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PAPU/ATC/OTC/01/2025 – Doc No. 08

**OPERATIONS AND TECHNOLOGY COMMITTEE (OTC)
18TH JUNE 2025 ARUSHA, TANZANIA**

SUPPLY CHAIN WORKING GROUP (SCG) REPORT

1. Subject Supply Chain Working Group (SCG) Report	References/Paragraphs PAPU Action Plan 2022-2025
2. Decisions expected: <ul style="list-style-type: none">• Adopt the Report.• Consider the Recommendations of the Working Group.	

1.0 INTRODUCTION

The Supply Chain Working Group (SCG) met virtually on 28th March 2025. During the meeting, several issues on the agenda were discussed and deliberated on, as indicated below.

2.0 MAIN ISSUES TABLED FOR DISCUSSION

The following salient issues were deliberated on during the meeting:

- i) **Status of Implementation of the Supply Chain Working Group Action Plan:**
 - a) Analysis of the Supply Chain Questionnaire.
 - b) Working Group Action Plan 2022-2025 Implementation Report.
- ii) **Supply Chain Activities:**
 - a) Operational Efficiency and E-commerce Development Project (ORE 3).
 - b) Security Action Group Report.
 - c) PAPU-AFRAA Task Force Meeting Report.
- iii) **28TH UPU Congress Proposals**

3.0 REPORT SUBMISSION

The detailed report for the Working Group meeting is annexed herewith, i.e., **Annex 1**.

4.0 RECOMMENDATIONS

The Supply Chain Working Group tables the following recommendations for consideration and adoption by the Operations and Technology Committee:

- i) ORE 3 Country Project Managers should continue implementing activities in their Country Roadmaps and Action Plans to ensure overall regional performance improvement by the project's end.
- 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 that their staff actively participate in the workshops to derive maximum benefit from the project.
- iii) Designated Operators are encouraged to utilize Quality of Service Fund Resources for Security Projects, to boost the number of PAPU Member States attaining Security Certification in compliance with UPU S58 and S59 standards.
- iv) Member States are encouraged to strengthen collaboration with African airlines to ensure enhanced intra-Africa trade through the post and achieve efficient mail movement.
- v) The PAPU General Secretariat should continue collaborating with AFRAA to maintain good relations and cooperation between Designated Operators and Airlines.
- vi) Designated Operators are encouraged to craft fallback contingency plans that bypass the EU by working closely with significant mail carriers in Africa and other regions.
- vii) To implement the Paper-Free Transport Project, Designated Operators are encouraged to improve transport data scanning performance and data quality compliance.

5.0 DECISIONS EXPECTED

The report is submitted for the Committee to:

- Adopt the Report.
- Consider the Recommendations of the Working Group.



PAPU/ATC/OTC/01/2025 – Doc No. 08 Annex 1
SUPPLY CHAIN WORKING GROUP (SCG) REPORT

Virtual Meeting, 28th March 2025

1.0 INTRODUCTION

The Supply Chain Working Group (SCG) virtual meeting was held on 28th March 2025 from 08:10 hours to 12:20 hours GMT.

2.0 REMARKS

2.1 Welcome Remarks by the Chairperson

The Chairperson, Mr. Jasson Kalile of Tanzania, called the meeting to order and commenced the deliberations for the day by welcoming all participants to the meeting.

He expressed gratitude to everyone for their commitment to strengthening the postal sector in Africa. He expressed appreciation to the PAPU Secretariat for its efforts in ensuring the sustainable development of the postal sector, with special recognition to the Secretary General and the Assistant Secretary General for their exceptional leadership and unwavering support in advancing postal operations across Africa.

He reminded the meeting of the critical role that supply chain management plays in ensuring efficiency, security, and sustainability of the postal and logistics sector. The postal supply chain is the backbone of 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.

Mr. Kalile pointed to the essential items on the agenda for the day. He encouraged open and constructive discussions that would enable the Working Group to formulate practical and forward-looking strategies for the future.

