



UPU | UNIVERSAL
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Letter Post Manual

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.

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Berne 2013

International Bureau of the Universal Postal Union

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Letter Post Manual (Update 3)

Preface to Bookmarked Edition

The *Letter Post Manual* (2013) is published by the International Bureau of the Universal Postal Union. It reproduces the Universal Postal Convention adopted by the 2012 Doha Congress of the Universal Postal Union and the Letter Post Regulations adopted by the Postal Operations Council. The 2012 Convention and associated Letter Post Regulations will be in effect from January 1, 2014, until December 31, 2017.

The International Bureau updates the *Letter Post Manual* periodically to include new or revised Letter Post Regulations adopted by the Postal Operations Council. In general, but with some exceptions, the Regulations are adopted by the Postal Operations Council under the general authority of Articles 113(1)(13) and 141 of the General Regulations and not pursuant to an explicit delegation of authority in the Convention. The most recent update of the *Letter Post Manual*, Update 3, was published in March 2015.

The *Letter Post Manual* also includes copies of selected Resolutions and Decisions ("Other Decisions by Congress") adopted by the Doha Congress and related to the Letter Post. The UPU treats these Resolutions and Decisions as binding legal measures although there is no provision in the Constitution which explicitly authorizes the Congress to act legislatively by resolution or decision.

The order of presentation in the *Letter Post Manual* does not follow the order of the Universal Postal Convention. Articles of the Convention are organized according to topics. Letter Post Regulations (numbered, RL xxx) follow the Articles of the Convention to which they logically relate. Some Regulations are not associated with any Article of the Convention.

The *Letter Post Manual* is issued by UPU with PDF bookmarks to topical section heads only. In this revised version, the original UPU bookmarks are retained under the top level bookmark "Original cover". Bookmarks to Articles of the Convention have been added in numerical order. Bookmarks to selected Regulations and Forms and to Decisions and Resolutions are also been added. Potentially anti-competitive Articles and other measures are **highlighted in red**.

James I. Campbell Jr.



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Note concerning the printing

The text of the Convention is printed in **bold characters**.

The texts of the Regulations and of the Final Protocols are printed in ordinary characters.

The texts of the commentary by the International Bureau are printed in small characters preceded by a square (■). The number of the provision commented on is printed in **bold characters**.

Any amendments to the texts made in subsequent updates of the Manual are marked by a vertical line (|) in the margin opposite the amended text.

Remarks

This fourth edition of the Letter Post Manual includes the provisions of the Universal Postal Convention as revised by the 2012 Doha Congress applicable to letter post, those of the Letter Post Regulations as revised by the POC in 2013, and the commentary made by the International Bureau.

The Manual is designed so as to give the reader immediate access to all the information about one and the same matter, viz:

- the provisions of the Universal Postal Convention, indicated by **Article ...**
- the provisions of the Regulations, indicated by Article RL ...
- the provisions of the Final Protocol, given after the article concerned and indicated by
Prot Article ... or Prot Article RL ...
- the commentary by the International Bureau following the provisions to which it refers.

Contents

	Page
Abbreviations	VII
General List of UPU Member Countries and of territories included in the Union	XI
Table of UPU letter-post charges	XV
List of Compendia	XIX
UPU Postal Operators Statement of Values.	XXI
Table of contents	XXIII
List of forms	XXXV
Provisions of the Universal Postal Convention applicable to letter post and the Letter Post Regulations supplemented by the relevant articles of the Final Protocols, the commentary by the International Bureau, and the forms	
Other decisions concerning the provisions of the Convention applicable to letter post and the Letter Post Regulations	

Abbreviations

(The abbreviations listed below are mainly used in the commentary)

A. Common abbreviations

Add Prot	Additional Protocol to the Constitution of the UPU
Agr	Agreement
AI	advice of entry (Giro)
AO	other items or items other than LC in the classification system based on content
AR	advice of delivery
arbit	arbitration
art	article
c	centime
CA	Council of Administration
CCC	Customs Co-operation Council
CCPS	Consultative Council for Postal Studies (up to 1994)
cf	confer (= compare)
circ	circular
cm	centimetre
col	column
comm	commentary
Comm	Committee
Compendium	Compendium of Information (Letter Post, Parcel Post, etc.) published by the International Bureau
Conf	Conference
Const or Constitution	Constitution of the Universal Postal Union
Conv or Convention	Universal Postal Convention
dm	decimetre
DO	designated operator
Doc	Document (of Congresses, Conferences, Executive Council, etc.)
doc	document
EC	Executive Council (up to 1994)
ECOSOC	UN Economic and Social Council
EDI	Electronic Data Interchange
e.g.	for example
EPFSC	European Postal Financial Services Commission
FAO	United Nations Food and Agriculture Organization
g	gramme
Gen Regs	General Regulations
h	hour

IAEA	International Atomic Energy Agency
IATA	International Air Transport Association
IB	International Bureau
IBRS	International Business Reply Service
ICAO	International Civil Aviation Organization
id	idem
INCB	International Narcotics Control Board
ISO	International Organization for Standardization
Journal or Periodical	“Union Postale” (quarterly publication of the International Bureau)
kg	kilogramme
km	kilometre
lb (16 oz)	pound avoirdupois (453.59 grammes)
LC	letters and postcards
LDCs	Least developed countries
LP	Letter Post
LTAT	Latest Transport Arrival Time
m	metre
max	maximum
min	minimum
mm	millimetre
mn	minute (of time)
nm	nautical mile (1852 metres)
No	number
oz	ounce (28.3465 grammes) (one-sixteenth of the pound avoirdupois)
p, pp	page(s)
para	paragraph
Periodical	See under Journal
POC	Postal Operations Council
PPSA	Postal Payment Services Agreement
prop	proposal
Prot or Protocol	Final Protocol (to the respective Act)
QSF	Quality of Service Fund
RC	Parcel Post Regulations
rec	recast
Regs	Regulations
RF	Regulations of the Postal Payment Services Agreement
RL	Letter Post Regulations
s	second (time)
S.A.L.	Surface airlifted mail
SPS	Seoul Postal Strategy
t	tonne (1000 kilogrammes)
t-km	tonne-kilometre or kilometric tonne (unit used in connection with conveyance)
T.m.	sea transit
T.t.	land transit

UN	United Nations
UPU or Union	Universal Postal Union
vol	volume
WCO	World Customs Organization
WHO	World Health Organization

B. Abbreviations relating to forms

(These abbreviations are always followed by the serial number of the form)

AV	Airmail (until Washington 1989)
C	Convention (until Washington 1989)
CN	Convention (from Seoul 1994)
CP	Parcels
MP	Money Orders (until Seoul 1994)
R	COD (until Seoul 1994)
VD	Insured letters (until Washington 1989)
VP	Giro (until Seoul 1994)

General List of UPU Member Countries and of territories included in the Union

Afghanistan	Dominica
Albania	Dominican Republic
Algeria	Ecuador
Angola	Egypt
Antigua and Barbuda	El Salvador
Argentina	Equatorial Guinea
Armenia	Eritrea
Aruba, Curaçao and Sint Maarten	Estonia
Australia	Ethiopia
– Norfolk Island	Fiji
Austria	Finland (including the Åland Islands)
Azerbaijan	France
Bahamas	– French Overseas Departments:
Bahrain (Kingdom)	– – French Guiana
Bangladesh	– – Guadeloupe (including St Barthélemy and St Martin)
Barbados	– – Martinique
Belarus	– – Réunion
Belgium	– Territorial Community of Mayotte
Belize	– Territorial Community of St Pierre and Miquelon
Benin	– French Overseas Territories coming within the Union's jurisdiction by virtue of article 23 of the Constitution:
Bhutan	– – French Polynesia (including Clipperton Island)
Bolivia	– – French Southern and Antarctic Territories (St Paul and Amsterdam Islands, Crozet Islands, Kerguelen Islands, Terre Adélie)
Bosnia and Herzegovina	– – New Caledonia
Botswana	– – Wallis and Futuna Islands
Brazil	– – Scattered islands (Bassas da India, Europa, Juan de Nova, Glorieuses, Tromelin)
Brunei Darussalam	Gabon
Bulgaria (Rep.)	Gambia
Burkina Faso	Georgia
Burundi	Germany
Cambodia	Ghana
Cameroon	Great Britain:
Canada	– United Kingdom of Great Britain and Northern Ireland
Cape Verde	– Guernsey
Central African Rep.	– Jersey
Chad	– Isle of Man
Chile	Overseas Territories (United Kingdom of Great Britain and Northern Ireland):
China (People's Rep.)	– Anguilla
– Hong-Kong, China	– Bermuda
– Macao, China	– British Indian Ocean Territory
Colombia	– British Virgin Islands
Comoros	– Cayman Islands
Congo (Rep.)	– Falkland Islands (Malvinas)
Costa Rica	– Gibraltar
Côte d'Ivoire (Rep.)	– Montserrat
Croatia	
Cuba	
Cyprus	
Czech Rep.	
Dem. People's Rep. of Korea	
Dem. Rep. of the Congo	
Denmark	
– Farøe Islands	
– Greenland	
Djibouti	

General List of UPU Member Countries

- Pitcairn, Henderson, Ducie and Oeno Islands
- South Georgia and the South Sandwich Islands
- St Helena, Ascension and Tristan da Cunha
- St Helena (Dependencies) (islands)
- Turks and Caicos Islands
- Greece
- Grenada
- Guatemala
- Guinea
- Guinea-Bissau
- Guyana
- Haiti
- Honduras (Rep.)
- Hungary
- Iceland
- India
- Indonesia
- Iran (Islamic Rep.)
- Iraq
- Ireland
- Israel
- Italy
- Jamaica
- Japan
- Jordan
- Kazakhstan
- Kenya
- Kiribati
- Korea (Rep.)
- Kuwait
- Kyrgyzstan
- Lao People's Dem. Rep.
- Latvia
- Lebanon
- Lesotho
- Liberia
- Libya
- Liechtenstein
- Lithuania
- Luxembourg
- Madagascar
- Malawi
- Malaysia
- Maldives
- Mali
- Malta
- Mauritania
- Mauritius
- Mexico
- Moldova
- Monaco
- Mongolia
- Montenegro
- Morocco
- Mozambique
- Myanmar
- Namibia
- Nauru
- Nepal
- Netherlands
- Caribbean part of the Netherlands (Bonaire, Saba and Sint Eustatius)
- New Zealand (including the Ross Dependency)
- Cook Islands
- Niue
- Tokelau
- Nicaragua
- Niger
- Nigeria
- Norway
- Oman
- Pakistan
- Panama (Rep.)
- Papua New Guinea
- Paraguay
- Peru
- Philippines
- Poland
- Portugal
- Qatar
- Romania
- Russian Federation
- Rwanda
- Saint Christopher (St Kitts) and Nevis
- Saint Lucia
- Saint Vincent and the Grenadines
- Samoa
- San Marino
- Sao Tome and Principe
- Saudi Arabia
- Senegal
- Serbia
- Seychelles
- Sierra Leone
- Singapore
- Slovakia
- Slovenia
- Solomon Islands
- Somalia
- South Africa
- South Sudan
- Spain
- Sri Lanka
- Sudan
- Suriname
- Swaziland
- Sweden
- Switzerland
- Syrian Arab Rep.
- Tajikistan
- Tanzania (United Rep.)
- Thailand
- the former Yugoslav Republic of Macedonia
- Timor-Leste (Dem. Rep.)
- Togo
- Tonga (including Niufo'ou)
- Trinidad and Tobago
- Tunisia
- Turkey

Turkmenistan
Tuvalu
Uganda
Ukraine
United Arab Emirates
United States of America
– Territories of the United States of America
coming within the Union's jurisdiction by virtue
of article 23 of the Constitution:
– – Guam, Puerto Rico, Samoa, Virgin Islands
of the United States of America
– Trust Territory of the Pacific Islands:
– – Mariana Islands including Saipan
and Tinian, but not the United States
Possession of Guam
Uruguay
Uzbekistan

Vanuatu
Vatican
Venezuela (Bolivarian Rep.)
Viet Nam
Yemen
Zambia
Zimbabwe

UN member countries whose situation with regard
to the UPU has not yet been settled:

Andorra
Marshall Islands
Micronesia (Federated States of)
Palau

Table of UPU letter-post charges

Description of charge	Amount	Observations	Conv Article	Regs Article
1	2	3	4	5
Guideline postage charges	See art RL 105			RL 105
Charge for delivery to the addressee of a small packet exceeding 500 g	Same charge as in internal service			RL 106.1
Charge on items posted after the latest time for posting	Same charge as in internal service			RL 106.2.1
Charge on items posted outside normal counter opening hours	Same charge as in internal service			RL 106.2.2
Charge for collection at the sender's address	Same charge as in internal service			RL 106.2.3
Charge for withdrawal outside normal counter opening hours	Same charge as in internal service			RL 106.2.4
Poste restante charge	Same charge as in internal service			RL 106.2.5
Storage charge	Charge collected at the rate laid down by internal legislation for any letter-post item weighing more than 500 g except literature for the blind			RL 106.2.6
Handling charge	See "Charge on unpaid or underpaid unregistered items"			
Charge on unpaid or underpaid unregistered items	Charge adopted for priority items or letters in the first weight step by the country of delivery multiplied by the ratio between the amount of deficient postage and the same charge adopted by the country of origin; to this charge shall be added a handling charge whose guideline amount shall be 0.33 SDR or the charge prescribed by internal legislation	The delivering administration may, if it so wishes, collect only the handling charge		RL 118.2 and 8

Table of UPU letter-post charges

Description of charge	Amount	Observations	Conv Article	Regs Article
1	2	3	4	5
Registration charge	Guideline amount of 1.31 SDR at most	i For each M bag, administrations shall collect, instead of the charge per item, a bulk charge not exceeding five times the amount of the charge per item ii In addition to the charge per item or bulk charge, administrations may collect, from the sender or from the addressee, special charges in accordance with their internal legislation, to take account of any exceptional security measures taken with regard to registered items and insured items		RL 137.2 RL 137.3
Charge for exceptional security measures	See "Registration charge"			
Charge for cover against risks due to force majeure	Guideline amount of 0.13 SDR for each registered item			RL 106.3
Insurance charge	Guideline amount of 0.33 SDR for each 65.34 SDR of insured value or fraction thereof or 0.5% of the scale of the insured value, whatever the country of destination, even in countries which undertake to cover risks of force majeure			RL 138.3.1.2

Description of charge	Amount	Observations	Conv Article	Regs Article
1	2	3	4	5
Express charge	Charge which may not be less than the amount of postage prepayable on an unregistered priority/non priority item, as appropriate, or an unregistered single rate letter, with a guideline amount of 1.63 SDR	For each M bag, administrations shall collect, instead of the charge per item, a bulk charge not exceeding five times the charge per item. When express delivery involves special demands an additional charge may be levied in accordance with the provisions governing items of the same kind in the internal service. If the addressee asks for express delivery, the charge of the internal service may be collected		RL 140.2.1
Additional express charge	See "Express charge"			
Advice of delivery charge	Guideline amount of 0.98 SDR			RL 141.1
Charge for delivery to the addressee in person	Guideline amount of 0.16 SDR			RL 142.2
Charge for delivery of an item free of charges and fees	i Charge whose guideline amount shall be 0.98 SDR collected by the administration of origin			RL 143.2.2
	ii Additional charge whose guideline amount shall be 1.31 SDR per request made after posting, collected by the administration of origin			RL 143.2.3
	iii Commission charge whose guideline amount shall be 0.98 SDR collected for the benefit of the administration of destination			RL 143.2.4
Additional charge (items free of charges and fees)	See "Charge for delivery of an item free of charges and fees"			

Table of UPU letter-post charges

Description of charge	Amount	Observations	Conv Article	Regs Article
1	2	3	4	5
Commission charge	See "Charge for delivery of an item free of charges and fees"			
Charge for a request for redirection	Same charge as in internal service			RL 150.3
Charge for redirection	Same charge as in internal service			RL 150.4
Charge for return	Same charge as in internal service			RL 151.3
Charge for a request for withdrawal from the post or alteration or correction of address	Guideline amount of 1.31 SDR			RL 152.4.1
Presentation-to-Customs charge	Guideline amount of 2.61 SDR	For each M bag, administrations shall collect, instead of the charge per item, a bulk charge whose guideline maximum amount shall be 3.27 SDR. The presentation-to-Customs charge is collected only in respect of the presenter to Customs and customs clearance of items on which customs dues or any other dues of a similarnature are payable	20.2	RL 157
Customs clearance fee	Fee based on the actual costs of the operation		20.3	

List of Compendia

1 Letter Post Compendium

This Compendium, previously called the “Compendium of Information (Convention)”, contains particulars, by country, of the implementation of the Convention and the Letter Post Regulations. It is supplemented by information concerning the conveyance of radioactive materials by post.

2 Parcel Post Compendium

This Compendium contains particulars, by country, of the implementation of the provisions of the Convention relating to postal parcels and the Parcel Post Regulations. It is supplemented by information concerning the conveyance of radioactive materials by post.

3 Postal Payment Services Compendium

This Compendium, previously called the “Postal Financial Services Compendium”, contains particulars, by country, of the implementation of the Postal Payment Services Agreement and Regulations.

4 Universal Postal List of Localities (UPLL)

This list, previously called the “International List of Post Offices”, contains an alphabetical list of localities. It is supplemented by information about the postal addressing systems used by postal administrations.

5 Compendium of Transit Information

This compendium contains a list of kilometric distances relating to land sectors of mails in transit and a list of transit services provided for surface mail (including S.A.L. mail). The information is classified by transit administration in the list of kilometric distances and by administration of destination in the list of transit services provided for surface mail. The latest edition also contains information on surface mails in transit à découvert.

6 List of Prohibited Articles

This list contains information on prohibitions sent in by administrations on the basis of a model referring to the World Customs Organization (WCO) harmonized commodity description and coding system. It is supplemented by information

supplied by the United Nations about narcotics and psychotropic substances under international control and the IATA list of definitions of 9 classes of dangerous goods.

7 Postal Statistics

This publication has been produced since 1875 and is now in two parts. The first part gives the statistical data by country, i.e. the data relating to some one hundred headings over the previous five years for each UPU member country or territory. The second part provides a presentation of the statistical data by heading for a selection of headings particularly representative of postal development. All the statistical data available as provided by the UPU International Bureau may be consulted on the UPU website (www.upu.int).

8 General list of airmail services (CN 68)

The CN 68 list contains airmail information for each country of the Union or each dependent territory of a member country. This information refers to decisions taken on the application of certain optional provisions concerning airmail as well as on certain domestic and international services.

9 List of Airmail Distances

This list is drawn up in collaboration with IATA. It comprises distances between points served by an international line and distances relating to internal lines which may be used for the conveyance of international mail. It is supplemented by the modalities for transshipment of mail and the IATA three-letter codes (Location Identifiers) and the airline codes.

10 Multilingual Vocabulary of the International Postal Service

The Vocabulary is divided into two sections. The first section contains, in alphabetical order and preceded by an identification number, the French words and, where appropriate, their definition in that language. These are followed by their translations in the seven other languages (German, English, Arabic, Chinese, Spanish, Portuguese and Russian). In the second section, the terms and expressions are arranged in alphabetical order in every language other than French, with the identification number for the French word as given in the first section. Supplements are published to the Vocabulary comprising the terminology of specific technical areas relating to postal activities (marketing, information technology, informatics and electronic mail).

UPU Postal Operators Statement of Values (recommendation C 108/1999)

We, the postal operators with universal service obligations, working together within the context of the UPU, recognize that the international postal market is increasingly characterized by liberalization, deregulation, and rising customer expectations, in addition to growing competition from technological substitution and private competitors, as well as between the public operators of member countries.

In order to provide the services which customers demand in this highly competitive market we, the postal operators of the UPU, endorse and uphold the values shown below in our relations with each other, our government, our staff and our customers.

As postal operators within the UPU, we each care about:

The single postal territory

Promoting the maintenance of high quality universal postal services and the free circulation of mail across borders, by:

- acting as suppliers and customers to each other;
- relentlessly pursuing continuous improvement in our services, insofar as it affects our international customers;
- working together to fulfil the UPU Mission.

Focus on customers

- Understanding what customers need, and doing all we can to satisfy them.
- Providing the levels of quality of service, security and reliability which our customers demand.
- Acting promptly and effectively in dealing with customer complaints.
- Always identifying the effects on our customers of everything we do.

Respect

- Respecting every item of mail and recognizing its importance to sender and receiver.
- Treating others as we would wish to be treated.

Taking pride in what we do

- Working together to deliver all our promises all the time, especially to customers.
- Challenging poor performance in ourselves and others.
- Being professional in our work, and continually building our expertise.

Development

Showing commitment to the universal postal service by supporting international postal development.

Contents

Art

Section A

Rules applicable in common throughout the international postal service

1	Definitions	A.1
2	Designation of the entity or entities responsible for fulfilling the obligations arising from adherence to the Convention	A.4
3	Universal postal service	A.5
4	Freedom of transit	A.6
RL 101	Application de la liberté de transit	A.7
RL 102	Failure to give freedom of transit	A.7
RL 103	Monetary unit	A.7
5	Ownership of postal items. Withdrawal from the post. Alteration or correction of address. Redirection. Return to sender of undeliverable items	A.8
Prot I	Ownership of postal items. Withdrawal from the post. Alteration or correction of address	A.8
12	Processing of personal data	A.10
28	Posting abroad of letter-post items	A.11
Prot XII	Posting abroad of letter-post items	A.11

Section B

Security and violations

9	Postal security	B.1
RL 104	Postal security	B.1
11	Violations	B.2

Section C

Charges, surcharges, exemption from postal charges and methods of denoting prepayment

6	Charges	C.1
Prot II	Charges	C.2
RL 105	Postage charges	C.2

Art		Page
RL 106	Special charges	C.4
Prot RL I	Special charges	C.4
RL 107	Conditions of application of postage charges.	C.5
Prot RL VII	Conditions of application of postage charges.	C.6
RL 108	Calculation of surcharges for airmail items	C.6
RL 109	Equivalents.	C.7
7	Exemption from postal charges	C.8
Prot III	Exception to the exemption of items for the blind from postal charges	C.9
RL 110	Exemption from postal charges on postal service items. . .	C.10
RL 111	Application of exemption from postal charges to bodies concerned with prisoners of war and civilian internees. . .	C.10
RL 112	Marking of items sent free of postal charges.	C.11
Prot RL VIII	Marking of items sent free of postal charges.	C.11
8	Postage stamps	C.12
Prot IV	Postage stamps.	C.14
RL 113	Postage stamps. Notification of issues and exchange between designated operators	C.14
RL 114	Prepayment. Methods of denoting prepayment	C.14
RL 115	Characteristics of postage stamps and postal prepayment or franking impressions	C.15
RL 116	Suspected fraudulent use of postage stamps or postal prepayment or franking impressions.	C.17
RL 117	Application of the date-stamp	C.18
RL 118	Unpaid or underpaid items	C.19
RL 119	Prepayment and stamping of items posted on board ship .	C.21
9, 11	See section B	
10	See section O	
	Section D	
	Basic services	
13	Basic services	D.1
Prot V	Basic services	D.2
RL 120	Basic services	D.2
14	Classification of letter-post items based on their formats.	D.3
RL 121	Classification of letter-post items based on their formats. .	D.3
RL 122	Particulars relating to limits of weight	D.3

Art		Page
Prot RL II	Printed papers. Maximum weight	D.4
RL 123	Limits of size	D.4
RL 124	Limits of size and weight for small letters (P) and large letters (G)	D.5
RL 125	Conditions of acceptance of items. Make-up. Packing.	D.5
RL 126	Special provisions applicable to each category of items	D.9
Prot RL III	Special provisions applicable to each category of items	D.15
RL 127	Marking of priority or mode of transportation	D.16
RL 128	Special packing	D.17
RL 129	Items in panel envelopes	D.17
RL 130	Standardized items	D.19
Prot RL IV	Standardized items	D.21
RL 131	Dangerous goods admitted exceptionally	D.22
Prot RL V	Dangerous goods admitted exceptionally	D.22
RL 131bis	Controlling the introduction of dangerous goods	D.22
RL 132	Admissible radioactive materials, infectious substances, and lithium cells and lithium batteries	D.23
Prot RL VI	Admissible radioactive materials, infectious substances, and lithium cells and lithium batteries	D.24
RL 133	Conditions of acceptance and marking of items containing exempt patient specimens (human or animal).	D.25
RL 134	Conditions of acceptance and marking of items containing infectious substances	D.26
RL 135	Conditions of acceptance and marking of items containing radioactive materials	D.30
RL 136	Conditions of acceptance of letter-post items containing lithium cells and batteries installed in equipment	D.31

Section E

Supplementary services

15	Supplementary services	E.1
RL 137	Registered items	E.2
Prot RL IX	Registered M bags.	E.4
RL 138	Insured items	E.4
Prot RL X	Maximum limits for insured items	E.10
Prot RL XI	Insured items	E.10
RL 139	Cash-on-delivery items	E.11
RL 140	Express items	E.15
RL 141	Advice of delivery.	E.16
RL 142	Delivery to the addressee in person	E.20
RL 143	Items for delivery free of charges and fees	E.20
RL 144	International business reply service (IBRS)	E.27
Prot RL XII	IBRS accounting charges	E.36

Art		Page
RL 145	International business reply service – local response	E.36
RL 146	International reply coupons	E.36
Prot RL XXV	International reply coupons issued before 1 January 2002 .	E.41
Prot RL XXVI	Adjustment of debts arising from the settlement of accounts through the final liquidation account for international reply coupons distributed before 1 January 2002 .	E.45
RL 147	Consignment Service.	E.45
16, 17	See sections L and M	

Section F

Special provisions and Customs matters

18	Items not admitted. Prohibitions	F.1
Prot VII	Prohibitions (letter post).	F.5
Prot VIII	See Parcel Post Manual	
Prot IX	Articles subject to customs duty	F.7
RL 148	Dangerous goods prohibited from insertion in letter-post items	F.7
RL 149	Treatment of items wrongly admitted	F.7
Prot RL XIII	Treatment of items wrongly admitted	F.9
RL 150	Redirection.	F.11
Prot RL XIV	Redirection.	F.14
RL 151	Undeliverable items. Return to country of origin or to sender and period of retention	F.17
RL 152	Treatment of requests for withdrawal of items from the post or for alteration or correction of address.	F.20
RL 153	Withdrawal from the post. Alteration or correction of address. Items posted in a country other than that which receives the request.	F.25
19	Inquiries	F.27
Prot X	Inquiries	F.27
RL 154	Inquiries	F.28
Prot RL XV	Treatment of inquiries	F.31
RL 155	Inquiries concerning items posted in another country	F.37
20	Customs control. Customs duty and other fees.	F.38
Prot XI	Presentation-to-Customs charge	F.39
RL 156	Items subject to customs control	F.39
Prot RL XVI	Items subject to customs control	F.45
RL 157	Presentation-to-Customs charge	F.45
RL 158	Cancellation of customs duty and other fees	F.45
21, 22	See section H	

Art		Page
	Section G	
	Liability of designated operators	
23	Liability of designated operators. Indemnities	G.1
RL 159	Application of the liability of designated operators	G.3
24	Non-liability of member countries and designated operators	G.5
RL 160	Delivery of a rifled or damaged registered or insured item .	G.6
Prot RL XVII	Delivery of a rifled or damaged registered or insured item .	G.6
25	Sender's liability	G.10
RL 161	Establishment of sender's liability	G.10
26	Payment of indemnity	G.11
RL 162	Payment of indemnity	G.11
RL 163	Period for payment of indemnity	G.12
RL 164	Automatic payment of indemnity	G.12
RL 165	Determination of liability between designated operators . .	G.13
RL 166	Procedures for determining the liability of designated operators	G.14
Prot RL XVIII	Procedures for determining the liability of designated operators	G.15
27	Possible recovery of the indemnity from the sender or the addressee	G.16
RL 167	Recovery from air carriers of indemnities paid	G.16
RL 168	Reimbursement of the indemnity to the paying designated operator	G.17
RL 169	Settlement of indemnities between designated operators .	G.17
RL 170	Accounting for amounts due in respect of indemnity for letter-post items	G.18
	Titre H	
	Procedures concerning the transmission, routeing and receipt of mails/items	
RL 171	Exchange of items	H.1
RL 172	Priority treatment of priority items and airmail items	H.2
RL 173	Mails	H.3
RL 174	Exchange in closed mails	H.4
RL 175	Exchange of format-separated mails	H.4
RL 176	Transit à découvert	H.6
RL 177	Routes and methods of transmission of insured items	H.10

Art		Page
RL 178	Make-up of mails	H.12
Prot RL XIX	Bags.	H.15
RL 179	Letter bills	H.19
RL 180	Transmission of registered items	H.23
RL 181	Transmission of insured items	H.26
RL 182	Transmission of money orders and unregistered COD items	H.29
RL 183	Transmission of express items.	H.29
RL 184	Transmission of IBRS items.	H.29
RL 185	Transmission of M bags.	H.30
RL 186	Transmission of bulk items	H.30
RL 187	Transmission of items intended for direct access to the domestic service	H.32
RL 188	Labelling of mails.	H.32
Prot RL XX	Labelling of mails.	H.35
RL 189	Use of barcodes.	H.42
RL 190	Tracking and tracing – item and dispatch specifications. . .	H.43
RL 191	Routeing of mails.	H.45
Prot RL XXI	Routeing of mails.	H.46
RL 192	Direct transshipment of airmails and of surface airlifted (S.A.L.) mails	H.46
RL 193	Preparation of trial notes	H.48
RL 194	Transfer of mails.	H.50
RL 195	Preparation and checking of CN 37, CN 38 or CN 41 delivery bills.	H.57
RL 196	Missing CN 37, CN 38, CN 41 or CN 47 delivery bill	H.58
RL 197	Checking of mails	H.61
RL 198	Verification notes	H.64
RL 199	Misrouted mails and missent items	H.69
RL 200	Steps to be taken in the event of an accident.	H.69
RL 201	Steps to be taken in the event of an interrupted flight, or of diversion or missending of airmails or surface airlifted (S.A.L.) mails	H.69
RL 202	Steps to be taken in the event of temporary suspension and resumption of services	H.70
RL 203	Return of empty receptacles	H.70
21	Exchange of closed mails with military units	H.74
RL 204	Mails exchanged with military units.	H.74
22	Quality of service standards and targets.	H.76
RL 205	Quality of service targets	H.76

Art		Page
	Section I	
	Transit charges and terminal dues	
A.	<i>Transit charges</i>	
33	Transit charges.	I.1
36	Authority of the Postal Operations Council to fix charges and rates.	I.2
RL 206	Transit charges. General provisions.	I.2
RL 207	Application of transit charges	I.3
RL 208	Transit charges.	I.6
Prot RL XXII	Special transit charges	I.7
RL 209	Kilometric distances	I.8
RL 210	Extraordinary services. Multimodal transport	I.8
RL 211	Calculation and accounting for charges for items in transit à découvert and missent items	I.8
RL 212	Transit charges for diverted or misrouted mails.	I.14
RL 213	Airmails and S.A.L. mails in transit by surface.	I.14
RL 214	Payment of transit charges for the transport of empty bags returned by surface or air.	I.14
B.	<i>Terminal dues. General provisions</i>	
29	Terminal dues. General provisions	I.16
30	Terminal dues. Provisions applicable to mail flows between designated operators of countries in the target system	I.19
31	Terminal dues. Provisions applicable to flows to, from and between designated operators of countries in the transitional system	I.21
RL 215	Terminal dues. General provisions.	I.22
RL 216	Voluntary membership of the target system by member countries	I.23
RL 217	Direct access to the domestic services.	I.24
RL 218	Supplementary remuneration for additional service features for registered, insured and express items	I.25
RL 219	Measurement of performance. Reporting and validation	I.27
RL 219bis	Preparation and transmission of charges for supplementary remuneration accounts.	I.28
RL 220	Calculation of the rates of terminal dues for countries applying article 30.5 to 11 of the Convention	I.30
RL 221	Conditions applying to the notification of the reference charges for the calculation of terminal dues rates.	I.31

Art		Page
RL 222	Quality of service linked terminal dues remuneration between designated operators of countries in the target system.	1.33
RL 223	Principles for setting or revising quality of service standards and targets for the quality of service linked terminal dues remuneration.	1.35
RL 224	Quality of service linked terminal dues remuneration applicable to mail flows to, from and between designated operators of countries in the transition system	1.36
RL 225	Mechanism for revising the rates of terminal dues	1.36
RL 226	Request for payment specific to bulk mail	1.38
RL 227	Closed mails exchanged with military units.	1.39
C.	<i>Sampling operations</i>	
RL 228	General principles for statistical sampling and estimation of the number of items per kilogramme.	1.40
RL 229	Statistical counts for exchanges of mail between designated operators of countries in the target system.	1.40
RL 230	Statistical counts for exchanges of format-separated mails in the transition system	1.42
RL 231	Alternative approach for statistical counts for exchanges of mail between designated operators of countries in the target system	1.43
RL 232	Special statistical count for the application of the revision mechanism.	1.44
D.	<i>Preparation, transmission and acceptance of statements, bills and accounts relating to transit and terminal dues</i>	
37	Provisions specific to the settlement of accounts and payments for international postal exchanges.	1.47
RL 233	Preparation, transmission and acceptance of CN 53, CN 54, CN 54bis and CN 54ter bills for exchanges of mail between designated operators of countries in the target system	1.47
RL 234	Preparation, transmission and acceptance of CN 53 and CN 54 bills for the revision mechanism	1.54
RL 235	Preparation of CN 55, CN 55bis, CN 56 and CN 56bis statements of mails	1.55
RL 236	Transmission and acceptance of CN 55, CN 55bis, CN 56 and CN 56bis statements of mails.	1.60
RL 237	Accounting for bulk mail	1.60
Prot RL XXIII	Accounting for bulk mail	1.61
RL 238	Accounting for mail intended for direct access to the domestic system	1.64

Art		Page
RL 239	Preparation, transmission and approval of transit charges and terminal dues accounts	I.64
RL 240	Special address for the transmission of forms concerning transit charges and terminal dues	I.70
RL 241	Acceptance of transit charges and terminal dues accounts	I.70
RL 242	Provisional payments of transit charges and terminal dues	I.74
32	Quality of Service Fund	I.75
RL 243	Payment of amounts due into the Fund to finance improving quality of service in the developing countries	I.76
 Section J Air conveyance dues		
34	Basic rates and provisions concerning air conveyance dues	J.1
RL 244	Formula for calculating the basic rate and calculation of air conveyance dues for closed mails	J.2
36	Authority of the Postal Operations Council to fix charges and rates	J.4
RL 245	Accounting for air conveyance dues	J.4
RL 246	Preparation of CN 66 and CN 67 statements of weights . .	J.4
RL 247	Preparation of CN 51 detailed accounts and CN 52 general accounts	J.8
RL 248	Submission and acceptance of CN 55, CN 66 and CN 67 statements, CN 51 detailed accounts and CN 52 general accounts	J.11
Prot RL XXIV	Submission and acceptance of CN 55, CN 66 and CN 67 statements, CN 51 detailed accounts and CN 52 general accounts	J.13
RL 249	Amendments to transit charges and air conveyance dues .	J.13
RL 250	Payment of air conveyance dues.	J.13
RL 251	Air conveyance dues for diverted or missent mails or receptacles	J.14
RL 252	Air conveyance dues for mail lost or destroyed.	J.15
 Section K Settlements of accounts. Payment		
RL 253	Electronic transfer of statements and accounts	K.1
RL 254	Preparation and settlement of accounts	K.1
RL 255	Settlement of accounts through the International Bureau. .	K.2

Art		Page
Prot RL XXVII	Adjustment of debts arising from the settlement of accounts through the International Bureau clearing system in effect before 1 January 2001	K.3
RL 256	Payment of debts expressed in SDRs. General provisions .	K.3
RL 257	Rules for payment of accounts not settled through the International Bureau clearing system	K.4
 Section L EMS		
16	EMS and integrated logistics	L.1
RL 258	EMS	L.1
RL 259	Operation of EMS	L.2
 Section M Electronic mail. Telematic links		
17	Electronic postal services	M.1
RL 260	Hybrid mail	M.1
RL 261	Facsimile-based services	M.2
RL 262	Text-based services	M.2
RL 263	Electronic postal certification mark	M.2
RL 264	Postal registered electronic mail	M.3
RL 265	Postal electronic mailbox	M.4
RL 266	Telematic links. General provisions	M.4
RL 267	Special provisions concerning telematic links	M.5
RL 268	Rules for payment of telematic links	M.5
 Section N Integrated logistics service		
16	EMS and integrated logistics	N.1
RL 269	Integrated logistics service	N.1
 Section O Miscellaneous provisions		
RL 270	Information to be supplied by designated operators	O.1
RL 271	International Bureau publications	O.3
RL 272	Period of retention of documents	O.5
RL 273	Forms	O.5
Prot RL XXVIII	Forms	O.6

Art		Page
RL 274	Forms for the use of the public	O.6
RL 275	Application of standards	O.7
10	Sustainable development	O.8
RL 276	Environmental aspects.	O.8
 Section P		
Transitional and final provisions		
38	Conditions of approval of proposals concerning the Convention and the Regulations	P.1
39	Reservations at Congress.	P.2
40	Entry into force and duration of the Convention.	P.3
RL 277	Entry into force and duration of the Letter Post Regulations	P.3

Articles 35 and Prot XIII, XIV, XV and XVI concern postal parcels only.
See Parcel Post Manual.

List of forms

No.	Title or nature of the form	Page
1	2	3
CN 01	International reply coupon	E.37
CN 02bis	Detailed statement. Reply coupons	E.43
CN 03	Detailed statement. Reply coupons exchanged	E.40
CN 03bis	Recapitulative statement. Reply coupons	E.44
CN 04	“R” label for registered items	E.4
CN 05bis	Label for express items	E.16
CN 06	“V” label for insured items	E.9
CN 07	Advice of receipt/of delivery/of payment/of entry	E.19
CN 08	Inquiry	F.32
CN 08	Receipt	F.34
CN 09	Statement of IBRS items sent	E.32
CN 10	Recapitulative statement of IBRS items	E.33
CN 11	Franking note	E.24
CN 12	Detailed monthly account. Customs, etc., charges	E.26
CN 13	Report. Information about a seized postal item	F.10
CN 14	Collective envelope. Redirection of letter-post items	F.15
CN 15	“Return” label	F.19
CN 16	Dispatch list. Insured items	H.28
CN 17	Request	F.23
	– for withdrawal from the post	
	– for alteration or correction of address	
	– for cancellation or alteration of the COD amount	
CN 18	Declaration concerning the non-receipt (or receipt) of a postal item	F.35
CN 19	Detailed account. IBRS charges	E.34
CN 20	Statement. IBRS charges	E.35
CN 21	Advice. Redirection of a CN 08 form	F.36
CN 22	Customs declaration	F.42
CN 23	Customs declaration	F.43
CN 24	Report (irregularities in respect of insured letter-post items and postal parcels)	G.8
CN 25	Bundle labels	H.8, H.16
CN 26	Bundle labels	H.17
CN 27	Table. Routes and methods of transmission of insured items	H.11
CN 29	“COD” label	E.12
CN 29bis	Label for COD items	E.12
CN 29ter	Coupon for COD items	E.13
CN 31	Letter bill. Exchange of mails	H.22
CN 32	Letter bill. Bulk mails	H.31
CN 33	Special list. Registered items	H.25
CN 34	Receptacle labels for surface mail	H.36
CN 35	Airmail receptacle labels	H.38
CN 36	Receptacle labels for S.A.L. mail	H.40
CN 37	Delivery bill. Surface mails	H.52

No.	Title or nature of the form	Page
1	2	3
CN 38	Delivery bill. Airmails	H.53
CN 41	Delivery bill. Surface airlifted (S.A.L.) mails	H.54
CN 42	Direct transshipment label	H.48
CN 43	Verification note. Exchange of mails	H.67
CN 44	Trial note	H.49
CN 45	Transmission envelope for CN 38, CN 41 and CN 47 bills	H.56
CN 46	Substitute delivery bill	H.59
CN 47	Delivery bill. Mails of empty receptacles	H.55
CN 48	Statement. Amounts due in respect of indemnity	G.19
CN 51	Detailed account. Transit charges	J.9
CN 52	General account	J.10
CN 53	Statement of sampling	I.49
CN 54	Recapitulative statement of items	I.50
CN 54bis	Annual recapitulative statement	I.51
CN 54ter	Annual recapitulative statement for exchanges of format-separated mails	I.53
CN 55	Statement of mails	I.56
CN 55bis	Statement of format-separated mails	I.57
CN 56	Recapitulative statement of mails	I.58
CN 56bis	Recapitulative statement of format-separated mails	I.59
CN 57	Account. Bulk mail received	I.62
CN 58	Recapitulative statement. Terminal dues accounts for bulk mail	I.63
CN 60	Detailed account. Supplementary remuneration programme quarterly statement	I.29
CN 61	Detailed account. Terminal dues	I.66
CN 62	Detailed account. Transit charges – Surface mail	I.68
CN 62bis	Detailed account. Additional sea transit charges	I.5
CN 63	Statement. Transit charges	I.72
CN 64	Statement. Terminal dues	I.73
CN 64bis	Detailed statement. Quality of Service Fund	I.77
CN 64ter	Detailed statement. Quality of Service Fund	I.78
CN 65	Bill. Weight of missent and à découvert items	I.13
CN 66	Statement of weights. Airmails and S.A.L. mails	J.6
CN 67	Statement of weights. À découvert priority/airmail items	J.7
CN 68	General list of airmail services	

Universal Postal Convention

The undersigned, plenipotentiaries of the governments of the member countries of the Union, having regard to article 22.3 of the Constitution of the Universal Postal Union concluded at Vienna on 10 July 1964, have by common consent and subject to article 25.4 of the Constitution drawn up in this Convention the rules applicable throughout the international postal service.

Letter Post Regulations

Having regard to article 22, paragraph 5, of the Constitution of the Universal Postal Union concluded at Vienna on 10 July 1964, the Postal Operations Council has drawn up the following measures for ensuring the implementation of the rules applicable in common throughout the international postal service and the provisions on the Letter Post.

Section A

Rules applicable in common throughout the international postal service

Article 1 Definitions

- 1** For the purposes of the Universal Postal Convention, the following terms shall have the meanings defined below:
- 1.1** parcel: item conveyed under the conditions of the Convention and the Parcel Post Regulations;
 - 1.2** closed mail: labelled bag or set of bags or other receptacles sealed with or without lead, containing postal items;
 - 1.3** misrouted mails: receptacles received at an office of exchange other than the one mentioned on the (bag) label;
 - 1.4** personal data: information needed to identify a postal service user;
 - 1.5** missent items: items received at an office of exchange meant for an office of exchange in another member country;
 - 1.6** postal item: generic term referring to anything dispatched by the Post's services (letter post, parcel post, money orders, etc.);

- 1.7 transit charges: remuneration for services rendered by a carrier in the country crossed (designated operator, other service or combination of the two) in respect of the land, sea and/or air transit of mails;**
- 1.8 terminal dues: remuneration owed to the designated operator of the country of destination by the designated operator of the dispatching country in compensation for the costs incurred in the country of destination for letter-post items received;**
- 1.9 designated operator: any governmental or non-governmental entity officially designated by the member country to operate postal services and to fulfil the related obligations arising out of the Acts of the Union on its territory;**
- 1.10 small packet: item conveyed under the conditions of the Convention and the Letter Post Regulations;**
- 1.11 inward land rate: remuneration owed to the designated operator of the country of destination by the designated operator of the dispatching country in compensation for the costs incurred in the country of destination for parcels received;**
- 1.12 transit land rate: remuneration owed for services rendered by a carrier in the country crossed (designated operator, other service or combination of the two) in respect of the land and/or air transit of parcels through its territory;**
- 1.13 sea rate: remuneration owed for services rendered by a carrier (designated operator, other service or a combination of the two) participating in the sea conveyance of parcels;**
- 1.14 universal postal service: the permanent provision of quality basic postal services at all points in a member country's territory, for all customers, at affordable prices;**
- 1.15 transit à découvert: open transit through an intermediate country, of items whose number or weight does not justify the make-up of closed mails for the destination country.**

■ **Commentary**

1 The need to standardize the interpretation of certain terms and expressions in the Acts was already being recognized in the 1950s. In this context, the 1952 Brussels Congress decided to produce a compilation of postal terminology in a work which would subsequently become known as the Multilingual Vocabulary of the International Postal Service. This terminological publication was designed to facilitate the application of the UPU Acts: precise, standard postal terminology helps to ensure that all Union member countries interpret the Acts in the same way. However, the Multilingual Vocabulary had no legal standing, and served simply as a reference tool.

The 2004 Bucharest Congress therefore adopted, on the proposal of the CA, two new arts relating to the definitions in the Constitution and the Convention, thereby conferring a legal status on the terms listed in these arts.

1.1.9 Recognizing the existence of diverse structures in the member countries, the Seoul Congress declared in its resolution C 29/1994 that the term “postal administration” in the Acts of the Union was to be defined by each member country within the framework of its national legislation. The Beijing Congress, in its resolution C 110/1999, stressed the need to define more clearly, and distinguish between, the governmental and operational roles and responsibilities of the bodies of the Union with respect to the provision of international postal services. In resolution C 11/2004, the Bucharest Congress instructed the CA, in conjunction with the IB, to study in greater depth the use of the term “postal administration” in the Acts of the Union and to suggest solutions for defining or replacing the term. The 24th Congress (Geneva) decided to replace the term “postal administration” with the terms “member country” and/or “designated operator”

in the various articles of the Acts, depending on the context. The definition of “designated operator” was included in Constitution Art. 1 as well as here in the Convention.

With respect to the Conv, Congress replaced the term “postal administration” with “member country” and/or “designated operator” to identify, and distinguish between, the different roles and responsibilities of each actor in the provision of international postal services.

After the Congress, the POC made the final decisions on how to apply the new terminology to the Regs. Because most provisions in the Regs deal with operational and technical questions, the term “postal administration” was generally replaced by “DO”. The few exceptions are those provisions that contain the instructions and authorization from governments to DOs.

All occurrences of the term “country” in the Regs were kept, given the “territorial” nature of two non-sovereign member countries of the Union (1 Overseas Territories (United Kingdom of Great Britain and Northern Ireland): Anguilla, Ascension, Bermuda, British Indian Ocean Territory, British Virgin Islands, Cayman Islands, Falkland Islands (Malvinas), Gibraltar, Montserrat, Pitcairn, Henderson, Ducie and Oeno (Islands), South Georgia and the South Sandwich Islands, St. Helena, St. Helena (dependencies) (islands), Tristan da Cunha, Turks and Caicos Islands; 2 Aruba, Curaçao and Sint Maarten). As regards the forms referred to in the Regs, the term “adm” was systematically replaced by “DO”.

Article 2

Designation of the entity or entities responsible for fulfilling the obligations arising from adherence to the Convention

1 Member countries shall notify the International Bureau, within six months of the end of Congress, of the name and address of the governmental body responsible for overseeing postal affairs. Within six months of the end of Congress, member countries shall also provide the International Bureau with the name and address of the operator or operators officially designated to operate postal services and to fulfil the obligations arising from the Acts of the Union on their territory. Between Congresses, changes in the governmental bodies and the officially designated operators shall be notified to the International Bureau as soon as possible.

■ Commentary

In many Union member countries, governmental/regulatory and commercial/operational functions have been separated. In its resolution C 29/1994, the Seoul Congress decided that member countries that had separated governmental and regulatory activities from commercial and operational activities should notify the International Bureau, within six months of signing of the Acts of the Union, of the name and address of the governmental body responsible for overseeing postal affairs. The resolution also required member countries to provide information regarding the entity or entities (operators) responsible for fulfilling obligations arising from adherence to the Convention. The 2004 Bucharest Congress created this Convention art, which also provides for the possibility of designating more than one operator with responsibility for the obligations arising out of the Acts of the Union within a single member country.

Article 3**Universal postal service**

1 In order to support the concept of the single postal territory of the Union, member countries shall ensure that all users/customers enjoy the right to a universal postal service involving the permanent provision of quality basic postal services at all points in their territory, at affordable prices.

2 With this aim in view, member countries shall set forth, within the framework of their national postal legislation or by other customary means, the scope of the postal services offered and the requirement for quality and affordable prices, taking into account both the needs of the population and their national conditions.

3 Member countries shall ensure that the offers of postal services and quality standards will be achieved by the operators responsible for providing the universal postal service.

4 Member countries shall ensure that the universal postal service is provided on a viable basis, thus guaranteeing its sustainability.

■ **Commentary**

3 The UPU's mission as it emerges from the Constitution is "to develop social, cultural and commercial communications between all peoples throughout the single postal territory by the efficient operation of the postal services described in the Acts."

From the preamble to its Constitution, the UPU thus takes the form of the guarantor of the right of peoples to communication and information.

However, several recent developments could be liable to reduce this right of the peoples unless there is an appropriate reaction from Union member countries.

By promoting the development of competition, the general movement towards liberalization and globalization of services has introduced the logic of the market into the postal sector which, accordingly, has reorganized itself on more commercial lines. To remain competitive in this new environment, a growing number of DOs are being converted into commercial companies subject to the demands of profitability and profit. Although the postal services are commercial services, in most countries they play a social and cultural role. As such, they represent a material form of the right to communication. Furthermore, as it is necessary to maintain a postal network sufficiently dense to serve the whole population of the territory, the postal services provide a permanent link between the members of a particular national community. The local post office is often the only access to communication in isolated areas, abandoned by other commercial activities or not yet reached by 21st century communication technologies, particularly because of their cost.

It is up to member countries to ensure that the modernization of DOs and the reform process started in most countries contribute to the discharge of the obligations arising from their commitment to provide a universal postal service. This commitment includes, in particular, the obligation to ensure the provision and accessibility of postal services, at affordable prices, in areas which strict commercial logic would not consider as offering sufficient value-added potential (for instance, in areas which are difficult to get to).

Article 4

Freedom of transit

1 The principle of the freedom of transit is set forth in article 1 of the Constitution. It shall carry with it the obligation for each member country to ensure that its designated operators forward, always by the quickest routes and the most secure means which they use for their own items, closed mails and à découvert letter-post items which are passed to them by another designated operator. This principle shall also apply to missent items and misrouted mails.

2 Member countries which do not participate in the exchange of letters containing infectious substances or radioactive substances shall have the option of not admitting these items in transit à découvert through their territory. The same shall apply to letter-post items other than letters, postcards and items for the blind. It shall also apply to printed papers, periodicals, magazines, small packets and M bags the content of which does not satisfy the legal requirements governing the conditions of their publication or circulation in the country crossed.

3 Freedom of transit for postal parcels to be forwarded by land and sea routes shall be limited to the territory of the countries taking part in this service.

4 Freedom of transit for air parcels shall be guaranteed throughout the territory of the Union. However, member countries which do not operate the postal parcels service shall not be required to forward air parcels by surface.

5 If a member country fails to observe the provisions regarding freedom of transit, other member countries may discontinue their postal service with that member country.

■ Commentary

4.1 The principle of freedom of transit does not mean that countries are obliged to open their frontiers to transport organized by another country of the UPU. It does not derogate from the right to a national postal monopoly, but it implies that intermediate DOs are also obliged to have conveyed by their services, allocated to ordinary postal conveyance, correspondence which is passed on to them by another DO of the UPU. The 1964 Vienna Congress adopted the following resolution C 23:

“Congress, considering that freedom of transit is one of the essential and fundamental principles of the Universal Postal Union, appeals to the good faith and solidarity of all the member countries of the Union to ensure, in all circumstances, strict respect for the application of this principle, without which the Universal Postal Union cannot completely fulfil its mission and thus contribute as much as could be wished to the strengthening of the bonds of international friendship.”

In connection with so-called “hijacking” activities, the 1974 Lausanne Congress reaffirmed the principles of freedom of transit by the adoption of resolution C 60 as follows:

“Congress, having noted that so-called ‘hijacking’ activities perpetrated throughout the world may directly or indirectly affect the principles of freedom of transit and the inviolability of postal items, wishing to affirm these principles and to retain complete effectiveness in the face of new facts or acts which may infringe them, declares that mails, regardless of what they may be or to which category they may belong, affected by so-called ‘hijacking’ activities are inviolable, and that the subsequent forwarding of the said mails must

be assured on a priority basis by the country where the aircraft landed or was freed, even if this aircraft is the subject of disputes of a non-postal nature.”

The principle of freedom of transit implies the inviolability of correspondence in the country of transit.

4.3 Countries have the right to inspect parcels in transit; here internal regulations are applicable. DOs must inform each other through the IB of service prohibitions or restrictions governing the import and transit of parcels.

Article RL 101

Application of freedom of transit

1 Member countries not providing the insured items service or not accepting liability for insured letters carried by their sea or air services shall nonetheless be bound to forward, by the quickest route and the most secure means, closed mails passed to them by other member countries.

Article RL 102

Failure to give freedom of transit

1 Discontinuation of the postal service with a member country that fails to observe freedom of transit shall be notified in advance to the member countries and designated operators concerned by e-mail or any other means of telecommunication. The International Bureau shall be informed of the fact.

Article RL 103

Monetary unit

1 The monetary unit laid down in article 7 of the Constitution and used in the Convention and the other Acts of the Union shall be the Special Drawing Right (SDR).

2 The designated operators of Union member countries may choose, by mutual agreement, a monetary unit other than the SDR or one of their national currencies for preparing and settling accounts.

■ Commentary

103.1 The value of the SDR is determined each day by the International Monetary Fund (IMF) on the basis of a basket of currencies, a coefficient being assigned to each of them for the purpose of this calculation. The IMF is a United Nations specialized agency with its headquarters in Washington (United States of America).

Article 5

Ownership of postal items. Withdrawal from the post. Alteration or correction of address. Redirection. Return to sender of undeliverable items

1 A postal item shall remain the property of the sender until it is delivered to the rightful owner, except when the item has been seized in pursuance of the legislation of the country of origin or destination and, in case of application of article 18.2.1.1 or 18.3, in accordance with the legislation of the country of transit.

2 The sender of a postal item may have it withdrawn from the post or have its address altered or corrected. The charges and other conditions are laid down in the Regulations.

3 Member countries shall ensure that their designated operators redirect postal items if an addressee has changed his address, and return undeliverable items to the sender. The charges and other conditions are laid down in the Regulations.

Prot Article I

Ownership of postal items. Withdrawal from the post. Alteration or correction of address

1 The provisions in article 5.1 and 2 shall not apply to Antigua and Barbuda, Bahrain (Kingdom), Barbados, Belize, Botswana, Brunei Darussalam, Canada, Hong Kong, China, Dominica, Egypt, Fiji, Gambia, United Kingdom of Great Britain and Northern Ireland, Overseas Dependent Territories of the United Kingdom, Grenada, Guyana, Ireland, Jamaica, Kenya, Kiribati, Kuwait, Lesotho, Malawi, Malaysia, Mauritius, Nauru, New Zealand, Nigeria, Papua New Guinea, Saint Christopher and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Samoa, Seychelles, Sierra Leone, Singapore, Solomon Islands, Swaziland, Tanzania (United Rep.), Trinidad and Tobago, Tuvalu, Uganda, Vanuatu and Zambia.

2 Nor shall article 5.1 and 2 apply to Austria, Denmark and Iran (Islamic Rep.), whose internal legislation does not allow withdrawal from the Post or alteration of the address of correspondence, at the request of the sender, from the time when the addressee has been informed of the arrival of an item addressed to him.

3 Article 5.1 shall not apply to Australia, Ghana and Zimbabwe.

4 Article 5.2 shall not apply to Bahamas, Belgium, the Dem. People's Rep. of Korea, Iraq and Myanmar, whose legislation does not permit withdrawal from the post or alteration of address of letter-post items at the sender's request.

5 Article 5.2 shall not apply to the United States of America.

6 Article 5.2 shall apply to Australia only in so far as that article is consistent with its domestic legislation.

7 Notwithstanding article 5.2, Dem. Rep. of the Congo, El Salvador, Panama (Rep.), Philippines and Venezuela (Bolivarian Rep.) shall be authorized not to return postal parcels after the addressee has requested their clearance by Customs, since this is incompatible with those countries' customs legislation.

■ **Commentary**

Prot I.1 This information is published in the Letter Post Compendium.

Article 12

Processing of personal data

1 Personal data on users may be employed only for the purposes for which they were gathered in accordance with applicable national legislation.

2 Personal data on users shall be disclosed only to third parties authorized by applicable national legislation to access them.

3 Member countries and their designated operators shall ensure the confidentiality and security of personal data on users, in accordance with their national legislation.

4 Designated operators shall inform their customers of the use that is made of their personal data, and of the purpose for which they have been gathered.

Article 28

Posting abroad of letter-post items

1 A designated operator shall not be bound to forward or deliver to the addressee letter-post items which senders residing in the territory of its member country post or cause to be posted in a foreign country with the object of profiting by the more favourable rate conditions there.

2 The provisions set out under 1 shall be applied without distinction both to letter-post items made up in the sender's country of residence and then carried across the frontier and to letter-post items made up in a foreign country.

3 The designated operator of destination may claim from the sender and, failing this, from the designated operator of posting, payment of the internal rates. If neither the sender nor the designated operator of posting agrees to pay these rates within a time limit set by the designated operator of destination, the latter may either return the items to the designated operator of posting and shall be entitled to claim reimbursement of the redirection costs, or handle them in accordance with its national legislation.

4 A designated operator shall not be bound to forward or deliver to the addressees letter-post items which senders post or cause to be posted in large quantities in a country other than the country where they reside if the amount of terminal dues to be received is lower than the sum that would have been received if the mail had been posted in the country where the senders reside. The designated operator of destination may claim from the designated operator of posting payment commensurate with the costs incurred and which may not exceed the higher of the following two amounts: either 80% of the domestic tariff for equivalent items, or the rates applicable pursuant to articles 30.5 to 30.9, 30.10 to 30.11, or 31.8, as appropriate. If the designated operator of posting does not agree to pay the amount claimed within a time limit set by the designated operator of destination, the designated operator of destination may either return the items to the designated operator of posting and shall be entitled to claim reimbursement of the redirection costs, or handle them in accordance with its national legislation.

Prot Article XII

Posting abroad of letter-post items

1 Australia, Austria, United Kingdom of Great Britain and Northern Ireland, Greece, New Zealand and United States of America reserve the right to impose a charge, equivalent to the cost of the work it incurs, on any designated operator which, under the provisions of article 28.4, sends to it items for disposal which were not originally dispatched as postal items by their services.

2 Notwithstanding article 28.4, Canada reserves the right to collect from the designated operator of origin such amount as will ensure recovery of not less than the costs incurred by it in the handling of such items.

3 Article 28.4 allows the designated operator of destination to claim, from the designated operator of posting, appropriate remuneration for delivering letter-post items posted abroad in large quantities. Australia and the United Kingdom of Great Britain and Northern Ireland reserve the right to limit any such payment to the appropriate domestic tariff for equivalent items in the country of destination.

4 Article 28.4 allows the designated operator of destination to claim, from the designated operator of posting, appropriate remuneration for delivering letter-post items posted abroad in large quantities. The following member countries reserve the right to limit any such payment to the limits authorized in the Regulations for bulk mail: Bahamas, Barbados, Brunei Darussalam, China (People's Rep.), United Kingdom of Great Britain and Northern Ireland, Overseas Dependent Territories of the United Kingdom, Grenada, Guyana, India, Malaysia, Nepal, Netherlands, Netherlands Antilles and Aruba, New Zealand, Saint Lucia, Saint Vincent and the Grenadines, Singapore, Sri Lanka, Suriname, Thailand and United States of America.

5 Notwithstanding the reservations under 4, the following member countries reserve the right to apply in full the provisions of article 28 of the Convention to mail received from Union member countries: Argentina, Austria, Benin, Brazil, Burkina Faso, Cameroon, Canada, Côte d'Ivoire (Rep.), Cyprus, Denmark, Egypt, France, Germany, Greece, Guinea, Iran (Islamic Rep.), Israel, Italy, Japan, Jordan, Lebanon, Luxembourg, Mali, Mauritania, Monaco, Morocco, Norway, Portugal, Saudi Arabia, Senegal, Switzerland, Syrian Arab Rep. and Togo.

6 In application of article 28.4, Germany reserves the right to request the mailing country to grant compensation of the amount it would receive from the country of which the sender is resident.

7 Notwithstanding the reservations made under article XII, China (People's Rep.) reserves the right to limit any payment for delivering letter-post items posted abroad in large quantities to the limits authorized in the UPU Convention and Letter Post Regulations for bulk mail.

Section B

Security and violations

Article 9

Postal security

1 Member countries and their designated operators shall observe the security requirements defined in the UPU security standards and shall adopt and implement a proactive security strategy at all levels of postal operations to maintain and enhance the confidence of the general public in the postal services, in the interests of all officials involved. This strategy shall, in particular, include the principle of complying with requirements for providing electronic advance data on postal items identified in implementing provisions (including the type of, and identification criteria for, postal items) adopted by the Council of Administration and Postal Operations Council, in accordance with UPU technical messaging standards. The strategy shall also include the exchange of information on maintaining the safe and secure transport and transit of mails between member countries and their designated operators.

2 Any security measures applied in the international postal transport chain must be commensurate with the risks or threats that they seek to address, and must be implemented without hampering worldwide mail flows or trade by taking into consideration the specificities of the mail network. Security measures that have a potential global impact on postal operations must be implemented in an internationally coordinated and balanced manner, with the involvement of the relevant stakeholders.

Article RL 104

Postal security

1 The postal security strategy implemented by member countries and designated operators shall aim to:

- 1.1** raise quality of service as a whole;
- 1.2** increase employee awareness of the importance of security;
- 1.3** create or reinforce security units;
- 1.4** share operational, security and investigative information on a timely basis;
- 1.5** propose to legislatures, wherever necessary, specific laws, regulations and measures to improve the quality and security of worldwide postal services;
- 1.6** provide guidelines, training methods and assistance to postal officials to enable them to deal with emergency situations that could endanger life or property or could hamper the mail transport chain, in order to maintain the continuity of operations.

Article 11

Violations

1 Postal items

1.1 Member countries shall undertake to adopt the necessary measures to prevent, prosecute and punish any person found guilty of the following:

1.1.1 the insertion in postal items of narcotics and psychotropic substances, as well as explosive, flammable or other dangerous substances, where their insertion has not been expressly authorized by the Convention;

1.1.2 the insertion in postal items of objects of a paedophilic nature or of a pornographic nature using children.

2 Means of postal prepayment and postal payment itself

2.1 Member countries shall undertake to adopt the necessary measures to prevent, prosecute and punish any violations concerning the means of postal prepayment set out in this Convention, such as:

2.1.1 postage stamps, in circulation or withdrawn from circulation;

2.1.2 prepayment impressions;

2.1.3 impressions of franking machines or printing presses;

2.1.4 international reply coupons.

2.2 In this Convention, violations concerning means of postal prepayment refer to any of the acts outlined below committed with the intention of obtaining illegitimate gain for oneself or for a third party. The following acts shall be punished:

2.2.1 any act of falsifying, imitating or counterfeiting any means of postal prepayment, or any illegal or unlawful act linked to the unauthorized manufacturing of such items;

2.2.2 any act of using, circulating, marketing, distributing, disseminating, transporting, exhibiting, showing, or publicizing any means of postal prepayment which has been falsified, imitated or counterfeited;

2.2.3 any act of using or circulating, for postal purposes, any means of postal prepayment which has already been used;

2.2.4 any attempt to commit any of these violations.

3 Reciprocity

3.1 As regards sanctions, no distinction shall be made between the acts outlined in 2, irrespective of whether national or foreign means of postal prepayment are involved; this provision shall not be subject to any legal or conventional condition of reciprocity.

Section C

Charges, surcharges, exemption from postal charges and methods of denoting prepayment

Article 6 Charges

1 The charges for the various international postal and special services shall be set by the member countries or their designated operators, depending on national legislation, in accordance with the principles set out in the Convention and its Regulations. They shall in principle be related to the costs of providing these services.

2 The member country of origin or its designated operator, depending on national legislation, shall fix the postage charges for the conveyance of letter- and parcel-post items. The postage charges shall cover delivery of the items to the place of address provided that this delivery service is operated in the country of destination for the items in question.

3 The charges collected, including those laid down for guideline purposes in the Acts, shall be at least equal to those collected on internal service items presenting the same characteristics (category, quantity, handling time, etc.).

4 Member countries or their designated operators, depending on national legislation, shall be authorized to exceed any guideline charges appearing in the Acts.

5 Above the minimum level of charges laid down in 3, member countries or their designated operators may allow reduced charges based on their national legislation for letter-post items and parcels posted in the territory of the member country. They may, for instance, give preferential rates to major users of the Post.

6 No postal charge of any kind may be collected from customers other than those provided for in the Acts.

7 Except where otherwise provided in the Acts, each designated operator shall retain the charges which it has collected.

■ Commentary

6.5 This provision enables DOs to take commercial measures to tackle more effectively the problems posed by competition. It is, however, stipulated that the international rates may not be lower than the domestic rates for the same types of item. This is because, in addition to the costs of posting and delivery, international items also entail costs for processing at offices of exchange and for conveyance from the country of origin to the country of destination.

6.6 When a supplementary charge is payable in addition to their postage value, commemorative or charity postage stamps must be so designed as to leave no doubt about that value.

6.7 As regards the Conv, the exceptions are mentioned below:

- RL 143 (commission and other possible postal charges for items to be delivered free of charge);
- RL 146 (value of reply coupons exchanged against postage stamps for other DOs).

Prot Article II Charges

1 Notwithstanding article 6, Australia, Canada and New Zealand shall be authorized to collect postal charges other than those provided for in the Regulations, when such charges are consistent with the legislation of their countries.

Article RL 105 Postage charges

1 Guideline postage charges are given in the table below:

Category	Weight	Guideline charges for items for the least expensive geographical zone	Guideline charges for items for the most expensive geographical zone
1	2	3	4
		SDR	SDR
1.1 Charges in the system based on speed:			
Priority items	up to 20 g	0.43	0.62
	above 20 g up to 100 g	0.96	1.53
	above 100 g up to 250 g	1.80	3.14
	above 250 g up to 500 g	3.54	6.22
	above 500 g up to 1000 g	5.99	10.83
	above 1000 g up to 2000 g	9.55	19.33
	per additional step of 1000 g	5.66 (optional)	8.67 (optional)
Non-priority items	up to 20 g	0.37	0.43
	above 20 g up to 100 g	0.67	0.99
	above 100 g up to 250 g	1.33	1.71
	above 250 g up to 500 g	2.60	3.43
	above 500 g up to 1000 g	4.33	5.68
	above 1000 g up to 2000 g	6.99	10.43
	per additional step of 1000 g	3.86 (optional)	5.42 (optional)

Category	Weight	Guideline charges for items for the least expensive geographical zone	Guideline charges for items for the most expensive geographical zone
1	2	3	4
		SDR	SDR
1.2 Charges in the system based on contents:			
Letters	up to 20 g	0.34	0.51
	above 20 g up to 100 g	0.83	1.42
	above 100 g up to 250 g	1.97	3.26
	above 250 g up to 500 g	3.71	5.97
	above 500 g up to 1000 g	6.62	11.31
	above 1000 g up to 2000 g	11.53	20.15
	per additional step of 1000 g	6.02 (optional)	7.75 (optional)
Postcards		0.27	0.38
Printed papers	up to 20 g	0.23	0.36
	above 20 g up to 100 g	0.60	1.05
	above 100 g up to 250 g	1.29	2.52
	above 250 g up to 500 g	2.33	4.82
	above 500 g up to 1000 g	4.44	9.05
	above 1000 g up to 2000 g	7.52	14.58
	per additional step of 1000 g	3.44	5.10
Small packets	up to 100 g	0.70	1.16
	above 100 g up to 250 g	1.40	2.52
	above 250 g up to 500 g	2.52	4.73
	above 500 g up to 1000 g	4.29	7.85
	above 1000 g up to 2000 g	6.36	13.16
	per additional step of 1000 g	4.80 (optional)	10.40 (optional)

2 The Postal Operations Council shall be authorized to revise and to amend the guideline charges given under 1 between two Congresses. The revised charges shall be based on the median value of the charges fixed by the members of the Union for international items from their countries.

3 The charge applicable to M bags shall be calculated by weight steps of 1 kilogramme up to the total weight of each bag. The designated operator of origin may allow a reduction for such bags of up to 20% of the charge payable for the category of item used. This reduction may be independent of the reduction provided for under article RL 107.7.

4 In the system based on contents, the combining in one item of articles on which different charges are payable shall be authorized on condition that the total weight does not exceed the maximum weight of the category whose weight limit is the highest. The charge applicable on such an item shall, at the option of the

originating designated operator, be that of the category with the highest rate or the sum of the separate charges applicable to each article in the item. Such items shall bear the endorsement “Envois mixtes” (“Combination mailing”).

■ **Commentary**

105.1 The current guideline charges were set by the 2005 POC and based on the median charges applied by DOs in the autumn of 2003.

105.3 The M-bag service may be provided also by DOs which have abolished printed papers as a separate category of letter-post item. In some countries, therefore, the rates for M bags may be based on those for priority items and non-priority items.

Article RL 106

Special charges

1 No delivery charge may be collected from the addressee in respect of small packets weighing less than 500 grammes. Where domestic small packet items weighing over 500 grammes are subject to a delivery charge, the same charge may be collected in respect of incoming international small packets.

2 Designated operators shall be authorized to collect in the cases mentioned below the same charges as in the domestic service.

2.1 Charge on letter-post items posted after the latest time for posting, collected from the sender.

2.2 Charge on items posted outside normal counter opening hours, collected from the sender.

2.3 Charge for collection at the sender's address, collected from the sender.

2.4 Charge, for delivery of a letter-post item outside normal counter opening hours, collected from the addressee.

2.5 Poste restante charge collected from the addressee.

2.6 A storage charge for any letter-post item weighing more than 500 grammes of which the addressee has not taken delivery within the prescribed period. This charge shall not apply to items for the blind.

3 Designated operators prepared to cover risks of force majeure shall be authorized to collect a charge for cover against risks of force majeure the guideline amount of which shall be 0.13 SDR for each registered item.

■ **Commentary**

106.1 No delivery charge may be collected on small packets weighing exactly 500 g.

Prot Article RL I

Special charges

1 Notwithstanding article RL 106.2.6, France reserves the right not to apply the storage charge to items for the blind, in accordance with its national regulations.

Article RL 107

Conditions of application of postage charges

- 1 Designated operators of member countries which by reason of their internal system are unable to adopt the metric-decimal system of weight may use suitable equivalents of their internal system.
- 2 Member countries or designated operators may modify the weight-step structure shown in article RL 105.
 - 2.1 For any category, the last weight step shall not exceed the maximum weight shown in article RL 122.
- 3 Member countries or designated operators which have abolished postcards, printed papers or small packets as separate categories of item in their internal service may do the same in respect of mail for abroad.
- 4 The charges applicable to priority letter-post items shall include any additional costs of fast transmission.
- 5 Designated operators that apply the system based on the contents of letter-post items shall be authorized:
 - 5.1 to collect air surcharges for letter-post airmail items;
 - 5.2 to collect for surface air-lifted "S.A.L." items with reduced priority surcharges lower than those which they collect for airmail items;
 - 5.3 to fix combined charges for the payment of airmail items and S.A.L. items, taking into account the cost of the postal services rendered by them and the cost of air conveyance.
- 6 The surcharges shall be related to the air conveyance dues and shall be uniform for at least the whole of the territory of each country of destination whatever the route used; in calculating the air surcharge for a letter-post airmail item, designated operators shall be authorized to take into account the weight of any forms used by the public which may be attached to the item.
- 7 The designated operator of origin may allow, for letter-post items containing:
 - 7.1 newspapers and periodicals published in its country, a reduction of not more than 50% in principle of the tariff applicable to the category of items used;
 - 7.2 books and pamphlets, music scores and maps, provided they contain no publicity matter or advertisement other than that appearing on the cover or the fly leaves, the same reduction as that provided for under 7.1.
- 8 Designated operators have the right to restrict the reduction provided for in 7 to newspapers and periodicals which fulfil the conditions required by internal regulations for transmission at the tariff for newspapers. This reduction shall not extend to commercial printed papers such as catalogues, prospectuses, price lists, etc., no matter how regularly they are issued. The same shall apply to advertisements printed on sheets annexed to newspapers and periodicals. The reduction

shall still be possible, however, in the case of detached advertising inserts to be considered as integral parts of the newspaper or periodical.

9 The designated operator of origin may apply to non-standardized items charges different from those applicable to standardized items defined in article RL 130.

10 The reduction in charges pursuant to 7 shall also apply to items conveyed by air, but no reduction shall be granted on the portion of the charge intended to cover the costs of such conveyance.

■ Commentary

107.3 DOs may abolish printed papers and small packets, as well as postcards, as separate categories of letter-post items. They may also partly abolish these categories (e.g. they may abolish printed papers in general but keep the category for newspapers and periodicals or for books). The option of abolishing certain letter-post categories may be used by DOs that classify items according to systems other than the traditional one, but it may be used even within the framework of the traditional system. In this case the letter charges are always applicable, except in cases where the conditions for lower charges are satisfied. DOs which have abolished postcards, but not printed papers, as a separate category of letter-post item must therefore apply the printed-paper rate to such cards for abroad if they satisfy the conditions laid down for printed papers.

107.4 DOs using the classification system based on the speed of treatment of items may collect higher charges for priority than for non-priority items.

107.5.2 This option ratifies a practice quite common among DOs providing S.A.L. services. For the decisions taken by DOs in this respect, see List CN 68, part III, D.

107.5.3 When the weight steps adopted for fixing combined charges are lower than those laid down in art RL 105, the guideline charges may be reduced in the same proportion.

107.6 The phrase “for at least the whole of the territory of each country of destination” allows DOs to form groups of countries of destination for a uniform air surcharge and for combined charges.

107.7 The reduction may be allowed also for newspapers and periodicals sent, not as printed papers but as other categories of item, in particular, priority and non-priority items.

107.8 Advertising inserts (encartées) are regarded as coming under “sheets annexed to newspapers and periodicals”.

Prot Article RL VII

Conditions of application of postage charges

1 Notwithstanding the provisions of article RL 107.2, Ireland reserves the right to adopt 25 grammes as a first weight step in its scale of letter-post charges.

Article RL 108

Calculation of surcharges for airmail items

1 Designated operators shall be authorized to use, for the calculation of surcharges for airmail items, smaller weight steps than those laid down in article RL 105.1.

Article RL 109
Equivalents

1 Designated operators shall fix the equivalents of the postal charges prescribed in the Convention and the other Acts of the Union and the selling price of international reply coupons. They shall notify them to the International Bureau for them to be announced to designated operators. To this end each designated operator shall be required to notify the International Bureau of the average value of the SDR in the currency of its country.

2 The average value of the SDR which will be operative from 1 January each year, for the purposes only of the fixing of charges, will be determined, to four places of decimals, on the basis of the data published by the IMF over a period of at least 12 months ended on the preceding 30 September.

3 For a currency for which daily exchange rates with the SDR are not published by the IMF, the calculation shall be made through the medium of a quoted currency.

4 Union member countries whose currency exchange rates in relation to the SDR are not calculated by the IMF or which are not members of that specialized agency shall be requested to declare unilaterally an equivalence between their currencies and the SDR.

5 Designated operators shall communicate equivalents or changes of equivalents of postal charges to the International Bureau as soon as possible, giving the date of their entry into force.

6 The International Bureau shall publish a compendium showing, for each member country, the equivalents of the charges, the average value of the SDR and the selling price of the international reply coupons mentioned under 1.

7 Each designated operator shall notify the International Bureau direct of the equivalent it has adopted for the indemnities prescribed in the event of loss of a registered item or registered M bag.

■ **Commentary**

109.6 This reference is to the List of Equivalents, updating of which was suspended by decision CE 9/1993.

109.7 This equivalent is published by the IB in the LP Compendium.

Article 7

Exemption from postal charges

1 Principle

1.1 Cases of exemption from postal charges, as meaning exemption from postal prepayment, shall be expressly laid down by the Convention. Nonetheless, the Regulations may provide for both exemption from postal prepayment and exemption from payment of transit charges, terminal dues and inward rates for letter-post items and postal parcels relating to the postal service sent by member countries, designated operators and Restricted Unions. Furthermore, letter-post items and postal parcels sent by the UPU International Bureau to Restricted Unions, member countries and designated operators shall be considered to be items relating to the postal service and shall be exempted from all postal charges. However, the member country of origin or its designated operator shall have the option of collecting air surcharges on the latter items.

2 Prisoners of war and civilian internees

2.1 Letter-post items, postal parcels and postal payment services items addressed to or sent by prisoners of war, either direct or through the offices mentioned in the Regulations of the Convention and of the Postal Payment Services Agreement, shall be exempt from all postal charges, with the exception of air surcharges. Belligerents apprehended and interned in a neutral country shall be classed with prisoners of war proper so far as the application of the foregoing provisions is concerned.

2.2 The provisions set out under 2.1 shall also apply to letter-post items, postal parcels and postal payment services items originating in other countries and addressed to or sent by civilian internees as defined by the Geneva Convention of 12 August 1949 relative to the protection of civilian persons in time of war, either direct or through the offices mentioned in the Regulations of the Convention and of the Postal Payment Services Agreement.

2.3 The offices mentioned in the Regulations of the Convention and of the Postal Payment Services Agreement shall also enjoy exemption from postal charges in respect of letter-post items, postal parcels and postal payment services items which concern the persons referred to under 2.1 and 2.2, which they send or receive, either direct or as intermediaries.

2.4 Parcels shall be admitted free of postage up to a weight of 5 kilogrammes. The weight limit shall be increased to 10 kilogrammes in the case of parcels the contents of which cannot be split up and of parcels addressed to a camp or the prisoners' representatives there ("hommes de confiance") for distribution to the prisoners.

2.5 In the accounting between designated operators, rates shall not be allocated for service parcels and for prisoner-of-war and civilian

internee parcels, apart from the air conveyance dues applicable to air parcels.

3 Items for the blind

3.1 Any item for the blind sent to or by an organization for the blind or sent to or by a blind person shall be exempt from all postal charges, with the exception of air surcharges, to the extent that these items are admissible as such in the internal service of the sending designated operator.

3.2 In this article:

3.2.1 a blind person means a person who is registered as blind or partially sighted in his or her country or who meets the World Health Organization's definition of a blind person or a person with low vision;

3.2.2 an organization for the blind means an institution or association serving or officially representing blind persons;

3.2.3 items for the blind shall include correspondence, literature in whatever format including sound recordings, and equipment or materials of any kind made or adapted to assist blind persons in overcoming the problems of blindness, as specified in the Letter Post Regulations.

Prot Article III

Exception to the exemption of items for the blind from postal charges

1 Notwithstanding article 7, Indonesia, Saint Vincent and the Grenadines and Turkey, which do not concede exemption from postal charges to items for the blind in their internal service, may collect the postage and charges for special services which may not, however, exceed those in their internal service.

2 France shall apply the provisions of article 7 concerning items for the blind subject to its national regulations.

3 Notwithstanding article 7.3, and in accordance with its national legislation, Brazil reserves the right to consider as items for the blind only those items which are sent by or addressed to blind persons or organizations for the blind. Items not satisfying these conditions shall be subject to payment of postage.

4 Notwithstanding article 7, New Zealand will accept as items for the blind for delivery in New Zealand only those items that are exempted from postal charges in its domestic service.

5 Notwithstanding article 7, Finland, which does not provide exemption from postal charges for items for the blind in its domestic service according to the definitions in article 7 adopted by Congress, may collect the domestic charges for items for the blind destined for other countries.

6 Notwithstanding article 7, Canada, Denmark and Sweden allow exemption from postal charges for the blind only to the extent provided for in their internal legislation.

7 Notwithstanding article 7, Iceland accepts exemption from postal charges for the blind only to the extent provided for in its internal legislation.

8 Notwithstanding article 7, Australia will accept as items for the blind for delivery in Australia only those items that are exempted from postal charges in its domestic service.

9 Notwithstanding article 7, Australia, Austria, Canada, Germany, United Kingdom of Great Britain and Northern Ireland, Japan, Switzerland and United States of America may collect the charges for special services which are applied items for the blind in their internal service.

Article RL 110

Exemption from postal charges on postal service items

1 Letter-post items relating to the postal service sent by designated operators or their offices, whether by air, surface or surface airlifted (S.A.L.) mail, shall be exempt from all postal charges.

2 Letter-post items relating to the postal service shall be exempt from all postal charges, with the exception of air surcharges, if they are:

- 2.1 exchanged between bodies of the Universal Postal Union and bodies of the Restricted Unions;
- 2.2 exchanged between bodies of those Unions;
- 2.3 sent by such bodies to member countries and/or designated operators or their offices.

■ Commentary

110.2 The IB and the Restricted Unions are not exempt from payment of surcharges on priority items or airmail items because it would not be right to ask the DO of their host country to bear the air conveyance costs alone. In addition, it would not be wise to ask airlines to carry priority items and airmail items relating to the postal service free of charge, as these companies might, in turn, ask for exemption from postal charges for certain items. Items sent by the IB and the Restricted Unions are exempted from terminal dues.

Article RL 111

Application of exemption from postal charges to bodies concerned with prisoners of war and civilian internees

1 The following shall enjoy exemption from postal charges within the meaning of article 7.2 of the Convention:

- 1.1 the Information Bureaux provided for in article 122 of the Geneva Convention of 12 August 1949 relative to the treatment of prisoners of war;

- 1.2 the Central Prisoner-of-War Information Agency provided for in article 123 of the same Convention;
- 1.3 the Information Bureaux provided for in article 136 of the Geneva Convention of 12 August 1949 relative to the protection of civilian persons in time of war;
- 1.4 the Central Information Agency provided for in article 140 of the latter Convention.

Article RL 112

Marking of items sent free of postal charges

- 1 Items exempt from postal charges shall bear, on the address side in the top right-hand corner, the following indications, which may be followed by a translation:
 - 1.1 “Service des postes” (Postal service) or a similar indication for the items mentioned in article 7.1 of the Convention and article RL 110;
 - 1.2 “Service des prisonniers de guerre” (Prisoners-of-war service) or “Service des internés civils” (Civilian internees service) for the items mentioned in article 7.2 of the Convention and article RL 111 and the forms relating to them;
 - 1.3 “Envois pour les aveugles” (Items for the blind) for the items mentioned in article 7.3 of the Convention.

Prot Article RL VIII

Marking of items sent free of postal charges

- 1 Notwithstanding article RL 112.1.3, France reserves the right to apply the provisions concerning items for the blind in accordance with its national regulations.

Article 8

Postage stamps

1 The term “postage stamp” shall be protected under the present Convention and shall be reserved exclusively for stamps which comply with the conditions of this article and of the Regulations.

2 Postage stamps:

2.1 shall be issued and put into circulation solely under the authority of the member country or territory, in conformity with the Acts of the Union;

2.2 are a manifestation of sovereignty and constitute proof of prepayment of the postage corresponding to their intrinsic value when affixed to postal items, in conformity with the Acts of the Union;

2.3 must be in circulation, for postal prepayment or for philatelic purposes, in the member country or territory of issue, according to its national legislation;

2.4 must be accessible to all citizens within the member country or territory of issue.

3 Postage stamps comprise:

3.1 the name of the member country or territory of issue, in roman letters;¹

3.2 the face value, expressed:

3.2.1 in principle, in the official currency of the country or territory of issue, or as a letter or symbol;

3.2.2 through other identifying characteristics.

4 Emblems of state, official control marks and logos of intergovernmental organizations featuring on postage stamps shall be protected within the meaning of the Paris Convention for the Protection of Industrial Property.

5 The subjects and designs of postage stamps shall:

5.1 be in keeping with the spirit of the Preamble to the UPU Constitution and with decisions taken by the Union’s bodies;

5.2 be closely linked to the cultural identity of the member country or territory, or contribute to the dissemination of culture or to maintaining peace;

5.3 have, when commemorating leading figures or events not native to the member country or territory, a close bearing on the country or territory in question;

5.4 be devoid of political character or of any topic of an offensive nature in respect of a person or a country;

5.5 be of major significance to the member country or territory.

¹ An exception shall be granted to Great Britain, the country which invented the postage stamp.

6 Postal prepayment impressions, franking machine impressions and impressions made by a printing press or another printing or stamping process in accordance with the UPU Acts may be used only with the authorization of the member country or territory.

7 Prior to issuing postage stamps using new materials or technologies, member countries shall provide the International Bureau with the necessary information concerning their compatibility with mail processing machines. The International Bureau shall inform the other member countries and their designated operators accordingly.

■ **Commentary**

8 The 24th UPU Congress (Geneva, 2008) decided to include the following optional points concerning postage stamp illustrations in the form of a commentary in the Letter Post Regulations:

Postage stamps may contain:

- the official emblem of the member country or territory of issue;
- the word “Postes” (Postage) in roman or other letters;
- an expiry date;
- the year of issue;
- in the case of a personalized stamp, an image or portrait of a living person;
- in the case of a personalized stamp, the logo or emblem of a private company;
- any mark allowing digital reading of the stamp for commercial or postal routing purposes;
- the name of the artist;
- the name of the printer.

As the subject of intellectual property rights, postage stamps may also contain:

- copyright, by including the copyright sign ©, indicating ownership of the copyright and mentioning the year of issue;
- a mark registered in the territory of the issuing member country or territory, by including the registered trademark symbol ® after the mark.

The sale of or trade in postage stamps is a purely internal matter. Each State shall make provision for it in the light of its own position in this matter (decision C 16/Paris 1947).

8.2 This provision sanctions the principle that DOs only are competent to issue stamps denoting payment of postage. DOs mean both those of UPU member countries and territories and those of countries which are not members, as well as the United Nations Postal Administration.

8.3 DOs are totally free to choose the colour of their postage stamps.

The text of this para allows the production of postage stamps without indication of postage value.

8.5 With regard to the subjects of postage stamps:

- the 1979 Rio de Janeiro Congress adopted recommendation C 85 recommending that “any postal administration wishing to reproduce in one of its issues a postage stamp already issued by another administration should obtain the consent of the latter beforehand”;
- the 1984 Hamburg Congress adopted recommendation C 27 recommending that “postal administrations, in choosing themes for their issues of postage stamps, should:
 - make every attempt to avoid topics or designs of an offensive nature in respect of a person or a country;
 - choose themes calculated to contribute to the dissemination of culture, the strengthening of bonds of friendship among peoples and the establishment and maintenance of peace in the world”;
- the 1989 Washington Congress, by recommendation C 80, recommended that DOs observe the procedures described in the philatelic code of ethics for the use of member countries, annexed to that recommendation, when issuing and providing postage stamps and postal items for philatelic purposes. The philatelic code of ethics has been revised by each Congress, most recently by the 24th Congress (Geneva) (recommendation C 26/2008).

Prot Article IV

Postage stamps

1 Notwithstanding article 8.7, Australia, Great Britain, Malaysia and New Zealand will process letter-post items and postal parcels bearing postage stamps using new materials or technologies that are not compatible with their respective mail processing machines only upon prior agreement with the designated operator of origin concerned.

Article RL 113

Postage stamps. Notification of issues and exchange between designated operators

1 Each new issue of postage stamps shall be notified by the designated operator concerned to all other designated operators, with the necessary information, through the intermediary of the International Bureau.

2 Designated operators shall exchange, through the intermediary of the International Bureau, one set of each of their new issues of postage stamps and shall send 15 sets to the International Bureau. This represents a total of 235 stamps to be dispatched for each new issue.

■ Commentary

113.1 Notification of postage stamp issues and exchange is made in the “Postage stamps – Information and distribution” bulletin published by the IB.

Article RL 114

Prepayment. Methods of denoting prepayment

1 Principle

1.1 As a general rule, items shall be fully prepaid by the sender.

2 Methods of denoting prepayment

2.1 Prepayment shall be denoted by means of any one of the following methods:

2.1.1 postage stamps printed on or affixed to the items and valid in the member country of origin;

2.1.2 postal prepayment impressions valid in the member country of origin and dispensed by automatic vending machines installed by designated operators of origin;

2.1.3 impressions of officially approved franking machines valid in the country of origin, operating under the direct supervision of the designated operator of origin;

2.1.4 impressions made by a printing press or other printing or stamping process when such a system is authorized by the regulations of the designated operator of origin.

- 2.2 Items may also be provided with an indication that full postage has been prepaid, for example, “Taxe perçue” (“Postage paid”). This indication shall appear in the top right-hand part of the address side and be authenticated by a date-stamp impression of the office of origin. In the case of unpaid or underpaid items, the impression of the office which prepaid the item or made up the postage on it shall be applied opposite this indication.

Article RL 115

Characteristics of postage stamps and postal prepayment or franking impressions

- 1 Postage stamps and postal prepayment impressions
- 1.1 Postage stamps and postal prepayment impressions may be of any shape provided that, in principle, their vertical or horizontal dimensions are not less than 15 mm nor more than 50 mm.
- 1.2 They may be distinctively marked with punched perforations or embossed impressions produced by means of an embossing stamp, subject to the conditions laid down by the designated operator or the member country which has issued them, provided that those processes do not interfere with the clarity of the particulars prescribed in article 8 of the Convention.
- 1.3 Commemorative or charity postage stamps may bear an indication of the year of issue in arabic numerals. Similarly, they may bear an inscription in any language to indicate the occasion for which they are issued. When a supplementary charge is payable in addition to their postage value, they shall be so designed as to leave no doubt about that value.
- 2 Franking machine impressions
- 2.1 Designated operators may use themselves or authorize the use of postal franking machines reproducing on items the name of the member country of origin and the postage value, as well as the name of the place of origin and the date of posting. However, the last two items of information shall not be compulsory. For franking machines used by designated operators themselves, the postage value may be replaced by an indication that postage has been prepaid, for example in the form: “Taxe perçue” (Charge collected).
- 2.2 Impressions produced by postal franking machines shall, in principle, be bright red. However, designated operators may permit that the impressions produced by franking machines may be made in a colour other than bright red. The impressions of any publicity slogans used with the franking machines may also be produced in a colour other than red.
- 2.3 The names of the member country and place of origin shall be given in roman letters, which may be supplemented by the same information in other letters. The postage value shall be shown in arabic figures.
- 3 Franking impressions
- 3.1 Franking impressions obtained from a printing press or by another printing or stamping process shall bear the name of the member country of origin and, if appropriate, of the office of posting in roman letters, which may

be supplemented by the same information in other letters. They shall also bear an indication that postage has been prepaid, for example in the form “Taxe perçue” (Charge collected). In every case, the phrase adopted shall be shown in bold letters in a space the area of which shall not be less than 300 mm². The date-stamp, if used, shall not appear in this space.

- 3.2 Franking impressions obtained from an electronic printing process may be applied above the address field, separated from it by a vertical distance of between 2.5 and 5 mm, regardless of the location of the address. Such franking impressions may be applied directly on the envelope or inside the envelope window. In the latter case, the printing and positioning of the item inside the envelope shall be constrained such that no part of the franking impression is closer than 5 mm to the edge of the window. The provisions of paragraph 3.1 shall apply to this type of impression. Where the franking impression incorporates or is supported by data encoded in a two-dimensional symbol, this shall comply with UPU Technical Standard S28.

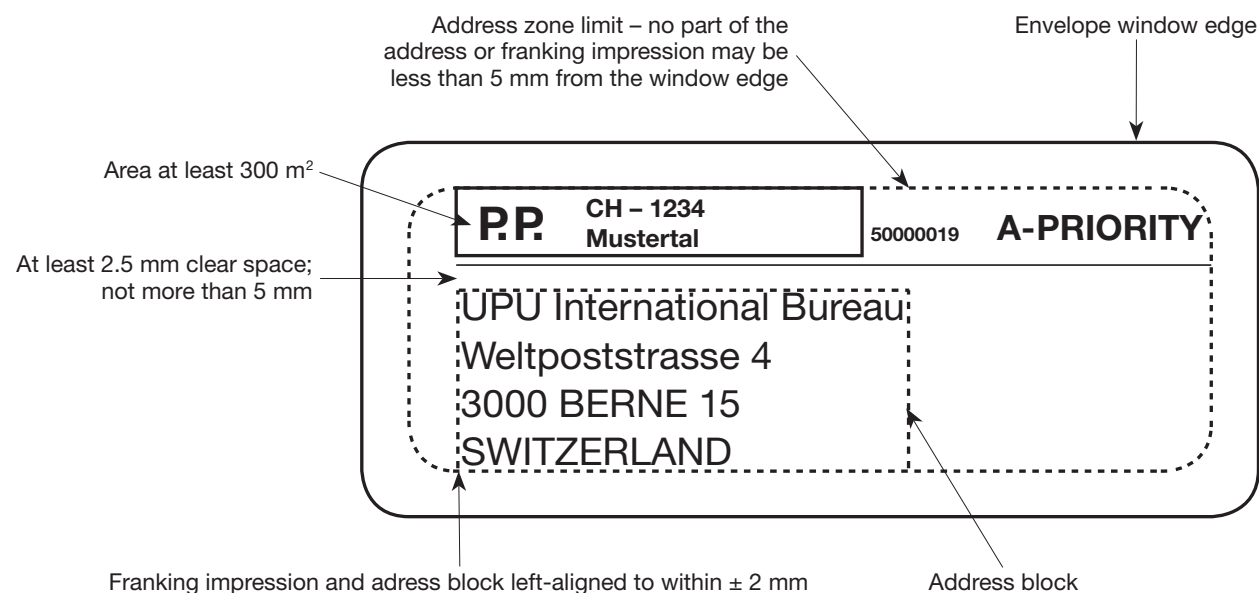
■ Commentary

115.1.1 The words “in principle” were inserted in order not to impose constraints on DOs with regard to the dimensions of postage stamps. The dimensions indicated, however, are intended as guidelines.

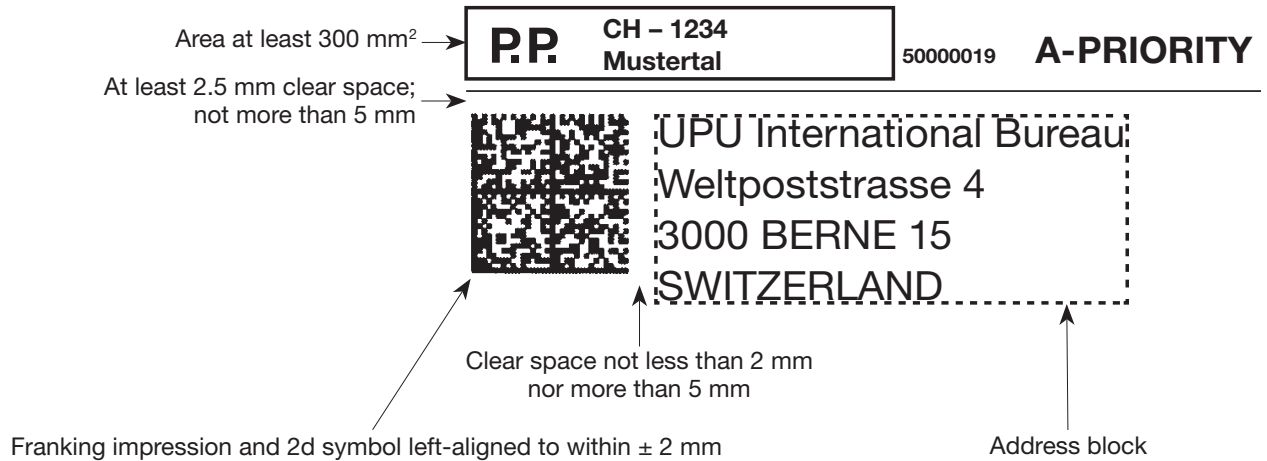
115.2.2 Bright red is also recommended for postal franking impressions or stamps used by post offices for indicating that postage has been fully paid, e.g. “Taxe perçue”.

115.3.2 Examples of franking impressions obtained from an electronic printing process:

Example 1 – Without S28-compliant 2d symbol



Example 2 – With S28-compliant 2d symbol printed to the left of the address



Example 3 – With S28-compliant 2d symbol printed above the address



N.B.: S28 allows 2d symbols to be printed in other positions (e.g. to the right of the address), but this is not recommended.

Article RL 116

Suspected fraudulent use of postage stamps or postal prepayment or franking impressions

1 Subject to national criminal or criminal action provisions, the following procedure shall be observed in case of suspicion of an intentional violation concerning means of postal prepayment.

1.1 When, in outgoing mail, an intentional violation concerning means of postal prepayment is suspected and the sender is not known, the stamp or impression shall not be tampered with in any way. The item, accompanied by an advice, shall be sent to the delivery office in an officially

registered envelope. A copy of the advice shall be forwarded, for information, to the designated operators of the member countries of origin and of destination. Any designated operator may ask, through notification of the International Bureau, for these advices concerning its service to be sent to its central administration or to a specially appointed office.

1.2 The addressee shall be invited to see the evidence. The item shall be delivered to him only if he pays the charge due, discloses the name and address of the sender and places at the disposal of the postal service, after acquainting himself with the contents, the subject of the suspected violation. This may be the entire item, if it is inseparable from the corpus delicti, or the part of the item (envelope, wrapper, portion of letter, etc.) which contains the address and the impression or stamp reported as suspect. The result of the interview shall be set down in an official report signed by the postal official and by the addressee. If the addressee refuses, this shall be recorded on the document.

2 The official report shall be sent with the supporting papers, officially registered, to the designated operator of the member country of origin, which shall take action according to its legislation.

3 Designated operators whose legislation does not permit the procedure provided for in 1.1 and 1.2 shall inform the International Bureau to that effect so that the other designated operators may be notified.

■ **Commentary**

116.3 This information is published in the Letter Post Compendium.

Article RL 117

Application of the date-stamp

1 The imprint of a date-stamp showing, in roman letters, the name of the office responsible for cancelling and the date of that operation shall be applied to the address side of items. Equivalent particulars in the characters of the country of origin may be added.

2 The application of the date-stamp shall not be compulsory:

2.1 for items franked by means of impressions of postal franking machines if the name of the place of origin and the date of posting appear on these impressions;

2.2 for items franked by means of impressions obtained by a printing press or by any other printing or stamping process;

2.3 for unregistered reduced-rate items, provided that the place of origin is shown on these items;

2.4 for letter-post items relating to the postal service as listed in article 7.1 of the Convention and article RL 110.

3 All postage stamps valid for prepayment shall be cancelled.

4 Unless designated operators have prescribed cancellation by means of a special stamp impression, postage stamps left uncanceled through error or omission in the service of origin shall be cancelled by the office which detects the irregularity, using one of the following means:

- 4.1 with a thick line in ink or indelible pencil;
- 4.2 using the edge of the date-stamp in such a way that the name of the post office is not identifiable.

5 Missent items, except for unregistered reduced rate items, shall be impressed with the date-stamp of the office which they have reached in error. This shall apply to both stationary offices, and, as far as possible, travelling post offices. The impression shall be made on the back of priority items in envelopes and letters and on the front of postcards.

■ **Commentary**

117.1 The 1964 Vienna Congress expressed the formal opinion that the date-stamp imprint should show the date of posting in arabic numerals (formal opinion C 7).

Article RL 118

Unpaid or underpaid items

1 The designated operator of origin may return unpaid or underpaid items to the sender for the latter to make up the postage himself. The senders of unpaid or underpaid items shall be identified by any methods provided for in the member country of origin's internal regulations, including those applicable to undeliverable items.

2 The designated operator of origin may also itself undertake to prepay unpaid letter-post items or make up the postage on underpaid items and collect the missing amount from the sender. In this case, it shall be authorized to also collect a guideline handling charge of 0.33 SDR.

