

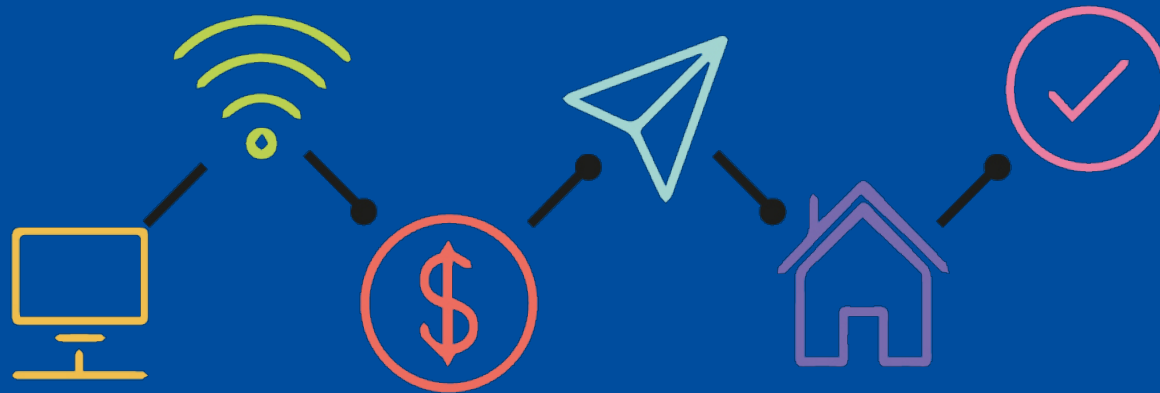


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Global situation of postal digital services

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Universal Postal Union



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Postal electronic services and sustainable development goals

Digital innovation can provide significant opportunities to transform the postal industry into an instrument of sustainable development:

- **Public administrations:** Postal e-services can help governments go green and promote effective natural resource management, as well as stimulate economic growth and promote social inclusion, particularly of disadvantaged and vulnerable groups.
- **Micro, small and medium enterprises (MSMEs):** With its widespread geographic reach and three-dimensional network of physical, nancial and electronic services, the postal sector can help provide greater openness to international trade, especially in the e-commerce area.
- **Citizens:** As an information and technical assistance platform for the postal sector, the UPU is an ideal partner for lending institutions and donors in the effort to make postal nancial services accessible to the most disad- vantaged populations.



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Measuring postal e-services development. A global perspective. Second edition



- Benchmark the development of postal e-services in UPU member countries
- Identify and evaluate the impact of possible barriers and trends affecting the development of postal e-services
- Evaluate the development and strategic importance of postal e-services at a global level since the 2012 report.
- Develop a framework of the strategies of postal e-services.

Categories of services surveyed

E-post and e-government services	Communication, business and government services delivered to customers via ICT means.
E-commerce services	Buying and selling products and services using ICTs which involves processing and delivering purchased items physically or electronically.
E-finance and payment solutions	Financial services provided by posts to customers using ICTs.
Support services	Services in support of the postal business provided by posts to customers using ICTs.

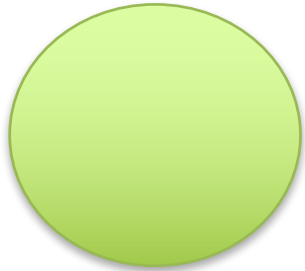
The UPU has well developed regulatory and legal frameworks for cross border e-post and postal payment services provided among Posts.



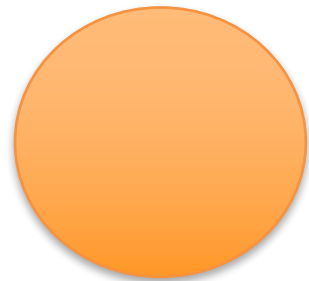
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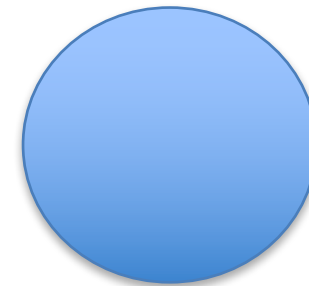
Multiple competing models reflecting different environments



Government-driven (Arab countries);



E-commerce-driven (Singpost);