2.2 Opening Remarks by the PAPU Secretary General

The Secretary General, Dr. Sifundo Chief Moyo expressed gratitude to the Chairman and the entire Bureau for guiding and leading the work of the Supply Chain Working Group and thanked participants for attending the meeting.

He underscored the importance of supply chain activities in postal operations, which encompass collaboration with various stakeholders regarding Customs, postal security, Mail Transportation, E-commerce, Quality of Service, and compliance with UPU standards in mail exchange.

The SG singled out the salient issues that DOs are currently faced with, which include the following:

- Exchange of Electronic Advance Data (EAD) and compliance with specific requirements and standards, including the US Stop Act of 2018.
- Article 8 of the UPU Convention encourages DOs to comply with the S58 and S58 Security standards.
- International transport EAD requirements, including the EU Import Control System 2 (ICS2) Release 2 and 3, with its resultant challenges.
- Quality of Service improvement and certification.

To address these challenges and ensure that African Designated Operators comply with international requirements and standards, the Secretary General pointed out several initiatives that PAPU, in collaboration with the UPU, has undertaken, which include:

- Establishment of the Africa Transport Think Tank Team.
- Creation of the PAPU Security Action Group.
- Participation in the EAD Compliance Project and Training.
- Encouraging Designated Operators to collaborate with national security agencies, international transport, and customs stakeholders.
- Crafting strategies to boost the e-commerce business.

Dr. Moyo underscored that the Supply Chain Working Group was the right platform to deliberate on these operational issues of common interest to DOs in Africa and craft strategies for improving and sustaining postal operations.

Lastly, the Secretary General pledged the General Secretariat's unwavering support for the Working Group's work and wished them fruitful deliberations.

3.0 CONFIRMATION OF BUREAU

3.1 Working Group Bureau

The Working Group Bureau was confirmed as follows:

- Chairperson: Tanzania
- Vice Chairperson: Malawi
- Secretariat: PAPU General Secretariat

3.2 Participation

Over eighty (80) participants attended the meeting.

3.2.1 Member States

The following PAPU Member States attended the meeting: Algeria, Benin, Botswana, Burkina Faso, Congo Republic, Cameroon, Côte d'Ivoire, Democratic Republic of Congo (DRC), Egypt, Eswatini, Ghana, Kenya, Lesotho, Madagascar, Malawi, Mozambique, Nigeria, South Africa, Tanzania, Tunisia, Zambia and Zimbabwe.

3.2.2 Observers

The following countries attended as observers: Mauritius and South Sudan.

3.2.3 PAPU General Secretariat

The Secretary General, Dr. Sifundo Chief Moyo, Assistant Secretary General, Ms. Jessica Hope Ssengooba, and the General Secretariat Team attended the meeting.

The detailed list of participants is attached as **Annex 3**.

4.0 ADOPTION OF THE AGENDA

The General Secretariat presented the draft agenda, which was adopted with no amendments.

5.0 STATUS OF IMPLEMENTATION OF THE SUPPLY CHAIN ACTION PLAN

Several activities were undertaken to implement the Supply Chain Working Group Action Plan, and the General Secretariat reported on them as follows:

5.1 Report on the Analysis of the Supply Chain Questionnaire

The General Secretariat presented a report on the Analysis of the Questionnaire on the Status of Supply Chain Services in Africa under **PAPU/OTC/SCG/01/2025 - Doc No. 02**.

The questionnaire, which had been circulated on 5th February 2025 under Ref/ CL/PAPU/GS/OT/QSO/003, was in pursuit of implementing the Operations and Technology Action Plan for the period 2022-2025. The objective of the Questionnaire was to elicit and collect information on supply chain activities being implemented by Designated Operators to ascertain the implementation status, after which filling of any identified gaps would be facilitated.

