



OPERATIONS AND TECHNOLOGY COMMITTEE

PAPU/ATC/OTC/01/2025 - Doc No. 09

SUPPLY CHAIN WORKING GROUP
18TH JUNE 2025

REPORT ON THE ANALYSIS OF THE QUESTIONNAIRE ON THE STATUS OF SUPPLY CHAIN SERVICES IN AFRICA

Agenda item 7 (c)

1. Subject: <ul style="list-style-type: none">• Analysis of Supply Chain Questionnaire	References/Paragraphs <ul style="list-style-type: none">• PAPU Circular REF: CL/PAPU/GS/OT/QSO/003• Supply Chain Questionnaire
2. Decisions Expected: <ul style="list-style-type: none">• Adopt the Report on the Analyses of the Supply Chain Questionnaire.• Take note of the recommendations	

1.0 INTRODUCTION

- 1.1** The postal supply chain is the backbone of the postal operations as it facilitates the movement of postal items within the network and ensures that postal items reach their destination safely and on time. The UPU collaborates with supply chain partners to ensure seamless integration by developing best practices, regulations, processes, standards, and IT tools to ensure all players involved in moving the mail can exchange necessary data.
- 1.2** As part of the global network, Designated Operators in Africa also comply with these regulations, processes, standards, and use of IT tools to ensure safe and efficient mail movement within Africa and beyond.
- 1.3** The PAPU General Secretariat circulated a questionnaire on the Status of Supply Chain Services in Africa in pursuit of implementing the Operations and Technology Action Plan for the period 2022-2025. The questionnaire's objective was to elicit and collect information on supply chain activities being implemented by Designated Operators to ascertain the status and assist in filling any identified gaps, where possible.

2.0 QUESTIONNAIRE ON THE STATUS OF SUPPLY CHAIN SERVICES IN AFRICA

- 2.1** The questionnaire was sent to Member States via a circular letter under **Ref/ CL/PAPU/GS/OT/QSO/003** on 5th February 2025, with a deadline for submitting the responses of 7th March 2025. A reminder was also sent out on 1st March 2025, and further follow-ups were made to ensure that more Designated Operators submit their responses.

2.2 The questionnaire comprised thirty-nine (39) questions covering four main supply chain pillars as listed below:

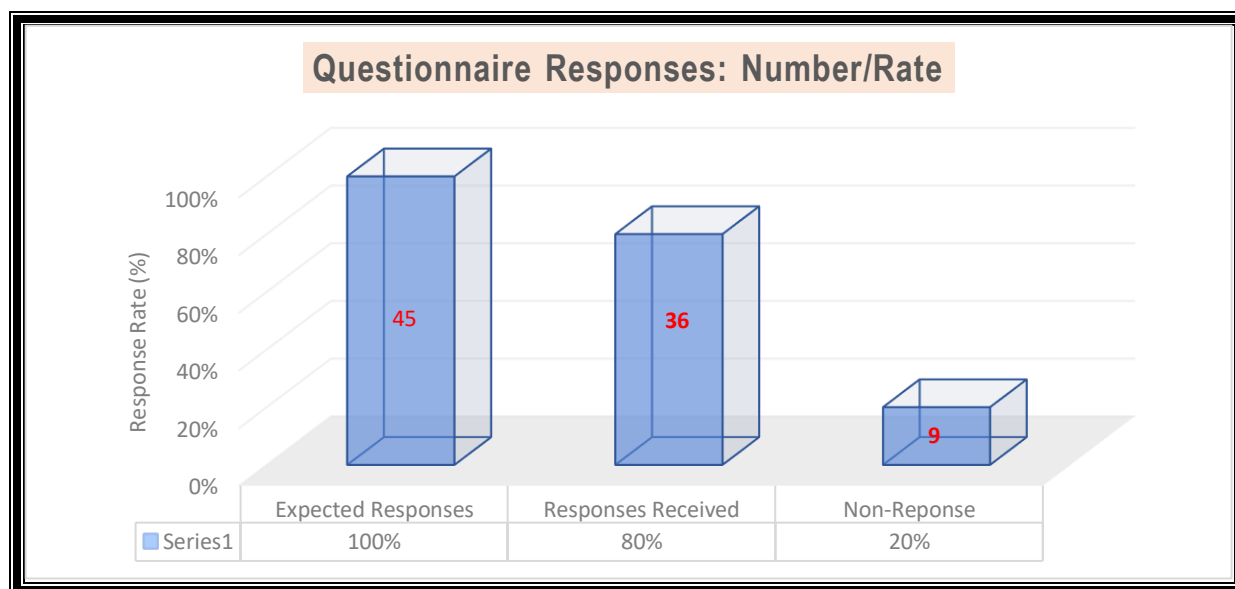
- i) **Transport:** Mail Transportation and Relations with Stakeholders.
- ii) **Security:** Postal Security and Compliance with Standards.
- iii) **Customs:** Exchange of Electronic Advance Data and Customs Relations.
- iv) **Quality of service.**

2.3 Annex 1 contains detailed findings on Africa's Status on Supply chain services, while Annex 2 includes detailed findings on each country.

