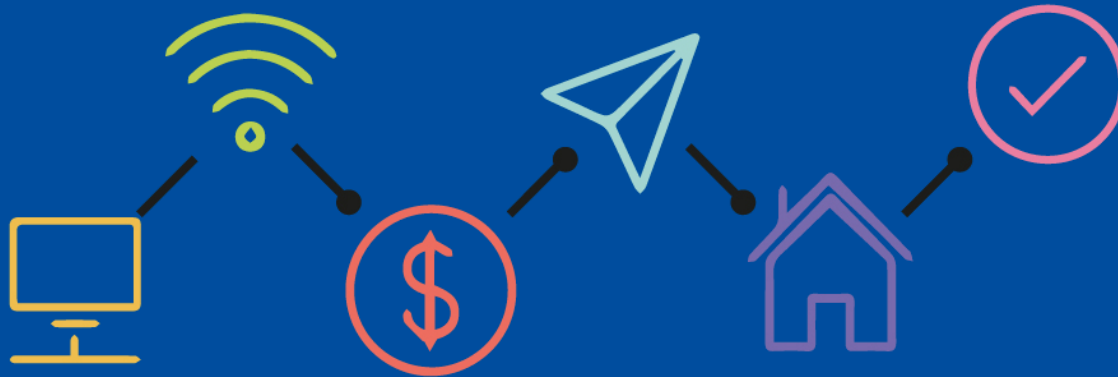




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The UPU's role in global e-commerce and trade facilitation



Paul Donohoe, Digital Economy and Trade Programme Manager



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**192 member countries,
one single postal territory
for all postal exchanges**

- **Governments**
- **Regulators**
- **Operators**





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Integration

... sustaining development
within the postal sector



Interoperability


**Regulations and
standards**

Capacity building

Tools



UPU E-Commerce Programme (ECOMPRO)

- global delivery specifications
- global regulations framework
- global postal solutions
- global postal network 

Based on existing product and technical infrastructure ...
... customisable according to needs



UPU Global Value Chain

MARKET DEVELOPMENT



MARKETING

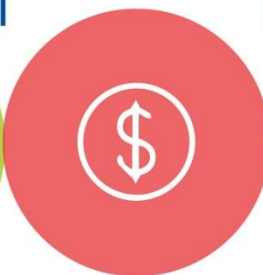
Post PostID interconnect
POST*CODE address check



WEB SHOP

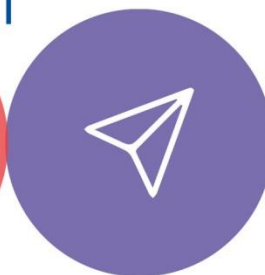
.Post Website
GLORYPOSE merchandise repository
Buy from a trusted space