The questionnaire covered four main supply chain sections as listed below, namely:

- 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.**

At the time of the meeting's analysis, the General Secretariat had received thirty-four (34) responses, representing 76% of PAPU Member States. However, two more countries later submitted their responses, bringing the response rate to 80%. The two additional responses were then used to update the analysis and findings. Member States were commended for the high response rate to the questionnaire.

Upon observing the milestone summary, the meeting bemoaned the low level of performance in security and quality of service management certification, which was below 30%. Member States were encouraged to ensure they put more effort into implementing these milestones.

Concerns were, however, raised about the costs associated with Security and Quality of Service Certification, which could be a major hindrance for Designated Operators. It was noted that the USA had been funding the Security Certification from US-tied funds.

The detailed analysis of the Member States' responses to the Questionnaire, done by the General Secretariat, will be presented under **PAPU/OTC/01/2025 - Doc No. 9.**

5.2 Supply Chain Working Group Action Plan: Implementation Status Report

The General Secretariat reported on the work done during the 2024/2025 financial year, vide **PAPU/OTC/SCG/01/2025 - Doc No. 03**, which the Working Group adopted.

The following activities were undertaken:

5.2.1 Security Activities

During the year under review, five Designated Operators, namely Ghana, Kenya, Sierra Leone, and Morocco, were awarded various levels of certification for compliance with the S58 and S59 Security Standards.

The PAPU Security Action Group (PSAG) was established in accordance with the 42nd Administrative Council Resolution **No. 02/PAPU/AC/XLII/2024**. It comprises nine (9) members from all five African subregions and has since commenced its work. At the time of the meeting, the application by the 10th Member State to represent East Africa was being processed.

The details of the PSAG activities are contained in its report under **PAPU/OTC/01/2025 - Doc No. 10.**

5.2.2 Transport Activities

The Africa Transport Think Tank (ATTT) held six meetings during the year 2024/25 to deliberate on international mail transportation matters, the European Union Import Control System 2 Release 2 (ICS2 R2), the implementation of regional mail hubs, and paper-free transport.

The UPU organized a Paper-Free Transport Training Session on November 20th, 2024, for the Designated Operators of the Arab and African Regions.

The details of the Transport activities are contained in the PAPU-AFRAA Task Force Report under **PAPU/OTC/01/2025 - Doc No. 11**.

5.2.3 EAD, CDS/IPS Training Workshop

The UPU, in collaboration with the United States Postal Services, organized a training workshop for Electronic Advance Data (EAD) and Customs Declaration System/ International Postal System (CDS/IPS) from July 9th to 11th, 2024, in New York, USA, for Designated Operators in the Africa Region.

All African DOs attended the workshop physically, except a few who had challenges obtaining US visas. However, virtual participation was enabled for participants who could not travel to the USA. The PAPU General Secretariat attended virtually.

5.2.4 ORE Project Activities

Designated Operators continued to implement the Operational Readiness for E-commerce Project. The UPU organized the 3rd ORE Workshop from 5th to 10th May 2024 in Gaborone, Botswana. The 4th Workshop was held from 7th to 11th April 2025 in Cotonou, Benin. All participating DOs as well as the General Secretariat attended the workshops.

Monthly **Checkpoint** meetings were held to assess the status of implementing National Roadmaps and Action Plans and discuss any challenges DOs encountered in implementing the Project.

The Status of Implementation of the Supply Chain Working Group Action for 2022-2025 is attached as **Annex 1**.

6.0 SUPPLY CHAIN ACTIVITIES

6.1 Operational Readiness for E-commerce (ORE3) Project

The General Secretariat presented the Operational Readiness for E-commerce (ORE3) Project Report under **PAPU/OTC/SCG/01/2025 - Doc No. 04**.

The Operational Readiness for E-Commerce (**ORE 3**) Regional Project in Africa is being implemented by Designated Operators within the UPU Regional Development Plan 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.

Under the Project, annual review workshops, monthly checkpoints, and on-site evaluation missions were held to assess progress on the status of each participating Designated Operator (DO) in implementing the National Roadmap and Action Plan.

