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Dear Members and Colleagues,

2018 marks a significant year for PostEurop – our silver anniversary. If we look back at the history of the Association, we can all agree that it has come a long way. It is today a strong network of postal experts who tirelessly contribute in their areas seeking common interest. All for the future of the Postal Industry.

That is why the 25th birthday of PostEurop should be focused on our community. It is for this very reason, PostEurop launched its PostEurop 25th Anniversary campaign earlier this year.

Since then, we have received a tremendous amount of positive (and fun) cheers from our Members – at all levels. Each of which continues to inspire us and affirms the spirit of this industry. Let us keep it going!

The communications team at PostEurop truly enjoyed the journey of this campaign and we hope it will serve as a reminder of what we can achieve together.

"Every successful individual knows that his or her achievement depends on a community of persons working together."
- Paul Ryan

We also enjoyed putting this large issue of PostEuropNews together for you. We hope that you will enjoy it.

Cynthia Wee-Neumann
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Upcoming Events

FOLLOW OUR EVENTS ONLINE:  
> www.posteurop.org/calendar

24 - 28 OCTOBER
UPU CA Autumn Session
BERN, SWITZERLAND

12 NOVEMBER
Operational Activities Circle Steering Committee
TALLINN, ESTONIA

13-14 NOVEMBER
Remuneration Forum
TALLINN, ESTONIA

13 NOVEMBER
Customs Working Group
TALLINN, ESTONIA

14 NOVEMBER
Data Integration Day
TALLINN, ESTONIA

15 NOVEMBER
Quality of Service & Operations Working Group's meeting
TALLINN, ESTONIA

16 NOVEMBER
Interconnect Performance Improvement Committee (IPIC)
TALLINN, ESTONIA

21 NOVEMBER
Postal Directive Working Group Meeting
PARIS, FRANCE

22 NOVEMBER
European Affairs Committee Plenary
PARIS, FRANCE
The Georgian Post - Full Speed Ahead
An exclusive interview with Mr. Levan Chikvaidze, CEO of Georgian Post

The 2018 PostEurop Plenary Assembly and 25th Anniversary celebration dinner will be held in the beautiful capital city of Georgia - Tbilisi, hosted by Georgian Post. In an interview with Mr. Levan Chikvaidze, CEO of Georgian Post, PostEurop had the opportunity to get to know more about its recent developments.

**PostEurop: Mr. Chikvaidze, PostEurop is honoured that Georgian Post is hosting our Plenary Assembly on the occasion of our 25th Anniversary. Can you tell our readers about Tbilisi and why Georgian Post is hosting this event?**

**LC:** It is indeed a pleasure and an honour to host PostEurop's 25th Anniversary Plenary Assembly here, in Georgia. It is a great occasion for bringing the wider community together to discuss a broad range of issues in the postal industry. The event is also an excellent opportunity for our guests to get acquainted with our country, its culture, history and people.

The plenary will be held in our capital Tbilisi, one of the oldest city in Georgia, founded in the 5th century AD. The name Tbili or Tbilisi (literally, “warm location”) was given to the city because of the area’s numerous sulphuric hot springs. The name also perfectly reflects the welcoming nature of the town and its warm-hearted inhabitants. It has been home to people of multiple culture, ethnic, and religious backgrounds. Tbilisi is a gem between Europe and Asia, a place you will not regret visiting.

Why is the Georgian Post hosting this event? I use to say that the city of Tbilisi has a soul. It revives legends, makes you feel the history and culture in just one deep breath. I have personally very much enjoyed every single hosting country of a PostEurop plenary assembly and now I want my precious colleagues to come and feel the Georgian soul. We all are extremely excited at the chance to host representatives of designated operators, especially those who has been doing a lot for Georgian Post since its adhesion to PostEurop.

We believe that being a part of PostEurop is a step forward towards the Georgia’s strong aspiration to become one day a member of the European Family. We might not change the entire world, but each of us could play its own role for a prosperous future.

**PostEurop: As an active member of PostEurop, can you tell us how PostEurop brought value to your organisation?**

**LC:** PostEurop adds value to its members by functioning as a collaborative platform, where they can exchange information on cooperation, communication, and innovation. This platform enables its members to share best practices, develop activities which identify solutions to common challenges which face the postal industry today.

Names like Jean-Paul Forceville, Botond Szébenyi, Jürgen Lohmeyer, Maire Lodi are widely known as the big supporters of Georgian Post. The role of PostEurop in our growth and development is highly appreciated.

**PostEurop: We have been reading a lot about the transformation of Georgian Post. Can you tell us more about the transformation and the role you played? What were the greatest achievements from the transformation?**

**LC:** Georgian Post has been going through the drastic transformation from a demolished and devastated entity towards a modern and diversified establishment, whose long-standing mission is to provide universal service to all citizens. We developed and implemented add value postal products, like an express mail, e-commerce, new logistic schemes, which gave us the possibility to finance the Universal Service. Today, Georgian Post has a country-wide network for the collection and distribution of mail and other postal items in place.
The start of the developmental process matches the time we joined PostEurop. The major issue was the business model of the company. We could not rely on indirect small amounts of subsidies from the State budget (in 2013 the government refused to continue financing the company), in this drastically dynamic digital era, we needed quick changes, change agents in team, sufficient infrastructure and knowledge of postal specific aspects.

In leading this company, I’ve pooled our strength and we have worked together to serve the best interests of the company and our customers. It is my firm belief that I was at my best when I harness the collective talents of all “change agents” and the management of the company together with those whom I have the privilege to share the council table with.

We were wise enough to divide ourselves up into two formal teams, the first small team that handled the crisis and a second considerably larger team, which made sure that we were there for our customers. Both teams worked around the clock seven days a week. It was tough, difficult and sometimes really horrible when unpredictable things happened.

It was at that exact time when the UPU foundation and PostEurop experts took an interest in what we were doing and gave us actual modelling tools and many recommendations. Since then the wheels begun to roll.

I am very thankful to my patient colleagues in the executive management team who have challenged me and so clearly demonstrated the power of a group, and to all 2,900 employees for their warm and lovely hearts.

PostEurop: At the Business Innovation Forum, we have the opportunity to listen to how Start-ups can bring real Innovative solutions to postal operators. How do you view this approach and are there plans to work with start-ups even outside of Georgia?

LC: We are excited to learn about what start-ups can bring to the postal value chain. Looking at the agenda of the PostEurop Business Innovation Forum, we are excited and confident that Georgian Post will have the opportunity to find new and innovative ways of developing our activities, especially in the mail and parcel areas which will strengthen our universal service and corresponds to our customer needs.

PostEurop: Thank you so much Mr. Chikvaidze for this great opportunity to get to know you and your organisation. We very much look forward to a successful event in October.

PostEurop: Looking forward, what would you say are the key challenges for Georgian Post and for other postal operators in general? How do you foresee the future the company?