3 If the designated operator of origin does not apply any of the options provided for in 1 and 2 or if the postage cannot be made up by the sender, unpaid or underpaid priority items, letters and postcards shall still be forwarded to the country of destination. Other unpaid or underpaid items may also be forwarded.

4 Notwithstanding the provisions of paragraph 3, the designated operator of origin shall not be obliged to forward to the countries of destination the following categories of items when they have been posted in posting boxes or other installations of the designated operator:

- 4.1 unpaid or underpaid items on which the sender is not indicated or whose sender cannot be identified;
- 4.2 unpaid postcards bearing labels or marks purporting to certify that postage has been paid.

5 Notwithstanding the provisions of paragraph 9, the designated operator of origin shall not be obliged to forward to the countries of destination unpaid

postcards bearing labels or marks purporting to certify that postage has been paid when such postcards have been posted in posting boxes or other installations of the designated operator.

6 The designated operator of origin shall lay down the criteria for forwarding unpaid or underpaid items to the country of destination. Nevertheless, designated operators shall, as a general rule, dispatch by the quickest method (air or surface) items marked by the sender to be sent as priority items or airmail items.

7 A designated operator of origin which wants missing postage to be collected from the addressee shall follow the procedure described in 8 and 10. Unpaid or underpaid items submitted to this procedure shall be liable to a special charge, payable by the addressee or, in the case of returned items, by the sender, calculation of which is defined in 11.

8 Before being forwarded to the country of destination, unpaid or underpaid items shall be marked with the T stamp (postage due) in the middle of the upper part of the front. Beside the impression of this stamp the designated operator of origin shall write very legibly in the currency of its country the amount of the underpayment and, under a fraction line, that of its minimum unreduced charge valid for the first weight step for priority items or letters dispatched abroad.

9 The designated operator of origin shall be responsible for checking that international mail items posted in its country are correctly prepaid. On arrival in the country of destination, every item not bearing the T stamp impression in accordance with the provisions under 8 shall be considered to be duly prepaid and treated accordingly.

10 When a designated operator of first destination wants missing postage to be collected from the addressee (reforwarded items) or from the sender (returned items), the task of applying the T stamp and giving the amounts in the form of a fraction shall be the responsibility of this designated operator. The same shall apply in the case of items originating in countries which apply reduced charges in the service with the reforwarding designated operator. In such a case, the fraction shall be established according to the charges laid down in these Regulations and valid in the country of origin of the item.

11 The delivering designated operator which wants to collect missing postage shall mark the item with the charge to be collected. It shall determine this charge by multiplying the fraction resulting from the data mentioned under 8 by the amount, in its national currency, of the charge applied in the international service to the first weight step for priority items or letters dispatched abroad. To this charge, it shall add the handling charge prescribed under 2. The delivering designated operator may, if it so wishes, collect only the handling charge.

12 If the fraction laid down under 8 has not been shown beside the T stamp by the designated operator of origin or the reforwarding designated operator in

the case of non-delivery, the designated operator of destination may deliver the underpaid item without collecting a charge.

13 Postage stamps and postal franking impressions not valid for prepayment of postage shall not be taken into account. In that case, the figure nought (0) shall be placed beside such postage stamps or impressions, which shall be marked around in pencil.

14 Registered items and insured items shall be regarded on arrival as duly prepaid.

■ **Commentary**

118.6 DOs of origin decide on their own policy regarding transmission of items which it is not possible to have regularized by the senders. They may decide to send priority items, surcharged airmail items and surcharged S.A.L. items as priority mail, by air or as S.A.L., respectively, if the charges paid represent at least the difference between the charge for a priority item and the charge for a non-priority item or, as appropriate, the surcharge or the difference between the charge for an airmail or S.A.L. item and the charge for a surface item. They may also decide to send these items by priority means or by air when the charges paid represent at least 75% of the surcharge or 50% of the combined charge. In this case, below these limits, the items are forwarded by means of transport normally used for non-priority items or unsurcharged items.

118.8 Where an express item has been treated as such despite underpayment of postage, the charge of the amount of the deficient postage applies not only to the transport charge properly speaking but also to the special express charge.

118.10 In relations between countries which apply reduced charges, it is the UPU system charge which has to be levied and not the reduced charge.

118.14 The office of origin is responsible for the prepayment of registered items and insured items; therefore no charge is to be collected for unpaid or underpaid postage.

Article RL 119

Prepayment and stamping of items posted on board ship

1 Items posted on board ship at the two terminal points of the voyage or at any intermediate port of call shall be prepaid by means of postage stamps and according to the rates of the country in whose waters the ship is lying.

2 If the items are posted on board on the high seas, they may be prepaid, in the absence of special agreement between the designated operators concerned, by means of the postage stamps and according to the rates of the country to which the ship appertains or is under contract. Items prepaid in this way must be handed over to the post office at the port of call as soon as possible after the arrival of the ship.

3 The stamping of items posted on ships shall be the responsibility of the postal official or the officer on board charged with the duty, or, failing those, of the post office at the port of call at which these items are handed over. In that case, the office shall impress the correspondence with its date-stamp and add the word “Navire”, “Paquebot” or any other similar note.

■ **Commentary**

119.2 An application of maritime practice according to which any ship on the high seas is “part of the territory” of the country whose flag it flies.

The country issuing the postage stamps is considered as the country of origin, even when the stamps, having been affixed on the high seas, are cancelled at the next port with the date-stamp of another country.

Section D

Basic services

Article 13

Basic services

1 Member countries shall ensure that their designated operators accept, handle, convey and deliver letter-post items.

2 Letter-post items are:

- 2.1** priority items and non-priority items, up to 2 kilogrammes;
- 2.2** letters, postcards, printed papers and small packets, up to 2 kilogrammes;
- 2.3** items for the blind, up to 7 kilogrammes;
- 2.4** special bags containing newspapers, periodicals, books and similar printed documentation for the same addressee at the same address called “M bags”, up to 30 kilogrammes.

3 Letter-post items shall be classified on the basis either of the speed of treatment of the items or of the contents of the items in accordance with the Letter Post Regulations.

4 Higher weight limits than those indicated in paragraph 2 apply optionally for certain letter-post item categories under the conditions specified in the Letter Post Regulations.

5 Subject to paragraph 8, member countries shall also ensure that their designated operators accept, handle, convey and deliver postal parcels up to 20 kilogrammes, either as laid down in the Convention, or, in the case of outward parcels and after bilateral agreement, by any other means which is more advantageous to their customers.

6 Weight limits higher than 20 kilogrammes apply optionally for certain parcel-post categories under the conditions specified in the Parcel Post Regulations.

7 Any member country whose designated operator does not undertake the conveyance of parcels may arrange for the provisions of the Convention to be implemented by transport companies. It may, at the same time, limit this service to parcels originating in or addressed to places served by these companies.

8 Notwithstanding paragraph 5, member countries which, prior to 1 January 2001 were not parties to the Postal Parcels Agreement shall not be obliged to provide the postal parcels service.

■ **Commentary**

13.2 All DOs must, as DOs of destination and of transit, handle the categories of letter post listed in this art.

Prot Article V
Basic services

1 Notwithstanding the provisions of article 13, Australia does not agree to the extension of basic services to include postal parcels.

2 The provisions of article 13.2.4 shall not apply to Great Britain, whose national legislation requires a lower weight limit. Health and safety legislation in Great Britain limits the weight of mail bags to 20 kilogrammes.

3 Notwithstanding article 13.2.4, Kazakhstan and Uzbekistan shall be authorized to limit to 20 kilogrammes the maximum weight of inward and outward M bags.

Article RL 120
Basic services

1 Every designated operator shall be free to choose the system based on the speed of treatment of items or based on the contents of items that it applies to its outward traffic.

2 In the classification system based on the speed of treatment of items, postal items are divided into:

- 2.1 priority items, i.e. items conveyed by the quickest route (air or surface) with priority;
- 2.2 non-priority items, i.e. items for which the sender has chosen a lower rate, implying a longer delivery time.

3 In the classification system based on contents, postal items are divided into:

- 3.1 items conveyed by air with priority, which shall be called “airmail items”;
- 3.2 surface items conveyed by air with reduced priority, which shall be called “S.A.L. items”.

4 Every designated operator may admit priority items and airmail items consisting of a sheet of paper suitably folded and gummed on all sides. Such items shall be called “aerogrammes”. “Aerogrammes” shall be considered as being similar to airmail letters in the classification system based on contents.

■ **Commentary**

120.3.2 The S.A.L. service is provided in certain relations only. See List CN 68, part III, D.

Article 14

Classification of letter-post items based on their formats

1 Within the classification systems referred to in article 13.3, letter-post items may also be classified on the basis of their format as small letters (P), large letters (G) or bulky letters (E). The size and weight limits are specified in the Letter Post Regulations.

Article RL 121

Classification of letter-post items based on their formats

1 Designated operators in the target terminal dues system exchanging mail above a threshold shall apply the classification system based on the formats for their outward traffic, especially as far as making up of mails is concerned. The relevant conditions are specified in article RL 175.

2 In the classification system based on formats, the letter-post items provided for in article RL 120 may be further divided into:

- 2.1** small letters (P), as in article RL 124;
- 2.2** large letters (G), as in article RL 124;
- 2.3** bulky letters (E), i.e. items classified neither as small letters nor as large letters, with size limits as specified in article RL 123 and weight as specified in article 13 of the UPU Convention and in article RL 122.

Article RL 122

Particulars relating to limits of weight

1 Priority and non-priority items may weigh up to 5 kilogrammes:

- 1.1** In relations between designated operators where both admit such items from their customers.
- 1.2** For items containing books and pamphlets, the designated operator of origin having the option of admitting such items.

2 In the system based on contents:

- 2.1** Letters and small packets may weigh up to 5 kilogrammes in relations between designated operators where both admit such items from their customers.
- 2.2** Printed papers may weigh up to 5 kilogrammes, the designated operator of origin having the option of admitting such items.

3 The limit of weight of items containing books or pamphlets may be raised to 10 kilogrammes by agreement between the designated operators concerned.

4 The items sent on postal service as mentioned in article 7.1 of the Convention and article RL 110 shall not be subject to the limits of weight laid down in

article 13 of the Convention and 1 and 2 above. However, they shall not exceed the maximum weight of 30 kilogrammes per bag.

5 Designated operators may apply to letter-post items posted in their countries the maximum limit of weight laid down for articles of the same kind in their internal service provided that such items do not exceed the limit of weight mentioned in article 13 of the Convention and 1 and 2 above.

■ **Commentary**

122.5 This provision is designed to enable national and international tariff structures to be brought into line with one another as far as possible.

Prot Article RL II

Printed papers. Maximum weight

1 Notwithstanding article RL 122.1.2, Canada and Ireland shall be authorized to limit to 2 kilogrammes the maximum weight of inward and outward printed papers.

Article RL 123

Limits of size

1 The limits of size of items other than postcards and aerogrammes are given below:

1.1 maxima: length, width and depth combined: 900 mm, but the greatest dimension may not exceed 600 mm, with a tolerance of 2 mm; in roll form: length plus twice the diameter: 1,040 mm, but the greatest dimension may not exceed 900 mm, with a tolerance of 2 mm;

1.2 minima: to have a surface measuring not less than 90 x 140 mm, with a tolerance of 2 mm; in roll form: length plus twice the diameter: 170 mm: but the greatest dimension may not be less than 100 mm.

2 The limits of size of postcards shall be as follows:

2.1 maxima: 120 x 235 mm, with a tolerance of 2 mm, provided they are sufficiently stiff to withstand processing without difficulties;

2.2 minima: 90 x 140 mm, with a tolerance of 2 mm. The length shall be at least equal to the width multiplied by $\sqrt{2}$ (approximate value 1.4).

3 The limits of size of aerogrammes shall be as follows:

3.1 maxima: 110 x 220 mm, with a tolerance of 2 mm;

3.2 minima: 90 x 140 mm, with a tolerance of 2 mm. The length shall be at least equal to the width multiplied by $\sqrt{2}$ (approximate value 1.4).

4 The limits of size in this article shall not apply to postal service items as mentioned in article 7.1 of the Convention and article RL 110.

Article RL 124

Limits of size and weight for small letters (P) and large letters (G)

- 1 For the classification of items based on their format, the limits of size and weight of small letters (P) shall be as follows:
 - 1.1 minimum dimensions: 90 x 140 mm;
 - 1.2 maximum dimensions: 165 x 245 mm;
 - 1.3 maximum weight: 100 g;
 - 1.4 maximum thickness: 5 mm.
- 2 For the classification of items based on their format, for items that are not small letter (P) format items, the limits of size and weight of large letters (G) shall be as follows:
 - 2.2 minimum dimensions: 90 x 140 mm;
 - 2.2 maximum dimensions: 305 x 381 mm;
 - 2.3 maximum weight: 500 g;
 - 2.4 maximum thickness: 20 mm.
- 3 For operations, accounting and sampling purposes, the following rule shall apply:
 - 3.1 If an item exceeds the limits of a format in one or more of the four criteria (length, width, thickness and weight), it shall be classified in the next largest format, provided that it fits within the dimensions of that format.

Article RL 125

Conditions of acceptance of items. Make-up. Packing

- 1 Items shall be made up securely and in such a way that there is no risk of other items getting trapped in them. The packing shall be adapted to the shape and nature of the item and the conditions of transport. In the case of letters and small packets, it must ensure the integrity of the contents during transport. Every item shall be made up in such a way as not to affect the health of officials. The make-up shall prevent any danger if the item contains articles of a kind likely to injure officials called upon to handle it or soil or damage other items or postal equipment. Metal fasteners used for closing items shall not have sharp edges, nor shall they hamper the execution of the postal service.
 - 1.1 Designated operators may agree to exchange bulk items, which have not been wrapped or packed. The dispatching designated operator and the designated operator of destination shall set by mutual agreement the conditions of posting of such items.
- 2 The UPU Id-tag, as defined in UPU Technical Standard S18 may be applied to letter-post items to facilitate mail processing in both origin and destination countries and to support the exchange of processing information between the designated operators involved. The Id-tag shall be applied, under the authority of the designated operator, in accordance with the specifications adopted by the

Postal Operations Council and the provisions of UPU Technical Standards S18 and S19. To maximize the readability of the Id-tag, designated operators:

2.1 may encode information in area R1, as defined in Technical Standard S19, only in accordance with the technical provisions of Technical Standards S18 and S19;

2.2 are encouraged to advise against using area R1 for purposes which might interfere with, or be interfered with by, its intended use for Id-tag encoding.

3 Designated operators shall strongly recommend that their customers comply with the following rules:

3.1 The right-hand half at least of the address side shall be reserved for the address of the addressee and for postage stamps, franking marks and impressions or indications in lieu thereof. The latter shall be applied, as far as possible, in the top right-hand corner. It shall be up to the designated operator of origin to treat items whose payment does not conform to this condition according to its internal legislation.

3.2 The addressee's address shall be written on the item lengthwise and, if the item is an envelope, on the plain side which is not provided with the closing flap. For items exceeding the size limits for small letter (P) format standardized items as defined in article RL 130.1, the address may be written parallel to the width of the item.

3.3 The addressee's address shall be worded in a precise and complete manner. It shall be written very legibly in roman letters and arabic numerals. If other letters and numerals are used in the country of destination, it shall be recommended that the address be given also in these letters and numerals. The name of the place of destination and the name of the country of destination shall be written in capital letters together with the correct postcode number or delivery zone number or post office box number, if any. The name of the country of destination shall be written preferably in the language of the country of origin. To avoid any difficulty in the countries of transit, it is desirable for the name of the country of destination to be added in an internationally known language. Designated operators may recommend that, on items addressed to countries where the recommended position of the postcode is in front of the name of the location of destination, the postcode should be preceded by the EN ISO 3166–1 Alpha 2 country code followed by a hyphen. This shall in no way detract from the requirement for the name of the destination country to be printed in full.

3.4 The envelope paper shall be made of a material that can be processed mechanically.

3.5 In order to facilitate automatic reading, the addressee's address shall be written in compact form, without leaving a space between the letters of the words and without a blank line between the line containing the place of destination and the other elements of the address. The place and country of destination and the postcode number, if any, shall not be underlined.

■ Example: Monsieur
Pierre Noir
Rue du Midi 26
1009 PULLY
SWITZERLAND

- 3.6 The name and address of the sender shall be shown on the item with the postcode number or delivery zone number, if any. When they appear on the address side of the envelope, these indications shall be placed in the top left-hand corner and should be sufficiently separated from the addressee's address to avoid any misunderstanding.
- 3.7 The addresses of the sender and the addressee shall be shown in an appropriate manner inside the item and as far as possible on the contents. This applies particularly to unsealed items.
- 3.8 Customers posting items in bulk of the same shape and weight may be requested to bundle them by postcode or delivery zone number so that they can be processed as speedily as possible in the country of destination. The designated operator of destination may request this degree of sortation subject to agreement by the designated operator of origin.
- 4 Except as otherwise provided in these Regulations, service instructions and labels shall be placed on the address side of the item. They shall be positioned in so far as possible in the top left-hand corner, beneath the sender's name and address where these are given. The service instructions shall be written in French or in some other language generally known in the country of destination. A translation of the instructions in the language of the country of origin may also be given.

■ Example:



5 Non-postal stamps and charity or other labels as well as designs, likely to be mistaken for postage stamps or service labels, may not be affixed to or printed on the address side. This shall also apply to stamp impressions which could be mistaken for franking impressions.

6 In all cases in which the item is under wrapper, the addressee's address shall be written on the latter.

7 Envelopes whose edges are provided with coloured bars shall be reserved exclusively for airmail items.

8 The address of items sent poste restante shall show the name of the addressee, the town, the country of destination and, if possible, the post office at which the item is to be collected. The indication "Poste restante" shall be written in bold letters on the address side. The use of initials, figures, forenames only, fictitious names or code marks of any kind shall not be permitted for these items.

■ **Example:** Mademoiselle
 Louise Bertholet
 Poste restante
 1211 GENEVA 13
 SWITZERLAND

9 On printed papers, the addressee's name may, exceptionally, be followed by the indication "or occupant", in French or a language accepted by the country of destination.

■ **Example:** Monsieur
 Pierre Sansonnens
 Or occupant
 Rue Pinet 10
 1001 LAUSANNE
 SWITZERLAND

10 The envelope or wrapping may bear only one sender's address, and one addressee's address. In the case of bulk postings, the sender's address must be visible on the outside of the item and located in the country of posting of the item.

11 No manner of item shall be admitted of which the whole or part of the address side has been marked off into several divisions intended to provide for successive addresses.

■ **Commentary**

125.1 The Hamburg Congress invited DOs to inform users employing the packs sold by postal services of the need to use appropriate interior packing as well and to make sure that the outside wrapping is properly closed so that the items concerned can be processed and conveyed satisfactorily (recommendation C 20/Hamburg 1984).

125.3.1 The application of postage stamps or franking impressions on the address side is obligatory for all categories of items.

Postage stamps stuck on in such a way that they overlap on to both sides of an item are considered null and void.

125.3.3 DOs are recommended to inform the IB what address presentation they want and what post-code system they have adopted.

125.8 The name of the town of destination should be mentioned since *poste restante* is generally provided by only one post office – the main office – even in big cities which have several delivery offices.

125.9 This provision is designed to permit the address of a printed item to be written so that delivery is made to the occupier of the premises when the addressee given in the address has moved. This practice is aimed specifically at printed advertising items.

Article RL 126

Special provisions applicable to each category of items

1 Priority/non-priority items and letters

1.1 Subject to the provisions relating to standardized items and the packing of items, no conditions shall be laid down for the form or closing of priority/non-priority items or for letters. However, such items in envelopes must be rectangular to ensure that they do not cause difficulties during their handling. Such items with the consistency, but not the shape, of post-cards shall also be placed in rectangular envelopes. The envelopes should be of light colour. It is recommended that the word “Priority” or “Letter” be added to the address side of items which, because of their volume or make-up, might be confused with items prepaid at a reduced rate.

2 Aerogrammes

2.1 Aerogrammes must be rectangular and be so made that they do not hamper the handling of the mail.

2.2 The front of the aerogramme shall be reserved for the address, the prepayment and service notes or labels. It shall bear the printed indication “Aerogramme” and may also bear an equivalent indication in the language of the country of origin. An aerogramme shall not contain any enclosure. It may be registered if the regulations of the country of origin so permit.

2.3 Each member country or designated operator shall fix, within the limits defined in article RL 123.3, the conditions of issue, manufacture and sale of aerogrammes.

3 Postcards

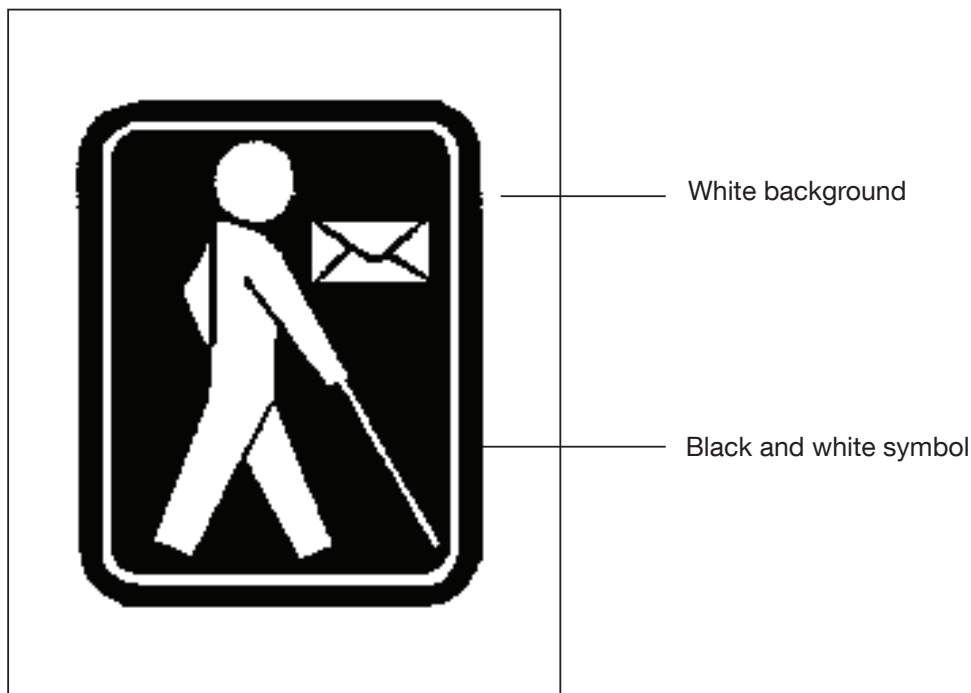
3.1 Postcards shall be rectangular and be made of cardboard or of paper stiff enough not to make mail handling difficult. They shall not have projecting or raised relief parts and shall comply with the conditions laid down by the member country or designated operator of origin.

3.2 Postcards shall bear on the front the heading “Carte postale” (Postcard) in French or its equivalent in another language. This heading shall not be compulsory for picture postcards.

3.3 Postcards shall be sent unenclosed, that is to say without wrapper or envelope.

- 3.4 The right-hand half at least of the front shall be reserved for the address of the addressee, for prepayment and for service instructions or labels. The sender may make use of the back and of the left-hand half of the front.
- 3.5 Postcards not complying with the regulations for that category shall be treated as letters, except when the irregularity derives only from showing the prepayment on the back. Such cards shall be regarded as unpaid and treated accordingly.
- 4 Printed papers
 - 4.1 Reproductions on paper, cardboard or other materials commonly used in printing produced in several identical copies by means of a process authorized by the member country or designated operator of origin may be sent as printed papers. Printed papers which do not comply with this definition may also be admitted in the international service if they are admitted in the internal service of the country of origin.
 - 4.2 Printed papers shall bear in bold letters on the address side, in so far as possible in the top left-hand corner, beneath the sender's name and address where these are given, the expression "Imprimé" or "Imprimé à taxe réduite" as appropriate or their equivalents in a language known in the country of destination. These markings shall constitute indication that the items contain only printed papers.
 - 4.3 Printed papers satisfying both the general conditions applicable to printed papers and those applicable to postcards shall be admitted unenclosed at the printed paper rate, even if they bear the title "Carte postale" (Postcard) or the equivalent of this title in any language.
 - 4.4 Several printed papers may be sent together in a single item provided that they do not bear the names and addresses of different addressees. Designated operators of origin may limit printed papers sent in this way to those stemming from a single sender.
 - 4.5 It shall be permitted to enclose with all printed papers a card, envelope or wrapper bearing the printed address of the sender of the item or his agent in the country of posting or destination of the original item; the enclosure may be prepaid for return by means of postage stamps or postal prepayment impressions of the country of destination of the original item.
 - 4.6 The designated operator of origin may authorize annotations or enclosures on the basis of its internal legislation.
 - 4.7 Printed papers shall be made up in such a way that their contents are sufficiently protected while permitting quick and easy verification. The conditions shall be determined by the member country or designated operator of origin.
 - 4.8 Designated operators may authorize the closing of bulk-posted printed papers, issuing for that purpose a permit to users who make a request for one. In such cases, the number of the permit shall be shown below the indication "Imprimé" (Printed papers) or "Imprimé à taxe réduite" (Reduced-rate printed papers).
 - 4.9 Alternatively, designated operators of origin shall be allowed to permit the closing of all printed papers without authorization if in their internal service no special conditions of closing are required.

- 4.10 Printed papers may be inserted in closed plastic wrapping, either transparent or opaque, on the conditions laid down by the member country or designated operator of origin.
- 4.11 Sealed printed papers may be opened for verification of their contents.
- 5 Items for the blind
- 5.1 Items for the blind shall include letters bearing writing used by the blind, posted unsealed, and plates bearing the characters of writing used by the blind, as further detailed below:
- 5.1.1 correspondence, literature in whatever format including sound recordings provided that they are sent to or by an organization for the blind or sent to or by a blind person;
- 5.1.2 equipment or materials of any kind made or adapted to assist blind persons in overcoming the problems of blindness, including items such as specially adapted CDs, Braille writing equipment, Braille watches, white canes and recording equipment, provided that they are sent to or by an organization for the blind or sent to or by a blind person.
- 5.2 Designated operators of origin shall be allowed to admit as items for the blind items admissible as such in their internal service.
- 5.3 Items for the blind shall be made up in such a way that their contents are sufficiently protected while permitting quick and easy verification.
- 5.4 The designated operators shall require that their customers furnish their items for the blind, on the side which bears the addressee's address, with a clearly visible white label with the following symbol:



(Size 52 x 65 mm)

6 Small packets

- 6.1 Small packets shall bear in bold letters on the address side, in so far as possible in the top left-hand corner, if applicable beneath the sender's name and address, the expression "petit paquet" (small packet) or its equivalent in a language known in the country of destination. Indication of the sender's address on the outside of the item shall be obligatory.
- 6.2 It shall also be permitted to enclose therein any other document having the character of current and personal correspondence. However, such documents may not be addressed to an addressee nor stem from a sender other than those of the small packet. In addition the internal regulations of the member country or designated operator concerned must authorize such enclosure. The designated operator of origin shall decide whether the document or documents enclosed fulfil these conditions. It shall lay down such other conditions as may be appropriate relating to authorized enclosures.
- 6.3 No special conditions of closing shall be required for small packets; items designated as such may be opened for verification of their contents.
- 6.4 Designated operators may apply a single barcode identifier conforming to UPU Technical Standard S10 to small packets to enable the provision of cross-border customs electronic pre-advice. However, the presence of such an identifier shall not imply the provision of a delivery confirmation service. The identifier should appear on the front of the item and should not obscure the other service markings, indicia or address information.

7 M bags

- 7.1 Certain other articles may also be admitted in M bags, provided the following conditions of entry are met:
 - 7.1.1 the articles (disks, tapes, and cassettes; commercial samples shipped by manufacturers and distributors; or other non-dutiable commercial articles or informational materials that are not subject to resale) are affixed to or otherwise combined with the accompanying printed papers;
 - 7.1.2 the articles relate exclusively to the printed papers with which they are being mailed;
 - 7.1.3 the weight of each item which contains articles in combination with printed papers does not exceed two kilogrammes;
 - 7.1.4 the M bags are accompanied by a CN 22 or CN 23 customs declaration form prepared by the sender in accordance with the provisions laid down in article RL 156.4.
- 7.2 The addressee's address shall be shown on each packet of printed papers included in a special bag and sent to the same addressee at the same address.
- 7.3 Every M bag shall be furnished with a rectangular address label provided by the sender and giving all the information concerning the addressee. The address label shall be made of sufficiently rigid canvas, strong cardboard, plastic, parchment, or paper glued to wood and shall be provided with an eyelet. It shall not be smaller than 90 x 140 mm with a tolerance of 2 mm.

- 7.4 The total amount of prepayment for M bags shall be shown on the address label on the bag.
- 7.5 With the agreement of the designated operator of destination, packets of printed papers may also be admitted as M bags when they are not packed in a bag. Such packets shall be marked very visibly with a letter M near the addressee's address. The nature of the contents shall be indicated directly on the item (CN 22/CN 23).
- 7.6 Designated operators may apply a single barcode identifier conforming to UPU Technical Standard S10 to M bags to enable the future provision of cross-border customs pre-advice. However, the presence of such an identifier shall not imply the provision of a delivery confirmation service. The identifier should appear on the front of the item and should not obscure the other service markings, indicia or address information.
- 8 Bulk mail
- 8.1 Bulk items shall be characterized by:
- 8.1.1 the receipt, in the same mail or in one day when several mails are made up per day, of 1,500 or more items posted by the same sender;
- 8.1.2 the receipt, in a period of two weeks, of 5,000 or more items posted by the same sender.
- 8.2 Under the terms of this article, the sender of the bulk items shall be considered to be the person or organization that actually posts the items.
- 8.3 If need be, the sender may be identified by any common characteristic of the items or any indication made on the items (for example, return address, name, mark or stamp of the sender, postal authorization number, etc.).

■ Commentary

126.1.1 Rectangular” includes “square”.

126.3.1 Irregularly shaped picture and other postcards (circular, triangular, various outlines, etc.) must be placed in rectangular envelopes and prepaid at the rate for priority or non-priority items or for letters, as the case may be.

126.3.4 Because of the nature of postcards, it is not permitted to affix or attach to them samples of merchandise or similar arts, cuttings of every kind or fold-back sheets. Nor is it permitted to embellish them with cloth, embroidery, spangles or similar materials. Such cards may be sent only in closed envelopes prepaid at the rate for priority or non-priority items or for letters, as the case may be. Nevertheless, illustrations, stamps of every kind and labels, as well as address slips of paper or other very thin substance, may be affixed to them, provided that these arts are not such as to alter the nature of postcards and that they adhere completely to the card. These arts may be affixed only to the back or to the left-hand half of the front of postcards, with the exception of address slips, tabs or labels which may occupy the whole of the front.

126.4.1 Photographs are admitted as printed papers.

Member countries or DOs may admit at the printed paper rate:

- letters and postcards exchanged between pupils of schools, provided that these items are sent through the principals of the schools concerned;
- correspondence courses sent by schools to their pupils and pupils' exercises in the original or with corrections but without any note which does not relate directly to the performance of the work;
- manuscripts of work or for newspapers;
- musical scores in manuscript;
- photocopies;
- impressions obtained by means of computer printers or typewriter posted simultaneously in several identical copies.

126.4.6 The following may be shown on printed papers, by any process:

- the name and address of the sender and the addressee with or without the title, profession and style;
- the place and date of dispatch of the item;
- serial or registration numbers.

In addition to these particulars it is permitted:

- to delete, mark or underline certain words or certain parts of the printed text;
- to correct printing errors.

The additions and corrections specified above should have a direct bearing on the content of the reproduction; they should not be of such a nature as to constitute a code.

It is also permissible to show or to add:

- on order forms, subscription forms or offers in respect of published works, books, pamphlets, newspapers, engravings, musical scores: the works and the number of copies asked for or offered, the price of the works and notes giving essential elements of the price, the method of payment, the edition, the names of the authors and of the publishers, the catalogue number and the words “paper-backed”, “stiff-backed” or “bound”;
- on the forms used by the lending services of libraries: the titles of the works, the number of copies asked for or sent, the names of the authors and of the publishers, the catalogue numbers, the number of days allowed for reading, the name of the person wishing to consult the work in question;
- on picture postcards, on printed visiting cards and on printed cards expressing congratulations or condolences: conventional formulas of courtesy expressed in five words or five initials at the most;
- on printed literary and artistic productions: a dedication consisting of a simple conventional tribute;
- on cuttings from newspapers and periodicals: the title, date, number and address of the publication from which the art is taken;
- on printing proofs: alterations and additions concerned with the correction, layout and printing, as well as notes such as “Passed for press”, “Read – Passed for press” or any similar note concerned with the production of the work. In case of lack of space the additions may be made on special sheets;
- on advices of change of address: the old and the new address and the date of the change.

Finally, it is permitted to enclose:

- with literary or artistic printed works: the relative open invoice, reduced to its essential elements together with copies of the invoice, a delivery bill, inpayment forms or international or internal money order forms of the country of destination of the item on which it is permissible, after agreement between the DOs concerned, to show by any means whatever the amount to be deposited or paid and the particulars of the postal giro account or the address of the payee of the order;
- with fashion papers: cut-out patterns forming, according to the indications appearing on them, an integral part of the copy of the paper with which they are sent.

126.4.7 Printed papers may be placed in a wrapper, on a roller or between cardboard, in open envelopes or containers, in closed unsealed envelopes or containers which can be easily and safely opened and reclosed, or tied with a string which is easy to unknot. Folded items which are not inserted in envelopes may, however, be accepted if the open sides are firmly held by a sufficient number of clips or self-adhesive seals so that the item does not open during mail processing. The member country or DO of origin determines whether the closing of these items allows for quick and easy verification of the contents. No special conditions of closing shall be required for printed papers containing books or brochures; such items may be opened for verification of their contents. The member countries or DOs concerned may require the sender or addressee to facilitate verification of the contents either by opening some of the items picked out by them or in some other satisfactory manner.

The increasingly widespread use of mechanized and electronic mail-processing facilities means that the items must meet the requirements imposed by mechanization.

126.4.10 The address of the addressee, the address of the sender and the franking-machine marks or impressions may be placed under the plastic film in such a way that they are perfectly legible through the transparent panel or panels provided for that purpose. The wrapping must include, on the address side, a sufficiently wide part on which service instructions, any reasons for non-delivery or, when applicable, the addressee’s new address can be written by hand, or shown by means of a label or by any other process, as on paper.

126.5.4 Items for the blind may be placed in a wrapper, on a roller or between cardboard, in open envelopes or containers, in closed unsealed envelopes or containers which can be easily and safely opened and reclosed, or tied with a string which is easy to unknot. The DOs of origin determines whether the closing of

these items allows for quick and easy verification of the contents. No special conditions of closing shall be required for items for the blind containing books or brochures; such items may be opened for verification of their contents. The DOs concerned may require the sender or addressee to facilitate verification of the contents either by opening some of the items picked out by them or in some other satisfactory manner.

126.6.2 It is permitted to enclose in small packets an open invoice reduced to its essential elements and to show on the outside or on the inside of items and, in the latter case, on the art itself or on a special sheet, the addresses of the sender and the addressee with the indications in use in commercial traffic, a manufacturer's or trade mark, a reference to correspondence exchanged between the sender and the addressee, a short note referring to the manufacturer and to the person supplying the goods or concerning the person for whom they are intended, as well as serial or registration numbers, prices and any other notes giving essential elements of the prices, particulars relating to the weight, volume and size, the quantity available and such particulars as are necessary to determine the source and the character of the goods.

126.6.3 By analogy with the conditions laid down in RL 126.4.8, DOs of origin may restrict the option of closing small packets to items posted in bulk. Arts which would be spoilt if packed according to the general rules and items of merchandise packed in a transparent packing permitting verification of their contents, shall be admitted in a hermetically sealed packing. The same applies to industrial and vegetable products posted in a packing sealed by the manufacturer or by an examining authority in the country of origin. In those cases, the DOs concerned may require the sender or the addressee to assist in checking the contents, either by opening certain of the items indicated by them or in some other satisfactory manner.

126.7.1 Provisions adopted to facilitate use of M bags by computer software companies, electronics manufacturers, pharmaceutical manufacturers, direct mail marketing firms and other industry segments that have an ongoing need to ship non-dutiable, light-weight merchandise items or product samples, in combination with catalogues or other promotional literature, to their representatives, agents or distributors in foreign countries.

126.7.1.3 This weight limit is designed to prevent any abuse of the M bag provisions.

Prot Article RL III

Special provisions applicable to each category of items

1 Notwithstanding article RL 126.2.2, Afghanistan and Japan reserve the right to enclose or attach pictures or slips of paper in aerogrammes under the same conditions as in their domestic service.

2 Notwithstanding article RL 126.4.5, in the absence of bilateral agreement, Canada and the United States of America will not accept as enclosures in dispatches of printed papers any cards, envelopes or wrappings bearing the address of the sender or of his agent in the country of destination of the original item.

3 Notwithstanding article RL 126.5.1, Australia will accept for delivery as items for the blind only those items that are recognized as items for the blind in its domestic service.

4 Notwithstanding article RL 126.5, France shall apply the provisions concerning items for the blind in accordance with its national regulations.

5 Notwithstanding article RL 126.4.5, in the absence of bilateral agreement, Iraq will not accept as enclosures in printed papers posted in bulk any cards, enve-

lopes or wrappings bearing a sender's address that is not located in the country of origin of the item.

6 Notwithstanding article RL 126.5.2, Azerbaijan, India, Indonesia, Lebanon, Nepal, Tajikistan, Turkmenistan, Ukraine, Uzbekistan and Zimbabwe shall admit sound recordings as items for the blind only if these are sent by, or addressed to, an officially recognized institute for the blind.

| 7 (Deleted.)

8 Notwithstanding article RL 126.7, Canada shall be authorized not to accept or handle M bags containing audio-visual articles or informational materials received from other countries.

9 Any reservation made in relation to bulk mail shall have no impact on the application of article RL 226.

10 Notwithstanding article RL 126.8.1, Greece reserves the right to regard as "bulk mail" the receipt, in the same mail or in one day when several mails are made up per day, of 150 items posted by the same sender as well as the receipt, in a period of two weeks, of 1,000 or more items posted by the same sender.

11 Notwithstanding article RL 126.7, the Dem. People's Rep. of Korea reserves the right not to accept M bags that contain commercial samples or other non-dutiable commercial articles or informational materials that are not subject to resale.

Article RL 127

Marking of priority or mode of transportation

1 In the absence of special agreement between the member countries of designated operators concerned, items to be treated as priority items or airmail items in the countries of transit and of destination shall bear a special blue label or a stamp impression of the same colour, or in black, if the regulations of the dispatching designated operator so permit, bearing the words "Prioritaire" (Priority) or "Par avion" (By airmail). If need be, these indications in capital letters may be handwritten or typewritten, with an optional translation in the language of the country of origin. This "Prioritaire" or "Par avion" label, impression or indication shall be placed on the address side, in so far as possible in the top left-hand corner, beneath the sender's name and address where these are given.

2 The words "Prioritaire" (Priority) or "Par avion" (By airmail) and any note relating to priority or air conveyance shall be struck through with two thick horizontal lines when the item is not forwarded by the quickest means.

3 The designated operator of origin may also require the marking of non-priority and surface items.

Article RL 128

Special packing

1 Articles of glass or other fragile objects shall be packed in a strong box filled with an appropriate protective material. Any friction or knocks during transport either between the objects themselves or between the objects and the sides of the box shall be prevented.

2 Liquids and substances which easily liquefy shall be enclosed in perfectly leak-proof containers. Each container shall be placed in a special strong box containing an appropriate protective material to absorb the liquid should the container break. The lid of the box shall be fixed so that it cannot easily work loose.

3 Fatty substances which do not easily liquefy, such as ointments, soft-soap, resins, etc., and silk-worm eggs, the conveyance of which presents few difficulties, shall be enclosed in a first packing (box, bag of cloth, plastic, etc.) which is itself placed in a box stout enough to prevent the contents from leaking.

4 Dry colouring powders, such as aniline blue, etc., shall be admitted only in perfectly leak-proof metal boxes, placed in turn in strong boxes with an appropriate absorbent and protective material between the two containers.

5 Dry non-colouring powders shall be placed in strong containers (box, bag). These containers shall themselves be enclosed in a stout box.

6 Live bees, flies of the family Drosophilidae, leeches and parasites shall be enclosed in boxes so constructed as to avoid any danger.

7 Packing shall not be required for articles in one piece, such as pieces of wood, metal, etc., which it is not the custom of the trade to pack. In this case, the address of the addressee should be given on the article itself.

Article RL 129

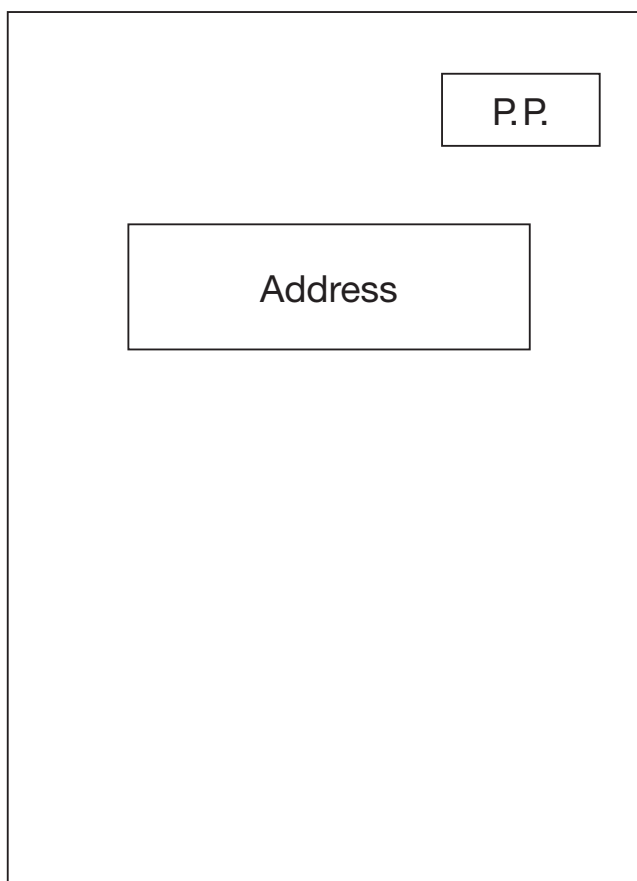
Items in panel envelopes

1 Items in envelopes with a transparent address panel shall be admissible on the following conditions:

1.1 The panel shall be situated on the plain side of the envelope which is not provided with the closing flap.

1.2 The panel shall be made of such a material and in such a way that the address can be easily read through it.

1.3 The panel shall be rectangular. Its greatest dimension shall be parallel to the length of the envelope. The address of the addressee shall appear in the same direction. However, concerning C 4 format (229 x 324 mm) items or similar formats, designated operators may allow the transparent panel to be placed transversely in such a way that its greatest dimension is parallel to the width of the envelope.



- 1.4 All the edges of the panel shall be precisely stuck down on the inside edges of the opening in the envelope. For this purpose there shall be an adequate space between the side and bottom edges of the envelope and those of the panel.
- 1.5 The addressee's address shall be the only thing visible through the panel or, at the very least, shall stand out clearly from any other indications visible through the panel.
- 1.6 The panel shall be placed so as to leave enough room for the application of the date-stamp.
- 1.7 The contents of the item shall be folded in such a way that the address remains fully visible through the panel even if the contents shift inside the envelope.

2 Items in envelopes which are wholly transparent may be admitted if the surface of the envelope is constructed in such a way as to create no difficulties in mail handling. A label having sufficient space for showing the address of the addressee, prepayment and service instructions must be firmly attached to the outer surface of the item. Items in envelopes which have an open panel shall not be admitted.

3 Designated operators of origin may admit envelopes which have two or more transparent panels. The panel reserved for the address of the addressee shall conform to the conditions laid down under 1. For the other panels, the conditions laid down under 1.2, 1.4, 1.6 and 1.7 shall apply by analogy.

■ Commentary

129.2 Manufacturers sell completely transparent envelopes with an address label firmly affixed and big enough for the addresses of sender and addressee, postage stamps, service instructions, etc. These envelopes have been admitted in the domestic service of some countries without causing any special handling problems. If the envelope undergoes prior antistatic treatment, it will not pose any sticking problems to mechanical handling systems such as culler-facer-cancellers or automatic sorters.

Article RL 130**Standardized items**

1 Rectangular items shall be considered to be standardized small letter (P) format items if their length is not less than their width multiplied by $\sqrt{2}$ (approximate value 1.4). These items shall satisfy the following conditions:

1.1 Minimum dimensions: 90 x 140 mm.

1.2 Maximum dimensions: 165 x 245 mm.

1.3 Maximum weight: 100 g.

1.4 Maximum thickness: 5 mm.

1.5 Letters shall be closed by completely sticking down the sealing flap of the envelope and the address shall be written on the plain side of the envelope which is not provided with the sealing flap.

1.6 The address shall be written in a rectangular area situated at least:

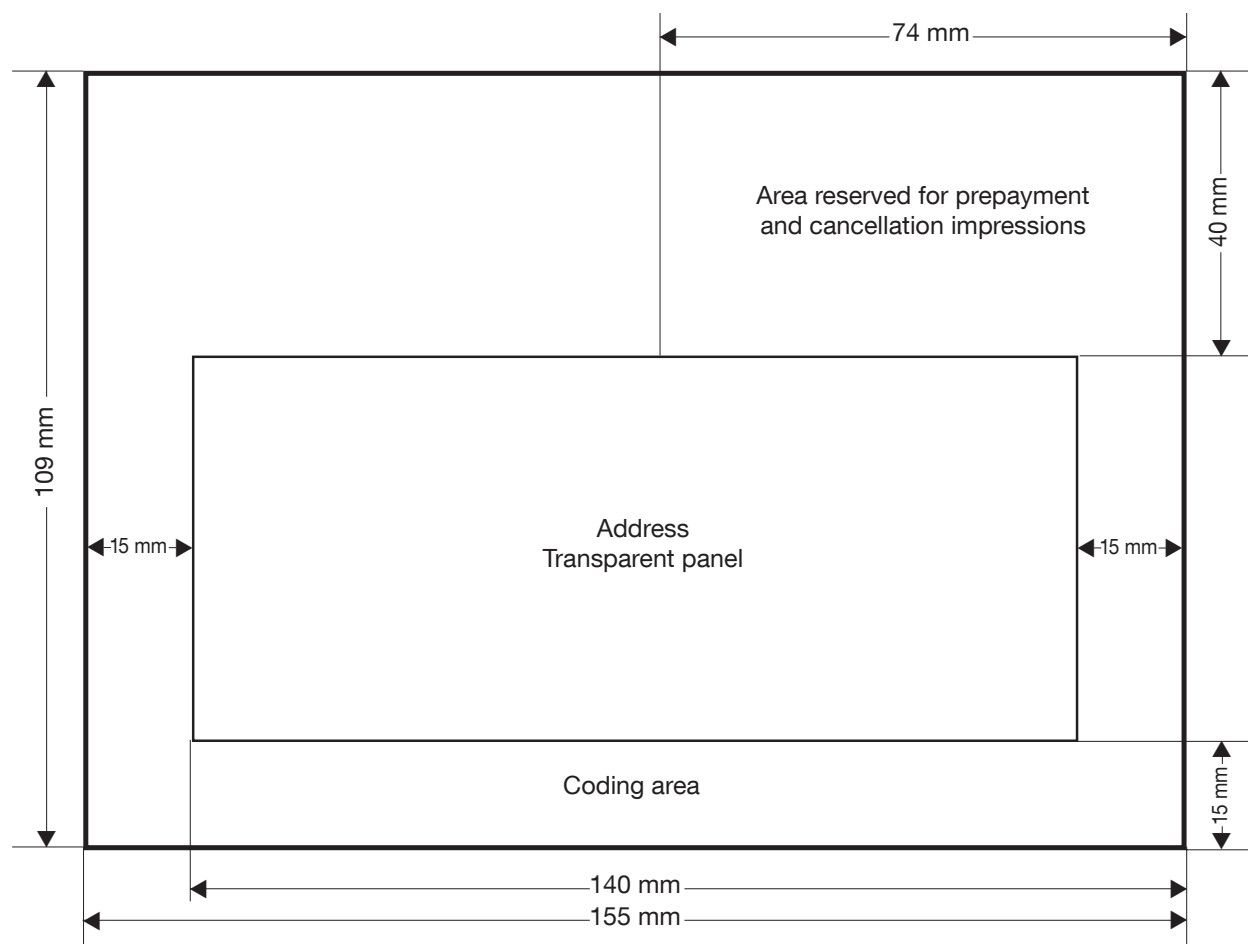
– 40 mm from the top edge of the envelope (tolerance 2 mm);

– 15 mm from the right-hand edge;

– 15 mm from the bottom edge;

and not more than 140 mm from the right-hand edge.

1.7 On the address side, a rectangular area 40 mm (– 2 mm) in depth from the upper edge and 74 mm in width from the right-hand edge shall be reserved for affixing the postage stamp or stamps and the cancellation impression. Inside this area the postage stamps or franking impression shall be applied in the top right-hand corner.



2 The provisions under 1 shall also apply to items in envelopes with transparent panels whose general conditions of admission are set out in article RL 129. The transparent panel for the address of the addressee shall in addition be at least:

- 40 mm from the top edge of the envelope (tolerance 2 mm);
- 15 mm from the right-hand edge;
- 15 mm from the left-hand edge;
- 15 mm from the bottom edge.

2.1 The panel may not be bordered by a coloured band or frame. Service indications may be placed just above the addressee's address.

3 No wording or extraneous matter whatsoever may appear:

- 3.1 below the address;
- 3.2 to the right of the address, from the franking and cancelling area to the bottom edge of the item;
- 3.3 to the left of the address, in an area at least 15 mm wide and running from the first line of the address to the bottom edge of the item;
- 3.4 in an area 15 mm high starting from the bottom edge of the item and 140 mm long starting from the right-hand edge of the item; this area may be partly identical with those defined above.

4 Rectangular items shall be considered to be standardized large letter (G) format items if they are not standardized small letter (P) format items and satisfy the following conditions:

- 4.1 Minimum dimensions: 90 x 140 mm.
 - 4.2 Maximum dimensions: 305 x 381 mm.
 - 4.3 Maximum weight: 500 g.
 - 4.4 Maximum thickness: 20 mm.
- 5 Items in card form up to 120 x 235 mm in size may be accepted as standardized items provided they are made of cardboard heavy enough to be sufficiently stiff to withstand processing without difficulty.
- 6 The following items shall not be considered standardized:
- 6.1 folded cards;
 - 6.2 items closed by means of staples, metal eyelets or hook fastenings;
 - 6.3 punched cards sent unenclosed (without an envelope);
 - 6.4 items whose envelopes are made of material which has fundamentally different physical properties from paper (except from the material used for making the panel of window envelopes);
 - 6.5 items containing articles causing protrusions;
 - 6.6 folded items sent unenclosed (without an envelope) which are not closed on all sides and which are not rigid enough for mechanical processing.

■ Commentary

130.1 The mathematical formula of 1.4 (approximate value of 1.4142) sets out the mandatory ratio between the length and the width. One of the features of the formats obtained in this way is that the ratio between the two sides is always the classical ratio between the side of a square and its diagonal, ie $1:\sqrt{2} = 1.4142$. It is important to keep this ratio in mind since it enables almost square formats to be eliminated, such formats being awkward for both mechanical and manual treatment of items.

The range from the min dimensions of 90 x 140 mm and the max dimensions of 305 x 381 mm covers formats C 6 (114 x 162 mm) and DL (110 x 220 mm) contained in ISO recommendation ISO/R 269.

130.3 An area should be reserved around the addressee's address in which no wording or extraneous matter should appear so as to facilitate automatic reading of characters of the address on standardized items and to enable coding marks to be applied.

130.4 In view of the advances in technology, the processing of C 5 format items can be mechanized.

130.6 The results of tests with standardized letter-post items which were not of uniform thickness showed that incorrectly filled items could not be processed mechanically.

Sufficient stiffness of items is essential for ensuring the smooth operation and reliability of letter-facing machines.

Prot Article RL IV Standardized items

1 Canada, Kenya, Tanzania (United Rep.), Uganda and the United States of America shall not be obliged to discourage the use of envelopes whose format exceeds the dimensions recommended in article RL 130 when those envelopes are widely used in their countries.

2 Afghanistan and India shall not be obliged to discourage the use of envelopes whose format is larger or smaller than the dimensions recommended in article RL 130 when those envelopes are widely used in their countries.

3 Article RL 130.1 and 4, shall not apply to Japan.

Article RL 131

Dangerous goods admitted exceptionally

- 1 Exceptionally, the following dangerous goods shall be admitted:
 - 1.1 the radioactive materials sent in letter-post items and postal parcels mentioned in article RL 132.1;
 - 1.2 the infectious substances sent in letter-post items and postal parcels mentioned in article RL 132.2;
 - 1.3 the lithium cells and lithium batteries sent in letter-post items and postal parcels mentioned in article RL 132.3.

Prot Article RL V

Dangerous goods admitted exceptionally

- 1 Notwithstanding article RL 131, France reserves the right to refuse items containing the goods specified in that article.

Article RL 131bis

Controlling the introduction of dangerous goods

- 1 Each designated operator shall establish procedures and training programmes with a view to controlling the introduction of admissible dangerous goods into its postal services, in compliance with national and international rules and regulations.
- 2 Each designated operator wishing to accept equipment containing admissible lithium cells or lithium batteries into international airmail may do so, provided it has received specific prior approval in accordance with the ICAO Technical Instructions. The International Bureau shall be notified when this approval has been granted to a designated operator.
- 3 Any designated operator can receive and deliver international airmail items whose contents include equipment containing admissible lithium cells and lithium batteries without approval from its national civil aviation authority. However, the designated operator which accepts and sends these items must have met the requirements set out under 2 and must take into consideration any prohibitions or operational requirements of the country of destination and/or countries through which the items may transit.

■ Commentary

131bis.1 Each DO wishing to accept admissible patient specimens, admissible infectious substances, admissible radioactive substances and equipment containing admissible lithium cells or lithium batteries may do so, provided it is in compliance with the provisions of art RL 131, RL 132, RL 134, RL 135 and RL 136.

Article RL 132

Admissible radioactive materials, infectious substances, and lithium cells and lithium batteries

- 1 Radioactive materials shall be admitted in letter-post items and parcels in relations between member countries which have declared their willingness to admit them either reciprocally or in one direction only under the following conditions:
 - 1.1 Radioactive materials shall be made up and packed in accordance with the respective provisions of the Regulations.
 - 1.2 When they are sent in letter-post items, they shall be subject to the tariff for priority items or the tariff for letters and registration.
 - 1.3 Radioactive materials contained in letter-post items or postal parcels shall be forwarded by the quickest route, normally by air, subject to payment of the corresponding surcharges.
 - 1.4 Radioactive materials may be posted only by duly authorized senders.
- 2 Infectious substances, with the exception of category A infectious substances affecting humans (UN 2814) and affecting animals (UN 2900), shall be admitted in letter-post items and postal parcels, under the following conditions:
 - 2.1 Category B infectious substances (UN 3373) may be exchanged by mail only between officially recognized senders, as determined by their competent authority. These dangerous goods may be acceptable in mail, subject to the national and international legislation in force and the current edition of the United Nations Recommendations on the Transport of Dangerous Goods, as promulgated by the International Civil Aviation Organization (ICAO).
 - 2.2 Category B infectious substances (UN 3373) must be handled, packed and labelled in accordance with the provisions listed in the Letter Post Regulations and Parcel Post Regulations. These items shall be subject to the tariff for priority items or the tariff for registered letters. An additional charge for the handling of these items shall be allowed.
 - 2.3 Exempt patient specimens (human or animal) may be exchanged by mail only between officially recognized senders determined by their competent authority. These materials may be acceptable in mail, subject to the national and international legislation in force and the current edition of the United Nations Recommendations on the Transport of Dangerous Goods, as promulgated by the ICAO.
 - 2.4 Exempt patient specimens (human or animal) must be handled, packed and labelled in accordance with the provisions listed in the Letter Post Regulations. These items shall be subject to the tariff for priority items or to the tariff for registered letters. An additional charge for the handling of these items is allowed.
 - 2.5 Admission of infectious substances and exempt patient specimens (human or animal) shall be restricted to member countries that have declared their willingness to admit such items, whether reciprocally or in one direction only.
 - 2.6 Permissible infectious substances and exempt patient specimens (human or animal) shall be forwarded by the quickest route, normally by air, subject

to the payment of the corresponding air surcharges, and shall be given priority in delivery.

3 A maximum of four lithium cells or two lithium batteries, installed in equipment, shall be admitted in letter-post items and parcels under the following conditions:

- 3.1 For a lithium metal or lithium alloy cell, the lithium content shall not be more than 1 g, and for a lithium ion cell, the Watt-hour rating shall not be more than 20 Wh.
- 3.2 For a lithium metal or lithium alloy battery, the aggregate lithium content shall not be more than 2 g, and for a lithium ion battery, the Watt-hour rating shall not be more than 100 Wh; Lithium ion batteries subject to this provision shall be marked with the Watt-hour rating on the outside case.
- 3.3 Cells and batteries when installed in equipment shall be protected from damage and short circuit, and the equipment shall be equipped with an effective means of preventing accidental activation; when lithium batteries are installed in equipment, they shall be packed in strong outer packagings constructed of suitable material of adequate strength and design in relation to the packaging's capacity and its intended use unless the batteries are afforded equivalent protection by the equipment in which they are contained.
- 3.4 Each cell or battery shall be of the type proved to meet the requirements of each test in United Nations Manual of Tests and Criteria, Part III, subsection 38.3.

■ **Commentary**

132 DOs participating in the exchange of materials of this type are listed in the Letter Post Compendium.

132.2 In 2005 and 2007, the ECOSOC Committee of Experts on the Transport of Dangerous Goods implemented a new classification scheme for packaging, handling and intermodal transport of infectious substances. The new classification scheme identifies the substances as Category A infectious substances (UN numbers 2814 and 2900) and Category B infectious substances (UN number 3373).

New regulations were developed in cooperation with ICAO, WHO, IATA and other international organizations. These organizations recommended that Category A should be prohibited in the mail to avoid the potential risk of misuse of these substances in a terrorist action which may produce serious consequences such as mass casualties or life-threatening diseases. Nor should Dos carry an unnecessary burden, for Category A infectious substances, to establish a separate transit flow outside the normal mail stream. Furthermore, handling Category A in the mail stream would expose postal employees, customers and the general public to a serious and unnecessary risk.

The CA approved resolution CA 6/2006 to prohibit the carriage of Category A infectious substances in international mail.

Prot Article RL VI

Admissible radioactive materials, infectious substances, and lithium cells and lithium batteries

1 Notwithstanding article RL 132, France reserves the right to refuse items containing the goods specified in that article.

Article RL 133

Conditions of acceptance and marking of items containing exempt patient specimens (human or animal)

1 Exempt patient specimens (human or animal) as defined in the United Nations Recommendations on the Transport of Dangerous Goods (Model Regulations ST/SG/AC10/1) shall be accepted under the following conditions.

2 Exempt patient specimens are those for which there is minimal likelihood that pathogens are present and must be packed in a packaging which will prevent any leakage and which is marked with the words in English or French “Exempt human specimen”/”Echantillon humain exempté” or “Exempt animal specimen”/”Echantillon animal exempté”, as appropriate.

2.1 The packaging must meet the following conditions:

2.1.1 The packaging must consist of three components:

2.1.2 a leak-proof primary receptacle(s);

2.1.3 a leak-proof secondary packaging; and

2.1.4 an outer packaging of adequate strength for its capacity, mass and intended use, and with at least one surface having minimum dimensions of 100 mm × 100 mm;

2.2 For liquids, absorbent material in sufficient quantity to absorb the entire contents must be placed between the primary receptacle(s) and the secondary packaging so that, during transport, any release or leak of a liquid substance will not reach the outer packaging and will not compromise the integrity of the cushioning material;

2.3 When multiple fragile primary receptacles are placed in a single secondary packaging, they must be either individually wrapped or separated to prevent contact between them.

■ Commentary

133.1 The provisions of the United Nations Model Regulations are reflected in international model regulations promulgated by ICAO, IATA and other international organizations.

“Recommendations on the Transport of Dangerous Goods – Model Regulations”: www.unece.org/trans/danger/publi/unrec/rev13/13files_e.html.

133.2 The ECOSOC Committee of Experts on the Transport of Dangerous Goods indicates that in determining whether a patient specimen has a minimum likelihood that pathogens are present, an element of professional judgment is required to determine if a substance is exempt. That judgment should be based on the known medical history, symptoms and individual circumstances of the source, human or animal, and endemic local conditions. Examples of specimens which may be transported under this article include blood or urine tests to monitor cholesterol levels, blood glucose levels, hormone levels, or prostate-specific antigens (PSA); those required to monitor organ function such as heart, liver or kidney function for humans or animals with non-infectious diseases, or therapeutic drug monitoring; those conducted for insurance or employment purposes and intended to determine the presence of drugs or alcohol; pregnancy tests; biopsies to detect cancer; and antibody detection in humans or animals in the absence of any concern for infection (e.g. evaluation of vaccine-induced immunity, diagnosis of autoimmune disease and others).

Article RL 134

Conditions of acceptance and marking of items containing infectious substances

1 Substances which are infectious or reasonably suspected to be infectious for humans or animals and which meet the criteria of infectious substances in category B (UN 3373) shall be declared “Biological substance, category B”.

2 Senders of infectious substances assigned to UN 3373 shall ensure that shipments are prepared in such a manner that they arrive at their destination in good condition and that the substances are packed according to Packing Instruction 650 as shown in the current edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions) published by the International Civil Aviation Organization (ICAO) or the current edition of the Dangerous Goods Regulations (DGR) published by the International Air Transport Association (IATA). For information, the text of Packing Instruction 650 as shown in the 2007/2008 edition of the ICAO Technical Instructions is provided below. Senders should consult the most recent edition of the ICAO Technical Instructions to verify the current text of Packing Instruction 650 prior to use.

3 The packaging shall be of good quality, strong enough to withstand the shocks and loadings normally encountered during transport, including transshipment between transport units and between transport units and warehouses as well as any removal from a pallet or overpack for subsequent manual or mechanical handling. Packaging shall be constructed and closed to prevent any loss of contents that might be caused under normal conditions of transport by vibration or by changes in temperature, humidity or pressure.

4 The packaging shall consist of three components:

- 4.1 a primary receptacle;
- 4.2 a secondary packaging; and
- 4.3 a rigid outer packaging.

5 Primary receptacles shall be packed in secondary packaging in such a way that, under normal conditions of transport, they cannot break, be punctured or leak their contents into the secondary packaging. Secondary packaging shall be secured in outer packaging with suitable cushioning material. Any leakage of the contents shall not compromise the integrity of the cushioning material or of the outer packaging.

6 For transport, the mark illustrated below shall be displayed on the external surface of the outer packaging on a background of a contrasting colour and shall be clearly visible and legible. The mark shall be in the form of a square set at an angle of 45° (diamond-shaped) with each side having a length of at least 50 mm, the width of the line shall be at least 2 mm, and the letters and numbers shall be at least 6 mm high. The proper shipping name “Biological substance, category B”, “Diagnostic specimen” or “Clinical specimen” in letters at least 6 mm high shall be marked on the outer package adjacent to the diamond-shaped mark.



7 At least one surface of the outer packaging shall have a minimum dimension of 100 mm x 100 mm.

8 The completed package shall be capable of successfully passing the drop test as laid down in the ICAO Technical Instructions, except that the height of the drop shall not be less than 1.2 m.

9 For liquid substances:

9.1 The primary receptacle(s) shall be leak-proof and must not contain more than one litre of the liquid substance.

9.2 The secondary packaging shall be leak-proof.

9.3 If multiple fragile primary receptacles are placed in a single secondary packaging, they shall be either individually wrapped or separated to prevent contact between them.

9.4 Absorbent material shall be placed between the primary receptacle(s) and the secondary packaging. The absorbent material shall be in quantity sufficient to absorb the entire contents of the primary receptacle(s) so that any release of the liquid substances will not compromise the integrity of the cushioning material or of the outer packaging.

9.5 The primary receptacle or the secondary packaging shall be capable of withstanding, without leakage, an internal pressure of 95 kPa.

9.6 The outer packaging must not contain more than four litres of the liquid substance. This quantity excludes ice or dry ice when used to keep specimens cold.

10 For solid substances:

10.1 The primary receptacle(s) shall be sift-proof and not exceed the outer packaging mass limit.

- 10.2 The secondary packaging shall be sift-proof.
- 10.3 If multiple fragile primary receptacles are placed in a single secondary packaging, they shall be either individually wrapped or separated to prevent contact between them.
- 10.4 Except for packages containing body parts, organs or whole bodies, the outer packaging must not contain more than four kilogrammes of the solid substances. This quantity excludes ice or dry ice when used to keep specimens cold.
- 10.5 If there is any doubt as to whether or not residual liquid may be present in the primary receptacle during transport, then a packaging suitable for liquids, including absorbent materials, must be used.
- 11 For refrigerated or frozen specimens (ice, dry ice and liquid nitrogen):
 - 11.1 When dry ice or liquid nitrogen is used to keep specimens cold, all applicable requirements of the ICAO Technical Instructions shall be met. When used, ice or dry ice shall be placed outside the secondary packaging or in the outside packaging or an overpack. Interior supports shall be provided to secure the secondary packaging in the original position after the ice or dry ice has dissipated. If ice is used, the outside packaging or overpack shall be leak-proof. If solid carbon dioxide (dry ice) is used, the packaging shall be designed and constructed to permit the release of carbon dioxide gas to prevent a build-up of pressure that could rupture the packaging.
 - 11.2 The primary receptacle and the secondary packaging shall be capable of maintaining their integrity at the temperature of the refrigerant used as well as the temperatures and pressures that could result if refrigeration were lost.
- 12 Where packages are placed in an overpack, the package markings required by ICAO packing instruction 650 shall either be clearly visible or be reproduced on the outside of the overpack.
- 13 Infectious substances assigned to UN 3373 which are packed and marked in accordance with ICAO packing instruction 650 are not subject to any other requirements under this article except for the following:
 - 13.1 the proper shipping name, UN number and the name and address and telephone number of a person responsible must be provided on a written document (such as the CN 38 delivery bill) or on the package;
 - 13.2 classification must be in accordance with provision 2;6.3.2 of the ICAO Technical Instructions;
 - 13.3 the incident reporting requirements of provision 7;4.4 of the ICAO Technical Instructions must be met; and
 - 13.4 the inspection for damage or leaking requirements in provisions 7;3.1.3 and 7;3.1.4 of the ICAO Technical Instructions shall apply.
- 14 Clear instructions on filling and closing such packages shall be provided by packaging manufacturers and subsequent distributors to the consignor or to the person who prepares the package (e.g. patient) to enable each single package to be correctly prepared for transport.

15 Other dangerous goods must not be packed in the same packaging as Division 6.2 infectious substances unless they are necessary for maintaining the viability, stabilizing or preventing degradation or neutralizing the hazards of the infectious substances. A quantity of 30 ml or less of dangerous goods included in Classes 3, 8 or 9 may be packed in each primary receptacle containing infectious substances. When these small quantities of dangerous goods are packed with infectious substances in accordance with ICAO packing instruction no other requirements in this article need be met.

16 Solid carbon dioxide (dry ice) used as refrigerant

16.1 If solid carbon dioxide (dry ice) is used as refrigerant, the packaging requirements of Packing Instruction 954 as set out in the current edition of the ICAO Technical Instructions or IATA Dangerous Goods Regulations must be met. Senders must also comply with the marking and labelling requirements applicable to packages containing solid carbon dioxide (dry ice) in addition to those applicable for Packing Instruction 650.

16.2 For air transport, a transport document shall be provided in accordance with ICAO Technical Instructions or the IATA Dangerous Goods Regulations. In addition, the CN 38 delivery bill covering this shipment shall contain the following statement: “Dangerous Goods as per attached shipper’s declaration”.

16.3 Receptacles containing infectious substances only and identified by special “UN 3373” labels shall be handed over by postal authorities to airlines in unsealed mail receptacles.

■ Commentary

134.1 The WHO informed the IB in July 1982 that the transmission of diagnostic specimens by post was being hindered by the fact that certain DOs did not take part in the exchange of infectious substances. In formal opinion C 16/1984, the Hamburg Congress called on DOs to reconsider their position in this respect.

The revised text of RL 134 reflects the appropriate packaging, acceptance and handling measures detailed in the 2007–2008 ICAO Technical Instructions and the 14th edition of the Model Regulations published by the United Nations Sub-Committee of Experts on the Transport of Dangerous Goods: www.unece.org/trans/danger/publi/unrec/rev14/14files_e.html.

134.14 With regard to the information to be written on the outside wrapping of items containing infectious substances (name, address and telephone number of the competent authority to be notified in case of damage or leakage), the WHO in May 1981 sent the public health authorities of its member countries a circ recommending them to let the DOs of their countries have this information. For its part, the IB asked DOs which admit these items to contact the national public health and veterinary authorities of their countries with a view to coordinating the action to be taken in the event of an accident.

134.16.2 In 2005 and 2007, the ECOSOC Committee of Experts on the Transport of Dangerous Goods implemented a new classification scheme for packaging, handling and intermodal transport of infectious substances. The new classification scheme identifies the substances as Category A infectious substances (UN numbers 2814 and 2900) and Category B infectious substances (UN number 3373).

New regulations were developed in cooperation with ICAO, WHO, IATA and other international organizations. These organizations recommended that Category A should be prohibited in the mail to avoid the potential risk of misuse of these substances in a terrorist action which may produce serious consequences such as mass casualties or life-threatening diseases. Nor should DOs carry an unnecessary burden, for Category A infectious substances, to establish a separate transit flow outside the normal mail stream. Furthermore, handling Category A in the mail stream would expose postal employees, customers and the general public to a serious and unnecessary risk.

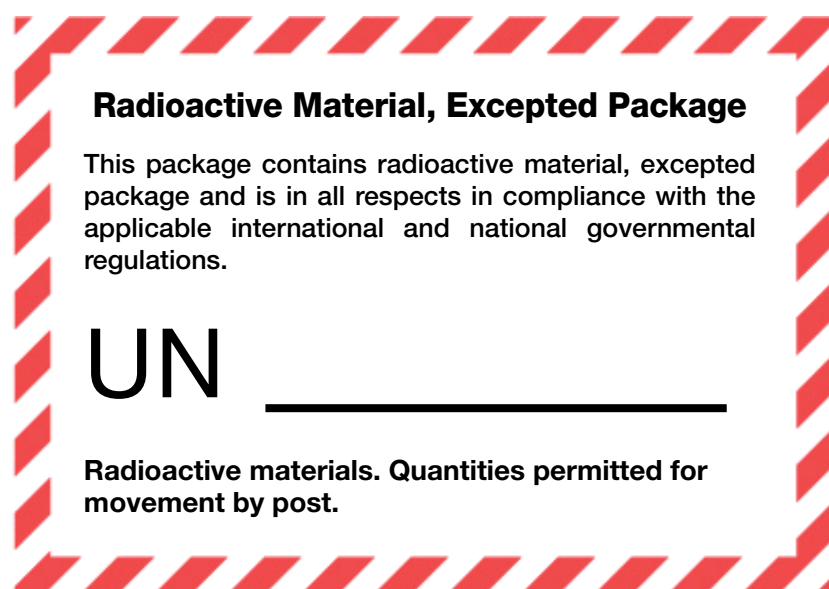
The CA approved resolution CA 6/2006 to prohibit the carriage of Category A infectious substances in international mail.

Article RL 135

Conditions of acceptance and marking of items containing radioactive materials

1 Postal items containing radioactive materials shall be admitted for conveyance by post subject to prior consent from the competent authorities of the country of origin and provided the activity in each excepted package does not exceed one tenth of that permitted in Table 4 – Activity Limits for Excepted Packages, as listed in the current edition of the IAEA Regulations for the Safe Transport of Radioactive Material, Specific Safety Requirements, No. SSR-6, and does not contain uranium hexafluoride.

2 The outside packaging of items containing radioactive materials shall be marked by the sender with a label with the applicable UN-number shown below. It shall also bear, in addition to the name and address of the sender, a request in bold letters for the return of the items in the event of non-delivery.



3 The sender shall indicate his name and address and the contents of the item on the inner wrapping.

4 The label shown above shall be clearly crossed out should the empty package be returned to the place of origin.

■ Commentary

135.1 As understood here, the conveyance by post of radioactive materials is restricted to consignments exempted from special conveyance prescriptions, within the meaning of the IAEA Regs for the safe transport of radioactive materials, because of the very low activity of their contents.

Article RL 136

Conditions of acceptance of letter-post items containing lithium cells and batteries installed in equipment

1 Letter-post items containing lithium metal or lithium ion cells and batteries installed in equipment shall be packed according to Packing Instruction 967, Section II (lithium ion cells and batteries), or Packing Instruction 970, Section II (lithium metal cells and batteries), as applicable, of the current edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions) published by the International Civil Aviation Organization (ICAO). Senders must consult the most recent edition of the ICAO Technical Instructions.

2 Cells and batteries installed in equipment that have been identified by the manufacturer as being defective for safety reasons, or that have been damaged, or that have the potential of producing a dangerous evolution of heat, fire or short circuit are forbidden for transport.

■ **Commentary**

136.1 and 2 As the EMS Standard Agreement contains no provisions on lithium cells and batteries, they will be accepted in EMS items under the same conditions, in accordance with art RL 258.2.

136.1 In case of any accidents or incidents during the transport of such items, the IB recommends that DOs report the transport of such items to the IB, and to the appropriate authorities in the operator's country and in the country in which the accident or incident occurred, in accordance with the reporting system of those appropriate authorities.

136.2 This para also refers to such items returned to the manufacturer for safety reasons.

Section E

Supplementary services

Article 15

Supplementary services

1 Member countries shall ensure the provision of the following mandatory supplementary services:

- 1.1** registration service for outbound priority and airmail letter-post items;
- 1.2** registration service for all inbound registered letter-post items.

2 Member countries or their designated operators may provide the following optional supplementary services in relations between those designated operators which agreed to provide the service:

- 2.1** insurance for letter-post items and parcels;
- 2.2** cash-on-delivery service for letter-post items and parcels;
- 2.3** express delivery service for letter-post items and parcels;
- 2.4** delivery to the addressee in person of registered or insured letter-post items;
- 2.5** free of charges and fees delivery service for letter-post items and parcels;
- 2.6** fragile and cumbersome parcels services;
- 2.7** consignment service for collective items from one consignor sent abroad;
- 2.8** merchandise return service, which involves the return of merchandise by the addressee to the original seller, with the latter's authorization.

3 The following three supplementary services have both mandatory and optional parts:

- 3.1** international business reply service (IBRS), which is basically optional. All member countries or their designated operators shall, however, be obliged to operate the IBRS "return" service;
- 3.2** international reply coupons, which shall be exchangeable in any member country. The sale of international reply coupons is, however, optional;
- 3.3** advice of delivery for registered letter-post items, parcels and insured items. All member countries or their designated operators shall admit incoming advices of delivery. The provision of an outward advice of delivery service is, however, optional.

4 The description of these services and their charges are set out in the Regulations.

5 Where the service features below are subject to special charges in the domestic service, designated operators shall be authorized to collect the

same charges for international items, under the conditions described in the Regulations:

- 5.1 delivery for small packets weighing over 500 grammes;**
- 5.2 letter-post items posted after the latest time of posting;**
- 5.3 items posted outside normal counter opening hours;**
- 5.4 collection at sender's address;**
- 5.5 withdrawal of a letter-post item outside normal counter opening hours;**
- 5.6 poste restante;**
- 5.7 storage for letter-post items weighing over 500 grammes, and for parcels;**
- 5.8 delivery of parcels, in response to the advice of arrival;**
- 5.9 cover against risks of force majeure.**

Article RL 137

Registered items

1 Letter-post items may be sent as registered items, according to the provisions of article 15.1.1 of the Convention.

2 The charge on registered items shall be paid in advance. It shall be made up of the postage charge and of a fixed registration charge, whose guideline maximum amount shall be 1.31 SDR. For each registered M bag, designated operators shall collect, instead of the charge per item, a bulk charge not exceeding five times the charge per item.

3 In cases where exceptional security measures are required, designated operators may collect from the sender or from the addressee, in addition to the charge mentioned under 2, the special charges provided for by their internal legislation.

4 Admission

- 4.1 No special condition as to form, closing or method of address shall be prescribed for registered items.
- 4.2 Items bearing an address in pencil or any other delible format or composed of initials shall not be admitted for registration. However, the address of items other than those which are sent in an envelope with a transparent panel may be written in copying-ink pencil.
- 4.3 A receipt shall be issued free of charge to the sender of a registered item at the time of posting.

5 Marking and treatment of items

- 5.1 (Deleted.)
- 5.2 All designated operators shall apply a barcode on all outward registered items. The specifications shall be as follows:
 - 5.2.1 Each registered item must be identified by a single CN 04 label containing the capital letter "R" and including a unique item identifier conforming to

the specification of 13-character identifiers in UPU Technical Standard S10. The item identifier shall be encoded in both human-readable and barcoded form, as prescribed in the standard.

- 5.2.2 As an alternative, esignated operators may agree bilaterally to the use of unique item identifiers and barcodes which are already in use on international registered items.
- 5.2bis Registered items may also bear the heading “Recommandé” (Registered), accompanied, if necessary, by a similar indication in the language of the country of origin.
- 5.3 The label and, if present, the heading “Recommandé” (Registered) shall be placed on the address side, in so far as possible in the top left-hand corner, beneath the sender’s name and address where these are given. In the case of items in the form of cards, these indications shall be placed above the address in such a way as not to affect its legibility. In the case of registered M bags, the CN 04 label shall be affixed properly to the address labels supplied by the sender.
- 5.4 The designated operator of origin shall ensure that registered items conform to the above provisions. It shall be required to correct any deficiencies noted before forwarding the items to the countries of destination.
- 5.5 No label or serial number shall be placed on the front of registered items by the intermediate designated operators.
- 5.6 The delivering designated operator shall obtain a signature of acceptance or some other form of evidence of receipt from the recipient when delivering or handing over a registered item. In addition to the signature, the name in capital letters or any clear and legible indication permitting unambiguous identification of the person signing shall also be obtained.
- 5.7 Additionally, designated operators are strongly recommended to establish systems that generate electronic delivery confirmation data, and agree to exchange such data with the designated operators of origin of the items.
- 5.8 Designated operators that have established systems that generate electronic delivery confirmation shall have the right to use signatures captured electronically from these systems, to provide proof of delivery by individual item to the sending designated operator, subject to CN 08 inquiry by the sending designated operator. The electronic delivery confirmation data may be provided electronically (e-mail) or in hard-copy form at the discretion of the delivering postal designated operator.

■ Commentary

137.3 Collection of these charges is limited to cases in which special security measures are taken at the request of senders or addressees and does not apply to the mass of registered items sent under normal conditions.

137.4 DOs which mark registered items in their internal service with a blue cross are recommended not to put this marking on items of this type originating abroad, as this procedure gives rise to complaints from senders of philatelic items.

137.5.2 The application of barcodes on all registered items has been mandatory since 1 January 2008.

137.5.2.1 Although a registered item may have only one unique item identifier, two or more copies of this unique item identifier may be applied on the item.

137.5.6 To obtain greater service reliability and more efficient processing of inquiries, thus meeting customer needs, the delivering DO should clearly identify the name of the recipient of a registered item. This procedure can save time and resources in the inquiry process, where too much time is sometimes spent trying to decipher illegible signatures.

The expression “any clear and legible indication permitting unambiguous identification of the person signing” is designed to cover languages in which capital letters do not exist, situations where the addressee is unable to write, and cases where electronic means are used to obtain signatures. Therefore, in addition to the recipient’s name in capital letters, identification by means of a stamp, electronic recording of the recipient’s name or fingerprinting are regarded as valid procedures.

137.5.7 The POC recommends that DOs adhere to the technical specifications in the UPU Technical and Messaging Standards Publications (recommendation CEP 2/2004).

CN 04



Letter Post, Doha 2012, art RL 137.5.2 – Size 74 x 26 mm, with capital R and line under serial number in red or black, if the regulations of the designated operator of origin allow

Prot Article RL IX Registered M bags

1 Canada and the United States of America shall be authorized not to accept registered M bags and not to provide registered handling for such bags received from other countries.

Article RL 138 Insured items

1 Priority items and letters containing securities, valuable documents or articles may be exchanged with insurance of the contents for the value declared by the sender. This exchange shall be restricted to relations between designated operators which have declared their willingness to admit such items, whether reciprocally or in one direction only.

2 Insured value

2.1 In principle, the amount of the insured value shall be unlimited. Every member country or designated operator may limit the insured value, so far as it is concerned, to an amount which may not be less than 4,000 SDR

- or to an amount at least equal to that adopted in its internal service if that amount is less than 4,000 SDR. The insured value adopted in the internal service shall be applicable only if it is equal to or higher than the amount of the indemnity set for the loss of a registered item.
- 2.2 In the service between member countries or designated operators which have adopted different maxima for the insured value, the lower limit shall be observed by both.
- 2.3 The insured value may not exceed the actual value of the contents of the item, but it shall be permissible to insure only part of that value. The amount of the insurance for papers whose value resides in the cost of their preparation may not exceed the cost of replacing the documents in case of loss.
- 2.4 Fraudulent insurance for a value greater than the actual value of the contents of an item shall be liable to the legal proceedings prescribed by the legislation of the country of origin.
- 2.5 The insured value shall be expressed in the currency of the country of origin. It shall be written by the sender or his representative above the address of the item in words with roman lettering and in arabic figures, without erasure or alteration, even if certified. The amount of the insured value shall not be written in pencil or indelible pencil.
- 2.6 The amount of the insured value shall be converted into SDRs by the sender or by the office of origin. The result of the conversion, rounded up where appropriate to the nearest unit, shall be shown in figures at the side of or below those representing the value in the currency of the country of origin. Conversion shall not be carried out in direct services between countries which have a common currency.
- 2.7 When circumstances of any kind or statements made by the interested parties bring to light a fraudulent insurance for a value greater than the actual value enclosed in an item, the designated operator of origin shall be advised promptly. Any documents in support of the investigation shall be attached to the advice. If the item has not yet been delivered to the addressee, the designated operator of origin may ask for its return.
- 3 Charges. Maximum amount
- 3.1 The charge on insured items shall be paid in advance. It shall be made up of the ordinary postage charge, the fixed registration charge laid down in article RL 137 and an insurance charge.
- 3.1.1 Instead of the fixed registration charge, designated operators may collect the corresponding charge of their internal service or, exceptionally, a charge the guideline amount of which shall be 3.27 SDR.
- 3.1.2 The guideline amount of the insurance charge shall be 0.33 SDR for each 65.34 SDR of insured value or fraction thereof, or 0.5% of the scale of the insured value. This charge shall apply whatever the country of destination, even in countries which undertake to cover risks of force majeure.
- 3.2 In cases where exceptional security measures are required, designated operators may collect from the sender or from the addressee, in addition to the charges mentioned under 3.1.1 and 3.1.2, the special charges provided for by their internal legislation.

4 Designated operators shall have the right to provide their customers with an insured items service in accordance with specifications other than those defined in this article.

5 Admission

5.1 Designated operators shall take the necessary measures to provide, as far as possible, the insured items service at every office in their countries.

5.2 Insured items shall fulfil the following conditions to be admitted to the post.

5.2.1 Insured items shall be made up in such a way that the contents cannot be tampered with without obvious damage to the envelope, the packing or the seals and shall be sealed by effective means such as fine adhesive tape with a special uniform design or mark of the sender. Designated operators may, however, agree not to require such design or mark. In this case, designated operators of origin shall put some postmarks on the adhesive tape or the closing edge of the item to prevent alterations. If its regulations so permit, the designated operator of origin shall recommend that its customers use envelopes specially made for sending insured items. The use of non-tamper-proof self-adhesive envelopes shall be prohibited for insured items.

5.2.2 Transparent envelopes or wrappers, and/or envelopes with one or more than one transparent panel, shall not be admitted.

5.2.3 Notwithstanding paragraph 5.2.1, designated operators may require insured items to be sealed with identical wax seals, lead seals or other effective means, with a special uniform design or mark of the sender.

5.2.4 Designated operators that do not adhere to the provisions contained in paragraph 5.2.1 and 5.2.3 and send insured items without seals shall not be entitled to compensation for the insured value in the event of loss, theft or damage. Such items shall be treated as registered items and compensated as such.

5.2.5 The seals, the postage stamps representing the prepaid postage, and the postal service and other official service labels shall be spaced out so that they cannot serve to hide damage to the envelope or to the packing. The postage stamps and the labels shall not be folded over the two sides of the envelope or the packing so as to cover an edge. It shall be forbidden to affix to items labels other than those relating either to the postal service or to official services whose intervention may be required under the national legislation of the country of origin.

5.2.6 If the items are tied round crosswise with string and sealed as described under 5.2.1, the string itself need not be sealed.

5.3 Items which have the exterior appearance of a box must fulfil the following additional conditions.

5.3.1 They shall be of wood, metal, plastic or some other sturdy material and sufficiently strong.

5.3.2 The walls of wooden boxes shall have a minimum thickness of 8 mm.

5.3.3 The top and bottom shall be covered with white paper to take the address of the addressee, the declaration of the insured value and the impression of the official stamps. These boxes shall be sealed on the four sides in the manner described under 5.2.1. If required for ensuring inviolability, the boxes shall be tied round crosswise with strong string without knots. The

- two ends of the string shall be joined under a wax seal bearing a special uniform design or mark of the sender.
- 5.4 A receipt shall be handed over free of charge to the sender of an insured item at the time of posting.
- 5.5 The prepaid postage may be denoted by an indication showing that the postage has been paid in full, for example: “Taxe perçue” (Charge collected). This indication shall appear in the top right-hand part of the address side and be authenticated by an impression of the date-stamp of the office of origin.
- 5.6 Items addressed to initials or the address of which is shown in pencil and those which have erasures or corrections in their address shall not be admitted. Such items which have been wrongly admitted shall be returned to the office of origin.
- 6 Marking and treatment of items
- 6.1 All designated operators shall apply a barcode on all outward insured items. The specifications shall be as follows:
- 6.1.0bis Each insured item must be identified by a single CN 06 label containing the capital letter “V” and including a unique item identifier conforming to the specification of 13-character identifiers in UPU Technical Standard S10. The item identifier shall be encoded in both human-readable and barcoded form, as prescribed in the standard.
- 6.1.0ter As an alternative, designated operators may agree bilaterally to the use of unique item identifiers and barcodes that are already in use on international insured items.
- 6.2 The exact weight in grammes shall be marked on the item.
- 6.3 The CN 06 label and the indication of the weight shall be placed on the address side and, in so far as possible, in the top left-hand corner, beneath the sender’s name and address where these are given.
- 6.4 (Deleted.)
- 6.5 A stamp impression showing the office and date of posting shall be applied to the address side.
- 6.6 No serial number shall be placed on the front of items by the intermediate designated operators.
- 6.7 The office of destination shall apply to the back of each item an impression of its stamp showing the date of receipt.
- 6.8 The delivering designated operator shall obtain a signature of acceptance or some other form of evidence of receipt from the recipient when delivering or handing over an insured letter-post item. In addition to the signature, the name in capital letters or any clear and legible indication permitting unambiguous identification of the person signing shall also be obtained.
- 6.9 Additionally, designated operators may establish systems that generate electronic delivery confirmation data, and agree to exchange such data with the designated operators of origin of the items.
- 6.10 Designated operators that have established systems that generate electronic delivery confirmation shall have the right to use signatures captured electronically from these systems, to provide proof of delivery by individual item to the sending designated operator, subject to CN 08 inquiry by the

sending designated operator. The electronic delivery confirmation data may be provided electronically (e-mail) or in hard-copy form at the discretion of the delivering designated operator.

■ **Commentary**

138.1 In addition to securities (banknotes, cheques, bearer bonds and instruments negotiable at banks), “papers representing a value” such as lottery tickets, postage stamps and travel instruments are also accepted in practice.

The DOs providing this service are listed in the Letter Post Compendium.

138.2.2 It is at the discretion of each country, in order to prevent the flight of capital and particularly the export of securities, to limit the amounts which may be sent by insured items.

138.2.3 As it is optional, and not compulsory, for the public to insure the value for which indemnity is to be available in case of loss, the sender need not insure it at all; logically, therefore, he is also free to insure only part thereof.

138.2.4 Insurance of a value lower than the actual value cannot be considered fraudulent, since this is authorized and consequently cannot be made the subject of legal proceedings.

138.2.5 Here the word “sender” is used merely to prevent postal employees from entering the insured value themselves.

138.3.1 The insured items are subject to a pro rata insurance charge which is retained by the DO levying it. Redirection or return to origin does not involve the levying of new insurance charges.

138.3.1.2 The reference to the percentage was introduced for the benefit of countries which use a scale lower than the equivalent of 65.34 SDR, in order to make clear that the insurance charge is a pro rata charge.

138.3.2 This option to apply special charges should be restricted to cases where special security arrangements are made at the request of certain regular senders or recipients of very high value consignments. It should not be used in respect of the great majority of insured items for which only the normal precautions are taken.

With regard to the security of valuable items conveyed by the Post, DOs are recommended:

- to review periodically, in close consultation with their countries’ airlines, security arrangements for the conveyance by their services of international registered and insured airmail items;
- to apply as far as possible, and as the volume of traffic requires, security measures covering in particular:
 - constructional and technical protection measures (air and surface traffic);
 - security measures during the performance of postal operations at offices of exchange and airports.

(Recommendation C 63/Lausanne 1974)

138.4 This option refers, in particular, to the provision of a service corresponding to a private insurance which requires no special make-up of items, no special handling and no particular involvement of the DO of destination.

138.5.2 The provisions of this art do not prevent DOs from requiring that insured items be submitted open to the office of origin, in order that they may ascertain whether the arts contained therein may be exported and, where appropriate, levy export duty and other non-postal charges to which such arts are liable. On the other hand, verification may not extend to whether the insured value corresponds to the actual contents, since a declaration of value lower than the real value is admissible. The right of the DO of origin to demand that an insured item should be brought open and subsequently closed by the sender in no way exempts it from responsibility. In the event of theft, however, the fact that the contents were checked at the time of posting may be advanced as proof that the theft occurred after the item was handed over to the Post.

138.5.2.1 Envelopes made of glazed paper are not admitted. The use of airmail envelopes made of lightweight paper is to be proscribed.

138.5.2.5 In certain countries, exports of high-value arts such as diamonds are subject under national legislation to control formalities, the completion of which is certified by affixing official seals to the outer packing.

138.6.8 To obtain greater reliability in the insured service and more efficiency in the inquiry process, thus meeting customer needs, the delivering DO should clearly identify the name of the recipient of an insured item. This procedure can save time and resources in the inquiry process, where too much time is sometimes spent trying to decipher illegible signatures.

The expression “any clear and legible indication permitting unambiguous identification of the person signing” is designed to cover languages in which capital letters do not exist, situations where the addressee is unable to write, and instances where electronic means are used to obtain signatures. Therefore, in addition to the recipient’s name in capital letters, identification by means of a stamp, electronic recording of the recipient’s name or fingerprinting are regarded as valid procedures.

138.6.9 The POC recommends that DOs adhere to the technical specifications in the UPU Technical and Messaging Standards Publications (recommendation CEP 2/2004).

CN 06



Letter Post, Doha 2012, art RL 138.6.1 – Size 74 x 26 mm, colour pink

Note. – Designated operators using barcodes in their service may use CN 06 labels in accordance with the above models bearing these codes in addition to the information already provided for

Prot Article RL X

Maximum limits for insured items

1 Notwithstanding article RL 138, Sweden reserves the right to restrict the value of the contents of registered and insured letter-post items for Sweden, according to the following maximum limits:

Inward letter-post items

	Maximum commercial value of contents	Maximum insured value	Maximum indemnity
Registered items	500 SDR	–	30 SDR (M bag: 150 SDR)
Insured items	1,000 SDR	1,000 SDR	1,000 SDR

2 The restriction cannot be circumvented by partial insurance of the value exceeding 1,000 SDR. There are no new restrictions on the nature of the contents of registered and insured items. Items with a value exceeding these limits will be returned to origin.

3 Notwithstanding article RL 138, Denmark reserves the right to restrict the value of the contents of inward registered or insured letter-post items containing money or securities of any kind payable to the bearer, according to the following maximum limits:

Inward letter-post items

	Maximum commercial value of contents	Maximum insured value	Maximum indemnity
Registered letter-post items	100 SDR	–	30 SDR
Insured letter-post items	4,000 SDR	4,000 SDR	4,000 SDR

3.1 These limits cannot be circumvented by taking out partial insurance on the amount exceeding 4,000 SDR.

Prot Article RL XI

Insured items

1 Notwithstanding article RL 138, France reserves the right to limit the value of the contents of insured letter-post items for France, according to the following maximum limits:

	Maximum commercial value of contents	Maximum insured value	Maximum indemnity
Insured items	630 SDR	630 SDR	630 SDR

2 These limits may not be circumvented by partial insurance of the value exceeding 630 SDR. Items with a value exceeding this limit will be returned to origin. It is not possible to declare a value lower than the commercial value of the item.

Article RL 139

Cash-on-delivery items

1 Certain letter-post items may be sent cash-on-delivery. The exchange of cash-on-delivery items shall require prior agreement between designated operators of origin and destination. These designated operators may agree to apply provisions of the Postal Payment Services Agreement and its Regulations.

2 Items accepted

2.1 On the basis of bilateral agreements, registered items and insured items which fulfil the conditions laid down in these Regulations may be sent cash-on-delivery.

2.2 Designated operators shall be entitled to restrict the cash-on-delivery service to certain of the above-mentioned categories of item.

3 Charge

3.1 The member country or designated operator of origin of the item shall freely decide the charge to be paid by the sender, in addition to the postal charges payable on the category to which the item belongs.

4 Role of office of posting

4.1 Indications to be given on the COD items. Labels. COD items shall bear very prominently, on their address side, the heading “Remboursement” (COD), followed by the COD amount. They shall also bear on the address side, in so far as possible in the top left-hand corner, beneath the sender’s name and address where these are given, an orange label in the form of the specimen CN 29. Alternatively, designated operators may provide these indications by means of a CN 29bis label.

4.2 The CN 04 label provided for in article RL 137.5.2 (or impression of the special stamp instead) shall be applied wherever possible in the top corner of the CN 29 label.

4.3 Every COD item shall be accompanied by an MP 1bis form, or any other form agreed among designated operators, which shall be used for sending the postal payment order in exchange of the COD item to its sender.

5 Role of office of destination

5.1 The designated operator which has delivered the item to its addressee shall issue the MP 1bis form for sending the postal payment order in exchange of the COD item, or use any other means agreed among designated operators, in favour of the sender of the item.

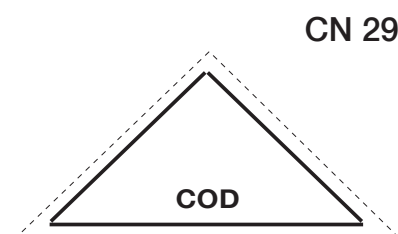
6 Redirection

6.1 Any item on which a COD charge is payable may be redirected if the designated operator of the country of new destination provides this service in its relations with the country of origin.

■ **Commentary**

139.4.3 The old COD money order form (TFP 3) has been replaced by the MP 1bis form. This form also replaces the CN 29ter (international COD coupon).

Form MP 1bis is covered under the Postal Payment Services Regulations.



Letter Post, Doha 2012, art RL 139.4.1 –
Size 37 x 18 mm (base x height), colour orange

CN 29bis

COD

Currency unit/amount

--	--	--	--	--	--	--	--	--	--

to be credited to account No. _____

of (bank) _____

Giro centre/Bank branch _____

Letter Post, Doha 2012, art RL 139.4.1 – Size 105 x 75 mm, triangle orange

INTERNATIONAL COD COUPON CN 29ter



(Note: This form is not a payment order. It, or all of the information it contains, must accompany the payment order)

Name and address of sender of postal item (payee of payment order) (1)		Currency (2)		COD amount in figures (2)
Family name Given name				
Address				
Postcode Town				
Country				
Name and address of addressee of postal item (sender of payment order) (3)				
Family name Given name				
Address				
Postcode Town				
Country				
Account details (6)				
Giro account No/IBAN				
Giro centre/BIC/Financial institution				
Reference No				

Important: See instructions on back

Instructions:

This form is a postal form and not a postal payment form. It is completed by the sender of the COD item and must accompany the postal item. The designated operator delivering the item will issue a separate payment order based on the information provided:

- (1) The name and address of the sender must be the name and address of the sender of the COD item (payee/beneficiary of the COD payment);
- (2) The COD amount on the form must be identical to the amount on the COD label affixed to the item; the currency of the amount must be indicated;
- (3) The name and address of the addressee must be those of the recipient of the COD item (sender of the payment order);
- (4) The postal item identification number must be the 13-character barcode number. This number enables the COD item to be reconciled with the payment made by the recipient of the COD item;
- (5) Type of service: the COD service can be used for unregistered/registered letters, ordinary parcels or insured items;
- (6) The account details are the account details of the sender of the COD item. IBAN refers to the International Bank Account Number and BIC refers to the Bank Identification Code. Depending on the bilateral agreement between the designated operators of origin and destination, the COD amount may be paid by postal payment order or other means of money transfer.

Article RL 140
Express items

1 At the sender's request, letter-post items for countries where the designated operator performs the service shall be delivered in the domestic priority service.

2 Charge

2.1 Express items shall be subject, in addition to the postage, to a charge which may not be less than the amount of postage prepayable on an unregistered priority/non-priority item, as the case may be, or on an unregistered single rate letter and the guideline amount for this charge is 1.63 SDR. For each express M bag, designated operators shall collect, instead of the charge per item, a bulk charge not exceeding five times the charge per item. This charge must be fully paid in advance.

3 Marking

3.1 Items for express delivery shall be provided with a logo which shall if possible be bright red and of the shape reproduced below. A black and white version may, however, be used for system-generated labels. The "Express" logo shall be placed on the address side, in so far as possible in the top left-hand corner, beneath the sender's name and address where these are given.



3.2 Items for express delivery shall bear a CN 05bis label, barcoded with a barcode conforming to UPU Technical Standard S10. The CN 05bis label must adhere properly and shall be placed on the address side, in so far as possible in the top left-hand corner, beneath the sender's name and address where these are given. In the case of items in the form of cards, the label shall be placed above the address in such a way as not to affect its legibility. The CN 05bis label shall have a single, unique item identifier

that conforms to the provisions of article RL 189. The “Express” logo shall normally be included in the CN 05bis label. It shall, however, be permitted to use a CN 05bis label without this logo, provided that a separate label with the logo is affixed on the item next to the CN 05bis label.

4 Treatment of items

4.1 Given that the provision of outward barcodes is mandatory on express items, designated operators are strongly encouraged to provide electronic pre-advice of dispatch, including item-level information, as well as delivery confirmation, and to agree to exchange such data with the designated operators of origin of the items.

4.2 Where its regulations so provide, the designated operator of destination may deliver by express an advice of arrival of an insured item and not the item itself.