FINANCIAL INCLUSION



PAYMENT

IFS/COMPAS



FULFILLMENT TRANSPORT

IPS
Post*net
Mail and EDI mng.
CDS & Postal Export Guide
Quality Control Systems

TRADE FACILITATION



DELIVERY

UPU Global Track & Trace
UPU e-commerce parcel



CUSTOMER CARE

Global Customer Service System
Inquiry Systems

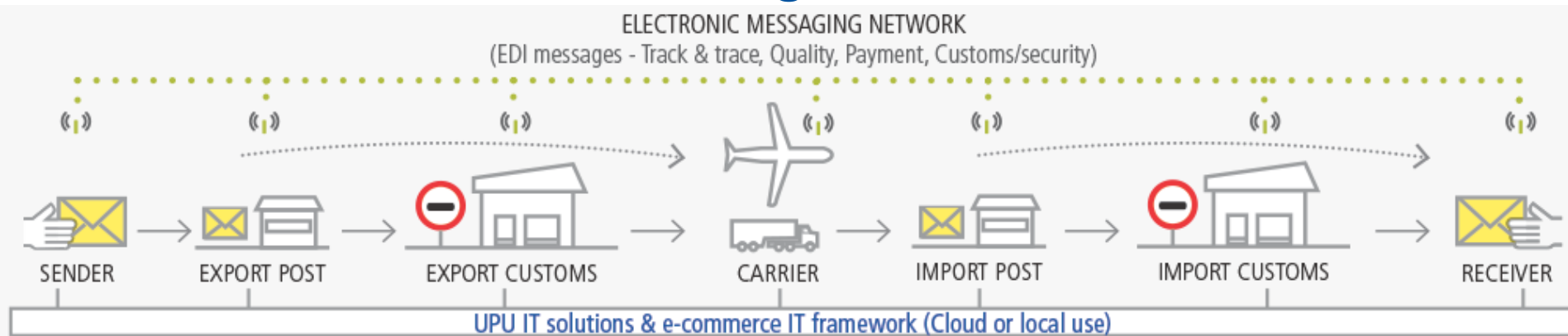


RETURN AND REPAIRS

Merchandise
Returns Service



UPU vision 2020: seamless global e-commerce



Opportunities Action>

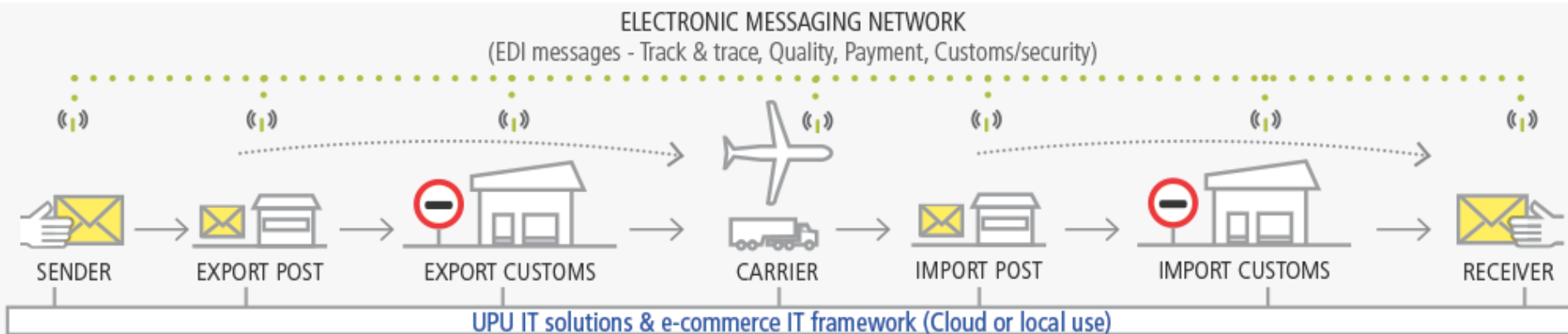
What exists:

- UPU Industry Regulations and Industry Standards for electronic messaging between all countries (towards paperless processes)
- UPU global IT infrastructure (EDI Network & Cloud / .post)
- UPU IT Systems provide real-time monitoring of movements
- UPU Global Monitoring System and Quality of Service Management
- UPU global e-commerce provision framework (physical, financial, digital)



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UPU vision 2020: seamless global e-commerce