3.0 ANALYSES OF RESPONSES TO QUESTIONS

3.1 Response Rate

Diagram 1

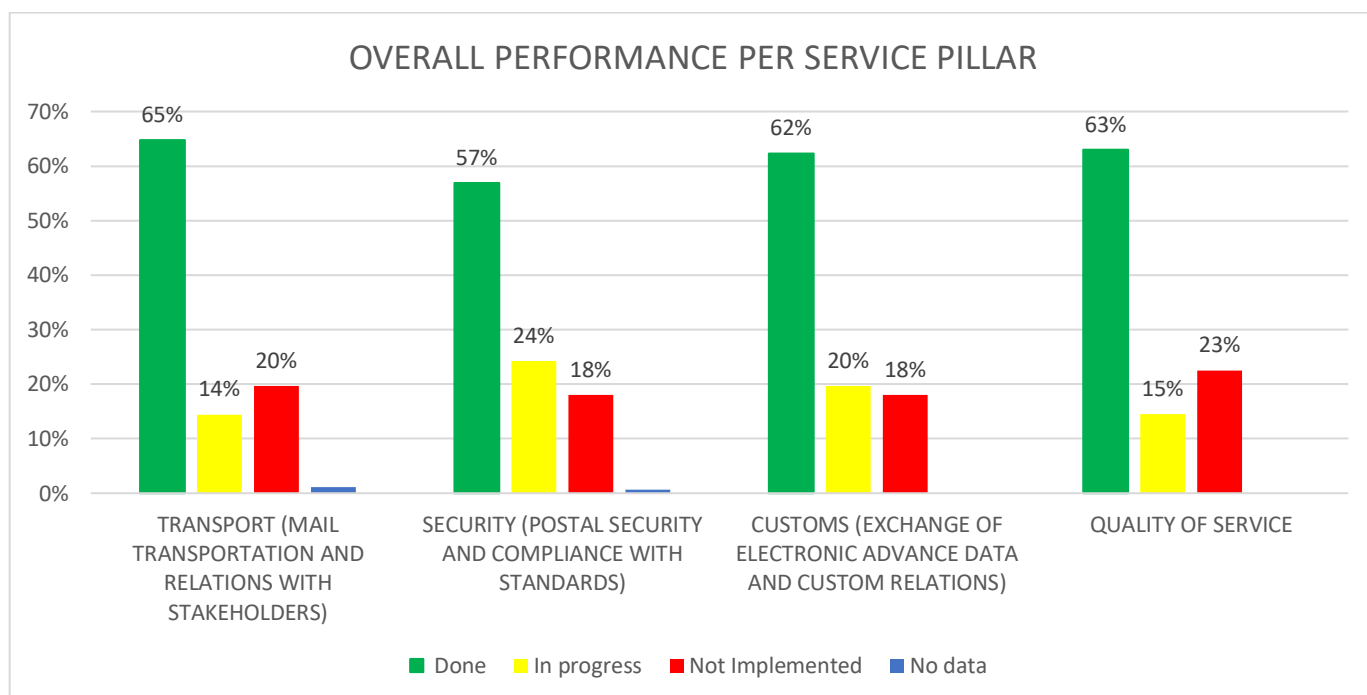


Thirty-six (36) responses were received, representing 80% of PAPU Member States. The responses were from the following Members: Algeria, Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Comoros, Cote d'Ivoire, Egypt, Eritrea, Equatorial Guinea, Eswatini, Ethiopia, Gambia, Ghana, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mali, Morocco, Mozambique, Namibia, Niger, Nigeria, Senegal, South Africa, Tanzania, Tunisia, Uganda, Zambia, and Zimbabwe.

3.2 Overall Results of Questionnaire Responses

The graph below shows the overall aggregated performance for all responding DOs for the four service pillars.

Diagram 2



- i) Overall regional performance on Transport-related activities is 65% for completed activities, 14% in progress, and 20% for activities not yet implemented.
- ii) Performance in security-related activities is the lowest, with 57% of activities implemented, 24% in progress, and 18% not implemented.
- iii) Customs-related activities stand at 62% implemented, 20% in progress, and 18% not implemented.
- iv) Performance on Quality-of-Service related activities is 65% completed, 15% in progress, and 23% not implemented.

3.3 TRANSPORT: Mail Transportation and Relations with Stakeholders

- i) International transport is key in the mail supply chain, ensuring smooth mail conveyance within the global postal network. To achieve this goal, the UPU directly collaborates with the International Air Transport Association (IATA), through the IATA-UPU Contact Committee. UPU and IATA Transport experts share the latest developments to help Designated Operators achieve seamless international transport.
- ii) At the national level, Designated Operators should enhance relations with international transport stakeholders, including mail carriers, civil aviation authorities, and partner postal operators, to exchange transport information through electronic messages, improve transport performance, and meet all legal and regulatory requirements.
- iii) Non-compliance with international transport requirements will result in international mail delays, mail embargoes for some destinations, low mail visibility within the network, and overall low quality of service performance.

3.3.1 International Mail Transport Results

The questionnaire contained ten (10) questions relating to the Transport section.

The findings from the Designated Operators' responses are indicated below:

- i) 75% of the Designated Operators (DOs) have signed Service Level Agreements (SLAs) with Airlines conveying mail.