■ **Commentary**

140.1 The DOs admitting express items are listed in the Letter Post Compendium.

As the special express charge remains the property of the country of origin while the service is performed by the country of destination, reciprocity is obligatory in all cases and it would not be admissible for a DO, for instance, to admit express items for dispatch and refuse to undertake this service on receiving them. DOs of origin may also decide to give outward express items preferential treatment compared with priority or airmail items.

Delivery by special messenger is not the only way to provide express service, and it is also very expensive. One alternative is handling and processing of these items in a dedicated stream, with tight service standards.

CN 05bis



Letter Post, Doha 2012, art RL 140.3.2 – Size 74 x 26 mm, colour red on white

Article RL 141

Advice of delivery

1 In the case of designated operators which offer the advice of delivery service to customers, the sender of a registered item or an insured item may apply for an advice of delivery at the time of posting by paying a charge, the guideline amount of which shall be 0.98 SDR.

1bis This advice of delivery shall be returned to the sender by the quickest route (air or surface). Designated operators may agree on the electronic exchange of

advices of delivery for registered items or insured items when they offer the electronic advice of delivery service to their customers.

2 Marking of items with advices of delivery

- 2.1 Items for which the sender requests an advice of delivery shall bear in bold type on the address side the letters A.R. The sender shall give his name and address in roman letters on the outside of the item. The latter indication, when it appears on the address side, shall be placed in the top left-hand corner. This position shall as far as possible also be assigned to the letters A.R., which may be located beneath the sender's name and address where these are given.
- 2.2 The items mentioned under 2.1 shall be accompanied by a light red CN 07 form of the consistency of a postcard. The CN 07 form shall bear in bold type the letters A.R. The sender shall complete, in roman letters and using means other than ordinary pencil, the various sections as indicated by the form's layout. The front of the form shall be completed by the office of origin or by any other office appointed by the dispatching designated operator and be securely attached to the item. If the form does not reach the office of destination that office shall automatically make out a new advice of delivery.
- 2.3 In calculating the postage on an advice of delivery item, including, where applicable, calculation of the air surcharge, the weight of the CN 07 form may be taken into account. The advice of delivery charge shall be represented on the item with the other charges.

3 Treatment of advices of delivery

- 3.1 As a matter of priority the advice of delivery shall be signed by the addressee or, if that is not possible, by another person authorized to do so under the regulations of the country of destination. If those regulations so provide and except in the case of delivery to the addressee in person, the advice may be signed by the official of the office of destination. In addition to the signature, the name in capital letters or any clear and legible indication permitting unambiguous identification of the person signing shall also be obtained. The identification information referred to herein may also be obtained by electronic means.
- 3.2 The office of destination shall return the duly completed and signed CN 07 form direct to the sender by the first mail. This form shall be sent without an envelope by the quickest route (air or surface), bundled along with the IBRS items. If the advice of delivery is returned without having been duly completed, the irregularity shall be notified by means of the CN 08 form provided for in article RL 154.2, to which the relevant advice of delivery shall be attached.
- 3.2bis Designated operators that have established systems to generate electronic delivery confirmation and have agreed to exchange such data with the designated operator of origin of the items shall have the right to use signatures captured electronically by these systems to provide proof of delivery of individual items to the sending designated operator, subject to CN 08 inquiry by the sending designated operator. The electronic delivery

confirmation data may be provided electronically (e-mail) or in hard-copy form at the discretion of the delivering designated operator.

3.2ter As provided for in article 12 of the Convention, the processing of any personal data associated with electronic advice of delivery and electronic delivery confirmation referred to in this article shall be in accordance with the national legislation of the member country concerned.

3.3 When the sender inquires about an advice of delivery which he has not received within a normal period, this advice shall be requested free of charge on form CN 08. A duplicate of the advice of delivery, bearing on the front in bold letters the word “Duplicata” (Duplicate), shall be attached to the CN 08 inquiry form. The latter shall be dealt with in accordance with article RL 154.

4 Accounting charges

4.1 Each designated operator returning an advice of delivery (CN 07 form) to another designated operator shall be entitled to collect from that designated operator a sum corresponding to the costs incurred for returning the advice of delivery. This sum shall be fixed in accordance with the IBRS accounting charges set out in article RL 144.4. The advices of delivery shall be transmitted and accounted for together with the IBRS items, following the process and using the forms provided for in articles RL 144.5 and RL 184 for IBRS items.

■ Commentary

141.3.1 To obtain greater service reliability and more efficient processing of inquiries, thus meeting customer needs, the delivering DO should clearly identify the name of the recipient of an item. This procedure can save time and resources in the inquiry process, where too much time is sometimes spent trying to decipher illegible signatures.

The expression “any clear and legible indication permitting unambiguous identification of the person signing” is designed to cover languages in which capital letters do not exist, situations where the addressee is unable to write, and instances where electronic means are used to obtain signatures. Therefore, in addition to the recipient’s name in capital letters, identification by means of a stamp, electronic recording of the recipient’s name or fingerprinting are regarded as valid procedures.

141.3.2 For the model of the CN 08 form, see art RL 154.

Letter Post, Doha 2012, art RL 141.2.2 – Size 210 x 105 mm, with a tolerance of 2 mm, colour light red

Article RL 142

Delivery to the addressee in person

1 At the sender's request, and in the service between those designated operators which have given their consent, registered items and insured items shall be delivered to the addressee in person. Designated operators may agree to allow this option only for such items accompanied by an advice of delivery.

2 In all cases, the sender shall pay a charge for delivery to the addressee in person the guideline amount of which shall be 0.16 SDR.

3 Marking and treatment of items for delivery to the addressee in person

3.1 Items for delivery to the addressee in person shall bear in bold letters the words "À remettre en main propre" (For delivery to the addressee in person) or the equivalent in a language known in the country of destination. This indication shall appear on the address side and, in so far as possible, in the top left-hand corner, beneath the sender's name and address where these are given.

3.2 When the sender has requested an advice of delivery and delivery to the addressee in person, the CN 07 form shall be signed by the addressee or, if that is not possible, by his duly authorized representative. In addition to the signature, the name in capital letters or any clear and legible indication permitting unambiguous identification of the person signing shall also be obtained.

3.3 Designated operators shall make a second attempt to deliver such items only if there is a presumption that it will be successful and if the internal regulations so permit.

■ Commentary

142.1 DOs permitting delivery to the address in person are listed in the Letter Post Compendium.

142.3.2 See comments on art RL 141.3.1.

Article RL 143

Items for delivery free of charges and fees

1 In the service between designated operators which have notified their agreement to that effect senders may, by means of a previous declaration at the office of origin, undertake to pay the whole of the charges and fees to which the letter-post items are subject on delivery. So long as a letter-post item has not been delivered to the addressee, the sender may ask after posting that the item be delivered free of charges and fees.

2 Charges

2.1 Senders shall undertake to pay the amounts which may be claimed by the office of destination. If necessary, they shall make a provisional payment.

-
- 2.2 The designated operator of origin shall collect from the sender a charge, the guideline amount of which shall be 0.98 SDR, which it shall retain as payment for services rendered in the country of origin.
- 2.3 In the case of a request made after posting of a letter-post item, the designated operator of origin shall also collect an additional charge the guideline amount of which shall be 1.31 SDR per request.
- 2.4 The designated operator of destination shall be authorized to collect a commission charge the guideline amount of which shall be 0.98 SDR. This charge shall be independent of the presentation-to-Customs charge. It shall be collected from the sender on behalf of the designated operator of destination.
- 3 Every designated operator may restrict to registered and insured letter-post items the service of delivery free of charges and fees.
- 4 Marking and treatment of items
- 4.1 Items for delivery to addressees free of charges and fees shall bear in bold letters the heading “Franc de taxes et de droits” (Free of charges and fees) or a similar indication in the language of the country of origin. These items shall be provided with a yellow label also bearing in bold letters the indication “Franc de taxes et de droits”. The heading and the label shall be placed on the address side, in so far as possible in the top left-hand corner, beneath the sender’s name and address where these are given.
- 4.2 Every item sent free of charges and fees shall be accompanied by a CN 11 franking note. The sender of the item shall complete the text of the right-hand side of the front of parts A and B of the franking note. The dispatching office shall insert the postal service indications. The sender’s entries may be made with the use of carbon paper. The text shall include the undertaking prescribed in 2.1. The franking note, duly completed, shall be securely attached to the item.
- 4.3 The sender may ask, after posting, for the item to be delivered free of charges and fees.
- 4.3.1 If the request is to be forwarded by post, the office of origin shall inform the office of destination in an explanatory note. This latter shall bear the prepayment of the charge due. It shall be forwarded as a registered item by the quickest route (air or surface) to the office of destination accompanied by a franking note duly completed. The office of destination shall affix the label prescribed under 4.1 to the item.
- 4.3.2 If the request is to be forwarded by telecommunication, the office of origin shall inform the office of destination by telecommunication and at the same time advise the relative particulars of the posting of the item. The office of destination shall automatically make out a franking note.
- 5 Return of part A of franking notes. Recovery of charges and fees
- 5.1 After delivery to the addressee of an item for delivery free of charges and fees, the office which has advanced the customs or other charges on behalf of the sender shall complete, so far as it is concerned, with the use of carbon paper, the details appearing on the back of parts A and B
-

of the franking note. It shall send part A, accompanied by the supporting vouchers, to the office of origin of the item; these shall be sent in a closed envelope, without indication of the contents. Part B shall be retained by the designated operator of destination of the item for settlement with the debtor designated operator.

5.2 However, any designated operator may arrange for part A of franking notes on which charges have been levied to be returned by specially appointed offices and request that this part be forwarded to a specified office.

5.3 The name of the office to which part A of the franking notes are to be returned shall be entered in every case on the front of this part by the office dispatching the item.

5.4 When an item bearing the words “Franc de taxes et de droits” (Free of charges and fees) reaches the service of destination without a franking note, the office responsible for customs clearance shall prepare a duplicate note; on parts A and B of this note it shall show the name of the country of origin and, as far as possible, the date of posting of the item.

5.5 When the franking note is lost after delivery of an item, a duplicate shall be prepared under the same conditions.

5.6 Parts A and B of the franking notes relating to items which for any reason are returned to origin shall be cancelled by the designated operator of destination.

5.7 On receipt of part A of a franking note showing the charges paid out by the service of destination, the designated operator of origin shall convert the amount of those charges into its own currency. The rate used shall not be higher than the rate fixed for the issue of postal money orders intended for the country concerned. The result of the conversion shall be shown in the body of the form and on the coupon at the side. After recovering the amount of the charges, the office appointed for that purpose shall hand to the sender the coupon from the note and any supporting vouchers.

6 Accounting with the designated operator of origin of items

6.1 Accounting in respect of charges, customs duty and other fees paid out by each designated operator on behalf of another shall be carried out by means of CN 12 detailed monthly accounts, drawn up by the creditor designated operator on a quarterly basis in the currency of its own country. The data in parts B of the franking notes which have been retained shall be entered in the alphabetical order of the offices which have advanced the charges and in the numerical order given to them. “Nil” accounts shall not be prepared.

6.2 If the two designated operators concerned also operate the parcel-post service in their relations with each other, they may, in the absence of notice to the contrary, include in the accounts for the customs charges and fees and other charges of that service those of the letter post.

6.3 The CN 12 detailed account, accompanied by parts B of the franking notes, shall be forwarded to the debtor designated operator at the latest by the end of the month following that to which it relates. “Nil” accounts shall not be prepared.

- 6.4 The accounts shall be settled separately. Each designated operator may, however, request that these accounts be settled with those for money orders or with CP 75 accounts for postal parcels, without being incorporated in them.

■ **Commentary**

143.1 DOs permitting items for delivery free of charges and fees are listed in the Letter Post Compendium. DOs are recommended to include the service for delivery free of charges and fees as widely as possible in their range of letter-post services and in their relations with other DOs that already offer the service (recommendation C 32/Washington 1989).

143.2.1 “Provisional payment” is to be understood to mean the payment of an amount covering the probable costs.

CN 11		
Coupon to be handed to the sender		
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> DETAILS OF CHARGES DUE (in the currency of the country of destination of the item) </div> <div style="width: 65%;"> Part A <i>To be filled in by the designated operator of destination</i> </div> </div>		
Charge for delivery free of charges ¹		
Customs duty		
Presentation-to-Customs charge		
Other charges		
Total		
Total (after conversion)		
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> Stamp of the office which has recovered the charges </div> <div style="width: 65%;"> TOTAL OF CHARGES ADVANCED Amount (in figures, in the currency of the country of destination of the item) <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 1px solid black; width: 100px; height: 20px;"></div> <div style="border: 1px solid black; width: 50px; height: 20px;"></div> </div> Office which has made the advance </div> </div>		
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> No. of register </div> <div style="width: 30%;"> Date </div> <div style="width: 35%;"> Signature </div> </div>		
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <i>To be filled in by the designated operator of origin (on return)</i> Amount (in figures after conversion) <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 1px solid black; width: 100px; height: 20px;"></div> <div style="border: 1px solid black; width: 50px; height: 20px;"></div> </div> In-register No. </div> <div style="width: 65%;"> Stamp of the office which has recovered the charges </div> </div>		
¹ Also called "Commission charge"		
FRANKING NOTE		
CN 11		
<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> Part B <i>To be filled in by the dispatching designated operator</i> </div> <div style="width: 35%;"> Designated operator </div> </div>		
<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> Nature of the item </div> <div style="width: 35%;"> Weight </div> </div>		
<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> No. </div> <div style="width: 35%;"> Insured value </div> </div>		
Office of posting		
Sender (name and full address)		
Addressee (name and full address)		
<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> The item is to be delivered free of charges and fees, which I undertake to pay Signature of sender </div> <div style="width: 35%;"> Stamp of the office of origin </div> </div>		

Part A
(Back)Part B
(Front)

Letter Post, Doha 2012, art RL 143.4.2 – Size 148 x 210 mm (148 x 105 mm when parts A and B are folded one upon the other), colour yellow

CN 11					
DETAILS OF CHARGES DUE (in the currency of the country of destination of the item)			Part B <i>To be filled in by the designated operator of destination</i> TOTAL OF CHARGES ADVANCED		
Charge for delivery free of charges ¹			Amount (in figures, in the currency of the country of destination of the item)		Stamp of the office advancing the charges
Customs duty			<div style="border: 1px solid black; width: 80px; height: 20px; display: inline-block; margin-right: 10px;"></div> <div style="border: 1px solid black; width: 60px; height: 20px; display: inline-block;"></div>		
Presentation-to-Customs charge					
Other charges			Office which has made the advance		
Total			No. of register	Date	Signature

¹ Also called "Commission charge"

FRANKING NOTE				CN 11	
Receipt		Part A		Designated operator	
		<i>To be filled in by the dispatching designated operator</i>			
Nature of the item	Weight	Nature of the item	Weight		
No.	Insured value	No.	Insured value		
Office of posting		Office of posting			
Addressee (name and full address)		Sender (name and full address)			
Addressee (name and full address)		Addressee (name and full address)			
The sender has paid the charges and fees indicated on the back					
Stamp of the office of origin		The item is to be delivered free of charges and fees, which I undertake to pay Signature of sender		Stamp of the office of origin	
		To be returned to the office of			

Part B
(Back)Upper edge
of the form
when parts
A and B
are folded
one upon
the other
←Part A
(front)

Creditor designated operator

DETAILED MONTHLY ACCOUNT
Customs, etc, charges
 Date

CN 12

Debtor designated operator	Month
	Year

Notes

To be filled in by typewriter or computer printer

Serial No.	Date of the advance	No. of the franking note	Office which made the advance	Amount of each franking note (in national currency)		Observations
1	2	3	4	5		6
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
Total						


 Creditor designated operator
 Signature

Article RL 144

International business reply service (IBRS)

- 1 General
 - 1.1 Designated operators may agree with each other to participate in an optional international business reply service (IBRS). All designated operators shall, however, be obliged to operate the IBRS “return” service.
 - 1.2 The purpose of the international business reply service (IBRS) is to enable authorized senders to prepay in advance reply items posted by their respondents residing abroad.
 - 1.3 Designated operators which operate this service shall comply with the provisions laid down below.
 - 1.4 Designated operators may, nevertheless, agree bilaterally on another system to be applied between themselves.
 - 1.5 Designated operators may establish a compensation system that takes account of the costs borne.
- 2 Operating methods
 - 2.1 IBRS works as follows:
 - 2.1.1 items from the authorized sender residing in country “A” sent to his respondents residing in one or more countries “B” each contain an IBRS envelope, card or label;
 - 2.1.2 the respondents residing in country (or countries) “B” may use the IBRS envelopes, cards or labels to reply to the sender; IBRS items shall be regarded as priority items or ordinary airmail items prepaid in accordance with article RL 114.2.1.4;
 - 2.1.3 the IBRS items posted shall be transmitted to country “A” and delivered to the authorized sender.
 - 2.2 Member countries or designated operators shall be free to set the charges and conditions for authorizing use of the service and for handling the items posted.
 - 2.3 Designated operators operating IBRS may do so either on a reciprocal basis or in one direction only (the “return” service). The latter procedure presupposes that the designated operator of country “B” accepts IBRS items for posting but does not issue authorization to use the service to customers residing on its territory.
 - 2.4 Designated operators operating the service shall make clear to their customers, on authorizing use of the service, the obligation to conform to the provisions of this article and to the regulations in the Letter Post Manual.
- 3 Specifications for IBRS items
 - 3.1 IBRS items may be in the form of cards or envelopes conforming to the specimen provided for and to the regulations in the Letter Post Manual.
 - 3.2 Items consisting of envelopes or packets bearing a label conforming to the specimen provided for and to the regulations in the Letter Post Manual shall also be admitted as IBRS items.

- 3.3 IBRS items shall conform to the size limits applicable to the equivalent letter-post items laid down in article RL 123. In respect of postcards or items in card form, IBRS items may also be accepted in accordance with article RL 130.5. IBRS items shall not weigh more than 50 grammes. However, a designated operator may apply, on a voluntary basis, a weight limit of 2 kg for the return of IBRS items to other designated operators that equally opt to apply a weight limit of 2 kg for the return service.
- 3.4 IBRS items may, in principle, contain any items that are compliant with the UPU Convention and Letter Post Regulations. However, a designated operator may exclude from the IBRS return service certain contents such as waste items if the internal or supranational legislation so provides.
- 3.5 Designated operators may agree bilaterally to any further extensions of the service.
- 3.6 Designated operators may apply a single barcode identifier conforming to UPU Technical Standard S10 to enable the provision of cross-border customs pre-advice or other tracking services. However, the presence of such an identifier shall not imply the provision of a delivery confirmation service. The identifier should appear on the front of the item and should not obscure the other service markings, indicia or address information.

Priority/Prioritaire By airmail/Par avion	<div>NE PAS AFFRANCHIR</div>  <div>NO STAMP REQUIRED</div>
IBRS/CCRI N°:	
<div>REPLY PAID/RÉPONSE PAYÉE</div> <div>GREAT BRITAIN/GRANDE-BRETAGNE</div>	
MESSRS. T. Smith & Co. 99 Temple Street PRESTON GREAT BRITAIN PR1 1ZY	

- 4 IBRS accounting charges
- 4.1 Each designated operator returning IBRS items to another designated operator shall be entitled to collect from that designated operator a sum corresponding to costs incurred for returning the IBRS items.
- 4.2 This sum shall be fixed on the basis of a charge per item and a charge per kilogramme. These charges shall be calculated as follows:
- 4.2.1 a charge for the domestic collection and handling of IBRS items shall be fixed at 80% of the terminal dues rates for bulk mail (with a rate per kg and a rate per item) of the designated operator that is returning the IBRS items, with a total annual floor charge of 0.15 SDR per item;

- 4.2.2 an additional per kilogramme charge for the international conveyance of IBRS items shall be calculated, in principle, as indicated in article RL 244.3, but according to the net weight, plus the rate for handling transit dispatches as set in article RL 208.1.1.
- 4.3 Any revision of the charge mentioned under 4.2.1 shall be based on available economic data.
- 4.4 Unless the designated operators concerned decide otherwise, IBRS charges shall not be paid when the aggregated annual number of IBRS items and CN 07 forms (advice of delivery) returned by each designated operator is equal to or lower than 1,000. When the aggregated annual number of IBRS items and CN 07 forms returned exceeds 1,000 for one designated operator, the amount paid shall take into account the aggregated number of IBRS items and CN 07 forms returned by both designated operators.
- 5 Accounting for IBRS charges
- 5.1 Preparation of CN 09 and CN 10 statements of IBRS items
- 5.1.1 After transmission of the last mail of every month, the designated operator of origin of the IBRS items shall prepare, by office of exchange of origin and destination, from the data on the CN 31 letter bills, a CN 09 statement of IBRS items sent.
- 5.1.1.1 When the CN 31 letter bill bears no data on the weight of IBRS items returned, a default weight of five grammes per item shall apply.
- 5.1.2 For each designated operator of destination of the IBRS items, the designated operator of origin shall prepare quarterly, from the particulars on the CN 09 statements, by office of origin, by office of destination and, where appropriate, by forwarding route, a CN 10 recapitulative statement of IBRS items.
- 5.1.3 The CN 09 statements shall be supplied to the designated operator of destination in support of the CN 10 recapitulative statement.
- 5.2 Transmission and acceptance of CN 09 and CN 10 statements of IBRS items
- 5.2.1 The CN 10 recapitulative statement shall be sent in duplicate to the designated operators of destination of the IBRS items within four months of the end of the quarter to which it relates.
- 5.2.2 After accepting it, the designated operator of destination of the IBRS items shall return one copy to the designated operator which prepared it. If the designated operator concerned has not received any notice of amendment within two months of the date of dispatch, it shall regard it as fully accepted. If verification reveals any discrepancies, the corrected CN 09 statement shall be attached in support of the duly amended and accepted CN 10 recapitulative statement. If the designated operator of origin of the IBRS items disputes the amendments made to the CN 09 statement, it shall confirm the actual data by sending photocopies of the CN 31 forms drawn up by the office of origin upon dispatch of the disputed IBRS items, or by giving access to the corresponding electronic data through a PREDES message, if the CN 31 was exchanged electronically.
- 5.2.3 Designated operators may agree that the CN 09 and CN 10 statements shall be prepared by the designated operator of destination of the IBRS items.

In this case, the acceptance procedure provided for under 5.2.1 and 5.2.2 shall be adapted accordingly.

5.3 Preparation, transmission and approval of IBRS accounts

5.3.1 The creditor designated operator shall be responsible for preparing the accounts and forwarding them to the debtor designated operator.

5.3.2 The detailed accounts shall be prepared on a CN 19 form, on the basis of the difference between the amounts to be brought to account based on the number and weight of IBRS items received and dispatched as appear from the CN 10 recapitulative statements.

5.3.3 The CN 19 detailed account shall be sent in duplicate to the debtor designated operator as soon as possible after the end of the year to which it refers.

5.3.4 The debtor designated operator shall not be obliged to accept CN 19 detailed accounts that are not sent to it within seven months of the end of the year concerned.

5.3.5 If the designated operator sending the CN 19 detailed account receives no notice of amendment within two months of the date of dispatch, the account shall be regarded as fully accepted.

5.3.6 The CN 19 detailed accounts may be summarized in a CN 52 general account by the creditor designated operator under the conditions provided for in article RL 248.5.

5.4 General liquidation account and payment of IBRS charges

5.4.1 Article RL 255 shall apply to IBRS charges for which the creditor designated operator prepares a CN 20 statement.

■ **Commentary**

144.1 The Seoul Congress urged all DOs to consider the possibility of joining IBRS, either to offer a full service or a one-way service, in order that the Post may maintain its competitive advantage. It also asked Restricted Unions to encourage their members to join, with the aim of increasing traffic growth between their members (resolution C 51/1994).

DOs providing IBRS are listed in the Letter Post Compendium.

144.3.3 IBRS items must conform with the following points:

- the two horizontal bars must be at least 3 mm thick and at least 14 mm apart; the words “RÉPONSE PAYÉE” (REPLY PAID) must be printed on the first line and the name of the country of destination on the second line; both lines of text must be printed in capital letters;
- the address of the IBRS licensee must be printed below the two horizontal bars;
- if an indication of the IBRS licence number is printed on the item, it must be shown under the forwarding indication;
- all the text and the symbols must be printed in a dark colour which contrasts clearly with the background of the item; in principle black or dark blue printing should be used, but DOs may permit other colours, provided that they result in dark printing contrasting clearly with a light background; on items printed in black and white, the terms “Prioritaire” (Priority) or “Par avion” (By airmail) may be given in a framework in a colour other than blue;
- translations in the languages of the countries of posting and destination of the item may be given in addition to the French indications.

144.4.2.1 For countries whose terminal dues rates are based on domestic charges, in accordance with the provisions in art 30.5 to 11 of the UPU Conv, the IBRS rates will be calculated as 80% of the final terminal dues rates notified via IB circ for the year in question.

For countries whose terminal dues rates are not based on domestic charges, the IBRS rates will be calculated as 80% of the rates provided for in art 30.9 or 31.3 for the year in question, as applicable.

If a DO is entitled to QS link-adjusted terminal dues from the DO of origin, the IBRS rate will also be based on the adjusted QS link TD rates.

Example of calculating IBRS rates

DO A is returning 1,700 IBRS items weighing 25 kg to DO B in 2014. The distance between the offices of exchange of the two DO is 10,000 km.

DO A is not part of the QS Link, but DO B is. In this case, the rates used for the calculation of IBRS charges will be the base TD rates, prior to any adjustment for quality. The base TD rates of DO A for the year concerned are 0.294 SDR per item and 2.294 SDR per kg.

The basic air conveyance rate for 2014 is 0.000582 SDR per kg and km.

The IBRS rates will be calculated as follows:

- i the base handling charge per item/kg will be: $80\% \times (0.294 \times 1,700 \text{ items} + 2.294 \times 25 \text{ kg}) = 445.72 \text{ SDR}$.
- ii the basic air conveyance charge per kg will be: $25 \text{ kg} \times (0.195 + 0.000582 \times 10,000 \text{ km}) = 150.375 \text{ SDR}$.
- iii the total amount due will be: $445.72 \text{ SDR} + 150.375 \text{ SDR} = 596.095 \text{ SDR}$.

The total amount due from DO B to designated operator A for the return of IBRS items will be 596.095 SDR.

If both DOs were in the QS Link, or if they were in the target system and were expected to participate in the QS Link, then the TD rates used as the basis for the calculation of IBRS charges per item would have been those adjusted with the QS results.

144.4.2.2 The charges corresponding to the international conveyance of IBRS items are those notified in section V of the Transit Compendium, in column 2 of each group of countries of destination.

144.5.1.1 For the model of the CN 31 form, see art RL 179.

144.5.3.6 For the model of the CN 52 form, see art RL 249.

Designated operator preparing the form

RECAPITULATIVE STATEMENT
OF IBRS ITEMS

CN 10

Date

Dispatching designated operator	<input type="checkbox"/> Priority	<input type="checkbox"/> By air
	<input type="checkbox"/> By surface	
Designated operator of destination	Year	
	<input type="checkbox"/> First quarter	<input type="checkbox"/> Third quarter
	<input type="checkbox"/> Second quarter	<input type="checkbox"/> Fourth quarter

Summary of CN 09 statements

Office of origin	Office of destination	Total weight	Total number of items	Observations
1	2	3	4	5
		kg		
Total to be entered on CN 19 account				

Designated operator of origin
Place and signature

Seen and accepted by the designated operator of destination
Place, date and signature

Creditor designated operator

**DETAILED ACCOUNT
IBRS charges****CN 19**

Date

Year of account

Debtor designated operator

**1 IBRS items dispatched/received
(Data from CN 10 forms – give weights in kg only)**

	Quarter	Weight priority			Number of items		
		By air	By surface	Total	By air	By surface	Total
Mail dispatched	1st	kg	kg	kg			
	2nd						
	3rd						
	4th						
	4th						
Total for year ¹							
Mail received	1st	kg	kg	kg			
	2nd						
	3rd						
	4th						
	4th						
Total for year ¹							

¹ Weight to be entered on CN 61 account for payment of terminal dues**2 IBRS charges**

Items dispatched x rate Totals (SDR) Total amount (SDR)	Weight	Number of items
	kg	
	SDR	SDR
	A	B
	C = A + B	
Items received x rate Totals (SDR) Total amount (SDR)	Weight	Number of items
	kg	
	SDR	SDR
	D	E
	F = D + E	
To be received (SDR)		G = C – F

Creditor designated operator
SignatureSeen and accepted by debtor designated operator
Place, date and signature

Prot Article RL XII

IBRS accounting charges

1 Azerbaijan, Cape Verde, Egypt, Kazakhstan, Kyrgyzstan, Morocco, Oman, Nepal, Qatar and Uzbekistan reserve the right to claim compensation of the costs of the IBRS service even when the annual number of items returned is less than or equal to the threshold laid down in article RL 144.4.4.

Article RL 145

International business reply service – local response

1 Designated operators may agree bilaterally to operate an optional IBRS – local response, either on a reciprocal basis or in one direction only (the return service).

2 The IBRS – local response is based on IBRS but the prepaid responses use the domestic business reply design of the designated operator in which they are posted. The designated operator of the country of posting delivers these responses to a Post Office Box address in its territory, clears them from the P.O. box and dispatches them to the designated operator of origin in the international mail.

3 The details of this service shall be laid down bilaterally between the designated operators concerned on the basis of guideline provisions defined by the Postal Operations Council.

Article RL 146

International reply coupons

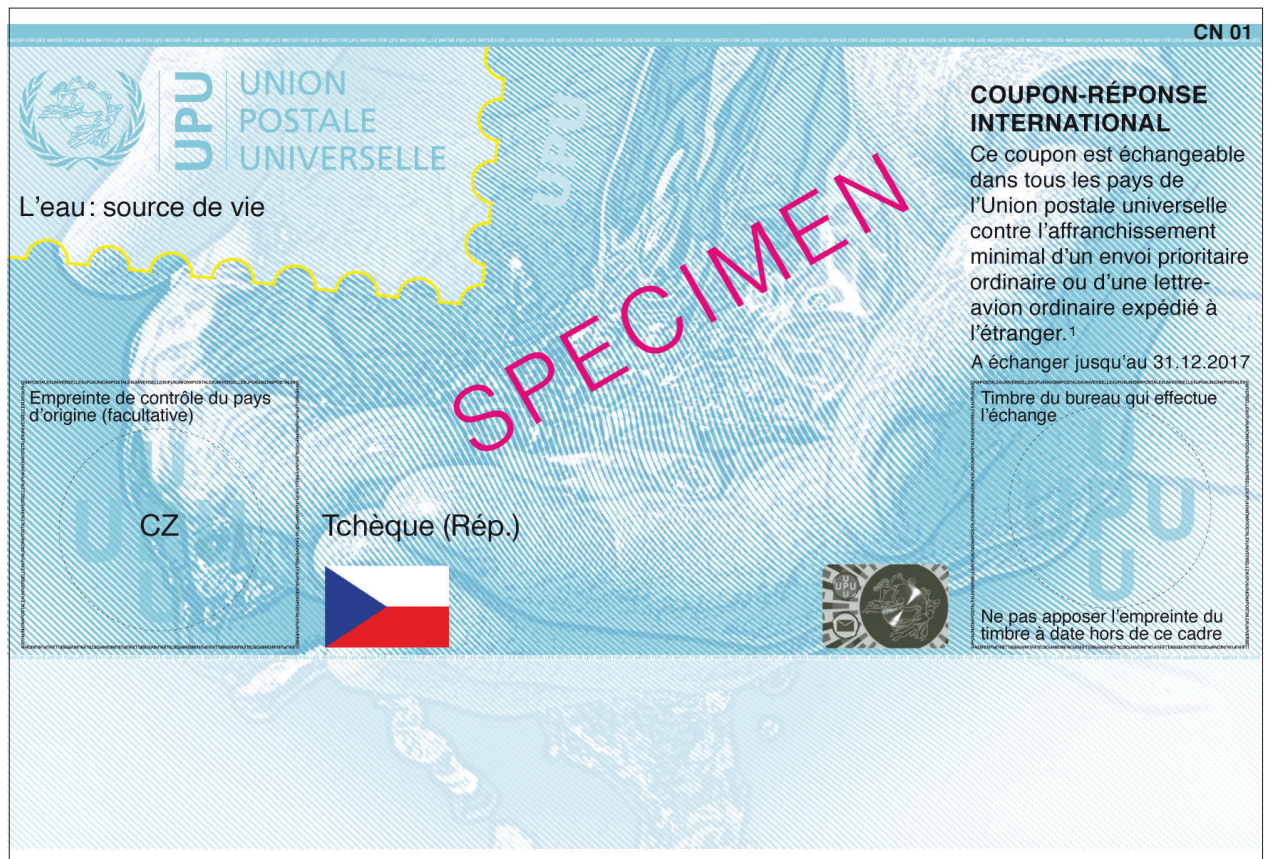
1 Designated operators shall be permitted to sell international reply coupons issued by the International Bureau and to limit their sale in accordance with their internal legislation.

2 The value of the reply coupon provided for in article 15.3.2 of the Convention shall be 0.74 SDR. The selling price fixed by the designated operators concerned may not be less than this value.

3 Reply coupons shall be exchangeable in any member country for postage stamps and, if not precluded by the internal legislation of the country of exchange, for postal stationery or postal prepayment marks or impressions representing the minimum postage prepayable on an unregistered priority letter-post item or an unregistered airmail letter sent abroad, whatever the country of destination.

4 The designated operator of a member country may, in addition, reserve the right to require the reply coupons and the items to be prepaid in exchange for those reply coupons to be presented at the same time.

5 International reply coupons shall conform to the annexed specimen CN 01. They shall be printed, on paper bearing as a watermark the initials UPU in large letters, under arrangements made by the International Bureau. The name of the country of origin shall be printed on the coupons. They shall also have printed on them, inter alia, a standardized UPU barcode containing the ISO code of the country, the date of printing and the International Bureau selling price expressed in SDR. They shall be delivered once the designated operators have paid the amount of the invoice previously sent to them by the International Bureau, made up of the value of the coupons and associated production, management, transport and insurance costs.



¹ This explanation is repeated on the back of the coupon in Arabic, Chinese, English, German, Russian and Spanish.

Letter Post, Doha 2012, art RL 146.5 – Size 149 x 102 mm

6 Designated operators shall order international reply coupons from the International Bureau. The minimum order quantity shall be 1,000 IRCs. Additional IRCs may be ordered in bundles of 1,000. The International Bureau shall prepare a delivery bill within 10 working days of receipt of the order and send it to the designated operator concerned. The payment period shall be six weeks from the date on which the bill is sent. In the event of non-payment within this period, the bill and the related order shall be cancelled. However a designated operator with a credit at the International Bureau arising from an international reply coupon account may use it for the partial or full settlement of the delivery bill.

7 Each designated operator shall have the option of indicating the selling price on the reply coupons by asking the International Bureau for this price to be indicated at the time of printing.

8 The validity period of the coupon shall be indicated on it. Post offices shall satisfy themselves as to the genuineness of the documents when they exchange them and check particularly the presence of the watermark and other security features, details of which will be communicated in advance by the International Bureau. Reply coupons on which the printed text does not agree with the official text or whose security features are non-compliant shall be refused as invalid. Exchanged reply coupons shall be marked with an impression of the date-stamp of the office exchanging them.

9 Exchanged reply coupons shall be returned to the International Bureau in packets of a thousand. Designated operators that exchange less than a thousand coupons per year may return the coupons they have exchanged to the International Bureau at the end of the year. They shall be sent together with a CN 03 statement prepared in duplicate and showing their total number and value. The value shall be calculated according to the rate provided for under 2. In case of change in this rate, all reply coupons exchanged before the date of the change shall be sent in a single consignment including, by way of exception, broken lots; they shall be accompanied by a special CN 03 statement made out in the old value.

10 After verification by the International Bureau, the CN 03 shall be duly dated and signed and returned to the designated operator. The International Bureau will, on the basis of the CN 03s received and a physical inspection thereof, prepare a final statement of coupons exchanged. It shall make payment on the basis of these statements. Payment shall be made within a period of six weeks after the end of each quarter. Designated operators shall have the option of receiving payments direct, or having them entered to their credit with the International Bureau. The minimum amount that can be transferred to a bank or postal account shall be 200 SDR. Amounts lower than this shall automatically be paid to the operator's credit with the International Bureau. No credit shall be given for forged or counterfeit coupons exchanged.

11 A separate accounting system for IRCs comprising a separate account for each designated operator participating in this service shall be created at the International Bureau. This system shall be managed in accordance with the relevant provisions of the Regulations for the administrative and financial management of International reply coupons.

12 The International Bureau shall also take back damaged reply coupons sent together with a separate CN 03 statement prepared in duplicate, provided that at least part of the barcode enables the value of such coupons to be determined.

■ **Commentary**

146.1 DOs availing themselves of the option of selling reply coupons are listed in the Letter Post Compendium.

The option of limiting the sale of reply coupons is provided to prevent abuse of international reply coupons as a means of payment for matters not connected with the postal service, in particular when currency values are disrupted in certain countries.

146.2 Up to the 1989 Washington Congress, the value of the reply coupon was aligned with the amount of the highest charge for a letter of 20 g (100% increase in the basic charge authorized since the 1979 Rio de Janeiro Congress). When the 1989 Washington Congress changed the basic rates to guideline rates, and as a result abolished the upper and lower limits of the charges, it fixed the value of the reply coupon at double the basic charge for a 20 g letter.

146.3 The exchange of reply coupons is compulsory for all countries even though their sale is optional. If the sender asks – in exchange for a reply coupon – for a commemorative stamp or stamps on which a supplement is payable, he will have to pay the supplement himself (decision C 5/Brussels 1952).

Reply coupons intended for exchange against the postage stamps necessary for prepaying items to be sent to countries with which a DO has an agreement on reduced charges must be exchanged against the value of the postage prepayable for countries with which no agreement on reduced charges exists (decision C 6/Paris 1947).

In countries applying the provisions relating to standardized items (art RL 107.8 and RL 130) two different rates may be applied to letters up to 20 g. To take account of this situation, the 1974 Lausanne Congress replaced the expression “postage prepayable on an unregistered letter of the first weight step” by “minimum postage prepayable on an unregistered letter” to specify that in such countries the equivalent value of a reply coupon is that of the postage payable on a standardized letter.

International reply coupons will be exchangeable for postage stamps representing the value of the highest charge fixed for airmail letters or priority letters for abroad.

Designated operator
and postal address**DETAILED STATEMENT**
Reply coupons exchanged**CN 03**

Date

UPU International Bureau
International Reply Coupons
P.O. Box 312
3000 BERNE 15
SWITZERLAND**Notes**Consignments of reply coupons
must not contain fractions of a hundred

Reply coupons at 0.74 SDR exchanged and sent to the International Bureau	Number	Amount
		SDR

Designated operator preparing the statement
SignatureSeen and accepted by the International Bureau of the UPU
Place, date and signature

Berne,

Method of reimbursement

In order to proceed with reimbursement of the sum of _____ SDR under optimum conditions, please indicate the preferred method of reimbursement from among the following two options:

☐ *OPTION 1: transfer to a bank or postal account*

Transfers of 200 SDR or more can only be made to the official accounts indicated by designated operators in an International Bureau circular concerning the settlement of international postal accounts. In the absence of such a circular, or for amounts below 200 SDR, the International Bureau will provisionally and automatically apply option 2 below.

Choice of currency:

☐ USD (United States dollars)☐ EUR (euros)☐ CHF (Swiss francs)☐ *OPTION 2: enter the sum of _____ SDR to our designated operator's credit with the International Bureau.*

Designated operator. Authority responsible for international accounts.

Name and title of signatory

Stamp, date and signature

Prot Article RL XXV

International reply coupons issued before 1 January 2002

1 International reply coupons of the earlier type issued before 1 January 2002 and exchanged up to 30 June 2006 shall be settled direct between the designated operators concerned in accordance with the provisions indicated hereinafter. They may no longer be the subject of the General liquidation account of international reply coupons prepared by the International Bureau.

2 In the absence of a special agreement, after this transitional period, international reply coupons of the earlier type shall no longer give rise to a settlement between designated operators.

3 In the liquidation accounts between designated operators, the value of reply coupons shall be calculated at the rate of 0.74 SDR per coupon.

4 Exchanged reply coupons shall be sent every year, at the latest within six months after the end of the period concerned, to the designated operators that issued them, with their total number and value indicated on a statement conforming to the annexed specimen CN 02bis.

5 Reply coupons charged by mistake to the account of a designated operator other than the issuing designated operator shall be deducted from the latter's account and returned to the designated operator that wrongly sent them; they shall then be marked accordingly. This operation may be carried out during the following accounting period in order to avoid an additional account. This provision shall not be applied beyond 2006.

6 As soon as two designated operators have agreed on the number of reply coupons exchanged in their reciprocal relations, the creditor designated operator shall prepare and send in duplicate to the debtor designated operator for approval a statement conforming to the annexed specimen CN 03bis, if the balance exceeds 74 SDR and if a special regulation has not been provided for between the designated operators in question. If, within one month from the date of dispatch of the statement, the creditor designated operator has received no comment, the amount on this statement shall be regarded as fully accepted.

7 When the balance between two designated operators does not exceed 74 SDR, this balance shall be brought forward to that of the following year by the creditor designated operator. If the balance is less than 74 SDR in the final account of reply coupons exchanged up to 30 June 2006, no payment shall be made.

8 Payment shall be made as quickly as possible and at the latest within six weeks from the date of acceptance or of notification that the balance to be settled is fully accepted.

9 International reply coupons of a type issued before 1 January 2002 shall no longer be exchanged at post offices after 31 August 2007.

■ **Commentary**

XXV.1 The dates were modified by the IB following the decision by the POC Chairman to extend the deadline – see IB circ No. 304 of 19 September 2005.

XXV.9 The 2007 POC decided that old IRCs issued prior to 2002 could no longer be exchanged as from 1 September 2007.

Creditor designated operator	DETAILED STATEMENT Reply coupons		CN 02bis
Designated operator which issued the reply coupons	Date of statement		
	Period of statement		
Coupons of 0.74 SDR	Number	Amount	
	SDR		
The designated operator preparing the statement Place, date and signature of official	Seen and accepted by the debtor designated operator Place, date and signature		

Creditor designated operator

RECAPITULATIVE STATEMENT
Reply coupons

CN 03bis

Debtor designated operator	Date of statement
	Period of statement

Reply coupons

Designated operator which issued the coupons	Designated operator which exchanged the coupons	Number	Value calculated at 0.74 SDR per coupon
Balance to the credit of			

The creditor designated operator
Place, date and signature

Prot Article RL XXVI

Adjustment of debts arising from the settlement of accounts through the final liquidation account for international reply coupons distributed before 1 January 2002

1 Debts payable to a designated operator as a result of the settlement of accounts through the International Bureau's final liquidation account for international reply coupons distributed before 1 January 2002 which are overdue after 1 April 2003 may be adjusted against credits from any other designated operator due to the debtor concerned. Before taking such a step, the International Bureau shall consult the creditor concerned and send a reminder to the defaulting debtor. If no payment is made within a period of one month from the date of this reminder, the International Bureau shall be competent to make the necessary accounting adjustments unilaterally after informing all the concerned parties. The consent of the defaulting debtor shall not be necessary.

2 When making these accounting adjustments, the International Bureau shall only offset accounts that have been accepted by both the defaulting debtor and the designated operator owing money to the defaulting debtor.

3 The defaulting debtor shall have no claim against the designated operator owing money to it for any credits attributed by the International Bureau to the creditor in accordance with the procedure prescribed in paragraph 1.

Article RL 147

Consignment Service

1 Designated operators may agree among themselves to take part in an optional "Consignment" service for collective items from one consignor sent abroad.

2 Wherever possible, this service shall be identified by the logo defined in 4.

3 The details of this service shall be laid down bilaterally between the designated operator of origin and the designated operator of destination on the basis of provisions defined by the Postal Operations Council.

4 Identification of the "Consignment" service

4.1 The logo designed to identify the "Consignment" service shall consist of the following components:

4.1.1 the word "CONSIGNMENT" in blue;

4.1.2 three horizontal bands (one red, one blue and one green).



Articles 16 and 17 See sections L and M.

Section F

Special provisions and Customs matters

Article 18

Items not admitted. Prohibitions

- 1 General**
- 1.1** Items not fulfilling the conditions laid down in the Convention and the Regulations shall not be admitted. Items sent in furtherance of a fraudulent act or with the intention of avoiding full payment of the appropriate charges shall not be admitted.
- 1.2** Exceptions to the prohibitions contained in this article are set out in the Regulations.
- 1.3** All member countries or their designated operators shall have the option of extending the prohibitions contained in this article, which may be applied immediately upon their inclusion in the relevant compendium.
- 2 Prohibitions in all categories of items**
- 2.1** The insertion of the articles referred to below shall be prohibited in all categories of items:
 - 2.1.1** narcotics and psychotropic substances, as defined by the International Narcotics Control Board, or other illicit drugs which are prohibited in the country of destination;
 - 2.1.2** obscene or immoral articles;
 - 2.1.3** counterfeit and pirated articles;
 - 2.1.4** other articles the importation or circulation of which is prohibited in the country of destination;
 - 2.1.5** articles which, by their nature or their packing, may expose officials or the general public to danger, or soil or damage other items, postal equipment or third-party property;
 - 2.1.6** documents having the character of current and personal correspondence exchanged between persons other than the sender and the addressee or persons living with them;
- 3 Explosive, flammable or radioactive materials and dangerous goods**
- 3.1** The insertion of explosive, flammable or other dangerous goods as well as radioactive materials shall be prohibited in all categories of items.
- 3.2** The insertion of replica and inert explosive devices and military ordnance, including replica and inert grenades, inert shells and the like, shall be prohibited in all categories of items.
- 3.3** Exceptionally, the dangerous goods specifically referred to in the Regulations as being admissible shall be admitted.

- 4 Live animals**
 - 4.1 Live animals shall be prohibited in all categories of items.**
 - 4.2 Exceptionally, the following shall be admitted in letter-post items other than insured items:**
 - 4.2.1 bees, leeches and silk-worms;**
 - 4.2.2 parasites and destroyers of noxious insects intended for the control of those insects and exchanged between officially recognized institutions;**
 - 4.2.3 flies of the family Drosophilidae for biomedical research exchanged between officially recognized institutions.**
 - 4.3 Exceptionally, the following shall be admitted in parcels:**
 - 4.3.1 live animals whose conveyance by post is authorized by the postal regulations and/or national legislation of the countries concerned.**
- 5 Insertion of correspondence in parcels**
 - 5.1 The insertion of the articles mentioned below shall be prohibited in postal parcels:**
 - 5.1.1 correspondence, with the exception of archived materials, exchanged between persons other than the sender and the addressee or persons living with them.**
- 6 Coins, bank notes and other valuable articles**
 - 6.1 It shall be prohibited to insert coins, bank notes, currency notes or securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver, whether manufactured or not, precious stones, jewels or other valuable articles:**
 - 6.1.1 in uninsured letter-post items;**
 - 6.1.1.1 however, if the national legislation of the countries of origin and destination permits this, such articles may be sent in a closed envelope as registered items;**
 - 6.1.2 in uninsured parcels; except where permitted by the national legislation of the countries of origin and destination;**
 - 6.1.3 in uninsured parcels exchanged between two countries which admit insured parcels;**
 - 6.1.3.1 in addition, any member country or designated operator may prohibit the enclosure of gold bullion in insured or uninsured parcels originating from or addressed to its territory or sent in transit à découvert across its territory; it may limit the actual value of these items.**
- 7 Printed papers and items for the blind:**
 - 7.1 shall not bear any inscription or contain any item of correspondence;**
 - 7.2 shall not contain any postage stamp or form of prepayment, whether cancelled or not, or any paper representing a monetary value, except in cases where the item contains as an enclosure a card, envelope or wrapper bearing the printed address of the sender of the item or his agent in the country of posting or destination of the original item, which is prepaid for return.**

8 Treatment of items wrongly admitted

8.1 The treatment of items wrongly admitted is set out in the Regulations. However, items containing articles mentioned in 2.1.1, 2.1.2, 3.1 and 3.2 shall in no circumstances be forwarded to their destination, delivered to the addressees or returned to origin. In the case of articles mentioned in 2.1.1, 3.1 and 3.2 discovered while in transit, such items shall be handled in accordance with the national legislation of the country of transit.

■ Commentary

18.2.1.1 The International Narcotics Control Board (INCB) defines the types of substances under international control and classifies them according to the categories of narcotics or psychotropic substances. These INCB classifications do not adequately capture all of the illicit drugs or controlled substances which are prohibited in many UPU member countries.

The list of narcotics and psychotropic substances placed under international control (abbreviated list) is given in part III of the List of Prohibited Articles.

In an inquiry conducted by the IB among DOs on smuggling narcotics and psychotropic substances by post, a number of difficulties emerged, particularly as regards the attitude to be adopted by the intermediate country having regard to the freedom of transit when closed mails are suspected of containing such arts. Congress adopted in this connection formal opinion C 54/Washington 1989, the operative part of which is given below:

“Congress invites postal administrations:

- i – to cooperate in combating the traffic in narcotics and psychotropic substances whenever they are legally required to do so by their national authorities responsible for this matter;
- to ensure respect for the fundamental principles of the international Post, in particular, the freedom of transit (art 1 of the Constitution and art 4 of the Convention);
- ii to make all appropriate arrangements with the relevant authorities of their countries to ensure that bags of mail in transit suspected of enclosing items containing narcotics or psychotropic substances are not opened, but to advise:
 - a by the quickest means, at the request of their customs authorities the administration of destination so that the suspected bags can easily be identified on arrival;
 - b by verification note, the administration of origin of the mail;
- iii to approach the legislative authorities, in consultation with the customs services, to ensure that laws and regulations do not prevent the use of the technique known as ‘controlled delivery’; the Customs of the transit country, if necessary with the agreement of the competent authorities, must take appropriate measures to inform the customs authorities of the country of destination and, possibly, of the country of origin of the suspect mails.”

18.2.1.2 It is at the discretion of each DO to decide what is meant by the term “obscene”.

18.2.1.3 Non-admission for conveyance or transit of correspondence items should be notified to the DOs so that the public may be informed of the prohibition in good time.

Information about current prohibitions in Union member countries is communicated to the IB, which updates the List of Prohibited Articles on that basis. Each DO must ensure that, wherever possible, the information about current prohibition in its country and sent to the IB is set out in clear, precise and detailed terms and that it is kept up-to-date.

18.3 In addition to explosive or flammable substances, compressed gases, corrosive liquids, oxidizing and toxic substances and any other substances which could endanger human life or cause damage are to be considered dangerous.

The “List of definitions of dangerous goods prohibited from conveyance by post”, drawn up by the International Civil Aviation Organization (ICAO) is given in part IV of the List of Prohibited Articles (pink sheets). With regard to the safety of staff involved in handling items presumed to be dangerous (mail bombs), Congress issued recommendation C 76/Rio de Janeiro 1979, recommending to DOs that they:

“a As preventive measures:

- i establish permanent liaison with the competent authorities of their countries (police, customs, national security committees, etc.) in order:

- to be informed of any threats or of signs indicating the dispatch of dangerous items;
 - to settle questions concerning the examination of items and the destruction of dangerous arts;
 - ii issue directives for their services based in particular on the information contained in the CCPS study on the measures to be taken to detect mail bombs and to protect staff against the risk of explosion when such items are discovered in the mail;
 - iii ensure that the examination of items presumed to be dangerous is carried out by the most appropriate methods;
 - iv have their national legislation adapted or supplemented, if necessary, with a view to authorizing operations enabling mail bombs to be detected;
 - v in conjunction with the competent authorities, alert the public with as much information as possible, subject to any security restrictions, so that they can take all necessary precautions for their personal safety;
- b As soon as dangerous items are reported or their presence presumed:
- i give the staff concerned full particulars concerning the external appearance of these items and the need to handle them with particular caution;
 - ii inform immediately and as fully as possible, by telecommunication, the IB of the UPU and the foreign postal administrations directly threatened.”

It also instructed the IB to inform immediately the DOs of all member countries of the Union and to send them any information which may be of interest to them.

Congress also passed resolution C 39/Seoul 1994 urging DOs, with the assistance of the IB, to:

- a strengthen measures aimed at preventing and detecting the insertion of prohibited and dangerous arts in postal items;
- b develop to this end educational measures suited to the local situation, for the benefit of postal customers and staff;
- c ensure wide dissemination of these measures and appropriate training for the staff, using the most effective modern technical methods.

18.3.2 Grenades and other military ordnance which have purportedly been rendered inert present a security risk at the point of origin, during transport and at destination. Whether or not such devices have been truly rendered inert can be determined only by experts. In cases where the deactivation of the device has not been performed properly, the item remains an actual dangerous good as specified in paragraph 3. Whether or not devices are inert, the frequent discovery of such items in the offices of exchange desensitizes both postal and customs employees to situations that involve genuine dangerous goods.

This prohibition applies to devices that were originally designed for military or combative use, including training. Therefore, smoke grenades, shells, hand grenades or any other ordnance that have been rendered inert are prohibited by this article, as are such devices when designed for military or combative training purposes. The prohibition is also extended to replicas of such items.

The prohibition does not extend to items such as children’s toys or articles that do not replicate grenades or military ordnance in a realistic manner.

Ordnance is defined as ammunition products and components that may pose an explosive safety risk.

18.6 By “currency notes” are meant notes issued by governmental, regional or municipal authorities as legal tender, as opposed to those issued by banking houses under the control and with the authorization of the government.

Cheques, securities payable to bearer and generally speaking any negotiable instruments which can easily be cashed at a bank shall be considered as “securities payable to bearer”. Papers “representing a monetary value”, such as lottery tickets, postage stamps and transport vouchers, may be enclosed in unregistered priority items and in unregistered sealed letters, while still prohibited in reduced-rate items.

Information about the admission in registered items under sealed cover are given in the Letter Post Compendium.

Prot Article VII

Prohibitions (letter post)

1 Exceptionally, Dem. People's Rep. of Korea and Lebanon shall not accept registered items containing coins, bank notes, securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver whether manufactured or not, precious stones, jewels or other valuable articles. They shall not be strictly bound by the provisions of the Letter Post Regulations with regard to their liability in cases of theft or damage, or where items containing articles made of glass or fragile articles are concerned.

2 Exceptionally, Bolivia, China (People's Rep.), excluding Hong Kong Special Administrative Region, Iraq, Nepal, Pakistan, Saudi Arabia, Sudan and Viet Nam shall not accept registered items containing coins, bank notes, currency notes or securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver whether manufactured or not, precious stones, jewels or other valuable articles.

3 Myanmar reserves the right not to accept insured items containing the valuable articles listed in article 18.6, as this is contrary to its internal regulations.

4 Nepal does not accept registered items or insured items containing currency notes or coins, except by special agreement to that effect.

5 Uzbekistan does not accept registered or insured items containing coins, bank notes, cheques, postage stamps or foreign currency and shall accept no liability in cases of loss of or damage to such items.

6 Iran (Islamic Rep.) does not accept items containing articles contrary to the principles of the Islamic religion, and reserves the right not to accept letter-post items (ordinary, registered or insured) containing coins, bank notes, travellers' cheques, platinum, gold or silver, whether manufactured or not, precious stones, jewels or other valuable articles, and shall accept no liability in cases of loss or damage to such items.

7 The Philippines reserves the right not to accept any kind of letter post (ordinary, registered or insured) containing coins, currency notes or securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver, whether manufactured or not, precious stones or other valuable articles.

8 Australia does not accept postal items of any kind containing bullion or bank notes. In addition, it does not accept registered items for delivery in Australia, or items in transit à découvert, containing valuables such as jewellery, precious metals, precious or semi-precious stones, securities, coins or any form of negotiable financial instrument. It declines all liability for items posted which are not in compliance with this reservation.

9 China (People's Rep.), excluding Hong Kong Special Administrative Region, shall not accept insured items containing coins, bank notes, currency notes or

securities of any kind payable to bearer and travellers' cheques in accordance with its internal regulations.

10 Latvia and Mongolia reserve the right not to accept, in accordance with their national legislation, ordinary, registered or insured mail containing coins, bank notes, securities payable to bearer and travellers' cheques.

11 Brazil reserves the right not to accept ordinary, registered or insured mail containing coins, bank notes in circulation or securities of any kind payable to bearer.

12 Viet Nam reserves the right not to accept letters containing articles or goods.

13 Indonesia does not accept registered or insured items containing coins, bank notes, cheques, postage stamps, foreign currency, or any kind of securities payable to bearer for delivery in Indonesia, and shall accept no liability in cases of loss of or damage to such items.

14 Kyrgyzstan reserves the right not to accept letter-post items (ordinary, registered, insured, small packets) containing coins, currency notes or securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver, whether manufactured or not, precious stones, jewels or other valuable articles, and shall accept no liability in cases of loss of or damage to such items.

15 Azerbaijan and Kazakhstan shall not accept registered or insured items containing coins, banknotes, credit notes or any securities payable to bearer, cheques, precious metals whether manufactured or not, precious stones, jewels and other valuable articles or foreign currency, and shall accept no liability in cases of loss of or damage to such items.

16 Moldova and the Russian Federation do not accept registered or insured items containing bank notes in circulation, securities (cheques) of any kind payable to bearer or foreign currency, and shall accept no liability in cases of loss of or damage to such items.

17 Notwithstanding article 18.3, France reserves the right not to accept items containing goods in cases where these items do not comply with its national regulations, or international regulations, or technical and packing instructions for air transport.

Prot Article VIII See Parcel Post Manual.

Prot Article IX

Articles subject to customs duty

1 With reference to article 18, Bangladesh and El Salvador do not accept insured items containing articles subject to customs duty.

2 With reference to article 18, Afghanistan, Albania, Azerbaijan, Belarus, Cambodia, Chile, Colombia, Cuba, Dem. People's Rep. of Korea, El Salvador, Estonia, Kazakhstan, Latvia, Moldova, Nepal, Peru, Russian Federation, San Marino, Turkmenistan, Ukraine, Uzbekistan and Venezuela (Bolivarian Rep.) do not accept ordinary and registered letters containing articles subject to customs duty.

3 With reference to article 18, Benin, Burkina Faso, Côte d'Ivoire (Rep.), Djibouti, Mali and Mauritania do not accept ordinary letters containing articles subject to customs duty.

4 Notwithstanding the provisions set out under 1 to 3, the sending of serums, vaccines and urgently required medicaments which are difficult to procure shall be permitted in all cases.

■ Commentary

Prot IX.4 The word “medicaments” may in no case be used to designate the narcotics and psychotropic substances mentioned in art 18.2.1.1 of the Conv.

Article RL 148

Dangerous goods prohibited from insertion in letter-post items

1 The articles covered by the “Recommendations on Transport of Dangerous Goods” drawn up by the United Nations, with the exception of certain dangerous goods provided for in the existing Regulations, and by the Technical Instructions of the International Civil Aviation Organization (ICAO) and International Air Transport Association (IATA) Dangerous Goods Regulations shall be considered as dangerous goods in accordance with the provisions of article 18.3.1 of the Convention and prohibited from insertion in letter-post items.

1bis Each designated operator shall establish procedures and training programmes with a view to controlling the introduction of undeclared or inadmissible dangerous goods into its postal services, in compliance with national and international rules and regulations.

Article RL 149

Treatment of items wrongly admitted

1 Items that have been wrongly admitted and that do not differ fundamentally from the conditions of article 13 of the Convention as regards classification and weight and those of the present Regulations regarding contents, size, make-up and marking shall nevertheless be delivered to the addressees without surcharge.

Items wrongly admitted containing infectious substances or radioactive materials and not complying with the provisions of articles RL 132, RL 134 and RL 135 may also be delivered to the addressees if the provisions applicable in the country of destination allow this. If delivery is inappropriate or impossible, items wrongly admitted shall be returned to the designated operator of origin.

2 Items containing articles mentioned in articles 18.2.1.1 and 18.3.1 of the Convention and wrongly admitted to the post shall be dealt with according to the legislation of the country of the designated operator of origin, transit or destination establishing their presence.

3 The designated operator of destination may deliver to the addressee the part of the contents which is not subject to prohibition.

4 When an item or part of its contents wrongly admitted to the post is neither returned to sender nor delivered to the addressee, the designated operator of origin shall be notified without delay how it has been dealt with. This notification shall clearly indicate the prohibition under which the item falls and the articles which gave rise to seizure. A wrongly admitted item which is returned to origin shall be accompanied by a similar notification.

5 In the event of the seizure of a wrongly admitted item, the designated operator of transit or destination shall notify the designated operator of origin through the dispatch of a CN 13 report or, if agreed bilaterally, by using the appropriate standard UPU EDI item-level message (EME tracking event and corresponding retention code).

6 Moreover, the right of every member country shall be reserved to deny conveyance in transit à découvert over its territory to letter-post items, other than letters, postcards and items for the blind, which do not satisfy the legal requirements governing the conditions of their publication or circulation in that country. Such items shall be returned to the designated operator of origin.

7 Letter-post items containing items whose early deterioration or decay is to be feared

7.1 Articles contained in a letter-post item whose early deterioration or decay is to be feared, and those articles only, may be sold immediately, without prior notice. The sale shall be on behalf of the rightful owner even in course of transmission on either the outward or the return journey. If sale is impossible, the spoilt or decayed articles shall be destroyed.

7.2 When a letter-post item has been sold or destroyed in accordance with 7.1, a formal report of the sale or destruction shall be drawn up. A copy of the report accompanied by a CN 43 verification note shall be sent to the office of origin.

7.3 The proceeds of the sale shall serve in the first instance to defray the charges on the letter-post item. The balance, if any, shall be sent to the office of origin to be handed to the sender. The latter shall bear the costs of forwarding it.

■ **Commentary**

149.4 Form CN 13 may be used to inform the DO of origin.

Prot Article RL XIII

Treatment of items wrongly admitted

1 Afghanistan, Angola, Djibouti and Pakistan shall not be obliged to comply with the provisions laid down in article RL 149.4, according to which “This notification shall clearly indicate the prohibition under which the item falls and the articles which gave rise to its seizure.”

2 Afghanistan, Angola, Argentina, Australia, Azerbaijan, Canada, Dem. People’s Rep. of Korea, Djibouti, Estonia, Kazakhstan, Kyrgyzstan, Nepal, Sudan, Tajikistan, Turkmenistan, Ukraine, Uzbekistan and Viet Nam reserve the right to provide the information about the reasons for the seizure of a postal item only within the limits of the information provided by the customs authorities and in accordance with internal legislation.

3 The United States of America reserves the right to treat as wrongly admitted, and to deal with according to its domestic legislation and customs practice, any item containing controlled substances, as defined in section 1308 of Title 21 of the U.S. Code of Federal Regulations.

4 France shall apply the provisions of article RL 149.6 only to items for the blind, without prejudice to its national regulations.

Designated operator of

Office preparing the report

REPORT
Information about a seized
postal item

Date

Reference

CN 13

To the designated operator of

Notes

One form is sufficient for several items posted at the same time by the same sender to the same addressee

Description of seized item	Nature of item	
	<input type="checkbox"/> Priority <input type="checkbox"/> Non-priority <input type="checkbox"/> Parcel <input type="checkbox"/> Ordinary <input type="checkbox"/> Registered	
	<input type="checkbox"/> Letter <input type="checkbox"/> Printed paper <input type="checkbox"/> Small packet <input type="checkbox"/> Insured	
	No. of item	Weight of item
Posting of item	Information concerning forwarding	
	<input type="checkbox"/> Airmail <input type="checkbox"/> S.A.L. <input type="checkbox"/> Surface	
	Office of origin	Date of posting
	Dispatching office of exchange	Date
Sender	Name and full address	
Addressee	Name and full address	

Information about the seizure	Reason for seizure	
	<input type="checkbox"/> Dangerous goods <input type="checkbox"/> Violates import regulations	
	<input type="checkbox"/> Narcotics <input type="checkbox"/> Violates public/moral/religious precepts	
	<input type="checkbox"/> Counterfeit or pirated articles	
	Applicable regulation	Article
	<input type="checkbox"/> UPU Convention	
	<input type="checkbox"/> National legislation (specify)	
	Consequently, we have seized	
	<input type="checkbox"/> the entire contents of the item	
	<input type="checkbox"/> the part of the item specified below which violates current regulations:	

In witness whereof we have prepared this report in duplicate in order that effect may be given to it in accordance with the Convention	Customs official Place and signature	Head of office at which seizure took place Place and signature
	_____	_____

Reserved for the office of origin of the item	Comments, if any	
	Signature of the sender or of his attorney (if applicable)	Office of origin of the item Date and signature

Article RL 150
Redirection

- 1 If an addressee changes his address, items shall be reforwarded to him forthwith, subject to the conditions laid down below.
- 2 Items shall not however be redirected:
 - 2.1 if the sender has forbidden redirection by means of a note in a language known in the country of destination;
 - 2.2 if they bear in addition to the addressee's address the expression "or occupant".
- 3 Designated operators which collect a charge for requests for redirection in their internal services shall be authorized to collect this same charge in the international service.
- 4 Apart from the exceptions provided for below, no additional charge shall be collected for letter-post items redirected from country to country. However, designated operators which collect a charge for redirection of items in their internal service shall be authorized to collect this same charge on the international letter-post items redirected within their own countries.
- 5 Redirection procedures
 - 5.1 Items addressed to addressees who have changed their address shall be considered as addressed direct from the place of origin to the place of new destination.
 - 5.2 Any insured item the addressee of which has left for another country may be redirected if that country operates the service in its relations with the country of the first destination. If it does not, the item shall be sent back forthwith to the designated operator of origin for return to the sender.
 - 5.3 Redirection from one country to another shall be effected only if the items satisfy the conditions for the onward conveyance. This shall also apply to items originally for an address within a country.
 - 5.4 On redirection, the reforwarding office shall apply its date-stamp to the front of items in the form of cards and on the back of all other categories of items.
 - 5.5 Unregistered or registered items returned to senders for completion or correction of the address shall not be considered as redirected items on reposting. They shall be treated as new correspondence, liable to a new charge.
 - 5.6 If the attempt to deliver an express item at the place of address by a messenger has failed, the reforwarding office shall strike through the label or the indication "Express" with two thick horizontal lines.
 - 5.7 Each designated operator may lay down a redirection period in accordance with that in force in its internal service.

6 Forwarding

- 6.1 Priority items and airmail items shall be redirected to their new destination by the quickest route (air or surface).
- 6.2 Other items shall be redirected by the means of transport normally used for non-priority or surface items (including S.A.L.). They may be reforwarded by priority or air at the express request of the addressee if the latter undertakes to pay the difference in postage for the new priority transmission or for the new air route. In this case, the difference in postage shall be collected, in principle, at the time of delivery of the item and retained by the delivering designated operator. All items may also be reforwarded by the quickest route if the difference in postage is paid at the redirecting office by a third person. Redirection of such items by the quickest route within the country of destination shall be governed by the internal regulations of that country.
- 6.3 Designated operators which apply combined charges may fix special fees, which must not exceed the combined charges, for the redirection by air or by priority means under the conditions laid down under 6.2.

7 Charges

- 7.1 Items unpaid or underpaid for their first transmission shall be subject to the charge which would have been applied to them if they had been addressed direct from the point of origin to the place of the new destination.
- 7.2 Items properly prepaid for their first transmission, but on which the additional charge for the further transmission has not been paid before their redirection, shall be subject to a charge representing the difference between the postage already paid and that which would have been charged if the items had been dispatched originally to their new destination. To this charge shall be added the handling charge for unpaid or underpaid items. If reforwarded by air or by priority means, the items shall in addition be subject, for their further transmission, to the surcharge, combined charge or special fee according to 6.2 and 6.3.
- 7.3 Items having originally circulated free of postal charges within a country shall be subject to the postage charge which would have been payable if these items had been addressed direct from the place of origin to the place of the new destination. To this charge shall be added the handling charge for unpaid or underpaid items.
- 7.4 In the event of redirection to another country, the following charges shall be cancelled:
 - 7.4.1 the poste restante charge;
 - 7.4.2 the presentation-to-Customs charge;
 - 7.4.3 the storage charge;
 - 7.4.4 the commission charge;
 - 7.4.5 the additional express charge;
 - 7.4.6 the charge for delivery of small packets to the addressee.
- 7.5 The customs duty and other fees of which it has not been possible to secure cancellation on redirection or on return to origin shall be collected COD from the designated operator of the new destination. In that case, the designated operator of the original destination shall attach to the item an explanatory note and a CN 29ter coupon. If there is no cash-on-delivery

- service between the designated operators concerned, the charges in question shall be recovered by correspondence.
- 7.6 Redirected letter-post items shall be delivered to the addressees on payment of the charges incurred on departure, on arrival, or in course of transmission due to redirection after the first transmission. The customs duty or other special charges which the reforwarding country does not cancel shall also be paid by the addressees.
- 8 Collective redirection
- 8.1 Unregistered items to be redirected to the same person at a new address may be enclosed in CN 14 collective envelopes supplied by designated operators. Only the name and the new address of the addressee shall be written on these envelopes.
- 8.2 When the number of items to be collectively reforwarded justifies it, a receptacle may be used. In this case the details required shall be entered on a special label provided by the designated operator and printed, generally, on the pattern of the CN 14 envelope.
- 8.3 Items to be submitted to customs control shall not be enclosed in these envelopes or receptacles. Items of which the shape, volume and weight may cause tearing shall also be excluded.
- 8.4 The CN 14 collective envelopes and receptacles used for collective redirection of correspondence shall be forwarded to the new destination by the route prescribed for individual items.
- 8.5 The envelope or receptacle shall be presented open at the redirecting office. That office shall collect, if necessary, the additional charges to which the redirected items may be subject. When the additional charge has not been paid the charge to be collected on arrival shall be marked on the items. After checking it, the forwarding office shall close the envelope or receptacle. It shall apply to the envelope or receptacle label, where necessary, the T stamp indicating that charges are to be collected for all or some of the redirected items.
- 8.6 On arrival at its destination, the envelope or receptacle may be opened and its contents checked by the delivering office which shall collect, where necessary, the unpaid additional charges. The handling charge on unpaid or underpaid items shall be collected only once for all items inserted in the envelopes or receptacles.
- 8.7 Unregistered items addressed either to sailors and passengers aboard the same ship, or to persons travelling as a party, may also be treated as provided for under 8.1 to 8.6. In that case, the envelopes or receptacle labels shall bear the address of the ship or of the shipping or travel agency, etc., to which the envelopes or receptacles shall be delivered.

■ Commentary

150.1 In resolution C 52/Seoul 1994, Congress urged DOs to introduce forwarding and change-of-address notification services if they do not already provide them and to take steps to improve the efficiency and effectiveness of these services where they do provide them.

150.5.3 Addressees wishing to receive abroad domestic service items which are not admitted in the international letter-post service can ensure, by taking the appropriate measures (designation of authorized persons), that these items meet the requirements of the international letter-post service.

150.6.2 A third party (e.g. an hotel) may request, on behalf of the sender or the addressee, the redirection of priority items or airmail items by priority or air against payment of air surcharges or combined charges. As a result of the systematic redirection of all priority items and airmail items by air, surcharges and combined charges for the further transmission are collected on non-priority and surface items only.

Prot Article RL XIV
Redirection

1 The provisions in article RL 150.2 shall not apply to the designated operators of Denmark, Finland and Sweden, whose equipment during the sorting process automatically redirects mail to an addressee that has changed address.

Designated operator of origin

On postal service

CN 14

Date stamp

COLLECTIVE ENVELOPE

Redirection of letter-post items

Notes

This envelope may be opened by the office of delivery

It must not contain any item to be submitted to customs control or which is likely to cause tears

If there are charges to be collected, mark with a "T" stamp in the middle of the upper part of the collective envelope

If the items are for sailors or passengers aboard the same ship or persons travelling as a party, the collective envelope shall bear the name of the ship or the agency to which the items are to be delivered

Full address of addressee

Name of addressee
Care of (where appropriate)
Street and No.
Locality or office of destination
Country of destination

Letter Post, Doha 2012, art RL 150.8.1 – Maximum size: length, width and thickness add up to 900 mm; largest dimension may not exceed 600 mm

CN 14 (back)

To be presented open at the redirecting post office

Article RL 151

Undeliverable items. Return to country of origin or to sender and period of retention

1 Designated operators shall return items which it has not proved possible to deliver to the addressees for whatever reason.

2 The period of retention of items is laid down in the paragraphs below.

3 Apart from the exceptions provided for below, no additional charge shall be collected for undeliverable items returned to the country of origin. However, designated operators which collect a charge for return of items in their internal service shall be authorized to collect this same charge on the international mail returned to them.

4 Notwithstanding the provisions under 3, when a designated operator receives, for return to the sender, items posted abroad by customers residing in its territory, it shall be authorized to collect from the sender or senders a handling charge per item not to exceed the postage charge that would have been collected had the item been posted in the designated operator in question.

4.1 For the purposes of the provisions under 4, the sender or senders shall be understood as being the persons or entities whose name appears in the return address or addresses.

5 General provisions

5.1 Subject to the legal provisions of the country of destination, undeliverable items shall be returned to the designated operator of origin whose payment indicia appear on the item.

5.2 Items refused by the addressee or whose delivery is obviously impossible shall be returned forthwith.

5.3 Other undeliverable items shall be retained by the designated operator of destination for a period laid down by its regulations. However, the retention period may not exceed one month except in special cases where the designated operator of destination considers it necessary to extend it to two months at most. Return to the country of origin shall be effected within a shorter period if the sender has requested this by means of a note on the address side in a language known in the country of destination.

6 Special procedures

6.1 Undeliverable items of the internal service shall be redirected abroad for return to the sender only if they satisfy the conditions for the onward conveyance. The same shall apply to international correspondence when the sender has moved to another country.

6.2 Postcards which do not bear the address of the sender shall not be returned. However, registered postcards shall always be returned.

6.3 The return to origin of undeliverable printed papers shall not be compulsory, unless the sender has asked for their return by means of a note on the item in a language known in the country of destination. However, designated operators shall endeavour to make such return to sender, or inform him

appropriately, when repeated attempts at delivery or bulk items are involved. Registered printed papers and books shall always be returned.

- 6.4 The following shall be treated as undeliverable items, items for third persons:
 - 6.4.1 addressed care of diplomatic or consular services and returned by them to the post office as unclaimed;
 - 6.4.2 addressed to hotels, lodgings or agencies of airlines or shipping companies and returned to the post office because they cannot be delivered to the addressees.
- 6.5 In no case shall the items mentioned in 6.4 be considered as new items subject to payment of postage.

7 Forwarding

- 7.1 When the designated operator of the country returning the item no longer uses surface conveyance, it shall return undeliverable items by the most appropriate means in use.
- 7.2 Priority items, airmail letters and airmail postcards to be returned to origin shall be returned by the quickest route (air or surface).
- 7.3 Undeliverable airmail items other than airmail letters and airmail postcards shall be returned to origin by the means of transport normally used for non-priority or surface items (including S.A.L.), except:
 - 7.3.1 in the event of interruption of those means of transport; or
 - 7.3.2 if the designated operator of destination has systematically chosen the air route for returning such items.
- 7.4 For the return of items to origin by priority or air means at the request of the sender, article RL 150.6.2 and 3 shall apply by analogy.

8 Treatment of items

- 8.1 Before returning to the designated operator of origin items which for any reason have not been delivered, the office of destination shall show, in French, the reason for non-delivery. The reason shall be given, clearly and concisely, if possible on the front of the item, in the following form: “inconnu” (unknown), “refusé” (refused), “déménagé” (moved), “non réclamé” (unclaimed), “adresse insuffisante/inexistante” (insufficient/non-existent address), “refusé par la douane” (refused by Customs), etc. As regards postcards and printed papers in the form of cards, the reason for non-delivery shall be shown on the right-hand half of the front.
- 8.2 This information shall be shown by the application of a stamp or affixing of a CN 15 label, to be completed as appropriate. Each designated operator may add the translation, in its own language, of the reason for non-delivery and other appropriate particulars. In the service with designated operators which have so agreed the indications may be made in a single agreed language. Manuscript notes regarding the non-delivery made by officials or by post offices may also be regarded as sufficient in that case.
- 8.3 The office of destination shall strike out the address particulars with which it is concerned while leaving them legible and write “Retour” (Return) on the front of the item beside the name of the office of origin. It shall also apply its date-stamp on the back of priority items in envelopes and of letters and on the front of postcards.

- 8.4 Undeliverable items shall be returned to the office of exchange of the country of origin, either individually or in a special bundle labelled “Envois non distribuables” (Undeliverable items), as if they were items addressed to that country. Undeliverable ordinary items which bear adequate return details shall be returned direct to the sender.
- 8.5 Insured items which have not been delivered shall be sent back as soon as possible, and at the latest within the period fixed in 5.3. These items shall be entered on the CN 16 special list and included in the packet, envelope or receptacle labelled “Valeurs déclarées” (Insured items).
- 8.6 Undeliverable items returned to the country of origin shall be treated in accordance with article RL 150.7.

■ **Commentary**

151.7.2 The quickest route means mail category A if transport is by air and category D if transport is by surface.

151.7.2 and 7.3 Congress recommends DOs which do not already systematically use the air route for the return to origin of AO airmail items to use that route to the greatest possible extent in accordance with their economic circumstances (recommendation C 35/Washington 1989).

151.8.5 For the model of form CN 16, see art RL 181.

RETURN		CN 15
<input type="checkbox"/> Unknown	<input type="checkbox"/> Refused	
<input type="checkbox"/> Moved	<input type="checkbox"/> Unclaimed	
<input type="checkbox"/> Insufficient/ Non-existent address	<input type="checkbox"/> Refused by Customs	
<input type="checkbox"/>		
Return date:		

Letter Post, Doha 2012, art RL 151.8.2 –
Maximum size 52 x 52 mm, colour pink

Article RL 152

Treatment of requests for withdrawal of items from the post or for alteration or correction of address

1 The sender of a letter-post item may have it withdrawn from the post, or have its address altered or corrected under the conditions laid down below.

2 If its legislation permits, each designated operator shall be bound to accept requests for withdrawal from the post or alteration or correction of the address in respect of any letter-post item posted in the service of another designated operator.

3 Preparation of request

3.1 Every request for withdrawal of items from the post or for alteration or correction of address shall entail completion by the sender of a CN 17 form. One form may be used for several items posted at the same time at the same office by the same sender to the same addressee.

3.2 In handing in the request at the post office the sender shall prove his identity and produce the certificate of posting, if any. The designated operator of the country of origin shall assume responsibility for the proof of identity.

3.3 A request for simple correction of address (without alteration of the name or status of the addressee) may be made direct to the office of destination by the sender. The charge prescribed in 4 shall not be collected in such a case.

3.4 Through notification of the International Bureau, any designated operator may make provision for CN 17 requests concerning it to be exchanged through its central administration or through a specially appointed office. This notification shall include the name of this office.

3.5 Designated operators which exercise the option provided for under 3.4 shall bear any charges which may result from the transmission in their internal service by post or by telecommunication of the communications to be exchanged with the office of destination. Recourse to telecommunication or other similar service shall be compulsory when the sender has himself used such means and the office of destination cannot be advised in time by post.

3.6 If the item is still in the country of origin, the request shall be dealt with according to the legislation of that country.

4 Charges

4.1 The sender shall pay, for each request, a special charge the guideline amount of which shall be 1.31 SDR.

4.2 The request shall be forwarded by post or by telecommunication at the sender's expense. The forwarding conditions and the provisions relating to the use of telecommunications are set out in 6 below.

4.3 The charges prescribed under 4.1 and 4.2 shall be levied only once for each request for withdrawal from the post or alteration or correction of address involving several items posted at the same time, at the same office, by the same sender to the same addressee.

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- 5 Transmission of request by post
- 5.1 If the request is to be sent by post, the CN 17 form, accompanied if possible by a perfect facsimile of the envelope or of the address of the item, shall be sent direct to the office of destination under registered cover by the quickest route (air or surface).
- 5.2 If requests are exchanged through the central administrations, a copy of the request may, in an emergency, be sent direct by the office of origin to the office of destination. Requests sent direct shall be acted on. The items concerned shall be withheld from delivery until the arrival of the request from the central administration.
- 5.3 On receipt of the CN 17 form, the office of destination shall search for the item in question and take the necessary action.
- 5.4 The action taken by the office of destination on every request for withdrawal from the post or alteration or correction of address shall be communicated immediately to the office of origin by the quickest route (air or surface), using a copy of the CN 17 form with the “Reply of the office of destination” part duly completed. The office of origin shall inform the applicant. The same shall apply in the following circumstances:
- 5.4.1 fruitless searches;
- 5.4.2 items already delivered to the addressee;
- 5.4.3 item confiscated, destroyed or seized.
- 5.5 A non-priority or surface item shall be returned to origin by priority or by air following a request for withdrawal from the post when the sender undertakes to pay the corresponding difference in postage. When an item is redirected by priority or by air following a request for alteration or correction of address, the difference in postage corresponding to the new route shall be collected from the addressee and retained by the delivering designated operator.
- 6 Transmission of request by telecommunications
- 6.1 If the request is to be made by telecommunications, the CN 17 form shall be handed over to the corresponding service for transmission of the details to the post office of destination. The sender shall pay the corresponding charge for that service.
- 6.2 On receipt of the message received by telecommunications, the office of destination shall search for the item in question and take the necessary action.
- 6.3 Any request for alteration or correction of address concerning an insured item made by telecommunications shall be confirmed by post, by the first mail, as prescribed under 5.1. The CN 17 form shall then bear at the head, in bold letters, the note “Confirmation de la demande transmise par voie des télécommunications du ...” (Confirmation of request made by telecommunications dated ...); pending such confirmation, the office of destination shall merely retain the item. However, the designated operator of destination may, on its own responsibility, act on the request made by telecommunications without waiting for confirmation by post.
- 6.4 If the sender of a request sent by telecommunications has asked to be notified by similar means, the reply shall be sent by this means to the office of origin. It shall inform the applicant as quickly as possible. The same shall
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apply if a request by telecommunications is not sufficiently explicit to identify the item with certainty.

■ **Commentary**

152.3.4 The information supplied on this subject is published in the Letter Post Compendium.

152.5.1 A request by post is sent registered to the office of destination. The registration charge is included in the special charge; it must not be deducted when telecommunication is used.

Designated operator of origin

REQUEST

CN 17

Date

Notes

To be sent by registered post

For withdrawal from the post ☐ For alteration or correction of address ☐ For cancellation or alteration of the COD amount ☐

Office of origin		Office of destination	
Our fax No.		Fax No.	
Description of item	Nature of item		No. of item
	Office of origin		<input type="checkbox"/> Facsimile attached
	Description (form, colour of the item, etc.)		
	Sender (name and full address)		
	Addressee (name and full address)		
	Original COD amount in figures (where applicable)		
Withdrawal from the post	Please return the item		
	<input type="checkbox"/> priority/air	<input type="checkbox"/> S.A.L.	<input type="checkbox"/> non-priority/surface
Alteration or correction of address	Please redirect the item		
	<input type="checkbox"/> priority/air	<input type="checkbox"/> S.A.L.	<input type="checkbox"/> non-priority/surface
Cancellation/Alteration of the COD amount	New address or requested alteration		
	Date and signature		

Signature

Particulars to be supplied by the office of exchange

To be supplied for parcels and registered and insured items only	Mail in which the item was sent abroad	<input type="checkbox"/> Priority/air	<input type="checkbox"/> S.A.L.	<input type="checkbox"/> Non-priority/surface
		No.	Date	
		Dispatching office of exchange		
		Office of exchange of destination		
		No. of the bill/list	<input type="checkbox"/> Letter bill (CN 31 or CN 32) <input type="checkbox"/> Special list (CN 33)	
		Serial No.	<input type="checkbox"/> Special list (CN 16)	
	<input type="checkbox"/> Bulk advice	Date and signature		

Letter Post, Doha 2012, art RL 152.3.1 – Size 210 x 297 mm

Reply of the office of destination

CN 17 (back)

<input type="checkbox"/> The item in question has already been delivered to the addressee	<input type="checkbox"/> The request was not explicit enough; please send additional details
<input type="checkbox"/> The item in question has been seized under the country's internal legislation	<input type="checkbox"/> The search was unsuccessful
Additional information	

Place, date and signature

To be returned, duly completed, to the office of origin

Article RL 153

Withdrawal from the post. Alteration or correction of address. Items posted in a country other than that which receives the request

1 Any office which receives a request for withdrawal of items from the post or alteration or correction of address made in accordance with article RL 152.2 shall verify the identity of the sender of the item. It shall ensure, in particular, that the address of the sender appears clearly in the place provided for that purpose on the CN 17 form. It shall then send the CN 17 form to the office of origin or destination of the item.

2 If the request concerns a registered or insured item, the original receipt must be presented by the sender and the CN 17 form shall bear the notation: “Vu l’original du récépissé” (Seen, original receipt). Before the receipt is given back to the sender, the following notation shall be made on it: “Demande de retrait (de modification ou de correction d’adresse) déposée le ... au bureau de ...” (Request for withdrawal from the post (or for alteration or correction of address) made on ... at the office of ...). This note shall be accompanied by an impression of the date-stamp of the office receiving the request. The CN 17 form shall then be sent to the office of destination via the office of origin of the item.

3 Any request made by telecommunications under the conditions laid down under 1 shall be sent direct to the office of destination of the item. If, however, it refers to a registered or insured item, a CN 17 form bearing the notations “Vu l’original du récépissé de dépôt” (Seen, original of certificate of posting) and “Demande transmise par voie des télécommunications déposée le ... au bureau de ...” (Request made by telecommunications on ... at the office of ...) shall, in addition, be sent to the office of origin of the item. After verifying the details, the office of origin shall write at the top of the CN 17 form, in very bold characters, the note “Confirmation de la demande transmise par voie des télécommunications du ...” (Confirmation of request made by telecommunications dated ...) and shall send it to the office of destination. The office of destination shall hold the registered or insured item until receipt of this confirmation.

4 So that the sender may be informed, the office of destination of the item shall inform the office which receives the request how it has been dealt with. However, when a registered or insured item is concerned, this information shall pass through the office of origin of the item. In the case of withdrawal, the withdrawn item shall be attached to this information.

5 Article RL 152 shall apply, by analogy, to the office which receives the request and to its designated operator.

■ Commentary

153.1 In the case of a registered or insured item, it is essential that the request be transmitted through the office of origin of the item.

153.2 Since the certificate of posting is the only document proving that the item really has been posted, it must be kept by the sender.

153.3 The office of origin of a registered or insured item must be advised of a request by telecommunications made in a third country in order to be able to confirm this request in writing to the office of destination.

Article 19

Inquiries

1 Each designated operator shall be bound to accept inquiries relating to parcels or registered or insured items posted in its own service or that of any other designated operator, provided that the inquiries are presented within a period of six months from the day after that on which the item was posted. The transmission of inquiries shall be made by registered priority mail, by EMS or by electronic means. The period of six months shall concern relations between claimants and designated operators and shall not include the transmission of inquiries between designated operators.

2 Inquiries shall be entertained under the conditions laid down in the Regulations.

3 Inquiries shall be free of charge. However, additional costs caused by a request for transmission by EMS shall, in principle, be borne by the person making the request.

■ Commentary

19.3 CN 08 inquiries must be sent, whenever possible, by fax or e-mail, at no additional cost to the customer.

Prot Article X

Inquiries

1 Notwithstanding article 19.3, Cape Verde, Chad, Dem. People's Rep. of Korea, Egypt, Gabon, Overseas Dependent Territories of the United Kingdom, Greece, Iran (Islamic Rep.), Kyrgyzstan, Mongolia, Myanmar, Philippines, Saudi Arabia, Sudan, Syrian Arab Rep., Turkmenistan, Ukraine, Uzbekistan and Zambia reserve the right to collect from customers charges on inquiries lodged in respect of letter-post items.

2 Notwithstanding article 19.3, Argentina, Austria, Azerbaijan, Lithuania, Moldova and Slovakia reserve the right to collect a special charge when, on completion of the investigation conducted in response to the inquiry, it emerges that the latter was unjustified.

3 Afghanistan, Cape Verde, Congo (Rep.), Egypt, Gabon, Iran (Islamic Rep.), Kyrgyzstan, Mongolia, Myanmar, Saudi Arabia, Sudan, Suriname, Syrian Arab Rep., Turkmenistan, Ukraine, Uzbekistan and Zambia reserve the right to collect an inquiry charge from customers in respect of parcels.

4 Notwithstanding article 19.3, Brazil, Panama (Rep.) and the United States of America reserve the right to collect a charge from customers for inquiries lodged in respect of letter-post items and parcels posted in countries which apply that type of charge in accordance with paragraphs 1 to 3 of this article.

Article RL 154
Inquiries

1 Principles

1.1 Within the period of time prescribed in article 19 of the Convention, inquiries shall be accepted as soon as the problem is reported by the sender or the addressee. However, where a sender's inquiry concerns an undelivered item and the anticipated transmission time has not expired, the sender should be informed of this transmission time.

2 Preparation of request

2.1 Every inquiry shall involve the preparation of a CN 08 form. By agreement between the designated operators involved, the inquiry may be in the form of a computer file or message (electronic CN 08) transmitted electronically, for example using the Internet. In the absence of such an agreement, it shall be in the form of the CN 08 document.

2.2 The CN 08 form shall be accompanied, whenever possible, by a facsimile of the address of the item. The inquiry form shall be completed with all the details called for, including the mandatory information on charges paid if the inquiry concerns a registered item or an insured item, and very legibly, preferably in roman capital letters and arabic figures, or even better, in printed characters.

2.3 If the inquiry concerns a cash-on-delivery item, it shall also be accompanied by a duplicate of the form provided for in article RL 139.4.3.

2.4 One form may be used for several items posted at the same time at the same office by the same sender and sent by the same route to the same addressee.

2.5 All designated operators must send the International Bureau notification of the postal and, whenever possible, electronic addresses to which CN 08 inquiries must be sent.

2.6 The first designated operator to receive the CN 08 form and accompanying documents from a customer shall invariably complete its investigations within ten days and forward the CN 08 form and accompanying documents to the corresponding designated operator. The form and documents shall be returned to the designated operator which originated the inquiry as soon as possible and at the latest within two months from the date of the original inquiry or within 30 days from the date of the original inquiry if the case was reported by fax or any other electronic means. Inquiries about insured and registered items shall be accompanied by the addressee's declaration made out on a CN 18 form and certifying the non-receipt of the item under inquiry, only if the sender so requires. After the corresponding period has elapsed, a reply shall be sent by fax, e-mail or any other means of telecommunication to the designated operator of origin, at the expense of the designated operator of destination. Where there is an agreement about the use of an electronic system, the reply times shall be as set out in the agreement between the relevant designated operators, but shall be no longer than those specified in this paragraph.

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- 2.7 Replies to inquiries sent by fax or e-mail or by other electronic means must, wherever possible, be sent by the same means.
- 2.8 On request, a receipt or any reference number should be issued free of charge to a customer lodging an inquiry in each case where there is a requirement for the customer or the designated operator to be able to track the progress of the inquiry over time or where the designated operator pursues the inquiry using the CN 08 process. Each designated operator may design its own receipt. An example is provided in the Regulations for guidance purposes.
- 2.9 If the sender asserts that, despite the designated operator of destination's attestation of delivery, the addressee claims not to have received the item under inquiry, the following procedure shall be followed. At the express request of the designated operator of origin, the designated operator of destination shall be obliged to provide the sender as soon as possible and, at the latest, within a period of 30 days from the date of sending of such a request, through the designated operator of origin, confirmation of the delivery by letter, CN 07 advice of delivery or some other means, signed in conformity with article RL 141.3.1 or RL 142.3.2, as appropriate or a copy of a signature of acceptance or some other form of evidence of receipt from the recipient in conformity with article RL 137.5.6 or RL 138.6.8.
- 3 Inquiries about registered items and insured items
- 3.1 Where an inquiry concerns registered items exchanged under the system of bulk advice, the number and date of dispatch of the mail must be entered on the CN 08 inquiry. By agreement between the designated operators involved, the inquiry and response may be in the form of a computer file or message which is transmitted electronically, for example, using the Internet. In the absence of such an agreement, the inquiry shall, where possible, be sent by fax or e-mail, without additional cost to the customer; otherwise the inquiry shall be sent by post. In the latter case, the form shall be sent automatically, without a covering letter and always by the quickest route (air or surface).
- 3.2 If the designated operator of origin or the designated operator of destination so requests, the inquiry shall be forwarded direct from the office of origin to the office of destination.
- 3.3 If, upon receipt of the inquiry, the central administration of the country of destination or the specially appointed office concerned is able to say what finally happened to the item, it shall complete the "Particulars to be supplied by the service of destination" part of the CN 08 form. In cases of delayed delivery, retention or return to origin the reason shall be shown briefly on the CN 08 form.
- 3.4 A designated operator which is unable to establish either delivery to the addressee or correct transmission to another designated operator shall immediately order the necessary inquiry. It shall record in the "Final reply" part of the CN 08 form its decision on liability. Where an electronic version of the CN 08 is used by agreement between designated operators, the designated operator accepting liability shall record in the authorization code box on the electronic CN 08 the reference number authorizing accept-

ance of liability. The extent of the acceptance of liability shall be entered in the Remarks box (e.g. the full amount, half the amount paid (bulk advice) or according to the agreement between us, you have to compensate the inquirer).

3.5 The CN 08 form, duly completed as prescribed under 3.3 and 3.4, shall be returned to the address of the office which prepared it using, where possible, the same means as was used for the transmission of the inquiry, electronically, by fax or e-mail, or by the quickest route, (air or surface).

3.6 The designated operator of origin shall send inquiries about items sent in transit à découvert at the same time to both the intermediate designated operator and the designated operator of destination. Inquiries about items contained in closed mails which have transited through one or more intermediate designated operators shall in principle be handled directly between the country of origin and the country of final destination. Nevertheless, the designated operator of origin may, in order to speed up the process of investigation, ask any intermediate designated operator to provide appropriate dispatch information.

3.6.1 Inquiries sent to intermediate designated operators that so indicate in the Letter Post Compendium shall be accompanied by a CN 37, CN 38 or CN 41, as appropriate. The copies may be either electronic or physical, according to the principles stated in 2.5.

3.6.2 Any intermediate designated operator consulted shall forward the CN 08 form to the next designated operator, and the corresponding CN 21 form to the designated operator of origin, as soon as possible, but within a period not exceeding 10 days.

4 Inquiries about the non-return to sender of an advice of delivery

4.1 In the case provided for in article RL 141.3.3 and if an item has been delivered, the designated operator of the destination country shall obtain on the CN 07 advice of delivery form bearing the word “Duplicata” the signature of the person who has received the item. Subject to the legislative provisions of the country of the designated operator dispatching an advice of delivery, instead of obtaining a signature on the duplicate of the advice of delivery, it shall also be authorized to attach to the CN 07 form a copy of a document used in the domestic service with the signature of the person who has received the item or a copy of the electronic signature affixed upon delivery of the item. The CN 07 form shall remain attached to the CN 08 inquiry form for subsequent delivery to the claimant.

5 No reservations concerning the periods for the handling and settlement of inquiries may be made to this article, other than within the framework of a bilateral agreement.

■ Commentary

154.2.1 Form CN 08 must be used only for irregularities concerning postal items. It is not to be used for other customer complaints such as the quality of the reception, etc.

154.2.5 Any information about the address to which inquiries must be sent are published in the Letter Post Compendium.

154.2.9 The copy of the signature shall be a photocopy or a copy produced by similar means.

154.3.3 Considering that the lack of information gives rise to further delay, Congress, in resolution C 64/ Washington 1989, recommended that DOs should instruct their offices about the need to complete all parts of the CN 08 form and, in particular, to give the reason for the delayed delivery, retention or return to origin, in order to provide the inquirer with precise information.

Prot Article RL XV Treatment of inquiries

1 Notwithstanding article RL 154, the United States of America reserves the right not to accept CN 08 inquiries from the designated operator of origin for registered items sent as transit à découvert items and declines to accept liability for these types of prohibited items.

Designated operator of origin

(Serial No.)

CN 08

INQUIRY

Office of origin (to which the form is to be returned). Fax No.	<input type="checkbox"/> Registered	<input type="checkbox"/> Insured
	Date of inquiry	References
	Date of duplicate	
	Service of destination. Fax No.	

Particulars to be supplied by the service of origin

Reason for inquiry	<input type="checkbox"/> Item not arrived	<input type="checkbox"/> Contents missing	<input type="checkbox"/> Damage	<input type="checkbox"/> Delay	Date of arrival
	<input type="checkbox"/> Advice of receipt not completed	<input type="checkbox"/> Advice of receipt not returned	<input type="checkbox"/> Unexplained return of item	<input type="checkbox"/> COD amount not received	
Item under inquiry	<input type="checkbox"/> Priority	<input type="checkbox"/> Non-priority	<input type="checkbox"/> Parcel	No. of item	
	<input type="checkbox"/> Letter	<input type="checkbox"/> Printed paper	<input type="checkbox"/> Small packet	Weight	
	Amount of insured value		COD amount and currency	Amount of indemnity, including charges (in SDR)	
Special indications	<input type="checkbox"/> By airmail	<input type="checkbox"/> S.A.L.	<input type="checkbox"/> Express	<input type="checkbox"/> Advice of receipt	<input type="checkbox"/> COD
Posted	Date	Office	<input type="checkbox"/> Receipt seen		
	Charges paid (national currency)		Other fees (national currency)		
Sender	Name and full address. Telephone No.			<input type="checkbox"/> The sender requests the addressee's declaration on a CN 18 form	
Addressee	Name and full address. Telephone No.				
Contents (precise description)					
Item found	To be sent to <input type="checkbox"/> the sender <input type="checkbox"/> the addressee				

Particulars to be supplied by the office of exchange

Mail in which the item was sent abroad	<input type="checkbox"/> Priority/Air	<input type="checkbox"/> S.A.L.	<input type="checkbox"/> Non-priority/Surface
	No	Date	
	Dispatching office of exchange		
	Office of exchange of destination		
	No. of the bill/list	<input type="checkbox"/> Letter bill (CN 31 or CN 32) <input type="checkbox"/> Special list (CN 33)	
	Serial No.	<input type="checkbox"/> Special list (CN 16) <input type="checkbox"/> Parcel bill (CP 87)	
	<input type="checkbox"/> Bulk advice	Date and signature	

(Serial No.)