Opportunities → Action → Remaining challenges

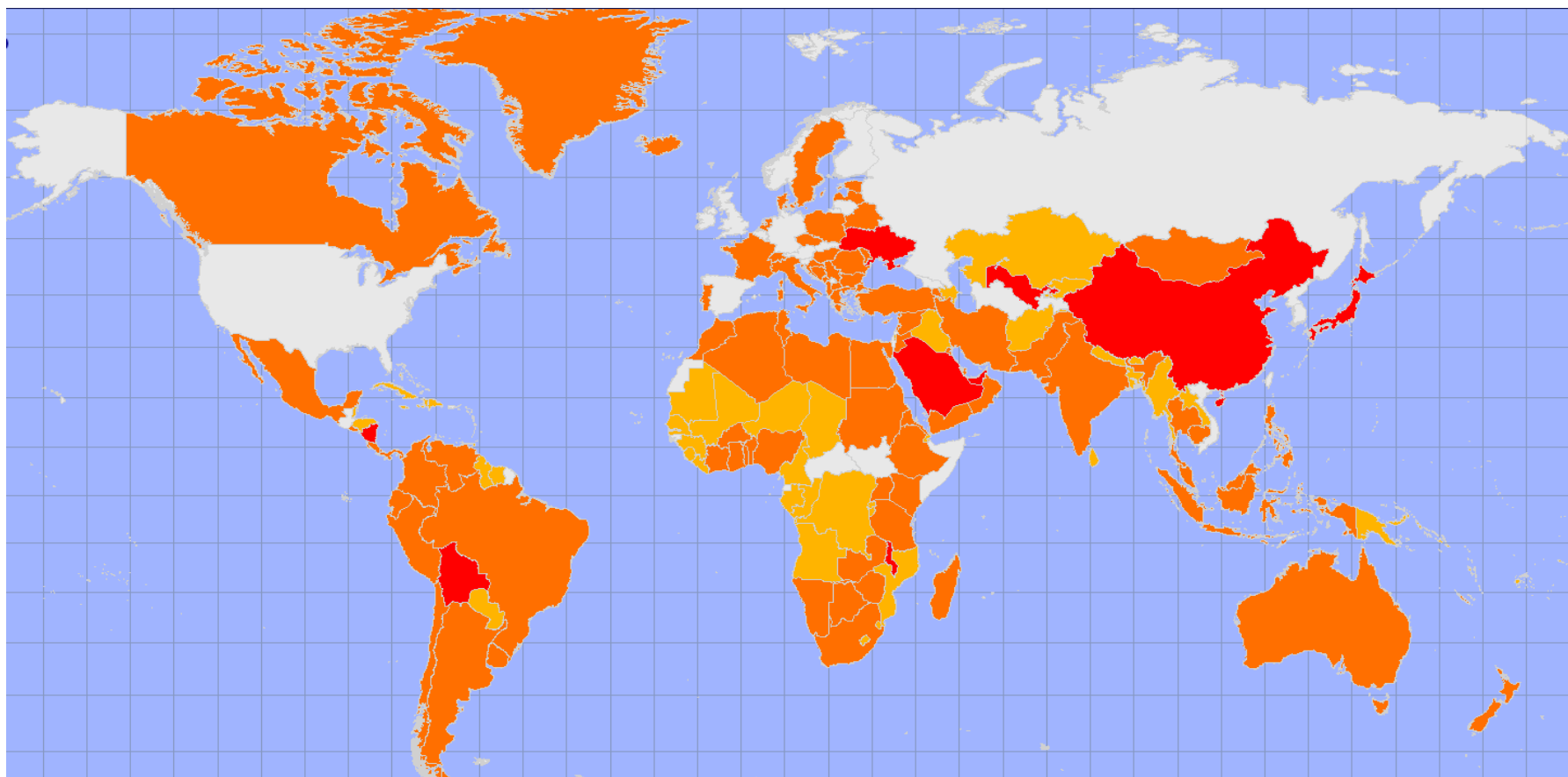
- UPU Cooperation & Coordination with:
 - Customs & Security (WCO, EU)
 - Airlines (ICAO, IATA)
 - Trade facilitation (UNCTAD, WTO, ITC, World Bank, ITU)
 - Financial Inclusion (World Bank, ITU, Gates Foundation)





