues in the Arab region,

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

HIGHLIGHTS

■ ORE project update

■ PPS project update

■ Update on postal sector reform project activities

■ IQRS and GMS*STAR training

■ EAD project update

■ Update on the COVID-19 PPE project

■ Participation in the 38th APPC meeting

■ Upcoming events

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PPS project activities: development of electronic postal payment services by designated operators in the Arab region

Within the context of monitoring and assessing progress made in the implementation of the action plans of the designated operators in the Arab region participating in this project, six remote meetings have been held, with Algeria, Djibouti, Mauritania, Morocco, Qatar and Tunisia.

These meetings provided an opportunity to:

Analyze progress made in the implementation of the action plans of each designated operator and to propose actions to be taken to achieve the objectives set;

Assess progress made in the implementation of the recommendations of the various workshops (if different from the action plan);

Consider the problems and difficulties encountered during the implementation of this project;

Make relevant comments and suggestions in order to improve future projects.

ORE project activities: operational readiness for e-commerce for designated operators in the Arab region

Since the two operational readiness for e-commerce (ORE) workshops for the Arab region, held remotely on 20 and 22 July 2020, the regional project team has continued to monitor, on a monthly basis, progress made in the implementation of the roadmaps and action plans of the 18 designated operators participating in this project.

Furthermore, remote meetings have been held with the country project teams of Jordan, Oman, Qatar and Saudi Arabia in order to monitor, amongst other things, the implementation of recommendations arising from on-site missions with these designated operators.

Special support has also been provided to the country project teams of Algeria and Morocco in order to better assess their results and the ORE project requirements.

Specific training on the subject of remuneration has been provided for Iraqi Post.

IQRS and GMS*STAR training

With a view to reinforcing the capabilities of regional teams in terms of quality of service, an online training programme on the use IQRS and GMS*STAR has been developed. Two separate training sessions have been held, for the region's English- and French-speaking countries, each covering the following five topics:

1 Topic 1: IQRS

- | Dashboards
- | End-to-end service reliability
- | Measurements relative to standards

2 Topic 2: IQRS

- | Customs reports

3 Topic 3: IQRS

- | Electronic data compliance reports
- | Monthly volume statistics

4 Topic 4: IQRS

- | Transport reports
- | Receptacle scan results
- | Dispatch follow-up reports

5 Topic 5: GMS*Star

- | Statistical systems, analysis and reports



EAD project update

The workshop to launch the project on the capture, transmission and compliance of electronic advance data (EAD) for the Arab region was held remotely on 2 November 2020, and covered the following aspects:

- 1 Sharing of information with the designated postal operators of the Arab region participating in the project, and obligations relative to the capture and transmission of data (ITMATT, CARDIT) between designated operators not yet transmitting EAD, in order to comply with all customs, transport and security standards, using the CDS solution;
- 2 Sharing of the outcomes of analysis of questionnaire results, development and deployment of mobile applications to improve data capture, and management of international mail, transport and customs operations;
- 3 Sharing of an implementation plan for forthcoming key stages, as well as information on the compliance project enabling designated operators to send international mail in accordance with UPU regulations.

Update on postal sector reform project activities

A remote meeting was held on 18 November 2020 with the entire country project team responsible for monitoring the implementation of the integrated postal reform and development plan (IPDP) in Mauritania. The purpose of the meeting was to assess progress made in the implementation of recommendations and to identify the difficulties encountered during this implementation process.

The meeting provided an opportunity to:

- | Analyze responses to the questionnaire on the monitoring and evaluation of implementation of postal reform in Mauritania;
- | Assess the implementation of the main recommendations made by the consultants during their postal reform project preparation mission;
- | Consider the difficulties encountered during the implementation of these recommendations;
- | Evaluate suggestions deemed appropriate by the country team to meet the objectives of the plan.

Participation in the 38th APPC meeting

The IB's participation in the meetings of the Arab Permanent Postal Commission (APPC) has enabled it to:

- Monitor the work done and major decisions made by the APPC;
- Present progress made in the implementation of the regional development plan (RDP) for 2017–2020;
- Present ongoing activities relating to RDP projects.

The main decisions made at the meeting were to:

- 1 Support CA and POC nominations from the Arab region, and to task the Arab working group concerned with coordinating with other UPU geographic groups to support these nominations;
- 2 Encourage the Arab countries to take an active part in the extraordinary CA session, and to take up a shared stance on the issues presented at that session;
- 3 Invite the Arab countries to reinforce their efforts to achieve the objectives set by the various projects relating to the Arab region under the RDP.



Update on the COVID-19 PPE project

As part of its contribution to the fight against the COVID-19 pandemic in the Arab region, the IB has established an emergency cooperation project enabling five postal operators (in Djibouti, Mauritania, Somalia, Sudan and Palestine) to be provided with personal protective equipment kits, as recommended by the WHO. These kits each contain 132,000 masks and are intended to protect the health of postal employees.

Thanks to these kits, the beneficiary postal operators have been able to protect their staff and comply with social distancing requirements, so as to ensure the continuity of postal services.

Upcoming events

- ORE project closing workshop for the Arab region
- Evaluation of IPDP implementation in Sudan
- Postal sector reform training

The UPU's Arab Region Programme wishes to express its continuing commitment to the region. It is working closely with all of the restricted unions to prepare for the coming 2021–2024 cooperation cycle and to optimize the resources available for the region.

