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# Parcel Post Manual

[Bookmarked Edition. J. Campbell, 2014]

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[Update 3. March 2015. Bookmarked  
Edition, 1 July 2015]

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Berne 2013

International Bureau of the Universal Postal Union

July 1, 2015

# Parcel Post Manual (Update 3)

## Preface to Bookmarked Edition

The *Parcel 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 Parcel Post Regulations adopted by the Postal Operations Council. The 2012 Convention and associated Parcel Post Regulations will be in effect from January 1, 2014, until December 31, 2017.

The International Bureau updates the *Parcel Post Manual* periodically to include new or revised Parcel 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 *Parcel Post Manual*, Update 3, was published in March 2015.

The *Parcel Post Manual* also includes copies of selected Resolutions and Decisions ("Other Decisions by Congress") adopted by the Doha Congress and related to the Parcel 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 *Parcel Post Manual* does not follow the order of the Universal Postal Convention. Articles of the Convention are organized according to topics. Parcel 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 *Postal 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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# Parcel Post Manual

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Berne 2013

International Bureau of the Universal Postal Union

## Note concerning the printing

The texts of the Convention concerning postal parcels are printed in **bold characters**.

The texts of the Regulations and 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**.

The provisions of the Letter Post Regulations applicable to postal parcels are printed in *italic characters*. The commentary relating to them is printed in *small italic characters* preceded by a square (■). The number of the provision commented on is printed in ***bold italic 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 Parcel Post Manual replaces the Parcel Post Manual published by the International Bureau after the 24th Congress (2008), which itself had replaced volume 3 of the Annotated Code appearing after each Congress between 1940 and 1991. This Manual includes the provisions of the Universal Postal Convention relating to postal parcels revised by the 2012 Doha Congress, those of the Regulations as revised by the Postal Operations Council 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 Convention relating to postal parcels, indicated by **Article ...**
- the provisions of the Regulations, indicated by Article RC ...
- the provisions of the Final Protocol, after the article concerned and indicated by Prot Article ... (for the Convention) or Prot Article RC ... (for the Regulations)
- the commentary by the International Bureau following the provisions to which it refers.

The provisions of the Letter Post Regulations referred to in this Manual are given after the commentary by the International Bureau, and are indicated by *Article RL ... (Letter Post Regulations)*

The commentary now includes only topical elements to the exclusion of historical developments. People doing research and wishing to define the origins and development of the texts are advised to carefully retain the 1991 edition of volume 3 of the Annotated Code.



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## Abbreviations

(The abbreviations listed below are 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
APPC	Arab Permanent Postal Commission
APU	African Postal Union
AR	advice of delivery
arbit	arbitration
art	article
BPU	Baltic Postal Union
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)
EDI	electronic data interchange
eg	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
IBIS	Internet-Based Inquiry System used for the preparation, transmission and processing of customers' inquiries between designated operators
IBRS	International Business Reply Service
ICAO	International Civil Aviation Organization
ICSC	International Civil Service Commission
id	idem
IDA	International Development Association
IFC	International Finance Corporation
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
LDC	least developed countries
LP	letter post
LPCO	Letter Post Compendium Online published by the International Bureau on the UPU website
m	metre
max	maximum
min	minimum
mm	millimetre
mn	minute (of time)
nm	nautical mile (1852 metres)
No	number
NPU	Nordic Postal Union
oz	ounce (28.3465 grammes) (one-sixteenth of the pound avoirdupois)
p, pp	page(s)
PAPU	Pan-African Postal Union
para	paragraph
Periodical	See under Journal
POC	Postal Operations Council
PostEurop	Association of European Public Postal Operations
PPCO	Parcel Post Compendium Online published by the International Bureau on the UPU website
prop	proposal
Prot or Protocol	Final Protocol (to the respective Act)
PUASP	Postal Union of the Americas, Spain and Portugal
RCC	Regional Commonwealth in the Field of Communication
RE or Regs	Regulations

rec	recast
Rep	Report on the work of the Union, published by the International Bureau
s	second (time)
S.A.L.	surface airlifted mail
SWAPU	South and West Asia Postal Union
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
UNESCO	United Nations Educational, Scientific and Cultural Organization
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 (up to Washington 1989)
C	Convention (up to Washington 1989)
CN	Convention (from Seoul 1994)
CP	Parcels
MP	Money orders (up to Seoul 1994)
R	COD (up to Seoul 1994)
SFP	Service forms (postal financial services) (up to 24th Congress, 2008)
TFP	Forms for the use of the public (Postal Financial Services) (up to 24th Congress, 2008)
VD	Insured letters (up to Washington 1989)
VP	Giro (up to 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	
– Faroe Islands	
– Greenland	
Djibouti	

## General List of UPU member countries

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- 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





**List of parcel categories**

Ordinary parcel	Parcel not subject to any special formality
Air parcel	See article RC 101.2
S.A.L. parcel	See article RC 172.4
Service parcel	See articles 7.1 and RC 107
Prisoner-of-war and civilian internee parcel	See articles 7.2 and RC 108
Express parcel	See articles 13.2.3 and RC 131
Insured parcel	See articles 15.2.1 and RC 129
Parcel with advice of delivery	See articles 15.3.3 and RC 132
Consignment service parcel	See articles 15.2.7 and RC 136
Integrated logistics service parcel	See articles 16.1.2 and RC 137
Cash-on-delivery parcel	See articles 15.2.2 and RC 130
Fragile parcel	See articles 15.2.6 and RC 135
Cumbersome parcel	See articles 15.2.6 and RC 135
Parcel for delivery free of charges and fees	See articles 15.2.5 and RC 133



## Table of charges (postal parcels)

Description of charge	Amount	Observations	Conv Article	Regs Article
1	2	3	4	5
Charge on items posted outside normal counter opening hours	Same charge as in internal service			RC 111.1.1
Charge for collection from the sender's address	Same charge as in internal service			RC 111.1.2
Delivery charge	Same charge as in internal service	May be collected only if delivery is offered as an option in response to the advice of arrival		RC 111.1.6
Poste restante charge	Same charge as in internal service	In the event of return to sender or redirection, the amount passed on may not exceed 0.49 SDR	15.5	RC 111.1.3
Storage charge	Same charge as in internal service	In the event of return to sender or redirection, the amount passed on may not exceed 6.53 SDR	15.5	RC 111.1.4
Charge for cover against risks of force majeure	i maximum of 0.20 SDR per parcel in respect of uninsured parcels ii amount laid down in article RC 129, in respect of insured parcels		15.5.9	RC 111.1.5
Express charge	1.63 SDR at most			RC 131.2.1
		When express delivery involves special demands, a supplementary charge may be collected, even if the parcel is returned to sender or is redirected (1.63 SDR at most)		RC 131.2.2
		If the addressee requests express delivery, the internal service charge may be collected		RC 131.2.3

## Table of charges (postal parcels)

Description of charge	Amount	Observations	Conv Article	Regs Article
1	2	3	4	5
Insurance charge	Regular charge at most 0.33 SDR for each 65.34 SDR or fraction of 65.34 SDR insured value or 0.5 percent of the insured value step			RC 129.3.3
Charge for fragile parcel and cumbersome parcel	At most 50 percent of the main charge			RC 135.6.1
Advice of delivery charge	0.98 SDR at most			RC 132.3.1
Charge for delivery of a parcel free of charges and fees	i Charge of 0.98 SDR at most collected by the designated operator of origin ii Commission charge of 0.98 SDR at most collected on behalf of the designated operator of destination			RC 133.6.1 RC 133.6.2
Charge for request for redirection	Same charge as in the internal service		5.3	
Charge for a request for withdrawal from the post or alteration or correction of address	1.31 SDR at most	The following shall be added to this charge: the appropriate charge if the request is to be sent by telecommunication		RC 149.4.1
Presentation-to-Customs charge collected by the designated operator of origin	0.65 SDR at most per parcel		20.2	RC 152.1
Presentation-to-Customs charge collected by the designated operator of destination	3.27 SDR at most per parcel	May only be collected when customs charges or any other similar charges are payable on the parcel	20.2	RC 152.2
Customs clearance fee	Fee based on the actual costs of the operation		20.3	

## List of Compendia

### 1 Letter Post Compendium Online

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 Online

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 by post of radioactive materials and items containing infectious substances.

### 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 member countries.

### 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 designated operator in the list of kilometric distances and by designated operator 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 designated operators 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 nine 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](http://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 other seven languages (Arabic, Chinese, English, German, Portuguese, Russian and Spanish). 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.



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<sup>1</sup> The parcel post forms are numbered in accordance with resolution C 13/Seoul 1994. The first form in the list is CP 71 to avoid possible confusion with the forms adopted at Washington.

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# 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.

## Parcel Post Regulations

Having regard to article 22.5 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 postal parcels service.

### 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 Const. Art. 1 as well as here in the Conv.

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 RC 101

### Definitions

**Obis** For the purposes of these Regulations, the following terms shall have the meanings defined below.

1 (Deleted.)

2 Air parcel – any parcel as defined in the UPU Convention which is conveyed by air with priority.

2bis IBIS – any UPU-certified common Internet-based inquiry system compliant with the UPU operational and technical procedures defined or referred to herein and used for the preparation, submission, transmission, receipt and processing of inquiries relating to parcels between designated operators.

#### ■ Commentary

**101.2** The term “priority” covers not only the priority given to mail by airlines, but also the priority handling by DOs.

Information concerning acceptance of air parcels is published in the PPCO.

## **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**

**2** In many Union member countries, governmental/regulatory and commercial/operational functions have been separated. In 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 IB, 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 Conv. The 2004 Bucharest Congress created this Conv 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 Const 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 Const, 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 in application of the SPS 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 regard 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 prohibitions or restrictions governing the import and transit of parcels in their service.

## Article RC 102

### Application of freedom of transit

1 Member countries which do not provide the insured parcels service or which do not accept liability for insured parcels 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 RC 103

### 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 form of telecommunication. The International Bureau shall be informed of the fact.

## Article RC 104

### 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 Designated operators of 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

**104.1** 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).

The provisions of the Letter Post Regulations on monetary units are given hereunder.

*Article RL 109 (Letter Post Regulations)*  
*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.*

## Section B

### Postal security

#### 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.

##### ■ Commentary

**1** Postal security activities are an essential part of postal operations, as they provide postal services with an important tool for improving and maintaining the quality of services offered to customers.

Postal authorities can therefore use this art as a basis for taking the necessary measures to adopt and implement a proactive security strategy.

In 2012, the POC Standards Board adopted two separate technical standards: S58 (Postal security standards – General security measures), and S59 (Postal security standards – Office of exchange and international airmail security). These standards, developed in conjunction with ICAO and IATA, define the minimum physical security and process requirements applicable to postal installations where dispatches are made up or screened. Implementation of these standards by DOs is essential for the security of postal networks.

#### Article RC 105

##### 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;  
and
- 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 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 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 out-lined 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.**



## **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.



## Section C

### Transport companies

#### Article RC 106

#### Operation of the service by transport companies

1 The designated operator which has the service operated by transport companies shall make arrangements with them to ensure full implementation by them of all the provisions of the Convention and the Parcel Post Regulations, with special reference to the arrangements for the exchange of parcels. The designated operator shall be responsible for all their relations with designated operators of the other contracting countries and with the International Bureau.

#### ■ Commentary

**106** Information on this subject appears in the PPCO.



## **Section D**

### **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 in order to deal more effectively with the problems posed by competition. Nevertheless, international rates may not be lower than the domestic rates for the same types of items. In addition to posting and delivery costs, international items also include the costs of handling at offices of exchange and transport costs of the country of origin and the country of destination.

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

**6.7** Exceptions are shown in the Letter Post Manual:

- art RL 143 (commission and other possible postal charges for items to be delivered free of charge);
- art 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.

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**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.**

■ **Commentary**

**7.2.4** The air conveyance dues are payable by the DO of origin. Doubts having been expressed as to whether such parcels could be dispatched express or as cumbersome, fragile, insured parcels, etc, the IB expressed the opinion that in principle the provisions of the Conv in no way excluded such categories of parcels. The only reservation was that it seemed equitable to exempt DOs from any liability for a service which they provide free of charge, and that prisoner-of-war parcels did not give rise to any compensation in the event of loss, theft or damage.

Nevertheless, although the admission of the different categories of postal parcels was to be taken as a general rule, a country might for practical reasons be unable to accept some categories of parcels, whether outward or inward, or might be able to accept them only up to a given max weight.

Even the loss of an insured parcel would not involve the liability of DOs. Senders could have the items insured by private companies.

**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 RC 107

##### Exemption from postal charges on postal service parcels

1 Parcels relating to the postal service shall be exempt from all postal charges if exchanged between the following:

- 1.1 designated operators;
- 1.2 member countries and designated operators and the International Bureau;
- 1.3 post offices of the designated operators of member countries;
- 1.4 post offices and designated operators.

2 Air parcels, with the exception of those originating from the International Bureau, shall be exempt from air surcharges.

#### ■ Commentary

**107.2** The IB and the restricted unions are not exempt from payment of surcharges on priority items or airmail items sent to DOs of Union member countries, because it would not be right to ask the DO of their host country to bear the air conveyance costs. In addition, it would be imprudent to ask airlines to carry IB or restricted union priority items and airmail items free of charge, as these companies might, in turn, ask for exemption from postal charges.

#### Article RC 108

##### 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 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<sup>1</sup>;
- 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.

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<sup>1</sup> 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 does not prevent the indication on postage stamps of the name of the origin DO instead of that of the country of origin.

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 RC 109  
Prepayment

1 Parcels shall be prepaid by means of postage stamps or by any other method authorized by the regulations adopted by the country of origin or by its designated operators.

Article RC 110  
Calculating air surcharges

1 Member countries or their designated operators shall set the air surcharges to be collected for air parcels.

2 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.

3 Member countries or their designated operators shall be authorized to apply, for calculating air surcharges, smaller weight steps than one kilogramme.

■ **Commentary**

**110.2** 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.

Article RC 111  
Special charges

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

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

1.2 Charge for collection at the sender’s address, collected from the sender.

1.3 Poste restante charge collected from the addressee; in the event of return to sender or redirection of a parcel addressed “poste restante”, the guideline maximum amount shall be 0.49 SDR in accordance with article 15.5 of the Convention.

- 1.4 Storage charge for any parcel of which the addressee has not taken delivery within the prescribed period. This charge shall be collected by the designated operator which effects delivery, on behalf of the designated operator in whose service the parcel has been kept beyond the prescribed period. In the event of return to sender or redirection of a parcel on which a storage charge has been collected, the guideline maximum amount shall be 6.53 SDR in accordance with article 15.5 of the Convention.
- 1.5 Designated operators prepared to cover risks of force majeure shall be authorized to collect a charge for cover against risks of force majeure. In respect of uninsured parcels, this guideline maximum charge shall be 0.20 SDR per parcel in accordance with article 15.5 of the Convention. In respect of insured parcels, the guideline maximum amount is laid down in article RC 129.3.
- 1.6 Where a parcel is normally delivered to the addressee's address, no delivery charge may be collected from the addressee. Where delivery to the addressee's address is not normally provided, the advice of arrival should be delivered free of charge. In this case, if delivery to the addressee's address is offered as an option in response to the advice of arrival, a delivery charge may be collected from the addressee. This should be the same charge as in the domestic service.

#### Article RC 112

##### Marking of parcels sent post free

1 Every service parcel and its dispatch note shall bear, the former beside the address, the indication "Service des postes" (On Postal Service) or a similar indication; this indication may be followed by a translation in another language.

2 Every prisoner-of-war and civilian internee parcel and its dispatch note shall bear, the former beside the address, one of the indications "Service des prisonniers de guerre" (Prisoner-of-war Service) or "Service des internés civils" (Civilian Internees Service); these indications may be followed by a translation in another language.

## Section E

### 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.

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.

Prot Article RC I  
Provision of the postal parcels service

- 1 Australia, Latvia and Norway reserve the right to provide the postal parcels service 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 favourable to their customers.

Article RC 113  
Weight system. Pound avoirdupois

- 1 The weight of the parcels shall be expressed in kilogrammes.
- 2 Designated operators of countries which by reason of their internal regulations are unable to adopt the metric-decimal system of weight may substitute for the weights expressed in kilogrammes the equivalents in pounds avoirdupois.

Article RC 114  
Special conditions relating to limits of weights

- 1 The exchange of parcels whose individual weight exceeds 20 kilogrammes shall be optional, with a maximum individual weight of 50 kilogrammes.
- 2 Designated operators of countries which set a weight of less than 50 kilogrammes shall, however, have the option of admitting parcels in transit in bags or other closed receptacles between the weights of 20 and 50 kilogrammes.
- 3 Parcels relating to the postal service as provided for in article RC 107.1 and 2 may weigh up to 20 kilogrammes. In relations between designated operators which have set a higher limit, parcels relating to the postal service may weigh more than 20 kilogrammes and up to 50 kilogrammes.



Prot Article RC II

Special conditions relating to limits of weights for parcels

1 Notwithstanding article RC 114, Canada shall be authorized to limit to 30 kilogrammes the maximum weight of inward and outward parcels.

Article RC 115

Limits of size

1 Parcels shall not exceed two metres for any one dimension or three metres for the sum of the length and the greatest circumference measured in a direction other than that of the length.

2 Designated operators which cannot accept, for any parcel or for air parcels only, the sizes prescribed under 1, may adopt instead one of the following dimensions:

2.1 1.50 metres for any one dimension or three metres for the sum of the length and the greatest circumference measured in a direction other than that of length.

2.2 1.05 metres for any one dimension or two metres for the sum of the length and the greatest circumference measured in a direction other than that of length.

3 Parcels shall not be smaller than the minimum size prescribed for letters.

■ **Commentary**

**115.3** The min and max dimensions of letters stem from the following provision.

*Article RL 123 (Letter Post Regulations)*

*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.*

...

## Article RC 116

### Delivery procedure

1 As a general rule, parcels shall be delivered to the addressees as soon as possible and according to the provisions in force in the country of destination. When parcels are not delivered to the addressee's address the addressee shall, unless this is impossible, be advised of their arrival without delay.

2 When delivering or handing over an ordinary parcel, the designated operator of destination shall obtain from the recipient a signature of acceptance, or register captured data from an identity card, or obtain some other form of evidence of receipt that is legally binding under the legislation of the country of destination to confirm acceptance. The requirements of this paragraph shall not apply to parcel-post items handled under the provisions of article RC 116bis; paragraph 2bis of this article shall apply to all parcel items under the e-commerce delivery category.

2bis When delivering or handing over a parcel-post item under the provisions of article RC 116bis, the designated operator of destination shall provide electronic evidence of delivery by scanning and transmitting the relevant tracking event and associated data element.

#### ■ Commentary

**116.1** The words “unless this is impossible” apply in principle to parcels sent poste restante and to parcels for an addressee living in an area where there is no mail delivery service.

## Prot Article RC III

### Delivery procedure

...

2 Notwithstanding article RC 116.2, the designated operators of Australia, Canada and New Zealand are authorized not to obtain a signature of acceptance or some other form of evidence of receipt from the recipient when delivering or handing over an ordinary parcel without a barcode that meets all applicable UPU standards.

## Article RC 116bis

### E-commerce delivery category

#### 1 General principles

1.1 As an optional parcel-post delivery category, designated operators may agree between themselves to convey parcel-post items generated by e-commerce activities by air with priority and in accordance with the delivery specifications outlined in this article.

- 2 E-commerce delivery category specifications
- 2.1 Designated operators shall accept and handle parcel-post items up to 30 kg carried under the e-commerce delivery category, unless their internal legislation restricts the maximum weight to 20 kg.
- 2.2 Each parcel shall be identified by a unique item identifier specific to the service and conforming to UPU standard S10.
- 2.3 Designated operators shall provide track and trace information in accordance with the provisions of article RC 168 and shall observe the indicative performance targets detailed in articles RC 169 and RC 170.
- 2.4 Designated operators of destination that agree to deliver items under the delivery category specified herein shall endeavour to achieve the indicative delivery time target set at five days starting from the scanning and transmission of the relevant EMSEVT event approved by the POC for the measurement of delivery performance.
- 2.5 Customer inquiries shall be handled in accordance with the procedures outlined in articles RC 150.3bis and 3ter.
- 2.6 The inward land rates applicable to the handling of inward parcels under the e-commerce delivery category shall be fixed by the Postal Operations Council in accordance with the relevant provisions of article RC 195.

#### Article RC 117

##### Conditions of acceptance of parcels. Make-up and packing. Addressing

- 1 General packing conditions
- 1.1 Every parcel shall be packed and closed in a manner befitting the weight, the shape and the nature of the contents as well as the mode and duration of conveyance. The packing and closing shall protect the contents against crushing or damage by repeated handling and shall also be such that it is impossible to tamper with the contents without leaving clear traces thereof.
- 1.2 Every parcel shall be made up particularly securely if it has to be:
  - 1.2.1 conveyed over long distances;
  - 1.2.2 transhipped or handled many times;
  - 1.2.3 protected against major changes in climate, temperature or, in the case of conveyance by air, variations in atmospheric pressure.
- 1.3 It shall be packed and closed in such a way as not to endanger the health of officials and so as not to present any danger if it contains articles of a kind likely to injure officials called upon to handle it or to soil or damage other parcels or postal equipment.
- 1.4 It shall have, on the packing or the wrapping, sufficient space for service instructions and for affixing stamps and labels.
- 1.5 The following shall be accepted without packing, and the address of the addressee may be given on the article itself:
  - 1.5.1 articles which can be fitted together or put and kept together by a strong cord with lead or other seals, so as to form one single parcel which cannot come apart;
  - 1.5.2 parcels in one piece, such as pieces of wood, metal, etc., which it is not the custom of the trade to pack.

2 Addresses of the sender and the addressee

- 2.1 To be admitted to the Post, every parcel shall bear, in roman letters and in arabic figures on the parcel itself or on a label firmly attached to it, the complete addresses of the addressee and the sender. If other letters and figures are used in the country of destination, it shall be recommended that the address be given also in these letters and figures. Addresses written in pencil shall not be allowed; nevertheless, parcels of which the address is written in indelible pencil on a surface previously dampened shall be accepted.
- 2.2 Only one person or a corporate body may be designated as addressee. However, addresses such as “Mr. A at ... for Mr. Z at ...” or “Bank A at ... for Mr. Z at ...” may be admitted, it being understood that only the person indicated under A shall be regarded by designated operators as the addressee. In addition, the addresses of A and Z shall be in the same country.
- 2.3 The office of posting shall also advise the sender to put in the parcel a copy of his address and that of the addressee.

3 Certificate of posting

- 3.1 A certificate of posting shall be handed over free of charge to the sender of a parcel at the time of posting.

■ **Commentary**

**117.1** Congress issued recommendation C 34/Washington 1989, recommending among other things that DOs invite their customers to:

- make as big a contrast as possible between the colour of the packaging and the printed markings;
- use packaging materials without any text printings, should it be possible to standardize the address area.

**117.1.1** Users of packaging sold by DOs tend to neglect interior packing. Users employing the packs sold by postal services should be informed of the need to use appropriate interior packing as well and to make sure that the outside wrapping is properly closed.

**117.1.2** Particularly secure packing was prescribed for any conveyance by maritime services, especially in the case of objects liable to deteriorate or cause deterioration of other items.

**117.1.3** Closures with projecting, sharp or pointed parts are not admissible.

Article RC 118

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, 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.
- 8 In addition, the following conditions shall be complied with:
  - 8.1 Precious metals shall be packed either in a stout metal box or a case made of wood. The latter shall have a minimum thickness of 1 cm for parcels up to 10 kilogrammes and 1.5 cm for parcels over 10 kilogrammes. The packing may also consist of two seamless bags forming a double wrapping. When cases made of plywood are used, their thickness may be limited to 5 mm on condition that the edges of the cases are reinforced by metal angle strips.
  - 8.2 The wrapping of the parcel containing live animals as well as the dispatch note shall be provided with a label bearing in bold letters the words “Animaux vivants” (Live animals).
  - 8.2bis Cremated remains shall be shipped in funeral urns. The urns shall be placed in strong outer packaging containing an appropriate protective material resistant to external influences to prevent breakage. If available, the cremation certificate should be attached to the outer packaging, or made easily accessible. The sender is responsible for obtaining all the necessary permissions required by the national laws in the country of origin and the country of destination prior to dispatching these items.

## Article RC 119

### 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 RC 120.1;
  - 1.2 the infectious substances sent in letter-post items and postal parcels mentioned in article RC 120.2;
  - 1.3 the lithium cells and lithium batteries sent in letter-post items and postal parcels mentioned in article RC 120.3.

Prot Article RC IV

Dangerous goods admitted exceptionally

1 Notwithstanding article RC 119, France reserves the right to refuse items containing the goods specified in that article.

Article RC 119bis

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**

**RC 119bis.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 RC 119 to RC 123.

Article RC 120

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, sub-section 38.3.

■ **Commentary**

**120** DOs participating in the exchange of such materials are indicated in the Parcel Post Compendium.

**120.2** 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 Nos. 2814 and 2900) and Category B infectious substances (UN No. 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 prohibiting the carriage of Category A infectious substances in international mail.

**Prot Article RC V**

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

- 1 Notwithstanding article RC 120, France reserves the right to refuse items containing the goods specified in that article.

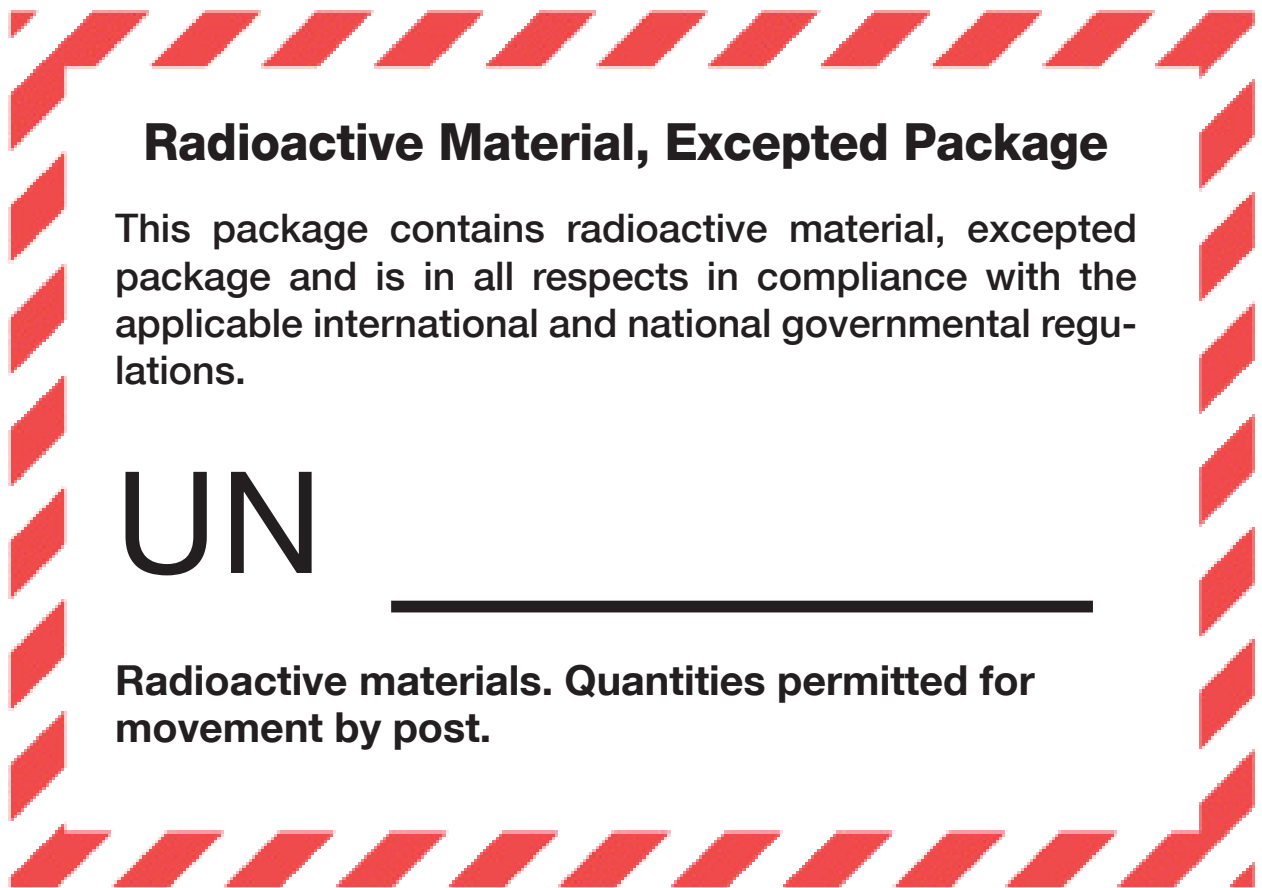
**Article RC 121**

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**

**121.1** 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 RC 122

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 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;
- 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 this packing instruction 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 this packing instruction 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 this 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 904 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 Bags containing infectious substances only and identified by special “UN 3373” labels shall be handed over by postal authorities to airlines in unsealed mailbags.

■ **Commentary**

**122** The text 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/rev13/13files\\_e.html](http://www.unece.org/trans/danger/publi/unrec/rev13/13files_e.html).

**122.14** Regarding information to be included on the outer packaging of items containing infectious substances (name, address and telephone number of the authority to be contacted in case of damage or leakage), the WHO sent a circ to the public health authorities of its member countries in May 1981 recommending that they supply this information to their countries’ DOs. For its part, the IB asked DOs admitting these items to contact the national public and veterinary health authorities of their country in order to coordinate their action in case of an incident.

**122.16.2** 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 Nos. 2814 and 2900) and Category B infectious substances (UN No. 3373).

## Article RC 123

Conditions of acceptance of parcels containing lithium cells and batteries installed in equipment

1 Parcels 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**

**123.1** 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.

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



## Section F

### Forwarding and formalities

#### Article RC 124

##### Indication of method of forwarding

1 Every air parcel shall bear at the time of dispatch a special blue label inscribed “Par avion” (By airmail), with, if desired, a translation in the language of the country of origin. The method of forwarding shall also be clearly indicated on the dispatch note relating to the parcel, either by means of the special blue airmail label or by a corresponding indication in the appropriate box.

2 If the dispatch note is included in a self-adhesive document pack pasted firmly to the parcel and provided with a duly marked blue tick-box, the label mentioned in 1 shall not be mandatory, either on the dispatch note document pack or on the parcel.

#### Article RC 125

##### Formalities to be complied with by the sender

1 Each parcel shall be accompanied by a CP 71 dispatch note, either as part of a CP 72 manifold set or as a single CP 71 form.

2 A CN 23 customs declaration shall be attached to each parcel, either as a single form or as part of a CP 72 manifold set. The contents of the parcel shall be shown in detail on the customs declaration and indications of a general kind shall not be admitted. The CN 23 customs declaration shall be attached to the outside of the parcel, in such a way as to prevent its loss.

3 Where designated operators so agree in advance, customs data provided in accordance with the instructions on the CN 23 customs declaration, 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 the data referenced above with the customs administration in the country of destination for customs import purposes.

4 The use of the data from the paper CN 23 customs declaration provided for in paragraph 3 above shall be restricted to processes related 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.

5 All provisions of article RC 151 shall also apply to the data from the paper CN 23 customs declaration provided for in paragraph 3 above. In case of a discrep-



ancy between data on the CN 23 customs declaration and the electronic data provided pursuant to paragraph 3 above, the CN 23 customs declaration shall constitute the customs declaration.

6 The sender may also attach to the dispatch note any document (invoice, export licence, import licence, certificate of origin, certificate of health, etc.) necessary for customs treatment in the dispatching country and in the country of destination.

7 The addresses of the sender and addressee, and all other particulars to be furnished by the sender, shall be identical on the parcel and the dispatch note. In the event of a discrepancy, the particulars appearing on the parcel shall be regarded as valid.

■ **Commentary**


**125.2** Form CN 23 is valid for both letter-post items and postal parcels. Designed by the CCC–UPU Contact Comm, it meets both customs and postal requirements and is suitable for all users. Bulk senders who make out the customs declarations at the same time as the other dispatch docs (goods declaration, dispatch note, invoices, etc) using a multicopying system (details entered only once) may omit reproduction of the “Instructions” on the back of the form if this is dictated by technical factors.

Information about the number of copies required is given in the PPCO. DOs are urged to approach their customs authorities with the aim of reducing the number of customs declarations required to a strict min and refraining from prescribing such declarations for transit parcels.

Form CP 72 was designed to simplify the posting of parcels for abroad. It includes, in the form of a manifold set, a CP 71 dispatch note, a CN 23 customs declaration, a receipt and an address label, so designed that the sender can complete them by filling in the top sheet of the set only.

**125.3** Regarding customs treatment, see arts 20 of the Conv and RC 151 below.



(Designated operator)		The item/parcel may be opened officially		CP 007 075 992 NO	
From	Name	Sender's customs reference (if any)			
	Business				
	Street				
	Postcode	City			
	Country				
To	Insured value – Words		figures		
	Cash-on-delivery amount – Words		figures		
	Giro account No. and Giro centre				
	Importer's reference (if any) (tax code/VAT No./importer code) (optional)				
	Importer's telephone/fax/e-mail (if known)				
Office of exchange		Customs stamp	(Please affix official labels here, when required)		
Please indicate service required (tick one box)		Customs duty			
<input type="checkbox"/> International Priority <input type="checkbox"/> International Economy					
			Office of origin/Date of posting	Number of parcels	certificates and invoices
			Insured value SDR		
			Total gross weight of the parcel(s)	Charges	
Declaration by addressee	I have received the parcel described on this note		Sender's instructions in case of non-delivery		
	Date and addressee's signature		<input type="checkbox"/> Return to sender after <input type="checkbox"/> Days <input type="checkbox"/> Redirect to address below <input type="checkbox"/> Return/Redirect <input type="checkbox"/> Return immediately to sender <input type="checkbox"/> Treat as abandoned <input type="checkbox"/> by surface/S.A.L. <input type="checkbox"/> by air		
I certify that the particulars given in this customs declaration are correct and that this item does not contain any dangerous article prohibited by legislation or by postal or customs regulations		Date and sender's signature	Address		

CP 71 DISPATCH NOTE

Parcels – Art RC 125, forms

Parcels, Doha 2012, art RC 125.1 – Size 210 x 148 mm

**Note.** – To take account of the needs of their service, designated operators may use this form on its own or as part of the CP 72 manifold set.

