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CC Postal Revenue Protection Working Group

Update

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Postal Security Group

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WG MEMBERSHIP COVERS MOST GEOGRAPHIES





SURVEY RESULTS : A CALL FOR ACTION

115 Posts responded and designated **150 contact persons**

75% of Posts say they have a “major” (20%) or “minor” (55%) revenue leakage issue

73% of DC Posts and **100%** of LDC Posts are interested in training sessions and regional workshops

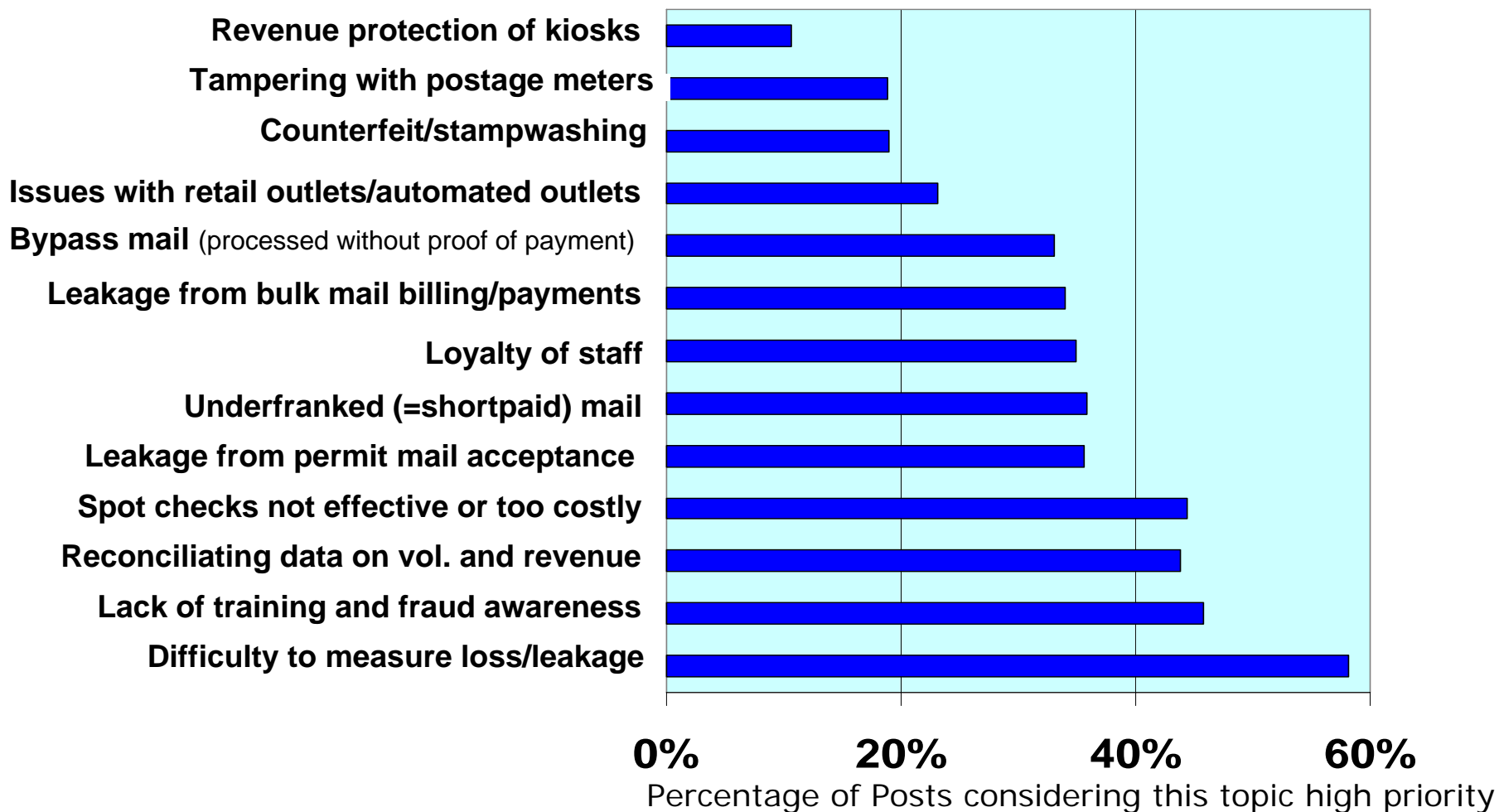
63% of DC Posts and **76%** of LDC Posts are interested in developing common specs for rev. pro. Solutions