LC: Georgian Post must become a modern, well-functioning company, with high quality services and a wide range of customers-oriented products. The main focus include modernisation, improvement of the IT infrastructure quality level, improvement of the employees' conditions and of services provided to the general public, concentrating more on the range of services that are profitable. We have a long-term ambition to forge a new and modern business model for an institution that has served this country and evolved with changing times since 1805.

I am not good at predictions. I can’t predict far future in this technological era, after 20 or 30 years we might bring products closer to market by using the 3D printer, we might have a virtual access to each other’s minds, or letter mail and an e-mail might no longer be in use, but nowadays the problem remains in logistics. I remain on my position that we all need to consolidate our efforts to simplify logistics.

About Levan Chikvaidze

Mr. Levan Chikvaidze was appointed as the Director General of the "Georgian Post" LTD on 19 November 2012. Mr. Levan Chikvaidze was born on 9 January 1973. He began his career as the Assistant to the Nadzaladevi District Governor, Tbilisi, Georgia in 1996 and worked till 1999. He continued his work as the Head of International Relations Group in the Parliament of Georgia from 2000-2002. In 2003 Mr. Chikvaidze was appointed the Vice-Mayor of Rustavi city, Georgia and completed his mission in 2005. From 2006 to 2007 he was CEO of ‘Greco Group’, one of the first American investment companies in Georgia. From 2008 till 2009 he worked for Cell Gate USA as a Network Engineer in Irvine, California. From 2010 till 2012 he worked at MTC Inc. in the Sales Department in New York City, NY. In 2012 he joined the Voters League as an Executive Director in Tbilisi, Georgia.

Mr. Levan Chikvaidze studied Engineering at the Georgian Technical University from 1989-1994. From 1999-2002 he studied at the Tbilisi State University. In 2005 he completed a special education course in Micro and Medium Business Development at the International Cooperation Centre of the Ministry of Foreign Affairs in Israel. In 2007 Mr. Chikvaidze completed a special education course at the ConocoPhillips Business Administration, Los Angeles, California.
The European Commission Adopted the New Rules for VAT in the E-Commerce Market


The main provisions of the VAT Directive affecting postal sector are as follows:

1. the removal of the existing B2C VAT exemption for the importation of small consignments from suppliers in third countries (10/22 EUR VAT de minimis, depending on each EU Member State);

2. the extension of the existing Mini One Stop Shop to distance sales of goods imported from third territories or third countries with an intrinsic value not exceeding 150 EUR (Import One Stop Shop – IOSS);

3. the introduction of a special arrangement for declaration and payment of import VAT for the importation of goods with an intrinsic value not exceeding 150 EUR, in which VAT has not been paid through the IOSS system.

Considering that the consequences of the new rules will affect both VAT and Customs aspects, a joint meeting between PostEurop VAT and Customs working groups was organized in Rome last February.

Due to the huge impact that these provisions could have on the postal sector – as illustrated in the Copenhagen Economic Study – PostEurop VAT working group, in coordination with Customs working group, continued its activities in order to contribute to the realisation of the Implementing Regulation by the Directorate-General for Taxation and Customs Union (DG TAXUD).

Simple and viable solutions

Both groups are trying to find solutions that could simplify the application of the new rules and make the new IOSS system – which provides for the application of VAT at the moment of sale – as simple as possible. Indeed, the IOSS system implies that no import VAT has to be applied at the moment goods are imported in the European Union. The VAT working group believes that those simplifications are essential for the success of the proposed changes and it avoids, as much as possible, the adverse effects on the postal sector.

In this respect, five representatives from PostEurop’s VAT and/or Customs working group are involved with the Customs 2020 Project Group on import and export customs formalities related to low value consignments, which DG TAXUD has set up on April 2017. The Project Group is mainly focused on exploring possibilities to adapt and streamline customs formalities for clearing low value consignments that are released into or out of the customs territory of the EU so that they can be adequately applied to e-commerce trade.

1 The Mini One Stop Shop (MOSS) is an electronic system in which the supplier can register and pay the VAT of destination country. This system, at the moment used only for telecommunications, broadcasting and electronic (TBE) services to non-taxable person, will be extended also to B2C transactions regarding goods with an intrinsic value not exceeding 150 EUR imported in EU from third countries. A taxable person who chooses to use the MOSS/IOSS has to register in the Member State of identification. The MOSS/IOSS, therefore, avoids the supplier to identify themselves to each Member State of consumption to perform the steps required (statements and payment). More in detail, opting for MOSS/IOSS, the taxable person shall transmit electronically the VAT returns and make payments only in their Member State of identification, limited to transactions made to final consumer resident or domiciled in other Member States of consumption.

2 Copenhagen Economics study: “Effects of removing the VAT de minimis on e-commerce imports” – 11 October 2017.
Updates from DG TAXUD

At the beginning of this year some representatives of PostEurop VAT working group attended the VAT Expert Group (VEG) meeting in Brussels and the Fiscalis meeting in Malta organized by the European Commission with the most important stakeholders of the sector. During this meeting many arguments were deeply discussed and some informal clarifications were provided.

Based on the elements analysed and elaborated during this period, the VAT working group organized a specific meeting in June with some representatives of the European Commission (in particular, people from DG TAXUD).

The purpose of the meeting was to discuss with DG TAXUD representatives about the possibilities of simplifying proposals and some specific unclear rules of the Directive, as well as to receive information on the status of the Implementing Regulations’ process. The key message to the Commission was that postal operators are making all possible efforts to comply with the new rules starting from 1 January 2021, but the Commission has to be aware of the huge steps made and the tough deadline imposed by the implementation of the new rules.

The Commission, for its part, gave clarifications to some specific questions which the VAT working group members raised during the meeting.

In principle, the Commission expected the IOSS system to be largely used, not only for commercial reasons (IOSS will avoid very long delivery times due to the importation formalities), but also that this system will prevent the sellers/intermediaries from registering in each Member State to apply for VAT.

DG TAXUD confirmed, at the same time, that a clear definition of electronic interface is under study: only operators that act as a point of contact with e-seller’s website or as financial intermediaries in the transactions should be excluded by definition.

Regarding the importation of small consignment, it was explained that, in the case of IOSS application, the responsibility of postal operators will be limited to checking the presence of an IOSS VAT number on the importation documents (while the responsibility to check the validity of this number is in the hand of customs authorities). In any case, postal operators have to transfer all the information requested electronically to the competent customs authorities for custom clearance: so, when a paper-based declaration is received, postal operators have to convert a paper-based document into electronic data.

For this very reason, it is crucial that, starting from 1 January 2021, all postal operators are able to send the requested documents electronically (based on ITMATT system), in order to simplify customs control procedures.

The Commission, at the same time, believes that a postponement of the entry into force of the new rules is highly unlikely, since all Member States took the commitment that all IT systems would be ready as of 1 January 2021, when the new rules of the VAT Directive comes into force.

