

POSTAL NEWS

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1. Accenture Adds Digital Mail to Postal Portfolio

By: Business Wire

Mar. 30, 2011 02:00 AM

Expanding its line of postal services, Accenture (NYSE: ACN) today announced it will enable postal agencies worldwide to offer digital mail – a digital version of printed mail securely delivered to an online mailbox – to their customers to recapture lost revenue from a steady decline in mail volumes and to compete against a growing number of independent operators currently offering digital mail direct to consumers.

Accenture works with more than 20 postal clients around the globe, including some of the world's largest posts, and its systems help deliver more than 50 percent of the world's mail. According to the company's research, presented today at the European Postal Conference in London, mail is estimated to decline by 44 percent by 2020 (165.2 billion pieces) compared to 2009 volumes (297.2 billion) for the 26 postal agencies included in its High Performance Post Study. While rates of mail decline will vary by geography, the postal industry should expect an average year-over-year decline of at least 5 percent for the foreseeable future.

The research also illustrates, however, that high-performing postal agencies embrace a revenue diversification strategy and are leveraging technology by offering digital mail, e-commerce and other electronic services. Accenture's digital post services enables postal agencies to immediately compete in the digital market by converting, delivering and storing traditional mail, such as utility bills, as digital mail in a postal customer's secure online mailbox. Mail recipients can organize and store their digital mail and, as with physical mail, postal customers will not have to pay for this service.

Unlike other players in the digital mail market, Accenture is partnering with postal agencies to help them offer digital post services to citizens. "Accenture is launching digital post services to help postal agencies expand their trusted relationship as the secure gateway between business, government and their valued customers," said

Brian Moran. Accenture's lead executive for its global postal business. "We are focused on enabling global posts to leverage new technology to drive revenue and compete against a growing number of independent digital mail start-ups."

Just like the cost of postage, postal agencies may charge fees for delivering mail digitally, creating an important new revenue stream. Accenture estimates that the majority of traditional mail can be converted to digital mail, making up for some of the revenue lost to decreased mail volumes.

"With digital mail, postal agencies can now offer business mailers a choice on how they would like their mail delivered – hard copy, digital or both," said Moran. "This new multi-channel capability will help posts adapt to the changing technology environment by giving citizens the option of receiving mail in their letter box or on their smart phone."

Important postal customers will also benefit. High-volume mailers, such as banks and utilities that opt for digital mail, can realize significant cost savings on paper, production and staff hours. They can offer consumers a choice while still being confident that their important correspondence is being delivered securely by the country's official postal system.

Accenture is currently in discussion with several postal agencies to add digital post services to the portfolio of services it provides.

Learn more about Accenture's Health & Public Service operating group.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 215,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US\$21.6 billion for the fiscal year ended Aug. 31, 2010. Its home page is www.accenture.com.

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2. Sri Lanka Post Master General to continue restructuring postal service
Sat, Apr 2, 2011, 10:16 pm SL Time, ColomboPage News Desk, Sri Lanka.

Apr 02, Colombo: Sri Lanka Post Master General M.K.B. Dissanayake says the Postal Department is ready to provide an efficient service despite the strike threats from certain trade unions.

The Post Master General Also said that the unfair strike threat of certain trade unions would not gain support of the majority postal employees.

A coalition of Postal Department trade unions recently held a march in Colombo city against the Post Master General and urged the government to remove him or to face strike.

However, the Post Master General said that the postal service of the country is in an age of transformation. He said that the postal service would be modernized whilst the inefficient sectors would be shut down.

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Sunday, 3 April 2011

3. Networking of postal services benefit public

by Mohammed NAALIR

The Postal Services Ministry is in the process of expanding its network throughout the island, Postal Services Minister Jeewan Kumaratunga said.

634 main post offices have been included in this new network with the support of University of Moratuwa, according to Minister Kumaratunga.

Moves are underway to include 3,410 more sub post offices in the network in two years' time.