CN 08 (back)

Particulars to be supplied by the intermediate services

Mail in which the item was sent	<input type="checkbox"/> Priority/Air No.	<input type="checkbox"/> S.A.L. Date	<input type="checkbox"/> Non-priority/Surface
	Dispatching office of exchange		
	Office of exchange of destination		
	No. of the bill/list	<input type="checkbox"/> Letter bill (CN 31 or CN 32) <input type="checkbox"/> Special list (CN 33)	
	Serial No.	<input type="checkbox"/> Special list (CN 16) <input type="checkbox"/> Parcel bill (CP 87)	
	<input type="checkbox"/> Bulk advice	Date and signature	

Particulars to be supplied by the service of destination

In case of delivery	<input type="checkbox"/> The item was duly delivered to the rightful owner		Date
	In case of damage or delay, give the reason in the "Final reply" part under "Any other comments"		
In case of non-delivery	The item <input type="checkbox"/> is being held at	Name of office	
		Reason	
	<input type="checkbox"/> was returned to the office of origin	Date	
		Reason	
	<input type="checkbox"/> was redirected	Date	
		New address in full	
	<input type="checkbox"/> The item has not been received at the office of destination. The addressee's CN 18 declaration is attached		
COD	Dispatch of COD amount		Date
	The amount was sent <input type="checkbox"/> to the sender of the item		No. of money order
	<input type="checkbox"/> to the giro office		Name of giro office
	<input type="checkbox"/> The amount was credited to the giro account		No.
	<input type="checkbox"/> COD amount has not been collected		Reason
Delivery office	Name, date and signature		

Final reply

The investigations made in our service have been unsuccessful. If the item under inquiry has not been received back by the sender, we authorize you to compensate the inquirer within the prescribed limits and to debit us in a CP 75 or CN 48 account, as appropriate	
<input type="checkbox"/> The full amount paid <input type="checkbox"/> Half of the amount paid (bulk advice)	Reference
<input type="checkbox"/> According to the agreement between our two countries, you have to compensate the inquirer	
Any other comments	
Designated operator of destination. Date and signature	

RECEIPT FOR CN 08 INQUIRY LODGED		Inquiry No. _____	
Inquiry made in the post office of (place) _____		on (date) _____	
Item under inquiry			
Item posted in the post office of (place) _____		on (date) _____	
Item No. _____			
<input type="checkbox"/> Priority	<input type="checkbox"/> Non-Priority	<input type="checkbox"/> Letter	<input type="checkbox"/> _____
<input type="checkbox"/> Printed matter	<input type="checkbox"/> Small packet	<input type="checkbox"/> Registered	<input type="checkbox"/> Insured
<input type="checkbox"/> Parcel			
Weight _____		Delivered on (date, if known) _____	
Insured for _____		Amount and currency of reimbursement _____	
Special indications			
<input type="checkbox"/> Express	<input type="checkbox"/> Advice of delivery	<input type="checkbox"/> Cash-on-delivery	
Inquiry about			
<input type="checkbox"/> Undelivered item	<input type="checkbox"/> Missing contents	<input type="checkbox"/> Damaged item	
<input type="checkbox"/> Delay	<input type="checkbox"/> Non-completed advice of delivery	<input type="checkbox"/> Amount of reimbursement	
<input type="checkbox"/> Other (please specify) _____			
Person making the inquiry			
Full name/Address/Postcode/City/Country _____			
Reply procedure			
Please let us know how you prefer to receive our answer:			
<input type="checkbox"/> Fax No. _____	<input type="checkbox"/> Phone No. _____	<input type="checkbox"/> E-mail _____	
<input type="checkbox"/> Post _____	<input type="checkbox"/> Other _____		
In the case of items for which reimbursement may be due please indicate the preference of the sender/addressee/other person			
Sender/Addressee/Other person (Full name/Address/Postcode/City/Country) _____			
<input type="checkbox"/> Giro	<input type="checkbox"/> Money order	<input type="checkbox"/> Cash	<input type="checkbox"/> Giro account No. _____
Sender			
Full name/Address/Postcode/City/Country _____			
Addressee			
Full name/Address/Postcode/City/Country _____			
Description of contents			

(Section to be detached and given to customer)			
Designated operator			
For details, please contact our International Claims/Inquiries Office:			
Tel: _____ Fax: _____ E-mail: _____			
Opening days _____ Opening hours _____			
This receipt acknowledges the lodging of your request for information about the following item			
Receipt for inquiry No. _____			
Inquiry made in the post office of _____		on (date) _____	
Item posted at the post office of (place) _____		on (date) _____	
Kind of item _____		Item No. _____	
Destination country _____			
Signature of post office official receiving the inquiry _____		Date stamp _____	

To be kept by the customer

Designated operator

**DECLARATION
concerning non-receipt
(or receipt) of a postal item**
CN 18

Nature of item	<input type="checkbox"/> Priority <input type="checkbox"/> Non-priority <input type="checkbox"/> Parcel <input type="checkbox"/> Registered			
	<input type="checkbox"/> Letter <input type="checkbox"/> Printed paper <input type="checkbox"/> Small packet <input type="checkbox"/> Insured			
Special particulars	Insured value			
	<input type="checkbox"/> Airmail <input type="checkbox"/> S.A.L. <input type="checkbox"/> Express <input type="checkbox"/> Advice of receipt <input type="checkbox"/>			
	<input type="checkbox"/> COD COD amount and currency			
Posting	Other information			
Sender	No. of item			
	Date of posting		Office of posting	
	Weight of item			
Addressee	Name and full address			
Contents	Precise description of contents			

Declaration	<input type="checkbox"/> This item was delivered to me on		Date
	<input type="checkbox"/> I have not received this item by post or by any other means		
	Place and date		
	Signature		

Letter Post – Conv Art 19; RL 154, forms

Designated operator of origin

ADVICE Redirection of a CN 08 form

CN 21

Office or service sending the advice. Fax No.	Date	Our reference
	Your date	Your reference
	Designated operator of origin of the inquiry	

Item concerned

Item under inquiry	<input type="checkbox"/> Priority <input type="checkbox"/> Non-priority <input type="checkbox"/> Parcel		No. of item	
	<input type="checkbox"/> Letter <input type="checkbox"/> Printed paper <input type="checkbox"/> Small packet		Weight	
	Amount of insured value		COD amount and currency	
Special indications	<input type="checkbox"/> By airmail <input type="checkbox"/> S.A.L. <input type="checkbox"/> Express <input type="checkbox"/> Advice of receipt <input type="checkbox"/> COD			
Posted	Date		Office	
	Charges paid (national currency)		Other fees (national currency)	
Sender	Name and full address. Telephone No.			
Addressee	Name and full address. Telephone No.			
CN 08 form redirected today to	Name of office. Fax No.			

Information on the redirection of the item concerned

Notes		The office of exchange of destination received the item without comment If the inquiry is not answered in a reasonable time, a duplicate should be sent to the service to which we redirected the inquiry, giving the information below. The matter may be regarded as closed as far as our service is concerned	
To be supplied for parcels and registered and insured items only	Mail	<input type="checkbox"/> Priority/Air No. <input type="checkbox"/> S.A.L. Date <input type="checkbox"/> Non-priority/Surface	
		Dispatching office of exchange	
		Office of exchange of destination	
		No. of the bill/list <input type="checkbox"/> Letter bill (CN 31 or CN 32) <input type="checkbox"/> Special list (CN 33)	
		Serial No. <input type="checkbox"/> Special list (CN 16) <input type="checkbox"/> Parcel bill (CP 87)	
		<input type="checkbox"/> Bulk advice	
Other information			

Signature

Article RL 155

Inquiries concerning items posted in another country

1 If the inquiry concerns an item posted in another country, the CN 08 form shall be forwarded to the central administration or the specially appointed office of the designated operator of origin of the item. The certificate of posting must be produced but shall not be attached to the CN 08 form. The latter shall be endorsed “Vu récépissé de dépôt No ... délivré le ... par le bureau de ...”. (Seen, certificate of posting No ... issued on ... by the office of ...).

2 The form must reach the designated operator of origin within the period prescribed for the retention of documents.

■ Commentary

155.1 Any information about the address to which inquiries must be sent is published in the Letter Post Compendium.

Since the certificate of posting is the only document proving that the item really has been posted, it must be kept by the sender.

Article 20

Customs control. Customs duty and other fees

1 The designated operators of the countries of origin and destination shall be authorized to submit items to customs control, according to the legislation of those countries.

2 Items submitted to customs control may be subjected to a presentation-to-Customs charge, the guideline amount of which is set in the Regulations. This charge shall only be collected for the submission to Customs and customs clearance of items which have attracted customs charges or any other similar charge.

3 Designated operators which are authorized to clear items through the Customs on behalf of customers, whether in the name of the customer or of the designated operator of the destination country, may charge customers a customs clearance fee based on the actual costs. This fee may be charged for all items declared at Customs according to national legislation, including those exempt from customs duty. Customers shall be clearly informed in advance about the required fee.

4 Designated operators shall be authorized to collect from the senders or addressees of items, as the case may be, the customs duty and all other fees which may be due.

■ Commentary

20.1 Congress adopted formal opinion C 40/Hamburg 1984 to encourage DOs to approach the authorities in charge of customs questions in their countries to have their governments ratify Annex J.2 to the Kyoto Customs Convention.

In resolution C 11/Washington 1989, Congress urged member countries to do everything possible to establish national postal-customs contact comms the better to solve any local problems.

The conditions of submission of items to the Customs depend on any national law which the Customs is required to apply.

Each country has the right to submit for customs inspection letters which appear to contain dutiable arts and have not been declared as such.

For the list of DOs that place restrictions on the acceptance of arts subject to customs duty, see Prot art IX.

20.2 DOs may collect the customs clearance charge on items submitted to customs control only if they have attracted customs charges.

20.4 The expression “customs duty” is to be interpreted in a wide sense so as to cover all import duties and charges that customs DOs are responsible for collecting in application of the national legislations of each country. In all cases the internal legislation is applicable.

The DOs undertake to use their good offices with the appropriate national authorities to ensure that books, catalogues, newspapers and periodicals shall not, in view of their cultural value, be subject to customs duty (recommendation C 4/Ottawa 1957).

Prot Article XI

Presentation-to-Customs charge

- 1 Gabon reserves the right to collect a presentation-to-Customs charge from customers.
- 2 Notwithstanding article 20.2, Brazil reserves the right to collect a presentation-to-Customs charge from customers for any item submitted to customs control.
- 3 Notwithstanding article 20.2, Greece reserves the right to collect from customers a presentation-to-Customs charge for all items presented to Customs authorities.
- 4 (See Letter Post Manual.)

Article RL 156

Items subject to customs control

- 1 Items to be submitted to customs control shall bear on the front a CN 22 customs declaration, or be provided with a tie-on label in the same form. The CN 22 customs declaration shall be affixed on the address side, in so far as possible in the top left-hand corner, beneath the sender's name and address, which must appear on the item.
- 2 Where designated operators so agree in advance, customs data provided in accordance with the instructions on the CN 22 or CN 23 customs declarations, including the names and addresses of the sender and addressee, may be transmitted electronically to the designated operator of the country of destination. The designated operator of origin may share all or part of these data with the customs administration in the country of origin for export purposes, and the designated operator of destination may share all or part of these data with the customs administration in the country of destination for customs import purposes.
- 3 The use of the data from the paper CN 22 or CN 23 customs declarations provided for in paragraph 2 above shall be restricted to processes relating to the exchange of mail and customs formalities in respect of the export or import of postal items and may not be used for any other purpose.
- 4 With the authorization of the designated operator of origin, users may use envelopes or wrapping bearing, in the place provided for affixing the CN 22 customs declaration, a pre-printed facsimile of that declaration. Moreover, users may make the CN 22 customs declaration with the authorization of the designated operator of origin. The dimensions, format and data elements must be the same as those of the CN 22 customs declaration.

5 If the value of the contents declared by the sender exceeds 300 SDR, or if the sender prefers, the items shall also be accompanied by the prescribed number of separate CN 23 customs declarations. One of these declarations must be affixed to the item. If the declaration is not directly visible on the front of the item, the detachable part of the CN 22 customs declaration shall be affixed to the front of the item. It shall also be possible to replace the detachable part of the CN 22 customs declaration with a gummed or self-adhesive white or green label inscribed as follows:

Inscription in black



(Size 50 x 25 mm, colour white or green)

6 CN 23 customs declarations shall be securely attached to the outside of the item, preferably in a transparent adhesive envelope. Exceptionally, if the sender prefers, these declarations may be inserted in a closed envelope inside registered items, if they contain the valuable articles mentioned in article 18.6.1 of the Convention, or inside insured items.

7 The sender may also attach, along with the CN 22 or CN 23 customs declaration, any document (invoice, export or import licence, certificate of origin, sanitary certificate, etc.) necessary for customs treatment in the dispatching country and in the country of destination.

8 Small packets shall always be provided with a customs declaration, which shall be either the CN 22 customs declaration or the CN 23 customs declaration as prescribed in paragraphs 1 to 6.

9 For M bags, the CN 22 customs declaration shall be stuck on the address label if the country of destination so requests. If the value of the contents declared by the sender exceeds 300 SDR, or if the sender prefers, the detachable part of the CN 22 customs declaration or the aforementioned gummed or self-adhesive label shall be affixed to the address label and the CN 23 customs declarations shall be affixed to that same label. If the designated operator of the country of destination so requests, they shall be attached to one of the items contained in the bag.

10 The absence of a CN 22 or CN 23 customs declaration shall not, in any circumstances, involve the return to the office of origin of consignments of printed papers, serums, vaccines, infectious substances, radioactive materials and urgently required medicines which are difficult to obtain.

11 The contents of the item shall be shown in detail on the CN 22 and CN 23 customs declarations. Descriptions of a general character shall not be admitted.

12 Designated operators shall accept no liability for the customs declarations. Completion of customs declarations shall be the responsibility of the sender alone. However, designated operators shall take all reasonable steps to inform their customers on how to comply with customs formalities, and specifically to ensure that CN 22 and CN 23 customs declarations are completed in full, in order to facilitate rapid clearance of items.

13 All provisions of other paragraphs of this article shall also apply to the data from the paper CN 22 or CN 23 customs declaration provided for in paragraph 2 above. In case of a discrepancy between the data on the CN 22 or CN 23 customs declaration and the electronic version provided pursuant to paragraph 2 above, the CN 22 or CN 23 customs declaration shall constitute the customs declaration.

■ **Commentary**

156 The IB has compiled information in the Customs section of the UPU website, containing the names of the agencies responsible for the control of items at a country's borders. The jurisdiction and functions of these entities, as specified in the national legislation of each country, have also been provided. This information will help member countries (Posts and border agencies, in particular) to identify the agencies involved in the control of items at a country's borders. The IB will update this information whenever new information is received.

156.1 Those items whose contents exceed 300 SDR in value must be accompanied by a CN 23 customs declaration. For items of lower value the CN 22 customs declaration may be used, unless the sender prefers to use the CN 23. In all cases it is the sender's responsibility to complete the customs declaration fully and accurately in accordance with the instructions on the reverse.

156.4 The customs declaration should be attached to the outside of the postal item so it is clearly visible for customs inspection.

156.6 Further information about the use of customs declarations on postal items is published in the Letter Post Compendium.

156.10 The difficulties experienced by customs officials and subsequent delays to postal items are because of inexact or inadequate customs declarations, largely due to the users' ignorance of customs requirements. It is recommended that DOs issue guidance to their customers and encourage closer cooperation between the customs authorities and DOs. It is essential that the sender complete and sign a customs declaration in accordance with the provisions of the Acts and that the customer's attention be drawn to the necessity of strictly observing the instructions on the back of forms CN 22 and CN 23. For this purpose, DOs are recommended:

- a to check that all letter-post items subject to customs duty and all postal parcels are accompanied by a customs declaration form CN 22 or CN 23 as the case may be, in the requisite number of copies;
- b to ensure that the customs declarations are fully completed in accordance with the instructions given on the back of these forms;
- c when a declaration is obviously incomplete, to draw the sender's attention to the customs regulations and to accept only items accompanied by complete declarations;
- d to advise exporters of commercial items to provide in respect of the goods the country of origin and the 6-digit Harmonized Commodity Description and Coding System tariff number (developed by the World Customs Organization) and to attach a commercial invoice to the outside of each item;
- e to advise exporters of commercial items of the need, where appropriate, to attach a certificate of origin to each item, or a licence if required.

CUSTOMS DECLARATION		May be opened officially		CN 22	
Designated operator				Important! See instructions on the back	
<input type="checkbox"/>	Gift	<input type="checkbox"/>	Commercial sample		
<input type="checkbox"/>	Documents	<input type="checkbox"/>	Other		
			<i>Tick one or more boxes</i>		
Quantity and detailed description of contents (1)			Weight (in kg) (2)	Value (3)	
<i>For commercial items only</i> If known, HS tariff number (4) and country of origin of goods (5)			Total weight (in kg) (6)	Total value (7)	
I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles pro- hibited by legislation or by postal or customs regulations Date and sender's signature (8)					

Letter Post, Doha 2012, art RL 156.1 –
Size 74 x 105 mm, white or green

CN 22 (Back)

Instructions

To accelerate customs clearance, fill in this form in English, French or in a language accepted by the destination country. If the value of the contents is over 300 SDR, you must use a CN 23 form. You **must** give the sender's full name and address on the front of the item.

(1) Give a detailed description, quantity and unit of measurement for each article, e.g. 2 men's cotton shirts, especially for articles subject to quarantine (plant, animal, food products, etc.).

(2), (3), (6) and (7) Give the weight and value of each article and the total weight and value of the item. Indicate the currency used, e.g. CHF for Swiss francs.

(4) and (5) The HS tariff number (6-digit) must be based on the Harmonized Commodity Description and Coding System developed by the World Customs Organization. Country of origin means the country where the goods originated, e.g. were produced, manufactured or assembled. It is recommended you supply this information and attach an invoice to the outside as this will assist Customs in processing the items.

(8) Your signature and the date confirm your liability for the item.

Note. – It is recommended that designated operators indicate the equivalent of 300 SDR in their national currency

(Designated operator)					CUSTOMS DECLARATION		CN 23	
From	Name			Sender's customs reference (if any)	No. of item (barcode, if any)	May be opened officially	Important! See instructions on the back	
	Business							
	Street							
	Postcode	City						
	Country							
To	Name			Importer's reference (if any) (tax code/VAT No./importer code) (optional)	Importer's telephone/fax/e-mail (if known)			
	Business							
	Street							
	Postcode	City						
	Country							
Detailed description of contents (1)		Quantity (2)	Net weight (in kg) (3)	Value (5)	For commercial items only			
					HS tariff number (7)		Country of origin of goods (8)	
			Total gross weight (4)	Total value (6)	Postal charges/Fees (9)			
Category of item (10)			Commercial sample		Explanation:		Office of origin/Date of posting	
<input type="checkbox"/> Gift			Returned goods					
<input type="checkbox"/> Documents			Other					
Comments (11): (e.g.: goods subject to quarantine, sanitary/phytosanitary inspection or other restrictions)							I certify that the particulars given in this customs declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations	
<input type="checkbox"/> Licence (12)		<input type="checkbox"/> Certificate (13)		<input type="checkbox"/> Invoice (14)		Date and sender's signature (15)		
No(s). of licence(s)		No(s). of certificate(s)		No. of invoice				

Instructions

You should attach this Customs declaration and accompanying documents securely to the outside of the item, preferably in an adhesive transparent envelope. If the declaration is not clearly visible on the outside, or if you prefer to enclose it inside the item, you must fix a label to the outside indicating the presence of a customs declaration.

To accelerate customs clearance, complete this declaration in English, French or in a language accepted in the destination country.

To clear your item, the Customs in the country of destination need to know exactly what the contents are. You must therefore complete your declaration fully and legibly; otherwise, delay and inconvenience may result for the addressee. A false or misleading declaration may lead to a fine or to seizure of the item.

Your goods may be subject to restrictions. It is your responsibility to enquire into import and export regulations (prohibitions, restrictions such as quarantine, pharmaceutical restrictions, etc.) and to find out what documents, if any (commercial invoice, certificate of origin, health certificate, licence, authorization for goods subject to quarantine (plant, animal, food products, etc.) are required in the destination country.

Commercial item means any goods exported/imported in the course of a business transaction, whether or not they are sold for money or exchanged.

(1) Give a detailed description of each article in the item, e.g. "men's cotton shirts". General descriptions, e.g. "spare parts", "samples" or "food products" are not permitted.

(2) Give the quantity of each article and the unit of measurement used.

(3) and (4) Give the net weight of each article (in kg). Give the total weight of the item (in kg), including packaging, which corresponds to the weight used to calculate the postage.

(5) and (6) Give the value of each article and the total, indicating the currency used (e.g. CHF for Swiss francs).

(7) and (8) The HS tariff number (6-digit) must be based on the Harmonized Commodity Description and Coding System developed by the World Customs Organization. "Country of origin" means the country where the goods originated, e.g. were produced/manufactured or assembled. Senders of commercial items are advised to supply this information as it will assist Customs in processing the items.

(9) Give the amount of postage paid to the Post for the item. Specify separately any other charges, e.g. insurance.

(10) Tick the box or boxes specifying the category of item.

(11) Provide details if the contents are subject to quarantine (plant, animal, food products, etc.) or other restrictions.

(12), (13) and (14) If your item is accompanied by a licence or a certificate, tick the appropriate box and state the number. You should attach an invoice for all commercial items.

(15) Your signature and the date confirm your liability for the item.

Prot Article RL XVI

Items subject to customs control

1 Notwithstanding article RL 156, the United Kingdom of Great Britain and Northern Ireland will not accept liability for obtaining the signature of the sender on the forms CN 22 and CN 23 to the effect that the item does not contain any dangerous article prohibited by the postal regulations.

Article RL 157

Presentation-to-Customs charge

1 The guideline maximum amount of the special charge prescribed in article 20.2 of the Convention for items submitted to customs control in the country of origin or of destination shall be 2.61 SDR. For each M bag, the guideline maximum amount is 3.27 SDR.

Article RL 158

Cancellation of customs duty and other fees

1 Designated operators shall undertake to seek from the appropriate services in their country cancellation of customs duty and other fees on items:

- 1.1 returned to origin;
- 1.2 destroyed because of total damage to the contents;
- 1.3 redirected to a third country.

Articles 21 and 22 See section H.

Section G

Liability of designated operators

Article 23

Liability of designated operators. Indemnities

- 1 General**
- 1.1 Except for the cases provided for in article 24, designated operators shall be liable for:**
 - 1.1.1 the loss of, theft from or damage to registered items, ordinary parcels and insured items;**
 - 1.1.2 the return of registered items, insured items and ordinary parcels on which the reason for non-delivery is not given.**
- 1.2 Designated operators shall not be liable for items other than those mentioned in 1.1.1 and 1.1.2.**
- 1.3 In any other case not provided for in this Convention, designated operators shall not be liable.**
- 1.4 When the loss of or total damage to registered items, ordinary parcels and insured items is due to a case of force majeure for which indemnity is not payable, the sender shall be entitled to repayment of the charges paid for posting the item, with the exception of the insurance charge.**
- 1.5 The amounts of indemnity to be paid shall not exceed the amounts mentioned in the Letter Post Regulations and the Parcel Post Regulations.**
- 1.6 In cases of liability, consequential losses, or loss of profits or moral damage shall not be taken into account in the indemnity to be paid.**
- 1.7 All provisions regarding liability of designated operators shall be strict, binding and complete. Designated operators shall in no case, even in case of severe fault, be liable above the limits provided for in the Convention and the Regulations.**
- 2 Registered items**
- 2.1 If a registered item is lost, totally rifled or totally damaged, the sender shall be entitled to an indemnity set in the Letter Post Regulations. If the sender has claimed an amount less than the amount set in the Letter Post Regulations, designated operators may pay that lower amount and shall receive reimbursement on this basis from any other designated operators involved.**
- 2.2 If a registered item is partially rifled or partially damaged, the sender is entitled to an indemnity corresponding, in principle, to the actual value of the theft or damage.**
- 3 (See Parcel Post Manual.)**

4 Insured items

4.1 If an insured item is lost, totally rifled or totally damaged, the sender shall be entitled to an indemnity corresponding, in principle, to the insured value in SDRs.

4.2 If an insured item is partially rifled or partially damaged, the sender shall be entitled to an indemnity corresponding, in principle, to the actual value of the theft or damage. It may, however, in no case exceed the amount of the insured value in SDRs.

5 If a registered or insured letter-post item is returned and the reason for non-delivery is not given, the sender shall be entitled to a refund of the charges paid for posting the item only.

6 If a parcel is returned and the reason for non-delivery is not given, the sender shall be entitled to a refund of the charges paid by the sender for posting the parcel in the country of origin and the expenses occasioned by the return of the parcel from the country of destination.

7 In the cases mentioned in 2, 3 and 4, the indemnity shall be calculated according to the current price, converted into SDRs, of articles or goods of the same kind at the place and time at which the item was accepted for conveyance. Failing a current price, the indemnity shall be calculated according to the ordinary value of articles or goods whose value is assessed on the same basis.

8 When an indemnity is due for the loss of, total theft from or total damage to a registered item, ordinary parcel or insured item, the sender, or the addressee, as the case may be, shall also be entitled to repayment of the charges and fees paid for posting the item with the exception of the registration or insurance charge. The same shall apply to registered items, ordinary parcels or insured items refused by the addressee because of their bad condition if that is attributable to the postal service and involves its liability.

9 Notwithstanding the provisions set out under 2, 3 and 4, the addressee shall be entitled to the indemnity for a rifled, damaged or lost registered item, ordinary parcel or insured item if the sender waives his rights in writing in favour of the addressee. This waiver shall not be necessary in cases where the sender and the addressee are the same.

10 The designated operator of origin shall have the option of paying senders in its country the indemnities prescribed by its national legislation for registered items and uninsured parcels, provided that they are not lower than those laid down in 2.1 and 3.1. The same shall apply to the designated operator of destination when the indemnity is paid to the addressee. However, the amounts laid down in 2.1 and 3.1 shall remain applicable:

10.1 in the event of recourse against the designated operator liable; or

10.2 if the sender waives his rights in favour of the addressee.

11 Reservations concerning the exceeding of deadlines for inquiries and payment of indemnity to designated operators, including the periods and conditions fixed in the Regulations, shall not be made, except in the event of bilateral agreement.

■ **Commentaires**

23 Liability also extends to postage-free items.

23.1.1.1 Where, through the fault of the Post, an item is delivered to a person other than the addressee, this is also “loss”. The question of who can, in the circumstances, be considered the entitled person on behalf of the addressee is a matter for internal legislation.

The Post is not liable for delay in the dispatch, transmission or delivery of an item.

DOs assume no liability for carrying out subsequent instructions given by entitled persons unless these instructions reach the offices concerned in due time. In other words, DOs assume liability for carrying out instructions relating to withdrawal from the post, alteration or correction of address, cancellation or alteration of a COD amount, if these instructions reach the offices concerned in due time.

23.2 The customer is entitled to the amount of the indemnity in force at the time the item was posted (IB opinion).

23.2.1 As registration is not intended for items of material value, it corresponds solely to the interest attached by the sender to delivery of the item. Payment of the amount due in case of loss is thus in the nature of a cash indemnity in respect of such prejudice to the sender’s interest and is not a refund.

The equivalent of the amounts mentioned in 2.1 and 2.2 in the national currency of each country is published in the Letter Post Compendium.

If the sender demands an amount inferior to the standard indemnity, he shall not receive more than the sum requested.

23.4.1 That is, the equivalent in the currency of the country of origin corresponding as closely as possible to the insured value in SDR.

Article RL 159

Application of the liability of designated operators

1 Designated operators’ liability shall be as binding for items conveyed à découvert as for those forwarded in closed mails.

2 Designated operators which undertake to cover risks arising from a case of force majeure shall be liable towards senders of items posted in their country for any loss due to a case of force majeure occurring at any time during transmission of the items. This undertaking shall also cover any redirection or return to origin.

3 The designated operator in whose service the loss, theft, damage or unexplained return occurred shall decide, according to the laws of its country, whether the loss, theft, damage or unexplained return was due to circumstances amounting to force majeure. These circumstances shall be communicated to the designated operator of the country of origin if the latter designated operator so requests.

4 The amount of the indemnity referred to in article 23.2.1 of the Convention for the loss of, total theft from or total damage to a registered item shall be 30 SDR. The indemnity for the loss of, total theft from or total damage to a registered M bag shall be 150 SDR. Charges and fees paid by the sender for posting the item, with

the exception of the registration charge, shall be added to these values to determine the total compensation payable.

5 The amount of the indemnity referred to in article 23.2.2 of the Convention for registered items that are partially rifled or partially damaged shall not exceed the corresponding amounts mentioned in paragraph 4 for registered items that are lost, totally rifled, or totally damaged.

6 Designated operators participating in the exchange of COD items shall be liable, up to the COD amount, for the delivery of COD items without collection of funds or against collection of a sum lower than the COD amount. Designated operators shall assume no liability for delays which may occur in the collection and dispatch of funds.

■ **Commentary**

159.2 The dispatching country which has undertaken to cover risks arising from force majeure is liable in all cases, unless it exercises its right of recourse where the corresponding DO on whose territory or in whose service the loss has occurred also accepts liability for risks arising from force majeure.

159.3 As the decision lies solely within the competence of the legislation of the country in which the loss has occurred, the circumstances constituting a case of force majeure need not automatically and in all cases be notified to the DO of origin. It is sufficient if such information is available on request.

Article 24**Non-liability of member countries and designated operators**

1 Designated operators shall cease to be liable for registered items, parcels and insured items which they have delivered according to the conditions laid down in their regulations for items of the same kind. Liability shall, however, be maintained:

- 1.1** when theft or damage is discovered either prior to or at the time of delivery of the item;
- 1.2** when, internal regulations permitting, the addressee, or the sender if it is returned to origin, makes reservations on taking delivery of a rifled or damaged item;
- 1.3** when, internal regulations permitting, the registered item was delivered to a private mail-box and the addressee declares that he did not receive the item;
- 1.4** when the addressee or, in the case of return to origin, the sender of a parcel or of an insured item, although having given a proper discharge, notifies the designated operator that delivered the item without delay that he has found theft or damage. He shall furnish proof that such theft or damage did not occur after delivery. The term “without delay” shall be interpreted according to national law.

2 Member countries and designated operators shall not be liable:

- 2.1** in cases of force majeure, subject to article 15.5.9;
- 2.2** when they cannot account for items owing to the destruction of official records by force majeure, provided that proof of their liability has not been otherwise produced;
- 2.3** when such loss or damage has been caused by the fault or negligence of the sender or arises from the nature of the contents;
- 2.4** in the case of items that fall within the prohibitions specified in article 18;
- 2.5** when the items have been seized under the legislation of the country of destination, as notified by the member country or designated operator of that country;
- 2.6** in the case of insured items which have been fraudulently insured for a sum greater than the actual value of the contents;
- 2.7** when the sender has made no inquiry within six months from the day after that on which the item was posted;
- 2.8** in the case of prisoner-of-war or civilian internee parcels;
- 2.9** when the sender's actions may be suspected of fraudulent intent, aimed at receiving compensation.

3 Member countries and designated operators shall accept no liability for customs declarations in whatever form these are made or for decisions taken by the Customs on examination of items submitted to customs control.

■ **Commentary**

24.2.1 By “force majeure” is generally meant in the legal sense any event not resulting from the dangers inherent in actual handling and not attributable to human error; an event, moreover, in which all foresight and all precautions are of no avail and which it is impossible to withstand when it occurs. However, the legal interpretation may be more or less restrictive.

Generally speaking loss or damage to mails due to acts of war, including confiscation of mails resulting from military censorship, are considered cases of force majeure.

24.2.3 During the Doha Congress, the Drafting Committee noted that the translation of the French word “dommage” into the separate terms “loss, theft or damage” in English was not ideal; as a result, the term “theft” was deleted from the English version. It was suggested that the CA examine the advisability of replacing the French word “dommage” with a more suitable term.

24.2.7 The six-month period concerns relations between claimants and DOs and does not include the transmission of inquiries from DO to DO.

Any country which, under this art, is exempt from all liability for the loss of a registered item may decline to invoke this clause where satisfactory proof is furnished that the delay was inevitable (recommendation C 7/Paris 1947).

Article RL 160

Delivery of a rifled or damaged registered or insured item

1 The office making delivery of a rifled or damaged registered or insured item shall prepare a CN 24 report on the joint inspection and have it countersigned, whenever possible, by the addressee. One copy of the report shall be handed to the addressee or, if the item is refused or redirected, attached to it. One copy shall be retained by the designated operator which prepared the report. One copy of the report shall be sent under registered cover or by e-mail or by other electronic means to the appropriate office listed in the Letter Post Compendium Online of the country to which the dispatching office of exchange belongs.

2 The designated operator of the country of origin that has received a copy of the CN 24 report in accordance with paragraph 1 or article RL 197.10 shall notify the sender that the item has been rifled or damaged.

3 If the item is delivered, the copy of the CN 24 report prepared in accordance with article RL 197.11.2 shall be attached to the item and dealt with in accordance with the regulations of the country of destination. If the item is refused, the said copy shall remain attached to the item.

4 When internal regulations so require, an item subjected to the treatment specified in 1 shall be returned to the sender if the addressee refuses to counter-sign the CN 24 report.

Prot Article RL XVII

Delivery of a rifled or damaged registered or insured item

1 Notwithstanding article RL 160, §§ 1 and 2, the United States of America reserves the right to not apply the provisions to registered letter-post items.

2 Notwithstanding the new provisions of article RL 160, Argentina reserves the right to withhold application of those provisions until it has carried out a study determining the mechanisms for recovery and management of the costs associated with the operating procedures.

3 Notwithstanding articles RL 160.1 and 2, Brazil reserves the right to defer application of the relevant provisions concerning the CN 24 report.

4 Notwithstanding the provisions of article RL 160, Canada reserves the right to report on the delivery of a rifled or damaged registered item to the addressee, the designated operator of the country of origin and/or the sender by electronic or any other means.

Letter Post – Conv Art 24; RL 160, form

Designated operator

REPORT

CN 24

Office preparing the report

Date

Reference

	<input type="checkbox"/> Letter-post item		<input type="checkbox"/> Postal parcel	
Reason for report	<input type="checkbox"/> Loss <input type="checkbox"/> Theft <input type="checkbox"/> Damage <input type="checkbox"/> Decrease in weight <input type="checkbox"/> Irregularities <input type="checkbox"/>			
Sender	Name and full address			
Addressee	Name and full address			
Posting of item	Office of posting	Date	Serial number	
Special particulars	Insured value	COD amount and currency	Weight shown	Weight observed
	Other particulars			
Contents	<input type="checkbox"/> From the invoice <input type="checkbox"/> From the customs declaration <input type="checkbox"/> According to the addressee or the sender			
	Detailed description			
	The contents have been examined in the presence of			
	<input type="checkbox"/> the addressee <input type="checkbox"/> the sender			
	Contents established on examination			
	Contents damaged			
	Contents missing			
Packing	External packing			
	Internal packing			
	The item is sealed by			
	<input type="checkbox"/> wax seals		<input type="checkbox"/> security tapes <input type="checkbox"/>	
	Number of seals		Private mark on seals	
	<input type="checkbox"/> The item is unsealed			
	The packing should be regarded as regulation			
<input type="checkbox"/> Yes <input type="checkbox"/> No				

Letter Post, Doha 2012, art RL 160.1 – Size 210 x 297 mm

CN 24 (back)

Damage/Theft	Description		
	The loss is due to		
Estimate of loss	Amount and currency		
	<input type="checkbox"/> According to the addressee		<input type="checkbox"/> According to the sender
Mail in which the item was sent	Date of dispatch	Dispatching office	No.
	Date of arrival	Office of destination	
	The item was contained in an		
	The fastening (lead seal) of the receptacle was		
Method of conveyance	<input type="checkbox"/> inner receptacle <input type="checkbox"/> outer receptacle <input type="checkbox"/> intact <input type="checkbox"/> not intact		
	<input type="checkbox"/> By airmail <input type="checkbox"/> By train <input type="checkbox"/> By ship <input type="checkbox"/>		
	Flight No./Train No./Name of ship		
	<input type="checkbox"/> In a receptacle <input type="checkbox"/> Loose		
Subsequent treatment of the item	<input type="checkbox"/> After repacking and weighing, the item has been forwarded to its destination		New weight
	<input type="checkbox"/> The contents have been destroyed by the undersigned office		<input type="checkbox"/> The packing is held here
	<input type="checkbox"/> The addressee refuses the item		<input type="checkbox"/> The sender refuses the item
	<input type="checkbox"/> The addressee has accepted the item		<input type="checkbox"/> The sender has accepted the item
	Amount of indemnity claimed		
Signature of addressee or sender			

Attestation	In witness whereof, we have drawn up this report, a duplicate of which has been sent (with a CP 78 verification note in the case of a postal parcel) to the authority shown below
	Authority to which the report should be sent

Office preparing the report
Signature of the postal officials

Signature of the customs officer (as applicable)

Article 25

Sender's liability

1 The sender of an item shall be liable for injuries caused to postal officials and for any damage caused to other postal items and postal equipment, as a result of the dispatch of articles not acceptable for conveyance or the non-observance of the conditions of acceptance.

2 In the case of damage to other postal items, the sender shall be liable for each item damaged within the same limits as designated operators.

3 The sender shall remain liable even if the office of posting accepts such an item.

4 However, where the conditions of acceptance have been observed by the sender, the sender shall not be liable, in so far as there has been fault or negligence in handling the item on the part of designated operators or carriers, after acceptance.

Article RL 161

Establishment of sender's liability

1 A designated operator which finds damage that is due to the fault of the sender shall inform the designated operator of origin, whose responsibility it is to take action against the sender where appropriate.

2 With reference to the provisions of paragraph 1, the designated operators of origin and of destination may agree to draw up the accounting procedure concerning the amount of damage to be covered by the sender.

Article 26

Payment of indemnity

1 Subject to the right of recourse against the designated operator which is liable, the obligation to pay the indemnity and to refund the charges and fees shall rest either with the designated operator of origin or with the designated operator of destination.

2 The sender may waive his rights to the indemnity in favour of the addressee. The sender, or the addressee in the case of a waiver, may authorize a third party to receive the indemnity if internal legislation allows this.

Article RL 162

Payment of indemnity

1 The designated operator of origin or destination, as the case may be, shall be authorized to indemnify the rightful claimant on behalf of the designated operator which, having participated in the conveyance and having been duly informed, has allowed two months and, if the case was reported by fax or any other electronic means by which receipt of the inquiry can be confirmed, 30 days to pass without finally settling the matter, or without having reported:

- 1.1 that the damage appeared to be due to a case of force majeure;
- 1.2 that the item had been detained, confiscated or destroyed by the competent authority because of its contents or seized under the legislation of the country of destination.

2 The periods of two months and thirty days stipulated under 1 begin to run from the date on which the CN 08 form was duly completed by the designated operator of origin, including the necessary information concerning the transmission of dispatches.

3 The designated operator of origin shall be authorized to indemnify the rightful claimant on behalf of the designated operator of destination which, having been duly informed about the request of the designated operator of origin to provide confirmation of delivery of the item under inquiry, mentioned in article RL 154.2.9, has allowed 30 days to pass, from the date of the sending of such a request by the designated operator of origin, without replying to a second inquiry concerning inappropriate execution of service.

4 The designated operator of origin or destination, as the case may be, shall be authorized to postpone payment of the indemnity to the rightful claimant in cases where the form is not properly completed or incorrect and has to be returned for additional information or amendment, thereby causing the time limit set in 1 to be exceeded. It shall be possible to pay the indemnity within an additional time limit of two months from the date on which the CN 08 form is completed or amended. If no additional information is added or no amendment is made to the inquiry, the

designated operator concerned shall be authorized not to indemnify the rightful claimant.

5 No reservations concerning the periods for the treatment and settlement of inquiries and the period and conditions for the payment of indemnity and the reimbursement of paying designated operators may be made to this article, except within the framework of a bilateral agreement.

■ **Commentary**

162.1 A DO which has allowed two months to pass without answering a claim may not invoke art RL 165.2, so as to pay only half of the amount of the indemnity.

162.2 The period of two months or 30 days should run only from the date at which all the necessary information has been entered on the CN 08 form by the office of exchange or by the central service of the DO of origin. Incomplete CN 08 forms result in protracted claim times, and it would be unfair to penalize the DO of destination.

Article RL 163

Period for payment of indemnity

1 The payment of the indemnity shall be made as soon as possible and, at the latest, within a period of three months from the day following the day of inquiry.

2 No reservations concerning the period for the payment of indemnity may be made to this article, other than within the framework of a bilateral agreement.

■ **Commentary**

163.1 The “day of inquiry” is the day on which the formal inquiry is filed, ie the date entered in the appropriate place on the CN 08 form or, in the absence of such indication, the date-stamp impression of the post office at which the form is handed in.

Article RL 164

Automatic payment of indemnity

1 The return of a CN 08 form in which the “Particulars to be supplied by the intermediate services”, “Particulars to be supplied by the service of destination” and “Final reply” sections have not been completed shall not be considered as a final reply within the meaning of article RL 162.1.

■ **Commentary**

164.1 It is important to ensure that a detailed investigation is always made. The fact is that CN 08 forms are frequently returned without certain information (date of delivery, addressee’s declaration made out on a form conforming to the specimen CN 18, etc). In some cases, the DO of destination authorizes the DO of origin of the item under inquiry to pay half the indemnity on its behalf, without detailed investigation of the inquiry.

Article RL 165

Determination of liability between designated operators

1 Until the contrary is proved, liability shall rest with the designated operator which, having received the item without reporting a discrepancy by means of a CN 43 verification note at the time of receipt of the mail in which the item was dispatched, and being furnished with all the prescribed means of inquiry, cannot prove either delivery to the addressee or, where appropriate, correct transfer to another designated operator.

2 If the loss theft or damage occurs in the course of conveyance without it being possible to establish in which country's territory or service it happened, the designated operators concerned shall bear the loss equally. However, in the case of the loss of registered items, this principle shall apply only to items identified by a CN 04 label with a unique item identifier, in accordance with article RL 137, Registered items. Otherwise, the dispatching designated operator alone shall bear the loss.

3 As regards insured items, the liability of a designated operator towards other designated operators shall in no case exceed the maximum insured value that it has adopted.

4 Designated operators not providing the insured items service shall assume, in respect of such items conveyed in closed mails, the liability laid down for registered items. This provision shall also apply when designated operators do not accept liability for insured items carried on board the ships or aircraft used by them.

5 If the loss, theft or damage of an insured item occurs in the territory or service of an intermediate designated operator which does not provide the insured items service, the designated operator of origin shall bear the loss not covered by the intermediate designated operator. The same rule shall apply if the amount of the damage is higher than the maximum insured value adopted by the intermediate designated operator.

6 Customs duty and other fees of which it has not been possible to secure cancellation shall be borne by the designated operators liable for the loss, theft or damage.

7 A designated operator which has paid the indemnity shall take over the rights, up to the amount of the indemnity, of the person who has received it in any action which may be taken against the addressee, the sender or third parties.

■ Commentary

165.2 Should an insured item be lost in circumstances such as those described and should the loss, after being apportioned equally, exceed the amount for which one of the transit countries may be deemed liable under 165.5, the difference must be shared among the DOs of all the other countries concerned.

When the exchange of registered items takes place under the bulk advice system, the liability for paying the indemnity which may be due for the loss of an art shall be shared equally between the DOs of origin and destination of the mail presumed to have contained the lost item, unless the liability of an intermediate

DO can be established, or unless either the DO of origin or the DO of destination admits or discovers that the loss occurred in its own services.

DOs which have subscribed to an agreement to deal with registered arts on the bulk advice system cannot be relieved of their liability by citing unilateral proofs based on an entry or an individual acknowledgement, accidental or otherwise, made by their services.

The entry in detail of some registered items, in particular, constitutes a unilateral derogation of the bulk advice principle and cannot be invoked by the DO which had practised it in order to be relieved of its share of liability (formal opinion C 50/Tokyo 1969).

Article RL 166

Procedures for determining the liability of designated operators

1 Until the contrary is proved and subject to article RL 165.2 of the Convention, an intermediate designated operator or designated operator of destination shall be relieved of all liability:

- 1.1 when it has observed the provisions for inspection of mails and establishment of irregularities;
- 1.2 when it can prove that it was informed of the inquiry after the destruction of the official records relating to the item in question, the period of retention having expired. This reservation shall not prejudice the rights of the claimant;
- 1.3 when, in the case of individual entry of registered items, correct delivery of the lost item cannot be proved because the designated operator of origin did not enter the registered items in detail on the CN 33 special lists.

2 Until the contrary is proved, a designated operator dispatching a registered or insured item shall be relieved of all liability if the office of exchange to which the item has been consigned has not sent to the dispatching designated operator, by the first available mail after inspection, a CN 24 report stating either that the whole packet of registered or insured articles or the particular item is missing or has been tampered with.

3 If the theft or damage of a registered or insured item has been established in the country of destination or, in the case of return to sender, in the country of origin, it shall be for the designated operator of that country to prove:

- 3.1 that neither the packet, envelope or receptacle and its fastening, nor the wrapping and fastening of the item bore any apparent trace of theft or damage;
- 3.2 in the case of an insured item, that the weight established at the time of posting has not varied.

4 When the proof mentioned in 3 has been furnished, none of the other designated operators concerned may repudiate its share of liability on grounds that it handed over the item without the next designated operator having made any objection.

5 When a registered item or an insured item has been lost, rifled or damaged as the result of force majeure, the designated operator in whose territorial jurisdiction or services the loss, theft or damage occurred shall be liable to the designated operator of origin only if the two designated operators undertake to cover risks of force majeure.

■ **Commentary**

162.1.3 For the model of form CN 31, see art RL 179.

For the model of form CN 32, see art RL 186.

Prot Article RL XVIII

Procedures for determining the liability of designated operators

1 Notwithstanding article RL 166.2 and 3, the United States of America reserves the right to not apply the provisions to registered letter-post items.

2 Notwithstanding article RL 166.2, Argentina reserves the right to not issue the CN 24 form.

3 Notwithstanding article RL 166.2 and 3, Canada shall be authorized to not apply the provisions in the case of registered items

Article 27

Possible recovery of the indemnity from the sender or the addressee

1 If, after payment of the indemnity, a registered item, a parcel or an insured item or part of the contents previously considered as lost is found, the sender or the addressee, as the case may be, shall be advised that the item is being held at his disposal for a period of three months on repayment of the amount of the indemnity paid. At the same time he shall be asked to whom the item is to be delivered. In the event of refusal or failure to reply within the prescribed period, the same approach shall be made to the addressee or the sender as the case may be, granting that person the same period to reply.

2 If the sender and the addressee refuse to take delivery of the item or do not reply within the period provided for in paragraph 1, it shall become the property of the designated operator or, where appropriate, designated operators which bore the loss.

3 In the case of subsequent discovery of an insured item the contents of which are found to be of less value than the amount of the indemnity paid, the sender or the addressee, as the case may be, shall repay the amount of this indemnity against return of the item, without prejudice to the consequences of fraudulent insurance.

■ Commentary

27.1 It is understood that the entitled person shall have the right to retain the indemnity he has received if he declines to take delivery of an item which has since been found.

Article RL 167

Recovery from air carriers of indemnities paid

1 When the loss, theft or damage occurs in the service of an air carrier, reimbursement of the indemnity paid to the sender shall be recovered from the carrier:

- 1.1** by the designated operator of origin if it settles conveyance dues direct with the air carrier;
- 1.2** by the designated operator that collected the conveyance dues, when the designated operator of origin does not settle them direct with the air carrier. The indemnity paid to the sender shall be reimbursed to the designated operator of origin by the designated operator that collected the conveyance dues.

■ Commentary

167 The practical method of application for recovery from air carriers decided upon by the IATA–UPU Contact Committee is given below.

- i** Conditions for the recovery of indemnities from air carriers shall be established through contract between DOs and air carriers or by legislation.
- ii** Where contracts are not instituted, or do not include specific tender/recovery procedures, DOs shall develop a mutually acceptable method of verification at the point of tender and recovery.
- iii** In order to define liability, failure to comply with the practical methods of application to the relevant Convention arts for mails tendered or recovered will result in the transfer of liability to the offending party.

Article RL 168

Reimbursement of the indemnity to the paying designated operator

1 The designated operator which is liable or on behalf of which payment is made shall reimburse the paying designated operator the amount of indemnity, charges and fees paid to the rightful claimant according to the mandatory information provided on the CN 08 form. The accounting procedures to be followed are described in articles RL 169 and RL 170.

2 If the indemnity, charges and fees paid which were reimbursed to the rightful claimant are due to be borne by several designated operators, the whole of the indemnity, charges and fees paid which were reimbursed to the rightful claimant shall be paid to the paying designated operator by the first designated operator which, having duly received the item claimed for, is unable to prove its correct transfer to the next service. It shall rest with this designated operator to recover from the other designated operators which are liable each one's share of the indemnity paid to the rightful claimant.

3 The designated operator whose liability is duly established and which has at first declined to pay the indemnity shall assume all additional costs resulting from the unwarranted delay in payment.

■ **Commentary**

168.3 By “additional costs” are understood, for example, interest, bank charges and differences in exchange rates, even if under certain conditions the last two categories normally devolve also on the creditor DO. Administrative expenses as well as legal expenses incurred by the creditor DO through any action undertaken in the interest of the DO responsible or in its own interests may also be included in “additional costs”. In short, it is for the creditor DO to decide in each individual case which charges it considers as additional costs. The one condition which it must adhere to strictly in determining them is the following: there must be a direct relation of cause and effect between the unjustified delay in the payment of compensation by the debtor DO on the one hand, and the charges borne by the creditor DO on the other. The extent of the “additional costs” will depend on the actual circumstances in each case.

Article RL 169

Settlement of indemnities between designated operators

1 If, one year after the date of dispatch of authorization to pay the indemnity, the paying designated operator has not debited the account of the designated operator which is liable, the authorization shall be considered null and void. The designated operator which received it shall then no longer be entitled to claim reimbursement of any indemnity paid, except in cases where an accepted CN 48 account has been included in the CN 52 general account, pursuant to article RL 170.4.

2 When liability has been admitted, as well as in the case provided for in article RL 162.1, the amount of the indemnity may also be automatically recovered from the designated operator which is liable through a liquidation account, either direct or through the intermediary of a designated operator which regularly draws up liquidation accounts with the designated operator which is liable.

3 If the sender or the addressee takes delivery of an item found afterwards against repayment of the amount of the indemnity, that sum shall be refunded to the designated operator or, where appropriate, designated operators which bore the loss, within one year of the date of such repayment.

4 Designated operators may agree to settle periodically for the indemnities which they have paid to the rightful claimants and which they have accepted as justified.

5 The designated operators of origin and destination may agree that the whole of the loss shall be borne by the designated operator which has to make the payment to the rightful claimant.

6 The creditor designated operator shall be reimbursed in accordance with the rules for payment laid down in article RL 256.

Article RL 170

Accounting for amounts due in respect of indemnity for letter-post items

1 When payments have to be charged to the designated operators which are liable, the creditor designated operator shall prepare CN 48 monthly or quarterly accounts.

2 The CN 48 account shall be sent to the debtor designated operator, preferably by e-mail or fax, or otherwise by priority mail, and at the latest within two months following the period to which it relates.

3 After checking and acceptance, the CN 48 account shall be returned to the creditor designated operator, at the latest by the end of two months from the date of dispatch. If the creditor designated operator has not received any notice of amendment within the prescribed time limit, the account shall be regarded as fully accepted.

4 In principle, these accounts shall be settled separately. However, designated operators may come to an agreement that they are to be settled with the CN 51 detailed account or with the CN 52 general account, or possibly with the CP 75 account.

■ Commentary

170.4 For the models of forms CN 51 and CN 52, see art RL 247.

Creditor designated operator

STATEMENT
Amounts due in respect of indemnity**CN 48**

Date

Debtor designated operator	<input type="checkbox"/> Letter post <input type="checkbox"/> Postal parcels
	Month _____ Quarter _____ Year _____
Method of settlement <input type="checkbox"/> Direct <input type="checkbox"/> Via UPU*Clearing	

Notes¹

To be filled in by typewriter or computer printer

Serial No.	Date of posting, item No. and office of origin	Destination	Letters authorizing recoveries (No. of statement, name of office, date, reference No. of debtor designated operator)	Amount in SDR	
1	2	3	4	5	
1					
2					
3					
4					
5					
6					
7					
8					
9					
Total					

¹ Any observations may be made on the available part of the front or on the back of the form
Creditor designated operator
SignatureSeen and accepted by the debtor designated operator
Place, date and signature

Section H

Procedures concerning the transmission, routing and receipt of mails/items

Article RL 171

Exchange of items

1 Designated operators may exchange, via one or more of their number, closed mails as well as à découvert items according to needs and service requirements.

2 When exceptional circumstances oblige a designated operator temporarily to suspend its services wholly or in part, it shall immediately inform the designated operators concerned.

3 When the conveyance of mail in transit through a member country takes place without the participation of the designated operator of that member country, this form of transit shall not involve the liability of the designated operator of the transit member country.

4 Designated operators may send surface mails by air, with reduced priority. The designated operator of destination shall indicate the office of exchange or the airport of destination for such mails.

5 Designated operators shall make every effort to capture and exchange pre-dispatch and dispatch receipt information in accordance with UPU PREDES, RESDES and EMSEVT EDI messages for all letter-post dispatches and receptacles and include item-level data when identified items are present.

■ Commentary

171.2 With regard to maintaining postal relations in cases of disputes, conflict or war, Congress adopted resolution C 37/Lausanne 1974, as given below:

“Congress, considering the peaceful and humanitarian role played by the Universal Postal Union in helping to bring peoples and individuals together, convinced of the need to maintain postal exchanges, as far as possible, with or between regions afflicted by disputes, disturbances, conflicts or wars, and in view of the initiatives taken and the experience of certain Governments or humanitarian organizations in this field, appeals urgently to the Governments of member countries, as far as possible and unless the United Nations General Assembly or Security Council has decided otherwise (in accordance with art 41 of the United Nations Charter), not to interrupt or hinder postal traffic – especially the exchange or correspondence containing messages of a personal nature in the event of dispute, conflict or war, the efforts made in this direction being applicable even to the countries directly concerned, and authorizes the Director-General of the International Bureau of the UPU:

- i to take what initiatives he considers advisable to facilitate, while respecting national sovereignties, the maintenance or re-establishment of postal exchanges with or between the parties to a dispute, conflict or war;
- ii to offer his “good offices” to find a solution to postal problems which may arise in the event of a dispute, conflict or war.”

It is understood that each DO is the sole judge of what constitutes exceptional circumstances.

171.3 This form of transit concerns in particular mail exchanged in containers by international road transport.

171.5 Most countries have IT systems in place for supporting their postal operations, including a system for exchanging EDI messages. The pre-advice information provided in PREDES makes it possible to plan workflows, register incoming mail efficiently and securely, and track and trace items; it can also be used for accounting operations. Replies in REDES allow quick acknowledgment of receptacles received and make track and trace possible. EMSEVT messages allow detailed tracking of each item identified.

Article RL 172

Priority treatment of priority items and airmail items

1 Designated operators shall be bound to forward by the air communications they use for the conveyance of their own priority items and airmail items the items of this type which reach them from other designated operators.

2 Designated operators without an air service shall forward priority items and airmail items by the most rapid means used for mails. The same shall apply if for any reason routing by surface means is more advantageous than the use of airlines.

3 Each designated operator shall stipulate a specific hand-over time of preferably one hour, to two hours maximum, to the receiving designated operator within their contracts with airlines. The receiving designated operator shall endeavour to assist in the enforcement of this by providing the sending designated operator with monitoring of the airlines' performance against this time.

4 Designated operators shall take all necessary steps to:

- 4.1 ensure the best conditions for the receipt and onward transmission of mails containing priority items and airmail items;
- 4.2 ensure that agreements concluded with the carriers concerning the priority due to such mails are respected;
- 4.3 speed up the operations relating to customs control of priority items and airmail items addressed to their countries;
- 4.4 keep to a strict minimum the time required for forwarding priority items and airmail items posted in their country to the countries of destination and for having priority items and airmail items arriving from abroad delivered to the addressees. Single items arriving in a priority or airmail mail and not provided with a priority or airmail marking according to article RL 127 should nevertheless be regarded as priority or airmail items and be inserted in the domestic priority or airmail handling stream of the designated operator of destination.

5 Designated operators of transit and destination shall treat priority items and airmail items equally; designated operators shall also give the same treatment to surface LC items when no better service is available to the sender. Similarly, no distinction as regards speed of handling shall be made between non-priority items, surface AO items and S.A.L. items.

■ Commentary

172 The Lausanne Congress passed resolution C 60/1974 which affirms the principles of freedom of transit with regard to air hijacking. The mails affected by such activities are inviolable, and the subsequent forwarding of the said mails must be assured on a priority basis by the country where the aircraft landed or was freed, even if this aircraft is the subject of disputes of a non-postal nature.

Capacity planning on flights is important for air transportation. Designated operators are strongly recommended to work closely with airlines to plan the required capacity for mail volumes in advance.

Article RL 173

Mails

1 Mails shall be classified as follows:

1.1 “Airmails” which are conveyed by air with priority. Airmails may contain airmail items and priority items.

1.2 “Priority mails” which are conveyed by surface but which have the same priority as airmails. Priority mails may contain priority items and airmail items.

1.3 “Surface airlifted (S.A.L.) mails” which contain S.A.L. items and non-priority items.

1.4 “Surface mails” which contain surface mail and non-priority items.

2 Mails conveyed by air or by surface containing only items posted in bulk shall be called “bulk mails”.

2.1 The provisions of these Regulations applicable to the mails under 1.1 to 1.4 shall also apply to bulk mails conveyed by the same route or mode, unless specific arrangements are expressly made.

3 The exchange of mails shall be carried out by offices called “offices of exchange”. Wherever an office of exchange needs to be specified on a postal form, this shall be done in accordance with the rules set out in UPU Technical Standard S34 (Registration of International Mail Processing Centres). This encompasses:

3.0bis the six-character code of the office of exchange;

3.1 the name of the office of exchange;

3.2 the code and name of the designated operator responsible for the office of exchange;

3.3 (deleted.)

4 Each offices of exchange shall be registered in the International Mail Processing Centre codelist by the designated operator responsible for that office. This list is published on the UPU website.

5 On any form, an office or exchange shall be identified by its code, as published in the above-mentioned codelist; if the form so requires, the corresponding name, the code and the name of the responsible designated operator shall also be displayed.

6 Designated operators should maintain a list of the operator responsible for each international mail processing centre in their databases.

6bis If a dispatch identifier is used (barcode representation or representation in electronic messaging), it shall be compliant with UPU Technical Standard S8.

■ **Commentary**

173.1.1 The 1984 Hamburg Congress adopted the concept of “priority” to distinguish “airmail items” (letter-post items conveyed by air) from surface airlifted mail. The term “priority” covers not only the priority accorded to mail by airlines but also the priority handling given airmail corr by DOs under art RL 172.

173.1.3 The term “S.A.L.” is the abbreviation of “Surface Air Lifted”.

Article RL 174

Exchange in closed mails

1 Closed mails shall be made up for the country of destination when the number of items per mail or per day (when several dispatches are made in a day) exceeds the limits for à découvert transit stated in article RL 176.

2 The exchange of items in closed mails shall be regulated by common consent between the designated operators concerned. Any changes in routing shall be notified by the dispatching designated operator to the designated operator of destination at the earliest opportunity and, if possible, before the date of implementation.

3 In order to participate in good quality mail circulation, every designated operator should make up a minimum of three priority letter mails per week for each destination. If the volume and weight of items do not warrant such frequency, dispatch in transit à découvert should be envisaged.

4 Designated operators through which closed mails are to be forwarded shall be given suitable notice.

5 In cases where an exceptionally large number of ordinary or registered items has to be sent to a country to which mail is normally sent in transit à découvert, the designated operator of origin shall be authorized to make up closed mails for the offices of exchange of the country of destination. It shall advise the designated operators of the countries of transit and destination accordingly.

Article RL 175

Exchange of format-separated mails

1 The exchange of format-separated mails between designated operators of member countries as provided for in article 30 of the Convention shall be made on the basis of the conditions of the present article.

2 Exchanges between countries in Group 1.1

2.1 Mails shall be prepared and dispatched in separate receptacles for each of the three formats (P, G, E) to destinations where the annual outward volume of mails dispatched, excluding M bags, is above 50 tonnes. For volumes below this threshold mixed mails may be prepared.

3 Exchanges between countries in Group 1.2 and 2 and between these countries and countries in Group 1.1

3.1 Mails shall be prepared and dispatched in at least two separate types of receptacles, one for formats P and G combined and one for E, to destinations where the annual outward volume of mails dispatched, excluding M bags, is above the following thresholds:

3.1.1 125 tonnes in 2014;

3.1.2 100 tonnes in 2015;

3.1.3 75 tonnes in 2016;

3.1.4 50 tonnes in 2017.

3.2 For volumes below these thresholds, mixed mails may be prepared.

4 For the application of the threshold the most recent annual volumes shall be used as reference.

5 Designated operators shall send the designated operators concerned the request for receiving or the notification for sending format-separated mails by 30 September for application on 1 January of the following year and subsequent years.

6 The practical details shall be the subject of a mutual agreement between the designated operators concerned.

7 In case of receipt of mixed dispatches in a relation where the conditions are met or the agreement for format-separated exchanges was made, the designated operator of destination shall be entitled to segregate and sample the received mails by format or receptacle type.

8 It may be mutually agreed that, in relations above the threshold, where there are low daily mail volumes from a specific exchange office, these may be made up in mixed dispatches. However, these dispatches shall also be subject to sampling by the designated operator of destination.

9 The discontinuation of the making up of format-separated mails shall be notified by 30 November and shall take effect on 1 January of the following year and subsequent years.

10 Designated operators of countries in the transitional terminal dues system and of countries joining the target system as of 2014 may choose to exchange format-separated mails following the same conditions as the target system countries, as set out in paragraphs 2 or 3 and 4 to 9.

11 For operational, statistical and accounting purposes, registered, insured and express items shall be treated as bulky letters (E) regardless of their actual shape.

■ **Commentary**

175.4 The most recent four quarterly statements of weights should be used as the best indication of mail volumes for the following year.

Article RL 176

Transit à découvert

1 The transmission of à découvert items to an intermediate designated operator shall be strictly limited to cases where the making up of closed mails for the country of destination is not justified. À découvert transmission shall not be used to countries of destination for which the weight of the mail exceeds three kilogrammes per mail or per day (when several dispatches are made in a day) and shall not be used for M bags.

2 In the absence of a special agreement, items for transit à découvert weighing more than three kilogrammes per mail or per day (when several dispatches are made in a day), dispatched to a particular country of destination, shall be considered as missent items and the intermediate designated operator shall be authorized to claim from the dispatching designated operator the relevant charges calculated in accordance with article RL 211.1.5 for the entire quantity of mail concerned.

3 The dispatching designated operator shall consult in advance the intermediate designated operators as to the suitability of using them for à découvert items to the destinations concerned. The dispatching designated operator shall notify the designated operators concerned of the date on which dispatch of mail in transit à découvert commences, providing at the same time the estimated annual volumes for each final destination. Unless otherwise agreed bilaterally by the designated operators concerned, this notification shall be renewed if, in a given statistical period (May or October) there were no à découvert items observed and, consequently, no account had to be issued by the intermediate designated operator. Items in transit à découvert shall, as far as possible, be sent to a designated operator which makes up mails for the designated operators of destination.

4 For items sent à découvert without prior consultation to an intermediate designated operator, destined for countries other than those notified by the intermediate country in the Transit Compendium, the charge provided for in article RL 211.1.5 may be applied.

5 A découvert items shall be subject to the payment of transit charges calculated in accordance with article RL 211.

6 In the absence of a special agreement, all items posted on board a ship and not included in a closed bag mentioned in article 21 of the Convention shall be handed over à découvert by the ship's agent direct to the post office at the port of call, whether these items have been stamped on board or not.

7 In the absence of special agreement, items for transit à découvert shall be bundled as follows:

- 7.1 priority items sent by air and airmail items shall be made up in bundles identified by CN 25 labels;
- 7.2 priority items sent by surface, non-priority items and surface items shall be made up in bundles identified by CN 26 labels.

8 When their number and make-up permit, items sent à découvert to a designated operator shall be separated by country of destination. They shall be made up in bundles labelled with the name of each country in roman letters.

9 Where format-separated mail is exchanged, à découvert items shall be placed in a receptacle of the corresponding format. If a CN 65 bill is issued, the volumes may be indicated as separated by format.

■ **Commentary**

176.2 This provision for the treatment of à découvert items exceeding 3 kg as “missent” mail under the relevant transit charges encourages compliance by the dispatching DO and guarantees the appropriate reimbursement of the intermediate DO.

176.3 Transit à découvert services are a means to guarantee the freedom of transit as defined in art 1 (Scope and objectives of the Union) of the UPU Const and art 4 (Freedom of transit) of the UPU Conv. The purpose of the consultation with the intermediate DO, provided for in RL 176.3, is to identify the most suitable route for sending items à découvert. It does not affect the mandatory character of transit à découvert.

176.7.1 For the other models of CN 25 labels, see art RL 178.

176.7.2 For the models of CN 26 labels, see art RL 178.

176.8 Separation by country of destination is essential in all cases where the average weight of items exceeds 500 g per mail or per day (when several dispatches are made in a day), unless the number of items is ten per mail or less. Bundles containing items for reforwarding as priority items by air or surface must be labelled on the basis of the CN 68 List. When the weight of the items in transit à découvert to be reforwarded by air does not warrant the make-up of separate labelled bundles for each country of destination, the dispatching DO gathers them, sorted into categories, in bundles identified by the appropriate CN 25 labels, according to groups of countries of destination on the basis of the information in the CN 68 List. When the total weight of the separate labelled bundles sent to an intermediate DO exceeds 3 kg, the bundles are placed in one or more bags with labels bearing the word “Transit” in bold letters. When the total weight of such bundles is less than 3 kg, the bundles must, as far as possible, be placed in an extra-light bag (which may be made of transparent plastic); sealed, labelled “Transit” and inserted in the bag which contains the letter bill.

Priority – LC

Items
à découvert
By airmail

CN 25

Dispatching designated operator

Dispatching office

Dispatching official

Office of destination

No. of group of countries of destination

In case of irregularity, this label must be attached to the verification note

Letter Post, Doha 2012, art RL 176.7.1 – Size 105 x 74 mm or 148 x 105 mm, colour white

AO

Items
à découvert
By airmail

CN 25

Dispatching designated operator

Dispatching office

Dispatching official

Office of destination

No. of group of countries of destination

In case of irregularity, this label must be attached to the verification note

Letter Post, Doha 2012, art RL 176.7.1 – Size 105 x 74 mm or 148 x 105 mm, colour light blue

R	<input type="checkbox"/> Priority –	Number of registered items	Registered items à découvert By airmail	CN 25
	<input type="checkbox"/> LC			
	<input type="checkbox"/> AO			
Dispatching designated operator				
Dispatching office				
Dispatching official				
Office of destination				
No. of group of countries of destination				
In case of irregularity, this label must be attached to the verification note				

Letter Post, Doha 2012, art RL 176.7.1 – Size 105 x 74 mm or 148 x 105 mm, colour pink

Note. – To take account of the needs of their service, designated operators may alter slightly the text, size or colour of these forms without, however, deviating too far from the instructions contained in the model.

Article RL 177

Routes and methods of transmission of insured items

1 By means of the CN 27 tables received from the others concerned, each designated operator shall decide on the routes to be used for the transmission of its insured items.

2 In the relations between countries separated by one or more intermediate services, insured items shall follow the most direct route. Nevertheless, the designated operators concerned may arrange with one another to provide for transmission à découvert by circuitous routes where the transmission by the most direct route would not carry with it a guarantee of liability over the whole distance.

3 Subject to service requirements, insured items may be dispatched in closed mails. They may also be handed over à découvert to the first intermediate designated operator if that designated operator is able to arrange for their transmission under the conditions prescribed in the CN 27 tables.

4 Designated operators of origin and destination may agree among themselves to exchange insured items in closed mails by means of the services of one or more intermediate countries, whether these participate in the insured items service or not. The intermediate designated operators shall be advised at least one month prior to commencement of the service.

■ Commentary

177 With regard to the security of valuable items conveyed by the Post, Congress adopted recommendation C 63/Lausanne 1974 concerning general security and protection measures at offices of exchange and airports.

Designated operator

TABLE
Routes and methods
of transmission of insured items

CN 27

Notes

Countries for which the above-mentioned designated operator accepts insured items in transit on the conditions given below

Serial No.	Country of destination	Routes	Intermediate countries and sea services to be used	Limit of insured value	Observations
1	2	3	4	5	6

Letter Post, Doha 2012, art RL 177.1 – Size 210 x 297 mm

Article RL 178

Make-up of mails

1 Making up of mixed mail bundles

- 1.1 All ordinary items which can be bundled shall be classified by size (small letters – P, large letters – G and bulky letters – E) or based on their contents (letters and postcards, newspapers and periodicals, AO items). The items shall be arranged with the addresses facing the same way.
- 1.2 The bundles shall be distinguished by labels bearing the indication in roman letters of the office of destination or of the reforwarding office of the items enclosed in the bundles. CN 25 labels shall be used in the case of priority items sent by air or airmail items and CN 26 labels in the case of priority items sent by surface, non-priority items or surface items.
- 1.3 Unpaid or underpaid items shall be made up in separate bundles which shall be placed in the bag containing the letter bill. The bundle label shall be impressed with the T stamp.
- 1.4 The thickness of the bundles of small letters (P) shall be limited to 150 mm after bundling. The weight of bundles of large letters (G) and bulky letters (E) may not exceed 5 kilogrammes.
- 1.5 If priority items and letters show signs of opening, deterioration or damage, a note of the fact shall be made on them and they shall be marked with the date-stamp of the office which discovered it. In addition, when the security of the contents so requires the items shall be placed if possible in a transparent envelope or in a fresh packing on which the details appearing on the envelope shall be reproduced.

2 Making up of mixed mail receptacles

- 2.1 Mails, including those made up solely of empty bags, shall be contained in bags the number of which shall be kept to the strict minimum. The bags shall be in good condition to protect their contents. Each bag shall be labelled.
- 2.2 The bags shall be closed, sealed preferably with lead. The seals may also be made of light metal or plastic. The sealing shall be so done that it cannot be handled or tampered with without showing signs thereof. The impressions of the seals shall reproduce, in very legible roman letters, the name of the office of origin or an indication sufficient to identify that office. However, if the designated operator of origin so wishes, the impressions of the seals need only reproduce an indication of the name of the designated operator of origin.
- 2.2bis The bags shall be packed and closed in such a way as not to endanger the health of officials.
- 2.3 If a number and the country of dispatch are indicated on the means of closure, and if the bags have red labels, this number may also be entered on the CN 31 and CN 32 letter bills and, as appropriate, on the CN 33 special list.
- 2.4 Except as noted in 2.4.1, for the make-up of airmails, bags either entirely blue or with wide blue bands shall be used. In the absence of special agreement between the designated operators concerned, the airmail bags shall also be used for priority mails. For making up surface mails or surface airlifted

- mails, surface bags of a colour other than that of the airmail bags (e.g. beige, brown, white, etc.) shall be used. Designated operators of destination must, however, check all the bag labels in order to ensure correct processing.
- 2.4.1 Designated operators that use a common mailbag for multiple purposes may use these bags in the make-up of mails for all the above categories as long as the bag labels correctly identify the category of mail contained within such mailbags.
- 2.5 For receptacles containing exclusively express items, designated operators may agree on a bilateral basis to use special airmail bags or receptacles such as trays, etc., with markings that distinguish them as containing express items only.
- 2.6 The bags shall show legibly in roman letters the office or country of origin and bear the word “Postes” (Post) or any other similar expression distinguishing them as postal dispatches.
- 2.7 When the number or volume of the items necessitates the use of more than one bag, separate bags shall, as far as possible, be used:
- 2.7.1 for letters and postcards;
- 2.7.2 where applicable, for the newspapers and periodicals mentioned in article RL 188.7 and 9;
- 2.7.3 for other AO items;
- 2.7.4 where applicable, for small packets; the labels on these bags shall bear the words “Petits paquets”.
- 2.8 The packet or receptacle of registered or insured items shall be placed in one of the receptacles of letters or in a separate receptacle; the outer receptacle shall invariably bear a red label. When there are several receptacles of registered or insured items, all the receptacles must bear a red label.
- 2.9 Designated operators may agree on a bilateral basis not to insert any ordinary mail in the bag containing the letter bill, but to keep the receptacle purely for registered, insured and express items.
- 2.10 The weight of each bag shall in no circumstances exceed 30 kilogrammes.
- 3 Making up of format-separated mails
- 3.1 Designated operators exchanging format-separated mails under the conditions specified in article RL 175 may make up mail in bags or other receptacles, such as trays.
- 3.2 In case of the use of bags, the rules in paragraph 1 for making up bundles shall apply.
- 3.3 In case of the use of trays, bundling shall not be required.
- 4 Making up of packets and envelopes
- 4.1 In the absence of special agreement, small mails shall simply be wrapped in strong paper so as to prevent any damage to the contents.
- 4.2 The packets shall be tied with string and sealed with lead, light metal or plastic seals.
- 4.3 When the packets contain only ordinary items they may be closed by means of gummed seals bearing the printed indication of the office of origin.

- 5 Sacs collecteurs. Conveyance in containers
- 5.1 As far as possible, and with the exception of bulk mails, offices of exchange shall include in their own mails for a particular office all the small mails (packets or receptacles) which reach them for that office.
- 5.2 Where warranted by the number of light-weight receptacles, envelopes or packets to be conveyed on the same sector, sacs collecteurs shall be made up, wherever possible. They shall be made up by the post offices responsible for handing over airmails to the airline undertaking the conveyance. The labels of sacs collecteurs shall bear in bold letters the indication “Sac collecteur”. The designated operators concerned shall agree as to the address to be put on the labels.
- 5.3 For conveyance purposes, mails may be placed in containers, subject to special agreement between the designated operators concerned on the methods of using the containers.
- 5.4 Designated operators may agree on a bilateral basis to exchange mails in receptacles other than bags (e.g. trays, pallets, etc.) when it is established that this will ease the handling process and safeguard the condition of the mail.

■ **Commentary**

178.1.1 In recommendation C 75/Washington 1989, Congress recommended that DOs use appropriate bundling materials.

178.1.2 For the models of CN 25 labels concerning transit à découvert, see art RL 176.

178.2 Bags must be closed as near as possible to the contents in order to ensure maximum stability of the latter (resolution C 69/Hamburg 1984).

178.2.1 Advantage is to be gained from making up special dispatches of empty bags since they are usually handled in special sections. The make-up of special dispatches of empty bags is in any case compulsory for bags being returned by air (see art RL 203.4).

178.2.2 Tin or plastic seals should be used only where DOs are sure that the sealing leaves no scope for rifling. When DOs are in agreement on this subject, bags containing unregistered non-priority items and unregistered AO items only and empty bags need not be sealed with lead; the same applies to bags containing unregistered items if they are conveyed in a sealed container by a direct service or if they are forwarded by a country of embarkation that puts them into such a container for the country of destination. When string is used it shall be passed twice round the neck of the bag in such a way that one of the two ends is drawn under the loops and then tied. After being sealed with lead, the ends of the string shall not protrude more than necessary from the lead seal so that the string cannot be released or removed without damaging the lead seal.

178.2.3 Bags intended for making up airmails should have a reinforced neck-hem at least 8 mm thick, so that the string cannot be slipped off and replaced without traces appearing.

The words “or bags of the same colour” refer to the possibility of using lightweight bags with the appearance of surface bags.

For the model of form CN 31, see art RL 179.

For the model of form CN 32, see art RL 186.

For the model of form CN 33, see art RL 180.

178.2.8 For the use of red labels, see art RL 188.5.1.

178.4.2 If lead, light metal or plastic seals are used, these mails must be made up so that the string cannot be detached.

178.4.3 DOs may agree to use the same means of closing for mails containing registered items which, because of their small number, are transported in packets or envelopes. In that case, the addresses of the packets and envelopes shall conform, as regards the printed details and the colours, to the provisions prescribed in art RL 188 for the labels of bags of mails. However, closing by means of gummed seals shall not be permitted for bags containing insured items.

178.5.3 The Washington Congress recommended that DOs with a containerization programme actively seek bilateral agreements for use of these receptacles in their international service (recommendation C 76/1989).

Prot Article RL XIX

Bags

1 The provisions of article RL 178.2.10 shall not apply to Great Britain, whose national legislation requires a lower weight limit. Health and safety legislation in Great Britain limits the weight of mail bags to 20 kilogrammes.

2 Notwithstanding article RL 178.2.10, the Dem. People's Rep. of Korea reserves the right to limit the weight of mail bags to 20 kilogrammes.

Priority – LC

CN 25

By airmail

Dispatching designated operator

Dispatching office

Dispatching official

Office of destination

In case of irregularity, this label must be attached to the verification note

Letter Post, Doha 2012, art RL 176.7.1 – Size 105 x 74 mm or 148 x 105 mm, colour white

AO

CN 25

By airmail

Dispatching designated operator

Dispatching office

Dispatching official

Office of destination

In case of irregularity, this label must be attached to the verification note

Letter Post, Doha 2012, art RL 176.7.1 – Size 105 x 74 mm or 148 x 105 mm, colour light blue

R	<input type="checkbox"/> Priority – LC <input type="checkbox"/> AO	Number of registered items _____	CN 25
Dispatching designated operator _____		By airmail	
Dispatching office _____			
Dispatching official _____			
Office of destination _____			

In case of irregularity, this label must be attached to the verification note			

Letter Post, Doha 2012, art RL 176.7.1 – Size 105 x 74 mm or 148 x 105 mm, colour pink

Note. – To take account of the needs of their service, designated operators may alter slightly the text, size or colour of these forms without, however, deviating too far from the instructions contained in the model.

Priority – LC	CN 26
Dispatching designated operator _____	
Dispatching office _____	
Dispatching official _____	
Office of destination _____	

In case of irregularity, this label must be attached to the verification note	

Letter Post, Doha 2012, art RL 176.7.2 – Size 105 x 74 mm or 148 x 105 mm, colour white

Non-priority – AO

CN 26

Dispatching designated operator

Dispatching office

Dispatching official

Office of destination

In case of irregularity, this label must be attached to the verification note

Letter Post, Doha 2012, art RL 176.7.2 – Size 105 x 74 mm or 148 x 105 mm, colour light blue

R

☐

Priority – LC

☐

Non-priority –
AO

Number of registered items

CN 26

Dispatching designated operator

Dispatching office

Dispatching official

Office of destination

In case of irregularity, this label must be attached to the verification note

Letter Post, Doha 2012, art RL 176.7.2 – Size 105 x 74 mm or 148 x 105 mm, colour pink

Note. – To take account of the needs of their service, designated operators may alter slightly the text, size or colour of these forms without, however, deviating too far from the instructions contained in the model.

Article RL 179

Letter bills

1 A CN 31 letter bill shall accompany each mail except for bulk mails and for mails intended for direct access to the domestic systems. The letter bill shall be placed in an envelope marked in bold letters “Feuille d’avis” (Letter bill). This envelope shall be pink if the mail contains insured items and blue if it does not. It shall be fastened to the outside of the packet or receptacle of registered items. If there are no registered items, the envelope shall whenever possible be attached to a bundle of ordinary items.

2 Bulk mails shall be accompanied by a CN 32 letter bill, as provided for in article RL 186.

3 For mails intended for direct access to the domestic system, designated operators shall agree among themselves on the documents to be used. This documentation may be a modified CN 31 letter bill or another mutually acceptable document, such as a domestic mail statement.

4 Except for the cases provided for in articles RL 182.1 and RL 183.2, where a dispatch does not contain any registered or insured mail, designated operators may agree bilaterally to attach the letter bill to the outside of one of the receptacles of the dispatch in a strong waterproof pouch which will withstand the rigours of transportation.

5 Designated operators may, by means of special agreements, decide that mails containing empty receptacles exclusively shall not be accompanied by a letter bill.

6 Designated operators may agree bilaterally or multilaterally to exchange letter bills or letter bill data via electronic means; in this case, they may decide that the dispatches they exchange do not need to be accompanied by a physical CN 31 letter bill.

7 The dispatching office shall complete the letter bill with all the details called for, taking the following into account:

7.1 Heading: Where letter bills are completed without an automated system, in the absence of special agreement, dispatching offices shall number the letter bills according to an annual series for each office of destination separately for surface mail, S.A.L. mail and airmail (or priority and non-priority mail). Each mail dispatch shall thus bear a separate number. In the case of the first dispatch of each year the letter bill shall bear, in addition to the serial number of the mail dispatch, that of the last mail dispatch of the preceding year. If a dispatch series is cancelled, the dispatching office shall enter beside the number of the last mail dispatch the indication “Last mail dispatch”.

7.2 Heading: Where letter bills are completed with an automated system and in conformity with the UPU Technical Standards, dispatching offices of

exchange shall sequentially number the letter bills within a mail dispatch series, with the numbering re-initialized annually at the beginning of the calendar year. Each mail dispatch shall thus bear a separate mail dispatch number where each successive mail dispatch number is incremented by 1 in a rising sequence and is consistent with the incrementing dispatch date. In the case of the first mail dispatch of each calendar year, the letter bill shall bear, in addition to the serial number of the dispatch, that of the last dispatch of the preceding year. If a dispatch series is cancelled, the dispatching office shall notify the destination office of exchange by means of a verification note.

- 7.3 Table 1, receptacle labels: Designated operators may agree that only red-label receptacles shall be entered in table 1 of the letter bills.
- 7.3bis Table 1, receptacle types: The number of receptacles used by the dispatching designated operator and the number of receptacles returned to the designated operator of destination shall be entered in this table. Where applicable, the number of empty bags belonging to a designated operator other than that to which the mail is addressed shall be shown separately with a reference to that designated operator. When two designated operators have agreed to enter red-label bags only (7.3), the number of receptacles used for the make-up of the mail or the number of empty bags belonging to the designated operator of destination shall not be given.
- 7.4 Table 3: The total number of registered items, both those individually listed and those advised in bulk, and the total number of insured items included in the mail shall be entered in table 3 of the letter bills. Where express items are also included in the mail, the total number of such items shall also be entered in table 3 of the letter bill.
- 7.5 The number of registered items and insured items relating to the postal service and the number of items returned to origin, exempt from terminal dues, shall be entered in table 3 in the column headed “Number of items exempt from terminal dues”.
- 7.6 Table 4: When IBRS items are contained in the mail, the IBRS information should be completed, indicating separately the number and weight of IBRS receptacles and bundles and the total number of IBRS items. The presence of ordinary or registered COD items shall be indicated in the corresponding box both in the case of individual entry and that of bulk entry.
- 7.7 Where designated operators have agreed according to the conditions described in article RL 175 or on a bilateral basis to exchange mails in receptacles other than bags, the number and weight of each type of receptacle must be recorded on the CN 31 letter bill. Provision must therefore be made on the CN 31 form for recording this information.
- 7.8 Where designated operators have agreed according to the conditions described in article RL 175 or on a bilateral basis to separate their outbound international mails by format, the number of receptacles and the weight by format may be recorded on the CN 31 letter bill. In such cases, provision for recording format details shall be made on the CN 31 form.

8 Designated operators may arrange with each other to include additional tables or headings in the letter bill or modify the tables to suit their needs when they consider it necessary.

9 A “Nil” letter bill shall be sent in the next mail when an office of exchange has no item to pass forward to a corresponding office and when, by special agreement between the designated operators concerned, the letter bills are not numbered. In the case of annually numbered mails, no “Nil” letter bill shall be sent.

■ Commentary

179.2 For the model of the CN 32 form, see art RL 186.

179.7 The name of the ship transporting the mail or the official abbreviation of the flight used are shown when the dispatching office knows it. In table I the dispatching office enters the number of bags making up the mail by category (priority/non-priority or LC/AO, M bags, empty bags) and by type of label (red or white/blue). In table 2, the dispatching office enters the weight of the bags subject to transit charges and terminal dues according to the categories to which they belong (priority/non-priority or LC/AO, on the one hand, and M bags, on the other), as well as by format when format separation is applied. The M bags are entered by weight (weight and number of bags up to 5 kg and weight of bags over 5 kg). The weight of the mail exempted from terminal dues must be the same as the total weight of the bags marked “Exempt”. The weight of the mails of empty receptacles, which are exempt from terminal dues but subject to transit charges, must be entered in the new box provided for that purpose.

179.7.1 In an automated system, a dispatch series is 15 characters, defined as:

- The origin office of exchange IMPC code (six characters), from UPU code list 108.
- The destination office of exchange IMPC code (six characters) from UPU code list 108.
- The mail category (one character) from UPU code list 115 (A is airmail or priority mail; B is S.A.L. mail; C is surface mail/non-priority mail; D is an optional code for priority mail sent by surface transportation).
- The mail sub-class (two characters) from UPU code list 117. For letter post, the two-character mail subclass always starts with U. For empty bags, it starts with T.

179.7.4 The number of registered and insured items is necessary for the terminal dues account. Table 3 of the CN 31 contains boxes for entering the number of registered and insured items returned to origin exempt from terminal dues under art RL 206.4.1.

The box for entering the number of registered items returned to origin exempt from terminal dues should also be used to enter the registered items relating to the postal service referred to in art RL 110.2.

179.7.5 Under articles RL 215.3.1 and RL 110.2, items relating to the postal service exchanged between DOs are not exempt from terminal dues. The exemption therefore mainly applies to items sent by the IB and by the Restricted Unions.

179.7.7 The DOs concerned are responsible for agreeing on the model of the letter bill to be used.

Dispatch-ID

LETTER BILL

CN 31


☐ CN 44 trial note attached

Operators	Origin						Previous number	
	Destination							
Origin OE and IMPC code		Destination OE and IMPC code		Category	Sub-class	Year	Dispatch No.	Date
Transit operator(s)				Transportation		No. of seal		

1 Number of receptacles

Receptacle labels	Red labels	White/ blue labels	Receptacle types	Bags	Trays	Others	Total
Priority/Non-priority – LC/AO			Receptacles in mail				
M bags			Receptacles to be returned				
Empty receptacles	Green labels		Empty receptacles being returned				

2 Transit charges and terminal dues

Mail subject to terminal dues, totals by format			Totals for other types of mail		
Format	Number	Weight	Type of mail	Number	Weight
P or S			M bags up to 5 kg		
G			M bags more than 5 kg		
E			Mails of empty receptacles		
Mixed mail			Mail exempt from terminal dues		
Total dispatch weight					

3 Identified items

	Number of recep- tacles containing	Number of inner packets containing	Number of special lists	Number of items subject to additional terminal dues	Number of items exempt from additional terminal dues	Total number of items
Registered items						
Insured items						
Express items			_____			

4 IBRS and miscellaneous information

Presence of COD	IBRS	IBRS bags	IBRS bundles	Total IBRS items
unregistered items <input type="checkbox"/>				
registered items <input type="checkbox"/>	Number			
Number of CN 65 bills	Weight			

5 Closed transit receptacles included

Total number of receptacles	Total weight	List of pairs "origin office code – destination office code"

 Dispatching office of exchange
Signature

 Office of exchange of destination
Signature

Article RL 180

Transmission of registered items

1 Registered items shall be transmitted entered individually on one or more CN 33 special lists as a supplement to the letter bill. The lists in question shall show the same mail number as that shown on the letter bill of the corresponding mail. When several special lists are used they shall also be numbered in their own series for each mail. The total number of registered items included in the mail shall be entered in table 3 of the letter bill.

2 Designated operators dispatching more than 100,000 registered items per year to a destination designated operator must dispatch all of their registered items under a mail dispatch series exclusively for registered items.

3 Designated operators may agree to the bulk advice of registered items. In this case, the total number of registered items included in the mail shall still be entered in table 3 of the letter bill. Each receptacle containing registered items, including the one in which the letter bill is inserted shall contain a CN 33 special list showing, in the space provided, the total number of registered items it contains.

4 Registered items and, where applicable, the special lists provided under 1 shall be made up in one or more separate packets or receptacles which shall be suitably wrapped or closed and sealed with or without lead so as to protect the contents. Receptacles and packets made up in this way may be replaced by heat-sealed plastic bags. The registered items shall be arranged in each packet according to their order of entry. When one or more special lists are used, each of them shall be tied up with the registered items to which it refers and placed on top of the first item in the bundle. When several receptacles are used each of them shall contain a special list detailing the items which it contains.

5 Subject to agreement between the designated operators concerned and when their volume permits, registered items may be enclosed in the special envelope containing the letter bill. This envelope shall be sealed.

6 In no case may registered items be included in the same bundle as unregistered items.

7 As far as possible a single receptacle shall not contain more than 600 registered items.

8 If registered COD items are entered on a CN 33 special list the word “Reimbursement” (COD) or the abbreviation “Remb” or “COD” should be written opposite the appropriate entry in the “Observations” column.

9 Registered M bags shall be entered as a single item on a CN 33 special list. The letter M shall be added in the “Observations” column.

10 Designated operators may establish systems that generate electronic transmission confirmation data, and agree to exchange such data with the designated operators of origin of the items.

■ **Commentary**

180.10 The POC recommends that DOs adhere to the technical specifications in the UPU Technical and Messaging Standards Publications (recommendation CEP 3/2004).

CN 33 A recommended use of the column “Origin” is for missent or transit à découvert registered items being forwarded or for registered items being returned. Characters 12 and 13 of the S10 item identifier (country code) would additionally be entered in this column, making them easy to identify.

SPECIAL LIST
Registered items

CN 33

Operators	Origin						Special list No.
	Destination						
Origin OE and IMPC code		Origin OE and IMPC code	Category	Sub-class	Year	Dispatch No.	Date
Total number of registered items			<input type="checkbox"/> Bulk entry only				

Serial No.	Item-ID	Origin	Observations	Serial No.	Item-ID	Origin	Observations
1				23			
2				24			
3				25			
4				26			
5				27			
6				28			
7				29			
8				30			
9				31			
10				32			
11				33			
12				34			
13				35			
14				36			
15				37			
16				38			
17				39			
18				40			
19				41			
20				42			
21				43			
22				44			

 Dispatching office of exchange
 Signature

 Office of exchange of destination
 Signature

Article RL 181

Transmission of insured items

1 The dispatching office of exchange shall enter the insured items on CN 16 special lists with all the details for which the form provides. In the case of COD items, the word “Remboursement” (COD) or the abbreviation “Remb” or “COD” shall be entered opposite the appropriate entry in the “Observations” column.

2 Insured items shall be made up with the special list or lists into one or more special packets tied to one another. The latter shall be wrapped in strong paper, tied on the outside and sealed with fine wax on every fold by means of the seal of the dispatching office of exchange. These packets shall be endorsed “Valeurs déclarées” (Insured items).

3 Instead of being made up in a packet, the insured items may be placed in a strong paper envelope, closed by means of wax seals.

4 The packets or envelopes of insured items may also be closed by means of gummed seals bearing the printed indication of the designated operator of origin of the mail. An impression of the date-stamp of the dispatching office shall be added to the gummed seal in such a way that it appears partly on the seal and partly on the wrapping. This method of closure cannot be used if the designated operator of destination of the mail requires the packets or envelopes of insured items to be sealed with wax or lead.

5 If their number or volume makes it necessary, insured items may be placed in a bag suitably closed and sealed with wax or lead.

6 The packet, envelope or receptacle of insured items shall be enclosed in the packet or receptacle containing registered items or, failing those, in the packet or receptacle which would normally contain registered items. When the registered items are enclosed in more than one receptacle, the packet, envelope or receptacle of insured items shall be placed in the bag to the neck of which the special envelope containing the letter bill is attached.

7 The outer bag containing insured items must be in perfect condition and the edge of its mouth shall be provided, if possible, with piping which makes it impossible to open the bag illicitly without leaving visible traces.

8 The total number of insured items included in the mail shall be entered in table 3 of the letter bill.

9 Designated operators may establish systems that generate electronic transmission confirmation data, and agree to exchange such data with the designated operators of origin of the items.

■ Commentary

181.2 “Packet” is a general term that also includes “envelope”.

181.9 The POC recommends that DOs adhere to the technical specifications in the UPU Technical and Messaging Standards Publications (recommendation CEP 3/2004).

CN 16 A recommended use of column 3 “Origin” is for missent or transit à découvert insured items being forwarded or for insured items being returned. Characters 12 and 13 of the S10 item identifier (country code) would additionally be entered in this column, making them easy to identify.

**SPECIAL LIST
Insured items**

CN 16

Operators	Origin						Special list No.
	Destination						
Origin OE and IMPC code		Destination OE and IMPC code	Category	Sub-class	Year	Dispatch No.	Date
Total number of insured items							

Serial No.	Item-ID	Origin	Destination	Insured value	Observations
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					

 Dispatching office of exchange
Signature

 Office of exchange of destination
Signature

Article RL 182**Transmission of money orders and unregistered COD items**

1 Postal money orders sent unenclosed shall be made up in a separate bundle and placed in a packet or receptacle containing registered items or, if there is one, in the packet or receptacle with insured items. The same shall apply to unregistered COD items. If the mail contains neither registered nor insured items, the money orders and any unregistered COD items shall be placed in the envelope containing the letter bill or bundled with the latter.

2 The presence of unregistered COD items shall be indicated in table 4 of the CN 31 letter bill or table 3 of the CN 32 letter bill, as appropriate.

■ Commentary

182.1 Cf. art RP 1514.5 of PPSA Regs.

182.2 For the model of form CN 32, see art RL 186.

Article RL 183**Transmission of express items**

1 (Deleted.)

2 Express items shall be made up in separate bundles bearing labels with the “Express” symbol provided for in article RL 140. These bundles shall, wherever possible, be placed in separate receptacles. Where this is not possible, the bundles of “Express” items shall be placed in the receptacle containing the letter bill.

3 Registered express items shall be arranged in their order among the other registered items. The word “Express” shall be written opposite the appropriate entries in the “Observations” column on the CN 33 special lists. A similar indication shall be made in the “Observations” column of the CN 16 special lists opposite the entries of insured items for delivery by express.

■ Commentary

183.2 The Seoul Congress recommended that DOs place their express items in bundles and insert them in a special envelope, preferably plasticized, in order to preserve their integrity and make them easy to recognize (recommendation C 53/1994).

Article RL 184**Transmission of IBRS items**

1 Designated operators operating the service shall designate the office of exchange of destination specializing in handling mails containing IBRS items. If justified by operational reasons, designated operators may designate several offices of exchange for this purpose.

2 IBRS items shall be made up in separate bundles. The CN 25 bundle label shall bear the indication “IBRS” and the number of items. The bundles of IBRS items shall be placed in the receptacle containing the letter bill. However, they must not be placed in the inner packet or receptacle of registered items.

2.1 If the mail contains more than 2 kilogrammes of IBRS items, these items shall be placed in a separate receptacle. The receptacle label shall bear an indicator denoting IBRS.

3 The IBRS items contained in a mail shall be indicated in table 4 of the CN 31 letter bill (table 3 of the CN 32 letter bill) as follows:

3.1 for items in separate receptacles, write, on the “IBRS bags” line, the number and weight of the receptacles and the number of items;

3.2 for items sent with the rest of the mail, write, on the “IBRS bundles” line, the number and weight of the bundles and the number of items.

4 Depending on the volume of traffic involved, designated operators may agree on specific procedures on a bilateral basis.

Article RL 185

Transmission of M bags

1 Every M bag shall be furnished with a CN 34, CN 35 or CN 36 label to which a large letter M has been added in the upper right-hand corner. This label shall be additional to the address label provided by the sender. M packets, which are not packed in a bag, must be inserted in a “sac collecteur M” for transmission.

■ Commentary

185.1 For the models of the CN 34, CN 35 and CN 36 labels, see art RL 188.

Article RL 186

Transmission of bulk items

1 If the designated operator of destination has requested the payment specific to bulk mail, the designated operator of origin may send bulk items in specific mails, accompanied by the CN 32 letter bill.

2 The CN 32 letter bill shall include the number and weight of the items.

2.1 For designated operators that have so agreed, the number and weight of the items may be indicated according to their format.

3 The provisions of article RL 179 shall apply by analogy to CN 32 letter bills.

4 Designated operators may agree bilaterally to alternative forms and accounting procedures for bulk items.

Dispatch-ID


LETTER BILL
Bulk mail
CN 32
☐ CN 44 trial note attached

Operators	Origin						Previous number	
	Destination							
Origin OE and IMPC code		Destination OE and IMPC code		Category	Sub-class	Year	Dispatch No.	Date
Transit operator(s)				Transportation			No. of seal	

1 Number and weight of receptacles and items

Receptacle labels			Receptacle types	Bags	Trays	Others	Total
Number of labels	Red	Violet	Receptacles in mail				
Total weight			Receptacles to be returned				
Number of items			Empty receptacles being returned				

2 Identified items

	Number of receptacles containing	Number of inner packets containing	Number of special lists	Number of items subject to additional terminal dues	Number of items exempt from additional terminal dues	Total number of items
Registered items						
Insured items						
Express items			<u> </u>			

3 IBRS and miscellaneous information

Presence of COD	IBRS	IBRS bags	IBRS bundles	Total IBRS items
unregistered items <input type="checkbox"/>				
registered items <input type="checkbox"/>	Number			
Number of CN 65 bills	Weight			

 Dispatching office of exchange
 Signature

 Office of exchange of destination
 Signature

Article RL 187

Transmission of items intended for direct access to the domestic service

1 Items intended for direct access to the domestic service of a designated operator, under the terms of article 29.4 of the Convention, shall be sent in specific mails, accompanied by an appropriately modified CN 31 letter bill, unless other documentation is specifically required by the designated operator of destination or origin owing to national legislation.

2 The modified CN 31 letter bill or other documentation required by the designated operator of destination shall include the number, weight and, if applicable, category of the items or other additional information required by the designated operator of destination.

3 The provisions of article RL 179 shall apply by analogy to CN 31 letter bills or other documentation required by the designated operator of destination.

4 Designated operators have to agree bilaterally to alternative forms and procedures for the transmission of items intended for direct access to the domestic service if this is required by the designated operator of destination.

Article RL 188

Labelling of mails

1 The labels of the receptacles shall be made of sufficiently rigid canvas, or plastic, of strong cardboard, of parchment, or of paper glued to wood. For bags, they shall be provided with an eyelet.

2 The layout and text for labels on all receptacle types shall comply with UPU Technical Standard S47 and/or conform to the specimens annexed hereto and mentioned below:

2.1 CN 34 in the case of surface receptacles;

2.2 CN 35 in the case of airmail receptacles;

2.3 CN 36 in the case of surface airlifted (S.A.L.) receptacles.

3 The labels for receptacles shall also reflect, in the corner, information regarding the contents of the receptacle, such as codes from UPU code lists 120 (format of contents) and 188 (special content codes). Trays must reflect “P” or “G”.

4 In the service between neighbouring offices, strong paper labels may be used. These shall, however, be strong enough to withstand the various handling processes the mails undergo during transmission.

5 Receptacles containing registered items, insured items, and/or the letter bill shall be provided with a vermilion red label.

- 5.1 However, designated operators may agree, in their bilateral relations, to dispense with the use of red labels in favour, for security reasons, of any mutually agreed alternative method.
- 6 A white label shall be used for receptacles containing only ordinary items of the following categories:
- 6.1 priority items;
 - 6.2 letters and postcards dispatched by surface and air;
 - 6.3 mixed items (letters, postcards, newspapers and periodicals and other items);
 - 6.4 small letter (P) items, large letter (G) items, and bulky letter (E) items with priority service. These labels shall display the “format-of-contents” information.
- 7 A white label shall also be used for receptacles containing newspapers posted in bulk by publishers or their agents and dispatched by surface only, except those returned to sender. The word “Journaux” (Newspapers) or the reference “Jx” shall be written on the white label, when the receptacles contain only items of this category.
- 8 A light blue label shall be used for receptacles containing only ordinary items of the following categories:
- 8.1 non-priority items;
 - 8.2 printed papers;
 - 8.3 items for the blind;
 - 8.4 small packets;
 - 8.5 small letter (P), large letter (G) and bulky letter (E) items with non-priority service. These labels shall display the “format-of-contents” information.
- 9 A light blue label shall also be used for receptacles containing periodicals other than those mentioned under 7. The words “Ecrits périodiques” (Periodicals) may be written on the blue label when the receptacles contain only items of this category.
- 10 A violet label shall also be used for receptacles containing only ordinary bulk items.
- 11 A white label with a violet-striped border and the words “Accès Direct” (Direct Access) shall be used for receptacles containing items in this category.
- 12 A green label shall be used for receptacles containing only empty bags being returned to origin.
- 13 Where priority mails conveyed by surface are concerned, the CN 34 label shall be marked “PRIOR” in large, very bold letters.

