



# OFFICE OF INSPECTOR GENERAL

## UNITED STATES POSTAL SERVICE

### OIG/UPU Forum

#### Challenges and Opportunities in Global e-Commerce

26 March, 2015, 9:00 AM to 12:00 PM Eastern Standard Time Zone

OIG HQ 2<sup>nd</sup> Floor: 1735 N Lynn St., Arlington, VA 22209

To join via WebEx right-click [here](#) to register

*Global e-commerce, a market valued at over \$1.2 trillion USD, has allowed businesses to access new opportunities for selling their goods/services abroad, giving them a channel to reach new customers beyond their own borders. Over half of US online merchants sell their products overseas, and global B2C e-commerce sales in the US are supposed to reach \$370 billion by 2017. Nevertheless, there are still major operational, logistical, regulatory, security, and cultural challenges preventing retailers, especially small retailers, to fully harness the potential of global e-commerce. During this forum, representatives from the domestic and international postal industry, e-commerce experts, and service providers will analyze these obstacles, discuss possible solutions and explore opportunities for partnerships among the actors involved in the e-commerce value chain.*

#### Opening and Welcome Address

Moderator: **Bruce Marsh**, Deputy Assistant Inspector General for Research, *U.S. Postal Service Office of Inspector General*

#### 9:05 to 9:10

**Tammy Whitcomb**, Deputy Inspector General, *U.S. Postal Service Office of Inspector General*

#### 9:10 to 9:40

**Discussion Topic:** The e-commerce landscape.

Keynote Speaker: **Jim Tompkins**, CEO, *Tompkins International Supply Chain Consulting*

#### 9:40 to 9:55

**Discussion Topic:** Specific barriers to exporting experienced by SMEs, programs and tools provided by the Commerce Department to address difficulties in expanding a business beyond the U.S. market.

**Bruce Harsh**, Director of Distribution and Supply Chain, *International Trade Administration Department of Commerce*

**John Miller**, International Trade Specialist-Supply Chain, *International Trade Administration Department of Commerce*

#### 09:55 to 10:10, Break

## **1<sup>st</sup> Session: Obstacles in Participating in Global e-Commerce**

**10:10 to 11:05**

**Discussion Topic:** Possible obstacles such as regulatory issues, payment methods and processing, logistics and reverse logistics, customs clearance, organization readiness, and affordable ICT infrastructure.

**Dave Danjczek**, Adjunct Professor, *Georgetown University*

**Phil Warker**, Senior Policy Advisor, *U.S. Department of Homeland Security*

**Shea Felix**, Global Product Marketing Manager, *Endicia*

## **2<sup>nd</sup> Session: Opportunities to Overcome Global e-Commerce Obstacles**

**11:05-12:00**

**Discussion Topic:** Possible opportunities such as bilateral or regional solutions, UPU framework, cooperation between market players for data exchange and better delivery information, international standardization, cross-border networks, internet platforms, shipping toolkits for SMEs, digital identification, fulfillment services, global tracking, and payments.

**Andre Schmidt**, SVP & GM of DutyCalculator, *Borderfree*

**Jamin Dick**, SVP Global Supply Chain, *Borderfree*

**Greg Stofko**, Senior Attorney-Trade and International Affairs, *Federal Express*

**Wendy Eitan**, Product Strategy Integration and Economics Coordinator, *Universal Postal Union*