Next steps

The informal clarifications, received from DG TAXUD representatives during the meeting, is subject to confirmation in the Implementing Regulations: for this reason, the activities of all PostEurop VAT working group members will continue to ensure that those rules are included in the Regulations.

Some concerns regarding specific rules of the VAT Directive are still pending: PostEurop VAT working group expect them to be clarified in Implementing Regulations, a first draft of which – the Commission revealed – is expected to be finalized next autumn.

For more information about the activities of the VAT Working Group, please contact Carlo Sauvé – E: sauvec@posteitaliane.it
Remuneration Forum meeting in Dublin

The first PostEurop Remuneration Forum in 2018 took place in Dublin (Ireland), on 28 February 2018. Due to very unusual weather conditions, Dublin was white during our stay. More than 60 participants from 34 PostEurop members participated in the meeting.

The main topic of the agenda was the Universal Postal Union (UPU) Extraordinary Congress in Ethiopia this September 2018. Members were informed in detail about the on-going work within the UPU POC Remuneration Integration Group (RIG). The Chair of the RIG, Andres Argente from Spain, shared about the status of the Remuneration Integration plan which was presented in the POC / CA in April 2018 and then subsequently at the Extraordinary Congress. This was underlined by several presentations of RIG Expert Team leaders. Then European postal operators also have the opportunity to debate on the general challenges and opportunities presented. Furthermore, Altamir Linhares from the International Bureau of the Universal Postal Union also raised specific remuneration issues within the current system.

The participation and discussion underlined that Remuneration remains a topic of utmost importance to our members.

The meeting organization and the hospitality by An Post has been excellent, who kindly hosted a dinner in the traditional General Post Office (GPO) in the heart of Dublin. Thank you very much to An Post!

The next Remuneration Forum will be held in Tallinn (Estonia) on 13 November 2018.

The next Remuneration Forum meeting will be held on 28 February 2018 in Dublin hosted by An Post.

For more information about the PostEurop Remuneration Forum, please contact Björn Arni – E: bjoern.arni@post.ch
Makedonska posta hosted the PostEurop Quality of Service Working Group and Operations Working Group meetings from 24 to 25 April, 2018. The enhancement of service quality is a key factor to strengthen confidence between customers and the operator. The representatives of the European postal administrations, the IPC, UPU EMS and GMS experts who gathered, had an opportunity to exchange their views and share their experiences regarding quality of service improvements during these meetings.

“The meetings are always a great opportunity to review current practices, share practical best experiences amongst peers and implement viable solutions”, said Maire Lodi, the PostEurop Operations Manager.

The IPS Cloud presentation from the representatives of Makedonska posta attracted special attention. In summary, Makedonska posta will carry out the tracking of items in the international postal traffic by using a new upgraded IPS cloud system which ensures centralized access via Internet. This system is a UPU IT tool which enables data centralization in the international postal traffic.

The maintenance and further upgrade of the IPS system into cloud version will be made by the Universal Postal Union. We are very pleased that Makedonska posta is the first operator in Europe and the third in the world that will implement this UPU tool in order to achieve more stable operations in the international postal service.

Presentations on E-Commerce implementation including the best practice in Slovak Post by Peter Sturdik and Stefanie Klotz, EMSEVT3: data quality by Carmen Bernardino, EDI Guide by Natalia Efremova, Operational/QofS-benefits from good data in PostNL and Norway Post by Wijnand Aalberts and Finn Kristiansen were very interesting.

PostEurop also gifted a young lime tree as part of the Operational Activities Circle (OAC) Green Initiative and was planted in the yard of Makedonska Posta’s headquarters. Marko Grden, Chair of PostEurop’s Quality of Service working group, stressed the importance of “green thinking” across the industry.

Makedonska posta abides by the Quality of Service principle, along with its PostEurop partners, in order to achieve high quality of service for the benefit of the customers.

The meetings were attended by 40 participants from more than 20 postal administrations.

We sincerely hope that Makedonska posta, in cooperation with PostEurop, will continue to host future meetings of the European postal administrations.

Zana Kadri, Quality of Service Manager, Makedonska Posta

For more information about Quality of Service Working Group and Operations Working Group, please contact Marko Grden – E: marko.grden@posta.si & Jørgen Sondrup – E: joergen.sondrup@postnord.com
PostEurop Retail Network Forum
Workshop & Meeting in Prague

The annual PostEurop Retail Network Forum took place on 15-16 May 2018 in Prague, where the Czech Post hosted the workshops and meetings for participants from 12 countries. The main topic, “transition process from own to partner-operated postal outlets”, was of high importance for a lot of Czech Post’s experts. They welcomed the opportunity to compare the company’s experience with other operators and were grateful to be acquainted with their know-how.

They were inspired by the simplicity and functionality of partner-operated postal outlets in several countries. The service needs to be “user friendly” for the customers – this was one of the important messages, together with the advice that communication is a key to success. Participants found out that in some countries, there are stricter conditions for partner-operated postal outlets and they also appreciated exact figures in some presentations.

Czech participants were also inspired by the various possibilities in the “last mile” delivery – for example self-service zones or using parcel lockers or a different type of mailbox for parcels. They also noted the cooperation between retail offices and Postbank in Germany. The forum proved to be enriching for enhancing the process of retail outlets transfer at the Czech post.

For the second time the new concept of “teaching & training” proved to be a success. Naming a topic of interest and inviting a large group of experts from their own retail organization, the hosting operator always gain by having easy access to information for his specific interest to further develop its postal outlet service offer.

Furthermore, the model of knowledge sharing and giving access to a direct dialogue attracted quite a large number of other European operators, showed once again that everyone from the 12 participating operators really does benefit from this session.

For more information about the activities of the Retail Network Forum, please contact Bruno Sattler – E: bruno.sattler@dpdhl.com
ASSESSING THE READINESS OF BH POSTA FOR E-COMMERCE: READY, STEADY, GO!

This year the third week of June was dedicated to the long-planned process assessment in Sarajevo. The local team did the necessary homework ensuring that the prerequisites for the launch of the on-site mission were met, the UPU recorded the timely receipt of the documents and the group of experts was given a green light to go.

The practice that started more than 10 years ago as a PostEurop initiative aimed at creating additional value for its membership has recently transformed into a worldwide programme for achieving operational excellence supported and promoted by the Universal Postal Union (UPU). The underlying principle of the exercise, however, remains unchanged. The majority of the countries making use of process assessments are willing to improve but are not in a position to equip their facilities in line with the latest Post-Expo showroom offerings. Thus, the task of the expert team is to suggest as many improvements that can be achieved with the instruments and staff at hand as possible. It is worthwhile to mention, however, that now when the UPU is backing the activity up, the countries that have certain capital available on their Quality of Service Fund (QSF) accounts can use the findings and recommendations of the assessment as a basis for filing a project with the Fund.