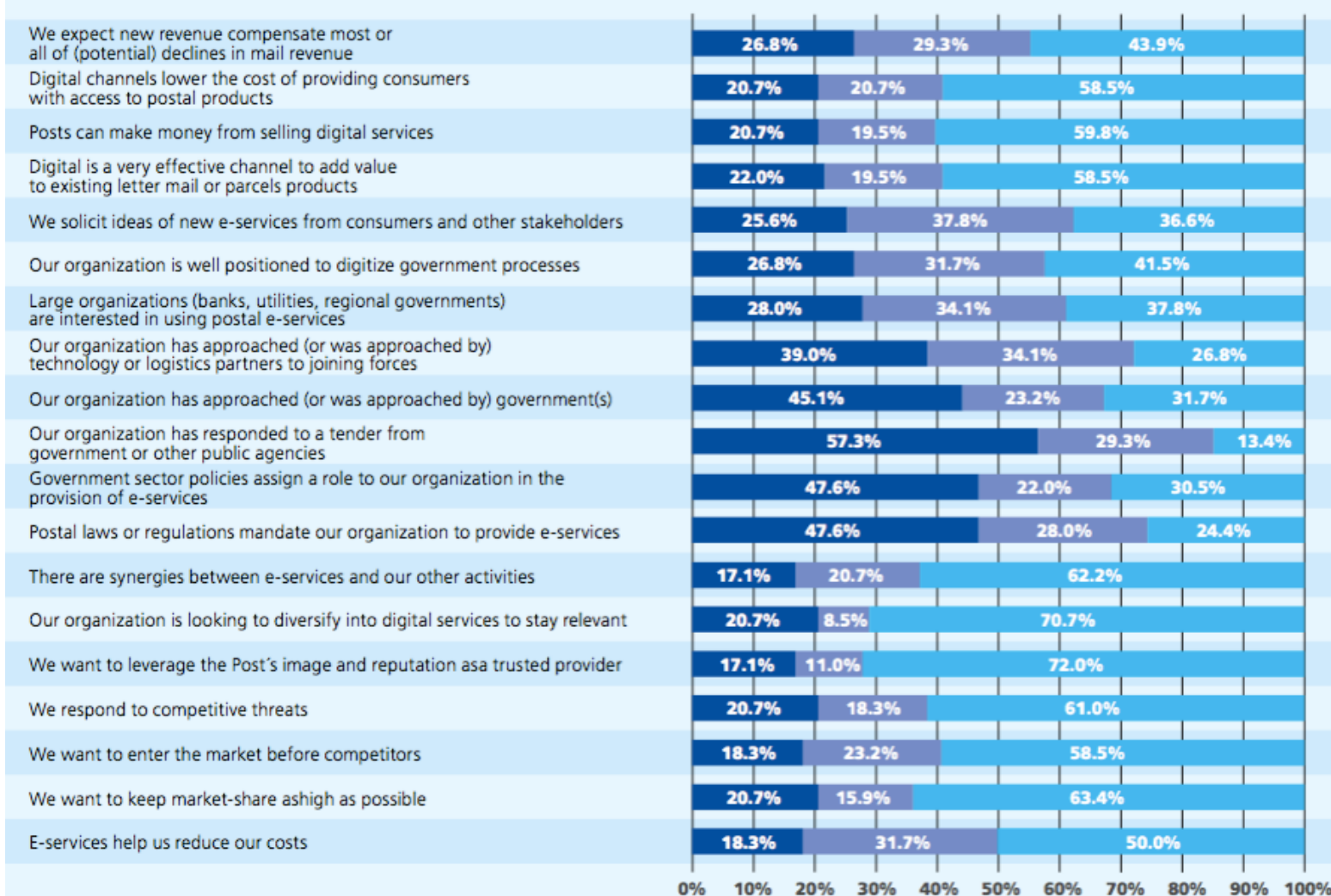
Strictly supporting the core (USPS);



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Reasons that lead (led) your organization to launch postal e-services

Table 8.5. Reasons that lead (led) your organization to launch postal e-services:

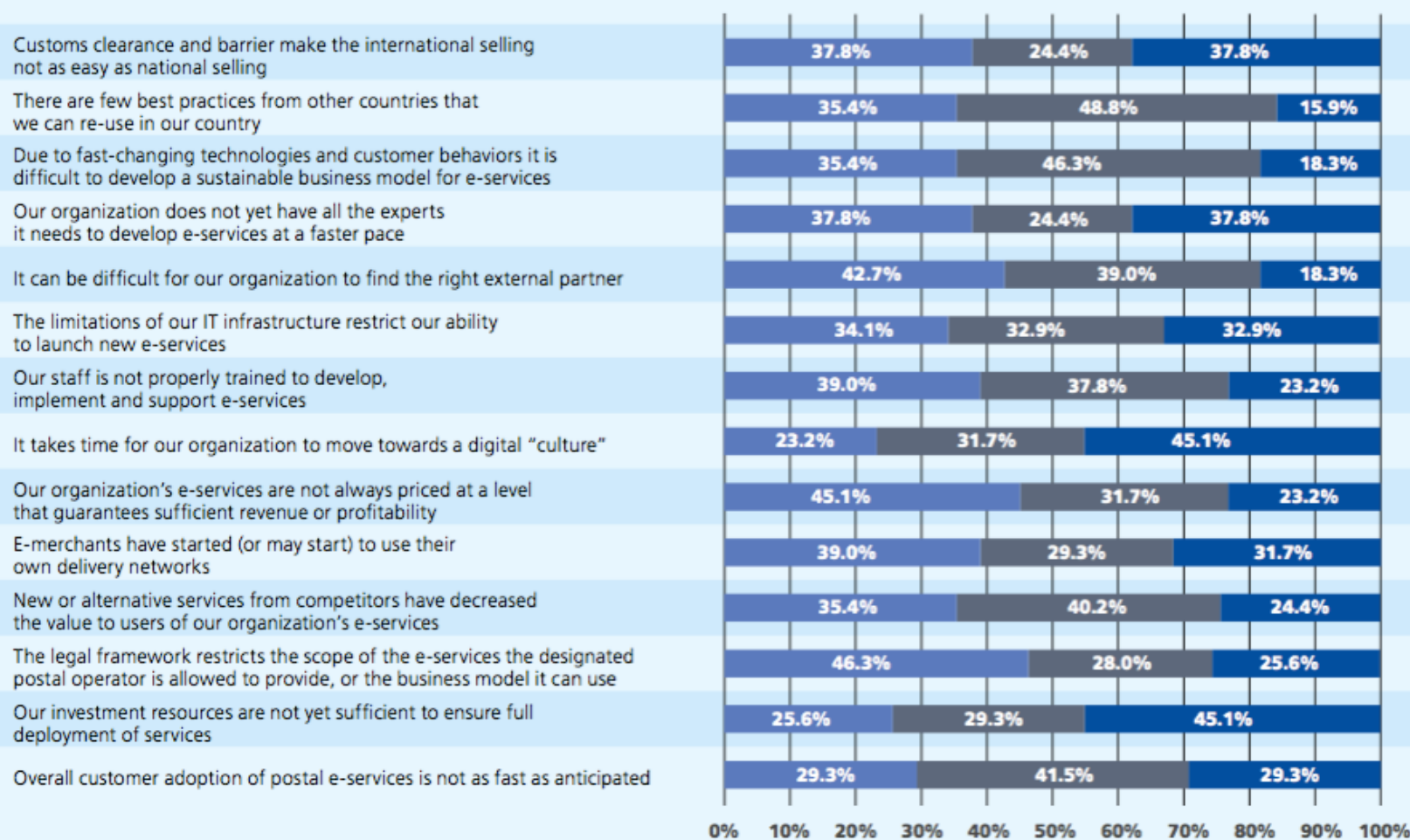




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Main obstacles to the growth of postal e-services

