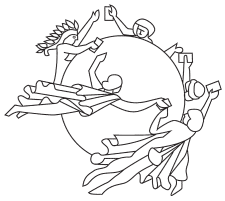

Universal Postal Union

Letter Post Manual

Berne 2005
International Bureau of the Universal Postal Union

Note concerning the printing

The text of the Convention is printed in **bold characters.**
The texts of the Regulations and of the Final Protocols are printed in ordinary characters.
The texts of the commentary by the International Bureau are printed in small characters preceded by a square (■). The number of the provision commented on is printed in **bold characters.**
Any amendments to the texts made in subsequent updates of the Manual are marked by a vertical line (**|**) in the margin opposite the amended text.

Remarks

The first edition of the Letter Post Manual was published by the International Bureau after the 1994 Seoul Congress to replace volume 2 of the Annotated Acts issued after each Congress from 1940 to 1991. The second edition was published after the 1999 Beijing Congress. This third edition of the Manual includes the provisions of the Universal Postal Convention as revised by the 2004 Bucharest Congress applicable to letter post, those of the Letter Post Regulations as revised by the POC in 2005 and the commentary made by the International Bureau.
The Manual is designed so as to give the reader immediate access to all the information about one and the same matter, viz:

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

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Abbreviations

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

A. Common abbreviations

Add Prot	Additional Protocol to the Constitution of the UPU
adm or administration	postal administration
Agr	Agreement
AI	advice of entry (Giro)
AO	other items or items other than LC in the classification system based on content
AR	advice of delivery
arbit	arbitration
art	article
c	centime
CA	Council of Administration
CCC	Customs Co-operation Council
CCPS	Consultative Council for Postal Studies (up to 1994)
cf	confer (= compare)
circ	circular
cm	centimetre
col	column
comm	commentary
Comm	Committee
Compendium	Compendium of Information (Letter Post, Parcel Post, etc) published by the International Bureau
Conf	Conference
Const or Constitution	Constitution of the Universal Postal Union
Conv or Convention	Universal Postal Convention
dm	decimetre
Doc	Document (of Congresses, Conferences, Executive Council, etc)
doc	document
EC	Executive Council (up to 1994)
ECOSOC	UN Economic and Social Council
EDI	Electronic Data Interchange
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
IBRS	International Business Reply Service
ICAO	International Civil Aviation Organization
id	idem
ISO	International Organization for Standardization
Journal or Periodical	“Union Postale” (quarterly publication of the International Bureau)
kg	kilogramme
km	kilometre
lb (16 oz)	pound avoirdupois (453.59 grammes)
LC	letters and postcards
LDCs	Least developed countries
LP	Letter Post
LTAT	Latest Transport Arrival Time
m	metre
max	maximum
min	minimum
mm	millimetre
mn	minute (of time)
nm	nautical mile (1852 metres)
No	number
oz	ounce (28.3465 grammes) (one-sixteenth of the pound avoirdupois)
p, pp	page(s)
para	paragraph
Periodical	See under Journal
POC	Postal Operations Council
prop	proposal
Prot or Protocol	Final Protocol (to the respective Act)
QSF	Quality of Service Fund
RC	Parcel Post Regulations
rec	recast
Regs	Regulations
RF	Regulations of the Postal Payment Services Agreement
RL	Letter Post Regulations
s	second (time)
S.A.L.	Surface airlifted mail
SPS	Seoul Postal Strategy
t	tonne (1000 kilogrammes)
t-km	tonne-kilometre or kilometric tonne (unit used in connection with conveyance)
T.m.	sea transit
T.t.	land transit

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

B. Abbreviations relating to forms

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

AV	Airmail (until Washington 1989)
C	Convention (until Washington 1989)
CN	Convention (from Seoul 1994)
CP	Parcels
MP	Money Orders (until Seoul 1994)
R	COD (until Seoul 1994)
SFP	Service forms (Postal Financial Services) (from Beijing 1999)
TFP	Forms for the use of the public (Postal Financial Services) (from Beijing 1999)
VD	Insured letters (until Washington 1989)
VP	Giro (until Seoul 1994)

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

Afghanistan
Albania
Algeria
Angola
Antigua and Barbuda
Argentina
Armenia
Australia
– Norfolk Island
Austria
Azerbaijan
Bahamas
Bahrain
Bangladesh
Barbados
Belarus
Belgium
Belize
Benin
Bhutan
Bolivia
Bosnia and Herzegovina
Botswana
Brazil
Brunei Darussalam
Bulgaria (Rep.)
Burkina Faso
Burundi
Cambodia
Cameroon
Canada
Cape Verde
Central African Rep.
Chad
Chile
China (People's Rep.)
– Hongkong, China
– Macao, China
Colombia
Comoros
Congo (Rep.)
Costa Rica
Côte d'Ivoire (Rep.)
Croatia
Cuba
Cyprus
Czech Rep.
Dem. People's Rep. of Korea
Dem. Rep. of the Congo
Denmark
– Faröe Islands
– Greenland
Djibouti
Dominica
Dominican Republic
Ecuador
Egypt
El Salvador
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Fiji
Finland (including the Åland Islands)
France
– French Overseas Departments:
– – French Guiana
– – Guadeloupe (including St Barthélémy and St Martin)
– – Martinique
– – Réunion
– Territorial Community of Mayotte
– Territorial Community of St Pierre and Miquelon
– French Overseas Territories coming within the Union's jurisdiction by virtue of article 23 of the Constitution:
– – French Polynesia (including Clipperton Island)
– – French Southern and Antarctic Territories (St Paul and Amsterdam Islands, Crozet Islands, Kerguelen Islands, Terre Adélie)
– – New Caledonia
– – Wallis and Futuna Islands
– – Scattered islands (Bassas da India, Europa, Juan de Nova, Glorieuses, Tromelin)
Gabon
Gambia
Georgia
Germany
Ghana
Great Britain:
– United Kingdom of Great Britain and Northern Ireland
– Guernsey
– Jersey
– Isle of Man
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
Greece
Grenada
Guatemala
Guinea
Guinea-Bissau
Guyana
Haiti
Honduras (Rep.)
Hungary (Rep.)
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
Libyan Jamahiriya
Liechtenstein
Lithuania
Luxembourg
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Mauritania
Mauritius
Mexico
Moldova
Monaco
Mongolia
Montenegro
Morocco
Mozambique
Myanmar
Namibia
Nauru
Nepal
Netherlands
Netherlands Antilles and Aruba
– Netherlands Antilles (Bonaire, Curaçao, Saba, St Eustatius, St Maarten)
– Aruba
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
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 Niuafo'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
Viet Nam
Yemen
Zambia
Zimbabwe

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

Andorra
Marshall Islands
Micronesia (Federated States of)
Palau

Table of UPU letter-post charges

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

Description of charge	Amount	Observations	Conv Article	Regs Article
1	2	3	4	5
Registration charge	Guideline amount of 1.31 SDR at most	i For each M bag, administrations shall collect, instead of the charge per item, a bulk charge not exceeding five times the amount of the charge per item		RL 132.2
		ii In addition to the charge per item or bulk charge, administrations may collect, from the sender or from the addressee, special charges in accordance with their internal legislation, to take account of any exceptional security measures taken with regard to registered items and insured items		RL 132.3
Charge for exceptional security measures	See “Registration charge”			
Charge for cover against risks due to force majeure	Guideline amount of 0.13 SDR for each registered item			RL 106.3
Recorded delivery charge	Charge less than the registration charge			RL 133.2
Insurance charge	Guideline amount of 0.33 SDR for each 65.34 SDR of insured value or fraction thereof or 0.5% of the scale of the insured value, whatever the country of destination, even in countries which undertake to cover risks of force majeure			RL 134.3.1.2

Description of charge	Amount	Observations	Conv Article	Regs Article
1	2	3	4	5
Express charge	Charge which may not be less than the amount of postage prepayable on an unregistered priority/non priority item, as appropriate, or an unregistered single rate letter, with a guideline amount of 1.63 SDR	For each M bag, administrations shall collect, instead of the charge per item, a bulk charge not exceeding five times the charge per item. When express delivery involves special demands an additional charge may be levied in accordance with the provisions governing items of the same kind in the internal service. If the addressee asks for express delivery, the charge of the internal service may be collected		RL 136.2.1
Additional express charge	See “Express charge”			
Advice of delivery charge	Guideline amount of 0.98 SDR			RL 137.1
Charge for delivery to the addressee in person	Guideline amount of 0.16 SDR			RL 138.2
Charge for delivery of an item free of charges and fees	i Charge whose guideline amount shall be 0.98 SDR collected by the administration of origin			RL 139.2.2
	ii Additional charge whose guideline amount shall be 1.31 SDR per request made after posting, collected by the administration of origin			RL 139.2.3
	iii Commission charge whose guideline amount shall be 0.98 SDR collected for the benefit of the administration of destination			RL 139.2.4
Additional charge (items free of charges and fees)	See “Charge for delivery of an item free of charges and fees”			

Description of charge	Amount	Observations	Conv Article	Regs Article
1	2	3	4	5
Commission charge	See “Charge for delivery of an item free of charges and fees”			
Charge for a request for redirection	Same charge as in internal service			RL 146.3
Charge for redirection	Same charge as in internal service			RL 146.4
Charge for return	Same charge as in internal service			RL 147.3
Charge for a request for withdrawal from the post or alteration or correction of address	Guideline amount of 1.31 SDR			RL 148.4.1
Presentation-to-Customs charge	Guideline amount of 2.61 SDR	For each M bag, administrations shall collect, instead of the charge per item, a bulk charge whose guideline maximum amount shall be 3.27 SDR. The presentation-to-Customs charge is collected only in respect of the presenter to Customs and customs clearance of items on which customs dues or any other dues of a similarnature are payable	18.2	RL 153
Customs clearance fee	Fee based on the actual costs of the operation		18.3	

List of Compendia

1 Letter Post Compendium

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

2 Parcel Post Compendium

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

3 Postal Payment Services Compendium

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

4 Universal Postal List of Localities (UPLL)

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

5 Compendium of Transit Information

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

6 List of Prohibited Articles

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

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

7 Postal Statistics

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

8 General list of airmail services (CN 68)

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

9 List of Airmail Distances

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

10 Multilingual Vocabulary of the International Postal Service

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

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

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

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

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

The single postal territory

Promoting the maintenance of high quality universal postal services and the free circulation of mail across borders, by:
– acting as suppliers and customers to each other;
– relentlessly pursuing continuous improvement in our services, insofar as it affects our international customers;
– working together to fulfil the UPU Mission.

Focus on customers

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

Respect

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

Taking pride in what we do

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

Development

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

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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.

Letter Post Regulations

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

Section A

Rules applicable in common throughout the international postal service

Article 1
Definitions

1 For the purposes of the Universal Postal Convention, the following terms shall have the meanings defined below:

1.1 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;

1.2 closed mail: labelled bag or set of bags or other receptacles sealed with or without lead, containing postal items;

1.3 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;

1.4 postal item: generic term referring to anything dispatched by the Post's services (letter post, parcel post, money orders, etc.);

1.5 terminal dues: remuneration owed to the postal administration of destination by the dispatching postal administration in compensation for the costs incurred in the country of destination for letter-post items received;

1.6 transit charges: remuneration for services rendered by a carrier in the country crossed (postal administration, other service or combination of the two) in respect of the land, sea and/or air transit of mails;

1.7 inward land rate: remuneration owed to the postal administration of destination by the dispatching postal administration in compensation for the costs incurred in the country of destination for parcels received;

1.8 transit land rate: remuneration owed for services rendered by a carrier in the country crossed (postal administration, other service or combination of the two) in respect of the land and/or air transit of parcels through its territory;

1.9 sea rate: remuneration owed for services rendered by a carrier (postal administration, other service or a combination of the two) participating in the sea conveyance of parcels.

■ **Commentary**

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.

Article 2
Designation of the entity or entities responsible for fulfilling the obligations arising from adherence to the Convention

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

■ **Commentary**

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

Article 3
Universal postal service

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

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

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

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

■ **Commentary**

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

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

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

By promoting the development of competition, the general movement towards liberalization and globalization of services has introduced the logic of the market into the postal sector which, accordingly, has reorganized itself on more commercial lines. To remain competitive in this new environment, a growing number of postal administrations 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 postal administrations 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 consider as offering sufficient value-added potential (for instance, in areas which are difficult to get to).

Article 4
Freedom of transit

1 The principle of the freedom of transit is set forth in article 1 of the Constitution. It shall carry with it the obligation for each postal administration to forward always by the quickest routes and the most secure means which it uses for its own items, closed mails and à découvert letter-post items which are passed to it by another administration. This principle shall also apply to missent items or mails.

2 Member countries which do not participate in the exchange of letters containing perishable biological 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 literature 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 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 adms are also obliged to have conveyed by their services, allocated to ordinary postal conveyance, correspondence which is passed on to them by another adm 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. Adms must inform each other through the IB of service prohibitions or restrictions governing the import and transit of parcels.

Article RL 101
Application of freedom of transit

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

Article RL 102
Failure to give freedom of transit

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

Article RL 103
Monetary unit

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

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

■ **Commentary**

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

Article 5
Ownership of postal items. Withdrawal from the post. Alteration or correction of address. Redirection. Return to sender of undeliverable items

1 A postal item shall remain the property of the sender until it is delivered to the rightful owner, except when the item has been seized in pursuance of the legislation of the country of origin or destination and, in case of application of article 15.2.1.1 or 15.3, 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 provide for the redirection of postal items, if an addressee has changed his address, and for the return to sender of undeliverable items. 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, Barbados, Belize, Botswana, Brunei Darussalam, Canada, Hongkong, 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, 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, the Dem. Rep. of the Congo, El Salvador, Panama (Rep.), Philippines and Venezuela 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.1 This information is published in the Letter Post Compendium.

Article 27
Posting abroad of letter-post items

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

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

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

4 A member country shall not be bound to forward or deliver to the addressees letter-post items which senders post or cause to be posted in large quantities in a country other than the country where they reside if the amount of terminal dues to be received is lower than the sum that would have been received if the mail had been posted in the country where the senders reside. The administration of destination may claim from the administration of posting payment commensurate with the costs incurred and which may not exceed the higher of the following two amounts: either 80% of the domestic tariff for equivalent items, or 0.14 SDR per item plus 1 SDR per kilogramme. If the administration of posting does not agree to pay the amount claimed within a time limit set by the administration of destination, the administration of destination may either return the items to the administration of posting and shall be entitled to claim reimbursement of the redirection costs, or handle them in accordance with its own legislation.

Prot Article XIII
Posting abroad of letter-post items

1 The postal administrations of Australia, Austria, United Kingdom of Great Britain and Northern Ireland, Greece, New Zealand and United States of America reserve the right to impose a charge, equivalent to the cost of the work it incurs, on any administration which, under the provisions of article 27.4, sends to it items for disposal which were not originally dispatched as postal items by their services.

2 Notwithstanding article 27.4, the postal administration of Canada reserves the right to collect from the administration of origin such amount as will ensure recovery of not less than the costs incurred by it in the handling of such items.

3 Article 27.4 allows the postal administration of destination to claim, from the administration of posting, appropriate remuneration for delivering letter-post items posted abroad in large quantities. Australia and the United Kingdom of Great Britain and Northern Ireland reserve the right to limit any such payment to the appropriate domestic tariff for equivalent items in the country of destination.

4 Article 27.4 allows the postal administration of destination to claim, from the administration of posting, appropriate remuneration for delivering letter-post items posted abroad in large quantities. The following countries reserve the right to limit any such payment to the limits authorized in the Regulations for bulk mail: Bahamas, Barbados, Brunei Darussalam, China (People's Rep.), United Kingdom of Great Britain and Northern Ireland, Overseas Dependent Territories of the United Kingdom, Grenada, Guyana, India, Malaysia, Nepal, Netherlands, Netherlands Antilles and Aruba, New Zealand, Saint Lucia, Saint Vincent and the Grenadines, Singapore, Sri Lanka, Suriname, Thailand and United States of America.

5 Notwithstanding the reservations under 4, the following countries reserve the right to apply in full the provisions of article 27 of the Convention to mail received from Union member countries: Argentina, Austria, Benin, Brazil, Burkina Faso, Cameroon, Côte d'Ivoire (Rep.), Cyprus, Denmark, Egypt, France, Germany, Greece, Guinea, Israel, Italy, Japan, Jordan, Lebanon, Luxembourg, Mali, Mauritania, Monaco, Morocco, Norway, Portugal, Saudi Arabia, Senegal, Syrian Arab Rep. and Togo.

6 In application of article 27.4 the postal administration of Germany reserves the right to request the postal administration of the mailing country to grant compensation of the amount it would receive from the postal administration of the country of which the sender is resident.

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

Section B

Security and violations

Article 9
Postal security

1 Member countries 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 include the exchange of information on maintaining the safe and secure transport and transit of mails between member countries.

■ **Commentary**

9 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.

Article RL 104
Postal security

1 The postal security strategy implemented by postal administrations 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.

Article 11
Violations

1 Postal items

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

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

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

2 Means of postal prepayment and postal payment itself

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

2.1.1 postage stamps, in circulation or withdrawn from circulation;

2.1.2 prepayment impressions;

2.1.3 impressions of franking machines or printing presses;

2.1.4 international reply coupons.

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

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

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

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

2.2.4 any attempt to commit any of these violations.

3 Reciprocity

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

Section C

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

Article 6
Charges

1 The charges for the various international postal and special services shall be set by the postal administrations in accordance with the principles set out in the Convention and the Regulations. They shall in principle be related to the costs of providing these services.

2 The administration of origin 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 Postal administrations shall be authorized to exceed any guideline charges appearing in the Acts.

5 Above the minimum level of charges laid down in 3, postal administrations may allow reduced charges based on their internal legislation for letter-post items and parcels posted in their 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 postal administration shall retain the charges which it has collected.

■ **Commentary**

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

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

6.7 As regards the Conv, the exceptions are mentioned below:
– RL 139 (commission and other possible postal charges for items to be delivered free of charge);
– RL 142 (value of reply coupons exchanged against postage stamps for other adms).

Prot Article II
Charges

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

Article RL 105
Postage charges

1 Guideline postage charges are given in the table below:

Category	Weight	Guideline charges for items for the least expensive geographical zone	Guideline charges for items for the most expensive geographical zone
1	2	3	4
		SDR	SDR
1.1	Charges in the system based on speed:		
Priority items	up to 20 g	0.43	0.62
	above 20 g up to 100 g	0.96	1.53
	above 100 g up to 250 g	1.80	3.14
	above 250 g up to 500 g	3.54	6.22
	above 500 g up to 1000 g	5.99	10.83
	above 1000 g up to 2000 g	9.55	19.33
	per additional step of 1000 g	5.66 (optional)	8.67 (optional)
Non-priority items	up to 20 g	0.37	0.43
	above 20 g up to 100 g	0.67	0.99
	above 100 g up to 250 g	1.33	1.71
	above 250 g up to 500 g	2.60	3.43
	above 500 g up to 1000 g	4.33	5.68
	above 1000 g up to 2000 g	6.99	10.43
	per additional step of 1000 g	3.86 (optional)	5.42 (optional)
1.2	Charges in the system based on contents:		
Letters	up to 20 g	0.34	0.51
	above 20 g up to 100 g	0.83	1.42
	above 100 g up to 250 g	1.97	3.26
	above 250 g up to 500 g	3.71	5.97
	above 500 g up to 1000 g	6.62	11.31
	above 1000 g up to 2000 g	11.53	20.15
	per additional step of 1000 g	6.02 (optional)	7.75 (optional)

Category	Weight	Guideline charges for items for the least expensive geographical zone	Guideline charges for items for the most expensive geographical zone
1	2	3	4
		SDR	SDR
Postcards		0.27	0.38
Printed papers	up to 20 g	0.23	0.36
	above 20 g up to 100 g	0.60	1.05
	above 100 g up to 250 g	1.29	2.52
	above 250 g up to 500 g	2.33	4.82
	above 500 g up to 1000 g	4.44	9.05
	above 1000 g up to 2000 g	7.52	14.58
	per additional step of 1000 g	3.44	5.10
Small packets	up to 100 g	0.70	1.16
	above 100 g up to 250 g	1.40	2.52
	above 250 g up to 500 g	2.52	4.73
	above 500 g up to 1000 g	4.29	7.85
	above 1000 g up to 2000 g	6.36	13.16
	per additional step of 1000 g	4.80 (optional)	10.40 (optional)

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

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

4 In the system based on contents, the combining in one item of articles on which different charges are payable shall be authorized on condition that the total weight does not exceed the maximum weight of the category whose weight limit is the highest. The charge applicable on such an item shall, at the option of the originating administration, be that of the category with the highest rate or the sum of the separate charges applicable to each article in the item. Such items shall bear the endorsement “Envois mixtes” (“Combination mailing”).

■ **Commentary**

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

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

Article RL 106
Special charges

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

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

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

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

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

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

2.5 Poste restante charge collected from the addressee; in the event of return to sender or redirecting of a parcel, the amount passed on may not exceed the amount set in the Parcel Post Regulations.

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

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

■ **Commentary**

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

Article RL 107
Conditions of application of postage charges

1 Member countries which by reason of their internal system are unable to adopt the metric-decimal system of weight may use suitable equivalents of their internal system.

2 Member countries may modify the weight-step structure shown in article RL 105.

2.1 For any category, the last weight step shall not exceed the maximum weight shown in article RL 121.

3 Member countries which have abolished postcards, printed papers or small packets as separate categories of item in their internal service may do the same in respect of mail for abroad.

4 The charges applicable to priority letter-post items shall include any additional costs of fast transmission.

5 Administrations that apply the system based on the contents of letter-post items shall be authorized:
5.1 to collect air surcharges for letter-post airmail items;
5.2 to collect for surface air-lifted "S.A.L." items with reduced priority surcharges lower than those which they collect for airmail items;
5.3 to fix combined charges for the payment of airmail items and S.A.L. items, taking into account the cost of the postal services rendered by them and the cost of air conveyance.

6 The surcharges shall be related to the air conveyance dues and shall be uniform for at least the whole of the territory of each country of destination whatever the route used; in calculating the air surcharge for a letter-post airmail item, administrations shall be authorized to take into account the weight of any forms used by the public which may be attached to the item.

7 The administration of origin may allow, for letter-post items containing:
7.1 newspapers and periodicals published in its country, a reduction of not more than 50% in principle of the tariff applicable to the category of items used;
7.2 books and pamphlets, music scores and maps, provided they contain no publicity matter or advertisement other than that appearing on the cover or the fly leaves, the same reduction as that provided for under 7.1.

8 Postal administrations have the right to restrict the reduction provided for in 7 to newspapers and periodicals which fulfil the conditions required by internal regulations for transmission at the tariff for newspapers. This reduction shall not extend to commercial printed papers such as catalogues, prospectuses, price lists, etc., no matter how regularly they are issued. The same shall apply to advertisements printed on sheets annexed to newspapers and periodicals. The reduction shall still be possible, however, in the case of detached advertising inserts to be considered as integral parts of the newspaper or periodical.

9 The administration of origin may apply to non-standardized items charges different from those applicable to standardized items defined in article RL 128.

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

■ **Commentary**

107.3 Adms may abolish printed papers and small packets, as well as postcards, as separate categories of letter-post items. They may also partly abolish these categories (eg they may abolish printed papers in general but keep the category for newspapers and periodicals or for books). The option of abolishing certain letter-post categories may be used by adms that classify items according to systems other than the traditional one, but it may be used even within the framework of the traditional system. In this case the letter charges are always applicable, except in cases where the conditions for lower charges are satisfied.

Adms which have abolished postcards, but not printed papers, as a separate category of letter-post item must therefore apply the printed-paper rate to such cards for abroad if they satisfy the conditions laid down for printed papers.

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

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

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

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

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

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

Prot Article RL IV
Conditions of application of postage charges

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

Article RL 108
Calculation of surcharges for airmail items

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

Article RL 109
Equivalents

1 Administrations 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 postal administrations. To this end each administration 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 Postal administrations 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 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 administration shall notify the International Bureau direct of the equivalent it has adopted for the indemnities prescribed in the event of loss of a registered item or registered M bag.

■ **Commentary**

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

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

Article 7
Exemption from postal charges

1 Principle

1.1 Cases of exemption from postal charges, as meaning exemption from postal prepayment, shall be expressly laid down by the Convention. Nonetheless, the Regulations may provide for both exemption from postal prepayment and exemption from payment of transit charges, terminal dues and inward rates for letter-post items and postal parcels relating to the postal service sent by postal administrations and Restricted Unions. Furthermore, letter-post items and postal parcels sent by the UPU International Bureau to Restricted Unions and postal administrations shall be considered to be items relating to the postal service and shall be exempted from all postal charges. However, the administration of origin 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 financial 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 financial 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 financial 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 postal administrations, 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 Literature for the blind

3.1 Literature for the blind shall be exempt from all postal charges, with the exception of air surcharges.

Prot Article III
Exception to the exemption of literature for the blind from postal charges

1 Notwithstanding article 7, the postal administrations of Indonesia, Saint Vincent and the Grenadines and Turkey, which do not concede exemption from postal charges to literature 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 Notwithstanding article 7, the postal administrations of 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 to literature for the blind in their internal service.

Article RL 110
Exemption from postal charges on postal service items

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

2 Letter-post items relating to the postal service shall be exempt from all postal charges, with the exception of air surcharges, if they are:
2.1 exchanged between bodies of the Universal Postal Union and bodies of the Restricted Unions;
2.2 exchanged between bodies of those Unions;
2.3 sent by such bodies to postal administrations or their offices.

■ **Commentary**
110.2 The IB and the Restricted Unions are not exempt from payment of surcharges on priority items or airmail items because it would not be right to ask the adm of their host country to bear the air conveyance costs alone. In addition, it would not be wise to ask airlines to carry priority items and airmail items relating to the postal service free of charge, as these companies might, in turn, ask for exemption from postal charges for certain items. Items sent by the IB and the Restricted Unions are exempted from transit charges and terminal dues; see art RL 203.4.1.

Article RL 111
Application of exemption from postal charges to bodies concerned with prisoners of war and civilian internees

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

1.1 the Information Bureaux provided for in article 122 of the Geneva Convention of 12 August 1949 relative to the treatment of prisoners of war;
1.2 the Central Prisoner-of-War Information Agency provided for in article 123 of the same Convention;
1.3 the Information Bureaux provided for in article 136 of the Geneva Convention of 12 August 1949 relative to the protection of civilian persons in time of war;
1.4 the Central Information Agency provided for in article 140 of the latter Convention.

Article RL 112
Marking of items sent free of postal charges

1 Items exempt from postal charges shall bear, on the address side in the top right-hand corner, the following indications, which may be followed by a translation:
1.1 “Services des postes” (Postal service) or a similar indication for the items mentioned in article 7.1 of the Convention and article RL 110;
1.2 “Service des prisonniers de guerre” (Prisoners-of-war service) or “Service des internés civils” (Civilian internees service) for the items mentioned in article 7.2 of the Convention and article RL 111 and the forms relating to them;
1.3 “Cécogrammes” (Literature for the blind) for the items mentioned in article 7.3 of the 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 solely by a competent issuing authority, in conformity with the Acts of the UPU. The issue of stamps shall also include putting them into circulation;
2.2 shall be a manifestation of sovereignty and shall constitute;
2.2.1 proof of prepayment of the postage corresponding to their intrinsic value when affixed to postal items, in conformity with the Acts of the Union;
2.2.2 a source of supplementary revenue for postal administrations, as philatelic items;
2.3 must be in circulation, for postal prepayment or for philatelic purposes, in the territory of origin of the issuing postal administration.

3 As a manifestation of sovereignty, postage stamps shall comprise:
3.1 the name of the member country or territory to which the issuing postal administration is subject, in roman letters;
3.1.1 optionally, the official emblem of the member country to which the issuing postal administration is subject;
3.1.2 in principle, their face value in roman letters or arabic numerals;
3.1.3 optionally, the word "Postes" (Postage) in roman or other letters.

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 country to which the issuing postal administration is subject, or contribute to the dissemination of culture or to maintaining peace;
5.3 have, when commemorating leading figures or events not native to the country or territory to which the issuing postal administration is subject, 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 country to which the issuing postal administration is subject or to that postal administration.

6 Postage stamps may contain as the subject of intellectual property rights:

6.1 an indication of the issuing postal administration's entitlement to use the intellectual property rights concerned, such as:

6.1.1 copyright, by affixing the copyright sign ©, indicating ownership of the copyright and mentioning the year of issue;

6.1.2 a mark registered in the territory of the member country to which the issuing postal administration is subject, by affixing the registered trademark symbol ® after the mark;

6.2 the name of the artist;

6.3 the name of the printer.

7 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 postal administration.

■ **Commentary**

8 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 adms only are competent to issue stamps denoting payment of postage. Adms mean both those of UPU member countries and territories and those of countries which are not members, as well as the adm of the United Nations.

8.3 It is left entirely up to adms to choose the colour of postage stamps.
The text of this para does not prevent the name of the postal adm of origin being shown on postage stamps rather than the name 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 adms to 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 was revised by the Beijing Congress (recommendation C 70).