The Sarajevo mission encompassed the review of both the outbound and the inbound processes at BH Posta starting with the collection and ending with the delivery of international mail. In five days, three experts reviewed every step of the process in place for letters, parcels and EMS: handover and customs clearance procedures, related critical times, available internal prescriptive documentation and the actual actions of responsible staff. IT tools in use, the principles of cooperation with major partners such as carriers, ground handlers and customs officials. Recommendations for improvement were made in the fields of process management, HR and cooperation management, introduction of new services, IT development and integration as well as data compliance.

The work was conducted in close cooperation with the dedicated local team. In order to ensure that those who can efficiently facilitate the necessary changes are familiar with and supportive of the findings of the assessment an “executive” presentation was delivered on the last day of the mission for the decision-makers at BH Posta. With the members of the local team being present, a comprehensive overview of the situation was presented and the necessary ways forward were identified.

The major aim of the presentation was to use the intelligent argument to draw the attention of the management to a simple truth of the postal business: a sound and efficient operational process is a backbone for saving costs and increasing efficiency thus improving the overall quality of service. The latter is a necessary element if one wants to compete against many others in the over-saturated e-commerce market of today. And there is much more at stake here than just an individual performance - an improvement in one of the legs of the postal supply chain means an improvement of the overall E2E transit time making the network of the designated operators more attractive to the end customer.

In conclusion, it has to be mentioned that although everyone within the expert group hopes that BH Posta will use the results of the assessment to its utmost benefit, the positive effect of this cooperation always goes both ways. More often than not those acting as advisors have plenty to learn from their hosts!

Andrej Oreško
Expert, International Business, Lithuanian Post
After very successful process review in 2008 and process assessment in 2011, PostEurop in cooperation with the UPU carried out a project assessment within the framework of the UPU strategic project on operational readiness for e-commerce – ORE at BH Pošta Sarajevo. The aim of the mission, was to evaluate the operational readiness of BH Pošta Sarajevo for e-commerce.

The reality today is that consumers are increasingly looking online to purchase goods. The global trend of e-commerce growth is also reflected in the Bosnian market, resulting in a growth of inbound mail volume.

However, along with e-commerce market growth, customers’ needs and expectations are also changing. Meeting costumers’ needs and expectations was acknowledged as the only way to keep BH Pošta role relevant and be the most reliable postal service provider in Bosnia and Herzegovina. Enabling an effective postal service for e-commerce requires operational efficiency being the key objective of the UPU regional approach to field support. Therefore, BH Pošta considers it very important to participate in the UPU key regional project on operational readiness for e-commerce – ORE, as part of the UPU regional approach to provide support.

The assignment was carried out as a part of the UPU technical assistance program within the UPU ORE project. It was carried out in accordance with ORE methodology including review of operational processes being crucial for e-commerce operations. As always, working together with PostEurop’s team of experts was inspiring, analytical and motivating. The subject of process review and assessment was postal operation in the Office of Exchange, Customs Post Office, Air Cargo Terminal, acceptance and delivery post offices. I can say that we did great job. The key to success of this process review, and cooperation with the PostEurop teams in general, was the balance of professional approach and a friendly atmosphere as a team with common goals.

It is certain that recommendations provided by PostEurop team combined with experience shared during the mission will significantly help BH Pošta to improve operational processes according to e-commerce requirements.

Thus, participating in UPU ORE project is one of many different activities and projects carried out by the BH Pošta aiming to better position itself in the e-commerce market and to meet e-commerce customers’ needs.

One of the projects is the new integrated e-commerce platform which was launched in June this year, during a PostEurop session. It replaces the previous version that has been in use for the last 5 years. BH Pošta’s intention is to use this new platform for cooperation with other postal operators who also have their own e-commerce platforms. This cooperation would be based on the sales of products that partner postal operators offer through their platforms that might have an impact on increasing cross-border mail volume.

Strengthening the regional co-operation was also recognized as one of the ways to improve e-commerce. Therefore, BH Pošta is part of multilateral regional project for the implementation of a new parcel service between 3 Southeast European countries, also aiming to improve cross-border e-commerce in this part of Europe.

In order to strengthen its e-commerce capacities, BH Pošta Sarajevo has changed its organizational structure by introducing a special department aimed to provide and support e-commerce services and activities.

Experiences from past projects show us that the missions like this, as well as all other activities on improving of e-commerce readiness, carried out by UPU and PostEurop, will help postal operators to offer their customers better e-shopping experience.

Adnan Zaimović
Head of Service quality unit
“JP BH POŠTA” d.o.o. Sarajevo

For more information about Process Assessments and Process Reviews, please contact Maire Lodi – E: maire.lodi@posteurop.org
Postcrossing began 13 years ago with the simple goal of connecting people all around the world through their interest in postcards. Independent of their country, age, gender, race or beliefs, its members want to make another person happy through the magic of a friendly message on a postcard that is delivered to their home mailbox. As Postcrossing approaches 48 million postcard exchanges, it has become clear to us that no digital tool will ever fully replace the meaningfulness of a handwritten message on a postcard. As communications in the internet era become more accessible and instantaneous, postcards have become an important display of thoughtfulness and humanity, bringing about surprise and appreciation to its recipients.

Acting as a global platform that coordinates millions of mail exchanges, Postcrossing indirectly collects data that reflects the properties and state of the international postal network over time. Diving into this data reveals that the postal network is not always predictable and can at times be fascinating.

As postal operators already know first-hand, Christmas is a period with larger volumes of mail – a peak that, while predictable, is challenging to handle. Postcrossers too experience delays as their postcards’ travel times rhythmically increase during that season, in a pattern that remains constant throughout the years.

Not all is predictable though! For instance, logic normally tells a sender that a mail piece should take longer to arrive the further it needs to travel. However, this is not always the case, particularly for international routes. Sometimes, there are far away countries to which our sent postcards arrive quicker than to other nearer locations.

Distance is not the only factor at play when trying to analyse the journey times of postcards that travel between two countries: direction matters as well. The transit times between the same two countries can be quite distinct, depending on the mail direction alone – sometimes more than twice as long –, even when distances and postal operators are essentially the same.
With 700,000 members all over the world, both in large cities as well as rural areas, the Postcrossing community acts as an extensive and always running measurement system, generating metrics that go beyond the country level. Analysing the data at regional or city level also reveals that different delivery destinations within the same country can have very distinct results. This analysis enabled us to easily spot outliers, which stand out for their higher transit times or unusual delivery rates in comparison to the average values of the country.

Although the goal of Postcrossing is simply to make people happy when they open their mailboxes, our members also create an informal global network that continuously measures the postal performance as it is experienced by letter mail clients. We believe that this dataset has the potential to help postal operators quickly detect and understand some gaps which otherwise go unnoticed. We invite postal operators interested in our dataset to get in touch and explore with us how postcrossing can be used to improve the postal network.

Even if numbers and statistics are not your thing, consider sending a postcard today! You will surely make someone happy and the satisfaction of doing so will make you feel good as well.

For more information on Postcrossing, please visit www.postcrossing.com
A new perspective for the Philatelic Forum
Stamps & Philately: new business developments!

