



## OPERATIONS AND TECHNOLOGY COMMITTEE

PAPU/OTC/SCG/01/2025 - Doc No. 04

### SUPPLY CHAIN WORKING GROUP

28<sup>th</sup> MARCH 2025 (VIRTUAL)

09:00 (GMT)

### OPERATIONAL READINESS FOR E-COMMERCE (ORE 3) PROJECT REPORT

<b>1. Subject:</b> <ul style="list-style-type: none"><li>Operational Readiness for E-commerce (ORE 3) Project</li></ul>	<b>References/Paragraphs</b> <ul style="list-style-type: none"><li>ORE Workspace</li></ul>
<b>2. Decisions expected:</b> <ul style="list-style-type: none"><li>Take note of the progress in implementing the Project;</li><li>Adopt the Report.</li></ul>	

#### 1.0 INTRODUCTION

The Operational Readiness for E-Commerce (**ORE 3**) Regional Project in Africa is being implemented by Designated Operators within the UPU Regional Development Plan framework for the African Region for 2022–2025. The project's overall objective is to enhance postal network delivery performance by modernizing operational processes and utilizing standardized IT tools and systems in accordance with regulatory, technical, and operational requirements.

#### The seven Core Pillars of the Project are as follows:

- Minimum operational, technical, and regulatory requirements;
- Electronic data interchange and mail visibility;
- Data quality and compliance;
- Supply chain integration;
- End-to-end reliability and quality improvement;
- Certification;
- E-commerce integration.

Within the PAPU Governance Structures, the ORE Project falls under the Supply Chain Working Group, and its implementation is included in the Working Group Action Plan. Thus, this report is being submitted to provide an update on the project's implementation.

Under the ORE 3 Project, workshops, Monthly checkpoints, and Onsite Evaluation Missions are held to assess progress on the status of each participating Designated Operator (DO) in implementing the national roadmap and action plan.

The activities below were implemented in the year 2024.

## 2.0 WORKSHOPS

### 2.1 Third (3<sup>rd</sup>) ORE 3 Workshop

The third ORE 3 workshop for Africa was held in Gaborone, Botswana, from 6<sup>th</sup> to 10<sup>th</sup> May 2024. The Workshop aimed at enhancing participants' knowledge and practical skills related to postal service efficiency, quality of service, and compliance with e-commerce requirements.

All participating countries attended the workshop since the UPU awarded a fellowship to the Country Project Manager/national team member responsible for the operations of each participating DO. PAPU General Secretariat was represented at the Workshop by the Physical Services, E-Commerce, and Supply Chain Officer.

The Workshop covered the following broad topics and activities:

- Physical Services Implementation covering the Integrated Product Plan (IPP); changes approved by the Riyadh Congress; POC developments; and future work on the review of the IPP;
- Quality of Service and Electronic Data Quality Compliance performance both regionally and at country level;
- Quality of Service Fund (QSF) to enhance quality of service improvement;
- E-Commerce Integration;
- EMS performance;
- Postal Security; compliance with S58 & S59 standards and Certification;
- Postal Addressing covering address compliance and S42 Compliance and Certification;
- Site Visit to Gaborone Office of Exchange.

### 2.2 Fourth (4<sup>th</sup>) ORE 3 Workshop

The fourth ORE Workshop for the African Region will be held from 7<sup>th</sup> to 11<sup>th</sup> April in Cotonou, Benin. The workshop will cover the following main topics:

- ✓ **Implementation Status of ORE 3 and Impact Assessment** on the Region according to the main KPIs;
- ✓ **Follow-up on ORE 3 Country Roadmap, Action Plans, and Performance Achievements** according to main KPIs during 2022-2025 compared to 2021 (baseline year)- presentations by DOs;
- ✓ **Quality of Service Fund (QSF) Projects;**
- ✓ **Physical Services Development and Implementation:** Status of Integrated Product Plan (IPP), Proposed future IPP for the 2026-2029 cycle, Current portfolio of physical services, Proposed portfolio

pending approval by 28<sup>th</sup> Congress; Letter Post Compendium Online (LPCO), Parcel Post Compendium Online (PPCO);