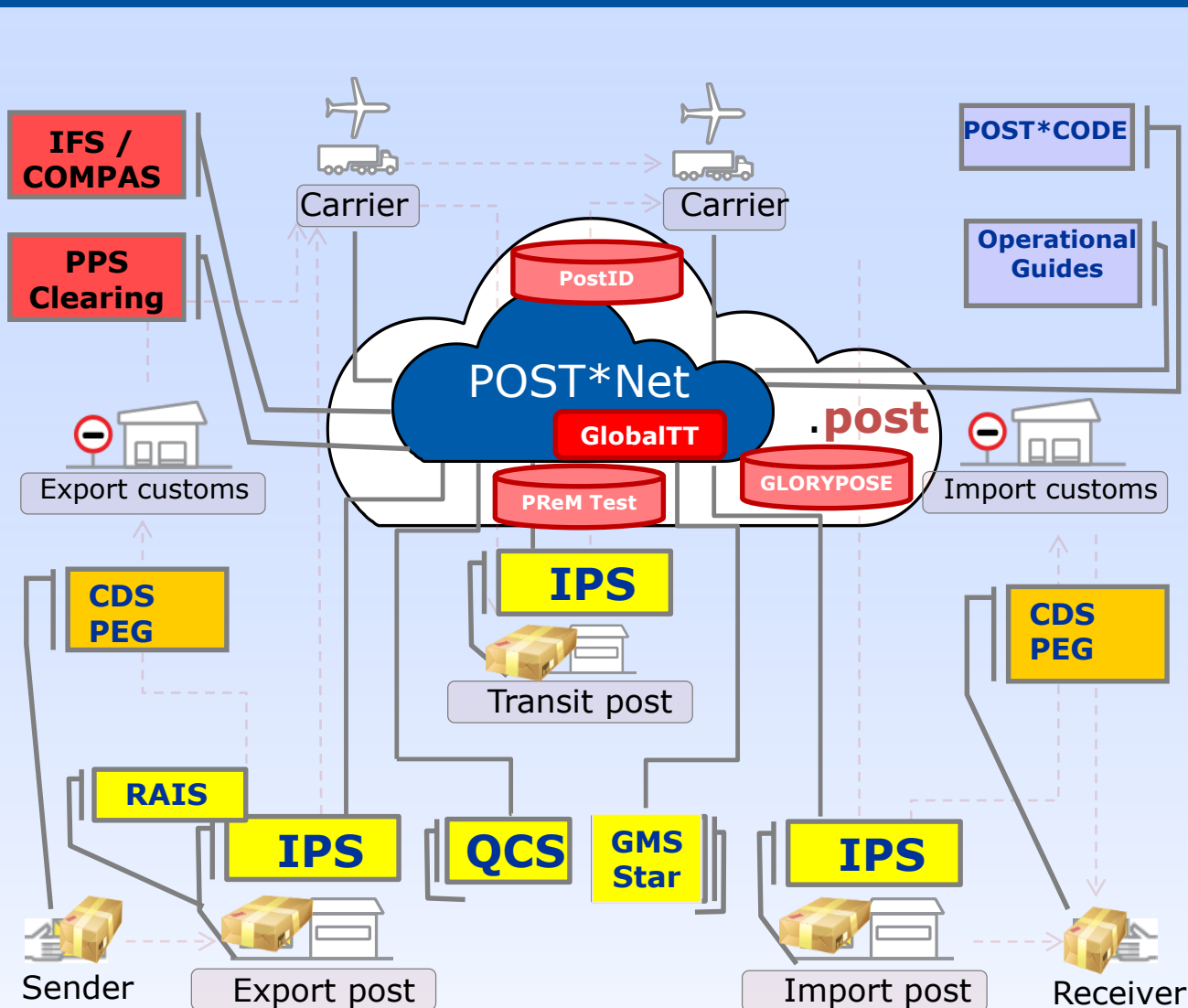
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90% of Posts with T&T capabilities use UPU Mail Management solutions