A new leadership in the PostEurop Stamps & Philately working group with Agnieszka Trząskowska as Chair and Emile Espen as Vice-Chair, brought in a new perspective onto the PostEurop Philatelic Forum. The event was hosted by Poczta Polska S.A., took place on 16 and 17 May 2018 in the historical city centre of Krakow, Poland. The Forum, organised every 2 years, was considered to be refreshing as it focused on a creative and innovative approach on the philately business, bringing a closer cooperation between members and stakeholders.

With more than 100 participants, the forum welcomed a record number of 22 postal administrations, as well as printers, manufacturers and other important stakeholders from the philatelic trade.

Opening the Forum, Mr Przemysław Sypniewski, CEO of Poczta Polska S.A., welcomed participants on the occasion of the Association’s 25th anniversary: "We have the chance to meet today, here in Krakow at the PostEurop Philately Forum. Let me take this opportunity to extend the best wishes to PostEurop, the organisation gathering European postal operators, on its 25th anniversary. These are 25 years of hard work in a complex and changing reality. On behalf of all workers of Poczta Polska, I would like to wish all of the PostEurop community further successful achievements and a good collaboration. So, may the stamp “Most w Tczewie” issued by Poczta Polska, representing a bridge in town of Tczew, be a symbol of a link between people in Europe and between all European postal operators. All the best for the future!"

An innovative approach

The two-day event consisted of presentations and discussions during the morning sessions. The presentations gave attendees the opportunity to learn about new marketing solutions, services, products and techniques. The participants were shown new stamp sheets which were printed with gold leaf techniques and micro watermark details, thus helping to elevate the marketing value of collectable items. In terms of technology, interactive stamps that contain microchips which responds to the customer’s smartphone or other devices, has helped postal administrations to better connect with their customers. Other innovative techniques were also demonstrated by a showcase of printers that can produce multiple textures in order to create attractive products, digital machines that can directly print stamps from live photos, and new digital platforms for selling collectable items, which can extend the company’s market reach.

The afternoon sessions were reserved for meetings and networking amongst attendees, giving sponsors the opportunity to showcase their different solutions and services, and for speakers to further discuss their morning session presentation. An open and informal atmosphere during the individual meetings, created the perfect environment for discussions, exchange of ideas and business prospects for future collaborative projects.
What participants are saying

"I am very pleased that I attended, and I will go back with lots of thoughts and ideas for the Isle of Man Post Office."

Through the feedback collected from the participants, PostEurop concluded that the Philatelic Forum was an inspirational experience for members, especially in the area of different digital platforms that can further improve their operations. It also showed how their customers can be better protected from fraudulent philatelic activities. The participants gave this event a satisfaction rating of 92% thus confirming it to be a success. Together with this positive feedback, we were also able to collect some additional ideas for topics, presentations and improvements for the upcoming Forum. The Stamps & Philately working group will review these points in their 14 September meeting.

"Beside the excellent organisation and structure, a great deal of credit must be given to the participating delegates. They all showed interest and were keen to explore opportunities. Over the years I have attended many similar events for Mints and Central Banks and PostEurop was definitely the best I have attended. The main difference is the cost to sponsor and display is usually very high, whilst the delegates seem more concerned with the social or internal meetings, some feel like suppliers must be there for their party! But the PostEurop one was different, well done!"

Michael Pumpa, Sponsor

For more information about the activities of the Stamps and Philately working group, please contact Agnieszka Trzaskowska – E: agnieszka.trzaskowska@poczta-polska.pl
This year, the theme for the EUROPA competition is “bridges”. The EUROPA stamp online competition was successfully launched on 9 May 2018 - Europe Day. Since then, the campaign received more than twenty-two thousand votes! This marked a new milestone in the competition for PostEurop in terms of visibility and engagement from the public.

Complementing the online campaign, the EUROPA Stamp jury competition was held on 25 June 2018. On invitation from the Stamps & Philately Working Group, philatelic experts met at our headquarters in order to deliberate, on the winning stamps for this year’s edition. PostEurop asked the several Postal Administrations to send the physical stamps depicting this “Bridges” theme, thus presenting this group of experts with the authentic work of philatelic art. The jury competition was chaired by our Secretary General, Botond Szebeny.

The online competition will end on 9 September 2018 and the winning stamps from both competitions will be announced at the PostEurop Plenary Assembly to be held on 3 October 2018 in Georgia.

For more information about EUROPA Stamps, please contact Agnieszka Trzaskowska – E: agnieszka.trzaskowska@poczta-polska.pl
MARKET

Protecting our cultural heritage (and revenues) through EUROPA stamps

EUROPA stamps are special stamps issued by European postal administrations/enterprises on behalf of their countries and they are a tangible symbol building awareness of the common roots, culture and history of Europe and its common goals, contributing to closer integration and cooperation. As such, the EUROPA stamps have become among the most collected and most popular stamps in the world.

Given that EUROPA is an official registered trademark under the aegis of the PostEurop organisation, it is protected and any abusive and unauthorised usage of the logo will be subject to condemnation and corrective measures.

Like many other popular and valuable manufactured products sold worldwide and over the Internet, the EUROPA yearly theme and logo continue to be victims of a major “identity theft” campaign in the form of a wide-scale proliferation of illegal “stamps” affecting the majority of the official stamp issuing member countries of PostEurop and their territories.

Not only have the following official stamp issuing authorities fallen victim to “illegal EUROPA stamps”, Bosnia Hercegovina, Croatia, Macedonia, Montenegro, Serbia, and Slovenia as well as their internal territories, namely, Eastern Slavonia, Republic of Srpska and Srpska Krajina. There is also Isle of Man and Gulf of Man.

But, the following countries have dependencies and territories in the names of which the EUROPA yearly theme and logo have been reproduced, namely, Nagorno-Karabakh and Naxxivan of Azerbaijan; Flandres of Belgium; Corsica of France; Abkhazia, Adjaria and South Ossetia of Georgia; Sardegna and Sicilia of Italy; Gaugazia, Transnistria, and PMR (Pridnestrovian Moldavian Republic) of Moldova; Alanya, Altay, Bashkiriia, Chuvashan, Dagestan, Ichkeria, Kalmykia, Khakassia, MARI-EL & Yakutia of Russia; Catalunya, Islas Baleares, Pais Vasco of Spain; a number of UK and Scotland Islands such as Hebrides, Isle of Arran, Isle of Jethou, Isle of Mull, Isle of Wight, Isles of Scilly, Lundy, Orkney, St Kilda, etc.

The EUROPA yearly theme and logo have been reproduced regularly in the name of entities with unofficial international status: Kosovo, Turkish Cyprus, and entities that are fictitious.

Counterfeits of the 2000 EUROPA stamp have also appeared in the name of various European countries as well as in the name of sixteen African countries! (One set of the latter was sold for 160 EUR!)

