



UNIVERSAL
POSTAL
UNION



JAPAN POST



កម្ពុជា ប្រៃសណីយ៍ កម្ពុជា
CAMBODIA POST



CAMBODIA POST IMPROVEMENT PROJECT

TOKYO - 07 JUNE 2023

UPU - Cambodia Post Cooperation: Operational processes upgrade (Framework project)

Implementing partners	Cambodia Post Japan Post Universal Postal Union (UPU)
Beneficiary	Cambodia Post
Contributing partners	Cambodia Post Ministry of Internal Affairs and Communications of Japan Universal Postal Union Cambodia Ministry of Commerce (ASYCUDA-CDS)



Cambodia project deliverables

- Process mapping and standards

- ✓ **Training:** on-site and remote trainings conducted by IB and Japan Post
- ✓ **Process mapping:** New process mapping and KESSOKU diagrams ready
- ✓ **Domestic and international standards:** new standards implemented and published

Cambodia project deliverables

- **New OE layout, reconstruction and small mechanization**
 - ✓ **New OE layout:** OE reconstruction finished and new OE layout implemented
 - ✓ **Small mechanization:** trays, containers, conveyors for 15000 USD were procured, transported to Cambodia, tested and implemented at the OE

CENTRALIZED SORTING OPERATIONS



Cambodia project “Success story”

Before the project...



Project team



Now



Processing & storing mail on the floor; Inefficient work flow/line; No EDI with Customs and carriers...

Modern OE, process mapping, EDI exchange with Customs & carriers ,

OE WORKFLOW & SECURITY ENHANCEMENT



Before



After





BEFORE



AFTER



Cambodia project deliverables

- Transport

- ✓ **New transport** routings, schedules and forwarding tables ready (internationally and domesticly)
- ✓ **EDI piloting with three carriers and another one** (Cathay Pacifica, Korean Air, Qatar Airway and Malaysian Airline);
- ✓ **EDI:** all messages including ITMATT, CARDIT and RESDIT implemented and compliance increased
- ✓ **New destinations:** implemented with Cathay Pacific, and Qatar Airways

