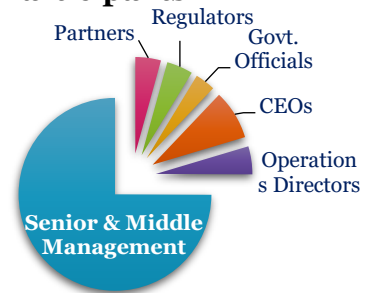




8<sup>th</sup> ANNUAL SAPOA  
Postal Forum  
CONFERENCE

**THEME:**  
Digital Transformation  
journey for Post  
Logistics

**Participants**



**10<sup>TH</sup> – 13<sup>TH</sup> FEB. 2020**  
**COASTLANDS HOTELS & RESORTS, UMHLANGA**  
**DURBAN, SOUTH AFRICA**

## SAPOA POSTAL FORUM 2020

### SPF 8 DISCUSSION POINTS

This year, the SAPOA Postal Forum conference will focus on **digital transformation** and examine how posts & logistics companies in the region and Africa are doing against it. **Digital transformation** is the process of using digital technologies to create new — or modify existing — business processes, culture, and customer experiences to meet changing business and market requirements. It is thus critical, for future survival, that postal & logistics companies embrace digital transformation by aligning their operational processes and training their employees to ensure seamless implementation thereof.

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# SAPOA Postal Forum

*Leadership, innovation & value-creation*