After the completion of this new arrangements the administration activities of all post offices throughout the country could be brought under one umbrella. The Minister said that infusing modern technologies in the postal sector would be crucial to overcome challenges. For the past five years our postal sector had been facing huge challenges due to the introduction of modern technologies.

If modern technology was not used, the entire postal network would have faced a several setbacks. In every country the communication sector has become more competitive with the emergence of modern technologies.

He said that the Government has allocated sufficient funds for this project. We will be introducing track and trace system for the first time in Sri Lanka.

E-mail and billing facilities will also be offered by post offices countrywide on the completion of new network system. We are planning to provide 21 kinds of different services to customers in the future.

Government has allocated Rs. 15 million for bicycles to be distributed among the postal employees.

Last year we distributed 4,000 bicycles to the postal sector in Monaragala, Anuradhapura, Polonnaruwa and Hambantota Districts to ensure an efficient postal service.

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4. UK Postal Regulator Consults On 2012 Framework

02 April 2011 - Press Release

UK postal regulator Postcomm, today published the latest in its series of consultations on initial proposals for the scope and form of regulation of postal services for 2012 and beyond. Today's publication focuses on the core question of whether there is a need for ex ante regulation of Royal Mail's prices beyond 2012 and, if so, what that regulatory framework might look like.

This consultation takes place in a context of unprecedented volume decline in the postal sector. The volume of mail processed by Royal Mail has fallen by 20% since the current price control was implemented in 2006 and this trend is expected to continue. As a result Royal Mail's finances are weak. Even if Royal Mail's historic pension deficit is assumed by the government, as proposed by the Postal Services Bill 2010 currently before Parliament, it still needs to improve its cash flow from its revenue from customers significantly to cover its cash costs, and for the universal service to be sustainable, it is vital that efficiency is improved.

In that context, there is a fundamental question over the role of regulation and whether controls of the kind that we have employed up to now remain suitable. It is also important to examine carefully whether Royal Mail already has the necessary incentives to drive efficiencies through the business that will be sufficient to ensure that users' interests are protected in the medium to longer term.

This consultation on our initial proposals closes on 01 June 2011. It is expected that Ofcom will publish final proposals on the regulatory framework in the autumn 2011, assuming Royal Assent to the Postal Services Bill in July 2011.

<http://www.psc.gov.uk/consultations/2012regulatoryframework/regulatorysafeguards>

Source: Postcomm

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5. Postal Service Debt caused by bad management

Published: Friday, April 1, 2011 at 3:41 p.m.

Last Modified: Friday, April 1, 2011 at 3:41 p.m.

Your April 1 business article notes the Postal Service maybe closing thousands of offices due to their 8.5 million dollar debt. Probably a good idea..firing thousands of workers is, probably called for (particularly Union workers)...here in Southport, the USPS is firing contract letter carriers with years of experience and replacing them with Union Postal workers for three times more cost..doesn't look like they know anything about how to SAVE money...there next move is to ask the Federal Govt for a 11 million dollar loan to make ends meet...the question is, what public company could get away with this type of bad management? Close the Post Offices that are underused, cut out Saturday delivery, but don't increase the cost of letter carrier delivery just to keep Union employees working. It makes no sense.

Ronald P Thompson

St James,

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6. Accenture offers digital mail service as postal market transforms

Karl Flinders

Friday 01 April 2011 11:23

Accenture has added digital mail to the line of services it offers to postal agencies across the world to help them fend off new competition as traditional mail volumes drop dramatically.

The service provider has 20 corporate postal services customers and estimates its postal services systems deliver half of the world's mail.

With traditional mail volumes expected to fall by over 40% by 2020, digital mail offers an alternative. Digital mail converts traditional mail such as utility bills into a digital format and sends it to a secure mailbox, keeping it separate from e-mail.

Accenture recently presented research at the European Postal Conference in London. It found that mail is expected to decline by 44% by 2020, to 165.2 billion pieces compared to 297.2 billion pieces in 2009 volumes for 26 postal agencies included in its research.

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