Not only are the “illegal stamps” on the EUROPA yearly theme and logo produced as individual “stamps” or “sheetlets”, but they are also produced in other formats, such as part of annual sets that mix legal and illegal stamps, sheetlets in the perforated, imperforated and CTO (cancelled to order) formats, mixed with other topical collections, First Day Covers with cancellations, progressive colour proofs, etc.

In summary, in view of the above large number of entities and types of illegal “stamps” products produced, many of which are sold at relatively high prices, one can easily determine that the income from the “illegal stamps” can be quite considerable. A general global estimate of the turnover of “illegals” has already been estimated, in the early 2000s period, to be in the millions of dollars. Almost twenty years later, considering the larger number of entities worldwide affected by the existence of “illegal” stamps in their names, the turnover of “illegal” stamps is probably much greater. Ongoing studies are attempting to produce clearer and more specific figures that will be reported at a later stage.

Maria Zofia Libera,
Coordinator, Worldwide Philatelic Observatory

For more information about EUROPA Stamps, please contact Agnieszka Trzaskowska – E: agnieszka.trzaskowska@poczta-polska.pl
A Successful Promotion of Social Dialogue in an Enlarged Europe

In 2017-2018, the European Social Dialogue Committee for the postal sector (SDC) was committed to implement the project “Promoting European Social Dialogue in the postal sector in an enlarged Europe”. This project, financed by the European Commission and realised by the SDC Training, Health & Safety working group, focuses on the promotion of social dialogue amongst the SDC members. It also analysed the impact of digitalisation on training and re-training programmes. In the agreed framework, three workshops were organized: in Prague (September 2017), Vilnius (January 2018) and in Athens (May 2018). The meetings were held with the support of Czech Post, Lithuania Post and Hellenic Post which contributed actively to the organization and had their high-level representatives open the workshops.

Vilnius workshop

These seminars enabled the SDC to get closer to its member countries which met with great success. In total, the three seminars gathered more than 100 participants from several postal companies and trade unions. In addition to the presentation of the results of a survey based on a questionnaire on key trends of social dialogue, digitalization and training, a number of domestic good practices were illustrated.

On social dialogue matters the following projects were presented:
- The Poste Italiane collective labour agreement linked to the postal Social Dialogue Committee activities
- Social Dialogue structure in Czech Post
- The results of Social Dialogue in Bulgaria

On Training and Digitalization, several practices were presented:
- The Poste Italiane “Chat-Bot” digital pilot project for innovative digital learning
- The innovative and interactive learning programme of Hellenic Post
- The partnership of Correos and the trade union CCOO to elaborate training programmes
CORPORATE SOCIAL RESPONSIBILITY

Athens workshop opening by the Chairwoman of the Hellenic Post Board of Directors

Eventually on digitalization, a key issue for the sector’s development, the following projects were presented:
• The Deutsche Post DHL Smartscanner
• The Lithuanian Post mobile postman
• The impact of digitalization on the Swedish postal market
• Partnership between the coding school Simplon and La Poste to train employees on digital jobs
• Development of An Post parcels and return solutions
• The digitalization of Croatian Post

All presentations from the three regional seminars are available on the SDC website http://www.postsocialdialog.eu

The workshops in Vilnius and Athens were interactive and enriched through the usage of a real-time voting tool to gather the input from the participants on the key trends. Moreover, the Massive Open Online Course (MOOC) "Post my MOOC" was presented at each workshop. MOOC aims to disseminate information on e-commerce and new services as growing activities for the postal sector. The MOOC is also available under the following link: http://www.postsocialdialog.eu

Prague workshop

The SDC will finalise the “Promoting Social Dialogue” project with the organisation of the Final Conference. This event will be held in Brussels on 3 December 2018. It foresees the participation of about 70 participants from postal companies and trade unions as well as from EU institutions. Results of the project will be shared with a wider audience, in particular, the presentation of the project’s final report. The conference will consist of panels with experts on Social Dialogue at national and European level as well as experts about the digitalisation impact on the sector and role of training, skills and digital training methodologies.

For more information about the Social Dialogue Committee activities, please contact Emmanuel Vivet - E: emmanuel.vivet@laposte.fr
Operational Readiness for E-commerce Training Workshop on Transport and Postal Security Issues in Moscow

On 15-17 May 2018, a UPU operational readiness for e-commerce key regional project (ORE) training workshop on transport and postal security issues was held in Moscow, Russia. The workshop took place at the Regional Postal Training Centre of the Moscow Technical University of Communications and Informatics (MTUCI). The main aim of the ORE project is to enable the designated operators from Eastern Europe, Caucasus and Central Asia to modernise their operational processes through available standardised IT tools and end-to-end systems to implement operational solutions that meet the growing needs of e-commerce.

The workshop was dedicated to reviewing the progress of countries in the preparation of their ORE national action plans and roadmaps, and to the presentation and discussions on ORE-related transport and security issues.

The designated operators of Azerbaijan, Belarus, Kazakhstan, Kyrgyzstan, the Russian Federation and Uzbekistan, as well as representatives of the RCC regional union took part in the workshop.

The main objectives were as follows:

- to present the detailed process mapping for leg 2 with all critical times for all products and top destinations (link-specific);
- to train operators on the use of all available leg 2 reports and tools to help them improve leg 2 transit time;
- to train participants on security issues and to facilitate compliance with international security standards S58, S59;
- to introduce online training through the UPU Trainpost platform on security issues.

During the workshop, participants had an opportunity not only to acquire knowledge on UPU standards and tools as well as best practices from experts of other regions, but also to exchange their experience and to discuss region-specific problems.

In accordance with the project work plan, such workshops are organized regularly to review progress in the implementation of the ORE country action plans and to provide training on various operational aspects. The next workshop will take place in November 2018 and it will be dedicated to customs procedures simplification.

For more information about Best Practices-Wider Europe, please contact Olga Zhitnikova – E: Olga.Zhitnikova@russianpost.ru
Workshop Dedicated to EMS Quality of Service Improvement

From 28 - 31 May 2018, a workshop for EMS operational activities and quality of service improvement for European designated operators was held in Moscow, Russian Federation. The workshop was organised by the UPU EMS Cooperative with support of the Russian Post. Such events are organized every year in one of the member-countries of the EMS Cooperative.

More than 20 representatives of European postal operators from Albania, Armenia, Belgium, Hungary, Greece, Kazakhstan, Norway, the Netherlands, France, and Estonia attended the event.

The main goal was the enhancement of quality standards for express delivery by postal operators. Russian Post representatives from Logistic Unit, Parcel Business and Express Delivery Unit, Treasury Department responsible for operations, pricing policy and accounting took part in the workshop. During his opening speech, Mr Yaroslav Mandron, the Deputy Director General for Strategy and Governmental Regulation of the Russian Post wished all the participants a fruitful work and exchange of knowledge to facilitate EMS quality of service improvement in the European region.

The main topics of discussion were:

- improving knowledge of EMS standards and their application for operations;
- increasing knowledge of international quality standards and quality performance;
- increasing knowledge of pay-for-performance remuneration system;
- promoting commitment to quality of service improvement among all EMS service providers;
- exchange of best practices.