Article RL 113
Postage stamps. Notification of issues and exchange between administrations

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

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

■ **Commentary**

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

Article RL 114
Prepayment. Methods of denoting prepayment

1 Principle

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

2 Methods of denoting prepayment

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

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

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

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

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

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

Article RL 115
Characteristics of postage stamps and postal prepayment or franking impressions

1 Postage stamps and postal prepayment impressions

1.1 Postage stamps and postal prepayment impressions may be of any shape provided that, in principle, their vertical or horizontal dimensions are not less than 15 mm nor more than 50 mm.

1.2 They may be distinctively marked with punched perforations or embossed impressions produced by means of an embossing stamp, subject to the conditions laid down by the administration which has issued them, provided

that those processes do not interfere with the clarity of the particulars prescribed in article 8 of the Convention.

1.3 Commemorative or charity postage stamps may bear an indication of the year of issue in arabic numerals. Similarly, they may bear an inscription in any language to indicate the occasion for which they are issued. When a supplementary charge is payable in addition to their postage value, they shall be so designed as to leave no doubt about that value.

2 Franking machine impressions

2.1 Postal administrations may use themselves or authorize the use of postal franking machines reproducing on items the name of the country of origin and the postage value, as well as the name of the place of origin and the date of posting. However, the last two items of information shall not be compulsory. For franking machines used by postal administrations themselves, the postage value may be replaced by an indication that postage has been prepaid, for example in the form: “Taxe perçue” (Charge collected).

2.2 Impressions produced by postal franking machines shall, in principle, be bright red. However, postal administrations may permit that the impressions produced by franking machines may be made in a colour other than bright red. The impressions of any publicity slogans used with the franking machines may also be produced in a colour other than red.

2.3 The names of the country and place of origin shall be given in roman letters, which may be supplemented by the same information in other letters. The postage value shall be shown in arabic figures.

3 Franking impressions

3.1 Franking impressions obtained from a printing press or by another printing or stamping process shall bear the name of the country of origin and, if appropriate, of the office of posting in roman letters, which may be supplemented by the same information in other letters. They shall also bear an indication that postage has been prepaid, for example in the form “Taxe perçue” (Charge collected). In every case, the phrase adopted shall be shown in bold letters in a space the area of which shall not be less than 300 mm^2. The date-stamp, if used, shall not appear in this space.

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

■ **Commentary**

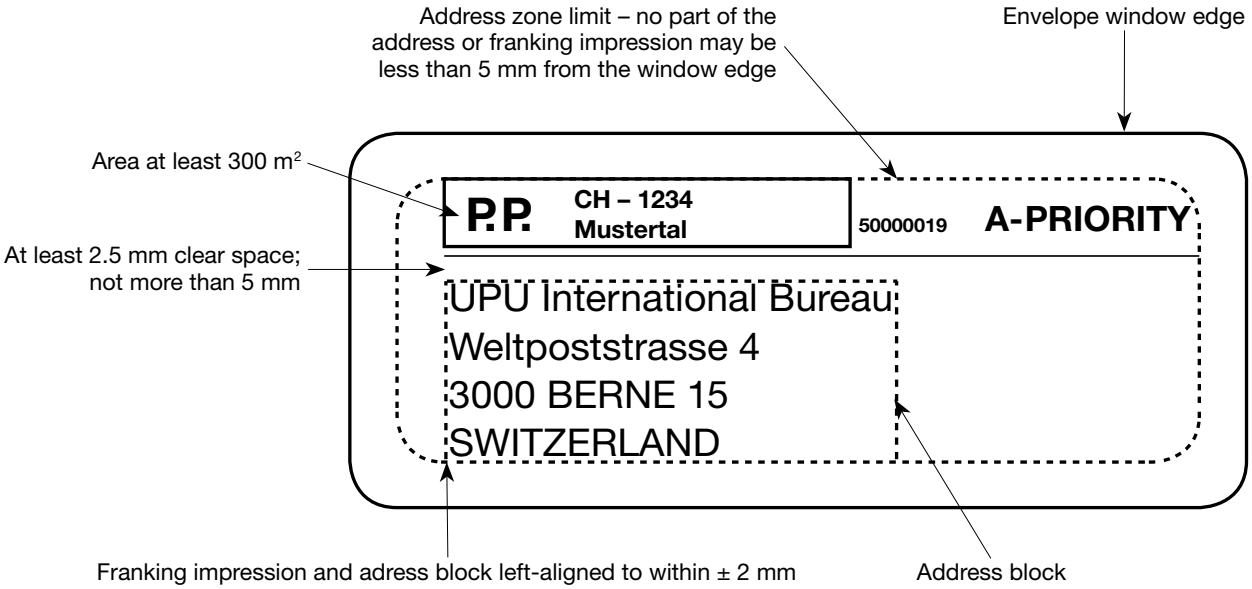
115.1.1 For the sake of rationalization, adms are recommended to issue square, rectangular or triangular stamps.

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

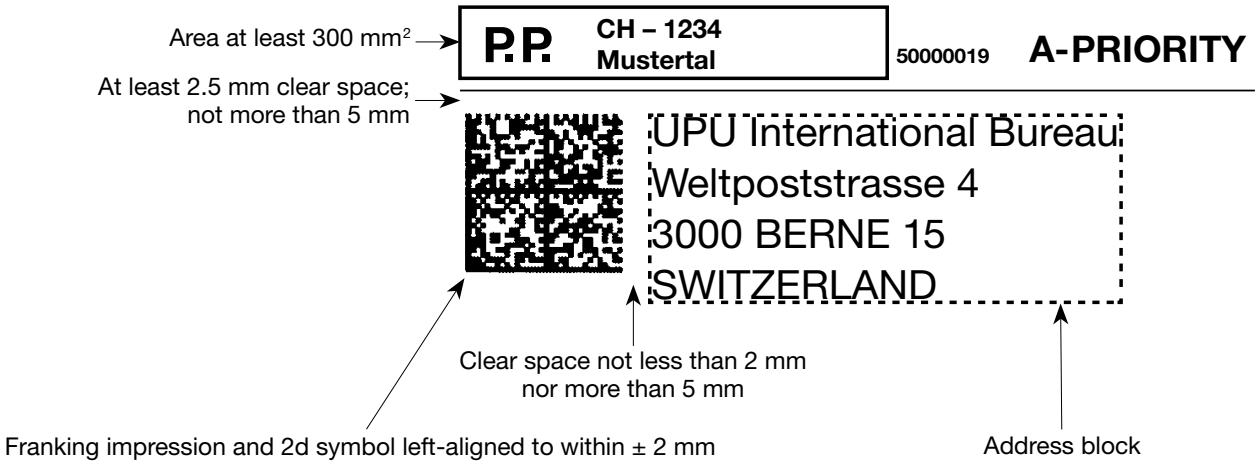
115.2.2 Bright red is also recommended for postal franking impressions or stamps used by post offices for indicating that postage has been fully paid, eg “Taxe perçue”.

115.3.1bis Examples of franking impressions obtained from an electronic printing process:

Example 1 – Without S28-compliant 2d symbol



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



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

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

Article RL 116
Suspected fraudulent use of postage stamps or postal prepayment or franking impressions

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

1.1 When, in outgoing mail, an intentional violation concerning means of postal prepayment is suspected and the sender is not known, the stamp or impression shall not be tampered with in any way. The item, accompanied by an advice, shall be sent to the delivery office in an officially registered envelope. A copy of the advice shall be forwarded, for information, to the administrations of the countries of origin and of destination. Any administration may ask, through notification of the International Bureau, for these advices concerning its service to be sent to its central administration or to a specially appointed office.

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

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

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

■ **Commentary**
116.3 This information is published in the Letter Post Compendium.

Article RL 117
Application of the date-stamp

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

2 The application of the date-stamp shall not be compulsory:
2.1 for items franked by means of impressions of postal franking machines if the name of the place of origin and the date of posting appear on these impressions;
2.2 for items franked by means of impressions obtained by a printing press or by any other printing or stamping process;
2.3 for unregistered reduced-rate items, provided that the place of origin is shown on these items;
2.4 for letter-post items relating to the postal service as listed in article 7.1 of the Convention and article RL 110.

3 All postage stamps valid for prepayment shall be cancelled.

4 Unless administrations have prescribed cancellation by means of a special stamp impression, postage stamps left uncancelled through error or omission in the service of origin shall be cancelled by the office which detects the irregularity, using one of the following means:
4.1 with a thick line in ink or indelible pencil;
4.2 using the edge of the date-stamp in such a way that the name of the post office is not identifiable.

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

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

Article RL 118
Unpaid or underpaid items

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

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

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

4 Notwithstanding the provisions of paragraph 3, the administration of origin shall not be obliged to forward to the countries of destination the following categories of items when they have been posted in posting boxes or other installations of the postal administration:
4.1 unpaid or underpaid items on which the sender is not indicated or whose sender cannot be identified;
4.2 unpaid postcards bearing labels or marks purporting to certify that postage has been paid.

5 Notwithstanding the provisions of paragraph 9, the administration of origin shall not be obliged to forward to the countries of destination unpaid postcards bearing labels or marks purporting to certify that postage has been paid when such postcards have been posted in posting boxes or other installations of the postal administration.

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

7 An administration of origin which wants missing postage to be collected from the addressee shall follow the procedure described in 8 and 10. Unpaid or underpaid items submitted to this procedure shall be liable to a special charge,

payable by the addressee or, in the case of returned items, by the sender, calculation of which is defined in 11.

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

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

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

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

12 If the fraction laid down under 8 has not been shown beside the T stamp by the administration of origin or the reforwarding administration in the case of non-delivery, the administration of destination may deliver the underpaid item without collecting a charge.

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

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

■ **Commentary**

118.6 Adms of origin decide on their own policy regarding transmission of items which it is not possible to have regularized by the senders. They may decide to send priority items, surcharged airmail items and

surcharged S.A.L. items as priority mail, by air or as S.A.L., respectively, if the charges paid represent at least the difference between the charge for a priority item and the charge for a non-priority item or, as appropriate, the surcharge or the difference between the charge for an airmail or S.A.L. item and the charge for a surface item. They may also decide to send these items by priority means or by air when the charges paid represent at least 75% of the surcharge or 50% of the combined charge. In this case, below these limits, the items are forwarded by means of transport normally used for non-priority items or unsurcharged items.

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

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

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

Article RL 119
Prepayment and stamping of items posted on board ship

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

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

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

■ **Commentary**

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

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

Section D

Basic services

Article 12
Basic services

1 Member countries shall ensure the acceptance, handling, conveyance and delivery of 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 literature 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 Member countries shall also ensure the acceptance, handling, conveyance and delivery of 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 country whose postal administration 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, countries which, prior to 1 January 2001 were not parties to the Postal Parcels Agreement shall not be obliged to provide the postal parcels service.

■ **Commentary**
12.2 All adms must, as adms of destination and of transit, handle the categories of letter post listed in this art.

Prot Article IV
Basic services

1 Notwithstanding the provisions of article 12, Australia does not agree to the extension of basic services to include postal parcels.

2 The provisions of article 12.2.4 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.

Prot Article V
Small packets

1 Notwithstanding article 12 of the Convention, the postal administration of Afghanistan shall be authorized to limit the maximum weight of inward and outward small packets to one kilogramme.

Article RL 120
Basic services

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

2 In the classification system based on the speed of treatment of items, the latter are divided into:
2.1 priority items, i.e. items conveyed by the quickest route (air or surface) with priority;
2.2 non-priority items, i.e. items for which the sender has chosen a lower rate, implying a longer delivery time.

3 In the classification system based on contents:
3.1 items conveyed by air with priority shall be called “airmail items”;
3.2 surface items conveyed by air with reduced priority shall be called “S.A.L. items”.

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

5 Mail consisting of items posted in bulk by the same sender and received in the same dispatch or in separate dispatches, in accordance with the conditions specified in article RL 124.8, shall be called “bulk mail”.

■ **Commentary**

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

Article RL 121
Particulars relating to limits of weight

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

1.1.1 In relations between administrations where both admit such items from their customers.

1.1.2 For items containing books and pamphlets, the administration of origin having the option of admitting such items.

1.2 In the system based on contents:

1.2.1 Letters and small packets may weigh up to 5 kilogrammes in relations between administrations where both admit such items from their customers.

1.2.2 Printed papers may weigh up to 5 kilogrammes, the administration of origin having the option of admitting such items.

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

3 The items sent on postal service as mentioned in article 7.1 of the Convention and article RL 110 shall not be subject to the limits of weight laid down in article 12 of the Convention and 1 and 2 above. However, they shall not exceed the maximum weight of 30 kilogrammes per bag.

4 Administrations may apply to letter-post items posted in their countries the maximum limit of weight laid down for articles of the same kind in their internal service provided that such items do not exceed the limit of weight mentioned in article 12 of the Convention and 1 and 2 above.

■ **Commentary**

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

Prot Article RL I
Printed papers. Maximum weight

1 Notwithstanding article RL 121.1.2, the postal administrations of Canada and Ireland shall be authorized to limit to 2 kilogrammes the maximum weight of inward and outward printed papers.

Article RL 122
Limits of size

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

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

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

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

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

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

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

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

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

3bis The limits of size in this article shall not apply to postal service items as mentioned in article 7.1 of the Convention and article RL 110.

Article RL 123
Conditions of acceptance of items. Make-up. Packing

1 Items shall be made up securely and in such a way that there is no risk of other items getting trapped in them. The packing shall be adapted to the shape and nature of the item and the conditions of transport. In the case of letters and small packets, it must ensure the integrity of the contents during transport. Every item shall be made up in such a way as not to affect the health of officials. The make-up shall prevent any danger if the item contains articles of a kind likely to injure officials called upon to handle it or soil or damage other items or postal equipment. Metal fasteners used for closing items shall not have sharp edges, nor shall they hamper the execution of the postal service.

1.1 Postal administrations may agree to exchange bulk items, which have not been wrapped or packed. The dispatching postal administration and the administration of destination shall set by mutual agreement the conditions of posting of such items.

2 The UPU Id-tag, as defined in Standard S18 in the Technical Standards Manual, may be applied to letter-post items to facilitate mail processing in both origin and destination countries and to support the exchange of processing infor-

mation between the postal administrations involved. The Id-tag shall be applied, under the authority of the postal administration, in accordance with the specifications adopted by the Postal Operations Council and the provisions of Standards S18 and S19 in the UPU Technical Standards Manual. To maximize the readability of the Id-tag, administrations:

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

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

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

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

3.2 The addressee's address shall be written on the item lengthwise and, if the item is an envelope, on the plain side which is not provided with the closing flap. For items exceeding the size limits for standardized items as defined in article RL 128, the address may be written parallel to the width of the item.

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

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

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

- Example:

```
Monsieur
Pierre Noir
Rue du Midi 26
1009 PULLY
SWITZERLAND
```

3.6 The name and address of the sender shall be shown on the item with the postcode number or delivery zone number, if any. When they appear on the address side of the envelope, these indications shall be placed in the top left-hand corner and should be sufficiently separated from the addressee's address to avoid any misunderstanding.

3.7 The addresses of the sender and the addressee shall be shown in an appropriate manner inside the item and as far as possible on the contents. This applies particularly to unsealed items.

3.8 Customers posting items in bulk of the same shape and weight may be requested to bundle them by postcode or delivery zone number so that they can be processed as speedily as possible in the country of destination. The administration of destination may request this degree of sortation subject to agreement by the administration of origin.

4 Except as otherwise provided in these Regulations, service instructions and labels shall be placed on the address side of the item. They shall be positioned in so far as possible in the top left-hand corner, beneath the sender's name and address where these are given. The service instructions shall be written in French or in some other language generally known in the country of destination. A translation of the instructions in the language of the country of origin may also be given.

- Example:

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

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

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

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

■ Example:

```
Mademoiselle
Louise Bertholet
Poste restante
1211 GENEVA 13
SWITZERLAND
```

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

■ Example:

```
Monsieur
Pierre Sansonnens
or occupant
Rue Pinet 10
1001 LAUSANNE
SWITZERLAND
```

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

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

■ **Commentary**

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

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

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

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

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

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

Article RL 124
Special provisions applicable to each category of items

1 Priority/non-priority items and letters

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

2 Aerogrammes

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

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

2.3 Each administration shall fix, within the limits defined in article RL 122.3, the conditions of issue, manufacture and sale of aerogrammes.

3 Postcards

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

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

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

3.4 The right-hand half at least of the front shall be reserved for the address of the addressee, for prepayment and for service instructions or labels. The sender may make use of the back and of the left-hand half of the front.

3.5 Postcards not complying with the regulations for that category shall be treated as letters, except when the irregularity derives only from showing the prepayment on the back. Such cards shall be regarded as unpaid and treated accordingly.

4 Printed papers

4.1 Reproductions on paper, cardboard or other materials commonly used in printing produced in several identical copies by means of a process authorized by the administration of origin may be sent as printed papers. Printed papers which do not comply with this definition may also be admitted in the international service if they are admitted in the internal service of the country of origin.

4.2 Printed papers shall bear in bold letters on the address side, in so far as possible in the top left-hand corner, beneath the sender's name and address where these are given, the expression "Imprimé" or "Imprimé à taxe réduite" as appropriate or their equivalents in a language known in the country of destination. These markings shall constitute indication that the items contain only printed papers.

4.3 Printed papers satisfying both the general conditions applicable to printed papers and those applicable to postcards shall be admitted unenclosed at the printed paper rate, even if they bear the title "Carte postale" (Postcard) or the equivalent of this title in any language.

4.4 Several printed papers may be sent together in a single item provided that they do not bear the names and addresses of different addressees. Administrations of origin may limit printed papers sent in this way to those stemming from a single sender.

4.5 It shall be permitted to enclose with all printed papers a card, envelope or wrapper bearing the printed address of the sender of the item or his agent in the country of posting or destination of the original item; the enclosure may be prepaid for return by means of postage stamps or postal prepayment impressions of the country of destination of the original item.

4.6 The administration of origin may authorize annotations or enclosures on the basis of its internal legislation.

4.7 Printed papers shall be made up in such a way that their contents are sufficiently protected while permitting quick and easy verification. The conditions shall be determined by the administration of origin.

4.8 Administrations may authorize the closing of bulk-posted printed papers, issuing for that purpose a permit to users who make a request for one. In such cases, the number of the permit shall be shown below the indication "Imprimé" (Printed papers) or "Imprimé à taxe réduite" (Reduced-rate printed papers).

4.9 Alternatively, administrations of origin shall be allowed to permit the closing of all printed papers without authorization if in their internal service no special conditions of closing are required.

4.10 Printed papers may be inserted in closed plastic wrapping, either transparent or opaque, on the conditions laid down by the administration of origin.

4.11 Sealed printed papers may be opened for verification of their contents.

5 Literature for the blind

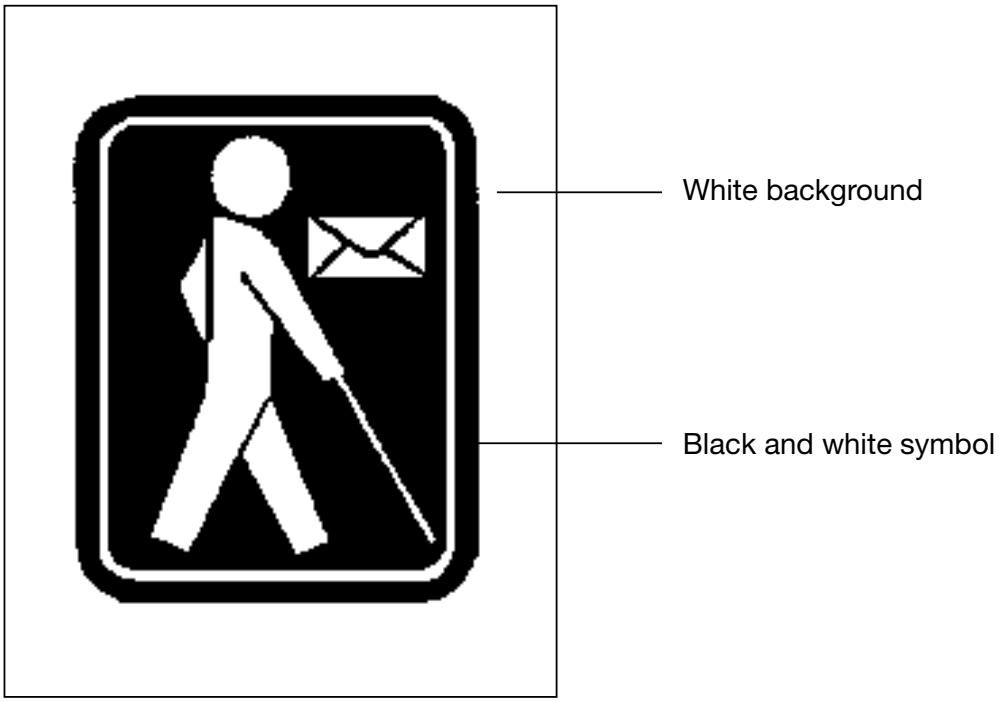
5.1 Letters bearing writing used by the blind, posted unsealed, and plates bearing the characters of writing used by the blind may be sent as literature for the blind. The same shall apply to sound recordings and to the special paper intended solely for the use of the blind, provided that they are sent by or addressed to an officially recognized institute for the blind.

5.2 Administrations of origin shall have the option of admitting as literature for the blind sound recordings sent by a blind person or addressed to a blind person if this option exists in their internal service.

5.3 Administrations of origin shall be allowed to admit as literature for the blind items admissible as such in their internal service.

5.4 Literature for the blind shall be made up in such a way that its contents are sufficiently protected while permitting quick and easy verification.

5.5 The postal administrations shall recommend that their customers furnish their literature for the blind, on the side which bears the addressee's address, with a white label with the following symbol:



(Size 52 x 65 mm)

6 Small packets

6.1 Small packets shall bear in bold letters on the address side, in so far as possible in the top left-hand corner, if applicable beneath the sender's name and address, the expression "petit paquet" (small packet) or its equivalent in a language known in the country of destination. Indication of the sender's address on the outside of the item shall be obligatory.

6.2 It shall also be permitted to enclose therein any other document having the character of current and personal correspondence. However, such documents may not be addressed to an addressee nor stem from a sender other than those of the small packet. In addition the internal regulations of the administration concerned must authorize such enclosure. The administration of origin shall decide whether the document or documents enclosed fulfil these conditions. It shall lay down such other conditions as may be appropriate relating to authorized enclosures.

6.3 No special conditions of closing shall be required for small packets; items designated as such may be opened for verification of their contents.

7 M bags

7.1 Certain other articles may also be admitted in M bags, provided the following conditions of entry are met:

7.1.1 the articles (disks, tapes, and cassettes; commercial samples shipped by manufacturers and distributors; or other non-dutiable commercial articles or informational materials that are not subject to resale) are affixed to or otherwise combined with the accompanying printed papers;

7.1.2 the articles relate to the printed papers with which they are being mailed;

7.1.3 the weight of each item which contains articles mentioned in 7.1.1 in combination with printed papers does not exceed two kilogrammes;

7.1.4 the M bags are accompanied by a CN 22 or CN 23 customs form prepared by the sender in accordance with the provisions laid down in article RL 152.4.

7.2 The addressee's address shall be shown on each packet of printed papers included in a special bag and sent to the same addressee at the same address.

7.3 Every M bag shall be furnished with a rectangular address label provided by the sender and giving all the information concerning the addressee. The address label shall be made of sufficiently rigid canvas, strong cardboard, plastic, parchment, or paper glued to wood and shall be provided with an eyelet. It shall not be smaller than 90 x 140 mm with a tolerance of 2 mm.

7.4 The total amount of prepayment for M bags shall be shown on the address label on the bag.

7.5 With the agreement of the postal administration of destination, packets of printed papers may also be admitted as M bags when they are not packed in a bag. Such packets shall be marked very visibly with a letter M near the addressee's address. The nature of the contents shall be indicated directly on the item (CN 22/CN 23).

8 Bulk mail

8.1 Bulk items shall be characterized by:

8.1.1 the receipt, in the same mail or in one day when several mails are made up per day, of 1,500 or more items posted by the same sender;

8.1.2 the receipt, in a period of two weeks, of 5,000 or more items posted by the same sender.

8.2 Under the terms of this article, the sender of the bulk items shall be considered to be the person or organization that actually posts the items.

8.3 If need be, the sender may be identified by any common characteristic of the items or any indication made on the items (for example, return address, name, mark or stamp of the sender, postal authorization number, etc.).

■ **Commentary**

124.1.1 Rectangular" includes "square".

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

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

124.4.1 Photographs are admitted as printed papers.

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

124.4.5 This exception to art 15.7.1.2 prior to the creation of the IBRS service enables the adm of origin to permit the posting of printed papers containing a card, envelope or wrapper for the reply prepaid by means of postage stamps or postal prepayment impressions of the country where it will be posted.

124.4.6 The following may be shown on printed papers, by any process:
- the name and address of the sender and the addressee with or without the title, profession and style;
- the place and date of dispatch of the item;
- serial or registration numbers.

In addition to these particulars it is permitted:
- to delete, mark or underline certain words or certain parts of the printed text;
- to correct printing errors.

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

It is also permissible to show or to add:
- on order forms, subscription forms or offers in respect of published works, books, pamphlets, newspapers, engravings, musical scores: the works and the number of copies asked for or offered, the price of the works and notes giving essential elements of the price, the method of payment, the edition, the names of the authors and of the publishers, the catalogue number and the words "paper-backed", "stiff-backed" or "bound";
- on the forms used by the lending services of libraries: the titles of the works, the number of copies asked for or sent, the names of the authors and of the publishers, the catalogue numbers, the number of days allowed for reading, the name of the person wishing to consult the work in question;
- on picture postcards, on printed visiting cards and on printed cards expressing congratulations or condolences: conventional formulas of courtesy expressed in five words or five initials at the most;

– on printed literary and artistic productions: a dedication consisting of a simple conventional tribute;
– on cuttings from newspapers and periodicals: the title, date, number and address of the publication from which the art is taken;
– on printing proofs: alterations and additions concerned with the correction, layout and printing, as well as notes such as “Passed for press”, “Read – Passed for press” or any similar note concerned with the production of the work. In case of lack of space the additions may be made on special sheets;
– on advices of change of address: the old and the new address and the date of the change.

Finally, it is permitted to enclose:

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

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

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

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

124.5.4 Literature for the blind may be placed in a wrapper, on a roller or between cardboard, in open envelopes or containers, in closed unsealed envelopes or containers which can be easily and safely opened and reclosed, or tied with a string which is easy to unknot. The adm of origin determines whether the closing of these items allows for quick and easy verification of the contents. No special conditions of closing shall be required for literature for the blind containing books or brochures; such items may be opened for verification of their contents. The adms concerned may require the sender or addressee to facilitate verification of the contents either by opening some of the items picked out by them or in some other satisfactory manner.

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

124.6.3 By analogy with the conditions laid down in RL 124.4.8, adms of origin may restrict the option of closing small packets to items posted in bulk. Arts which would be spoilt if packed according to the general rules and items of merchandise packed in a transparent packing permitting verification of their contents, shall be admitted in a hermetically sealed packing. The same applies to industrial and vegetable products posted in a packing sealed by the manufacturer or by an examining authority in the country of origin. In those cases, the adms concerned may require the sender or the addressee to assist in checking the contents, either by opening certain of the items indicated by them or in some other satisfactory manner.

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

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

124.8 Provisions adopted by the 1994 Seoul Congress.

Prot Article RL II
Special provisions applicable to each category of items

1 Nothwithstanding article 124.2.2, the postal administration of Japan reserves the right to enclose or attach pictures or slips of paper in aerogrammes under the same conditions as in the domestic service provided in Japan.

2 Notwithstanding article RL 124.4.5, in the absence of bilateral agreement, the postal administrations of Canada and the United States of America will not accept as enclosures in dispatches of printed papers any cards, envelopes or wrappings bearing the address of the sender or of his agent in the country of destination of the original item.

3 Notwithstanding article RL 124.4.5, in the absence of bilateral agreement, the postal administration of Iraq will not accept as enclosures in printed papers posted in bulk any cards, envelopes or wrappings bearing a sender's address that is not located in the country of origin of the item.

4 Notwithstanding article RL 124.5.2, the postal administrations of Azerbaijan, India, Indonesia, Lebanon, Nepal, Tajikistan, Turkmenistan, Ukraine, Uzbekistan and Zimbabwe shall admit sound recordings as literature for the blind only if these are sent by, or addressed to, an officially recognized institute for the blind.

5 Notwithstanding article RL 124.7, the postal administration of Canada shall be authorized not to accept or handle M bags containing audio-visual articles or informational materials received from other countries.

6 (Deleted.)

6bis. Any reservation made in relation to bulk mail shall have no impact on the application of article RL 219.

Article RL 125
Marking of priority or mode of transportation

1 In the absence of special agreement between the administrations concerned, items to be treated as priority items or airmail items in the administrations of transit and of destination shall bear a special blue label or a stamp impression of the

same colour, or in black, if the regulations of the dispatching administration so permit, bearing the words “Prioritaire” (Priority) or “Par avion” (By airmail). If need be, these indications in capital letters may be handwritten or typewritten, with an optional translation in the language of the country of origin. This “Prioritaire” or “Par avion” label, impression or indication shall be placed on the address side, in so far as possible in the top left-hand corner, beneath the sender’s name and address where these are given.