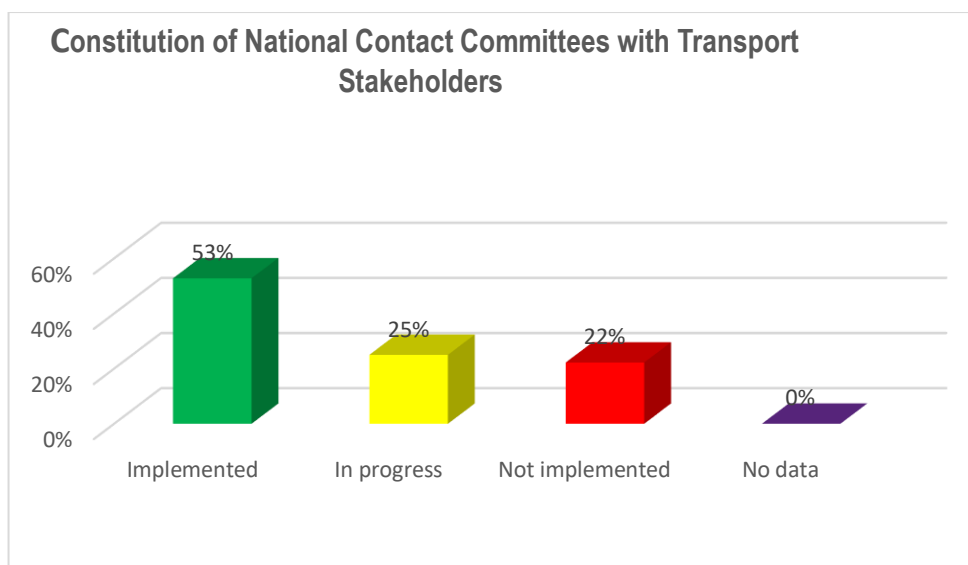
- ii) 52.8% have constituted National Contact Committees with transport stakeholders like Airlines, Aviation, Handling Agents, etc.
- iii) 63.9% have updated the Transport Contact details with UPU/PAPU.
- iv) 63.9 have participated in UPU Postal Operations Council (POC) Transport Group meetings.
- v) 86.1 % exchange CARDIT/RESBIT with Airlines.
- vi) 69.4% exchange ITMREF/REFRSP.
- vii) 83.3% exchange CARDIT with the Applicable Regulations (AR) flag.
- viii) 66.7% comply with EU ICS2 Release 2.
- ix) 33.3% have developed Contingency Plans for mail transit through the EU (to bypass the EU).
- x) 42.7% updated the Transport EAD Compendium in the past 2 years.
- xi) Three countries, namely Angola, Burkina Faso, and Zimbabwe, indicated that they had implemented all activities under the Transport category.
- xii) Other countries with high scores in international mail transport are Côte d'Ivoire, Egypt, Ethiopia, Ghana, Nigeria, Tanzania, and Uganda, with most activities being accomplished and others in progress.
- xiii) Generally, the following areas had the highest scores on the 'not done' category, indicating lags in the implementation of the following activities:
 - Constitution of National Contact Committees with transport stakeholders.
 - Update of the Transport Contact details with UPU/PAPU.
 - Participation in UPU POC Transport Group meetings.
 - Development of contingency plans for mail transit via the EU.
 - Update of Transport EAD Compendium.

3.3.2 Constitution of National Contact Committees with Transport Stakeholders

The Constitution of National Contact Committees enhances relations between the Designated Operators and National Transport Stakeholders, including airlines, civil aviation authorities, and airport security agencies. Close collaboration with the stakeholders will ensure compliance with international mail transport regulations and guarantee efficient mail transportation.

Diagram 3 below illustrates how DOs responded to the question on establishing National Contact Committees with Transport Stakeholders.

Diagram 3



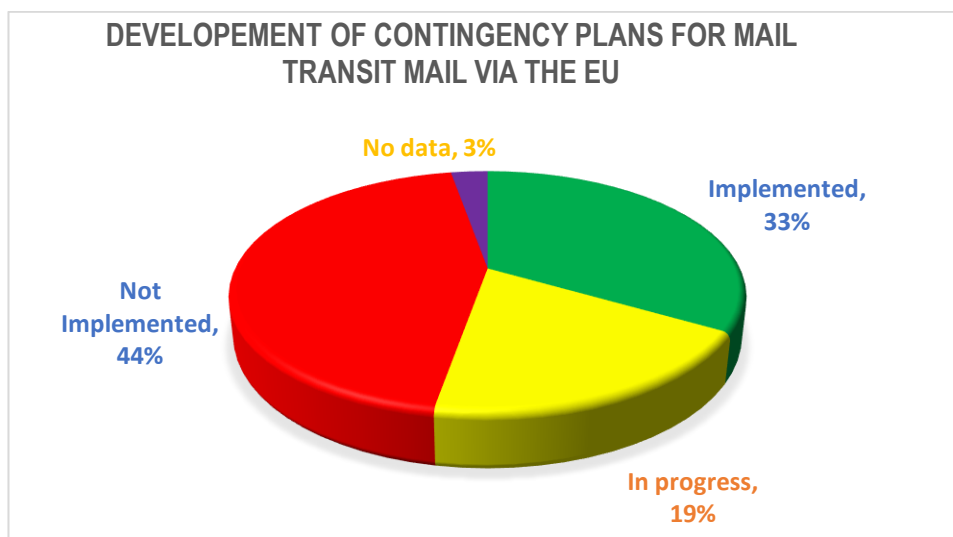
According to the responses, 53% of the Designated Operators have established National Contact Committees with Transport Stakeholders, 25 % are in progress, while 22% have not yet commenced the implementation process. DOs that have not yet established National Transport Contact Committees must do so to ensure efficient mail exchange through compliance with international regulations and improvement of leg 2: international transportation.

3.3.3 Development of Contingency Plans for Mail Transit via EU

- i) Designated Operators are seized with the transport EAD requirements, including the EU Import Control System 2 (ICS2) Release 2 and 3, which require them to comply with regional regulations for both transshipment and transit mail.
- ii) Non-compliance with these regulations will result in non-acceptance of mail into the European Union territory. To address this challenge, the UPU International Bureau is encouraging Designated Operators to ensure compliance with these regulations by using compliant mail carriers or developing alternative routes in cases where compliance is difficult.

Diagram 4 below illustrates the Designated Operators' rating on developing contingency plans for mail transiting via the EU.

Diagram 4



- As shown in the above diagram, only 33% of Designated Operators have developed contingency plans, while 19% are in progress and 44% have not yet implemented, i.e., have not yet developed contingency plans. Designated Operators must develop these plans to ensure that mail transiting via the EU is not rejected.

3.3.4 Recommendations

It is recommended that all Designated Operators of Member States ensure full or increased implementation of the activities wherever they are currently lagging as follows:

- Designated Operators should constitute National Contact Committees with Transport Stakeholders to enhance collaboration, comply with regulations, and ensure smooth and efficient mail transportation.**
- Updating Transport Contact Details with UPU/PAPU ensures that information reaches the right target group and is acted upon to achieve efficient transportation.**
- Participation in UPU POC Transport Group meetings helps Designated Operators keep abreast of global postal transport matters and ensures that Africa's views are incorporated into postal transport developments.**
- Designated Operators are encouraged to comply with the requirements for mail transit via the European Union or, in cases of non-compliance due to circumstances beyond their control, develop contingency plans to bypass the EU region.**
- Updating the Transport EAD Compendium is encouraged to ensure stakeholders' access to up-to-date transport information on each Designated Operator and smooth the supply chain pipeline.**

3.4 SECURITY: Postal Security and Compliance with Standards

The safety and security of the postal sector as part of the global supply chain is critical in supporting worldwide commerce and communication. Article 8 of the UPU Convention and its Regulations encourage Designated Operators to comply with the S58 and S59 security standards and ensure certification.