CP 007 075 992 NO

**RECEIPT**

No(s). of parcel(s)  
(barcode, if any)

(Designated operator)      The item/parcel may be opened officially

BEFORE COMPLETING THIS FORM, READ INSTRUCTIONS ON BACK CAREFULLY! Your goods may be subject to restrictions	<b>From</b>	(Name)		Sender's customs reference (if any)		
		Business				
		Street				
		Postcode	City			
		Country				
	<b>To</b>	(Name)		Insured value – Words	figures	
		Business				
		Street				
		Postcode	City			
		Country				
				Cash-on-delivery amount – Words		figures
				Giro account No. and Giro centre		
				Importer's reference (if any) (tax code/VAT No./importer code) (optional)		
				Importer's telephone/fax/e-mail (if known)		

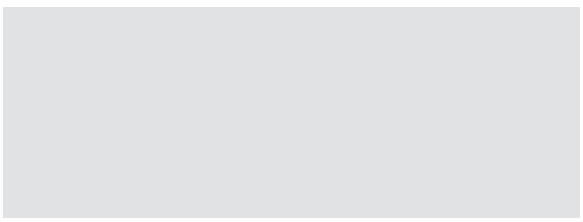
					<i>For commercial senders only</i>	
					HS tariff number (7)	Country of origin of goods (8)
Detailed description of contents (1)			Quantity (2)	Net weight (in kg) (3)	Value (5)	
Please indicate service required (tick one box)			Total gross weight (4)	Total value (6)	Postal charges/Fees (9)	
<input type="checkbox"/> International Priority <input type="checkbox"/> International Economy						
Category of item (10)			<input type="checkbox"/> Commercial sample    Explanation: <input type="checkbox"/> Gift <input type="checkbox"/> Returned goods <input type="checkbox"/> Documents <input type="checkbox"/> Other		Office of origin/Date of posting	
Comments (11): (e.g.: goods subject to quarantine, sanitary/phytosanitary inspection or other restrictions)					Number of parcels    certificates and invoices	
					Insured value SDR	
					Total gross weight of the parcel(s)	Charges
<input type="checkbox"/> Licence (12) Licence number(s)			<input type="checkbox"/> Certificate (13) Certificate number(s)		<input type="checkbox"/> Invoice (14) Invoice number	
I certify that the particulars given in this customs declaration are correct and that this item does not contain any dangerous article prohibited by legislation or by postal or customs regulations			Date and sender's signature (15)		Sender's instructions in case of non-delivery <input type="checkbox"/> Return to sender after <input type="checkbox"/> Days <input type="checkbox"/> Return immediately to sender <input type="checkbox"/> Redirect to address below <input type="checkbox"/> Treat as abandoned Address <input type="checkbox"/> by surface/ S.A.L. <input type="checkbox"/> by air	


Parcels, Doha 2012, art RC 125.1 – Size 210 x 148 mm (basic format A5) with a tolerance of 5 mm

**Note:**

- To take account of the needs of their service and/or the methods of production of this manifold set, designated operators may alter slightly the sizes of the boxes, the font for the titles and indication, provide the appropriate number of copies for each part, without however deviating too much from the directives contained in the model.
- It is strongly recommended that instructions helping the customer to complete this manifold set should be given on the back of the cover page or on the back (of the last page) of the manifold set itself.

CP 72 (Spot carbon in front of “Address label”)



(Designated operator)		The item/parcel may be opened officially		CP 007 075 992 NO	
From	Name	Sender's customs reference (if any)	No(s). of parcel(s) (barcode, if any)		
	Business				
	Street				
	Postcode	City			
	Country				
To	Insured value – Words		figures		
	Cash-on-delivery amount – Words		figures		
	Giro account No. and Giro centre				
	Name				
	Business				
	Street				
	Postcode	City			
	Country				


ADDRESS LABEL

**SENDER'S INSTRUCTIONS IN CASE OF NON-DELIVERY**

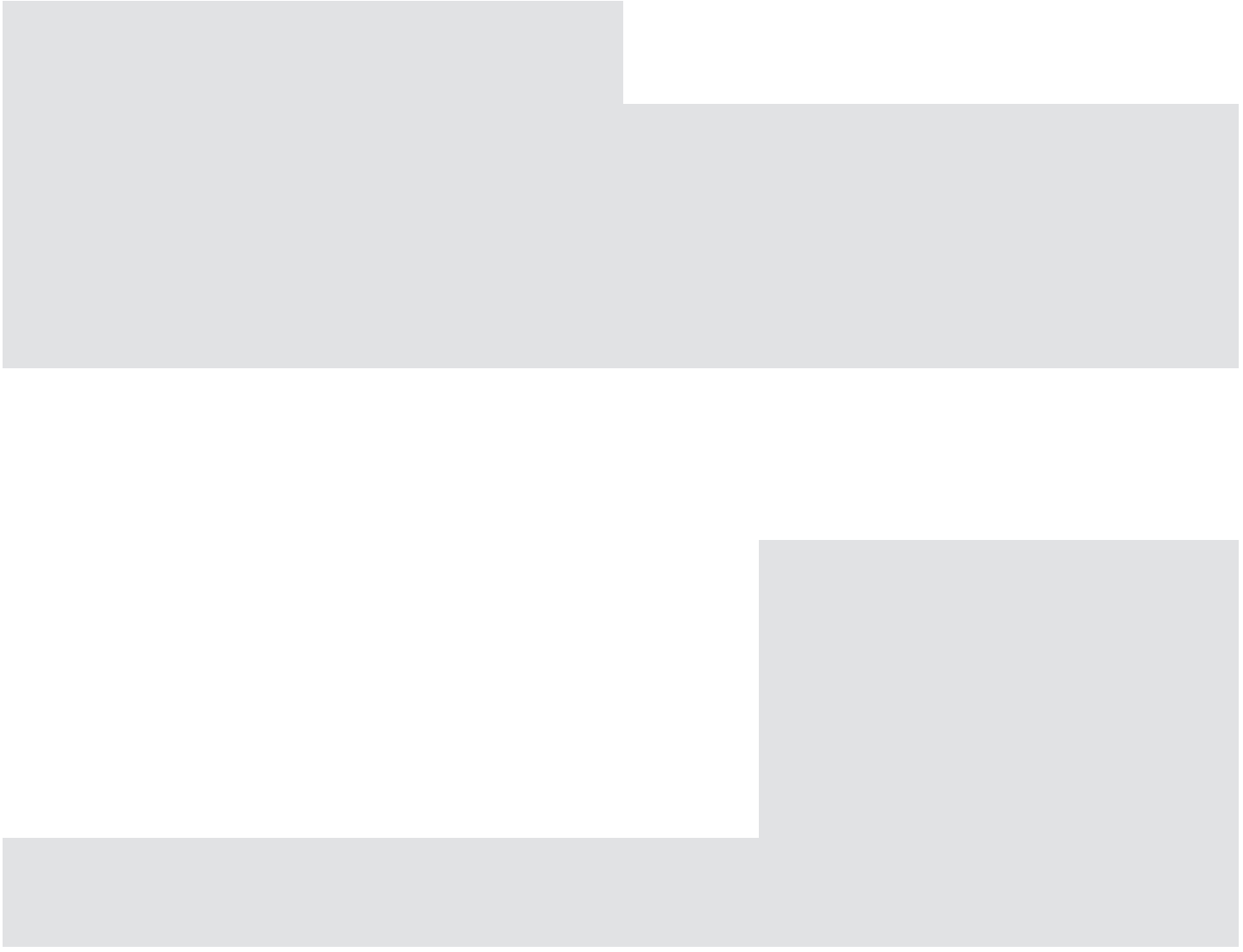
<input type="checkbox"/> Return to sender after <input type="checkbox"/> Redirect to address below Address	<div style="display: flex; align-items: center;"> <input type="checkbox"/> Days         </div> <div style="display: flex; align-items: center;"> <input type="checkbox"/> Return/Redirect         </div>	<input type="checkbox"/> Return immediately to sender <input type="checkbox"/> Treat as abandoned <input type="checkbox"/> by surface/S.A.L. <input type="checkbox"/> by air
--	--	---


CP 72 (Spot carbon in front of the “Customs declaration”)



(Designated operator)					
From	Name		Sender's customs reference (if any)	No(s). of parcel(s) (barcode, if any)	<b>CP 007 075 992 NO</b> 
	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)	<b>CN 23 CUSTOMS DECLARATION</b>
	Business				
	Street				
	Postcode	City			
	Country				
Detailed description of contents (1)		Quantity (2)	Net weight (in kg) (3)	Value (5)	<i>For commercial senders only</i> HS tariff number (7)      Country of origin of goods (8)
Please indicate service required (tick one box)			Total gross weight (4)	Total value (6)	Postal charges/Fees (9)
<input type="checkbox"/> International Priority <input type="checkbox"/> International Economy					
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): (eg: goods subject to quarantine, sanitary/phytosanitary inspection or other restrictions)					Number of parcels      certificates and invoices Insured value SDR Total gross weight of the parcel(s)      Charges
<input type="checkbox"/> Licence (12)		<input type="checkbox"/> Certificate (13)	<input type="checkbox"/> Invoice (14)		
Licence number(s)		Certificate number(s)	Invoice number		
I certify that the particulars given in this customs declaration are correct and that this item does not contain any dangerous article prohibited by legislation or by postal or customs regulations			Date and sender's signature (15)		

CP 72 (Spot carbon in front of “Dispatch note”)

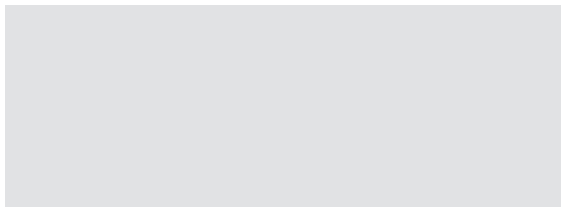



(Designated operator)		The item/parcel may be opened officially		CP 007 075 992 NO	
From	Name	Sender's customs reference (if any)	No(s). of parcel(s) (barcode, if any)		
	Business				
	Street				
	Postcode	City			
	Country				
To	Insured value – Words		figures		
	Cash-on-delivery amount – Words		figures		
	Giro account No. and Giro centre				
	Importer's reference (if any) (tax code/VAT No./importer code) (optional)				
	Importer's telephone/fax/e-mail (if known)				
Office of exchange		Customs stamp	(Please affix official labels here, when required)		
Please indicate service required (tick one box) <input type="checkbox"/> International Priority <input type="checkbox"/> International Economy		Customs duty			
			Office of origin/Date of posting	Number of parcels	certificates and invoices
			Insured value SDR		
			Total gross weight of the parcel(s)	Charges	
Declaration by addressee	I have received the parcel described on this note Date and addressee's signature		Sender's instructions in case of non-delivery		
I certify that the particulars given in this customs declaration are correct and that this item does not contain any dangerous article prohibited by legislation or by postal or customs regulations	Date and sender's signature		<input type="checkbox"/> Return to sender after <input type="checkbox"/> Days <input type="checkbox"/> Redirect to address below <input type="checkbox"/> Return/Redirect Address		
			<input type="checkbox"/> Return immediately to sender <input type="checkbox"/> Treat as abandoned <input type="checkbox"/> by surface/ S.A.L. <input type="checkbox"/> by air		

CP 71 DISPATCH NOTE



CP 72 (Spot carbon in front of “Copy of Address label”)



(Designated operator)		The item/parcel may be opened officially		CP 007 075 992 NO			
From	Name	Sender's customs reference (if any)	No(s). of parcel(s) (barcode, if any)				
	Business						
	Street					Insured value – Words	figures
	Postcode City						
	Country					Cash-on-delivery amount – Words	
To	Name	Giro account No. and Giro centre					
	Business						
	Street						
	Postcode City						
	Country						
<div>SENDER'S INSTRUCTIONS IN CASE OF NON-DELIVERY</div> <div><div><div><input type="checkbox"/> Return to sender after</div><div><input type="checkbox"/> Redirect to address below</div><div>Address</div></div><div><div>Days</div><div>Return/Redirect</div></div><div><div><input type="checkbox"/> Return immediately to sender</div><div><input type="checkbox"/> Treat as abandoned</div><div><input type="checkbox"/> by surface/ S.A.L.</div><div><input type="checkbox"/> by air</div></div></div>							

|  | | | | | |

Adhesive surface on back

Self-adhesive area

COPY OF ADDRESS LABEL

**Instructions**

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.

(Designated operator)				<b>CUSTOMS DECLARATION</b>		<b>CN 23</b>	
From	Name		Sender's customs reference (if any)	No. of item (barcode, if any)	May be opened officially	<b>Important!</b> 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.

## Article RC 126

### Formalities to be complied with for the merchandise return service

1 A CN 23 customs declaration shall be attached to the outside of each parcel sent by the customer/addressee via the merchandise return service, in such a way as to prevent its loss.

2 The CN 23 form shall be prepared by the original seller in accordance with the formalities described in article RC 125. In addition, the CN 23 shall include the original item identifier and be clearly marked “Merchandise Return Service (MRS)”.

3 The customer/addressee returning the parcel shall complete the CN 23 form, which shall already contain the customs declaration information provided by the original seller, including the total weight of the parcel, by indicating the date and providing a signature. By signing the customs declaration form, the customer/addressee certifies that the description of the content mentioned on the form corresponds to the merchandise authorized to be returned to the original seller.

4 The customer/addressee shall obtain proof of posting.

#### ■ Commentary

**126** The merchandise return service is a new supplementary service defined in Conv art 15.2.8, adopted within the framework of parcel post development at the 2012 Doha Congress. It involves a reverse logistical process and is free for the sender. The sender (the customer returning the merchandise) therefore has to comply with certain requirements, and the aim of this art is to reflect these additional requirements. See also art. RC 134, RC 176.7 and RC 207 for other provisions relating to this supplementary service.

## Prot Article RC VI

### Formalities to be complied with for the merchandise return service

1 Notwithstanding the provisions of article RC 126, Australia reserves the right to apply formalities for the provision of the merchandise return service for parcels, either as laid down in the Parcel Post Regulations or by any other means, including bilateral agreements.

## Article RC 127

### Sender's instructions at the time of posting

1 At the time of posting of a parcel, the sender shall be required to indicate the treatment to be given in case of non-delivery. For this purpose he shall insert a cross in the appropriate box of the dispatch note.

2 He may give only one of the following instructions:

2.1 return forthwith to the sender by the most economical route or by air;

2.2 return to the sender by the most economical route or by air at the end of a period of time, which may not exceed the regulation period of retention in the country of destination;

- 2.3 redirection of the parcel by the most economical route or by air, for delivery to the addressee;
- 2.4 abandonment of the parcel by the sender.

3 Designated operators of origin shall have the option of not allowing all the instructions mentioned under 2. The number of boxes on the dispatch note shall be limited accordingly. However, designated operators shall always allow instructions 2.1 and 2.4. The sender may reproduce or have printed only one of the permitted instructions on the dispatch note. The instruction marked on the dispatch note shall be reproduced on the parcel itself, either by sticking a copy of the CP 71 or CP 72 “Address label” on the parcel, or by reproducing in some other way the instructions given on that form. It shall be in French or in a language known in the country of destination.

4 If the sender wishes to forbid any redirection, the parcel and the dispatch note must bear the indication “Ne pas réexpédier” (Do not redirect) in French or in a language known in the country of destination.

5 Parcels shall be returned without advice if the sender has given no or contradictory instructions.

#### ■ Commentary

**127.2.2** The question is when the parcel is regarded as undeliverable so as to define the commencement of the period of time set, bearing in mind the terms of delivery of the country of destination of the parcel. It may be assumed that, for DOs that provide delivery to the addressee’s address, this period runs from the day of the first attempt at delivery. DOs which do not provide delivery to the addressee’s address specify in the Parcel Post Compendium the day when parcels are regarded as undeliverable.

**127.3** For models of dispatch note CP 71 and form CP 72, see art RC 125.

## Article RC 128

Formalities to be complied with by the office of origin

1 The office of origin or the dispatching office of exchange shall be responsible for affixing a CP 73 label on the parcel beside the address and on the dispatch note. This label shall show clearly the serial number of the parcel. If the designated operator of origin so permits, that part of the CP 73 label which is to be affixed to the dispatch note may be replaced by a preprinted indication having the same layout as the corresponding part of the label.

2 The weight of the parcel in kilogrammes and hundreds of grammes shall be given on the parcel and on the dispatch note. Each fraction of a hundred grammes shall be rounded up to the next hundred.

3 A date-stamp impression shall be applied on the dispatch note, unless a posting/collection scan (EMA) or the information captured by such a scan is provided by the designated operator of origin to the designated operator of destination.

4 The postage stamps or any other method of showing prepayment authorized by the regulations adopted by the country of origin or by its designated operator shall be affixed either on the parcel, or on the dispatch note.

5 Designated operators may agree to dispense with the formalities mentioned under 1 to 4.

■ **Commentary**

**128.1** DOs are not required to use the CP 73 label if the parcel number is preprinted on the CP 71 note or CP 72 form.

**CP 73**



Parcels, Doha 2012, art RC 128.1 – Size 74 x 26 mm



## Section G

### 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.**

Prot Article VI

Advice of delivery

1 Canada shall be authorized not to apply article 15.3.3, as regards parcels, given that it does not offer the advice of delivery service for parcels in its internal service.

Article RC 129

Insured parcels

1 Parcels 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 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. However, the limit of insured value adopted in the internal service shall be applicable only if it is equal to or higher than the amount of indemnity set for a parcel weighing one kilogramme. The maximum amount shall be notified in SDR to the member countries of the Union.
- 2.2 In the service between member countries or designated operators which have adopted different maximum values, all parties shall observe the lowest limit.
- 2.3 The insured value may not exceed the actual value of the contents of the parcel but it is permitted to insure part only of that value.
- 2.4 Any fraudulent insurance for a value greater than the actual value of the contents of a parcel 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 and written by the sender, on the parcel and the dispatch note. These entries shall be made in roman letters and in arabic numerals, without erasure or alteration, even if certified. The amount of the insured value shall not be indicated 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 SDR, shall be shown in figures at the side of or below those representing the value in the currency of the country of origin. The conversion shall not be carried out in direct services between countries which have a common currency.
  - 2.7 When circumstances of any kind disclose a fraudulent insurance for a value greater than the actual value of the contents of the parcel, the designated operator of origin shall be advised as soon as possible. Where appropriate, the documents relating to the inquiry shall be sent to that designated operator. If the parcel has not yet been delivered to the addressee, the designated operator of origin may ask for its return.
- 
- 3 Charges
    - 3.1 The charge on insured parcels shall be paid in advance.
    - 3.2 It shall be made up of the principal charge, an optional dispatch charge and an ordinary insurance charge; any air surcharges and charges for special services shall be added to the principal charge; the guideline maximum dispatch charge shall be the same as the registration charge for letter-post items, viz 1.31 SDR or the corresponding charge of the internal service if this is higher or exceptionally, a guideline maximum charge of 3.27 SDR.
    - 3.3 The guideline maximum ordinary 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.
    - 3.4 Any charge for cover against risks of force majeure shall be set so that the sum of this charge and the ordinary insurance charge do not exceed the maximum amount of the insurance charge.
    - 3.5 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 3.2 to 4, 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 Every insured parcel shall be subject to the following special rules regarding make-up.
      - 5.1.1 Insured parcels shall be made up in such a way that the contents cannot be tampered with without obvious damage to the envelope, the packaging 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 a design or mark.

5.1.2 Notwithstanding 5.1.1, designated operators may require insured parcels to be sealed with identical wax seals, lead seals or other effective means, with a special uniform design or mark of the sender.

5.1.3 The wax, seals, labels of any kind and the postage stamps, if any, affixed to these parcels shall be spaced out so that they cannot hide any damage to the packing.

5.1.4 The labels and postage stamps shall not be folded over two sides of the packing so as to cover an edge.

5.1.5 An address-label may be gummed to the packing itself.

5.2 Every designated operator shall have the option of setting a maximum amount for the insured value up to which it will forgo application of the provisions of 5.1.1 and 5.1.2. The lower of the amounts concerned shall be applied in relations between member countries or designated operators that have set different maximum values.

5.3 A receipt shall be handed over free of charge to every sender of an insured parcel at the time of posting.

## 6 Marking and treatment of parcels

6.1 Any insured parcel and its dispatch note shall be provided with a CP 74 pink label. This label shall bear in roman letters the letter V and the serial number of the parcel. It shall be gummed on the parcel, on the same side as, and near to, the address.

6.2 Designated operators may, however, use at the same time the CP 73 label prescribed in article RC 128.1 and a small pink label, bearing in bold letters the words “Valeur déclarée” (Insured).

6.3 The weight in kilogrammes and tens of grammes shall be given both on the parcel beside the address and on the dispatch note in the space provided. Any fraction of 10 grammes shall be rounded up to the next ten.

6.4 No serial number shall be placed on the front of insured parcels by the intermediate designated operator.

## 7 Delivery procedure

7.1 Role of office of destination.

7.1.1 When delivering or handing over an insured parcel, the delivering designated operator shall obtain from the recipient a signature of acceptance, or register captured data from an identity card, or obtain some other form of evidence of receipt that is legally binding under the legislation of the country of destination to confirm acceptance.

### ■ Commentary

**129.1** DOs accepting insured parcels are indicated in the PPCO. The exchange is based on the information contained in the CP 81 or CP 82 table of the intermediate DO.

**129.2.1** DOs applying an exemption from the limit fixed for insured value are indicated in the PPCO.

**129.2.3** 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.

**129.2.4** 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.

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

**129.3.2** 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.

**129.3.3** 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.

**129.3.5** 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 post, it is recommended that DOs:

- review periodically, in close consultation with their countries’ airlines, security arrangements for the conveyance by their services of international registered and insured airmail items;
- 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)

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

**129.5.1** The provisions of this art do not prevent DOs from requiring that insured items to 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.

**129.6.2** For a model of the CP 73 label, see art. RC 128.

## CP 74



Parcels, Doha 2012, art RC 129.6.1 – Size 74 x 26 mm, colour pink

**Note.** – Designated operators using barcodes in their service may use CP 73 and CP 74 labels bearing such codes in addition to the indications already provided for

Prot Article RC III  
Delivery procedure

1 Notwithstanding article RC 129.7.1.1, the designated operators of Australia, Canada and New Zealand are authorized not to obtain a signature of acceptance or some other form of evidence of receipt from the recipient when delivering or handing over an insured parcel without a barcode that meets all applicable UPU standards.

...

Prot Article RC VII  
Maximum limits for insured items

1 Notwithstanding article RC 129.2.1, Sweden reserves the right to limit the value of the contents of ordinary and insured parcels for Sweden, according to the following maximum limits:

Inward parcels	Maximum commercial value of contents	Maximum insured value	Maximum indemnity
Uninsured parcels	1,000 SDR	–	40 SDR per parcel + 4.50 SDR per kilogramme
Insured parcels	1,000 SDR	1,000 SDR	1,000 SDR

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 insured items. Items with a value exceeding these limits will be returned to origin.

2 Notwithstanding article RC 129.2.1, Denmark reserves the right to restrict the value of the contents of inward insured postal parcels containing money or securities of any kind payable to the bearer, according to the following maximum limits:

Insured items containing money or securities payable to the bearer	Maximum commercial value of items' contents	Maximum insured value	Maximum indemnity
Insured postal parcels	4,000 SDR	4,000 SDR	4,000 SDR

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



## Article RC 130

### Cash-on-delivery parcels

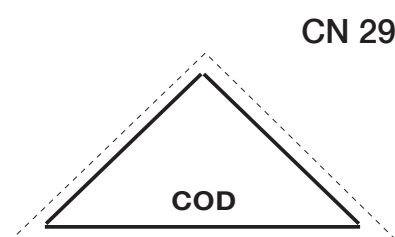
- 1        Parcels may be sent cash-on-delivery. The exchange of cash-on-delivery parcels shall require prior agreement between designated operators of origin and destination. These designated operators may agree to apply the provisions of the Postal Payment Services Agreement and the Regulations thereof.
- 2        Parcels admitted and charges
  - 2.1      On the basis of bilateral agreements, parcels which fulfil the conditions laid down in these Regulations may be sent.
  - 2.2      The 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 parcel belongs.
- 3        Role of office of posting
  - 3.1      Indications to be given on the parcels and dispatch notes.
    - 3.1.1    Parcels on which a COD charge is payable and the corresponding dispatch notes shall bear very prominently, on the address side in the case of the parcels, the heading “Remboursement” (COD) followed by the COD amount.
    - 3.1.2    The sender shall write his name and address in roman letters on the address side of the parcel and on the front of the dispatch note.
  - 3.2      Label
    - 3.2.1    The dispatch notes of COD parcels shall bear an orange label in the form of the specimen CN 29. If the dispatch note is included in a self-adhesive document pack with a proper indication of the COD amount, the CN 29 label shall not be mandatory. In addition, COD parcels shall bear, on the address side, two further labels in the form of specimen CN 29bis and specimen CP 95.
  - 3.3      Form to be attached to the parcels
    - 3.3.1    Every COD parcel 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 parcel to its sender.
- 4        Role of office of destination
  - 4.1      The designated operator which has delivered the parcel to its addressee shall issue the MP 1bis form for sending the postal payment order in exchange of the COD parcel, or use any other means agreed among designated operators, in favour of the sender of the parcel.
- 5        Redirection
  - 5.1      Any parcel on which a COD charge is payable may be redirected if the country of new destination provides the service for items of this type in its relations with the country of origin.

6 Indemnities

- 6.1 If a COD parcel is delivered without collection of the COD amount, the destination designated operator shall pay the dispatching designated operator an indemnity corresponding to the COD amount.
- 6.2 If the item is partially rifled, the indemnity shall be set at the actual value of the theft, on the basis of the COD amount.
- 6.3 In the event of loss, the indemnity shall be limited to the total COD amount.

■ **Commentary**

**130.3.3.1** The previous international COD money order form (TFP 3) was replaced by form MP 1bis. This also replaced form CN 29ter (international COD coupon). Form MP 1bis is part of the Postal Payment Services Regulations. Form CN 29ter may be used within the framework of bilateral agreements.



Parcels, Doha 2012, art RC 130.3.2.1 –  
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 \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Parcels, Doha 2012, art RC 130.3.2.1 – Size 105 x 75 mm, triangle orange



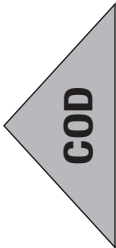
<p>Counterfoil</p> <p>Identification/ No. of item _____</p> <p>Full name and address of payee of COD amount</p> <p>Family name, given name _____</p> <p>Full name and address of sender (receiver of item)</p> <p>Family name _____</p> <p>Given name _____</p> <p>Address _____</p> <p>Postcode _____ Town _____</p> <p>Country _____</p> <p>Giro account No.<sup>1</sup> _____ Centre _____</p> <p><sup>1</sup> If outpayment money order</p> <p>Currency <input type="text"/> <input type="text"/> <input type="text"/> Amount in figures _____</p> <p>Stamp of issuing service</p> <p style="text-align: center;">Reference No.</p>	<p>(Country) _____</p> <p><b>INTERNATIONAL COD POSTAL MONEY ORDER</b>    <b>MP 1bis</b> (cf. TFP 3)</p> <p><input type="checkbox"/> cash    <input type="checkbox"/> outpayment</p> <p>Advice of payment</p> <p><input type="checkbox"/> yes    <input type="checkbox"/> no    <input type="checkbox"/> Mr    <input type="checkbox"/> Ms</p> <p>Payee of COD amount _____</p> <p>Family name _____</p> <p>Given name _____</p> <p>or company name _____</p> <p>Address of payee _____</p> <p>Postcode _____ Town _____ Country _____</p> <p>Currency <input type="text"/> <input type="text"/> <input type="text"/> Amount in figures _____</p> <p>Amount in words _____</p> <p>Standardized identification No. of money order (barcode)</p> <p>DO NOT WRITE BELOW – DO NOT WRITE BELOW – DO NOT WRITE BELOW – DO NOT WRITE BELOW</p>	<p style="text-align: center;"><b>COD</b></p> <p>Stamp of issuing service</p> <p style="text-align: center;">_____</p> <p>Postal item No. _____</p> <p>Issuing service _____</p> <p>Date _____</p> <p>Issuing charge _____</p> <p>No issuing charge _____</p> <p>Exchange rate _____</p> <p>Currency <input type="text"/> <input type="text"/> <input type="text"/> Sum deposited _____</p>
---	--	---

Parcels, Doha 2012, at RC 130.3.3.1 – Size 210.8 x 101.6 mm

MP 1bis (back)

Space for endorsements, if any	
<b>Receipt</b>	
Identity document presented	No.
place of issue	issuing authority
name of holder	date and place of birth
Received the sum of <sup>1</sup>	Place and date
In-register	Signature of payee
No.	Stamp of paying service
<sup>1</sup> Indicate amount and currency of payment	

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)

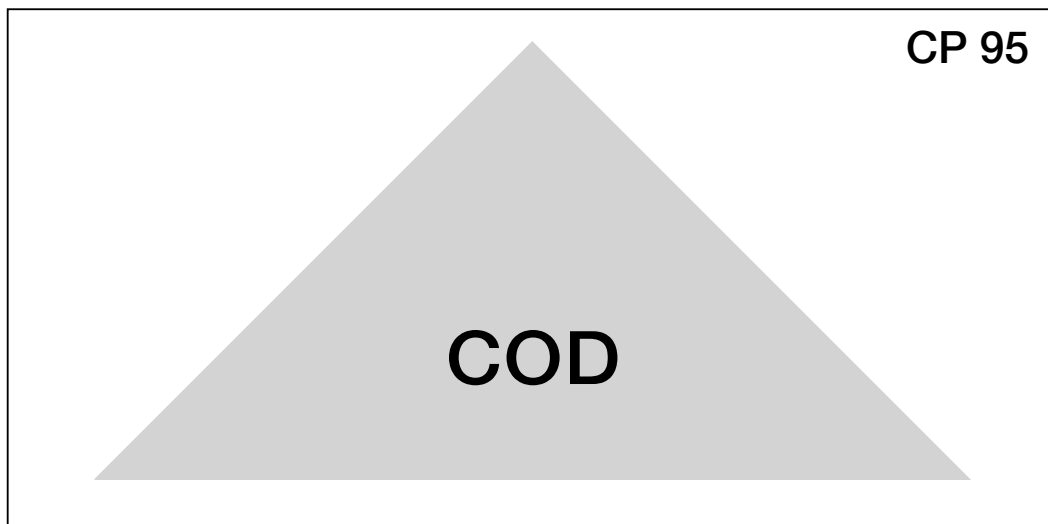
<b>Name and address of sender of postal item (payee of payment order) (1)</b>		<b>Currency (2)</b>		<b>COD amount in figures (2)</b>
Family name				Given name
Address				
Postcode				
Town				
Country				
<b>Postal item details</b>				
Identification/item No (4)				
Type of service (5)				
<b>Account details (6)</b>				
Giro account No/IBAN				
Giro centre/BIC/Financial institution				
Postcode				
Town				
Country				
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.



Parcels, Doha 2012, art RC 130.3.2.1 – Size 100 x 50 mm

## Article RC 131

### Express parcels

- 1 Marking of parcels
  - 1.1 Every express parcel and its dispatch note shall be provided with a light red label, bearing very conspicuously the printed indication “Express”. This label shall be affixed whenever possible beside the name of the place of destination.
- 2 Charges
  - 2.1 The guideline maximum supplementary charge to which express parcels shall be subject shall be 1.63 SDR. This charge must be fully paid in advance. It is payable even if the parcel cannot be delivered by special messenger but only the advice of arrival.
  - 2.2 An additional charge may be collected in accordance with the provisions relating to items of the same kind in the internal service, when express delivery involves special demands. This charge shall be paid even if the parcel is returned to sender or redirected; however, in such a case, the guideline maximum amount of the supplementary charge prescribed in 2.1 shall be 1.63 SDR.
  - 2.3 Addressees may ask the destination office, subject to what is laid down in 2.1, for express delivery of items which are intended for them, if the regulations of the designated operator of destination so permit. In that case the designated operator of destination shall be authorized to collect, on delivery, the charge that applies in its internal service.
- 3 Treatment of parcels
  - 3.1 In countries whose designated operator does not provide delivery to the place of address, express parcels shall give rise to the delivery, by special messenger, of an advice of arrival. The advice may also be sent by telecommunications.

- 3.2 If the address of the addressee is situated outside the local delivery area of the office of destination, delivery of an express parcel or of an advice of arrival by special messenger shall not be obligatory.
- 3.3 The delivery by special messenger of an express parcel or of the advice of delivery shall be attempted at least once. If the first attempt is unsuccessful, any subsequent attempt to deliver the parcel or the advice of delivery by special messenger shall not necessarily be obligatory.
- 3.4 Designated operators which participate in the exchange of express parcels shall take all steps to speed up customs clearance.

■ **Commentary**

**131.2.3** The text allows DOs of destination full latitude, in accordance with the rules governing their internal service, to collect a charge when an express parcel presented at the original address is sent express to another at the sender's request.

**131.3.4** The PPCO indicates the DOs that provide this service.

## Article RC 132

### Parcels with advices of delivery

1 In the case of designated operators which offer the advice of delivery service to customers, the sender of a parcel 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. Designated operators may restrict this service to insured parcels if such restriction is provided for in their internal service.

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 parcels when they offer the electronic advice of delivery service to their customers.

### 2 Marking of parcels with advices of delivery

2.1 Every parcel for which the sender requests an advice of delivery shall bear in bold type on the address side the stamp impression A.R. The same indication shall also be made on the dispatch note.

2.2 Parcels with advices of delivery shall be accompanied by a copy of the CN 07 form duly completed. This form shall be attached to the dispatch note. If the CN 07 form does not reach the office of destination, that office shall automatically make out a new advice of delivery.

3 (Deleted.)

### 4 Treatment of advices of delivery

4.1 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 under the regulations of the country of destination. If those regulations so provide, 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 indica-

- tion permitting unambiguous identification of the person signing shall also be obtained. The identification information referred to herein may also be obtained by electronic means.
- 4.2 Upon delivery of the parcel, the office of destination shall return the CN 07 form direct to the sender by the first mail. This form shall be sent à découvert and post free by the quickest route (air or surface). If the advice of delivery is returned without having been duly completed, the irregularity shall be notified by means of the relevant request sent via IBIS or the CN 08 inquiry form in accordance with article RC 150, to which the relevant advice of delivery shall be attached, or through IBIS. The CN 07 form shall be accounted for in accordance with RL 141 of the Letter Post Regulations.
- 4.3 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. 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 or to the relevant request in IBIS in accordance with article RC 150.
- 4.3bis 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 from these systems to provide proof of delivery of individual items to the sending designated operator, subject to CN 08 or IBIS 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.
- 4.3ter 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.

#### ■ Commentary

**132.1** In formal opinion C 10/Rio de Janeiro 1979, Congress requests DOs to make a general practice of using the advice of delivery for ordinary parcels.