14 The label of the receptacle or packet containing the letter bill shall always bear a bold letter “F”. The number of receptacles comprised in the mail may be written on it.

15 The label of receptacles containing express items must bear a tab or be marked “Express”. Where the “Express” tab or marking will interfere with any barcode or text on the CN 35 label, an additional larger backing label bearing the “Express” marking may be affixed to the receptacle.

16 A white label may also be used in conjunction with a 5 x 3 cm tab in one of the colours mentioned under 5 to 9 and 12. A blue or violet label may also be used in conjunction with a similar tab in red.

17 Items containing admissible infectious substances shall be placed in separate receptacles. Each receptacle shall be provided with an identification label, similar in colour and form to the label provided for in article RL 134 but made bigger to make room for affixing an eyelet.

18 In the case of receptacles containing only items exempted from terminal dues, the receptacle label shall be marked “Exempt” in very bold characters.

19 The gross weight of each receptacle, envelope or packet forming part of the mail shall be shown on the receptacle label or with the external address. If a sac collecteur is used, its weight shall not be taken into account. The weight shall be rounded up to the nearest hectogramme when the fraction of the hectogramme is equal to or greater than 50 grammes and rounded down to the nearest hectogramme otherwise. The indication of the weight shall be replaced by the figure 0 for airmails weighing 50 grammes or less.

20 Intermediate offices shall not enter any serial number on the labels of receptacles or packets of closed mails in transit.

21 All designated operators shall include a barcoded identifier in compliance with UPU Technical Standard S9 on their receptacle labels.

■ Commentary

188.1 Naturally, in order to take account of the needs of their services, DOs are entitled to modify slightly the text and dimensions of the forms mentioned in 1.1, 1.2 and 1.3, without however departing too far from the specifications of the specimens.

IATA abbreviations (three-letter codes) may be used on CN 35 and CN 36 forms to show airports of destination and, when applicable, of transshipment. The IATA codes are given for information in the List of Airmail Distances (parts III and IV).


DOs may use CN 35 labels instead of the CN 36 label, writing thereon in bold letters the term “S.A.L. Surface air lifted”.

188.7 DOs of origin may also insert in the bags with white labels bearing the word “Journaux” or the reference “Jx” news periodicals published at least once a week and posted in bulk to which they give in their domestic service the priority treatment given to newspapers.

188.16 Use of blue label with red tab to indicate that the bag containing registered items and/or the letter bills contains non-priority or AO items only.

Prot Article RL XX
Labelling of mails

1 France shall apply the provisions of article RL 188.8 to items for the blind without prejudice to its national regulations.

from		to	CN 34 Format⁴
<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; border: 1px solid black; border-radius: 50%; margin-right: 10px;"></div> <div style="writing-mode: vertical-rl; transform: rotate(180deg);">Posts</div> </div>	Mail No.		
	Date of dispatch		
	Priority/ Non-priority – Bulk mail ¹		
	Number of items ²	Ship	
		Port of disembarkation	
	Exempt ³ <input type="checkbox"/>		
kg	 FRLEHA IDJKTC CUAS 0003 00200 0155		

Letter Post, Doha 2012, art RL 188.2 – Size 148 x 90 mm, colour vermilion red, white, light blue, violet or green

¹ On red labels: Priority/Non-priority – Bulk mail or LC/AO – Bulk mail

On white labels: Priority or LC/AO

On blue labels: Non-priority or AO; designated operators have the option of printing check boxes for “Non-priority (AO)” and for “M bags”

On violet labels: Bulk mail

² Only for red and violet labels

³ Only for red, white, blue or green labels; for green labels “SV (Exempt)”, without check box


⁴ P: small letters; G: large letters; E: bulky letters; X: mixed letters; P/G or S: small and large letters

Notes:

- To take account of the needs of their service, designated operators may alter slightly the text and size of this form without, however, deviating too far from the instructions contained in the model
- Green labels must bear the indication “Empty bags”
- Designated operators using barcodes in their service may use CN 34 labels similar to the above model bearing these codes in addition to the information already provided for. This model is given only as an example. Designated operators may use barcodes that comply with UPU technical standard S9

<div>○</div> <div>Posts</div>	from	<div>to</div> <div>Direct access</div> <div>CN 34</div>
	Mail No.	
	Date of dispatch	
	Priority/Non-priority	Via
	Number of items	Ship
		Port of disembarkation
kg	 <div>FRLEHA IDJKTC CUA5 0003 00200 0155</div>	

Letter Post, Doha 2012, art RL 188.2 – Size 158 x 110 mm, colour white, violet striped border

<div style="display: flex; align-items: center; justify-content: center;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg);">Posts</div> <div style="margin-left: 10px;">○</div> </div>	from	By airmail		CN 35 Format⁴	
	Mail No.				
	Date of dispatch				
	Priority – Bulk mail ¹				
	Number of items ²	Flight No.			
	Exempt ³ <input type="checkbox"/>	Airport of transshipment	Offloading airport		
kg					
 FRLEHA IDJKTC CUAS 0003 00200 0155					

Letter Post, Doha 2012, art RL 188.2 – Size 148 x 90 mm, colour vermillion red, white, light blue, violet or green

¹ On red labels: Priority/Non-priority – Bulk mail or LC/AO – Bulk mail

On white labels: Priority or LC/AO

On blue labels: AO; designated operators have the option of printing check boxes for “AO” and for “M bags”

On violet labels: Bulk mail

² Only for red and violet labels

³ Only for red, white, blue or green labels; for green labels “SV (Exempt)”, without check box


⁴ P: small letters; G: large letters; E: bulky letters; X: mixed letters; P/G or S: small and large letters

Notes:

- To take account of the needs of their service, designated operators may alter slightly the text and size of this form without, however, deviating too far from the instructions contained in the model
- Green labels must bear the indication “Empty bags”
- Designated operators using barcodes in their service may use CN 35 labels similar to the above model bearing these codes in addition to the information already provided for. This model is given only as an example. Designated operators may use barcodes that comply with UPU technical standard S9

<div>○</div> <div>Posts</div>	from	By airmail		Direct access		CN 35
	Mail No.	to				
	Date of dispatch					
	Priority					
	Number of items	Flight No.				
	kg	Airport of transshipment		Offloading airport		
 FRLEHA IDJKTC CUAS 0003 00200 0155						

Letter Post, Doha 2012, art RL 188.2 – Size 158 x 110 mm, colour white, violet striped border

<div style="display: flex; align-items: center; justify-content: center;"> <div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; margin-right: 10px;"></div> <div style="writing-mode: vertical-rl; transform: rotate(180deg);">Posts</div> </div>	from	S.A.L. surface airlifted		CN 36 Format⁴	
	Mail No.				
	Date of dispatch				
	Non-priority – Bulk mail ¹				
	Number of items ²	Flight No.			
	Exempt ³ <input type="checkbox"/>	Airport of transshipment		Offloading airport	
kg					
 FRLEHA IDJKTC CUAS 0003 00200 0155					

Letter Post, Doha 2012, art RL 188.3 – Size 148 x 90 mm, colour vermilion red, white, light blue, violet or green

¹ On red labels: Non-priority – Bulk mail or LC/AO – Bulk mail
 On white labels: LC/AO
 On blue labels: Non-priority or AO; designated operators have the option of printing check boxes for “Non-priority (AO)” and for “M bags”
 On violet labels: Bulk mail

² Only for red and violet labels

³ Only for red, white, blue or green labels; for green labels “SV (Exempt)”, without check box

⁴ P: small letters; G: large letters; E: bulky letters; X: mixed letters; P/G or S: small and large letters

Notes:

- To take account of the needs of their service, designated operators may alter slightly the text and size of this form without, however, deviating too far from the instructions contained in the model
- Green labels must bear the indication “Empty bags”
- Designated operators using barcodes in their service may use CN 36 labels similar to the above model bearing these codes in addition to the information already provided for. This model is given only as an example. Designated operators may use barcodes that comply with UPU technical standard S9

<div>○</div> <div>Posts</div>	from	S.A.L. surface airlifted Direct access		CN 36
	Mail No.	to		
	Date of dispatch			
	Non-priority			
	Number of items	Flight No.		
	kg	Airport of transshipment		Offloading airport
 FRLEHA IDJKTC CUAS 0003 00200 0155				

Letter Post, Doha 2012, art RL 188.3 – Size 158 x 110 mm, colour white, violet striped border

Article RL 189
Use of barcodes

1 Designated operators may use computer-generated barcodes and a unique identification system in the international postal services for purposes such as track/trace systems and other identification applications. The specifications shall be laid down by the Postal Operations Council.

2 Designated operators which choose to use bar codes in the international services shall comply with the technical specifications laid down by the Postal Operations Council. The representation of offices of exchange in barcodes shall comply with the rules laid down in article RL 173.3.

3 Where a designated operator of origin applies a UPU standard 13-character barcoded identifier to letter-post items in the international service, only one such unique identifier shall be applied. This identifier shall conform to UPU Technical Standard S10 and shall be encoded on the item in both human-readable and barcoded form, as prescribed in the standard.

4 Originating, transit or destination designated operators may apply additional barcodes that do not use an S10 format, provided that the additional barcodes do not obscure any part of the sender's address or return address, or any part of the S10 item identifier applied by the originating designated operator.

5 A transit or destination designated operator may apply an item identifier that is compliant with Technical Standard S10 and identical in data content to the one applied by the originating designated operator. In this case, it is not necessary to obliterate or remove the subsequent S10 identifier applied if the item is forwarded to another designated operator or returned to the originating designated operator.

6 If a transit or destination designated operator applies an S10-format barcode that differs in data content from the originally applied S10 identifier, this subsequent S10-format barcode shall be obliterated or removed if the item is forwarded to another designated operator or returned to the originating designated operator.

7 Designated operators that send more than 25 tonnes of letter-post mail per year on a specific flow, or that settle terminal dues based upon individual mail flow estimates, shall transmit:

- 7.1 UPU-standard electronic pre-advice messages for all outbound dispatches, including the S9 identifier, the receptacle type using UPU-standard receptacle codes and, where applicable, item identifiers for registered, insured and express items compliant with UPU Technical Standard S10;
- 7.2 UPU-standard electronic confirmation messages for reporting receipt of inbound dispatches that have been electronically pre-advised to them, including the receptacle type using UPU-standard receptacle codes.

8 Designated operators that exchange format-separated mail according to RL 175 or on a bilateral basis shall transmit electronic dispatch and receipt of inbound dispatch messages (PREDES/RESDES), including the receptacle type and format-of-contents information, using UPU standard receptacle and format-of-contents codes.

■ Commentary

189.2 The current status of barcode standards in the UPU is as follows:

- for identification of items: UPU technical standard S10;
- for identification of mail receptacles: UPU technical standard S9.

189.3 Although a registered item may have only one unique item identifier, two or more copies of this unique item identifier may be applied to the item.

189.4 The S10 format is defined as a pattern of alphanumeric characters required for S10 identifiers, i.e. 13 characters consisting of two alpha characters followed by nine numeric characters and two alpha characters. The human-readable component may include spaces for readability.

185.7 The use of the 29-character UPU S9 barcode on receptacles provides an opportunity for receiving designated operators to utilize automated registration systems and to improve communication between DOs. The use of barcodes reduces the time required to process inbound weight data and, hence, the overall terminal dues settlement process.

EDI provides advance notification to receiving designated operators about the volume of inbound mail. The combination of the EDI message and scanning of inbound receptacles also provides receipt confirmation through the RESDES message. This automated approach greatly reduces the paperwork involved for receiving DOs, as well as for dispatching DOs.

Article RL 190

Tracking and tracing – item and dispatch specifications

1 In regard to the exchange of tracking information concerning registered, insured or express items, the designated operators participating in the supplementary remuneration described in article RL 218 shall provide track and trace information (using UPU Technical Messaging Standard M17-EMSEVT version 1.0) with respect to the outward and inward letter-post items concerned on their national territory. Item-level data exchange under the supplementary remuneration programme shall be mandatory only for those designated operators that participate fully in the programme according to articles RL 218 and RL 219. Data exchange with other participants shall be optional. Those designated operators participating in the supplementary remuneration programme shall ensure that the data for the following tracking events is exchanged with all other participating designated operators (on an optional basis for events described in paragraph 1.2 below):

1.1 Mandatory tracking events

	<i>Events</i>	<i>Description</i>	<i>Data elements</i>
1.1.1	EMC	Departure from outward office of exchange	Item identification Destination country Event date Event time Office of exchange

	<i>Events</i>	<i>Description</i>	<i>Data elements</i>
1.1.2	EMD	Arrival at inward office of exchange	Item identification Destination country Event date Event time Office of exchange
1.1.3	EMH	Attempted/Unsuccessful delivery	Item identification Destination country Event date Event time Office (delivery) Unsuccessful delivery code
1.1.4	And/or EMI	Final delivery	Item identification Destination country Event date Event time Office (delivery)
1.2	Optional tracking events		
	<i>Events</i>	<i>Description</i>	<i>Data elements</i>
1.2.1	EMA	Posting/collection	Item identification Destination country Event date Event time Origin office
1.2.2	EMB	Arrival at outward office of exchange	Item identification Destination country Event date Event time Office of exchange
1.2.3	EME	Held by Customs	Item identification Destination country Event date Event time Office of exchange Retention code
1.2.4	EMF	Departure from inward office of exchange	Item identification Destination country Event date Event time Office of exchange
1.2.5	EMG	Arrival at delivery office	Item identification Destination country Event date Event time Delivery office

	<i>Events</i>	<i>Description</i>	<i>Data elements</i>
1.2.6	EMJ	Arrival at transit office of exchange	Item identification Destination country Event date Event time Office of exchange (transit)
1.2.7	EMK	Departure from transit office of exchange	Item identification Destination country Event date Event time Office of exchange (transit)

Article RL 191

Routeing of mails

1 Closed mails including closed transit mails shall be forwarded by the most direct route possible.

2 When a mail consists of several receptacles, these shall as far as possible remain together and be forwarded by the same transportation.

3 The designated operator of origin may consult with the designated operator providing the closed transit service regarding the route to be followed by the closed mails which it regularly dispatches. The designated operator of origin shall not enter information about the routeing to be followed by the designated operator providing the closed transit on the delivery bill (CN 37, CN 38, CN 41 or CN 47) or electronic equivalent, nor on the CN 34, CN 35 or CN 36 labels. The route information appearing on the delivery bill (CN 37, CN 38, CN 41 or CN 47) or electronic equivalent, and on the CN 34, CN 35 or CN 36 labels shall be limited to the route intended to transport the mails from the designated operator of origin to the designated operator providing the closed transit.

4 Mail in closed transit shall, in principle, be forwarded by the same transportation used by the designated operator of the country of transit for the transport of its own mails. If, on a regular basis, there is insufficient time between arrival of the mail in closed transit and transport departure, or the volumes regularly exceed the capacity of a flight, the designated operator of the country of origin shall be so informed.

5 In the event of a change in a route for the exchange of closed mails established between two designated operators via one or more designated operators providing closed transit, the designated operator of origin of the mail shall inform those designated operators providing closed transit of the change of route.

■ Commentary

191.1 Closed transit takes place when the transit is performed via a DO and is subject to transit charges. It differs from direct transshipment (see art RL 192), which is when transit is performed by carriers such as airlines, without involving the DO at the transshipment point.

191.3 For the models of forms CN 37, CN 38 and CN 41, see art RL 195.

Prot Article RL XXI

Routeing of mails

1 Azerbaijan, Bolivia, Estonia, Latvia, Tajikistan, Turkmenistan and Uzbekistan will recognize only the costs of the conveyance effected in accordance with the provision concerning the line shown on the CN 35 receptacle labels of airmail dispatches and on the CN 38 delivery bills.

2 Having regard to the provision in 1, France, Great Britain, Greece, Italy, Senegal, Thailand and the United States of America will forward closed airmails only on the conditions laid down in article RL 191.4.

Article RL 192

Direct transhipment of airmails and of surface airlifted (S.A.L.) mails

1 In principle, the designated operator of the country of origin shall, in accordance with its preferences, route the mails to be transhipped directly at the transit airport on flights operated by the same airline or, if this is not possible, on flights operated by different airlines. For direct transhipment between flights operated by different airlines, the designated operator of the country of origin must make prior arrangements involving both airlines. The designated operator of the country of origin may request one airline to make the arrangements with the other airline but must have confirmation that such arrangements, including ground handling and accounting, are in place. The use of the additional CN 42 label should also be determined.

2 If mails documented for direct transhipment fail to connect with the scheduled flight at the transhipment airport, the designated operator of the country of origin shall ensure that the airline shall follow the arrangements in its agreement with the airline for direct transhipment referred to under 1 or shall contact the origin designated operator for instructions. Such arrangements for direct transhipment must include provision for later flights operated by the same airlines

3 Where arrangements for direct transhipment are not possible, the designated operator of the country of origin may plan closed transit, in accordance with article RL 191.

4 Mails transhipped directly at the transit airport either between flights operated by the same airline, or between flights operated by the different airlines shall not be subject to transit charges.

5 In the cases referred to under 1 and where the designated operators of origin and of destination and the airline concerned agree in advance, the airline making the transhipment may prepare, if necessary, a special delivery bill to replace the original CN 38 or CN 41 bill. The parties concerned shall mutually agree on the relevant procedures and form in conformity with article RL 195.

6 When surface mails from a designated operator are forwarded as closed transit by air by another designated operator, the conditions of such closed transit shall be covered by a special agreement between the designated operators concerned.

■ **Commentary**

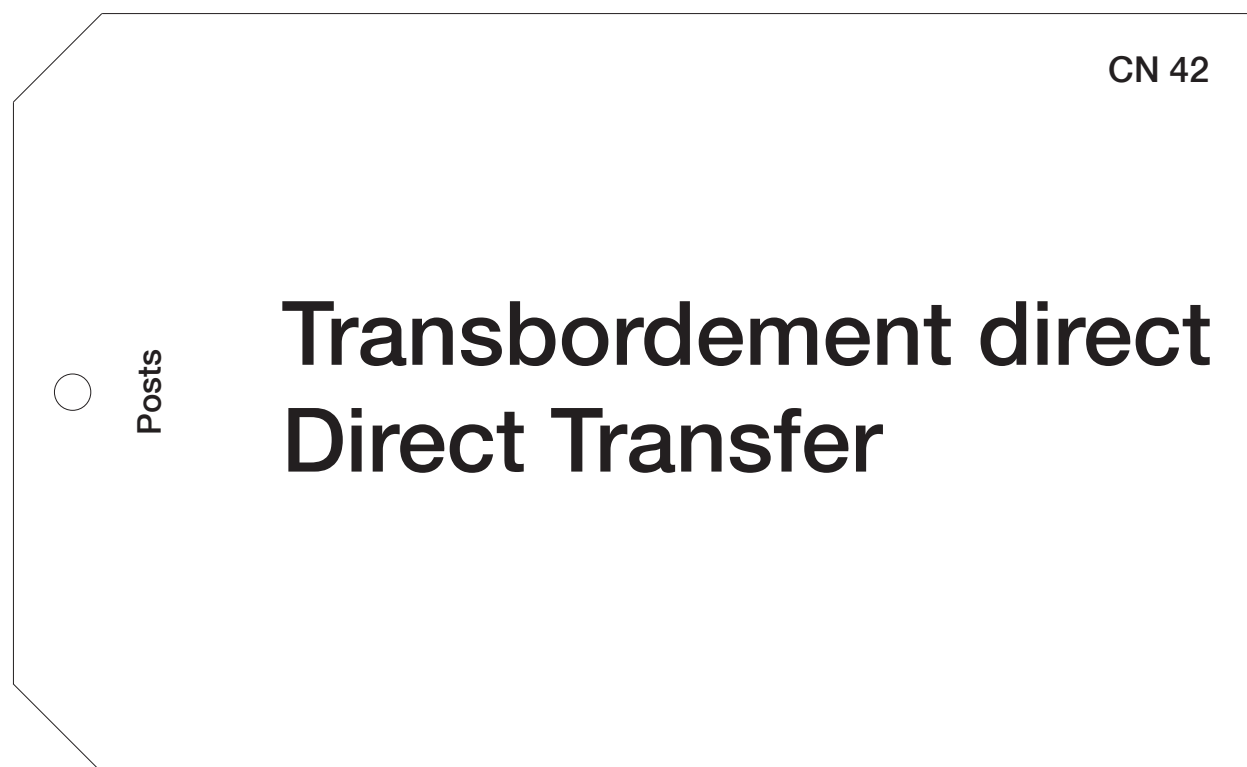
192.1 Closed transit (see art RL 191) is when the transit is performed via a DO and is subject to transit charges. It differs from direct transshipment, which is when transit is performed by carriers such as airlines, without involving the DO at the transshipment point.

Depending on the arrangements, it may be practical to limit the use of the CN 42 label to inter-line direct transshipment and to require the airline to remove the label at the transfer airport.

Practical application formula for the direct transshipment of airmails by the airlines:

- A. *Direct transshipment of airmails between flights of the same airline performing successive stages of the journey (direct intra-line transshipment)*
 - i A DO desiring direct transshipment of its mails, at an airport in another DO's country, between flights of the same airline performing successive stages of the journey shall reach agreement with the local representative of that airline on the transshipment procedure.
- B. *Direct transshipment of airmails between flights of two different airlines (direct inter-line transshipment)*
 - i A DO desiring direct transshipment of its airmails between two different airlines at an airport in another DO's country shall provide the representative of the first airline with all relevant information.
 - ii If the first airline agrees to convey the mails over the first part of the route and considers that there is sufficient time for the transshipment at the transit airport, it shall contact the representative of the second airline concerned. It shall also contact any other involved parties, such as private ground handlers, and determine if there will be any additional costs involved which must be notified to and agreed by the origin DO.
 - iii Before agreeing to convey the mails over the second part of the route, the second airline shall make sure that, under normal conditions, there is nothing foreseeable to prevent them from being reforwarded by the second airline (available capacity, commercial rights, etc.).
 - iv Having obtained the agreement of the second airline, the first airline shall inform the dispatching DO.
 - v The dispatching DO shall reach agreement with the first airline on the number of copies of the CN 38 delivery bill to be supplied to it if the number required for the transshipment exceeds that provided for by the Letter Post Regulations, and also on the provision of an additional copy of the CN 45 envelope.
 - vi Following an alteration in the airline timetables, the dispatching DO shall review, in consultation with the first airline, the arrangements made for the transshipment.

192.2 Unplanned closed transit is not a solution for failure of direct transshipment. It can be very disruptive to the DO at the transshipment airport.



Letter Post, Doha 2012, art RL 192.1 – Size 148 x 90 mm, colour orange

Article RL 193

Preparation of trial notes

1 To determine the most favourable route and the transmission time for a mail, the office of exchange of origin may send to the office of destination of the mail a CN 44 trial note. This note shall be included in the mail and attached to the CN 31 or CN 32 letter bill, on which its presence shall be shown by a cross in the corresponding box. If the CN 44 form is missing when the mail arrives, the office of destination shall make out a duplicate. The trial note, duly completed by the office of destination, shall be returned by the quickest route (air or surface) either to the address specified or, if no address is given, to the office which prepared it.

2 To determine the most favourable route and the transmission time for items sent à découvert through the intermediary of a designated operator, the office of exchange of origin may send the designated operator of destination of such items a CN 44 trial note. This note shall be inserted in an envelope on which the indication “CN 44” shall be written in the top right-hand corner of the front. The trial note, duly completed by the designated operator of destination, shall be returned by the quickest route (air or surface).

3 Whenever the designated operator of destination observes serious delays and discovers a quicker route, it may prepare a CN 44 trial note and suggest the most favourable routing both for closed mails and for items sent à découvert through another designated operator. The designated operator of origin shall give careful consideration to the request of the office of destination.

Dispatching designated operator

TRIAL NOTE

CN 44

Date

Determination of the most favourable route

- ☐ for a letter-post or parcel mail
☐ for items sent à découvert

Designated operator of destination

To be returned to

Notes

To be returned duly completed by the quickest route (air or surface)

To be filled in by the dispatching office

Mail	<input type="checkbox"/> Letter post – Priority/Air	<input type="checkbox"/> Letter post – S.A.L.	<input type="checkbox"/> Letter post – Non-priority/Surface
	<input type="checkbox"/> Air parcels	<input type="checkbox"/> S.A.L. parcels	<input type="checkbox"/> Surface parcels
	No. _____		
	Date of dispatch _____		
Method of conveyance	_____		Flight No. _____
	_____		No. _____
	_____		Name of ship _____
	_____		_____

Signature

To be filled in by the office of destination

Arrival	Office which received the mail _____	
	Date of arrival _____	Time _____
Method of arrival	_____	

Other information	_____	

Signature

Article RL 194
Transfer of mails

1 (Deleted.)

2 (Deleted.)

3 (Deleted.)

4 (Deleted.)

5 (Deleted.)

1bis All mail dispatches shall be handed over by designated operators in good condition. However, a dispatch may not be refused because of damage or theft.

2bis Delivery bill information shall be prepared by the sending office and provided to the destination office as well as other parties, if any, involved in the transport of dispatches, including for bulk mail dispatches. The information shall preferably be provided electronically, using standard UPU messages PRECON and CARDIT; when this is not possible, the delivery bill information shall be shared via UPU forms.

3bis The following rules apply to the exchange of electronic messages corresponding to delivery bill information:

3bis.1 A CARDIT standardized message shall be sent by the origin designated operator.

3bis.2 The origin designated operator shall require the transport service to capture electronically the receipt of the mail and to send the data in a RESDIT “received” standardized event message to confirm receipt of each receptacle of the consignment.

3bis.3 The origin designated operator shall require the transport service to capture electronically the handover of the mail, and to send a RESDIT “delivered” standardized message.

3bis.4 A PRECON standardized message shall be sent by the origin designated operator to the designated operator to which the consignment is addressed. This may take place even when there are no CARDIT/RESDIT exchanges in place with transport to this destination.

3bis.5 The designated operator taking receipt of the mail shall send a RESCON standardized message to the origin designated operator, in order to acknowledge receipt of the mail.

3bis.6 In the case of air transport, the origin designated operator shall require the airline to store the CARDIT data and the RESDIT receipt and delivery events data in its system and to share the data with the associated entity responsible for ground services at the airports of origin, transit and destination.

3bis.7 In the event of an inquiry, the designated operators shall share the available information, including that received from the airline.

- 4bis When UPU forms are used, the following delivery bill forms apply, depending on the type of mail and conveyance:
- 4bis.1 CN 37 for surface mail (mail categories C and D) other than dispatches of empty bags;
 - 4bis.2 CN 38 for airmail (mail category A) other than dispatches of empty bags;
 - 4bis.3 CN 41 for surface air lifted (S.A.L.) mail (mail category B) other than dispatches of empty bags;
 - 4bis.4 CN 47 for dispatches of empty bags, for all mail categories.
- 5bis The following rules apply to the generation of delivery bill forms:
- 5bis.1 The dispatching office shall retain a copy of the delivery bill; if a transport service is involved, this service or an associated agent shall sign this copy as a receipt for the mails.
 - 5bis.2 A copy is sent to the destination office.
 - 5bis.3 If a transport service is involved, an additional copy is given to this service and shall be transported to the destination; this copy shall be retained by the transport service after being signed by the receiving office.
 - 5bis.4 In case of air transport, the two copies of the delivery bill that are transported to the destination office shall be inserted in a CN 45 envelope. These shall be conveyed in the aircraft's flight portfolio or other special pouch in which the flight documents are kept. Upon arrival at the airport of offloading of the mails, the first copy, duly signed as a receipt for the mails, shall be kept by the airline which has carried the mails. The second copy shall accompany the mails to the post office to which the delivery bill is addressed.
 - 5bis.5 Designated operators that have developed an electronic receipting system for mail dispatches that they receive from transport carriers may use the receipting records of that system instead of the delivery bill process described under 5bis.4. In lieu of the signed copy of the delivery bill forms, the receiving designated operator can provide the transport carrier with a printed copy of the electronic receipting record for that dispatch.
 - 5bis.6 When the transfer of mails between two corresponding offices involves a sea service, an additional copy shall be sent to destination, preferably electronically, or otherwise via airmail, in order to pre-advise destination.
 - 5bis.7 If delivery bills are produced by electronic means and transmitted online to a transport service or a cooperating agent without the direct participation of the designated operator's staff and printed out there, the designated operators or companies involved in the transport operations may agree that a signature shall not be required on the delivery bills.

Office of destination of the bill

Date

Serial No

- ☐ By train
- ☐ By ship
- ☐ By motor vehicle

By motor vehicle	
Date of departure	Time

☐ Priority ☐ Non-priority

Train No./Vehicle No.

| Route

| Seal No.

Name of ship

Port of disembarkation

Company

No. of container

No. of seal

If a container is used

Mail No.	Office of origin	Office of destination	Number of			Gross weight of receptacles, etc.			Observations
			letter-post receptacles ¹	CP receptacles and loose parcels ¹	sacks of empty bags ²	Letter post	CP	Empty receptacles	
1	2	3	4	5	6	7	8	9	10
						kg ³	kg ³	kg ³	
Totals									

Office of exchange of destination
Date and signature

¹ The number of M bags and/or loose parcels must be reported in the "Observations" column
² Including other empty returned receptacles
³ Kg to one decimal

Designated operator of origin

DELIVERY BILL**CN 38****Airmails**

Office of origin of the bill

Date

Serial No.

Office of destination of the bill

☐ Priority☐ By airmail

Flight No.		Date of departure		Time	
Airport of direct transshipment			Airport of offloading		
If a container is used					
No. of container	No. of seal		No. of container	No. of seal	
No. of container	No. of seal		No. of container	No. of seal	

Entry

Mail No.	Office of origin	Office of destination	Number of			Gross weight of receptacles, etc.			Observations (including the number of M bags and/or loose parcels)
			letter-post receptacles	CP receptacles and loose parcels	EMS receptacles	Letter post	CP	EMS	
1	2	3	4	5	6	7	8	9	10
						kg ¹	kg ¹	kg ¹	
Totals									

¹ Kg to one decimalDispatching office of exchange
SignatureThe official of the carrier or airport
Date and signatureOffice of exchange of destination
Date and signature

Designated operator of origin

DELIVERY BILL
Mails of empty receptacles**CN 47**

Office of origin of the bill

Date

Serial No.

Office of destination

Designated operator to which receptacles belong

☐ Priority
☐ Non-priority

☐ By airmail
☐ By S.A.L.
☐ By surface

		Date of departure		Time	
Type of receptacles returned	Flight No.	Airport of direct transhipment		Airport of offloading	
<input type="checkbox"/> Priority/By air	Train No.	Route			
<input type="checkbox"/> Non-priority/Surface	Name of ship	Port of disembarkation	Company		
<input type="checkbox"/> Parcels					
<input type="checkbox"/> EMS	If a container is used				
	No. of container	No. of seal	No. of container	No. of seal	
	No. of container	No. of seal	No. of container	No. of seal	

Entry

Mail No.	Office of origin	Office of destination	Number of sacks of empty bags and other empty receptacles returned	Gross weight	Observations
1	2	3	4	5	6
				kg ¹	
Totals					

¹ Kg to one decimalDispatching office of exchange
SignatureThe official of the carrier or airport
SignatureOffice of exchange of destination
Date and signature

CN 45

Date stamp

TRANSMISSION ENVELOPE
FOR CN 38, CN 41 AND CN 47 BILLS

Airport of offloading

Airline

Flight No.

Date of departure

Time

Letter Post, Doha 2012, art RL 194.5bis.4 – Size 229 x 162 mm, colour light blue

Article RL 195

Preparation and checking of CN 37, CN 38 or CN 41 delivery bills

1 The delivery bills shall be completed, in accordance with their layout, on the basis of the particulars appearing on the receptacle labels or with the address. The total number and total weight of the receptacles (including receptacles that are exempt from terminal dues) and items in each mail shall be entered in bulk by category. Designated operators of origin may elect to enter each receptacle individually should they wish to do so. However, any intermediate or transit country must list each transit receptacle individually, maintaining the designated operator of origin, office of destination, dispatch and receptacle number indicated by the designated operator of origin. The six-character IMPC code identifying the origin and destination of the receptacle shall be recorded in columns 2 and 3 respectively. The number and weight of receptacles bearing red labels shall be shown separately; they shall be indicated by an “R” in the “Observations” column of the delivery bill.

2 The presence of priority surface mails shall be indicated by the entry “PRIOR” in the “Observations” column of the CN 37 bill.

3 Mails included in a sac collecteur shall also be entered individually on the CN 38 delivery bill, with an indication that they are so included.

4 Any intermediate office or office of destination which notices errors in the entries on the CN 38 or CN 41 delivery bill shall immediately correct them. It shall report them by CN 43 verification note to the last dispatching office of exchange and to the office of exchange which made up the mail. Designated operators may agree to make systematic use of electronic mail or any other appropriate means of telecommunication for reporting irregularities.

5 When the mails forwarded are inserted in containers sealed by the postal service, the serial number and the number of the seal of each container shall be entered in the column of the CN 37, CN 38 or CN 41 bill reserved for that purpose.

■ Commentary

195.1 If the receiving DO finds that more than 10% of the mails from a particular origin do not reflect the information recorded on the CN 38 delivery bills, or are not accompanied by CN 38 bills, it may require the dispatching DO to list each bag and corresponding weight individually on all future CN 38 bills.

The detailed information to be provided by an intermediate or transit country is to ensure that mail transiting or transferred through an intermediary country would retain sufficient identifying documentation to allow origin designated operators to settle accounts accurately.

Article RL 196

Missing CN 37, CN 38, CN 41 or CN 47 delivery bill

1 (Deleted.)

2 (Deleted.)

3 (Deleted.)

4 (Deleted.)

5 (Deleted.)

6 (Deleted.)

1bis Designated operators may agree to make systematic use of electronic mail or any other appropriate means of telecommunication for settling cases where the delivery bill is missing.

2bis An electronically transmitted delivery bill form, duly signed by the sending designated operator, printed by the carrier at destination or at an intermediate location, shall be considered valid by the destination office.

3bis In the absence of the delivery bill or its electronic equivalent, the receiving office shall prepare one as a substitute in accordance with the load received and have the carrier countersign it. This substitute delivery bill may be sent to the dispatching office as an attachment to a CN 43 verification note or be kept in case of later disputes over the mail concerned.

4bis If a CN 46 substitute delivery bill prepared by the carrier is received by the destination office in place of the original delivery bill, this substitute bill shall be accepted. This fact may be reported to the office of origin by means of a CN 43 verification note, accompanied by this CN 46 substitute delivery bill.

5bis If a CN 43 verification note is raised and if the airport of loading cannot be determined, this verification note shall be sent straight to the office of dispatch of the mail for it to forward the note to the office through which the mail transited.

■ **Commentary**

196 Proof of carriage. Guidelines for the use of the CN 46 substitute delivery bill. A receipted copy of the original from another DO or a substitute document prepared manually or electronically should constitute proof of carriage if there is no dispute otherwise.

Airline originating substitute bill

SUBSTITUTE DELIVERY BILL

CN 46

Airport of origin of substitute bill

Date _____

	CN 38
	CN 41

Observations concerning mails as found		Designated operator of origin of mails		SN 41
If a container is used				
No. of container	No. of seal	No. of container	No. of seal	
No. of container	No. of seal	No. of container	No. of seal	

Descriptions of mails as found (from CN 35, CN 36, CP 84 or CP 85)

Description of mail as found (from CN 22, CN 23, CN 24, CN 25)										
Mail No.	Office of origin	Office of destination	Flight No.	Airport		Date of dispatch	Number of receptacles			Gross weight
				of trans-shipment	of off-loading		Letter post	CP	EMS/ Other items	
										kg ¹
Totals										

Actual conveyance of mails

Airport of loading	Flight No.	Date of departure
Airport of offloading	Office of destination of mails	
Airline at airport of loading Signature	Airline at airport of offloading Signature	Designated operator taking delivery of mails Date and signature

Guidelines for the use of the CN 46 substitute delivery bill

The following guidelines are to be observed by the designated operators and the airlines in cases where a mail for direct transshipment between air carriers arrives at the airport of transshipment without the original CN 38 or CN 41 delivery bill:

- 1 When airmail or S.A.L. mail is received at an airport without an accompanying CN 38 or CN 41, the airline receiving the mail shall prepare, on the basis of the CN 35, CN 36, CP 84 and/or CP 85 label(s), a substitute delivery bill conforming to the specimen developed jointly by the UPU and IATA.
- 2 The number of copies to be prepared will vary with the circumstances of each case. In addition to the number of copies required by the preparing airline for its internal records and accounting, the following copies will be required:
 - one copy for the designated operator of origin;
 - two copies for the designated operator of destination or, if the mail is handed over to an intermediate designated operator, for the intermediate designated operator;
 - if the mail is directly transhipped to another airline or airlines, three copies for each additional airline involved.
- 3 It will be the responsibility of the designated operator receiving the mail with a substitute document to provide the necessary copy to the designated operator of origin as an annex to a CN 43 verification note documenting the arrival of the mail without the original bills.
- 4 It will be the responsibility of the airlines to print the substitute documents in the format of the specimen agreed upon. The original and copies shall be white in colour.
- 5 The designated postal operator shall accept the substitute delivery bill, properly endorsed by the receiving office of exchange, for the settlement of accounts with the airlines.

Article RL 197

Checking of mails

- 1 Every office receiving a mail shall check:
 - 1.1 the origin and destination of the receptacles making up the mail and entered on the delivery bill;
 - 1.2 the sealing and make-up of the bags bearing red labels;
 - 1.3 the accuracy of the information on the delivery bill.
- 2 The weight entered on the CN 34, CN 35 or CN 36 label shall be checked by sampling or systematically. The data given by the office of origin shall be accepted as valid if they differ from the weights or from the number of items established:
 - 2.1 by 200 grammes or less in the case of receptacles of surface mails or surface airlifted (S.A.L.) mails;
 - 2.2 by 100 grammes or less in the case of receptacles of airmails, priority mails or bulk mails;
 - 2.3 by 100 grammes or less or 20 items or fewer in the case of IBRS items.
- 3 When an intermediate office or office of destination establishes that the difference between the actual weight and the weight recorded of a receptacle or the difference between the actual number or weight and the number or weight recorded of IBRS items exceeds the limits provided for under 2.1, 2.2 or 2.3, as the case may be, it shall amend the receptacle label and the delivery bill. It shall immediately notify the dispatching office of exchange and when appropriate the last intermediate office of exchange of the mistake by CN 43 verification note or by means of an agreed reconciliation process.
- 3bis In format-separated dispatch, when an office of destination establishes a discrepancy between the actual format and the format recorded on a receptacle label, it shall immediately notify the dispatching office of exchange of the mistake by CN 43 verification note or by means of an agreed reconciliation process.
- 4 When an intermediate office receives a mail in bad condition, it shall check the contents if it thinks that these have not remained intact. It shall put it in new packing just as it is. This office shall copy the particulars from the original label on to the new one and apply to the latter an impression of its date-stamp, preceded by the endorsement “Remballé à ...” (Repacked at ...). It shall make out a CN 43 verification note and insert one copy thereof in the repacked mail.
- 5 Upon receipt of a mail, the office of exchange of destination shall proceed as follows:
 - 5.1 It shall check whether the mail is complete and has arrived in the sequence in which it was dispatched.
 - 5.2 It shall check whether the entries on the letter bill and, where applicable, on the CN 16 dispatch lists and the CN 33 special lists are correct.
 - 5.3 It shall satisfy itself that there is no irregularity in the external condition of the outer receptacle and of the packet, envelope or inner receptacle containing insured items.

- 5.4 It shall check the number of insured items and inspect them individually, inter alia in respect of weight, seals and marks, and verify that COD items are properly marked as such and accompanied by the relevant payment forms.
 - 5.5 It shall ensure that express items sent in special receptacles or in the receptacle containing the letter bill are immediately inserted into the domestic system for distribution and delivery as soon as possible.
 - 5.6 If a mail or one or more receptacles thereof are missing or mail is received in excess, the facts shall be immediately established by two officials. These shall make the necessary corrections on the letter bills or special lists. They shall take care to cross out or make additions to any incorrect entries in such a way as to leave the original entries legible. Unless there is an obvious error the corrections shall be accepted in preference to the original statement.
 - 5.7 The procedure provided for in 5.6 shall also apply in the case of any other irregularity such as insured items, registered items and barcoded express items missing or received in excess, or a missing letter bill or special list.
 - 5.7bis Designated operators may agree to substitute procedures provided in 5.6 and 5.7 with information sent electronically concerning inward receipt (RESDES message, EMSEVT event EMD) and delivery (EMSEVT events EMH/EMI). Designated operators may also agree to substitute the paper-based reporting of irregularities (CN 43 verification notes) with an agreed volume (weight and item count) reconciliation process using electronically captured information.
 - 5.8 If the letter bill or a special list is missing the inward office shall, in addition, prepare a substitute letter bill or special list or make a precise note of the insured items, registered items or express items received. Designated operators may agree to make systematic use of electronic pre-advice (PREDES/RESDES messages) for settling cases where the letter bill or a special list is missing, but where the dispatch weight and the number of insured, registered or express items recorded by the inward office correspond to the information received electronically. In such cases the inward designated operator may decide not to prepare a substitute letter bill and will not issue a CN 43 verification note.
-
- 6 Additional information regarding bulk mails
 - 6.1 A CN 43 verification note shall be sent to the designated operator of origin, accompanied by a replacement CN 32 letter bill that shall include the details of the bulk items received in the following cases:
 - 6.1.1 the designated operator of origin has opted for the make-up of bulk mails and sends bulk items in other mails;
 - 6.1.2 the bulk mails are not accompanied by a CN 32 letter bill;
 - 6.1.3 the designated operator of destination receives unreported bulk items for which the specific payment is applied with immediate effect; in this case, the designated operator of destination shall transmit the CN 43 and CN 32 forms by telecommunication to the designated operator of origin of the mails.

6.2 In the cases provided for under 6.1.1 and 6.1.3, the CN 31 letter bill of the mail containing the bulk items shall be corrected accordingly and transmitted attached to the CN 43 verification note.

7 When the mails are opened, the constituent parts of the fastening (lead and other seals, string, labels) shall be kept together. To achieve this the string shall be cut in one place only.

8 Each designated operator shall have the right, in accordance with its national legislation and the procedures agreed with its customs authorities, to open and inspect M bags received, to check for compliance with the product specification detailed in article RL 126.7.1 to 7.5 and to ensure customs compliance. Any items that are found not to be in compliance with the product specification shall be charged at the destination designated operator's terminal dues rates for priority and non-priority mail. A CN 43 verification note shall be raised to advise the origin designated operator of the adjustments to the CN 31 letter bill.

9 When an office receives letter bills or special lists which are not intended for it, it shall send them or, if its internal regulations so require, certified true copies to the office of destination by the quickest route (air or surface).

10 Irregularities established upon receipt of a mail containing insured items shall immediately be made the subject of reservations to the transferring service. Notification of a missing item, alteration or any other irregularity for which designated operators may be liable in respect of insured items shall be sent immediately by telecommunications to the dispatching office of exchange or to the intermediate service. In addition, a CN 24 formal report shall be made out. The condition in which the packing of the mail was found shall be indicated therein. The formal report shall be sent under registered cover to the central office of the country to which the dispatching office of exchange belongs independently of the CN 43 verification note, which shall be sent to that office immediately. A duplicate of the report shall be sent at the same time either to the central office of the country to which the receiving office of exchange belongs or to any other controlling authority appointed by that designated operator.

11 The office of exchange which receives from a corresponding office a damaged or an insufficiently packed insured item shall send it on after observing the following rules:

11.1 If it is a matter of slight damage or of partial destruction of the seals, it is sufficient to re-seal the insured item to safeguard the contents. This shall be authorized on condition that it is obvious that the contents are not damaged nor, according to a check of the weight, short. The existing seals shall be preserved. If necessary, the insured items shall be repacked, retaining the original packing as far as possible. Repacking may also be done by placing the damaged item in a receptacle labelled and sealed with lead. In such cases, it is unnecessary to re-seal the damaged item. The receptacle label shall be marked "Envoi avec valeur déclarée endommagée" (Damaged insured item). It shall show the following information: serial number, office

of origin, amount of the insured value, name and address of addressee, the date-stamp impression and the signature of the official who bagged the item.

11.2 If the state of the insured item is such that the contents could have been removed, the office shall automatically open it, where this is not contrary to the laws of the country, and check the contents. The result of this check shall be given in a formal CN 24 report. A copy of this report shall be attached to the insured item. This shall be repacked.

11.3 In all these cases, the weight of the insured item on arrival and the weight after repacking shall be checked and noted on the cover. This note shall be followed by the words “Scellé d’office à ...” (Sealed at ...) or “Remballé à ...” (Repacked at ...). This note shall be supplemented by an impression of the date-stamp and by the signature of the officials who have affixed the seals or done the repacking.

12 The discovery of any irregularity whatsoever during the check may in no case be the cause of the return of an item contained in the mail examined except as provided in article 18 of the Convention.

■ **Commentary**

197.10 Exchange office telephone, telex and fax numbers are given in the Letter Post Compendium.

Article RL 198

Verification notes

1 The irregularities established shall be reported immediately, and at the latest within one month, to the office of origin of the mail, by means of a CN 43 verification note made out in duplicate, after the complete check of the mail. Where transit is involved, the verification note shall be sent to the last intermediate office which transmitted the mail in bad condition.

2 The details on the verification note for non-barcoded items shall specify as precisely as possible the label, bag or other receptacle, seal, cover, packet or item concerned. For barcoded items the details on the verification note shall specify the item barcode number. If the mail contains bundles provided with CN 25 and CN 26 labels, such labels shall, in case of irregularity, be attached to the verification note. In the case of service irregularities which gave grounds for presuming loss or theft, the condition in which the packing of the mail was found shall be indicated in as much detail as possible on the verification note. Only in cases which gave grounds for presuming loss or theft, dated digital photographic images of the label, bag or other receptacle, seal, cover, packet or item concerned may be provided.

3 Unless this is impossible for a stated reason, the following elements shall be kept intact for a period of six weeks from the date of verification and shall be sent to the designated operator of origin if the latter so requests:

3.1 the bag, or envelope, or other receptacle, with the string, labels and lead or other seals;

- 3.2 all the inner and outer packets or receptacles in which the insured items and registered items were enclosed;
- 3.3 the packing of any damaged items which can be recovered from the addressee.

4 When the mails are transmitted through the intermediary of a carrier, the CN 37, CN 38 or CN 41 delivery bill mentioning the irregularities established by the intermediate designated operator or designated operator of destination on taking over the mails shall where possible be countersigned by the carrier or his representative as well as by the designated operator of transit or of destination taking over the mails, which shall confirm that there are no irregularities. Should there be any reservations with respect to the carrier service, the copies of the CN 37, CN 38 or CN 41 bill must indicate such reservations. Where the mails are transported in containers, these reservations shall relate solely to the condition of the container and of its fastening and seals. By analogy, designated operators exchanging information by electronic means may apply the procedures described in article RL 194.3bis.

5 In the cases provided for in article RL 197.4, 5 and 9, the office of origin and, where appropriate, the last intermediate office of exchange may, in addition, be advised by telecommunications at the expense of the designated operator which sends it the advice. Such an advice shall be sent whenever the mail shows obvious traces of having been tampered with, so that the dispatching or intermediate office may investigate the matter without delay. Where necessary, the intermediate office shall advise the preceding designated operator also by telecommunications for the continuation of the inquiry.

6 When the absence of a mail is the result of a missed mail connection or when it is duly explained on the delivery bill, a CN 43 verification note shall be prepared only if the mail does not reach the office of destination by the next post.

7 As soon as a mail which has been reported as missing to the office of origin and, where appropriate, to the last intermediate office arrives, a second verification note announcing the receipt of the mail shall be sent to these offices by the quickest route (air or surface).

8 When a receiving office responsible for checking a mail has not sent within one month of the mail's receipt a CN 43 note reporting irregularities of any kind to the office of origin and, where appropriate, to the last intermediate office of exchange by the quickest route (air or surface), it shall be considered, until the contrary is proved (within one month), as having received the mail and its contents. The same assumption shall be made in respect of irregularities to which no reference has been made or which have been incompletely reported in the verification note. The same shall apply when the provisions of the present article and of article RL 197 regarding the formalities to be fulfilled have not been observed.

9 Verification notes shall preferably be sent by telefax or by any other electronic means of communication. If not practicable, such notes shall be sent by the quickest mail route (air or surface).

9bis Designated operators may agree to substitute the paper-based reporting of irregularities (CN 43 verification notes) with an agreed volume (weight and item count) reconciliation process using electronically captured information.

10 Verification notes sent by mail shall be forwarded in envelopes marked in bold letters “Bulletin de vérification” (Verification note). These envelopes may either be pre-printed or distinguished by a stamp impression clearly reproducing the indication.

11 The offices to which the verification notes are sent shall return them as promptly as possible, and at the latest within one month of the transmission, preferably by electronic means or by priority service, to the office of exchange from which they came, after having examined them and indicated thereon their observations, if any. The verification notes shall be considered duly accepted until proved otherwise:

11.1 if they are not answered within a period of two months from the date of their transmission, for verification notes transmitted by non-priority services (S.A.L. or surface mail);

11.2 if the designated operator of origin is not advised within that time of any investigations which may still be necessary or of the additional dispatch of relevant documents.

11bis The acceptance or rejection of a verification note or a requirement for further information shall be indicated by checking the appropriate box located at the end of the verification note.

VN number

VERIFICATION NOTE

CN 43

Date

	VN originator		VN destination	
Operators				
Office code and name				
Anomalies concern	<input type="checkbox"/> a dispatch	Dispatch/consignment identifier		Document date
	<input type="checkbox"/> a consignment			
	<input type="checkbox"/> other			
Dispatching office of exchange			Office of exchange of destination	

VN summary codes

- | | | |
|--|--|--|
| <input type="checkbox"/> 10 – Missing document(s) | <input type="checkbox"/> 25 – Wrong receptacle type | <input type="checkbox"/> 37 – Receptacle or item received unlabelled |
| <input type="checkbox"/> 11 – Declared wrong mail class or mail category | <input type="checkbox"/> 30 – Weight difference | <input type="checkbox"/> 40 – Missing item (barcoded items) |
| <input type="checkbox"/> 12 – Missing dispatch | <input type="checkbox"/> 31 – Received receptacle/item mislabelled to this location | <input type="checkbox"/> 41 – Item in excess (barcoded items) |
| <input type="checkbox"/> 20 – Wrong content format | <input type="checkbox"/> 32 – Seized by Customs | <input type="checkbox"/> 42 – Missing item – evidence of theft |
| <input type="checkbox"/> 21 – Missing receptacle | <input type="checkbox"/> 33 – Refused by Customs | <input type="checkbox"/> 43 – Missent item |
| <input type="checkbox"/> 22 – Receptacle received in excess | <input type="checkbox"/> 34 – Dangerous contents – not to be flown (will be destroyed) | <input type="checkbox"/> 99 – Other |
| <input type="checkbox"/> 23 – Misrouted receptacle | <input type="checkbox"/> 35 – Damaged item/receptacle | |
| <input type="checkbox"/> 24 – Mislabelled receptacle by destination | <input type="checkbox"/> 36 – Received with unreadable receptacle/item barcode | |

1. Irregularities concerning documents

<input type="checkbox"/> Missing documents (please accept the substitute forms attached)			
<input type="checkbox"/> Delivery bill	CN ____		Registered
<input type="checkbox"/> Letter bill	CN ____		Insured
<input type="checkbox"/> Special list(s):	CN ____		Express
<input type="checkbox"/> A découvert/missent items:	CN 65	Number of identified items received	
<input type="checkbox"/> Delivery bill: corrections of total weights		Letter post	Empty receptacles
<input type="checkbox"/> According to the weights given on the labels (amended as necessary)			Total
<input type="checkbox"/> Resulting from an error in calculations			
<input type="checkbox"/> Letter bill: irregularities	Entered	Received	Observations
<input type="checkbox"/> Number of receptacles			
<input type="checkbox"/> Weight of receptacles			
<input type="checkbox"/> Total registered items			
<input type="checkbox"/> CN 33 special lists			
<input type="checkbox"/> Total insured items			
<input type="checkbox"/> CN 16 special lists			
<input type="checkbox"/> Total express items			
<input type="checkbox"/> Receptacles being returned			

2. Irregularities concerning receptacles

CN 43 (back)

Receptacle ID or serial number	Description

3. Irregularities concerning mail subject to terminal dues and IBRS

Type of mail		Entered (a)		Received (b)		Difference (b – a)		Observations
		Number	Weight	Number	Weight	Number	Weight	
LC/AO receptacles	Format P or P/G							
	Format G							
	Format E							
	Mixed							
M bags	Up to 5 kg							
	Over 5 kg							
Bulk mail	Total receptacles							
	Total items							
IBRS	Total items							

4. Item irregularities

Item-ID	Weight	Type of irregularity*	Observations	Item-ID	Weight	Type of irregularity*	Observations

* Allowed values: 1 – missing; 2 – excess; 3 – damaged; 4 – retained; 9 – others.

5. Other irregularities

This form must be returned to

☐ Accepted

☐ Rejected

☐ Further information required

☐ For information only

Origin – Signature

Destination – Signature

Article RL 199

Misrouted mails and missent items

1 In the absence of a special agreement, misrouted mails (receptacles) and missent items of all kinds shall be redirected to their destination without delay by the quickest route.

Article RL 200

Steps to be taken in the event of an accident

1 When, as a result of an accident in course of conveyance, a ship, train, aircraft or any other transport facility is unable to continue its journey and deliver the mail at the scheduled ports of call or stations, the crew shall hand over the mails to the post office nearest to the place of the accident or to the office best able to reforward the mail. If the crew are unable to do this, that office, having been informed of the accident, shall take immediate action, taking over the mail and reforwarding it to its destination by the quickest route after its condition has been checked and any damaged items put in order.

2 The designated operator of the country in which the accident occurred shall inform all designated operators of previous ports of call or stations, by telecommunications, of the fate of the mail. These designated operators in turn shall advise by the same means all other designated operators concerned.

3 If delivery bill information was not sent electronically, designated operators which had mail on the transport facility involved in the accident shall send a copy of the CN 37, CN 38, CN 41 or CN 47 delivery bills to the designated operator of the country where the accident occurred.

4 The qualified office shall then notify the offices of destination of the mails involved in the accident by CN 43 verification note giving details of the circumstances of the accident and the results of the check of the mails. One copy of each verification note shall be sent to the offices of origin of the relative mails and another to the designated operator of the country to which the transport company belongs. These documents shall be sent by the quickest route (air or surface).

Article RL 201

Steps to be taken in the event of an interrupted flight, or of diversion or missending of airmails or surface airlifted (S.A.L.) mails

1 When an aircraft interrupts its flight for a length of time likely to delay the mails or when, for any reason whatsoever, the mails are unloaded at an airport other than that given on the CN 38 or CN 41 delivery bills, the designated operator of the country of origin shall ensure that the airline follows the arrangements in its agreement with the airline for direct transshipment or shall contact the origin designated operator for instructions.

2 The designated operator which receives missent airmail or surface airlifted (S.A.L.) mail dispatches or receptacles owing to a labelling error shall attach a new label to the dispatch or receptacle, with an indication of the office of origin, and reforward it to its correct destination.

3 In every case the office which did the reforwarding shall inform the office of origin of each dispatch or receptacle by CN 43 verification note, indicating in particular on the verification note the air service from which the mail was taken, the services used (air or surface) for onward transmission to its destination and the cause of missending, such as transportation or labelling error.

Article RL 202

Steps to be taken in the event of temporary suspension and resumption of services

1 If services are temporarily suspended, the designated operator or designated operators concerned must be notified of the fact by telecommunications, indicating, if possible, the probable duration of the suspension of services. The same procedure shall be applied when the suspended services are resumed.

2 The International Bureau must be notified of the suspension or resumption of services if a general announcement is considered necessary. If necessary, the International Bureau shall notify designated operators by telecommunications.

3 The designated operator of origin shall have the option of refunding the postage charges, special charges and air surcharges to the sender if, owing to the suspension of services, the benefit accruing from conveyance of the item in question was obtained only in part or not at all.

Article RL 203

Return of empty receptacles

1 Wherever appropriate in this article, the references to “bags” shall mean “bags or other receptacles used and owned by designated operators for the carriage of mail”.

2 The owners of empty bags shall decide whether they wish their bags to be returned or not and, if so, by what means of transport. Nevertheless, the designated operator of destination shall have the right to return bags that cannot be incinerated easily and cheaply in its country. The designated operator of origin shall bear the cost of returning such bags.

3 In the absence of agreement between the designated operators concerned, bags shall be returned empty by the next post in a mail for the country to which they belong and if possible by the normal route followed on the outward journey.

The number of bags returned by each mail shall be noted in table 1 of the CN 31 or CN 32 letter bill. This entry shall not be made when two designated operators have agreed to indicate only red-label bags on the letter bill.

4 If the designated operators of transit and destination agree, empty receptacles being returned by surface may be placed in the receptacles containing letter-post items. In all other cases, empty receptacles shall be returned in separate dispatches. The special dispatches containing only returned empty receptacles shall be described on CN 47 delivery bills and CN 31 letter bills. Receptacles of empty receptacles may be sealed by agreement between the designated operators concerned. The labels shall be endorsed “Sacs vides” (Empty bags).

5 The return shall be carried out between offices of exchange appointed for the purpose. The designated operators concerned may agree among themselves as to the procedure for the return. In long-distance services, they shall, as a general rule, appoint only one office responsible for receiving the empty bags returned to them.

6 The empty bags shall be rolled into suitable bundles. Where appropriate the label blocks, labels of canvas, parchment or other stout material shall be placed inside the bags.

7 (Deleted.)

8 The bags used for printed papers for the same addressee at the same address (M bags) shall be recovered after they have been handed over to the addressees and shall be returned, in accordance with the above-mentioned provisions, to the designated operators of the countries to which they belong.

9 If the check made by an designated operator establishes that receptacles belonging to it have not been returned to its service within a period longer than that required for their transmission (round trip), it shall be entitled to claim reimbursement of the value of the receptacles as provided for under 10. The designated operator in question may refuse this reimbursement only if it can prove the missing bags were returned.

10 Each designated operator shall fix, periodically and uniformly for each kind of receptacle used by its offices of exchange, a value in SDRs and communicate it to the designated operators concerned through the International Bureau. In case of reimbursement, the cost of replacing the receptacles shall be considered.

11 By prior agreement, a designated operator may use the receptacles belonging to the designated operator of destination for making up its own airmails. Receptacles belonging to a third party may not be used.

12 A dispatching designated operator may indicate whether or not it would like to have the receptacles used for a particular dispatch returned. This indication shall be made on the letter bill used for the dispatch.

13 Accounting for the return of empty bags shall be based on the Statistics and Accounting Guide issued by the International Bureau of the Universal Postal Union.

■ **Commentary**

203 In resolution C 71/Washington 1989, Congress urged all DOs to return empty mailbags, both efficiently and promptly, to the countries to which they belong.

It also recommended:

- a those DOs which have problems caused by the non-return of mailbags to consider setting up simple but cost-effective recording systems in order to ascertain:
 - the proportion of bags which are not returned;
 - whether that proportion can be considered as an acceptable loss;
 - which DOs may be principally responsible for the failure to return bags;
- b those DOs which have such problems to make direct contact with the DOs concerned to seek the return of their bags or, failing that, applying the relevant provisions in order to obtain reimbursement;
- c all DOs to consider the use of schemes for bag-sharing, or the reciprocal use of mailbags, as well as the use of one-trip mailbags, in order to increase the availability of mailbags;
- d all DOs to consider the more extensive use of containers for conveying loose-loaded parcels, letters in letter trays or boxes and similar types of mail which do not require the use of mailbags.

203.4 *Empty bags returned by air*

The IATA–UPU Contact Committee approved the practical method of application given below:

- i The owning DO shall have the right to choose the route and the carrier for the return of the bags. The owning DO can stipulate details such as the timing, frequency and office of return for its empty bags. In this regard, it should seek bilateral rate and operational agreements with a given carrier or carriers and inform sending DOs and carriers about these details. Financial settlements will, therefore, in principle be limited to bills raised by the participating carrier against the owning DO.
- ii Empty bags should in principle be returned to one office of exchange as stipulated in art RL 203.5., and as communicated by each DO via the UPU Compendium of Information.
- iii it is desirable that airlines and DOs discuss and coordinate, to the maximum possible extent, arrangements for the return of empty bags.
- iv As the return of empty bags by air is now paid for by the owning DO, the airline should accept liability for any loss of the bags.
- v A new heading labelled “DO owning empty receptacles” has been created on the CN 47 Delivery Bill for mails of empty bags. The returning (ie non-owning) DO will indicate the DO owning the bags, and participating airlines will bill the owning DO on this basis.
- vi Bags returned by air will always be sent in separate dispatches and accompanied by the CN 47 only. The airlines and DOs concerned should mutually agree upon any alternate procedure.
- vii Carriers will bill owning DOs for the carriage of empty bags by listing the dates, serial dispatch numbers and the DO of origin of the CN 47s to which each invoice refers so that owning DOs can account for their equipment.
- viii In cases where no prior bilateral agreement has been made and empty bags are handled and carried at a point of transit by a non-contracted airline as per instructions on the CN 47 issued by the sending DO, the non-contracted carrier will bill such carriage to the owning DO at the applicable carrier’s rate. This rate will, at the most, be 30% of the applicable UPU Basic Airmail Conveyance Rate as stipulated in art RL 244.
- ix In cases where a transit DO is involved, the transit DO will be entitled to claim, from the owning DO, charges for handling the empty bag dispatch. The DO of transit shall prepare the CN 55 and CN 56 statements from the particulars on the CN 47 delivery bill.

Under article RL 244, the air conveyance rate payable for empty bags will, at the most, be 30% of the applicable UPU basic airmail conveyance rate.

Art RL 194 applies, with appropriate changes, to CN 47 bills.

Empty bags returned by surface

For billing for land and sea transit charges for dispatches of empty receptacles, the following procedure applies:

- return of empty receptacles by direct route between DO A and DO B (DO to which receptacles belong): transit charges should be billed by DO A to DO B, on the basis of the transit charges indicated in art RL 208 for the distance between A and B;

- return of empty receptacles from DO A to DO C (to which the receptacles belong) through DO of transit B:
 - transit charges for conveyance from A to B should be billed by DO A to DO C, on the basis of the transit charges indicated in art RL 208 for the distance between A and B;
 - transit charges for conveyance from B to C should be billed by DO B to DO C, on the basis of the transit charges indicated in art RL 208 for the distance between B and C.

Article 21

Exchange of closed mails with military units

1 Closed letter-post mails may be exchanged through the intermediary of the land, sea or air services of other countries:

1.1 between the post offices of any member country and the commanding officers of military units placed at the disposal of the United Nations;

1.2 between the commanding officers of such military units;

1.3 between the post offices of any member country and the commanding officers of naval, air or army units, warships or military aircraft of the same country stationed abroad;

1.4 between the commanding officers of naval, air or army units, warships or military aircraft of the same country.

2 Letter-post items enclosed in the mails referred to under 1 shall be confined to items addressed to or sent by members of military units or the officers and crews of the ships or aircraft to or from which the mails are forwarded. The rates and conditions of dispatch applicable to them shall be fixed, according to its regulations, by the designated operator of the member country which has made the military unit available or to which the ships or aircraft belong.

3 In the absence of special agreement, the designated operator of the member country which has made the military unit available or to which the warships or military aircraft belong shall be liable to the designated operators concerned for the transit charges for the mails, the terminal dues and the air conveyance dues.

■ Commentary

21.3 See art RL 227.

Article RL 204

Mails exchanged with military units

1 Intermediate designated operators shall be informed, as far as possible in advance, of the establishment of an exchange of closed mails as mentioned in article 21 of the Convention.

2 The address of these mails shall be worded as follows:

From the office of

For { the (nationality) naval (or air) unit of (designation of the
unit) at { (Country)
the (nationality) ship (name of ship) at }

or

From the (nationality) naval (or air) unit of (designation of the unit) at { (Country)
 From the (nationality) ship (name of ship) at {
 For the office of {

or

From the (nationality) naval (or air) unit of (designation of the unit) at { (Country)
 From the (nationality) ship (name of ship) at {
 For { the (nationality) naval (or air) unit of (designation of the { (Country)
 unit) at {
 the (nationality) ship (name of ship) at {

3 The mails concerned shall be forwarded by the fastest route (air or surface), according to the indication written on the address, and under the same conditions as mails exchanged between post offices.

4 The captain of a mail-boat conveying mails for a naval unit or a warship shall hold them at the disposal of the commanding officer of the naval unit or ship of destination, should the latter ask him for delivery en route.

5 If the ships are not at the place of destination when the mails addressed to them arrive there, the mails shall be kept at the post office until they are collected by the addressee or redirected to another point. Redirection may be requested either by the designated operator of origin, by the commanding officer of the naval unit or ship of destination, or by a consul of the same nationality.

6 Those mails which are marked “Aux soins du Consul d’...” (Care of the Consul of ...) shall be delivered to the consulate indicated. At the request of the consul they may afterwards be received back into the postal service and redirected to the place of origin or to another address.

7 Mails addressed to a warship shall be regarded as being in transit up to the time of their delivery to the commanding officer of that ship, even when they have been originally addressed to the care of a post office or to a consul charged to act as forwarding agent. They shall not, therefore, be regarded as having reached their address until they have been delivered to the warship concerned.

8 By agreement between the designated operators concerned, the above procedure shall also be applicable, if necessary, to mails exchanged with military units placed at the disposal of the United Nations and with military aircraft.

Article 22

Quality of service standards and targets

1 Member countries or their designated operators shall establish and publish delivery standards and targets for their inward letter-post items and parcels.

2 These standards and targets, increased by the time normally required for customs clearance, shall be no less favourable than those applied to comparable items in their domestic service.

3 Member countries or their designated operators of origin shall also establish and publish end-to-end standards for priority and airmail letter-post items as well as for parcels and economy/surface parcels.

4 Member countries or their designated operators shall measure the application of quality of service standards.

Article RL 205

Quality of service targets

1 Member countries or designated operators shall undertake to verify periodically that the established times are achieved either within the framework of the surveys organized by the International Bureau or by the Restricted Unions, or on the basis of bilateral agreements.

2 It is also desirable that member countries or designated operators should verify periodically that the established times are achieved, using other quality control systems, in particular external quality control.

3 Wherever possible, member countries or designated operators shall implement quality measurement systems for international mails (both outgoing and incoming); this should, as far as possible, include measurement from posting to delivery (end-to-end).

4 All designated operators shall provide the International Bureau with up-to-date information about the latest transport arrival times (LTAT) against which they operate for international postal purposes. Any changes shall be advised as soon as they are planned in order to allow the International Bureau to communicate these changes to designated operators before they are applied.

5 Where possible, separate information shall be provided for priority and non-priority streams of traffic.

Section I

Transit charges and terminal dues

A. *Transit charges*

Article 33

Transit charges

1 Closed mails and à découvert transit items exchanged between two designated operators or between two offices of the same member country by means of the services of one or more other designated operators (third party services) shall be subject to the payment of transit charges. The latter shall constitute remuneration for the services rendered in respect of land transit, sea transit and air transit. This principle shall also apply to missent items and misrouted mails.

■ Commentaires

33.1 Remuneration for transit is payable for services rendered by or through the DO of the country crossed. These services may be rendered only by the DO or by the DO and a carrier.

The DO of the country crossed is not remunerated if its services do not take part in the transit.

In the absence of special agreement between the interested parties, the allocation of sea transit charges entails for the service undertaking the transport the obligation to provide for the loading and unloading of mails.

For items in transit à découvert, see art RL 176.5.

Article 36

Authority of the Postal Operations Council to fix charges and rates

1 The Postal Operations Council shall have the authority to fix the following rates and charges, which are payable by designated operators in accordance with the conditions shown in the Regulations:

- 1.1 transit charges for the handling and conveyance of letter mails through one or more intermediary countries;**
- 1.2 basic rates and air conveyance dues for the carriage of mail by air;**
- 1.3 inward land rates for the handling of inward parcels;**
- 1.4 transit land rates for the handling and conveyance of parcels through an intermediary country;**
- 1.5 sea rates for the conveyance of parcels by sea.**
- 1.6 outward land rates for the provision of the merchandise return service for parcels.**

2 Any revision made, in accordance with a methodology that ensures equitable remuneration for designated operators performing the services, must be based on reliable and representative economic and financial data. Any change decided upon shall enter into force at a date set by the Postal Operations Council.

Article RL 206

Transit charges. General provisions

1 Accounting

- 1.1 Accounting for surface-mail transit charges and for charges for handling transit airmails shall be done annually by the designated operator of transit, for each designated operator of origin. It shall be based on the weight of the mails received in transit, sent during the year concerned. The rates laid down in article RL 208 shall be applied.
- 1.2 The transit charges and charges for handling transit airmails shall be borne by the designated operator of origin of the mails. They shall be payable, subject to the exception provided for under 1.4, to the designated operators of the countries which are crossed or whose services take part in the land or sea conveyance of the mails.
- 1.3 The charges for the sea conveyance of mails in transit may be settled directly between the designated operators of origin of the mails and the shipping companies or their agents. The designated operator of the port of embarkation concerned shall give its prior agreement.
- 1.4 In the absence of special agreement between the designated operators concerned, the transit charge scales laid down in article RL 208 shall apply to airmail correspondence for any transit by land or by sea. Nevertheless, no land transit charges shall be payable for:
 - 1.4.1 the transshipment of airmails between two airports serving the same town;
 - 1.4.2 the conveyance of such mails from an airport serving a town to a depot situated in the same town and the return of the same mails for reforwarding.

2 If a dispute between designated operators concerning the annual results has to be settled, the designated operators concerned shall ask their member countries to act in accordance with the procedure provided for in article 153 of the General Regulations. The arbitrators shall be empowered to fix in a fair and reasonable manner the transit charges or terminal dues to be paid.

■ **Commentary**

206.1 For the technical aspects of the application of transit charges to mails of empty receptacles, see commentary on art RL 203.4.

Article RL 207

Application of transit charges

1 In the absence of special agreement, direct sea conveyance between two countries by the ships of one of them shall be regarded as a third party service.

2 Sea transit shall begin when the mails are handed over to the shipping company appointed by the sending designated operator and shall end when the mails are handed over to the designated operator of destination, or when the designated operator of destination has been given the delivery order or any other relevant document, whichever is the earlier. Sea transit charges, payable by the sending designated operator, include all costs incurred by the shipping line at the port of arrival. If the designated operator of destination has to pay additional charges for services incurred prior to notification, such as port charges, canal tolls, terminal or pier charges for related service and any other similar charges for handling containerized or bulk dispatches, the designated operator of destination shall obtain reimbursement of these additional charges from the dispatching designated operator. However, any storage costs incurred after notification by the shipping line that the mails are available and physically accessible for collection, shall be borne by the designated operator of destination.

2.1 Notwithstanding the provision of 2, the designated operator of destination of the mails shall collect from the designated operator of origin the sum corresponding to the port storage charges, when the dispatching office fails to send a copy of the CN 37 bill in time as provided for in article RL 194.1.5.

2.2 Reimbursement of additional sea transit charges shall be claimed by means of a CN 62bis detailed account as in RL 239.2.2.

3 When a foreign transport service crosses the territory of a country without the participation of the latter's services in accordance with article RL 171, mails thus forwarded shall not be subject to the payment of land transit charges.

4 A current sea mail contact address, including physical address, telephone, fax and e-mail address must be maintained in the List of addresses of heads and senior officials of postal entities for all countries sending and accepting sea mail. It may be necessary to include two addresses where different sections within a designated operator deal with import and export. Wherever possible, a generic e-mail address (e.g. seamail@xxpost.com) should be arranged by each designated operator to avoid pre-advice going astray.

■ **Commentary**

207.3 If no services have been rendered, the right to collect transit charges does not exist. Postal exchanges are subject to charges in favour of the transit DO only for transport carried out by the services of that DO.

[illegible]Creditor designated operator
Signature

Seen and approved by the debtor designated operator
Place, date and signature

Article RL 208

Transit charges

1 The transit charges to be borne by the designated operator of origin of the mails shall be calculated on the basis of the following components:

1.1 A rate for handling transit dispatches, which shall be 0.195 SDR per kilogramme.

1.2 A rate based on distance, which shall be:

1.2.1 for air transport: the basic air conveyance rate set by the Postal Operations Council using the formula in article RL 244;

1.2.2 for land transport:

1.2.2.1 per kilogramme and per kilometre up to 1,500 kilometres: 0.233 thousandths of an SDR for the year 2015; 0.267 thousandths of an SDR for the year 2016; and 0.300 thousandths of an SDR for the year 2017;

1.2.2.2 per kilogramme and per supplementary kilometre up to 5,000 kilometres: 0.163 thousandths of an SDR for the year 2015; 0.187 thousandths of an SDR for the year 2016; and 0.210 thousandths of an SDR for the year 2017;

1.2.2.3 per kilogramme and per supplementary kilometre: 0.117 thousandths of an SDR for the year 2015; 0.133 thousandths of an SDR for the year 2016; and 0.150 thousandths of an SDR for the year 2017;

1.2.2.4 the rate based on distance being calculated per 100-kilometre distance step, based on the mid-value in each step;

1.2.3 for sea transport:

1.2.3.1 per kilogramme and per nautical mile (1.852 km) up to 1,000 nautical miles: 0.082 thousandths of an SDR for the year 2015; 0.093 thousandths of an SDR for the year 2016; and 0.105 thousandths of an SDR for the year 2017;

1.2.3.2 per kilogramme and per supplementary nautical mile up to 2,000 nautical miles: 0.047 thousandths of an SDR for the year 2015; 0.053 thousandths of an SDR for the year 2016; and 0.060 thousandths of an SDR for the year 2017;

1.2.3.3 per kilogramme and per supplementary nautical mile up to 4,000 nautical miles: 0.040 thousandths of an SDR for the year 2015; 0.045 thousandths of an SDR for the year 2016; and 0.051 thousandths of an SDR for the year 2017;

1.2.3.4 per kilogramme and per supplementary nautical mile up to 10,000 nautical miles: 0.026 thousandths of an SDR for the year 2015; 0.029 thousandths of an SDR for the year 2016; and 0.033 thousandths of an SDR for the year 2017;

1.2.3.5 per kilogramme and per supplementary nautical mile: 0.018 thousandths of an SDR for the year 2015; 0.020 thousandths of an SDR for the year 2016; and 0.023 thousandths of an SDR for the year 2017;

1.2.3.6 the rate based on distance being calculated per 100-nautical-mile distance step, based on the mid-value in each step.

Prot Article RL XXII
Special transit charges

- 1 Greece reserves the right to raise by 30% the land transit charges and by 50% the sea transit charges given in article RL 208.1.
- 2 Australia, Finland and Singapore reserve the right to raise by 50% the land and sea transit charges given in article RL 208.1.
- 3 The Russian Federation shall be authorized to collect a supplement of 0.65 SDR in addition to the transit charges indicated in article RL 208.1 for each kilogramme of letter-post items conveyed in transit over the Trans-Siberian route.
- 4 Egypt and Sudan shall be authorized to collect a supplement of 0.16 SDR in addition to the transit charges indicated in article RL 208.1 for each bag of letter post in transit via Lake Nasser between Shallal, Egypt, and Wadi Halfa, Sudan.
- 5 Panama (Rep.) shall be authorized to collect a supplement of 0.98 SDR to the transit charges mentioned in article RL 208.1 for each bag of letter post in transit through the Isthmus of Panama between the ports of Balboa on the Pacific Ocean and Cristobal on the Atlantic Ocean.
- 6 Finland shall be authorized to collect a supplement for each kilogramme of letter-post items addressed to the Åland Islands.
 - 6.1 For airmail and priority mail the supplement shall be the relevant land transit charge and the relevant air conveyance charge.
 - 6.2 For surface mail and non-priority mail the supplement shall be the relevant land transit charge and the relevant sea conveyance charge.
- 7 Exceptionally, Panama (Rep.) shall be authorized to collect a charge of 0.65 SDR per bag for all mails stored or transhipped in the port of Balboa or Cristobal, provided that it does not receive any payment in respect of land or sea transit for those mails.
- 8 Notwithstanding article RL 208.1, the designated operator of Afghanistan shall be authorized provisionally, because of its special difficulties as regards means of conveyance and communication, to effect the transit of closed mails and à découvert correspondence across its territory on terms specially agreed with the designated operators concerned.
- 9 Notwithstanding article RL 208.1, the Syria–Iraq motor services shall be considered as extraordinary services giving rise to the collection of special transit charges.
- 10 Denmark shall be authorized to collect a supplement for each kilogramme of letter-post items addressed to the Faroe Islands or Greenland.

- 10.1 For airmails, priority mails and S.A.L. mails, the supplement shall be the relevant charges for handling transit airmails and the relevant air conveyance charge.
- 10.2 For surface mails and non-priority mails, the supplement shall be the relevant land transit charges and the relevant sea transit charges.
- 10.3 For airmails, priority mails, surface mails, non-priority mails and S.A.L. mails in transit à découvert to the Faroe Islands or Greenland, Denmark shall be authorized to collect transit charges (conveyance and handling costs and terminal dues increments) as calculated in article RL 211.1.
- 11 Ukraine reserves the right to increase by 50% the sea transit charges set out in article RL 208.1.
- 12 Germany shall have the right to raise by 50% the sea transit charges given in article RL 208.1.

Article RL 209 Kilometric distances

- 1 The distances used to determine the transit charges for distances traversed by land according to article RL 208.1.2 shall be taken from the “List of Kilometric Distances relating to land sectors of mails in transit” published by the International Bureau.

Article RL 210 Extraordinary services. Multimodal transport

- 1 The transit charges specified in article RL 208 shall not be applicable to conveyance by extraordinary services specially established or maintained by a designated operator at the request of one or more other designated operators. The conditions of this class of conveyance shall be regulated by mutual consent between the designated operators concerned.
- 2 When surface mails from a designated operator are reforwarded by combined land and sea transport facilities, the conditions of such reforwarding shall be covered by a special agreement between the designated operators concerned.

Article RL 211 Calculation and accounting for charges for items in transit à découvert and missent items

- 1 General
- 1.1 Each designated operator which forwards transit à découvert items shall have the right to collect from the designated operator of origin transit charges for the costs incurred for the handling and transportation of items

- in transit as well as the terminal dues increments to be paid to the designated operator of destination. Transit charges shall be calculated according to the net weight.
- 1.2 Determination of transit charges for items forwarded in transit à découvert by groups of countries
 - 1.2.1 The transit charges shall be fixed by groups of countries of destination. The number of groups shall not be higher than 10. The transit charges for each group shall correspond to the weighted average of the transit charges payable to the different destinations within the group. The weighting shall be based on the volume of mail in transit forwarded to each country within the respective group.
 - 1.3 Calculation of charges
 - 1.3.1 Charges corresponding to handling of items forwarded in transit à découvert
 - 1.3.1.1 Charges corresponding to handling of items forwarded in transit à découvert shall be calculated on the basis of the charges indicated in article RL 208.1.1.
 - 1.3.2 Charges corresponding to the transport of items forwarded in transit à découvert
 - 1.3.2.1 Charges corresponding to the transport of items in transit à découvert forwarded by surface shall be calculated on the basis of the distance charges indicated in article RL 208.1.2.2. Charges for the transport of items in transit à découvert forwarded by air shall be calculated on the basis of the charges indicated in article RL 244.3.
 - 1.3.3 Terminal dues increments
 - 1.3.3.1 Terminal dues increments shall be calculated on the basis of average differences between the terminal dues received by the designated operator of transit and those paid to the designated operator of destination.
 - 1.4 Increase of transit charges for items forwarded in transit à découvert
 - 1.4.1 The amounts of transit charges, calculated as under 1.3, shall be increased by 10% for the transit à découvert items forwarded by surface and by 5% for the transit à découvert items forwarded by air. These increases are shown in form CN 51.
 - 1.5 Charges applicable to missent items
 - 1.5.1 Each designated operator which forwards missent items shall have the right to collect from the designated operator of origin transit charges for the costs incurred for the handling and transportation as well as terminal dues increments to be paid to the designated operator of destination. The intermediate designated operator shall be authorized to claim from the dispatching designated operator the relevant charges calculated in accordance with paragraphs 1.2 to 1.4 plus additionally a charge of 2 SDR/kg.
 - 1.6 Accounting for items in transit à découvert shall take place, in principle, on the basis of the data of statistical returns, but, if the transit designated operator so requests, it shall be based on actual weight.
 - 1.7 Accounting shall take place on the basis of actual weight in the case of missent items and items posted on board ship or sent at irregular intervals or in too varying amounts. However, this accounting shall be done only if the intermediate designated operator asks to be paid for the transit service rendered. For this purpose, the CN 65 form should be used by the inter-

mediate designated operator, accompanied by the relevant CN 43 verification notes. The intermediate designated operators may also agree with the designated operator of origin to base the accounting for missent items on statistics.

2 Statistical operations

- 2.1 The statistical operations shall be conducted annually and alternately during May in odd years and October in even years.
- 2.2 During the statistical period, à découvert transit items shall be accompanied by CN 65 bills. The CN 26 or CN 25 bundle label, as appropriate, and the CN 65 bill shall be overprinted with the letter “S”. When there are no à découvert items, registered or unregistered, to be inserted in a mail which normally includes such items, one or two CN 65 bills, as necessary, endorsed “Néant” (Nil) shall accompany the letter bill of the mail.
- 2.3 During the statistical period, all items in transit à découvert shall be placed with the CN 65 delivery bill in a closed bag, which may be of transparent plastic, inserted in the bag containing the letter bill.
- 2.4 Each designated operator dispatching items in transit à découvert shall inform intermediate designated operators of any change occurring during an accounting period in the provisions laid down for the exchange of this mail.

3 Preparation and checking of CN 65 bills

- 3.1 The weights shall be shown separately for each group of countries of destination on the CN 65 bills. These shall be specially numbered in two consecutive series, one for unregistered items and the other for registered items. The number of CN 65 bills shall be entered in the corresponding item of table 4 of the CN 31 letter bill (table 3 of CN 32 letter bill). Transit designated operators may request the use of special CN 65 bills listing in a set order the most important groups of countries. All CN 65 bills shall be inserted into the bag containing the CN 31 letter bill.
- 3.2 The weight of à découvert items for each group of countries shall be rounded up to the nearest decagramme when the fraction of the decagramme is equal to or greater than 5 grammes; it shall be rounded down to the nearest decagramme otherwise.
- 3.3 If the intermediate office establishes that the actual weight of à découvert items differs by more than 20 grammes from the weight recorded, it shall amend the CN 65 bill and immediately notify the dispatching office of exchange of the mistake by CN 43 verification note. If the discrepancy noted is within the above-mentioned limits the entries made by the dispatching office shall hold good.
- 3.4 In the absence of a CN 65 bill or in the case of missent items contained in a dispatch, the CN 65 bill shall, in appropriate cases, be prepared routinely and the irregularity pointed out to the office of origin by CN 43 note.
- 3.5 If the total weight of missent items in a dispatch originating at an office of exchange does not exceed 50 grammes, routine preparation of a CN 65 bill in accordance with 3.4 shall not take place.

- 4 Items in transit à découvert for which accounts are prepared on the basis of actual weight
 - 4.1 If the designated operator of transit requires the transit charges for à découvert items to be accounted for on the basis of actual weight, dispatches containing such items shall be accompanied by CN 65 bills, which are attached to the letter bill. The same procedure is used for items in transit à découvert which are excluded from statistical operations and for which accounts are prepared on the basis of the actual weight.
 - 4.2 Items posted on board ship on the high seas, prepaid by means of postage stamps of the country whose flag the ship flies or in which it is registered, shall be accompanied by a CN 65 bill when handed over à découvert to the designated operator at an intermediate port of call. If the ship does not have a post office, the items shall be accompanied by a statement of weights which shall serve as a basis for the intermediate designated operator to claim land or sea transit/S.A.L. conveyance charges. The CN 65 bill or statement of weights shall include the weight of the items for each country of destination, the date, and the name and flag of the ship, and be numbered in a consecutive annual series for each ship. These particulars shall be checked by the office to which the items are handed over from the ship.
- 5 Preparation of CN 67 statements of weights
 - 5.1 For items arriving in transit à découvert and for missent items, the creditor designated operator shall, annually at the end of the statistical period, prepare the CN 67 statement of weights on the basis of the data for this period from CN 65 bills. The total weight given in the CN 67 statement shall be multiplied by 12 and included in the CN 62 or CN 51 account as appropriate. In cases where accounts have to be prepared on the basis of the actual weight of items, the CN 67 statements shall be prepared each month or quarter, on the basis of data from the relevant CN 65 bills.

■ Commentary

211.1.1 The Compendium of Information (Transit) contains information on countries of destination for which the DO of transit is prepared to receive items in transit, and information on prices.

Information on how groups of countries should be created and how the transport rates and terminal dues increments should be calculated may be found in the Statistical and Accounting Guide.

Items in transit à découvert destined for target system countries may be subject to terminal dues increments, while items destined for transition system countries may not. The presence within the same group of both transition and target system countries would lead to two different transit charge rates for this same group of countries, and hence to accounting problems.

It is therefore suggested that transit countries form their own groups (max 10) so that each group contains only either target or transition system countries.

The 2010 POC considered the conditions in which terminal dues increments resulting from agreements outside the UPU would be accepted. The following principles were approved:

- In order to ensure the compatibility of notified rates for terminal dues increments based on bilateral or multilateral agreements outside the UPU, member countries notifying these rates should appropriately group the destination countries concerned and seek the approval of Comm 1. For that approval, evidence should be provided supporting the position that the rates and associated conditions are not less favourable.
- These rates will be published in the Transit Manual and followed by a note stating that “These rates are the result of a multilateral or bilateral agreement outside the UPU. Countries of origin should check whether they are parties to such bilateral or multilateral agreements and whether the rates proposed are convenient to them.”

211.1.6 The Compendium of Information (Transit) contains information on the system requested by each DO accepting items in transit à découvert. The Statistical and Accounting Guide contains accounting information on each system.

”

Article RL 212

Transit charges for diverted or misrouted mails

1 Designated operators of transit shall do their utmost to route the mails as specified by the dispatching designated operator. If the mails are nevertheless diverted or misrouted, transit charges shall be payable to the designated operators participating in the transit conveyance of such mails without article RL 241.7 being applicable. The designated operator of origin may in its turn claim reimbursement from the designated operator whose services made the dispatching error.

Article RL 213

Airmails and S.A.L. mails in transit by surface

1 In the absence of special agreement between the designated operators concerned, airmails and S.A.L. mails conveyed frequently by surface for part of their journey in third countries shall be subject to payment of transit charges.

2 In the case referred to above, the transit charges shall be calculated in accordance with the actual gross weights shown on the CN 38 delivery bills for airmails and on the CN 41 bills and, where appropriate, the CN 36 labels for S.A.L. mails.

Article RL 214

Payment of transit charges for the transport of empty bags returned by surface or air

1 Transit charges for the transport of empty bags returned by surface or air shall be payable by the designated operator owning the receptacles. They shall be calculated on the basis of article RL 208. Mails of empty bags shall be subject to payment of 30% of the transit charges applicable to letter-post mails.

2 The designated operator returning the empty bags shall not be entitled to the reimbursement of costs in its country if the weighted average distance for the transport of empty bags to the border of its country does not exceed 300 km. If the weighted average distance exceeds 300 km the transport charge, but not the handling charge, is paid for the number of km exceeding 300.

3 The transport charge payable for transport within the country returning the bags shall be fixed in the form of a single price per kg. This single price shall include transport charge within the country, between the different offices of exchange and borders. It shall be calculated on the basis of the rates actually paid for conveyance of the mail within the country of destination, but not exceeding the transport charge defined in article RL 208. The weighted average distance shall be calculated by the International Bureau in terms of the gross weight of all the empty bag dispatches sent from the country concerned.

4 Designated operators which claim reimbursement of transport costs shall be obliged to communicate to the International Bureau by 1 July the data needed for calculating the weighted average distance and remuneration. The International Bureau shall communicate the weighted average distance and the remuneration to all designated operators by 1 October and they shall enter into force from 1 January of the following year.

■ **Commentary**

214.1 The principles concerning the return of empty bags appear in art RL 203. According to art RL 203.11, mails containing empty bags are subject to payment of 30% of the transit charges applicable to letter-post mails.

B. Terminal dues. General provisions

Article 29

Terminal dues. General provisions

1 Subject to exemptions provided in the Regulations, each designated operator which receives letter-post items from another designated operator shall have the right to collect from the dispatching designated operator a payment for the costs incurred for the international mail received.

2 For the application of the provisions concerning the payment of terminal dues by their designated operators, countries and territories shall be classified in accordance with the lists drawn up for this purpose by Congress in its resolution C 77/2012, as follows:

- 2.1** countries and territories in the target system prior to 2010;
- 2.2** countries and territories in the target system as of 2010 and 2012;
- 2.3** countries and territories in the target system as from 2014 (new target system countries);
- 2.4** countries and territories in the transitional system.

3 The provisions of the present Convention concerning the payment of terminal dues are transitional arrangements, moving towards a country-specific payment system at the end of the transition period.

4 Access to domestic services. Direct access

4.1 In principle, each designated operator of a country that was in the target system prior to 2010 shall make available to the other designated operators all the rates, terms and conditions offered in its domestic service on conditions identical to those proposed to its national customers. It shall be up to the designated operator of destination to decide whether the terms and conditions of direct access have been met by the designated operator of origin.

4.2 Designated operators of countries in the target system prior to 2010 shall make available to other designated operators of countries that were in the target system prior to 2010 the rates, terms and conditions offered in their domestic service, on conditions identical to those proposed to their national customers.

4.3 Designated operators of countries that joined the target system from 2010 may opt to make available to a limited number of designated operators the application of domestic conditions, on a reciprocal basis, for a trial period of two years. After that period, they must choose either to cease making available the application of domestic conditions or to continue to make their own domestic conditions available to all designated operators. However, if designated operators of countries that joined the target system from 2010 ask designated operators of countries that were in the target system prior to 2010 for the application of domestic conditions, they must make available to all designated

operators the rates, terms and conditions offered in their domestic service on conditions identical to those proposed to their national customers.

- 4.4 Designated operators of countries in the transitional system may opt not to make available to other designated operators the application of domestic conditions. They may, however, opt to make available to a limited number of designated operators the application of domestic conditions, on a reciprocal basis, for a trial period of two years. After that period, they must choose either to cease making available the application of domestic conditions or to continue to make their own domestic conditions available to all designated operators.

5 Terminal dues remuneration shall be based on quality of service performance in the country of destination. The Postal Operations Council shall therefore be authorized to supplement the remuneration in articles 30 and 31 to encourage participation in monitoring systems and to reward designated operators for reaching their quality targets. The Postal Operations Council may also fix penalties in case of insufficient quality, but the remuneration shall not be less than the minimum remuneration according to articles 30 and 31.

6 Any designated operator may waive wholly or in part the payment provided for under 1.

7 M bags weighing less than 5 kilogrammes shall be considered as weighing 5 kilogrammes for terminal dues payment purposes. The terminal dues rates to be applied for M bags shall be:

- 7.1 for the year 2014, 0.815 SDR per kilogramme;
- 7.2 for the year 2015, 0.838 SDR per kilogramme;
- 7.3 for the year 2016, 0.861 SDR per kilogramme;
- 7.4 for the year 2017, 0.885 SDR per kilogramme.

8 For registered items there shall be an additional payment of 0.617 SDR per item for 2014, 0.634 SDR per item for 2015, 0.652 SDR per item for 2016 and 0.670 SDR for 2017. For insured items, there shall be an additional payment of 1.234 SDR per item for 2014, 1.269 SDR per item for 2015, 1.305 SDR per item for 2016 and 1.342 SDR for 2017. The Postal Operations Council shall be authorized to supplement remuneration for these and other supplementary services where the services provided contain additional features to be specified in the Letter Post Regulations.

9 For registered and insured items not carrying a barcoded identifier or carrying a barcoded identifier that is not compliant with UPU Technical Standard S10, there shall be a further additional payment of 0.5 SDR per item unless otherwise bilaterally agreed.

10 For terminal dues payment purposes, letter-post items posted in bulk by the same sender and received in the same dispatch or in separate dispatches in accordance with the conditions specified in the Letter Post Regulations

shall be referred to as “bulk mail”. The payment for bulk mail shall be established as provided for in articles 30 and 31.

11 Any designated operator may, by bilateral or multilateral agreement, apply other payment systems for the settlement of terminal dues accounts.

12 Designated operators may exchange non-priority mail on an optional basis by applying a 10% discount to the priority terminal dues rate.

13 The provisions applicable between designated operators of countries in the target system shall apply to any designated operator of a country in the transitional system which declares that it wishes to join the target system. The Postal Operations Council may set transitional measures in the Letter Post Regulations. The full provisions of the target system may apply to any new target designated operator that declares that it wishes to apply such full provisions without transitional measures.

■ **Commentary**

29.1 Congress adopted recommendation C 78/1989 and resolutions C 32/2004 and C 37/1999, inviting the governments of Union member countries to allocate the entire revenue derived from terminal dues to their postal service so as to enable the latter both to cover the costs of handling foreign-origin mail and to constitute the reserve funds required for replacing and improving its infrastructure.

29.2 The list of countries and territories in the target system and those entitled to be in the transition system is given in resolution C 77/2012.

29.2.3 As provided for resolution in C 77/2012, Group 3 countries will join the target system as of 1 January 2016. They will be the “new target system countries” within the meaning of Conv art 29.2.3.

However “new target system countries” will also be those that opt to apply the relevant (new target system) provisions from 1 January 2014 onwards, based on Convention article 29.13.

The reference to new target system countries “as from 2014” in this paragraph covers both cases of countries which will apply new target system provisions during the 2014–2017 cycle: those that opt to apply the new target system provisions from 1 January 2014 onwards, based on 29.13, and those that will join as of 2016, based on C 77/2012.

Article 30

Terminal dues. Provisions applicable to mail flows between designated operators of countries in the target system

1 Payment for letter-post items, including bulk mail but excluding M bags and IBRS items, shall be established on the basis of the application of the rates per item and per kilogramme reflecting the handling costs in the country of destination. Charges corresponding to priority items in the domestic service which are part of the universal service provision will be used as a basis for the calculation of terminal dues rates.

2 The terminal dues rates in the target system shall be calculated taking into account, where applicable in the domestic service, the classification of items based on their format, as provided for in article 14 of the Convention.

3 Designated operators in the target system shall exchange format-separated mails in accordance with the conditions specified in the Letter Post Regulations.

4 Payment for IBRS items shall be as described in the Letter Post Regulations.

5 The rates per item and per kilogramme shall be calculated on the basis of 70% of the charges for a 20-gramme small (P) letter-post item and for a 175-gramme large (G) letter-post item, exclusive of VAT or other taxes.

6 The Postal Operations Council shall define the conditions for the calculation of the rates as well as the necessary operational, statistical and accounting procedures for the exchange of format-separated mails.

7 The rates applied for flows between countries in the target system in a given year shall not lead to an increase of more than 13% in the terminal dues revenue for a letter-post item of 81.8 grammes, compared to the previous year.

8 The rates applied for flows between countries in the target system prior to 2010 may not be higher than:

- 8.1** for the year 2014, 0.294 SDR per item and 2.294 SDR per kilogramme;
- 8.2** for the year 2015, 0.303 SDR per item and 2.363 SDR per kilogramme;
- 8.3** for the year 2016, 0.312 SDR per item and 2.434 SDR per kilogramme;
- 8.4** for the year 2017, 0.321 SDR per item and 2.507 SDR per kilogramme.

9 The rates applied for flows between countries in the target system prior to 2010 may not be lower than:

- 9.1** for the year 2014, 0.203 SDR per item and 1.591 SDR per kilogramme;
- 9.2** for the year 2015, 0.209 SDR per item and 1.636 SDR per kilogramme;
- 9.3** for the year 2016, 0.215 SDR per item and 1.682 SDR per kilogramme;
- 9.4** for the year 2017, 0.221 SDR per item and 1.729 SDR per kilogramme.

10 The rates applied for flows between countries in the target system as from 2010 and 2012 as well as between these countries and countries in the target system prior to 2010 may not be higher than:

- 10.1** for the year 2014, 0.209 SDR per item and 1.641 SDR per kilogramme;
- 10.2** for the year 2015, 0.222 SDR per item and 1.739 SDR per kilogramme;
- 10.3** for the year 2016, 0.235 SDR per item and 1.843 SDR per kilogramme;
- 10.4** for the year 2017, 0.249 SDR per item and 1.954 SDR per kilogramme.

11 The rates applied for flows between countries in the target system as from 2010 and 2012 as well as between these countries and countries in the target system prior to 2010 may not be lower than the rates provided for in paragraphs 9.1 to 9.4 above.

12 The rates applied for flows to, from or between new target system countries, other than for bulk mail, shall be those provided for in paragraphs 9.1 to 9.4.

13 For flows below 75 tonnes a year between countries that joined the target system in 2010 or after that date, as well as between these countries and countries that were in the target system prior to 2010, the per-kilogramme and per-item components shall be converted into a total rate per kilogramme on the basis of a worldwide average of 12.23 items per kilogramme.

14 The payment for bulk mail sent to countries in the target system prior to 2010 shall be established by applying the rates per item and per kilogramme provided for in paragraphs 5 to 9.

15 The payment for bulk mail sent to countries in the target system as from 2010 and 2012 shall be established by applying the rates per item and per kilogramme provided for in paragraphs 5, 10 and 11.

16 No reservations may be made to this article, except within the framework of a bilateral agreement.

Article 31

Terminal dues. Provisions applicable to mail flows to, from and between designated operators of countries in the transitional system

1 In preparation for the entry into the target system of the designated operators of countries in the terminal dues transitional system, payment for letter-post items, including bulk mail but excluding M bags and IBRS items, shall be established on the basis of a rate per item and a rate per kilogramme.

2 Payment for IBRS items shall be as described in the Letter Post Regulations.

3 The rates applied for flows to, from and between countries in the transitional system shall be:

3.1 for the year 2014: 0.203 SDR per item and 1.591 SDR per kilogramme;

3.2 for the year 2015: 0.209 SDR per item and 1.636 SDR per kilogramme;

3.3 for the year 2016: 0.215 SDR per item and 1.682 SDR per kilogramme;

3.4 for the year 2017: 0.221 SDR per item and 1.729 SDR per kilogramme.

4 For flows below 75 tonnes a year, the per-kilogramme and per-item components shall be converted into a total rate per kilogramme on the basis of a worldwide average of 12.23 items per kilogramme, except for the year 2014, for which the total rate per kilogramme of the year 2013 shall apply. The following rates shall apply:

4.1 for the year 2014: 4.162 SDR per kilogramme;

4.2 for the year 2015: 4.192 SDR per kilogramme;

4.3 for the year 2016: 4.311 SDR per kilogramme;

4.4 for the year 2017: 4.432 SDR per kilogramme.

5 For mail flows over 75 tonnes per year the flat rate per kilogramme listed above shall be applied if neither the origin designated operator nor the destination designated operator requests the revision mechanism in order to revise the rate on the basis of the actual number of items per kilogramme, rather than the worldwide average. The sampling for the revision mechanism shall be applied in accordance with the conditions specified in the Letter Post Regulations.

6 The downward revision of the total rate in paragraph 4 may not be invoked by a country in the target system against a country in the transitional system unless the latter asks for a revision in the opposite direction.