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

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

Article RL 126
Special packing

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

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

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

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

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

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

7 (Deleted.)

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

Article RL 127
Items in panel envelopes

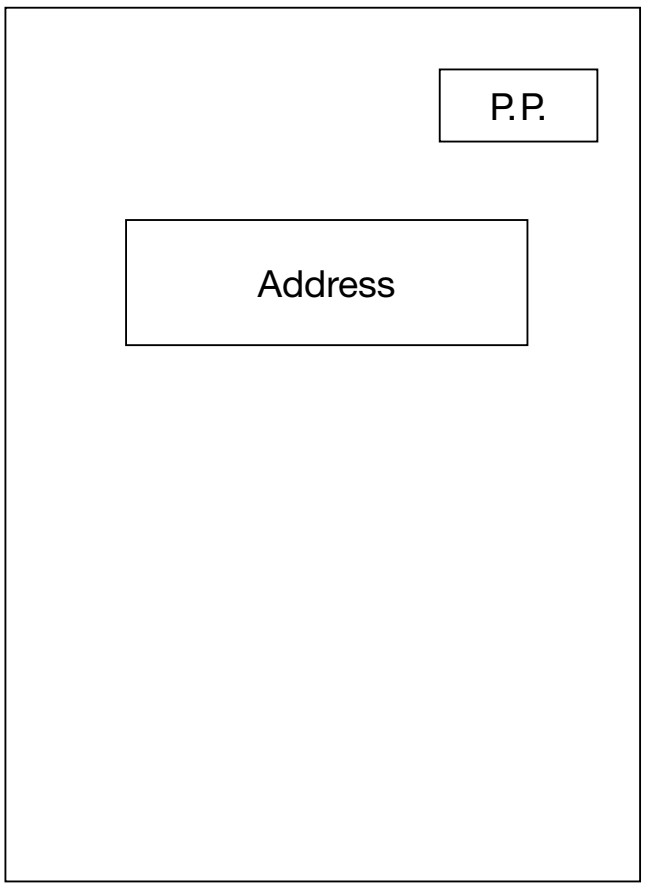
1 Items in envelopes with a transparent address panel shall be admissible on the following conditions:

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

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

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

- Example:



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

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

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

■ **Commentary**

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

Article RL 128
Standardized items

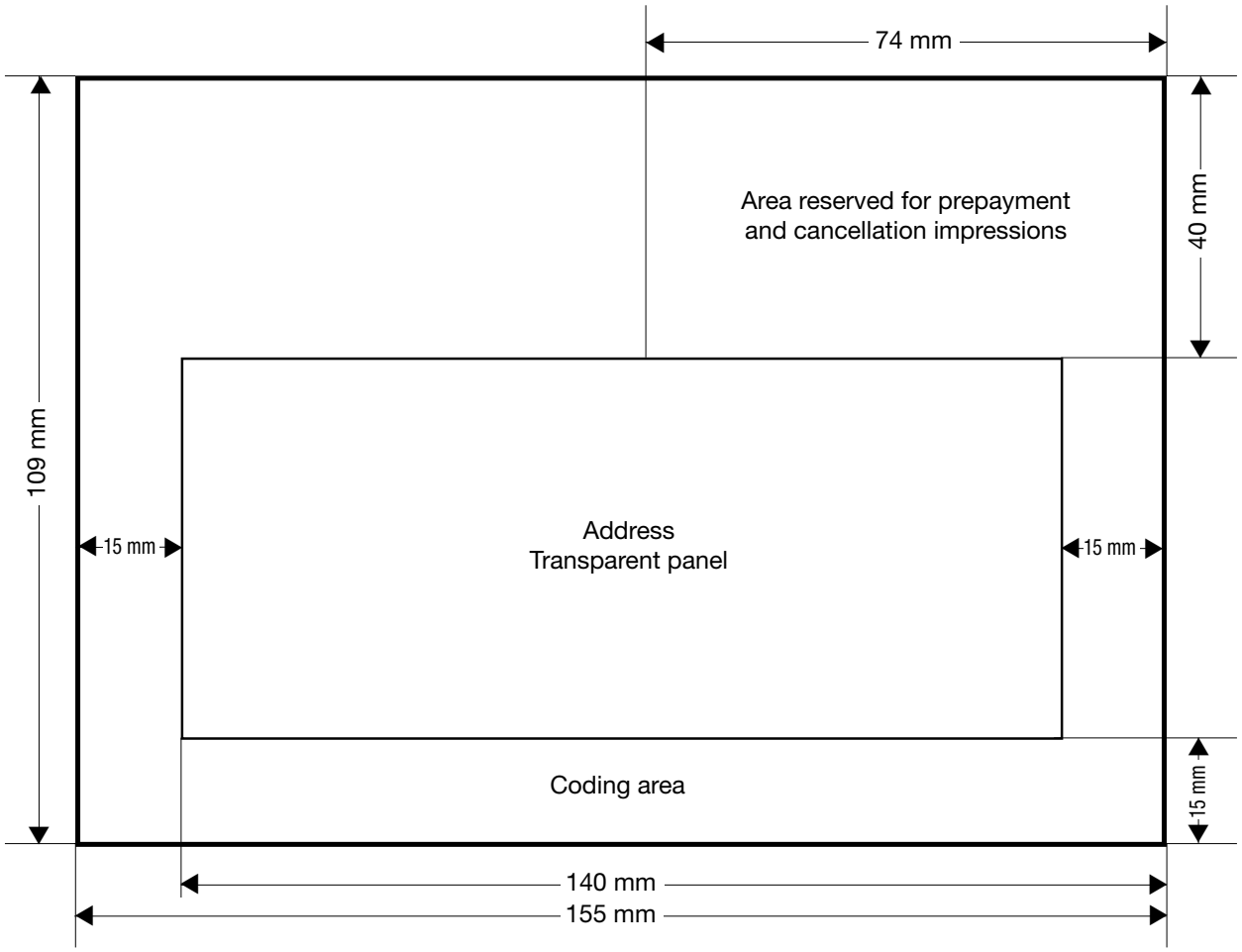
1 Rectangular items shall be considered standardized if their length is not less than their width multiplied by $\sqrt{2}$ (approximate value 1.4). These items shall satisfy the following conditions:
1.1 Minimum dimensions: 90 x 140 mm, with a tolerance of 2 mm.
1.2 Maximum dimensions: Maximum dimensions: 120 x 235 mm, with a tolerance of 2 mm. The following maximum dimensions shall be admitted when the envelopes concerned are widely used in a given country:
– 150 x 245 mm, with a tolerance of 2 mm;
– 165 x 235 mm, with a tolerance of 2 mm.
1.3 Maximum weight: 20 g.
1.4 Maximum thickness: 5 mm.

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

1.6 The address shall be written in a rectangular area situated at least:
- 40 mm from the top edge of the envelope (tolerance 2 mm);
- 15 mm from the right-hand edge;
- 15 mm from the bottom edge;

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

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



2 The provisions under 1 shall also apply to items in envelopes with transparent panels whose general conditions of admission are set out in article RL 127. The transparent panel for the address of the addressee shall in addition be at least:
- 40 mm from the top edge of the envelope (tolerance 2 mm);
- 15 mm from the right-hand edge;
- 15 mm from the left-hand edge;
- 15 mm from the bottom edge.

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

3 No wording or extraneous matter whatsoever may appear:
3.1 below the address;
3.2 to the right of the address, from the franking and cancelling area to the bottom edge of the item;
3.3 to the left of the address, in an area at least 15 mm wide and running from the first line of the address to the bottom edge of the item;
3.4 in an area 15 mm high starting from the bottom edge of the item and 140 mm long starting from the right-hand edge of the item; this area may be partly identical with those defined above.

4 Administrations which admit items in envelopes whose width does not exceed 162 mm, with a tolerance of 2 mm, as standardized items in their domestic service may also admit such items as standardized items in the international service.

5 Items in card form up to 120 x 235 mm in size may be accepted as standardized items provided they are made of cardboard heavy enough to be sufficiently stiff to withstand processing without difficulty.

6 The following items shall not be considered standardized:
6.1 folded cards;
6.2 items closed by means of staples, metal eyelets or hook fastenings;
6.3 punched cards sent unenclosed (without an envelope);
6.4 items whose envelopes are made of material which has fundamentally different physical properties from paper (except from the material used for making the panel of window envelopes);
6.5 items containing articles causing protrusions;
6.6 folded items sent unenclosed (without an envelope) which are not closed on all sides and which are not rigid enough for mechanical processing.

■ **Commentary**

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

The range from the min dimensions of 90 x 140 mm and the max dimensions of 120 x 235 mm covers formats C 6 (114 x 162 mm) and DL (110 x 220 mm) contained in ISO recommendation ISO/R 269.

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

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

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

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

Prot Article RL III
Standardized items

1 The administrations of Canada, Japan, Kenya, Tanzania (United Rep.), Uganda and the United States of America shall not be obliged to discourage the use of envelopes whose format exceeds the dimensions recommended in article RL 128 when those envelopes are widely used in their countries.

2 The administrations of Afghanistan and India shall not be obliged to discourage the use of envelopes whose format is larger or smaller than the dimensions recommended in article RL 128 when those envelopes are widely used in their country.

Article 16
Admissible radioactive materials and biological materials

1 Radioactive materials shall be admitted in letter-post items and parcels in relations between postal administrations 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 Biological materials shall be admitted in letter-post items under the following conditions:

2.1 Perishable biological substances, infectious substances and solid carbon dioxide (dry ice) when used as refrigerant for infectious substances may be exchanged through mail only between officially recognized qualified laboratories. These dangerous goods may be acceptable in mail for air carriage, subject to national legislation and current Technical Instructions of the International Civil Aviation Organization (ICAO) and as reflected in the IATA Dangerous Goods Regulations.

2.2 Perishable biological substances and infectious substances made up and packed in accordance with the respective provisions of the Regulations 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.

2.3 Admission of perishable biological substances and infectious substances shall be restricted to those member countries whose postal administrations have declared their willingness to admit such items, whether reciprocally or in one direction only.

2.4 Such substances or materials 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.

■ **Commentary**

16.1 and **2** Adms participating in the exchange of materials of this type are listed in the Letter Post Compendium.

Article RL 129
Conditions of acceptance and marking of items containing perishable biological substances (including diagnostic specimens)

1 Perishable biological substances, including diagnostic specimens which do not fall under the definition of infectious substances, shall be accepted under the following conditions.

1.1 Senders shall ensure that the shipments are prepared in such a manner that they arrive at their destination in good condition. The items shall not present a hazard to persons or animals during transport.

1.2 The package shall include:

1.2.1 inner packaging comprising:

1.2.1.1 watertight primary receptacle(s);

1.2.1.2 a watertight secondary packaging;

1.2.1.3 other than for solid substances, an absorbent material of sufficient quantity to absorb the entire contents, which shall be placed between primary receptacle(s) and the secondary packaging. If multiple primary receptacles are placed in a single secondary packaging they shall be wrapped individually;

1.2.2 an outer packaging of adequate strength for its capacity, mass and intended use. Packages shall be at least 100 mm in the smallest overall external dimension.

1.3 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.

1.4 An itemized list of contents shall be enclosed between the secondary packaging and the outer packaging.

1.5 The shipments shall be packed in accordance with the following specifications:

1.5.1 Lyophilized substances.

1.5.1.1 Primary receptacles shall be flame-sealed glass ampoules or rubber-stoppered glass vials fitted with metal seals.

1.5.2 Liquid or solid substances.

1.5.2.1 Substances transported at ambient temperatures or higher temperatures. Primary receptacles may only be of glass, metal or plastic. Positive means of ensuring a leak-proof seal shall be provided, such as heat seals, skirted stoppers or metal crimp seals. If screw caps are used these shall be reinforced with adhesive tape.

1.5.2.2 Substances transported refrigerated or frozen. Ice or other refrigerants, which are not dangerous goods as per ICAO Technical Instructions, shall be placed outside the secondary packaging(s). Interior supports shall be provided to secure the secondary packaging(s) in position after the refrigerant has dissipated. If ice is used, the outer packaging shall be leak-proof. The primary receptacle and the secondary packaging shall maintain their integrity at the temperature of the refrigerant used as well as at the temperatures and pressures of air transport to which the receptacle and the secondary packaging could be subjected if refrigeration were to be lost.

1.6 The primary receptacle or the secondary packaging used for perishable biological substances including diagnostic specimens shall be capable of withstanding temperatures in the range of –40°C to +55°C and additionally for liquids shall be capable of withstanding, without leakage, an internal pressure which produces a pressure differential of not less than 95 kPa.

1.7 The maximum quantity in a primary receptacle shall not exceed 500 ml and the maximum quantity in the outer packaging shall not exceed 4 litres.

1.8 The outer packaging, as well as the outer wrapping of the item, shall be marked "Diagnostic Specimen" and shall be furnished, on the side which bears the addresses of the laboratories sending and receiving it, with a violet-coloured label with the following text and symbol:

(Size 62 x 44 mm)

Article RL 130
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 transhipment between transport units and between transport units and warehouses as well as any

removal from a pallet or overpack for subsequent manual or mechanical handling. Packaging shall be constructed and closed to prevent any loss of contents that might be caused under normal conditions of transport by vibration or by changes in temperature, humidity or pressure.

4 The packaging shall consist of three components:
4.1 a primary receptacle;
4.2 a secondary packaging; and
4.3 a rigid outer packaging.

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

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

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

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

9 For liquid substances:

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

9.2 The secondary packaging shall be leak-proof.

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

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

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

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

10 For solid substances:

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

10.2 The secondary packaging shall be sift-proof.

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

10.4 Except for packages containing body parts, organs or whole bodies, the outer packaging must not contain more than four kilogrammes of the solid substances. This quantity excludes ice or dry ice when used to keep specimens cold.

10.5 If there is any doubt as to whether or not residual liquid may be present in the primary receptacle during transport, then a packaging suitable for liquids, including absorbent materials, must be used.

11 For refrigerated or frozen specimens (ice, dry ice and liquid nitrogen):

11.1 When dry ice or liquid nitrogen is used to keep specimens cold, all applicable requirements of the ICAO Technical Instructions shall be met. When used, ice or dry ice shall be placed outside the secondary packaging or in the outside packaging or an overpack. Interior supports shall be provided to secure the secondary packaging in the original position after the ice or dry ice has dissipated. If ice is used, the outside packaging or overpack shall be leak-proof. If solid carbon dioxide (dry ice) is used, the packaging shall be designed and constructed to permit the release of carbon dioxide gas to prevent a build-up of pressure that could rupture the packaging.

11.2 The primary receptacle and the secondary packaging shall be capable of maintaining their integrity at the temperature of the refrigerant used as well as the temperatures and pressures that could result if refrigeration were lost.

12 Where packages are placed in an overpack, the package markings required by 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**

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

The categories of materials are defined by the United Nations Economic and Social Council (ECOSOC) Committee of Experts on the Transport of Dangerous Goods, through the United Nations Economic Commission for Europe (UNECE), which publishes the *Recommendations on the Transport of Dangerous Goods – Model Regulations.* (www.unece.org/trans/danger/publi/unrec/rev13/13files_e.html).

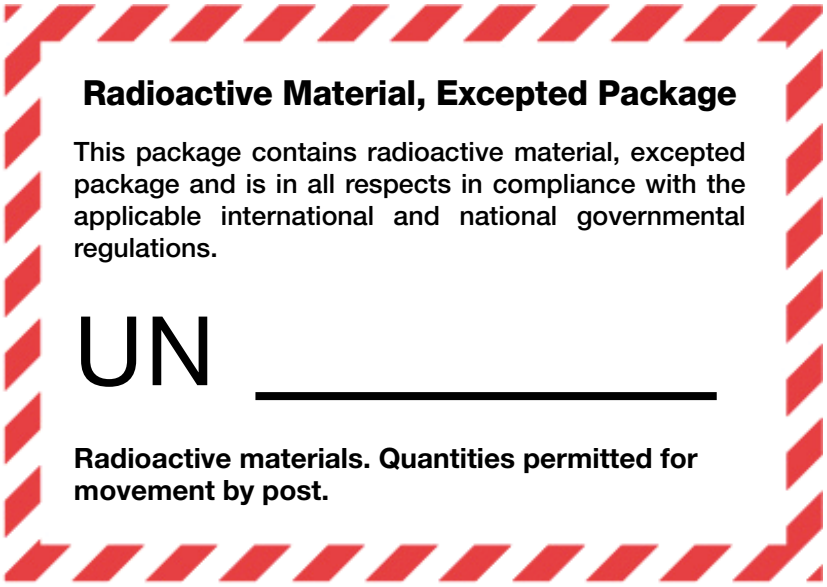
The CA, in resolution CA 6/2006, instructed the POC, at its next session, to amend the UPU Regulations to prohibit the international transport of category A infectious substances through the post.

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

Article RL 131
Conditions of acceptance and marking of items containing radioactive materials

1 Items containing radioactive materials, whose contents and make-up comply with the regulations of the International Atomic Energy Agency shall be admitted for conveyance by post subject to prior consent from the competent authorities of the country of origin provided the activity does not exceed one tenth of that permitted in Table 3 – Activity Limits for Excepted Packages as listed in the current edition of the IAEA TS–R–1.

2 The outside packaging of items containing radioactive materials shall be marked by the sender with the label shown below indicating the applicable UN-number. 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 give his name and address and the contents of the item on the inner wrapping.

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

5 (Deleted.)

■ **Commentary**

131.1 The conveyance by post of radioactive materials is restricted to consignments exempted from special conveyance prescriptions, within the meaning of the IAEA Regulations for the safe transport of radioactive materials, because of the very low activity of their contents.
The relevant portions of the said Regulations are reproduced in the Letter Post Compendium.

Section E

Supplementary services

Article 13
Supplementary services

1 Member countries shall provide the following mandatory supplementary services:

1.1 registration service for outbound priority and airmail letter-post items;

1.2 registration service for outbound non-priority and surface letter-post items to destinations for which there is no priority or airmail service;

1.3 registration service for all inbound letter-post items.

2 The provision of a registration service for outbound non-priority and surface letter-post items to destinations for which there is a priority or airmail service shall be optional.

3 Member countries may provide the following optional supplementary services in relations between those administrations which agreed to provide the service:

3.1 insurance for letter-post items and parcels;

3.2 recorded delivery for letter-post items;

3.3 cash-on-delivery service for letter-post items and parcels;

3.4 express delivery service for letter-post items and parcels;

3.5 delivery to the addressee in person of registered, recorded delivery or insured letter-post items;

3.6 free of charges and fees service for letter-post items and parcels;

3.7 fragile and cumbersome parcels services;

3.8 consignment service for collective items from one consignor sent abroad.

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

4.1 international business reply service (IBRS), which is basically optional. All administrations shall, however, be obliged to operate the IBRS "return" service;

4.2 international reply coupons, which shall be exchangeable in any member country. The sale of international reply coupons is, however, optional;

4.3 advice of delivery for registered and recorded delivery letter-post items, parcels and insured items. All postal administrations shall admit incoming advices of delivery. The provision of an outward advice of delivery service is, however, optional.

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

6 Where the service features below are subject to special charges in the domestic service, postal administrations shall be authorized to collect the same charges for international items, under the conditions described in the Regulations:

6.1 delivery for small packets weighing over 500 grammes;
6.2 letter-post items posted after the latest time of posting;
6.3 items posted outside normal counter opening hours;
6.4 collection at sender's address;
6.5 withdrawal of a letter-post item outside normal counter opening hours;
6.6 poste restante;
6.7 storage for letter-post items weighing over 500 grammes, and for parcels;
6.8 delivery of parcels, in response to the advice of arrival;
6.9 cover against risks of force majeure.

Prot Article VI
Advice of delivery

1 The postal administration of Canada shall be authorized not to apply article 13.4.3, as regards parcels, given that it does not offer the advice of delivery service for parcels in its internal service.

Prot Article VII
International business reply service (IBRS)

1 Notwithstanding article 13.4.1, the postal administration of Bulgaria (Rep.) shall provide the international business reply service after negotiations with the postal administration concerned.

Article RL 132
Registered items

1 Letter-post items may be sent as registered items, according to the provisions of paragraphs 1.1, 1.2 and 2 of article 13 of the Convention.

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

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

4 Admission

4.1 No special condition as to form, closing or method of address shall be prescribed for registered items.

4.2 Items bearing an address in pencil or any other delible format or composed of initials shall not be admitted for registration. However, the address of items other than those which are sent in an envelope with a transparent panel may be written in copying-ink pencil.

4.3 A receipt shall be issued free of charge to the sender of a registered item at the time of posting.

5 Marking and treatment of items

5.1 Registered items shall bear clearly and in bold letters the heading “Recommandé” (Registered), accompanied, if necessary, by a similar indication in the language of the country of origin.

5.2 All postal administrations shall, from 1 January 2008, apply a barcode on all outward registered items (i.e. air, S.A.L. surface). The specifications shall be as follows:

5.2.1 Each registered item must be identified by a single CN 04 label with a unique item identifier conforming to the specification of 13-character identifiers in Standard S10 (Identification of postal items) and of Standard S46–1 (Linear bar coded representation of data on postal items, labels and forms), as published in the UPU Technical Standards.

5.2.2 Administrations may agree bilaterally to the use of unique item identifiers and barcodes which are already in use on international registered items.

5.2bis In the period prior to 1 January 2008, postal administrations are encouraged to undertake their best efforts to implement barcoding of registered items, in line with the specifications in paragraph 5.2 above.

5.3 In the period prior to 1 January 2008, administrations which find it impossible to produce CN 04 labels with a unique item identifier or standard CN 04 labels may use framed labels with the dimensions of the CN 04 specimen in which only the letter R has been printed. The other indications of that specimen must be added in a sharp, clear and indelible form by any process whatsoever.

5.4 The label and the heading “Recommandé” (Registered) shall be placed on the address side, in so far as possible in the top left-hand corner, beneath the sender’s name and address where these are given. In the case of items in the form of cards, these indications shall be placed above the address in such a way as not to affect its legibility. In the case of registered M bags, the CN 04 label shall be affixed properly to the address labels supplied by the sender.

5.5 In the period prior to 1 January 2008, administrations which have adopted in their internal service the system of mechanical acceptance of registered items may, instead of using the CN 04 label, print directly on these items, on the address side, the same service indications as appear on the aforesaid

label. If applicable, they may affix in the same place the machine-printed strip with the same indications.

5.6 In the period prior to 1 January 2008, with the authorization of the administration of origin, users may use for their registered items envelopes bearing, in the place provided for affixing the CN 04 label, a preprinted facsimile of that label, the dimensions of which shall not be less than those of the CN 04 label. If need be, the serial number may be indicated therein by any process whatsoever, as long as it is added in sharp, clear and indelible form. A facsimile of the CN 04 label may also be printed on address labels or direct on to the contents of items dispatched in envelopes with transparent panels as long as such facsimile is placed, in all cases, at the left-hand side of the panel.

5.7 The administration of origin shall ensure that registered items conform to the above provisions. It shall be required to correct any deficiencies noted before forwarding the items to the countries of destination.

5.8 No label or serial number shall be placed on the front of registered items by the intermediate administrations.

5.9 The delivering administration shall obtain a signature of acceptance or some other form of evidence of receipt from the recipient when delivering or handing over a registered item. In addition to the signature, the name in capital letters or any clear and legible indication permitting unambiguous identification of the person signing shall also be obtained.

5.10 Additionally, administrations are strongly recommended to establish systems that generate electronic delivery confirmation data, and agree to exchange such data with the administrations of origin of the items.

■ **Commentary**

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

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

132.5.3 Adms whose internal regulations at present forbid the use of CN 04 labels are permitted to postpone the introduction of this measure and to distinguish registered items by the use of a stamp clearly reproducing the particulars on the CN 04 label.

The Letter Post Compendium lists the adms which replace the regulation label by a stamp or a framed label in which only the letter R has been printed.

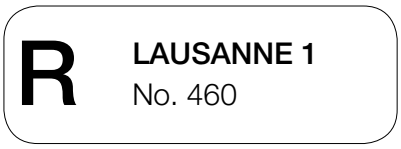
132.5.9 To obtain greater service reliability and more efficient processing of inquiries, thus meeting customer needs, the delivering adm. should clearly identify the name of the recipient of a registered item. This procedure can save time and resources in the inquiry process, where too much time is sometimes spent trying to decipher illegible signatures.
The expression “any clear and legible indication permitting unambiguous identification of the person signing” is designed to cover languages in which capital letters do not exist, situations where the addressee is unable to write, and cases where electronic means are used to obtain signatures. Therefore, in addition to the recipient’s name in capital letters, identification by means of a stamp, electronic recording of the recipient’s name or fingerprinting are regarded as valid procedures.

132.5.10 The POC recommends that adms adhere to the technical specifications in the UPU Technical Standards Manual (Recommendation CEP 2/2004).

Prot Article RL V
Registered M bags

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

CN 04



Letter Post, Bucharest 2004, art RL 132.5.2 – Size 37 x 13 mm, with capital R in red or black, if the regulations of the administration of origin allow

CN 04

Letter Post, Bucharest 2004, art RL 132.5.2 – Size 74 x 26 mm, with capital R and line under serial number in red or black, if the regulations of the administration of origin allow

Article RL 133
Recorded delivery items

1 Letter-post items may be sent by the recorded delivery items service in relations between administrations which agree to provide this service.

2 The charge on recorded delivery items shall be paid in advance. It shall be made up of the postage charge and of a recorded delivery charge fixed by the administration of origin. This charge shall be less than the registration charge.

3 Admission

3.1 No special condition as to form, closing or method of address shall be prescribed.

3.2 A receipt shall be issued free of charge to the sender at the time of posting.

4 Marking of items

4.1 Items shall bear a CN 05 label which must adhere properly.

4.2 The label shall be placed on the address side, in so far as possible in the top left-hand corner, beneath the sender's name and address where these are given. In the case of items in the form of cards, the label shall be placed above the address in such a way as not to affect its legibility.

4.3 With the authorization of the administration of origin, users may use for their items envelopes bearing, in the place provided for affixing the CN 05 label, a preprinted facsimile of that label, the dimensions of which may not be less than those of the CN 05 label. If need be, the serial number may be indicated therein by any process whatsoever, as long as it is added in sharp, clear and indelible form. A facsimile of the CN 05 label may also be printed on address labels or direct on to the contents of items dispatched in envelopes with transparent panels, as long as such facsimile is placed in all cases at the left-hand side of the panel.

4.4 The administration of origin shall ensure that items are correctly marked in conformity with the above provisions. It shall be required to correct any deficiencies noted before forwarding the items to the countries of destination.

4.5 No serial number shall be placed on the front of items by the intermediate Administrations.

■ **Commentary**

133.1 The aim of this service is to give proof of posting and delivery without, however, offering any more security than is given to ordinary items.

133.2 The components of the charge are similar to those of registered items. However, adms have authority to fix their own charge, provided that it is less than their registration charge. No other charges are necessary, eg for additional security or to cover risks of force majeure, because these additional features are not envisaged for the recorded delivery items service.

133.4.1 The placing of the labels and the replacement of a label by a pre-printed facsimile are under similar conditions to those applying to registered items.

Adms using barcodes in their service may use CN 05 labels in accordance with the following models bearing these codes in addition to the information already provided for.

133.4.3 The Letter Post Compendium lists the adms which permit replacement of the CN 05 label by a pre-printed facsimile.

CN 05

Recorded delivery

No. A 123456

Letter Post, Bucharest 2004, art RL 133.4.1 –
Size 37 x 13 mm, colour yellow
(PANTONE® process coated EURO DE 6-7 C)

CN 05

Letter Post, Bucharest 2004, art RL 133.4.1 – Size 74 x 26 mm,
colour yellow (PANTONE® process coated EURO DE 6-7 C)

Article RL 134
Insured items

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

2 Insured value

2.1 In principle, the amount of the insured value shall be unlimited. Every administration may limit the insured value, so far as it is concerned, to an amount which may not be less than 4,000 SDR or to an amount at least equal to that adopted in its internal service if that amount is less than 4,000 SDR. The insured value adopted in the internal service shall be applicable only if it is equal to or higher than the amount of the indemnity set for the loss of a registered item.

2.2 In the service between countries which have adopted different maxima for the insured value, the lower limit shall be observed by both.

2.3 The insured value may not exceed the actual value of the contents of the item, but it shall be permissible to insure only part of that value. The amount of the insurance for papers whose value resides in the cost of their preparation may not exceed the cost of replacing the documents in case of loss.

2.4 Fraudulent insurance for a value greater than the actual value of the contents of an item shall be liable to the legal proceedings prescribed by the legislation of the country of origin.

2.5 The insured value shall be expressed in the currency of the country of origin. It shall be written by the sender or his representative above the address of the item in words with roman lettering and in arabic figures, without erasure or alteration, even if certified. The amount of the insured value shall not be written in pencil or indelible pencil.