**132.4.1** 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.

Parcels, Doha 2012, art RC 132.2.2 – Size 210 x 105 mm, with a tolerance of 2 mm, colour light red



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"/> Dispatch list (CN 16) <input type="checkbox"/> Parcel bill (CP 87)	
	<input type="checkbox"/> Bulk advice	Date and signature	

## 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"/> Dispatch list (CN 16) <input type="checkbox"/> Parcel bill (CP 87)	
	Date and signature		
	<input type="checkbox"/> Bulk advice		

## 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	
		Date	
	<input type="checkbox"/> was redirected	New address in full	
COD	<input type="checkbox"/> The item has not been received at the office of destination. The addressee's CN 18 declaration is attached		
	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	

## Article RC 133

### Parcels 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 parcels are subject on delivery.
- 2 Senders shall undertake to pay the amounts which may be claimed by the office of destination. If necessary, they shall make a provisional payment.
- 3 The designated operator of origin shall collect from the sender a charge, the guideline maximum amount of which is set in 6.1, which it shall retain as payment for services rendered in the country of origin.
- 4 The designated operator of destination shall be authorized to collect a commission charge the guideline maximum amount of which is set in 6.2. 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.
- 5 Marking and treatment of parcels
  - 5.1 Every parcel for delivery to the addressee free of charges and fees and its dispatch note shall bear, in very bold characters, the heading “Franc de taxes et de droits” (Free of charges and fees) or any other equivalent expression in the language of the country of origin. The parcel and the dispatch note shall be provided with a yellow label bearing, also very boldly, the indication “Franc de taxes et de droits”.
  - 5.2 Every parcel sent for delivery free of charges and fees shall be accompanied by a CN 11 franking note on yellow paper. The sender of the parcel 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 enter on it the postal service indications. The entries of the sender may be made with the use of carbon paper. The text shall include the undertaking prescribed in 2. The dispatch note, the customs declarations and the franking note shall be securely fastened together.
- 6 Charges
  - 6.1 The guideline maximum amount of the charge referred to in 3 shall be 0.98 SDR per parcel.
  - 6.2 The guideline maximum amount of the commission charge referred to in 4 shall be 0.98 SDR per parcel.
- 7 Return of franking notes (Part A). Recovery of charges and fees
  - 7.1 The provisions of the Letter Post Regulations shall apply.
  - 7.2 When the sender disputes the amount of the charges shown in part A of the franking note, the designated operator of destination shall verify the amount of the sums paid out. If necessary, it shall approach its national customs services. After making any necessary corrections, it shall send part

A of the note in question to the designated operator of origin. Likewise, if the designated operator of destination finds an error or omission regarding the charges relating to a parcel free of charges and fees for which part A of the franking note has been returned to the designated operator of origin, it shall issue a corrective duplicate. It shall send part A to the designated operator of origin to put the matter in order.

**8 Accounting with the designated operator of posting**

- 8.1** Accounting in respect of charges, customs duty and other fees paid out by each designated operator on behalf of another shall be effected by means of CN 12 detailed monthly accounts, drawn up on a quarterly basis by the creditor designated operator in the currency of its own country. The data of parts B of the franking notes which it has 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.
- 8.2** The 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 second month after the quarter to which it relates.
- 8.3** Accounting shall be effected by means of the CP 75 account mentioned in article RC 211.
- 8.4** Unless the designated operators concerned have agreed otherwise, the amount on the last line of the CN 12 account shall be included by the creditor designated operator in the next CP 75 sent by that designated operator, with justification given in the “Observations” column.
- 8.5** In cases where the designated operator does not use the CP 75 in its relations with the debtor designated operator, the CN 51 account can, exceptionally, be used in similar fashion.

■ **Commentary**

**133.1** The 1994 Seoul Congress abolished the option of requesting after posting that a parcel be delivered free of charges and fees.

DOs accepting parcels for delivery free of charges and fees are indicated in the PPCO.

**133.2** The sender of a parcel for delivery “free of charges” is responsible for the payment of all postal and non-postal charges levied on the item at destination; consequently, senders are not free to pay customs duty alone, to the exclusion of other charges.

A provisional payment is understood to mean payment of an amount covering the probable costs.

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

Part A  
(Back)

Part B  
(Front)

Parcels, Doha 2012, art RC 133.5.2 – Size 148 x 210 mm (148 x 105 mm when parts A and B are folded one upon the other), colour yellow

CN 11					
<b>DETAILS OF CHARGES DUE</b> (in the currency of the country of destination of the item)			<b>Part B</b> <i>To be filled in by the designated operator of destination</i> <b>TOTAL OF CHARGES ADVANCED</b>		
Charge for delivery free of charges <sup>1</sup>			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="display: inline-block; width: 100px; height: 20px; background-color: #d3d3d3; margin-right: 10px;"></div> <div style="display: inline-block; width: 60px; height: 20px; background-color: #d3d3d3;"></div>		
Presentation-to-Customs charge					
Other charges			Office which has made the advance		
<b>Total</b>			No. of register	Date	Signature

<sup>1</sup> Also called "Commission charge"

Part B  
(Back)

Upper edge  
of the form  
when parts  
A and B  
are folded  
one upon  
the other

FRANKING NOTE				CN 11	
<b>Receipt</b>		<b>Part A</b> <i>To be filled in by the dispatching designated operator</i>		Designated operator	
Nature of the item	Weight	Nature of the item	Weight		
No.	Insured value	No.	Insured value		
Office of posting		Office of posting			
<b>Addressee</b> (name and full address)		<b>Sender</b> (name and full address)			
The sender has paid the charges and fees indicated on the back		<b>Addressee</b> (name and full address)			
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 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





Creditor designated operator

## DETAILED ACCOUNT Transit charges

CN 51

Date

Debtor designated operator	Month	<input type="checkbox"/> Airmail Quarter	<input type="checkbox"/> Surface Year
	Closed transit Transit à découvert items	Missent items 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 <sup>1</sup>												
	CP												
	Priority <sup>1</sup>												
	CP												
	Priority <sup>1</sup>												
	CP												
	Priority <sup>1</sup>												
	CP												
	Priority <sup>1</sup>												
	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													—

<sup>1</sup> if applicable LC/AU

Creditor designated operator  
Signature

Seen and accepted by the debtor designated operator  
Place, date and signature

## Article RC 134

### Merchandise return service for the original seller

#### 1 General

- 1.1 Designated operators may bilaterally agree to offer a supplementary merchandise return service comprising acceptance of prepaid returns with priority transportation.
- 1.2 The purpose of the merchandise return service shall be to enable the original seller to pay for returned parcels posted by its customers/the addressees residing abroad after successful delivery.
- 1.3 Designated operators that operate this service shall comply with the provisions outlined in the user guide as approved by the POC.
- 1.4 Designated operators may otherwise agree bilaterally on another service to be applied among themselves.

#### 2 Formalities

- 2.1 Authorized addressees returning parcels via the merchandise return service shall utilize the customs declaration information provided by the original seller in order to comply with the formalities outlined in article RC 126.

#### 3 Charges for the merchandise return service (outward land rates and air conveyance dues)

- 3.1 A designated operator sending parcels via the merchandise return service shall be entitled to collect charges corresponding to costs incurred for the service from the designated operator of the country of origin of the returned merchandise.
- 3.2 The charges shall be fixed as follows:
  - 3.2.1 A charge for the outward land rates shall be set at 85% of the inward land base rates for an air parcel (with a rate per kilogramme and per item) of the designated operator that is returning parcels, with a floor rate of 2.85 SDR per item and 0.28 SDR per kilogramme.
  - 3.2.2 Air conveyance dues shall be calculated in accordance with article RC 207.

#### 4 Accounting for the merchandise return service charges

- 4.1 Unless bilaterally agreed otherwise, the accounting of merchandise return service charges shall be based on current settlement procedures, supported by the electronic exchange of information.

#### 5 Merchandise return service reporting

- 5.1 A monthly report shall be produced by a bilaterally agreed third party, based on the EMC and EMD events transmitted to the designated operator of the original seller. This report shall provide the number of returned parcels with EMC and EMD events transmitted and the total weight corresponding to these items detailed by designated operator of origin. All additional weight information shall be provided by sending a PREDES message, and shall include a RESDES message for comparison and reconciliation purposes.

■ **Commentary**

**134** The merchandise return service is a supplementary service adopted within the framework of parcel post development at the 2012 Doha Congress. It involves a reverse logistical process free of any charges and fees for the sender. Detailed operational procedures concerning handling, labels, specifications and reporting will be included in a separate user guide to be approved by the POC and published by the IB. See also arts RC 126, RC 176.7 and RC 207 for other provisions relating to this supplementary service.

Prot Article RC VIII

Merchandise return service for the original seller

1 Notwithstanding the provisions of article RC 134, Australia reserves the right to apply terms and conditions, including outward land rates and air conveyance rates, for the provision of the merchandise return service for parcels, either as laid down in the Parcel Post Regulations or by any other means, including bilateral agreements.

Article RC 135

Fragile parcels. Cumbersome parcels

1 Any parcel containing articles which are liable to break easily and which are to be handled with special care shall be called a “fragile parcel”.

2 The following shall be called a “cumbersome parcel”; any parcel:

- 2.1 whose dimensions exceed the limits laid down in the Parcel Post Regulations or those which designated operators shall set between themselves;
- 2.2 which, by reason of its shape or structure, does not readily lend itself to loading with other parcels or which requires special precautions.

3 Fragile parcels and cumbersome parcels shall be subject to a supplementary charge, the guideline maximum amount of which is laid down in 6.1. If the parcel is both fragile and cumbersome the supplementary charge shall be collected once only. However, the air surcharges in respect of these parcels shall not be increased.

4 The exchange of fragile parcels and cumbersome parcels shall be restricted to those designated operators which admit such items.

5 Marking of fragile parcels and of cumbersome parcels

- 5.1 Without prejudice to compliance with the general rules regarding make-up and packing, every fragile parcel shall be provided, either by the sender or by the office of origin, with a label featuring a picture of a glass printed in red on a white background.
- 5.2 The relative dispatch note shall bear very conspicuously on the front the indication “Colis fragile” (Fragile parcel) either in manuscript or printed on a label.
- 5.3 Every parcel, the fragile nature of whose contents is indicated by any external sign whatever affixed by the sender, shall be provided by the office of origin with the label prescribed in 5.1. The corresponding supplementary charge

shall be collected. If the sender does not wish the parcel to be treated as fragile, the office of origin shall cross out the marking made by the sender.

5.4 Every cumbersome parcel and the front of its dispatch note shall bear a label showing in bold letters the word “Encombrant” (Cumbersome).

5.5 Designated operators which admit the limits of sizes set out in article RC 115.1 may charge as cumbersome any parcel whose dimensions exceed the limits set out in article RC 115.2 but which weighs less than 10 kilograms. In such a case, the word “Encombrant” shall be supplemented on the dispatch note only by the words “en vertu de l’article RC 135.5.5” (pursuant to article RC 135.5.5).

## 6 Charges

6.1 The guideline maximum amount of the supplementary charge referred to in 3 is 50% of the principle charge.

### ■ Commentary

**135.2.1** As regards the max dimensions of cumbersome parcels, it is particularly difficult, from a practical standpoint, to introduce sufficiently broad provisions in the Acts. It is advisable therefore for the DOs concerned to reach agreement on the matter if they deem it worthwhile.

**135.2.2** The words “shape” and “structure” should be interpreted to the effect that a parcel is regarded as cumbersome mainly because of its external appearance.

**135.4** DOs accepting “fragile parcels” and “cumbersome parcels” are indicated in the PPCO.

## 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** This art has been reproduced in its entirety for practical reasons, although the Parcel Post Manual is concerned only with the "Consignment" and integrated logistics services.

## Article RC 136

### 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** The Consignment service:

- 2.1** shall at least comprise joint posting and transport of parcels from a single customer to the inward office of exchange or entry point in the country of destination and joint customs clearance by the designated operator of origin;
- 2.2** shall include all parcel items, as well as any other types of postal items agreed between the designated operator of origin and the designated operator of destination;
- 2.3** may, subject to the agreement of the relevant customs authorities, use bulk customs clearance for cost efficiency;
- 2.4** may use specific bags, specific pallets or specific postal containers to transport items;
- 2.5** shall include distribution of the parcels by the designated operator of destination to one or more addressees.

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

**4** 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.

- 5 Identification of the “Consignment” service
- 5.1 The logo designed to identify the “Consignment” service shall consist of the following components:
  - 5.1.1 the word “CONSIGNMENT” in blue;
  - 5.1.2 three horizontal bands (one red, one blue and one green).



#### Article RC 137 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 H**

### **Special provisions**

#### **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** Countries have the right to inspect parcels in transit; internal regulations are applicable in such a case. DOs must notify one another, through the intermediary of the IB, of any prohibitions or restrictions applying to the entry and transit of parcels in their service.

**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, provincial 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.

Prot. Article VII See Letter Post Manual.

Prot Article VIII

Prohibitions (postal parcels)

1 Myanmar and Zambia shall be authorized not to accept insured parcels containing the valuable articles covered in article 18.6.1.3.1, since this is contrary to their internal regulations.

2 Exceptionally, Lebanon and Sudan shall not accept parcels 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, or containing liquids or easily liquefiable elements or articles made of glass or similar or fragile articles. They shall not be bound by the relevant provisions of the Parcel Post Regulations.

3 Brazil shall be authorized not to accept insured parcels containing coins and currency notes in circulation, as well as any securities payable to bearer, since this is contrary to its internal regulations.

4 Ghana shall be authorized not to accept insured parcels containing coins and currency notes in circulation, since this is contrary to its internal regulations.

5 In addition to the articles listed in article 18, Saudi Arabia shall be authorized not to accept parcels 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. Nor does it accept parcels containing medicines of any kind unless they are accompanied by a medical prescription issued by a competent official authority, products designed for extinguishing fires, chemical liquids or articles contrary to the principles of the Islamic religion.

6 In addition to the articles referred to in article 18, Oman does not accept items containing:

- 6.1 medicines of any sort unless they are accompanied by a medical prescription issued by a competent official authority;
- 6.2 fire-extinguishing products or chemical liquids;
- 6.3 articles contrary to the principles of the Islamic religion.

7 In addition to the articles listed in article 18, Iran (Islamic Rep.) shall be authorized not to accept parcels containing articles contrary to the principles of the Islamic religion, and reserves the right not to accept ordinary or insured parcels containing coins, bank notes, travellers' cheques, platinum, gold or silver, whether manufactured or not, precious stones, jewels or other valuable articles; it shall accept no liability in cases of loss or damage to such items.

8 The Philippines shall be authorized not to accept any kind of parcel 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, or containing liquids or easily liquefiable elements or articles made of glass or similar or fragile articles.

9 Australia does not accept postal items of any kind containing bullion or bank notes.

10 China (People's Rep.) shall not accept ordinary parcels 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. Furthermore, with the exception of the Hong Kong Special Administrative Region, insured parcels containing coins, currency notes or securities of any kind payable to bearer and travellers' cheques shall not be accepted.

11 Mongolia reserves the right not to accept, in accordance with its national legislation, parcels containing coins, bank notes, securities payable to bearer and travellers' cheques.

12 Latvia does not accept ordinary and insured parcels containing coins, bank notes, 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.

13 Moldova, the Russian Federation, Ukraine and Uzbekistan do not accept ordinary or insured parcels 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.

14 Azerbaijan and Kazakhstan do not accept ordinary or insured parcels containing coins, bank notes, 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.

#### 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**

**IX** Prot art IX has been reproduced in its entirety for practical reasons, although the Parcel Post Manual is concerned only with paras 1 and 4.

**IX.4** Under no circumstances should the word “medicament” be used to mean the narcotics and psychotropic substances referred to in Conv art 18.2.1.1.

## Article RC 138

### Dangerous substances prohibited from insertion in postal parcels

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 and radioactive materials provided for in these 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 substances in accordance with the provisions of article 18.3 of the Convention and prohibited from insertion in postal parcels.

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 RC 139

### Exceptions to prohibitions

1 The prohibition relating to narcotics and psychotropic substances shall not apply to consignments sent for a medical or scientific purpose to countries which admit them on this condition.

2 If the internal regulations of the member countries concerned so permit, parcels may also contain any document exchanged between the sender and the addressee of the parcel or persons residing with them.

3 Article 18.6.1.3 of the Convention shall not apply when the exchange of parcels between two member countries admitting insured parcels can only be made in transit through the intermediary of a member country which does not admit them.

■ **Commentary**

**139.2** Docs admitted under Conv art 18.5.1.1 include:

- one of the following docs, unclosed, reduced to its essential elements and relating solely to the goods being conveyed: invoice, dispatch note or advice, delivery bill;

- disks and tapes whether bearing a sound or video recording or not, ADP cards, magnetic tape or other similar media and QSL cards, when the DO of origin considers that they do not have the character of current and personal correspondence and when they are exchanged between the sender and the addressee of the parcel or persons residing with them;
- correspondence and docs of any kind having the character of current and personal correspondence, other than the foregoing, exchanged between the sender and the addressee of the parcel or persons residing with them;
- archived correspondence and documents.

(NB. – QSL cards are preprinted cards used by radio amateurs to communicate the result of their observations by completing them with coded manuscript information.)

## **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**

I This information appears in the PPCO.

## Article RC 140

### Treatment of parcels wrongly accepted

1 Parcels containing articles mentioned in article 18.2, 18.4.3 and 18.5 of the Convention, and wrongly admitted to the Post shall be dealt with according to the legislation of the country of the designated operator establishing their presence.

2 In the case of the insertion of a single item of correspondence prohibited within the meaning of article 18.5 of the Convention, this shall be treated as an unpaid letter-post item. The parcel shall not be returned to sender on this account.

3 The designated operator of destination shall be authorized to deliver to the addressee, under the conditions prescribed by its regulations, an uninsured parcel originating in a country which admits insurance and containing articles listed in article 18.6.1.2 and 18.6.1.3 of the Convention. If delivery is not permitted, the parcel shall be returned to sender.

4 The provisions in 3 shall be applicable to parcels the weight or the dimensions of which appreciably exceed the permitted limits. However, these parcels may, where appropriate, be delivered to the addressee if he first pays any charges which may be due.

5 If a parcel wrongly admitted to the post or part of its contents is neither delivered to the addressee nor returned to sender, the designated operator of origin shall be notified without delay how the parcel has been dealt with. This notification shall clearly indicate the prohibition under which the parcel falls or the articles which gave rise to its seizure. A wrongly admitted parcel that is returned to origin shall be accompanied by a similar notification.

6 In the event of the seizure of a wrongly admitted parcel, the destination or transit designated operator shall so inform the designated operator of origin through the dispatch of a CN 13 form or, if agreed bilaterally, by using the appropriate standard UPU EDI item-level message (EME tracking event and corresponding retention code).

■ **Commentary**

**140.4** There must be serious reasons for the return to origin of a parcel whose weight or dimensions exceed the limits allowed.



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"/> Letter	<input type="checkbox"/> Printed paper
	<input type="checkbox"/> Small packet	<input type="checkbox"/> Parcel
	<input type="checkbox"/> Ordinary	<input type="checkbox"/> Registered
	<input type="checkbox"/> Insured	<input type="checkbox"/> Recorded delivery
	No. of item	Weight of item
	Information concerning forwarding	
	<input type="checkbox"/> Airmail	<input type="checkbox"/> S.A.L.
		<input type="checkbox"/> Surface
Posting of item	Office of origin	
	Date of posting	
	Dispatching office of exchange	
	Date	
	Destination office of exchange	
	Mail No.	
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	<input type="checkbox"/>
	Applicable regulation	
	Article	
	UPU Convention	
	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

Prot Article RC IX

Treatment of parcels wrongly accepted

1 Australia, Azerbaijan, Canada, Dem. People's Rep. of Korea, Georgia, Kazakhstan, Kyrgyzstan, New Zealand, Tajikistan, Ukraine, Uzbekistan and Viet Nam reserve the right to provide information about the seizure of a postal parcel or part of its contents only within the limits of the information provided by the customs authorities and in accordance with their internal legislation.

2 The United States of America reserves the right to treat as wrongly accepted, and to deal with according to its domestic legislation and customs practice, any parcel containing controlled substances, as defined in section 1308 of Title 21 of the U.S. Code of Federal Regulations.

Article RC 141

Conditions of redirecting a parcel

1 A parcel may be redirected within the country of destination at the request of the sender, at the request of the addressee, or automatically if the regulations of that country permit.

2 A parcel may be redirected out of the country of destination only at the request of the sender or of the addressee. In this case the parcel shall comply with the conditions required for the onward transmission.

3 A parcel may also be redirected by air at the request of the sender or the addressee. Payment of the air surcharge in respect of the onward transmission shall be guaranteed.

4 For the first and any subsequent redirection of each parcel, the following may be collected:

- 4.1 the charges authorized by the internal regulations of the designated operator concerned for such redirection, in the case of redirection within the country of destination;
- 4.2 the rates and air surcharges entailed in the onward transmission, in the case of redirection out of the country of destination;
- 4.3 the charges and fees which the former designated operators of destination do not agree to cancel.

5 The charges, rates and fees mentioned in 4 shall be collected from the addressee.

6 If the charges, rates and fees mentioned in 4 are paid at the time of redirection the parcel shall be dealt with as if it had originated in the redirecting country and been addressed to the country of the new destination.

7 If an express parcel to be redirected has been the subject of an unsuccessful attempt at delivery to the place of address by special messenger, the redirecting office shall strike through the label or endorsement “Express” with two thick horizontal lines.

■ **Commentary**

**141.1** This art implies the obligation of official redirection, to the correct country of destination, of parcels obviously wrongly addressed to another country. In this case, the redirecting country is entitled to the transit rate only.

Article RC 142

Periods of retention

1 When an addressee has been notified of the arrival of a parcel, it shall be held at his disposal for a fortnight or, at most, for a month from the day after that on which the advice is sent. Exceptionally, this period may be increased to two months if the regulations of the country of destination permit.

2 When it has not been possible to notify an addressee of the arrival of a parcel, the period of retention prescribed by the regulations of the country of destination shall apply. The same shall also apply to parcels addressed poste restante. This period shall start to run from the day after the day from which the parcel is held at the addressee’s disposal. It shall not exceed two months. The parcel shall be returned within a shorter period if the sender has so requested in a language known in the country of destination.

3 The periods of retention prescribed in 1 and 2 shall be applicable, in the case of redirection, to parcels to be delivered by the new office of destination.

4 If, at the end of the customs inspection of a parcel, a period of more than three months has elapsed, the designated operator of destination shall request instructions concerning this parcel from the designated operator of origin.

5 If the designated operator of destination does not comply with provisions 1 to 4 above, it shall pay the rates and charges due for return to origin.

■ **Commentary**

**142.1** Particulars concerning periods of retention are given in the PPCO.

**142.2** The time required for customs control on importation is not included in the period of retention.

Article RC 143

Parcels automatically retained

1 For every parcel automatically retained or pending because of theft or damage or for some other cause of the same kind, the designated operator of destination shall prepare a CP 78 verification note. However, this procedure shall

not be compulsory in cases of force majeure or when the number of parcels automatically retained is such that the sending of an advice is physically impossible.

2 The CP 78 verification note shall be prepared by the intermediate designated operator concerned for every parcel automatically retained in course of transmission either by the postal service (accidental interruption of traffic) or by the Customs. The reservation made under 1 shall also apply in such cases.

3 The CP 78 verification note shall include all the particulars shown on the CP 74 and CP 73 labels and the date of posting of the parcel. The CP 78 verification note shall be sent by the quickest route to the designated operator of the sender's country of residence.

4 The CP 78 verification note shall be accompanied by a copy of the dispatch note. In the cases referred to in 1 and 2, the CP 78 shall be endorsed in bold letters "Colis retenu d'office" (Parcel automatically retained). If the parcel is pending owing to theft or damage, a CN 24 report shall be prepared. A copy of the report giving information on the extent of the damage shall accompany the CP 78.

5 Several parcels posted at the same time by the same sender and addressed to the same addressee may be the subject of one CP 78 verification note, even if these parcels were accompanied by several dispatch notes. In such a case, all these notes shall be attached to the CP 78.

6 As a general rule, a CP 78 shall be exchanged between the office of destination and the office of exchange of origin. However, any designated operator may request that the CP 78 concerning its service be sent to its central administration or to a specially appointed office. The name of that office shall be notified to designated operators through the International Bureau. The designated operator of the sender's country of residence shall be responsible for advising the sender. The exchange of CP 78 verification notes shall be expedited as much as possible by all the offices concerned.

■ **Commentary**

**143.3** For a model of form CP 74 see art RC 128, and for form CP 73 see art RC 129.

VN number

VERIFICATION NOTE

CP 78

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"/> 21 – Missing receptacle                         | <input type="checkbox"/> 32 – Seized by Customs  | <input type="checkbox"/> 42 – Missing item – evidence of theft       |
| <input type="checkbox"/> 22 – Receptacle received in excess              | <input type="checkbox"/> 33 – Refused by Customs                                       | <input type="checkbox"/> 43 – Missent item                           |
| <input type="checkbox"/> 23 – Misrouted receptacle                       | <input type="checkbox"/> 34 – Dangerous contents – not to be flown (will be destroyed) | <input type="checkbox"/> 44 – Wrong parcel rates                     |
| <input type="checkbox"/> 24 – Mislabelled receptacle by destination      | <input type="checkbox"/> 35 – Damaged item/receptacle                                  | <input type="checkbox"/> 99 – Other                                  |
|  | <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 ____ <input type="checkbox"/> Parcel bill: CP 87 <input type="checkbox"/> Special parcel bill: CP 88			
<input type="checkbox"/> Delivery bill: corrections of total weights		CP	Empty receptacles
<input type="checkbox"/> According to the weights given on the labels (amended as necessary) <input type="checkbox"/> Resulting from an error in calculations			
<input type="checkbox"/> Parcel bill: irregularities concerning totals	Entered	Received	Observations
<input type="checkbox"/> Number of parcels			
<input type="checkbox"/> Gross weight			
<input type="checkbox"/> Total insured value			
<input type="checkbox"/> Total number of receptacles			
<input type="checkbox"/> Total rates (SDR) for column 6			
<input type="checkbox"/> Total rates (SDR) for column 7			
<input type="checkbox"/> Total dues (SDR) for column 8			
<input type="checkbox"/> Total dues (SDR) for column 9			

Enters into force on 1 January 2015.

Parcels, Doha 2012, art RC 143.1 – Size 210 x 297 mm

2. Irregularities concerning receptacles

CP 78 (back)

Receptacle ID or serial number	Description

3. Parcel irregularities

Parcel-ID	Weight	Type of irregularity*	Observations	Parcel-ID	Weight	Type of irregularity <sup>1</sup>	Observations

\* Allowed values: 1 – missing; 2 – excess; 3 – damaged; 4 – retained; 9 – others.

4. Parcel errors

Parcel-ID	Origin	Country of destination	Weight		Credit/debt			Observations
			Entered	Observed	CP 87 column (6 to 9)	Entered	Observed	

5. Other irregularities


This form must be returned to

☐ Accepted

☐ Rejected

☐ Further information required

☐ For information only

Origin – Signature

Destination – Signature

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	
	Insured value	COD amount and currency	Weight shown	Weight observed
Special particulars	Other particulars			
	<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			

Damage/Theft	Description	
	The loss is due to	
Estimate of loss	Amount and currency <div> <input type="checkbox"/> According to the addressee <input type="checkbox"/> According to the sender </div>	
Mail in which the item was sent	Date of dispatch	Dispatching office <div>No.</div>
	Date of arrival	Office of destination
	The item was contained in an <div> <input type="checkbox"/> inner receptacle <input type="checkbox"/> outer receptacle </div> The fastening (lead seal) of the receptacle was <div> <input type="checkbox"/> intact <input type="checkbox"/> not intact </div>	
Method of conveyance	<input type="checkbox"/> By airmail <input type="checkbox"/> By train <input type="checkbox"/> By ship <div></div>	
	Flight No./Train No./Name of ship	
	In a <div> <input type="checkbox"/> receptacle <input type="checkbox"/> Loose </div>	
Subsequent treatment of the item	<input type="checkbox"/> After repacking and weighing, the item has been forwarded to its destination <div>New weight</div>	
	<input type="checkbox"/> The contents have been destroyed by the undersigned office <div> <input type="checkbox"/> The packing is held here </div>	
	<input type="checkbox"/> The addressee refuses the item <div> <input type="checkbox"/> The sender refuses the item </div>	
	<input type="checkbox"/> The addressee has accepted the item <div> <input type="checkbox"/> The sender has accepted the item </div>	
	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)



Prot Article RC X

Parcels automatically retained

1 Notwithstanding article RC 143, the designated operator of Canada is not obligated to prepare a CP 78 verification note regarding parcels automatically retained in its service.

Article RC 144

Return to sender of undelivered parcels

1 If a parcel cannot be delivered or if it is held officially, it shall be dealt with in accordance with the instructions given by the sender within the limits set in article RC 127.

2 A parcel which it has not been possible to deliver shall be returned immediately if:

- 2.1 the sender has requested its immediate return;
- 2.2 the sender has made an unauthorized request;
- 2.3 the sender's instructions at the time of posting have not achieved the desired result.

3 A parcel which it has not been possible to deliver shall be returned immediately after the expiry:

- 3.1 of the period, if any, fixed by the sender;
- 3.2 of the periods of retention laid down in article RC 142, if the sender has not complied with article RC 127. In this case, however, the sender may be asked for instructions by any convenient means;
- 3.3 of a period corresponding to the period of retention applied in the domestic service if a COD parcel has not been paid for within that limit.

4 Every parcel shall be returned by the route normally used for dispatching the lowest priority mails. It shall not be returned by air unless the sender has guaranteed the payment of the air surcharges. However, when the designated operator returning the item no longer uses surface conveyance, it shall return undeliverable items by the most appropriate means in use.

5 An office which returns a parcel shall give the reason for non-delivery on the parcel and on the dispatch note. It shall use for this purpose a stamped impression or a CN 15 label. If there is no dispatch note, the reason for the return shall be entered on the parcel bill. The endorsement shall be made in French. Each designated operator has the option of adding a translation in its own language and any other appropriate particulars.

6 The office of destination shall strike out the address particulars with which it is concerned and write "Retour" (Return) on the front of the parcel and on the dispatch note. It shall also apply its date-stamp beside this indication.

7        Parcels shall be returned to sender in their original packing. They shall be accompanied by the dispatch note prepared by the sender. If a parcel has to be repacked or the original dispatch note replaced, the name of the office of origin of the parcel, the original serial number and, if possible, the date of posting shall appear on the new packing and on the dispatch note.

8        If an air parcel is returned to sender by surface, the “Par avion” (By airmail) label and any notes relating to transmission by air shall be automatically struck through.

9        A parcel returned to sender shall be subject to the rates entailed in the further transmission. It shall also be subject to the uncanceled charges and fees which are due to the designated operator of destination at the time of return to sender. That parcel shall be treated by the designated operator according to its own legislation. However, if the sender has abandoned a parcel which it has not been possible to deliver to the addressee, neither the sender nor other designated operators shall be required to cover any postal charges, customs duties or other fees which may be incurred in respect of such a parcel.

10       The allocation and recovery of rates, charges and fees paid on the parcel shall be made as mentioned in article RC 205. They shall be indicated in detail on a CP 77 statement of charges. This statement shall be affixed at one edge to the dispatch note.

11       The rates, charges and fees provided for under 9 shall be collected from the sender. Designated operators may however refrain from calculating the exact amount of these charges and instead fix standard rates for parcels to be returned to sender.

12       Parcels returned to the sender and undeliverable to him shall be dealt with by the designated operator concerned in accordance with its own legislation.

■ **Commentary**

**144.3.2** In this case, it seems more sensible and more in conformity with users' interests to ask the sender for instructions than to return the parcel to origin.

<b>RETURN</b>	<b>CN 15</b>
<hr/>	
<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"/>	
<b>Return date:</b>	

Parcels, Doha 2012, art RC 144.5 –  
Maximum size 52 x 52 mm, colour pink

# STATEMENT OF CHARGES

CP 77

Designated operator of

Date

Office of exchange of

Parcel No.		
Reason for return		
<input type="checkbox"/> Unknown	<input type="checkbox"/> Refused	<input type="checkbox"/> Importation prohibited
<input type="checkbox"/> Gone away	<input type="checkbox"/> Unclaimed	<input type="checkbox"/>
Presentation-to-Customs charge	SDR	
Storage charge		
Return charge		
Redirection charge		
Non-postal fees		
Miscellaneous		
<b>Total</b>		

Parcels, Doha 2012, art RC 144.10 – Size 105 x 148 mm

#### Article RC 145

##### Return to sender of wrongly accepted parcels

1 Any parcel wrongly accepted and returned to sender shall be subject to the rates, charges and fees prescribed in article RC 144.9.

2 These rates, charges and fees shall be payable by the sender, if the parcel has been wrongly admitted in consequence of an error of the sender or if it falls within one of the prohibitions laid down in article 18 of the Convention.

3 They shall be payable by the designated operator responsible for the error, if the parcel has been wrongly admitted in consequence of an error attributable to the postal service. In this case the sender shall be entitled to a refund of the charges paid.

4 If the rates which have been allocated to the designated operator returning the parcel are insufficient to cover the rates, charges and fees mentioned in 1, the outstanding charges shall be recovered from the designated operator of the sender's country of residence.

5 If there is a surplus, the designated operator which sends back the parcel shall return the balance of the rates to the designated operator of the sender's country of residence for refund to the sender.

#### Article RC 146

##### Return to sender due to suspension of services

1 The return of a parcel to the sender due to the suspension of services shall be free of charge. The unallocated rates collected for the outward journey shall be credited to the designated operator of the sender's country of residence for refund to the sender.

#### Article RC 147

##### Non-compliance by a designated operator with given instructions

1 When the designated operator of destination or an intermediate designated operator has not complied with the instructions given at the time of posting or subsequently, it shall bear the conveyance charges (outward and return) and any other uncanceled charges or fees. Nevertheless, the charges paid for the outward journey shall remain the responsibility of the sender if he declared, at the time of posting or subsequently, that in the event of non-delivery he would abandon the parcel.

2 The designated operator of the sender's country of residence shall be authorized automatically to bill the charges referred to in 1 to the designated operator which has not complied with the instructions given and which, although

duly informed, has allowed three months without finally settling the matter. The period shall run from the date on which that designated operator was informed of the case.

3 The provision in 2 shall also apply if the designated operator of the sender's country of residence has not been informed that the non-compliance appeared to be due to force majeure or that the parcel had been detained, seized or confiscated in accordance with the internal regulations of the country of destination.

#### Article RC 148

Parcels containing items whose early deterioration or decay is to be feared

1 Articles contained in a parcel whose early deterioration or decay is to be feared shall be separated from other parcels in order to avoid deterioration to other parcels. If separation is impossible, the spoilt or decayed articles shall be destroyed. This provision shall apply in accordance with the national legislation of the member country.

2 When a parcel has been destroyed in accordance with 1, a formal report of the destruction shall be drawn up. A copy of the report accompanied by the dispatch note shall be sent to the office of origin.