To enhance the integrity of the international mail pipeline, Designated Operators ought to establish security units, enhance collaboration with national security stakeholders, follow security developments in the global postal arena, and comply with security standards. This will undoubtedly complement these global efforts to ensure seamless supply chain integration in the postal sector.

3.4.1 Postal Security Results

Eight (8) questions were related to Postal Security and Compliance with Standards.

The responses reflect the following:

- i) 88.9% of the DOs have a Postal Security Unit responsible for Prevention and Investigation Management.
- ii) 50% comply with S58 standards for critical postal facilities.
- iii) 47.2% comply with S59 Standards for the Office of Exchange and International Mail Security
- iv) 36.1% participated in the Certification on Compliance with S58 and S59 Standards in the past 4 years.
- v) 47.2% participate in UPU POC Security Group meetings.
- vi) 58.3 possess X-ray screening machines for outbound international mail.
- vii) 58.3 % participate in the National Civil Aviation Security Program (NCASP).
- viii) 67.4% regularly update the List of Prohibited items and dangerous goods.
- ix) Cote d'Ivoire and Equatorial Guinea have implemented all eight activities relating to Postal Security.
- x) Other countries scoring high and having implemented most security-related activities are Burkina Faso, Equatorial Guinea, Kenya, Malawi, Morocco, Sierra Leone, Tanzania, and Uganda.

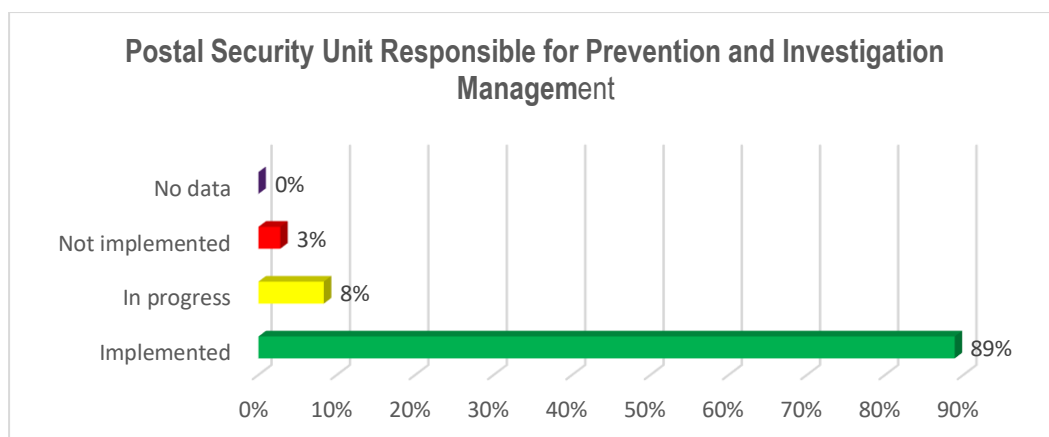
Performance on security-related activities is generally low, as the responses above reflect.

3.4.2 Establishment of Postal Security Units

- The establishment of Postal Security Units responsible for prevention and investigation management is crucial for every Designated Operator to achieve postal integrity and safety.
- The lack of postal security units has several implications, including the risk of mail loss or violation, the potential for transporting dangerous and prohibited goods via the post, and a decline in public trust in the postal service. It may also hinder the postal service's ability to provide reliable and secure services for businesses and individuals.

Diagram 5 below shows how DOs fare in establishing postal security units for prevention and investigations.

Diagram 5



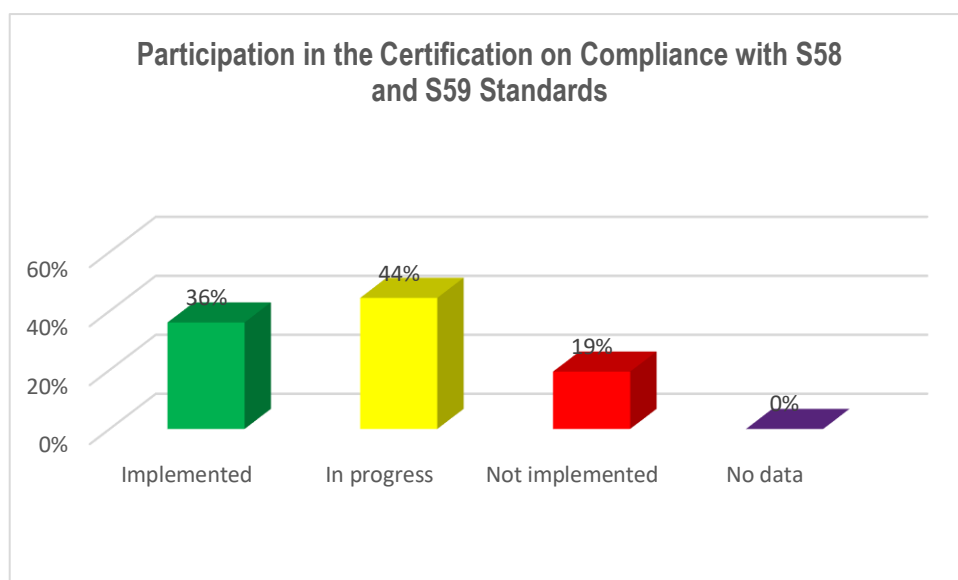
While 88.9 % of DOs have postal security units for prevention and Investigations, these units are not fully exerting themselves to ensure that other security initiatives are implemented. An update of the List of Prohibited Items and Dangerous Goods stands at 67.4%, only 50% comply with S58 standards for critical postal facilities, and participation in the Certification on Compliance with S58 and S59 Standards is 36%. These security units must address all security issues within their respective organizations to improve these ratings on security compliance.