2.6 The amount of the insured value shall be converted into SDRs by the sender or by the office of origin. The result of the conversion, rounded up where appropriate to the nearest unit, shall be shown in figures at the side of or below those representing the value in the currency of the country of origin.

Conversion shall not be carried out in direct services between countries which have a common currency.

2.7 When circumstances of any kind or statements made by the interested parties bring to light a fraudulent insurance for a value greater than the actual value enclosed in an item, the administration of origin shall be advised promptly. Any documents in support of the investigation shall be attached to the advice. If the item has not yet been delivered to the addressee, the administration of origin may ask for its return.

3 Charges. Maximum amount

3.1 The charge on insured items shall be paid in advance. It shall be made up of the ordinary postage charge, the fixed registration charge laid down in article RL 132 and an insurance charge.

3.1.1 Instead of the fixed registration charge, postal administrations may collect the corresponding charge of their internal service or, exceptionally, a charge the guideline amount of which shall be 3.27 SDR.

3.1.2 The guideline amount of the insurance charge shall be 0.33 SDR for each 65.34 SDR of insured value or fraction thereof, or 0.5% of the scale of the insured value. This charge shall apply whatever the country of destination, even in countries which undertake to cover risks of force majeure.

3.2 In cases where exceptional security measures are required, administrations may collect from the sender or from the addressee, in addition to the charges mentioned under 3.1.1 and 3.1.2, the special charges provided for by their internal legislation.

4 Postal administrations 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 Administrations shall take the necessary measures to provide, as far as possible, the insured items service at every office in their countries.

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

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

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

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

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

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

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

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

5.3.1 They shall be of wood, metal or plastic and sufficiently strong.

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

5.3.3 The top and bottom shall be covered with white paper to take the address of the addressee, the declaration of the insured value and the impression of the official stamps. These boxes shall be sealed on the four sides in the manner described under 5.2.1. If required for ensuring inviolability, the boxes shall be tied round crosswise with strong string without knots. The two ends of the string shall be joined under a wax seal bearing a special uniform design or mark of the sender.

5.4 A receipt shall be handed over free of charge to the sender of an insured item at the time of posting.

5.5 The prepaid postage may be denoted by an indication showing that the postage has been paid in full, for example: “Taxe perçue” (Charge collected). This indication shall appear in the top right-hand part of the address side and be authenticated by an impression of the date-stamp of the office of origin.

5.6 Items addressed to initials or the address of which is shown in pencil and those which have erasures or corrections in their address shall not be admitted. Such items which have been wrongly admitted shall be returned to the office of origin.

6 Marking and treatment of items

6.1 Insured items shall bear a CN 06 label bearing in roman letters the letter V, the name of the office of origin and the serial number of the item.

6.2 The exact weight in grammes shall be marked on the item.

6.3 The CN 06 label and the indication of the weight shall be placed on the address side and, in so far as possible, in the top left-hand corner, beneath the sender’s name and address where these are given.

6.4 Administrations may however replace the CN 06 label by the CN 04 label prescribed in article RL 132.5.2, and a small pink label bearing in bold letters the words “Valeur déclarée” (Insured).

6.5 A stamp impression showing the office and date of posting shall be applied to the address side.

6.6 No serial number shall be placed on the front of items by the intermediate administrations.

6.7 The office of destination shall apply to the back of each item an impression of its stamp showing the date of receipt.

6.8 The delivering administration shall obtain a signature of acceptance or some other form of evidence of receipt from the recipient when delivering or handing over an insured letter-post item. In addition to the signature, the name in capital letters or any clear and legible indication permitting unambiguous identification of the person signing shall also be obtained.

6.9 Additionally, administrations may establish systems that generate electronic delivery confirmation data, and agree to exchange such data with the administrations of origin of the items.

■ **Commentary**

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

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

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

134.2.3 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.

134.2.4 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.

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

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

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

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

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

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

– security measures during the performance of postal operations at offices of exchange and airports.

(Recommendation C 63/Lausanne 1974)

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

134.5.2 The provisions of this art do not prevent adms from requiring that insured items be submitted open to the office of origin, in order that they may ascertain whether the arts contained therein may be exported and, where appropriate, levy export duty and other non-postal charges to which such arts are liable. On the other hand, verification may not extend to whether the insured value corresponds to the actual contents, since a declaration of value lower than the real value is admissible. The right of the adm 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.

134.5.2.1 Envelopes made of glazed paper are not admitted. The use of airmail envelopes made of light-weight paper is to be proscribed.

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

134.6.1 The name of the office may be shown by the use of a rubber stamp.

Adms using barcodes in their service may use CN 06 labels in accordance with the following models bearing these codes in addition to the information already provided for.

134.6.4 The use of a single CN 06 label should become the rule.

134.6.8 To obtain greater reliability in the insured service and more efficiency in the inquiry process, thus meeting customer needs, the delivering adm. should clearly identify the name of the recipient of an insured item. This procedure can save time and resources in the inquiry process, where too much time is sometimes spent trying to decipher illegible signatures.
The expression “any clear and legible indication permitting unambiguous identification of the person signing” is designed to cover languages in which capital letters do not exist, situations where the addressee is unable to write, and instances where electronic means are used to obtain signatures. Therefore, in addition to the recipient’s name in capital letters, identification by means of a stamp, electronic recording of the recipient’s name or fingerprinting are regarded as valid procedures.

134.6.9 The POC recommends that adms adhere to the technical specifications in the UPU Technical Standards Manual (Recommendation CEP 2/2004).

Prot Article RL VI
Maximum limits for insured items

1 Notwithstanding article RL 134, Sweden reserves the right to restrict the value of the contents of registered and insured letter-post items for Sweden, according to the following maximum limits:

Inward letter-post items

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

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

3 Notwithstanding article RL 134, Denmark reserves the right to restrict the value of the contents of inward registered or insured letter-post items containing money or securities of any kind payable to the bearer, according to the following maximum limits:

Inward letter-post items

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

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

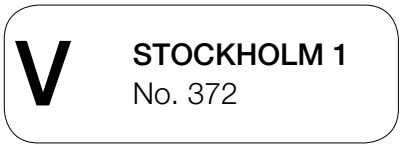
Prot Article RL VII
Insured items

1 Notwithstanding article RL 134, France reserves the right to limit the value of the contents of insured letter-post items for France, according to the following maximum limits:

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

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

CN 06



Letter Post, Bucharest 2004, art RL 134.6.1 –
Size 37 x 13 mm, colour pink
(PANTONE® process coated EURO DE 141-6 C)

CN 06

Letter Post, Bucharest 2004, art RL 134.6.1 – Size 74 x 26 mm,
colour pink (PANTONE® process coated EURO DE 141-6 C)

Article RL 135
Cash-on-delivery items

1 Certain letter-post items may be sent cash on delivery. The exchange of cash-on-delivery items shall require prior agreement between administrations of origin and destination.

2 Items accepted

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

2.2 Administrations shall be entitled to restrict the cash-on-delivery service to some only of the above-mentioned categories of item.

3 Charge

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

4 Role of office of posting

4.1 Indications to be given on the COD items. Unregistered and registered items and insured items shall bear very prominently, on the address side in the case of the items, the heading “Remboursement” (COD) followed by the COD amount in accordance with the provisions laid down in articles RF 201.2 and RF 303 of the Regulations of the Postal Payment Services Agreement. Administrations may, however, provide these indications by means of a CN 29bis label.

4.2 Labels. When a COD charge is payable on them, items shall bear on the address side, in so far as possible in the top left-hand corner, beneath the sender’s name and address where these are given, an orange label in the form of the specimen CN 29. The CN 04 label provided for in article RL 132.5.2 (or impression of the special stamp instead) shall be applied wherever possible in the top corner of the CN 29 label; however, instead of the two above-mentioned labels, administrations may use a single label in the form of the annexed specimen CN 30 bearing in roman letters the name of the office of origin, the letter R, the serial number of the item and an orange triangle containing the word “Remboursement” (COD).

4.3 Form to be attached to the items. Every COD item shall be accompanied by a money order form in accordance with the provisions of article RF 201.2.

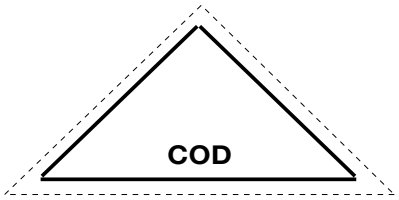
5 Role of office of destination

5.1 Items on which a COD charge is payable shall be delivered to addressees on the conditions laid down by the administration of destination. The sums collected shall be dealt with in accordance with the provisions laid down in the Postal Payment Services Agreement.

6 Redirection

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

CN 29



Letter Post, Bucharest 2004, art RL 135.4.2 –
Size 37 x 18 mm (base x height), colour orange
(PANTONE® process coated EURO DE 18-1 C)

CN 29bis

COD

Currency unit/amount

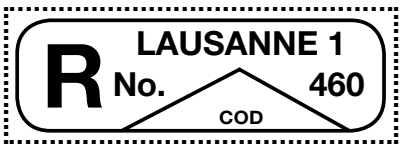
to be credited to account No.

of (bank)

Giro centre/Bank branch

Letter Post, Bucharest 2004, art RL 135.4.1 – Size 105 x 75 mm, triangle orange
(PANTONE® process coated EURO DE 18-1 C)

CN 30



Letter Post, Bucharest 2004, art RL 135.4.2 –
Size 37 x 13 mm, triangle orange
(PANTONE® process coated EURO DE 18-1 C)

Article RL 136
Express items

1 At the sender's request, letter-post items for countries where the administration performs the service shall be delivered by special messenger as soon as possible after their arrival at the delivery office. Any administration shall have the right to confine this service to priority items, to airmail items and, when this is the only means used between two administrations, to surface LC items.

2 Charge

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

2.2 When express delivery involves special demands, an additional charge may be collected in accordance with the provisions relating to items of the same kind in the internal service.

2.3 If the regulations of the administration of destination permit, addressees may ask the delivery office for express delivery immediately on arrival of items which are intended for them. In that case the administration of destination shall be authorized to collect, on delivery, the charge that applies in its internal service.

3 Marking

3.1 Items for express delivery shall be provided with either a special bright redprinted label or a stamp impression in the same colour bearing the word "Exprès" in bold letters. In the absence of a label or a stamp impression, the word "Exprès" shall be written in very bold red capital letters. Where possible, the label or stamp impression shall be of the shape reproduced below. The "Exprès" label, impression or indication shall be placed on the address side, in so far as possible in the top left-hand corner, beneath the sender's name and address where these are given.

4 Treatment of items

4.1 Express items may be dealt with in a different manner as long as the overall level of the service provided to the addressee is at least equal to that which would have been obtained through special messenger delivery.

4.2 Administrations which have various streams of letter mail shall enter express items into the fastest internal letters stream upon their arrival at the inward office of exchange and thereafter handle these items in the speediest manner possible.

4.3 If the items arrive at the delivery office after the last routine delivery, they shall be delivered by special messenger on the same day and under the same conditions as apply internally, in those countries which provide this facility.

4.4 Additionally, administrations may provide electronic delivery confirmation and agree to exchange such delivery data with the administrations of origin of the items.

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

4.6 If express items have to be submitted to customs control, administrations should:

4.6.1 present them to Customs as soon as possible after their arrival; and

4.6.2 encourage the customs authorities in their country to carry out the control of these items speedily.

4.7 Express items on which the total amount of the charges payable in advance has not been completely paid shall be delivered as ordinary mail unless they have been treated as express by the office of origin. In the latter event a charge shall be collected on them in accordance with article RL 118.7.

4.8 Administrations may confine themselves to making only one attempt at express delivery. Any subsequent attempt to perform express delivery of the item shall not necessarily be obligatory. The item shall then be treated as an ordinary item.

■ **Commentary**

136.1 The adms admitting express items are listed in the Letter Post Compendium.

As the special express charge remains the property of the country of origin while the service is performed by the country of destination, reciprocity is obligatory in all cases and it would not be admissible for an adm, for instance, to admit express items for dispatch and refuse to undertake this service on receiving them.

Adms of origin may also decide to give outward express items preferential treatment compared with priority or airmail items.

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

136.4.4 In recommendation CEP 3/2003, the POC recommended that adms offer this service on the basis of the specifications provided in document POC C 1 2003–Doc 4a.Annex 2.Attachment 1, sections 2 and 3 of which are reproduced below:

2 Description of the product

2.1 The strategy is to develop a separate branded Exprès product, with:

- pricing and positioning, in the Posts' portfolio of products, between EMS and priority letter, as an upmarket letter service, not as a courier service;
- service objective: reliable and consistent delivery, not time-certain;
- contents, weight and size conforming to the UPU letter standards;
- registered or insured service not included;
- common branding + logo.

2.2 Features – Post Exprès

- A delivery standard target of 100% (this will vary from country to country, depending on its size and distribution network).
- Specified delivery times (which will depend on distance from destination).
- Prompt customer satisfaction, with agreed response times.
- Track and trace service as per agreed specifications.
- Quality of service monitoring on which enhanced payments will be based.
- Insurance, pricing and money-back guarantee may be decided by each administration.
- The name Post Exprès has been adopted.
- A subsidiary product name may be used instead of "Post" in the logo. "Post" may also appear in the local language. e.g. La Poste.

3 Track and trace – Tracking at item level – specifications

3.1 Countries must use code 39 or code 128 symbology for their outbound Exprès items.

3.2 Items with one of the two aforementioned codes will be scanned. Countries will not overlabel incoming items, even in cases where they do not conform to code 39 or code 128. If a receiving country decides

to overlabel items, it will be expected to cross-reference the incoming barcode with the newly applied one so that items can be traced from end to end.

3.3 A 13-character UPU standard format barcode has been agreed, as per S10 in the UPU Technical Standards Manual.

3.4 The service indicator will be LX, LD LY or any code between LA and LY, as agreed among the members. The United States of America will use other indicators in addition to LX, e.g. LZ.

3.5 It has been agreed to capture and exchange three compulsory scans:
- i captured at the outbound EO and exchanged using PREDESV2 V2 containing Exprès item information;
- ii captured at the inbound EO and exchanged using either the D event in the EMSEVTV1 message or using RESDES in response to a PREDESV2. The preference is for a combination of both a 'D' event and a RESDES;
- iii captured at delivery or attempted delivery and exchanged using events H and/or I in the EMSEVTV1 message.

136.4.8 If the sender asks for a second attempt at express delivery to be made the adms are authorized to collect the express delivery charge applicable in the internal service.

Article RL 137
Advice of delivery

1 In those administrations which offer the advice of delivery service to customers, the sender of a registered item, a recorded delivery item or an insured item may apply for an advice of delivery at the time of posting by paying a charge the guideline amount of which shall be 0.98 SDR. This advice of delivery shall be returned to him by the quickest route (air or surface).

2 Marking of items with advices of delivery

2.1 Items for which the sender requests an advice of delivery shall bear in bold type on the address side the letters A.R. The sender shall give his name and address in roman letters on the outside of the item. The latter indication, when it appears on the address side, shall be placed in the top left-hand corner. This position shall as far as possible also be assigned to the letters A.R., which may be located beneath the sender's name and address where these are given.

2.2 The items mentioned under 2.1 shall be accompanied by a light red CN 07 form of the consistency of a postcard. The CN 07 form shall bear in bold type the letters A.R. The sender shall complete, in roman letters and using means other than ordinary pencil, the various sections as indicated by the form's layout. The front of the form shall be completed by the office of origin or by any other office appointed by the dispatching administration and be securely attached to the item. If the form does not reach the office of destination that office shall automatically make out a new advice of delivery.

2.3 In calculating the postage on an advice of delivery item, including, where applicable, calculation of the air surcharge, the weight of the CN 07 form may be taken into account. The advice of delivery charge shall be represented on the item with the other charges.

3 Treatment of advices of delivery

3.1 As a matter of priority the advice of delivery shall be signed by the addressee or, if that is not possible, by another person authorized to do so under the regulations of the country of destination. If those regulations so provide and except in the case of delivery to the addressee in person, the advice may be signed by the official of the office of destination. In addition to the signature, the name in capital letters or any clear and legible indication permitting unambiguous identification of the person signing shall also be obtained.

3.2 The office of destination shall return the duly completed and signed CN 07 form direct to the sender by the first mail. This form shall be sent 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 CN 08 form provided for in article RL 150.2, to which the relevant advice of delivery shall be attached.

3.3 When the sender inquires about an advice of delivery which he has not received within a normal period, this advice shall be requested free of charge on form CN 08. A duplicate of the advice of delivery, bearing on the front in bold letters the word “Duplicata” (Duplicate), shall be attached to the CN 08 inquiry form. The latter shall be dealt with in accordance with article RL 150.

■ **Commentary**

137.3.1 To obtain greater service reliability and more efficient processing of inquiries, thus meeting customer needs, the delivering adm. 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.

137.3.2 For the model of the CN 08 form, see art RL 150.

Postal administration of origin

ADVICE of receipt/of delivery/of payment/of entry

CN 07

Office of posting	Date
Addressee of the item	

A.R.

On postal service

Stamp of the office returning the advice

Nature of the item

☐ Priority/ Letter ☐ Non-priority/ Printed paper ☐ Parcel ☐

☐ Registered ☐ Recorded delivery ☐ Insured

No of item — Amount

☐ Ordinary money order ☐ Inpayment money order ☐ Outpayment cheque — Amount

Priority/
By airmail

To be completed by office of destination

The item mentioned above has been duly
☐ delivered ☐ paid ☐ credited to giro account

Date	Signature*

Name of recipient in capital letters (or other clear identification)

To be filled in by the sender

Return to

Name
Street and No
Locality and country

* This advice may be signed by the addressee or, if the regulations of the country of destination so provide, by another authorized person

Letter Post, Bucharest, art RL 137.2.2 – Size 210 x 105 mm, with a tolerance of 2 mm, colour light red (PANTONE® process coated EURO DE 60-5 C)

Article RL 138
Delivery to the addressee in person

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

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

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

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

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

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

■ **Commentary**

138.1 Adms permitting delivery to the address in person are listed in the Letter Post Compendium.

138.3.2 See comments on art. RL 137.3.1.

Article RL 139
Items for delivery free of charges and fees

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

2 Charges

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

2.2 The administration of origin shall collect from the sender a charge, the guideline amount of which shall be 0.98 SDR, which it shall retain as payment for services rendered in the country of origin.

2.3 In the case of a request made after posting of a letter-post item, the administration of origin shall also collect an additional charge the guideline amount of which shall be 1.31 SDR per request.

2.4 The administration of destination shall be authorized to collect a commission charge the guideline amount of which shall be 0.98 SDR. This charge shall be independent of the presentation-to-Customs charge. It shall be collected from the sender on behalf of the administration of destination.

3 Every postal administration may restrict to registered and insured letter-post items the service of delivery free of charges and fees.

4 Marking and treatment of items

4.1 Items for delivery to addressees free of charges and fees shall bear in bold letters the heading “Franc de taxes et de droits” (Free of charges and fees) or a similar indication in the language of the country of origin. These items shall be provided with a yellow label also bearing in bold letters the indication “Franc de taxes et de droits”. The heading and the label shall be placed on the address side, in so far as possible in the top left-hand corner, beneath the sender’s name and address where these are given.

4.2 Every item sent free of charges and fees shall be accompanied by a CN 11 franking note. The sender of the item shall complete the text of the right-hand side of the front of parts A and B of the franking note. The dispatching office shall insert the postal service indications. The sender’s entries may be made with the use of carbon paper. The text shall include the undertaking prescribed in 2.1. The franking note, duly completed, shall be securely attached to the item.

4.3 The sender may ask, after posting, for the item to be delivered free of charges and fees.

4.3.1 If the request is to be forwarded by post, the office of origin shall inform the office of destination in an explanatory note. This latter shall bear the prepayment of the charge due. It shall be forwarded as a registered item by the quickest route (air or surface) to the office of destination accompanied by a franking note duly completed. The office of destination shall affix the label prescribed under 4.1 to the item.

4.3.2 If the request is to be forwarded by telecommunication, the office of origin shall inform the office of destination by telecommunication and at the same time advise the relative particulars of the posting of the item. The office of destination shall automatically make out a franking note.

5 Return of part A of franking notes. Recovery of charges and fees

5.1 After delivery to the addressee of an item for delivery free of charges and fees, the office which has advanced the customs or other charges on behalf of the sender shall complete, so far as it is concerned, with the use of carbon paper, the details appearing on the back of parts A and B of the franking note. It shall send part A, accompanied by the supporting vouchers, to the

office of origin of the item; these shall be sent in a closed envelope, without indication of the contents. Part B shall be retained by the administration of destination of the item for settlement with the debtor administration.

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

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

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

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

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

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

6 Accounting with the administration of origin of items

6.1 Accounting in respect of customs charges and fees and other charges paid out by each administration on behalf of another shall be carried out by means of CN 12 detailed monthly accounts, drawn up by the creditor administration in the currency of its own country. The data in parts B of the franking notes which have been retained shall be entered in the alphabetical order of the offices which have advanced the charges and in the numerical order given to them.

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

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

6.4 The accounts shall be settled separately. Each administration may, however, request that these accounts be settled with those for money orders, with CP 75 accounts for postal parcels or, lastly, with SFP 3 accounts, without being incorporated in them.

■ **Commentary**

139.1 Adms permitting items for delivery free of charges and fees are listed in the Letter Post Compendium.

Adms are recommended to include the service for delivery free of charges and fees as widely as possible in their range of letter-post services and in their relations with other adms that already offer the service (recommendation C 32/Washington 1989).

139.2.1 "Provisional payment" is to be understood to mean the payment of an amount covering the probable costs.

CN 11

Coupon to be handed to the sender

Part A
To be filled in by the administration of destination

DETAILS OF CHARGES DUE
(in the currency of the country of destination of the item)

Charge for delivery free of charges[1]		
Customs duty		
Presentation-to-Customs charge		
Other charges		
Total		
Total (after conversion)		

Stamp of the office which has recovered the charges

[1] Also called "Commission charge"

TOTAL OF CHARGES ADVANCED

Amount (in figures, in the currency of the country of destination of the item)

Stamp of the office advancing the charges

Office which has made the advance

No. of register | Date | Signature

To be filled in by the administration of origin (on return)

Amount (in figures after conversion)

Stamp of the office which has recovered the charges

In-register No.

Part A (Back)

FRANKING NOTE **CN 11**

Part B
To be filled in by the dispatching administration

Postal administration

Nature of the item | Weight

No. | Insured value

Office of posting

Sender (name and full address)

Addressee (name and full address)

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

Part B (Front)

Letter Post, Bucharest 2004, art RL 139.4.2 – Size 148 x 210 mm (148 x 105 mm when parts A and B are folded one upon the other), colour yellow (PANTONE® process coated EURO DE 1-7 C)

CN 11

Part B
To be filled in by the administration of destination

DETAILS OF CHARGES DUE (in the currency of the country of destination of the item)			**TOTAL OF CHARGES ADVANCED**	
Charge for delivery free of charges[1]			Amount (in figures, in the currency of the country of destination of the item)	Stamp of the office advancing the charges
Customs duty				
Presentation-to-Customs charge				
Other charges			Office which has made the advance	
Total			No. of register / Date	Signature

[1] 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**

Receipt

Part A
To be filled in by the dispatching administration

Postal administration

Nature of the item	Weight	Nature of the item	Weight
No.	Insured value	No.	Insured value
Office of posting		Office of posting	
Addressee (name and full address)		**Sender** (name and full address)	
		Addressee (name and full address)	
The sender has paid the charges and fees indicated on the back			
Stamp of the office of origin		The item is to be delivered free of charges and fees, which I undertake to pay Signature of sender	Stamp of the office of origin
		To be returned to the office of	

Part A (front)

Creditor administration

DETAILED MONTHLY ACCOUNT **CN 12**
Customs, etc, charges
Date

Debtor administration	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 administration
Signature

Letter Post, Bucharest 2004, art RL 139.6.1 – Size 210 x 297 mm

Article RL 140
International business reply service (IBRS)

1 General

1.1 Postal administrations may agree with each other to participate in an optional international business reply service (IBRS).

1.2 The purpose of the international business reply service (IBRS) is to enable authorized senders to prepay in advance reply items posted by their respondents residing abroad.

1.3 Administrations which operate this service shall comply with the provisions laid down below.

1.4 Administrations may, nevertheless, agree bilaterally on another system to be applied between themselves.

1.5 Administrations may establish a compensation system that takes account of the costs borne.

2 Operating methods

2.1 IBRS works as follows:

2.1.1 items from the authorized sender residing in country "A" sent to his respondents residing in one or more countries "B" each contain an IBRS envelope, card or label;

2.1.2 the respondents residing in country (or countries) "B" may use the IBRS envelopes, cards or labels to reply to the sender; IBRS items shall be regarded as priority items or ordinary airmail items prepaid in accordance with article RL 114.2.1.4;

2.1.3 the IBRS items posted shall be transmitted to country "A" and delivered to the authorized sender.

2.2 Postal administrations shall be free to set the charges and conditions for authorizing use of the service and for handling the items posted.

2.3 Administrations operating IBRS may do so either on a reciprocal basis or in one direction only (the "return" service). The latter procedure presupposes that the administration of country "B" accepts IBRS items for posting but does not issue authorization to use the service to customers residing on its territory.

2.4 Administrations operating the service shall make clear to their customers, on authorizing use of the service, the obligation to conform to the provisions of this article and to the regulations in the Letter Post Manual.

3 Specifications for IBRS items

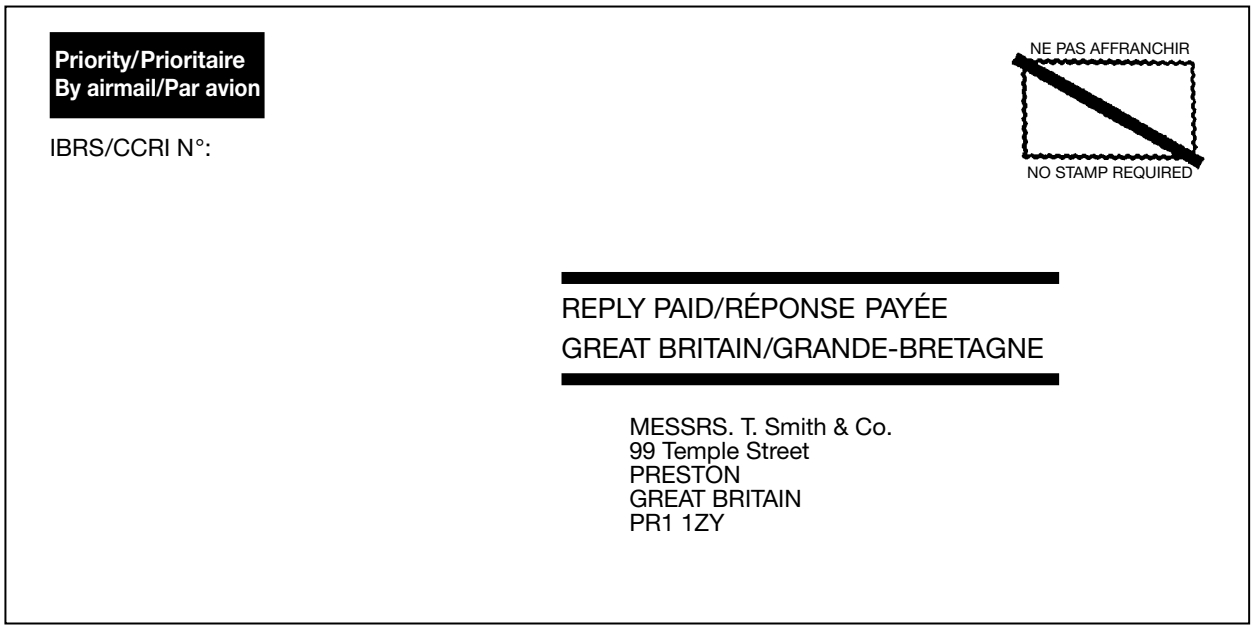
3.1 IBRS items may be in the form of cards or envelopes conforming to the specimen provided for and to the regulations in the Letter Post Manual.

3.2 Items consisting of envelopes or packets bearing a label conforming to the specimen provided for and to the regulations in the Letter Post Manual shall also be admitted as IBRS items.

3.3 IBRS items shall conform to the size limits applicable to the equivalent letter-post items laid down in article RL 122. In respect of postcards or items in card form, IBRS items may also be accepted in accordance with article RL 128.5. IBRS items shall not weigh more than 50 grammes.

3.4 IBRS items may contain correspondence and printed papers.

3.5 Notwithstanding 3.3 and 3.4, administrations may agree on a bilateral basis to admit goods of no commercial value in IBRS items and to limit their weight to 250 grammes. Administrations may agree bilaterally to any further extensions of the service.



4 IBRS accounting charges

4.1 Each administration returning IBRS items to another administration shall be entitled to collect from that administration a sum corresponding to costs incurred for returning the IBRS items.

