

POSTAL NEWS

No. 86/2008

Formulated by **UNI-Japan Post** in cooperation with **UNI-Apro, ASPEK Indonesia and SPPI**

1. **BotswanaPost Launches Hybrid Mail. July 8, 2008.**
2. **U.S. Postal Service Selects NCR for Hardware Technology Refresh. July 7, 2008.**
3. **French postal service studies plan that could pave way for privatization. July 7, 2008.**
4. **Brunei Postal Services, Korea Post Sign MoU. July 7, 2008.**
5. **Complaints against Kuwaiti postal services. July 6, 2008.**

Goto Latest Issue [08 July 2008]

1. BotswanaPost Launches Hybrid Mail

By Martin Nyirenda
Correspondent

BotswanaPost last week Thursday launched Hybrid Mail at a function at the Gaborone International Conference Centre (GICC).

Hybrid Mail is a service designed for organisations that mail large quantities of invoices, statements, time-sensitive notices and business mail.

Launching the new service offered by BotsanaPost, Maun West MP, Ronald Ridge, said the facility would contribute to sustainable national growth by reducing the cost of mail service in offices.

"The facility also places BotswanaPost in a position to contribute to the achievements of two of the pillars of Vision 2016 as well as the Millennium Development Goals (MDGs). The Post Office is an important medium for business and commerce," Ridge said.

"It is an absolute necessity that it should keep pace with contemporary developments, especially the rapidly changing ICTs. ICT has created a myriad of opportunities for the postal sector. ICTs have offered significant opportunities for improved customer service and enhanced conventional communication products for better quality. Hybrid Mail is one such solution."

The state-of-the-art facility is capable of producing 15 000 pieces of mail per hour. It relieves companies of expensive tasks such as printing, enveloping and transportation,

and ensures an impression appearance because advanced laser printing and mail-processing technology is used.

Botswana Post Acting Director General, Ruth Mphathi, said contrary to common belief that the information superhighway is driving the Post Office to irrelevance, the postal sector is actually riding on the crest of technological changes.

ICT has offered an opportunity for the Post Office to provide a natural gateway to the Information Society, especially for rural communities.

Mphathi said the domestic letter mail is on a downtrend for obvious reasons, while the business mail product (including Government Mail) was on an upward trend in correlation with national economic growth. This is where the Hybrid Mail product comes in - to provide a seamless, cost-efficient solution to mailroom challenges.

"Due to our high delivery standards, we have even formed strategic alliances with some local courier companies to carry their parcels on our routes, and we are also tapping into their international network. The Post Office remains an integral part of the economy," Mphathi said.

She admitted that the postal business is facing challenges, which include small shop space for customers, old and dilapidated infrastructure, staff shortages (in some instances driven by the ill health of employees), lack of appropriate business information and communication technologies infrastructure and financial constraints.

"The Post is known for long queues. Despite these challenges, we are striving very hard to mitigate them, as testified by today's event, the official launching of the Hybrid Mail facility, which we hope will improve our revenue generation capabilities, as well as provide our customers with an opportunity to improve on their own services." Mphathi appealed to Government to relieve the Post Office of the cost of Universal Service delivery. The Post Office often agonises over the reasonableness of carrying a few postal items at a cost that far surpasses the value generated out of that service.

"With the current spate of rising costs, we may not be able to sustain this for very long. Cost sharing with the government would go a long way towards releasing much needed funds for the development of postal infrastructure, especially in those areas where the Post Office is able to meet the commercial mandate dictated by its founding Act," she said.

Botswana Post Board Chairman, Martin Mokgatlhe, said the Post Office continues to re-examine itself on an on-going basis, adding that early this year, its five-year strategic plan known as Pinagare was reviewed.

"Our strength lies in our geographically spread infrastructure. Therefore, due to its geographic locations, other than offering just its core business, BotswanaPost also acts as an agent for various organisations in the private sector, parastatal and government departments wishing to bring their services closer to their customers, and to the community at large," Mokgatlhe said.

"For example, a few months ago, we signed an agreement with TransUnion, with which credit-active individuals can now visit selected post offices to check their credit history for a minimum fee of P30.00."

Botswana Post has signed an agreement with Sandulela (Pty) Ltd. to sell airtime in selected 38 post offices.

Mokgathe saluted institutions who have taken up Hybrid Mail facilities. These include the Botswana Telecommunication Corporation.

The Botswana Building Society (BBS) is also using Hybrid Mail for printing and mailing customer's statements. Native Impressions use Hybrid Mail for packaging materials on behalf of its clients.

Mokgathe urged the business community to fully utilise all the products and services offered by Botswana Post, especially Hybrid Mail for reducing mailing production time and costs, eliminating mail collection, sorting and delivery costs, and shortening delivery time because of its direct routing to mail centres. As one of the oldest establishments in public services, BotswanaPost has 119 post offices and 75 postal agencies countrywide.

With such a network of post offices, Botswana Post is able to connect local customers to each other every day and to over 660 000 post offices worldwide, providing a variety of services under the physical, electronic and financial dimensions of a worldwide postal communications network.

Worldwide services through BotswanaPost include letter and parcel mail, Express Mail (EMS), money transfer services, e-mail and Internet access through BotswanaPost's Business and Kitsong Centres and courier Services through Botswana Couriers.

Agency services are provided on behalf of the Department of Social Services for the payment of social benefit grants (Dituelo tsa Bagodi le tse dingwe), and Botswana Savings Bank for banking services.

