



Jamaica Post Hosts 3-Day Training Workshop with the Universal Postal Union (UPU)



Fifth person from L/ R: Mr. Lincoln Allen, Postmaster-General/ CEO, Jamaica Post; Mr. Cecil McCain, Director of Post, Office of the Prime Minister; Ms. Tiffany Roman, EAD Specialist USTF Representative, Universal Postal Union International Bureau and Mr. Jan Bojnansky, Supply Chain Co-ordinator, Universal Postal Union International Bureau along with other regional and international delegates and postal representatives posed for the camera at the 3-day workshop that focused on Electronic Advance Data (EAD), Customs Declaration System (CDS) and the International Postal System (IPS). The event was hosted by Jamaica Post and the Universal Postal Union International Bureau in Kingston, Jamaica.

Jamaica Post (Post and Telecommunications Department and the Postal Corporation of Jamaica) the island's Designated Operator of post, in collaboration with the Universal Postal Union (UPU) International Bureau (IB), recently concluded an intense 3-day workshop and training session that focused on up-skilling Postal Operators in the use of Electronic Advance Data (EAD), and the Technological tools used for the implementation and monitoring of the EAD, specifically the Customs Declaration System (CDS) and the International Postal System (IPS). Additionally, the Regional Transport workshop addressed a broad range of transport/logistics related concerns and challenges intended to put forward practical strategies and policies that will improve regional transport networks and the creation of a Think Tank Team.

The events which took place from May 21 to 23, 2024, in Kingston, had approximately 58 regional delegates and postal representatives from the Caribbean Community (CARICOM) including Jamaica, Antigua and Barbuda, Curaçao, Saint Maarten, Bahamas, Barbados, Cayman Islands, Guyana, Montserrat, Saint Kitts and Nevis, Saint Vincent and the Grenadines, Suriname, and Trinidad and Tobago. Delegates from the Universal Postal Union (UPU) International Bureau (IB) were in attendance, as well as representatives of international airlines.

As the postal industry evolve, the global governing body, UPU, continues to push for all its member states to innovate and transform. This reality has propelled the UPU to lead ongoing initiatives and provide technical support to assist its members and their partners in complying with various developments and requirements within the industry.



Mr. Jan Bojnansky, Supply Chain Co-ordinator, Universal Postal Union International Bureau

Mr. Jan Bojnansky, Supply Chain Co-ordinator, Universal Postal Union International Bureau noted that "the postal industry is changing dramatically, and I would say that e-commerce, seamless transport, custom clearance and digitalization of all processes are key drivers. These days, "data is king", we need to think out of the box, be more flexible and we need to follow the latest trends to be a relevant partner and survive on the very competitive market."

One of the highlights of the event was the robust panel discussion with Delta and American Airlines. This enabled the brainstorming process and facilitated the delegates working together to find solutions to improve mail transport performance in their respective jurisdiction and throughout the region. Tiffany Roman, EAD Specialist USTF Representative, UPU IB, also noted that the key outcomes of the EAD training is to increase "...awareness of most common EAD challenges and tools available to all member countries and posts for increasing EAD and EAD data quality; the commitment from the participating posts to the implementation of EAD and increasing EAD compliance, and knowledge transfer to the individuals in their team in charge of EAD activities within the next 6 months after receiving the training."

Some other results from the event include:

- The delegates being encouraged to develop a community of practice to aid each other with EAD and transport issues;
- Participants from Delta and American Airlines were pleased with the execution of the processes at the Office of Exchange and the Airmail facility of Jamaica Post. This augurs well for future engagement with the airlines thus providing additional routes and destinations for outbound international mail;
- Attendees left with a better understanding of the transportation operations in each country, which will aid with improving logistics within the region.

Jamaica Post continues its thrust to revamp several operational processes and procedures within the organization in keeping with the objective of becoming the 'Preferred Logistics Partner'. "The entity has been compliant with the UPU mandate to implement the EAD system which was initially introduced globally on January 1, 2021. Additionally, Jamaica Post is working closely with the UPU and other international and regional partners to improve transportation and logistics capabilities in relation to the movement of mail. This will ultimately improve postal operations locally and regionally as well as the total customer experience" noted Mr. Lincoln Allen, Postmaster-General/ CEO.

The UPU has also been working from the macro level with stakeholders to enable improvement in areas of transportation. Mr. Bojnansky explained that "the focus is on using multimodal transport solutions and involving wider postal sector players. We need to be prepared to shift from our traditional transportation methods to a more dynamic routing plan." Mr. Bojnansky further explained that "we try to meet all the latest legal, security, customs, transport and EDI requirements coming from

different regions and stakeholders through the UPU Global Postal Model which was designed to streamline postal traffic and ensure that mail transportation is done smoothly, safely and securely. The overall aim is to make the postal supply chain as secure as possible, considering the operating environment in terms of the applicable regulatory, operational and security developments."

Jamaica Post is on a path to becoming a one-stop shop offering traditional as well as commercial services and, in the near future, an outlet for several government products and services. "We continue to work strategically in building our human capital, which is our number one resource. Therefore, the benefits derived from training programmes such as this collaboration with the UPU International Bureau, should increase organizational efficiency, improve operational processes as well as the quality of service to the public," noted Mr. Allen.



Mr. Lincoln Allen, Postmaster-General/ CEO, Jamaica Post