4.2 This sum shall be fixed on the basis of a charge per item and a charge per kilogramme. These charges shall be calculated as follows:

4.2.1 the per item charge shall be fixed at 0.15 SDR;

4.2.2 the per kilogramme charge shall be calculated, in principle, as indicated in article RL 237.3, but according to the net weight. The kilogramme rates shall be fixed on the basis of not more than 10 average rates, each relating to a group of countries of destination and fixed according to the weight of mail for the different destinations within the group. The kilogramme rates shall be submitted to the International Bureau and published annually in the CN 68 List.

4.3 Any revision of the charge mentioned under 4.2.1 shall be based on available economic data.

4.4 Unless the administrations concerned decide otherwise, IBRS charges shall not be paid when the annual number of IBRS items returned by each administration is equal to or lower than 1,000. When the annual number of IBRS items returned exceeds 1,000 for one administration, the amount paid shall take into account the number of IBRS items returned by both administrations.

5 Accounting for IBRS charges

5.1 Preparation of CN 09 and CN 10 statements of IBRS items

5.1.1 After transmission of the last mail of every month, the office of exchange of origin of the IBRS items shall prepare, by office of exchange of destination,

from the data on the CN 31 letter bills, a CN 09 statement of IBRS items sent. It shall then send these statements to its central administration.

5.1.1.1 When the CN 31 letter bill bears no data on the weight of IBRS items returned, a default weight of five grammes per item shall apply.

5.1.2 For each administration of destination of the IBRS items, the administration of origin shall prepare quarterly, from the particulars on the CN 09 statements, by office of origin, by office of destination and, where appropriate, by forwarding route, a CN 10 recapitulative statement of IBRS items.

5.1.3 The CN 09 statements shall be supplied to the administration of destination in support of the CN 10 recapitulative statement.

5.2 Transmission and acceptance of CN 09 and CN 10 statements of IBRS items

5.2.1 The CN 10 recapitulative statement shall be sent in duplicate to the administrations of destination of the IBRS items within five months of the end of the quarter to which it relates.

5.2.2 After accepting it, the administration of destination of the IBRS items shall return one copy to the administration which prepared it. If the administration concerned has not received any notice of amendment within three months of the date of dispatch, it shall regard it as fully accepted. If verification reveals any discrepancies, the corrected CN 09 statement shall be attached in support of the duly amended and accepted CN 10 recapitulative statement. If the administration of origin of the IBRS items disputes the amendments made to the CN 09 statement, it shall confirm the actual data by sending photocopies of the CN 31 forms drawn up by the office of origin upon dispatch of the disputed IBRS items.

5.2.3 Administrations may agree that the CN 09 and CN 10 statements shall be prepared by the administration of destination of the IBRS items. In this case, the acceptance procedure provided for under 5.2.1 and 5.2.2 shall be adapted accordingly.

5.3 Preparation, transmission and approval of IBRS accounts

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

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

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

5.3.4 The debtor administration shall not be obliged to accept detailed accounts that are not sent to it within 12 months of the end of the year concerned.

5.3.5 If the administration sending the detailed account receives no notice of amendment within three months of the date of dispatch, the account shall be regarded as fully accepted.

5.3.6 The CN 19 detailed accounts may be summarized in a CN 52 general account by the creditor administration under the conditions provided for in article RL 242.5.

5.4 General liquidation account and payment of IBRS charges

5.4.1 Article RL 250 shall apply to IBRS charges for which the creditor administration prepares a CN 20 statement.

■ **Commentary**

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

Adms providing IBRS are listed in the Letter Post Compendium.

140.3.3 IBRS items must conform with the following points:

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

140.5.1.1 For the model of the CN 31 form, see art RL 174.

140.5.3.6 For the model of the CN 52 form, see art RL 241.

Prot Article RL VIII
IBRS accounting charges

1 The postal administrations of Cape Verde, Egypt, Kazakhstan, Kyrgyzstan, Morocco, Oman, Nepal, Qatar and Uzbekistan reserve the right to claim compensation of the costs of the IBRS service even when the annual number of items returned is less than or equal to the threshold laid down in article RL 140.4.4.

Article RL 141
International business reply service – local response

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

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

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

Administration preparing the form

STATEMENT OF IBRS ITEMS SENT **CN 09**
Date

☐ Priority ☐ By air ☐ By surface

Dispatching administration	Month	Year
Dispatching office of exchange	Administration of destination	
	Office of exchange of destination	

Summary of IBRS items from CN 31 letter bills

Date of dispatch	Mail No.	Number of receptacles	Weight	Number of bundles	Weight	Total weight	Total number of items
1	2	3	4	5	6	7	8
			kg		kg	kg	
Total to be entered on CN 10 statement							

Office of destination
Place and signature

Letter Post, Bucharest 2004, art RL 140.5.1 – Size 210 x 297 mm

Administration preparing the form

RECAPITULATIVE STATEMENT OF IBRS ITEMS **CN 10**

Date

☐ Priority ☐ By air ☐ By surface

Dispatching administration	Year
Administration of destination	☐ First quarter ☐ Second quarter ☐ Third quarter ☐ Fourth quarter

Summary of CN 09 statements

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

Administration of origin
Place and signature

Seen and accepted by the administration of destination
Place, date and signature

Letter Post, Bucharest 2004, art RL 140.5.1 – Size 210 x 297 mm

Creditor administration

DETAILED ACCOUNT **CN 19**
IBRS charges
Date Year of account

Debtor administration

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

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

[1] Weight to be entered on CN 61 account for payment of terminal dues

2 IBRS charges

Items dispatched	Weight	Number of items
	kg	
x rate	SDR	SDR 0.15
Totals (SDR)	A	B
Total amount (SDR)	C = A + B	
Items received	Weight	Number of items
	kg	
x rate	SDR	SDR 0.15
Totals (SDR)	D	E
Total amount (SDR)	F = D + E	
To be received (SDR)	G = C – F	

Creditor administration
Signature

Seen and accepted by debtor administration
Place, date and signature

Letter Post, Bucharest 2004, art RL 140.5.3.2 – Size 210 x 297 mm

Postal administration

STATEMENT
IBRS charges
Date

CN 20

Notes
Statement showing the balance of the CN 19 account

Final sums due	Year for which sums are due

Carried forward from the CN 19 detailed account	Administration preparing the statement
	SDR
Additional information	

Administration preparing the statement
Signature

Letter Post, Bucharest 2004, art RL 140.5.4.1 – Size 210 x 297 mm

Article RL 142
International reply coupons

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

2 The value of the reply coupon provided for in article 13.4.2 of the Convention shall be 0.74 SDR. The selling price fixed by the postal administrations concerned may not be less than this value.

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

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

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

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

Letter Post, Bucharest 2004, art RL 142.5 – Size 148 x 103 mm

6 Postal administrations shall order international reply coupons from the International Bureau. The International Bureau shall prepare a delivery bill within ten working days of receipt of the order and send it to the administration concerned. The payment period shall be six weeks from the date on which the bill is sent. In the event of non-payment within this period, the bill and the related order shall be cancelled. However an administration with a credit at the International Bureau arising from an international reply coupon account may use it for the partial or full settlement of the delivery bill.

7 Each administration shall have the option of indicating the selling price on the reply coupons by means of a printing process or of asking the International Bureau for this price to be indicated at the time of printing.

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

9 Exchanged reply coupons shall be returned to the International Bureau in packets of a thousand. Administrations that exchange less than a thousand

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

10 After verification by the International Bureau, the CN 03 shall be duly dated and signed and returned to the postal administration. At the end of every quarter, the International Bureau will, on the basis of the CN 03s received, prepare a consolidated statement of coupons exchanged by each administration. It shall make payment on the basis of these statements. Payment shall be made within a period of six weeks after the end of each quarter. Administrations shall have the option of receiving payments direct, or having them credited to their IRC account at the International Bureau. No credit shall be given for forged or counterfeit coupons exchanged.

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

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

■ **Commentary**

142.1 Adms availing themselves of the option of selling reply coupons are listed in the Letter Post Compendium.

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

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

142.3 The exchange of reply coupons is compulsory for all countries even though their sale is optional.

If the sender asks – in exchange for a reply coupon – for a commemorative stamp or stamps on which a supplement is payable, he will have to pay the supplement himself (decision C 5/Brussels 1952).

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

In countries applying the provisions relating to standardized items (art RL 106.9 and RL 128) two different rates may be applied to letters up to 20 g. To take account of this situation, the 1974 Lausanne Congress replaced the expression “postage prepayable on an unregistered letter of the first weight step” by “minimum postage prepayable on an unregistered letter” to specify that in such countries the equivalent value of a reply coupon is that of the postage payable on a standardized letter.

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

Prot Article RL XX
International reply coupons issued before 1 January 2002

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

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

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

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

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

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

7 When the balance between two administrations does not exceed 74 SDR, this balance shall be brought forward to that of the following year by the creditor

administration. If the balance is less than 74 SDR in the final account of reply coupons exchanged up to 30 June 2006, no payment shall be made.

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

8bis International reply coupons of a type issued before 1 January 2002 shall no longer be exchanged at post offices after 31 August 2007.

■ **Commentary**

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

XX.8bis The 2007 POC decided that old IRCs issued prior to 2002 could no longer be exchanged as from 1 September 2007.

Postal administration
and postal address

DETAILED STATEMENT
Reply coupons exchanged
Date

CN 03

UPU International Bureau
P.O. Box
CH–3000 BERNE 15
SWITZERLAND

Notes
Consignments of reply coupons
must not contain fractions of a hundred

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

Administration preparing the statement
Signature

Seen and accepted by the International Bureau of the UPU
Place, date and signature

Berne,

Method of reimbursement

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

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

Transfers can only be made to the official accounts indicated by postal administrations in an International Bureau circular concerning the settlement of international postal accounts. In the absence of such a circular, the International Bureau will provisionally and automatically apply option 2 below.

Choice of currency:

☐ USD (United States dollars) ☐ EUR (euros) ☐ CHF (Swiss francs)

☐ *OPTION 2: enter the sum of_____SDR to our postal administration's credit with the International Bureau.*

☐ *OPTION 3: use the sum of_____SDR to settle sums owed to the Union. Please provide details of the bills to be settled on a separate sheet.*

Postal administration. Authority responsible for international accounts.

Name and title of signatory

Stamp, date and signature

Letter Post, Bucharest 2004, art RL 142.9 – Size 210 x 297 mm

Creditor administration

DETAILED STATEMENT
Reply coupons

CN 02bis

Administration which issued the reply coupons	Date of statement
	Period of statement

	Number	Amount
		SDR
Coupons of 0.74 SDR		

The administration preparing the statement
Place, date and signature of official

Seen and accepted by the debtor administration
Place, date and signature

Letter Post, Bucharest 2004, art RL XX.4 – Size 210 x 148 mm

Creditor administration

RECAPITULATIVE STATEMENT
Reply coupons

CN 03bis

Debtor administration	Date of statement
	Period of statement

Reply coupons

Administration which issued the coupons	Administration which exchanged the coupons	Number	Value calculated at 0.74 SDR per coupon
	Name of the administration		
Balance to the credit of			

The creditor administration
Place, date and signature

Letter Post, Bucharest 2004, art RL XX.6 – Size 210 x 148 mm

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

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

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

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

Article RL 143
Consignment Service

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

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

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

4 Identification of the "Consignment" service

4.1 The logo designed to identify the "Consignment" service shall consist of the following components:
- the word "CONSIGNMENT" in blue;
- three horizontal bands (one red, one blue and one green).

Article 14 See Sections L and M.

Section F

Special provisions and Customs matters

Article 15
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 postal administrations 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;

2.1.2 obscene or immoral articles;

2.1.3 articles the importation or circulation of which is prohibited in the country of destination;

2.1.4 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;

2.1.5 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 other dangerous substances

3.1 The insertion of explosive, flammable or other dangerous substances as well as radioactive materials shall be prohibited in all categories of items.

3.2 Exceptionally, the following substances and materials shall be admitted:

3.2.1 the radioactive materials sent in letter-post items and postal parcels mentioned in article 16.1;

3.2.2 the biological substances sent in letter-post items mentioned in article 16.2.

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 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 documents having the character of current and personal correspondence;

5.1.2 correspondence of any kind 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 internal 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 internal 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 administration 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 literature for the blind

7.1 Printed papers and literature for the blind:

7.1.1 shall nor bear any inscription or contain any item of correspondence;

7.1.2 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 and 3.1 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 and 3.1 discovered while in transit, such items shall be handled in accordance with the national legislation of the country of transit.

■ **Commentary**

15.2.1.1 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 adms 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 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."

15.2.1.2 It is at the discretion of each adm to decide what is meant by the term "obscene".

15.2.1.3 Non-admission for conveyance or transit of correspondence items should be notified to the adms 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 adm 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.

15.3 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 adms 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 adms 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 postal adms, 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.

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

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

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

Prot Article VIII
Prohibitions (letter post)

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

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

3 The postal administration of Myanmar reserves the right not to accept insured items containing the valuable articles listed in article 15.6, as this is contrary to its internal regulations.

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

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

6 The postal administration of Iran (Islamic Rep.) does not accept items containing articles contrary to the principles of the Islamic religion.

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

8 The postal administration of Australia does not accept postal items of any kind containing bullion or bank notes. In addition, it does not accept registered items for delivery in Australia, or items in transit à découvert, containing valuables such as jewellery, precious metals, precious or semi-precious stones, securities, coins or any form of negotiable financial instrument. It declines all liability for items posted which are not in compliance with this reservation.

9 The postal administration of China (People's Rep.), excluding Hong Kong Special Administrative Region, shall not accept insured items containing coins, bank notes, currency notes or securities of any kind payable to bearer and travellers' cheques in accordance with its internal regulations.

10 The postal administrations of Latvia and Mongolia reserve the right not to accept, in accordance with their national legislation, ordinary, registered or insured mail containing coins, bank notes, securities payable to bearer and travellers' cheques.

11 The postal administration of Brazil reserves the right not to accept ordinary, registered or insured mail containing coins, bank notes in circulation or securities of any kind payable to bearer.

12 The postal administration of Viet Nam reserves the right not to accept letters containing articles or goods.

Prot Article IX See Parcel Post Manual.

Prot Article X
Articles subject to customs duty

1 With reference to article 15, the postal administrations of Bangladesh and El Salvador do not accept insured items containing articles subject to customs duty.

2 With reference to article 15, the postal administrations of Afghanistan, Albania, Azerbaijan, Belarus, Cambodia, Chile, Colombia, Cuba, Dem People's Rep. of Korea, El Salvador, Estonia, Italy, Latvia, Nepal, Peru, San Marino, Turkmenistan, Ukraine, Uzbekistan and Venezuela do not accept ordinary and registered letters containing articles subject to customs duty.

3 With reference to article 15, the postal administrations of Benin, Burkina Faso, Côte d'Ivoire (Rep.), Djibouti, Mali and Mauritania do not accept ordinary letters containing articles subject to customs duty.

4 Notwithstanding the provisions set out under 1 to 3, the sending of serums, vaccines and urgently required medicaments which are difficult to procure shall be permitted in all cases.

■ **Commentary**
Prot X.4 The word "medicaments" may in no case be used to designate the narcotics and psychotropic substances mentioned in art 15.2.1.1 of the Conv.

Article RL 144
Dangerous goods prohibited from insertion in letter-post items

1 The articles covered by the "Recommendations on Transport of Dangerous Goods" drawn up by the United Nations, with the exception of certain dangerous goods provided for in the existing Regulations, and by the Technical Instructions of the International Civil Aviation Organization (ICAO) and International Air Transport Association (IATA) Dangerous Goods Regulations shall be considered as dangerous goods in accordance with the provisions of article 15.3.1 of the Convention and prohibited from insertion in letter-post items.

Article RL 145
Treatment of items wrongly admitted

1 Items that have been wrongly admitted and that do not differ fundamentally from the conditions of article 12 of the Convention as regards classification and weight and those of the present Regulations regarding contents, size, make-up and marking shall nevertheless be delivered to the addressees without surcharge. Items wrongly admitted containing perishable biological substances or radioactive materials and not complying with the provisions of article 16 of the Convention may also be delivered to the addressees if the provisions applicable in the country of destination allow this. If delivery is inappropriate or impossible, items wrongly admitted shall be returned to the administration of origin.

2 Items containing articles mentioned in articles 15.2.1.1 and 15.3.1 of the Convention and wrongly admitted to the post shall be dealt with according to the legislation of the country of the administration of origin, transit or destination establishing their presence.

3 The administration of destination may deliver to the addressee the part of the contents which is not subject to prohibition.

4 When an item wrongly admitted to the post is neither returned to origin nor delivered to the addressee, the administration of origin shall be notified without delay how it has been dealt with. This notification shall clearly indicate the prohibition under which the item falls and the articles which gave rise to seizure. A wrongly admitted item which is returned to origin shall be accompanied by a similar notification.

5 In the event of the seizure of a wrongly admitted item, the administration of transit or destination shall notify the administration of origin through the dispatch of a CN 13 report.

6 Moreover, the right of every member country shall be reserved to deny conveyance in transit à découvert over its territory to letter-post items, other than letters, postcards and literature for the blind, which do not satisfy the legal requirements governing the conditions of their publication or circulation in that country. Such items shall be returned to the administration of origin.

6bis Letter-post items containing items whose early deterioration or decay is to be feared

6bis.1 Articles contained in a letter-post item whose early deterioration or decay is to be feared, and those articles only, may be sold immediately, without prior notice. The sale shall be on behalf of the rightful owner even in course of transmission on either the outward or the return journey. If sale is impossible, the spoilt or decayed articles shall be destroyed.

6bis.2 When a letter-post item has been sold or destroyed in accordance with 6bis.1, a formal report of the sale or destruction shall be drawn up. A copy

of the report accompanied by a CN 43 verification note shall be sent to the office of origin.

6bis.3 The proceeds of the sale shall serve in the first instance to defray the charges on the letter-post item. The balance, if any, shall be sent to the office of origin to be handed to the sender. The latter shall bear the costs of forwarding it.

■ **Commentary**

145.4 Form CN 13 may be used to inform the adm of origin.

Prot Article RL IX
Treatment of items wrongly admitted

1 The postal administrations of Afghanistan, Angola, Djibouti and Pakistan shall not be obliged to comply with the provisions laid down in article RL 145.4, according to which “This notification shall clearly indicate the prohibition under which the item falls and the articles which gave rise to its seizure.”

2 The postal administrations of Afghanistan, Angola, Australia, Azerbaijan, Dem. People’s Rep. of Korea, Djibouti, Estonia, Kazakhstan, Kyrgyzstan, Nepal, Sudan, Tajikistan, Turkmenistan, Ukraine, Uzbekistan and Viet Nam reserve the right to provide the information about the reasons for the seizure of a postal item only within the limits of the information provided by the customs authorities and in accordance with internal legislation.

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

Postal administration of

Office preparing the report

REPORT
Information about a seized postal item

CN 13

Date

Reference

To the administration 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 ☐ Priority ☐ Non-priority ☐ Parcel ☐ Ordinary ☐ Registered ☐ Letter ☐ Printed paper ☐ Small packet ☐ ☐ Insured ☐ Recorded delivery No. of item | Weight of item Information concerning forwarding ☐ Airmail ☐ S.A.L. ☐ 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 ☐ Hazardous materials ☐ Violates import regulations ☐ Narcotics ☐ Violates public/moral/religious precepts ☐ Obscene articles ☐ Applicable regulation | Article ☐ UPU Convention ☐ National legislation (specify) Consequently, we have seized ☐ the entire contents of the item ☐ 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

Letter Post, Bucharest 2004, art RL 145.5 – Size 210 x 297 mm

Article RL 146
Redirection

1 If an addressee changes his address, items shall be reforwarded to him forthwith, subject to the conditions laid down below.

2 Items shall not however be redirected:
2.1 if the sender has forbidden redirection by means of a note in a language known in the country of destination;
2.2 if they bear in addition to the addressee's address the expression "or occupant".

3 Postal administrations which collect a charge for requests for redirection in their internal services shall be authorized to collect this same charge in the international service.

4 Apart from the exceptions provided for below, no additional charge shall be collected for letter-post items redirected from country to country. However, administrations which collect a charge for redirection of items in their internal service shall be authorized to collect this same charge on the international letter-post items redirected within their own countries.

5 Redirection procedures
5.1 Items addressed to addressees who have changed their address shall be considered as addressed direct from the place of origin to the place of new destination.
5.2 Any insured item the addressee of which has left for another country may be redirected if that country operates the service in its relations with the country of the first destination. If it does not, the item shall be sent back forthwith to the administration of origin for return to the sender.
5.3 Redirection from one country to another shall be effected only if the items satisfy the conditions for the onward conveyance. This shall also apply to items originally for an address within a country.
5.4 On redirection, the reforwarding office shall apply its date-stamp to the front of items in the form of cards and on the back of all other categories of items.
5.5 Unregistered or registered items returned to senders for completion or correction of the address shall not be considered as redirected items on reposting. They shall be treated as new correspondence, liable to a new charge.
5.6 If the attempt to deliver an express item at the place of address by a messenger has failed, the reforwarding office shall strike through the label or the indication "Exprès" (Express) with two thick horizontal lines.
5.7 Each administration may lay down a redirection period in accordance with that in force in its internal service.

6 Forwarding

6.1 Priority items and airmail items shall be redirected to their new destination by the quickest route (air or surface).

6.2 Other items shall be redirected by the means of transport normally used for non-priority or surface items (including S.A.L.). They may be reforwarded by priority or air at the express request of the addressee if the latter undertakes to pay the difference in postage for the new priority transmission or for the new air route. In this case, the difference in postage shall be collected, in principle, at the time of delivery of the item and retained by the delivering administration. All items may also be reforwarded by the quickest route if the difference in postage is paid at the redirecting office by a third person. Redirection of such items by the quickest route within the country of destination shall be governed by the internal regulations of that country.

6.3 Administrations which apply combined charges may fix special fees, which must not exceed the combined charges, for the redirection by air or by priority means under the conditions laid down under 6.2.

7 Charges

7.1 Items unpaid or underpaid for their first transmission shall be subject to the charge which would have been applied to them if they had been addressed direct from the point of origin to the place of the new destination.

7.2 Items properly prepaid for their first transmission, but on which the additional charge for the further transmission has not been paid before their redirection, shall be subject to a charge representing the difference between the postage already paid and that which would have been charged if the items had been dispatched originally to their new destination. To this charge shall be added the handling charge for unpaid or underpaid items. If reforwarded by air or by priority means, the items shall in addition be subject, for their further transmission, to the surcharge, combined charge or special fee according to 6.2 and 6.3.

7.3 Items having originally circulated free of postal charges within a country shall be subject to the postage charge which would have been payable if these items had been addressed direct from the place of origin to the place of the new destination. To this charge shall be added the handling charge for unpaid or underpaid items.

7.4 In the event of redirection to another country, the following charges shall be cancelled:

7.4.1 the poste restante charge;

7.4.2 the presentation-to-Customs charge;

7.4.3 the storage charge;

7.4.4 the commission charge;

7.4.5 the additional express charge;

7.4.6 the charge for delivery of small packets to the addressee.

7.5 The customs duty and other fees of which it has not been possible to secure cancellation on redirection or on return to origin shall be collected COD from the administration of the new destination. In that case, the administration of the original destination shall attach to the item an explanatory note and a COD money order (model TFP 3 forms of the Regulations of

the Postal Payment Services Agreement). If there is no cash-on-delivery service between the administrations concerned, the charges in question shall be recovered by correspondence.

7.6 Redirected letter-post items shall be delivered to the addressees on payment of the charges incurred on departure, on arrival, or in course of transmission due to redirection after the first transmission. The customs duty or other special charges which the reforwarding country does not cancel shall also be paid by the addressees.

8 Collective redirection

8.1 Unregistered items to be redirected to the same person at a new address may be enclosed in CN 14 collective envelopes supplied by administrations. Only the name and the new address of the addressee shall be written on these envelopes.

8.2 When the number of items to be collectively reforwarded justifies it, a bag may be used. In this case the details required shall be entered on a special label provided by the administration and printed, generally, on the pattern of the CN 14 envelope.

8.3 Items to be submitted to customs control shall not be enclosed in these envelopes or bags. Items of which the shape, volume and weight may cause tearing shall also be excluded.

8.4 The CN 14 collective envelopes and bags used for collective redirection of correspondence shall be forwarded to the new destination by the route prescribed for individual items.

8.5 The envelope or bag shall be presented open at the redirecting office. That office shall collect, if necessary, the additional charges to which the redirected items may be subject. When the additional charge has not been paid the charge to be collected on arrival shall be marked on the items. After checking it, the forwarding office shall close the envelope or bag. It shall apply to the envelope or bag label, where necessary, the T stamp indicating that charges are to be collected for all or some of the redirected items.

8.6 On arrival at its destination, the envelope or bag may be opened and its contents checked by the delivering office which shall collect, where necessary, the unpaid additional charges. The handling charge on unpaid or underpaid items shall be collected only once for all items inserted in the envelopes or bags.

8.7 Unregistered items addressed either to sailors and passengers aboard the same ship, or to persons travelling as a party, may also be treated as provided for under 8.1 to 8.6. In that case, the envelopes or bag labels shall bear the address of the ship or of the shipping or travel agency, etc., to which the envelopes or bags shall be delivered.

■ **Commentary**

146.1 In resolution C 52/Seoul 1994, Congress urged postal adms to introduce forwarding and change-of-address notification services if they do not already provide them and to take steps to improve the efficiency and effectiveness of these services where they do provide them.

146.5.3 Addressees wishing to receive abroad domestic service items which are not admitted in the international letter-post service can ensure, by taking the appropriate measures (designation of authorized persons), that these items meet the requirements of the international letter-post service.

146.6.2 A third party (eg an hotel) may request, on behalf of the sender or the addressee, the redirection of priority items or airmail items by priority or air against payment of air surcharges or combined charges. As a result of the systematic redirection of all priority items and airmail items by air, surcharges and combined charges for the further transmission are collected on non-priority and surface items only.

Prot. Article RL IXbis
Redirection

1 The provisions in article RL 146.2 shall not apply to the postal administrations of Denmark and Finland whose equipment during the sorting process automatically redirects mail to an addressee that has changed address.

Postal administration of origin

CN 14

On postal service

Date stamp

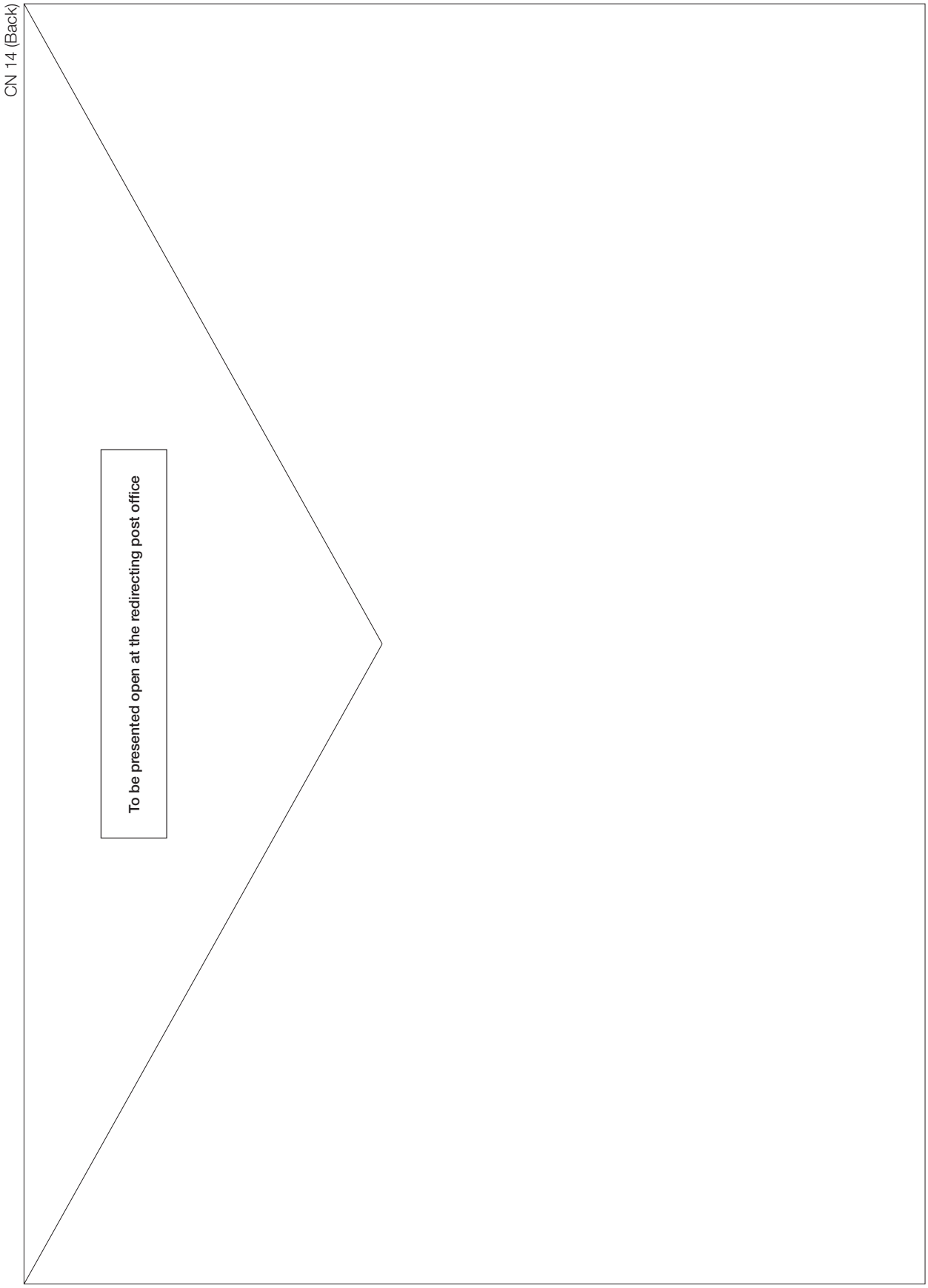
COLLECTIVE ENVELOPE
Redirection of letter-post items

Notes
This envelope may be opened by the office of delivery
It must not contain any item to be submitted to customs control or which is likely to cause tears
If there are charges to be collected, mark with a “T” stamp in the middle of the upper part of the collective envelope
If the items are for sailors or passengers aboard the same ship or persons travelling as a party, the collective envelope shall bear the name of the ship or the agency to which the items are to be delivered

Full address of addressee

Name of addressee
Care of (where appropriate)
Street and No.
Locality or office of destination
Country of destination

Letter Post, Bucharest 2004, art RL 146.8.1 – Maximum size: length, width and thickness add up to 900 mm; largest dimension may not exceed 600 mm


CN 14 (Back)
To be presented open at the redirecting post office

Article RL 147
Undeliverable items. Return to country of origin or to sender and period of retention

1 Postal administrations shall return items which it has not proved possible to deliver to the addressees for whatever reason.