49% of DC Posts and **80%** of LDC Posts would welcome technical assistance from our WG

86% of Posts in all regions want to receive docs on rev. protection solutions and products



GLOBAL PRIORITIES : LEAKAGE IDENTIFICATION, VERIFICATION PROCESSES, SECURE SOLUTIONS





...WITH SIGNIFICANT REGIONAL VARIATIONS

	EUR	ASIA	OCE	AFR	LA&C
Difficulty of measuring real revenue loss/ leakage	Dark Teal	Dark Teal	Dark Teal	Black	Black
Lack of training and lack of fraud awareness	Light Teal	Dark Teal	Dark Teal	Black	Dark Teal
Reconciling data on mail volumes and accounting data on revenues across products and channels	Light Teal	Light Teal	Black	Dark Teal	Dark Teal
Spot checks and audit checks not effective, time consuming or too costly	Light Teal	Light Teal	Light Teal	Black	Dark Teal
Revenue leakage from permit mail (account mail) acceptance and verification	Light Teal	Light Teal	Dark Teal	Dark Teal	Dark Teal
Underfranked mail	Light Teal	Light Teal	Light Teal	Dark Teal	Light Teal
Mail accepted and processed without proof of payment	Light Teal	Light Teal	Light Teal	Dark Teal	Light Teal
Problems with bulk mail billing/invoicing/payment	Light Teal	Light Teal	Light Teal	Dark Teal	Dark Teal
Loyalty of staff involved in mail acceptance and verification	Light Teal	Light Teal	Light Teal	Dark Teal	Light Teal
Revenue protection of retail outlets/automated counters	Light Teal	Light Teal	Dark Teal	Dark Teal	Light Teal
Counterfeit stamps and stampwashing	Light Teal	Light Teal	Light Teal	Light Teal	Light Teal
Tampering with postage meters	Light Teal	Light Teal	Light Teal	Light Teal	Light Teal
Revenue protection of automated kiosks	Light Teal	Light Teal	Light Teal	Light Teal	Light Teal



ACTION PLAN : SIX UNDERLYING PRINCIPLES

- Balance the needs of Posts (survey) with those of private sector players (suppliers, mailers) represented in WG
- Focus on DCs and LDCs
- Building on survey results, balance activities that help Posts:
 - to bridge the 'awareness gap',
 - to implement specific rev pro projects,
 - to get easier access to 'cost effective solutions' (per C19/2008)
- Optimize synergies and convergence with other groups (PSG, CA C2) and development cooperation policies (RDPs, Trainpost, QSF)
- Maintain close collaboration with Restricted Unions (workshops)
- 'One step at a time' : first pilot activities, then assess results, deploy



PROPOSED 'AREAS OF COLLABORATION' ... NOT YET A CC ACTION PLAN

Objective : Grow awareness of/ and share best practices and solutions	Objective : Support Posts' projects	Objective : Promote affordable technologies/solutions (C19/2008)
<ul style="list-style-type: none">• White Paper (finalized 12/2009)• Regional workshops (2010) <i>(strong interest from PostEurop, APPU and PAPU)</i>	<ul style="list-style-type: none">• Revenue protection audits and plans (2010-2011)• QSF model projects (2010-2011)	<ul style="list-style-type: none">• First, brainstorm the way forward e.g.,<ul style="list-style-type: none">-Promote common specifications - for whom and what solutions ?- Innovative business models and partnerships (akin to Nokia/ITU Village Connection)
<ul style="list-style-type: none">• Other activities t.b.d., (2010-2011) <p>e.g.,</p> <ul style="list-style-type: none">- Thematic webinars- Trainpost web-based programs	<ul style="list-style-type: none">• Other activities t.b.d.	

(For discussion by WG on Nov.4.; Plan will then be submitted to the CC MC)



- **Most Regional Development Plans include a reference to revenue protection, paving the way for joint activities.**
- **Close collaboration with PSG members and IB's Postal Security Program (and IB's DCDEV) is a key success factor, e.g., for:**
 - Regional workshops
 - Revenue protection audits
 - Sharing of best practices
- **Suggestions welcome.**

Thank you.