The workshop participants had an opportunity not only to obtain practical knowledge but also to visit the main places of interest in Moscow.

For more information about Best Practices-Wider Europe, please contact Olga Zhitnikova – E: Olga.Zhitnikova@russianpost.ru
PostEurop Customs Working Group - June Meeting

The PostEurop Customs Working Group met on 15 June 2018 to discuss what is becoming a very busy portfolio of change both in Europe and globally. Reinhard Fischer, from Deutsche Post DHL, chaired our latest meeting in which were discussed among other things: the impending changes to EU customs and VAT regulations, BREXIT, the UPU’s Electronic Advance Data (EAD) agenda and the new US Stop Act and its implications for the postal sector.

These changes amount to a huge transformation of the customs requirements for the postal sector with major implications for postal users, customers, postal operators, customs and border agencies and other stakeholders. It is true that there are some synergies in the requirements being put forward by national and subnational organisations. However, the demand for IT changes, standardisation of the systems and the operational frameworks will be challenging. As are the deadlines, 2020 for the EAD requirements and Jan 2021 for modernisation of VAT proposal that will see the implementation of the pre-registration scheme and removal of the Low value consignment relief (LVCR) for all imported items.

PostEurop is addressing these issues through the Customs and VAT groups. Please ensure you get involved in the work of these groups.

For more information about the Customs working group, please contact Reinhard Fischer – E: r.fischer-Zoll@deutschepost.de

Modernisation of VAT and Customs changes – How ready are You?

The new VAT requirements which are due to come into force 1st January 2021 have two major implications for the Postal community (and its customers).

1. The implementation of a pre-registration scheme that will require customers in third countries to pre-register with Customs authorities and pay taxes and duties in advance, and

2. The removal of the Low Value Consignment Relief (LVCR)

These changes will lead to a major change in the way both the customs agencies and the postal operators work, the volumes and types of mail being subject to fiscal inspection. The processes and data requirements are still being discussed between PostEurop (through the joint VAT and Customs group) and the European Comission (DG TAXUD) with the aim to ensure a robust and global solution for the sector.

It’s been recognised that these changes will require a major transformation of the operational and IT infra-structures to facilitate the change. Therefore, PostEurop would like to hear from its members (and their customs agencies) whether they are “ready” to meet the new requirements and what plans are in place to meet the new requirements.

Please contact Reinhard Fischer – E: r.fischer-Zoll@deutschepost.de
PostEurop Cycling Together with Omniva To Promote Road Safety

For the past 18 years, Omniva via its sports club organizes a Bike Ride called “Rattaretk”, which aims to raise awareness on road safety. The official partners of the Rattaretk 2018 were Regio (a mapping and geospatial data company), Falck Autoabi (Roadside Assistance) and Estonian Road Administration.

This year, in light of PostEurop’s 25th Anniversary, we joined forces with Omniva for this cause and helped with the promotion of this relevant topic via our social media platforms.

“According to the European Commission, cyclist deaths even if they are decreasing significantly, they still account for 8% of all road deaths in the EU.”

With over 100 participants from organizing companies, business partners and Rattaretk friends, this year’s edition took place in Saaremaa, the largest island in Estonia. The 200km cycling tour spanned two days, with several pit stops throughout the course, where all the participants were able to meet and discover local produce and meet Estonian small businesses.

During the event there were positive exchange of best practices on road safety, where cyclists were reminded of behaviours that can bring on accidents, such as not wearing appropriate gear, drunk driving, alone or even off lane. The Road Administration distributed several flyers to make all road users are aware about road safety and how they can act as role model on the road. Omniva logistics and Autoabi also gave technical support to all of the cyclists, by providing food, hydration means and mechanical assistance, in order to assure everyone’s well-being during the tour.

Maire Lodi, PostEurop Operations manager, who started the tour and kept it running for the first 10 years, was happy to be back in the group and see the young children from region who started years ago in the bicycle baskets of their parents’ bikes, are now helping to guide the group and keep them on the correct route.

Given that all PostEurop Members have thousands of postal workers cycling every day on busy or dangerous roads, we strongly welcome this initiative from Omniva. We would also like to welcome all of our Members to participate and promote similar initiatives, not only to better protect their workers but also to improve the road safety for all their citizens.

Do not hesitate to share your story with us! We will gladly share it with the community.
EUROPEAN PROJECTS

COG_LO Project
COGnitive Logistics Operations through secure, dynamic and ad-hoc collaborative networks

COG_LO is a three years HORIZON 2020 Project funded by the Innovation and Networks Executive Agency (INEA), delegated by the European Commission. It started on 1 June 2018.

The Project is coordinated by CNIT (CONSORZIO NAZIONALE INTERUNIVERSITARIO PER LE TELECOMUNICAZIONI) and PostEurop is one of the fourteen official partners of the Consortium from 8 countries.

The main goal of COG-LO is to create the framework and tools that will add cognitive and collaborative features to future logistics processes by:

1. Introducing the Cognitive Logistics Object (CLO) by adding cognitive behaviour to all involved Logistics actors and processes;

2. Developing the environment that will allow CLOs to exchange information through ad-hoc social secure networks.

COG_LO will help the postal market in fulfilling the EU Commission’s aim to create a Single Parcel Market by enhancing the interoperability between the operators, also through ad-hoc collaborations (with ecommerce companies and other Logistics providers). This will allow the operators to better fulfil the expectations of both retailers and consumers, improving the customer satisfaction on delivery considerations such as tracking and time. Overall, the increase of the customer satisfaction together with operational improvement, will develop the image of the postal market as a credible player in ecommerce deliveries. Using the vast and extensive experience from all the projects which PostEurop has been involved in, it will play a crucial role in the dissemination and impact creation activities of the project. Through the work of PostEurop and its relationship with its members and external stakeholders there will be a large effort of dissemination.

The Kick-Off meeting of the COG_LO Project took place on 12-13 June 2018 in Catania, Italy with an aim to discuss the Project’s work packages, action plan and the next steps. On 14-15 June, a follow-up meeting was organised among PostEurop, SingularLogic and the project coordinator (CNIT - National, Inter-University Consortium for Telecommunications) in order to discuss the important aspects of the dissemination plan and other relevant issues of the project.

For more information about the COG-LO project please contact Antonino Scribellito - E: Antonino.scribellito@posteurop.org
EUROPEAN PROJECTS

ERASMUS+ Programme: Age Management Training Strategic Partnership for Innovation in the Postal Sector - INNOV’AGE Project

The Digital Training Meeting for the INNOV’AGE Project was held on 25-26 June 2018 in Brussels, Belgium. The meeting was a follow-up of the first Digital Training workshop held in Paris on 30-31 March 2017. The meeting gave participants the opportunity to discuss the results of the first Digital Training and further steps by planning the activities related to the project.

