



OPERATIONS AND TECHNOLOGY COMMITTEE  
PAPU/OTC/SCG/01/2026 - Doc No. 04

SUPPLY CHAIN WORKING GROUP  
28<sup>th</sup> JANUARY 2026 (VIRTUAL)

TIME: 09:00 GMT

PAPU/AFRAA TASK FORCE REPORT

<b>1. Subject:</b> PAPU-AFRAA Task Force Report	<b>References/Paragraphs</b> <b>PAPU/AFRAA Task Force</b> <b>Meeting of 20<sup>th</sup> January 2026</b>
<b>2. Decisions expected:</b> <ul style="list-style-type: none"><li>• Adopt the Report</li><li>• Approve the Recommendations.</li></ul>	

## 1.0 INTRODUCTION

The PAPU-AFRAA Task Force held its meeting (online) on 20<sup>th</sup> January 2026 to discuss mail transportation matters affecting Designated Operators in Africa.

## 2.0 MAIN AREAS COVERED

- Report on the Activities of the Africa Transport Think Tank Activities 2025/2026;
- Transport Strategic Issues for Cycle 2026/2027 – 2029/2030.

## 3.0 REPORT SUBMISSION

The detailed report is attached herewith as **Annex 1**.

## 4.0 RECOMMENDATIONS

The following are the recommendations from the meeting:

- Regional Hubs:** Eligible Designated (DOs) Operators should develop Service Level Agreement (SLA) parameters with carriers, improve Key Performance Indicators (KPI) to ensure measurable accountability;
- Exchange of EDI messages with mail carriers:** DOs should identify non-EDI-ready carriers in Africa and propose EDI integration or alternatives to ensure visibility of African mail flows;

- iii) **US de Minimis Coordination:** Designated Operators should closely monitor U.S. Executive Order impacts, ensure ITMATT compliance, evaluate readiness of UPU Delivered Duty Paid (DDP) and IPC Postal Delivered Duty Paid (PDDP) solutions, and integrate *de minimis* considerations into routing strategies, SLAs, and customs planning to safeguard continuity of mail flows;
- iv) **Data compliance:** DOs should ensure practical and effective use of Integrated Quality Reporting System (IQRS) and the EMS Simple Monitoring and Reporting Tool (SMART) dashboards as standard tools for monitoring and operational planning;
- v) **Transport Strategic issues:** Member States are encouraged to enrich the Africa Postal Strategy while proffering solutions that address the strategic issues related to international mail transport.

## 5.0DECISION

The Report is submitted to the Supply Chain Working Group for:

- i) Adoption;
- ii) Approval of the Recommendations of the Task Force;



**PAPU/OTC/SCG/01/2026 - Doc No. 04 ANNEX 1**

## **PAPU/AFRAA TASK FORCE REPORT**

### **1.0. INTRODUCTION**

The PAPU-AFRAA Task Force met virtually on 20<sup>th</sup> January 2026. The Task Force deals with mail transportation matters under the Supply Chain Working Group.

The Task Force comprises mail transport experts from Designated Postal Operators representing the five (5) African subregions: East: Kenya, Central: Cameroon, North: Tunisia, South: South Africa, and West: Nigeria. However, all PAPU Member States are free to participate in the work and meetings of the Task Force.

### **2.0. REMARKS**

#### **2.1. Chairman's Remarks**

The PAPU-AFRAA Task Force is chaired by Mr. Joseph Mumo of Kenya. He could not attend the meeting due to health challenges, hence there were no remarks from the Chairman. The Meeting Moderator, Ms. Jessica Hope Ssengooba called the meeting to order at 09:20 GMT and requested the Secretary General to deliver his remarks.