000

2. U.S. Postal Service Selects NCR for Hardware Technology Refresh

July 07, 2008 02:00 PM Eastern Daylight Time

NCR Workstations to be Installed at 16,000-Plus Post Offices Utilizing NCR POS ONE Software Platform

DAYTON, Ohio--(BUSINESS WIRE)--The U.S. Postal Service (USPS) has selected NCR Corporation (NYSE: NCR) as the exclusive provider of retail point-of-service (POS) hardware for thousands of postal counters across the United States.

Under the three-year, multimillion-dollar contract, the USPS will install NCR RealPOS™ 80XRT workstations at larger, high-traffic post office locations currently running the NCR POS ONE postal software solution. This comprehensive solution

from NCR, designed to deliver improved operational efficiencies and streamlined customer service, is expected to be installed beginning in the second half of 2008. NCR will also provide services, including help desk, project management and maintenance.

“This contract is an affirmation of the successful relationship NCR has shared since 1996 with the world’s largest postal service,” said Jim McMullen, president of NCR Government Systems, LLC. “NCR’s industry-leading solution is delivering dramatic improvements in performance and efficiency, enabling the USPS to better manage expenses while enhancing the customer experience.”

The NCR RealPOS 80XRT is NCR’s most advanced workstation. Employing next-generation architecture, this device delivers industry-leading power, scalability and systems management capabilities to the point of service. Coupled with the NCR POS ONE software, NCR’s solution allows the USPS to focus on accommodating customers with faster service and better information during visits to local post offices.

About NCR Corporation

NCR Corporation (NYSE: NCR) is a global technology company leading how the world connects, interacts and transacts with business. NCR’s assisted- and self-service solutions and comprehensive support services address the needs of retail, financial, travel, healthcare, hospitality, gaming and public sector organizations in more than 100 countries. NCR (www.ncr.com) is headquartered in Dayton, Ohio.

NCR is a trademark of NCR Corporation in the United States and other countries.

000

3. French postal service studies plan that could pave way for privatization

The Associated Press
Published: July 7, 2008

PARIS: France's postal service is looking at a plan to transform itself into a limited liability company, a move that would clear the way for a possible sale of a stake in the state-owned monopoly.

La Poste "is currently considering a change of its statutes," spokeswoman Marie-Aude Dubanchet said Monday.

The proposed change from "state enterprise" to a "limited liability company" would resemble the change that France's former telecommunications monopoly France Telecom underwent one year before it was floated on the Paris stock exchange in 1997.

Dubanchet declined to comment on whether a share sale would follow La Poste's change of legal status.

French President Nicolas Sarkozy's chief of staff said in an interview Sunday that the change was necessary for La Poste to raise the capital needed to take on the increased competition that will follow the full liberalization of Europe's postal market in 2011. Today in Business with Reuters

G-8 to work on adopting goal to halve emissions by 2050

Fuel prices force airlines into action

Global markets shudder after new worries about U.S. financial institutions

"If we do nothing, it will be the German or Dutch post offices that will deliver mail in France," Claude Gueant said on Europe 1 radio.

France's Les Echos newspaper reported Monday that La Poste was considering following up the change in legal status by selling a 20 percent stake for between €2 billion and €3 billion (\$3.1 billion and \$4.7 billion).

000

4. Brunei Postal Services, Korea Post Sign MoU

By Achong Tanjong

Bandar Seri Begawan - Brunei Postal Services and the Korea Post yesterday signed a Memorandum of Understanding (MOU) at the Ministry of Communications.

Signing on behalf of the Brunei government was Brunei Postal Services Postmaster General Haji Abd Kadir Tengah, while Korea Post President Kyung-Won Jung represented the Republic of Korea.

Present to witness the signing was Minister of Communication Pehin Orang Kaya Seri Kema Dato Seri Setia (Dr) Haji Awang Abu Bakar bin Haji Apong.

Under the MOU, the Brunei Postal Services and Korea Post will have the opportunity to strengthen existing cooperation relations in various postal services related fields in order to develop and upgrade the quality of postal services.

Both sides agreed to develop cooperation in various fields which included providing expertise and exchanging information of their respective Mail Processing System, operating EMS cooperation (Expedite Mail Service), exchanging information and practices in the areas of Parcel Service and Cash on Delivery Services, operating International remittance service and promoting/encouraging the sale of each other's philatelic products. -- Courtesy of Borneo Bulletin

000

5. Complaints against Kuwaiti postal services

Published Date: July 06, 2008

KUWAIT: Reflecting its strong dissatisfaction with Kuwaiti postal services, Japan recently threatened to halt all postal exchanges with Kuwait, while three Arab countries, Egypt, Jordan and UAE, complained of these services' deterioration, reported Al-Qabas.

In official correspondence with the Ministry of Telecommunications, the four countries complained of mail sent to Kuwait repeatedly being reported as lost, and expressed their dissatisfaction with Kuwait's failure to respond to inquiries made on the issue.

In his letter, the manager of the international trade section at the Japanese Postal Department expressed his absolute dissatisfaction with the loss of so much of the mail sent to Kuwait and with the lack of any response to inquiries about it. He also urged the ministry to conduct an immediate investigation to rectify the situation, threatening that unless his demands were met Japan would have to halt exchanging postal services with Kuwait.

Yahya Al-Roubi, Egypt's postal service director, his Jordanian counterpart Amin Qe'war and the head of the Emirati postal service, stressed that mail sent to Kuwait had been delayed, never arrived or had been returned to sender with no explanation forthcoming. They all agreed that postal officials in Kuwait had failed to respond to enquiries immediately and always asked them to call back a few days later. Al-Roubi voiced dissatisfaction with the current situation on behalf of all three, saying, "Our clients are getting extremely angry and we have been receiving a great many complaints."

000

Collected by Chairul Anwar, Bandung, Indonesia.

E-mail address : chairulanwar49@operamail.com, uyungchairul@plasa.com.