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Keynote speech

Pascal Clivaz

Deputy Director General, Universal Postal Union



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Taking on
the challenges of
**inclusive international
e-commerce**



The Universal Postal Union

Created 144 years ago,
more relevant than ever today

Fostering global trade
through seamless global
delivery network



E-commerce

A paradigm shift for:

Postal operators

The sector and the organization

For those who organize
and oversee

FOR ALL OF US



Global e-commerce...

20%

Annual growth*

**average rate
in past decade*

**\$189
billion**

Cross border B2C
ecommerce worth
2015

**380
million**

International
purchase

15% of global e-commerce is **cross border**



International parcels...

Increasing by
**double
digits**
every year

>20%
constant average
revenue growth

48%
weighs
less than **5 kg**

TSUNAMI OF PARCELS



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Four main challenges being addressed by the UPU



Challenge #1

Inclusion

B2C e-commerce not yet entrenched in developing countries

UPU actions:

Technical
assistance

Tools

Standards

Solutions

e-commerce momentum



Challenge #2

Access

90% of global economy is driven by MSMEs, but they face major challenges accessing international trade

UPU actions:

Largest distribution network in the world:
700,000 postal outlets



Challenge #3

Interoperability & integration

E-commerce requirements

Speed

Reliability

Security

Transparency

Tracking

UPU actions:

Standardizing
technological
interfaces

Cooperation
with other
international
bodies

International
standards



Challenge #4

Regulation

Finding the right environment
for the development of e-commerce

UPU actions:

Proactive
and market-
responsive
approach

Cooperation
between
governments,
international
organizations
& postal sector

Interface
between postal
financial,
transport
& informational
technology
regulation



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Let us **evolve the
international postal
network** for cross-border
e-commerce together