UPU Solutions - Services

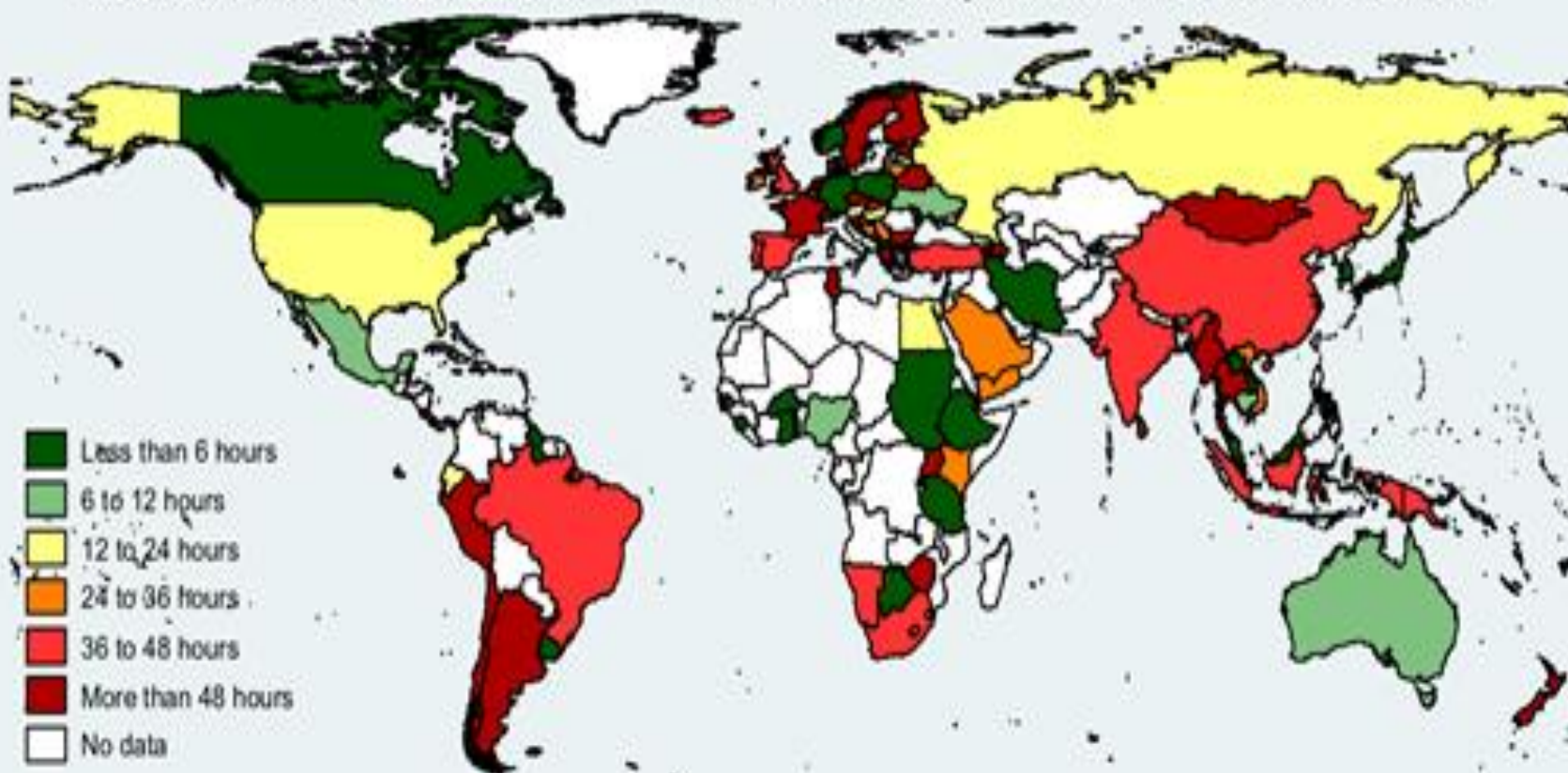


- The Top Level Domain (sTLD) **.post** will provide a fully secured e-platform for trusted participants on the Internet to enable
 - international e-Commerce;
 - SME to access the global e-Commerce market at affordable cost;
 - postal electronic identification links (PostID) - *planned*
 - offer of merchandise exchange among postal eShops (GLORYPOSE) - *planned*
 - to test PReM services for S52 compliance - *planned*
- And provide
 - A Global Track & Trace function for customers' use (GlobalTT)



Customs clearance performance Parcels

Median duration between events EME and EMF excluding customs with less than 500 obs.