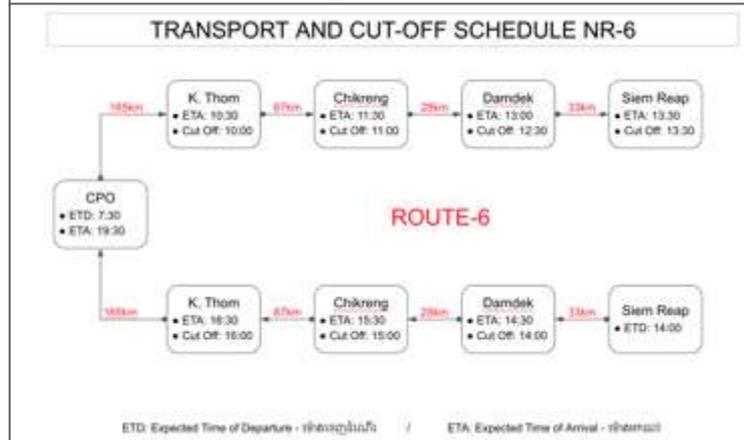
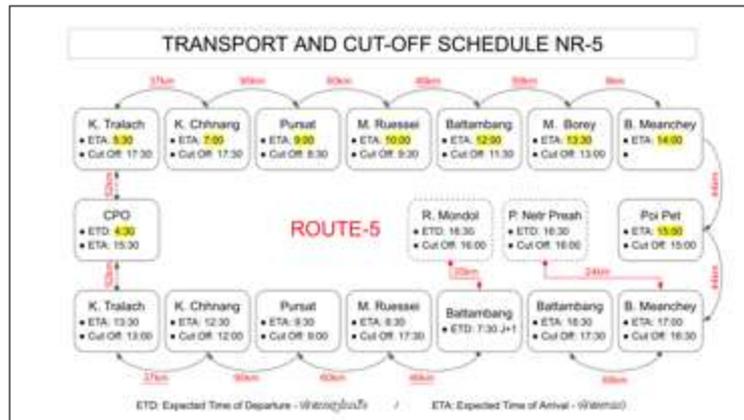
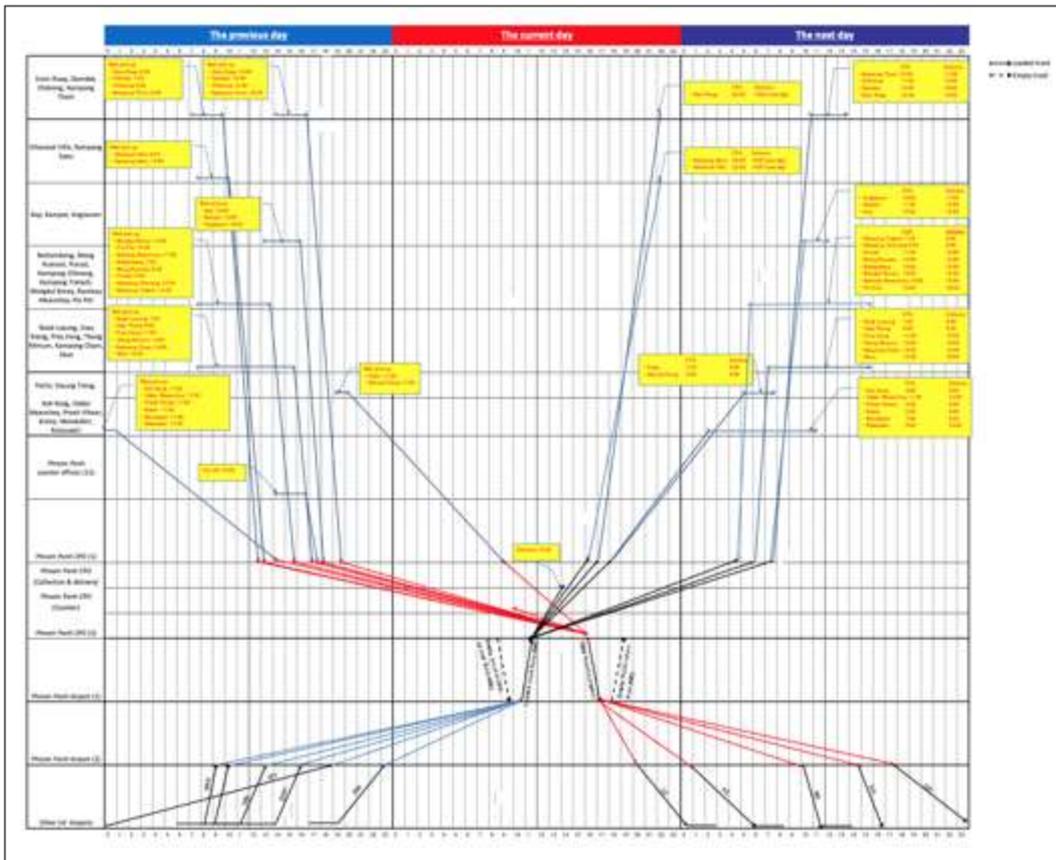
- **Pick up and delivery:** implemented