#### **2.2. PAPU Secretary General (SG) Remarks**

The PAPU Secretary General, Dr. Sifundo Chief Moyo welcomed participants. His remarks emphasized the following among, other issues:

- Acknowledged the strategic importance of the Task Force in addressing Africa's international mail transport challenges to achieve efficient mail circulation in Africa and beyond by fostering cooperation between Designated Operators and airlines;
- Noted the significance of the meeting which marked the final Task Force meeting of the current PAPU cycle;
- Highlighted the opportunity to reflect, consolidate gains and agree on forward-looking priorities;

- Recalled the persistent challenges affecting international mail transport in Africa which directly impact on quality of service, e-commerce growth and customer confidence;
- Stressed that PAPU and UPU collaboratively worked together with DOs during the cycle through the African Transport Think Tank Team (TTT) to improve transport performance (Leg 2) in Africa, support compliance with transport and security regulations as well as foster the establishment of Regional Transport Hubs in Africa;
- Recognized progress made in international mail transport during the cycle, including:
  - ✓ Enhanced collaboration between PAPU and AFRAA;
  - ✓ Strengthened dialogue between postal operators and airlines;
  - ✓ Improved mutual understanding of operational constraints by DOs;
  - ✓ Identification of practical solutions and contingency plans for mail transiting the EU.
- Commended members for maintaining cooperation despite a challenging global environment;
- Reiterated the strategic importance of PAPU–AFRAA collaboration which remains critical for Africa’s postal and aviation connectivity and mail transportation efficiency;
- Reaffirmed the PAPU General Secretariat’s support towards mail transportation works in Africa and the global postal network at large;

### **3.0. TASK FORCE BUREAU**

The PAPU-AFRAA Task Force Bureau is as follows:

<b>Chairperson:</b>	<b>Kenya;</b>
<b>1<sup>st</sup> Vice Chairperson:</b>	<b>South Africa;</b>
<b>2<sup>nd</sup> Vice Chairperson:</b>	<b>Cameroon;</b>
<b>Secretariat:</b>	<b>PAPU General Secretariat.</b>

Kenya did not provide an alternative Chair despite the fact that the Task Force Chairman, Mr Joseph Mumo from Kenya, could not attend the meeting. South Africa representatives who attended the meeting could also not chair the meeting while Cameroon was not represented at the meeting.

In light of the above and upon discussions with the Secretary General, Mr. Constatine Kasese of Tanzania agreed to chair the meeting.

### **3.1. Participation**

#### **3.1.1. PAPU Member States Present:**

The meeting was attended by over sixty (60) participants from the following twenty (20) PAPU Member States: Algeria, Angola, Botswana, Burkina Faso, Burundi, Comoros, Côte d'Ivoire, Democratic Republic of Congo, Egypt, Gabon, Ghana, Kenya, Madagascar, Malawi, Senegal, South Africa, Tanzania, Tunisia, Uganda, and Zimbabwe.

### **3.1.2. Other Participants**

- i) The PAPU Secretary General, Dr. Sifundo Chief Moyo was in attendance leading the General Secretariat Team.

The detailed list of participants is attached to this Report as **Annex 1.1**.

## **4.0. ADOPTION OF THE AGENDA**

The General Secretariat presented the draft agenda, which was adopted as presented.

## **5.0. REPORT ON THE ACTIVITIES OF THE AFRICA TRANSPORT THINK TANK ACTIVITIES 2025/2026**

The General Secretariat presented the Africa Think Tank Activities Report under **PAPU/OTC/SCG/PATF/01/2026 Doc No. 02**.

Four (4) TTT meetings were held in July, August, October, and December 2025 to discuss transport matters aimed at achieving efficient mail transportation in the African Region in line with the Team's Terms of Reference, and several activities were implemented. The main activities which were covered in the report were:

### **5.1. Regional Transport Trends and Compliance**

The Africa Think Tank Team (TTT) discussed the African region transport trends and compliance with transport regulations covering the following:

#### **a) Import Control System 2 (ICS2)**

UPU data shows that over **45%** of mail from Africa continues to transit through the EU via ICS2-compliant global carriers, including for intra-African flows. While this ensures compliance, it highlights dependency on external networks. Posts were encouraged to reinforce their regional connections to reduce dependency and strengthen African operational autonomy by working on contingency plans to bypass the EU in case their mail faces challenges in complying with the Import Control System 2 (ICS2) Release 2 transit requirements.