The Digital Training was a two-day meeting organised by PostEurop’s Communication Department with an aim to provide to the participants with an overview on key social media tools. It covered best social media venues for content generation and creative approaches to generating content, looking at the differences between using social media as a person and using it as a group/company.

The participants gained unique insight into the AIDA model for content generation and post scheduling to reach audiences when they are most active, by looking at some concrete examples where AIDA and post scheduling were successfully used to build large communities around issues and companies. During the Digital Training participants had the possibility to show how their respective Postal companies are organized and which kind of social media networks they use in order to get closer to their customers. Not all the Postal Operators have the same social-media approach when it comes to getting closer with the customer as it depends on their different cultures and behaviours.

The Digital Training was coordinated by two external experts who showed to the participants how to create live content and schedule “happenings” online, followed by relevant case studies, the best way to approach the clients and how to attract target audience in the Postal Sector by using the right social-media network.

The Digital Training was an excellent opportunity for the participants to exchange their social media communication experience and gain further knowledge.

For more information about the ERASMUS+ Programme INNOV’AGE project please contact Antonino Scribellito - E: Antonino.scribellito@posteurop.org
RADAR Group Reactivity – Agility – Decision – Adaptability - Result

After the first workshop of the RADAR Group held on 27 September 2017 in Bucharest, Romania, a second meeting was organised in Luxembourg kindly hosted by Post Luxembourg on 1-2 February 2018.

On this occasion Mr. Claude Strasser, CEO of Post Luxembourg thanked all who worked on launching the RADAR Group, as well as PostEurop for supporting this initiative since its existence.

During the two-day meeting the participants defined their objective and priorities together and proposed an important topic in the Postal services / Fleet management- New business model for fleet management to prepare smart cities.

Among other topics, La Poste Monaco presented their experience in Green Fleet management as part of their development strategy. The Principality of Monaco has been a pioneer for more than 25 years in sustainable development. La Poste Monaco is part of this movement with the largest fleet of electric vehicles in the principality. La Poste Monaco adopted the electric vehicles at an early stage. The first electric vehicle was purchased in 1993.

La Poste Monaco participated in the “EVER exhibition” held from 10– 12 April 2018 in which La Poste Monaco had their own stand together with other companies and car manufacturers were represented under a common initiative.

The Vice-Chairwoman of RADAR Group Mrs. Valerie Dauphin added that the RADAR Group members have similar ideas and scope of business. The challenges faced are similar and the question is do we promote the idea of renting or buying vehicles. There were discussions about infrastructure and capacity in different countries. In the next meeting later in the year, the topics concerning life cycle, tax systems, impact of geographic conditions and the need for adapting the system to the territory will be broached.

For more information about the RADAR Group activities please contact Antonino Scribellito - E: Antonino.scribellito@posteuro.org
EUROPEAN PROJECTS

SDC Project
“Trend Research for the Postal Sector in 2030”

Faced with an acceleration of the transformation, in a digital age, the European Social Dialogue Committee for the postal sector (SDC) has increasingly focused its attention on new activities like e-commerce as well as traditional activities which are or will be impacted by new technologies. This ultimately has an impact on jobs and competences as well as on work organization.

Today, the postal sector is indeed at the crossroads of several activities and the increased diversification of postal operators is supported by a relevant social transformation which will continue in the upcoming years. Postal operators need to adapt their work organization to the new challenges and trade unions need to be aware of and involved in these deliberations. In such a fast-moving sector, it is essential to anticipate the upcoming changes.

The Project “Trend Research for the Postal Sector in 2030” aims to bring forward the reflection on the outcomes from past projects and joint positions of the European social partners. With much determination, the Kick-Off meeting of the project was held on 18 April 2018 targeted at gathering the project team in order to exchange on the general planning of the project, its content, project implementation and preparation of the upcoming workshops.

The “First Workshop” of the Project Trend research for the postal sector in 2030 was held on 29-30 May 2018 in Paris, France. The workshop gathered more than 35 participants which was facilitated by a team of experts with innovative tools and exercises to encourage the debate and enable the step-by-step elaboration of scenarios. External experts also intervened to bring their “out-of-the box” views on the main future evolutions.

The next workshop will take place on 1-2 October in Bonn, Germany. The “Second Workshop” will focus on “Scoping the Future”. It will be facilitated by the team of experts from the consultancy Z_Punkt, enriched with different key note speeches as well as by external experts.

For more information about the SDC project please contact Antonino Scribellito - E: Antonino.scribellito@posteurop.org
EUROPEAN PROJECTS

UPU - PostEurop Neighbourhood Programme Projects

Under the PostEurop Neighbourhood Programme and the UPU 2017-2020 Regional development plan (RDP) for Europe and Central Asia region - “Key Strategic Regional Project for Europe and CIS countries - Operational readiness for e-commerce” (ORE) several UPU-PostEurop Projects meetings/workshops were carried out in the recent months.

The on-site consultancy - Process Review Mission "Evaluation of operational readiness of offices of exchange for e-commerce" was held in Dushanbe, Tajikistan from 25-30 March 2018.

In accordance with the project plan the UPU Operational readiness for e-commerce key regional project training workshop on transport, security and detailed process mapping for leg 2 issues for the designated operators of the countries in Eastern Europe, Caucasus and Central Asia was held in Moscow, Russian Federation from 15-17 May 2018. The workshop was devoted to reviewing the progress of countries in the preparation of their ORE national action plans and roadmaps, to the presentations and discussions on ORE related transport and security issues. The EMS workshop from 28-31 May was also held in Moscow, Russia.

The second workshop on transport, security, detailed process mapping for leg 2 and QSF issues for the designated operators of the countries of Southeast Europe, Georgia and Ukraine took place in Berne, Switzerland from 1-4 May 2018.

During the second workshop the following objectives were discussed:

- Provide participants with a hands-on approach to Quality of Service Fund (QSF) project formulation, so that they can submit viable ORE-related QSF project proposals;
- Deepen the participants’ understanding of the ability to apply the QSF rules and procedures relating to project management and financial management of projects;
- Train participants on billing procedures and processes for common fund projects as well as enhancing their skills in terms of efficient billing of existing QSF contributions;
- Introduce the new QSF model and the common fund;
- Discuss transport, security and detailed process mapping for leg 2 issues;
- Review the EDI messages exchanged.

For more information about the UPU-PostEurop Neighbourhood Programme Projects please contact Antonino Scribellito - E: Antonino.scribellito@posteurop.org

UNIVERSAL POSTAL UNION

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If you have any comments or any questions about this newsletter or if you would like to contribute to the content please contact: communications@posteurop.org

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ASSOCIATION OF EUROPEAN PUBLIC POSTAL OPERATORS AISBL

POSTEUROP is the association which represents European public postal operators. It is committed to supporting and developing a sustainable European postal communication market accessible to all customers and ensuring a modern and affordable universal service. Our Members represent 2 million employees across Europe and deliver to 800 million customers daily through over 175,000 counters.