2 The period of retention of items is laid down in the paragraphs below.

3 Apart from the exceptions provided for below, no additional charge shall be collected for undeliverable items returned to the country of origin. However, administrations which collect a charge for return of items in their internal service shall be authorized to collect this same charge on the international mail returned to them.

4 Notwithstanding the provisions under 3, when an administration receives, for return to the sender, items posted abroad by customers residing in its territory, it shall be authorized to collect from the sender or senders a handling charge per item not to exceed the postage charge that would have been collected had the item been posted in the administration in question.

4.1 For the purposes of the provisions under 4, the sender or senders shall be understood as being the persons or entities whose name appears in the return address or addresses.

5 General provisions

5.1 Subject to the legal provisions of the country of destination, undeliverable items shall be returned to the postal administration of origin whose payment indicia appear on the item.

5.2 Items refused by the addressee or whose delivery is obviously impossible shall be returned forthwith.

5.3 Other undeliverable items shall be retained by the administration of destination for a period laid down by its regulations. However, the retention period may not exceed one month except in special cases where the administration of destination considers it necessary to extend it to two months at most. Return to the country of origin shall be effected within a shorter period if the sender has requested this by means of a note on the address side in a language known in the country of destination.

6 Special procedures

6.1 Undeliverable items of the internal service shall be redirected abroad for return to the sender only if they satisfy the conditions for the onward conveyance. The same shall apply to international correspondence when the sender has moved to another country.

6.2 Postcards which do not bear the address of the sender shall not be returned. However, registered postcards shall always be returned.

6.3 The return to origin of undeliverable printed papers shall not be compulsory, unless the sender has asked for their return by means of a note on the item in a language known in the country of destination. However, administrations

shall endeavour to make such return to sender, or inform him appropriately, when repeated attempts at delivery or bulk items are involved. Registered printed papers and books shall always be returned.

6.4 The following shall be treated as undeliverable items, items for third persons:

6.4.1 addressed care of diplomatic or consular services and returned by them to the post office as unclaimed;

6.4.2 addressed to hotels, lodgings or agencies of airlines or shipping companies and returned to the post office because they cannot be delivered to the addressees.

6.5 In no case shall the items mentioned in 6.4 be considered as new items subject to payment of postage.

7 Forwarding

7.1 When the country returning the item no longer uses surface conveyance, it shall return undeliverable items by the most appropriate means in use.

7.2 Priority items, airmail letters and airmail postcards to be returned to origin shall be returned by the quickest route (air or surface).

7.3 Undeliverable airmail items other than airmail letters and airmail postcards shall be returned to origin by the means of transport normally used for non-priority or surface items (including S.A.L.), except:

7.3.1 in the event of interruption of those means of transport; or

7.3.2 if the administration of destination has systematically chosen the air route for returning such items.

7.4 For the return of items to origin by priority or air means at the request of the sender, article RL 146.6.2 and 3 shall apply by analogy.

8 Treatment of items

8.1 Before returning to the administration of origin items which for any reason have not been delivered, the office of destination shall show, in French, the reason for non-delivery. The reason shall be given, clearly and concisely, if possible on the front of the item, in the following form: “inconnu” (unknown), “refusé” (refused), “déménagé” (moved), “non réclamé” (unclaimed), “adresse insuffisante” (incomplete address), etc. As regards postcards and printed papers in the form of cards, the reason for non-delivery shall be shown on the right-hand half of the front.

8.2 This information shall be shown by the application of a stamp or affixing of a CN 15 label, to be completed as appropriate. Each administration may add the translation, in its own language, of the reason for non-delivery and other appropriate particulars. In the service with administrations which have so agreed the indications may be made in a single agreed language. Manuscript notes regarding the non-delivery made by officials or by post offices may also be regarded as sufficient in that case.

8.3 The office of destination shall strike out the address particulars with which it is concerned while leaving them legible and write “Retour” (Return) on the front of the item beside the name of the office of origin. It shall also apply its date-stamp on the back of priority items in envelopes and of letters and on the front of postcards.

8.4 Undeliverable items shall be returned to the office of exchange of the country of origin, either individually or in a special bundle labelled “Envois non distribuables” (Undeliverable items), as if they were items addressed to that country. Undeliverable ordinary items which bear adequate return details shall be returned direct to the sender.

8.5 Insured items which have not been delivered shall be sent back as soon as possible, and at the latest within the period fixed in 5.3. These items shall be entered on the CN 16 dispatch list and included in the packet, envelope or bag labelled “Valeurs declarées” (Insured items).

8.6 Undeliverable items returned to the country of origin shall be treated in accordance with article RL 146.7.

■ **Commentary**

147.7.2 and **7.3** Congress recommends adms which do not already systematically use the air route for the return to origin of AO airmail items to use that route to the greatest possible extent in accordance with their economic circumstances (recommendation C 35/Washington 1989).

147.8.5 For the model of form CN 16, see art RL 177.

RETURN **CN 15**

☐ Unknown ☐ Refused

☐ Gone away ☐ Unclaimed

☐ Insufficient address

☐

Return date:

Letter Post, Bucharest 2004, art RL 147.8.2 – Maximum size 52 x 52 mm, colour pink (PANTONE® process coated EURO DE 141-6 C)

Article RL 148
Treatment of requests for withdrawal of items from the post or for alteration or correction of address

1 The sender of a letter-post item may have it withdrawn from the post, or have its address altered or corrected under the conditions laid down below.

2 If its legislation permits, each postal administration shall be bound to accept requests for withdrawal from the post or alteration or correction of the address in respect of any letter-post item posted in the service of another administration.

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 administration 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 administration 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 Administrations which exercise the option provided for under 3.4 shall bear any charges which may result from the transmission in their internal service by post or by telecommunication of the communications to be exchanged with the office of destination. Recourse to telecommunication or other similar service shall be compulsory when the sender has himself used such means and the office of destination cannot be advised in time by post.

3.6 If the item is still in the country of origin, the request shall be dealt with according to the legislation of that country.

4 Charges

4.1 The sender shall pay, for each request, a special charge the guideline amount of which shall be 1.31 SDR.

4.2 The request shall be forwarded by post or by telecommunication at the sender's expense. The forwarding conditions and the provisions relating to the use of telecommunications are set out in 6 below.

4.3 The charges prescribed under 4.1 and 4.2 shall be levied only once for each request for withdrawal from the post or alteration or correction of address involving several items posted at the same time, at the same office, by the same sender to the same addressee.

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 administration.

6 Transmission of request by telecommunications

6.1 If the request is to be made by telecommunications, the CN 17 form shall be handed over to the corresponding service for transmission of the details to the post office of destination. The sender shall pay the corresponding charge for that service.

6.2 On receipt of the message received by telecommunications, the office of destination shall search for the item in question and take the necessary action.

6.3 Any request for alteration or correction of address concerning an insured item made by telecommunications shall be confirmed by post, by the first mail, as prescribed under 5.1. The CN 17 form shall then bear at the head, in bold letters, the note "Confirmation de la demande transmise par voie des télécommunications du ..." (Confirmation of request made by telecommunications dated ...); pending such confirmation, the office of destination shall merely retain the item. However, the administration of destination may, on its own responsibility, act on the request made by telecommunications without waiting for confirmation by post.

6.4 In relations between two countries which admit this procedure, the sender may ask to be informed by telecommunications of the action taken by the office of destination on his request. He shall pay the relevant charge.

If telegrams are used, he must pay the charge for a telegram, calculated on a fifteen-word basis. When telex is used, the charge to the sender shall normally be the same amount as that charged for forwarding the request by telex.

6.5 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**

148.3.4 The information supplied on this subject is published in the Letter Post Compendium.

148.5.1 A request by post is sent registered to the office of destination. The registration charge is included in the special charge; it must not be deducted when telecommunication is used.

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 telefax No.		Telefax No.	
Description of item	Nature of item	No. of item	Date of dispatch
	Office of origin ☐ 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 ☐ priority/air ☐ S.A.L. ☐ non-priority/surface		
Alteration or correction of address	Please redirect the item ☐ priority/air ☐ S.A.L. ☐ non-priority/surface		
	New address or requested alteration		
Cancellation/ Alteration of the COD amount	☐ Please cancel the COD amount ☐ Please alter the COD amount New COD amount (in words and figures)		

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	☐ Priority/air ☐ S.A.L. ☐ Non-priority/surface No. Date	
		Dispatching office of exchange	
		Office of exchange of destination	
		No. of the bill/list ☐ Letter bill (CN 31 or CN 32) ☐ Special list (CN 38)	
		Serial No. ☐ Dispatch list (CN 16)	
		☐ Bulk advice	Date and signature

Letter Post, Bucharest 2004, art RL 148.3.1 – Size 210 x 297 mm

Reply of the office of destination CN 17 (Back)

☐ The item in question has already been delivered to the addressee	☐ The request was not explicit enough; please send additional details
☐ The item in question has been seized under the country's internal legislation	☐ The search was unsuccessful

Additional information

Place, date and signature

To be returned, duly completed, to the office of origin

Article RL 149
Withdrawal from the post. Alteration or correction of address. Items posted in a country other than that which receives the request

1 Any office which receives a request for withdrawal of items from the post or alteration or correction of address made in accordance with article RL 148.2 shall verify the identity of the sender of the item. It shall ensure, in particular, that the address of the sender appears clearly in the place provided for that purpose on the CN 17 form. It shall then send the CN 17 form to the office of origin or destination of the item.

2 If the request concerns a registered or insured item, the original receipt must be presented by the sender and the CN 17 form shall bear the notation: "Vu l'original du récépissé" (Seen, original receipt). Before the receipt is given back to the sender, the following notation shall be made on it: "Demande de retrait (de modification ou de correction d'adresse) déposée le ... au bureau de ..." (Request for withdrawal from the post (or for alteration or correction of address) made on ... at the office of ...). This note shall be accompanied by an impression of the date-stamp of the office receiving the request. The CN 17 form shall then be sent to the office of destination via the office of origin of the item.

3 Any request made by telecommunications under the conditions laid down under 1 shall be sent direct to the office of destination of the item. If, however, it refers to a registered or insured item, a CN 17 form bearing the notations "Vu l'original du récépissé de dépôt" (Seen, original of certificate of posting) and "Demande transmise par voie des télécommunications déposée le ... au bureau de ..." (Request made by telecommunications on ... at the office of ...) shall, in addition, be sent to the office of origin of the item. After verifying the details, the office of origin shall write at the top of the CN 17 form, in very bold characters, the note "Confirmation de la demande transmise par voie des télécommunications du ..." (Confirmation of request made by telecommunications dated ...) and shall send it to the office of destination. The office of destination shall hold the registered or insured item until receipt of this confirmation.

4 So that the sender may be informed, the office of destination of the item shall inform the office which receives the request how it has been dealt with. However, when a registered or insured item is concerned, this information shall pass through the office of origin of the item. In the case of withdrawal, the withdrawn item shall be attached to this information.

5 Article RL 148 shall apply, by analogy, to the office which receives the request and to its administration.

■ **Commentary**

149.1 In the case of a registered or insured item, it is essential that the request be transmitted through the office of origin of the item.

149.2 Since the certificate of posting is the only document proving that the item really has been posted, it must be kept by the sender.

149.3 The office of origin of a registered or insured item must be advised of a request by telecommunications made in a third country in order to be able to confirm this request in writing to the office of destination.

Article 17
Inquiries

1 Each postal administration shall be bound to accept inquiries relating to any item posted in the service of its own administration or any other postal administration provided that the inquiries are presented within a period of six months from the day after that on which the item was posted. The period of six months shall concern relations between claimants and postal administrations and shall not include the transmission of inquiries between postal administrations.

1.1 However, the acceptance of inquiries about the non-receipt of ordinary letter-post items shall not be mandatory. Consequently, postal administrations which accept inquiries about the non-receipt of ordinary letter-post items shall have the option of confining their inquiries to the undeliverable items service.

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**
17.3 CN 08 inquiries must be sent, whenever possible, by fax or e-mail, at no additional cost to the customer.

Prot Article XI
Inquiries

1 Notwithstanding article 17.3, the postal administrations of Bulgaria (Rep.), 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 17.3, the postal administrations of Argentina, Austria, Azerbaijan, Czech Rep. 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 The postal administrations of Afghanistan, Bulgaria (Rep.), 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 17.3, the postal administrations of Brazil, Panama (Rep.) and the United States of America reserve the right to collect a charge from customers for inquiries lodged in respect of letter-post items and parcels posted in countries which apply that type of charge in accordance with paragraphs 1 to 3 of this article.

Article RL 150
Inquiries

1 Principles

1.1 Within the period of time prescribed in article 17 of the Convention, inquiries shall be accepted as soon as the problem is reported by the sender or the addressee. However, where a sender's inquiry concerns an undelivered item and the anticipated transmission time has not expired, the sender should be informed of this transmission time.

2 Preparation of request

2.1 Every inquiry shall involve the preparation of a CN 08 form. By agreement between the administrations involved, the inquiry may be in the form of a computer file or message (electronic CN 08) transmitted electronically, for example using the Internet. In the absence of such an agreement, it shall be in the form of the CN 08 document.

2.2 The CN 08 form shall be accompanied, whenever possible, by a facsimile of the address of the item. The inquiry form shall be completed with all the details called for, including the mandatory information on charges paid if the inquiry concerns a registered item or an insured item, and very legibly, preferably in roman capital letters and arabic figures, or even better, by typewriter.

2.3 If the inquiry concerns a cash-on-delivery item, it shall also be accompanied by a duplicate TFP 3 money order form of the Regulations of the Postal Payment Services Agreement.

2.4 One form may be used for several items posted at the same time at the same office by the same sender and sent by the same route to the same addressee.

2.5 All administrations must send the International Bureau notification of the postal and, whenever possible, electronic addresses to which CN 08 inquiries and CN 08 duplicate inquiries must be sent.

2.6 The first administration 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 administration. The form and documents shall be returned to the administration which originated the inquiry as soon as possible and at the latest within two months from the date of the original inquiry or within 30 days from the date of the original inquiry if the case was reported by fax or any other electronic means. Inquiries about insured, registered and recorded delivery items shall be accompanied by the addressee's declaration made out on a CN 18 form and certifying the non-receipt of the item under inquiry, only if the sender so requires. After the corresponding

period has elapsed, a reply shall be sent by fax, e-mail or any other means of telecommunication to the administration of origin, at the expense of the administration of destination. An addressee's declaration made out on a CN 18 form certifying non-receipt shall not be required for ordinary letter-post items. Where there is an agreement about the use of an electronic system, the reply times shall be as set out in the agreement between the relevant administrations, but shall be no longer than those specified in this paragraph.

2.7 Replies to inquiries sent by fax or e-mail or by other electronic means must, wherever possible, be sent by the same means.

2.8 On request, a receipt or any reference number should be issued free of charge to a customer lodging an inquiry in each case where there is a requirement for the customer or the administration to be able to track the progress of the inquiry over time or where the administration pursues the inquiry using the CN 08 process. Each administration may design its own receipt. An example is provided in the Regulations for guidance purposes.

2.9 If the sender asserts that, despite the administration 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 administration of origin, the administration of destination shall be obliged to provide the sender, through the administration of origin, confirmation of the delivery by letter, CN 07 advice of delivery or some other means, signed in conformity with article RL 137.3.1 or RL 138.3.2, as appropriate or a copy of a signature of acceptance or some other form of evidence of receipt from the recipient in conformity with article RL 132.5.9 or RL 134.6.8.

3 Inquiries about recorded delivery items

3.1 The office which receives the inquiry shall automatically forward it to the corresponding office. The latter, after obtaining the necessary information from the addressee or the sender, as the case may be, shall automatically return the CN 08 form to the office which prepared it. By agreement between the administrations involved, the inquiry and response may be in the form of a computer file or message transmitted electronically, for example using the Internet World Wide Web. In the absence of such an agreement, the inquiry shall, where possible, be sent by fax or e-mail, without additional cost to the customer; otherwise the inquiry shall be sent by post. In the latter case, the form shall be sent in an envelope and without a covering letter by the quickest route (air or surface).

3.2 If the inquiry is acknowledged to be justified, the office which prepared it shall forward the CN 08 form to its central administration for further investigation.

4 Inquiries about registered items and insured items

4.1 Where an inquiry concerns registered items exchanged under the system of bulk advice, the number and date of dispatch of the mail must be entered on the CN 08 inquiry. By agreement between the administrations involved, the inquiry and response may be in the form of a computer file or message which is transmitted electronically, for example, using the Internet. In the absence of such an agreement, the inquiry shall, where possible, be sent by

fax or e-mail, without additional cost to the customer; otherwise the inquiry shall be sent by post. In the latter case, the form shall be sent automatically, without a covering letter and always by the quickest route (air or surface).

4.2 If the administration of origin or the administration of destination so requests, the inquiry shall be forwarded direct from the office of origin to the office of destination.

4.3 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.

4.4 An administration which is unable to establish either delivery to the addressee or correct transmission to another administration shall immediately order the necessary inquiry. It shall record in the "Final reply" part of the CN 08 form its decision on liability. Where an electronic version of the CN 08 is used by agreement between administrations, the administration accepting liability shall record in the authorization code box on the electronic CN 08 the reference number authorizing acceptance of liability. The extent of the acceptance of liability shall be entered in the Remarks box (e.g. the full amount, half the amount paid (bulk advice) or according to the agreement between our two countries, you have to compensate the inquirer).

4.5 The CN 08 form, duly completed as prescribed under 4.3 and 4.4, shall be returned to the address of the office which prepared it using, where possible, the same means as was used for the transmission of the inquiry, electronically, by fax or e-mail, or by the quickest route, (air or surface).

4.6 The administration of origin shall send inquiries about items sent in transit à découvert at the same time to both the intermediate administration and the administration of destination. Inquiries about items contained in closed mails which have transited through one or more intermediate administrations shall in principle be handled directly between the country of origin and the country of final destination. Nevertheless, the administration of origin may, in order to speed up the process of investigation, ask any intermediate administration to provide appropriate dispatch information.

4.6.1 Inquiries sent to intermediate administrations that so indicate in the Letter Post Compendium shall be accompanied by a CN 37, CN 38 or CN 41, as appropriate. The copies may be either electronic or physical, according to the principles stated in RL 150.2.5.

4.6.2 Any intermediate administration consulted shall forward the CN 08 form to the next administration, and the corresponding CN 21 form to the administration of origin, as soon as possible, but within a period not exceeding 10 days.

4.7 (Deleted.)

5 Inquiries about the non-return to sender of an advice of delivery

5.1 In the case provided for in article RL 137.3.3 and if an item has been delivered, the administration of the destination country shall obtain on the CN 07 advice of delivery form bearing the word "Duplicata" the signature of the person who has received the item. Subject to the legislative provisions of the

country 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.

6 Requests to be sent by telegram, by telex or by EMS

6.1 If a request is made for transmission of an inquiry by telegraph, a telegram shall be sent, instead of the CN 08 form either to the central administration of the country of destination or to the specially appointed office concerned. The telegraph charge shall be collected from the inquirer.

6.2 If a request is made for transmission by EMS, the charges normally collected for this service may be collected from the inquirer.

6.3 In relations between two countries admitting this procedure, the sender may ask to be advised by telegram of the action taken on his inquiry. In this case, he must pay the charge for a telegram, calculated on a fifteen-word basis. When telex is used, the charge collected from the sender shall normally be the same amount as that charged for forwarding the inquiry by telex. The cost of a reply sent by other means of telecommunication or by EMS shall be waived on the basis of reciprocity.

6.4 If the inquiry by telegram or by telex does not establish what happened to a registered or insured item, the inquiry shall be made again by post before indemnity is considered. A CN 08 form shall then be prepared for treatment according to 4.1 to 4.7.

6bis No reservations concerning the periods for the handling and settlement of inquiries may be made to this article, other than within the framework of a bilateral agreement.

■ **Commentary**

150.2.1 Form CN 08 must be used only for irregularities concerning postal items. It is not to be used for other customer complaints such as the quality of the reception, etc.

150.2.5 Any information about the address to which inquiries must be sent are published in the Letter Post Compendium.

150.2.9 The copy of the signature shall be a photocopy or a copy produced by similar means.

150.4.3 Considering that the lack of information gives rise to further delay, Congress, in resolution C 64/ Washington 1989, recommended that adms should instruct their offices about the need to complete all parts of the CN 08 form and, in particular, to give the reason for the delayed delivery, retention or return to origin, in order to provide the inquirer with precise information.

150.6.4 For determining liability, an inquiry by telecommunication is inadequate and should be supplemented by the normal CN 08 inquiry procedure.

Prot Article RL X
Treatment of inquiries

1 Notwithstanding article RL 150, the United States of America reserves the right not to accept CN 08 inquiries from the administration of origin for registered items sent as transit à découvert items and declines to accept liability for these types of prohibited items.

Postal administration of origin (Serial No.) **CN 08**

INQUIRY

☐ Ordinary ☐ Registered ☐ Insured ☐ Recorded delivery

Office of origin (to which the form is to be returned). Telefax No.	Date of inquiry / References Date of duplicate
	Service of destination. Telefax No.

Particulars to be supplied by the service of origin

Reason for inquiry	☐ Item not arrived ☐ Contents missing ☐ Damage ☐ Delay — Date of arrival ☐ Advice of receipt not completed ☐ COD amount not received
Item under inquiry	☐ Priority ☐ Non-priority ☐ Parcel — No of item ☐ Letter ☐ Printed paper ☐ Small packet ☐ — Weight Amount of insured value / COD amount and currency
Special indications	☐ By airmail ☐ S.A.L. ☐ Express ☐ Advice of receipt ☐ COD
Posted	Date / Office ☐ Receipt seen Charges paid (national currency) / Other fees (national currency)
Sender	Name and full address. Telephone No.
Addressee	Name and full address. Telephone No.
Contents (precise description)	
Item found	To be sent to ☐ the sender ☐ the addressee

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	☐ Priority/Air ☐ S.A.L. ☐ Non-priority/Surface No / Date
		Dispatching office of exchange
		Office of exchange of destination
		No. of the bill/list — ☐ Letter bill (CN 31 or CN 32) ☐ Special list (CN 33)
		Serial No. — ☐ Dispatch list (CN 16) ☐ Parcel bill (CP 87)
		☐ Bulk advice — Date and signature

Letter Post, Bucharest 2004, art RL 150.2.1 – Size 210 x 297 mm

(Serial No.) CN 08 (Back)

Particulars to be supplied by the intermediate services

To be supplied for parcels and registered and insured items only

Mail in which the item was sent

☐ Priority/Air ☐ S.A.L. ☐ Non-priority/Surface
No. Date

Dispatching office of exchange

Office of exchange of destination

No of the bill/list ☐ Letter bill (CN 31 or CN 32) ☐ Special list (CN 33)

Serial No. ☐ Dispatch list (CN 16) ☐ Parcel bill (CP 87)

☐ Bulk advice Date and signature

Particulars to be supplied by the service of destination

In case of delivery

Date

☐ The item was duly delivered to the rightful owner

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 ☐ is being held at — Name of office

Reason

Date

☐ was returned to the office of origin

Reason

Date

☐ was redirected

New address in full

☐ The item has not been received at the office of destination. The addressee's CN 18 declaration is attached

COD

Date No. of money order

Dispatch of COD amount

The amount was sent

☐ to the sender of the item

Name of giro office

☐ to the giro office

No.

☐ The amount was credited to the giro account

Reason

☐ COD amount has not been collected

Delivery office

Name, date and signature

Final reply

To be given by the administration of destination

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

Reference

☐ The full amount paid ☐ Half of the amount paid (bulk advice)

☐ According to the agreement between our two countries, you have to compensate the inquirer

Any other comments

Administration of destination. Date and signature

Postal administration

DECLARATION
concerning non-receipt
(or receipt) of a postal item

CN 18

Nature of item	☐ Priority ☐ Non-priority ☐ Parcel ☐ Ordinary ☐ Registered ☐ Letter ☐ Printed paper ☐ Small packet ☐ ☐ Insured ☐ Recorded delivery
Special particulars	Insured value ☐ Airmail ☐ S.A.L. ☐ Express ☐ Advice of receipt ☐ COD amount and currency ☐ COD Other information
Posting	No. of item Date of posting | Office of posting Weight of item
Sender	Name and full address
Addressee	Name and full address
Contents	Precise description of contents

Declaration	Date ☐ This item was delivered to me on ☐ I have not received this item by post or by any other means Place and date Signature

Letter Post, Bucharest 2004, art RL 150.2.6 – Size 210 x 297 mm

Postal administration 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
	Administration of origin of the inquiry	

Item concerned

Item under inquiry	☐ Priority ☐ Non-priority ☐ Parcel	No. of item	
	☐ Letter ☐ Printed paper ☐ Small packet	☐	Weight
	Amount of insured value	COD amount and currency	
Special indications	☐ By airmail ☐ S.A.L. ☐ Express ☐ Advice of receipt ☐ COD		
Posted	Date	Office	☐ Receipt seen
	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	☐ Priority/Air No.	☐ S.A.L. Date	☐ Non-priority/Surface	
	Dispatching office of exchange			
	Office of exchange of destination			
	No. of the bill/list	☐ Letter bill (CN 31 or CN 32)	☐ Special list (CN 33)	
	Serial No.	☐ Dispatch list (CN 16)	☐ Parcel bill (CP 87)	
	☐ Bulk advice			
Other information				

Signature

Letter Post, Bucharest 2004, art RL 150.4.6 – Size 210 x 297 mm

Article RL 151
Inquiries concerning items posted in another country

1 If the inquiry concerns an item posted in another country, the CN 08 form shall be forwarded to the central administration or the specially appointed office of the administration of origin of the item. The certificate of posting must be produced but shall not be attached to the CN 08 form. The latter shall be endorsed "Vu récépissé de dépôt No… délivré le… par le bureau de…". (Seen, certificate of posting No… issued on … by the office of…).

2 The form must reach the administration of origin within the period prescribed for the retention of documents.

■ **Commentary**

151.1 Any information about the address to which inquiries must be sent is published in the Letter Post Compendium.

Since the certificate of posting is the only document proving that the item really has been posted, it must be kept by the sender.

Article 18
Customs control. Customs duty and other fees

1 The postal administrations 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 Postal administrations which are authorized to clear items through the Customs on behalf of customers may charge customers a customs clearance fee based on the actual costs.

4 Postal administrations 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**

18.1 Congress adopted formal opinion C 40/Hamburg 1984 to encourage adms to approach the authorities in charge of customs questions in their countries to have their governments ratify Annex J.2 to the Kyoto Customs Convention.

In resolution C 11/Washington 1989, Congress urged member countries to do everything possible to establish national postal-customs contact comms the better to solve any local problems.

The conditions of submission of items to the Customs depend on any national law which the Customs is required to apply.

Each country has the right to submit for customs inspection letters which appear to contain dutiable arts and have not been declared as such.

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

18.2 Adms may collect the customs clearance charge on items submitted to customs control only if they have attracted customs charges.

18.4 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.

The adms undertake to use their good offices with the appropriate national authorities to ensure that books, catalogues, newspapers and periodicals shall not, in view of their cultural value, be subject to customs duty (recommendation C 4/Ottawa 1957).

Prot Article XII
Presentation-to-Customs charge

1 The postal administration of Gabon reserves the right to collect a presentation-to-Customs charge from customers.

2 (See Parcel Post Manual.)