3.4.3 Certification on Compliance with S58 and S59 Standards

Postal security certification is crucial for maintaining the integrity and reliability of the postal service, protecting valuable information and assets, and ensuring public safety.

Diagram 6 below shows the rate at which DOs comply with S58 standards and S59 standards.

Diagram 6



- Compliance is generally low in Africa, with S58 standards at 50% and S59 standards at 47%, resulting in only a few countries having been certified for compliance with these standards.

- Eleven (11) Designated Operators representing 36% have been certified for compliance with the security standards: Algeria, Burkina Faso, Egypt, Eswatini, Equatorial Guinea, Ghana, Kenya, Madagascar, Malawi, Morocco, and Sierra Leone.

It is worth noting that 44% have commenced the certification process painting a brighter outlook for the future.

3.4.4 RECOMMENDATIONS

- Designated Operators should comply with the S58 and S59 Security Standards and obtain certification.**
- Participation in UPU POC Security Group meetings is encouraged to keep abreast of global postal security developments.**
- Regular updating of the List of Prohibited Items and Dangerous Goods is encouraged to ensure customers and partner Designated Operators can access up-to-date information.**

3.5 CUSTOMS: Exchange of Electronic Advance Data and Customs Relations

- The exchange of postal items containing goods requires that the Post collaborate with Customs to facilitate imports and exports. The growth in the e-commerce market, resulting in the exchange of huge numbers of parcels and small packages across borders, further makes seamless collaboration between Posts and Customs unavoidable.
- At the global level, the UPU cooperates with the World Customs Organization (WCO). The WCO–UPU Contact Committee was established to collaborate on issues related to customs clearance of postal items.
- In the same vein, at the national level, the Post and Customs Authorities work together to facilitate the processing of international items. The collaboration includes the exchange of data, clearance of postal items, collection of customs dues, import and export regulations, etc.

3.5.1 Customs Results

The questionnaire contained twelve (12) questions about the Exchange of Electronic Advance Data and Customs Relations.

The responses obtained reflect the following:

- 97.2% of the DOs use the Customs Declaration System (CDS)/CDS.POST.
- 22.2% use CDS Kiosk.
- 39.9% use EAD Customs Declarations App.
- 97.2% comply with the exchange of ITMATT.
- 33.3% exchange CUSITM/CUSRSP with Customs Authorities.
- 88.9% comply with the use of WCO HS codes.
- 47.2% updated the Customs Compendium in the past 2 years.
- 83.3% updated the Letter Post Compendium Online (LPCO) in the past 2 years.
- 91.7% updated the Parcel Post Compendium Online (PPCO) in the past 2 years.
- 55.6% of the DOs participate in global Customs Workshops/training/ POC Customs Group meetings.

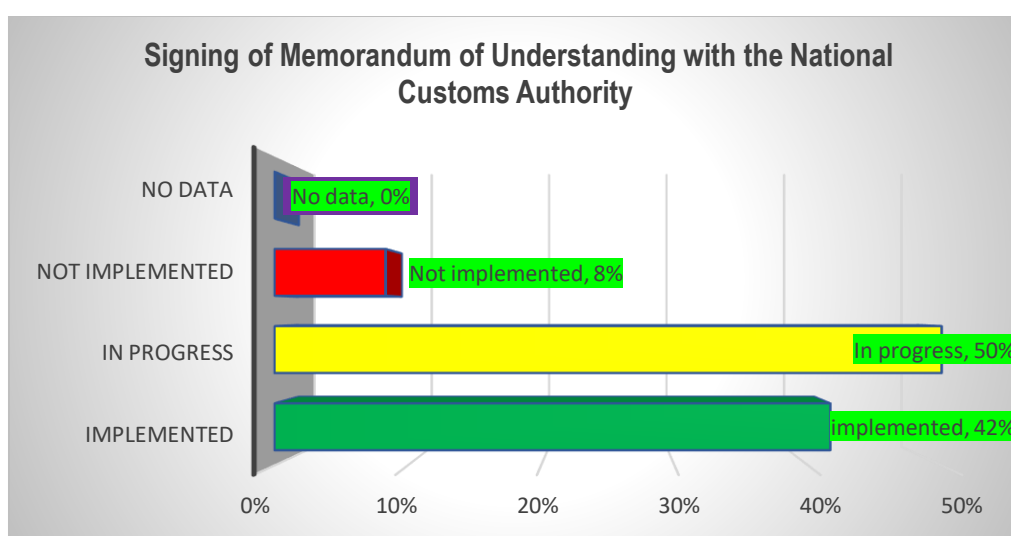
- xi) 39.9% signed a Memorandum of Understanding with the National Customs Authority.
- xii) 50% set up a National Post/Customs Contact Committee.

3.5.2 Memorandum of Understanding (MoU) with National Customs Authority

Designated Operators must sign a Memorandum of Understanding with the national Customs Authority to formalize and enhance their collaboration. The WCO-UPU Contact Committee has developed guidelines for Member States to benchmark on.

Diagram 7 below illustrates the DOs' rating on signing the Memorandum of Understanding (MoU) with the National Customs Authority.