6.1.1 ORE Workshops

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

The Workshop covered the following broad topics and activities:

- Physical Services Implementation covering the Integrated Product Plan (IPP).
- Quality of Service and Electronic Data Quality Compliance performance regionally and at the country level.
- Quality of Service Fund (QSF) to enhance quality of service.
- 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.

At the time of the Working Group Meeting, the fourth ORE Workshop had not yet been held as it was scheduled for 7th to 11th April in Cotonou, Benin. Member States were, however, encouraged to attend the Workshop.

6.1.2 Monthly Checkpoint Meetings

Monthly **Checkpoint** meetings were held with the Regional Project Facilitators, Field Experts, and the PAPU General Secretariat to evaluate progress, discuss DOs' challenges in implementing the Project, and share best practices. In some cases, UPU International Bureau Experts were invited to the meetings to guide the Country Project Managers on some deliverables.

Six **Checkpoint** meetings were held for both the English and French DOs since the 3rd ORE 3 Workshop, covering 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.

6.1.3 Onsite Review Missions

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

6.1.4 Sensitization Workshops on Quality-of-Service Fund Project- QSFLDC2402 for Africa, Arab and Caribbean Regions

The QSFLDC2402 is a common fund project on '**Capacity Building for Mail Quality Improvement in LDCs for the Africa, Arab and Caribbean Regions**'. Thirty-five (35) African Countries are taking part in the project.

The UPU organized two online sensitization workshops on the Project. The kick-off workshop was held on 3rd October 2024, while the second was held on 4th February 2025. The workshops were attended by QSF Coordinators and ORE 3 Project teams from the Regions.

The workshops focused on the following key topics:

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

6.1.5 Recommendations

Recommendations on the implementation of the project were as follows:

- i) Country Project Managers should continue implementing activities in their Country Roadmaps and Action Plans to ensure overall regional performance improvement by the project's end.
- 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 that their staff actively participate in the workshops to derive maximum benefit from the project.

6.2 PAPU Security Action Group Report

The PAPU Security Action Group (PSAG), Chairman, Botswana, presented the report on the PSAG's creation and the security activities undertaken under **PAPU/OTC/SCG/01/2025 - Doc No. 05**.

The PSAG was created following the 42nd Administrative Council **Resolution No. 02/PAPU/AC/XLII/2024** to develop, coordinate, facilitate, and implement the Africa Region Security Strategies in line with the UPU Postal Security Standards, S58 & S59, in collaboration with the UPU Security Group (SG). The Security strategies will be implemented within the framework of the Regional Development Plan for Africa.

The Group consists of security experts from Designated Operators representing the five (5) African subregions: Algeria, Botswana, Benin, Burkina Faso, Kenya, Cameroon, Cape Verde, Malawi, and Morocco.

At the time of the meeting, the General Secretariat was processing Tanzania's membership as the second representative of East Africa.

The PSAG Report covered the following main areas:

- i) PAPU Security Action Group Genesis.
- ii) Postal Security Activities.
- iii) Proposed Strategies on Implementation of Security Standards by DOs.
- iv) PAPU Security Action Group (PSAG Action Plan).

The Working Group appreciated the work of the PSAG and underscored that security was critical in postal operations and extended to the ICT systems in use within the postal sector. Hence, the PSAG was implored to go beyond postal security to safeguard the systems and revenues.

The Supply Chain Working Group made the following actions /recommendations on the PSAG report:

- i) Took note of the PAPU Security activities 2024/2025.
- ii) Noted the Draft PSAG Strategy.
- iii) Approved the PSAG Action Plan for the year 2025.
- iv) Designated Operators were encouraged to utilize Quality of Service Fund Resources for Security Projects, to boost the number of PAPU Member States attaining Security Certification in compliance with UPU S58 and S59 standards.