#### Article RC 149

Treatment of requests for withdrawal of parcels from the post or for alteration or correction of address

1 The sender of a parcel may ask for it to be returned or for its address to be altered. He must guarantee payment of the amounts due for any onward transmission.

2 However, designated operators shall have the option of not accepting the requests referred to in 1 when they do not accept them in their internal service.

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 maximum 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.
- 
- 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 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 apply if a request by telecommunications is not sufficiently explicit to identify the item with certainty.

■ **Commentary**

**149** DOs applying this optional provision are indicated in the PPCO.

**149.1** In the case of an insured item, it is essential that the request be transmitted through the office of origin of the item.

**149.3** The office of origin of an 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.



Country 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
	New address or requested alteration		
Cancellation/Alteration of the COD amount	<input type="checkbox"/> Please cancel the COD amount		
	<input type="checkbox"/> Please alter the COD amount		

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 38)	
		Serial No.	<input type="checkbox"/> Dispatch list (CN 16)	
		<input type="checkbox"/> Bulk advice	Date and signature	

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

## Section I

### Inquiries

#### 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

**19.2** In the case of postal parcels, the 24th Congress approved resolution C 31/2008 and Congress–Doc 24 on the parcel-post development strategy, including the objective of making use of the Internet-Based Inquiry System (IBIS) compulsory. IBIS is now widely used by a majority of DOs. Until all DOs adopt it, a transitional period applies, during which DOs can continue to send their inquiries using CN 08 forms.

**19.3** Where DOs do not use IBIS, inquiries must be sent by CN 08 and, 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 RC 150

### Inquiries

1 (Deleted.)

2 Principles

2.1 Within the period of time prescribed in article 19 of the Convention, inquiries shall be accepted as soon as they are filed by the sender or the addressee. However, where a sender's inquiry concerns an undelivered parcel and the anticipated transmission time to the country of destination has not expired, the inquiry may be accepted, but shall be submitted only after the above-mentioned transmission time has expired, unless an inbound EDI message (RESDES or EMSEVT) has been transmitted.

3 (Deleted.)

3bis Preparation of requests for designated operators using IBIS: mandatory operational and technical procedures applicable to IBIS

3bis.1 Designated operators that agree to use IBIS shall use it according to the procedures described herein.

3bis.2 The treatment of the inquiry by IBIS shall be performed in accordance with the type of inquiry and the two-level inquiry workflow as described hereafter and detailed in the IBIS Operational Guide.

3bis.3 Two-level inquiry workflow:

3bis.3.1 Level 1 query (L1Q): If, on the basis of the information available in the electronic tracking system, a response cannot be given to the customer, the designated operator shall indicate the type of request in accordance with paragraph 3bis.2 and send it to the designated operator of destination. A level 1 response (L1R) is expected within the time frame set for the corresponding type of request. An authorization code shall be sent to the designated operator of origin if the liability of the destination or intermediate designated operator is accepted.

3bis.3.2 Level 2 query (L2Q): If a response to a level 1 query (L1Q) does not conclude the investigation, the designated operator of origin may submit a level 2 query (L2Q) to the intermediate or destination designated operator, asking for a more in-depth investigation. A level 2 response (L2R) is expected within the time frame set for the corresponding type of request.

The answer to a level 2 query must be conclusive. After this period, the designated operator of origin may indemnify the claimant on behalf of the intermediate or destination designated operator. An appropriate authorization code shall be provided electronically by the liable designated operator. If the intermediate or destination designated operator fails to return the authorization code within the prescribed time, or if the information received cannot be considered as a final reply within the meaning of article RC 157.1, the designated operator of origin shall indemnify the rightful claimant automatically on behalf of the intermediate or destination designated operator.

3bis.4 Messages for updating queries: IBIS also provides for the ability to update or supplement requests that are processed using the following messages:

3bis.4.1 Quality update message (QUM): allows the operator receiving a non-compliant or inaccurate request to ask for additional information.

3bis.4.2 Status update message (SUM): updates queries before a definitive answer is available.

3bis.5 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 designated operator of destination shall be obliged to provide the sender with confirmation of the delivery by letter, CN 07 advice of delivery or some other means, signed in conformity with article RC 132.4.1, or a copy of a signature of acceptance or some other form of evidence of receipt from the recipient, in conformity with article RC 116.2 or RC 129.7.

3bis.6 In IBIS, a designated operator may send a notification, which is a type of message used to proactively provide information at item level to solve a case, without opening an official inquiry. Notifications shall not initially be measured for speed or quality of response.

3ter Time frame for processing requests and performance indicators:

3ter.1 Requests shall be dealt with according to the time frames mentioned in the table under 3ter.2 for each corresponding type and level of inquiry.

3ter.2 Designated operators shall meet the reply times in the following table, which are expressed in working days (eight hours per day, not including holidays):

Type of request	Workflow level	Reply time L1	Reply time L2
Update/confirmation item status	1 and 2	3 days	15 days
Written proof of delivery (WPOD)	1	10 days	–
Disputed delivery	2	–	15 days
Request for change/correct address, redelivery or return/stop delivery	1	5 days	
Damage/missing contents	1 and 2	7 days	15 days
Misdirected/redirected/transit	1 and 2	7 days	15 days
Customs investigation	1 and 2	7 days	15 days
Explanation delayed delivery/processing at destination	1	5 days	–
Unexplained return of item	1	5 days	–
COD amount not received	1 and 2	7 days	15 days
Advice of delivery (AR)	1 and 2	7 days	15 days

- 3ter.3 At the end of the inquiry process, the liable designated operator must provide the sending designated operator with an appropriate authorization code allowing it to indemnify the claimant.
- 3ter.4 If the liable designated operator fails to return the authorization code within the prescribed time, or if the information received cannot be considered as a final reply within the meaning of article RC 157.1 and RC 157.1bis, the sending designated operator shall automatically indemnify the rightful claimant on behalf of the designated operator of destination.
- 3ter.5 A minimum performance target of 80% of on-time responses, as defined in paragraph 3ter.6.1, is required for any designated operator to be eligible to receive the IBIS inward land rate bonus referred to in article RC 195.4.4. Nevertheless, designated operators are encouraged to observe the 95% target for the two-level inquiry workflow defined in paragraph 3bis.3.
- 3ter.6 The efficiency of treatment and the quality of transactions shall be analyzed on the basis of the following performance indicators:
  - 3ter.6.1 On-time response: responses given within the agreed level 1 or level 2 reply time.
  - 3ter.6.2 Time to open the request.
  - 3ter.6.3 Time to escalate from level 1 to level 2.
  - 3ter 6.4 Outstanding messages: inquiries not answered within a stipulated response time and still not answered when the report is run.
  - 3ter.6.5 Resolution rate after the first response.
  - 3ter.6.6 Total duration up to the final response.

4 (Deleted.)

5 Preparation of requests for designated operators using a CN 08 form

- 5.1 If a designated operator is not an IBIS user, inquiries shall involve the preparation of a CN 08 form.
- 5.2 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, and very legibly, preferably in roman capital letters and arabic figures, or even better, in printed characters.
- 5.3 If the inquiry concerns a cash-on-delivery item, it shall also be accompanied by a duplicate of the form provided for in article RC 130.3.3.1.
- 5.4 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.
- 5.5 Any designated operator may, by notifying the International Bureau, ask for CN 08 inquiries concerning its service to be forwarded to the central administration or to one or more specially appointed offices.
- 5.6 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. If the sender so requires, they 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. 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.
  - 5.7 Replies to inquiries sent by fax or e-mail must, wherever possible, be sent by the same means.
  - 5.8 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 RC 132.4.1, or a copy of a signature of acceptance or some other form of evidence of receipt from the recipient, in conformity with article RC 116.2 or RC 129.7.
- 
- 6 Procedures concerning inquiries about ordinary and insured parcels for designated operators not using IBIS
  - 6.1 Where an inquiry concerns ordinary parcels exchanged under the system of bulk advice, the number and date of dispatch of the mail shall be entered on the CN 08 inquiry form. The form shall, where possible, be sent by fax or e-mail, without additional cost to the customer; otherwise the inquiry shall be sent by registered post. In the latter case, the form shall be sent automatically, without a covering letter and always by the quickest route (air or surface).
  - 6.2 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.
  - 6.3 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.
  - 6.4 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.
  - 6.5 The CN 08 form, duly completed as prescribed under 6.3 and 6.4, shall, where possible, be returned by fax or e-mail or by the quickest route (air or surface) to the address of the office which prepared it.
  - 6.6 The designated operator of origin shall send inquiries about parcels 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.

6.6.1 Inquiries sent to intermediate designated operators that so indicate in the Parcel Post Compendium on line 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 under 5.6.

6.6.2 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.

7 Procedures concerning inquiries about the non-return to sender of an advice of delivery for designated operators not using IBIS

7.1 In the case provided for in article RC 132.4.3 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 “Duplicate” 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.

8 If the inquiry concerns a parcel posted in another country, the CN 08 form shall be forwarded to the designated operator or the specially appointed office of the designated operator of origin of the item. It shall reach it within the period prescribed for the retention of documents. 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 ... le ... par le bureau de ...”. (Seen, certificate of posting No. ... issued on ... by the office of ...).

9 No reservations concerning the periods for the handling and settlement of inquiries may be made to this article.

#### ■ Commentary

**150.5** IBIS or form CN 08 are to be used only for irregularities concerning postal items. They are not to be used for other customer complaints such as the quality of customer service, etc. DOs using CN 08 forms cannot claim the inward land rate bonus associated with use of IBIS.

For a model of form CN 08, see art RC 132.

**150.6.5** Any information about the address to which inquiries must be sent is published in the PPCO.



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"/> Dispatch list (CN 16) <input type="checkbox"/> Parcel bill (CP 87)
		<input type="checkbox"/> Bulk advice	
Other information			

Signature

Prot Article RC XI

Treatment of inquiries

1        The United States of America, when acting as an intermediate designated operator, shall be authorized not to indemnify other designated operators which erroneously send transit à découvert insured or ordinary parcels in violation of the requirement that only closed transit items are accepted. The United States of America reserves the right not to accept CN 08 inquiries from the designated operator of origin about insured or ordinary parcels sent as transit à découvert items and declines to accept liability for these types of prohibited items.

## Section J

### Customs matters

#### 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 Customs depend on any national law which Customs is required to apply.

For the list of DOs that place restrictions on the acceptance of arts subject to customs duty, see Prot art IX.

**20.2** The 1994 Seoul Congress decided that this charge would be collected only in respect of parcels which have already attracted customs charges or any other similar 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 adms are responsible for collecting in application of the national legislations of each country. In all cases, the internal legislation is applicable.

## 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 Congo (Rep.) and Zambia reserve the right to collect a presentation-to-Customs charge from customers in respect of parcels.

## Article RC 151

### Customs declarations and customs clearance of parcels

- 1 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 the necessary steps to inform their customers on how to comply with customs formalities, and specifically to ensure that CN 23 customs declarations are completed in full in order to facilitate rapid clearance of items.
- 2 Designated operators shall take all steps to speed up customs clearance of air parcels as much as possible.

#### ■ Commentary

**151.1** The difficulties encountered by Customs as the result of inaccurate or inadequate declarations are largely the result of customers' ignorance of customs requirements. It is recommended that the Post try to improve this situation. To facilitate cooperation between the Customs and the Post in the country of destination, it is essential that the sender make out a customs declaration in accordance with the provisions of the Acts and that his attention be drawn to the necessity of strictly observing the instructions on the back of form CP 71 or the CN 23 in form CP 72. To this end, it is recommended that DOs:

- a check that all postal parcels are accompanied by a CP 71 form or a CN 23 from a CP 72 form in the requisite number of copies;
- b ensure that these are fully completed in accordance with the instructions given on the back of the forms;
- c when a declaration is obviously inadequate, draw the sender's attention to the customs regulations and accept only items accompanied by a complete declaration;
- d ask exporters of commercial items to indicate in respect of the goods the country of origin and the 6-digit Harmonized Commodity Description and Coding System tariff number (developed by the WCO) and to attach a commercial invoice to the outside of each item;
- e advise exporters of commercial items of the need, where appropriate, to attach a certificate of origin or licence to each item.

For models of the above forms, see art RC 125.

Wherever possible, the CN 23 customs declaration must be attached to the outside of the item so that it is not essential to open it and insertion of the declaration in the item should be restricted to cases in which the DO of destination so requests.

The information concerning the affixing of the customs declaration on the items is published in the PPCO.

## Article RC 152

### Presentation-to-Customs charge

1 The guideline maximum amount of the presentation-to-Customs charge referred to in article 20.2 of the Convention which may be levied on parcels submitted to customs control in the country of origin shall be 0.65 SDR per parcel.

2 Parcels submitted to customs control in the country of destination may be subjected to a guideline maximum charge of 3.27 SDR per parcel in accordance with article 20.2 of the Convention.

3 In the absence of special agreement, the charge shall be collected at the time of delivery of the parcel to the addressee. However, in the case of parcels for delivery free of charges and fees, the presentation-to-Customs charge shall be collected by the designated operator of origin on behalf of the designated operator of destination.

## Article RC 153

### Cancellation of customs duty and other fees

1 Designated operators shall undertake to seek from the competent authorities in their countries cancellation of the fees (including customs duty) in the case of a parcel:

- 1.1 returned to sender;
- 1.2 redirected to a third country;
- 1.3 abandoned by the sender;
- 1.4 lost in their service or destroyed because of total damage of the contents;
- 1.5 rifled or damaged in their service.

2 In cases of rifled or damaged parcels, cancellation of fees shall be requested only to the value of the missing contents or the depreciation suffered by the contents.



## Section K

### Liability of member countries or 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** See Letter Post Manual.
- 3 Ordinary parcels**
- 3.1** If a parcel is lost, totally rifled or totally damaged, the sender shall be entitled to an indemnity of an amount set in the Parcel Post Regulations. If the sender has claimed an amount less than the amount set in the Parcel Post Regulations, designated operators may pay that lower amount and shall receive reimbursement on this basis from any other designated operators involved.
- 3.2** If a parcel 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.
- 3.3** Designated operators may agree to apply, in their reciprocal relations, the amount per parcel set in the Parcel Post Regulations, regardless of the weight.

**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 See Letter Post Manual.**

**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.**

## ■ **Commentary**

**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.

**23.4.1** That is, the equivalent in the currency of the country of origin corresponding as closely as possible to the insured value in SDR.

## Article RC 154

### Application of the liability of designated operators

#### 1 Principles

1.1 Designated operators’ liability shall be as binding for parcels conveyed à découvert as for those forwarded in closed mails or those returned with no reason for non-delivery given on the parcel.

1.2 Designated operators which undertake to cover risks arising from a case of force majeure shall be liable towards senders of parcels posted in their country for any loss, theft or damage due to a case of force majeure occurring at any time during transmission of the parcels. This undertaking shall also cover any redirection or return to sender.

1.3 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 damage 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.

1.4 Designated operators participating in the exchange of COD parcels shall be liable, up to the COD amount, for the delivery of COD parcels 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.

#### 2 Conditions for payment of indemnities

2.1 Payment of indemnities resulting from the liability of the intermediate or destination designated operator shall be subject to the following conditions:

2.1.1 Subject to article RC 167.1.5, the parcel must be identified by a barcoded unique item identifier conforming to standard S10, as published in the UPU Technical Standards.

- 2.1.2 The inquiry must be entered in IBIS by the designated operator of origin if both designated operators are using the system.
- 2.1.3 If the liable designated operator is not an IBIS user, the claim shall be made in accordance with article RC 150.5.

### 3 Indemnities

- 3.1 The indemnity referred to in article 23.3.1 of the Convention shall not exceed the amounts calculated by combining the rate of 40 SDR per ordinary parcel and the rate of 4.50 SDR per kilogramme. Charges and fees paid for posting the item shall be added.
- 3.2 Designated operators may agree to apply, in their reciprocal relations, the amount of 130 SDR per parcel regardless of the weight.
- 3.3 The amount of the indemnity referred to in article 23.3.2 of the Convention for an ordinary parcel that is partially rifled or partially damaged shall not exceed the corresponding amounts mentioned in paragraph 3.1 or in paragraph 3.2.
- 3.3bis The indemnity relating to an insured parcel that is lost, totally or partially rifled or damaged shall be limited to the amounts referred to in article 23.4 of the Convention.
- 3.4 The indemnity for the unexplained return of a parcel shall, in accordance with article 23.6 of the Convention, be commensurate with the charges paid by the sender for posting the parcel in the country of origin and the charges incurred for returning the parcel from the country of destination.

#### ■ Commentary

**154.1.2** 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.

**154.1.3** 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.

**154.3.1** The max indemnities are presented in the form of a rate per parcel and a rate per kilogramme, as the 1994 Seoul Congress dropped the weight steps used to set the rates.

The max indemnities fixed should not be confused with similar limits laid down in any private legal contracts. The latter would, it is true, yield in the event of any serious error on the part of the conveyor, whereas, in accordance with legal doctrine, the limits established by a special law could in no event be exceeded, unless the law itself contained a reservation. This principle is applied even to the insured value, since compensation must in no case exceed the insured value. For example, in the event of an insured value lower than the actual value, should any damage caused by a postal error exceed the insured value, the sender may not claim an indemnity higher than the insured value. If he wishes to be covered against the entire risk, he should declare the total value and, as appropriate, take out insurance with private companies in respect of the surplus.

### Prot Article RC XII

#### Application of the liability of member countries or designated operators

1 Notwithstanding the provisions of article RC 154.3.4, Canada and the United States, in all cases of a parcel allegedly returned to the sender without the reason for return being given, reserve the right to process a CN 08 inquiry only if the original wrapping and or mailing container is attached for examination.

**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 mailbox 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**

**24.1.4** This provision allows the addressee, immediately after delivery of an item, to have any damage not visible on the outside recognized.

**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** When a DO wishes to attribute the damage to the nature of the contents, and the supplementary charge for special care has been paid, as laid down in art RC 135 (fragile), it must take reasonable account of this fact.

**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.

**24.3** Customs authorities are independent from DOs and perform their functions in accordance with the legislation of their country.

### Article RC 155

#### Delivery of a rifled or damaged parcel

1 The office making delivery of a rifled or damaged parcel shall prepare a CN 24 report on the joint inspection and have it countersigned, whenever possible, by the addressee. One copy shall be handed to the addressee or, if the parcel is refused or redirected, attached to it. One copy shall be retained by the designated operator which prepared the report. One copy shall be sent under registered cover or by e-mail or by other electronic means to the appropriate office, as listed in the Parcel 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 RC 189.2 shall notify the sender that the parcel has been rifled or damaged.

3 When internal regulations so require, a parcel treated in accordance with 1 shall be returned to the sender if the addressee refuses to countersign the CN 24 report.

4 If the parcel is delivered, the copy of the CN 24 report prepared by the office of exchange in accordance with article RC 189.2 shall be dealt with in accordance with the regulations of the country of destination. If the parcel is refused, the said copy shall remain attached to the parcel.

5 If the liability assumed according to article 24.1 of the Convention has to be shared with another designated operator the request to this effect shall be recorded using the Internet-based Inquiry System accompanied by an electronic copy or translation of the CN 24 report. Where appropriate, an electronic copy of the CP 78 verification note mentioned in article RC 186.4 shall be provided using the Internet-based Inquiry System.

#### ■ Commentary

**155.4** For a model of form CN 24, see art RC 143.

Prot Article RC XIII

Delivery of a rifled or damaged parcel

1 Notwithstanding article RC 155, §§ 1 and 2, the United States of America reserves the right to apply current procedures.

2 Notwithstanding the new provisions of article RC 155, 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 the provisions of article RC 155, §§ 1 and 2, 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.

4 Notwithstanding articles RC 155, §§ 1 and 2, Brazil reserves the right to defer application of the relevant provisions concerning the CN 24 report.

■ **Commentary**

**XIII.1** The reservation by the United States of America refers to the fact that the new provisions adopted by the 2013.1 POC concern additional copies of CN 24 reports, which may not be applicable where electronic systems enabling handling of liability issues are available.

**XIII.2 and 3** The reservations by Argentina and Brazil also refer to the same new provisions of art RC 155.1 and 2.

## **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.

#### **■ Commentary**

**25.1** The sender is liable not only for the damage caused by his item to other parcels, but also for damage caused to other postal items.

**25.3** Since the postal service is unable to verify acceptability in every case, it is inevitable, owing to the fact that the existing defects are not realized, that items inadequately packed or containing prohibited arts should be accepted in error and without objection. This fact should not relieve the sender of his liability.

## **Article RC 156**

### **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.

#### **■ Commentary**

**156.1** It is important that the DO of origin should be notified promptly of the extent of the damage so that it can, if necessary, take action against 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 RC 157

### 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 either: (i) allowed 30 days to pass, from the date of receipt of such a request through IBIS (as per the procedures defined in article RC 150.3bis.3) or of a CN 08 form sent by fax or any other electronic means by which the receipt of inquiry can be confirmed; or (ii) allowed two months to pass from the date of receipt of such a request through a CN 08 form sent by post, 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** For designated operators using a CN 08 form, the period of two months stipulated under 1 shall begin to run from the date on which the duly completed CN 08 (including the necessary information concerning the transmission of dispatches) is received by the designated operator of destination.

**3** The stipulation contained in paragraph 2 shall be valid only if the designated operator sent the CN 08 form to the correct address of the recipient designated operator as listed in the Parcel Post Compendium or updated by an International Bureau circular.

**4** 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 RC 150.5.8, has allowed 30 days to pass, from the date of sending of such a request by the designated operator of origin, without replying to a second inquiry concerning inappropriate execution of service.

5 The designated operator of origin or destination, as the case may be, shall be authorized to postpone indemnifying the rightful claimant in cases where the inquiry form is not properly completed or incorrect and has to be returned for additional information or correction, thereby causing the time limit set in paragraph 1 to be exceeded. The indemnity may be paid by the end of an additional period of either: (i) 30 days in the case of a request received through IBIS (as per the procedures defined in article RC 150.3bis.3) or of a CN 08 form sent by fax or any other electronic means; or (ii) two months in case of requests through a CN 08 form sent by post, from the date of completion or correction of the aforementioned inquiry. Without this additional information or correction, the designated operator concerned shall be authorized not to indemnify the rightful claimant.

6 In case of an inquiry concerning a COD item, the designated operator of origin shall be authorized to indemnify the rightful claimant up to the COD amount on behalf of the designated operator of destination which, having been duly informed, has allowed the same period as mentioned in paragraph 1 to pass without finally settling the matter.

7 No reservations concerning the periods for the handling 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.

■ **Commentary**

**157.2** The period of two months should start 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 office 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. For a model of form CN 08, see art RC 132.

## Article RC 158

### Period for payment of indemnity

1 The payment of the indemnity to the rightful claimant 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.

■ **Commentary**

**158.1** 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 RC 159

### Automatic payment of indemnity

1 The return of a CN 08 form in which the “Particulars to be supplied by the intermediate services or by the service of destination”, “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 RC 157.1.

■ **Commentary**

**159.1** 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 RC 160

### 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 within one month by means of a CN 43 verification note and/or a CP 78 verification note, or a CN 37, CN 38 or CN 41 delivery bill, 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 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 an uninsured parcel, when the amount of indemnity does not exceed the amount calculated in article RC 154.3 for a parcel of one kilogramme, this sum shall be borne equally by the designated operator of origin and the designated operator of destination, intermediate designated operators being excluded.

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 and/or for uninsured parcels. 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 duties of which it has not been possible to secure cancellation shall be borne by the designated operator liable for the loss, theft or damage.

7 A designated operator which has paid the indemnity shall take over the rights, up to amount of indemnity, of the person who has received it in any action which may be taken against the addressee, the sender or third parties.

■ **Commentary**

**160.2** 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 160.5, the difference must be shared among the DOs of all the other countries concerned.

## Article RC 161

### Procedures for determining the liability of designated operators

1 Until the contrary is proved and subject to article RC 160.2, 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 parcels 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 parcel in question, the period of retention having expired. This reservation shall not prejudice the rights of the claimant.

2 If the theft or damage has been established in the country of destination or, in the case of return to sender, in the country of residence, it shall be for the designated operator of that country to prove:

- 2.1 that neither the wrapping nor the fastening of the parcel bore any apparent trace of theft or damage;
- 2.2 that in the case of an insured parcel, the weight established at the time of posting has not varied;
- 2.3 that, in the case of parcels forwarded in closed receptacles, both the receptacles and their fastening were intact.

3 When the proof mentioned in 2 has been furnished, none of the other designated operators concerned may repudiate its share of liability on grounds that it handed over the parcel without the next designated operator having made any objection.

4 In the case of parcels sent in bulk, none of the designated operators concerned may repudiate its share of liability by showing that the number of parcels found in the mail differs from that advised on the parcel bill.

5 In the case of bulk transmission, the designated operators concerned may agree that liability be shared in the event of loss of, theft from or damage to certain categories of parcels, determined by mutual agreement.

6 When a parcel has been lost, rifled or damaged as the result of force majeure, the designated operator in whose territorial jurisdiction or services the damage occurred shall not be liable towards the designated operator of origin unless the two designated operators undertake to cover risks of force majeure.

#### Article RC 162

##### Recovery of indemnities paid from air carriers

1 When the loss, theft or damage occurs in the service of an air carrier, the designated operator which collects the conveyance dues shall reimburse the designated operator of origin for the indemnity paid to the sender. It shall be for the former designated operator to recover this amount from the air carrier in question. Where the designated operator of origin settles the conveyance dues direct with the air carrier, it shall itself seek reimbursement of the indemnity from the air carrier.

##### ■ Commentary

**162** 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 Conv arts for mails tendered or recovered will result in the transfer of liability to the offending party.

## **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.

The addressee has priority in claiming the parcel if the indemnity was paid to him by virtue of art 23.7 of the Conv.

## **Article RC 163**

### **Reimbursement of the indemnity to the paying designated operators**

**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 in IBIS. However, if the intermediate designated operator or the destination designated operator is not an IBIS user, the mandatory information shall be provided on the CN 08 form. The reimbursement shall be made within two months of the date of dispatch of the notice of payment.

**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, within the period mentioned under 1, by the first designated operator which, having duly received the parcel 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**

**163.3** As “additional costs” are to be considered such costs as interest, banking costs and differences in exchange rates, even if the last two categories of costs, in ordinary circumstances and under certain conditions, should also be borne by the creditor DO. Additional costs may also include administrative expenditure as well as any legal costs incurred by the creditor DO in legal proceedings undertaken in the interest of the responsible DO or in its own interest.

In short, it is for the creditor DO to determine, in each specific case, which additional costs it regards as such. In determining those additional costs, the DO concerned must strictly observe one essential condition: there must be a direct cause and effect relation between an unjustified delay in payment of the indemnity by the debtor DO, on the one hand, and the costs incurred by the creditor DO, on the other hand. The scope of the concept of additional costs will depend on the circumstances surrounding each specific case.

## Article RC 164

### 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.

2 When liability has been admitted, as well as in the case provided for in article RC 157.1, the amount of the indemnity may also be automatically recovered from the designated operator which is liable. This shall be effected through a liquidation account, either direct or through the intermediary of an 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. This refund shall be made within one year of the date of such repayment.

4 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.

5 The creditor designated operator shall be reimbursed in accordance with the rules for payment laid down in articles RC 215 and RC 216.

■ **Commentary**

**164.5** Application of this optional provision brings a reduction in administrative work which offsets the loss of revenue from the share of the amount of the indemnity recovered from other DOs.

## Article RC 165

### Accounting for amounts due in respect of indemnity for parcels

1 When it is necessary to recover payments from the designated operators which are liable and several amounts are involved, these shall be summarized on a CN 48 form. The total amount shall be carried forward to the CP 75 account mentioned in article RC 211.3.

2 In case of disputed compensation claims unrelated to article RC 157 received via the CN 48 form, the sending designated operator shall provide on request evidence to support its claim, including a copy of both sides of the appropriate CN 08 forms where IBIS is not used.

#### ■ Commentary

**165.1** For a model of form CP 75, see art RC 133.

Creditor designated operator

**STATEMENT**  
**Amounts due in respect of indemnity**  
Date

**CN 48**

Debtor designated operator	Month	<input type="checkbox"/> Letter post	<input type="checkbox"/> Postal parcels
	Quarter		
Year			
Method of settlement <input type="checkbox"/> Direct <input type="checkbox"/> Via UPU*Clearing			

**Notes<sup>1</sup>**

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					
<b>Total</b>					

<sup>1</sup> Any observations may be made on the available part of the front or on the back of the form

Creditor designated operator  
Signature

Seen and accepted by the debtor designated operator  
Place, date and signature





## Section L

### Procedures concerning the transmission, routing and receipt of parcels

#### Article RC 166

##### General principles of the exchange of parcels

1 Designated operators may exchange, via one or more of their number, closed mails as well as *à découvert* parcels 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 parcels in transit through a country takes place without the participation of the designated operator of that country, this form of transit shall not involve the liability of the member country or the designated operator of the transit country.

4 Designated operators may send surface parcels by air, with reduced priority. The designated operator of destination shall indicate, by providing an appropriate entry in the Parcel Post Compendium of Information, the details of the office of exchange or the airport of destination that will accept such parcels.

5 Each designated operator shall state on what conditions it accepts parcels in transit for countries for which it can act as intermediary. For that purpose, it shall use the CP 81 and CP 82 tables. These shall show, in particular, the rates to be assigned to it.

6 The official Compendium of Information of general interest relating to the implementation of the postal parcels service provides the details on the exchange of parcels.

7 On the basis of that information and of the CP 81 and CP 82 tables of intermediate designated operators, each designated operator shall decide on the routes to be used for forwarding its parcels. These data also enable it to set the charges to be collected from senders.

8 Designated operators shall send the CP 81 and CP 82 tables direct to each other, using an electronic method, at least one month before their application. They shall send copies of them to the International Bureau. Subsequent amendments to these tables shall be announced in the same way. If this is not possible, notification shall be provided by ordinary mail. The time limit for notification shall not apply to the cases mentioned in article RC 201.1.

9 Each designated operator shall forward by the routes and means that it uses for its own parcels those parcels transferred to it by another designated operator for transit across its territory.

10 In the event of the interruption of a prescribed route, parcels in transit shall be forwarded by the best route available.

11 If the use of the new dispatch route occasions higher costs (additional land or sea rates), the transit designated operator shall act in accordance with article RC 201.1.

12 Transit shall be effected under the conditions laid down by these Regulations, even when the designated operator of origin or destination of the parcels does not participate in the postal parcels service.

13 In the relations between designated operators of countries separated by one or more intermediate territories parcels shall follow the routes which the designated operators concerned have agreed upon.

14 Every designated operator providing the air parcel service shall forward by the air routes that it uses for its own items of that type, air parcels transferred to it by another designated operator. If the forwarding of air parcels by another route offers advantages over the existing air routes, the air parcels shall be forwarded by that route.

15 Designated operators which do not participate in the air parcel service shall forward such parcels by the air communications they use for the conveyance of their airmail correspondence. In the absence of an air link, air parcels shall be forwarded by such designated operators by the surface route normally used for other parcels.

16 The exchange of postal parcel 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:

16.0bis the six-character code of the office of exchange;

16.1 the name of the office of exchange;

16.2 the code and name of the designated operator responsible for the office of exchange;

16.3 (deleted.)

16bis All designated operators shall include a barcoded identifier complying with UPU Technical Standard S9 on their receptacle labels.

17 Designated operators that send more than 25 tonnes of parcels per year must, and all other designated operators are encouraged to:

17.1 (deleted;)

17.2 (deleted;)

- 17.3 electronically pre-advise all outbound dispatches using UPU-standard compliant messages specifying the S9 identifiers of the receptacles contained in each dispatch;
- 17.4 electronically confirm receipt of inbound receptacles, that have been preadvised, using UPU-standard compliant response and/or event reporting messages.

18 (Deleted.)

19 All offices of exchange shall be registered in the International Mail Processing Centre code list by the designated operator responsible for that office. This list is published on the UPU website.

20 On any form, an office of exchange shall be identified by its code as published in the above-mentioned codelist; if the form requires, the corresponding name, the code and name of the responsible designated operator shall also be displayed.

21 Designated operators should maintain a list of the operator responsible for each office code in their databases.

21bis If a dispatch identifier is used (barcode representation or representation in electronic messaging), it shall be compliant with UPU Technical Standard S8.

#### ■ Commentary

**166.2** As regards the maintenance of postal relations in cases of disputes, conflict or war, Congress adopted resolution C 37/Lausanne 1974, 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 of 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.

The provisions of the Parcel Post Regulations on steps to be taken in the event of temporary suspension and resumption of services are given in art RC 171 hereunder.

**166.3** This form of transit concerns in particular mail exchanged in containers by international road transport.

**166.4** This Compendium, entitled Parcel Post Compendium Online, is published on the UPU website (art RC 218.3.4).

**166.5** Increases in the inward land rates to take account of inflation may come into force only on 1 January (art RC 196.1). Changes in the inward land rates may come into force on 1 January or 1 July (art RC 196.4). Reductions may come into force on 1 January, 1 April, 1 July or 1 October (art RC 196.5).

Designated operator

TABLE  
Surface parcels

CP 81

Countries for which the above-mentioned designated operator accepts postal parcels in transit on the conditions given below

Country of destination	Routes	Rates to be allocated to the designated operator of		Breakdown of the amounts in columns 3 and 4		Countries and sea services to which they are due	Limit of insured value	Number of customs declarations	Observations
		Rate per parcel	Rate per kg	Rate per parcel	Rate per kg				
		3	4	5	6				
1	2	SDR	SDR	SDR	SDR	7	SDR	9	10

Note

The above-mentioned designated operator accepts, on the terms shown below, air parcels addressed to its own territory and in transit to countries for which it is in a position to serve as an intermediary

1 Conditions for the internal service

A. Does the designated operator preparing this table undertake to reforward air parcels by air in the interior of its country, on all or part of the journey?	<input type="checkbox"/> Yes If so, to which places? (in alphabetical order)	<input type="checkbox"/> No	Inward rates payable to the designated operator of destination	
			per parcel, SDR	per gross kg, SDR
B. Can air parcels addressed elsewhere be sent to these places at the request of the sender?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		

2 Services to other countries

Col 3	The dues shown in this column cover the inward rates with which the designated operator of destination is to be credited.	appropriate note, in columns 4a and 4b, the rate per parcel (column 4a) being increased by the above-mentioned single rate.
Col 4	The single rate per parcel payable to the intermediate designated operator for air parcels in transit a découvert must be entered in column 4a. When transit land rates and/or sea rates are to be allocated, if land or sea transit is used, the total must be shown with an	Col 5 The total inward and transit rates to be allocated to the intermediate designated operator for receipt and transit shall be shown in this column.