CAMBODIA POST PRICE LIST & ESTIMATED DELIVERY DAYS

ISO	Countries	CAMBODIA POST PRICE LIST & ESTIMATED DELIVERY DAYS											Letter Post			
		EMS						Parcel Post						For document and small packets up to 2kg. Add tracking: +6,300/ piece Add Advice of Receipt (AR): +11,400/ piece		
		Fastest service with tracking						Less expensive with tracking, takes longer to deliver						20 g	Additional 10 g	Est. Delivery Days
		0.25 Kg	0.5 Kg	1.0 Kg	Additional 0.5 Kg	Max Weight (Kg)	Est. Delivery Days	1.0 Kg	1.5 Kg	2.0 Kg	Additional 0.5 Kg	Max Weight (Kg)	Est. Delivery Days			
AF	Afghanistan	-	-	-	-	30	9 - 11	-	-	-	-	20	15 - 19	-	-	17 - 24
AL	Albania	-	-	-	-	20	10 - 12	-	-	-	-	20	14 - 18	-	-	17 - 24
DZ	Algeria	111,000	124,000	150,000	26,000	30	12 - 14	100,000	125,000	150,000	25,000	20	14 - 18	2,600	1,300	18 - 25
AO	Angola	62,000	75,000	102,000	26,000	30	12 - 14	102,000	126,000	150,000	24,000	20	14 - 18	2,600	1,300	18 - 25
AI	Anguilla	-	-	-	-	30	12 - 14	-	-	-	-	30	14 - 18	-	-	19 - 26
AG	Antigua and Barbuda	-	-	-	-	30	12 - 14	-	-	-	-	20	14 - 18	-	-	17 - 24
AR	Argentina	104,000	135,000	197,000	62,000	20	13 - 15	160,000	209,000	258,000	49,000	20	15 - 19	3,600	1,800	19 - 26
AM	Armenia	95,000	104,000	122,000	18,000	30	11 - 13	103,000	119,000	135,000	16,000	20	13 - 17	2,100	1,000	17 - 24
AW	Aruba	-	-	-	-	20	12 - 14	-	-	-	-	30	14 - 18	-	-	19 - 26
AU	Australia	95,000	125,000	187,000	61,000	20	11 - 13	159,000	208,000	257,000	49,000	20	13 - 17	3,600	1,800	18 - 25
AT	Austria	115,000	134,000	173,000	39,000	30	9 - 11	121,000	146,000	171,000	25,000	30	14 - 18	2,700	1,300	16 - 23
AZ	Azerbaijan	104,000	111,000	124,000	13,000	30	11 - 13	87,000	103,000	119,000	16,000	30	13 - 17	2,100	1,000	19 - 26
BS	Bahamas	-	-	-	-	30	11 - 13	-	-	-	-	20	14 - 18	-	-	17 - 24
BH	Bahrain (Kingdom)	-	-	-	-	30	11 - 13	-	-	-	-	30	13 - 17	-	-	19 - 26
BD	Bangladesh	59,000	70,000	91,000	21,000	30	10 - 12	78,000	100,000	122,000	22,000	20	13 - 17	2,400	1,200	18 - 25
BB	Barbados	-	-	-	-	30	10 - 12	-	-	-	-	20	14 - 18	-	-	16 - 23
BY	Belarus	-	-	-	-	30	10 - 12	-	-	-	-	20	14 - 18	-	-	19 - 26
BE	Belgium	100,000	112,000	127,000	24,000	30	9 - 11	155,000	181,000	207,000	26,000	30	14 - 18	2,600	1,300	19 - 26



TRANSPORTATIONS





BEFORE



AFTER






UNDELIVERED NOTICE

We were here to deliver you:

Letter Parcel Other _____

From: _____ To: _____

We were here on: _____

Your mail could not be delivered because:

It must be hand-delivered to you directly

It requires signature

It cannot fit in your mailbox / your mailbox cannot be located

It requires payment for: Customs COO Postage

Amount: _____

Options to receive your mail:

Redeliver to this address:

Address: _____

Date: _____ Time: _____

Pick up at one of Cambodia Post branches:

Branch: _____ Date: _____

* If you are picking up your own mail, please bring this card and your valid ID.
* If you are sending someone else to pick it up, make sure they bring this card and their valid ID.

(Name of pick-up person) _____ (Your signature) _____

Please fill out and send this "Undelivered Notice" to our "Delivery Support"
Telegram: **900 410 040** to arrange for redelivery.

The requested date for Redelivery should be day after this application.

Go to www.cambodiapost.com.kh to find our Cambodia Post branches nearest to you.

For more information:
Please call me (customer) to make other arrangement if they not be able to answer your call right away while I am doing but I will return your call as soon as possible.

Name: _____ Tel: _____

Improve leg-3:

- Established standard procedure for mails delivery.
- Provide customer more option to receive their mails
- Improve leg-3 time by 19%, average 2.6 days
- Other improving projects in includes implementing parcel lockers in strategic location, push for apartment complex to install centralized letter boxes and working on implementing standardized addressing system.

