

**HEADQUARTERS**

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**Press Release**

**For Immediate Release**

**Jamaica Post Advanced in Implementing 8 of 15 Approved Recommendations Voted on at the 18th Caribbean Council of Ministers of Postal Affairs Meeting**

**Kingston, Jamaica, April 14, 2023 -** A delegation led by the Honourable Daryl Vaz, Minister of Science, Energy and Technology attended the 18th Caribbean Council of Ministers of Postal Affairs Meeting in Miami, Florida from April 3-5, 2023.  The Minister was supported by Mr. Lincoln Allen, Postmaster-General and Mr. Carey Brown, Deputy Postmaster-General, Post and Telecommunications Department (Jamaica Post). The meeting discussed and approved fifteen (15) recommendations posited by the Postmasters General across the Region in July 2022, at the 24th Caribbean Postal Union (CPU) Conference held in St. Lucia. The aim of the recommendations once implemented is to transform the business models of regional postal operations.

Minister Vaz stated that “The meeting was a success and I am satisfied with the direction of the postal service from both a regional and national perspective.” The Postmaster-General, Jamaica Post confirmed that “Jamaica Post is advanced in the implementation of eight (8) of the fifteen (15) approved recommendations, while the remaining seven (7) are being considered for possible future integration.”

The fifteen (15) recommendations that were approved by the Council of Ministers are outlined below, along with details about Jamaica Post’s implementation status.

1. Expand services offered at post offices particularly – Agent, Government and Financial Services.

Jamaica Post rolled out Zip Mail, a next business day local courier service, in 2001. Fast Track, an expedited outbound solution, came on the market in 2014 while Klick ‘N’ Ship Express, a freight-forwarding service, was later introduced in 2018. Jamaica Post continues to explore opportunities to add to its growing suite of premium services.

1. Implement pre-paid envelopes; thus providing customers with the added convenience of knowing the cost upfront.

Jamaica Post is presently revamping its Ordinary Letter Mail and Registered Mail services to facilitate greater convenience and reduce operational costs. The project outcome for this initiative will include the rebranding of both mail products with the introduction of prepaid and barcoded envelopes with tracking features.

1. Implement Track and Trace – across mail classes.

The rebranding of the Registered Mail service will include the introduction of barcoding features and real-time tracking by customers.

1. Partner with multiple Online-Purchase Warehouses (Miami, UK, Canada and e-retailers).

Klick ‘N’ Ship Express, a freight-forwarding service, which was introduced in 2018 by Jamaica Post, is evidence of the proactive approach that has been taken by the entity concerning this recommendation.

1. Create a Sales and Marketing Team; to improve knowledge and awareness of products and services.

One of the tenets of the Strategic Business Plan is the restructuring of the entity to include the strengthening of existing capacities and/or the establishment of additional positions to allow for the onboarding of the requisite capacities needed to achieve the strategic objectives. In this regard, Jamaica Post has recently on boarded a Manager, Sales and Marketing and a Sales and Marketing Officer to enable sales, awareness and knowledge of all the products and services being offered by the entity.

1. Develop an e-Commerce infrastructure,

In keeping with the modernisation thrust, the entity is in the process of acquiring counter-automation technology to facilitate the improved business processes for postal transactions, and financial and inventory management functions. Jamaica Post is in the final stages of the procurement process.  This technology will greatly enhance efficiency, accountability and convenience.

1. Provide electronic payment processing i.e. partnering with regulated electronic payment providers to install self-serve kiosk that provides: electronic payments, mobile top-up, Sim dispensing digital cards, Prepaid Mastercard, Bill Payment; etc. at post office locations.

Currently, customers are offered electronic payment options through point-of-sale terminals for general services at approximately seventy (70) post offices islandwide. At these locations, bill payments are also facilitated by electronic means, thereby improving convenience to the public.

1. Sell and deliver a courier product.

Jamaica Post has commenced dialogue etc. with stakeholders to introduce this service.

Other recommendations that were approved and are being explored by Jamaica Post based on its long-term strategic objectives include the creation of a “Sustainability Plan” which lists initiatives and financial targets to manage or reduce operating costs. It was also recommended that there should be a sale of freight/ cargo services, as well as the sale of prepaid credit/ smart or e-cards; that postal operators consider partnering with Customs to simplify the process of exporting goods; that an “Advice Centre for Export Trade” be introduced to facilitate greater ease of doing business for MSME; postal operators are encouraged to implement the Regional Postal Service Charter; and where appropriate, postal operators are to participate in the opportunities presented by the CPU aimed at leveraging group buying power to reduce cost.

The Caribbean Council of Ministers is responsible for the development of long-term strategies and policies concerning postal matters and the future of the postal industry within the Caribbean region. The 19th Caribbean Council of Ministers of Postal Affairs Meeting and the 25th Caribbean Postal Union Conference (CPU) will be held in July 2023.

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