7 Designated operators of countries in the terminal dues transitional system may send format-separated mail on an optional basis, in accordance with the conditions specified in the Letter Post Regulations. In the case of format separated-exchanges the rates in paragraph 3 above shall apply.

8 The payment for bulk mail to designated operators of countries in the target system shall be established by applying the rates per item and per kilogramme provided for in article 30. For bulk mail received, designated operators in the transitional system may request payment according to paragraph 3.

9 No reservations may be made to this article, except within the framework of a bilateral agreement.

Article RL 215

Terminal dues. General provisions

1 Accounting

1.1 For letter-post items, with the exception of M bags, accounting for terminal dues shall be done annually by the creditor designated operator, according to the actual weight of the mails and the actual number of registered items and of insured items received and, where applicable, the number of items received during the year concerned. The rates laid down in articles 30 and 31 of the Convention shall be applied.

1.2 For M bags, accounting for terminal dues shall be done annually by the creditor designated operator, on the basis of the weight subject to terminal dues in accordance with the conditions laid down in articles 30 and 31 of the Convention.

1.3 To enable the annual weight and number of items to be determined, the designated operators of origin of the mails shall permanently indicate, for each mail:

1.3.1 the weight of the mail (excluding M bags);

1.3.2 the weight of the M bags weighing more than 5 kilogrammes;

1.3.3 the number of M bags weighing less than 5 kilogrammes;

1.3.4 the number of registered items included in the mail;

1.3.5 the number of insured items included in the mail.

1.4 In the absence of a special agreement between the designated operators concerned, in relations between countries in the target system, the number of items shall be determined in accordance with articles RL 229 and RL 231.

1.5 When it is necessary to determine the number and weight of bulk items, the modalities indicated in article RL 186 for this category of mail shall be applied.

1.6 The designated operators concerned may agree to account for terminal dues in their reciprocal relations by different statistical methods. They may also agree on a different periodicity from those laid down in article RL 232 for the statistical period.

2 If a dispute between designated operators concerning the annual results has to be settled, the designated operators concerned shall ask their member countries to act in accordance with the procedure provided for in article 153 of the General Regulations. The arbitrators shall be empowered to fix in a fair and reasonable manner the transit charges or terminal dues to be paid.

- 3 Exemption from terminal dues
- 3.1 The letter-post items relating to the postal service referred to in article RL 110.2, undelivered postal items returned to origin in closed dispatches and mails of empty receptacles shall be exempted from terminal dues.
- 3.1.1 This exemption shall not apply to undelivered postal items which have been erroneously inserted in the network for which the designated operator has not collected the postage charges.
- 3.2 IBRS items and advices of delivery shall be exempted from terminal dues.

Article RL 216

Voluntary membership of the target system by member countries

1 For the purposes of article 29.13 of the Convention, any member country may declare its voluntary accession to the target system. The designated operator of the country wishing to join shall send the International Bureau an official declaration to this effect, no later than 1 June of the year prior to that in which it wishes to join the target system. The International Bureau shall notify the countries of the target system within 30 days of receiving this declaration.

2 In its declaration, the designated operator of the acceding member country shall undertake to effect all statistical, accounting and other operations involved in participation in the target system with effect from 1 January of the following year.

3 The designated operator of the acceding member country shall notify its choice of one of the following sets of provisions:

- 3.1 the provisions applicable to countries and territories in the target system prior to 2010;
- 3.2 the provisions applicable to countries and territories in the target system as of 2010;
- 3.3 the provisions applicable to countries and territories in the target system as of 2012;
- 3.4 the provisions applicable to countries and territories in the target system as of 2014.

4 Before sending its declaration, or along with it, the designated operator of the member country wishing to accede and opting for the application of target system provisions as in 3.1, 3.2 or 3.3 shall notify the International Bureau of the charges provided for in articles RL 220 and RL 221. Before 1 July of the year of accession, the International Bureau shall inform target-system countries and the designated operator of the acceding country of the per-item and per-kilogramme rates payable to the acceding member country with effect from 1 January of the following year.

5 All provisions linked to the target system shall apply to the acceding member country from 1 January of the year in which its membership of the target system comes into effect, in accordance with its choice notified under paragraph 3.

Article RL 217

Direct access to domestic services

1 All designated operators of Union countries shall communicate to the International Bureau the applicable conditions for direct access to their domestic services, including information on contact persons (Key Account Managers), services, products and charges, operational and financial requirements, as well as Internet links to websites providing further information. The designated operators shall see to it that any changes in their charges and other conditions which have an impact on direct access are communicated to the International Bureau before they enter into force.

2 On the basis of the information furnished, the International Bureau shall publish a direct access database on the UPU website and send it to the participating designated operators on CD-ROM. The International Bureau shall update the database periodically. An operational guide shall also be made available to participants by the International Bureau.

3 Designated operators of countries and territories having joined the target system from 2010 or 2012 shall notify the International Bureau as to whether or not they opt to make direct access available to other designated operators, as provided for in article 29.4.3 of the Convention. A designated operator opting for the two-year trial period shall, at the end of this period, notify the International Bureau of its decision either to cease making direct access available or to make it available to all designated operators on a non-discriminatory basis. The International Bureau should also be informed of any future request for direct access by the designated operator of a new target country to a target country designated operator. Pursuant to article 29.4.3, this implies the obligation to make direct access available to all designated operators. The International Bureau will update the direct access database accordingly.

4 Designated operators of countries and territories in the transition system shall notify the International Bureau as to whether they opt to make direct access available to other designated operators, as provided for in article 29.4.4 of the Convention. A designated operator opting for the two-year trial period shall, at the end of this period, notify the International Bureau of its decision either to cease making direct access available or to make it available to all designated operators on a non-discriminatory basis. The International Bureau shall update the direct access database accordingly.

5 Designated operators willing to use the direct access offer of another designated operator should contact the latter to obtain the latest valid information and to agree bilaterally on any outstanding issues before starting service.

Article RL 218

Supplementary remuneration for additional service features for registered, insured and express items

- 1 General principles
 - 1.1 The remuneration provided for in article 29.8 of the UPU Convention in respect of registered or insured items may be supplemented for designated operators opting to link the remuneration of these items with the offer of additional service features in their relations with other designated operators that also opt to link the remuneration of these items with the offer of additional service features. In order to qualify for the supplementary remuneration, participating designated operators must fulfil the conditions for each category of items defined in paragraphs 2 and 3.
 - 1.2 Similarly, the per item terminal dues remuneration for express items, which is calculated in accordance with article 30.5 to 12 of the Convention for the designated operators in the target system, and with article 31.3 of the Convention for the designated operators in the transition system, may be supplemented for designated operators opting to link the remuneration of these items with the offer of additional service features in their relations with other designated operators that also opt to link the remuneration of these items with the offer of additional service features. In order to qualify for the supplementary remuneration, participating designated operators must fulfil the conditions for this category of items defined in paragraphs 2 and 3.
- 2 Additional service features
 - 2.1 In order for designated operators opting to link the remuneration of registered, insured or express items with the offer of additional service features to qualify for supplementary remuneration, they shall accompany the service for these items with the following service features.
 - 2.1.1 UPU Technical Standard S10 barcode
 - 2.1.1.1 The outward registered, insured or express items shall carry a barcoded identifier compliant with UPU Technical Standard S10.
 - 2.1.2 Electronic transmission of information for outward items
 - 2.1.2.1 The information from the mandatory tracking events of outward items (EMC) shall be transmitted to the participating designated operators of destination as soon as the dispatch is closed and sent. The required data elements are defined in article RL 190 1.1.
 - 2.1.3 Electronic transmission of information for inward items
 - 2.1.3.1 The information from the mandatory tracking events for inward items (EMD, EMH and EMI) shall be transmitted to the participating DOs of origin within the timeframe and the quality targets defined in paragraph 3. The required data elements are defined in article RL 190 1.1.
- 3 Deadlines for transmission and quality targets
 - 3.1 In order for the inward registered, insured or express items to qualify for supplementary remuneration in a relation between a designated operator of origin and destination which meet the conditions set in paragraph 2, the

designated operator of destination shall observe (in this specific relation) the following targets associated with the transmission of item scanning event information:

- 3.1.1 Seventy percent of items that receive an EMC (departure from office of exchange) event shall have both of the following:
 - 3.1.1.1 Eighty percent of the items shall have an EMD event transmitted within 72 hours of the event time and date; and
 - 3.1.1.2 Eighty percent of the items shall have either or both an EMH (unsuccessful delivery attempt) and EMI (final delivery) event, each transmitted within 120 hours of the event time and date.
- 4 Amount of the supplementary remuneration
 - 4.1 For the total number of inward registered, insured or express items in each category exchanged on a given relation between designated operators for which the conditions defined in paragraph 2.1.3.1 and the quality targets defined in paragraph 3 are met, a supplementary remuneration of 0.5 SDR per item will be paid by the designated operator of origin to the designated operator of destination.
- 5 Communication of the offer of additional service features
 - 5.1 The offer of additional service features associated with supplementary remuneration shall be notified to the International Bureau. Relevant information will be presented in the Letter Post Compendium. The reporting and payment of the additional remuneration shall be effective the first quarter after the date of notification but not within less than two months after the date of notification.

■ Commentary

218 Example of the application of the provisions in art RL 218 of the Letter Post Regs:

- i Country A's DO and country B's DO have elected to participate in the reciprocal exchange of scanning data for registered items.
- ii During the course of the year, each country provides outward (EMC) scan event data to the IB for its outward registered items based on the use of S10 barcode identifiers, and each DO provides inward (EMD, EMH and EMI) scan event data to the IB for its inward registered items.
- iii Country B receives 100 registered items from country A in the calendar year 2011. Out of the 100 items, 80 receive an EMC (departure from outward office of exchange) event in country A. In country B, the scanning and transmission of destination events are performed as follows:
 - Of the 80 items with an EMC event, 70 items have an EMD (arrival at inward office of exchange) event transmitted within 72 hours of the event time and date.
 - Of the 80 items with an EMC event, 65 items have either or both an EMH (attempted/unsuccessful delivery attempt) and EMI (final delivery) event, each transmitted within 120 hours of the event time and date.
 - Sixty-eight items also have an EMD (arrival at inward office of exchange) event transmitted within 72 hours of the event time and date and either or both an EMH (attempted/unsuccessful delivery attempt) and EMI (final delivery) event, each transmitted within 120 hours of the event time and date.In order for country B to qualify for supplementary remuneration, the following two quality targets must be met:
 - An EMD (arrival at inward office of exchange) event transmitted within 72 hours of the event time and date for 80% of 70% of the items that received an EMC (departure from outward office of exchange) event in country A, i.e. $80 \text{ items} \times 0.70 \times 0.80 = \text{min of } 44.8 \text{ items}$.

Either or both an EMH (attempted/unsuccessful delivery attempt) and EMI (final delivery) event, each transmitted within 120 hours of the event time and date for 80% of 70% of the items that received an EMC (departure from outward office of exchange) event in country A, i.e. $80 \text{ items} \times 0.70 \times 0.80 = \text{min of } 44.8 \text{ items}$.

In this case, it can be seen that:

- Country B has actual on-time transmission of EMD events for 70 items. This is higher than the min of 44.8 items. Therefore it has met the first condition.
 - Country B also has on-time transmission of EMH or EMI events for 65 items. This is higher than the minimum of 44.8 items. Therefore it has met the second condition.
- iv Based on the above information, it can also be seen that the number of items which received both on-time arrival scans and on-time delivery scans is 68 items. Therefore, the number of items qualifying for remuneration is 68 items.
- v Therefore, as country B has qualified for supplementary remuneration, and 68 items have D and H or I scans transmitted on time, country B is then eligible for supplementary remuneration which is calculated as follows: $0.5 \text{ SDR} \times 68 \text{ registered items} = 34 \text{ SDR}$.

Article RL 219

Measurement of performance. Reporting and validation

1 Measurement

- 1.1 The performance against quality targets referred to in article RL 218 shall be measured by a suitable recognized system, which shall make use of the scanning information transmitted.
- 1.2 Monthly, quarterly and yearly reports shall be produced and shall be communicated to the designated operators participating in the supplementary remuneration programme described in article RL 218.

2 Reporting

- 2.1 The reports shall present the performance in the transmission of scanning information for the inward items received by each designated operator in its relation with each of the other designated operators participating in the supplementary remuneration programme described in article RL 218.
- 2.2 The International Bureau shall complement the final quarterly and annual report with a list of relations by category of items on which the inward items qualify for the supplementary remuneration. These reports shall be communicated to the designated operators participating in the supplementary remuneration programme described in article RL 218 according to the following schedule:
- 2.2.0bis Monthly reports – within one month following the end of the reporting period;
- 2.2.0ter Quarterly reports – within one month following the end of the reporting period;
- 2.2.0quater Annual report – within one month following the end of the reporting period.
- 2.2bis The monthly reports shall be considered as final if no query has been received by the International Bureau within one month of the issue of the most recent monthly report, and quarterly and annual reports shall be considered final if no query of the most recent monthly report related to the corresponding cumulative report has been received by the International Bureau within that same time.

3 Treatment of queries

3.1 Designated operators may query the results by bringing evidence to the International Bureau and shall also notify the affected designated operator in question. The POC shall make a binding decision on the query based on an evaluation carried out by the International Bureau, which must include any supporting information provided by the designated operator that submitted the query.

4 Costs

4.1 The costs of administering these additional service features shall be borne by the participating designated operators.

Article RL 219bis

Preparation and transmission of charges for supplementary remuneration accounts

1 The creditor designated operator shall be responsible for preparing quarterly or annual accounts and forwarding them to the debtor designated operator. The accounts shall be based on the quarterly performance reports provided by the International Bureau.

2 The detailed accounts shall be prepared and transmitted as follows:

2.1 The creditor designated operator shall list on a CN 60 form the monthly total number of qualifying items and the corresponding supplementary remuneration as reported by the International Bureau.

2.2 The CN 60 accounts shall be sent to the debtor designated operator as soon as possible but no later than one month following receipt from the International Bureau of the supplementary remuneration quarterly or annual reports to which they refer.

2.3 In principle, the statements shall be regarded as fully accepted as rendered with no changes or amendments since the account information used is from a suitable recognized system and the reports are provided by the International Bureau. Statements that are not accepted shall be accompanied with evidence that the debtor designated operator has queried the results of the report published by the International Bureau for the month in question.

2.4 The forms shall be transmitted electronically or, if this means is not available, shall be sent as trackable mail items.

3 The debtor designated operator shall make payment for the amount billed within the six-week period provided for in article RL 257.10.

DETAILED ACCOUNT
Supplementary remuneration programme
quarterly statement

CN 60

Form prepared by:

Date:

Origin designated operator		Year – quarter
Destination designated operator		

Month	Product	No. of items	Rate per item	Amount (SDR)
Total amount due (SDR)				

Observations

Creditor

 Debtor
 Place, date and signature

Article RL 220

Calculation of the rates of terminal dues for countries applying article 30.5 to 11 of the Convention

1 The charges referred to in article 30.5 of the Convention shall be in force on 1 June of the year preceding the calendar year to which the terminal dues rates apply. They shall be notified to the International Bureau by the same date and in compliance with the conditions provided for in article RL 221.

2 On the basis of these charges, expressed in local currency, the International Bureau shall annually convert the values notified, expressed in SDR, into a rate per item and a rate per kilogramme, in accordance with paragraphs 3 and 4. To calculate the rates in SDR the International Bureau shall use the average monthly exchange rate of the period from 1 January to 31 May of the year preceding the terminal dues reference year. The resultant rates shall be notified by circular no later than 1 July.

3 A rate per item and a rate per kg shall be determined by linear interpolation between the reference charges for the 20-gramme letter-post item and the 175-gramme letter-post item specified in article 30.5 of the Convention, at the weights of 10 grammes and 175 grammes, respectively. On the basis of these rates, the terminal dues revenue for an item of 81.8 grammes shall be calculated.

4 The terminal dues rate per item and rate per kilogramme shall be determined following the steps below:

- 4.1 Calculate the floor terminal dues revenue for an item of 81.8 grammes, using the minimum rates provided for in article 30 of the UPU Convention;
- 4.2 Calculate the cap terminal dues revenue for an item of 81.8 grammes, using the maximum rates provided for in article 30 of the UPU Convention for the group of countries to which the country concerned belongs;
- 4.3 Compare the terminal dues revenue obtained in 3 with the values in 4.1 and 4.2, and:
 - 4.3.1 if this value is below the value in 4.1, the applicable rates per item and per kg shall be the minimum rates provided for in article 30 of the UPU Convention;
 - 4.3.2 if this value is between the value in 4.1 and 4.2, multiply the minimum rates per item and per kilogramme by the ratio: revenue in 3 divided by revenue in 4.1. The resulting rates shall be rounded to three decimal places;
 - 4.3.3 if this value is above the value in 4.2, use the maximum rates per item and per kg provided for in article 30 of the UPU Convention for the group of countries to which the country concerned belongs.

5 The terminal dues rates calculated in accordance with paragraph 4 will be proportionally adjusted so that they do not lead to an increase of more than 13% in the terminal dues revenue for an item of 81.8 grammes, compared with the previous year.

6 If no charge has been communicated to the International Bureau by 1 June, the charges used for the calculation for the previous year for the designated operator concerned shall apply. If the calculation is made for the first time for the designated operator concerned, the rates provided for in article 30.10 of the Convention shall apply.

7 Notwithstanding the provisions set out under 2 and 6, the International Bureau must be informed of any reduction in the charge in the domestic service referred to in article 30.5 of the Convention by the designated operator concerned.

8 The new rates calculated on the basis of this article shall come into effect on 1 January and remain in force for the entire calendar year. In cases of charges queried by other countries or reported by the International Bureau in accordance with article RL 221.6 and 7, the calculated rates shall be regarded as provisional, until the Postal Operations Council decides as provided for in article RL 221.8.

■ Commentary

220.2 to 5 *Example of the calculation of terminal dues rates in the target system for the year 2014*

A DO in the target system prior to 2010 notifies to the IB the following domestic charges in force on 1 June 2013: 0.300 SDR for a 20 g priority small letter and 1.800 SDR for a 175 g priority large letter in the domestic service. The rates calculated for the previous year are as follows: 2.2 SDR per kg and 0.2 SDR per item. On the basis of this information, the rates for 2014 will be determined as below.

- i The applicable percentage of domestic charges is 70% (Conv art 30.5). The minimum rates for 2014 are 0.203 SDR per item and 1.591 SDR per kg, and the maximum rates are 0.294 SDR per item and 2.294 SDR per kg (art 30.8 and 9).
- ii Calculate the rate per kg before application of caps and floors, using the following formula: $70\% \times (\text{tariff at } 175 \text{ g} - \text{tariff at } 20 \text{ g}) / (0.175 - 0.01)$; the resulting rate is 6.364 SDR per kg.
- iii Calculate the rate per item before application of caps and floors, using the following formula: 70% of the 20 g tariff minus the rate per kg $\times 0.01$; the resulting rate is 0.146 SDR per item.
- iv Calculate the following values for a 81.8 g item:
 - TD amount at 81.8 g before the application of caps and floors: $0.146 + 6.364 \times 0.0818 = 0.6669$;
 - floor TD amount at 81.8 g: $0.203 + 1.591 \times 0.0818 = 0.3333$;
 - cap TD amount at 81.8 g: $0.294 + 2.294 \times 0.0818 = 0.4816$;
 - TD amount of the previous year at 81.8 g: $0.2 + 2.2 \times 0.0818 = 0.3800$.
- v Application of caps and floors and of the maximum yearly increase of 13%:
 - The final TD rates should lead to a TD amount at 81.8 g neither higher than the cap TD amount nor higher than the TD amount of the previous year multiplied by 1.13.
 - The amount of 0.667 is higher than the cap TD amount of 0.482. The cap amount is 27% higher than the amount of the previous year. In this case, the final rates will be calculated by increasing the floor rates using the following ratio: $0.380 \times 1.13 / 0.3333 = 1.2883$.
 - The final rate per item, rounded to three decimal places, will be: $1.2883 \times 0.203 = 0.262$ SDR.
 - The final rate per kg, rounded to three decimal places, will be: $1.2883 \times 1.591 = 2.050$ SDR.

Article RL 221

Conditions applying to the notification of the reference charges for the calculation of terminal dues rates

1 The domestic charges provided in article 30.5 of the Convention for the calculation of terminal dues rates (reference charges) shall correspond to domestic items equivalent to the basic services defined in article 13 of the Convention.

2 Article RL 124 defines the specifications with respect to formats, dimensions and weight of items with which the reference charges shall conform.

3 In terms of speed of treatment, the reference charges shall correspond to items equivalent to those defined in RL 120.2.1 and 120.3.1 as priority or airmail items.

4 The designated operators of countries in the target system shall notify to the International Bureau by 1 June the charges in force on 1 June of the year preceding the calendar year to which the terminal dues rates apply.

5 In cases where the items to which the notified charges correspond are not compliant with the requirements set out in article 30.5 of the UPU Convention and in paragraphs 1 to 3 above, the Postal Operations Council shall decide, on the basis of a report by the International Bureau, on the appropriate reference charge to be used for the calculation of terminal dues. The following rules shall apply:

5.1 In cases where, in the domestic service, the classification of items by format does not apply, the charges of items not classified by format, corresponding to the weights and dimensions provided for in article RL 124, shall be applied.

5.2 In cases where the specifications of the items, as defined in RL 124, do not apply in the domestic service of a specific country, the charge corresponding to the item with specifications nearest to the reference item shall apply, the format followed by the weight being the determinant criteria.

5.3 In cases where the conditions in paragraphs 1 to 3 are met by more than one item, the lowest charge shall apply.

6 Any member country or designated operator applying article 30 of the Convention may query the use of a charge by another member country or its designated operator for the calculation of terminal dues rates within the UPU. The query should be submitted to the International Bureau at least six weeks before the next Postal Operations Council starting date, and be made available with the result of the technical evaluation to Postal Operations Council members and the member country or designated operator whose charge is the subject of the query, at least two weeks before the starting date.

7 The International Bureau shall report to the Postal Operations Council any cases where the notified reference charges have been contested or do not appear to be compatible with article 30 of the Convention and with this article.

8 The Postal Operations Council shall decide on the cases in paragraph 6 and 7 at its next meeting following notification, on the basis of a technical evaluation by the International Bureau, whether the notified reference charges are compatible with article 30 of the Convention and with this article.

Article RL 222

Quality of service linked terminal dues remuneration between designated operators of countries in the target system

1 Terminal dues remuneration between designated operators of countries in the target system shall be based on quality of service performance of the designated operators of the country of destination.

2 Participation in a UPU-agreed system for quality of service measurement of the inward flow in the country or territory of destination, for the link between terminal dues and quality of service, is voluntary. If the designated operator of a country or territory of origin does not participate in the measurement of the inward flow, it shall pay to the designated operator of the country or territory of destination participating in the measurement quality of service adjusted terminal dues, but not less than 100% of the base terminal dues rates (terminal dues rates without any incentive or adjustment for quality of service performance). If a designated operator of a country or territory of destination does not put in place a UPU-agreed system for quality-of-service measurement of the inward flow, it shall receive 100% of the base terminal dues rates.

3 Notwithstanding the provisions set out under 1 and 2, designated operators of countries in the target system as of 2010 which have a total annual inward mail volume below 100 tonnes and which do not participate in a UPU-agreed system for quality of service measurement of inward flows shall receive from, and pay to, all the other designated operators 100% of the base terminal dues rate.

3bis For the application of paragraph 3, designated operators concerned shall notify to the International Bureau by 1 June of each year the total inward mail volumes of the previous calendar year. On the basis of their notifications, the International Bureau shall publish by 1 July the list of designated operators applying the provisions in paragraph 3 for the following year. In the absence of notification, the provisions in paragraph 2 shall apply.

4 Designated operators participating in a UPU-agreed quality of service measurement system for the link between terminal dues and quality of service shall, as an incentive, receive a terminal dues increase of 5% for their whole inward letter mail flow.

5 Subject to the minimum rates provided in article 30.9 of the Convention, designated operators shall be subject to a penalty if the quality targets fixed have not been met. This penalty shall be $\frac{1}{3}\%$ of the terminal dues remuneration for each percent under the performance target. The penalty shall in no case exceed 10%. Owing to the 5% incentive for participation, the maximum penalty shall not lead to remuneration lower than 95% of the base terminal dues rates.

6 Provisional quality of service linked terminal dues rates shall be calculated by the International Bureau and notified by circular no later than 1 July of each year. The provisional rates shall come into effect on 1 January of the following year

and shall remain in force for the entire calendar year. The provisional terminal dues rates shall be calculated in accordance with article RL 220 but shall, in addition, include an incentive and an adjustment based on the quality of service results of the previous calendar year.

7 Final quality of service linked terminal dues rates shall be calculated by the International Bureau following the publication of the final quality of service results relating to the calendar year in question. The final quality of service linked terminal dues rates shall be notified by International Bureau circular no later than 1 May of the year following the calendar year in question and shall replace the provisional terminal dues rates previously issued for that calendar year.

8 Designated operators of countries joining the target system in 2014 and in 2016 shall apply the provisions of article 29.5 of the Convention and of paragraphs 1, 2, 4 and 5 above no later than the third year after joining the target system. During the first two years after joining the target system, they may benefit from the following transitional arrangements:

- 8.1 They may decide not to apply the provisions of article 29.5 of the Convention and of paragraphs 1, 2, 4 and 5 above, meaning that they may decide not to participate in a quality of service measurement system. This decision shall have no effect on their payable and receivable terminal dues rates.
- 8.2 They may decide to participate in a UPU-agreed quality measurement system without effect on their payable and receivable terminal dues rates.
- 8.3 They may decide to apply the provisions of article 29.5 of the Convention and of paragraphs 1, 2, 4 and 5 above concerning incentives and penalties, from either the first year or second year after joining the target system.

9 The Postal Operations Council shall fix the annual quality of service standards and targets in accordance with the provisions in article RL 223.

■ Commentary

222.1 to 5 The quality of service link to terminal dues went into effect on 1 January 2005 and applies to the terminal dues rates of all participants in the quality of service link system from that date.

The basic information on how the quality-of-service link remuneration rules should apply to the calculations of terminal dues adjusted for quality of service is provided in the GMS QLUG User Manual.

Examples of the calculation and application of the “terminal dues adjustment percentage” using the base terminal dues rates, the quality of service targets and the quality results

Example A: Participant in the QS Link in 2014 with base terminal dues rates of 0.256 SDR per item and 2.000 SDR per kg, 88% target and 86% actual quality of service performance. “Terminal dues adjustment percentage” = $100\% + 5\% - (88\% - 86\%) \times \frac{1}{3} = 104.33\%$.

The quality of service-adjusted terminal dues rates would be:

- per item = $104.33\% \times 0.256 \text{ SDR} = 0.267 \text{ SDR}$;
- per kg = $104.33\% \times 2.000 \text{ SDR} = 2.087 \text{ SDR}$.

Example B: Participant in the QS Link in 2014 with base terminal dues rates of 0.205 and 1.600 SDR per kg, 88% target and 60% actual quality of service performance. “Terminal dues adjustment percentage” = $100\% + 5\% - (88\% - 60\%) \times \frac{1}{3} = 95.67\%$.

The quality of service-adjusted terminal dues rates would be:

- per item = $95.67\% \times 0.205 \text{ SDR} = 0.196 \text{ SDR}$;
- per kg = $95.67\% \times 1.531 \text{ SDR} = 1.531 \text{ SDR}$.

In this example, the terminal dues rates would be set at 0.203 SDR per item and 1.591 SDR per kg, since the quality of service-adjusted rates cannot be lower than the floor rates.

222.6 Provisional terminal dues rates. The IB will publish, by 1 July of the year Y – 1, an IB circular with the provisional rates to be applied to the calendar year Y. The provisional terminal dues rates applicable at year Y are calculated based on the 20-gramme domestic letter tariffs valid at 1 June of the year Y – 1. The quality of service performance results relating to the year Y – 2 (or the latest agreed available data) shall be applied to adjust the terminal dues rates for quality performance.

222.7 Final rates. The IB will publish an IB circular with the final terminal dues rates for the year Y on 1 May of the year Y + 1. The basis for these calculations are the tariffs of year Y – 1 and the quality of service results for the year Y.

Article RL 223

Principles for setting or revising quality of service standards and targets for the quality of service linked terminal dues remuneration

1 For the purpose of the quality of service linked terminal dues remuneration, the annual quality of service standards and targets shall be set by the Postal Operations Council based on standards and targets applicable in the domestic service with respect to comparable items and conditions.

1bis The Postal Operations Council shall also decide on requests from designated operators to change their standards and targets due to changes to their domestic standards or targets. The revised standards or targets approved by the Postal Operations Council shall enter into force from the latter of the date of the implementation of such changes in the domestic services and the date of the receipt by the International Bureau of the change request from the designated operators concerned.

2 These standards and targets shall not be less favourable than those established for the inward letter-post items pursuant to article 22 of the UPU Convention.

3 Subject to the provisions in paragraph 2, the standards shall be set in compliance with the following principles:

3.1 The applicable standard shall correspond to the standard of the domestic service whose charges are used for calculating terminal dues. In cases where the terminal dues rates are not based on domestic charges the standard shall correspond to the domestic standard for the priority letter service. The domestic standards shall be verifiable by being published on the website of the designated operator concerned, printed in its general conditions or confirmed in writing by its regulator.

3.2 In the absence of domestic standards, the applicable standard shall be established taking into account the ability of the designated operator concerned to achieve a minimum level of performance, defined by the Postal Operations Council.

3.3 The standards shall in principle have a critical tag time (CTT) no earlier than 15.00.

4 Subject to the provisions in paragraph 2, the targets shall be fixed in compliance with the following principles:

- 4.1 The target shall be set at the highest of the domestic target set by the regulator and the most recent annual performance of the designated operator concerned within a UPU-agreed measurement system, rounded down to the nearest full percentage, subject to a minimum target of 75% and a maximum target of 88%.
- 4.2 In the absence of annual performance results as in paragraph 4.1, the applicable target shall be the domestic target set by the regulator, subject to the minimum and the maximum targets above.
- 4.3 In the absence of a domestic target set by the regulator and of annual performance results as in paragraph 4.1, the initial target shall be set at the minimum target.
- 4.4 In principle, the target for a year shall not be set at a lower level than the target of the previous year.

Article RL 224

Quality of service linked terminal dues remuneration applicable to mail flows to, from and between designated operators of countries in the transition system

1 Designated operators of countries in the transition system may choose to base their terminal dues remunerations on quality of service performance and participate in a UPU-agreed quality of service measurement system. The provisions of articles RL 222 and RL 223 shall also apply to them. Nevertheless, the terminal dues payable for mail to and from such countries shall not be lower than the terminal dues rates in article 31.3 or 4 of the Convention.

2 Designated operators of countries in the transition system may participate in a UPU-agreed quality of service measurement system without being obliged to apply the provisions of article RL 222.2, 3, and 5 concerning incentives and penalties.

■ Commentary

224.1 For transition system countries participating in a UPU-approved monitoring system, the incentive payments will normally be added to the terminal dues rates shown in art 31.3 and 31.4.

The same rule will apply to mail that the country in the transition system sends to countries in the target system and to other transition system countries participating in the monitoring system.

The basic information on the quality-of-service link to terminal dues is provided in the GMS QLUG User Manual

The IB shall publish revised final and provisional rates in an IB circular, as required in RL 220.1 and 2 and RL 222.7 and 8. The details to be contained in these circulars will be similar to those set out for members of the target system.

Article RL 225

Mechanism for revising the rates of terminal dues

1 A designated operator sending or receiving flows of more than 75 tonnes of mail a year (excluding M bags) may ask the corresponding designated operator for the application of the revision mechanism described below for determining the

new rate of terminal dues suited to their traffic. This request may be made at any time during the year subject to the following conditions:

- 1.1 when a designated operator in the target system establishes that the average number of items per kilogramme (IPK) received from a designated operator in the transition system is higher than 15;
- 1.2 when a designated operator in the transition system establishes that the average number of items per kilogramme sent to another designated operator is lower than 10;
- 1.2.1 if the designated operator in the transition system requests the application of the revision mechanism under 1.2 for a flow to a designated operator in the target system, the latter can request the application of the mechanism also in the opposite direction when the other conditions for downward revision are fulfilled;
- 1.3 when a designated operator in the transition system establishes that the average number of items per kilogramme received from another designated operator is higher than 15;
- 1.4 when a designated operator requests the application of the revision mechanism for a flow of more than 75 tonnes a year, the corresponding designated operator may do likewise even if the flow in the other direction is less than 75 tonnes a year, when the other conditions for upward or downward revision are fulfilled;
- 1.5 when a designated operator establishes that the average number of items per kilogramme received from, or dispatched to, another designated operator has changed by more than 20% from the original IPK used to establish a revised rate per kilogramme under a previous application of the revision mechanism.

2 The revision mechanism shall consist in carrying out a special statistical count to calculate the average number of items per kilogramme, in accordance with the procedures set out in articles RL 232 and RL 234.

3 The designated operator intending to apply the revision mechanism shall so notify the corresponding designated operator at least three months in advance.

4 The request shall be supported by statistical data showing that the average number of items per kilogramme of the flow concerned deviates from the world average. These statistical data shall be obtained from a sampling of at least six observation days over a period of one month.

5 While respecting the time limit provided for under 3, the statistical period shall commence at the beginning of a quarterly accounting period. The new rate shall take effect from this moment and shall remain in force for at least one year and until such time as a new revision is requested by one or other of the designated operators concerned under the terms of article 31 of the Convention.

6 If the results of the statistical count confirm the finding of the designated operator requesting the revision mechanism, the latter shall be entitled to apply to the traffic in question the new terminal dues rate, calculated in SDR as follows:

rate per kilogramme = (Average number of items per kilogramme x rate per item provided for in article 31.3) + rate per kilogramme provided for in article 31.3.

7 In cases where the average number of items per kilogramme resulting from this revision falls between 10 and 15, the rate provided for in article 31.4 of the Convention shall apply to the traffic in question. In addition, sampling for items per kilogramme shall cease if the average number of items per kilogramme falls between 10 and 15, until such time as the conditions for sampling have been satisfied and sampling has been reactivated.

■ **Commentary**

225.1 The 2012 Doha Congress lowered the threshold from 100 tonnes to 75 tonnes. The 2013.1 POC fixed a range of between 10 and 15 items per kg (IPK) on the basis of the worldwide average of 12.23 IPK.

Article RL 226

Request for payment specific to bulk mail

1 The designated operator of destination shall be authorized to request the application of the payment specific to bulk mail when it establishes:

- 1.1 the receipt, in the same mail, or in one day when several mails are made up per day, of 1,500 or more items posted by the same sender;
- 1.2 the receipt, in a period of two weeks, of 5,000 or more items posted by the same sender.

2 The designated operator of destination that wishes to apply the payment specific to bulk mail shall notify the designated operator of origin within two weeks of its receipt of the first instance of bulk mail. This notification shall be sent by fax or electronic means to the special address provided for in article RL 240 and it shall contain the dispatch number, date of dispatch, origin office of exchange, destination office of exchange and a photocopy of a sample of the mail pieces in question.

- 2.1 Except for the cases provided for under 3 and 4, specific payment shall not come into force until three months from the receipt of such notification from the designated operator of destination. Such specific payment shall only apply to bulk mails dispatched after the expiry of the three month notification period.
- 2.2 Receipt of bulk mails under 2.1 shall be established by the designated operator of destination in accordance with the provisions of article RL 197.6.

3 Notwithstanding the provisions under 2.1, the designated operator of destination shall be authorized to apply with immediate effect the payment specific to bulk mail when it establishes:

- 3.1 the receipt, in the same mail, or in one day when several mails are made up per day, of 3,000 or more items posted by the same sender;
- 3.2 the receipt, in a period of two weeks, of 10,000 or more items posted by the same sender.

4 The designated operator of destination that wishes to apply the payment specific to bulk mail with immediate effect shall notify the designated operator of origin within three working days of the receipt of the bulk mail. This notification shall be in the form of a verification note specifying the dispatch number, date of dispatch, origin office of exchange, destination office of exchange and a photocopy of a sample of the mail pieces in question, sent by fax or electronic means to the special address provided for in article RL 240.

5 Once the designated operator of destination has requested the application of the specific payment for bulk mail, within three months the designated operator of origin may request the application of the specific payment to all bulk mail it dispatches to that designated operator, unless the original request by the designated operator of destination is withdrawn.

6 Termination of specific payment for bulk mail invoked under 5 must be notified by the designated operator of origin three months in advance of termination or be decided by mutual consent.

■ **Commentary**

226.1 Prot Art RL III.10: “Notwithstanding article RL 126.8.1, Greece reserves the right to regard as “bulk mail” the receipt, in the same mail or in one day when several mails are made up per day, of 150 items posted by the same sender as well as the receipt, in a period of two weeks, of 1,000 or more items posted by the same sender.”

Article RL 227

Closed mails exchanged with military units

1 It shall be the responsibility of the designated operators of countries to which military units, warships or military aircraft belong to settle direct with the designated operators concerned the transit charges and terminal dues arising from the mails sent by those military units, ships or aircraft.

2 If these mails are redirected, the redirecting designated operator shall report the fact to the designated operator of the country to which the military unit, ship or aircraft belongs.

C. Sampling operations

Article RL 228

General principles for statistical sampling and estimation of the number of items per kilogramme

1 The following principles shall apply to all types of mail flow sampling that are required for the purposes of payment of terminal dues based on per item and per kilogramme charges (e.g. sampling related to the revision mechanism, exchanges between designated operators in the target system).

1.1 Both sampling and estimation of the average number of items per kilogramme shall reflect the composition of the mail. As the composition of the mail varies with transportation mode, format, container type, time of year (month), and day of week, the sample of the mail shall reflect these variations and resemble, as closely as is practical, the entire mail flow. Likewise, the method of estimation shall also reflect these variations.

1.2 The statistical sampling program shall be designed to achieve a target statistical precision of $\pm 5\%$ with 95% confidence and on estimate of IPK of the average number of items per kilogramme and of the number of items exchanged between designated operators.

1.2.1 This target statistical precision defines a goal that all designated operators which conduct sampling should attempt to achieve through their designs. It does not define a minimum precision requirement.

1.3 The design of the sampling programme, the selection of the samples, the method of collecting data and the estimation process shall conform to generally accepted principles of mathematical statistics, probability sampling theory, and design of statistical surveys.

1.4 Within the constraints of these principles, each designated operator has sufficient flexibility to adapt the design of its sampling programme to the attributes of its mail flow and its resource constraints. However, each designated operator must notify the corresponding designated operator of its design decisions, including estimation approach, in advance of the observation period.

■ **Commentary**

228 After each Congress, the IB prepares a guide for adms' use designed to facilitate the work of staff responsible for transit charges and terminal dues operations. This guide is called the "Statistical and Accounting Guide".

Article RL 229

Statistical counts for exchanges of mail between designated operators of countries in the target system

1 For exchanges of mail between designated operators of countries in the target system a statistical count shall be carried out. However, to avoid sampling costs for small exchanges, the average number of items per kilogramme between designated operators of countries in the target system shall be applied for mail

flows below a certain threshold, unless one or both designated operators concerned insist on sampling to know the exact number of items per kilogramme in one or both directions. The POC shall fix the threshold and the average number of items per kilogramme to be applied.

2 The POC shall also fix the thresholds and the average number of items per kilogramme to be applied in case of mails separated into two formats (P/G and E), and in case of mails separated into three formats (P, G and E).

3 For mail flows to, from, and between designated operators of countries in the target system as of 2010 and later, a statistical count shall be carried out above the threshold of 75 tonnes. The average number of items per kilogramme applied between countries of the transition system shall be applied to mail flows below the threshold of 75 tonnes.

4 The statistical count shall conform to the principles set forth in article RL 228. The observation days shall be spread as uniformly as possible over the working days of the week (only working days for the office of exchange concerned shall be taken into consideration) and shall reflect modes of transportation used for the entire mail flow. If designated operators exchange letter trays and flat trays, the estimates of items per kilogramme (IPK) by modes of transportation and month/quarter shall reflect the composition of the mail by container type and format. The statistical count shall consist of at least 48 days of observation per year of sampling with four days per month. Within an observation day, designated operators may employ subsampling, if it is not feasible to conduct a complete count of all the mail received during the day concerned.

4.1 Rather than sampling on a specified set of days, it is recommended that designated operators employ continuous sampling, in which a systematic or randomized sample of receptacles is computer selected for testing throughout the observation period. The designated operators concerned shall agree on the statistical forms to be used.

5 Estimation of the annual number of items

5.1 The annual number of items shall be the weighted average of the numbers of items computed separately for each transportation mode and month or quarter. It shall be computed as follows:

5.1.1 The average number of items per kilogramme obtained by sampling a given transportation mode over a given month or quarter shall be multiplied by the total weight of mail for that transportation mode and month or quarter, the aim being to estimate the total number of items for that transportation mode and month or quarter.

5.1.2 The estimates of the total number of items per transportation mode and month or quarter shall be added together to calculate the estimated annual number of items.

5.1.3 For continuous sampling, designated operators may substitute day for month or quarter in the procedure under 5.1 and 5.1.2.

6 Each designated operator must notify the corresponding designated operator of its sampling programme design decisions, including estimation approach, at least two months in advance of the observation period. Nevertheless, the receiving designated operator shall not be required to notify the dispatching designated operator in advance as to the observation days or mail receptacles that are chosen to be sampled.

7 Where the sampling of items per kilogramme has not been performed or the results have not been made known within five months after the end of the fourth quarter, the other designated operator shall have the right to submit its own sampling results for the missing data. The statistical sampling and estimation shall conform to the principles set forth in article RL 228, except that a target precision of $\pm 7.5\%$, instead of $\pm 5\%$, shall apply. If no data are available, the lower of the last agreed average number of items per kilogramme or the average number of items per kilogramme agreed for target member country flows shall be used.

8 Registered letter-post items designated by mail subclass code UR and exchanged in mail flows between target system countries shall be excluded from statistical sampling. The statistical values shall instead be based on the actual counts of registered items recorded on forms CN 31, CN 33, CN 55 and CN 56.

■ Commentary

229.3 The four most recent quarterly statements of weights should be used as the best indication of annual mail volumes.

In resolution CEP 2/2013.1, the POC stipulated:

- i *Thresholds and IPKs for exchanges of mixed mail (P, G and E) between group 1.1 countries*
Unless one or both designated operators insist on sampling to know the exact number of items per kilogramme for exchanges of mixed mails in one or both directions between countries in the target system prior to 2010:
 - designated operators of countries in the target system that receive the terminal dues rates provided for in article 30.8 (article 28.6 of the draft Doha Acts) of the Convention shall apply a threshold of 30 tonnes;
 - the threshold of 50 tonnes to avoid sampling shall apply to the other designated operators of countries in the target system prior to 2010;
 - the average number of items per kilogramme in mail flows between designated operators of countries in the target system prior to 2010 to be applied for the year 2014 shall be 12.16, unless another number is agreed upon by both designated operators;
- ii *Thresholds and IPKs for exchanges of format-separated mails between group 1.1 countries*
The same thresholds as those set out in point (i) above shall apply.
Unless another number is agreed upon by both designated operators, the following average number of items per kilogramme shall be applied for the year 2014:
 - 50.66 items per kilogramme for mail flows containing only small (P) letter-post items;
 - 8.08 items per kilogramme for mail flows containing only large (G) letter-post items;
 - 2.83 items per kilogramme for mail flows containing only bulky (E) letter-post items.

Article RL 230

Statistical counts for exchanges of format-separated mails in the transition system

1 For exchanges of format-separated mails in the transition system a statistical count shall be carried out. However, to avoid sampling costs for small exchanges, an average number of items per kilogramme, specific to each format, shall be applied for mail flows below a certain threshold, unless one or both designated

operators concerned insist on sampling to know the exact number of items per kilogramme.

2 The POC shall fix the thresholds and the average number of items per kilogramme to be applied in case of mails separated into two formats (P/G and E), and in case of mails separated into three formats (P, G and E).

3 The sampling shall reflect the composition of the mail, and shall conform to the principles set forth in article RL 228. The statistical count shall be carried out for each format in accordance with the provisions in article RL 232.

■ Commentary

230.1 and 2 In resolution CEP 2/2013.1, the POC stipulated:

i **IPKs for exchanges of format-separated mails involving other groups of countries**

The threshold below which average IPKs will apply to exchanges involving other groups of countries is fixed at 75 tonnes. For exchanges of format-separated mails for which no sampling has been undertaken, the following average number of items per kilogramme shall be applied for the year 2014 in all cases, unless another number is agreed upon by both designated operators:

- 50.66 items per kilogramme for mail flows containing only small (P) letter-post items;
- 8.08 items per kilogramme for mail flows containing only large (G) letter-post items;
- 23.20 items per kilogramme for mail flows containing only small (P) and large (G) letter-post items;
- 2.83 items per kilogramme for mail flows containing only bulky (E) letter-post items.

Article RL 231

Alternative approach for statistical counts for exchanges of mail between designated operators of countries in the target system

1 For those exchanges between designated operators of countries in the target system where letter trays and/or flat tubs are exchanged, designated operators may take steps to develop estimates of items based upon receptacle type. The statistical count shall conform to the principles set forth in article RL 228. Observation days shall be spread as uniformly as possible over the working days of the week (only working days for the office of exchange concerned shall be taken into consideration) and shall reflect modes of transportation used for the entire mail flow. The statistical count shall consist of at least 48 days of observation per year of sampling with four days per month. Within an observation day, designated operators may employ subsampling, if it is not feasible to conduct a complete count of all the mail received during the day concerned.

1.1 Rather than sampling on a specified set of days, it is recommended that designated operators employ continuous sampling, in which a systematic or randomized sample of receptacles is computer selected for testing throughout the observation period. The designated operators concerned shall agree on the statistical forms to be used.

2 Estimation of the annual number of items

2.1 The annual number of items shall be the weighted average of the numbers of items computed separately for each receptacle type and transportation mode. It shall be computed as follows:

2.1.1 The average number of items per kilogramme obtained by sampling a given receptacle type and transportation mode, shall be multiplied by the total weight of mail for that receptacle type and transportation mode, the aim being to estimate the total number of items for that receptacle type and transportation mode.

2.1.2 The estimates of the total number of items per receptacle type and transportation mode shall be added together to calculate the estimated annual number of items.

3 Designated operators shall indicate the weight of mail sent by receptacle type (e.g. weight in letter trays, weight in flat tubs, weight in bags, etc.) on duly modified forms, and provide receptacle information by electronic data interchange (EDI), if possible.

4 Each designated operator must notify the corresponding designated operator of its sampling programme design decisions, including estimation approach, at least two months in advance of the observation period. Nevertheless, the receiving designated operator shall not be required to notify the dispatching designated operator in advance as to the observation days or mail receptacles that are chosen to be sampled.

5 Where the sampling of items per kilogramme has not been performed or the results have not been made known within five months after the end of the fourth quarter, the other designated operator shall have the right to submit its own sampling results for the missing data. The statistical sampling and estimation shall conform to the principles set forth in article RL 228, except that a target precision of $\pm 7.5\%$, instead of $\pm 5\%$, shall apply. If no data are available, the lower of the last agreed average number of items per kilogramme or the average number of items per kilogramme agreed for target member country flows shall be used.

Article RL 232

Special statistical count for the application of the revision mechanism

1 To apply the revision mechanism, in the absence of a special arrangement, such as a mutual agreement to use the UPU average number of items per kilogramme in mail flows from transitional to target member countries from the latest UPU flow study, a statistical count shall be carried out on the basis of a sampling of the flow in question.

1.1 The sampling shall reflect the composition of the mail, and shall conform to the principles set forth in article RL 228. The statistical count shall include at least 24 days of observation within the twelve-month period to which it refers. On an observation day, designated operators may employ subsampling, if it is not feasible to conduct a complete count of all the mail received during the day concerned.

1.1.1 Rather than sampling on a specified set of days, it is recommended that designated operators employ continuous sampling, in which a systematic or randomized sample of receptacles is computer selected for testing

- throughout the observation period. The designated operators concerned shall agree on the statistical forms to be used.
- 1.2 The observation days shall be spread as uniformly as possible over the working days of the week (only working days for the office of exchange concerned shall be taken into consideration) and the modes of transportation over the entire mail flow. They shall be chosen on a yearly, quarterly or monthly basis as shown below:
 - 1.2.1 yearly basis: at least 24 observation days in a twelve-month period; each working day of the week shall be observed at least once per quarter;
 - 1.2.2 quarterly basis: at least six observation days in the quarter; each working day of the week shall be observed at least once, with the same procedure repeated the three following quarters;
 - 1.2.3 monthly basis: 24 observation days in one month or; failing that, all the working days for that month; the statistical count shall take place during May in odd years and October in even years.
 - 2 Estimation of the average number of items per kilogramme
 - 2.1 In the case of sampling on a yearly or quarterly basis, the average annual number of items per kilogramme shall be the weighted average of the average numbers of items per kilogramme computed separately for each transportation mode and month. It shall be computed as follows:
 - 2.1.1 The average number of items per kilogramme, obtained by sampling a given transportation mode over a given month, shall be multiplied by the total weight of mail for that transportation mode and month, the aim being to estimate the total number of items for that transportation mode and month.
 - 2.1.2 The sum of the estimations of the total number of items for each transportation mode and month shall be divided by the total annual weight of mail.
 - 2.1.3 As an alternative, designated operators may substitute either day or quarter for month in the procedure under 2.1.1 and 2.1.2.
 - 2.2 In the case of sampling on a monthly basis, the average annual number of items per kilogramme shall be the weighted average of the average numbers of items per kilogramme computed separately for each transportation mode. It shall be computed as follows:
 - 2.2.1 The average number of items per kilogramme, obtained by sampling a given transportation mode, shall be multiplied by the total weight of mail for that transportation mode and month or quarter, the aim being to estimate the total number of items for that transportation mode and month or quarter.
 - 2.2.2 The sum of the estimations of the monthly or quarterly total number of items for each transportation mode shall be divided by the annual total weight of mail.
 - 3 The designated operator requesting application of the revision mechanism shall choose the statistical system to be applied, including the estimation approach and shall notify the corresponding designated operator thereof so that the latter can take any necessary control measures. Alternatively, the designated operator requesting application of the revision mechanism may agree with the corresponding

designated operator to apply the UPU average number of items per kilogramme in mail flows from transitional to target countries from the latest UPU flow study.

4 The designated operator requesting application of the revision mechanism shall not be required to provide notification in advance of the observation days that it has chosen.

- D. Preparation, transmission and acceptance of statements, bills and accounts relating to transit charges and terminal dues*

Article 37

Provisions specific to the settlement of accounts and payments for international postal exchanges

1 Settlements in respect of operations carried out in accordance with the present Convention (including settlements for the transport (forwarding) of postal items, settlements for the treatment of postal items in the country of destination and settlements in compensation for any loss, theft or damage relating to postal items) shall be based on and made in accordance with the provisions of the Convention and other Acts of the Union, and shall not require the preparation of any documents by a designated operator except in cases provided for in the Acts of the Union.

Article RL 233

Preparation, transmission and acceptance of CN 53, CN 54, CN 54bis and CN 54ter bills for exchanges of mail between designated operators of countries in the target system

- 1 Preparation, transmission and acceptance of CN 53 and CN 54 bills
- 1.1 For statistical counts for exchanges of mail between designated operators of countries in the target system in accordance with articles RL 229 and 231, the receiving designated operator shall prepare a CN 53 bill per receiving office providing, for each receptacle and its content that is sampled, the barcode, the receptacle type, the number of items and the gross and net weight. Separate CN 53 bills shall be prepared for each transportation mode (air, S.A.L., surface) and receptacle type and, where appropriate, by format.
- 1.2 From the CN 53 bills, the receiving designated operator shall prepare a CN 54 recapitulative statement that summarizes the CN 53 bills by receptacle type, transportation mode (air, S.A.L., surface), format (where appropriate) and month for a calendar quarter.
- 1.3 The CN 54 recapitulative statement, accompanied by the CN 53 forms, shall be sent to the other designated operator concerned each quarter not later than three months after receipt of the last mail included in the statistics. In addition to hard copies, these CN 53 and CN 54 statements shall be provided, whenever possible, in standardized electronic format, and preferably in a commonly used spreadsheet format.
- 1.4 If the dispatching designated operator received the CN 53 and CN 54 in hardcopy, and has made no comment within three months of the transmission of the CN 54 recapitulative statement, the latter shall be regarded as fully accepted. Fully accepted means accepted as rendered, with no changes or amendments.
- 1.5 If the dispatching designated operator received the CN 53 and CN 54 in the standardized electronic format, and has made no comment within two months of the transmission of the CN 54 recapitulative statement, the latter

shall be regarded as fully accepted. Fully accepted means accepted as rendered, with no changes or amendments.

2 Preparation, transmission and acceptance of CN 54bis and CN 54ter recapitulative statements

2.1 From the accepted CN 54 and CN 56 (or CN 56bis) recapitulative statements, the receiving designated operator shall prepare a CN 54bis annual statement consolidating the data concerning the mails sampled by transportation mode, format (where appropriate) and quarter and on which is calculated the annual number of items per kilogramme for the year and, where appropriate, the format in question.

2.2 Where format separation is applied, from the CN 54bis or the accepted CN 56bis recapitulative statements as appropriate, the receiving designated operator shall prepare a CN 54ter annual statement for exchanges of format-separated mails consolidating the data concerning the mails sampled by transportation mode and format and on which is calculated the annual number of items per kilogramme for the year in question.

2.3 The CN 54bis and CN 54ter annual statements shall be sent to the other designated operator concerned not later than one month after the acceptance of the CN 54 and CN 56 (or CN 56bis) recapitulative statements concerning the fourth quarter. In addition to hard copies, the CN 54bis shall be provided, whenever possible, in standardized electronic format.

2.4 If the dispatching designated operator received the CN 54bis and CN 54ter, and has made no comment within one month of the transmission of the CN 54bis and CN 54ter annual statements, the latter shall be regarded as fully accepted. Fully accepted means accepted as rendered, with no changes or amendments.

3 In cases where the dispatching designated operator has carried out control statistics, the receiving country's annual number of items per kilogramme shall be regarded as valid if this number differs by 10% or less from that of the other designated operator and does not result in an annual payment difference of more than 5%. These limits shall be valid only if, in the sampling of the designated operator carrying out the statistical counts for terminal dues, the sampling respects the general principles for statistical counts and estimation of the number of items per kilogramme as described in article RL 228.1.1.

3.1 If there is a difference of more than 10% between the designated operators' annual number of items per kilogramme or an annual payment difference of more than 5%, the designated operators concerned shall agree on the values to be used for settling terminal dues by taking into account the precision of the statistical systems used by each designated operator.

4 If the two parties cannot agree about application of this article, the designated operator may resort to the arbitration procedure in article 153 of the General Regulations.

■ **Commentary**

233.2.1 For the model of form CN 55, see art RL 235.

233.2.3 For the model of form CN 56, see art RL 235.

Designated operator preparing the form (3 char. code and name)

STATEMENT OF SAMPLING

CN 53

Period of sampling

Form preparation date

<input type="checkbox"/> Day	<input type="checkbox"/> Mail received	<input type="checkbox"/> Continuous sampling
<input type="checkbox"/> Month	<input type="checkbox"/> Mail dispatched	<input type="checkbox"/> 48-day sampling
<input type="checkbox"/> Quarter		<input type="checkbox"/> 24-day sampling
Origin operator (3 char. code and name)		
Destination operator (3 char. code and name)		
Dispatching office of exchange	Office of exchange of destination	Mail category
Name	Name	
Code	Code	

Sample day	S9 receptacle identifier	Receptacle type ¹	Contents of receptacles				Observations	
			Number of items	Gross weight		Net weight		
				kg	g	kg	g	
Total (fill on last page only)								
Receptacles received or dispatched during period of sampling (fill on last page only)						Total number of receptacles sampled during period of sampling (fill on last page only)		
Total number		Total weight						

Office of exchange preparing the form
Signature

Page /

¹ See UPU code list 121. Fill on heading or column, depending on how form is used.

RECAPITULATIVE STATEMENT OF ITEMS

CN 54

☐ Revision mechanism

☐ Exchange between countries in the target system

Date

☐ LC/AO mixed

☐ P Small letters or S small and large letters

☐ G Large letters

☐ E Bulky items

☐ Mail received

Corresponding designated operator

☐ Mail dispatched

Quarter

Recording period

Year

A. Monthly estimation¹

Month	Priority/Air		Priority/surface			S.A.L.		Non-priority/surface		
	Weight sampled	Number of items sampled	Average number of items per kg (IPK)	Weight sampled	Number of items sampled	Average number of items per kg (IPK)	Weight sampled	Weight sampled	Number of items sampled	Average number of items per kg (IPK)
Observations										

B. Quarterly estimation¹

Quarter	Priority/Air		Priority/surface			S.A.L.		Non-priority/surface		
	Weight sampled	Number of items sampled	Average number of items per kg (IPK)	Weight sampled	Number of items sampled	Average number of items per kg (IPK)	Weight sampled	Weight sampled	Number of items sampled	Average number of items per kg (IPK)
Observations										

¹ The designated operator must choose the estimation method to be used (monthly or quarterly)

Designated operator preparing the statement
Place and signature

Seen and accepted by the designated operator
Place, date and signature

Revision mechanism

Exchange between countries in the target system

Date

LC/AO mixed

P Small letters or S small and large letters

	G Large letters
--	-----------------

	E Bulky items
--	---------------

☐ Mail received ☐ Mail dispatched

Corresponding designated operator

Recording period

A. Estimated monthly number of items¹

Month	Priority/Air			Priority/surface			S.A.L.			Non-priority/surface		
	Actual weight ²	Average number of items per kg ((PK) ³)	Number of items ((PK) x actual weight)	Actual weight ²	Average number of items per kg ((PK) ³)	Number of items ((PK) x actual weight)	Actual weight ²	Average number of items per kg ((PK) ³)	Number of items ((PK) x actual weight)	Actual weight ²	Average number of items per kg ((PK) ³)	Number of items ((PK) x actual weight)

The designated operator must choose the estimation method to be used (monthly or quarterly)

To be taken from accepted CN 55 or CN 56 forms, as the case may be

³ To be taken from CN 54 forms

Letter Post, Doha 2012, art RL 233.2.1 – Size 297 x 210 mm

B. Estimated quarterly number of items¹

Quarter	Priority/Air		Priority/surface		S.A.L.		Non-priority/surface		Number of items (IPK) x actual weight
	Actual weight ²	Average number of items per kg (IPK) ³	Actual weight ²	Average number of items per kg (IPK) ³	Actual weight ²	Average number of items per kg (IPK) ³	Actual weight ²	Average number of items per kg (IPK) ³	
Grand total	a	b	c	d	e	f	g	h	

Annual results	Priority/Non-priority – Air/S.A.L./Surface		Observations
	kg		
	Total weight (a + c + e + g)		
	Total number of items (b + d + f + h)		
	Average number of items per kg		
	Terminal dues rate ⁴		
	SDR/kg		

¹ The designated operator must choose the estimation method to be used (monthly or quarterly)
² To be taken from accepted CN 55 or CN 56 forms, as the case may be
³ To be taken from CN 54 forms
⁴ To be indicated only if revision mechanism is applied

Designated operator preparing the statement
Place and signature

Seen and accepted by the designated operator
Place, date and signature

Designated operator preparing the statement

**ANNUAL RECAPITULATIVE STATEMENT OF ITEMS
FOR EXCHANGES OF FORMAT-SEPARATED MAILS**

CN 54ter

Date

<input type="checkbox"/> Mail received	<input type="checkbox"/> Mail dispatched
Corresponding designated operator	Year

**A. Calculation of the IPK value to be entered on the CN 61 detailed account
on the basis of statistical returns****Summary of CN 54bis recapitulative statements**

Format	Priority mail (air and surface)		Non-priority mail (S.A.L. and surface)		Total mails		
	Weight	Number of items	Weight	Number of items	Weight	Number of items	Average number of items per kg
P or S	kg		kg		kg		–
G							–
E							–
Mixed mail							–
UR dis-patches							–
Total	a		b		c		

**B. Calculation of the IPK value to be entered on the CN 61 detailed account on the basis
of the IPK values fixed by the POC in accordance with articles RL 229 and RL 230****Summary of CN 56bis recapitulative statements of mails**

Format	Priority mail (air and surface)	Non-priority mail (S.A.L. and surface)	Total mails			
	Weight	Weight	Weight	Average number of items per kg	Number of items	Terminal dues rate ¹
P or S	kg	kg	kg			SDR/kg _
G						–
E						–
Mixed mail						–
Total	d	e	f	g = h/f	h	i

¹ The resulting terminal dues rate is entered on the CN 61 detailed account in the case of format-separated mails exchanged in the transitional system.

Designated operator preparing the statement
Place and signature

Seen and accepted by the designated operator
Place, date and signature

Article RL 234

Preparation, transmission and acceptance of CN 53 and CN 54 bills for the revision mechanism

- 1 Preparation, transmission and acceptance of CN 53 and CN 54 bills
 - 1.1 During the observation days, the office of exchange of the designated operator requesting application of the revision mechanism shall enter, for each mail sampled, the number and weight of the items on a CN 53 bill.
 - 1.2 From the CN 53 bills, the designated operator that requested the special statistical count shall prepare a CN 54 recapitulative statement consolidating the data concerning the mails sampled by transportation mode and month for a calendar quarter.
 - 1.3 The CN 54 recapitulative statement, accompanied by the CN 53 forms, shall be sent to the other designated operator concerned after each quarter and/or at the end of the sampling period not later than one month after the dispatch or receipt of the last mail included in the statistics. In addition to hard copies these CN 53 and CN 54 bills shall be provided, whenever possible, in standardized electronic format.
 - 1.4 If the other designated operator concerned received the CN 53 and CN 54 in hardcopy, and has made no comment within three months of the date of transmission of the CN 54 recapitulative statement, the latter shall be regarded as fully accepted.
 - 1.5 If the other designated operator concerned received the CN 53 and CN 54 in the standardized electronic format, and has made no comment within two months of the transmission of the CN 54 recapitulative statement, the latter shall be regarded as fully accepted.
- 2 Preparation, transmission and acceptance of CN 54bis recapitulative statements
 - 2.1 From the accepted CN 54 and CN 56 recapitulative statements, the designated operator that requested the special statistical count shall prepare a CN 54bis annual statement consolidating the data concerning the mails sampled by transportation mode and quarter.
 - 2.2 From the CN 54bis annual statement, the designated operator that requested the statistical count shall calculate the average number of items per kilogramme and, in case of application of the revision mechanism, the new rate of terminal dues by application of the formula set forth in article RL 225.6.
 - 2.3 The CN 54bis recapitulative annual statement shall be sent to the other designated operator concerned not later than one month after the acceptance of the CN 54 and CN 56 recapitulative statements concerning the fourth quarter. In addition to hard copies, the CN 54bis shall be provided, whenever possible, in standardized electronic format.
 - 2.4 If the other designated operator concerned received the CN 54bis, and has made no comment within one month of the transmission of the CN 54bis annual statement, the latter shall be regarded as fully accepted.

3 In cases where the other designated operator concerned has carried out a control statistical count, the data established by the designated operator that requested application of the revision mechanism shall be regarded as valid if they do not differ by more than 10% from those established by the other designated operator.

3.1 If there is a difference of more than 10%, the designated operators concerned shall agree on the values to be used for settling the terminal dues, taking into account the precision of the statistical systems used by each designated operator.

4 In the event of disagreement between the two parties about the application of the revision mechanism, the designated operators may resort to the arbitration procedure provided for in article 153 of the General Regulations.

Article RL 235

Preparation of CN 55, CN 55bis, CN 56 and CN 56bis statements of mails

1 After receipt of each month's last mail dispatched by the office of exchange of origin, the destination designated operator shall prepare, by type of mail, by format (where appropriate), by dispatching office of exchange and by destination office of exchange, from the particulars on the CN 31 letter bills, a CN 55 or CN 55bis (for format-separated mails) statement of mails. For transit mail, the designated operator of transit shall also prepare a CN 55 or CN 55bis, by origin, transit and destination office of exchange and type of mail, based on its own record of the receptacles that it forwards as closed transit and in accordance with the particulars contained in the CN 37 delivery bills that it prepares, during the month. The CN 55 and CN 55bis forms shall list the full six-character International Mail Processing Centre (IMPC) codes of the offices of origin and destination, and the type of mail.

2 For each designated operator of the country of origin of the mails, the designated operator of the country of destination and the designated operator of transit shall prepare quarterly, from the particulars on the CN 55 or CN 55bis statements, by type of mail, by office of origin, by office of destination and, where appropriate, by format and by forwarding route, a CN 56 or CN 56bis (for format-separated mails) recapitulative statement of mails. The CN 56 and CN 56bis forms shall list the full six-character International Mail Processing Centre (IMPC) codes of the offices of origin and destination, and the type of mail.

3 The CN 55 and CN 55bis statements shall be sent to the designated operator of the country of origin in support of the CN 56 and CN 56bis recapitulative statements.

■ Commentary

235.2 The CN 56 summary statement of mails may be prepared for each route if the DO of origin of the mails has mentioned the route or routes on the CN 31 letter bill in the "Transit designated operator(s)" box and if the CN 55 forms have also been prepared for each route.

Dispatching designated operator	Dispatching office of exchange	Transit designated operator(s)	<input type="checkbox"/> Priority <input type="checkbox"/> Non-priority	<input type="checkbox"/> By airmail <input type="checkbox"/> By S.A.L. <input type="checkbox"/> By surface	Office of exchange of destination	Month	Year
				Designated operator of destination			

Summary of CN 31 and/or CN 32 letter bills

[illegible]

Weight of M bags

Weight subject to terminal dues	Bags up to 5 kg	kg	$L = D \times 5$	
	Bags over 5 kg	kg	$M = E$	
	Total	kg	$N = L + M$	
			Actual weight	
			kg	$O = C + E$

¹ Sum of columns $3 + 4 + 5 + 7 + 8$

Office of destination

Place and signature

CN 55bis

Date _____

By airmail
By S.A.L.
By surface

Priority	
Non-priority	

Dispatching designated operator	Dispatching office of exchange	Transit designated operator(s)	Designated operator of destination	Office of exchange of destination	Month	Year

Summary of CN 31 and/or CN 32 letter bills

Date of dispatch	Mail No.	Weight – Mail subject to terminal dues				Weight – Mail exempt from terminal dues	M bags			Bulk mail			Weight of empty receptacles	Number of registered items	Number of insured items	Weight of mails in transit	Forwarding route used for transit	Observations
		P or P/G format	G format	E format			Weight of bags up to 5 kg	Number of bags up to 5 kg	Weight of bags over 5 kg	Weight	Number of items	Weight of empty receptacles						
1	2	kg	g	kg	g	kg	g	kg	g	kg	g	kg	g	kg	14	15	16	17
	Totals	A	B	C	D	E	F	G	H	I	J	K	L	M				

Weight of M bags

Weight subject to terminal dues	Bags up to 5 kg	kg	$N = F \times 5$
	Bags over 5 kg	kg	$O = G$
	Total		$P = N + O$
Actual weight			kg
			$Q = G + E$

Office of destination
Place and signature

	By airmail
	By S.A.L.
	By surface

Priority	
Non-priority	

Third quarter	
Fourth quarter	

First month	
Second month	
Third month	

Dispatching designated operator	Designated operator of destination	Transit designated operator(s)	Year

Summary of CN 55 statements

[illegible]

¹ Indicate month within the quarter and total monthly weight across all offices of exchange only if monthly estimates (not quarterly) for the average number of items per kg (ipk) apply.

² If monthly estimates of ipk do not apply, enter total weight on the last row regarding the CN 61 total.

³ Enter quarterly total if third month.

Designated operator of destination or of transit
Place and signature

Seen and accepted by designated operator of origin
Place, date and signature

CN 56bis

Designated operator preparing the form

EME
Date

Month within quarter¹

	By airmail
	By S.A.L.
	By surface

Priority	
Non-priority	

Designated operator of destination

Year

Year

--	--

Summary of CN 55bis statements

[illegible]

¹ Indicate month within the quarter and total monthly weight across all offices of exchange only if monthly (not quarterly) estimates for the average number of items per kg (IPK) apply.

² If monthly estimates of IPK do not apply, enter total weight on the last row relating to the CN 61 total.
³ Enter quarterly total if third month.

Designated operator of destination or of transit
Place and signature

Seen and accepted by the designated operator of origin
Place, date and signature

Letter Post, Doha 2012, art RL 235.2 – Size 297 x 210 mm

Article RL 236

Transmission and acceptance of CN 55, CN 55bis, CN 56 and CN 56bis statements of mails

1 The CN 56 and CN 56bis recapitulative statements shall be sent in duplicate to the designated operators of origin of the mails within four months at the latest after the end of the quarter to which they relate.

2 After accepting a statement, the designated operator of origin of the mails shall return one copy to the designated operator which prepared it. If the designated operator of destination of the mails has not received any notice of amendment within two months of the date of dispatch, it shall regard it as fully accepted. The term fully accepted means accepted as rendered, with no changes or amendments. If verification reveals any discrepancies, the corrected CN 55 or CN 55bis statement shall be attached in support of the duly amended and accepted CN 56 recapitulative statement. If the designated operator of destination of the mails disputes the amendments made to the CN 55 or CN 55bis statement, the designated operator of origin shall confirm the actual data by sending photocopies of the CN 31 forms drawn up by the office of origin upon dispatch of the disputed mails, or by giving access to the corresponding electronic data through a PREDES message, if the CN 31 was exchanged electronically. The forms shall be transmitted electronically or, if this means is not available, shall preferably be sent as registered items, and within two months of the date of dispatch of the corrected CN 56 recapitulative statement and CN 55 statement.

3 Designated operators may agree that the CN 55, CN 55bis, CN 56 and CN 56bis statements shall be prepared by the designated operator of origin of the mails. In this case, the acceptance procedure provided for under 1 and 2 shall be adapted accordingly.

■ Commentary

236.3 Under this provision, DOs which have concluded reciprocal agreements can expedite settlement of accounts relating to transit charges and terminal dues.

Article RL 237

Accounting for bulk mail

1 When the designated operator of origin has opted to send bulk mails in accordance with article RL 226.5, the CN 55 or CN 55bis statements prepared by the office of exchange of destination shall also include bulk mail, on the basis of the data on the CN 32 letter bills.

1.1 The data regarding bulk mail shall be used for the quarterly preparation of the CN 56 or CN 56bis recapitulative statements.

1.2 In cases where the data concerning bulk mail on the CN 55 or CN 55bis statements differ, the designated operator of origin shall transmit photocopies of the CN 32 letter bills regarding the disputed mails.

- 2 When the designated operator of destination has applied the specific payment for bulk mail in accordance with article RL 226.1, the procedures under 1.1 and 1.2 shall apply.
- 2.1 When the CN 56 recapitulative statements are prepared, the designated operator of destination shall prepare a CN 57 account from the CN 32 letter bills transmitted to the designated operator of origin of the mails in accordance with article RL 197.6.1.3. The designated operator of origin may refuse to check and accept any CN 57 account which has not been presented within four months after the quarter concerned.
- 2.2 The CN 57 account shall be accepted and settled by the designated operator of origin within two months after it is prepared.
- 2.3 The CN 57 accounts settled by the designated operator of origin of the mails shall be the subject of a CN 58 recapitulative statement. The amount on the CN 58 statement shall be deducted from the CN 61 detailed account. A copy of the CN 58 form shall be attached to the CN 61 detailed account.
- 3 Designated operators may agree bilaterally to alternative forms and accounting procedures for bulk items.

■ **Commentary**

237.2.3 For the model of the CN 61 form, see art RL 239.

Article RL XXIII

Accounting for bulk mail

- 1 Notwithstanding article RL 237.2.2, accounts submitted to the designated operators of Australia, Canada and the United States of America shall not be considered accepted, nor shall payment be due, until six weeks after those accounts are received, unless the accounts are received within seven days of the date they are prepared by the creditor designated operator.

Designated operator of destination

Office of destination

ACCOUNT
Bulk mail received
Date

Mail No.

CN 57

Dispatching designated operator	Flight No./Train No./Name of ship	
Dispatching office	Transit designated operator(s)	

Notes

Please settle this amount within six weeks of the date of this account

Sender	Name and address	
	Authorization number	
	Observations	

Information about bulk mail	Date of receipt	Number of items	Gross weight		Amount due	Observations
			kg	g		

Designated operator of destination
Signature

Seen and accepted by dispatching designated operator
Place, date and signature

Article RL 238

Accounting for mail intended for direct access to the domestic system

1 The costs concerning mail intended for direct access to the domestic system shall be billed by the designated operator of destination by means of mutually agreed accounting forms.

2 The accounts shall be settled by the designated operator of origin within the period set by the designated operator of destination of the mail. This period shall not be less favourable than that set by the designated operator in question for its domestic customers. The designated operator of destination shall also choose the currency of payment in accordance with the provisions of article RL 257.1.

3 In cases where the data concerning mail intended for direct access to the domestic system entered on the accounting statements differ, the designated operator of origin shall transmit photocopies of the accounting forms that had accompanied the disputed mails.

Article RL 239

Preparation, transmission and approval of transit charges and terminal dues accounts

1 The creditor designated operator shall be responsible for preparing the accounts and forwarding them to the debtor designated operator. However, the forwarding of accounts shall be required even when the balance is less than the minimum provided for this purpose in article RL 241.7 and 8.

2 The detailed accounts shall be prepared as follows:

2.1 Transit charges. On a CN 62 form, on the basis of the total weight of the categories of mail as appears from the CN 56 or CN 56bis recapitulative statements.

2.2 Additional sea transit charges, as provided for in article RL 207.2. On a CN 62bis form sent in duplicate together with supporting documentation such as the invoices sent by the port service provider.

2.3 Terminal dues. On a CN 61 form, on the basis of the difference between the amounts to be brought to account based on the weights of mail received and dispatched for each category of mail as appear from the CN 56 or CN 56bis recapitulative statements, or if necessary from the CN 54bis or CN 54ter recapitulative statements, and from the CN 19 accounts.

3 The CN 61 detailed accounts shall be sent in duplicate to the debtor designated operator as soon as possible after the end of the year to which they refer.

4 The CN 62 and CN 62bis detailed accounts shall be prepared by the creditor designated operator on a monthly, quarterly, half-yearly or annual basis, as agreed between the designated operators concerned.

5 The debtor designated operator shall not be obliged to accept detailed statements or accounts or supplementary accounts that are not sent to it within ten months of the end of the year concerned.

6 If the designated operator sending the detailed statement or account receives no notice of amendment within two months of the date of dispatch, the statement or account shall be regarded as fully accepted. Fully accepted means accepted as rendered, with no changes or amendments. The forms shall be transmitted electronically or, if this means is not available, shall preferably be sent as registered items. If the date on the letter accompanying the forms differs from the date of receipt by more than two weeks, the receiving country shall have the right to inform the dispatching designated operator that the period of two months mentioned above commences only after the date of receipt.

7 As an exceptional measure, supplementary detailed statements or accounts may be sent to the debtor designated operator only if they refer to statements or accounts already submitted for the period in question. The reason for issuing supplementary statements or accounts is to amend original statements or accounts so as to correct erroneous records or document additional claims and/or information. The conditions in 5 and 6 shall apply to the issuance of supplementary statements or accounts; if these conditions are not met, the debtor designated operator shall not be obliged to accept the supplementary statements or accounts.

8 Designated operators may agree to settle terminal dues accounts for surface mails and for airmails separately. In this case, the designated operators concerned shall determine the procedures for preparing, accepting and settling such accounts.

Creditor designated operator

DETAILED ACCOUNT
Terminal dues**CN 61**

Date

Year of account

Method of settlement <input type="checkbox"/> Direct <input type="checkbox"/> Via UPU*Clearing	Debtor designated operator
--	----------------------------

A Mail flow with countries in the transitional system**1 Mail received/dispatched (data from CN 56 and CN 19 forms – give weights in kg only)**

	Quarter	Weight Priority/Non-priority – LC/AO				Weight of M bags				Bulk mail		Number of registered items	Number of insured items
		Priority – By airmail	Non-priority – Surface	S.A.L.	Total	Priority – By airmail	Non-priority – Surface	S.A.L.	Total	Weight	Number of items		
Mail received	1st	kg	kg	kg	kg	kg	kg	kg	kg	kg			
	2nd												
	3rd												
	4th												
	Total												
Weight of IBRS items (to be deducted)			_____	_____		_____	_____	_____	_____	_____	_____	_____	_____
Annual total													
Mail dis- patched	1st	kg	kg	kg	kg	kg	kg	kg	kg	kg			
	2nd												
	3rd												
	4th												
	Total												
Weight of IBRS items (to be deducted)			_____	_____		_____	_____	_____	_____	_____	_____	_____	_____
Annual total													

2 Terminal dues

	Weight of mail subject to		Weight of M bags	Bulk mail		Number of registered items	Number of insured items
	world average rate	revision mechanism ¹		Number of items	Weight		
Mail received (by category)	kg	kg	kg		kg		
x rate	SDR (art. 31.4)	SDR (art. 31.3)	SDR (art. 29.7)	SDR	SDR	SDR (art. 29.8)	SDR (art. 29.8)
Totals (SDR)	A	B	C	D	E	F	G
Total amount (SDR)	H = A + B + C + D + E + F + G						
Mail dispatched (by category)	kg	kg	kg		kg		
x rate	SDR (art. 31.4)	SDR (art. 31.3)	SDR (art. 29.7)	SDR	SDR	SDR (art. 29.8)	SDR (art. 29.8)
Totals (SDR)	I	J	K	L	M	N	O
Total amount (SDR)	P = I + J + K + L + M + N + O						

B Mail flow between countries in the target system

CN 61 (back)

1 Mail received/dispatched (data from CN 56 and CN 54bis forms – give weights in kg only)

Mail received	Quarter	Weight Priority/Non-priority – LC/AO				Weight of M bags				Bulk mail		Number of registered items	Number of insured items
		Priority – By airmail	Non-priority – Surface	S.A.L.	Total	Priority – By airmail	Non-priority – Surface	S.A.L.	Total	Weight	Number of items		
	1st	kg	kg	kg	kg	kg	kg	kg	kg	kg			
	2nd												
	3rd												
	4th												
Annual total													
Mail dis- patched	1st	kg	kg	kg	kg	kg	kg	kg	kg	kg			
	2nd												
	3rd												
	4th												
Annual total													

2 Terminal dues (IBRS mail data from CN 19 forms)

	LC/AO Priority Non-priority		Number of items	Weight of M bags	Bulk mail		Number of registered items	Number of insured items
	Weight	IPK			Number of items	Weight		
Mail received (by category)	kg	_____	_____	kg		kg		
Weight of IBRS items (to be deducted)		_____	_____	_____			_____	_____
Total								
x rate	SDR	_____	SDR	SDR (art. 29.7)	SDR	SDR	SDR (art. 29.8)	SDR (art. 29.8)
Totals (SDR)	A	_____	B	C	D	E	F	G
H = A + B + C + D + E + F + G								
Total amount (SDR)								
Mail dispatched (by category)	kg	_____	_____	kg		kg		
Weight of IBRS items (to be deducted)		_____	_____	_____			_____	_____
Total								
x rate	SDR	_____	SDR	SDR (art. 29.7)	SDR	SDR	SDR (art. 29.8)	SDR (art. 29.8)
Totals (SDR)	I	_____	J	K	L	M	N	O
P = I + J + K + L + M + N + O								
Total amount (SDR)								

C Summary

	Total amount (SDR)	CN 57 accounts settled (SDR) ¹	Difference (SDR)
Terminal dues for mail received	H (section A or B)	U	V = H – U
Terminal dues for mail dispatched	P (section A or B)	W	X = P – W
		To be received	Y = V – X

¹ To be taken from CN 58 formsCreditor designated operator
SignatureSeen and accepted by debtor designated operator
Place, date and signature

Creditor designated operator

DETAILED ACCOUNT
Transit charges – Surface mail**CN 62**

Date

Year of account

☐ Closed mail☐ Empty bagsMethod of settlement ☐ Direct ☐ Via UPU*Clearing

Debtor designated operator

Summary of CN 56 statements

Designated operator of destination of mails	Quarterly weight of mails or empty bag mails	Forwarding route	Transit charges per kg ¹	Amount in SDR
1	2	3	4	5 = 2*4
	kg		SDR	SDR
	1st			
	2nd			
	3rd			
	4th			
Annual total				
	1st			
	2nd			
	3rd			
	4th			
	Annual total			
	1st			
	2nd			
	3rd			
	4th			
	Annual total			
¹ Art. RL 208 – Closed mails; art. RL 214 – Empty bags		Total + amount from overleaf Total amount receivable		

Creditor designated operator
SignatureSeen and accepted by debtor designated operator
Place, date and signature

Summary of CN 56 statements

CN 62 (back)

Designated operator of destination of mails	Quarterly weight of mails or empty bag mails	Forwarding route	Transit charges per kg ¹	Amount in SDR
1	2	3	4	5 = 2*4
	kg		SDR	SDR
	1st			
	2nd			
	3rd			
	4th			
Annual total				
	1st			
	2nd			
	3rd			
	4th			
Annual total				
	1st			
	2nd			
	3rd			
	4th			
Annual total				
	1st			
	2nd			
	3rd			
	4th			
Annual total				
	1st			
	2nd			
	3rd			
	4th			
Annual total				

¹ Art. RL 208 – Closed mails; art. RL 214 – Empty bags

To be entered overleaf

Article RL 240

Special address for the transmission of forms concerning transit charges and terminal dues

1 Each designated operator shall notify other designated operators, through the International Bureau, of the special address, which may also include an e-mail address, to which all the forms entering into consideration for the settlement of transit charges and terminal dues (CN 43, CN 54, CN 54bis, CN 54ter, CN 56, CN 56bis, CN 57, CN 58, CN 61, CN 62, CN 62bis, CN 63 and CN 64) must be sent.

■ Commentary

240.1 This information is published in the Letter Post Compendium.

Article RL 241

Acceptance of transit charges and terminal dues accounts

1 When no provisional payment has been made, payments of transit charges and terminal dues may only be made on the basis of the CN 61 and CN 62 detailed accounts, on which the preferred type of payment shall be indicated.

2 If provisional payment has been made, as soon as the CN 61 and CN 62 detailed accounts between the designated operators are accepted or regarded as fully accepted, the creditor designated operator shall prepare separate CN 63 and CN 64 statements in duplicate for transit charges and for terminal dues respectively.

3 If necessary, the CN 63 or CN 64 statements shall be transmitted electronically or, if this means is not available, sent in duplicate, preferably as registered items, to the designated operator concerned by the quickest route (surface or air). If, within one month of the date of dispatch of these statements, the designated operator which prepared them has received no objection from the designated operator concerned, the statements shall be regarded as fully accepted.

4 Any amendments to CN 63 or CN 64 statements made by the debtor designated operator must be accompanied by the supporting CN 61 or CN 62 detailed accounts.

5 For flows between a designated operator contributing to the Quality of Service Fund and designated operator benefiting from the Fund, the latter designated operator shall send the organization responsible for billing the amounts due in respect of the Quality of Service Fund a copy of the CN 61 detailed accounts or, as appropriate, a copy of the CN 64 statements accepted or regarded as fully accepted. That organization shall not be obliged to accept CN 64 statements and CN 61 detailed accounts received more than six months after their acceptance. In the event of failure to comply with the deadline for transmitting CN 61 and CN 64 documents:

- 5.1 a designated operator which has already received an instalment under the head of QSF expedited billing shall be required to reimburse it, complete with interest collected, to the contributing country in question through the organization responsible for billing;
- 5.2 a designated operator which has not requested an instalment shall forfeit the right to the QSF funds with the contributing country concerned, for the year in question.

6 In the case provided for under 3, the statements shall be endorsed “Aucune observation de l’opérateur désigné débiteur n’est parvenue dans le délai réglementaire” (No comment received from debtor designated operator within the prescribed period).

7 The debtor designated operator shall be exempted from payment of transit charges when the annual balance does not exceed 163.35 SDR. This annual balance of less than 163.35 SDR shall be included in the balance of the following year by the creditor designated operator.

8 The debtor designated operator shall be exempted from payment of terminal dues when the annual balance does not exceed 326.70 SDR. This annual balance of less than 326.70 SDR shall be included in the balance of the following year by the creditor designated operator.

9 Settlements may be made in accordance with the provisions of articles RL 254 and RL 255.

■ **Commentary**

241.5 The POC has selected the IB to bill the amounts in respect of the QSF.

Designated operator

STATEMENT
Transit charges
Date

CN 63

Notes
Statement showing the balance of the CN 62 detailed account

Method of settlement	<input type="checkbox"/> Direct	<input type="checkbox"/> Via UPU*Clearing
Sums due	Year for which sums are due	
	<input type="checkbox"/> provisional	<input type="checkbox"/> final

Carried forward from the CN 63 of the previous year		
Carried forward from the CN 62 detailed account	Designated operator preparing the statement	Corresponding designated operator
	SDR	SDR
Provisional payment made		
Paying designated operator	_____	_____
Totals		
Deduction		
Creditor designated operator	_____	_____
Balance		
Additional information		

Designated operator preparing the statement
Signature

Designated operator

STATEMENT
Terminal dues
 Date

CN 64

Notes

Statement showing the balance of the CN 61 detailed accounts

Method of settlement	<input type="checkbox"/> Direct	<input type="checkbox"/> Via UPU*Clearing
Sums due	Year for which sums are due <input type="checkbox"/> provisional <input type="checkbox"/> final	

Carried forward from the CN 64 of the previous year		
Carried forward from the CN 61 detailed account	Designated operator preparing the statement	Corresponding designated operator
	SDR	SDR
Provisional payment made		
Paying designated operator	_____	_____
Totals		
Deduction		
Creditor designated operator	_____	_____
Balance		
Amount subject to QSF payments carried forward from CN 61 (art. 32 of Convention and RL 243 of Letter Post Regulations) ¹	SDR	
Additional information		
<input type="checkbox"/> No observation was received from the debtor designated operator within the regulation period		

 Designated operator preparing the statement
 Signature

 Seen and accepted by the debtor designated operator
 Place, date and signature

¹ Beneficiary designated operators in the transition system shall give the total amount relating to flows from contributing designated operators mentioned in boxes 2A + 2B or 2I + 2J, section A, of the CN 61 statements. Beneficiary designated operators in the target system shall give the total amount relating to flows from contributing designated operators mentioned in boxes 2A + 2B or 2G + 2H, section B, of the CN 61 statements.

Article RL 242

Provisional payments of transit charges and terminal dues

1 Creditor designated operators may claim provisional payments in respect of transit charges and terminal dues. The provisional payments for one year shall be calculated on the basis of the weights and statistical results (where applicable) of mail used for the final settlements of the previous year. The debtor designated operator shall not be obligated to accept provisional payment accounts received after 30 June. Should the previous year's account not yet be settled, the provisional payments shall be calculated on the basis of the duly accepted CN 56 or CN 56bis recapitulative statements for the last four quarters and the corresponding, duly accepted CN 54 recapitulative statements of items (where applicable). The provisional payments in respect of a year shall be made no later than the end of July of that year. The provisional payments shall then be adjusted as soon as the final accounts of the year are accepted or regarded as fully accepted.

2 The CN 63 or CN 64 statements concerning the provisional payments laid down in 1 shall be sent by the creditor designated operator to the debtor designated operator in the second calendar quarter of the year to which they relate.

3 If a creditor designated operator is in a "net debtor" position with relation to other accounts accepted between two designated operators, the debtor designated operator may offset outstanding accepted debts against the provisional payment. If the outstanding debt is greater than the requested provisional payment, the debtor designated operator shall not be required to make the terminal dues provisional payment for that year. The creditor designated operator may also request that the debtor designated operator apply the provisional payment to outstanding debts between the two designated operators.

Article 32**Quality of Service Fund**

1 Terminal dues payable by all countries and territories to the countries classified by Congress as group 5 countries for terminal dues and the Quality of Service Fund (QSF), except for M bags, IBRS items and bulk mail items, shall be increased by 20% of the rates given in article 31 for payment into the Quality of Service Fund (QSF) for improving the quality of service in group 5 countries. There shall be no such payment from one group 5 country to another group 5 country.

2 Terminal dues, except for M bags, IBRS items and bulk mail items, payable by countries and territories classified by Congress as group 1 countries to the countries classified by Congress as group 4 countries shall be increased by 10% of the rates given in article 31, for payment into the QSF for improving the quality of service in group 4 countries.

3 Terminal dues, except for M bags, IBRS items and bulk mail items, payable by countries and territories classified by Congress as group 2 countries to the countries classified by Congress as group 4 countries shall be increased by 10% of the rates given in article 31, for payment into the QSF for improving the quality of service in group 4 countries.

4 Terminal dues, except in respect of M bags, IBRS items and bulk mail items, payable by countries and territories classified by Congress as group 1 countries to the countries classified by Congress as group 3 countries shall be increased in 2014 and 2015 by 8% of the rates given in article 31, and in 2016 and 2017 by 6% of the rates given in article 30.12, for payment into the QSF for improving the quality of service in group 3 countries.

5 Terminal dues, except in respect of M bags, IBRS items and bulk mail items, payable by countries and territories classified by Congress as group 2 countries to the countries classified by Congress as group 3 countries shall be increased in 2014 and 2015 by 2% of the rates given in article 31, for payment into the QSF for improving the quality of service in group 3 countries.

6 The combined terminal dues payable into the QSF for improving the quality of service of countries in groups 3, 4 and 5 shall be subject to a minimum of 20,000 SDR per annum for each beneficiary country. The additional funds needed for reaching this minimum amount shall be invoiced, in proportion to the volumes exchanged, to the countries in the target system prior to 2010.

7 Regional projects should in particular promote the implementation of UPU quality of service improvement programmes and the introduction of cost accounting systems in developing countries. The Postal Operations Council shall adopt, in 2014 at the latest, procedures for financing these projects.

■ **Commentary**

32 The QSF is governed by statutes (Deed of Trust) approved by the POC. The QSF is managed by a nine-member Board of Trustees elected by the POC.

The lists of countries in each group appeared in Annex 2 to resolution C 77/2012.

Article RL 243

Payment of amounts due into the Fund to finance improving quality of service in the developing countries

1 On the basis of the CN 64 statements or the CN 61 detailed accounts accepted or regarded as fully accepted which have been sent to it, the organization responsible for billing shall prepare CN 64bis statements for the designated operators of contributor countries. These statements shall contain the following information:

- 1.1 the names of the designated operators of developing countries to which the data relate;
- 1.2 the SDR amount subject to the increases specified in article 32 of the Convention;
- 1.3 the total amount to be paid by the designated operator concerned.

2 A CN 64bis statement shall be sent by the quickest route (air or surface) for approval to each designated operator concerned. If, within one month of the date of dispatch of the statement, no comment has been received by the organization responsible for billing, the amount of that statement shall be regarded as fully accepted.

3 On the basis of the information provided in the CN 64 statements, the Quality of Service Fund Secretariat shall calculate the additional amount owed by each country in the target system prior to 2010 to the countries in the transition system not reaching the minimum of 20,000 SDR, as set out in article 32.6 of the Convention, in proportion to the volumes sent to the beneficiary designated operator.

4 The invoice for the additional amount indicated in 3 shall be accompanied by a CN 64ter statement, containing the following information:

- 4.1 the names of the designated operators of developing countries to which the data relate;
- 4.2 the reference year;
- 4.3 the additional amount (in SDR) needed to reach the minimum of 20,000 SDR specified in article 32.6 of the Convention;
- 4.4 the share of this additional amount (expressed as a percentage) owed by the designated operator concerned, in proportion to the mail volumes exchanged;
- 4.5 the amount to be paid by the designated operator concerned.

5 The amounts of the CN 64bis and CN 64ter statements may be settled through the clearing system of the International Bureau.

■ **Commentary**

243.1 The IB is currently responsible for billing.

Registered office of issuing organization

**DETAILED STATEMENT
Quality of Service Fund****CN 64bis**

Date

Debtor designated operator

Corresponding designated operator	Reference year of CN 64 statement	Date of acceptance of CN 64 statement ¹	Amount subject to increase	%	Amount due
			SDR		SDR
Total					

¹ No date of acceptance means the debtor designated operator has not made a remark within the regulation period (art RL 243.2)

Designated operator preparing the statement
Signature

Seen and accepted by the debtor designated operator
Place, date and signature

Section J

Air conveyance dues

Article 34

Basic rates and provisions concerning air conveyance dues

1 The basic rate applicable to the settlement of accounts between designated operators in respect of air conveyance shall be approved by the Postal Operations Council. It shall be calculated by the International Bureau according to the formula specified in the Letter Post Regulations. However, the rates applying to the air conveyance of parcels sent via the merchandise return service shall be calculated according to the provisions defined in the Parcel Post Regulations.

2 The calculation of air conveyance dues on closed dispatches, priority items, airmail items and air parcels sent in transit à découvert, missent items and misrouted mails, as well as the relevant methods of accounting, are described in the Letter Post and Parcel Post Regulations.

3 The air conveyance dues for the whole distance flown shall be borne:

3.1 in the case of closed mails, by the designated operator of the country of origin of the mails, including when these mails transit via one or more intermediate designated operators;

3.2 in the case of priority items and airmail items in transit à découvert, including missent items, by the designated operator which forwards the items to another designated operator.

4 These same regulations shall be applicable to items exempted from land and sea transit charges if they are conveyed by air.

5 Each designated operator of destination which provides air conveyance of international mail within its country shall be entitled to reimbursement of the additional costs incurred for such conveyance provided that the weighted average distance of the sectors flown exceeds 300 kilometres. The Postal Operations Council may replace the weighted average distance by other relevant criteria. Unless agreement has been reached that no charge should be made, the dues shall be uniform for all priority mails and airmails originating abroad whether or not this mail is reforwarded by air.

6 However, where the terminal dues levied by the designated operator of destination are based specifically on costs or on domestic rates, no additional reimbursement for internal air conveyance shall be made.

7 The designated operator of destination shall exclude, for the purpose of calculating the weighted average distance, the weight of all mails for which

the terminal dues calculation has been based specifically on costs or on the domestic rates of the designated operator of destination.

■ **Commentary**

34.1 The 1995 POC decided that, provided the threshold of 3% variation from the rate calculated using the formula in art RL 244.2 was exceeded, the basic air conveyance rate would be revised annually, without the allowed upward or downward movement exceeding 5%.

The 2013.1 POC set the basic rate at 0.582 thousandths of an SDR as from 1 January 2014.

Article RL 244

Formula for calculating the basic rate and calculation of air conveyance dues for closed mails

1 The calculation of air conveyance dues on closed mails, priority items, airmail items and S.A.L. items only when reforwarded as airmail/priority in transit à découvert, as well as the relevant methods of accounting, are set out in this and the following articles in this chapter.

2 The maximum basic rate applicable in respect of air conveyance shall be calculated according to the formula below, the elements of which shall be taken from the International Airline Financial Statistics prepared by the International Civil Aviation Organization. This rate shall be rounded to the nearest thousandth of an SDR per kilogramme of gross weight and per kilometre; it shall apply proportionally to fractions of a kilogramme.

$T = (A - B - C + D + E + F)$, where

T = Basic rate per t-km (priority for airmail is guaranteed within this rate).

A = Weighted average operating expense per t-km performed.

B = Cost of passenger services per t-km.

C = Percentage of the cost of ticketing, sales and promotion (based on the number of passengers in relation to traffic volume).

D = Expenses of non-operating items per t-km performed.

E = 10% of $(A - B - C + D)$ as profit.

F = Income taxes per t-km performed.

3 Air conveyance dues shall be calculated according to the actual basic rate (less than and at most equal to the basic rate defined according to the formula under 2) and the kilometric distances given in the List of Airmail Distances and to the gross weight of the mails. No account shall be taken of the weight of sacs collecteurs.

4 The maximum rate applicable in respect of the air conveyance of dispatches of empty bags shall correspond to 30% of the basic rate set in accordance with the provisions under 2.

5 When dues are payable for air conveyance within the country of destination, they shall be fixed in the form of a single price. This single price shall include all the dues for air conveyance within the country, regardless of the airport of arrival of the mails, less the corresponding surface conveyance costs. It shall be calculated on

the basis of the rates actually paid for conveyance of the mail within the country of destination, but not exceeding the maximum rate defined according to the formula under 2, and according to the weighted average distances of the sectors flown by international mail on the internal network. Subject to article 34.7 of the Convention, the weighted average distance shall be calculated by the International Bureau in terms of the gross weight of all the airmails arriving at the country of destination, including the mail which is not reforwarded by air within that country.

5.1 Designated operators which apply a remuneration for terminal dues based on costs or on domestic rates shall be obliged to communicate to the International Bureau, within the period provided for in article RL 249, the data for calculating the new weighted average distance.

6 Dues payable for air conveyance, between two airports in the same country, of airmails in transit may also be fixed in the form of a single price. This price shall be calculated on the basis of the rate actually paid for air conveyance of mail within the country of transit, but not exceeding the maximum rate defined according to the formula under 2, and according to the weighted average distances of the sectors flown by international mail on the internal air network of the country of transit. The weighted average distances shall be determined in terms of the gross weight of all the airmails transiting through the intermediate country.

7 The sum of the dues referred to under 5 and 6 may not exceed in total the amounts which actually have to be paid for conveyance.

8 The prices for international and internal air conveyance, obtained by multiplying the effective basic rate by the distance, which are used in calculating the dues mentioned under 3, 5 and 6, shall be rounded up to the nearest tenth of an SDR when the number made up by the figure of hundredths and that of thousandths is equal to or greater than 50; they shall be rounded down to the nearest tenth of an SDR in other cases.

■ Commentary

244.2 Provisions adopted by the 1994 Seoul Congress.

244.3 The procedure used for establishing the airmail distance between a given city pair is as follows:

- the true (ie actual) Great Circle Distance is first calculated;
- this figure is increased by a coefficient to cover possible intermediate stops;
- the resulting figure is then rounded off to the nearest 100 km.

Until 2000, a coefficient of increase of 4% was used. From 1 January 2001, this coefficient was reduced to 2.5%.

244.6 The single prices set by DOs are given in List CN 68.

Article 36

Authority of the Postal Operations Council to fix charges and rates

1 The Postal Operations Council shall have the authority to fix the following rates and charges, which are payable by designated operators in accordance with the conditions shown in the Regulations:

- 1.1 transit charges for the handling and conveyance of letter mails through one or more intermediary countries;**
- 1.2 basic rates and air conveyance dues for the carriage of mail by air;**
- 1.3 inward land rates for the handling of inward parcels;**
- 1.4 transit land rates for the handling and conveyance of parcels through an intermediary country;**
- 1.5 sea rates for the conveyance of parcels by sea.**
- 1.6 outward land rates for the provision of the merchandise return service for parcels.**

2 Any revision made, in accordance with a methodology that ensures equitable remuneration for designated operators performing the services, must be based on reliable and representative economic and financial data. Any change decided upon shall enter into force at a date set by the Postal Operations Council.

Article RL 245

Accounting for air conveyance dues

1 Accounting for air conveyance dues shall be effected in accordance with articles RL 211 and RL 244.

2 Notwithstanding the rule mentioned under 1, designated operators may, by common consent, decide that accounts for airmail dispatches shall be settled on the basis of statistical returns. In that case, they shall arrange between themselves the method of compiling the statistics and preparing the accounts.