## **b) Data Compliance**

Emphasis was placed on the need for Members to prioritize data quality improvement, especially on PREDES and CARDIT messages, as well as accurate flight information, as part of their broader compliance efforts. Compliance issues related to incomplete event reporting and data accuracy remain priorities for African DOs. It was also stressed that Posts aspiring to serve as regional transport hubs must close these gaps for them to be eligible.

## **c) QCS big mail data transport dashboard**

The Integrated Quality Reporting System (IQRS) transport dashboard provides a detailed overview of transport flows and EDI performance for mail while the EMS Simple Monitoring and Reporting Tool (SMART) can also be used to effectively track EMS transport events and improve carrier coordination.

Members were strongly encouraged to integrate these tools into their daily operations, use them to analyze results and engage with partners, thereby strengthening visibility and ensuring timely corrective actions to drive performance improvements.

## **5.2. Regional Transport Hubs**

The TTT agreed that regional transport hubs be established in the following countries: **Ethiopia, South Africa, Togo, and Kenya**. The Designated Operators aspiring to host Regional Transport Hubs were tasked with continually evaluating their transport data and ensuring improvements in areas where they lag, to ensure that they meet all the Key Performance indicators (KPIs) required for the implementation of Regional Transport Hubs.

Evaluation of the readiness of the four aspiring Regional Hubs, on the KPIs, indicated that there is slow improvement which poses direct risk to the project timelines. More effort needs to be put to ensure that all the DOs meet the KPIs, otherwise alternative hubs may be considered.

## **5.3. US Import Duty Requirements for Postal Mail**

Designated Operators are expected to comply with the Executive Order (EO) when sending mail to the United States of America since all goods entering the US are subject to duties, except documents and gifts with a value below US\$100, effective 29<sup>th</sup> August 2025.

Several carriers were unwilling to assume the new duty collection and remittance responsibilities required by the EO which raised the risk of mail transport suspension to the US. In light of this development, Posts were encouraged to strengthen ITMATT data quality, prepare for new clearance workflows, and evaluate

their ability to integrate with Delivered Duty Paid (DDP) or Postal Delivered Duty Paid (PDDP) systems to streamline customs clearance and tax collection.

Collaboration with PAPU and the UPU International Bureau was also encouraged to mitigate risks and adapt operational processes to these regulatory shifts.

#### 5.4. Paper-Free Transition and EDI Readiness

Implementation of Paper-Free Transport by Designated Operators in Africa is one of the significant milestones to be achieved by the Africa TTT. This may only succeed, if all participating DOs have robust EDI capability. A regional readiness assessment will be conducted, and DOs with strong EDI performance will be prioritized for pilot projects.

#### 5.5. IATA-UPU-ICAO Webinar: Strengthening Global Partnerships

Designated Operators participated in the IATA–UPU–ICAO Webinar, under the theme “Strengthening global partnerships,” which was held online on 3<sup>rd</sup> December 2025. The Webinar was a unique platform featuring speakers from airlines, civil aviation authorities, and the postal sector, fostering cross-sector dialogue to strengthen global connectivity and drive operational excellence.

### 6.0 TRANSPORT STRATEGIC ISSUES

The General Secretariat presented the Transport Strategic Issues under **PAPU/OTC/SCG/PATF/01/2026 Doc No. 03**.

In line with the Africa Postal Strategy 2026-2030, the Transport Strategic issues are essential for strengthening intra-African and international transport within the postal sector. Below are the strategic issues relating to transport which were identified under the different pillars of the strategy:

#### 6.1 Pillar 1: Policy, Regulation, and Governance

S/N	Strategic issue	Strategic Focus
1.	Complex and evolving customs, transport/aviation, and security regulations and requirements, e.g., US Stop Act, ICS2, US De minimis Executive Order, etc.	National alignment to ICAO, WCO, regional regulations, and UPU standards.
2.	Weak cross-border governance mechanisms	Improving coordination among operators, customs, and airlines.