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UPU activities done and ongoing on paperless trade

New and on-going partnerships

- Close cooperation with WCO, IATA, ICAO, joint interfacing with UNCTAD, MoU signed with INCB, new Rail CC

Global SECUREX project

- TA project with WCO support; 13 member countries implementing CDS and Post-Customs data exchanges
- Capacity building workshops at the global and national levels
- SECUREX-extension project including 15 more DOs pending launch

Joint WCO-UPU regional capacity building workshops

- UPU-WCO postal security capacity building project targeting dangerous contraband, including synthetic opioids
- Joint regional workshops for the Central and West Africa region (2019), Caribbean and Latin America region (2018), Asia and Arab regions (2017)
- Joint global workshop in Malaysia (SECUREX, 2019)
- Joint national pilot workshops and on-site visits and national trainings (Armenia, Indonesia, Viet Nam, India)

Capacity building in transport with IATA

- Regional transport workshops (organized jointly with IATA) covering EAD in Asia and Caribbean regions

Operational readiness for e-commerce (ORE) project

- Promoting the provision of EAD and available IT tools in all UPU regions. 14 workshops (more than 100 DOs participated) and 15 on-site process reviews in 2017, 15 workshops and 39 on-site process reviews in 2018

Data compliance pilot

- New reporting tools on data quality and compliance, as well as definition of a pilot involving some 80 countries

EAD publications and expert team support

- Final version of joint WCO-UPU EAD Guidelines presented at 38th Contact Committee meeting



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New study shows UPU supports member countries and their Posts in trade facilitation

A new study by the UPU shows that,

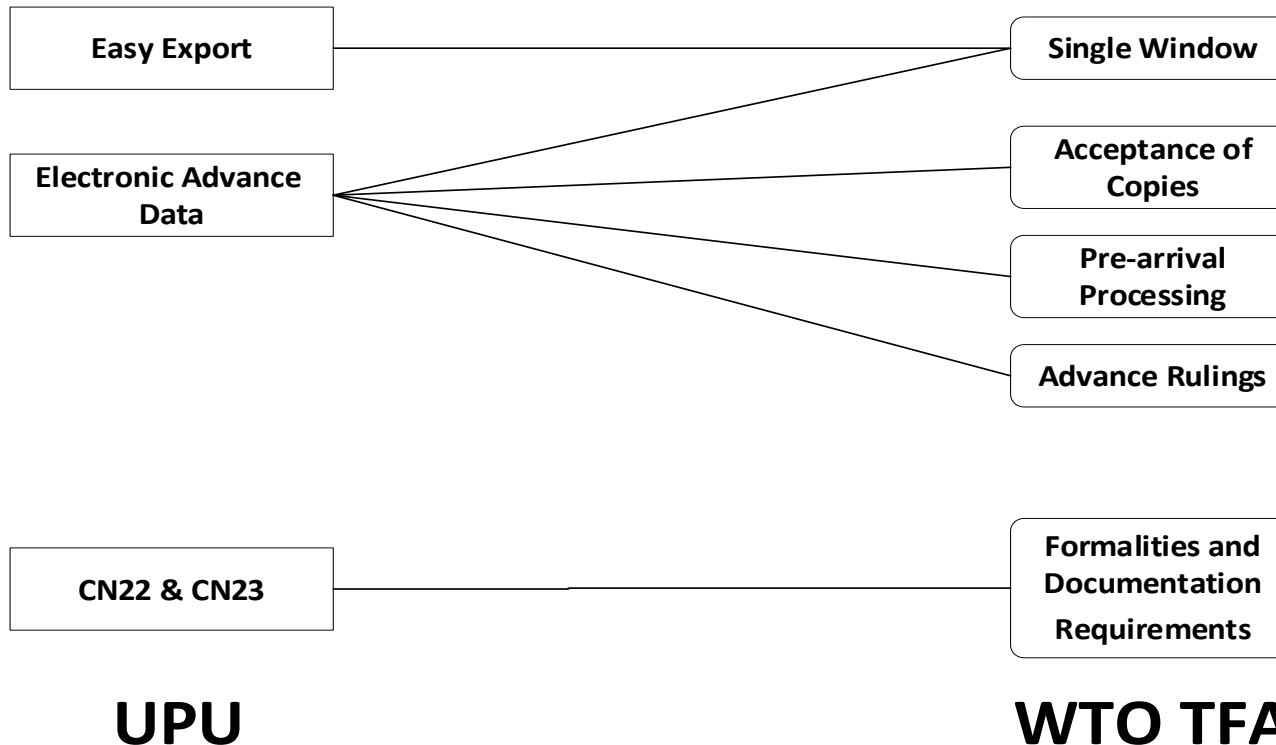
- the agreement has implications for UPU and its members
- the UPU is already well situated to support member countries' compliance with the obligations in the TFA.