Country of destination	Routes Air sectors used	Rates payable to the designated operator of					Air conveyance dues by weight payable to the designated operator of as far as the country of destination	Observations (including limit of insured value in SDR)
		Inward rates		Transit rates		Total columns		
		per parcel	per gross kg	per parcel	per gross kg	5a = 3a + 4a per parcel	5b = 3b + 4b per gross kg	
1	2	a	b	a	b	a	b	6
		SDR	SDR	SDR	SDR	SDR	SDR	SDR
								7

CP 82 (back)

Country of destination	Routes Air sectors used	Rates payable to the designated operator of						Air conveyance dues by weight payable to the designated operator of	Observations (including limit of insured value in SDR)
		Inward rates		Transit rates		Total columns			
		per parcel	per gross kg	per parcel	per gross kg	5a = 3a + 4a per parcel	5b = 3b + 4b per gross kg		
1	2	a	b	a	b	a	b	6	7
		SDR	SDR	SDR	SDR	SDR	SDR	SDR	

## Article RC 167

### Barcode application and specifications

- 1 All designated operators shall apply one, and only one, barcoded item identifier on all outward international postal parcels (i.e. air, S.A.L., surface). The specifications shall be as follows:
  - 1.1 Each parcel must be identified by only one unique item identifier conforming to standard S10, as published in the UPU Technical Standards. It shall be located in close proximity to and on the same side as the address of the addressee. The item identifier shall be encoded in both human-readable and barcoded form, as prescribed in the standard.
  - 1.2 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.
  - 1.3 A transit or destination designated operator may apply an item identifier that is compliant with 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.
  - 1.4 If a transit or destination designated operator applies an S10-format barcode that differs in data content from the original S10 identifier applied, this subsequent S10-format barcode shall be obliterated or removed if the item is to be forwarded to another designated operator or returned to the originating designated operator.
  - 1.5 Designated operators may agree bilaterally to the use of unique item identifiers and barcodes which are already in use on international parcels.
  - 1.6 Designated operators may agree bilaterally to the use of licence plates which conform to Standard S26 (Licence plates for parcels), as published in the UPU Technical Standards.

#### ■ Commentary

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

**167.1.2** The S10-format is defined as a pattern of alphanumeric characters that is 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.

## Article RC 168

### Tracking and tracing – Item and dispatch specifications

- 1 Designated operators that operate a track and trace system shall undertake to provide track and trace information using UPU messaging standard M17 – EMSEVT version 1.0 about outward and inward parcels on their national territory

and shall ensure that the data are exchanged with all partner designated operators for the following tracking events and associated data elements:

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
1.1.2	EMD	Arrival at inward office of exchange	Item identification Destination country Event date Event time Office of exchange
1.1.3	EME	Held by Customs	Item identification Destination country Event date Event time Office of exchange Retention code
1.1.4	EMF	Departure from inward office of exchange	Item identification Destination country Event date Event time
1.1.5	EMH	Attempted/ Unsuccessful delivery	Item identification Destination country Event date Event time Office (delivery) Unsuccessful delivery code Action taken code
1.1.6	And/or EMI	Final delivery	Item identification Destination country Event date Event time Office (delivery)
1.1.7	EMJ	Arrival at transit office of exchange	Item identification Destination country Event date Event time Office of exchange (transit)
1.1.8	EMK	Departure from transit office of exchange	Item identification Destination country Event date Event time Office of exchange (transit)



1.1.9 If parcels are submitted for customs clearance and event EME is captured and transmitted, the capture and transmission of event EMF shall be mandatory when using EMSEVT version 1.0.

1.1.9bis When EMSEVT version 3 is used, if parcels are submitted for customs clearance, and an EDB or EME event is captured, the capture and transmission of either an EDC or EMF event shall be mandatory.

## 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	EMG	Arrival at delivery office	Item identification Destination country Event date Event time Delivery office

1bis Designated operators may use UPU messaging standard M40 – EMSEVT version 3 instead of M17 – EMSEVT version 1.0.

1.bis.1 Designated operators that agree to use UPU messaging standard M40 shall exchange all the mandatory tracking events in 1.1, with the following exceptions: the EME event may be replaced or supplemented with EDB (items presented to import Customs), and EMF may be replaced with EDC (items returned from import Customs).

2 All designated operators shall capture and exchange pre-dispatch and dispatch receipt information in accordance with UPU messaging standards M14 – PREDES version 2.0 and M13 – RESDES version 1.1 inclusive of the following associated data elements:

## 2.1 PREDES version 2.0 data element requirements

	<i>Description</i>	<i>Data elements</i>
2.1.1	Dispatch identification	Origin office Destination office Dispatch category Dispatch class Dispatch year Dispatch serial number

2.1.2	Dispatch date/time	Dispatch close date Dispatch close time
2.1.3	Transportation information	Carrier code
2.1.4	Receptacle information	Receptacle type Receptacle ID Receptacle number in dispatch
2.1.5	Item information	Item ID
2.2	RESDES version 1.1 data element requirements	
	<i>Description</i>	<i>Data elements</i>
2.2.1	Dispatch identification	Origin office Destination office Dispatch category Dispatch class Dispatch year Dispatch serial number
2.2.2	Transportation information	Carrier code
2.2.3	Receptacle information	Receptacle type Receptacle ID Receptacle item count
2.2.4	Event information	Receptacle event code Receptacle event date Receptacle event time
2.3	Designated operators may agree bilaterally to use UPU messaging standard M41 PREDES version 2.1 for the transmission of predispatch information.	

■ **Commentary**

**168** Most countries have IT systems in place for supporting their postal operations, including a system for exchanging EDI messages. EMSEVT messages permit detailed tracking of each item identified.

Article RC 169

Tracking and tracing – Indicative targets for transmission times

1 Designated operators shall endeavour to observe the following targets associated with the transmission of item event information from the time of the actual event in the transmission of such information to partner designated operators:

1.1	EMC	Departure from outward office of exchange	Within 24 elapsed hours
1.2	EMJ	Arrival at transit office of exchange	Within 24 elapsed hours
1.3	EMK	Departure from transit office of exchange	Within 24 elapsed hours
1.4	EMD	Arrival at inward office of exchange	Within 24 elapsed hours
1.5	EME	Held by Customs	Within 24 elapsed hours

1.6	EMF	Departure from inward office of exchange	Within 24 elapsed hours
1.7	EMH	Unsuccessful delivery	Within 72 elapsed hours
1.8	EMI	Final delivery	Within 72 elapsed hours

1bis In addition to the targets detailed in paragraph 1 above, designated operators that agree to use UPU messaging standard M40 – EMSEVT version 3 instead of M17 – EMSEVT version 1 shall endeavour to observe the following transmission-time targets:

1bis.1	EDB	Items presented to import Customs	Within 24 elapsed hours
1bis.2	EDC	Items returned from import Customs	Within 24 elapsed hours

2 Designated operators shall endeavour to observe the following targets associated with the transmission of dispatch information in the exchange of such information with partner designated operators:

2.1	PREDES	Pre-advice of dispatch information	Within 24 elapsed hours
2.2	RESDES	Advice of dispatch receipt information	Within 24 elapsed hours

#### ■ Commentary

**169.2** 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 RESDES allow quick acknowledgment of receptacles received and make track and trace possible.

### Article RC 170

#### Tracking and tracing – Indicative performance targets for transmitting data

1 Designated operators are encouraged to observe the following indicative targets associated with the transmission of item event information in the exchange of such information with partner designated operators:

- 1.1 Ninety percent of parcels that receive an EMC (Departure from office of exchange) event should have an EMD event transmitted within 24 hours of the event time and date.
- 1.2 Ninety percent of parcels that receive an EMD event should have an EMH and/or an EMI event transmitted within 72 hours of the event time and date.

#### ■ Commentary

**170.1.2** The 2008 POC introduced an incentive to achieve the objective relating to event EMH and/or EMI by including this objective in the system of inward land rate bonuses (art RC 195.4.1.4).

## Article RC 171

### 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.

#### ■ Commentary

**171.2** The IB has established an “Emergency Information System” (EmIS), which makes it possible to notify DOs of the temporary suspension of services.

## Article RC 172

### Different methods of transmission

1 The exchange of parcel mails shall be effected, as a general rule, by means of receptacles. Adjacent designated operators may agree to the handing over of certain categories of parcels unenclosed.

2 In the service between designated operators of non-adjacent countries, the exchange shall, as a general rule, be effected in closed mails.

3 Designated operators may agree to effect exchanges in transit à découvert. The transmission of parcels in transit à découvert to an intermediate designated operator shall be strictly limited to cases where the make-up of closed mails for the country of destination is not justified. However, it shall be obligatory to make up closed mails if an intermediate designated operator states that the parcels in transit à découvert are such as to hinder its work.

3.1 Transit à découvert shall be possible only under the following conditions:

3.1.1 the intermediate designated operator makes up mails for the designated operator of destination;

3.1.2 the designated operator of origin and the intermediate designated operator agree to this service and to its date of commencement in advance and in writing or by e-mail.

4 Surface airlifted parcels (S.A.L.) shall be exchanged on the conditions agreed upon between the designated operators concerned.

■ **Commentary**

**172.1** Bags intended for making up airmails should have a reinforced neck-hem at least 8 mm thick, so that the string-knot cannot be slipped off and replaced without traces appearing.

Article RC 173

Transmission in closed mails

1 In the normal circumstances of transmission in closed mails, the receptacles (bags, baskets, crates, etc.) shall be marked, closed and labelled in the manner laid down below.

2 Making up of bags

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 For the make-up of air parcels, bags either entirely blue or with wide blue bands shall be used. 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 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.

3 Labelling of mails

3.1 The labels of the bags shall be made of sufficiently rigid canvas, of plastic, of strong cardboard, of parchment, or of paper glued to wood. They shall be provided with an eyelet. Yellow ochre coloured CP 83, CP 84 and CP 85 labels shall be used. Their layout and text shall comply with UPU standard S47 or conform to the specimens annexed hereto. The gross weight of each bag or receptacle forming part of the mail shall be shown on each respective label. 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.

3.2 The labels or addresses of closed receptacles containing air parcels shall bear the indication or label “Par avion” (By airmail).

3.3 In addition, a special closing may be adopted for receptacles other than bags, provided that the contents are sufficiently protected.

4 Intermediate offices shall not enter any serial number on the labels of bags or packets of closed mails in transit.

5 Insured parcels shall be sent in separate receptacles. In case of dispatch in the same bag as uninsured parcels, insured parcels shall be placed in an inner receptacle sealed with wax or lead. The outer bag containing insured parcels shall be in good condition. It shall be provided, if possible, at the edge of its mouth with piping making it impossible to open the bag illicitly without leaving visible traces. Receptacles containing insured parcels, whether alone or together with uninsured parcels, shall be marked with the letter V.

6 Fragile parcels shall also be sent in separate receptacles. They shall be provided with the label referred to in article RC 135.5.1.

7 Express parcels shall be sent in separate receptacles, if their number justifies it. Receptacles containing only or some such parcels shall bear the label or indication “Express”.

8 COD parcels shall be sent in separate receptacles, if their number so justifies. Receptacles containing COD parcels only shall bear the label or indication “Remboursement” (COD).

9 The label of the receptacle containing the parcel bill shall always be marked with a very clearly drawn F. By special agreement between the designated operators concerned, it may be marked with the number of bags making up the mail and, if applicable, the number of parcels sent à découvert.

10 Cumbersome parcels, fragile parcels, or those whose nature necessitates it may be sent unenclosed: in order to determine the mail of which they are part, such parcels shall be provided with a CP 83 or CP 84 label. Labels of unenclosed insured parcels shall be endorsed with the letter V. However, parcels going by sea, with the exception of cumbersome parcels, shall be sent in receptacles.

11 As a general rule, bags and other receptacles containing parcels shall not weigh more than 32 kilogrammes.

12 For conveyance purposes, bags of parcels and unenclosed parcels may be placed in containers. The methods of using containers shall be subject to special agreement between the designated operators concerned.

■ **Commentary**


**173.2** 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).

**173.2.1** 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 mail sent by air, see art RC 193.2.



**173.2.2** Tin or plastic seals should be used only where DOs are sure that the sealing leaves no scope for rifling.

Where DOs are in agreement on this subject, bags containing only empty bags need not be sealed with lead. 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.

**173.3.1** S47 is a UPU standard for receptacle labels that is intended to be used by DOs that have automated systems to create receptacle labels.

<div style="text-align: center;">    <b>Posts</b> </div>	<b>POSTAL PARCELS</b> from <b>Le Havre</b>		<b>CP 83</b>
	Mail No.	to	<b>MONTREAL</b> <b>(Canada)</b>
	Date of dispatch		
	Receptacle No.		
	Number of parcels	Via	
	Weight of bag (kg)	Ship	
	Port of disembarkation		

Parcels, Doha 2012, art RC 173.3.1 – Size 148 x 74 mm, colour yellow ochre

<div style="text-align: center;">    <b>Posts</b> </div>	<b>POSTAL PARCELS</b> from <b>Le Havre</b>	to	<b>CP 83</b>
	Mail No.		<b>MONTREAL</b> <b>(Canada)</b>
	Date of dispatch		
	Receptacle No.	Via	
	Number of parcels	Ship	
	Weight of bag (kg)	Port of disembarkation	
	 FRLEHA CAYMQA ACN5 0003 00510 0250		

Parcels, Doha 2012, art RC 173.3.1 – Size 148 x 90 mm, colour yellow ochre


**Note:**

- To take account of the needs of their service, designated operators may alter the text and the sizes of this form slightly, without however deviating too much from the directives contained in the model
- Designated operators using barcodes in their service may use CP 83 labels similar to the above model bearing such codes in addition to the indications already provided for. This model is given only by way of example. Designated operators may use barcodes that comply with UPU technical standard S9



<div>○</div> <div>Posts</div>	<b>POSTAL PARCELS</b> from <b>Stockholm Utrikes</b>	<b>By airmail</b>		<b>CP 84</b>
	Mail No.	to		
	Date of dispatch	<b>RIO DE JANEIRO</b>		
	Receptacle No.	<b>(Brazil)</b>		
	Number of parcels	Flight No.		
	Weight of bag (kg)	Airport of transhipment		Offloading airport <b>GIG</b>

Parcels, Doha 2012, art RC 173.3.1 – Size 148 x 74 mm, colour yellow ochre

<div>○</div> <div>Posts</div>	<b>POSTAL PARCELS</b> from <b>Stockholm Utrikes</b>	<b>By airmail</b>		<b>CP 84</b>
	Mail No.	to		
	Date of dispatch	<b>RIO DE JANEIRO</b>		
	Receptacle No.	<b>(Brazil)</b>		
	Number of parcels	Flight No.		
	Weight of bag (kg)	Airport of transhipment		Offloading airport <b>GIG</b>
 SESTOA BRRIOA ACV5 0010 00301 0173				


Parcels, Doha 2012, art RC 173.3.1 – Size 148 x 90 mm, colour yellow ochre

**Note:**

- To take account of the needs of their service, designated operators may alter the text and the sizes of this form slightly, without however deviating too much from the directives contained in the model
- Designated operators using barcodes in their service may use CP 84 labels similar to the above model bearing such codes in addition to the indications already provided for. This model is given only by way of example. Designated operators may use barcodes that comply with UPU technical standard S9

<div>○</div> <div>Posts</div>	<b>POSTAL PARCELS</b> from <b>Lisboa</b>	<b>S.A.L.</b> <b>surface airlifted</b>		<b>CP 85</b>
	Mail No.	to		<b>RIO DE JANEIRO</b> <b>(Brazil)</b>
	Date of dispatch			
	Receptacle No.			
	Number of parcels	Flight No.		
		Airport of transhipment	Offloading airport	
Weight of bag (kg)			<b>GIG</b>	

Parcels, Doha 2012, art RC 173.3.1 – Size 148 x 74 mm, colour yellow ochre

<div>○</div> <div>Posts</div>	<b>POSTAL PARCELS</b> from <b>Lisboa</b>	<b>S.A.L.</b> <b>surface airlifted</b>		<b>CP 85</b>
	Mail No.	to		<b>RIO DE JANEIRO</b> <b>(Brazil)</b>
	Date of dispatch			
	Receptacle No.			
	Number of parcels	Flight No.		
		Airport of transhipment	Offloading airport	
Weight of bag (kg)			<b>GIG</b>	
		 PTLISA BRRIOA BCN5 0018 00210 0237		

Parcels, Doha 2012, art RC 173.3.1 – Size 148 x 90 mm, colour yellow ochre

**Note:**

- To take account of the needs of their service, designated operators may alter the text and the sizes of this form slightly, without however deviating too much from the directives contained in the model
- Designated operators using barcodes in their service may use CP 85 labels similar to the above model bearing such codes in addition to the indications already provided for. This specimen is given only by way of example. Designated operators may use barcodes that comply with UPU technical standard S9

## Prot Article RC XIV

### Transmission in closed mails

1 Notwithstanding article RC 173.11, Bahamas, Barbados and Canada shall be authorized to limit to 30 kilogrammes the maximum weight of inward and of outward bags and other receptacles containing parcels.

## Article RC 174

### 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 purposes. The specifications shall be laid down by the Postal Operations Council.

2 Designated operators which choose to use barcodes in the international services shall comply with the technical specifications laid down by the Postal Operations Council.

#### ■ Commentary

**174.1** The current status of barcode standards in the UPU is as follows:

- identifiers for items: UPU Technical Standard S10;
- identifiers for mail receptacles (bag, container, etc.): UPU Technical Standard S9;
- related docs (forms, labels, etc).

DOs using barcodes in the international services must comply with the technical specifications laid down by the POC. These specifications shall be notified to all DOs by the IB.

DOs which do not operate computerized barcoding systems are not obliged to comply with the specifications laid down by the POC (see art RC 167). Since 1 March 2006, DOs have no longer been liable for inward parcels without barcodes.

DOs not using a computerized barcoding system may find it useful to adopt the system of unique identification for receptacles and related documents specified by the POC. This system may be used by DOs operating traditional manual systems for numbering items, receptacles and docs in the international postal services. If DOs using a manual system choose to use the unique system, they should comply with the specifications laid down by the UPU standards.

## Article RC 175

### Parcel bills

1 All the parcels to be forwarded by surface, S.A.L or air shall be entered by the dispatching office of exchange on a CP 87 parcel bill. The gross weight of the dispatch, rounded to the nearest hundred grammes, shall always be entered on the CP 87.

2 The parcel bill shall be inserted in one of the receptacles comprising the mail. Where appropriate, it shall be inserted in one of the bags containing insured parcels or express parcels.

3 The parcel bills relating to mails containing insured parcels shall be inserted in a pink envelope. If the insured parcels are placed in a wax-sealed inner recep-

tacle, the pink envelope containing the parcel bill shall be attached to the outside of this receptacle.

4 The parcel bill shall be completed with all the details called for.

5 Designated operators may agree, bilaterally or multilaterally, to exchange parcel bills or parcel bill data via electronic means. In this case, they may decide that the dispatches they exchange do not need to be accompanied by a CP 87 parcel bill.

6 As regards service parcels and prisoner-of-war and civilian internee parcels sent by air, the air conveyance dues shall be credited to the designated operators concerned.

7 Where parcel bills are completed without an automated system, in the absence of special agreement, dispatching offices shall number the parcel 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 parcel 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 on the parcel bill beside the number of the last mail dispatch the indication “Dernière dépêche” (Last mail dispatch). In the case of sea and air services, the name of the ship carrying the mail dispatch or, where appropriate, the air service used shall be shown, whenever possible, on the parcel bills.

8 Where parcel bills are completed with an automated system and in conformity with UPU standards, dispatching offices of exchange shall sequentially number the CP 87 parcel 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 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 parcel 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 mail dispatch series is cancelled, the dispatching office shall notify the destination office of exchange by means of a verification note. In the case of sea and air services, the name of the ship carrying the mail dispatch or, where appropriate, the air service used shall be shown, whenever possible, on the parcel bills.

9 If air parcels are sent from one country to another by surface routes along with other parcels, their presence shall be shown by an appropriate note on the CP 87 parcel bill.

10 Every insured parcel shall be entered on the parcel bill with the letter “V” in the “Observations” column.

11 Every parcel redirected or returned to sender shall be entered on the parcel bill with the note “Réexpédié” (Redirected) or “Retour” (Return) in the “Observations” column.

12 The number of receptacles comprising the mail and, unless otherwise agreed between the designated operators concerned, the number of receptacles to be returned, shall be entered on the parcel bill. In the absence of special agreement, designated operators shall number the receptacles of the same mail. The serial number of each receptacle shall be written on the CP 83 and CP 84 label.

13 Where closed mails are exchanged between designated operators of countries which are not adjacent, the dispatching office of exchange shall prepare for each of the intermediate designated operators a CP 88 special parcel bill. That office shall insert thereon the total number of parcels and the gross weight of the mail. The CP 88 parcel bill shall be numbered in an annual series for each dispatching office of exchange and for each intermediate designated operator. In addition, it shall bear the serial number of the relative mail. The last number of the year shall be shown on the first parcel bill of the following year. In the case of sea services, the name of the ship carrying the mail shall be entered on the CP 88 parcel bill, whenever this is possible.

14 When air parcels are forwarded by surface mail, the dispatching office of exchange shall prepare a CP 88 special parcel bill for the transit designated operators concerned.

15 The special CP 88 parcel bill shall be sent unenclosed or in any other way agreed between the designated operators concerned, accompanied, where appropriate, by the documents required by the intermediate countries.

#### ■ Commentary

**175.6** Since the old CP 86 was abolished by the 2005 POC, the CP 87 parcel bill must be used for airmails, S.A.L. mails and surface mails.

**175.7** 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 parcel post, the two-character mail sub-class always starts with C.

**175.11** The number of receptacles making up the mail is the number of outer receptacles, which may contain inner receptacles. To make checking easier, the number of “receptacles to be returned” must be entered on the parcel bills, that term having been chosen to exclude synthetic material receptacles which can be used only once.

Dispatch-ID



## PARCEL BILL

CP 87

☐ 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
Transportation							No. of seal	

### Detailed entry

Serial No.	Parcel-ID	Origin	Country of destination	Weight	Insured value	Land and sea rates payable		Air conveyance dues payable		Observations
						by dispatching designated operator to receiving designated operator	by receiving designated operator to dispatching designated operator	by dispatching designated operator to receiving designated operator	by receiving designated operator to dispatching designated operator	
	1	2	3	4	5	6	7	8	9	10
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
Total										

### Dispatch summary

Bulk entry	Dispatch total	Receptacles by type	Bags	Other	Total
Weight of parcels	Gross weight	No. of receptacles			
No. of parcels	No. of parcels	No. of receptacles to be returned			
	No. of parcels out of bag	No. of empty receptacles			
<input type="checkbox"/> COD parcels included	Observations				

Dispatching office of exchange  
Signature

Office of exchange of destination  
Signature

Page /

CP 88

**SPECIAL PARCEL BILL**  
**Payment of rates due**  
**for the transit of parcels**

Date

No.

Dispatching office of exchange

Intermediate office of exchange		Date of departure		Mail No.
Transit designated operator		Train No./Name of ship		
		Route followed by the mail		
<input type="checkbox"/> Land transit <input type="checkbox"/> Sea transit		Office of destination of the mail		
Total number of parcels	Gross weight <sup>1</sup>	Observations		
Nature of parcels	Number of receptacles	Number of parcels in receptacles	Number of unenclosed parcels	
Uninsured parcels				
Insured parcels				
Totals				
Dispatching office of exchange Signature of the official		Intermediate office of exchange Signature of the official		

<sup>1</sup> This may include the weight of mailbags or similar receptacles but should exclude that of airline or shipping containers

Article RC 176

Drawing up of CP 87 parcel bills

1 With the exception of those categories of parcels mentioned in 2 to 7 below, all parcels sent to designated operators of destination shall be entered in bulk in the CP 87 parcel bill. The number and total weight of these parcels, including the weight of the bags, and rounded to the nearest hundred grammes, shall be indicated in the “Bulk entry” section of the parcel bill.

2 Parcels which are redirected, parcels returned to sender or parcels forwarded in transit à découvert shall always be entered individually, with the amount of dues payable or the corresponding rate mentioned. The weight specified in column 4 of the parcel bill shall be rounded up to the nearest hundred grammes. The number and weight of these parcels shall not be included in the number and gross weight of the parcels indicated in the “Bulk entry” section of the parcel bill. The number and gross weight of the parcels indicated in the “Bulk entry” section of the parcel bill shall always include all parcels other than those redirected, returned to sender, or forwarded in transit à découvert.

3 Insured parcels shall also be entered individually but without mention of the corresponding rate. Their number and weight shall be included in the number and total weight of the parcels indicated in the “Bulk entry” section of the parcel bill.

4 When the designated operators concerned have agreed to detailed entry of parcel bills, all ordinary parcels sent to designated operators of destination shall be entered individually in the parcel bill, but without the corresponding inward land rate. In accordance with paragraph 2, their number and weight, including the weight of the bags, shall be included in the number and total weight of the parcels indicated in the “Bulk entry” section of the parcel bill.

5 The presence of COD parcels shall be indicated in the bulk entry section of the form.

6 Service parcels and prisoner-of-war and civilian internee parcels for which, under article 7.1 and 2 of the Convention, no rates are allocated shall not be included in the number and total weight of the parcels indicated on the parcel bill. Article RC 175.6 shall be applicable for the dispatch of such parcels by air.

7 Depending on the settlement method agreed upon, parcels sent via the merchandise return service may need to be entered individually, indicating the amount of dues payable or the corresponding rate. The number and weight of these merchandise returns shall not be included in the number and gross weight of the parcels indicated in the “Bulk entry” section of the parcel bill.



■ **Commentary**

**176.2** Where a parcel is forwarded à découvert, and subject to a handling charge of 0.40 SDR per item, it must be entered individually. Where a parcel is forwarded in a closed dispatch to the country of destination, no handling charge is payable; it should therefore not be entered individually, but included in the “Bulk entry” section of the CP 87 form.

**176.7** The merchandise return service is a supplementary service adopted within the framework of parcel post development at the 2012 Doha Congress. To prevent confusion and enable correct invoicing of regular parcels, parcels returned via the merchandise return service need to be specified and not entered in bulk on the parcel bill. They should not be entered in the “Bulk entry” section of the parcel bill. See also art RC 126 and art RC 134 for other provisions relating to this supplementary service.

## Article RC 177

### Dispatch of documents accompanying parcels

1 The accompanying documents referred to in article RC 125.1 and 2 shall be affixed to the relevant parcel.

2 The CP 72 manifold set shall be pasted on the parcel.

3 If the CP 72 manifold set cannot be pasted on the parcel or if the parcel is to be accompanied by other documents not included in the set, the accompanying documents shall be placed in a CP 91 or CP 92 transparent adhesive envelope. This shall be affixed to the parcel.

4 Where applicable, the COD money order forms, franking notes and advices of delivery shall be dispatched in the same way.

5 The designated operators of origin and destination may agree to attach the accompanying documents to the parcel bill.

6 In the case provided for in 5, the designated operators concerned may agree to send the parcel bill and the documents accompanying the parcels by air to the office of exchange of destination.

7 In the case of parcels on which the CP 72 manifold set cannot be pasted or to which the transparent adhesive envelope cannot be affixed because of the size or the nature of the wrapping of the parcels, the accompanying documents shall be attached firmly to the parcel.

8 Designated operators which are unable to use transparent adhesive envelopes shall have the option of sending the accompanying documents by attaching them firmly to the parcels.

9 The designated operators of origin and destination may agree that documents accompanying parcels exchanged in direct mails shall be dispatched in accordance with any other system which suits them.

	<div>DISPATCH NOTE, CUSTOMS, ETC., DOCUMENTS ENCLOSED</div> <div>CP 91</div>

Parcels, Doha 2012, art RC 177.3 – Size 245 x 170 mm (external), 230 x 155 mm (internal), 50 mm flap

		<div data-bbox="1246 766 1299 882" data-label="Text"> <p><b>CP 92</b></p> </div> <div data-bbox="1246 1153 1299 2051" data-label="Text"> <p><b>DISPATCH NOTE, CUSTOMS, ETC., DOCUMENTS ENCLOSED</b></p> </div>
--	--	--

Parcels, Doha 2012, art RC 177.3 – Size 170 x 130 mm (external), 155 x 115 mm (internal), 50 mm flap

Article RC 178

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 the country 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 CP 83, CP 84 or CP 85 labels. The route information appearing on the delivery bills (CN 37, CN 38, CN 41 or CN 47) or electronic equivalent, and on the CP 83, CP 84 or CP 85 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**

**178.1** 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. RC 179), which is when transit is performed by carriers such as airlines, without involving the DO at the transshipment point.

Designated operator of origin

**DELIVERY BILL**  
**Surface mails**

**CN 37**

Office of exchange of origin of the bill

Date

Serial No

Office of destination of the bill

☐ By train  
☐ By ship  
☐ By motor vehicle

<input type="checkbox"/> Priority <input type="checkbox"/> Non-priority		Date of departure	Time
Train No./Vehicle No.		Route	Seal No.
Name of ship		Port of disembarkation	Company
If a container is used		No. of container	No. of seal

**Entry**

Mail No.	Office of origin	Office of destination	Number of			Gross weight of receptacles, etc.			Observations
			letter-post receptacles <sup>1</sup>	CP receptacles and loose parcels <sup>1</sup>	sacks of empty bags <sup>2</sup>	Letter post	CP	Empty receptacles	
1	2	3	4	5	6	7	8	9	10
						kg <sup>3</sup>	kg <sup>3</sup>	kg <sup>3</sup>	
<b>Totals</b>									

<sup>1</sup> The number of M bags and/or loose parcels must be reported in the "Observations" column  
<sup>2</sup> Including other empty returned receptacles  
<sup>3</sup> Kg to one decimal

Dispatching office of exchange Signature	The official of the carrier Date and signature	Office of exchange of destination Date and signature
---	---	---

CN 38

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 <sup>1</sup>	kg <sup>1</sup>	kg <sup>1</sup>	
Totals									

Kg to one decimal

Dispatching office of exchange  
Signature

The official of the carrier or airport  
Date and signature

Office of exchange of destination  
Date and signature

Designated operator of origin

**DELIVERY BILL**  
**Surface airlifted (S.A.L.) mails**

**CN 41**

Office of origin of the bill

Date

Serial No.

Office of destination of the bill

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	No. of container	No. of seal	No. of container	No. of seal

**Entry**

Mail No.	Office of origin	Office of destination	Number of letter-post receptacles	CP receptacles and loose parcels	Gross weight of receptacles	Letter post	CP	Observations (including the number of M bags and/or loose parcels)
1	2	3	4	5	6	7	8	
					kg <sup>1</sup>	kg <sup>1</sup>		
<b>Totals</b>								

<sup>1</sup> Kg to one decimal

Dispatching office of exchange  
Signature

The official of the carrier or airport  
Signature

Office of exchange of destination  
Date and signature

Prot Article RC XV  
Routeing of mails

1 Having regard to provision RC 178.1, the designated operators of France, Greece, Italy, Senegal, Thailand and the United States of America will forward closed mails only on the conditions laid down in article RC 178.4.

Article RC 179

Direct transhipment of air parcels and of surface airlifted (S.A.L.) parcels

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 RC 178.

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 RC 180.

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**

**179.1** Closed transit (see art. RC 178) 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 Parcel 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.

**179.2** Unplanned closed transit is not a solution for failure of direct transshipment. It can be very disruptive to the DO at the transshipment airport.

**179.5** It has been noted that, in the case of certain airports whose ground handling operations are carried out by private operators, the latter have requested remuneration from DO for the ground handling of mails at the transit airports, even where the transshipment is between aircraft of the same airline and at an airport in the country of that airline. This is different from the transit charges applicable to closed transit. If a ground handling operator levies such a charge, it is to the airline. If the airline wishes to bill the origin DO, then, in planning the direct transshipment, it must inform the DO of these additional costs.

CN 42

# Transbordement direct Direct Transfer

Posts



Parcels, Doha 2012, art RC 179.1 – Size 148 x 90 mm, colour orange

## Article RC 180

### 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 bag labels or with the address. The total number and total weight of the bags and items in each mail shall be entered in bulk by category. Designated operators of origin may elect to enter each bag 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.

2 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 CP 78 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.

3 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

**180** For the models of forms CN 37, CN 38 and CN 41, see art RC 178, and for form CP 78, see art RC 143.

**180.1** 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.

## Article RC 181

### 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 CP 78 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 CP 78 verification note, accompanied by this CN 46 substitute delivery bill.

5bis If a CP 78 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**

**181** 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.

For models of forms CN 37, CN 38 and CN 41, see art RC 178, and for form CP 78, see art RC 143.



### 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 RC 182

### 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 CP 78 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).

#### ■ Commentary

**182** For models of forms CN 37, CN 38 and CN 41, see art RC 178.

## Article RC 183

### Steps to be taken in the event of an interrupted flight, or of diversion or missending of airmail 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 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 bags owing to a labelling error shall attach a new label to the dispatch or bag, 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 bag by CP 78 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.

3bis Designated operators may also agree to substitute the paper-based reporting of irregularities (CP 78 verification notes) with an agreed reconciliation process using electronically captured information.

■ **Commentary**

**183** For models of form CN 38 see art RC 178, and for form CP 78, see art RC 143.

## Article RC 184

### Preparation of trial notes

1 To determine the most favourable route for the dispatch of parcels, the dispatching office of exchange may send to the office of exchange of destination a trial note in the form of the specimen CN 44. This note shall be attached to the parcel bill on which its presence shall be indicated. 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 to the address indicated or, in the absence of such an indication, to the office which prepared it.



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. _____ Dispatching office _____		
	Date of dispatch _____		Office of destination _____
Method of conveyance	<input type="checkbox"/> By air		Flight No. _____
	<input type="checkbox"/> By train		No. _____
	<input type="checkbox"/> By ship		Name of ship _____
	<input type="checkbox"/> By _____		_____

Signature

**To be filled in by the office of destination**

Arrival	Office which received the mail _____	
	Date of arrival _____	Time _____
Method of arrival	<input type="checkbox"/> By air	
	<input type="checkbox"/> By train	
	<input type="checkbox"/> By ship	
	<input type="checkbox"/> By _____	
Other information	Flight No. _____	
	No. _____	
	Name of ship _____	
	_____	

Signature

Article RC 185

Transfer of mails

1 (Deleted.)

2 (Deleted.)

3 (Deleted.)

4 (Deleted.)

5 (Deleted.)

6 (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 The receiving designated operators shall ensure that the carriers can hand over the parcels to a competent service.

3bis 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. 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 instead.

4bis The following rules apply to the exchange of electronic messages corresponding to delivery bill information:

4bis.1 A CARDIT standardized message shall be sent by the origin designated operator.

4bis.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.

4bis.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.

4bis.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.

4bis.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.