Table 8.12. Main obstacles to the growth of postal e-services



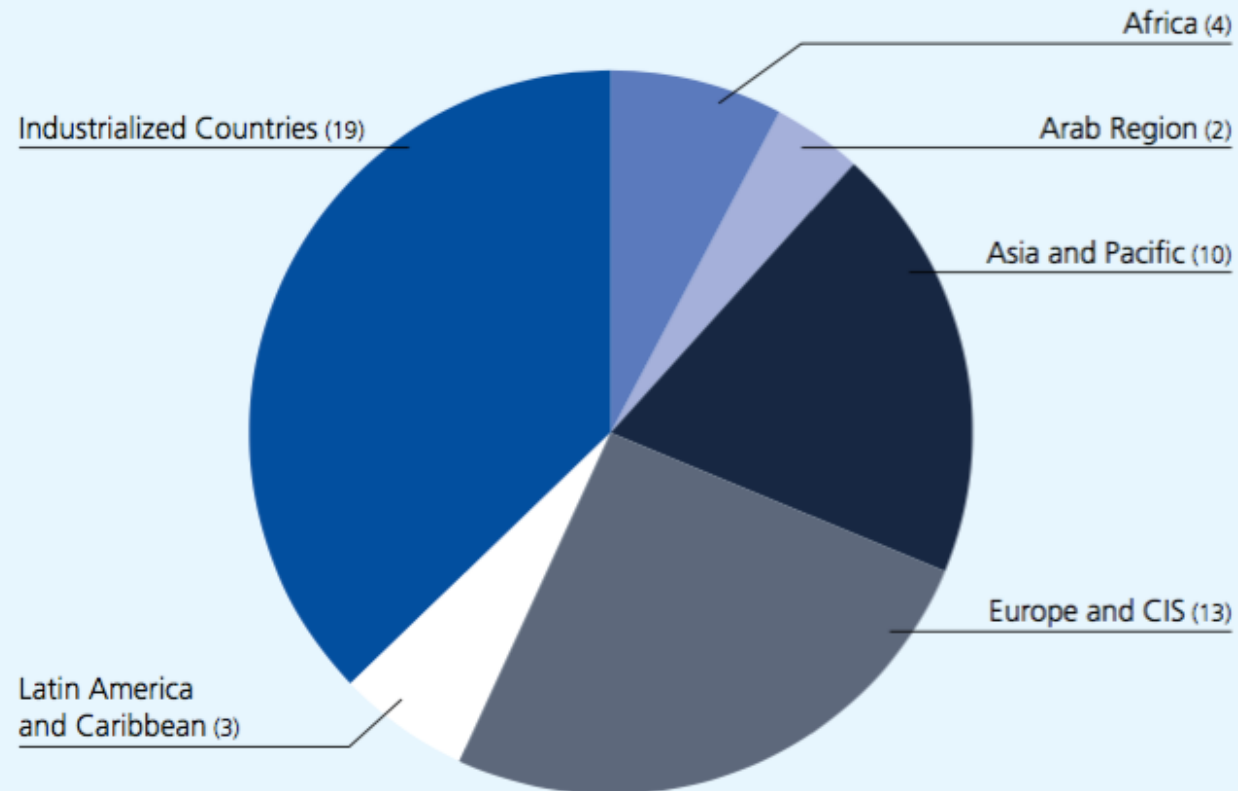


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Which are the main transformations?