Article RL 152
Items subject to customs control

1 Items to be submitted to customs control shall bear on the front a CN 22 customs declaration, or be provided with a tie-on label in the same form. The CN 22 customs declaration shall be affixed on the address side, in so far as possible in the top left-hand corner, beneath the sender's name and address, which must appear on the item.

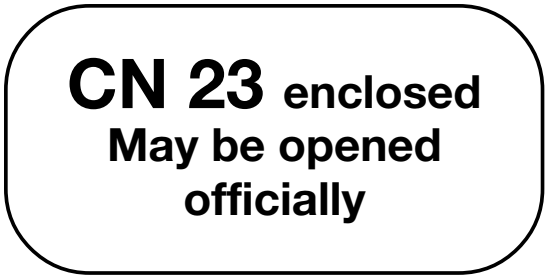
1bis Where administrations so agree in advance, customs data provided in accordance with the instructions on the CN 22 or CN 23 customs declarations, including the names and addresses of the sender and addressee, may be transmitted electronically to the postal administration of the country of destination. The postal administration of origin may share all or part of these data with the customs administration in the country of origin for export purposes, and the postal administration of destination may share all or part of these data with the customs administration in the country of destination for customs import purposes.

1ter The use of the data from the paper CN 22 or CN 23 customs declarations provided for in paragraph 1bis above shall be restricted to processes relating to the exchange of mail and customs formalities in respect of the export or import of postal items and may not be used for any other purpose.

2 With the authorization of the administration of origin, users may use envelopes or wrapping bearing, in the place provided for affixing the CN 22 customs declaration, a pre-printed facsimile of that declaration. Moreover, users may make the CN 22 customs declaration with the authorization of the administration of origin. The dimensions, format and data elements must be the same as those of the CN 22 customs declaration.

3 If the value of the contents declared by the sender exceeds 300 SDR, or if the sender prefers, the items shall also be accompanied by the prescribed number of separate CN 23 customs declarations. One of these declarations must be affixed to the item. If the declaration is not directly visible on the front of the item, the detachable part of the CN 22 customs declaration shall be affixed to the front of the item. It shall also be possible to replace the detachable part of the CN 22 customs declaration with a gummed or self-adhesive white or green label inscribed as follows:

Inscription in black



(Size 50 x 25 mm, colour white or green)

4 CN 23 customs declarations shall be securely attached to the outside of the item, preferably in a transparent adhesive envelope. Exceptionally, if the sender prefers, these declarations may be inserted in a closed envelope inside registered items, if they contain the valuable articles mentioned in article 15.6.1 of the Convention, or inside insured items.

5 Small packets shall always be provided with a customs declaration, which shall be either the CN 22 form or the CN 23 form as prescribed in paragraphs 1 to 4.

6 For M bags, the CN 22 customs declaration shall be stuck on the address label if the country of destination so requests. If the value of the contents declared by the sender exceeds 300 SDR, or if the sender prefers, the detachable part of the CN 22 customs declaration or the aforementioned gummed or self-adhesive label shall be affixed to the address label and the CN 23 customs declarations shall be affixed to that same label. If the administration of the country of destination so requests, they shall be attached to one of the items contained in the bag.

7 The absence of a CN 22 or CN 23 customs declaration shall not, in any circumstances, involve the return to the office of origin of consignments of printed papers, serums, vaccines, perishable biological substances, radioactive materials and urgently required medicines which are difficult to obtain.

8 The contents of the item shall be shown in detail on the CN 22 and CN 23 customs declarations. Descriptions of a general character shall not be admitted.

9 Administrations shall accept no liability for the customs declarations. Completion of customs declarations shall be the responsibility of the sender alone. However, administrations shall take all reasonable steps to inform their customers on how to comply with customs formalities, and specifically to ensure that CN 22 and CN 23 customs declarations are completed in full, in order to facilitate rapid clearance of items.

9bis All provisions of other paragraphs of this article shall also apply to the data from the paper CN 22 or CN 23 customs declaration provided for in paragraph 1bis above. In case of a discrepancy between the data on the CN 22 or CN 23 customs declaration and the electronic version provided pursuant to paragraph 1bis above,

the CN 22 or CN 23 customs declaration shall constitute the customs declaration.

■ **Commentary**

152.1 Congress urges adms to approach the customs authorities of their country to reduce to a strict min the number of customs declarations to be attached to letter-post items the value of which exceeds 300 SDR (formal opinion C 18/Brussels 1952).

This information is published in the Letter Post Compendium.

Only items whose contents exceed 300 SDR in value have to be accompanied by a CN 23 customs declaration form. Items of lower value for submission to customs control bear the green CN 22 label. Adms of destination do not have the option of requiring CN 23 customs declarations to be attached to items of a value less than 300 SDR.

152.4 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 adm of destination so requests.

152.6 The information concerning the affixing of the customs declaration on the items is published in the Letter Post Compendium.

152.9 The difficulties experienced by customs officials because of inexact or inadequate customs declarations are largely due to the users' ignorance of customs prescriptions. It is recommended that the Post lend its assistance in order to improve this state of affairs. To facilitate cooperation between the Customs and the Post in the country of destination, it is essential that the sender should make out a customs declaration form in accordance with the provisions of the Acts and that his attention should be drawn to the necessity of strictly observing the instructions on the back of forms CN 22 and CN 23. For this purpose, postal adms are recommended:

a to check that all letter-post items subject to customs duty and all postal parcels are accompanied by a customs declaration form CN 22 or CN 23 as the case may be, in the requisite number of copies;
b to ensure that the customs declarations are fully completed in accordance with the instructions given on the back of these forms;
c when a declaration is obviously incomplete, to draw the sender's attention to the customs regulations and to accept only items accompanied by complete declarations; and
d to advise exporters of commercial items to provide in respect of the goods the country of origin and the 6-digit Harmonized Commodity Description and Coding System tariff number (developed by the World Customs Organization) and to attach a commercial invoice to the outside of each item;
e to advise exporters of commercial items of the need, where appropriate, to attach a certificate of origin to each item.

CUSTOMS DECLARATION

May be opened officially

CN 22

Postal administration

Important!
See instructions on the back

☐	Gift	☐	Commercial sample
☐	Documents	☐	Other

Tick one or more boxes

Quantity and detailed description of contents (1)	Weight *(in kg)*	Value (3)
For commercial items only *If known,* HS tariff number (4) and country of origin of goods (5)	Total weight *(in kg)* (6)	Total value (7)

I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations

Date and sender's signature (8)

Letter Post, Bucharest 2004, art RL 152.1 –
Size 74 x 105 mm, white or green (PANTONE® process coated EURO DE 274-8 C); the upper part may be detachable

Instructions

To accelerate customs clearance, fill in this form in English, French or in a language accepted by the destination country. If the value of the contents is over 300 SDR, you must use a CN 23 form. You **must** give the sender's full name and address on the front of the item.

(1) Give a detailed description, quantity and unit of measurement for each article, e.g. 2 men's cotton shirts, especially for articles subject to quarantine (plant, animal, food products, etc.).

(2), (3), (6) and (7) Give the weight and value of each article and the total weight and value of the item. Indicate the currency used, e.g. CHF for Swiss francs.

(4) and (5) The HS tariff number (6-digit) must be based on the Harmonized Commodity Description and Coding System developed by the World Customs Organization. Country of origin means the country where the goods originated, e.g. were produced, manufactured or assembled. It is recommended you supply this information and attach an invoice to the outside as this will assist Customs in processing the items.

(8) Your signature and the date confirm your liability for the item.

Note. – It is recommended that postal administrations indicate the equivalent of 300 SDR in their national currency

(Postal administration)

CUSTOMS DECLARATION

CN 23

Important!
See instructions on the back

May be opened officially

No. of item (barcode, if any)

From

Name

Business

Street

Postcode City

Country

Sender's Customs reference (if any)

To

Name

Business

Street

Postcode City

Country

Importer's reference (if any) (tax code/VAT No./importer code) (optional)

Importer's telephone/fax/e-mail (if known)

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)

☐ Gift
☐ Documents
☐ Commercial sample
☐ Returned goods
☐ Other

Explanation:

Office of origin/Date of posting

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

☐ Licence (12)	☐ Certificate (13)	☐ Invoice (14)	Date and sender's signature (15)
No(s). of licence(s)	No(s). of certificate(s)	No. of invoice	

Letter Post, Bucharest 2004, art RL 152.3 – Size 210 x 148 mm

Instructions

You should attach this Customs declaration and accompanying documents securely to the outside of the item, preferably in an adhesive transparent envelope. If the declaration is not clearly visible on the outside, or if you prefer to enclose it inside the item, you must fix a label to the outside indicating the presence of a customs declaration.

To accelerate customs clearance, complete this declaration in English, French or in a language accepted in the destination country.

To clear your item, the Customs in the country of destination need to know exactly what the contents are. You must therefore complete your declaration fully and legibly; otherwise, delay and inconvenience may result for the addressee. A false or misleading declaration may lead to a fine or to seizure of the item.

Your goods may be subject to restrictions. It is your responsibility to enquire into import and export regulations (prohibitions, restrictions such as quarantine, pharmaceutical restrictions, etc.) and to find out what documents, if any (commercial invoice, certificate of origin, health certificate, licence, authorization for goods subject to quarantine (plant, animal, food products, etc.) are required in the destination country.

Commercial item means any goods exported/imported in the course of a business transaction, whether or not they are sold for money or exchanged.

(1) Give a detailed description of each article in the item, e.g. “men’s cotton shirts”. General descriptions, e.g. “spare parts”, “samples” or “food products” are not permitted.

(2) Give the quantity of each article and the unit of measurement used.

(3) and (4) Give the net weight of each article (in kg). Give the total weight of the item (in kg), including packaging, which corresponds to the weight used to calculate the postage.

(5) and (6) Give the value of each article and the total, indicating the currency used (e.g. CHF for Swiss francs).

(7) and (8) The HS tariff number (6-digit) must be based on the Harmonized Commodity Description and Coding System developed by the World Customs Organization. “Country of origin” means the country where the goods originated, e.g. were produced/manufactured or assembled. Senders of commercial items are advised to supply this information as it will assist Customs in processing the items.

(9) Give the amount of postage paid to the Post for the item. Specify separately any other charges, e.g. insurance.

(10) Tick the box or boxes specifying the category of item.

(11) Provide details if the contents are subject to quarantine (plant, animal, food products, etc.) or other restrictions.

(12), (13) and (14) If your item is accompanied by a licence or a certificate, tick the appropriate box and state the number. You should attach an invoice for all commercial items.

(15) Your signature and the date confirm your liability for the item.

Prot Article RL XI
Items subject to customs control

1 Notwithstanding article RL 152, the postal administration of the United Kingdom of Great Britain and Northern Ireland will not accept liability for obtaining the signature of the sender on the forms CN 22 and CN 23 to the effect that the item does not contain any dangerous article prohibited by the postal regulations.

Article RL 153
Presentation-to-Customs charge

1 The guideline amount of the special charge prescribed in article 18.2 of the Convention for items submitted to customs control in the country of origin or of destination shall be 2.61 SDR. For each M bag, the guideline maximum amount is 3.27 SDR.

Article RL 154
Cancellation of customs duty and other fees

1 Postal administrations shall undertake to seek from the appropriate services in their country cancellation of customs duty and other fees on items:
1.1 returned to origin;
1.2 destroyed because of total damage to the contents;
1.3 redirected to a third country.

Article 19 See Section H.

Section G

Liability of postal administrations

Article 21
Liability of postal administrations. Indemnities

1 General

1.1 Except for the cases provided for in article 22, postal administrations 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 loss of recorded delivery items;

1.1.3 the return of a parcel on which the reason for non-delivery is not given.

1.2 Postal administrations 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, postal administrations 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, 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 shall not be taken into account in the indemnity to be paid.

1.7 All provisions regarding liability of postal administrations shall be strict, binding and complete. Postal administrations shall in no case, even in case of severe fault, be liable above the limits provided for in the Convention and the Regulations.

2 Registered items

2.1 If a registered item is lost, totally rifled or totally damaged, the sender shall be entitled to an indemnity set in the Letter Post Regulations. If the sender has claimed an amount less than the amount set in the Letter Post Regulations, administrations may pay that lower amount and shall receive reimbursement on this basis from any other administrations involved.

2.2 If a registered 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.

3 Recorded delivery items

3.1 If a recorded delivery item is lost, totally rifled or totally damaged, the sender shall be entitled to refund of the charges paid only.

4 (See Parcel Post Manual.)

5 Insured items

5.1 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.

5.2 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.

6 In the cases mentioned in 4 and 5, 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.

7 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 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.

8 Notwithstanding the provisions set out under 2, 4 and 5, the addressee shall be entitled to the indemnity after delivery of a rifled or damaged registered item, ordinary parcel or insured item.

9 The postal administration of origin shall have the option of paying senders in its country the indemnities prescribed by its internal legislation for registered items and uninsured parcels, provided that they are not lower than those laid down in 2.1 and 4.1. The same shall apply to the postal administration of destination when the indemnity is paid to the addressee. However, the amounts laid down in 2.1 and 4.1 shall remain applicable:

9.1 in the event of recourse against the administration liable; or

9.2 if the sender waives his rights in favour of the addressee or vice versa.

10 No reservations concerning payment of the indemnity to postal administrations may be made to this article, except in the event of bilateral agreement.

■ **Commentary**

21 Liability also extends to postage-free items.

21.1.1.1 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.

Adms 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, adms 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.

21.2 The customer is entitled to the amount of the indemnity in force at the time the item was posted (IB opinion).

21.2.1 As registration is not intended for items of material value, it corresponds solely to the interest attached by the sender to delivery of the item. Payment of the amount due in case of loss is thus in the nature of a cash indemnity in respect of such prejudice to the sender's interest and is not a refund.

The equivalent of the amounts mentioned in 2.1 and 2.2 in the national currency of each country is published in the Letter Post Compendium.

If the sender demands an amount inferior to the standard indemnity, he shall not receive more than the sum requested.

21.3.1 Liability for loss of recorded delivery items rests with adms in certain well-defined circumstances, which are the same as those for registered items. But it is not envisaged that risks of force majeure be covered, nor is it intended that anyone other than the sender be compensated. The amount of compensation is the sum of the charges paid by the sender, ie all charges are reimbursed in the event of loss. No other compensation is envisaged.

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

21.7 It is the adm that collected the charge in respect of claims which refunds to the party concerned, where appropriate.

Article RL 155
Application of the liability of postal administrations

1 Postal administrations' liability shall be as binding for items conveyed à découvert as for those forwarded in closed mails.

2 Postal administrations which undertake to cover risks arising from a case of force majeure shall be liable towards senders of items posted in their country for any loss due to a case of force majeure occurring at any time during transmission of the items. This undertaking shall also cover any redirection or return to origin.

3 The administration in whose service the loss, theft or damage occurred shall decide, according to the laws of its country, whether the loss, theft or damage was due to circumstances amounting to force majeure. These circumstances shall be communicated to the administration of the country of origin if the latter administration so requests.

4 The amount of the indemnity referred to in article 21.2.1 of the Convention for the loss of, total theft from or total damage to a registered item shall be 30 SDR. The indemnity for the loss of, total theft from or total damage to a registered M bag shall be 150 SDR. Charges and fees paid by the sender for posting the item, with the exception of the registration charge, shall be added to these values to determine the total compensation payable.

5 Administrations participating in the exchange of COD items shall be liable, up to the COD amount, for the delivery of COD items without collection of funds or against collection of a sum lower than the COD amount. Administrations shall assume no liability for delays which may occur in the collection and dispatch of funds.

■ **Commentary**

155.2 The dispatching country which has undertaken to cover risks arising from force majeure is liable in all cases, unless it exercises its right of recourse where the corresponding adm on whose territory or in whose service the loss has occurred also accepts liability for risks arising from force majeure.

155.3 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 adm of origin. It is sufficient if such information is available on request.

Article 22
Non-liability of postal administrations

1 Postal administrations shall cease to be liable for registered items, recorded delivery items, parcels and insured items which they have delivered according to the conditions laid down in their regulations for items of the same kind. Liability shall, however, be maintained:

1.1 when theft or damage is discovered either prior to or at the time of delivery of the item;

1.2 when, internal regulations permitting, the addressee, or the sender if it is returned to origin, makes reservations on taking delivery of a rifled or damaged item;

1.3 when, internal regulations permitting, the registered item was delivered to a private mail-box and the addressee declares that he did not receive the item;

1.4 when the addressee or, in the case of return to origin, the sender of a parcel or of an insured item, although having given a proper discharge, notifies the delivery administration 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 Postal administrations shall not be liable:

2.1 in cases of force majeure, subject to article 13.6.9;

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, theft 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 15;

2.5 when the items have been seized under the legislation of the country of destination, as notified by the administration 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 Postal administrations 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**

22.2.1 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.

22.2.7 The six-month period concerns relations between claimants and adms and does not include the transmission of inquiries from adm to adm.

Any country which, under this art, is exempt from all liability for the loss of a registered item may decline to invoke this clause where satisfactory proof is furnished that the delay was inevitable (recommendation C 7/Paris 1947).

Article RL 156
Delivery of a rifled or damaged insured item

1 The office making delivery of a rifled or damaged insured item shall prepare a CN 24 report on the joint inspection and have it countersigned, whenever possible, by the addressee. One copy of the report shall be handed to the addressee or, if the item is refused or redirected, attached to it. One copy shall be retained by the administration which prepared the report.

2 If the item is delivered, the copy of the CN 24 report prepared in accordance with article RL 193.10.2 shall be attached to the item and dealt with in accordance with the regulations of the country of destination. If the item is refused, the said copy shall remain attached to the item.

3 When internal regulations so require, an item subjected to the treatment specified in 1 shall be returned to the sender if the addressee refuses to countersign the CN 24 report.

Postal administration

REPORT **CN 24**

Office preparing the report | Date | Reference

☐ Letter-post item ☐ Postal parcel

Reason for report	☐ Loss ☐ Theft ☐ Damage ☐ Decrease in weight ☐ Irregularities ☐			
Sender	Name and full address			
Addressee	Name and full address			
Posting of item	Office of posting	Date	Serial number	
Special particulars	Insured value	COD amount and currency	Weight shown	Weight observed
	Other particulars			
Contents	☐ From the invoice ☐ From the customs declaration ☐ According to the addressee or the sender			
	Detailed description			
	The contents have been examined in the presence of ☐ the addressee ☐ the sender			
	Contents established on examination			
	Contents damaged			
	Contents missing			
Packing	External packing			
	Internal packing			
	The item is sealed by ☐ wax seals ☐ security tapes ☐			
	Number of seals	Private mark on seals		
	☐ The item is unsealed			
	The packing should be regarded as regulation ☐ Yes ☐ No			

Letter Post, Bucharest 2004, art RL 156.1 – Size 210 x 297 mm

CN 24 (Back)

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

Attestation	In witness whereof, we have drawn up this report, a duplicate of which has been sent (with a CP 78 verification note in the case of a postal parcel) to the authority shown below
	Authority to which the report should be sent

Office preparing the report
Signature of the postal officials

Signature of the customs officer (as applicable)

Article 23
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 postal administrations.

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 administrations or carriers, after acceptance.

Article RL 157
Establishment of sender's liability

1 An administration which finds damage that is due to the fault of the sender shall inform the administration of origin, whose responsibility it is to take action against the sender where appropriate.

Article 24
Payment of indemnity

1 Subject to the right of recourse against the administration which is liable, the obligation to pay the indemnity and to refund the charges and fees shall rest either with the administration of origin or with the administration of destination.

2 The sender may waive his rights to the indemnity in favour of the addressee. Conversely, the addressee may waive his rights in favour of the sender. The sender or the addressee may authorize a third party to receive the indemnity if internal legislation allows this.

Article RL 158
Payment of indemnity

1 The administration of origin or destination, as the case may be, shall be authorized to indemnify the rightful claimant on behalf of the administration which, having participated in the conveyance and having been duly informed, has allowed two months and, if the case was reported by fax or any other electronic means by which receipt of the inquiry can be confirmed, 30 days to pass without finally settling the matter, or without having reported:

1.1 that the damage appeared to be due to a case of force majeure;

1.2 that the item had been detained, confiscated or destroyed by the competent authority because of its contents or seized under the legislation of the country of destination.

1bis The periods of two months and thirty days stipulated under 1 begin to run from the date on which the CN 08 form was duly completed by the postal administration of origin, including the necessary information concerning the transmission of dispatches.

2 The administration of origin or destination, as the case may be, shall be authorized to postpone payment of the indemnity to the rightful claimant in cases where the form is not properly completed or incorrect and has to be returned for additional information or amendment, thereby causing the time limit set in 1 to be exceeded. It shall be possible to pay the indemnity within an additional time limit of two months from the date on which the CN 08 form is completed or amended. If no additional information is added or no amendment is made to the inquiry, the administration concerned shall be authorized not to indemnify the rightful claimant.

2bis No reservations concerning the periods for the treatment and settlement of inquiries and the period and conditions for the payment of indemnity and the reimbursement of paying postal administrations may be made to this article, except within the framework of a bilateral agreement.

■ **Commentary**

158.1 An adm which has allowed two months to pass without answering a claim may not invoke art RL 161.2, so as to pay only half of the amount of the indemnity.

158.1bis The period of two months or 30 days should run only from the date at which all the necessary information has been entered on the CN 08 form by the office of exchange or by the central service of the adm of origin. Incomplete CN 08 forms result in protracted claim times, and it would be unfair to penalize the adm of destination.

Prot Article RL XII
Payment of indemnity

(Deleted.)

Article RL 159
Period for payment of indemnity

1 The payment of the indemnity shall be made as soon as possible and, at the latest, within a period of three months from the day following the day of inquiry.

1bis No reservations concerning the period for the payment of indemnity may be made to this article, other than within the framework of a bilateral agreement.

■ **Commentary**

159.1 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.

The reservations in Prot. Article RL XII.5 and 6 apply to Article RL 159.

Article RL 160
Automatic payment of indemnity

1 The return of a CN 08 form in which the "Particulars to be supplied by the intermediate services", "Particulars to be supplied by the service of destination" and "Final reply" sections have not been completed shall not be considered as a final reply within the meaning of article RL 158.1.

2 (Deleted.)

■ **Commentary**

160.1 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 adm of destination authorizes the adm of origin of the item under inquiry to pay half the indemnity on its behalf, without detailed investigation of the inquiry.

Article RL 161
Determination of liability between postal administrations

1 Until the contrary is proved, liability shall rest with the postal administration which, having received the item without comment and being furnished with all the prescribed means of inquiry, cannot prove either delivery to the addressee or, where appropriate, correct transfer to another administration.

2 If the loss theft or damage occurs in the course of conveyance without it being possible to establish in which country's territory or service it happened, the administrations concerned shall bear the loss equally. However, in the case of the loss of registered items, this principle shall apply only to items identified by a CN 04 label with a unique item identifier, in accordance with article RL 132, Registered items. Otherwise, the dispatching administration alone shall bear the loss.

3 As regards insured items, the liability of an administration towards other administrations shall in no case exceed the maximum insured value that it has adopted.

4 Postal administrations not providing the insured items service shall assume, in respect of such items conveyed in closed mails, the liability laid down for registered items. This provision shall also apply when postal administrations 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 administration which does not provide the insured items service, the administration of origin shall bear the loss not covered by the intermediate administration. The same rule shall apply if the amount of the damage is higher than the maximum insured value adopted by the intermediate administration.

6 Customs duty and other fees of which it has not been possible to secure cancellation shall be borne by the administrations liable for the loss, theft or damage.

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

■ **Commentary**

161.2 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 161.5, the difference must be shared among the adms of all the other countries concerned.

When the exchange of registered items takes place under the bulk advice system, the liability for paying the indemnity which may be due for the loss of an art shall be shared equally between the adms of origin and destination of the mail presumed to have contained the lost item, unless the liability of an intermediate adm can be established, or unless either the adm of origin or the adm of destination admits or discovers that the loss occurred in its own services.

Adms which have subscribed to an agreement to deal with registered arts on the bulk advice system cannot be relieved of their liability by citing unilateral proofs based on an entry or an individual acknowledgement, accidental or otherwise, made by their services.

The entry in detail of some registered items, in particular, constitutes a unilateral derogation of the bulk advice principle and cannot be invoked by the adm which had practised it in order to be relieved of its share of liability (formal opinion C 50/Tokyo 1969).

Article RL 162
Procedures for determining the liability of postal administrations

1 Until the contrary is proved and subject to article RL 161.2 of the Convention, an intermediate administration or administration of destination shall be relieved of all liability:

1.1 when it has observed the provisions for inspection of mails and establishment of irregularities;

1.2 when it can prove that it was informed of the inquiry after the destruction of the official records relating to the item in question, the period of retention having expired. This reservation shall not prejudice the rights of the claimant;

1.3 when, in the case of individual entry of registered items, correct delivery of the lost item cannot be proved because the administration of origin did not enter the registered items in detail on the CN 31 or CN 32 letter bill or on the CN 33 special lists.

2 Until the contrary is proved, an administration dispatching an insured item shall be relieved of all liability if the office of exchange to which the item has been consigned has not sent to the dispatching administration, by the first available mail after inspection, a CN 24 report stating either that the whole packet of insured articles or the particular item is missing or has been tampered with.

3 If the theft or damage of an insured item has been established in the country of destination or, in the case of return to sender, in the country of origin, it shall be for the administration of that country to prove:

3.1 that neither the packet, envelope or bag and its fastening, nor the wrapping and fastening of the item bore any apparent trace of theft or damage;

3.2 that the weight established at the time of posting has not varied.

4 When the proof mentioned in 3 has been furnished, none of the other administrations concerned may repudiate its share of liability on grounds that it handed over the item without the next administration having made any objection.

5 When a registered item or an insured item has been lost, rifled or damaged as the result of force majeure, the administration in whose territorial jurisdiction or services the loss, theft or damage occurred shall be liable to the administration of origin only if the two administrations undertake to cover risks of force majeure.

■ **Commentary**

162.1.3 For the model of form CN 31, see art RL 174.
For the model of form CN 32, see art RL 182.
For the model of form CN 33, see art RL 176.

Article 25
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 administration or, where appropriate, administrations 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**
25.1 It is understood that the entitled person shall have the right to retain the indemnity he has received if he declines to take delivery of an item which has since been found.

Article RL 163
Recovery from air carriers of indemnities paid

1 When the loss, theft or damage occurs in the service of an air carrier, reimbursement of the indemnity paid to the sender shall be recovered from the carrier:

1.1 by the administration of origin if it settles conveyance dues direct with the air carrier;

1.2 by the administration that collected the conveyance dues, when the administration of origin does not settle them direct with the air carrier. The indemnity paid to the sender shall be reimbursed to the administration of origin by the administration that collected the conveyance dues.

■ **Commentary**
163 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 administrations and air carriers or by legislation.

ii Where contracts are not instituted, or do not include specific tender/recovery procedures, administrations shall develop a mutually acceptable method of verification at the point of tender and recovery.

iii In order to define liability, failure to comply with the practical methods of application to the relevant Convention arts for mails tendered or recovered will result in the transfer of liability to the offending party.

Article RL 164
Reimbursement of the indemnity to the paying administration

1 The administration which is liable or on behalf of which payment is made shall reimburse the paying administration the amount of indemnity, charges and fees paid to the rightful claimant according to the mandatory information provided on the CN 08 form. The accounting procedures to be followed are described in articles RL 165 and RL 166.

2 If the indemnity, charges and fees paid which were reimbursed to the rightful claimant are due to be borne by several administrations, the whole of the indemnity, charges and fees paid which were reimbursed to the right claimant shall be paid to the paying administration by the first administration which, having duly received the item claimed for, is unable to prove its correct transfer to the next service. It shall rest with this administration to recover from the other administrations which are liable each one's share of the indemnity paid to the rightful claimant.

3 The administration 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**

164.3 By "additional costs" are understood, for example, interest, bank charges and differences in exchange rates, even if under certain conditions the last two categories normally devolve also on the creditor adm. Administrative expenses as well as legal expenses incurred by the creditor adm through any action undertaken in the interest of the adm responsible or in its own interests may also be included in "additional costs".

In short, it is for the creditor adm to decide in each individual case which charges it considers as additional costs. The one condition which it must adhere to strictly in determining them is the following: there must be a direct relation of cause and effect between the unjustified delay in the payment of compensation by the debtor adm on the one hand, and the charges borne by the creditor adm on the other. The extent of the "additional costs" will depend on the actual circumstances in each case.

Article RL 165
Settlement of indemnities between postal administrations

1 Immediately after paying the indemnity, the paying administration shall communicate to the administration which is liable the date and the amount of payment made. If, one year after the date of dispatch of authorization to pay the indemnity, the paying administration has not communicated the date and amount of payment or debited the account of the administration which is liable, the authorization shall be considered null and void. The administration 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 RL 158.1, the amount of the indemnity may also be automatically recovered from the administration which is liable through a liquidation account, either direct or through the intermediary of an administration which regularly draws up liquidation accounts with the administration which is liable.

3 When proof of delivery is supplied after the period laid down in article RL 158.1, the indemnity paid shall continue to be borne by the intermediate administration or administration of destination if the sum paid cannot, for any reason, be recovered from the sender.