- ✓ **E-commerce Integration** with strategic prerequisites for success, including digital, physical, and payment elements; enhanced data exchanges and interconnection in supply chain networks; customer integration and relationship management;
- ✓ **On-site visits** to the International Mail Processing Centre and mail facilities;
- ✓ **Transport and Mail Processing**: enhancing efficiency, reliability, and flexibility of the mail transport network;
- ✓ **Customs and Mail Processing**: ensuring smooth customs processing and compliance with international regulations, customs publications, New CN22 & CN23, etc;
- ✓ **Postal Security**: achieving compliance with S58 & S59 standards, certification process, challenges, and best practices, Trainpost developments;
- ✓ **Quality Performance Reporting and Monitoring** of mail processing to improve operational efficiency and service reliability using the UPU Quality Control System (QCS), Mail big data, and the Integrated Quality Reporting System (IQRS);
- ✓ **Overview of the EMS Business Plan**, standards, and procedures, along with performance updates, analysis, and suggested action plans for improvement;
- ✓ **Global Monitoring System (GMS) Business Plan 2025–2029**, GMS Link for seamless connectivity, and GMS Edge for enhanced data rates and transmission efficiency;
- ✓ **Open Discussion on Key Strategic Regional Projects** to support the priorities and needs of each region, in order to improve operational efficiency and promote e-commerce development in the 2026–2029 cycle.

### 3.0 MONTHLY CHECKPOINT MEETINGS

At the beginning of the Project, participating DOs developed Country Roadmaps and Action Plans in line with the seven pillars of the project to enable monitoring and evaluation of progress made in implementing the project. Monthly checkpoint meetings are held with the Regional Project Facilitators and Field Experts to evaluate progress, discuss challenges DOs face in implementing the project, and share best practices. In some cases, UPU International Bureau Experts are invited to the meetings to guide the Country Project Managers on some deliverables.

The Designated Operators at different levels in implementing their Roadmaps and Action Plans upload these documents on the ORE Workspace for the Project Facilitator and Field Experts to monitor their progress and assist where necessary.

Six checkpoint meetings have been held for both the English and French DOs since the 3<sup>rd</sup> ORE 3 Workshop.

## **The Checkpoint Meetings covered the following main topics:**

- Performance on Road Maps and Action Plans' implementation;
- Challenges experienced by participating DOs;
- ORE performance review- E2E Reliability;
- High-level overview of EAD performance;
- EAD Compliance Reports;
- Sharing of best practices;

## **4.0 ONSITE REVIEW MISSIONS**

On-site review missions are conducted in each participating DO during the cycle. Regional Operational Consultants and Experts conduct the on-site evaluation missions. The main objectives of the missions are:

- Perform an on-site evaluation of the DOs operational readiness for e-commerce in line with ORE 3 project goals and KPIs and recommend improvement;
- Provide on-site training on the International Postal Management system – IPS and CDS and in the QCS/ IQRS reporting tool;
- Assess fulfillment of the prerequisites for certification in quality management, addressing, and postal security;
- Verify the implementation of the required ORE3 activities, provide inputs, and recommend changes to the project's Roadmap and Action plan.

In 2024, only one review mission was conducted for Angola.

## **5.0 SENSITIZATION WORKSHOPS ON QUALITY-OF-SERVICE FUND PROJECT- QSFLDC2402 FOR AFRICA, ARAB AND CARIBBEAN REGIONS**

The UPU organized two sensitization workshops on the Quality-of-Service Fund Project for Least Developed Countries (LDCs) for the African, Arab, and Caribbean Regions. The kick-off workshop was held virtually on 3<sup>rd</sup> October 2024, while the second was held on 4<sup>th</sup> February 2025. The workshops were attended by QSF Coordinators and ORE 3 Project teams from the Regions.

The QSLDC2402 is a common fund project on '**Capacity Building for Mail Quality Improvement in LDCs for the Africa, Arab and Caribbean Regions**'.

From Africa, the participating DOs are: Angola, Benin, Burkina Faso, Burundi, Central African Republic, Chad, Comoros, Democratic Republic of Congo, Djibouti, Ethiopia, Eritrea, Gambia, Guinea, Guinea-Bissau, Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritania, Mozambique, Niger, Rwanda, Sao Tome and Principe, Senegal, Sierra Leone, Somalia, South Sudan, Sudan, Togo, Uganda, United Republic of Tanzania and Zambia.

The project focuses on addressing two key challenges:

- a) Enhancing Digital Reach and strengthening;
- b) Capacity Building.

The workshops focused on the following key topics:

- Overview of the Project;
- Key Contacts for the Project;
- Mail Inbound Operations and Quality of Service (Process Mapping & Target Setting);
- EAD Performance & Postal Security.

## 6.0 RECOMMENDATIONS AND ACTION POINTS

- i) Country Project Managers should continue implementing activities in their Country Roadmaps and Action Plans to ensure overall improvement of regional performance by the end of the Project;
- ii) Member States participating in the QSFLDC2402 Project on '**Capacity Building for Mail Quality Improvement in LDCs for the Africa, Arab, and Caribbean Regions**' should ensure active participation of their staff in the workshops to attain maximum benefit from the project.

## 7.0 CONCLUSION

- Take note of the progress in implementing the project;
- Adopt the Report.