Table 7.20. Number of postal operators offering a mobile app



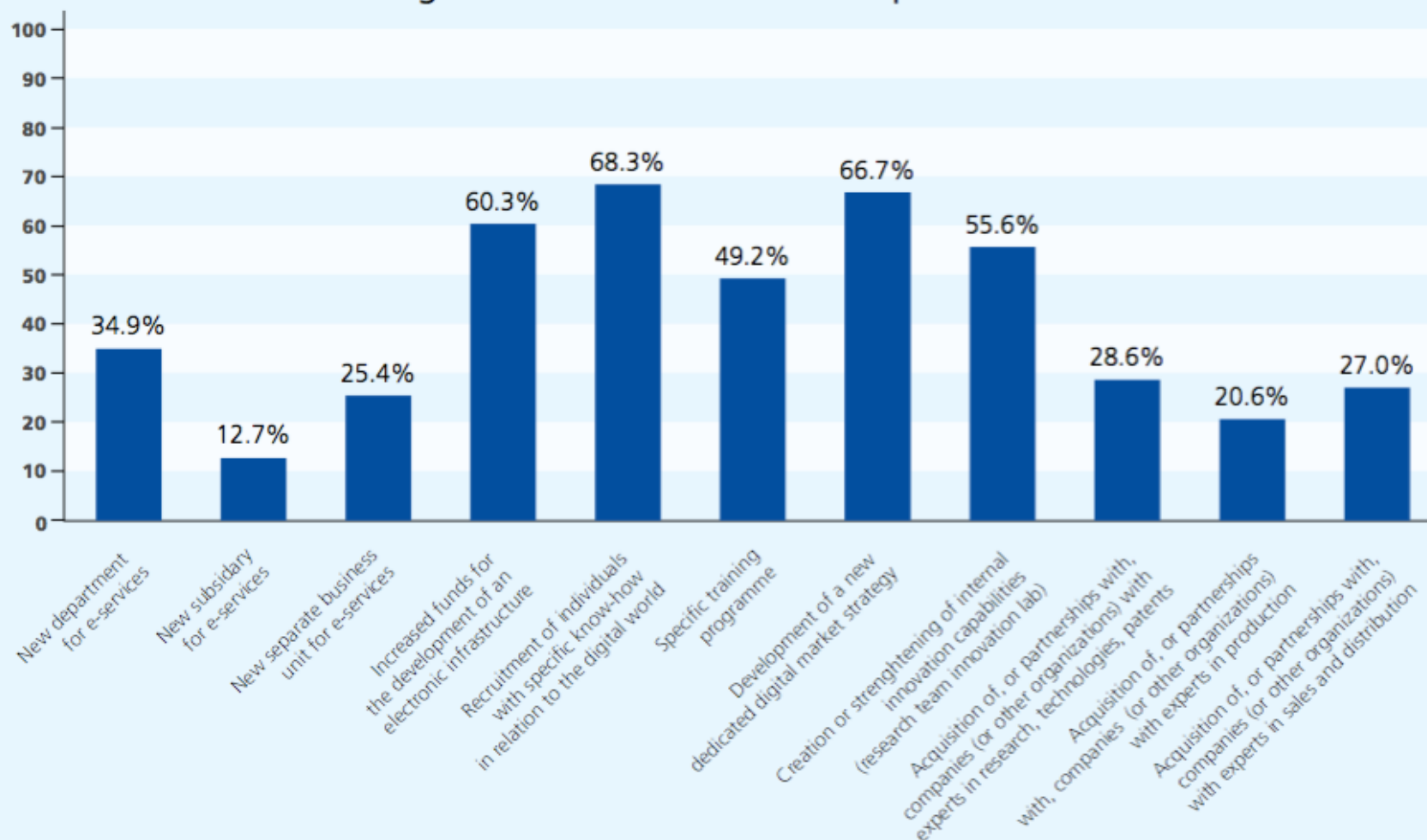


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Strategies for the provision of e-services

Table 8.19. Strategies and actions used for the provision of e-services

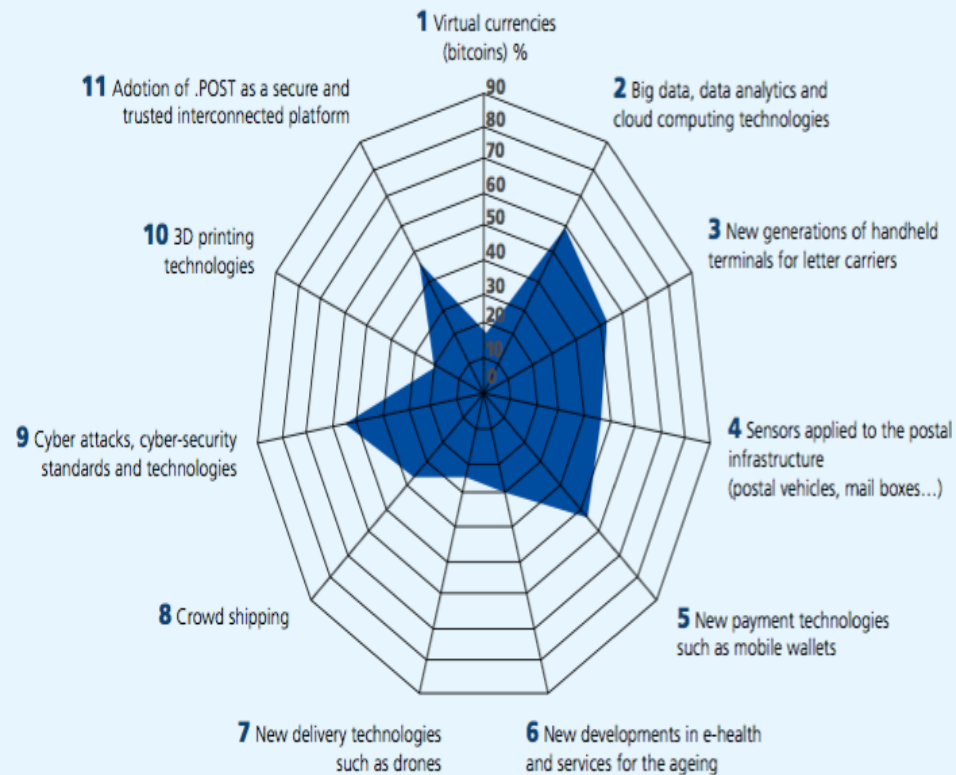




Technology radar postal e-services

Table 8.23. Global technological trends expected to impact postal e-services

"Do you expect any of the following technological trends to impact your organization's e-services offerings in the coming years"



1. Virtual currencies
2. Big data
3. New generation of handheld terminals
4. Sensors applied to the postal infrastructure
5. New payment technologies
6. New developments in e-health
7. New delivery technologies such as drones
8. Crowd shipping
9. Cyberattacks and cybersecurity
10. 3D printing technologies
11. Adoption of .POST



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How the UPU is helping in this transformation

Knowledge center

Capacity building

Framework for launching digital services