The chair will present the detailed PSAG report under **PAPU/OTC/02/2025 Doc No. 10.**

6.3 PAPU- AFRAA Task Force Report

The Chairman of the PAPU-AFRAA Task Force, Kenya, presented the Task Force Report under **PAPU/OTC/SCG/01/2025 - Doc No. 06.**

The main areas covered during the Task Force report were:

- i) Status of Implementation of the Task Force Action Plan.
 - ii) PAPU-AFRAA Activities.
 - iii) Africa Transport Think Tank Activities.
- Nigeria updated the meeting that the challenges they had been experiencing in the exchange of CARDIT/RESBIT messages with Ethiopian Airlines (ET) had been resolved.
 - South Africa also confirmed the Electronic Data Interchange (EDI) exchange with the airline.
 - Ghana, however, expressed that they were still experiencing EDI exchange challenges with ET.

The meeting indicated that the Task Force needed to coordinate with other African airlines to iron out transportation challenges, specifically those related to electronic data exchange.

Designated Operators transiting their mail via Johannesburg were encouraged to sign Service Level Agreements directly with ET to resolve payment issues and ensure that mail movement is not further negatively impacted.

Regarding the EAD challenges with the USA, member states were encouraged to ensure that they capture PREDES and ITMATT for all items destined for the USA in line with the US Stop Act of 2018.

The following were the recommendations from the PAPU AFRAA Task Force:

- i) Member States are encouraged to strengthen collaboration with African airlines to ensure enhanced intra-Africa trade through the post and achieve efficient mail movement.
- ii) The PAPU General Secretariat should continue collaborating with AFRAA to maintain good relations and cooperation between Designated Operators and Airlines.
- iii) Designated Operators are encouraged to craft fallback contingency plans that bypass the EU by working closely with significant mail carriers in Africa and other regions.
- iv) Designated Operators are encouraged to improve transport data scanning performance and data quality compliance to implement the Paper-Free Transport Project.

The detailed PAPU-AFRAA Task Force Report will be tabled to the Committee by the Task Force Chair under **PAPU/OTC/01/2025 Doc No. 11.**

7.0 28TH UPU CONGRESS PROPOSALS

Nigeria, the PAPU Lead Country for the UPU Postal Operations Committee 1 (Supply Chain) activities, made a presentation on the summary of supply chain issues to be referred to the 28th UPU Congress in September 2025 in Dubai, UAE, by UPU, as well as salient supply chain matters under discussion at the POC level. The presentation covered highlights from the Customs Group, Transport Group, and Security Group as follows:

- i) Implementing provisions for providing electronic advance referral data – ITMREF / REFRES.
- ii) Transshipment EAD -Direct transshipment of postal consignments.
- iii) Basic airmail conveyance rate for 2026 approved by POC S7.
- iv) Amendment of the Convention Regulations for missent/misrouted items approved by POC S7.
- v) Paperless Dispatch -Proof of Concept Pilot ongoing.
- vi) WCO–UPU Guidelines on the Exchange of Electronic Advance Data (EAD) and Data Quality.

As the build-up for the preparations for the Congress continues, a UPU Congress Proposals Analysis and Guideline for Africa will be prepared to analyze the proposals to determine how they will impact African Designated Operators and guide decision makers accordingly.

Member States who would like to present any proposals to the Congress were encouraged to do so in consultation with the General Secretariat so that their proposals would contain the names of other African

Countries as supporters. The Working Group was encouraged to continue following up on Congress's proposals in case other UPU Member States present such proposals within the prescribed time frame.

8.0 DATE AND VENUE OF NEXT MEETING

The meeting was informed that this was the cycle's last scheduled Supply Chain Working Group Meeting. However, in close collaboration with the Chair, the General Secretariat will assess whether another meeting before the 43rd Administrative Council meeting is necessary and inform the WG members accordingly. The Chairperson of the Working Group will table the Supply Chain Working Group Report and its Recommendations to the Operations and Technology Committee meeting during the 43rd Administrative Council Session in June 2025.