4bis.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.
- 4bis.7 In the event of an inquiry, the designated operators shall share the available information, including that received from the airline.
- 5bis When UPU forms are used, the following delivery bill forms apply, depending on the type of mail and conveyance:
- 5bis.1 CN 37 for surface mail (mail categories C and D) other than dispatches of empty bags;
- 5bis.2 CN 38 for airmail (mail category A) other than dispatches of empty bags;
- 5bis.3 CN 41 for surface air lifted (S.A.L.) mail (mail category B) other than dispatches of empty bags;
- 5bis.4 CN 47 for dispatches of empty bags, for all mail categories.
- 6bis The following rules apply to the generation of delivery bill forms:
- 6bis.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.
- 6bis.2 A copy is sent to the destination office.
- 6bis.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.
- 6bis.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.
- 6bis.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 6bis.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.
- 6bis.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.
- 6bis.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.
- 6bis.8 The weight of bags or other receptacles containing insured air parcels shall be shown separately on the CN 38 delivery bill. The letter "V" shall also be written in the "Observations" column opposite this entry.

### ■ **Commentary**

**185.2.2** “Each stop” is to be read as meaning each stop where mail is unloaded and not each “stop of the route”.

For models of forms CN 37, CN 38 and CN 41, see art RC 178, and for form CP 78, see art RC 143.

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

Parcels, Doha 2012, art RC 185.6bis.4 – Size 229 x 162 mm, colour light blue

Article RC 186

Check of mails

1 Every office of exchange receiving a mail shall immediately check the receptacles and their fastening. It shall also check the origin and destination of the bags making up the mail and entered on the delivery bill, and then the parcels and the various documents which accompany them. These checks shall be made in the presence of the other interested parties whenever this is possible.

2 The office of destination shall keep a close check on whether the mails arrive in the sequence in which they were dispatched, particularly in the case of mails containing insured parcels.

3 When the receptacles are opened, the constituent parts of the fastening (string, lead seal, label) shall be kept together; to achieve this, the string shall be cut in one place only. Dated digital photographic images of the labels, bag, seal, cover, packet or item concerned may be provided.

4 Any irregularities discovered shall be reported without delay by a CP 78 verification note. When the office of exchange of destination has not sent off a CP 78 note by the first available post, it shall be considered, until the contrary is proved, as having received all the bags and parcels in good condition.

5 When the findings of an office of exchange are such as may involve the liability of a transport undertaking, they must where possible be countersigned by the representative of that undertaking as well as by the designated operator of transit or of destination taking over the mails, which shall confirm that there are no irregularities. This signature may be made either on the CP 78 verification note, a copy of which shall be handed to the undertaking, or, as the case may be, on the CN 37, CN 41 or CN 38 delivery bill accompanying the mail. Should there be any reservations with respect to the carrier service, the copies of the CN 37, CN 38 or CN 41 delivery bill must indicate such reservations. By analogy, designated operators exchanging information electronically may apply the procedures outlined in article RC 185.2.7.

5bis Designated operators may agree to substitute procedures provided in 4 and 5 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 (CP 78 verification notes) with an agreed reconciliation process using electronically captured information.

6 The discovery, at the time of the check, of any irregularities whatsoever may in no case be the cause of the return of a parcel to sender except as provided for in article RC 140.3 and 4.

■ **Commentary**

**186.2** This check makes it possible to ascertain without delay whether any mails are missing.

Exchange office telephone, telex and fax numbers are given in the PPCO.

For models of forms CN 37, CN 38 and CN 41, see art RC 178, and for form CP 78, see art RC 143.

Article RC 187

Discovery of irregularities and processing of verification notes

1 When an intermediate office receives a mail in bad condition, it shall check the contents if it thinks that they have not remained intact and put it in new packing just as it is. It shall copy the particulars from the original label on to a new one and apply to the latter an impression of its date-stamp, preceded by the endorsement “Remballé à ...” (Repacked at ...). The fact shall be reported by means of a CP 78 verification note, to be prepared in four or five copies, as appropriate. One copy shall be retained by the office which prepared it, and the others shall be sent to:

- 1.1 the office of exchange from which the mail was received (two copies);
- 1.2 the dispatching office of exchange (if this is not the office referred to above);  
and
- 1.3 the office of destination (inserted in the repacked mail).

2 In the event of the absence of a mail or one or more of the bags comprising it, or of any other irregularity the fact shall be notified as described in 1. However, intermediate offices of exchange shall not be bound to check the documents accompanying the parcel bill.

3 If the office of exchange of destination discovers errors or omissions in the parcel bill it shall immediately make the necessary corrections. It shall take care to cross out the incorrect entries in such a way as to leave the original entries legible. These corrections shall be made in the presence of two officials; unless there is an obvious error, the corrections shall be accepted in preference to the original statement. The office of exchange shall also carry out the routine checks when the receptacle or its fastening gives grounds for presuming that the contents have not remained intact or that some other irregularity has occurred. The irregularities which have been established shall be notified without delay to the dispatching office of exchange by a CP 78 verification note, to be prepared in three or four copies as appropriate. One copy shall be retained by the office of exchange which prepared it and the others shall be sent to:

- 3.1 the dispatching office of exchange (two copies); and
- 3.2 the intermediate office of exchange from which the mail was received (if the mail was not received direct).

4 The absence of a mail or of one or more of the bags comprising it, or of the parcel bill, shall be notified as described in 3. If the parcel bill is missing, the office of exchange of destination shall prepare a replacement parcel bill.

5 The absence of a surface parcel mail or air parcel mail shall be notified at the latest on receipt of the first mail following the missing mail. Similarly, the absence of one or more bags or parcels sent unenclosed in a surface parcel mail

or air parcel mail shall be notified at the latest on receipt of the first mail following the said mail.

6 The office of exchange of destination shall have the right not to make corrections and not to make out a CP 78 verification note if the errors or omissions in respect of the rates due do not exceed 10 SDR per parcel bill.

7 Verification notes shall be sent preferably by telefax or by any other electronic means of communication or, if sent by mail, by the quickest route in a special envelope marked in bold letters “Bulletin de verification” (Verification note). These envelopes may either be pre-printed or distinguished by a stamp impression clearly reproducing the indication. Irregularities concerning insured parcels which involve the liability of member countries or designated operators shall always be notified immediately by electronic means, if available.

8 The offices to which the CP 78 verification notes are sent shall return them as promptly as possible after having examined them and indicated thereon their observations, if any; they shall retain one copy. The returned verification notes shall be attached to the parcel bills to which they relate. Corrections made to a parcel bill which are unsupported by documentary evidence shall not be considered valid. Furthermore, acceptance or rejection of a CP 78 verification note or a requirement for further information shall be indicated by checking the appropriate box located at the end of the CP 78 verification note. However, if these verification notes are not returned to the office of exchange which issued them within a period of one month from the date of their dispatch they shall be considered, until the contrary is proved, as duly accepted.

8bis Designated operators may agree to substitute procedures provided in 3, 7 and 8 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 (CP 78 verification notes) with an agreed reconciliation process using electronically captured information.

■ **Commentary**

**187.3** Contrary to what is expressly admitted for other forms, DOs of destination do not have the option of asking for CP 78 verification notes to be sent to an office of their choice. Exchange office telephone, telex and fax numbers are given in the PPCO.

**187.3.2** This office must be informed immediately, considering the liability it has to assume.

**187.5** This provision is to expedite dispatch of the CP 78 verification note in the case of air parcel mails.

**187.6** This optional provision does not prevent a DO from rectifying, in special cases, systematic errors arising, eg from the incorrect application of the principles underlying the calculation of the amounts to be credited.

For the model of form CP 78, see art RC 143.



## Article RC 188

### Discrepancies of weight or size of parcels

1 Unless there is an obvious error, the view of the office of origin shall prevail as regards the establishment of the weight or size.

2 Discrepancies in weight less than 500 grammes relating to ordinary parcels may not be made the subject of verification notes or the cause of the parcels being returned.

3 Discrepancies in weight of insured parcels up to ten grammes above or below the weight stated may not be queried by the intermediate designated operator or designated operator of destination unless the external condition of the parcel makes it necessary.

#### ■ Commentary

**188.2** Parcels cannot be stopped in the course of transmission – and still less returned to the service which forwarded them – on the grounds that their weight differs from that stated on the dispatch notes and on the parcels themselves.

## Prot Article RC XVI

### Discrepancies of weight or size of parcels

1 Notwithstanding article RC 188.2, Australia reserves the right to only respond to verification notes in relation to ordinary parcels with discrepancies in weight greater than one kilogramme.

## Article RC 189

### Receipt by the office of exchange of a damaged or insufficiently packed parcel

1 Any office of exchange which receives a damaged or insufficiently packed parcel shall send it on, after having repacked it if necessary. The original packing, the address and the labels shall be preserved as far as possible. The weight of the parcel before and after repacking shall be shown on the actual packing of the parcel. This indication shall be followed by the note “Remballé à ...” (Repacked at ...) stamped with an impression of the date-stamp and signed by the officials who did the repacking.

2 If the condition of the parcel is such that the contents could have been removed or damaged, this fact shall be reported to the dispatching office of exchange by means of a sufficiently explicit note on the CP 78 verification note. The parcel shall also be automatically opened and its contents checked. The results of this check shall be given in a CN 24 report. This shall be prepared in duplicate, one copy shall be retained by the office of exchange which prepared it and the other attached to the parcel.

3 The procedure described in 2 shall also apply if the parcel shows a discrepancy in weight such as to suggest the removal of the whole or part of the contents.

■ **Commentary**

**189** For models of forms CN 24 and CP 78, see art RC 143.

Article RC 190

Notification of irregularities for which designated operators may be liable

1 Any office of exchange which, on the arrival of a mail, discovers the absence of, theft from or damage to one or more parcels shall proceed as follows:

- 1.1 It shall indicate in as much detail as possible on the CP 78 verification note or in the CN 24 report the condition in which it found the outer packing of the mail. Dated digital photographic images of the labels, bag, seal, cover, packet or item concerned may be provided. Unless this is impossible for a stated reason, the receptacle, the string, the lead or other seal and the label shall be kept intact for a period of six weeks from the date of verification. They shall be sent to the designated operator of origin if it so requests.
- 1.2 It shall send a duplicate of the verification note to the last intermediate office of exchange, if any, at the same time as to the dispatching office of exchange.

2 If it considers it necessary, the office of exchange of destination may, at the expense of its designated operator, inform the dispatching office of exchange of its discoveries by telecommunications.

3 Where offices of exchange in direct contact are concerned, the respective designated operators of these offices may agree on the method of procedure in the case of irregularities for which they may be liable.

■ **Commentary**

**190.3** Offices of exchange in direct contact are those operating on the same premises. For models of forms CN 24 and CP 78, see art RC 143.

Article RC 191

Check of mails of parcels forwarded in bulk

1 Articles RC 186 to RC 190 shall be applicable only to rifled and damaged parcels as well as to parcels entered individually on the parcel bills. The other parcels shall be simply checked in bulk.

2 The designated operator of origin may agree with the designated operator of destination to limit to certain categories of parcels the detailed check and the preparation of the CP 78 verification notes and CN 24 reports. The same may be agreed with the intermediate designated operators.

3 If the number of parcels found in the mail differs from the number given on the parcel bill, the verification note shall correct only the total number of parcels.

4 If the gross weight of the mail given on the parcel bill does not correspond to the gross weight found, the verification note shall correct only the gross weight of the mail.

■ **Commentary**

**191** For models of forms CN 24 and CP 78, see art RC 143.

## Article RC 192

### Reforwarding of a parcel arriving out of course

1 Any parcel arriving out of course shall be reforwarded to its proper destination by the quickest route (air or surface).

2 Any parcel reforwarded in application of this article shall be subject to the rates for forwarding to its proper destination and the charges and fees mentioned in article RC 141.4.3.

3 The reforwarding designated operator shall report the matter in a CP 78 verification note to the designated operator from which the parcel has been received.

4 It shall treat the parcel arriving out of course as if it had arrived in transit à découvert. If the rates which have been allocated to it are insufficient to cover the costs of reforwarding, it shall credit the true designated operator of destination and, where appropriate, the intermediate designated operators with the relative conveyance rates. It shall then credit itself, through a claim on the designated operator responsible for the office of exchange which missent the parcel, for the amount of the expense which it has incurred. This designated operator shall collect them from the sender if the error is ascribable to him. The claim and its cause shall be notified by means of a verification note.

4bis Designated operators may agree to substitute procedures provided in 3 and 4 with information sent electronically concerning inward receipt (RESDES message, EMSEVT event EMD) and transit (EMSEVT events EMJ/EMK). Designated operators may also agree to substitute the paper-based reporting of irregularities (CP 78 verification notes) with an agreed reconciliation process using electronically captured information.

5 As an alternative to the rates and expenses described in 4, receiving designated operators may elect to charge the designated operator responsible for missending the parcel only the costs of reforwarding the parcel to the proper country of destination.

■ **Commentary**

**192.4** The addressee of a parcel forwarded out of course should not bear any charges arising from the reforwarding of the parcel to its proper destination.  
For models of forms CN 24 and CP 78, see art RC 143.

Article RC 193

Return of empty receptacles

Obis    Wherever appropriate in this article, the reference to “bags” shall mean “bags or other receptacles used and owned by designated operators for the carriage of mails”.

1        In the absence of special 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 on the CP 87 parcel bill.

1bis    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.

2        If the designated operators of transit and destination agree, empty receptacles being returned by surface may be placed in the receptacles containing postal parcels. In all other cases, empty receptacles shall be placed in separate dispatches. The special dispatches containing only returned empty receptacles shall be described on CN 47 bills. Receptacles of empty receptacles may be sealed by agreement between the designated operators concerned. The labels shall be endorsed “Sacs vides” (Empty bags).

3        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.

4        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.

5        (Deleted.)

6        If the check made by a designated operator establishes that bags 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 bags as provided for under 7. The designated operator in question may refuse this reimbursement only if it can prove the missing bags were returned.

7        Each designated operator shall fix, periodically and uniformly for each kind of bag 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 bags shall be considered.

8 By prior agreement, a designated operator may use the bags belonging to the designated operator of destination for making up its own airmails. The bags of third parties may not be used.

9 Mails of empty bags shall be treated like letter-post mails which do not give rise to the payment of terminal dues but are subject to the payment of 30% of the transit charges applicable to letter-post mails.

10 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 parcel bill used for the dispatch.

#### ■ Commentary

**193** The provisions of art RL 203.2 of the current Letter Post Regs reproduced below apply to parcels. In resolution C 71/Washington 1989, Congress urged all DOs to return empty mail bags, 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.

The term “empty bags” is intended to mean receptacles of any kind used and owned by DOs for the carriage of mail.

**193.1** DOs should, through mutual agreement and whenever this does not generate operational difficulties, endeavour to return a maximum number of airmail and surface mailbags by surface.

#### **193.2** Empty bags returned by air

The IATA–UPU Contact Committee agreed that the air conveyance standby rate payable for the return of empty bags would, at the most, be 30% of the applicable UPU basic airmail conveyance rate as stipulated in art RL 244 of the Letter Post Regs. The practical method of application approved by the IATA–UPU Contact Committee is 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 RC 193.3, 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. Details in this connection should be provided in bilateral arrangements.
- v A new heading labelled “Designated operator to which receptacles belong” has been created on the CN 47 delivery bill for mails of empty bags. The returning (i.e. 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 alternative 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 243.
- 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 transit DO shall prepare the CN 55 and CN 56 statements from the particulars on the CN 47 delivery bill.

For models of forms CP 87 and CN 37, see arts RC 175 and RC 178 respectively.

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 transshipment	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 container	No. of seal	No. of container

**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 <sup>1</sup>	
<b>Totals</b>					

<sup>1</sup> Kg to one decimal

Dispatching office of exchange  
Signature

The official of the carrier or airport  
Signature

Office of exchange of destination  
Date and signature

*Article RL 203*

*Return of empty receptacles (Letter Post Regulations)*

...

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.*

...



## **Section M**

### **Quality of service targets**

#### **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.

##### **■ Commentary**

**22** In resolution C 48/Bucharest 2004, Congress instructed the POC to develop and publish periodic comprehensive report cards on the performance of all DOs in delivering all classes of mail, where such reports did not yet exist; conduct annual reviews of the performance of DOs and contractors as reflected in these report cards; adopt quantifiable annual goals for service performance; continue efforts to link inter-operator payments for delivery of mail to service performance for all classes of mail; and make recommendations based on the results of annual reviews, to improve quality of service.

#### **Article RC 194**

##### **Quality of service targets**

**1** Member countries or designated operators shall monitor actual performance against the service targets fixed by them.



## Section N

### Land and sea rates

#### Article 35

##### Parcel post land and sea rates

**1** Parcels exchanged between two designated operators shall be subject to inward land rates calculated by combining the base rate per parcel and base rate per kilogramme laid down in the Regulations.

**1.1** Bearing in mind the above base rates, designated operators may, in addition, be authorized to claim supplementary rates per parcel and per kilogramme in accordance with provisions laid down in the Regulations.

**1.2** The rates mentioned in 1 and 1.1 shall be payable by the designated operator of the country of origin, unless the Parcel Post Regulations provide for exceptions to this principle.

**1.3** The inward land rates shall be uniform for the whole of the territory of each country.

**2** Parcels exchanged between two designated operators or between two offices of the same country by means of the land services of one or more other designated operators shall be subject to the transit land rates, payable to the designated operators which take part in the routing on land, laid down in the Regulations, according to the distance step applicable.

**2.1** For parcels in transit à découvert, intermediate designated operators shall be authorized to claim the single rate per item laid down in the Regulations.

**2.2** Transit land rates shall be payable by the designated operator of the country of origin unless the Parcel Post Regulations provide for exceptions to this principle.

**3** Any designated operator which participates in the sea conveyance of parcels shall be authorized to claim sea rates. These rates shall be payable by the designated operator of the country of origin, unless the Parcel Post Regulations provide for exceptions to this principle.

**3.1** For each sea conveyance used, the sea rate shall be laid down in the Parcel Post Regulations according to the distance step applicable.

**3.2** Designated operators may increase by 50% at most the sea rate calculated in accordance with 3.1. On the other hand, they may reduce it as they wish.

#### ■ Commentary

**35.1** In view of the competitive situation on the parcels market and of the need to avoid excessive prices, the 1999 Beijing Congress instructed the POC to consider ways of discouraging any possible excess in regard to inward land rates (resolution C 90).

As the concept of the outward land rate has been abolished, the level of inward rates will in future be controlled by competition on the international parcels market.

To better reflect actual costs, the 1994 Seoul Congress adopted the “universal rate”, a combination of a rate per parcel to take account of fixed costs and a rate per kg to reflect variable costs, as a form of presentation of land and sea rates.

**35.3.1** In the case of two sea conveyances carried out successively by the same ship and interrupted by a land conveyance, only one sea transit charge is paid. Should sea conveyance have been made by two different ships, the transit charge is payable for each.

### Prot Article XIV

#### Exceptional inward land rates

1 Notwithstanding article 35, Afghanistan reserves the right to collect an additional exceptional inward land rate of 7.50 SDR per parcel.

### Prot Article XV

#### Special tariffs

1 Belgium, Norway and United States of America may collect higher land rates for air parcels than for surface parcels.

2 Lebanon shall be authorized to collect for parcels up to 1 kilogramme the charge applicable to parcels over 1 and up to 3 kilogrammes.

3 Panama (Rep.) shall be authorized to collect 0.20 SDR per kilogramme for surface airlifted (S.A.L.) parcels in transit.

## 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.

#### ■ Commentary

**36.1.3** The 2004 Bucharest Congress instructed the POC to establish the level of the basic rate per parcel and basic rate per kg for all DOs.

**36.1.6** The 2012 Doha Congress instructed the POC to set the level of outward land rates for merchandise returns within the framework of the new supplementary merchandise return service.

## Prot Article XVI

### Authority of the Postal Operations Council to fix charges and rates

**1** Notwithstanding article 36.1.6, Australia reserves the right to apply outward land rates for the provision of the merchandise return service for parcels, either as laid down in the Parcel Post Regulations or by any other means, including bilateral agreements.

## Article RC 195

### Inward land rates

**1** Principle

- 1.1** Except as otherwise provided herein for inward land rates applicable to parcels under the optional e-commerce delivery category defined in article RC 116bis, from 2010, the inward land rates referred to in article 35.1 of the Convention shall comprise the basic rates and bonus payments (supplementary rates) based on the service features provided by the designated

operator and approved by the International Bureau in accordance with these Regulations and the POC resolutions.

1.2 For the purposes of determining inward land rates:

1.2.1 the term “designated operator” shall be considered to refer to each country or territory which operates an independent parcel-post service;

1.2.2 the country or territory in which the parcel-post service is operated by the designated operator of another country or territory shall be considered to be part of the country or territory of the designated operator operating the service;

1.2.3 the terms “notify”, “notified” and “notification” shall refer to the receipt by the International Bureau of a request or required information in the forms prescribed in the Regulations.

2 Base rate

2.1 The base rate shall be a country-specific rate per parcel and per kilogramme. These rates shall be calculated by setting the rate at 71.4% of the inward land rates set by an individual designated operator for the year 2004, plus any inflation adjustments requested under article RC 196.1.

2.2 The global minimum base rate shall be 2.85 SDR per parcel and 0.28 SDR per kilogramme and shall correspond to 4.25 SDR for a parcel of 5 kilogrammes.

2.3 Each designated operator shall collect at least this global minimum base rate. If the value of the base rate indicated in 2.1 is below 4.25 SDR, the base inward land rates shall be determined in accordance with 2.2.

3 System of bonus payments (supplementary rates)

3.1 The participation of a designated operator in the system of bonus payments shall be subject to:

3.1.1 the mandatory acceptance of liability for lost, rifled and damaged parcels according to article 23 of the Convention;

3.1.2 the mandatory application of the barcoded UPU standard S10 item identifier as defined in article RC 167.1;

3.1.3 the provision to the International Bureau of a sample of the barcoded UPU standard S10 item identifier applied to parcels by the designated operator and of any information regarding the modification of that identifier;

3.1.4 the entry of service feature information in the Parcel Post Compendium Online or, where this is not possible, the notification of this information in writing (by registered mail, fax or e-mail) to the International Bureau;

3.1.5 the validation of these features by the International Bureau, which is carried out on the basis of the information notified in accordance with 3.1.4 to the International Bureau at 31 August and 31 December.

3.2 Any designated operator that meets the conditions for participating in the bonus payment system (supplementary rates) may increase its base rate by up to 40%, on the basis of the service features provided, as defined below.

3.3 The bonus payment system shall be applied to the base rate or to the global minimum inward land rate.

- 4 Definition of service features and corresponding bonus payments
- 4.1 Service feature 1: track and trace
  - 4.1.1 The following bonuses shall be applied to the base rate if the designated operator provides track and trace information on parcels and continuously transmits the mandatory tracking events to all partner operators, in accordance with article RC 168.1.1, the objectives set in article RC 169 and the following minimum performance requirements for bonus eligibility set by the Postal Operations Council:
    - 4.1.1.1 2% for EMC events;
    - 4.1.1.2 2% for EMD events; and
    - 4.1.1.3 6% for EMH/EMI events.
  - 4.1.2 A bonus of 5% shall be applied to the base rate if the designated operator provides track and trace information on parcels and continuously transmits the mandatory tracking data elements for events EME and EMF, in accordance with article RC 168.1.1, or events EDB and EDC in accordance with article RC 168.1bis.1, and the objectives set in article RC 169.
  - 4.1.3 A bonus of 5% shall be applied to the base rate if the designated operator provides track and trace information on parcels and continuously transmits the necessary data elements concerning dispatches, in accordance with article RC 168.2 and the objectives set in article RC 169.2.
  - 4.1.4 A bonus of 5% shall be applied to the base rate if the designated operator meets the performance targets for data transmission defined in article RC 170.1.2.
- 4.2 Service feature 2: home delivery
  - 4.2.1 A bonus of 5% shall be applied to the base rate if the designated operator provides home delivery, which shall include (except for voluntary P.O. box customers) an initial attempt at physical delivery to the addressee's address, an advice left at the addressee's address if the addressee or any other person at the address is absent and, for taxable or dutiable items, the option offered to the addressee of paying the tax or duty and taking physical delivery of the item.
  - 4.2.2 If governmental or legally binding restrictions mean that a designated operator faces certain limitations in implementing service feature 2, it may still claim the 5% bonus.
- 4.3 Service feature 3: delivery standards
  - 4.3.1 A bonus of 5% shall be applied to the base rate if the designated operator has entered in the Parcel Post Compendium Online or, where this is not possible, notified to the International Bureau in writing (by registered mail, fax or e-mail) the following information:
    - 4.3.1.1 Delivery standards for air and surface parcels, as defined by the matrix and headings in the Parcel Post Compendium Online.
    - 4.3.1.2 Indicative average customs clearance time for air and surface parcels.
- 4.4 Service feature 4: use of IBIS
  - 4.4.1 A bonus of 5% shall be applied to the base rate if a designated operator uses IBIS to handle all inquiries with designated operators using this common system, in accordance with article RC 150.3, and achieves the target fixed in article RC 150.3ter.5.

- 5 Verification and validation of service features provided
- 5.1 For each designated operator, the International Bureau shall check and, where appropriate, validate the service features provided, in accordance with the procedure approved by the POC.
- 5.2 Service feature 1: track and trace
- 5.2.1 The International Bureau shall check and, where appropriate, validate service feature 1 on the basis of UPU track and trace reports or, in the absence of such reports, on the basis of internationally recognized reports provided by the designated operator.
- 5.3 Service feature 2: home delivery
- 5.3.1 The International Bureau shall check and, where appropriate, validate service feature 2 on the basis of information entered by the designated operator in the Parcel Post Compendium Online or, where this is not possible, notified in writing (by registered mail, fax or e-mail) to the International Bureau and on the basis of obligatory evidence provided by the designated operator or any other officially available information.
- 5.3.1.1 The information on the nature of the limitation of governmental or legally binding restrictions shall be published in an appropriate entry in the Parcel Post Compendium Online. The accuracy of entries provided by designated operators for the Parcel Post Compendium Online may be subject to review by the International Bureau in cases where doubts are raised by partner designated operators. In such cases, entitlement to the 5% bonus may also be reviewed.
- 5.4 Service feature 3: delivery standards
- 5.4.1 The International Bureau shall check and, where appropriate, validate service feature 3 on the basis of the information entered by the designated operator in the Parcel Post Compendium Online or, where this is not possible, notified in writing (by registered mail, fax or e-mail) to the International Bureau.
- 5.5 Service feature 4: use of IBIS
- 5.5.1 The International Bureau shall check and, where appropriate, validate service feature 4 on the basis of reports transmitted by the supplier of IBIS.

■ **Commentary**

**195.1.1** The corresponding resolutions approved by the POC are CEP 8/2011.1, CEP 9/2011.1, CEP 5/2012.1 and CEP 1/2013.1.

**195.2** The term “per kilogramme of gross weight” includes fractions of a kg. Consequently, a parcel weighing 6.4 kg will give entitlement to an amount consisting of the rate per parcel plus the rate per kg multiplied by 6.4, the weight of the parcel being rounded to the nearest hectogramme.

The term “gross weight”, used in the context of the simplified preparation of parcel bills, was adopted by the 1964 Vienna Congress. It is normally interpreted as meaning “the total weight of the parcels and their receptacles (eg bags, trays)”. However, this interpretation is increasingly challenged because of the growing use of bigger airline and shipping company containers.

**195.5.2** In resolution CEP 4/2007, “Parcel post performance reports measuring EDI messaging exchange between postal DOs”, the POC also decided that:

- the IB would publish monthly report cards that precisely reflect the performance of UPU parcels from all members of the Union to all members of the Union;
- changes to the Parcel Post Regulations based on measurement of performance would use these report cards as their basis;
- certain bonus features for inward land rates and their associated payments would be based on an individual DO’s performance as provided in the report cards; and



- the POC would decide if a DO met the criteria established to receive the bonus payment where any dispute arose between members.

The POC also invited all DOs of all Union member countries to have their parcel performance information included in UPU reports by giving their consent to the IB as soon as possible.

## Article RC 196

### Modifications of the inward land rates

1 Designated operators wishing to claim an inflation-linked increase in their base inward land rate shall notify to the International Bureau their claim in writing (by registered mail, fax or e-mail). Such notification must be received by the International Bureau at the latest by 31 August of any given year. The claim shall indicate the official source and name of the organization responsible for the country's official overall consumer price index, and be accompanied by documentary evidence, subject to the following additional rules:

- 1.1 In no case shall the inflation-linked increase exceed 5%; moreover, the aforementioned inflation-linked increase may relate only to the inflation experienced in a 12-month period starting no earlier than 1 January of the year preceding that for which the adjustment is claimed and ending no later than 31 July of the year in which such a claim is made. Furthermore, inflation-linked increases shall not comprise any periods already claimed for by the designated operator concerned in a prior claim.
- 1.2 Subject to fulfilment of the conditions described above, increases in the base inward land rates due to inflation-linked adjustment shall only come into force on 1 January of the year subsequent to that in which the relevant notification was received by the International Bureau.

2 Any designated operator wishing to obtain a new bonus relating to the service features it provides shall notify its request to the International Bureau:

- 2.1 No later than 31 August for verification of services features applicable to rates entering into force on 1 January of the following year.
- 2.2 No later than 31 December for verification of services features applicable to rates entering into force on 1 July of the following year.
- 2.3 Designated operators shall enter by the same deadlines any updates to their data concerning service features already provided in the Parcel Post Compendium Online.

3 Before making any changes to bonuses, the International Bureau shall check twice a year whether the service elements have been put in place and are continuously operational, in accordance with the procedure approved by the POC for validating service features. The bonuses may be adjusted upwards or downwards, depending on the outcome of the checks.

4 Modifications to the bonus payment of the inward land rates based on the service features provided shall come into force on 1 January or on 1 July.

- 4.1 The International Bureau shall notify applicable inward land rates to all designated operators no later than 30 September for rates coming into

force on 1 January of the following year, and 31 March for rates coming into force on 1 July.

5 At the initiative of designated operators, reductions in the inward land rates may come into force on 1 January, 1 April, 1 July or 1 October. They shall be notified to designated operators by the International Bureau without delay.

■ **Commentary**

**196.1** The deadline for notifying the IB of revised rates by 1 September preceding their entry into force and the 1 October deadline for their distribution were set in view of the time needed for the DOs concerned to prepare and distribute their CP 81 and CP 82 tables.

“Notify the International Bureau” means that the information has been received by the IB by 23.59 local time in Berne, Switzerland, by transmission of the required information by registered mail, fax or e-mail, or entered in the Parcel Post Compendium Online by the date required.

**196.2** To claim bonuses linked to provision of service features, DOs must first satisfy the prior conditions for receivability of the claim for bonuses provided for in art RC 195.3, failing which the DO will not be admitted to the bonus payment system and will receive its base inward land rate only. A DO may join the system at any time by informing the IB that it wishes to do so, but its service features compliance can only be reviewed during one of the six-monthly review periods, commencing on 1 January or 1 July. Note that, for the purposes of service feature validation, additional steps may be taken by the IB if it is informed that a DO is not providing service features in line with the corresponding regulation. If it proves not to be meeting its obligations, its inward land rate may be modified accordingly during the six-monthly revision of inward land rates carried out by the IB.

## 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.

#### ■ Commentary

**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.

Single rate introduced by the 1994 Seoul Congress to harmonize the payment to be made for à découvert transit by air or surface. For items in transit à découvert see art RC 197.2.

## Article RC 197

### Transit land rates

**1** The rates applied to calculate the transit land rate in accordance with article 35.2 of the Convention are given below:

- 1.1** per kilogramme and per kilometre up to 1,500 kilometres: 0.233 thousandths of an SDR for 2015;
- 1.2** per kilogramme and per supplementary kilometre up to 5,000 kilometres: 0.163 thousandths of an SDR for 2015;
- 1.3** per kilogramme and per supplementary kilometre: 0.117 thousandths of an SDR for 2015;
- 1.4** the distance rate shall be calculated per 100-kilometre distance step, based on the mid-value in each step.

**2** For parcels in transit à découvert, intermediate designated operators shall be authorized to claim a single rate of 0.40 SDR per item for handling costs incurred at the intermediate office of exchange.

- 2.1** When intermediate designated operators continuously capture and transmit EMJ and EMK events in accordance with article RC 168.1 and the targets listed in article RC 169 for parcels in transit à découvert, they shall be entitled to an additional single rate of 0.40 SDR per item.

#### ■ Commentary

**197.1** The 1994 Seoul Congress gave the POC the authority to set and revise land transit rates. The 2002 POC introduced the collection, from 1 January 2003 onwards, of handling charges for letter-post S.A.L. mails and for airmails and S.A.L. mails containing postal parcels. The IB feels that the handling charges should be accounted for using the CN 51 “Detailed Account. Airmail” form. In this way, the handling charge rate could be added to the cost of conveyance per kg.

On the basis of a proposal by the Transit Systems Project Team, which found the handling costs to be the same for all categories of mails, the 2004 POC introduced handling charges for surface mails as well.

In order to limit the effect on postal parcel rates, the POC decided to increase the handling charges for surface mails gradually, with a view to bringing them up to the same level as airmail and S.A.L. handling charges in 2009.

In order to avoid excessive increases that could impair the competitiveness of postal parcels in the market, the 2005 POC did not adjust the transit land rates, which are nevertheless presented as rates per kg.

## Prot Article RC XVII

### Determination of average rates

1 The United States of America shall be authorized to establish average land and sea rates per kilogramme based on the weight distribution of parcels received from all designated operators.

## Prot Article RC XVIII

### Exceptional transit land rates

1 For the time being, the countries listed in the table below shall be authorized to collect the exceptional transit land rates indicated therein, in addition to the transit rates mentioned in article RC 197.1.

No.	Authorized administration	Amount of the exceptional transit land rate	
		Rate per parcel	Rate per kg of gross weight of the mail
1	2	3	4
		SDR	SDR
1	Afghanistan	0.48	0.45
2	Bahrain	0.85	0.55
3	Chile		0.21
4	Hong Kong, China		0.12
5	Egypt		0.40
6	France	1.00	0.20
7	Greece	1.16	0.29
8	India	0.40	0.51
9	Malaysia	0.39	0.05
10	Russian Federation	0.77	Twice the amount per kg shown in column 3 of the table in article RC 190.1 for the distance concerned
11	Singapore	0.39	0.05
12	Sudan	1.61	0.65
13	Syrian Arab Rep.		0.65
14	Thailand		0.27

No.	Authorized administration	Amount of the exceptional transit land rate	
		Rate per parcel	Rate per kg of gross weight of the mail
1	2	3	4
		SDR	SDR
15	United States of America		According to distance step: Up to 600 km 0.10 Above 600 up to 1,000 km 0.18 Above 1,000 up to 2,000 km 0.25 Above 2,000 km for each additional 1,000 km 0.10

2 Denmark and Finland reserve the right to increase by 50% the transit land rates provided for in article RC 197.

#### Article RC 198

##### Application of transit land rates

1 No transit land rate shall be payable for:

1.1 the transfer of airmails between two airports serving the same town;

1.2 the transport of such mails between an airport serving a town and a warehouse situated in the same town and the return of the same mails for reforwarding.