Diagram 7



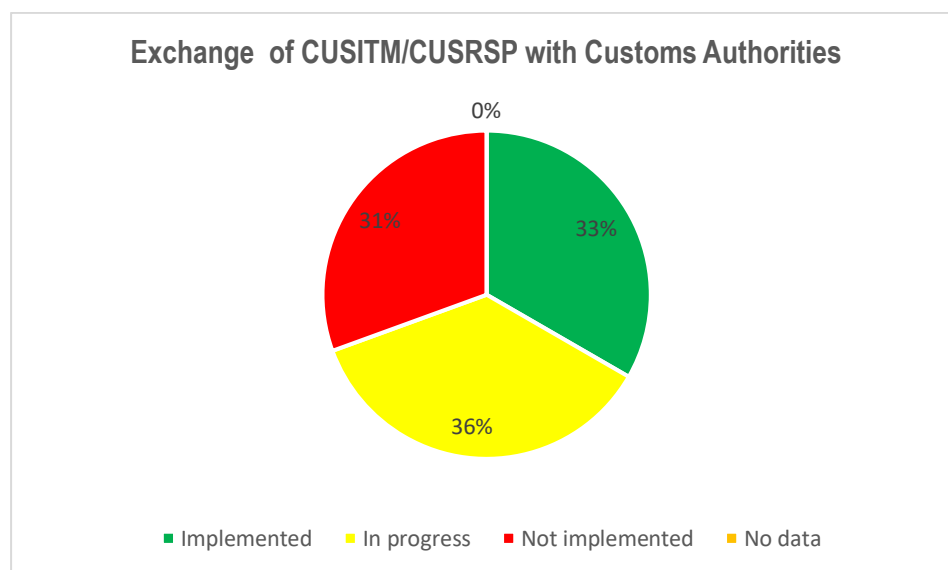
- i) From the responses, it was ascertained that 42% of the DOs have signed MoUs with their Customs Authorities, 50% have the process in progress, and 8% have not initiated the process.
- ii) The MoU will facilitate the establishment of the National Post/Customs Contact Committee, a platform for interaction and communication to discuss operational issues on the clearance of postal items.
- iii) Signing agreements with Customs Authorities ensures that there are no delays in the handling of postal items by Customs, as each party's obligations are clearly outlined
- iv) Performance reviews will be held, which will help iron out any obstacles in exchanging data and items.
- v) The Post and the Customs Authority will have access to up-to-date information on global developments, as set by the WCO-UPU Contact Committee for implementation at the national level.

3.5.3 Exchange of Electronic Data with Customs Authorities

- i) The Customs Declaration System (CDS) was developed by the Postal Technology Centre (PTC) to facilitate the exchange of electronic data between Posts and Customs. This speeds up the customs clearance process by sending or distributing information in advance about postal items to Customs and partner Posts.
- ii) The CDS also allows Customs to automate their decisions regarding selectivity, risk management, and any taxes payable on items before they can be sent.

Diagram 8 below indicates the percentage of DOs exchanging electronic data (CUSITM/CUSRSP) with Customs.

Diagram 8



- iii) Only 33% of the respondents indicated exchanging electronic data (CUSITM/CUSRSP) with Customs.
- iv) The rest, 67%, are still making manual data exchanges, which delays the customs clearance process and impacts the quality of service.

In addition to the Customs Authorities using CDS, they can alternatively interface their systems with the CDS to exchange such data.

3.5.4 Recommendations

- i. **Designated Operators should exchange electronic data (CUSITM/CUSRSP) with Customs Authorities to speed up the customs clearance process.**
- ii. **Participation in global post-customs workshops and POC Customs Group meetings is highly encouraged to keep abreast of global postal customs developments.**
- iii. **Designated Operators should sign Memoranda of Understanding with the National Customs Authorities to enhance post-customs relations and ensure the smooth flow of postal items.**
- iv. **Establishment of National Post/Customs Contact Committees is encouraged to enhance collaboration and promote dialogue between the two parties, improve compliance with regulations, and ensure a smooth and efficient clearance of postal items.**

3.6 Quality of Service

- i) Quality of Service is essential for Designated Operators to retain customers, define market presence, and remain competitive. Designated Operators should meet customers' needs and expectations to achieve high-quality performance, deliver efficient service through value-added services, and mail visibility.

- ii) Quality of service elements include end-to-end reliability, inquiries management, track-and-trace, quality monitoring and testing. These elements are essential in measuring DO's performance against the set targets and customer expectations.
- iii) The UPU and other partners have developed several Quality Management tools for use by Designated Operators, such as the Global Monitoring System, the Integrated Quality Reporting System (IQRS), the Quality Control System (QCS), the Internet-Based Inquiry System, and the EMS Cooperative's reporting system (EMS SMART).

3.6.1 Quality of Service Results

The questionnaire contained nine (9) questions relating to Quality of Service.

The Designated Operators' responses reflect the following:

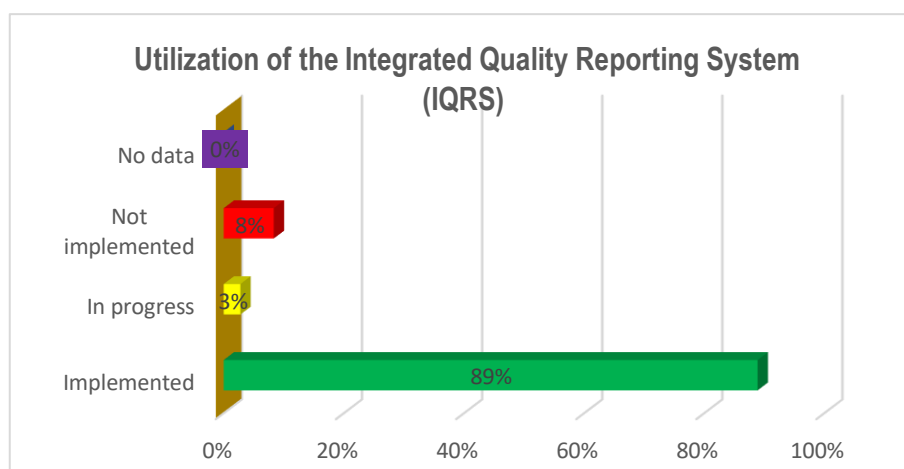
- i) 97.2% use Track and Trace for Parcels, EMS, and Registered items.
- ii) 72.2% offer tracked delivery service per the 4th UPU Extraordinary Congress Resolution.
- iii) 83.3% participate in the Internet-Based Inquiry System (IBIS).
- iv) 88.9% use the Integrated Quality Reporting System (IQRS).
- v) 58.3% implement the Global Monitoring System (GMS).
- vi) 80.6% implement the EMS Cooperative's reporting system (EMS SMART).
- vii) 50% participate in the Quality-of-Service link to Terminal Dues.
- viii) 5.6% participate in Quality-of-Service Certification using the New Methodology (2023-2025).
- ix) 31% comply with and have been certified for the S42 Addressing Standard in the past 3 years.