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The role of the UPU in the TFA implementation

UPU SOLUTIONS SUPPORT THE IMPLEMENTATION OF THE TFA





Trade Facilitation Programme

Easy Export

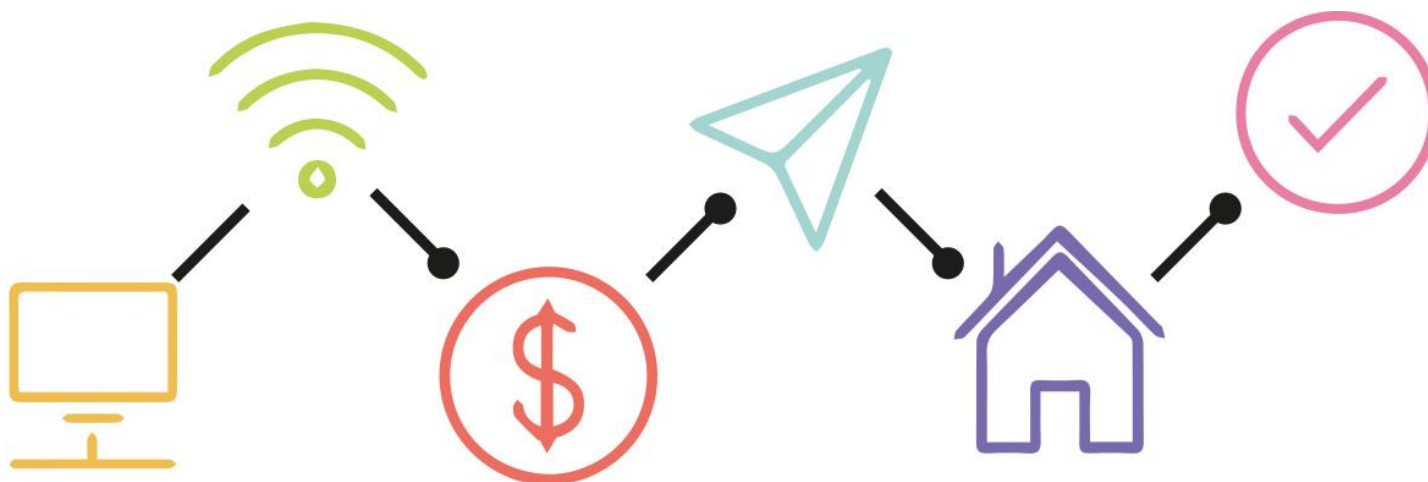
- Integrating Post and postal processes in National Trade programmes
- National Trade Facilitation Committee
- Single Window
- Pilot in Tunisia and Morocco

Easy Import (future)



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INTEGRATING POSTS INTO THE WORLD OF E-COMMERCE

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