2 Each of the designated operators taking part in conveyance shall be authorized to collect for each parcel the transit land rates applicable to the relevant distance step. If there is no land route, only the single rate mentioned in article RC 197.2 shall apply.

3 Reforwarding, where applicable after warehousing, by the designated operators of an intermediate country of mails in transit à découvert entering and leaving by the same port or airport (transit not involving a land route) shall be subject to the single rate per parcel mentioned in article RC 197.2, but not to transit land rates.

4 When a foreign transport service crosses the territory of a country without the participation of the latter's services in accordance with article RC 166.3, parcels thus conveyed shall not be subject to the transit land rate.

#### ■ Commentary

**198.2** The concept of weighted average distance, used to set transit land rates collected by an intermediary DO, was replaced at the 1994 Seoul Congress by a reference to the route actually taken, a provision already used in the Letter Post Regs.

## Article RC 199

### Sea rate

1 The rates applied to calculate the sea rate in accordance with article 35.3 of the Convention are given below:

- 1.1 per kilogramme and per nautical mile (1.852 km) up to 1,000 nautical miles: 0.082 thousandths of an SDR for 2015;
- 1.2 per kilogramme and per supplementary nautical mile up to 2,000 nautical miles: 0.047 thousandths of an SDR for 2015;
- 1.3 per kilogramme and per supplementary nautical mile up to 4,000 nautical miles: 0.040 thousandths of an SDR for 2015;
- 1.4 per kilogramme and per supplementary nautical mile up to 10,000 nautical miles: 0.026 thousandths of an SDR for 2015;
- 1.5 per kilogramme and per supplementary nautical mile: 0.018 thousandths of an SDR for 2015;
- 1.6 the distance rate shall be calculated per 100-nautical-mile distance step, based on the mid-value in each step.

#### ■ Commentary

**199** In order to avoid excessive increases that could impair the competitiveness of postal parcels in the market, the POC did not adjust sea rates.

The basic sea conveyance rates for 2006 are also included in the table appearing in the comm on art RC 197.2. In the case of two sea conveyances carried out successively by the same ship and interrupted by a land conveyance, only one sea transit charge is paid. Should sea conveyance have been made by two different ships, the transit charge is payable for each.

## Prot Article RC XIX

### Sea rates

1 The following countries reserve the right to increase by 50% at the most the sea rates provided for in article RC 199: Antigua and Barbuda, Argentina, Australia, Bahamas, Bahrain (Kingdom), Bangladesh, Barbados, Belgium, Belize, Brazil, Brunei Darussalam, Canada, Chile, Colombia, Comoros, Congo (Rep.), Cyprus, Denmark, Djibouti, Dominica, Finland, France, Gabon, Gambia, Germany, United Kingdom of Great Britain and Northern Ireland, Overseas Dependent Territories of the United Kingdom, Greece, Grenada, Guyana, India, Italy, Jamaica, Japan, Kenya, Kiribati, Madagascar, Malaysia, Malta, Mauritius, Netherlands, Nigeria, Norway, Oman, Pakistan, Papua New Guinea, Portugal, Qatar, Saint Christopher and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Seychelles, Sierra Leone, Singapore, Solomon Islands, Spain, Sweden, Tanzania (United Rep.), Thailand, Trinidad and Tobago, Tuvalu, Uganda, Ukraine, United Arab Emirates, United States of America, Vanuatu, Yemen and Zambia.

## Article RC 200

### Application of sea rate

1 If necessary, the distance steps used to determine the amount of the sea rate applicable between two member countries shall be calculated on the basis of a weighted average distance. This shall be determined in terms of the tonnage of the mails carried between the respective ports of the two member countries.

2 Sea conveyance between two ports of the same member country may not give rise to the collection of the sea rate when the designated operator of that member country already receives, for the same parcels, payment in respect of land conveyance.

3 The sea rate for intermediate designated operators or services shall be applicable to air parcels only where the parcel is conveyed by an intermediate sea service. For this purpose every sea service provided by the designated operator of origin or destination shall be regarded as an intermediate service.

4 In the case of an increase, this shall also be applied to parcels originating in the member country to which the services providing sea conveyance belong. Nevertheless, this obligation shall not apply either in the relations between a member country and the territories for whose international relations it is responsible, or in the relations between these territories.

5 Article RC 196 shall apply in case of modification of the sea rate.

## Article RC 201

### Application of new rates following unforeseeable changes in routeing

1 Reasons of force majeure or any other unforeseeable occurrence may oblige a designated operator to use, for the conveyance of its own parcels, a new dispatch route which causes additional sea or land conveyance costs. In such a case, it shall be required to inform immediately by telecommunications all the designated operators whose parcel mails or à découvert parcels are sent in transit through its country. From the fifth day following dispatch of this information, the intermediate designated operator shall be authorized to charge the designated operator of origin the land and sea rates corresponding to the new route.

#### ■ Commentary

**201.1** The time limits laid down in art RC 196.1 do not apply in these cases.

## Article RC 202

### Weight of mails used for remuneration of designated operators

1 For the purposes of remunerating designated operators of destination or transit, the gross weight of the mails shall include the weight of receptacles (trays,

mailbags, etc) but shall not include that of shipping or airline containers. Designated operators of origin and destination may however agree bilaterally to use net weights, whatever the method of entry used for completing CP 87 or CP 88 parcel bills.

■ **Commentary**

**202.1** For the models of forms CN 87 and CP 88, see art RC 178.

Article RC 203

Allocation of rates

1 Allocation of rates to the designated operators concerned shall be made, in principle, in respect of each parcel.

Prot Article RC XX

Supplementary rates

1 Every parcel sent by surface or air addressed to the French Overseas Departments, the French Overseas Territories and the Communities of Mayotte and Saint Pierre and Miquelon shall be subject to an inward land rate not exceeding the corresponding rate for France. When such a parcel transits metropolitan France it shall, in addition, give rise to the collection of the following supplementary rates and dues:

1.1 “surface” parcels

1.1.1 the French transit land rate;

1.1.2 the French sea rate corresponding to the distance step between metropolitan France and each of the Departments, Territories and Communities in question;

1.2 air parcels

1.2.1 the French transit land rate for parcels in transit à découvert;

1.2.2 the air conveyance dues corresponding to the airmail distance between metropolitan France and each of the Departments, Territories and Communities in question.

2 Egypt and Sudan shall be authorized to collect a supplementary rate of 1 SDR over and above the transit land rates laid down in article RC 197 for each parcel in transit via Lake Nasser between El Shallal (Egypt) and Wadi Halfa (Sudan).

3 Every parcel sent in transit between Denmark and the Faroe Islands or between Denmark and Greenland shall give rise to the collection of the following supplementary rates:

3.1 “surface” parcels

3.1.1 the single rate per item laid down for parcels in transit à découvert in article RC 197.2;

3.1.2 the Danish transit land rate;



- 3.1.3 the Danish sea rate corresponding to the distance step between Denmark and the Faroe Islands or between Denmark and Greenland, respectively;
- 3.2 air parcels and S.A.L. parcels
- 3.2.1 the single rate per item laid down for parcels in transit à découvert in article RC 197.2;
- 3.2.2 the charges for handling transit airmails;
- 3.2.3 the air conveyance dues corresponding to the airmail distance between Denmark and the Faroe Islands or between Denmark and Greenland, respectively.

4 Chile shall be authorized to collect a supplementary rate of 2.61 SDR per kilogramme at most for the conveyance of parcels to Easter Island.

5 Every parcel sent by surface or by air, in transit between metropolitan Portugal and the autonomous regions of Madeira and the Azores, shall give rise to the collection of the following supplementary rates:

- 5.1 “surface” parcels
  - 5.1.1 the Portuguese transit land rate;
  - 5.1.2 the Portuguese sea rate corresponding to the distance step between metropolitan Portugal and each of the autonomous regions in question;
- 5.2 air parcels
  - 5.2.1 the Portuguese transit land rate;
  - 5.2.2 the air conveyance dues corresponding to the airmail distance between metropolitan Portugal and each of the autonomous regions in question.

6 Every parcel addressed to the Åland Islands shall in addition to the inward land rate for Finland be subject to the following supplementary rates:

- 6.1 surface parcels
  - 6.1.1 the single rate per parcel laid down for parcels à découvert in article RC 197;
  - 6.1.2 the Finnish transit land rate;
  - 6.1.3 the Finnish sea rate corresponding to the appropriate distance step to the Åland Islands from the office of exchange in Finland;
- 6.2 air parcels
  - 6.2.1 the single rate per parcel laid down in article RC 197;
  - 6.2.2 the air conveyance dues corresponding to the appropriate distance step to the Åland Islands from the Office of Exchange in Finland.

7 In addition to the increase allowed for in article 35.3.2 of the Convention, Thailand shall be authorized to collect a supplementary sea rate of 0.28 SDR per kilogramme and per distance step.

#### Article RC 204

Rates and dues credited to other designated operators by the designated operator of origin of the mail

1 In the case of exchange of closed mails, the designated operator of origin of the mail shall credit the designated operator of destination and each intermediate

designated operator with its land and sea rates, including the exceptional rates authorized by the Convention or its Final Protocol thereto.

2 In the case of exchange in transit à découvert the designated operator of origin of the mail shall credit:

- 2.1 the designated operator of destination of the mail with the rates enumerated in 1 as well as rates due to the subsequent intermediate designated operators and to the designated operator of destination of the parcel;
- 2.2 the designated operator of destination of the mail with the amounts in respect of air conveyance dues to which it is entitled for reforwarding air parcels;
- 2.3 the intermediate designated operators preceding the designated operator of destination of the mail with the rates enumerated in 1.

3 Charges for handling closed transit mails shall be borne by the designated operator of origin of the mails. The rate applied shall be 0.195 SDR per kilogramme.

4 Transshipment at the same airport, in the course of transmission, of air parcels conveyed successively by several separate air services shall be performed without remuneration.

#### Article RC 205

Allocation and recovery of rates, charges and fees in the case of return to sender or redirection

1 When rates, charges and fees have not been paid at the time of return to sender or redirection, the returning or redirecting designated operator shall proceed as indicated below.

2 In the case of exchange of direct mail the returning or redirecting designated operator shall recover from the designated operator to which the mail is addressed:

- 2.1 the rates due to it and to the intermediate designated operators;
- 2.2 the charges and fees due to it and which it has incurred.

3 The designated operator returning or redirecting the parcel in a closed mail shall credit the intermediate designated operators with the rates due to them.

4 In the case of transmission in transit à découvert, the intermediate designated operator shall be debited by the designated operator which returns or redirects the parcel with the amounts mentioned in 2. It shall credit itself by debiting the designated operator to which it hands over the parcel, with the sum due to it and with that due to the returning or redirecting designated operator. This procedure shall be repeated, if need be, by each intermediate designated operator.

5 The air conveyance dues for parcels returned to sender or redirected by air shall be recovered, where appropriate, from the designated operator of the countries where the request for return or redirection originated.

6 The allocation and the recovery of the rates, charges and fees in the case of the redirection of missent parcels shall be made in accordance with article RC 192.4.

7 Air conveyance dues for air parcel dispatches re-routed in the course of conveyance shall be settled in accordance with articles RC 206 and RC 209.



## Section O

### 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 to 7** See Letter Post Manual.

#### ■ 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 POC set the basic rate at 0.582 thousandth of an SDR as from 1 January 2014.

#### Prot Article XIII

##### Basic rates and provisions concerning air conveyance dues

**1** Notwithstanding the provisions of article 34, Australia reserves the right to apply air conveyance rates for outward parcels sent via the merchandise return service, either as laid down in the Parcel Post Regulations or by any other means, including bilateral agreements.

## Article RC 206

### Calculation of air conveyance dues

1 Air conveyance dues relating to air parcel mails shall be calculated according to, on the one hand, the actual basic rate and the kilometric distances given in the “List of Airmail Distances” and, on the other, the gross weight of the mails. The actual basic rate may be less than and at most equal to the rate mentioned in article 34.1 of the Convention.

2 The air conveyance dues payable to the intermediate designated operator for *à découvert* air parcels shall be fixed in principle as indicated in 1, but per half kilogramme for each country of destination. Nevertheless, when the territory of the country of destination of these parcels is served by one or more lines with several stops in that territory, dues shall be calculated on the basis of a weighted average rate. This shall be determined on the basis of the weight of the parcels offloaded at each stop. The dues to be paid shall be calculated for each individual parcel, the weight of each being rounded upwards to the next half-kilogramme.

#### ■ Commentary

**206.1** The List of Airmail Distances is drawn up by the IB in collaboration with the air carriers. The formula for calculating the basic rate and calculation of air conveyance dues for closed mails, contained in the Letter Post Regs, is reproduced below.

### *Article RL 244 (Letter Post Regulations)*

#### *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 RC 207

Calculation of air conveyance dues for the merchandise return service

1 Air conveyance dues relating to the merchandise return service shall be based on a rate per kilogramme, according to the table CP 81 or CP 82 of the designated operator returning the merchandise or according to the air conveyance dues provided for in article RC 206 if tables CP 81 or CP 82 have not been established.

2 (Deleted.)

3 Parcels sent via the merchandise return service shall not be transmitted in transit à découvert.

■ **Commentary**

**207.1** The merchandise return service is a new supplementary service defined in Conv art 15.2.8, adopted within the framework of parcel post development at the 2012 Doha Congress. It involves a reverse logistical process. Given the crucial need to keep costs low and maintain transparency, it was found necessary to introduce this article to describe the calculation of air conveyance dues for the merchandise return service.

Prot Article RC XXI

Calculation of air conveyance dues for the merchandise return service

1 Notwithstanding the provisions of article RC 207, Canada reserves the right to apply air conveyance dues for outbound parcels sent via the merchandise return service either as laid out in the Parcel Post Regulations or by any other means.

2 Notwithstanding the provisions of article RC 207, Australia reserves the right to apply terms and conditions, including air conveyance rates, for the provision of the merchandise return service for parcels, either as laid down in the Parcel Post Regulations or by any other means, including bilateral agreements.



## Article RC 208

### Air conveyance dues for lost or destroyed air parcels

1 The designated operator of origin shall be exempt from any payment in respect of the air conveyance of air parcels lost or destroyed as a result of an accident occurring to the aircraft or through any other cause involving the liability of the air carrier. This exemption shall apply for any part of the flight of the line used.

#### ■ Commentary

**208** The term “aircraft” designates any means of air conveyance.

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.

## Article RL 246 (Letter Post Regulations)

### 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.*

■ **Commentary**

**246** This art of the Letter Post Regs has been included for reference because the CN 66 contains a column for parcels. The CN 67 does not apply to parcels.

Designated operator reforwarding the mails

Office of exchange reforwarding the mails

**STATEMENT OF WEIGHTS**  
**Airmails and S.A.L. mails**  
 Date

**CN 66**

☐ Priority/By airmail  
☐ Non-priority/S.A.L.

Designated operator dispatching the mails	Month	Quarter	Year
	Mails forwarded from		
	to		

**Notes**

Any observations may be made on the back of the form

Date of	Mail No.	Dispatching office	Office of destination	No. of the flight used	Weight of each category of item			
					Letter post		CP	
1	2	3	4	5	6		7	
					kg	g	kg	g
Totals								

## Article RC 209

### Air conveyance dues for diverted or missent mails or bags

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 or electronic equivalent 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 that 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 or electronic equivalent.

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 or electronic equivalent.

5 The designated operator of origin of a mail or bag 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

**209.1** 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 misrouting. The 1984 Hamburg Congress confined the application of this procedure to the special cases listed under 2.

**209** For a model of form CN 38, see art RC 178.

## Article RC 210

### Payment of air conveyance dues for the transport of empty bags

1 Air conveyance dues for the transport of empty bags shall be payable by the designated operator owning the bags.

2        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 of article 34.1 of the Convention.

■ **Commentary**

**210** See comments for art RC 193.



## Section P

### Preparation and settlement of accounts

#### 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 RC 211

Preparation of accounts

1 Each designated operator shall have its offices of exchange prepare immediately a CP 94 statement at the end of each month or quarter for all the items received from one and the same designated operator by dispatching office and per mail. For those designated operators producing these on a quarterly basis, separate statements may be produced for each calendar month.

2 In the event of alteration of CP 88 or CP 87 parcel bills, the number and date of the CP 78 verification note prepared by the transferring office of exchange or the office of exchange to which the transfer is made shall be shown in the “Observations” column of the CP 94 statement.

3 The CP 94 statement shall be summarized in a CP 75 account.

4 Designated operators that were net creditors in the preceding year would have the option of receiving payment on a monthly, quarterly, half-yearly or annual basis. The option exercised shall remain in force for a period of one calendar year starting from 1 January.

5 Designated operators may use the direct billing system or the bilateral offsetting system.

6 Under the direct billing system, the CP 75 accounts would serve as bills for direct settlement. The CP 75 account, accompanied by the CP 94 statement, but without the parcel bills, shall be sent by the quickest route to the designated operator concerned for acceptance and payment on a monthly, quarterly, half-yearly

or annual basis. This dispatch shall be made during the two months following the arrival of the last parcel bill of the period to which it related.

7 The debtor designated operator shall pay the amount billed within a period of two months. If the designated operator which has sent the account does not receive any notice of amendment within two months, the account shall be regarded as fully accepted. Fully accepted means accepted as rendered, with no changes or amendments. When any difference exceeding 9.80 SDR occurs, the CP 94 statement should be corrected and be attached with the amended CP 75 account as proof. Debtor designated operators may refuse to check and to accept CP 75 accounts which have not been submitted by the creditor designated operators within six months of the period to which they refer.

8 Under the bilateral offsetting system, the creditor designated operator shall prepare both the CP 75 and the CN 52 accounts and submit both simultaneously and by the quickest route to the debtor designated operator on a monthly, quarterly, half-yearly or annual basis. Nevertheless, as soon as the CP 75 accounts between two designated operators are accepted or regarded as fully accepted, they may be summarized in a CN 52 general account prepared at one of the above-mentioned frequencies.

9 The debtor designated operator shall accept or amend the CP 75 and CN 52 accounts and submit payment to the creditor designated operator within two months. 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, preferably sent as registered items.

10 Supplementary accounts may be sent to the debtor designated operator only if they refer to accounts already submitted for the period in question. The reason for issuing supplementary accounts is to amend original accounts so as to correct erroneous records or document additional claims/information. The conditions in 7 and 9 shall apply to the issuing of supplementary accounts; otherwise the debtor designated operator shall not be obliged to accept the supplementary accounts.

11 When any difference exceeding 9.80 SDR is noted by the debtor designated operator, the CP 94 statements shall be corrected and be attached with the amended CP 75 account as proof.

12 When the balance of a CP 75 or CN 52 account does not exceed 163.35 SDR, it shall be carried into the next CP 75 or CN 52 account when the designated operators concerned participate in the clearing system of the International Bureau.

■ **Commentary**

**211** In practice, accounts relating to air parcel mails are drawn up in the same manner as those concerning airmail corr.

**211.2** For models of forms CP 87 and CP 88, see art RC 175; for a model of form CP 78, see art RC 143.



**211.3** For a model of CP 75, see art RC 133.

**211.9** In case of electronic transfer, art RL 253.2 of the Letter Post Regs provides for a deadline of one month for the acceptance of statements and accounts.

<i>Title or nature</i>	<i>Form</i>	<i>Deadline</i>
Indemnity	CN 48	Two months
Airmail	CN 51	One month
General account	CN 52	One month
Parcels	CP 75	One month



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	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		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  
Signature

Seen and accepted by the designated operator  
receiving the account  
Place, date and signature

Prot Article RC XXII

Preparation of accounts

1 Notwithstanding article RC 211, accounts submitted to the designated operators of Canada, the People's Republic of China and the United States of America shall not be considered accepted, nor shall payment be due, until two months 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 RC 211, accounts submitted to the designated operator of Saudi Arabia shall be regarded as accepted if the creditor designated operator does not receive any notice of amendment within three months. Similarly, the designated operator of Saudi Arabia shall not be obliged to send its payments to the creditor designated operator in accordance with paragraph 7 within a period of two months but within a period of three months.

Article RC 212

Settlement of accounts

1 Settlements of international accounts arising from postal traffic between designated operators 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 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 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.

4 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.

5 The balance of each CP 75 account prepared by the creditor designated operator shall be paid to it by the debtor designated operator in accordance with the provisions of articles RC 213 to 216.

- 6 In the case of bilateral offsetting and of billing based on the imbalance:
- 6.1 the preparation and dispatch of a general account may be carried out, without waiting for a possible amendment of the CP 75 account, as soon as a designated operator which has all the accounts relative to the period concerned finds that it is the creditor. The check of the CN 52 account by the debtor designated operator and payment of the balance shall be carried out within a period of two months after receipt of the general account; the debtor designated operator shall not be obliged to accept accounts which are not transmitted to it within five months of the end of the year to which they refer;
- 6.2 any designated operator which has consistently owing to it every month by another designated operator a sum greater than 9,800.72 SDR shall be entitled to claim a monthly payment on account of up to three quarters of the amount of the debt; its request shall be met within a period of two months.

■ **Commentary**

**212** Please refer to the Parcel Post Accounting Guide for details of service accounts.

**212.5** For a model of CP 75, see art RC 133; see art RC 211 for a model of form CN 52.

## Article RC 213

### 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 following provisions:
- 1.1 Participation in the clearing system of the International Bureau is open to designated operators or their services that have signed the membership agreement obligating them to abide by the terms of a system charter.
- 1.2 The International Bureau shall publish by means of a circular an updated list of participants at appropriate intervals.
- 1.3 A creditor designated operator intending to settle an account through the International Bureau shall send a copy of the account concerned to the debtor with the indication “Proposé pour inclusion dans UPU\*Clearing”. If the debtor has no modifications to propose, the account shall be sent to the International Bureau and to the creditor designated operator with the remark “Accepté pour inclusion dans UPU\*Clearing”. In case the debtor has any modification to propose the account shall be sent back to the creditor designated operator, who shall, if the modification proposed is accepted, forward the account to the International Bureau. Accounts shall be forwarded to the International Bureau only when there is complete agreement by both debtor and creditor.
- 1.4 Payment shall be made in accordance with conditions laid down in the system charter.
- 1.5 In the case of non-compliance or faulty performance of obligations indicated in the system charter by a participant, the International Bureau shall take appropriate measures and inform all participants of the measures taken.

■ **Commentary**

**213** The 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.

## Article RC 214

Adjustment of outstanding debts arising from the settlement of accounts through the International Bureau clearing system

1 Debts payable as a result of settlement of accounts through the International Bureau clearing system by any designated operator which are overdue may be adjusted against credits due to the debtor designated operator from any other designated operator. Before undertaking such a step, the International Bureau shall consult the creditor designated operator 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. The consent of the defaulting debtor is not necessary.

2 When making these accounting adjustments, the International Bureau will only offset accounts that have been fully 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.

## Prot Article RC XXIII

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 country 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 country. 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 country owing money to the defaulting debtor.

3 The defaulting debtor will have no claim against the country 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 RC 215

##### Payment of debts expressed in SDRs. General provisions

1 The rules for payment set out below shall apply to all debts arising out of a postal transaction and expressed in SDRs. These 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 or 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 RC 216

##### 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 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 member country.

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 equivalent of a currency, the rate referred to shall be the closing rate for currency which can be used in the majority of merchandise trade transactions on the official foreign exchange market.

6 The debtor designated operator shall pay, on the date of payment, the amount of the selected currency by postal giro or any other means acceptable to both designated operators.

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 member country. If a situation arises where bank transfers are not possible, preventing the debtor country from making a payment for accepted accounts, the debtor and creditor designated operators may request the assistance of the International Bureau to facilitate the transfer of the 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 two designated operators, and provide proof that accounts have been accepted.

11 When payment is made, the document of transfer (cheque, draft, etc.), shall be accompanied by particulars of the title, period and 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 in the designated operator to which payment is made.

#### ■ Commentary

**216.3** The IMF calculates the daily rates of some 50 currencies in relation to the SDR. Each working day, these rates are 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. They are also available on the IMF website: [www.imf.org/external/np/fin/rates/param\\_rms\\_mth.cfm](http://www.imf.org/external/np/fin/rates/param_rms_mth.cfm). 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.

**216.8** 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 Q

### Miscellaneous provisions

#### Article RC 217

##### 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 parcels service. This information shall cover the decisions taken on the optional application of certain general provisions of the Convention and of its Regulations.

2 Each designated operator shall notify the other designated operators, through the intermediary of the International Bureau, of:

- 2.1 the inward rates and, where appropriate, the transit land rates and sea rates which it collects;
- 2.2 relevant information concerning the optional services, conditions of acceptance, limits of weights, limits of sizes and other special features.

3 Any amendment to the information mentioned in 1 and 2 shall be notified without delay by the same means.

4 Designated operators shall, through the Parcel 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.

#### ■ Commentary

**217.1** In resolution C 40/Rio de Janeiro 1979, Congress invited DOs to supply their information to the IB at least six months before the entry into force of the Agr.

**217.2** These particulars appear in the PPCO, except sea rates, which are published in IB circons. Each DO must provide the IB with the following particulars:

- the provisions it has adopted regarding:
  - i the max weight of parcels;
  - ii the provision of one or more of the four service features specified in art RC 195;
  - iii the option of accepting or not the following special parcels: insured, free of charges and fees, cash-on-delivery, fragile, cumbersome, airmail, express;
  - iv the max size of parcels conveyed by surface;
  - v the max insured value;
  - vi the sender's instructions which it does not accept at the time of posting;
  - vii the acceptance or otherwise of the advice of delivery for ordinary parcels;
  - viii the option of not accepting requests for withdrawal from the post and alteration of address;
  - ix the number of customs declarations for parcels in transit and for those addressed to its own country, as well as the languages in which those declarations may be completed;
  - x the acceptance or otherwise of collective dispatch notes;
  - xi participation or non-participation in the consignment service and the integrated logistics service;
  - xii the method of dispatching documents accompanying parcels sent to its country;
- information regarding the air parcel service, in particular the sizes which it admits by arrangement with the air carriers;

- a list of its offices of exchange responsible for handling parcel post, with information concerning the exact name of each office as well as its telephone, telex and fax numbers;
- a list of the inquiry offices for its parcel post service, with information concerning the exact name of each office as well as its telephone, telex and fax numbers;
- the list of live animals of which conveyance by post is authorized by its own postal regulations (see List of Prohibited Articles);
- whether it admits parcels for all localities or, if not, a list of the localities to which the service extends;
- the charges applicable in its service (see Compendium of Equivalents and Parcel Post Compendium);
- the necessary information concerning customs and other regulations as well as the prohibitions or restrictions governing the entry and transit of parcels in the territory of its country (see List of Prohibited Articles);
- an extract, in Arabic, Chinese, English, French, Russian or Spanish, from the provisions of its laws or regulations applicable to the conveyance of parcels (see List of Prohibited Articles).

### Article RC 218

#### International Bureau publications

1 The International Bureau shall publish, on the basis of information supplied by the member countries and/or designated operators 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 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 of member countries and designated operators and restricted unions;
- 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 Parcel Post Compendium Online (PPCO), 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 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

**218.1** The compendia of information of general interest are commonly called Letter Post Compendium, Parcel Post Compendium and Postal Payment Services Compendium.

**218.2.2** Since the 1997 edition, this publication has been distributed under the name “Universal Postal List of Localities”.

**218.2.3.2** From 2006 onwards, this publication also contains information on transit à découvert for surface mail (including S.A.L. mail).

**218.2.4** The 1993 EC decided to discontinue this publication.

**218.2.6** The 1993 EC decided to discontinue this publication.

**218.2.10** This publication is distributed under the name of “List of Suppliers of Postal Equipment and Materials”.

### Article RC 219

#### 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 RC 220

#### Forms

1 The forms shall conform to 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. Wherever an office of exchange needs to be specified on a postal form, the rules as set out in article RC 166.16 shall apply.

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 The following forms shall be considered as forms for the use of the public:  
CN 07 (Advice of receipt/of delivery/of payment/of entry);  
CN 08 (Inquiry);  
CN 11 (Franking note);

- CN 17 (Request for withdrawal from the post, alteration or correction of address, cancellation or alteration of the COD amount);
- CN 23 (Customs declaration);
- CN 29 (COD label);
- CN 29ter (International COD coupon);
- CN 30 (R label combined with the name of office of origin, the number of the item and the triangle with word “Remboursement” (Cash-on-delivery);
- CP 71 (Dispatch note);
- CP 72 (manifold set) (Dispatch note/Customs declaration);
- CP 95 (“COD” label).

■ **Commentary**

**220** The 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”.

**220.1** 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.

**220.2** If possible, the forms should be printed in green on ivory paper except where the Regulations prescribe specific colours for certain forms.

**220.5** 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 RC XXIV Forms

1 Notwithstanding article RC 220.2 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.

## Article RC 221 Application of standards

1 The execution of some Regulations may involve the application of certain standards. Member countries and designated operators should refer to the relevant UPU standards 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 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 with other member countries and designated operators.

3 A UPU standard should be adopted in its entirety. Member countries and 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.



## **Section R**

### **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 RC 222**

**Entry into force and duration of the Regulations**

**1** These Regulations shall come into force on the day on which the Convention comes into operation.

**2** They shall have the same duration as that Convention, unless otherwise decided by the Postal Operations Council.

**Done at Berne, on 15 April 2013.**



## **Other decisions concerning the parcel post and its Regulations**

### **Resolution CEP 8/2011.1**

#### **Procedures for validating parcel service features provided and adjusting for inflation from 2012 – Implementation of bonuses for inward land rates**

The Postal Operations Council,

Recalling

resolution CEP 10/2010.1 and its annex setting out the procedure for validating parcel service features provided and adjusting for inflation for the implementation of bonuses for inward land rates from 2011,

Aware

that the International Bureau checks and validates the service features defined in the Parcel Post Regulations for each designated operator on the basis of these procedures,

Considering

the need of designated operators for increased transparency and better understanding of the procedures for assessing inward land rates,

Considering also

the need for the International Bureau to improve and simplify the procedures for assessing inward land rates as a completely automated process,

Noting

that the measurement periods used for assessing and validating the service features associated with track and trace are variable in the current procedure,

*Decides*

to standardize the periods used for measuring all track and trace service features to six months as specified in the annexed document entitled “Procedure for validating parcel service features provided and adjusting for inflation from 2012 – Implementation of bonuses for inward land rates”,

*Decides also*

that the annexed document entitled “Procedure for validating parcel service features provided and adjusting for inflation from 2012 – Implementation of bonus for inward land rates” supersedes any previous procedures approved by the POC and will form the basis for determining inward land rates from 2012,

*Instructs*

the International Bureau to use these provisions to set inward land rates from 2012,

*Invites*

designated operators to study the annexed document and the procedures for setting inward land rates so as to be aware of the impact that their performance has on the awarding of bonus payments for 2012 and beyond based on the service features provided.

*Annex*

**Procedures for validating parcel service features provided and adjusting for inflation from 2012 – Implementation of bonuses for inward land rates**

**I. Prerequisites for participation in the system**

In accordance with article RC 192.2, the International Bureau checks whether each designated operator meets the conditions for participating in the bonus payments system.

**1.1 Acceptance of liability**

The International Bureau validates where appropriate the fact that a designated operator complies with the requirement concerning mandatory acceptance of liability according to Convention article 21. If the operator does not meet this condition, the International Bureau applies the base rate.

Note that, for the purposes of validation, an investigation may be undertaken by the International Bureau if it receives information that a designated operator is not fulfilling this provision in accordance with the Convention.

**1.2 Barcodes**

The International Bureau examines the situation of the designated operator:

- that has provided a sample of its barcode;
- that has announced a change to its barcode for the next validation process.

When the barcode used by a designated operator does not conform to UPU standard S10, within the meaning of article RC 162.1, the designated operator does not meet this condition and the International Bureau shall therefore apply the base rate.

If the designated operator has provided a barcode sample conforming to UPU standard S10 within the meaning of article RC 162.1, the International Bureau checks whether the operator fulfils the other condition for participating in the bonus system.

### *1.3 Information provided by the designated operator relating to its service features*

After each Congress, the International Bureau sends a questionnaire to designated operators asking them to provide their operational information either by entering these data in the Parcel Post Compendium Online or by transmitting them in writing by letter, fax or e-mail.

Where the data are provided in writing, the International Bureau immediately enters the data in the Parcel Post Compendium Online. Designated operators can access and update this information at any time.

The International Bureau checks the data contained in the Compendium Online or notified to the International Bureau as at 31 August and 31 December, in accordance with section II, Verification and validation of service features, in order to determine the applicable inward land rate.

If the designated operator's data do not appear in the Compendium Online, or if the data have not been notified<sup>1</sup> to the International Bureau by the required date, the designated operator does not meet this condition and the International Bureau shall therefore apply the base rate.

### *1.4 Participation in the bonus system*

The International Bureau checks whether or not the designated operator meets the conditions for participating in the bonus system.

If the operator does not meet these conditions, the International Bureau applies the base rate.

If the operator meets these conditions, the International Bureau follows the procedure for validating service features.

## **II. Verification and validation of service features**

The International Bureau checks whether the designated operator provides the service features defined in article RC 192.3 and, if so, validates the provision of these service features in accordance with article RC 192.4.

For the validated service features, the International Bureau applies the corresponding bonuses to the designated operator's base rates, in accordance with article RC 192.3.

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<sup>1</sup> Comment – Notify the International Bureau means that the information has been received by the International Bureau by 23.59 local time in Berne, Switzerland, by transmitting the required information by registered mail, fax or e-mail, or entered in the Parcel Post Compendium Online by the date required.

*Service feature 1: Track and trace*

The International Bureau checks and, where appropriate, validates that the designated operator transmits:

- 1 EMSEVT messages relating to EMC, EMD, EMH and EMI events;
- 2 EMSEVT messages relating to EME and EMF events;
- 3 PREDES and RESDES messages pertaining to dispatches;
- 4 data relating to EMH and/or EMI over EMD events.

*a EMSEVT messages relating to EMC, EMD, EMH and EMI events*

On the basis of monthly performance reports supplied by it or any other internationally recognized body, the International Bureau checks and, where appropriate, validates that the designated operator:

- has created a mailbox 330 to exchange EDI messages relating to parcels;
- exchanges with all partners, via mailbox 330, EMSEVT messages relating to EMC, EMD, EMH and EMI events, for both inbound and outbound parcels;
- has transmitted these messages for at least two months and continuously thereafter prior to 31 July for payment of the bonus from 1 January of the following year;
- has transmitted these messages for at least two months and continuously thereafter prior to 31 January for payment of the bonus from 1 July;
- has not declined or failed to reply within one month to a request to exchange messages with any other willing designated operator;
- meets the performance objectives set by the POC in resolution CEP 11/2010.1:
  - for six months, from 1 February to 31 July, for bonus payments beginning on 1 January of the following year;
  - for six months, from 1 August of the preceding year to 31 January, for bonus payments beginning on 1 July;

The above-mentioned period of six months may be reduced to two months minimum if designated operators begin to transmit data relating to EMC, EMD, EMH and/or EMI events.