#### 6.2 Pillar 2: Innovation, Digital Transformation, and E-commerce

S/N	Strategic issue	Strategic Focus
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1.	Incomplete digitalization of transport processes versus industry trend movement towards paper-free transport	Adoption and compliance with EDI message exchange standards
2.	Limited end-to-end visibility and tracking	Availing of integrated systems; increase in tech penetration
3.	Growth in e-commerce volume and high e-commerce customer expectations	Provision of fast, trackable cross-border delivery
4.	Competition from tech-driven private couriers	Addressing digital capability of the Post

### **Pillar 3: Operations, Quality of Service, and Infrastructure Development**

<b>S/N</b>	<b>Strategic issue</b>	<b>Strategic Focus</b>
1.	High and unstable mail conveyance rates	Prioritization of mail in air transportation.
2.	Low operational reliability of the postal sector in Africa	Mail operation processes including handover processes and scanning
3.	Low volumes making direct flights unviable	Establishment of regional consolidation centres and regional transport hubs.

#### **1.1 Pillar 5: Institutional Capacity, Partnerships, and Resource Mobilization**

<b>S/N</b>	<b>Strategic issue</b>	<b>Strategic Focus</b>
1.	Shortage of skilled postal and logistics personnel	Enhance training on standards and technologies
2.	Limited strategic alliances, partnerships, and coordination mechanisms	Stakeholder Engagements and collaboration among stakeholders and partner DOs, e.g., joint transport arrangements

Member States were encouraged to operationalise the plans to ensure that they meet customer expectations specifically to ensure efficient exchange and transportation of mail within Africa. On the establishment of regional consolidation centres and regional transport hubs, the Africa Transport Think Tank was implored to explore other possible hubs due to low participation and achievement of KPIs by identified centres.

## **6.0. DATE AND VENUE OF NEXT MEETING**

The General Secretariat informed the meeting that this was the last meeting of the PAPU-AFRAA Task Force to be convened during the 2021/2022- 2025/2026 cycle. Meanwhile, the Chairperson of the Task Force will submit the Task Force Report to the Supply Chain Working Group, which will meet virtually on 28<sup>th</sup> January 2026.



The Secretary General further informed the meeting of the Committee meetings, Administrative Council Sessions and the 11<sup>th</sup> Plenipotentiary Conference to be held in Entebbe, Uganda in March 2026.

## **7.0. ANY OTHER BUSINESS (AOB)**

No other business was discussed.

## **8.0. RECOMMENDATIONS**

The following were the recommendations from the meeting:

- vi) **Regional Hubs:** Eligible Designated (DOs) Operators should develop Service Level Agreement (SLA) parameters with carriers, improve Key Performance Indicators (KPI) to ensure measurable accountability;
- vii) **Exchange of EDI messages with mail carriers:** DOs should identify non-EDI-ready carriers in Africa and propose EDI integration or alternatives to ensure visibility of African mail flows;
- viii) **US de Minimis Coordination:** Designated Operators should closely monitor U.S. Executive Order impacts, ensure ITMATT compliance, evaluate readiness of UPU Delivered Duty Paid (DDP) and IPC Postal Delivered Duty Paid (PDDP) solutions, and integrate *de minimis* considerations into routing strategies, SLAs, and customs planning to safeguard continuity of mail flows;
- ix) **Data compliance:** DOs should ensure practical and effective use of Integrated Quality Reporting System (IQRS) and the EMS Simple Monitoring and Reporting Tool (SMART) dashboards as standard tools for monitoring and operational planning;
- x) **Transport Strategic issues:** Member States are encouraged to enrich the Africa Postal Strategy while proffering solutions that address the strategic issues related to international mail transport.

## **9.0. CLOSING**

### **9.1. Secretary General's Remarks**

The Secretary General expressed profound gratitude to Mr. Kasese for rescuing the situation by chairing and steering the meeting very well. He also thanked all participants for their active and constructive participation. He urged Members to use the take-aways from the meeting to improve on quality of service delivered to customers while leveraging on the strength of the wide postal sector to fight competition.

The Secretary General also encouraged Member States to actively participate in the work of the Union to ensure that the General Secretariat serves them effectively.

### **9.2. Chairman's Remarks**

The Chairman commended the General Secretariat for planning and facilitating the holding of the meeting and thanks participants for their valued contributions during the meeting. He declared the meeting closed at 10:35 hours GMT.

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