3.6.2 Use of the Integrated Quality Reporting System (IQRS)

The Integrated Quality Reporting System (IQRS) is a quality management tool developed by the UPU to monitor and improve the quality of service in the postal industry. Designated Operators have access to the IQRS, where they can generate various reports to monitor their performance and make operational decisions.

Diagram 9 below illustrates the rate at which Designated Operators utilize the IQRS to monitor operations.

Diagram 9



It is noted that a positive high score of 89% of Designated Operators utilize the IQRS to monitor operations. This high score does not tally with the average to poor quality of service delivery. This may point to the under-utilization

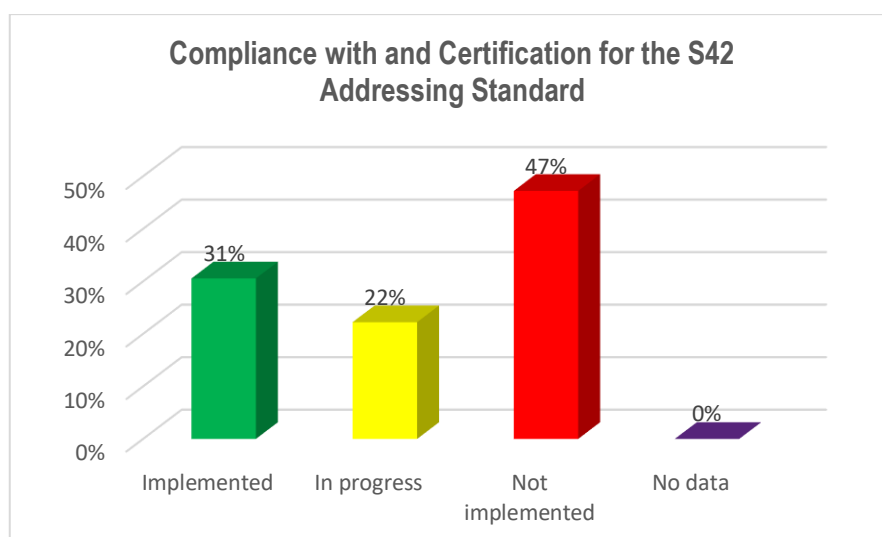
of the reports' information to improve the quality of service, since the reports show the issues that need to be rectified or addressed.

3.6.3 S42 Addressing Standard Compliance and Certification

- i) Addressing and postcode systems are essential national infrastructure for the socio-economic development of a country. Addresses form the cornerstone of quality postal services as they facilitate the delivery of postal items.
- ii) The UPU Standards Board developed the S42 Addressing Standard to facilitate name and address data interoperability, enable address validation, and provide guidelines for building and maintaining address infrastructures.

Diagram 10 contains a graph showing the rate at which Member States comply with and are certified for the S42 Addressing Standard.

Diagram 10



- Eleven (11) Member States have been certified for compliance with the standard, namely: Algeria, Comoros, Eritrea, Kenya, Malawi, Morocco, South Africa, Tanzania, Tunisia, Uganda, and Zimbabwe, which represents 31%.
- 22% of the Member States are in the process of attaining S42 certification for their addresses
- 47% have not yet complied with the standard.

Member States must comply with the Addressing Standard and publish their address data with the UPU to ensure the smooth exchange of postal items and facilitate the last-mile delivery of postal items across the global network.

3.6.4 Recommendations

It is recommended that Designated Operators undertake quality improvement initiatives to enhance performance as follows:

- i. **Designated Operators are encouraged to implement the Global Monitoring System (GMS) or alternative systems to monitor and improve service quality.**
- ii. **Participation in the Quality-of-Service link to Terminal Dues is encouraged to earn extra revenue.**
- iii. **Designated Operators are encouraged to participate in the Quality-of-Service Certification to ensure system reliability.**
- iv. **Designated Operators should ensure compliance with the S42 Addressing Standard and attain certification to facilitate the smooth exchange and delivery of postal items.**

4.0 CONCLUSION

The high response rate achieved on the Supply Chain Questionnaire is highly commended. Member States and their Designated Operators are encouraged to continue implementing the various activities that improve supply chain integration and operational efficiency.

5.0 DECISIONS EXPECTED

- Adopt the Report on the Analyses of the Supply Chain Questionnaire.
- Take note of the recommendations.

FINDINGS ON AFRICA'S STATUS ON SUPPLY CHAIN

SERVICE	MILESTONE	PERFORMANCE STATUS			
		Done	WIP	Not Done	NR
		%	%	%	%
TRANSPORT	i) Has the Designated Operator (DO) signed Service Level Agreements (SLAs) with Airlines conveying mail?	75	8.3	16.7	0.0
	ii) Has the DO constituted National Contact Committees with transport stakeholders (Airlines, Aviation, Handling Agents, etc.)?	52.8	25.0	22.2	0.0
	iii) Has the DO updated the Transport Contact details with UPU/PAPU?	63.9	16.7	19.4	0.0
	iv) Has the DO participated in UPU Postal Operations Council (POC) Transport Group meetings?	63.9	2.8	33.3	0.0
	v) Does the DO exchange CARDIT/RESBIT with Airlines?	86.1	5.6	5.6	2.8
	vi) Does the DO exchange ITMREF/REFRSP?	69.4	19.4	11.1	0.0
	vii) Does the DO exchange CARDIT with the Applicable Regulations (AR) flag	83.3	8.3	5.6	2.8
	viii) Does the DO comply with EU ICS2 Release 2	66.7	22.2	11.1	0.0
	ix) Has the DO developed Contingency Plans for mail transiting through the EU (to bypass the EU)?	33.3	19.4	44.4	2.8
	x) Has the DO updated the Transport EAD Compendium in the past 2 years?	47.2	16.7	33.3	2.8
SECURITY	i) Does the DO have a Postal Security Unit responsible for Prevention and Investigation Management?	88.9	8.3	2.8	0.0
	ii) Does the DO comply with S58 standards for critical postal facilities?	50.0	41.7	8.3	0.0
	iii) Does the DO comply with S59 Standards for the Office of Exchange and International Mail Security?	47.2	44.4	8.3	0.0
	iv) Has the DO participated in the Certification on Compliance with S58 and S59 Standards in the past 4 years?	36.1	44.4	19.4	0.0
	v) Does the DO participate in UPU POC Security Group meetings?	47.2	8.3	41.7	2.8
	vi) Does the DO possess X-ray screening machines for outbound international mail?	58.3	13.9	27.8	0.0
	vii) Does the DO participate in the National Civil Aviation Security Program (NCASP)?	58.3	13.9	25	2.8