*b EMSEVT messages relating to EME and EMF events*

On the basis of monthly performance reports supplied by it or any other internationally recognized body, the International Bureau checks and, where appropriate, validates that the designated operator:

- transmits EMSEVT messages relating to EMF events concerning items for which it has transmitted to all partners an EMSEVT message relating to an EME event;
- has transmitted these messages for at least two months and continuously thereafter prior to 31 July for payment of the bonus from 1 January of the following year;
- has transmitted these messages for at least two months and continuously thereafter prior to 31 January for payment of the bonus from 1 July;



- meets the performance objectives set by the POC in resolution CEP 11/2010.1:
  - for six months, from 1 February to 31 July, for bonus payments beginning on 1 January of the following year;
  - for six months, from 1 August of the preceding year to 31 January, for bonus payments beginning on 1 July;

The above-mentioned period of six months may be reduced to two months minimum if designated operators begin to transmit data relating to EMC, EMD, EMH and/or EMI events.

*c PREDES and RESDES messages pertaining to dispatches*

On the basis of monthly performance reports supplied by it or any other internationally recognized body, the International Bureau checks and, where appropriate, validates that the designated operator:

- transmits PREDES (version 2 or later) messages and RESDES (version 1.1 or later) messages to all partners for all dispatches;
- has transmitted these messages for at least two months and continuously thereafter prior to 31 July for payment of the bonus from 1 January of the following year;
- has transmitted these messages for at least two months and continuously thereafter prior to 31 January for payment of the bonus from 1 July;
- meets the performance objectives set by the POC in resolution CEP 11/2010.1:
  - for six months, from 1 February to 31 July, for bonus payments beginning on 1 January of the following year;
  - for six months, from 1 August of the preceding year to 31 January, for bonus payments beginning on 1 July;

The above-mentioned period of six months may be reduced to two months minimum if designated operators begin to transmit data relating to EMC, EMD, EMH and/or EMI events.

*d Data relating to EMH and/or EMI over EMD events*

On the basis of performance reports supplied by it or any other internationally recognized body, the International Bureau checks and, where appropriate, validates that the designated operator:

- has achieved this level of performance for all parcels to all partners:
  - for six months, from 1 February to 31 July, for bonus payments beginning on 1 January of the following year;
  - for six months, from 1 August of the preceding year to 31 January, for bonus payments beginning on 1 July;
- meets the performance objectives set in article RC 165.1.2.

When the designated operator begins to transmit data relating to events EMH and/or EMI over EMD, the International Bureau cannot take this fact into account until the data have been transmitted for at least two months.

*Service feature 2: Home delivery*

The International Bureau checks and, where appropriate, validates:

- the information that the designated operator has entered in the Parcel Post Compendium Online or, where this is not possible, has notified to the International Bureau in writing;
- the evidence provided by the designated operator for this service feature, in accordance with article RC 192.4;
- the absence of any contradiction in the information provided by the designated operator in accordance with article RC 192.4;
- the existence of officially available information on the provision of this service feature by the designated operator.

The International Bureau validates the service feature concerned when its information confirms that this service feature is provided.

The International Bureau does not validate the service feature concerned when its information fails to confirm that this service feature is provided.

*Service feature 3: Delivery standards*

The International Bureau checks, and, where appropriate, validates each designated operator's delivery standards and indicative average customs clearance time for air and surface parcels in the Parcel Post Compendium Online.

The International Bureau validates this service feature in accordance with section I – Prerequisites for participation in system.

*Services feature 4: Use of the common Internet-based Inquiry System*

The International Bureau checks and, where appropriate, validates, on the basis of performance reports sent by the service provider, that the designated operator:

- has used the common Internet-based Inquiry System with all designated operators also participating in the system:
  - for six months, from 1 February to 31 July, for bonus payments beginning on 1 January of the following year;
  - for six months, from 1 August of the preceding year to 31 January, for bonus payments beginning on 1 July;
- meets the performance objectives set in article RC 145.9 on the basis of the reports prepared at 31 August and 31 December.

When the designated operator begins to use the common Internet-based Inquiry System, the International Bureau cannot validate this service feature until the system has been used for at least two months.

### **III. Requests for inflation-linked adjustment**

The International Bureau checks and, where appropriate, validates:

- that it has received the request for inflation-linked adjustment by the deadline set in article RC 193.1;
- that it has received the documentary evidence required by article RC 193.1.

If the International Bureau has not received any documentary evidence, it does not validate the adjustment request.

If the deadline for submission of the adjustment request has not been complied with, the International Bureau validates the request, but defers the adjustment for one year.

The International Bureau validates the request for inflation-linked adjustment when the request fulfils the conditions set in article RC 193.1 and then calculates the adjustment.

The International Bureau calculates the adjustment on the basis of the official overall consumer price index of the designated operator's country, which it then applies to the country's base rate for 2004 according to the following formula:

- For year 1: (71.4% x 2004 inward land rate) multiplied by (100% + overall CPI percentage adjustment requested for year 1 (before application of bonuses).
- For year 2: (71.4% x 2004 inward land rate) multiplied by (100% + overall CPI percentage adjustment requested for year 1) multiplied by (100% + overall CPI percentage adjustment requested for year 2) (before application of bonuses).
- For year 3: (71.4% x 2004 inward land rate) multiplied by (100% + overall CPI percentage adjustment requested for year 1) multiplied by (100% + overall CPI percentage adjustment requested for year 2) multiplied by (100% + overall CPI percentage adjustment requested for year 3), etc. (before application of bonuses).

Example: a designated operator requests a 2.0% adjustment to its 2006 inward land rates and a 3.0% adjustment to its 2008 inward land rates, requesting no adjustment for the other years. Its 2004 per-item rate was 5.10 SDR. Its inward land rates for 2009 are calculated as follows:

$(71.4\% \times 5.1) \times (100\% + 2.0\%) \times (100\% + 0\%) \times (100\% + 0\%) \times (100\% + 3\%) \times (100\% + 0\%) = 3.83 \text{ SDR before application of bonuses.}$

(POC 2011.1–Doc 6)

## **Resolution CEP 9/2011.1**

### **Incremental minimum performance requirements for inward land rates bonus payment from the 2012 inward land rates onwards**

The Postal Operations Council,

Recalling

that its resolution CEP 11/2010.1 and the Annex thereto introduced incremental minimum performance requirements for inward land rates bonus payment from the 2011 inward land rates onwards,

Aware

that some designated operators are still endeavouring to reach all the indicative targets provided for in articles RC 164 and RC 165 of the Parcel Post Regulations regarding the EDI information relating to parcels,

Recognizing

that minimum performance targets were established to give designated operators incentives to improve and continuously upgrade the service quality of parcels,

Recognizing also

that improvement in the quality of service requires improvement in infrastructure, and that designated operators need to be encouraged in these endeavours by the inward land rates bonus system,

Acknowledging

that a tiered structure approach to minimum performance requirements for inward land rates bonuses would enable greater progress by designated operators in the exchange of information on parcels,

*Decides*

that, for the 2012 inward land rates onwards, the minimum performance requirements for bonus eligibility of designated operators for the exchange of EMC, EMD, EMH and EMI shall be divided into three separate components as set out in Annex 1, each one related to the specific bonus payments as provided for in article RC 192.3 of the Parcel Post Regulations,

*Decides also*

that, for the 2012 inward land rates, the minimum performance targets associated with the EMD event shall be maintained at the same level as for the 2011 inward land rates,

*Instructs*

the International Bureau to use the Annex to the present resolution to verify and validate the provision of track and trace and IBIS service features from the 2012 inward land rates onwards,

*Invites*

designated operators to study the Annex to this resolution so as to be aware of this new structure for the awarding of bonus payments for 2012 and beyond.

*Annex*

**Minimum performance requirements for bonus eligibility – 2012 inward land rates onwards**

**I. Participation in the system**

If a designated operator meets the conditions set out in article RC 192.3, as validated by the International Bureau, it shall be eligible for bonus based on article RC 192.4.

The measurement periods used by the International Bureau are set by POC resolution CEP 8/2011.1 (Procedures for validating parcel service features provided and adjustment to inflation from 2012 – implementation of bonus for inward land rates).

**II. Service features and minimum levels of performance<sup>1</sup>**

In order to obtain bonus payments, the designated operator must provide the service features defined in article RC 192.3 and validated by the International Bureau in accordance with article RC 192.4, according to the procedure approved by POC resolution CEP 8/2011.1.

*Service feature 1: Track and trace*

1 EMSEVT messages relating to EMC, EMD, EMH and EMI events.

The designated operator shall also transmit data and meet the minimum levels of performance as follows:

<sup>1</sup> 2012 and 2013 performance percentages will be reviewed on an ongoing basis to ensure that only appropriate EMC events are used in the measurement.

To obtain the specific bonuses per event associated with the exchange of EMC, EMD and EMH/EMI events for each year of the application of the inward land rates, a designated operator shall:

- have created a mailbox 330 to exchange EDI messages relating to parcels;
- exchange with all partners, via mailbox 330, EMSEVT messages relating to EMC, EMD, EMH and EMI events, for both inbound and outbound parcels;
- have not declined or failed to reply within one month to a request to exchange messages with any other willing designated operator;
- fulfil the specific performance objectives below for each specific EMC, EMD and EMH/EMI event:

1.1 EMSEVT messages relating to EMC events:

- minimum percentage of EMC events compared to number of items received<sup>1</sup> by the destination designated operators;
- minimum percentage of EMC events against the EMD events transmitted by the destination partners within the required timeframe specified in article RC 164.

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<i>Year of application of the inward land rate</i>	<i>Minimum ratio of EMC events compared to “items received”</i>	<i>Minimum EMC over EMD ratio</i>
2011	50%	50%
2012	70%	70%
2013	80%	80%

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1.2 EMSEVT messages relating to EMD events:

- minimum percentage of EMD events compared to the number of items sent<sup>2</sup> by their partners;
- minimum percentage of EMD events against EMC events received from sending designated operators within the required timeframe specified in article RC 165.

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<i>Year of application of the inward land rate</i>	<i>Minimum ratio of EMD events compared to “items sent”</i>	<i>Minimum EMD over EMC ratio</i>
2011	50%	50%
2012	50%	50%
2013	80%	80%

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<sup>1</sup> “Items received” in the outbound parcels measurement reports are defined as the number of items arriving at the inward office of exchange of the delivery operator based on events EMD to EMI transmitted by the delivery operator.

<sup>2</sup> “Items sent” is defined in the parcels measurement reports as the number of items from originating operators arriving at the inward office of exchange based on events EMA, EMB and EMC received by the delivery operator.

- 1.3 EMSEVT messages relating to EMH/EMI events:
- a minimum percentage of EMH or EMI events against the EMD events transmitted within the required timeframe specified in article RC 164.

<i>Year of application of the inward land rate</i>	<i>Minimum EMH/EMI over EMD ratio</i>
2011	50%
2012	70%
2013	80%

## 2 EMSEVT messages relating to EME and EMF events

To obtain the bonus associated with the exchange of EME and EMF events for each year of application of the inward land rates, a designated operator shall:

- transmit EMSEVT messages relating to EMF events concerning items for which it has transmitted an EMSEVT message relating to an EME event, within the required timeframe specified in article RC 164;
- meet the performance objectives set below:

<i>Year of application of the inward land rate</i>	<i>Minimum EMF over EME ratio</i>
2011	30%
2012	50%
2013	70%

## 3 PREDES and RESDES messages pertaining to dispatches

To obtain the bonus associated with the exchange of PREDES and RESDES messages for each year of application of the inward land rates, a designated operator shall:

- transmit PREDES (version 2 or later) messages and RESDES (version 1.1 or later) messages for all dispatches within the required timeframe specified in article RC 164;
- meet the performance objectives set below:

<i>Year of application of the inward land rate</i>	<i>Minimum number of partners receiving PREDES messages</i>	<i>Minimum RESDES over PREDES ratio</i>
2011	3	50%
2012	5	70%
2013	5	80%



4      *Data relating to EMH and/or EMI over EMD events*

To obtain the bonus associated with the level of performance on the data relating to EMH and/or EMI over EMD events, a designated operator shall have achieved the minimum level of performance for all parcels to all partners on average set in article RC 165 and indicated below:

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<i>Year of application of the inward land rate</i>	<i>Minimum EMH/EMI over EMD ratio</i>
2011	90%
2012	90%
2013	90%

---

*Service feature 4: Use of the common Internet-based Inquiry System*

To obtain the bonus associated with the use of the common Internet-based Inquiry System (IBIS), a designated operator shall:

- have used the IBIS with all designated operators also participating in the system:
- meet the indicative targets set in article RC 145.9 for the three standards set in RC 145.8, as indicated below:

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<i>Year of application of the inward land rate</i>	<i>IBIS performance for designated operators with tracking system</i>	<i>IBIS performance for designated operators without tracking system</i>
2011	95%	95%
2012	95%	95%
2013	95%	95%

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(POC 2011.1–Doc 6)

**Resolution CEP 5/2012.1**

**Incremental minimum performance requirements for bonus payments in respect of the 2013 inward land rates**

The Postal Operations Council,

Recalling

that the annex to POC resolution CEP 9/2011.1 introduced incremental minimum performance requirements for inward land rates bonus payments from the 2012 inward land rates onwards,



**Aware**

that some designated operators are still endeavouring to reach all the indicative targets provided for in articles RC 164 and RC 165 of the Parcel Post Regulations regarding the electronic data interchange information relating to parcels,

**Recognizing**

that minimum performance targets were established to give designated operators incentives to improve and continuously upgrade the service quality of parcels,

**Recognizing also**

that improvement in the quality of service requires improvement in infrastructure, and that designated operators need to be encouraged in these endeavours by the inward land rates bonus system,

**Acknowledging**

that adjustments to the minimum target and ratios associated with cross-border events EMD and EMC need to be made,

**Decides**

to modify the minimum performance targets linked to the transmission of EMD and EMC events for the assessment of the 2013 inward land rates mentioned in section II, paragraphs 1.1 and 1.2, of the annex to POC resolution CEP 9/2011.1, as indicated in the following tables:

<i>Year of application of the inward land rate</i>	<i>Minimum ratio of EMC events compared to "items received"</i>	<i>Minimum EMC over EMD ratio</i>
2013	No minimum required	80%

<i>Year of application of the inward land rate</i>	<i>Minimum ratio of EMD events compared to "items sent"</i>	<i>Minimum EMD over EMC ratio</i>
2013	No minimum required	60%

**Instructs**

the International Bureau to integrate these changes for the calculation of the 2013 inward land rates entering into force on 1 January 2013,

**Invites**

designated operators to take note of the changes so as to be aware of this new structure for the awarding of bonus payments for 2013.

(POC C 2 2012.1–Doc 10.Annex 1)

**Resolution CEP 1/2013.1**

**Incremental minimum performance requirements for inward land rates bonus payments for the 2014 inward land rates**

The Postal Operations Council,

Recalling

that the Annex to resolution CEP 9/2011.1 and resolution CEP 5/2012.1 detailed incremental minimum performance requirements for inward land rates bonus payments from the 2012 inward land rates onwards,

Aware

that some designated operators are still endeavouring to reach all the indicative targets provided for in articles RC 164 and RC 165 of the Parcel Post Regulations regarding the electronic data interchange information relating to parcels,

Recognizing

that minimum performance targets were established to give designated operators incentives to improve and continuously upgrade the service quality of parcels,

Recognizing also

that improvement in the quality of service requires improvement in infrastructure, and that designated operators need to be encouraged in these endeavours by the inward land rates bonus system,

Acknowledging

that the inward land rate system is currently the subject of an extensive review,

*Decides*

that, for the inward land rates applicable in 2014:

- the minimum performance targets linked to the transmission of EMC and EMD events as indicated in CEP 5/2012.1 shall be maintained; and
- the other minimum performance targets indicated in the Annex to POC resolution CEP 9/2011.1 for the inward land rates applicable in 2013 shall be maintained,

*Instructs*

the International Bureau to apply this decision for the calculation of the 2014 inward land rates entering into force on 1 January 2014,

*Invites*

designated operators to take note of the decision so as to be aware of this new structure for the awarding of bonus payments for 2014.

(POC C 3 2013.1–Doc 15.Rev 1.Annex 2)

## **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 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 11/2012**

**Postal market development – Worldwide postal trade facilitation for micro, small and medium enterprises (MSMEs)**

Congress,

In view of

the strategic drivers that are influencing the rapidly changing postal environment, including globalization, information technology and increasing competition, the national priorities given to development of MSME trade and formalization of the grey economy, together with more sophisticated customer demand,

Acknowledging

the challenges that governments in developing countries in particular are facing in terms of economic and social development, as reflected in countries' growth and

poverty reduction strategy and inclusion papers, and the United Nations Millennium Development Goals,

Noting

the objectives, strategies and plans of member countries to boost exports by enabling MSMEs to break through export barriers, in particular by providing easy-to-access and affordable solutions to facilitate export through the postal network worldwide,

Also noting

the views of many international organizations, which acknowledge that the UPU strategy of facilitating and reinforcing the integration and development of the physical, electronic and financial dimensions of the postal sector at the international level and among its member countries could dramatically facilitate expanding global trade,

Aware

of the results of the initiative by Brazil to provide MSMEs with easy-export and import postal solutions referred to as Exporta Fácil and Importa Fácil, which integrate export consultancy services, capacity development and customs intermediation for prompt clearance of goods moved through parcels and/or small packages,

Also aware

of the importance for member countries' governments to use designated operators' infrastructure as a lever for the development and social and economic inclusion of populations and MSMEs,

Further aware

of the increasing number of partnerships between governments and Posts, and of the growing number of export-related postal tools and programmes developed by designated operators,

Recognizing

the work undertaken by the International Bureau in the markets development and economics areas, the outcomes of the country-based research, and the development of a sustainable trade facilitation model by the International Bureau in the area of MSME trade facilitation via postal networks at national, regional and international levels,

Also recognizing

the specific needs, expectations and service requirements of governments, customers, designated operators and other stakeholders in the area of trade facilitation for MSMEs,

Mindful

that the strategies, development plans and activities of the UPU, as enshrined in the Doha Postal Strategy, should ensure that the postal sector continues to be an

essential component of the global economy as well as a valued and trusted partner for merchants and buyers at national, regional and international levels,

*Urges*

governments to:

- develop and take full advantage of the ubiquitous postal infrastructures and networks, which are an essential platform for economic and social development, to facilitate trade at national, regional and international levels;
- encourage all key stakeholders, including the postal sector, to cooperate with a view to enhancing the potential of MSMEs by providing export and import solutions that are affordable and easy to access and implement,

*Instructs*

the Council of Administration to:

- consider the necessity of enabling postal network collaboration, including logistics and customs procedures, common principles, security and privacy protection, return and complaint procedures, interoperability standards, and means of payment;
- approve the partnerships with other relevant international and regional organizations involved in the area of trade facilitation policies and countries' capacity development,

*Also instructs*

the Postal Operations Council to:

- make, as a key element of its work programme for the period 2013–2016, the use of postal networks (physical, electronic and financial) a factor in facilitating trade for MSMEs;
- add value to simplified export and import procedures based on member countries' best practices, with the aim of turning them into a UPU integrated and global postal network solution, and expand their roll out and availability throughout the universal postal network;
- consider the necessity of enabling postal network collaboration, including logistics and customs procedures, common principles, security and privacy protection, return and complaint procedures, interoperability standards, and means of payment;
- identify the performance gaps, challenges and opportunities that designated operators face in trade logistics and services;
- enhance the postal physical, electronic and financial networks and the postal core service portfolio wherever necessary to cope with MSMEs' trading requirements;
- further explore the economics, value and implementation strategy for a UPU shared infrastructure business model that would accelerate the closing of performance gaps related to three-dimensional trade facilitation

by the postal network worldwide, with a view to overcoming the IT disconnect risk;

- develop programmes designed to increase the capacity and capabilities of designated operators to enable them to be regarded by all key stakeholders at national, regional and international levels as trusted partners for trade facilitation;
- identify initiatives and projects within the framework of the UPU, restricted unions and other international organizations that can be incorporated into and add value to simplified export and import procedures, mainly in relation to IT solutions, the provision of advance data for customs clearance, and means of payment;
- identify and recommend partnerships with other relevant international and regional organizations involved in the area of trade facilitation policies and countries' capacity development,

### *Further instructs*

the International Bureau to:

- build up its internal capacity and capabilities with a view to becoming a knowledge centre and being in a position to draw on its skills and know-how to provide effective services that meet the needs of designated operators;
- facilitate the deployment and enhancement of the UPU's trade facilitation supply chain tools;
- assist designated operators in adopting easy trade solutions and acquiring a sound knowledge of the MSME sector in order to be providers of information and solutions in respect of simplified export and import procedures;
- assist member countries and designated operators in identifying and securing resources to launch or develop postal trade facilitation activities;
- implement the partnerships approved by the CA with other relevant international and regional organizations involved in the area of trade facilitation policies and countries' capacity development;
- report back on the progress made,

### *Invites*

member countries and restricted unions to:

- develop and implement a strategy to secure national and regional political commitment, national and regional stakeholder collaboration, regional funding mechanisms, and regional roll out of the UPU's easy-export and easy-import solutions;
- cooperate with the bodies of the Union to increase and share market and postal trade knowledge, acquire a sound knowledge of the dynamics of the business, and respond in a timely and effective manner to the needs of MSMEs;
- capitalize on the density of the postal network to facilitate trade through postal networks for MSMEs in all UPU member countries;

- share comprehensive and timely statistical data on postal exchanges with the International Bureau on a regular basis,

*Also invites*

the Consultative Committee to participate actively in the work of the POC to facilitate market growth and contribute to the activities related to postal trade facilitation for MSMEs.

(Proposal 26, amended by proposal 104, Committee 7, 1st meeting)

### **Recommendation C 19/2012**

#### **Structure and management of the work of the Postal Operations Council**

Congress,

With a view to

ensuring the most efficient functioning of the Postal Operations Council and facilitating the rapid launch of the POC's work after the 2012 Doha Congress,

Keeping in mind

the basic organic rules provided by the Constitution and the General Regulations, and the fundamental responsibility of the POC for operational, commercial, technical and economic questions, in contrast with the CA's supervisory, governmental and regulatory functions,

Recognizing

that recent changes in the economic, political and technological climate have severely affected the entire postal sector (letter volume decreases, security concerns, e-commerce), highlighting the need for greater flexibility in the POC's work,

Convinced

that the POC requires an efficient and flexible structure which promotes better, faster decision making to enable it to address all kinds of current and urgent matters,

Acknowledging

that certain activities organized under the CA that have a strong operational character, such as postal economics, e-commerce promotion and sustainable development, would be better transferred to the POC, except where an issue related to governance requires consideration,

Also recognizing

the need for the UPU to place a greater emphasis on economics and market reporting, with a view to keeping better track of market and economic trends and promoting the UPU as a source of excellence in postal sector statistics and information,

Also convinced

that the POC should operate according to an annual business plan with a separate budget, which would be tied to the annual Programme and Budget,

Greatly appreciating

the work carried out by the Reform of the Union Project Group and Committee 1 of the Council of Administration concerning the continuing reform of the Union,

*Instructs*

the Council of Administration and the Postal Operations Council, with the full support of the International Bureau, to ensure greater coordination of their activities so that the UPU can benefit from the maximum level of synergy in order to achieve its mission and better respond to the needs of member countries in a rapidly changing postal environment,

*Recommends*

that the Postal Operations Council, at its constituent meeting:

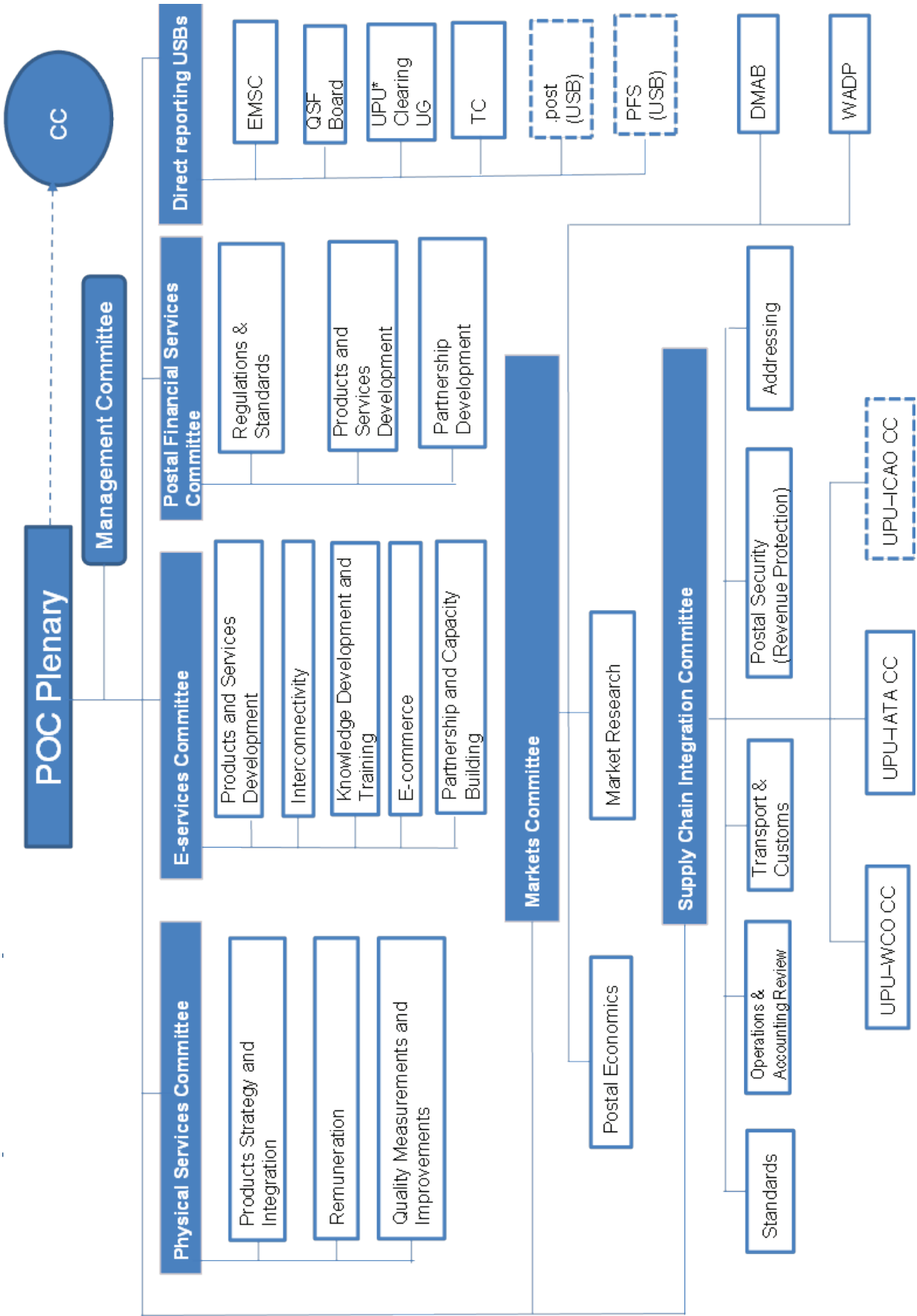
- consider Congress–Doc 17, and adopt the recommendations made therein, insofar as it deems it desirable;
- draw upon the councils' proposals set out in Annex 1 hereto concerning the composition and functions of the POC committees, taking into consideration the annexes to proposals 95, 103 and 106 referred to it, together with the comments and suggestions made by member countries in this regard during the meeting of Committee 3 of the 25th Congress,

*Also instructs*

the Postal Operations Council, with the support of the International Bureau, to establish an annual business plan each year from 2013 to 2016 on the basis of the annual Programme and Budget approved by the Council of Administration.

(Proposal 50, Committee 3, 4th meeting)

POC – Responsible for operational, technical, economic and commercial issues



**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 real-  
ized 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 Operations 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 35/2012**

### **Future parcel post development strategy and associated activities**

Congress,

Having considered  
the Postal Operations Council report on future parcel post development strategies and associated activities (Congress–Doc 21) and the goals of the Doha Postal Strategy,

Having noted  
the considerable achievements resulting from the activities of POC Committee 2 (Parcels) during the 2009–2012 cycle (Congress–Doc 21. Annex 1),

Aware  
that parcel post development represents a core activity of the UPU and that it plays a vital role in the functioning of the Union,

Convinced  
that the UPU should continue to play a leading role in parcel post development, adopt a proactive approach to facilitating this development and provide for adequate funding in the Union's regular budget to meet the requirements set out in section III of Congress–Doc 21,

Stressing  
the importance of raising the profile of the parcel service within the context of the UPU,

Considering  
the need to take action to increase designated operators' share of ordinary parcels in the growing global parcels market, particularly in the e-business sector,

Recognizing  
the need to convince the customer that designated operators can provide a parcel product that offers competitive quality of service and fully meets the demands of the marketplace,

*Aware*

of the urgent need to continue to develop new postal parcel features and improve the quality of the parcel service in order to make it more competitive and capitalize on market growth opportunities, including the use of new technologies,

*Invites*

member countries:

- to take measures enabling designated operators to provide a quality parcel service as part of the universal service, to stimulate the economy and reinforce social cohesion;
- to acknowledge the role of UPU parcel post development activities in enhancing the quality of the service for their citizens and businesses, particularly small and medium-sized businesses;
- to take steps to ensure that their designated operators better manage the relationship with their customers in order to become commercial, competitive and efficient;
- to ensure that their designated operators focus not only on the challenges facing the international parcel post industry, but also on the strategies needed to meet those challenges,
- to participate actively in the UPU parcel post development process,

*Also invites*

the Council of Administration to provide adequate resources and funding for the UPU parcel post development activities described in Congress–Doc 21,

*Instructs*

the Postal Operations Council:

- to manage and facilitate the implementation of the future parcel post development strategy focusing on the programme of activities recommended in Congress–Doc 21;
- to carry out an annual review of the progress made in achieving the objectives agreed and to take steps to prioritize work on the basis of available resources.

(Proposal 67, Committee 7, 2nd meeting)

## **Resolution C 36/2012**

### **Future work on inward land rates and other remunerations for parcel-post items**

Congress,

Having considered  
the report of the Postal Operations Council on future parcel-post development strategies and associated activities (Congress–Doc 21), and the objectives of the Doha Postal Strategy,

Noting  
the considerable achievements of POC Committee 2 (Parcels), in particular the progress made in the review of the inward land rates conducted during the 2009–2012 cycle (document POC C 2 2012.1–Doc 4.Rev 1),

Also noting  
the results of the extensive external study on parcel-post remunerations, market conditions, and the positive impact of linking remunerations to quality of service conducted by the POC,

Recognizing  
that the POC accepted the urgent need to reform the inward land rates system and other remunerations to meet the needs of the market and allow for continuous growth in the parcels market,

Also recognizing  
that the revised inward land rates system will be developed according to the following approved principles:

- simple to understand and transparent;
- cost-based and affordable;
- competitive;
- fair and equitable;
- maintains a bonus system;
- incentivizes improved service performance;
- assists with efficiency gains across the supply chain;
- considers resource and implementation constraints;
- able to be implemented in a timely manner;
- consistent with the parcels minimum specifications,

### *Instructs*

the Postal Operations Council:

- to coordinate this work with the work on remuneration systems for other types of mail such as letter-post items and EMS,
- to further progress the reform work based on the high-level recommendations in POC C 2 2012.1–Doc 4.Rev 1 and identify the improvements required to the inward land rates system;

- to manage and facilitate the implementation of the revised inward land rates;
- to review the inward land rates appeal procedures available to designated operators on the basis of the Postal Operations Council structure;
- to develop pricing options that are sufficiently flexible to meet customer needs, while maintaining adequate cost coverage required to support the enhancement of the network;
- to review the payment systems for parcels in open and closed transit, and for mis-sent and undeliverable parcels;
- to develop a remuneration system for the merchandise return service for parcel-post items;

*Also instructs*

the International Bureau:

- to further develop a flexible model for the development of pricing options and evaluations of the financial impact of these options on designated operators;
- to develop and implement a communication plan on the inward land rates system in order to maintain transparency and keep UPU members informed in a timely manner;
- to report on these activities to the Postal Operations Council.

(Proposal 69, Committee 7, 2nd 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 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 activi-  
ties 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 repre-  
sentatives 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 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 success-

fully 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 improvement 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 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 83/2012**

#### **Future work on the development of a merchandise return service for parcel-post items**

Congress,

Having considered  
the Postal Operations Council's report on future parcel post development strategies and associated activities (Congress–Doc 21), and the objectives of the Doha Postal Strategy,

Aware  
that the provision of a quality service for the return of letter-post items and postal parcels is an important component of the universal postal service and of efforts to meet the needs of citizens in UPU member countries around the world,

Also aware  
that return services are of strategic importance to the e-business market,

Noting  
the decision of the Postal Operations Council to assess the current situation concerning the return service for letter-post items and postal parcels within the UPU and between UPU member countries and, in particular, to determine the extent to which this service meets the needs of the UPU and its member countries,

Acknowledging  
the research carried out highlighting online consumer interest in return services and, in particular, concerns about the international return of goods, and the costs and customs duty involved,

Having noted  
the considerable progress made by the Postal Operations Council in the development of a new merchandise return service for parcels during the 2009–2012 period (POC C 2 2012.1–Doc 5),

Also aware

of the Postal Operations Council proposal to introduce a merchandise return service as a supplementary service for parcels in the UPU Convention,

Recognizing

that the Postal Operations Council considers it urgent to quickly implement the return service for parcels,

Mindful

of the need to coordinate this work with the work on return services for other types of mail (letter post and EMS),

*Instructs*

the Postal Operations Council:

- to advance and complete the developmental work on the specifications for return services based on the recommendations contained in POC C 2 2012.1–Doc 5;
- to prepare the required changes to the UPU regulations and to all related forms with a view to optimizing the operational processes and procedures;
- to manage and facilitate the implementation of the return service,

*Also instructs*

the International Bureau:

- to manage the supplying of any systems required on the basis of the specifications developed by the Postal Operations Council;
- to lend its full support for effective promotion of the service among designated operators and provide relevant training and information sessions within the scope of the regional quality of service programme;
- to develop a measurement system for monitoring progress and report to the Postal Operations Council,

*Invites*

the member countries and their designated operators to actively seek cooperation with a view to facilitating customs procedures for parcels returned under the provisions of a merchandise return service for parcels.

(Proposal 68, Committee 7, 2nd meeting)