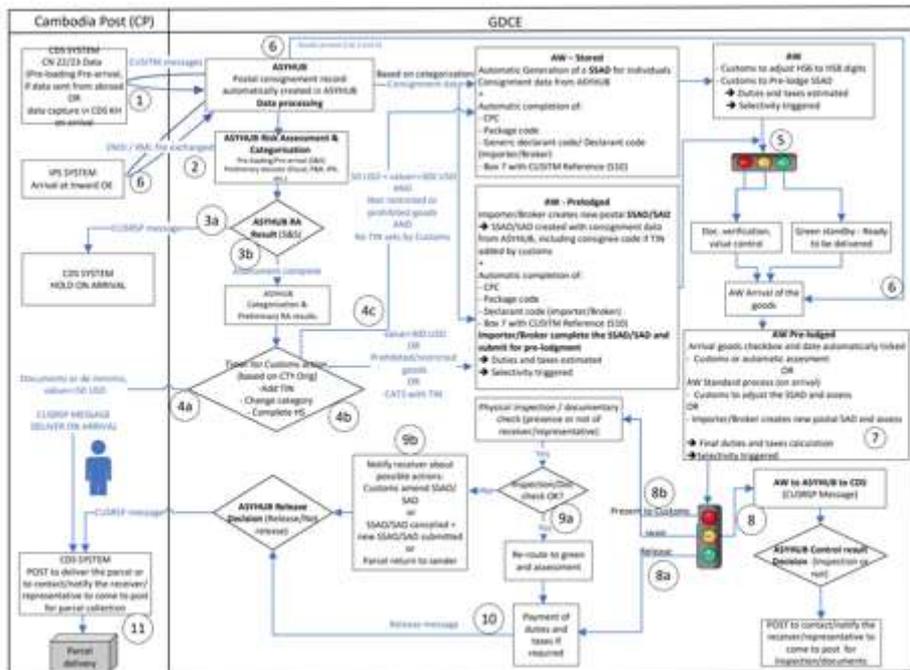
Cambodia project deliverables

Customs Vs. Post:

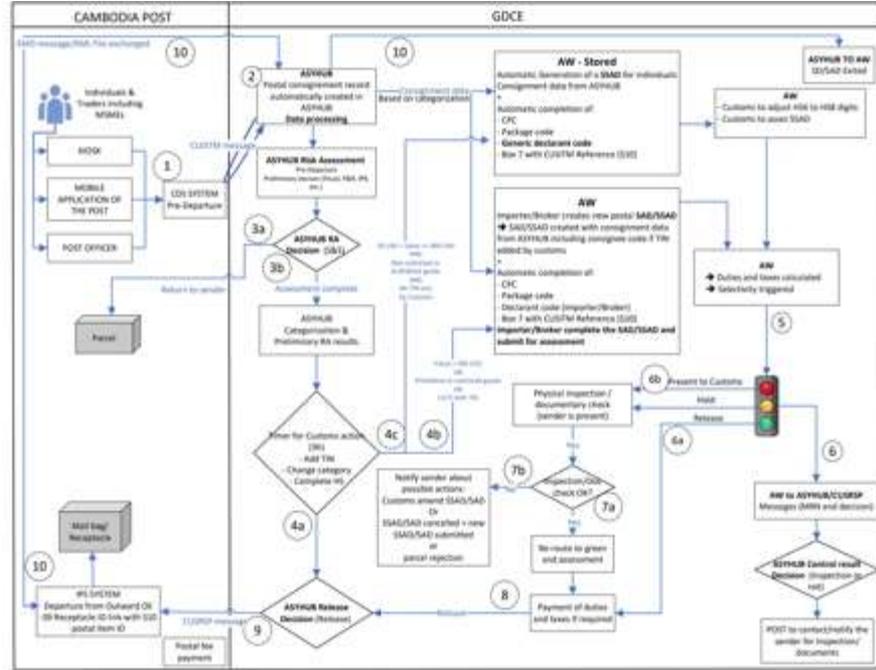
- ✓ **CDS-ASYCUDA:** ongoing pilot. CDS mobile app translation to Khmer language done and the link from app to pms is in progress, expected to be finished by end of June.

CDS - ASYCUDA INTEGRATION

INBOUND



OUTBOUND



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THANK
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