9.0 ANY OTHER BUSINESS

The Chair of the PSAG informed the meeting of the Security Training on Illicit Pharmaceuticals Tool Kit to be conducted by the UPU Security Group on 2nd June 2025.

The meeting was also updated on the floating of the tender for the Security Certification Process by UPU.

10.0 CLOSING

In his closing remarks, the Secretary General thanked the Chairman and the entire Bureau for expertly guiding the Working Group in implementing its work from its inception in 2022 until the last meeting.

He thanked the participants for attending the meeting and actively participating. He expressed gratitude to the Assistant Secretary General, the General Secretariat Technical Team, and Interpreters for the logistical arrangements, reaffirming the General Secretariat's support in the work of the Supply Chain Working Group.

The Chairman thanked the SG and ASG for their leadership in guiding the postal sector in Africa. He appreciated the PSAG and PAPU AFRAA Task Force Chairpersons for leading the supply chain activities in their respective areas. He also thanked all participants and the General Secretariat Team for making the meeting successful.

Finally, the Chairman indicated that the Working Group would continue to implement outstanding activities on its Action Plan and stressed that "together we can build a more efficient and secure postal supply chain in Africa."

He wished everyone well and closed the meeting at 12:20 hours (GMT).



SUPPLY CHAIN WORKING GROUP ACTION PLAN FOR THE PERIOD 2022-2025

S/N	FOCUS AREA	MILESTONE	PERIOD	DONE	WIP*	NOT DONE
	SUPPLY CHAIN					
1.	Transport Matters	i) Provide guidelines for Service Level Agreements with airlines	Q4 2022			
		ii) Achieve affordable mail conveyance rates	Q4 2023			
		iii) Exchange of Electronic Advance Data (CARDIT, RESDIT) with airlines and maintenance of up-to-date EAD Compendium	Q1 2023			
		iv) Efficient intra-Africa mail conveyance	Q4 2023			
		v) Constitute National Contact Committees with transport stakeholders (Airlines, Aviation, Handling Agents, etc.)	Q2 2023			
		vi) Consolidate reports on participation and feedback from the PAPU /AFRAA Taskforce	Bi-annually			
		vii) Transport information feedback from Members (Questionnaire)	Q4 2024			
2.	Customs Matters	i) Share with DOs the streamlined international mail processing procedures for Customs	Q4 2022			
		ii) Member DOs to exchange Electronic Advance Data with partner DOs and Customs for items containing goods - ITMATT	Q4 2022			
		iii) Maintain an updated Customs Compendium by Member States	Q1 2023			
		iv) Members' participation in Regional/Global Meetings on the subject area	Q2 2025			
		v) Customs information feedback from Members (Questionnaire)	Q1 2025			

3.	Security Matters	i) Members to comply with the UPU Security Standards (S58, S59)	Q4 2024			
		ii) Prevent acceptance of Prohibited items and Dangerous goods into the Postal System - illicit trade	Q4 2023			
		iii) High Cyber Security awareness by Members	Q2 2023			
		iv) Member participation in Regional/ Global Meetings on Security matters	Q3 2023			
		v) Security information feedback from Members (Questionnaire)	Q1 2023			
4.	Quality of Service for Mail	i) Implementation of GMS by DOs: <ul style="list-style-type: none"> End-to-end module Inbound module 	Q1 2024			
		ii) Meeting Quality of Service Standards by Members: <ul style="list-style-type: none"> Letter Post standards Parcel Post targets under the Inward Land Rates (ILR) bonus system EMS standards 	Q4 2024			
		iii) Member Participation in Quality-of-Service link to terminal dues	Q1 2023			
		iv) Participation in Quality-of-Service Certification of Members	Q4 2024			
5.	E-commerce	i) Participation in the ORE 3 Project	Q4 2022			
		ii) Guarantee Logistics and warehousing	Q3 2024			
		iii) Export promotion	Q4 2024			

WIP* = Work in Progress

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