	viii) Does the DO regularly update the List of Prohibited items and dangerous goods?	67.4	19.4	11.1	0.0
CUSTOMS	i) Does the DO use the Customs Declaration System (CDS)/CDS.POST?	97.2	0.0	2.8	0.0
	ii) Does the DO use CDS Kiosk?	22.2	41.7	36.1	0.0
	iii) Does the DO use EAD Customs Declarations App?	39.9	27.8	33.3	0.0
	iv) Does the DO comply with the exchange of ITMATT?	97.2	2.8	0.0	0.0
	v) Does the DO exchange CUSITM/CUSRSP with Customs Authorities?	33.3	36.1	30.6	0.0
	vi) Does the DO comply with the use of WCO HS codes?	88.9	8.3	2.8	0.0
	vii) Has the DO updated the Customs Compendium in the past 2 years?	47.2	19.4	33.3	0.0
	viii) Has the DO updated the Letter Post Compendium Online (LPCO) in the past 2 years?	83.3	8.3	8.3	0.0
	ix) Has the DO updated the Parcel Post Compendium Online (PPCO) in the past 2 years?	91.7	2.8	5.6	0.0
	x) Does the DO participate in global Customs Workshops/training/ POC Customs Group meetings?	55.6	5.6	38.9	0.0
	xi) Has the DO signed a Memorandum of Understanding with the National Customs Authority?	39.9	50.0	8.3	0.0
	xii) Has the DO set up a National Post/Customs Contact Committee?	50	33.3	16.7	0.0
QUALITY OF SERVICE	i) Does the DO use Track and Trace for Parcels, EMS, and Registered items?	97.2	2.8	0.0	0.0
	ii) Does the DO offer tracked delivery service as per the 4 th UPU Extraordinary Congress Resolution?	72.2	13.9	13.9	0.0
	iii) Does the DO participate in the Internet-Based Inquiry System (IBIS)?	83.3	5.6	11.1	0.0
	iv) Does the DO use the Integrated Quality Reporting System (IQRS)?	88.9	2.8	8.3	0.0
	v) Has the DO implemented a Global Monitoring System (GMS)?	58.3	19.4	22.2	0.0
	vi) Has the DO implemented the EMS Cooperative's reporting system (EMS SMART)?	80.6	8.3	11.1	0.0
	vii) Does the DO participate in the Quality-of-Service link to Terminal Dues?	50	11.1	38.9	0.0
	viii) Has the DO participated in Quality-of-Service Certification using the New Methodology (2023-2025)?	5.6	44.4	50	0.0
	ix) Does the DO comply with and has been certified for the S42 Addressing Standard in the past 3 years?	30.6	22.2	47.2	0.0

ADDITIONAL COMMENTS

1.	Transport: Mail Transportation and Relations with Stakeholders	
i)	On the exchange of CARDIT/RESBIT with Airlines	Some African Airlines, e.g., KQ and Asky, cannot exchange electronic messages.
2.	Security: Postal Security and Compliance with Standards	
i)	On Compliance with S58 & S59 Standards and Certification	Botswana is currently preparing for certification.
ii)	On participation in the National Civil Aviation Security Program (NCASP)	<ul style="list-style-type: none"> The Comoros Post operations staff receive training from the Civil Aviation Authority. Kenya Post and Zimpost are certified regulated agents of their NCASP.
3.	Customs: Exchange of Electronic Advance Data and Customs Relations	
i)	On the CDS Kiosk	<ul style="list-style-type: none"> Egypt is using its system.
ii)	On the EAD Customs Declaration App	<ul style="list-style-type: none"> Egypt is exchanging EAD using its system
iii)	On X-ray Scanners	<ul style="list-style-type: none"> Equatorial Guinea, Liberia, South Africa, Sierra Leone, and Zimbabwe do not own scanners for screening outbound mail but screen mail at the airport using third-party scanners. Zimbabwe applied for the purchase using the QSF. Namibia is using the Customs x-ray scanner.
iv)	On signing the MoU with the National Customs Authority	<ul style="list-style-type: none"> Comoros, Gambia, and Zimbabwe have not signed MOUs with customs authorities. However, they maintain good relations with them, and the customs authorities are housed at the offices of exchange.
4.	QUALITY OF SERVICE	
i)	On the Implementation of GMS	<ul style="list-style-type: none"> Namibia has implemented the system, but the equipment is out of order.
ii)	On the implementation of the EMS Cooperative's reporting system (EMS SMART)	<ul style="list-style-type: none"> Eswatini and Zimbabwe are not members of the EMS Cooperative.
iii)	On Quality-of-Service link to Terminal Dues	<ul style="list-style-type: none"> Comoros indicated that their mail volume is below 5 tons, hence they opt out of the quality-of-service link. Equatorial Guinea needs training to participate in the Quality-of-Service link to terminal dues.
iv)	On Quality-of-Service Certification	<ul style="list-style-type: none"> Equatorial Guinea needs training to participate fully in the quality of service using the new methodology.