Article RL 246

Preparation of CN 66 and CN 67 statements of weights

1 Each creditor designated operator shall prepare a CN 66 statement, monthly or quarterly as preferred, on the basis of the airmail particulars entered on the CN 38 delivery bills. Mails carried over the same air sector shall be entered on the CN 66 statement by office of origin, then by country and office of destination, and in chronological order of the mails for each office of destination. When the copies of the CN 55 statement are used for the settlement of air conveyance dues inside the country of destination in accordance with article 34.5 of the Convention, CN 55 statements of weights prepared on the basis of CN 31 and CN 32 letter bills shall be used.

2 For à découvert priority items, airmail items and S.A.L. items reforwarded by air, the creditor designated operator shall prepare a yearly CN 67 statement. This shall be done at the end of each statistical period as laid down in article RL 211.2.1 and based on the particulars appearing on the CN 65 bills prepared during that period. The total weights shall be multiplied by 12 on the CN 67 statement. If the accounts have to be prepared on the basis of the actual weight of à découvert priority items, airmail items and S.A.L. items, CN 67 statements shall be drawn up as often as is provided for under 1 for CN 66 statements and on the basis of the corresponding CN 65 bills.

3 If, during an accounting period, a change occurring in the arrangements made for the exchange of priority items, airmail items and S.A.L. items reforwarded by air in transit à découvert results in a variation of at least 20% and exceeding 163.35 SDR in the total amounts to be paid by the dispatching designated operator to the intermediate designated operator, these designated operators, at the request of one or the other, shall agree to replace the multiplier referred to under 2 by another valid only for the year in question.

4 When the debtor designated operator so requests, separate CN 55, CN 66 and CN 67 statements shall be drawn up for each office of exchange which dispatches airmails or priority items, airmail items and S.A.L. items reforwarded by air in transit à découvert.

Article RL 247

Preparation of CN 51 detailed accounts and CN 52 general accounts

1 The creditor designated operator shall prepare, on a CN 51 form, detailed accounts showing the amounts due to it according to the CN 55, CN 66 and CN 67 statements of weights. Separate detailed accounts shall be prepared for closed airmails and for *à découvert* and missent items reforwarded by air or by surface. In the CN 51 detailed accounts prepared for closed airmails, the weights and sums due according to the CN 66 statements of weights shall be entered separately for LC/AO, CP and EMS.

2 The amounts to be included in the CN 51 detailed accounts shall be calculated:

- 2.1 for closed mails, on the basis of the gross weights appearing on the CN 55 and CN 66 statements;
- 2.2 for *à découvert* items reforwarded by air, according to the net weights shown on the CN 67 statements, increased by 5%;
- 2.3 for *à découvert* items reforwarded by surface, according to the net weights shown on the CN 67 statements, increased by 10%.

3 When the air conveyance dues within the country of destination are to be settled, the designated operator of that country shall send the CN 51 accounts relating thereto for acceptance together with the CN 55 and CN 56 statements.

4 CN 51 accounts shall be prepared by the creditor designated operator on a monthly, quarterly, half-yearly or annual basis, as agreed between the designated operators concerned.

5 CN 51 detailed accounts may be summarized in a CN 52 general account, prepared quarterly by the creditor designated operators which have adopted the offset system of settling accounts. This account may, however, be prepared half-yearly after agreement between the designated operators concerned.

Creditor designated operator

DETAILED ACCOUNT**CN 51****Transit charges**

Date

☐ Airmail☐ Surface

Debtor designated operator	Month	Quarter	Year
	<input type="checkbox"/> Closed transit		<input type="checkbox"/> Missent items
	<input type="checkbox"/> Transit à découvert items		<input type="checkbox"/> IAC
Method of settlement <input type="checkbox"/> Direct <input type="checkbox"/> Via UPU*Clearing			

Route Country of destination or groups of countries	Categories of items	Weight carried during the month						Total weight		Transit/conveyance charge per kg		Total transit/conveyance dues payable	
		3		4		5		6		7		8 = 6*7	
1	2	kg	g	kg	g	kg	g	kg	g	SDR		SDR	
	Priority ¹												
	CP												
	Priority ¹												
	CP												
	Priority ¹												
	CP												
	Priority ¹												
	CP												
	Priority ¹												
	CP												
Increase of 5% on the total amount for air transit à découvert and missent items													
Increase of 10% on the total amount for surface transit à découvert and missent items													
Additional charges for missent items													
Final total													—

¹ If applicable LC/AO

 Creditor designated operator
 Signature

 Seen and accepted by the debtor designated operator
 Place, date and signature

Designated operator preparing the account

GENERAL ACCOUNT**CN 52**

Date

Corresponding designated operator	<input type="checkbox"/> Airmail	<input type="checkbox"/> Postal parcels
	Month	Year
	Quarter	Half-year
Method of settlement <input type="checkbox"/> Direct <input type="checkbox"/> Via UPU*Clearing		

Notes

To be filled in by typewriter or computer printer

Exchange	Period	Balance of CN 19/CN 51/CP 75 accounts in favour of the designated operator preparing the account		Observations
1	2	3	4	5
Received by the designated operator preparing the account		SDR	SDR	
Sent by the designated operator preparing the account				
Totals				
Less				
Credit balance				
Name of creditor designated operator				

Designated operator preparing the account
SignatureSeen and accepted by the designated operator
receiving the account
Place, date and signature

Article RL 248

Submission and acceptance of CN 55, CN 66 and CN 67 statements, CN 51 detailed accounts and CN 52 general accounts

1 As soon as possible and at the latest within five months from the end of the period to which they refer, the creditor designated operator shall send the debtor designated operator CN 66 statements, the copies of CN 55 statements and CN 67 statements when payment for *à découvert* priority items, airmail items and S.A.L. items, when reforwarded by air, is made on the basis of the actual weight, and the relevant CN 51 detailed accounts, all together in duplicate. The debtor designated operator may refuse to accept accounts not forwarded to it within that period. The forms shall be transmitted electronically or, if this means is not available, shall preferably be sent as registered items.

2 After verifying the CN 55, CN 66 and CN 67 statements and accepting the relative CN 51 detailed account, a copy of the CN 51 accounts shall be returned to the creditor designated operator. In case of amendment it shall be accompanied by the CN 55, CN 66 and CN 67 statements. If the creditor designated operator disputes the amendments made to these statements, the debtor designated operator shall confirm the actual data by sending photocopies of the CN 38 or CN 65 forms drawn up by the office of origin upon dispatch of the disputed mails, or by giving access to the corresponding electronic data, if these forms were exchanged electronically. Any dispute regarding amendments must be raised within two months of receipt of the amended statements and accounts. A creditor designated operator which has received no notice of amendment within two months of the date of dispatch of the accounts shall regard the accounts as fully accepted.

3 Designated operators that were net creditors for air conveyance dues in the preceding year have the option of receiving payment on a monthly, quarterly, half-yearly or annual basis. The option chosen shall remain in force for one calendar year with effect from 1 January.

4 Designated operators may use the direct system or the bilateral clearing system.

5 The provisions under 1 and 2 shall also apply to priority items and airmail items for which payment is made on the basis of statistics.

6 Under the direct billing system, the CN 51 accounts shall serve as a bill for direct settlement. The debtor designated operator shall make payment for the amount billed within the period of six weeks provided for in article RL 257.10. It may refuse to check and accept any CN 51 account which has not been presented by the creditor designated operator within five months after the period to which it refers. Any difference exceeding 9.80 SDR which may be noted by the debtor designated operator shall be indicated on the CN 51, which shall be returned to the creditor designated operator with the CN 55, CN 66 and CN 67 statements attached. The difference noted shall be incorporated in the next CN 51 account submitted to the debtor designated operator or shall be disputed within two months of receipt of

the account in which the difference appears. Failing this, the designated operator which drew attention to the difference shall regard it as fully accepted and shall have it appear as such in its next CN 51 account amended accordingly. The forms shall be transmitted electronically or, if this means is not available, shall preferably be sent as registered items.

7 Under the bilateral offsetting system, the creditor designated operator shall prepare both the CN 51 and the CN 52 accounts and submit both simultaneously to the debtor designated operator on a monthly, quarterly, half-yearly or annual basis. The debtor designated operator shall accept or amend the CN 51 and CN 52 accounts within two months and make payment for the amount billed as provided for in article RL 257.10. If the CN 51 or CN 52 accounts have been amended, payment will be made on the basis of the amended amount. If the designated operator which has sent the accounts does not receive any notice of amendment within two months, the accounts shall be regarded as fully accepted. The forms shall be transmitted electronically or, if this means is not available, shall preferably be sent as registered items.

8 Any amendments to CN 52 general accounts made by the debtor designated operator must be accompanied by the supporting CN 19 and CN 51 detailed accounts and CP 75 summarized accounts.

9 Whenever the statistics fall in October, annual payments for priority items and airmail items in transit à découvert may be made provisionally on the basis of statistics compiled during May of the previous year. The provisional payments shall then be adjusted in the following year when the accounts based on the October statistics are approved or regarded as fully accepted.

10 If a designated operator is unable to carry out the annual statistical operations it shall reach agreement with the designated operators concerned to make the annual payment on the basis of the statistics of the preceding year and, if necessary, to use the special multiplier laid down in article RL 246.3.

11 If the balance of a CN 51 or CN 52 account does not exceed 163.35 SDR, it shall be carried over to the next CN 51 or CN 52 account, when the designated operators concerned do not participate in the clearing system of the International Bureau.

12 CN 55, CN 66 and CN 67 statements and the corresponding CN 51 and CN 52 accounts shall always be sent by the quickest route (air or surface).

13 Settlements may be made in accordance with the provisions of articles RL 254 and RL 256.

■ **Commentary**

248 Congress adopted recommendation C 71/Hamburg 1984 recommending DOs to take certain measures listed below:

- the inclusion of an airmail account in a general account containing different debts must not result in delaying payment of the air conveyance dues owed to the airline concerned;

- DOs wishing to settle airmail accounts by offsetting should include them in a CN 52 airmail general account;
- speeding up settlement of the recapitulative CN 51 accounts and of the CN 52 general accounts.

Prot Article RL XXIV

Submission and acceptance of CN 55, CN 66 and CN 67 statements, CN 51 detailed accounts and CN 52 general accounts

1 Notwithstanding article RL 248.6, accounts submitted to the designated operators of the United States of America and the Lao People's Dem. Rep. shall not be considered accepted, nor shall payment be due, until six weeks after those accounts are received, unless the accounts are received within seven days of the date they are dispatched by the creditor designated operator.

2 Notwithstanding article RL 248.6 and 7, accounts submitted to the designated operators of Australia, China (People's Rep.) and Saudi Arabia shall not be considered accepted until two months after those accounts are received, nor shall payments be due until six weeks after those accounts are received, if the direct billing system is applied, unless the accounts are received within seven days of the date they are dispatched by the creditor designated operator.

Article RL 249

Amendments to transit charges and air conveyance dues

1 The amendments made to the transit charges and air conveyance dues mentioned in articles RL 211.1 and RL 244.5 respectively shall:

- 1.1 come into effect exclusively on 1 January;
- 1.2 be notified at least three months beforehand to the International Bureau, which shall communicate them to all designated operators at least one month before the date laid down under 1.1.

Article RL 250

Payment of air conveyance dues

1 Air conveyance dues shall be payable to the airline conveying the airmails for all or part of the distance flown.

2 Notwithstanding this rule, the airline conveying the airmails may request that the conveyance dues be paid to any postal designated operator with which the airline has concluded an agreement to this effect.

3 Conveyance dues for priority items, airmail items and S.A.L. items when transported by air in transit à découvert shall be paid to the designated operator which re forwards these items.

4 Unless other arrangements have been made, conveyance dues for airmails directly transhipped between two different airlines shall be settled by the designated operator of origin:

- 4.1 either with the first carrier, which shall then be responsible for paying the subsequent carrier;
- 4.2 or with each carrier involved in the transshipment.

■ **Commentary**

250.1 DOs are urged to pay non-disputed airline invoices as quickly as possible, preferably within a period of two months. DOs not paying fully documented invoices in respect of which there is no dispute within a period of three months and six weeks from the date of receipt of the invoice may, in principle, be liable to pay interest charges. The rate of such interest may be indicated in the bilateral contract between the airline and the DO. If such a rate is not indicated in a contract, a rate of 6% per annum may apply.

Article RL 251

Air conveyance dues for diverted or missent mails or receptacles

1 The designated operator of origin of a mail which has gone off its route in course of conveyance shall pay the conveyance dues for the mail relating to the sectors actually covered.

2 It shall settle the conveyance dues as far as the airport of offloading initially provided for on the CN 38 delivery bill when:

- 2.1 the actual forwarding route is not known;
- 2.2 the dues for the sectors actually covered have not yet been claimed; or
- 2.3 the diversion is attributable to the airline which effected the conveyance.

3 The supplementary dues relating to the sectors actually covered by the diverted mail shall be reimbursed as follows:

- 3.1 by the designated operator whose services have committed the error in the case of misrouting;
- 3.2 by the designated operator which has collected the conveyance dues paid to the airline when the latter has offloaded in a place other than that shown on the CN 38 delivery bill.

4 The provisions set out under 1 to 3 shall be applicable by analogy when part only of a mail is offloaded at an airport other than that indicated on the CN 38 delivery bill.

5 The designated operator of origin of a mail or receptacle missent owing to a labelling error shall pay the conveyance dues relating to the whole distance flown in accordance with article 34.3.1 of the Convention.

■ **Commentary**

251.1 Under the agreement arrived at in the IATA–UPU Contact Comm and ratified by the 1964 Vienna Congress, the air companies bear the supplementary air transport costs occasioned by reforwarding to destination of mail offloaded at a place other than that shown on delivery bill CN 38 as a result of an error committed by the air service, or for any reason other than an error of the postal service.

The DO of origin of the diverted mails is in the normal way liable for the conveyance dues for the mail as far as the airport of offloading initially provided for on the CN 38 delivery bill (as well as those relating to

the sectors actually covered by the diverted mail) and then recovers the supplementary dues from the DO whose services committed the misrouteing. The 1984 Hamburg Congress confined the application of this procedure to the special cases listed in paragraph 2.

Article RL 252

Air conveyance dues for mail lost or destroyed

1 In case of loss or destruction of mail as a result of an accident occurring to the aircraft or through any other cause involving the liability of the air carrier, the designated operator of origin shall be exempt from any payment in respect of the air conveyance of the mail lost or destroyed, for any part of the flight of the route used.

■ Commentary

252.1 (This comment applies to French text only.)

Provision agreed with IATA. The payment is due for the air conveyance of lost or destroyed items as far as the airport where they were loaded on the aircraft having the accident. The words “or through any other cause involving the liability of the air carrier” are designed to cover cases of loss or destruction of mail resulting from negligence or error on the part of the air service.

Section K

Settlement of accounts. Payment

Article RL 253

Electronic transfer of statements and accounts

1 Designated operators may agree to exchange statements and accounts electronically.

2 In case of electronic transfer, the following deadlines shall be applied for the acceptance of the statements and accounts, unless otherwise agreed:

Title or nature	Form	Deadline
Indemnities	CN 48	2 months
Airmail	CN 51	1 month
General account	CN 52	1 month
Annual recapitulative statement	CN 54bis and CN 54ter	
– Revision mechanism		1 month
Detailed account. Transit charges	CN 62	2 months
Detailed account. Additional transit charges	CN 62bis	2 months
Statement. Transit charges	CN 63	1 month
Statement. Terminal dues	CN 64	1 month
Parcels	CP 75	1 month

Article RL 254

Preparation and settlement of accounts

1 Settlements between designated operators of international accounts arising from postal traffic may be regarded as current transactions and effected in accordance with the current international obligations of the member countries concerned, when there are agreements to this effect. In the absence of such agreements, accounts shall be settled in accordance with the following provisions.

2 Except in the case of the CN 51 and CN 52 accounts, which shall be prepared according to article RL 247, each designated operator shall draw up its accounts and refer them in duplicate to the others concerned. One accepted copy, if necessary amended or accompanied by a statement of discrepancies, shall be returned to the creditor designated operator. This account shall serve as a basis for the preparation, as necessary, of the final liquidation account between the two designated operators.

3 In the total of each account made out in SDRs on CN 02bis, CN 03, CN 03bis, CN 48, CN 51, CN 52, CN 57, CN 61, CN 62, CN 62bis, CN 63, CN 64 and CN 64bis

forms, decimals shall be ignored in the total or the balance. Discrepancies in the accounts made out on the forms listed above shall not be taken into consideration unless they exceed a total of 9.80 SDR per account.

4 Designated operators may settle their accounts either bilaterally, or through the multilateral clearing system of the International Bureau, or by any other system of settling accounts. Participation in the multilateral clearing system of the International Bureau shall be open only to designated operators that have signed the membership agreement pertaining to the system.

5 The creditor designated operator shall choose the method of settling the accounts after consulting the debtor designated operator. If there is disagreement, the choice of the creditor designated operator shall prevail in all cases. In the case of settlement through the multilateral clearing system of the International Bureau both the creditor and debtor should be signatories to the relevant membership agreement and mutually agree to include the relevant account in the system.

■ **Commentary**

254.3 In recommendation C 65/Tokyo 1969, Congress invited DOs to adopt the following uniform presentation for entries in accounts:

2 123 456.78 when there are decimals;

2 123 456 when there are no decimals.

Decimals may not be ignored in the total or balance in other accounting forms. By “accounts” within the meaning of art RL 254.3 are to be understood only the forms expressly mentioned therein, which are used for the settlement of a sum due.

In recommendation C 82/Seoul 1994, Congress recommended DOs to avoid as far as possible filling out by hand accounting documents that are to be sent to other DOs and, to that end, to use typewriters or computer printers to ensure the legibility of these documents.

Article RL 255

Settlement of accounts through the International Bureau

1 The settlement of accounts through the clearing system of the International Bureau shall be effected through the provisions laid down by the UPU*Clearing User Group.

■ **Commentary**

255 The new UPU*Clearing system, in operation since 1 October 2003, is aimed at DOs able to strictly respect the prescribed payment deadline and prepared to pay a contribution to participate in the system. Clearing is carried out monthly on the last working day of the month and debtors' payments must arrive at the International Bureau by the 20th of the following month at the latest. Payments to creditors are made on the 25th at the latest.

DOs experiencing difficulties in settling their debt within this period can set up a credit account with the IB to settle their debt using this credit.

The UPU*Clearing User Group, comprising all the DOs participating in the system, sets the rules of the system, with the following objectives:

- predetermined schedule for payment or collection of the amounts due, designed to improve treasury management and add discipline to the settlement process;
- increased security;
- reduced credit risk;

- minimized foreign currency exposure;
- reduced administrative overheads;
- reduced commission and fees for international transactions.

Prot Article RL XXVII

Adjustment of debts arising from the settlement of accounts through the International Bureau clearing system in effect before 1 January 2001

1 Debts payable as a result of the settlement of accounts through the International Bureau clearing system in effect before 1 January 2001 by any designated operator which are overdue after the deadline for settlement of the final clearing system statements from the last quarter of 2000 may be adjusted against credits due to the debtor from any other designated operator. Before undertaking such a step, the International Bureau shall consult the creditor concerned and send a reminder to the defaulting debtor. If no payment is made within a period of one month from the date of this reminder, the International Bureau is competent to unilaterally make the necessary accounting adjustments after informing all the parties concerned.

2 When making these accounting adjustments, the International Bureau will only offset accounts that have been accepted by both the defaulting debtor and the designated operator owing money to the defaulting debtor.

3 The defaulting debtor will have no claim against the designated operator owing money to it for any credits attributed by the International Bureau to the creditor in accordance with the procedure described in paragraph 1.

Article RL 256

Payment of debts expressed in SDRs. General provisions

1 The rules for payment set out below shall apply to all debts expressed in SDRs and arising out of a postal transaction. The debts may result from general accounts or statements drawn up by the International Bureau or from liquidation accounts or statements not drawn up by the Bureau. The said rules shall also relate to the settlement of discrepancies, of interest or, where applicable, of payments on account.

2 Any designated operator may discharge its liabilities by payments on account, from which its debts shall be deducted when these have been established.

3 Provided the periods for payment are observed, any designated operator may settle postal debts expressed in SDRs by offsetting credits and debits in its relations with another designated operator. The offsetting may be extended by mutual agreement to debts arising from telecommunications services when both designated operators operate postal and telecommunications services. Offsetting may not be effected with debts in respect of transactions contracted out to an

organization or company under the control of a designated operator if that designated operator objects.

4 The inclusion of an airmail account in a general account containing different debts shall not result in delaying the payment of the air conveyance dues owed to the airline concerned.

Article RL 257

Rules for payment of accounts not settled through the International Bureau clearing system

1 Debts shall be paid in the currency selected by the creditor designated operator after consultation with the debtor designated operator. If there is disagreement, the choice of the creditor designated operator shall prevail in all cases. If the creditor designated operator does not specify a currency, the choice shall rest with the debtor designated operator.

2 The amount of the payment, as determined hereafter in the selected currency, shall be equivalent in value to the balance of the account expressed in SDRs.

3 Subject to the provisions set out under 4, the amount to be paid in the selected currency shall be determined by converting the SDR into currencies of payment in accordance with the following provisions:

3.1 In the case of currencies for which the SDR exchange rate is published by the International Monetary Fund (IMF), the exchange rate in force on the day prior to payment or the most recent rate published shall be used.

3.2 In the case of other currencies of payment, as a first stage, the amount in SDRs shall be converted into an intermediate currency for which the value is published daily by the IMF in terms of the SDR, using the most recent exchange rate published. As a second stage, the result thus obtained shall be converted into the currency of payment, applying the latest rate of exchange quoted on the exchange market of the debtor country.

3.3 In the case of provisional payments provided for in article RL 242, the procedures described in 3.1 and 3.2 above differ. Thus, in the case of currencies for which the SDR exchange rate is published by the IMF, the rate in force on 30 June of that year or on the next working day, if 30 June is a holiday, shall be used; in the case provided for in 3.2, the conversion into an intermediate currency shall be made at the last rate published in June of that year.

4 If, by mutual agreement, the creditor designated operator and the debtor designated operator have chosen the currency of a country which is not a member of the IMF and whose laws do not permit the application of the provisions set out under 3, the designated operators concerned shall agree on the relationship between the SDR and the value of the selected currency.

5 For the purpose of determining the official or generally accepted foreign exchange market equivalent of a currency, the rate used shall be the closing rate for currency which can be used in the majority of merchandise trade transactions, or the most recent rate quoted.

6 The debtor designated operator shall transmit, on the date of payment, the amount of the selected currency by postal giro or bank transfer or, if these means are not available, by a bank cheque, draft or any other means, acceptable to both designated operators. If the creditor designated operator expresses no preference, the choice shall fall to the debtor designated operator.

7 Creditor designated operators shall publish, by means of a circular issued by the International Bureau, any changes to addresses to which cheques or wire transfers are to be sent.

8 The payment charges (fees, clearing charges, deposits, commission, etc.) collected in the debtor country shall be borne by the debtor designated operator. The charges collected in the creditor country, including payment charges collected by banks in intermediate countries, shall be borne by the creditor designated operator. When the postal giro transfer system, with exemption from charges, is used, exemption shall also be granted by the office of exchange in the third country or countries acting as intermediary between the debtor designated operator and the creditor designated operator when there are no direct exchanges between these.

9 If, between the dispatch of the transfer order or the remittance by other means and its receipt by the creditor designated operator, a variation occurs in the equivalent value of the selected currency calculated as described under 3, 4 or 5, and if the difference resulting from such variation exceeds 5% of the amount due (as calculated following such variation), the total difference shall be shared equally between the two designated operators.

10 Payment shall be made as quickly as possible and at the latest within six weeks from the date of acceptance or of notification of official acceptance for liquidation accounts and accounts indicating the amounts or balances to be settled. After that period the amounts due shall be chargeable with interest at the rate of 6% per annum reckoned from the day following the day of expiry of the said period. By payment is meant the dispatch of funds or of the instrument of payment (cheque, draft, etc.) or the signing of the order for transfer or deposit by the organization responsible for the transfer in the debtor country. If a situation arises where bank transactions are not possible, preventing the debtor country from making payment for accepted accounts, the debtor and creditor designated operators may request the assistance of the International Bureau to facilitate the transfer of payment. The debtor designated operator requesting the International Bureau's assistance in transferring the payment must confirm the request in writing, provide proof that payment cannot be made directly between the two designated operators, and provide proof that the accounts have been accepted.

11 When payment is made, the document of transfer, the cheque, draft, etc., shall be accompanied by particulars of the title, period, amount in SDRs, conversion rate used and applicable date of such rate for each amount included in the total sum remitted. If it is not possible for details to accompany the transfer or remittance, an explanatory letter shall be provided by electronic means or else by mail and by the fastest route (air or surface) on the day that the payment is made. The detailed explanation shall be in French or in a language understood by the designated operator to which payment is made.

■ **Commentary**

257.3.1 The IMF calculates the daily rates of some 50 currencies in relation to the SDR. Each working day, these rates are made available on the IMF website: (www.imf.org/external/np/fin/rates/param_rms_mth.cfm) and are also communicated to a number of central banks or finance ministries of IMF member countries, to the news agencies (AP, Reuters and Agence France-Presse) and to the specialist financial newspapers. The exchange rate for most of the world's currencies in SDR is published in the monthly issues of "International Financial Statistics". Publisher's address: International Monetary Fund, WASHINGTON DC 20431, UNITED STATES OF AMERICA.

The most recent rate published is, in principle, the rate published on the IMF website at the time payment is made, it being understood that DOs will apply this provision with some flexibility.

257.8 For the sum received by the creditor DO to correspond exactly to the amount of funds transferred by the debtor DO, no deduction must be made by the DO of the third country which has agreed to act as intermediary in their reciprocal exchanges.

Section L

EMS

Article 16

EMS and integrated logistics

- 1 Member countries or designated operators may agree with each other to participate in the following services, which are described in the Regulations:**
 - 1.1 EMS, which is a postal express service for documents and merchandise, and shall whenever possible be the quickest postal service by physical means. This service may be provided on the basis of the EMS Standard Multilateral Agreement or by bilateral agreement;**
 - 1.2 integrated logistics, which is a service that responds fully to customers' logistical requirements and includes the phases before and after the physical transmission of goods and documents.**

■ Commentary

16 It was the decision of the Doha Congress to delete Conv art 14.2 (Geneva, 2008), which read: “Member countries or DOs may by mutual consent create a new service not expressly provided for in the Acts of the Union. Charges for a new service shall be laid down by each DO concerned, having regard to the expenses of operating the service.”

This does not affect the ability of member countries and their DOs to create and provide services not expressly provided for in the UPU Acts.

Article RL 258

EMS

- 1** In relations between designated operators which have agreed to provide this service, EMS takes priority over other postal items. It shall consist of the collection, dispatch and delivery in a very short space of time of correspondence, documents or goods.
- 2** EMS shall be regulated on the basis of multilateral or bilateral agreements. Aspects that are not expressly governed by such agreements shall be subject to the appropriate provisions of the Acts of the Union.
- 3** This service shall wherever possible be identified by a logo as shown in the specimen below and comprising the following elements:
 - 3.1** an orange wing;
 - 3.2** the letters EMS in blue;
 - 3.3** three horizontal orange stripes.

The logo may be supplemented by adding the name of the national service.



4 Charges for the service shall be set by the designated operator of origin in consideration of costs and market requirements.

■ **Commentary**

258.1 Supplementary provisions concerning EMS adopted by Congress or the POC are reproduced in the EMS Operational Guide published by the IB.

Article RL 259

Operation of EMS

1 With a view to preserving the EMS network and if circumstances so require, a member country and/or a designated operator shall have the option of providing the EMS service with private sector companies operating in another country, subject to the internal legislation in that country.

■ **Commentary**

259.1 The word “circumstances” refers in particular to the situation where EMS is not provided in the country of destination.

Section M

Electronic mail. Telematic links

Article 17

Electronic postal services

1 Member countries or designated operators may agree with each other to participate in the following electronic postal services, which are described in the Regulations:

- 1.1 electronic postal mail, which is an electronic postal service involving the transmission of electronic messages and information by designated operators;**
- 1.2 electronic postal registered mail, which is a secure electronic postal service that provides proof of sending and proof of delivery of an electronic message and a secure communication channel to the authenticated users;**
- 1.3 electronic postal certification mark, which provides evidentiary proof of an electronic event, in a given form, at a given time, and involving one or more parties;**
- 1.4 electronic postal mailbox, which enables the sending of electronic messages by an authenticated mailer and the delivery and storage of electronic messages and information for the authenticated addressee.**

Article RL 260

Hybrid mail

1 Hybrid mail is an electronic-based postal service whereby the sender posts the original message in either a physical or an electronic form, which is then electronically processed and converted into a letter-post item for physical delivery to the addressee. Where national legislation so permits, and when the sender or the addressee so requests, the designated operator effecting delivery may convert the original transmission received to non-physical means (such as fax, e-mail, or SMS) or to multiple means.

- 1.1** Where physical delivery to the addressee is used, the information is generally transmitted by electronic means for the longest possible part of the process and physically reproduced at a premises as close to the recipient's address as possible.

2 The tariffs applicable to hybrid mail are fixed by member countries or designated operators, taking costs and market requirements into account.

Article RL 261

Facsimile-based services

1 The bureaufax range of services permits the transmission of texts and illustrations true to the original by facsimile.

Article RL 262

Text-based services

1 The range of text-based services permits the transmission of texts and illustrations produced by means of data-processing equipment (PC, mainframe computer).

Article RL 263

Electronic postal certification mark

1 In relations between designated operators which have agreed to provide this service, the electronic postal certification mark, as defined by UPU Technical Standard S43, provides a chain of evidence, stored by a designated operator as a trusted third party, to prove the existence of an electronic event, for a certain content, at a certain date and time, and involving one or more identified parties. The designated operators concerned shall ensure that they continue to adhere to UPU Technical Standard S43, in accordance with the applicable procedures adopted by the Postal Operations Council upon the recommendation of the UPU Standards Board.

2 The provision of the electronic postal certification mark service across borders shall be governed by an accepted Trust Model, as defined in a multilateral agreement between designated operators participating in this service. This Trust Model is based on the fact that the different digital provider designated operators shall mutually authenticate themselves when dealing with cross-border electronic postal certification mark transactions. This shall be done by the designated operators through the exchange of the relevant information from their electronic postal certification mark Digital Identities (the keys of their electronic postal certification mark service i.e. X509 Digital Certificates).

2.1 Each designated operator's digital identity constitutes a unique digital identifier (a string or a token) given by a trusted third party that shall unequivocally identify that designated operator when interacting, for electronic postal certification mark cross-border transactions purposes, with other designated operators and their users.

3 In order to allow participating designated operators to be in a position to operate a cross-border electronic postal certification mark service they shall:

3.1 obtain their electronic postal certification mark digital identity from a trusted third-party digital identity provider; and

- 3.2 inform all other designated operators offering an electronic postal certification mark service of this identity and distribute their digital identity accordingly.
- 4 Charges for the electronic postal certification mark service shall be set by the designated operator of origin in consideration of costs and market requirements. Each designated operator shall:
- 4.1 retain the revenue generated by its offer of the electronic postal certification mark service unless participating designated operators agree to share the revenue from the electronic postal certification mark service; and
- 4.2 provide verification of the electronic postal certification mark free of additional charges, regardless of where the electronic postal certification mark was applied.
- 5 The electronic postal certification mark service between participating designated operators shall be regulated on the basis of a multilateral agreement which shall reflect and complement the applicable provisions contained in these Regulations.
- 5.1 The multilateral agreement shall specify the provisions required to provide the electronic postal certification mark service between member countries. Participating designated operators shall, by common consent, be obligated to comply with the provisions contained in the multilateral agreement.
- 5.2 Aspects that are not expressly governed by the electronic postal certification mark multilateral agreement shall be subject to the appropriate provisions of the Acts of the Union.
- 6 The electronic postal certification mark service shall, wherever possible, be identified by a logo defined in the multilateral agreement referred to in paragraph 5 above.

Article RL 264

Postal registered electronic mail

- 1 Postal registered electronic mail provides a secure and trusted exchange of electronic messages, enabling the sending of electronic messages by an authenticated mailer for delivery to an authenticated addressee or addressees with proof of sending and proof of delivery.
- 2 Postal registered electronic mail:
- 2.1 ensures the confidentiality and integrity of the message;
- 2.2 ensures the authenticity and non-repudiation of the users and designated operators;
- 2.3 generates evidence of operations and all significant events within a complete operational cycle;
- 2.4 generates notifications that a particular event or operation has occurred and sends them to the corresponding parties; and
- 2.5 stores the generated evidence for future attestation.

3 Designated operators providing postal registered electronic mail shall be registered in a designated operator trust list which is managed and published by the UPU, acting as the designated operator trust list distribution point.

4 Customer charges for the provision of the postal registered electronic mail service shall be set by the designated operator of origin, taking into consideration the costs and market needs.

5 For the provision of postal registered electronic mail between participating designated operators, bilateral or multilateral agreements shall be established. The postal registered electronic mail operational arrangements, defined in the bilateral or multilateral agreements, shall specify the provisions required to provide the postal registered electronic mail service across borders, including any remuneration conditions between participating designated operators.

6 The interoperability aspects related to the provision of the postal registered electronic mail service shall be based on the relevant UPU standards.

7 Designated operators may decide to identify the postal registered electronic mail by means of a collective brand, and to provide it via the secure .post platform.

Article RL 265

Postal electronic mailbox

1 The postal electronic mailbox enables the sending of electronic messages by an authenticated mailer, delivery to the authenticated addressee, and access, management and storage of electronic messages and information by the authenticated addressee.

2 The postal electronic mailbox:

2.1 ensures the authenticity of the mailers and addressees; and

2.2 allows for the storage of electronic messages and information.

Article RL 266

Telematic links. General provisions

1 Designated operators may agree to establish telematic links amongst themselves and with other partners.

2 The designated operators concerned shall be free to choose the suppliers and the technical facilities (hardware and software) to support the exchange of data.

3 In consultation with the supplier of network services, designated operators shall agree bilaterally on the method of payment for these services.

4 Designated operators shall not be financially or legally liable if another designated operator fails to make the payments owed in respect of services relating to the provision of telematic links.

Article RL 267

Special provisions concerning telematic links

1 Designated operators shall observe internationally agreed standards to ensure system compatibility.

2 The International Bureau shall publish, maintain and update the UPU Technical Standards, UPU EDI Messaging Standards and UPU Code Lists for the benefit of designated operators.

3 For exchanges of data with other designated operators and external partners, designated operators shall use messages developed within the framework of the UPU and published by the International Bureau in the UPU EDI Messaging Standards when such messages are defined and suitable for the intended exchange. Usage of such messages shall be in accordance with the provisions of article RL 275. Messages developed by other organizations may also be used once they have been approved by the UPU and published in the UPU EDI Messaging Standards.

4 The International Bureau shall regularly publish a list of available documents and guides on telematic links and shall make them available on request to designated operators providing telematic services.

Article RL 268

Rules for payment for telematic links

1 Designated operators shall decide on the method of payment for network services following one of the three procedures outlined below:

- 1.1 the sending designated operator pays only for the messages it sends;
- 1.2 the receiving designated operator pays only for the messages it receives;
- 1.3 the sending and receiving designated operators agree to share equally the cost of messages sent and received.

2 If two designated operators cannot agree on a method of payment for network services, the method described in 1.1 will automatically apply, unless these two designated operators can agree bilaterally on an alternative method of payment.

Section N

Integrated logistics service

Article 16

EMS and integrated logistics

1 Member countries or designated operators may agree with each other to participate in the following services, which are described in the Regulations:

- 1.1 EMS, which is a postal express service for documents and merchandise, and shall whenever possible be the quickest postal service by physical means. This service may be provided on the basis of the EMS Standard Multilateral Agreement or by bilateral agreement;**
- 1.2 integrated logistics, which is a service that responds fully to customers' logistical requirements and includes the phases before and after the physical transmission of goods and documents.**

Article RL 269

Integrated logistics service

1 In relations between designated operators which have agreed to provide this service, the integrated logistics service may include the collection, receipt, processing, storage, handling, dispatch, transfer transport and physical delivery of separate or combined documents or goods.

2 The details for an integrated logistics service involving two or more designated operators shall be based on bilateral agreements. Aspects that are not expressly governed by the latter shall be subject to the appropriate provisions of the Acts of the Union.

3 Charges for the service shall be set by the designated operator of origin in consideration of costs and market requirements.

Section O

Miscellaneous provisions

Article RL 270

Information to be supplied by designated operators

- 1 Designated operators shall communicate to the International Bureau, on the forms sent by the latter, the necessary information concerning the operation of the postal service. This information shall cover, in particular, the following questions:
 - 1.1 the decisions taken on the optional application of certain general provisions of the Convention and of its Regulations;
 - 1.2 the reduced charges adopted under article 8 of the Constitution and details of the services to which the charges apply;
 - 1.3 the internal postal charges applied;
 - 1.4 in accordance with article 22 of the Convention:
 - 1.4.1 the quality of service targets fixed for the delivery in their country of priority and airmail items and of non-priority and surface items;
 - 1.4.2 the latest acceptance times (LATs) for incoming international mail, at the airport or other appropriate places;
 - 1.4.3 the latest acceptance times at the inward offices of exchange;
 - 1.4.4 the level of service that can be achieved (e.g. next-day delivery in the capital or day after for the rest of the country);
 - 1.5 the different rates of air conveyance dues collected in accordance with article RL 244.5 with the dates of application;
 - 1.6 the air surcharges or combined charges for the various categories of airmail items and for the various countries, with an indication of the names of the countries for which unsurcharged mail is admitted.
- 2 Any amendment to the information mentioned under 1 shall be communicated to the International Bureau without delay, by the quickest means. Amendments concerning the information mentioned in 1.5 must reach the International Bureau within the time limits prescribed in article RL 249.
- 3 Designated operators may agree to exchange direct any information about air services in which they are interested, particularly timetables and the latest times of arrival for items coming from abroad by air to catch various deliveries.
- 4 Designated operators shall, through the Letter Post Compendium Online, provide all operational information regarding the basic, supplementary and other services as defined by the UPU Acts. Where there are any changes, designated operators shall update the information provided in the Compendium Online within the first 15 days of each quarter.
- 5 The designated operators of countries which participate in the insured items service and which provide direct exchanges shall communicate to one another, by means of CN 27 tables, information concerning the exchange of these items.

6 Designated operators shall supply the International Bureau with two copies of the documentation which they publish, whether relating to the internal or international service. They shall also furnish, as far as possible, other works published in their country concerning the postal service.

■ **Commentary**

270.1 Details of information to be supplied to the IB by DOs:

- the expression they have adopted, under art RL 115.2.1 and 3.1, to indicate that the postage has been paid;
- the extraordinary conveyance dues collected under art RL 210.1 together with the names of the countries to which the dues apply and, where appropriate, particulars of the services for which the dues are payable;
- the scale of insurance charges applicable in their service to insured items in accordance with art RL 138;
- the max amount up to which they admit insurance by surface and air routes;
- where necessary, a list of their offices which participate in the insured items service;
- where necessary, those of their regular sea or air services used for the conveyance of ordinary items by letter post which may be used, with a guarantee of liability, for the conveyance of insured items;
- a list of their offices of exchange responsible for handling letter post with information concerning the exact name and address of each office, as well as its telephone, telex and telefax numbers in so far as they are available;
- updated information set out in clear, precise and detailed fashion concerning customs or other regulations, as well as the prohibitions or restrictions governing the entry and transit of postal items in their services;
- the number of customs declarations required for items subject to customs control addressed to their country and the languages in which declarations or customs labels may be completed;
- a list of kilometric distances for land sectors followed in their countries by mails in transit;
- a list of the transport services operating from their countries used for the conveyance of surface mails (including S.A.L. mails), with details of the points of departure, places of destination, types of service, frequency, duration of transport, capacity limits, categories of mail for which transit à découvert is provided, conveyance charges per kg and, if the charges are not payable to the DO of the country of departure, the necessary comments in this connection.

With regard to the airmail service, each DO must inform the IB of:

- the districts and principal towns to which mails or airmail items originating abroad are forwarded by internal air services;
- the decisions taken as regards the application of certain optional airmail provisions, including their willingness to receive mails in CN 28 envelopes;
- the rates per kg of the air conveyance dues, which it collects direct in accordance with art RL 250.2 and their date of application;
- the rate per kg of the air conveyance dues for airmails in transit between two airports in the same country, fixed in accordance with art RL 244.5, and its date of application;
- the countries for which it makes up airmails;
- the offices transferring transit airmails from one line to another and the min time necessary for such transshipment;
- a list of its offices of exchange responsible for the airmail service, with details of the exact name of each office as well as its telephone, telex and telefax numbers;
- details on the surface airlifted (S.A.L.) mail services provided under art RL 171;
- the air surcharges or combined charges for priority items and the various categories of airmail items and for the various countries, with an indication of the names of the countries for which unsurcharged mail is admitted;
- where applicable, the special charges for reduction or return to origin fixed in accordance with arts RL 150.3 and RL 151.3.

DOs are requested to give the IB the information required 6 months at least before the entry into force of the Conv.

The information in question is, generally speaking, the subject of the IB publications mentioned in art RL 271. Information of an exceptional or special character is always given in a circ.

As a general rule, any matter of interest to the international postal service or affecting postal relations between the territories of member countries should be notified to the DOs of the UPU through the IB. If DOs are not notified, or if notifications are irregular, the IB will be unable to render the services expected of it.

Article RL 271

International Bureau publications

1 The International Bureau shall publish, on the basis of information supplied in accordance with article RL 270, an official compendium of information of general interest relating to the implementation of the Convention and its Regulations in each member country. It shall also publish similar compendia relating to the implementation of the Postal Payment Services Agreement and its Regulations, on the basis of the information supplied by the member countries and/or designated operators concerned in accordance with the relative provisions in the Regulations of that Agreement.

2 It shall also publish, from information supplied by member countries and/or designated operators and, if appropriate, by the Restricted Unions as regards 2.1, or the United Nations as regards 2.5:

- 2.1 a list of addresses, heads and senior officials in charge of postal affairs of member countries, designated operators and Restricted Unions including their e-mail addresses. The list shall, at least as concerns member countries and designated operators, also contain information about any specific addresses, including e-mail addresses, in the following areas:
 - 2.1.1 international relations;
 - 2.1.2 security;
 - 2.1.3 relations with international customers;
 - 2.1.4 inquiries;
 - 2.1.5 environment;
 - 2.1.6 accounting; and
 - 2.1.7 emergency information of an operational nature (EmIS);
- 2.2 an international list of post offices;
- 2.3 a compendium of transit information comprising:
 - 2.3.1 a list of kilometric distances relating to land sectors of mails in transit;
 - 2.3.2 a list of transit services provided for surface mail (including S.A.L. mail);
- 2.4 a list of equivalents;
- 2.5 a list of prohibited articles which shall also include narcotics prohibited under the multilateral treaties on narcotics and the definitions of dangerous goods prohibited from conveyance by post drawn up by the International Civil Aviation Organization;
- 2.6 a compendium of designated operators' internal charges;
- 2.7 statistical data relating to the postal services (internal and international);
- 2.8 studies, opinions, reports and other statements relating to the postal service;
- 2.9 the following three catalogues:
 - 2.9.1 International Bureau library catalogue (listing the works acquired by the library);
 - 2.9.2 International Bureau periodicals catalogue (listing the periodicals received at the International Bureau);
 - 2.9.3 International Bureau film library catalogue (listing the films available for loan by the International Bureau to member countries and designated operators);
- 2.10 a catalogue of postal equipment;

- 2.11 information on the internal air conveyance dues within the country of destination, where applicable, and a list of relevant dispatch series made to each destination operator, based on PREDES messages, to facilitate planning of transit;
- 2.12 a liste des distances aéropostales (List of Airmail Distances) drawn up in collaboration with the air carriers.

3 It shall also publish:

- 3.1 the Manuals of the Convention and of the Postal Payment Services Agreement;
- 3.2 the other Acts of the UPU annotated by the International Bureau;
- 3.3 the Multilingual Vocabulary of the International Postal Service;
- 3.4 the Letter Post Compendium Online, on the UPU website.

4 Amendments to the various publications listed under 1 to 3 shall be notified by circular, bulletin, supplement or other appropriate means. However, any amendments to the publications listed under 2.11 and 2.12 and the date on which the amendments take effect shall be notified to member countries and designated operators by the quickest means (air or surface), with the minimum of delay and in the most appropriate form.

5 The publications published by the International Bureau shall be distributed to member countries and designated operators in accordance with the following rules:

- 5.1 All publications, excepting the one specified under 5.2, shall be distributed in three copies, one of which shall be in the official language. The other two shall be supplied either in the official language or in the language requested in accordance with article 155 of the General Regulations.
- 5.2 The periodical “Union Postale” shall be distributed in proportion to the number of contribution units assigned to each member country and designated operator under article 150 of the General Regulations.
- 5.3 Over and above the number of copies distributed free of charge by virtue of the rules set out under 5.1, member countries and designated operators may purchase International Bureau publications at cost price.

6 Publications published by the International Bureau shall also be sent to the Restricted Unions.

■ **Commentary**

271.1 The compendia of information of general interest are commonly called Letter Post Compendium, Parcel Post Compendium and Postal Payment Services Compendium.

271.2.2 Since the 1997 edition, this publication has been distributed under the name “Universal Postal List of Localities”.

271.2.3.2 From 2006 onwards, this publication also contains information on transit à découvert for surface mail (including S.A.L. mail).

271.2.4 and 6 The 1993 EC decided to discontinue this publication.

271.2.10 This publication is distributed under the name of “List of Suppliers of Postal Equipment and Materials”.

Article RL 272

Period of retention of documents

1 Documents of the international service shall be kept for a minimum period of 18 months from the day following the date to which they refer. However, if the documents are reproduced on microfilm, microfiche or similar medium, they may be destroyed as soon as it is established that the reproduction is satisfactory.

2 Documents concerning a dispute or inquiry shall be kept until the matter has been settled. If the initiating designated operator, being duly informed of the result of the inquiry, allows six months to pass from the date of the communication without raising any objections, the matter shall be regarded as closed.

Article RL 273

Forms

1 The forms shall be in conformity with the annexed specimens.

2 The texts, colours and dimensions of forms as well as other characteristics such as the position reserved for entering the barcode shall be those prescribed in these Regulations.

3 Forms for the use of the public shall bear an interlinear translation in French when they are not printed in that language.

4 Forms for the use of designated operators in their relations with one another shall be drawn up in French with or without interlinear translation, unless the designated operators concerned arrange otherwise by direct agreement.

5 Forms as well as any copies thereof shall be completed in such a way that the entries are fully legible. The original form shall be sent to the appropriate designated operator or to the party most concerned.

6 Wherever an office of exchange needs to be specified on a postal form, the rules as specified in article RL 173 shall apply.

■ Commentary

273 The 1994 Seoul Congress approved a new principle for numbering forms, consisting in rearranging the existing series “C”, “AV” and “VD” series of forms in the Convention as a single series running from CN 1 to CN XX.

273.1 The model forms are given on loose leaves in the “Collection of UPU Forms” published by the IB, thus facilitating printing by DOs.

To facilitate the running of postal operations and to ensure that all postal service docs remain in good order during their period of retention, the DOs concerned are recommended to make use of good quality materials (formal opinion C 78/Hamburg 1984).

In recommendation C 31/Washington 1989, Congress recommended DOs to select paper manufactured by processes that cause as little pollution as possible (ecological paper) for printed matter used in the postal services. The word “ecological” mainly means that the paper is not bleached using chlorine (ie chloride gas, hypochlorite or chlorine peroxide). Bleaching with chlorine causes the emission of particularly dangerous pollutants; it is also a waste of energy and adds 10 to 15% to the cost of making the paper.

273.2 If possible, the forms should be printed in green on ivory paper except where the Regulations prescribe specific colours for certain forms.

273.5 DOs must avoid as far as possible filling out by hand accounting documents that are to be sent to other DOs and, to that end, to use typewriters or computer printers to ensure the legibility of these documents (recommendation C 82/Seoul 1994).

Prot Article RL XXVIII

Forms

1 Notwithstanding article RL 273, the designated operators of Brazil, Germany, Hungary (Rep.), Luxembourg and the United States of America may modify the dimensions and format of the CN 07 form.

2 Notwithstanding article RL 273.2, France may make the following changes to the CN 07 form:

- 2.1 add a barcode with bars and/or digits that complies with the technical specifications accepted in the standards approved by the UPU;
- 2.2 include a quiet zone in the lower part;
- 2.3 add in the addressee box standard orange-coloured machine-readable guide lines for writing and enlarge the “Addressee of item” and “Return to” areas;
- 2.4 incorporate the English version of the mandatory information to be completed at destination.

3 Notwithstanding article RL 273.2, Italy may make the following changes to the CN 07 form:

- 3.1 colour the addressee box in white and add internal machine-readable guide lines for writing;
- 3.2 colour the quiet zone in the lower part in white;
- 3.3 in the “Nature of the item” box, delete the products for which the advice of delivery service is not provided;
- 3.4 move from the lower left-hand side to the lower right-hand side the information concerning the signature of the form.

Article RL 274

Forms for the use of the public

1 For the purpose of applying article RL 273.3, the following shall be considered as forms for the use of the public:

CN 01 (International reply coupon);
CN 07 (Advice of receipt/of delivery/of payment/of entry);
CN 08 (Inquiry);
CN 11 (Franking note);
CN 14 (Collective envelope);
CN 17 (Request for withdrawal from the post, alteration or correction of address, cancellation or alteration of the COD amount);
CN 18 Declaration concerning the non-receipt (or receipt) of a postal item;
CN 22 (Customs declaration label);
CN 23 (Customs declaration);
CN 29 (COD label);
CN 29ter (Coupon for COD items).

Article RL 275

Application of standards

1 The execution of some Regulations may involve the application of certain standards. Member countries and/or designated operators should refer to the relevant UPU standard publications which contain the standards approved by the UPU.

2 Except where the application of a UPU standard is explicitly required by a reference to it in the Regulations, the application of UPU standards shall be voluntary. Nevertheless, member countries and/or designated operators are advised to adhere to the standards that are relevant to their domestic and international operations in order to enhance processing efficiency and the interoperability of their systems and processes.

3 A UPU standard should be adopted in its entirety. Member countries and/or designated operators shall ensure that their use of a UPU standard is fully compliant with the requirements specified therein. They may deviate from recommendations only to the extent permitted by the standard concerned.

Article 10

Sustainable development

1 Member countries and/or their designated operators shall adopt and implement a proactive sustainable development strategy focusing on environmental, social and economic action at all levels of postal operations and promote sustainable development awareness in the postal services.

Article RL 276

Environmental aspects

1 Designated operators should make their products and services as environment friendly as possible within the limits imposed by technologies and resources.

2 The consumption of materials and energy should be optimized and be the minimum consistent with the efficient conduct of operations.

3 Materials used should comply with non-pollution or non-toxic standards established by the relevant national and international agencies.

4 Designated operators should promote the recycling of paper and other materials. They should also promote the use of recycled materials.

Section P

Transitional and final provisions

Article 38

Conditions for approval of proposals concerning the Convention and the Regulations

1 To become effective, proposals submitted to Congress relating to this Convention must be approved by a majority of the member countries present and voting which have the right to vote. At least half of the member countries represented at Congress and having the right to vote shall be present at the time of voting.

2 To become effective, proposals relating to the Letter Post Regulations and the Parcel Post Regulations must be approved by a majority of the members of the Postal Operations Council having the right to vote.

3 To become effective, proposals introduced between Congresses relating to this Convention and to its Final Protocol must obtain:

- 3.1** two thirds of the votes, at least one half of the member countries of the Union which have the right to vote having taken part in the vote, if they involve amendments;
- 3.2** a majority of the votes if they involve interpretation of the provisions.

4 Notwithstanding the provisions under 3.1, any member country whose national legislation is as yet incompatible with the proposed amendment may, within ninety days from the date of notification of the latter, make a written declaration to the Director General of the International Bureau stating that it is unable to accept the amendment.

Article 39

Reservations at Congress

1 Any reservation which is incompatible with the object and purpose of the Union shall not be permitted.

2 As a general rule, any member country whose views are not shared by other member countries shall endeavour, as far as possible, to conform to the opinion of the majority. Reservations should be made only in cases of absolute necessity, and proper reasons given.

3 Reservations to any article of the present Convention shall be submitted to Congress as a Congress proposal written in one of the working languages of the International Bureau and in accordance with the relevant provisions of the Rules of Procedure of Congresses.

4 To become effective, proposals concerning reservations must be approved by whatever majority is required for amendment of the article to which the reservation relates.

5 In principle, reservations shall be applied on a reciprocal basis between the reserving member country and the other member countries.

6 Reservations to the present Convention shall be inserted in the Final Protocol to the present Convention, on the basis of proposals approved by Congress.

Article 40

Entry into force and duration of the Convention

1 This Convention shall come into force on 1 January 2014 and shall remain in operation until the entry into force of the Acts of the next Congress.

In witness whereof the plenipotentiaries of the Governments of the member countries have signed this Convention in a single original which shall be deposited with the Director General of the International Bureau. A copy thereof shall be delivered to each party by the International Bureau of the Universal Postal Union.

Done at Doha, 11 October 2012

Article RL 277

Entry into force and duration of the Letter Post Regulations

1 These Regulations shall come into force on the day on which the Universal Postal Convention comes into operation.

2 They shall have the same duration as that Convention unless the Postal Operations Council decides otherwise.

Done at Berne, on 15 April 2013.

Other decisions concerning the provisions of the Convention applicable to Letter post and its Regulations

Resolution C 6/2012

Continuation of the study on extraterritorial offices of exchange, international mail processing centres, and issues surrounding the designation of multiple operators in a single country

Congress,

Recognizing

that the UPU policy on extraterritorial offices of exchange (ETOE) and registration of international mail processing centre (IMPC) codes, established by Congress resolutions C 44/2004 and C 63/2008, is still in force,

Reaffirming

that an ETOE is defined as an office or facility operated by or in connection with a designated operator on the territory of another country, and that these offices are established by designated operators for commercial purposes to draw business in markets outside their own national territory,

Bearing in mind

that, in accordance with article 2 of the Convention, adopted at the Bucharest Congress, UPU member countries notify the International Bureau of their operator or operators officially designated to operate postal services and to fulfil the obligations arising from the Acts of the Union on their territory,

Also recognizing

that ETOEs are not in the same situation as designated operators (DOs) executing the obligations arising from the Acts of the Union,

Noting

that, since the 2008 Congress, the number of ETOEs has increased from 110 in 2008 to 141 in 2011,

Also noting

that these ETOEs are operated by 18 DOs in 23 member countries, that some ETOEs are being operated by non-DOs and are registered as IMPCs, and that the registration of IMPC codes for non-DOs has been suspended since 2007,

Acknowledging

that the national policies of UPU member countries on ETOEs are very diverse,

Convinced

that there remain legitimate operational concerns with respect to the handling of items received from ETOEs in areas such as identification of the operator sending the mail, return of verification notes, undeliverable items, correct and fair remuneration for the delivery of items received, application of UPU procedures, and forms for Customs and airlines,

Also convinced

that this could represent a risk to the integrity of the global postal network and of the Union and should be addressed in a transparent and progressive manner,

Further noting

the results of the study conducted by an external consultant on the impact of the new postal market players on the UPU mission and activities, which showed that there were an increasing number of bilateral agreements between DOs and non-DOs (all types of mail service providers, including DOs from one country operating in another country as non-DOs), and that these bilateral agreements complemented the multilateral agreements that already existed,

Noting in addition

that a number of recommendations were proposed in the light of the study conducted by an external consultant, within the framework of the work of the CA Committee 1 Interconnectivity Project Group (IPG), on the implications of the existence of multiple DOs in a single country for international mail exchanges under the Acts of the Union,

Also acknowledging

the work already done by the POC in reviewing the technical standards, including standard S34, in order to facilitate identification of sending operators,

Invites

UPU member countries:

- to provide the International Bureau with the latest information on their national policies on ETOEs and IMPC registration;
- to respect the conditions laid down in resolutions C 44/2004 and C 63/2008;
- to respect the national policies defined by other UPU members,

Instructs

the Council of Administration, in consultation with the Postal Operations Council:

- to conduct a study, with the aim of producing a definitive policy, on the conditions of access for non-DOs to IMPC codes, as well as to other UPU products, such as the International Postal System applications (IPS, IPS Light), POST*Net and POST*Clear, in order to manage these access conditions in a properly regulated manner, and in the interests of transparency and efficiency;

- to study the fundamental principles to be considered by any member country which designates multiple operators to operate postal services and fulfil the obligations arising from the Acts of the Union on its territory, including their rights and obligations, and, when necessary, to develop proposals for Congress,

Also instructs

the Postal Operations Council:

- to study all operational recommendations resulting from the IPG's study on the implications of the existence of multiple DOs in a single country for international mail exchanges under the Acts of the Union and, where appropriate, to implement them as quickly as possible;
- to continue to study ways and means whereby UPU technical standards could better respond to the needs of the postal environment in which multiple DOs exist in a single country and other stakeholders are involved,

Further instructs

the International Bureau, in liaison with the POC:

- to manage the IMPC registration process, to maintain and publish the list of active IMPCs, and to make this list readily accessible;
- to publish the modifications regarding IMPC code list 108 as key information;
- to provide updated IMPC codes in a timely manner;
- to advise all operators regularly of withdrawn IMPC codes;
- to collect and share the latest information on UPU member country policies concerning ETOEs.

(Proposal 19, Committee 3, 2nd meeting)

Resolution C 7/2012

Interconnection of wider postal sector external stakeholders to UPU products and services

Congress,

Confirming

that there were diverse structures related to electronic postal data management systems within the framework of UPU activities, and that the tasks of the International Bureau (IB) relating to the operational management of electronic systems were “new” activities, and as such lacked clear policy guidelines,

Recognizing

the results of the studies conducted by the Reform of the Union Project Group of CA Committee 1 (Governance Issues) on various issues associated with the wider postal sector players' involvement in UPU activities,

Noting

the results of the study conducted by an external consultant on the impact of the new postal sector market players on the UPU mission and its activities, which identified that there was an increased number of bilateral agreements between designated operators (DOs) and wider postal sector players, and that these bilateral agreements complemented the existing multilateral agreements between DOs and between DOs and wider postal sector players (all types of mail service providers, including DOs from one country operating in another country as non-DOs),

Taking note of

the existing guidelines for cooperation between the UPU and the business community, approved by the Council of Administration in 2006,

Agreeing

that it is time for the UPU to change and prepare an action plan for ways of enhancing the involvement and contribution of wider postal sector players in UPU activities, while preserving the UPU's actual strengths, such as independence, neutrality and ensuring efficient and acceptable universal postal services of quality at a global level,

Considering

the results of the studies conducted by the Interconnectivity Project Group under CA Committee 1 (Governance issues) concerning the legal, regulatory and operational issues around the use of international mail process centre (IMPC) codes and other UPU products such as the International Postal System (IPS) used by wider postal sector players such as ETOEs,

Being aware

of an ever increasing demand for the interconnection to various UPU services and products of wider postal sector players, for example ETOEs, big mailers, customs offices, delivery agents and transport operators, as well as private non-designated postal operators,

Convinced

that there is an imminent need for the UPU to establish the governance principles relating to this issue, which should be taken into account by the POC when it carries out its work in this connection,

Further convinced

that the current unregulated situation with regard to the provision of products and services carries a real risk to the integrity of the global postal network and the UPU,

Instructs

the Council of Administration, in consultation with the Postal Operations Council when necessary, and with the support of the International Bureau to:

- conduct a full product and service audit of offerings that the UPU has developed and provided;

- assess the risks and benefits of allowing access to specific products and services to external stakeholders in the wider postal sector;
- develop the governance principles and rules applicable to each product or service the UPU wishes to make available to wider postal sector players;
- implement such policy and rules during the cycle of 2013–2016;
- submit, if necessary, proposals to the 2016 Congress.

(Proposal 20, Committee 3, 2nd meeting)

Resolution C 8/2012

Improving the transparency and visibility of parties responsible for international mail processing centres

Congress,

Considering

that international mail processing centres (IMPCs) serve vital functions as offices of exchange in the international postal network,

Aware

that IMPCs, in the increasingly complex postal environment, are now operated by designated operators and other operators in support of social, commercial, diplomatic, scientific, military, and other purposes,

Bearing in mind

that as the postal environment continues to evolve, a means for clear and direct identification of parties authorizing and responsible for IMPCs is of ever-increasing importance,

Noting

that IMPCs are identified by a six-character code, which has proven to be a valuable, simple, and effective manner to distinguish IMPCs for operational, accounting, and other purposes,

Conscious

that the IMPC code is now in widespread daily use beyond just letter, parcel, and delivery bills, and is an element present on over 50% of the list of UPU forms,

Recognizing

that currently, determining the party that has authorized and is responsible for an IMPC requires the use of an electronic database that must be regularly maintained and updated,

Acknowledging

that not all places where the IMPC code is used have access to the electronic database or other required capabilities,

Convinced

that the direct identification of the party authorizing and responsible for the IMPC is a necessary component of the IMPC code to ensure that proper accounting, handling, and security measures are used,

Also convinced

that clear indication of the responsible party within the IMPC code provides greater transparency and accountability, and enhances other efficiencies such as ease of assignment, and greater flexibility in usage,

Understanding

that the UPU has a strong heritage of responsibility and accountability of members, and that transparency and visibility is the best preparation for future development,

Further noting

that the UPU and other UN organizations use a common, simple, international code list to identify countries and territories, which provides clarity regarding country names, which may vary due to language differences,

Instructs

the Postal Operations Council to modify the IMPC code to increase the transparency and visibility of the party that has authorized, and is responsible for, the IMPC,

Also instructs

the Council of Administration, in consultation with the Postal Operations Council, to study the possibility of amending article 131 of the new General Regulations to include the ISO 3166 country code for each UPU member, and to also include the country code applicable to the entity responsible for the operation of postal services in territories represented by UPU members,

Further instructs

the International Bureau, in liaison with the POC, to:

- coordinate with members any modifications necessary to the list of existing IMPC codes to provide for increased transparency and visibility;
- coordinate with relevant POC groups in drawing up a plan and a timeline that will provide parties adequate opportunity to make any preparations, if needed, to their systems for these modified IMPC codes to become effective no later than 2015.)

(Proposal 72.Rev 1, Committee 3, 2nd meeting)

Resolution C 9/2012
Postal markets development

Congress,

In view of
the rapidly changing postal markets and business environment influenced by globalization, market liberalization, regulation, and more sophisticated customer demands,

Noting
that technological convergence and adoption of information and communications technologies by postal businesses are strongly influencing the design of new products and services,

Noting also
the reshaping of societal relationships and the consequential changes in communications,

Acknowledging
that markets and business knowledge is a key requirement for meeting development challenges of the postal sector and an asset to be leveraged in the postal environment to enhance sustainable growth prospects,

Recognizing
the emphasis placed on postal markets development in the draft Doha Postal Strategy,

Aware of
the role of the Post in economic growth and the consequential benefits to all postal sector stakeholders,

Concerned
that today's asymmetric development may inhibit the closing of the gaps between industrialized and developing countries, and that postal markets development and growth objectives therefore need to be inclusive of all countries to assure market effectiveness and complementarity of the links of the universal postal network,

Recognizing also
the value of the Postal Operations Council and International Bureau markets development areas, concerning in particular activities aimed at overcoming barriers, ensuring innovative project development, achieving business capacity development, enhancing stakeholder collaboration, and conducting markets research,

Urges

Union member countries to:

- provide the necessary framework for markets development at the national level, including by creating a business environment that will enable and encourage all key postal sector stakeholders to cooperate for mutual benefit;
- continue to transform and position the national postal service into a reliable and trusted business partner in the national economy and a valued partner of governmental policy implementation agencies in growth and poverty reduction strategies,

Invites

the Council of Administration to incorporate into its further work on reform of the Union the continuing need for the structures and rules of the Union to take full account of postal markets development,

Instructs

the Postal Operations Council to:

- make markets development and growth a key element of its work programme for the period 2013–2016;
- monitor the key drivers of market changes and identify the disruptive innovations that will impact on the postal business and that may require response from the postal sector at national, regional and international levels;
- identify and analyze the emerging technologies, changing markets and business models to help the postal sector achieve sustainability in the growing digital and mobile economies and their more demanding customer groups;
- identify and monitor postal business-related challenges of governments at national and regional levels and ensure that adequate postal solutions are developed to cope with these challenges;
- ensure that an integrative approach is applied to ensure that all service areas and customer requirements are taken into consideration when designing and implementing markets development strategies and projects;
- facilitate international product development by identifying and disseminating successful initiatives taken at national or regional levels;
- upgrade both capacity and capabilities of the weakest links of the universal postal network in the areas of markets strategy, markets and business development, thus ensuring the effectiveness of the whole chain,

Also instructs

the International Bureau to:

- build up its capacity and capabilities as a valued enabler of markets development;

- assist designated operators in enhancing their knowledge of markets, and make capacity development, markets information gathering and sharing, best practice sharing and outcomes measurement key elements of development cooperation,

Also invites

member countries and restricted unions to:

- cooperate with the bodies of the Union to facilitate markets development;
- roll out at regional level the capacity-building initiatives of the UPU,

Further invites

the Consultative Committee to participate actively in the work of the POC to develop and grow markets.

(Proposal 25, Committee 7, 1st meeting)

Resolution C 10/2012

Direct mail, direct marketing, and postal markets development

Congress,

Taking note

of the activities undertaken during the period 2009–2012 aimed at developing direct markets around the world,

Considering

- the current decrease in letter-post volumes due to the economic crisis and electronic substitution;
- POC Committee 1's view that direct mail still represents an important growth opportunity for Posts;
- that business customers are increasingly using direct mail integrated with other direct marketing media;
- that there are several opportunities for physical direct mail in a multi-channel environment;
- that designated operators in industrialized and developing countries are increasingly offering products and services along the entire direct mail value chain;
- the growing number of postal e-services provided worldwide;
- the diversification of designated operators' activities towards other direct marketing channels,

Aware

that countries and regions are at different stages of direct mail and direct marketing market development,

Acknowledging

the economic benefits to countries, designated operators and other industry stakeholders in the direct mail and direct marketing value chains,

Convinced

of the value of strengthening relations with all stakeholders for mutual benefit,

Convinced also

of the need to expand into wider direct marketing tools and position the postal channel as an essential part of all direct marketing,

Recognizing

the value and positive role of the Union in guiding the Postal Operations Council on matters relating to direct mail and direct marketing and in providing valuable industry expertise to designated operators in general,

Urges

member countries and their designated operators to undertake activities aimed at:

- increasing the volume and value of direct mail worldwide;
- fostering the development of direct marketing markets as a means of promoting economic and market expansion;
- increasing expertise in direct mail and direct marketing as used by businesses to acquire and retain customers;
- educating other stakeholders about direct mail and direct marketing so that they acquire the necessary skills;
- improving knowledge of the direct mail and direct marketing markets as an essential tool for strategic decision-making,

Instructs

the Postal Operations Council, in conjunction with the International Bureau, to:

- continue and expand the work of the DMAB into a broader “Direct Marketing Advisory Board”, aimed at fostering the growth of direct marketing through the Post by positioning designated operators as important direct marketing channels, and contributing to economic and market expansion by increasing market knowledge and developing the expertise of stakeholders at all levels;
- continue to promote the development of direct mail and direct marketing markets worldwide in partnership with the industry,

Also instructs

the International Bureau to maintain at least the current level of resources to manage and implement the activity plans defined by the new DMAB.

(Proposal 28, Committee 7, 1st meeting)

Resolution C 24/2012

General revision of the Convention and its Regulations to make the Postal Operations Council a more efficient and swifter decision-making body

Congress,

In view of
the ever-increasing need for flexibility and adaptability within the Universal Postal Union, in the light of the rapidly changing external environment,

Considering
the need for clear, simple and adaptable rules for the operation of the international postal services,

Acknowledging
the achievements of CA Committee 1 (Governance Issues) during the 2008 to 2012 cycle in the areas of Union reform and revision of the Acts of the Union,

Convinced
that the Letter Post and Parcel Post Regulations must continue to lay down the detailed conditions of application of the services provided to customers, as well as the practical procedures governing relations between designated operators,

Recognizing
the need for a study to update the Convention and its Regulations, through which the Union will be able to respond to evolutions in the postal services,

Instructs

the Council of Administration and the Postal Operations Council to carry out a joint study with a view to:

- deleting obsolete provisions from the Convention and its Regulations;
- examining and deciding on the proposed amendments identified by the Acts of the Union Project Group during the previous cycle and aimed at improving the Convention and its Regulations;
- adapting or supplementing certain provisions to update them in the light of recent changes in customer requirements;
- reviewing all the provisions of the Convention and its Regulations, and reclassifying them according to their nature, whether governmental, operational and technical or administrative and implementing, with a view to identifying provisions which may be delegated to the permanent bodies of the Union, taking into account the responsibilities and mandates of each body;
- revising, with the assistance of a small group of experts from two or three member countries and designated operators, the Letter Post and Parcel Post Regulations with a view to providing, in a single volume, the common rules applicable to the letter post and parcel post, while at the same time preserving the logical construction allowing the current manuals to provide

- information on the operation of the international postal service in clear and concise language;
- implementing, as far as possible, revisions to the Letter Post and Parcel Post Regulations for the entry into force of the new Convention and Regulations in 2014;
- submitting proposals to amend the Acts of the Union to the next Congress.

(Proposal 02, Committee 3, 5th meeting)

Resolution C 28/2012

Continuation of the study on the possibility of establishing a permanent Universal Postal Convention after the 25th Congress

Congress,

Commending

the Acts of the Union Project Group and Committee 1 (Governance Issues) of the Council of Administration on their accomplishments during the four-year cycle from 2009 to 2012 in relation to their study on the establishment of permanent Acts of the Union,

In view of

the positive results of the survey on the establishment of a permanent Universal Postal Convention, which showed a large majority of member countries to be in favour of changing the current practice whereby all the Convention texts are renewed at each Congress,

Recognizing

that further examination of this question may be needed in order to meet the expectations of resolution C 42/2008 of the 24th Congress,

Convinced

that member countries would benefit from steps to ensure the legal stability of the international postal services and from the decrease in the workload entailed by the approval process that would result from the establishment of a permanent Convention,

Instructs

the Council of Administration, in conjunction with the International Bureau, to:

- further study the draft provisions and the impact of establishing a permanent Convention;
- ensure that all interested member countries have the opportunity to take part in the aforementioned study;

- submit proposals to amend the relevant Acts of the Union to the 26th Congress.

(Proposal 47, Committee 3, 5th meeting)

Resolution C 29/2012

Continuation of UPU activities in the area of the universal postal service

Congress,

Recognizing

that the essence of the UPU's mission is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world,

Aware

that the universal postal service was established to ensure that users/customers have the right to high-quality, basic postal services, provided on a permanent basis so they can send and receive goods and messages from any part of the world,

Confirming

the goal of the Doha Postal Strategy to provide technical knowledge and expertise related to the postal sector, by strengthening members' capacity to implement and manage their universal service,

Acknowledging

the need for the UPU to continue to provide a platform for governments, regulators and other bodies to discuss the evolution of the universal postal service,

Decides

that the Council of Administration should continue its activities concerning the universal postal service after the Doha Congress, and that it should:

- propose actions aimed at ensuring the provision of a permanently evolving universal postal service;
- take part in the discussions, actions, etc., relating to the universal postal service conducted within the framework of the Union's various bodies;
- monitor technical cooperation actions to ensure that account is taken of the need to ensure provision of the universal postal service;
- propose awareness-raising campaigns among the bodies responsible for postal reform in each member country, to ensure that the provision of an evolving universal postal service takes priority in these reforms;
- collect information concerning the role of the regulator and analyze this role in relation to the provision of the universal postal service in member countries;

- monitor, on a yearly basis, the progress made by member countries in providing the universal postal service, by means of an electronic survey.

(Proposal 06, amended by proposal 92, Committee 3, 5th meeting)

Resolution C 31/2012

Development of e-commerce

Congress,

Taking note
of the activities during the period 2009–2012 aimed at the development of e-commerce in the developing and least developed countries,

Considering
the significant increase in e-commerce transactions as part of retail sales,

Also considering
the relatively low overall percentage of e-commerce transactions as a share of all retail sales,

Convinced
of the growth opportunities for postal operators in business generated through e-commerce,

Recognizing
that growth and growth opportunities are applicable worldwide,

Also recognizing
that a fully integrated end-to-end postal supply chain will facilitate e-commerce growth through an efficient and secure processing and delivery network,

Noting
that cross-border e-commerce growth is hindered partly by inconsistencies in pricing and quality of service,

Instructs

the Postal Operations Council to incorporate into its 2013–2016 programmes a range of activities to ensure that the opportunities created by e-commerce are realized for the entire UPU membership, with the activities to include the elimination of barriers to the growth of cross-border e-commerce,

Invites

the restricted unions to lend their support to the development of e-commerce within their regions,

Urges

member countries and their designated operators to undertake activities aimed at increasing business by exploiting e-commerce opportunities,

Also invites

the Consultative Committee to participate actively in the POC's e-commerce activities

(Proposal 24, Committee 7, 2nd meeting)

Resolution C 32/2012

Exploiting the postal opportunities offered by the growth of e-commerce through the remodelling and modernization of the UPU lightweight package services (small packets, lightweight parcels and EMS items)

Congress,

Conscious

that the mission of the Union, as set out in the preamble to its Constitution, "is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world",

Noting

that a UPU market study on international letters, lightweight parcels and express mail service items draws the attention of designated operators to market growth opportunities, and opportunities for enhanced services through coordinated action, brought about by the increase in e-commerce transactions,

Also noting

that the aforementioned study identified the barriers designated operators face in tapping into this e-commerce market segment and meeting customer needs and expectations, including the fact that small packet, lightweight parcel and EMS offerings (UPU lightweight package services) overlap at particular weight steps, and there is high potential for customer confusion and service cannibalization,

Further noting

that, given the growth potential of UPU lightweight package services and the importance of security, transport and customs to the performance and competitiveness of those services, it is critical for the UPU to adopt an integrated approach on issues related to the supply chain, including customs, security, transport and operating standards,

Instructs

the Postal Operations Council to give even greater emphasis during the next cycle to the work initiated during the Nairobi cycle, in order to:

- take an integrated approach to product development, including pricing aspects and research activities across the full range of lightweight package services (small packets, lightweight parcels and EMS items) with a view to modernizing these UPU services in the light of identified customer needs and expectations;
- develop services to meet customer needs in terms of speed, dimensions, reliability, price, etc., with the aim of modernizing the UPU service portfolio to cover the different needs of each customer segment, including an effective and competitive merchandise return service for both lightweight and heavier items;
- integrate with and take advantage of the work of the UPU on e-services and drive greater use of electronic support for all lightweight package services, in the areas of tracking, signature, cash on delivery, electronic customs clearance and accounting;
- establish an integrated approach on issues related to the supply chain, including customs, security, transport and operating standards, as the UPU network is vulnerable to external threats in this area and requires a globally coordinated UPU response,

Also instructs

the International Bureau:

- to support the work assigned to the POC and to implement its decisions;
- to conduct the relevant studies in support of the work assigned to the POC.

(Proposal 45, Committee 7, 2nd meeting)

Resolution C 33/2012

Promoting cross-border e-commerce

Congress,

Considering

that the 21st century is the information society era, in which various forms of Internet-based economic activities are developing at unprecedented speed,

Also considering

that the explosive development of e-commerce is changing people's way of life,

Recognizing

that e-commerce is an effective tool for countries to enhance their economic strength and optimize the allocation of resources,

Aware

that the consumption revolution triggered by e-commerce is creating sound development opportunities for businesses,

Also aware

that demand for cross-border e-commerce transactions is increasing significantly as a result of the rapid development of e-commerce, and that there is huge potential for developing markets and increasing profit margins,

Further aware

that Posts are actively exploring ways of becoming main providers of cross-border e-commerce solutions,

Also recognizing

that facilitating international e-commerce is an integral part of the Doha Postal Strategy,

Further recognizing

that a number of problems have been identified in the development of e-commerce,

Convinced that

these are important issues of common interest to governments and postal operators,

Urges

the member countries to strengthen their cross-border e-commerce exchanges and draw upon each other's experiences in an effort to promote best practices and seek effective, efficient and convenient cross-border e-commerce channels,

Also urges

the Postal Operation Council to strengthen cooperation among Posts by developing a cross-border e-commerce cooperation framework, within which exchanges of best practices could be encouraged in order to drive business innovation and cross-border e-commerce transaction volumes,

Further urges

the Council of Administration to strengthen policy and technology cooperation between the postal sector, customs and other agencies by constantly increasing the security of cross border e-commerce services and the efficiency of customs,

Instructs

the International Bureau:

- to collect information on laws and regulations relating to customs, postal business operations and financial transactions, and to use the information gathered as a basis for conducting studies;
- to study and share best practices of e-commerce platforms built by Posts to stimulate the growth of exports, especially by small and medium-sized enterprises;
- to regularly provide member countries with information based on analyses of bottlenecks hampering the development of cross-border e-commerce in order to enable them to adjust their operations strategies in a timely manner.

(Proposal 51, Committee 7, 2nd meeting)

Resolution C 34/2012

Unregistered small packets weighing up to two kilogrammes generated by e-commerce

Congress,

Having noted

- that the number of postal items generated by e-commerce has significantly increased in recent years;
- that, due to the low costs involved, goods purchased online by individuals and businesses are often dispatched as unregistered small packets weighing up to two kilogrammes;
- that customers are not adequately informed of the attributes of this mode of delivery;
- that a track-and-trace service, which allows customers and operators to locate and ascertain where items are in the mail processing pipeline, is not provided in respect of unregistered small packets weighing up to two kilogrammes,

Instructs

the Postal Operations Council to conduct a study on this matter, and to propose a communication mechanism for designated operators and e-commerce businesses with a view to adequately informing customers of the attributes of this mode of delivery.

(Proposal 65, Committee 7, 2nd meeting)

Resolution C 37/2012

Future work on letter post development and supplementary remuneration associated with quality performances, standards and targets

Congress,

Conscious

that the mission of the Union, as set out in the preamble to its Constitution, “is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world”,

Recognizing

that the universal postal service is a cornerstone of the Union and of its members, underpinning the single postal territory of the Union, as outlined in article 3 (Universal postal service) of the Universal Postal Convention,

Realizing

that the permanent provision of quality basic postal services at all points in the territory of the member countries of the Union, at affordable prices, carries with it the need to “ensure that the universal postal service is provided on a viable basis, thus guaranteeing its sustainability”, as set out in article 3.4 of the Convention, and that basic and supplementary letter-post services constitute a fundamental core of quality basic postal services throughout the world,

Also recognizing

that other product and service areas covered under the Acts of the Union, such as postal parcels, postal payment services, electronic products and services and EMS, have benefited from being guided by integrated overall action plans that take into account all aspects of how the Union and its various stakeholders can mobilize resources and innovate to ensure the continued success of the Union’s member countries in these areas, and to foster international trade and postal development,

Noting

that the 24th Congress mandated the Postal Operations Council to consider how to improve various letter-post services, and to develop an integrated, forward-looking action plan to address the fundamental needs of the world’s inhabitants for modernized letter-post services and the specific challenges and opportunities for letter-post services in a 21st century environment,

Further noting

that such a letter post action plan has been submitted to this Congress, through Congress–Doc 20a,

Urges

the Postal Operations Council to:

- support all viable means to foster universal postal service for letter-post services through innovation and appropriate investment in the modernization of basic and supplementary letter-post services so as to ensure the sustainability of the universal postal service;
- encourage initiatives to effect the positive changes needed to assure the sustainability of basic and supplementary letter-post services on the territory of their respective member countries,

Further urges

member countries to take active steps to invest in modernized basic and supplementary letter-post services, with a view to fostering the sustainability and economic viability of the universal postal service for letter post,

Instructs

the Postal Operations Council:

- to take active steps to ensure the implementation and continuous review and updating of the letter post action plan as a critical part of meeting the goals of the Doha Strategy;
- to place particular emphasis on the development and implementation of outbound delivery and inbound return logistics services in support of the major market opportunity in the e-commerce segment, while also structuring its future work to integrate the review of market requirements, product development, implementation and remuneration across the range of relevant letter-post, parcel-post and EMS services;
- to implement to the extent possible, prior to the 26th Congress, specific initiatives identified as part of the letter post action plan;
- to include amongst these initiatives specific proposals and supporting studies, that will rationalize, simplify and align the letter-post services portfolio, including the mandatory supplementary services, to keep pace with current and future market requirements and customer expectations and reaffirm the need to focus member country resources on providing excellent quality of service across a limited range of services; and
- where it is not feasible to implement initiatives during the coming cycle, to present to the 26th Congress proposals designed to ensure the implementation of elements of the next letter post action plan during the 2017 to 2020 period,

Further instructs

the International Bureau:

- to support the work assigned to the POC;
- to implement the action plan for letters for 2013–2016;

- to support the work of user groups and to handle participant issues arising from pay-for-performance schemes implemented following POC decisions, as well as promoting those schemes to encourage to the largest extent possible the participation of the UPU members' designated operators;
- to update the user manual of the supplementary remuneration programme for supplementary services (registered, insured and express);
- to update the Global Measurement System Quality of Service User Group User Manual;
- to update the direct access database and operational guide.

(Proposal 87, Committee 7, 2nd meeting)

Resolution C 38/2012 **Development of philately**

Congress,

Noting

that the sale of postage stamps and philatelic products generates significant revenue for many postage stamp issuing authorities (hereinafter to include designated operators, where applicable), particularly those in developing countries,

Noting also

that the support, commitment and excellent cooperation of philatelic sector partners is essential to the success of philatelic market,

Recalling

that the 24th Congress, in resolution C 36/2008, established an action plan for the development of philately because:

- philately constitutes an important part of the Post's business and provides appreciable support for postage stamp issuing authorities and for postal development in general;
- postage stamps and philatelic products continue to represent a considerable source of revenue when used for normal postage purposes and from the standpoint of commercial and philatelic use;
- postage stamps represent a specific brand image distinguishing the postal service from private sector delivery services;
- postage stamps continue to serve as ambassadors for countries and their postage stamp issuing authorities, both nationally and internationally;
- the increased use of postage stamps by the private sector, particularly by direct marketers, and the use of personalized stamps, represent additional advantages for the promotion of the postal service,

Aware

that many member countries are transforming their old designated operators into commercial entities, and introducing competition into the letter-post market, but that few have really considered the question of philately during this process,

Considering

that the experiences of postage stamp issuing authorities whose countries have already moved in this direction can provide valuable lessons to others,

Recognizing

that the issuing of postage stamps as the symbols and trademarks of a country and its stamp issuing authority requires particular attention and the identification of a single official authority for this function;

Noting with satisfaction

the introduction and development of the world stamp numbering system (WNS) as a tool for registering and verifying legal stamp issues,

Urges

member countries to:

- ask postage stamp issuing authorities, when issuing stamps, to consider the needs of collectors and consumers of basic postal services, and the social and cultural value of stamps;
- give due consideration to regulatory questions associated with stamp issuing and philately, including copyright and intellectual property laws;
- put in place legal mechanisms not only ensuring the right of postage stamp issuing authorities to issue postage stamps in accordance with the UPU Convention, but also covering personalized stamps;
- contribute to the maintenance of tied contributions for the development of philately in order to meet urgent needs, primarily in the area of training,
- ensure that the postage stamp issuing authorities that issue postage stamps fully participate in the WNS;
- monitor the philatelic market to ensure compliance with national laws on the issuing of stamps and to do their utmost to eliminate or prevent abuses;
- provide the UPU with information on development of the market;
- adopt and implement best practices to ensure the participation of industry stakeholders at national level and their cooperation and support at international level,

Instructs

the Postal Operations Council to:

- pursue dialogue with partners in the philatelic sector and to coordinate philatelic development activities;

- continue its work on determining the most effective means of informing the members and the philatelic industry of postage stamps officially issued by postage stamp issuing authorities;
- continue to promote the application of best practices and sound business principles in the philatelic sector through targeted activities and training;
- pursue the implementation of training programmes for postage stamp issuing authorities which incorporate innovation, techniques for developing the philatelic market, the use of new technologies, improved security techniques for the issue of postage stamps, and environmental and sustainable development considerations;
- implement a strategy encouraging member countries to include in their annual philatelic programmes global themes requested by United Nations agencies;
- study the possibility of a merger of the WNS and the postal stamp exchange service (article RL 113 of the Letter Post Regulations) aimed at reducing costs.

(Proposal 10, amended by proposal 107, Committee 7, 2nd meeting)

Resolution C 39/2012 **UPU Global Monitoring System (GMS)**

Congress,

Confident

that improvement of international postal service quality continues to be of primary importance for the Universal Postal Union,

Taking into account

- the decision of the Beijing Congress that there should be a link between quality of service and the level of terminal dues payments, with the overall goal of improving the quality of the international postal service;
- the decision of the Bucharest Congress to implement the link between quality of service and terminal dues, to see to it that appropriate monitoring systems are made available and to propose the necessary improvements to enable the maximum number of countries to participate;
- the decision of the 24th Congress to implement the UPU Global Monitoring System (GMS) as a global Union system and to ensure that GMS can be used for the quality of service link to terminal dues,

Convinced

that GMS can be used by designated operators as the core system for monitoring service quality to facilitate improvement and quality of service linked to terminal dues, and can also serve as a tool for evaluating the achievements of designated operators in implementing projects financed through the Quality of Service Fund,

Aware

that the UPU GMS, using RFID technology and external measurements, has been successfully developed, piloted and rolled out in over 50 countries/territories,

Recognizing

that the UPU GMS complies with the GMS technical design approved by the Postal Operations Council and that the results obtained by the system can be used for terminal dues purpose,

Noting

that designated operators had commenced using the UPU GMS results for calculation of their terminal dues payments,

Further recognizing

that GMS, being an inbound quality of service measurement system, does not fully meet the changing needs of designated operators who require end-to-end measurement and more applications within their operations,

Instructs

the Postal Operations Council to:

- continue to carry out developments to improve the system and to roll out in more countries;
- extend the capability of the system to cover end-to-end measurement to meet specific needs of GMS users, based on the “user pays” principle;
- implement an auditing exercise aiming at compliance of the UPU-agreed measurement systems with the GMS technical design;
- continue to provide support to members to seek QSF resources or alternative funding to implement and operate GMS;
- implement a GMS improver programme to provide assistance and support to GMS users to improve their outbound and inbound operations;
- achieve synergies with the UPU continuous testing system through integrating that system into GMS,

Also instructs

the International Bureau to lend its full support to the continued improvement and roll out of GMS,

And encourages

designated operators to participate in GMS.

(Proposal 12.Rev 1, Committee 7, 3rd meeting)

Resolution C 40/2012

Quality of Service Programme for 2013–2016

Congress,

Considering

the improvement of international postal service quality to be a key objective for the Union,

Taking into account

- the encouraging results achieved by implementing the Quality of Service Programme 2009–2012;
- the methodology for delivery standards validation as well as the methodology for the calculated, weighted performance for the UPU global target;
- the need to set a service standard and quality target in the international quality of service field;
- the fact that the customer's main focus is on reliability,

Noting

the need for the Union to continue its work relating to quality of service improvement,

Decides

- to implement a Quality of Service Programme for the period 2013–2016, as set out in Congress–Doc 20c.Rev 1;
- to maintain the global quality of service standard at J+5 (the fifth working day after the day of posting) and the target for attainment of this standard at 85%, which should be achieved by 2016 by progressively raising the annual target;
- that this standard and target should apply to the international priority letter post between those areas and/or cities that are most important in terms of international postal exchanges in each member country,

Instructs

the Postal Operations Council, in cooperation with the Council of Administration and the Consultative Committee, to:

- take the necessary measures to update each year the detailed instructions with a view to implementing the Quality of Service Programme, on the basis of the results of analysis of the progress made in previous years in order to achieve significant results in the various areas and submit a report on its execution to the next Congress;
- apply the bottom-up approach based on process mapping in order to set bilateral and regional service standards for all member countries in order to maximize involvement and commit themselves to the work necessary to reach the agreed standard and target;

- weight and aggregate the bilateral and regional service standards, quality targets and measurement results to truly reflect the performance of the bilateral links within the region, as well as global Union performance;
- organize and coordinate continuous measurement of compliance with the service standard and quality target;
- set appropriate targets for 2013, 2014 and 2015 with a view to achieving 85% by 2016,

Also instructs

the International Bureau to lend its full support to implement this resolution,

Urges

- a governments and regulators to:
 - provide active support for the implementation of the Quality of Service Programme;
 - set national quality standards;
 - ensure compliance with these standards by the designated postal operator;
 - define conditions for compliance with the worldwide quality standard;
 - participate in the activities of the Union and restricted unions in the field of quality of service,
- b the designated postal operators to:
 - actively participate in implementation of the Quality of Service Programme;
 - do their utmost to improve the quality of the postal services offered;
 - set bilateral and regional service standards and quality targets;
 - continuously measure compliance with these bilateral and regional service standards and quality targets, through at least one of the tests organized by the Union or by the restricted unions, or on the basis of bilateral and multilateral agreements;
 - continuously analyze the results of these tests and take measures to help achieve the objective of compliance with these bilateral and regional service standards and quality targets;
 - use the country-specific and regional measurement reporting as a tool for quality analysis and improvement,
- c the restricted unions to:
 - participate in the activities initiated within the framework of the Quality of Service Programme;
 - coordinate the setting of the bilateral and regional service standards and quality targets;
 - lend their support to regional actions to improve compliance with these bilateral and regional service standards and quality targets.

(Proposal 13.Rev 1, Committee 7, 3rd meeting)

Resolution C 41/2012

Quality of service as key to the future of the postal network

Congress,

Considering

the concept of a universal postal service as “the permanent provision of quality basic postal services at all points in a member country’s territory, for all customers at affordable prices”,

Recognizing

the improvement of international postal service quality as a vital objective for the postal network,

Noting,

the fact that the customer’s main focus is on reliability,

Taking into account

the need for designated operators to follow and comply with a service standard and quality targets in the postal services,

Re-emphasizing

the need for the Union to continue its work on improving quality,

Acknowledging

the role of quality of service and monitoring systems in strengthening the ability of designated operators to achieve significant results in various areas covered by quality of service,

Decides

to mark the four-year cycle ending with the 26th UPU Congress by highlighting the theme “Quality of service in the postal sector”,

Invites

member countries to constantly monitor improvement in their Posts’ quality of service by making use of appropriate monitoring systems,

Instructs

member countries and their designated operators to:

- promote the culture of quality improvement in all aspects of postal operations;
- take necessary measures to ensure compliance with quality standards by designated operators;
- achieve significant results by implementing the Quality of Service Programme,

Calls on

designated operators to:

- do their utmost to improve the quality of the services they offer;
- carry out applicable quality of service measurements in order to achieve quality targets;
- continuously incorporate the results of these quality measurements in their future action plans.

(Proposal 27, Committee 7, 3rd meeting)

Resolution C 42/2012

Postal innovation and electronic services

Congress,

Having examined
the Postal Operations Council's report on postal innovation and electronic services
(Congress–Doc 27),

Aware
of the United Nations' recognition of the essential role of the postal sector in the
development of the information society, and in connecting the unconnected in
order to close the digital divide,

Acknowledging
the economic and social benefits that member countries can derive from the use
of information and communication technologies (ICTs) for improving the efficiency
of the postal network and delivering innovative postal services adapted to the
changing needs in the market,

Noting in particular
the significant increase in the development and provision of secure and innovative
postal electronic services, such as secure postal electronic mailbox, postal regis-
tered electronic mail, electronic postal certification mark and online management
of address services, as well as e-commerce and e-government services,

Recognizing
the progress made by the POC since the 24th Congress in implementing the elec-
tronic service action plan, particularly the achievements related to developing and
disseminating knowledge related to innovation in the sector, improving relevant
regulations, and launching online training courses for e-services,

Recognizing also
the growth in customer demand for accessing postal services and products via
different delivery channels, including the Internet, mobile telephone and social
networks,

Considering

that six programmes of the draft Doha Postal Strategy are aimed at using ICTs for modernizing postal networks, promoting innovative services and responding to the needs of changing markets,

Invites

member countries to undertake activities aimed at:

- exploring the use of ICTs and innovative new e-services to fulfil universal service obligations;
- creating the appropriate policy framework to support the role of designated operators as trusted third parties in the world of electronic communications, and as providers of inclusive e-government services;
- supporting knowledge and technology development transfer in the postal sector in order to promote innovation and sustainable development;
- developing policy and technical cooperation between local Customs, small and medium-sized enterprises (SMEs), telecommunications providers and postal agencies in order to enhance the efficiency of the postal delivery network and stimulate economic growth;
- encouraging designated operators to innovate and develop postal electronic services on both a domestic and an international scale, as a means of bringing about social and economic benefits, and improving the cross-border flow of postal physical/electronic services,

Declares its support for

- knowledge development and capacity building related to innovation and postal e-services through research, training and workshops;
- interconnectivity of the postal electronic network through the development and adoption of common regulations and standards related to postal electronic services;
- development of international interoperable postal electronic services that respond to new needs in the market;
- cooperation and partnerships in the sector in order to facilitate access to expertise as well as technical and financial resources required for developing innovative services,

Instructs

the Postal Operations Council to:

- continue its activities concerning postal innovation and electronic services by implementing the action plan defined in Congress–Doc 27;
- continue developing e-learning materials and programmes related to postal e-services, e-commerce and innovation processes;
- develop necessary policy and regulations in the Acts of the Union, and promote the Union standards concerning e-services to support the interconnectivity of the electronic postal network;

- support multichannel delivery of postal services by developing a toolkit for the use of mobile phones and social media to deliver postal services;
- implement international interoperable postal e-services for exchange of accounting and settlement information between Posts and their airline partners, track and trace, hybrid mail, electronic invoices, postal registered electronic mail, electronic mailbox, address validation and change, and electronic identity;
- implement a toolkit assisting member countries in developing public-private partnerships among governments, Posts, universities, technology providers, e-commerce businesses, SMEs, and other private companies;
- promote and support cooperation and technology transfer among member countries for development of common international e-services and open postal platforms,

Also instructs

the International Bureau to:

- develop market research studies providing best practice information and monitoring the development of e-services worldwide;
- use ICT tools and social media to increase knowledge sharing regarding the opportunities and social and economic benefits for the Post to implement e-services strategies;
- provide assistance to least developed and developing countries;
- implement a programme for exchange of experts among member countries.

(Proposal 29.Rev 2, Committee 7, 3rd meeting)

Resolution C 43/2012

Development of the .post project

Congress,

Having examined

the Postal Operations Council report on postal innovation and electronic services (Congress–Doc 27),

Convinced

of the need to develop a single digital postal network to support the UPU in its mission as facilitator of communications between inhabitants of the world,

Acknowledging

the existence of an international, trusted internet-based platform interconnecting globally the e-commerce,

e-post and e-government services as an essential component for promoting the sustainable development of the postal sector and its economy,

Noting

that the UPU is the first specialized agency of the United Nations to be a sponsor of a top-level domain (TLD) on the Internet,

Noting in particular

that the .post top-level domain is a secure electronic platform on the internet aimed at serving the needs of the global postal community, particularly in support of the integration of physical and electronic services and the provision of innovative postal services,

Recognizing with satisfaction

the considerable progress made since the 24th UPU Congress by the Council of Administration and the Postal Operations Council, with the assistance of the International Bureau, on the conclusion of the .post sponsored TLD agreement between the UPU and the Internet Corporation for Assigned Names and Numbers (ICANN),

Recognizing also

the progress achieved by the aforementioned bodies of the Union in establishing a governance structure for .post, including the .post Domain Management Policy, developing business, marketing and communication activities, starting the process of technical implementation of the TLD, and securing extrabudgetary resources to launch the domain,

Considering

that three programmes (3.1, 3.2, and 3.3) of the draft Doha Postal Strategy are aimed at supporting the development of the postal networks along three dimensions, and using information and communication technologies for modernizing postal networks, promoting innovative services and responding to the needs of changing markets,

Instructs

the Council of Administration to continue to take appropriate action within its framework of competences and to provide guidance to the Postal Operations Council on the implementation of the .post project,

Also instructs

the Postal Operations Council to continue to take any decisions within its purview deemed necessary to ensure, among other activities, the development, implementation and operational oversight of the .post project in a timely manner, including as the case may be any structures to be established in this regard, taking into account the relevant decisions adopted by the Council of Administration,

Charges

the International Bureau with continuing to ensure the effective overall coordination and execution of the .post project as mandated by the permanent bodies of the

Union in accordance with its secretariat attributions, including without limitation the maintenance of institutional contacts with ICANN, the carrying out of procurement activities, and the provision of .post-specific advice and information to member countries.

(Proposal 30.Rev 1, Committee 7, 3rd meeting)

Resolution C 44/2012

Innovation as key to a vibrant and effective postal service

Congress,

Noting

the significant technological, regulatory and structural transformations taking place within the postal industry, which require the development of innovative new postal products and services,

Recognizing

that despite the general decline in letter volumes, letters continue to be a core postal business,

Recognizing also

the need to adapt postal products and services to new demands, technologies and possibilities, and innovation's key role in developing quality postal services that meet the changing needs of populations, create meaningful employment and strengthen the sustainability of postal services,

Re-emphasizing

the mission of the UPU to "stimulate the lasting development of efficient and accessible universal services of quality",

Acknowledging

the Consultative Committee's role as a key partner in efforts to foster innovation and promote the value and importance of the wider postal sector stakeholders,

Acknowledging also

the studies undertaken by the Consultative Committee in the wider postal sector to promote sustainable postal practices,

Urges

member countries to develop innovative postal products and services that meet the needs of postal users and help to strengthen the sustainability of postal operators,

Invites

the Postal Operations Council and the restricted unions:

- to promote the theme of “innovation” in their programmes and activities for the next four-year cycle ending with the 26th UPU Congress;
- to highlight best practices for innovative products and services at their meetings,

Also invites

the Postal Operations Council to incorporate in its work programme, studies and projects that identify and publicize the opportunities that modern technologies offer to postal business, including innovative hybrid mail solutions,

Further invites

member countries to share with all member countries information regarding innovative products, services and practices,

Instructs

the International Bureau, in support of the POC programmes, to:

- solicit information about new innovative products and services from member countries, designated operators and postal employees in these countries, and the Consultative Committee;
- disseminate information about best practices on innovation by various media employed by the Union.

(Proposal 43, Committee 7, 3rd meeting)

Resolution C 45/2012

Future organization of UPU standardization activities

Congress,

Having considered

the report of the Postal Operations Council on UPU standardization activities,

Having noted

the considerable achievements of the UPU Standards Board during the 2009–2012 period,

Aware

that standardization is a core activity of the UPU and a vital part of the functioning of the Union,

Recognizing

that standards will be a key pillar of the Doha Postal Strategy,

Also recognizing

the need to strengthen the role of the UPU in the development of standards for the postal sector,

Convinced

that the UPU should continue to play a leading role in postal standardization activities and should adopt a proactive approach in facilitating developments in this area,

Stressing

the importance of maintaining the UPU as the worldwide authority on postal standards,

Also aware

that standards are an important part of the field of interest of government representatives and regulators in UPU activities,

Further aware

of the role of new and emerging electronic services in modernizing the postal sector,

Convinced

that standards relating to electronic services will be increasingly relevant to the postal sector,

Invites

governments:

- to recognize the usefulness of UPU standards for improving the quality of postal services for their citizens;
- to participate actively in the UPU standards development process,

Also invites

designated postal operators:

- to use UPU standards in their mail handling operations;
- to participate actively in the UPU standards development process,

Charges

the Postal Operations Council with re-establishing standardization activities, with a view to:

- managing the process of development and approval of UPU standards;
- enabling postal services to raise their quality and efficiency and to increase interconnection between postal operators through the continued development, publication and implementation of new and existing standards;

- increasing the visibility of UPU standards among designated postal operators, especially those of developing countries, through the publication and wide circulation of UPU standards, and through targeted information campaigns;
- providing solutions which can be applied both to postal operators and other organizations in accordance with commercial, regulatory or legal decisions taken by the UPU's councils and by Congress;
- anticipating new areas in which standards may be required, including new and emerging electronic services;
- adapting working methodologies so as to promote greater openness, and wider participation by users, manufacturers, Consultative Committee members, representatives of various bodies of the Postal Operations Council and other stakeholders in standardization work,

Further invites

the Postal Operations Council:

- to create a body responsible for the handling of all UPU standardization activities (in cooperation with the other bodies of the UPU);
- to maintain, on an as-needed basis, a reporting link from this body to the Council of Administration;
- to maintain the basic operating policies for standardization activities, approved by the POC, and to have these carried out by the body responsible for the handling of all UPU standardization activities;
- to ensure synergies between the various bodies of the Postal Operations Council and the body responsible for the handling of all UPU standardization activities through continued participation by the chair of this body in POC Management Committee meetings,

Instructs

the International Bureau to ensure that the appropriate organizational structure is in place within the International Bureau to carry out all the necessary activities in support of the body responsible for the handling of all UPU standardization activities, and other activities related to standardization.

