

# CALL FOR BOOK CHAPTERS

## BOOK TITLE

“Delivering Tomorrow:  
Transforming Zimbabwe’s  
Postal and Courier Sector”

POTRAZ invites original chapter proposals for the upcoming edited volume “Delivering Tomorrow: Transforming Zimbabwe’s Postal and Courier Sector”

### Description

In recent years, Zimbabwe’s postal and courier sector has evolved from a traditional service-oriented industry into a critical enabler of the digital economy. Driven by the growth of e-commerce, technological advancements and changing consumer demands, the sector is undergoing significant transformation. The increasing integration of digital platforms and data-driven logistics into operations has reshaped service delivery and market structures, raising important questions around efficiency, inclusivity, regulation and sustainability.

This book examines the transformation of the sector through a multidisciplinary lens, drawing on insights from regulation, economics, logistics and digital innovation. It explores the structure, performance and regulatory environment of the sector, while highlighting its role in promoting economic development, financial inclusion and digital participation. Particular attention is given to the impact of emerging technologies, evolving business models and market dynamics on the competitiveness and resilience of postal and courier services.

Focusing on Zimbabwe’s development context, the volume adopts a forward-looking and policy-oriented approach. It analyses how regulatory frameworks, digital transformation and cross-border integration can support a more inclusive and sustainable sector. The book concludes by offering strategic insights and policy recommendations aimed at aligning the postal and courier industry with Zimbabwe’s broader digital economy agenda, positioning it as a key driver of national development.

### Possible Topics

Chapter contributions will address, but are not limited to, the following areas:

#### SECTOR OVERVIEW AND CONTEXT: UNDERSTANDING ZIMBABWE’S POSTAL AND COURIER LANDSCAPE.

- Sector Overview and Context: Understanding Zimbabwe’s Postal and courier landscape.
- Digital Disruption and changing customer expectations: the rise of e-commerce, impact of digital services, global trends and their relevance to Zimbabwe.
- Policy and Regulatory Frameworks: Regulation of Postal and Courier Services, Universal Service and Digital Inclusion, regional and international Postal Systems.



## BUILDING THE FUTURE SYSTEM

- Modernising Postal Infrastructure: Automation, logistics chains, optimisation etc.
- Digital Transformation and Innovation: Digital Transformation of Postal Services, use of AI, IoT, Blockchain etc.
- Business Models and Market Adaptation (New Business Models for Postal Operators, Financial Services Integration, Competition and Market Dynamics, Financial Sustainability and Investment)
- Expanding the National Addressing System: last mile accessibility, addressing as a foundation for economic development, rural inclusion.

## OPERATIONAL EXCELLENCE FOR A MODERN ERA

- Strengthening Service Quality and Reliability: service standards, improving speed and accuracy, customer experience transformation.
- Enhancing Security and Trust: parcel security, risk management, data privacy and protection, cybersecurity.
- Green logistics & Sustainability: environmental sustainability, renewable energy, sustainable packaging and recycling.
- Building Human Capital: upskilling the postal and courier workforce; new skill in digital operations. PPPs & Ecosystem Collaborations

## FUTURE OUTLOOK

- Future Outlook and Strategic Alignment (Aligning the Sector with Zimbabwe's Digital Economy Strategy, Policy Recommendations and Reform Agenda, The Future of Postal and Courier Services in Zimbabwe)
- The Post Office as a National Digital Hub: smart digital centres, post offices as public service access points, empowering citizens through digital inclusion.
- The future of E-Commerce in Zimbabwe: delivery models, autonomous vehicles. Gig-economy couriers, flexible models etc.

Interdisciplinary contributions are welcome, grounded in in-depth case studies, as well as critical, theoretical and policy-oriented perspectives on Zimbabwe's postal and courier sector. Submissions are encouraged from researchers, industry experts, scholars, practitioners, policymakers etc. across various fields. In line with POTRAZ's mandate, the volume prioritises work that addresses inclusion, efficiency, sustainability and accountability, while exploring regulatory frameworks, institutional capacity and the sector's role in national development, with relevant comparative and regional perspectives also encouraged.

## Submission Guidelines

- Chapter proposals should include an abstract of 400–500 words clearly outlining the chapter's focus, theoretical framework, methodological approach and significance to the volume's themes, accompanied by a brief biographical statement (max. 100 words) for each author, institutional affiliation and contact details.
- The guidelines for the full chapters will be provided alongside the abstract acceptance letter. However, the length of the full chapter is between 5000 and 7000 words, including references. APA 7th Edition citation, formatting, and referencing style applies.
- A similarity index of 10% or less is required for an abstract and the full chapter to be considered for review. Upon submission, all abstracts and chapters will undergo screening using Turnitin software.

Proposals and queries should be submitted to: [research.development@potraz.zw](mailto:research.development@potraz.zw)

### Key Dates

- Abstract Submission Deadline: 01 May 2026
- Notification of Acceptance: 08 May 2026
- Preliminary Submission: 11 May 2026
- Author's Writeshop: 18–21 May 2026
- Full Chapter Submission: 30 September 2026



'creating a level playing field'