(Proposal 61.Rev 1, Committee 7, 3rd meeting)

Resolution C 46/2012

Digital signature certification authority

Congress,

Aware

that letter-post volumes are falling precipitously across the postal market,

Also aware

that with the expansion of the Internet, people are increasingly using e-mail to receive commercial documents such as bills, notifications, letters, business mailings and promotions,

Bearing in mind

that smartphones, which are becoming increasingly prevalent, allow people to access their e-mail from any location and at any moment,

Recommends

that the postal operators of Union member countries and territories request that the relevant authorities designate them as digital signature certification authorities, subject to the provisions in force in national and international regulations,

Invites

the Union's member countries and territories, once digital signature certification authorities are established, to develop or enhance electronic postal products to be offered to their customers,

Urges

the Union's member countries and territories to facilitate the introduction of these electronic postal services by using the standards, regulations and products developed by the Universal Postal Union.

(Proposal 75, Committee 7, 3rd meeting)

Resolution C 48/2012

Address infrastructure strategy

Congress,

Considering

that addressing systems serve many uses and help to form the very basic infrastructure that enables society to function,

Mindful

that the experiences of countries provide examples of the many social benefits of a sound nationwide addressing system and reliable address data accessible to all, and that incorrect or incomplete addresses or the lack of an addressing system adversely affect the provision of public and private services and can have serious consequences, including the possible loss of life, whose value cannot be economically assessed,

Bearing in mind

that, in view of the measures adopted by previous Congresses, considerable effort has been made at international, regional and national level to underscore the importance of quality addressing and to develop and implement effective addressing systems in various countries,

Conscious

that the use of geo-referenced address databases has dramatically increased, particularly in public administrations, local communities and the business sector and that, when available, address data can be incorporated into many IT systems and products used by both the public and private sectors,

Noting

that, in order to implement this resolution, countries should be classified into categories based on level of development, particularly in relation to a best-case scenario that includes the presence of signage identifying street names and house numbers nationwide, a postcode system, addressing standards compliant with international standards (including UPU standards) and up-to-date geo-referenced address databases accessible to all through the use of various addressing tools,

Convinced

that the continued support and promotion of quality addressing and postcode systems is essential to the social and economic development of countries, and vitally important to Union activities,

Urges

- the governments of member countries that have not yet introduced an addressing system to:
 - develop the basic rules for creating a national register for address data accessible to all;
 - make the introduction of an addressing system (including the provision of practical instructions and allocation of necessary resources for national and local authorities and possibly designated operators) part of national policies,
- the governments of member countries that have partly introduced an addressing system to:
 - continue efforts to enable local authorities and postal operators to finalize physical and postal addressing nationwide;
 - endorse addressing standards that are in line with international standards;
 - adopt the use of technological addressing tools based on up-to-date information and geo-referenced addresses;
 - engage the business sector in developing, deploying and maintaining addressing tools,
- the governments of member countries that have a sound addressing system to:

- support the development of such systems in other countries by sharing best practices and by co-financing projects through the voluntary funds;
- update national standards in line with international standards in order to increase the interoperability of data at international level and enable the creation of an international change-of-address system;
- provide universal access to the national address database, free of charge or at an affordable cost on the basis of fair and transparent terms and conditions, and in compliance with national laws,
- the governments of all member countries to support the “Addressing the world – An address for everyone” initiative as a step towards achieving the Millennium Development Goals, particularly those relating to governance, the rule of law, democracy and the provision of basic services,

Urges also

the designated operators of member countries to:

- take necessary measures and allocate appropriate resources for developing and implementing a postcode system based on UPU recommendations;
- take actions to adopt postal addressing standards compliant with UPU standards S42 and S53;
- develop and maintain postal databases (to delivery point level where possible), and prepare the relevant technical documentation;
- provide universal access to postal databases free of charge or at an affordable cost on the basis of fair and transparent terms and conditions, and in compliance with national laws;
- develop a national change-of-address system and contribute to an international change-of-address exchange server;
- regularly provide the International Bureau (at least once a year and free of charge) with complete data and updates from their addressing systems and postcode files, together with all relevant technical documentation for general international distribution;
- maintain a permanent point of contact between the International Bureau and their national addressing service;
- promote the direct or indirect use of POST*CODE® databases, products and services;
- verify the accuracy of addresses on outward international items in order to reduce the amount of missent mail;
- continue to support the Union’s efforts to highlight the value of improved address quality, particularly by developing and promoting addressing products and services,

Instructs

the Postal Operations Council, in conjunction with the International Bureau, to:

- actively promote, through the “Addressing the World – An address for everyone” initiative, the value of an addressing system as part of a country’s basic infrastructure;
- seek partnerships with relevant international donor agencies and other intergovernmental organizations for projects aimed at implementing and improving addressing systems at national and regional level;
- provide technical assistance to enable countries to introduce and make effective use of a quality addressing system (physical addresses, post-codes, postal standards, address databases and related tools), particularly by developing a national project or participating in a specific regional project as a way of increasing the reach of the postal market and as a responsibility of universal service providers in each country;
- provide continuing guidance to countries on the effective procedures and modalities of addressing projects, including benchmarking with best practices;
- continue to develop and promote addressing standards relating in particular to physical and electronic aspects of addressing, to facilitate the interoperability of data, in cooperation with the ISO and other relevant organizations;
- incorporate the postal addressing and other relevant addressing data of member countries into POST*CODE® products and services, while guaranteeing the protection of intellectual property and sources of income, where applicable;
- raise the profile of improved addressing quality, enabling the continued technological development of POST*CODE® addressing products and services and derived products, particularly by studying and developing innovative technical services and tools;
- develop delivery point database management software based on UPU standards S42 and S53, to be made available to designated operators as needed on a non-discriminatory basis;
- develop, subject to the availability of funding, an international change-of-address exchange server capability to be used by designated operators, other operators and trusted industry players on a reasonable and non-discriminatory basis, based on UPU standards making use of the secure UPU “dot.post” top-level domain, with data offered by universal service providers in accordance with applicable privacy regulations;
- inform and consult with the CA and the Consultative Committee on the development of addressing-related activities,

Also instructs

the Council of Administration to:

- monitor the progress of the “Addressing the world – An address for everyone” initiative;

- seek the commitment of governments to include addressing systems in their national policies;
- actively support the development and implementation of the goals established by this resolution,

Invites

the Consultative Committee to:

- actively contribute to achieving the goals set out in this resolution, particularly as they relate to the provision of knowledge and expertise from the perspective of customers and mailers and the determination of their needs regarding the use of addressing systems;
- develop a catalogue of business solutions and funding possibilities through public–private partner-ships;
- foster dialogue with the relevant industry players to stress the importance of cooperation with countries in the development of national addressing systems.

(Proposal 91, Committee 7, 3rd meeting)

Resolution C 49/2012

Implementation of electronic data interchange (EDI) supporting customs and transport security and other authorities

Congress,

Bearing in mind

that expeditious customs clearance and secure transportation of postal items are essential components of the overall quality of international postal services, and that advance submission of information about postal shipments in an electronic format to Customs and other border or security authorities can accelerate the processing of postal items and enhance transportation security,

Aware

that ongoing changes to national or regional legislation and regulations in the areas of customs and transport security are increasingly requiring designated operators, both of origin and destination, to provide advance electronic information on inbound and outbound international postal items prior to receipt or dispatch of the items, for the purposes of customs clearance and aviation security,

Also bearing in mind

that the UPU membership needs to actively coordinate with national customs, border and aviation security authorities, or other competent authorities involved in the formulation, implementation and enforcement of such requirements,

Noting

that the use of electronic transmission of item-level information on postal items can benefit designated operators and customs or other security authorities by improving operations, expediting the flow of legitimate mail, reducing administrative costs and facilitating assessment procedures, while securing the international postal supply chain and enhancing the safety and security of international mail exchanges,

Mindful

of the close cooperation between the UPU and the World Customs Organization and others to support the secure importation and exportation of mail by developing global EDI messaging standards and protocols consistent with the guidelines outlined in the Framework of Standards to Secure and Facilitate Global Trade,

Acknowledging

that the postal sector, through the work of UPU bodies such as the EMS Cooperative, POC Committee 2 (Parcels), the POC C 2 Customs Group, the Telematics Cooperative, the C 1 Transport Group and the Postal Security Group, has successfully developed standards, applications and projects in support of the electronic transmission of data on international mail exchanges, and that these initiatives can support the standards and electronic systems needed by designated operators to meet the current requirements of the customs or security authorities responsible for the regulation of cross-border trade,

Understanding

that there remain disparate levels of resources, expertise, hardware and manpower amongst designated operators, which affect capacities for implementing advanced electronic data on mail items,

Instructs

the Postal Operations Council:

- to continue its efforts to develop and refine standards and procedures consistent with best practices or national legislation, taking into account data/privacy protection and postal secrecy for UPU postal EDI messaging, through the Standards Board, in cooperation with the World Customs Organization and other international organizations, such as IATA and ICAO;
- to support, while mindful of the interests of postal users, the operational implementation by designated operators of advance Customs–EDI transmissions of CN 22/CN 23 information for postal items as part of a UPU response to the requirements being made of the postal sector;
- to ensure that designated operators understand that the UPU does not control national security legislation but is cooperating with the relevant international organizations and countries to ensure a uniform approach to pending requirements that takes into account the desirability of global standards and varying degrees of capabilities among its members;
- to support the fulfilment of these requirements of the postal sector, in a phased-in manner as far as possible, taking into account the different types of mail and the different capabilities of industrialized and developing

- countries, and to establish a timeline by which these designated operators, so identified, shall commence the required transmissions by a date or dates commencing in 2013;
- to draw up a plan with timelines, in conjunction with the relevant POC groups, regional bodies and other stakeholders and, in consultation with the UPU–WCO Contact Committee and other groups, to build the capacity of those designated operators whose capabilities for implementing electronic customs manifest formalities are identified as needing further development, and to empower them to commence transmissions at a later date, including a plan for financing in a sustainable manner the capacity-building measures and electronic tool usage needed.

(Proposal 31.Rev 1, Committee 7, 4th meeting)

Resolution C 50/2012

Cooperation with the airline industry

Congress,

Recalling

that the cooperation between the UPU and IATA, which has existed for more than half a century, is in the best interests of both organizations,

Aware

that the UPU signed a new memorandum of understanding with IATA in March 2007, laying foundations for a strategic and solid partnership between the two organizations,

Noting

that a comprehensive Airmail Work Plan has been designed by the IATA–UPU Contact Committee in the light of the above MoU,

Also noting

that studies are being carried out by the IATA–UPU Contact Committee to realize the objectives set out in the Airmail Work Plan,

Considering

that efforts to speed up and simplify the transmission and handling of airmail should be continued,

Realizing

that airlines and postal operators should focus more on standardization and on an increased use of electronic data interchange (EDI) to improve the quality of service and security of international mail,

Recognizing

that the rapid and reliable movement of mail and the consistent and accurate reporting of mail movement status are in the common interest of both designated operators and airlines,

Certain

that the important work being undertaken by the IATA–UPU Contact Committee will yield beneficial results for both organizations, thus bringing about qualitative changes in the airmail sector,

Instructs

the Postal Operations Council to take measures to continue collaboration with the airline industry, to find common opportunities for improvement, and to undertake new initiatives, notably by reconstituting the IATA–UPU Contact Committee and ensuring that all matters pertaining to the two organizations are dealt with through this Committee,

Also instructs

the International Bureau, without prejudice to the role and mission of its Director General, to support and facilitate the specific mission assigned above to the Postal Operations Council.

(Proposal 34, Committee 7, 4th meeting)

Resolution C 51/2012

Cooperation with the civil aviation sector

Congress,

Noting

that transportation is a critical link in the mail supply chain, and needs to be performed to the highest safety and security standards,

Also noting

that the UPU needs to understand and ensure compliance with the rules governing the civil aviation sector, as they provide the context for the transport of mail,

Recognizing

that the UPU needs to ensure that the rules governing the civil aviation sector meet the needs of the postal sector,

Also recognizing

that the International Civil Aviation Organization (ICAO), a United Nations specialized agency, is the natural partner for the UPU in civil aviation matters related to mail,

Aware

that the UPU signed a memorandum of understanding with ICAO in August 2009, laying foundations for a strategic and solid partnership between the two organizations,

Also aware

that the existing collaboration in the fields of statistical analysis, safety and security has proved very effective and augurs well for further developments,

Considering

that an increasing number of critical issues related to transportation safety and security have arisen and need thorough analysis and solutions that require a more formal and stable structure for cooperation,

Also considering

that the coherence of the regulations, standards, recommendations and guidance promulgated by the two organizations is in the best interest of their members,

Convinced

that increased collaboration with the civil aviation sector will yield beneficial results for both organizations, thus bringing about a safer and more secure and efficient airmail sector,

Instructs

the Postal Operations Council to take measures to increase collaboration with the civil aviation sector, to find common opportunities for improvement, and to undertake new initiatives, notably by establishing an ICAO–UPU Contact Committee and ensuring that all matters pertaining to the two organizations are dealt with through this Committee,

Also instructs

the International Bureau, without prejudice to the role and mission of its Director General, to support and facilitate the specific mission assigned to the Postal Operations Council.

(Proposal 35, Committee 7, 4th meeting)

Resolution C 52/2012

Activities relating to operations and accounting

Congress,

In view of
the work and findings of the Operations and Accounting Review Group, created
in response to Bucharest Congress resolution C 33/2004 and reconstituted via
resolution C 25/2008 of the 24th Congress,

Recognizing
the continuing need to modernize processes relating to operations and accounting
between designated operators and between designated operators and carriers,
for all classes of mail (letter post, parcel post and EMS) and for both terminating
and transit/transport accounting processes,

Noting
the relevance of the related work being done in the area of data governance and
data systems and in many other areas of Union activity,

Further noting
that any modernization of operational and accounting processes will involve an
extensive review of the relevant regulations, requiring close collaboration between
the groups concerned,

Aware
of the achievements of the Operations and Accounting Review Group in harmonizing
operational processes and regulations in collaboration with other POC groups,

Instructs

the Postal Operations Council to continue activities relating to operations and
accounting, focusing on efforts to:

- rationalize and harmonize relevant regulations and forms for both letter
post and parcel post, liaising towards this end with other POC groups;
- extend the coverage and quality of PREDES messaging with a view to
paperless operations and accounting for terminating mail of all classes;
- develop the regulatory framework and the operational capability to achieve
paperless operations and accounting for closed transit mail of all classes;
- develop reporting capability to enable designated operators to use global
PREDES/RESDES data for business purposes, including service improve-
ment and operational network volume analysis;
- work with the entities responsible to harmonize the relevant processes
and operational capability for establishing full connectivity between the
QCS and CAPE databases.

(Proposal 60.Rev 1, Committee 7, 4th meeting)

Resolution C 53/2012

Development of supply chain standards for the postal sector

Congress,

Acknowledging

that the provision of quality universal postal services relies upon a secure and efficient postal network,

Further acknowledging

that the modern Post will be dependent on a harmonized approach to the protection of employees, property and mail,

Noting

the need to develop and maintain consumer trust and to secure electronic communications,

Further noting

that the development of standards is an integral component in improving the interoperability, quality and efficiency of the three-dimensional postal network,

Recognizing

the need for a recognized international physical screening standard to ensure the safety of the postal supply chain,

Cognizant

of the International Civil Aviation Organization's Annex 17 – Security, Safeguarding International Civil Aviation Against Acts of Unlawful Interference,

Aware

of the World Customs Organization's development of the SAFE Framework of Standards to Facilitate Global Trade,

Also aware

of the development of regional and international cargo supply chain security models which do not adequately address the operational needs of the postal sector,

Understands

the complexity of the international mail transportation network and endorses the development of security measures based on a risk analysis of the current threats and vulnerabilities and the certification and accreditation of systems,

Recognizes

the need for the Universal Postal Union and its members to be proactive in the development of security-related standards which are dedicated to the postal sector and harmonized with the relevant ICAO security measures,

Endorses

the development of minimum security standards and procedures to facilitate the overall security of the international mail transportation network as a requirement at critical facilities within the postal network,

Instructs

the Council of Administration, the Postal Operations Council and the International Bureau, each within its own area of responsibility, to manage the progressive implementation of supply chain standards for the postal sector – S58: General security measures, and S59: Security of office of exchange and international airmail.

(Proposal 62.Rev 1, Committee 7, 4th meeting)

Resolution C 54/2012

Enhanced information regarding transit policy, procedures and charges

Congress,

Noting

the provisions regarding transit policy, procedures and charges in the Letter Post Regulations and Parcel Post Regulations, particularly the requirements in articles RL 261 and RL 262 of the Letter Post Regulations regarding the publication of compendia, manuals, tables and documents to assist member countries in the implementation of these provisions,

Aware

of the existing publications relating to transit policy, procedures and charges, such as the Statistics and Accounting Guide, the List of Airmail Distances, the Transit Manual, the CN 68 General List of Airmail Services and the CP 81 and CP 82 tables,

Taking into account

that, while accounting procedures for the transit of letter post and parcel post differ in some aspects, it would be beneficial to harmonize these procedures as much as possible,

Instructs

the Postal Operations Council, in conjunction with the International Bureau, to:

- review the relevant provisions of the Acts to ensure the uniformity and clarity of transit-related terms;
- review the instructions for preparing the CP 81 and CP 82 tables in order to promote greater uniformity in their preparation by member countries and ensure that these tables clearly reflect the closed transit charges and missent rates applicable;

- enhance the Statistics and Accounting Guide by including in it additional examples of parcel post accounting procedures and more detailed information and examples regarding the policies and procedures involved in preparing CP 81 and CP 82 tables, including information on parcels in transit à découvert and missent items;
- review developments relating to the handling costs of transit mail, including parcels in transit à découvert and missent items, and consider how this information could be incorporated into instructional material and forms provided to designated operators for guidance on settlement;
- design a web-based interface on the UPU website that would enable designated operators to quickly access and update transport information, drawing from the information and procedures in the Statistics and Accounting Guide, the List of Airmail Distances, the Transit Manual, the CN 68 General List of Airmail Services, the CP 81 and CP 82 tables and other UPU documents relating to the provision of transit services.

(Proposal 77, Committee 7, 4th meeting)

Resolution C 55/2012

Work relating to customs matters

Congress,

Noting

that customs processes form an integral and important part of the postal supply chain which facilitates free and secure global trade,

Further noting

the important nature of the work being carried out by the Customs Group since its reconstitution at the 2008 POC as a forum where postal specialists can work on customs-related issues, with the inclusion of the WCO–UPU Contact Committee providing opportunities for strong collaboration between the two organizations to address issues of common interest and concern,

Considering

that in the area of customs matters, there is a need:

- to closely follow new developments relating to customs regulations for international mail which affect UPU customs procedures;
- to develop and maintain standards for UPU Customs–EDI messaging and to promote the exchange of EDI messaging data between Posts and between Posts and customs authorities;
- to enable capacity building in electronic customs messaging;
- to leverage changes in the customs area across the mail chain to improve security and address supply-chain security concerns;
- to expand the use of the Postal Export Guide, which is an information system providing UPU member countries and their postal operators with

- an electronic tool to ascertain whether the intended exports are prohibited, restricted or admitted in the country of destination;
- to further improve compliance with customs declarations and UPU customs procedures;
- to seek ways of reducing the number of paper copies required with multiple-part UPU customs declarations forms (notably form CP 72, which often requires the use of a CP 91 envelope);
- to study, in collaboration with the World Customs Organization and, as appropriate, border control authorities, opportunities for reducing the number of customs declaration forms affixed to mail items in cases where electronic customs information has already been transmitted to the appropriate authorities;
- to continue its efforts, in cooperation with the World Customs Organization and other stakeholder groups associated with cross-border exchanges of postal items, to review the standards and procedures entailed in the postal customs model, and to develop and enhance those standards as necessary and, with specific reference to the WCO, initiate a review and joint action with the WCO for purposes of accelerating accession of member states to the WCO Revised Kyoto Convention and special annex J2 on postal matters;
- in concert with the various bodies of the Postal Operations Council, to initiate a review of the current customs-related regulations found within the UPU texts, for the purpose of aligning them to the existing and future needs of stakeholders, and develop and implement the necessary changes to existing regulations to transform existing paper-based processes to processes that are more efficient, through the use of electronic and automated technologies;
- to strengthen capacity-building activities among UPU member countries by developing e-learning courses and implementing training workshops at regional level;
- to continue to operate effectively with stakeholders in combating infringements of intellectual property rights in relation to postal traffic;
- to develop facilitative customer tools such as returns solutions, duty estimation and prepayment tools, and other initiatives that respond to mailers' needs,

Convinced

that achieving the above-mentioned objectives should be considered a priority in the context of the Doha Postal Strategy and in order to sustain the exchange of international mail under the distinct legal framework facilitated by the UPU Acts and Regulations,

Further convinced

that having as the UPU authority on customs matters a group of postal specialists who can also represent the postal sector at the WCO–UPU Contact Committee (the joint forum between Posts and customs authorities) will facilitate the achievement of these objectives,

Instructs

the Postal Operations Council, in collaboration with the International Bureau, to take all necessary measures to implement the objectives listed under “Considering” in this proposal, as well as the customs action areas outlined in Congress–Doc 23c. Annex 1, to re-establish a UPU customs function within its structure, and to re-establish the UPU–WCO Contact Committee in order to continue the collaboration between the two organizations and pursue joint actions in areas of common interest.

(Proposal 32.Rev 1, amended by proposal 90, Committee 7, 4th meeting)

Resolution C 56/2012

Work relating to transport issues

Congress,

Noting

that transportation is a critical link in the mail supply chain, and needs to be performed to the highest safety and security standards,

Also noting

that, since its constitution after the 2008 Congress, the work of the Transport Group has provided the postal network with increased visibility and reliability, and has contributed to streamlined operations with carriers,

Considering

that the dissemination of best practices is a key factor in the effort to improve transport operations and better manage relations with carriers,

Also considering

that regional sessions should be conducted within the framework of existing quality of service activities, in order to:

- share and promote best practices;
- discuss regional issues and identify potential solutions for the benefit of all categories of designated operators,

Convinced

that increased collaboration and a cross-functional approach between all groups involved in the postal supply chain is a key factor of success for the Postal Operations Council to fulfil the needs expressed above,

Instructs

the Postal Operations Council to:

- further develop the smart convergence of cargo and mail processes, recognizing the unique status mail holds under the UPU Convention, and

- to keep up with positive evolutions in the cargo industry while keeping and even reinforcing elements that are essential to mail;
- further improve the visibility of mail while in transport through increased synergies with carriers and use of EDI messaging;
 - further increase the reach of the postal network by improving the conveyance methods available to designated operators and developing use of the postal air waybill number;
 - further develop paperless transport operations to increase reliability and efficiency of handover operations;
 - further improve the legal context of transport operations by revising the framework for a service agreement between designated operators and carriers;
 - closely follow up on, proactively respond to and plan compliance with changes in regulations affecting transport operations;
 - address issues related to safety and security of mail transportation, allowing compliance with international regulations while preserving features critical to mail operations;
 - develop a regional approach, in coordination with the restricted unions and taking into consideration existing initiatives, in order to treat and resolve the regional problems linked to transport, and to promote best practices;
 - reconstitute a transport function within its structure, adapting it to enable a more interdisciplinary approach to the mail logistics chain.

(Proposal 33, amended by proposal 100, Committee 7, 4th meeting)

Resolution C 57/2012

Future work on the terminal dues system for 2018–2021

Congress,

Considering

the mandates given by the 2004 and 2008 Congresses to ensure that the remuneration systems to be proposed to the 25th Congress promote fulfilment of the obligation to provide universal service and preserve the integrity of the postal network,

Recognizing

that the financial relations between designated operators should take into account the environment in which the Posts operate, particularly as regards the opening of postal markets to competition,

Recalling

that the provisions of the Convention concerning terminal dues contain transitional arrangements leading to the adoption at the worldwide level of the target system, which is characterized by country-specific, cost-based remuneration principles,

Aware

that the target system offers important development opportunities to the countries themselves and to the universal postal system as a whole through the link between terminal dues and quality of service and through the implementation of a quality measurement system,

Recognizing also

that the special situation of countries in the transition system needs to be considered very carefully so that these countries join the target system gradually and in a way that the development opportunities offered therein are ensured and the risks of negative impacts are minimized,

Noting

the results of the studies on market conditions, customer needs and impacts of terminal dues and tariff increases on designated operators,

Taking into account

regulatory requirements and customer interests,

Mindful

of the need to seek compatibility between the remuneration aspects of letter-post services and the rules of the World Trade Organization,

Recognizing further

that the objective of fully applying the provisions of the target system to all countries, by the recommended deadline of 31 December 2017, requires transitional measures for new target and transition system countries (classified by the 2008 Congress into groups 1.2, 2, 3, 4 and 5),

Mindful also

of the conclusions of the external study, which found that certain provisions of the transition terminal dues system (such as the compound rate) constitute a serious challenge to postal development,

Recognizing in addition

that the Quality of Service Fund is an important resource for improving the quality of postal services provided by countries in the transition system,

Considering further

that the work should be organized in a way that will allow the associated costs to be contained,

Instructs

the Council of Administration to:

- ensure that affordable universal service and the integrity of the postal network are maintained;

- continue the process of gradually applying country-specific, cost-based principles for the remuneration of letter-post exchanges at the worldwide level;
- pursue the objective and process of gradually applying target system principles to new target countries for the 2018–2021 period, while ensuring that transitional measures to mitigate financial impacts are taken. Due consideration should be given to eliminating inconsistencies in the transition terminal dues system, which hamper postal development;
- assess the possibilities and propose conditions and measures that will allow group 4 and 5 countries to benefit from application of the basic provisions of the target terminal dues system during the 2018–2021 period;
- ensure, in coordination with the POC, that countries in groups 3, 4 and, especially, 5 benefit from development projects, namely quality improvement projects financed through the QSF. To that end, a report containing an assessment of development projects implemented during this cycle and a proposal for the next cycle will be submitted to the 26th Congress;
- propose a timetable or a transition principle for the full application of target system provisions by countries in groups 1.2, 2, 3, 4 and 5, taking into account the experience gained from previous transitions of countries as well as the market, customer and financial impacts involved;
- review the methodology for the classification of countries, more particularly revising the methodology for low-volume small island developing states and landlocked developing countries, taking into account the possible impacts of their transition to the target system,

Also instructs

the Postal Operations Council to carry out the following work:

- regarding the terminal dues model:
 - conduct a cost study aimed at establishing the relationship between domestic tariffs and the cost of processing inward international mail;
 - review the formula for converting the domestic tariffs of destination countries into terminal dues rates based on an accurate linearization methodology, taking into account the special situation of countries whose domestic tariffs are set on a social basis and do not cover the cost of providing inbound letter-post delivery services, and in particular taking into consideration format-separated terminal dues rates and the possible use of lower rates for non-priority mail;
 - assess the impact of the new terminal dues rates on markets and designated operators;
 - propose remuneration for other services (such as registered and insured letters);
 - propose changes to the systems applied for the remuneration of international postal items in the destination country, with a view to their harmonization;
 - examine access pricing as an alternative remuneration system;

- study the possibility of applying parts of the target system provisions by the transition countries on a voluntary basis.
- regarding statistics, accounting and operations:
 - develop operational, statistical and accounting procedures that are relevant to the terminal dues system;
 - develop operational, accounting and statistical procedures to complete the implementation of format separation of mails;
 - study the use of receptacles other than bags and its implications, including the question of gross and net weights and the management of such receptacles;
 - carry out a study on the transportation costs associated with surface mails in transit and propose land and sea transport rates to the 2014 POC;
 - review the provisions on the definition of bulk mail in the Letter Post Regulations, taking into account the reasons for their adoption and experiences resulting from their application;
- regarding the quality of service link:
 - review the provisions governing the link between terminal dues and quality of service with respect to bonuses and penalties as well as applicable standards and targets;
 - propose a timetable for the participation of designated operators in the measurement system based on the timetable for the transition of countries to the target system;
- regarding the quality of Service Fund: ensure that appropriate levels of contributions are assigned to the countries most in need;
- report to the Council of Administration on the progress of the terminal dues work,

Further instructs

the International Bureau to:

- carry out the studies provided for in the work assigned to the CA and POC;
- implement the terminal dues system for the 2014–2017 period;
- support the work assigned to the CA and POC;
- update the Operations and Accounting Guide for terminal dues and transit charges, and undertake training activities for countries/regions in need;
- update the Transit Manual on a yearly basis;
- review the postal development indicator.

(Proposal 37, Committee 5, 4th meeting)

Resolution C 58/2012

Definition of a sanctions mechanism for non-payment of ongoing, long-term debts related to general accounts (CN 52) between designated operators

Congress,

Having noted

- that the official collection methods do not produce the desired results among countries with long-standing debts, despite the fact that the CN 52 accounts were duly accepted by the designated operators;
- that certain designated operators have debts in arrears dating back over 25 years on international accounts,

Aware

that neither the Acts of the Union nor the Regulations provide for a specific mechanism to address this situation,

Instructs

the Postal Operations Council to:

- carry out a study for the purpose of considering the inclusion in the Letter Post and Parcel Post Regulations of a sanctions mechanism to address the situation;
- present the mechanism during the next cycle with a view to a rapid implementation.

(Proposal 63, Committee 5, 5th meeting)

Resolution C 59/2012

Future strategy of the Telematics Cooperative and financing of its activities

Congress,

Recalling

- resolution C 27 of the 1994 Seoul Congress, resolution C 52 of the 1999 Beijing Congress, resolution C 66 of the 2004 Bucharest Congress, and resolution C 53 of the 24th Congress held in Geneva, concerning Union activities in the field of EDI exchanges from 1995 to 2012;
- the success of telematics activities since 1994, and in particular the large, and steadily growing, number of designated operators that have willingly joined the Telematics Cooperative;
- the widespread adoption of UPU information technology solutions among all members, from the least developed countries to the industrialized countries,

Aware

- of the strategic importance of UPU telematics activities for all Union member countries;
- of the fact that the telematics network infrastructure and activities are crucial for further improving postal products and services, for maintaining a quality universal service obligation, for further postal developments in the information society, for reducing the digital divide between members, and for helping to solve some important problems such as the future of the universal service and the question of remittances for migrant workers, at both the domestic and international levels,

Noting

- the establishment, through the efforts of the Telematics Cooperative, of an interconnected worldwide network linking all players in the logistical chain: designated operators, Customs and airlines, as well as other international organizations;
- that this electronic network infrastructure and the state-of-the-art IT solutions owned by the UPU and affordable for all members ensure electronic exchange capability between all members and the automation of important postal operational processes irrespective of their postal development status, and hence provide the possibility of further quality and service enhancements to postal services that would not otherwise be possible;
- that the Telematics Cooperative carries out significant work to support members not only in areas closely related to the adoption and deployment of UPU information technology solutions, but also in the field of operational consulting and monitoring activities, so as to encourage them to adopt best practices for the improvement of postal operational processes and related electronic infrastructures, particularly in the developing and least developed countries;
- the work in the advanced electronic services area, which aims to develop UPU information technology systems in support of secure Internet-based postal services such as postal registered electronic mail, and other systems related to radio frequency identification standards, e-shopping and the .post platform;
- the support provided by the Telematics Cooperative to other UPU bodies in the strategic area of electronic data interchange standards, and through its active participation in other projects not directly linked to UPU information technology solutions, from which all Union member countries stand to benefit,

Noting also

- the inability of the Telematics Cooperative to finance tasks not directly related to development, deployment, operation and support of UPU information technology solutions from fees received for product maintenance, network services, assistance missions, product development or the member contributions;

- that the required funds to enable research, development and marketing of new high-potential postal products and services need to come from external resources,

Considering

the digital divide in terms of operational development and differences in the development levels of members,

Recognizing

- the achievements of the Cooperative to date and its efforts aimed at improving and developing information technology solutions in support of postal services (Congress–Doc 28.Rev 1);
- the fact that the strategy of the Telematics Cooperative (Congress–Doc 28.Add 1) and its activities must not only support the Doha Postal Strategy but must also be deemed essential to its implementation;
- The need to continuously improve the UPU information technology solutions and to fulfil customers' requirements for both maintenance and support in a reasonable timeframe,

Convinced

that the development gap can be reduced by technical cooperation activities aimed at:

- making the same state-of-the art IT solutions and infrastructure usable by, and affordable to, all members;
- providing ongoing support and advice on business and operational matters;
- supporting the provision of a worldwide electronic infrastructure such as .post, in order to give every citizen and small, medium or large business the possibility of participating in global trade exchanges in a trusted environment verified by Union member countries' designated operators,

Noting with satisfaction

the strategy approved by the Telematics Cooperative for the 2013–2016 period (Congress–Doc 28.Add 1),

Instructs

the Council of Administration to:

- continue to finance, through the Union's regular budget, the institutional support costs connected with maintaining the Postal Technology Centre (or an equivalent structure) as a unit of the International Bureau, including dedicated premises, administrative and logistical services, translation services, interpretation services during UPU meetings, the production and dispatch of documents, staff management and financial management and legal services, and all other International Bureau costs concerning the Postal Technology Centre (or an equivalent structure) which do not appear in the latter's internal budget;

- continue to finance, through the Union's regular budget, Telematics Cooperative activities not closely linked to the development and use of standard UPU information technology solutions, insofar as such activities are formally authorized and are consistent with the respective mandates and objectives of the Telematics Cooperative and UPU projects, as defined by the permanent bodies of the Union;
- supervise Telematics Cooperative finances through the examination and approval of the International Bureau's budget and annual accounts (comprising also detailed financial information on revenues and expenses for each UPU information technology solution), as well as the presentation of a detailed report to the next Congress on the financing of the Telematics Cooperative,
- continue to exercise its competency in all matters of principle and governance concerning the functioning of the Telematics Cooperative, including the supervision of any aspects related to the implementation of the Doha Postal Strategy, insofar as they are specifically linked to Telematics Cooperative activities.

Also instructs

the Postal Operations Council to:

- continue to exercise its competency for all strategic matters concerning Telematics Cooperative activities;
- present a report to the next Congress on the progress of telematics activities;
- continue to supervise and approve the Telematics Cooperative's specific operating rules, in order to ensure that they are consistent with the relevant matters of principle and governance adopted by the Council of Administration,

Further instructs

the International Bureau to:

- provide for and maintain any internal structures (such as the Postal Technology Centre or an equivalent structure) deemed necessary for the implementation of strategies approved by the Telematics Cooperative, giving due regard, to the extent possible, to the organizational flexibility needs of such a structure in the light of information technology market conditions, without prejudice to the relevant functions of the Council of Administration and Director General of the International Bureau on matters of administration and human resources management;
- continue to promote the activities of the Telematics Cooperative and encourage designated operators to join it and to contribute actively to its activities.

N.B. – This document was submitted to the 18th Telematics Cooperative General Assembly held during the 2012 POC session.

(Proposal 9.Rev 2, Committee 7, 5th meeting)

Resolution C 60/2012

EMS Cooperative

Congress,

Recognizing

- that EMS is offered, on the basis of article 14 of the Universal Postal Convention, and the EMS Standard Agreement (Congress–Doc 22), by the great majority of designated operators of member countries and territories as an integral element of the postal offer, effectively complementing the traditional range of letter-post and parcel-post services;
- that EMS has considerable commercial and strategic importance for postal services and for their customers;
- that in most member countries and territories EMS is the only practical and affordable means of providing universal access to international express services for the private customer and many small enterprises,

Noting

the progress and achievements of the EMS Cooperative, as a structure within the POC, providing a global focus to allow the worldwide EMS network to better meet the needs of postal customers,

Affirming

the need for the UPU to continue to support ongoing EMS activities, particularly for those UPU members that are not members of the EMS Cooperative,

Acknowledging

that the EMS Cooperative is financed by its members and that it pays for all EMS programmes and activities for members and non-members, including all direct staff costs, from its own budget,

Further acknowledging

that the EMS Cooperative programmes and activities benefit the UPU by sharing information and experience and by leading new efforts which are emulated by other groups in the areas of quality of service measurement, customer service approaches, and the use of technology and training,

Decides

to continue to finance, through the UPU budget, the institutional and other support costs of maintaining the EMS Unit as an integral part of the International Bureau. The costs to be supported shall include those for the accommodation of the EMS

Unit; its office and IT services; logistic support – including production and distribution of documents; translation and interpretation for UPU meetings; personnel and financial management support; legal advice, and any other costs incurred by the International Bureau in respect of the EMS Unit which are not currently allocated to EMS chapters in the UPU Programme and Budget,

Charges

- the EMS Cooperative, under the POC:
 - with maintaining, within the framework of the UPU strategy, its responsibilities for all operational, commercial, technical and economic matters concerning EMS, having authority to make and amend EMS recommendations and establish EMS standards in all these areas, taking into account directives from the UPU bodies;
 - with presenting an annual report to the POC and, where appropriate, to the CA;
- the POC with presenting a report to the next Congress on the progress of EMS activities and their financing,

Instructs

the International Bureau to:

- continue to provide support to the EMS Cooperative by covering all its institutional and other support costs as specified in this resolution, without cost to the Cooperative;
- ensure that designated operators which are not members of the EMS Cooperative continue to benefit from UPU EMS programmes and publications;
- continue to promote EMS activities for those designated operators which are not members of the Cooperative.

Asks

member countries and territories whose designated operators are not EMS Cooperative members to join the Cooperative on the basis of the excellent results achieved (see Congress–Doc 22).

(Proposal 11.Rev 1, Committee 7, 5th meeting)

Resolution C 61/2012

Continuation of the work on postal revenue protection

Congress,

Taking account

of the report submitted by the Consultative Committee on its 2009–2012 activities (Congress–Doc 13),

Considering

that postal revenue protection is an integral part of the security of the global supply chain of designated operators (DOs) and represents good commercial practice,

Aware

that, as shown by UPU studies, leakages of postage revenue may significantly reduce DOs' cross-border and domestic mail revenue, thereby hampering their ability to reach their financial targets, fund their universal service obligations and meet customers' needs,

Also aware

that several DOs have successfully reduced such risks by identifying and measuring leakages, introducing effective processes, controls, technologies, training programmes, and creating teams dedicated to postal revenue protection,

Recognizing

that the development of technologies relating to the identification, tracking and sorting of individual mail items (e.g. intelligent mail), helps DOs to protect postage revenue along the processing chain in a measurable way by making mail manifesting, sorting, and billing more reliable, and forecasting more accurate and less prone to errors and fraud,

Noting

that, since the last Congress, effective cooperation has been established between the Consultative Committee, UPU member countries and a range of stakeholders, including wider sector organizations and companies, the POC Postal Security Group and the restricted unions, around the shared goal of raising awareness of the importance of postal revenue protection, supported by joint activities such as operational reviews and regional workshops,

Also noting

that UPU member countries have expressed a need for additional UPU assistance in implementing operational activities, such as certification programmes, pilot tests and assistance in setting up postal revenue protection teams,

Mindful that

new activities should be funded primarily from extrabudgetary resources,

Instructs

the Postal Operations Council, in consultation with the Consultative Committee, to continue revenue protection activities involving UPU member countries and wider sector participants, with an emphasis on:

- the continuation, on an as-needed basis, of a range of activities aimed at raising awareness of postal revenue protection among senior managers of Posts and sharing best practices;
- the development and implementation, subject to the availability of extrabudgetary resources, of new optional services, such as an audit and

- compliance programme aimed at measuring, on request, the quality of designated operators' postal revenue protection processes;
- the development, also subject to the availability of extrabudgetary resources, of pilot tests and other operational projects aimed at reducing postage leakages in a proven, measurable way, demonstrating that investing in postal revenue protection activities makes commercial sense,

Invites

the Postal Operations Council, when establishing these activities,

- to extend participation to the wider sector including, but not limited to, CC members and other individual stakeholders;
- to seek synergies with the POC groups responsible for postal security, standards and operational efficiency,

Also invites

the International Bureau, in support of these activities, to develop partnerships with the restricted unions and, as far as possible, with other international postal organizations with a view to contributing to the implementation of regional strategies.

(Proposal 44, Committee 7, 5th meeting)

Recommendation C 62/2012

Drug trafficking and money laundering via the Post

Congress,

Aware

that the security of postal employees and customers is the main priority worldwide, and that Posts are at risk of their services being used by criminal organizations to illegally send and transport psychotropic substances and/or narcotics, as well as to launder money,

Also aware

that, in order to guarantee the free circulation of postal items, it is necessary to implement security measures throughout the postal logistics chain, in accordance with prevailing standards, to use appropriate models to raise awareness among postal users, and to forge strategic alliances with specialized organizations countering drug trafficking and money laundering,

Considering

that it is primarily the responsibility of each country's police and financial intelligence units to define the actions required for taking preventative measures against these illegal acts and to suppress them by law, the member countries and territories should liaise with these entities in order to optimize the measures taken,

Recommends

that Union member countries:

- introduce security measures at counter inspection points, domestic sorting centres and offices of exchange/airmail centres;
- forge strategic alliances with monitoring organizations;
- establish general postal security regulations;
- implement campaigns to raise awareness among users of the combatting of drug trafficking and money laundering;
- provide continuous training to security personnel;
- cooperate with national and international authorities involved in combatting drug trafficking and money laundering, in particular through the post,

Urges

the restricted unions, as far as they are able, to facilitate and guide the implementation of the guidelines set out in this recommendation.

(Proposal 76, Committee 7, 5th meeting)

Resolution C 63/2012

UPU development cooperation policy for 2013–2016

Congress,

Having examined

the joint reports presented by the Council of Administration, the Postal Operations Council and the International Bureau on development cooperation in the Universal Postal Union,

Noting

the positive results from the implementation of the development cooperation programme during the period 2009–2012, particularly the achievements within the framework of regionalization of development cooperation and, at national level, the integrated postal reform and development plan,

Also noting

the contribution made by regional project coordinators to the implementation of cooperation policy in the field, particularly with regard to the management and coordination of projects stemming from regional development plans to help developing countries implement the objectives of the Nairobi Postal Strategy,

Aware

that, through the development of a three-dimensional global postal network (physical, electronic and financial), the UPU is called upon to play an even more active role in the service of its member countries,

Convinced

of the need to include the Union's development cooperation policy within the framework of the Doha Postal Strategy,

Stressing

the positive results obtained by the International Bureau during the 2009–2012 period through its new policy for the mobilization of resources from public, private, international, regional and national funding sources,

Decides

- i to use the regional approach, in the form of regional development plans and projects, as a key tool for implementing the Union's development cooperation policy in the field during the 2013–2016 period, within the framework of the Doha Postal Strategy;
- ii to continue efforts on behalf of developing countries, by helping them to implement postal reform, particularly by means of integrated postal reform and development plans;
- iii to help designated postal operators acquire the structures needed to provide quality universal postal service and improve their position in the domestic postal market;
- iv to continue to provide assistance to the least developed countries and countries in special situations, in the form of business plans and national multi-year integrated projects, also taking into account the priority needs of other developing countries;
- v to take account of the particular characteristics of island and land-locked countries in formulating and implementing technical assistance programmes;
- vi to continue to develop training programmes, particularly distance training, focusing in particular on areas involving the transfer of know-how and the exchange of good practices;
- vii to maintain the UPU presence in the field in the current form, using a standardized, common methodology, and adapting it to the needs involved in implementing the regional approach and to the financial options for development cooperation;
- viii to improve the effectiveness and impact of the UPU's efforts in the field, by implementing tailored mechanisms for monitoring and for evaluation of cooperation activities, and by fostering the exchange of best practices;
- ix to support the efforts of countries and the International Bureau to obtain funding for the postal sector from financing institutions to enable them to carry out investment projects and projects to modernize postal services;
- x to strengthen partnerships with training institutions and UN agencies in the field of development cooperation, examining the possibility of UPU participation in the United Nations Evaluation Group;
- xi to strengthen the emergency assistance procedure through the UPU Emergency and Solidarity Fund (ESF) adopted by the 2010 CA,

Invites

- countries receiving assistance to mobilize their human, financial and material resources in order to take ownership of the projects of which they are beneficiaries and, in a spirit of good governance, to make the best possible use of the assistance provided them;
- the restricted unions to support the joint implementation of regional development plans and provide the necessary resources for this purpose;
- the industrialized countries and other donors to provide assistance and support with the implementation of regional development plans by supplying expertise and financial resources;
- all Union member countries to contribute to the Special Fund, in order to provide funding for technical assistance activities, particularly in the area of training,

Instructs

the Council of Administration and the Postal Operations Council to take appropriate measures to ensure the implementation of Union development cooperation policy and the optimal use of funds allocated to beneficiary countries, and, in particular:

- to set the total budgetary credit earmarked for development cooperation in the Programmes and Budgets for 2013–2016 at a level at least matching that set for the 2009–2012 period;
- to draw up the development cooperation programme for 2013–2016 on the basis of the Doha Postal Strategy, the priorities and concrete indicators resulting from the regional prioritization process put in place in cooperation with the restricted unions, and the content of this resolution,

Also instructs

the International Bureau to:

- initiate the process and obtain the necessary resources to ensure a Union presence in the field during the period 2013–2016, according to the needs of the regional approach and the resources available for development cooperation;
- ensure better coordination with the QSF Board of Trustees to exploit synergies between QSF projects and other development cooperation projects, to help countries receiving development assistance take advantage of UPU funding possibilities in the area of development assistance;
- continue and expand the resource mobilization activities launched during the 2009–2012 period, so as to obtain support for the development cooperation policy from international, regional and national financial backers,

Further instructs

the Council of Administration, the Postal Operations Council and the International Bureau, each within its area of expertise, to take into account the transversal role of development cooperation with the aim of strengthening the exchange of infor-

mation and cooperation between the various Union bodies in their work on behalf of Union member countries, particularly developing countries.

(Proposal 39, Committee 8, 1st meeting)

Recommendation C 64/2012

Initiatives for the study of sustainable development and development cooperation measures to make postal organizations more resistant to major disasters

Congress,

Recalling

recommendation C 27/2008 entitled “Initiatives for the sustainable reduction of the negative environmental impact of the postal sector”, and resolution C 34/2008 entitled “Work on sustainable development” adopted by the 2008 Congress in Geneva,

Underscoring

the need to promote sustainable development to prevent natural disasters linked to climate change, and to reduce the impact of postal activities on the global environment,

Understanding

that any actions to protect the environment will contribute significantly to not only reducing the risk of natural disasters, but also improving sustainable development, thus bringing about economic, environmental and social benefits,

Noting with satisfaction

the positive results of the work of the Joint CA/POC Committee 2 (Development and Cooperation) Sustainable Development Project Group in the areas of raising awareness and evaluating and mitigating the harmful impacts of postal activities on the environment, through the organization of a number of regional seminars and workshops during the 2008–2012 period,

Appreciating

the efforts made by the International Bureau in developing a number of projects and tools for member countries, including an inventory of greenhouse gas emissions and a compendium of designated operators’ best environmental practices,

Taking into account

resolution CA 2/2010 concerning the creation of a UPU Emergency and Solidarity Fund for countries affected by natural disasters and/or in special situations, and resolution CA 1/2011 concerning the rules for the administrative management of the Fund,

Considering

that a number of member countries and their citizens have been severely affected by natural disasters, including major earthquakes, typhoons, tsunamis, cyclones,

floods, droughts, etc., which have caused widespread destruction and long-term interruption of postal services,

Recalling

the invaluable lessons learned by all UPU member countries from the Japan earthquake and tsunami on 11 March 2011, an unprecedented natural disaster that devastated the eastern part of the country,

Strongly convinced

of the undeniably important role that the postal services can play as a means of communication and settlement, particularly in the wake of major disasters such as the Japan earthquake,

Recognizing

that sound data is critical for the taking of precise and timely development and investment decisions,

Also considering

the importance of maintaining and enhancing postal services in the face of energy shortages caused by disasters,

Further considering

the importance of prevention and risk management activities and the need to ensure the continuity of postal operations in times of disasters,

Recommends

that the Council of Administration conduct a study on the feasibility of establishing a UPU policy on risk reduction and management and emergency assistance activities to enable the International Bureau and Union member countries and their designated operators to take the following initiatives aimed at making postal organizations more resistant to disasters:

- promote and introduce more energy-efficient buildings and vehicle fleets to maximize postal service performance with a view to better managing and responding to energy shortages caused by disasters;
- provide assistance for the restoration of basic postal services in times of disasters;
- establish disaster management and infrastructure resilience and reconstruction plans;
- establish postal service contingency and business continuity plans and enhance risk management skills, building upon the experience of the Japan earthquake;
- evaluate and mitigate the impacts of postal activities on the environment;
- provide crisis management training to postal employees;
- closely monitor data losses, including on a small scale and for localized disasters.

(Proposal 56.Rev 2, Committee 8, 2nd meeting)

Resolution C 65/2012

Financing of the UPU Emergency and Solidarity Fund

Congress,

Having examined
the report submitted by the Council of Administration concerning the emergency assistance provided by the UPU between 2005 and 2012,

Recognizing
that natural disasters have been occurring with increasing frequency and intensity in recent years, resulting in many injuries and deaths, serious economic damage, and considerable material losses, including in the postal sector,

Noting with satisfaction
the measures taken by the UPU bodies, in particular by the International Bureau in cooperation with member countries, restricted unions and other partners, to assist Union member countries affected by natural disasters and/or in special situations,

Noting in particular
the decision taken by the Council of Administration in 2010 to set up a permanent mechanism to finance emergency assistance in the form of the UPU Emergency and Solidarity Fund (ESF),

Also noting
that the ESF is primarily financed through voluntary contributions from donors and unused credits from contributions to emergency assistance projects assigned prior to the creation of the ESF,

Concerned
by the fact that sources of funding for the ESF remain relatively limited and that the funds collected are insufficient to cover the increasing requirements in terms of emergency assistance or to ensure the quick allocation of emergency assistance resources,

Believing
that regular financing for the ESF is necessary and that other sources of funding should be explored,

Invites

UPU member countries, restricted unions and partners concerned to make voluntary contributions to the ESF and to play a role in ensuring sustainable financing for the ESF,

Encourages

UPU member countries to issue postage stamps with a surcharge, the income from which could be paid into the ESF,

Decides

- that 1% of the regular Union budget shall be withdrawn annually during the 2013–2016 cycle to guarantee minimum long-term funding of the ESF,
- that the Council of Administration should carry out a study to explore other sources of funding for the ESF,

Instructs

the Council of Administration and the International Bureau to take the necessary steps, within their respective areas of responsibility, to ensure that the decisions taken are implemented with immediate effect.

(Proposal 40, amended by proposal 80, Committee 8, 2nd meeting)

Resolution C 66/2012

Work on sustainable development

Congress,

Welcoming

the outcome of the Rio+20 United Nations Conference on Sustainable Development,

Reaffirming

all the principles of the 1992 Rio Declaration on Environment and Development, including the principle of common but differentiated responsibilities, as set out in its principle 7,

In view of

the positive results of the work of the Sustainable Development Project Group between 2009 and 2012,

Aware

that sustainable development is an essential element for the modernization and liberalization of the postal sector, safeguarding workers' social rights, improving social dialogue with stakeholders and reducing the negative environmental impact of postal activities,

Considering

that it is important to continue the efforts made to promote sustainable development and social responsibility in the postal sector by conducting campaigns to raise awareness of environmental issues and leading actions to encourage social

dialogue and protect or improve the health of postal staff, as well as the efforts made to promote gender equality and diversity by advocating the adoption of ethical policies,

Also considering

that the activities of the network of national correspondents need to be maintained,

Also aware

that it is essential to strengthen the excellent cooperation with the United Nations Environment Programme, the International Labour Organization and UNAIDS, so as to achieve the objectives set and validate the actions carried out and the results obtained,

Further aware

that it is essential to develop new partnerships, in particular with other United Nations agencies, the private sector, subcontractors of postal operators and non-governmental organizations,

Convinced

of the need to strengthen ties with the restricted unions to increase their role at the regional level,

Recognizing

that the environment is a growing issue in customer purchasing behaviour and in Posts' development strategies, meaning in particular that Posts need to develop environmentally and socially responsible procurement policies,

Also recognizing

the importance of reducing the negative environmental impact of postal activities by providing the postal sector with a set of tools to measure and reduce greenhouse gas emissions, using as a reference the inventories and studies conducted by the UPU and improving those instruments, and by continuing the studies and actions undertaken to provide access, particularly for developing countries, to funding mechanisms in the area of sustainable development,

Further recognizing

that the International Bureau should serve as a showcase for sustainable development for UPU member countries and, as such, should continue its efforts to achieve climate neutrality by regularly measuring and reducing its environmental impact,

Recognizing in addition

the need to pursue the campaign to raise the awareness of postal workers on how HIV/AIDS is spread, to extend this campaign to non-communicable diseases, and to promote gender equality, diversity and social dialogue, on the basis of the action plan adopted by the ILO and the UPU and the cooperation with UNI Global Union,

Recognizing moreover

the power of the postal network, given the number of post offices and their close dealings with populations, making it possible to launch other awareness campaigns on health and the environment through new partnerships,

Taking into account

the urgent need to use sustainable development as a driver of performance to optimize the postal network in least developed countries, by improving the quality and sustainability of postal services and guaranteeing the diversification of products and services offered to individuals and businesses,

Recognizing lastly

that sustainable development has become an essential element of postal development, and that to guarantee the quality and sustainability of postal operations it is necessary to take economic, environmental and social/ societal factors into consideration, leading to the conclusion that the work on sustainable development must be carried forward, with a view to continuing the activities to implement the actions referred to above,

Instructs

the relevant councils to take the necessary measures to achieve the following objectives:

- Reduce the negative environmental impact of postal activities by providing postal operators with a set of tools for measuring and reducing the sector's greenhouse gas emissions;
- Continue studies and actions to provide access, particularly for developing countries, to funding mechanisms in the area of sustainable development;
- Continue efforts to help the UPU International Bureau achieve climate neutrality;
- Strengthen cooperation with UN agencies, such as the United Nations Environment Programme and the International Civil Aviation Organization;
- Continue the campaign to raise awareness of how HIV/AIDS is spread;
- Use the expertise and contacts gained through the HIV/AIDS campaign to extend the UPU's commitment to the fight against new pandemics and non-communicable diseases;
- Renew the studies on the implementation of the 20 priority actions for the postal sector;
- Pursue the implementation of the action plan developed by the International Labour Organization and the UPU to promote full and productive employment and decent work;
- Continue cooperation with UNI Global Union;
- Promote the adoption of environmentally and socially responsible procurement policies among designated operators;
- Give impetus to the network of national correspondents for sustainable development,

Also instructs

the International Bureau to implement the decisions taken in this area by the UPU bodies.

(Proposal 08, amended by proposals 96 and 98, Committee 8, 2nd meeting)

Resolution C 67/2012

Quality of Service Fund

Congress,

Having examined the report submitted by the Postal Operations Council on the progress of the Quality of Service Fund (Congress–Doc 30 and Add 1),

Noting

that in its 10 years of activity, the QSF has launched more than 600 projects which have had a substantial impact in terms of improving the quality of the mail service in over 200 beneficiary designated operators,

Observing

that, through the volume of financial resources released, the Fund has become a vital component in the Union's development cooperation system,

Aware

that the Fund's innovative structures and operating rules have enabled the Board of Trustees, with the support of the International Bureau and in collaboration with the restricted unions, to manage the Fund's financial resources effectively and foster close regional cooperation, as demonstrated by the regional and global projects,

Concerned

that, despite the changes in the method of calculating QSF contributions introduced by the 24th Congress, the revenues generated do not appear to adequately address the service quality investment costs of the least developed countries (LDCs) and certain countries in a special position,

Bearing in mind

the need to rationalize and expedite the use of all the resources available, and the ongoing concern to ensure the overall coherence of the Union's activities, more specifically in the area of development of service quality for international mail with focus on performance measurement and evaluation and enhancement of network operations,

Persuaded

that the efforts made by the Board of Trustees and the Postal Operations Council with the support of the International Bureau to optimize and simplify the Fund's rules must be continued, as must the efforts to coordinate the formulation, monitoring and evaluation of QSF projects,

Confident

that extending the trust's duration and guaranteeing the funding for its activities for 2014 to 2017 would be fully consistent with Objective 1 of the Doha Postal Strategy and would constitute a major source of funding for activities related to the fields described in article 7.2.1 of the QSF Deed of Trust,

Convinced

that, depending on the decisions taken on terminal dues and assuming that international mail flows remain stable, it would be desirable that the level of annual financing generated by the Fund between 2010 and 2013 be maintained, as far as possible, from 2014 to 2017,

Decides

- that the date for dissolving the Trust, which is currently set at 31 December 2016, shall be postponed until 31 December 2020;
- that the link between the Fund and terminal dues shall be maintained;
- that QSF projects should continue to focus on improvements in the quality of service of beneficiary designated operators, particularly the quality of letter-mail flows subject to terminal dues;
- that the Fund's objectives and the fundamental responsibilities of the Board of Trustees as the Trust management body reporting to the POC shall remain unchanged for the period 2014–2017;
- that the QSF work on improving the quality of the universal postal service in the beneficiary designated operators shall continue during the 2014–2017 period;
- that low-volume, low-revenue countries should be additionally supported through improved synergies of the QSF with projects financed by other budgets, in order to maximally benefit from available funds;
- that countries that have achieved high quality levels and still continue to receive large QSF contributions should be invited to consider reallocating some of their assets to countries that continue to receive very low QSF contributions;

Instructs

- the Postal Operations Council to produce, on the basis of recommendations formulated by QSF stakeholders, updates to the Deed of Trust, the Project Management Manual and the Financial Management Manual, bearing in mind the need to:
 - take account of the Congress decisions, in particular those concerning the lists of QSF settlor and beneficiary designated operators, as well as the level and method of calculating QSF contributions, and other relevant Congress decisions;
 - analyse and adapt, as necessary, existing QSF provisions;
 - facilitate access to Fund resources and accelerate the submission of project proposals and use of available QSF funds by introducing further flexibility in the rules and procedures applicable to the oper-

- ational and financial management of QSF projects, including for regional and global projects;
 - facilitate the submission and implementation of projects relating to quality measurement systems such as the global monitoring system endorsed by the UPU and those decided by the beneficiary designated operators;
 - prioritize the QSF to a shorter list of categories for projects eligible for financing, using a top-down approach that reinforces the development and implementation of a national quality development plan, for example;
 - undertake a comprehensive prospective study in order to present proposals on the evolution of the QSF to the 26th UPU Congress, taking into account changes to terminal dues provisions and other domains having an impact on the QSF,
- the International Bureau:
- to continue to provide the secretariat so that the Board of Trustees is able to administer the QSF accounts during the 2014–2020 period;
 - in view of the Doha Postal Strategy and its implementation (including regional development plans) to take into account the benefits of aligning QSF projects with other relevant projects assisting improvements to the postal networks and the formulation of coherent regional and global QSF projects, and possibly in conjunction with multi-year integrated projects (MIPs);
 - to provide the support necessary for the successful execution of the comprehensive prospective study on the future of the QSF.

(Proposal 15, Committee 8, 3rd meeting)

Resolution C 76/2012

Establishment of a voluntary carbon offset system for designated operators of UPU member countries

Congress,

Recalling

the adoption of recommendation C 27/2008 (Initiatives for the sustainable reduction of the negative environmental impact of the postal sector) and resolution C 34/2008 (Work on sustainable development) at the 24th Congress in Geneva in 2008,

Recalling also

the adoption by the 2007 Council of Administration, in the area of sustainable development, of 20 priority actions for Posts to develop according to their respective national legislation,

Recognizing

the importance of the United Nations Framework Convention on Climate Change,

Considering

that the aforementioned framework in no way excludes other voluntary actions implemented in parallel,

Welcoming

the efforts of the UPU International Bureau to measure and help designated operators of Union member countries to reduce their impact on the environment, and in particular to reduce the impact of postal activities on climate change,

In view of

the results of the work of the Sustainable Development Project Group on the relevance of a carbon offset system for the postal sector, in other words for the designated operators of Union member countries,

Considering also

that a carbon offset system for the postal sector would enable operators to offset, on a voluntary basis, their greenhouse gas emissions, particularly carbon dioxide (CO₂), while investing, as a priority, in postal projects meeting the criteria of offset projects, and would benefit developing Posts by enabling the financing of projects linked to energy efficiency or reduction of emissions or environment improvements that could not otherwise be carried out,

Taking into account

the fact that, on a voluntary basis and in line with their national legislation, postal operators could contribute to the offset system, in the first instance by setting up a fund, and then by offsetting their emissions, with each designated operator able to use the offset system alongside its own emission-reduction initiatives, and each designated operator free to decide how to use the carbon credits provided by the system (needs of the organization, products for customers, or both),

Realizing

that those participating in such a system would first need to make every effort to reduce greenhouse emissions as far as possible, with offsetting being the last resort,

Believing

that the benefits for the postal sector could be many, particularly in terms of the positioning of the sector as a committed player in the fight against climate change, and as one of the first sectors in the world to develop its own offsetting tools,

Convinced

that the system could be of interest both to designated postal operators in industrialized countries, enabling them to achieve their reduction objectives while also putting in place offset projects on a voluntary basis, and to developing countries, through the funding of offset projects within their postal activities (renewable energy, clean transport, paper recycling, improved efficiency of electrical and water systems, etc.), while taking account of the challenges of climate change (adaptation and CO₂ reduction scenarios), and of sustainable development in general,

Aware

of the importance of using existing, internationally recognized methodologies to put such a system in place, but also of developing methodologies or adapting them to the postal sector,

Bearing in mind

the legal opinion of the International Bureau presented during the April 2011 Council of Administration session, through document CA C 2 SDPG 2011.1–Doc 4c, and the fact that, while the UPU, under the Acts that govern it, has no legitimacy or competence to create, organize or manage a carbon offset fund, such a system may be created using other methods external to the UPU, in compliance with national legislation,

Instructs

the Postal Operations Council to raise awareness among designated operators of the benefits of creating and participating in a voluntary carbon offset system for the postal sector.

(Proposal 64, amended by proposal 97, Committee 8, 4th meeting)

Resolution C 77/2012

Classification of countries and territories for terminal dues and Quality of Service Fund (QSF) purposes

Congress,

Having adopted

the provisions of the Union's new terminal dues system,

Considering

that 24th Congress resolution C 18/2008 approved the methodology for the classification of countries for terminal dues and QSF purposes and its application on a four-year classification cycle basis as of 2010,

Taking into account

the updates and complements to this methodology introduced by the CA during the 2009–2012 period based on previous Congress mandates,

Reiterating

the position of the last Congress that the need for preferential terminal dues rates decreases with the country-specific potential to self-finance postal development and increases with the country-specific difficulties in serving the postal territory and with the postal service level provided,

Noting

that the gross national income per capita reflects the potential to self-finance postal development and that the average costs per letter reflect the difficulties in serving the postal territory,

Bearing in mind

that the special needs of small countries/territories, i.e. small island developing countries/territories and land-locked countries/territories in similar circumstances, have to be fully taken into consideration,

Recognizing

the special needs of least developed countries for preferential treatment,

Noting also

the request submitted by the United Arab Emirates, approved by the 2012 CA, to add the following text, alongside the listing of the United Arab Emirates: “During the 2014–2017 period, the provisions applicable to a new terminal dues target system country shall be applied to the United Arab Emirates, while this country shall remain in group 1.2 for the purposes of the Quality of Service Fund and the terminal dues link to quality of service”,

Bearing in mind also

that the request of a country to apply provisions other than those pertaining to the group in which it is classified based on the postal development index falls under the provisions of section III of the classification methodology concerning appeals,

Further noting

the uncontested request to the CA by Palestine to be included in the classification list for terminal dues and QSF purposes,

Decides

- to approve the updated methodology for the classification of countries for the 2014–2017 period, as described in Annex 1;
- specifically concerning the case of the United Arab Emirates, regardless of the provisions in the methodology for the classification of countries for the 2014–2017 period, to allow that country to apply the same terminal dues rates as countries classified in Group 3 for the cycle 2014–2017, with that country applying the provisions pertaining to countries in Group 1.2 for the purposes of the Quality of Service Fund and the terminal dues link to quality of service;
- to approve the classification of countries for terminal dues and QSF purposes, in the groups shown in Annex 2; the provisions concerning terminal dues rates and levels of contribution and access to QSF funds are specified in the Convention,

Authorizes

the Council of Administration to:

- decide on the temporary downward reclassification of countries due to war or extremely severe economic crisis;
- hear any appeals and issue a decision no later than the CA session of 2013, following the process described in the classification methodology (section III) in Annex 1.

(Proposal 38, Committee 5, 2nd meeting)

Annex 1

Country classification methodology for the future terminal dues system – Updated proposal for the 25th Congress

I. Introduction

1 The present document describes the methodology approved by the 24th Congress for the classification of countries for terminal dues and Quality of Service Fund purposes, with some adjustments decided by the CA. The business rules approved by the 24th Congress have been integrated into this document. The methodology and business rules are also applicable to the classification proposal submitted to the 25th Congress.

II. Methodology for the classification of UPU member countries

2 The methodology is essentially based on the postal development indicator (PDI). The PDI is then applied following a hierarchical approach for the listing of countries in groups using as reference the current target system countries and the United Nations Economic and Social Council (ECOSOC) classification of least developed countries (LDCs). Small-island developing states (SIDS) and land-locked developing countries (LLDC) status is also taken into account.

A. Postal development indicator (PDI)

3 The PDI includes a macroeconomic part, the gross national income (GNI) per capita, and a postal-specific part, the normal letter unit cost.

4 The GNI per capita is an indicator of the average annual income available to an inhabitant of the country in question. For given normal letter unit costs, it is true that the higher the GNI per capita, the more developed the country, and the higher its rank in the country classification.

5 The normal unit letter cost indicates, in terms of resource requirements (man-years per letter), the difficulties in serving the postal territory, given the level

of postal services offered. This cost encompasses all financially relevant aspects of processing and delivering a letter and automatically weights them appropriately. For given GNI per capita, it is true that the higher the normal unit costs, the less developed the country and the lower its rank in the country classification.

6 A common reason for high unit costs in many developing countries is low volumes that imply high fixed costs per letter. In contrast, many developed countries benefit from low fixed costs per letter due to high volumes (economies of scale).

7 The mechanism related to normal unit costs works as follows: other things being equal, greater difficulties in serving the postal territory means:

- higher normal unit costs;
- a decreased reciprocal of normal letter unit costs;
- a decreased PDI value;
- a decreased rank in the PDI country classification.

8 The total normal costs in terms of full-time staff are determined by econometric regression, using as variables:

- for fixed costs: the population with home delivery, the surface area and the country characteristics (i.e. island);
- for variable costs: the number of letter-post items.

Total normal costs = $a_1 \times \text{weighted number of letters} + a_2 \times \text{surface area} + a_3 \times (\text{population} \times \text{percentage of home delivery}) + a_4 \times (\text{population} \times \text{percentage of home delivery} \times \text{island-dummy})$

9 The coefficients a_1 , a_2 , a_3 and a_4 reflect the importance of the respective variable for total costs. They are estimated using the least squares method.

10 The normal costs of the letter-post activity are derived by applying the following adjustments to the regression coefficients above:

- The variable cost coefficient a_1 is adjusted by multiplying it by the world-average income percentage of the letter-post. This adjustment reduces world-average total variable costs per letter to the world-average letter-specific variable costs per letter.
- The fixed costs coefficients a_2 , a_3 and a_4 are adjusted by multiplying it by the country-specific income percentage of the letter post divided by the sum of the country-specific income percentages of the letter post and of parcels and logistics. This adjustment reduces total country-specific network fixed costs to country-specific and letter-specific network fixed costs.

11 The letter-post normal unit cost for each country is calculated as the ratio between the letter-post normal costs and the weighted number of letter-post items.

12 Furthermore, for SIDS (small island developing states) and small LLCs (land-locked countries) in similar circumstances, the normal unit cost obtained is

adjusted upward (in every single case by 15% at least). The agreed definition of small land-locked countries in similar circumstances is as follows:

- “small” = not larger than the largest SIDS;
- “similar circumstances” (compared to SIDS) = DC status (developing country).

Therefore, the special treatment will be granted to all land-locked developing countries not larger than the largest SIDS.

13 The PDI is obtained by applying the following formula:

- $PDI = (1 - \alpha) \times \text{postal-specific part} + \alpha \times \text{macroeconomic part} = (1 - \alpha) \times (\text{normalized } (1/\text{normal unit costs})) + \alpha \times (\text{normalized GNI per capita})$ where each part is normalized to a value between 0 and 1 according to the following formula: $\text{normalized value} = (\text{value} - \text{minimum})/(\text{maximum} - \text{minimum})$.

14 The relative weight of the macroeconomic part, that is α , is 75%. Correspondingly, the relative weight of the postal-specific part is 25%. The greater weighting importance of the macroeconomic part is due to the fact that it constitutes a decisive classifying factor for both sides of the international postal process (inbound and outbound), whereas the postal-specific part concerns the inbound side only.

B. Hierarchical approach – comparative classification

15 The PDI values calculated as above are compared with the PDIs of countries in the current target system and with those of LDCs, following the ECOSOC classification.

16 Countries are classified in five groups, with the most developed countries in Group 1 and the least developed countries in Group 5:

- a Group 5 – all LDCs.
- b Group 1 – all remaining countries with a PDI value higher than the minimum PDI of current target system countries (where the minimum PDI is determined without regarding territories that are in the current target system). This rule was only valid for application for the 2008 classification.
- c Group 2 – all countries not in Group 1, 4 or 5 and with tariffs above the average tariffs of Group 1 countries. This rule was only valid for application for the 2008 classification.
- d Group 4 – all countries not in Group 1, 2 or 5 and with a PDI below the maximum PDI of Group 5. However, the maximum value of the postal development indicator (PDI) in Group 5, used for purposes of classification in Group 4, should not include the highest PDI value of countries found to be eligible for graduation from the list of least developed countries (LDCs) prepared by ECOSOC.
- e All remaining countries will be placed in Group 3.

- 17 The reclassification of countries will take place according to the following rules:
- i A 10% margin above the group threshold will be allowed before countries are classified in the upper group.
 - ii An LDC losing that status will be classified in Group 3 or 4, depending on its PDI.
 - iii There is no automatic downward reclassification, except temporary downward reclassification due to war or extremely severe economic crisis, following a CA decision.
 - iv A review of the classification will take place every four years where the structural PDI parameters stemming from the cost regression are taken from the initial classification without change.

III. Appeals against classification

Appeal to account for anomalies or inconsistencies in individual country classification cases

18 The first type of appeal can be triggered by possible anomalies or inconsistencies in the application of the classification methodology. This type of appeal should be accompanied by sufficient evidence from official national or international sources supporting the reason for the request. It should propose specific alternative information or data that would replace those that caused the anomaly or inconsistency. Deviations from the data originally used in the classification must be clearly documented by the appealing country and submitted to the International Bureau for verification and validation. Any reclassification based on alternative information should not impact upon the classification of countries that did not submit a request for appeal.

Appeal to reclassify countries which can prove with well-argued evidence that there are valid reasons why their right to be kept in the transition system should be preserved

19 A second type of appeal corresponds to a member country's appeal to be kept in the transition system. This appeal must be accompanied by sufficient evidence and analysis to show that there are valid reasons (referring for example to the situations described in resolution C 17/2008) why their right to be kept in the transition system should be preserved. The appeal should take into consideration the areas where differentiated treatments are applied between target, new target and transition system countries in the UPU terminal dues system. These are the terminal dues rates applied, the obligation to link terminal dues to quality of service, and the payable and receivable QSF amounts.

Assessment of the appeal

20 The International Bureau, based on the information supplied by the interested country and depending on the type of appeal, will check the information,

make a technical assessment, recalculate the postal development indicator (PDI) if necessary, and check or make a financial impact analysis if required.

Deadlines

21 An appeal for reclassification can be examined no later than the first CA session after Congress. Therefore, any such appeal, accompanied by complete relevant supporting data and information, must reach the International Bureau two months before the opening date of the session. The International Bureau's technical analysis of appeals received will be made available to CA members no later than two weeks in advance of the beginning of the CA session.

Duration of reclassifications

22 Any reclassification decided by the CA as the result of an appeal of the first type will be valid for the entire cycle.

Requests for reclassification due to war or extremely severe economic conditions

23 A country may request a temporary downward reclassification due to war or extremely severe economic conditions. The request should specify the group to which the country proposes to be reclassified and substantiate the reason given for the reclassification request. It should be documented with verifiable supporting data and information.

24 Such request could be received and examined by any CA session. The two-month deadline before the beginning of the relevant CA session for receipt of such requests also applies.

25 The International Bureau's technical analysis of requests received will be made available to CA members no later than two weeks in advance of the beginning of the relevant CA session.

26 Any temporary downward reclassification decided by the CA will be valid for two years at the most, with a possible extension after that period upon a new decision by the CA, but not beyond the end of the cycle.

IV. Business rules for the application of the classification methodology

General rules

27 Classification for the years $n+2$, $n+3$, $n+4$ and $n+5$ (i.e. a four-year classification cycle) is established during the year n and based on the most recent data available, i.e. using macroeconomic data for $n-2$, postal and geographic data for $n-1$ and tariff data for n . If a variable value is missing, the most recent value available for the country in question will be used instead.

28 The four-year classification cycle means that a finalized classification for the years 2014, 2015, 2016 and 2017 is decided by the 2012 Congress, using macroeconomic data for the year 2010, and postal and geographic data for the year 2011. In case of missing data, the above rule will be applied.

V. Detailed list of classification variables and parameters with data requirements, sources and business rules

Population

29 Data for the year n-1 and n-2 is required. The source is UN statistics.

GNI per capita

30 Data for the year n-2 is required. The source is the World Bank, and the total GNI used is computed according to the Atlas method (GNI in USD).¹

31 In the case of missing GNI for the year n-2, any earlier value used will be “updated” to the n-2 period by multiplying the value in question by the world GNI growth factor for the relevant period.

32 The population used to compute the GNI per capita must correspond to the number of inhabitants during the year n-2, in order to ensure consistency with the GNI figure.

33 In cases where the GNI is not available, not even from other recognized sources (e.g. UN statistics), the GNI per capita is estimated on the basis of the GDP per capita for non-least developed countries (LDCs) (e.g. $GNI = GDP$); for LDCs, the GNI per capita is estimated by the GDP per capita of that LDC multiplied by the LDC average of the ratio between the GNI per capita and the GDP per capita.

Surface area

34 Data for the year n-1 is required. The surface area is to include land and sea in order to reflect the particular difficulties of multiple-island states.

35 The source is UN statistics, provided that they include the sea area. Otherwise, other recognized sources (e.g. the country’s government data) will be used.

Items (mail volume)

36 Data for the year n-1 is required, as well as data for 2003 and 2004 (alternatively, data for the years preceding 2003).

¹ The World Bank’s Atlas method smoothes out exchange rate effects by relying on a three-year exchange rate average.

37 The source is UPU Postal Statistics.

38 Missing data on the number of items will be replaced by an approximation based on GNI: 1) domestic items = $\text{GNI} \times \text{regional average of (domestic items/GNI)}$, 2) international dispatch items = $\text{GNI} \times \text{regional average of (international dispatch items/GNI)}$, and 3) international receipt items = $\text{GNI} \times \text{regional average of (international receipt items/GNI)}$. If GNI is not available either, an estimated GNI will be used (see above).

39 The volumes that are taken into account for the classification cannot fall short of the minimum of: 1) the approximation based on GNI according to the rule under § 38; and 2) the average number of items for the years 2003 and 2004 (if either the 2003 or the 2004 value is unavailable, the most recent earlier value, if available, is used instead). The rule is applied separately to domestic mail, international outbound mail and international inbound mail.

Weighting of the number of letter-post items

40 The weighting of volumes used for the calculation of total costs is made by weighting the domestic, international inbound and international outbound number of letter-post items by 100%, 68% and 32% respectively.

Home delivery percentage

41 Data for the year $n-1$ is required. The source is UPU Postal Statistics.

42 If no home delivery (HD) percentage is available for any year, it will be estimated according to the following business rule: $\% \text{ of HD} = \text{GNI per capita} \times \text{world average of } (\% \text{ of HD/GNI per capita})$.

Postal income percentages

43 Data for the year $n-1$ is required. The source is UPU Postal Statistics.

44 Where the income percentage of the letter post or, respectively, parcels and logistics is not available, a world average is taken instead.

Number of posts (labour force)

45 Data for the year $n-1$ is required. The source is UPU Postal Statistics.

46 If the number of posts is not available for any year, it is calculated as the sum of full-time staff and 50% of part-time staff for the most recent year. If only a full-time staff number is available, the part-time staff number is estimated by: $\text{part-time staff} = \text{full-time staff} \times \text{world average of (part-time staff/full-time staff)}$.

47 If both the number of posts and the full-time staff number are not available for any year, the country cannot be included in the regression (for the classification there is no consequence, as the PDI does not depend on staff numbers).

Annex 2

Classification of countries and territories for terminal dues and Quality of Service Fund (QSF) purposes

Group 1.1 – List of countries and territories that were in the target system prior to 2010, that apply the target terminal dues system during the period from 2014 to 2017, and that contribute to the QSF as provided for in article 32 of the Convention

<i>Countries and territories</i>	<i>PDI</i>
Australia	0.421
– Norfolk Island	–
Austria	0.623
Belgium	0.576
Canada	0.402
Denmark	0.669
– Faroe Islands	–
– Greenland	0.229
Finland	0.576
France	0.558
French Overseas Territories coming within the Union's jurisdiction by virtue of article 23 of the Constitution:	
– French Polynesia	0.346
– New Caledonia	0.226
– Wallis and Futuna Islands	0.034
Germany	0.602
Great Britain:	
– United Kingdom of Great Britain and Northern Ireland	0.499
– Guernsey	0.545
– Isle of Man	0.627
– Jersey	0.729
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Falkland Islands (Malvinas)	0.299
– Gibraltar	0.447
– Pitcairn Islands	0.149
– Tristan da Cunha	–
Greece	0.268
Iceland	0.323
Ireland	0.468
Israel	0.317

<i>Countries and territories</i>	<i>PDI</i>
Italy	0.381
Japan	0.498
Liechtenstein	–
Luxembourg	0.833
Monaco	–
Netherlands	0.578
New Zealand	0.336
Norway	0.927
Portugal	0.277
San Marino	0.672
Spain	0.347
Sweden	0.556
Switzerland	0.829
United States of America	0.575
Vatican	–

Group 1.2 – List of countries and territories that joined the target system in 2010

<i>Countries and territories</i>	<i>PDI</i>
Aruba	0.285
Bahamas	0.316
Hong Kong, China	0.347
Kuwait	0.474
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Anguilla	0.267
– Bermuda	0.857
– British Virgin Islands	0.540
– Cayman Islands	0.728
– Turks and Caicos Islands	0.377
Qatar	0.598
Singapore	0.445
Slovenia	0.394
United Arab Emirates	0.495

Group 2 – List of countries and territories that joined the target system in 2012

<i>Countries and territories</i>	<i>PDI</i>
Antigua and Barbuda	0.151
Bahrain (Kingdom)	0.190
Barbados	0.165
Brunei Darussalam	0.310
Croatia	0.175
Curaçao	0.237
Cyprus	0.309
Czech Rep.	0.303
Dominica	0.104
Estonia	0.223
Grenada	0.174
Hungary	0.210
Korea (Rep.)	0.254
Macao, China	0.375
Malta	0.271
Territory under New Zealand:	
– Cook Islands	0.153
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Montserrat	0.142
Poland	0.161
Saint Christopher (St. Kitts) and Nevis	0.131
Saudi Arabia	0.149
Sint Maartin	0.237
Slovakia	0.215
Trinidad and Tobago	0.174

Group 3 – List of countries and territories that apply the transition system provisions up to 2015 and the new target provisions as of 2016, that benefit from and contribute to the QSF as provided for in article 32 of the Convention

<i>Countries and territories</i>	<i>PDI</i>
Argentina	0.079
Belarus	0.091
Bosnia and Herzegovina	0.058
Botswana	0.059
Brazil	0.117
Bulgaria (Rep.)	0.076
Chile	0.096
China (People's Rep.)	0.073
Costa Rica	0.065
Cuba	0.063

<i>Countries and territories</i>	<i>PDI</i>
Fiji	0.067
Gabon	0.065
Jamaica	0.070
Kazakhstan	0.068
Latvia	0.148
Lebanon	0.079
Libya	0.108
Lithuania	0.135
Malaysia	0.106
Maldives	0.051
Mauritius	0.098
Mexico	0.081
Montenegro	0.078
Nauru	0.107
Territory under New Zealand:	
– Niue	0.051
Oman	0.173
Panama (Rep.)	0.064
Romania	0.088
Russian Federation	0.093
Saint Lucia	0.102
Saint Vincent and the Grenadines	0.072
Serbia	0.077
Seychelles	0.108
South Africa	0.076
Suriname	0.053
Thailand	0.066
the former Yugoslav Republic of Macedonia	0.056
Tunisia	0.052
Turkey	0.097
Ukraine	0.055
Uruguay	0.092
Venezuela (Bolivarian Rep.)	0.099

Group 4 – List of countries and territories that apply the transition terminal dues system during the period from 2014 to 2017 and that benefit from the QSF as provided for in article 32 of the Convention

<i>Countries and territories</i>	<i>PDI</i>
Albania	0.037
Algeria	0.040
Armenia	0.029
Azerbaijan	0.046
Belize	0.037

<i>Countries and territories</i>	<i>PDI</i>
Bolivia	0.015
Cameroon	0.013
Cape Verde	0.030
Colombia	0.048
Congo (Rep.)	0.018
Côte d'Ivoire (Rep.)	0.014
Dem People's Rep. of Korea	0.012
Dominican Republic	0.042
Ecuador	0.034
Egypt	0.022
El Salvador	0.034
Georgia	0.023
Ghana	0.015
Guatemala	0.026
Guyana	0.025
Honduras (Rep.)	0.015
India	0.017
Indonesia	0.027
Iran (Islamic Rep.)	0.047
Iraq	0.020
Jordan	0.040
Kenya	0.015
Kyrgyzstan	0.010
Moldova	0.032
Mongolia	0.016
Morocco	0.034
Namibia	0.043
Territory under New Zealand:	
– Tokelau	0.017
Nicaragua	0.017
Nigeria	0.010
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Ascension	0.036
– St Helena	0.025
Pakistan	0.012
Papua New Guinea	0.015
Paraguay	0.022
Peru	0.039
Philippines	0.020
Sri Lanka	0.032
Swaziland	0.044
Syrian Arab Rep.	0.023
Tajikistan	0.009
Tonga	0.046
Turkmenistan	0.039

<i>Countries and territories</i>	<i>PDI</i>
Territory under United States of America:	
– Samoa	0.038
Uzbekistan	0.013
Viet Nam	0.024
Zimbabwe	0.005

Group 5 – List of countries and territories that apply the transition terminal dues system during the period from 2014 to 2017 and that benefit from the QSF as provided for in article 32 of the Convention

<i>Countries and territories</i>	<i>PDI</i>
Afghanistan	0.003
Angola	0.032
Bangladesh	0.008
Benin	0.009
Bhutan	0.019
Burkina Faso	0.004
Burundi	0.002
Cambodia	0.006
Central African Rep.	0.003
Chad	0.005
Comoros	0.021
Democratic Republic of the Congo	0.001
Djibouti	0.012
Equatorial Guinea	0.122
Eritrea	0.005
Ethiopia	0.004
Gambia	0.006
Guinea	0.043
Guinea–Bissau	0.004
Haiti	0.006
Kiribati	0.026
Lao People's Dem. Rep.	0.008
Lesotho	0.011
Liberia	0.001
Madagascar	0.003
Malawi	0.008
Mali	0.004
Mauritania	0.007
Mozambique	0.003
Myanmar	0.012
Nepal	0.008
Niger	0.002

<i>Countries and territories</i>	<i>PDI</i>
Rwanda	0.011
Sao Tome and Principe	0.018
Senegal	0.009
Sierra Leone	0.002
Solomon Islands	0.013
Somalia	0.000
South Sudan	–
Sudan	0.010
Tanzania (United Rep.)	0.005
Timor-Leste (Dem. Rep.)	0.018
Togo	0.008
Tuvalu	0.054
Uganda	0.006
Vanuatu	0.023
Western Samoa	0.031
Yemen	0.009
Zambia	0.010
Palestine ¹	0.017

Resolution C 80/2012

Doha Postal Strategy

Congress,

Taking account of:

- the fruitful and intensive discussions which took place during the UPU's Strategy Conference in Nairobi in September 2010;
- the work of the Council of Administration and the Postal Operations Council in the area of strategic planning;
- the conclusions and views expressed during a series of regional round tables, held in 2011, which provided over 150 countries with the opportunity to discuss the draft Doha Postal Strategy while outlining their own regional priorities;
- the results of the questionnaire on the draft Doha Postal Strategy (DPS) and the prioritization of UPU activities;
- the results of the work of Congress as a whole,

Also taking account of

the draft Doha Postal Strategy, prepared collaboratively by the CA, the POC and the International Bureau, which takes into consideration the views expressed during a general consultation of the chairmen of the CA and POC committees, the

¹ Palestine has observer status within the UPU by virtue of resolution C 115/1999 of the Beijing Congress.

Consultative Committee and project groups, all Union member countries, and the restricted unions,

Aware

of the continuing need to adapt the provision of postal services to developments in the postal environment and the changing needs of customers,

Approves

the Doha Postal Strategy,

Appeals urgently

to governments, designated operators and the restricted unions to take all necessary action to implement the Doha Postal Strategy, adapting it as necessary to their regional, national and legislative particularities,

Invites

the regions and the restricted unions to integrate the relevant elements of the Doha Postal Strategy into their respective priorities and action programmes,

Instructs

the permanent bodies of the Union, in accordance with the provisions set out in its General Regulations:

- to implement the objectives and programmes defined in the Doha Postal Strategy;
- to take without delay, within the framework of their respective competencies, all appropriate measures to attain the goals set and, to this end, determine means of implementing the programmes to achieve the expected results;
- to regularly examine the state of implementation of the Doha Postal Strategy through active and ongoing measurement and evaluation and, following this examination, to:
- make whatever changes in direction and adjustments that are necessary,
 - reassign available resources, whilst noting that the degree of implementation of the Doha Postal Strategy will be subject to the ceiling of expenses set and approved by Congress as well as by the budget established and approved by the newly elected CA,
 - to support member countries in the implementation of the Doha Postal Strategy, in particular by establishing procedures for carrying out the programmes;
- to regularly disseminate the results achieved to Union member countries;
- to report to the next Congress on the results achieved and the experiences recorded.

(Proposal 57, 3rd plenary meeting)

Appendix

Supplementary Materials

Materials in this appendix are not included in the original publication by the Universal Postal Union.

Resolution C 44/2004
Extraterritorial offices of exchange (ETOE)s

Congress,

Recognizing

that, for the purpose of this resolution, an extraterritorial office of exchange (ETOE) is defined as an office or facility operated by or in connection with a postal operator outside its national territory, on the territory of another country, and that these offices are established by postal operators for commercial purposes to draw business in markets outside their own national territory,

Noting

that the issue of ETOEs has been extensively studied within the Universal Postal Union in recent years,

Noting further

that, as a result of the discussion on the issue of ETOEs during the 2001 CA session, a provisional measure was adopted as resolution CA 17/2001, which confirmed that the Acts of the Union did not at present contain provisions for settling ETOE-related questions, and which protected the revenues of postal administrations that delivered items dispatched by ETOEs,

Recognizing

that the CA subsequently adopted resolution CA 2/2003 as a provisional measure, until Congress took a decision on ETOEs, whereby any UPU member country seeking to establish an ETOE must obtain the agreement of the host country of the ETOE, according to the host country's legislation,

Recognizing further

that national legislation or policy has thus far been expected to determine whether items dispatched from ETOEs are to be treated as mail under the UPU Acts,

Aware

that the absence of a UPU decision in the matter may cause economic distortions in relations between administrations as regards remuneration of the administration of destination for items sent by ETOEs,

Considering

that the compensation currently received under terminal dues is premised on the mutual exchange of mails in carrying out the universal service obligation, and that this compensation does not necessarily cover the related costs of the delivering administration, particularly in industrialized countries,

Considering further

that this issue will not be equitably resolved in the medium term, to the point where compensation for one-way traffic will be adequate for the delivering administration in all circumstances,

Recognizing

that, according to the DC tariff questionnaire sent out by the Terminal Dues Action Group in 2002, a majority of postal administrations in developing countries report that domestic rates do not cover their costs, meaning that they provide insufficient remuneration compared with terminal dues,

Decides that

- i ETOEs are not in the same situation as postal administrations executing universal service obligations under the UPU Acts;
- ii items sent from ETOEs are considered commercial items not subject to the UPU Acts, unless the destination postal administration has announced a policy agreeing to apply those Acts to the items it receives from ETOEs;
- iii the dispatch of items via an ETOE shall not result in a decrease of the remuneration that the destination postal administration would receive for the delivery of those items (including, where applicable, the payment for the Quality of Service Fund provided for in article 31 of the Convention);
- iv items tendered by ETOEs:
 - a shall be treated according to the national policy of the destination country,
 - b may be treated in accordance with the rates, terms and conditions of acceptance for domestic postal products, or
 - c may be charged terminal dues if the destination postal administration has announced a policy to apply the UPU Acts to items tendered by ETOEs,
- v the commercial customs clearance procedures of the destination country shall apply to items sent from ETOEs, unless the destination postal administration has agreed to apply the UPU Acts;
- vi no documentation provided for under the Acts of the UPU may be used for any purposes relating to items sent from ETOEs to the postal administration of the destination country, including for purposes relating to airlines, to Customs and to other parties, unless the destination postal administration has agreed to apply the UPU Acts,

Further decides

that the agreement of any UPU member country must be obtained, in accordance with its national legislation, by any other countries or operators seeking to establish ETOEs within that country,

Invites

member countries to advise the International Bureau of national legislation or policy that makes the operation of an ETOE on its territory legitimate or authorized,

Instructs

the Postal Operations Council and the International Bureau to adopt procedures enabling the issue and withdrawal of International Mail Processing Centre (IMPC) codes in a manner consistent with the provisions of this resolution, including the requirement for ETOE operators to obtain the agreement of the member country in which they are seeking to establish an ETOE,

Declares

that nothing in this resolution may be construed as requiring an administration to accept items from any ETOEs as mail under the UPU Acts.

(Proposal 048, Committee 3, 4th meeting)

Resolution C 45/2004
International reply coupons service

Congress,

Having noted
Beijing Congress resolution C 45/1999 introducing a new accounting system for the international reply coupons service,

Having further noted
that, under the new accounting system, advance payment of the price of the international reply coupons is mandatory,

Having realized
that some developing postal administrations cannot afford the advance payment and thus cannot purchase international reply coupons,

Having further realized
that such postal administrations cannot provide the international reply coupons service to their customers,

Instructs

the Postal Operations Council and the International Bureau, each in its area of responsibility:

- to study ways and means of discontinuing the present system of mandatory advance payment while at the same time guaranteeing the financial health of the system.
- to amend the Letter Post Regulations accordingly.

(Proposal 045, Committee 4, 6th meeting)

Considering

that article RL 190 of the Letter Post Regulations and article RC 178 of the Parcel Post Regulations clearly provide for the form of delivery of dispatches and the generation of the appropriate number of copies of the respective forms,

Also considering

that some designated operators are failing to comply with these articles,

Recommends

that countries be urged to comply with the existing provisions and to take all necessary steps to rectify the situation with respect to incoming dispatches.

(Proposal 77, Committee 4, 5th meeting)

Resolution C 63/2008

Extraterritorial offices of exchange (ETOE) and international mail processing centres (IMPCs)

Congress,

Noting

the stabilizing effect of Bucharest Congress resolution C 44/2004 on the growth of ETOEs and on the number of countries in which they operate, due mainly to:

- the requirement that the UPU member country in which an ETOE is located must give its agreement to the establishment of an ETOE, according to its national policy;
- the granting to the UPU member country of destination of a choice in determining how to treat items received from an ETOE, according to its national policy;
- better notification requirements for registering with the UPU as an international mail processing centre (IMPC);
- the recommendation that UPU member countries announce their policies with respect to ETOEs, and the subsequent publication of these policies by the International Bureau,

Bearing in mind

article 2 of the Convention, adopted at the Bucharest Congress, which requires UPU member countries to announce the entity or entities (governmental entity and designated operator(s)) responsible for fulfilling the obligations arising from the Acts of the Union on their territory,

Acknowledging

that national policies of UPU member countries may differ on the issue of ETOEs,

Noting also

that international mail processing centres (IMPCs) have been registered to private companies,

Also bearing in mind

that the UPU has endeavoured to seek compatibility between the Acts of the Union and WTO disciplines such as most favoured nation status, non-discrimination and equal access,

Aware

of the fact that there remain legitimate operational concerns with respect to the handling of items received from ETOEs and IMPCs registered to private companies in the areas of:

- applying UPU procedures and forms for Customs and airlines;
- security issues regarding the identity of the real sender of the mail;
- return of verification notes;
- undeliverable items;
- lack of operational and contact information for the destination country;
- correct remuneration for the delivery of items received,

Considering

that UPU forms are fundamental components of the UPU Acts,

Taking into account

the work already begun by the POC (Standards Board) to review technical standards such as S10, S34 and S35, in order to facilitate identification of sender operators,

Decides

- i that the operator designated by a UPU member country under article 2 of the Convention may continue to request registration of IMPCs established for its own purposes and on its own national territory;
- ii that the governmental entity of the UPU member country provided under article 2 of the Convention shall make the registration request or provide written authorization for all other IMPCs to be established on its territory;
- iii to continue the suspension of requests for registration of IMPCs to private companies, referring a decision on the matter to the Council of Administration and the outcome of its study,

Invites

UPU member countries

- to review and notify the International Bureau of their national policies on ETOEs and on IMPCs registered to private companies, taking into account other national policies and the need to use agreed standards and procedures;

- to respect and observe the conditions laid out in resolution C 44/2004;
- to respect the national policies defined by other UPU members,

Instructs

the Council of Administration, in consultation with the Postal Operations Council, to conduct a study of ETOEs and IMPCs, to include the organization of domestic postal markets and the effect of national or regional policies on the UPU and on the UPU Acts (Convention, Regulations, UPU forms, including the implications of a declaration of multiple operators through article 2 of the Convention and the registration of IMPCs to private companies), as well as on other agreements reached at the UPU level (airlines and customs handling, worldwide quality of service measurement, Quality of Service Fund, etc.),

Also instructs

the Postal Operations Council:

- to study and adjust, or recommend the adjustment of, the information requirements in standard S34 and on paper UPU forms in such a way that the origin and the operator of the mail is clearly identifiable to the destination operator, as well as to the airlines and customs authorities handling the mail, in order to bring information requirements for ETOEs and IMPCs registered to private companies, in line with the requirements of other offices of exchange established by UPU designated operators;
- to study the operational issues involved in a situation where more than one operator in the same country dispatches or receives international items, including the impact on barcode structure, on track and trace systems, on quality measurement systems, etc.;
- to review current policies and make recommendations on the referencing of technical standards in the UPU Regulations,

Further instructs

the International Bureau, in liaison with the POC:

- to manage the registration process, maintain and publish lists of active IMPCs, by type and by location, and make them readily available and accessible; this would include IMPCs:
 - registered by the operators designated to fulfil the Acts of the Union, for their own purposes and on their own territory;
 - registered as ETOEs;
 - registered as IMPCs by private companies;
 - registered as military IMPCs;
- to collect and share with other member countries and designated operators:
 - information on UPU member country policies (entities notified under article 2 of the Convention, policies and conditions for establishing ETOEs on their territory and for receiving ETOE items, etc.);

- operational information on ETOEs and IMPCs registered to private companies.

(Proposal 23, Committee 3, 7th meeting)

Resolution C 64/2008

Cooperation in the area of postal statistics

Congress,

Taking into account

that the Universal Postal Union (UPU), as the specialized agency of the United Nations dealing with the postal field, is responsible for making relevant information and analyses on the development of the sector available to its members,

Noting

the role of the UPU as a specialized agency of the United Nations qualified to gather, analyze, publish, harmonize and improve postal statistics,

Aware

that the postal statistics published by the International Bureau represent an important working tool for member countries, and need to respond to the expectations and information needs of all postal sector players,

Considering

the importance of statistical data that are reliable, consistent and relevant for the macro-economic studies carried out by the Council of Administration and Postal Operations Council, and for the application of the methodology for classification of countries and territories for participation in the target terminal dues system and the Quality of Service Fund,

Also aware

of the need to guarantee the confidentiality of certain information provided, if member countries so wish,

Strongly encourages

member countries and designated operators to provide the International Bureau with:

- reliable, consistent and relevant statistical data, and especially data relating to:
 - a postal infrastructure,
 - b volumes of letter post, postal parcels and express items,
- statistical data that are reliable, consistent and relevant for classification of countries for terminal dues system and Quality of Service Fund purposes;

- other statistical information needed for macro-economic studies carried out within the Council of Administration and Postal Operations Council,

Calls on

the associations which form part of the postal sector, and in particular the members of the Consultative Committee, to furnish reliable, consistent and relevant data relating to the infrastructures used and volumes of activity of their members, so that indicators for the whole sector can be established at the worldwide level,

Instructs

the International Bureau:

- to publish the Postal Statistics yearbook on the basis of the information provided by member countries, regulatory authorities, designated operators and private-sector associations;
- to organize the processing of raw data according to the fundamental principles of official statistics, and to restrict access to raw data to persons tasked by the International Bureau with the processing of data;
- to ensure the confidentiality of the information provided if member countries so wish. Where confidential processing is requested, the data transmitted shall be used only to calculate the totals needed for analysis of the worldwide and regional situation and shall under no circumstances be published individually;
- to contribute to the establishment and improvement of a compilation of statistics;
- to continue training activities in the area of postal statistics with a view to improving the availability, quality, and reliability of statistical information.

(Proposal 26, Committee 3, 7th meeting)

Resolution C 65/2008

Impact of new technologies on the activities of the Union

Congress,

In view of
the reports on the work of the Council of Administration and the Postal Operations Council with regard to electronic postal data and the various electronic postal data management systems introduced within the framework of UPU activities,

Considering
the impact of new technologies on the activities of the UPU, its member countries and their designated operators, and on the legal hierarchy of the Acts and decisions of the UPU,