4 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 administration or, where appropriate, administrations which bore the loss, within one year of the date of such repayment.

5 Administrations may agree to settle periodically for the indemnities which they have paid to the rightful claimants and which they have accepted as justified.

6 The administrations of origin and destination may agree that the whole of the loss shall be borne by the administration which has to make the payment to the rightful claimant.

7 The creditor administration shall be reimbursed in accordance with the rules for payment laid down in article RL 251.

Article RL 166
Accounting for amounts due in respect of indemnity for letter-post items

1 When payments have to be charged to the administrations which are liable, the creditor administration shall prepare CN 48 monthly or quarterly accounts.

2 The CN 48 account shall be sent in duplicate to the debtor administration by the quickest route (air or surface), and at the latest within two months following the period to which it relates. “Nil” accounts shall not be prepared.

3 After checking and acceptance, one copy of the CN 48 account shall be returned to the creditor administration, at the latest by the end of two months from the date of dispatch. If the creditor administration has not received any notice of amendment within the prescribed time limit, the account shall be regarded as fully accepted.

4 In principle, these accounts shall be settled separately. However, administrations may come to an agreement that they are to be settled with the CN 51 detailed account or with the CN 52 general account, or possibly with the CP 75 account.

■ **Commentary**
166.4 For the models of forms CN 51 and CN 52, see art RL 241.

Creditor administration

STATEMENT
Amounts due in respect of indemnity **CN 48**
Date

☐ Letter post ☐ Postal parcels

Debtor administration	Month / Quarter
	Year
Method of settlement ☐ Direct ☐ Via UPU*Clearing	

Notes[1]
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 administration)	Amount in SDR	
1	2	3	4	5	
1					
2					
3					
4					
5					
6					
7					
8					
9					
			Total		

[1] Any observations may be made on the available part of the front or on the back of the form

Creditor administration
Signature

Seen and accepted by the debtor administration
Place, date and signature

Letter Post, Bucharest 2004, art RL 166.1 – Size 210 x 297 mm

Article 26
Reciprocity applicable to reservations concerning liability

1 Notwithstanding the provisions in articles 22 to 25, any member country which reserves the right not to pay indemnity for liability shall not be entitled to receive indemnity from other member countries which accept liability under these articles.

Section H

Procedures concerning the transmission, routeing and receipt of mails/items

Article RL 167
Exchange of items

1 Administrations may exchange, via one or more of their number, closed mails as well as à découvert items according to needs and service requirements.

2 When exceptional circumstances oblige a postal administration temporarily to suspend its services wholly or in part, it shall immediately inform the administrations concerned.

3 When the conveyance of mail in transit through a country takes place without the participation of the postal administration of that country, this form of transit shall not involve the liability of the postal administration of the transit country.

4 Administrations may send surface mails by air, with reduced priority. The administration of destination shall indicate the office of exchange or the airport of destination for such mails.

■ **Commentary**

167.2 With regard to maintaining postal relations in cases of disputes, conflict or war, Congress adopted resolution C 37/Lausanne 1974, as given below:
"Congress, considering the peaceful and humanitarian role played by the Universal Postal Union in helping to bring peoples and individuals together, convinced of the need to maintain postal exchanges, as far as possible, with or between regions afflicted by disputes, disturbances, conflicts or wars, and in view of the initiatives taken and the experience of certain Governments or humanitarian organizations in this field, appeals urgently to the Governments of member countries, as far as possible and unless the United Nations General Assembly or Security Council has decided otherwise (in accordance with art 41 of the United Nations Charter), not to interrupt or hinder postal traffic – especially the exchange or correspondence containing messages of a personal nature in the event of dispute, conflict or war, the efforts made in this direction being applicable even to the countries directly concerned, and authorizes the Director-General of the International Bureau of the UPU:

i to take what initiatives he considers advisable to facilitate, while respecting national sovereignties, the maintenance or re-estalishment 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 adm is the sole judge of what constitutes exceptional circumstances.

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

Article RL 168
Priority treatment of priority items and airmail items

1 Administrations shall be bound to forward by the air communications they use for the conveyance of their own priority items and airmail items the items of this type which reach them from other administrations.

2 Administrations without an air service shall forward priority items and airmail items by the most rapid means used for mails. The same shall apply if for any reason routing by surface means is more advantageous than the use of airlines.

3 Each administration shall stipulate a specific hand-over time of preferably one hour, to two hours maximum, to the receiving administration within their contracts with airlines. The receiving administration shall endeavour to assist in the enforcement of this by providing the sending administration with monitoring of the airlines' performance against this time.

4 Administrations shall take all necessary steps to:

4.1 ensure the best conditions for the receipt and onward transmission of mails containing priority items and airmail items;

4.2 ensure that agreements concluded with the carriers concerning the priority due to such mails are respected;

4.3 speed up the operations relating to customs control of priority items and airmail items addressed to their countries;

4.4 keep to a strict minimum the time required for forwarding priority items and airmail items posted in their country to the countries of destination and for having priority items and airmail items arriving from abroad delivered to the addressees. Single items arriving in a priority or airmail mail and not provided with a priority or airmail marking according to article RL 125 should nevertheless be regarded as priority or airmail items and be inserted in the domestic priority or airmail handling stream of the administration of destination.

5 Administrations of transit and destination shall treat priority items and airmail items equally; administrations shall also give the same treatment to surface LC items when no better service is available to the sender. Similarly, no distinction as regards speed of handling shall be made between non-priority items, surface AO items and S.A.L. items.

■ **Commentary**

168 In 1948, IATA declared its willingness to grant the following priority to airmail: "IATA would agree that first-class mail should enjoy priority on the following conditions: after agreement between airlines and post offices, and for a specific connecting service, the maximum amount to be handed over at each departure will be estimated by statistics and the corresponding capacity (volume and weight) will be reserved in the aircraft. Should the volume of mail exceed this capacity, the carrier will unload the necessary cargo and will accept no seat reservation until the excess mail has been forwarded. A passenger with a reserved seat will not be refused admission, but the airline will do its utmost to convey the additional mail either by surrendering the passengers to another carrier or by using another aircraft. For second-class mail, "AO", priority will be given only over freight, which will be unloaded by the airlines if necessary; in addition, AO will

be given priority over passengers whose seats have not been reserved in advance. Air parcels will have priority over freight." Negociations are under way on revising this agreement.
Congress passed resolution C 60/Lausanne 1974 which affirms the principles of freedom of transit with regard to so-called "hijacking". The mails affected by such activities are inviolable, and the subsequent forwarding of the said mails must be assured on a priority basis by the country where the aircraft landed or was freed, even if this aircraft is the subject of disputes of a non-postal nature.

Preadvice of airmail
As capacity planning is important for airlines, the latter may, in principle, give preference to administrations that preadvise mail. Administrations are thus urged to preadvise mail being tendered to the airlines to the maximum extent possible.

Article RL 169
Mails

1 Mails shall be classified as follows:
1.1 "Airmails" which are conveyed by air with priority. Airmails may contain airmail items and priority items.
1.2 "Priority mails" which are conveyed by surface but which have the same priority as airmails. Priority mails may contain priority items and airmail items.
1.3 "Surface airlifted (S.A.L.) mails" which contain S.A.L. items and non-priority items.
1.4 "Surface mails" which contain surface mail and non-priority items.

2 Mails conveyed by air or by surface containing only items posted in bulk shall be called "bulk mails".
2.1 The provisions of these Regulations applicable to the mails under 1.1 to 1.4 shall also apply to bulk mails conveyed by the same route or mode, unless specific arrangements are expressly made.

3 The exchange of mails shall be carried out by offices called "offices of exchange". Wherever an office of exchange needs to be specified on a postal form, this shall be done in accordance with the rules set out in UPU Technical Standard S34 (Identification/codification of International Mail Processing Centres (IMPCs)). This encompasses:
3.1 the name of the office of exchange;
3.2 the name of the operator responsible for the office of exchange;
3.3 in barcoded identifiers: the S34 code identifying the office of exchange.

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

5 On any form, an office or exchange shall be identified by its name, together with the name of the responsible operator, as published in the above-mentioned codelist.

6 In barcoded identifiers, the S34 code shall be used to identify a particular office of exchange. Administrations should maintain a list of the operator responsible for each code in their databases.

■ **Commentary**

169.1.1 The 1984 Hamburg Congress adopted the concept of "priority" to distinguish "airmail items" (letter-post items conveyed by air) from surface airlifted mail. The term "priority" covers not only the priority accorded to mail by airlines but also the priority handling given airmail corr by adms under art RL 168.

169.1.3 The term "S.A.L." is the abbreviation of "Surface Air Lifted".

Article RL 170
Exchange in closed mails

1 Closed mails shall be made up for the country of destination when the number of items per mail or per day (when several dispatches are made in a day) exceeds the limits for à découvert transit stated in article RL 171.

2 The exchange of items in closed mails shall be regulated by common consent between the administrations concerned. Any changes in routing shall be notified by the dispatching administration to the administration of destination at the earliest opportunity and, if possible, before the date of implementation.

3 In order to participate in good quality mail circulation, every administration should make up a minimum of three priority letter mails per week for each destination. If the volume and weight of items do not warrant such frequency, dispatch in transit á découvert should be envisaged.

4 Administrations through which closed mails are to be forwarded shall be given suitable notice.

5 In cases where an exceptionally large number of ordinary or registered items has to be sent to a country to which mail is normally sent in transit à découvert, the administration of origin shall be authorized to make up closed mails for the offices of exchange of the country of destination. It shall advise the countries of transit and destination accordingly.

Article RL 171
Transit à découvert

1 The transmission of à découvert items to an intermediate administration shall be strictly limited to cases where the making up of closed mails for the country of destination is not justified. À découvert transmission shall not be used when the average weight of the mail regularly exceeds three kilogrammes per mail or per day (when several dispatches are made in a day) and shall not be used for M bags.

2 The dispatching administration shall consult the intermediate administrations as to the suitability of using them for à découvert items to the destinations concerned and notify the administrations concerned of the date on which dispatch of mail in transit à découvert commences. Items in transit à découvert shall, as far as possible, be sent to an administration which makes up mails for the administrations of destination.

3 A découvert items forwarded by surface shall be subject to the payment of transit charges. The charges appearing in article RL 205 increased by 10%, shall be applicable. Calculation and accounting shall be done in accordance with article RL 208.

4 A découvert S.A.L. items forwarded by normal airmail shall be subject to the payment of air conveyance dues calculated according to article RL 238, increased by 5%.

5 In the absence of a special agreement, all items posted on board a ship and not included in a closed bag mentioned in article 19 of the Convention shall be handed over à découvert by the ship's agent direct to the post office at the port of call, whether these items have been stamped on board or not.

6 In the absence of special agreement, items for transit à découvert shall be bundled as follows:

6.1 priority items sent by air and airmail items shall be made up in bundles identified by CN 25 labels;

6.2 priority items sent by surface, non-priority items and surface items shall be made up in bundles identified by CN 26 labels.

7 When their number and make-up permit, items sent à découvert to an administration shall be separated by country of destination. They shall be made up in bundles labelled with the name of each country in roman letters.

■ **Commentary**

171.6.1 For the other models of CN 25 labels, see art RL 173.

171.6.2 For the models of CN 26 labels, see art RL 173.

171.7 Separation by country of destination is essential in all cases where the average weight of items exceeds 500 g per mail or per day (when several dispatches are made in a day), unless the number of items is ten per mail or less. Bundles containing items for reforwarding as priority items by air or surface must be labelled on the basis of the CN 68 List. When the weight of the items in transit à découvert to be reforwarded by air does not warrant the make-up of separate labelled bundles for each country of destination, the dispatching adm gathers them, sorted into categories, in bundles identified by the appropriate CN 25 labels, according to groups of countries of destination on the basis of the information in the CN 68 List. When the total weight of the separate labelled bundles sent to an intermediate adm exceeds 3 kg, the bundles are placed in one or more bags with labels bearing the word "Transit" in bold letters. When the total weight of such bundles is less than 3 kg, the bundles must, as far as possible, be placed in an extra-light bag (which may be made of transparent plastic); sealed, labelled "Transit" and inserted in the bag which contains the letter bill.

Priority – LC

Items à découvert

By airmail

CN 25

Dispatching administration

Dispatching office

Dispatching official

Office of destination

No. of group of countries of destination

In case of irregularity, this label must be attached to the verification note

Letter Post, Bucharest 2004, art RL 171.6.1 – Size 105 x 74 mm or 148 x 105 mm, colour white

AO

Items à découvert

By airmail

CN 25

Dispatching administration

Dispatching office

Dispatching official

Office of destination

No. of group of countries of destination

In case of irregularity, this label must be attached to the verification note

Letter Post, Bucharest 2004, art RL 171.6.1 – Size 105 x 74 mm or 148 x 105 mm, colour light blue (PANTONE® process coated EURO DE 219-8 C)

R ☐ Priority – LC ☐ AO

Number of registered items

Registered items à découvert

CN 25

By airmail

Dispatching administration

Dispatching office

Dispatching official

Office of destination

No. of group of countries of destination

In case of irregularity, this label must be attached to the verification note

Letter Post, Bucharest 2004, art RL 171.6.1 – Size 105 x 74 mm or 148 x 105 mm, colour pink (PANTONE® process coated EURO DE 141-6 C)

Note. – To take account of the needs of their service, administrations may alter slightly the text, size or colour of these forms without, however, deviating too far from the instructions contained in the model.

Article RL 172
Routes and methods of transmission of insured items

1 By means of the CN 27 tables received from the others concerned, each administration shall decide on the routes to be used for the transmission of its insured items.

2 In the relations between countries separated by one or more intermediate services, insured items shall follow the most direct route. Nevertheless, the administrations concerned may arrange with one another to provide for transmission à découvert by circuitous routes where the transmission by the most direct route would not carry with it a guarantee of liability over the whole distance.

3 Subject to service requirements, insured items may be dispatched in closed mails. They may also be handed over à découvert to the first intermediate administration if that administration is able to arrange for their transmission under the conditions prescribed in the CN 27 tables.

4 Administrations of origin and destination may agree among themselves to exchange insured items in closed mails by means of the services of one or more intermediate countries, whether these participate in the insured items service or not. The intermediate administrations shall be advised at least one month prior to commencement of the service.

■ **Commentary**

172 With regard to the security of valuable items conveyed by the Post, Congress adopted recommendation C 63/Lausanne 1974 concerning general security and protection measures at offices of exchange and airports.

Postal administration

TABLE
Routes and methods
of transmission of insured items

CN 27

Notes
Countries for which the above-mentioned administration accepts insured items in transit on the conditions given below

Serial No.	Country of destination	Routes	Intermediate countries and sea services to be used	Limit of insured value	Observations
1	2	3	4	5	6

Letter Post, Bucharest 2004, art RL 172.1 – Size 210 x 297 mm

Article RL 173
Make-up of mails

1 Making up of bundles

1.1 All ordinary items which can be bundled shall be classified by size (standardized items, large flat items and other items) and arranged with the addresses facing the same way. Administrations applying the classification system based on contents provided for in article 12.3 of the Convention shall bundle the items according to the following categories:

1.1.1 letters and postcards;

1.1.2 newspapers and periodicals as mentioned in article RL 184.5 and 7;

1.1.3 other AO items.

1.2 The bundles shall be distinguished by labels bearing the indication in roman letters of the office of destination or of the reforwarding office of the items enclosed in the bundles. CN 25 labels shall be used in the case of priority items sent by air or airmail items and CN 26 labels in the case of priority items sent by surface, non-priority items or surface items.

1.3 Unpaid or underpaid items shall be made up in separate bundles which shall be placed in the bag containing the letter bill. The bundle label shall be impressed with the T stamp.

1.4 The thickness of the bundles of standardized items shall be limited to 150 mm after bundling. The weight of bundles of non-standardized items may not exceed 5 kilogrammes.

1.5 If priority items and letters show signs of opening, deterioration or damage, a note of the fact shall be made on them and they shall be marked with the date-stamp of the office which discovered it. In addition, when the security of the contents so requires the items shall be placed if possible in a transparent envelope or in a fresh packing on which the details appearing on the envelope shall be reproduced.

2 Making up of 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 administration of origin so wishes, the impressions of the seals need only reproduce an indication of the name of the postal administration of origin.

2.3 If a number and the country of dispatch are indicated on the means of closure, and if the bags have red labels, this number may also be entered on the CN 31 and CN 32 letter bills and, as appropriate, on the CN 33 special list.

2.4 Except as noted in 2.4.1, for the make-up of airmails, bags either entirely blue or with wide blue bands shall be used. In the absence of special agreement between the administrations concerned, the airmail bags shall also be used for priority mails. For making up surface mails or surface airlifted mails, surface bags of a colour other than that of the airmail bags (e.g. beige, brown, white, etc.) shall be used. Administrations of destination must, however, check all the bag labels in order to ensure correct processing.

2.4.1 Administrations that use a common mailbag for multiple purposes may use these bags in the make-up of mails for all the above categories as long as the bag labels correctly identify the category of mail contained within.

2.5 Administrations may agree on a bilateral basis to use special airmail bags or receptacles such as trays, etc., with markings that distinguish them as containing express items only.

2.6 The bags shall show legibly in roman letters the office or country of origin and bear the word “Postes” (Post) or any other similar expression distinguishing them as postal dispatches.

2.7 When the number or volume of the items necessitates the use of more than one bag, separate bags shall, as far as possible, be used:

2.7.1 for letters and postcards;

2.7.2 where applicable, for the newspapers and periodicals mentioned in article RL 184.5 and 7;

2.7.3 for other AO items;

2.7.4 where applicable, for small packets; the labels on these bags shall bear the words “Petits paquets”.

2.8 The packet or bag of registered or insured items shall be placed in one of the bags of letters or in a separate bag; the outer bag shall invariably bear a red label. When there are several bags of registered or insured items, all the bags must bear a red label.

2.9 Administrations may agree on a bilateral basis not to insert any ordinary mail in the bag containing the letter bill, but to keep the bag purely for registered, insured and express items.

2.10 The weight of each bag shall in no circumstances exceed 30 kilogrammes.

3 Making up of packets and envelopes

3.1 In the absence of special agreement, small mails shall simply be wrapped in strong paper so as to prevent any damage to the contents.

3.2 The packets shall be tied with string and sealed with lead, light metal or plastic seals.

3.3 When the packets contain only ordinary items they may be closed by means of gummed seals bearing the printed indication of the office of origin.

3.4 For airmail dispatches of priority items and airmail items in small quantities, CN 28 envelopes may be used. They shall be made either of strong blue paper or of plastic or other material and bearing a blue label.

3.5 Late postings at airport offices of priority items and airmail items in small quantities may be sent, by aircraft about to leave, in CN 28 envelopes. This procedure shall be admitted only for dispatch to the exchange offices of

those administrations of destination which have agreed to receive airmail items made up in this manner.

4 Sacs collecteurs. Conveyance in containers

4.1 As far as possible, offices of exchange shall include in their own mails for a particular office all the small mails (packets or bags) which reach them for that office.

4.2 Where warranted by the number of light-weight bags, envelopes or packets to be conveyed on the same sector, sacs collecteurs shall be made up, wherever possible. They shall be made up by the post offices responsible for handing over airmails to the airline undertaking the conveyance. The labels of sacs collecteurs shall bear in bold letters the indication “Sac collecteur”. The administrations concerned shall agree as to the address to be put on the labels.

4.3 For conveyance purposes, mails may be placed in containers, subject to special agreement between the administrations concerned on the methods of using the containers.

4.4 Administrations may agree on a bilateral basis to exchange mails in receptacles other than bags (e.g. trays, pallets, etc.) when it is established that this will ease the handling process and safeguard the condition of the mail.

■ **Commentary**

173.1.1 In recommendation C 75/Washington 1989, Congress recommended that adms use appropriate bundling materials.

173.1.2 For the models of CN 25 labels concerning transit à découvert, see art RL 171.

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.

173.2.2 Tin or plastic seals should be used only where adms are sure that the sealing leaves no scope for rifling. When adms are in agreement on this subject, bags containing unregistered non-priority items and unregistered AO items only and empty bags need not be sealed with lead; the same applies to bags containing unregistered items if they are conveyed in a sealed container by a direct service or if they are forwarded by a country of embarkation that puts them into such a container for the country of destination. When string is used it shall be passed twice round the neck of the bag in such a way that one of the two ends is drawn under the loops and then tied. After being sealed with lead, the ends of the string shall not protrude more than necessary from the lead seal so that the string cannot be released or removed without damaging the lead seal.

173.2.3 Bags intended for making up airmails should have a reinforced neck-hem at least 8 mm thick, so that the string cannot be slipped off and replaced without traces appearing.
The words “or bags of the same colour” refer to the possibility of using lightweight bags with the appearance of surface bags.
For the model of form CN 31, see art RL 174.
For the model of form CN 32, see art RL 182.
For the model of form CN 33, see art RL 175.

173.2.8 For the use of red labels, see art RL 184.3.1.

173.3.2 If lead, light metal or plastic seals are used, these mails must be made up so that the string cannot be detached.

173.3.3 Adms may agree to use the same means of closing for mails containing registered items which, because of their small number, are transported in packets or envelopes. In that case, the addresses of the packets and envelopes shall conform, as regards the printed details and the colours, to the provisions prescribed in art RL 183 for the labels of bags of mails. However, closing by means of gummed seals shall not be permitted for bags containing insured items.

173.4.3 The Washington Congress recommended that adms with a containerization programme actively seek bilateral agreements for use of these receptacles in their international service (recommendation C 76/1989).

Prot Article RL XIII
Bags

The provisions of article 173.2.10 shall not apply to Great Britain, whose national legislation requires a lower weight limit. Health and safety legislation in Great Britain limits the weight of mail bags to 20 kilogrammes.

Priority – LC

CN 25

By airmail

Dispatching administration

Dispatching office

Dispatching official

Office of destination

In case of irregularity, this label must be attached to the verification note

Letter Post, Bucharest 2004, art RL 171.6.1 – Size 105 x 74 mm or 148 x 105 mm, colour white

AO

CN 25

By airmail

Dispatching administration

Dispatching office

Dispatching official

Office of destination

In case of irregularity, this label must be attached to the verification note

Letter Post, Bucharest 2004, art RL 171.6.1 – Size 105 x 74 mm or 148 x 105 mm, colour light blue (PANTONE® process coated EURO DE 219-8 C)

Note. – To take account of the needs of their service, administrations may alter slightly the text, size or colour of these forms without, however, deviating too far from the instructions contained in the model.

R ☐ Priority – LC ☐ AO

Number of registered items

CN 25

By airmail

Dispatching administration

Dispatching office

Dispatching official

Office of destination

In case of irregularity, this label must be attached to the verification note

Letter Post, Bucharest 2004, art RL 171.6.1 – Size 105 x 74 mm or 148 x 105 mm, colour pink (PANTONE® process coated EURO DE 141-6 C)

Priority – LC

CN 26

Dispatching administration

Dispatching office

Dispatching official

Office of destination

In case of irregularity, this label must be attached to the verification note

Letter Post, Bucharest 2004, art RL 171.6.2 – Size 105 x 74 mm or 148 x 105 mm, colour white

Note. – To take account of the needs of their service, administrations may alter slightly the text, size or colour of these forms without, however, deviating too far from the instructions contained in the model.

Non-priority – AO

CN 26

Dispatching administration

Dispatching office

Dispatching official

Office of destination

In case of irregularity, this label must be attached to the verification note

Letter Post, Bucharest 2004, art RL 171.6.2 – Size 105 x 74 mm or 148 x 105 mm, colour light blue (PANTONE® process coated EURO DE 219-8 C)

R ☐ Priority – LC ☐ Non-priority – AO

Number of registered items

CN 26

Dispatching administration

Dispatching office

Dispatching official

Office of destination

In case of irregularity, this label must be attached to the verification note

Letter Post, Bucharest 2004, art RL 171.6.2 – Size 105 x 74 mm or 148 x 105 mm, colour pink (PANTONE® process coated EURO DE 141-6 C)

Note. – To take account of the needs of their service, administrations may alter slightly the text, size or colour of these forms without, however, deviating too far from the instructions contained in the model.

CN 28

Administration dispatching the mail

Date stamp

Dispatching office

ENVELOPE FOR THE MAKE-UP OF AIRMAILS

AIRMAIL DISPATCH

No. _____

Weight Priority – LC/AO
grammes

_____
Flight No.

AIRMAIL DISPATCH

for

_____
Airport of transhipment

_____

Letter Post, Bucharest 2004, art RL 173.3.4 – Size 250 x 176 mm or 353 x 250 mm, colour blue (PANTONE® process coated EURO DE 207-8 C)

Article RL 174
Letter bills

1 A CN 31 letter bill shall accompany each mail except for bulk mails and for mails intended for direct access to the domestic systems. The letter bill shall be placed in an envelope marked in bold letters “Feuille d’avis” (Letter bill). This envelope shall be pink if the mail contains insured items and blue if it does not. It shall be fastened to the outside of the packet or bag of registered items. If there are no registered items, the envelope shall whenever possible be attached to a bundle of ordinary items.

2 Bulk mails shall be accompanied by a CN 32 letter bill, as provided for in article RL 182.

3 For mails intended for direct access to the domestic system, administrations shall agree among themselves on the documents to be used. This documentation may be a modified CN 31 letter bill or another mutually acceptable document, such as a domestic mail statement.

4 Except for the cases provided for in articles RL 178.1 and RL 179.2, where a dispatch does not contain any registered or insured mail, administrations may agree bilaterally to attach the letter bill to the outside of one of the bags of the dispatch in a strong waterproof pouch which will withstand the rigours of transportation.

5 In relations between countries whose administrations have reached agreement, the dispatching office of exchange shall send one copy of the CN 31 by air to the office of exchange of destination. Administrations may, by means of special agreements, decide that mails containing empty bags exclusively shall not be accompanied by a letter bill.

6 The dispatching office shall complete the letter bill with all the details called for, taking the following into account:

6.1 Heading: in the absence of special agreement, dispatching offices shall number the letter bills according to an annual series for each office of destination separately for surface mail, S.A.L. mail and airmail or priority and non-priority mail. Each mail shall thus bear a separate number. In the case of the first dispatch of each year the letter bill shall bear, in addition to the serial number of the mail, that of the last mail of the preceding year. If a mail is suppressed, the dispatching office shall enter beside the number of the last mail the indication “Last mail”.

6.2 Table 1: administrations may agree that only red-label bags shall be entered in table 1 of the letter bills.

6.3 Table 3: The total number of registered items, both those individually listed and those advised in bulk, and the total number of insured items included in the mail shall be entered in table 3 of the letter bills.

6.3bis The number of registered items and insured items relating to the postal service and exempt from terminal dues shall be entered in table 3 in the

column headed “Number of items returned to origin exempt from terminal dues”.

6.4 Table 4: the number of bags used by the dispatching administration and the number of bags returned to the administration of destination shall be entered in this table. Where applicable, the number of empty bags belonging to an administration other than that to which the mail is addressed shall be shown separately with a reference to that administration. When two administrations have agreed to enter red-label bags only (6.2), the number of bags used for the make-up of the mail or the number of empty bags belonging to the administration of destination shall not be given in table 4. When IBRS items are contained in the mail, the “Other information” box should be completed, indicating separately the number and weight of IBRS bags and bundles and the total number of IBRS items. The presence of ordinary or registered COD items shall be indicated in the corresponding box both in the case of individual entry and that of bulk entry.

6.5 Where administrations have agreed on a bilateral basis to exchange mails in receptacles other than bags, the number and weight of each type of receptacle must be recorded on the CN 31 letter bill. Provision must therefore be made on the CN 31 form for recording this information.

6.5bis Where administrations have agreed on a bilateral basis to separate their outbound international mails by format, the number of receptacles and the weight by format may be recorded on the CN 31 letter bill. In such cases, provision for recording format details shall be made on the CN 31 form.

7 Administrations may arrange with each other to include additional tables or headings in the letter bill or modify the tables to suit their needs when they consider it necessary.

8 In the case of surface à découvert items weighing more than 3 kilogrammes per mail or per day dispatched to a particular country of destination, the administration of transit shall be authorized to prepare a CN 31 letter bill for each country, one copy of which it shall send to the administration of origin.

9 A “Nil” letter bill shall be sent in the next mail when an office of exchange has no item to pass forward to a corresponding office and when, by special agreement between the administrations concerned, the letter bills are not numbered. In the case of annually numbered mails, no “Nil” letter bill shall be sent.

■ **Commentary**

174.2 For the model of the CN 32 form, see art RL 182.

174.6 The name of the ship transporting the mail or the official abbreviation of the flight used are shown when the dispatching office knows it. In table I the dispatching office enters the number of bags making up the mail by category (priority/non-priority or LC/AO, M bags, empty bags) and by type of label (red or white/blue). In table 2, the dispatching office enters the weight of the bags subject to transit charges and terminal dues according to the categories to which they belong (priority/non-priority or LC/AO, on the one hand, and M bags, on the other). The M bags are entered by weight (weight and number of bags up to 5 kg and weight of bags over 5 kg). The weight of the mail exempted from transit charges and terminal dues must be the same as the total weight of the bags marked “Exempt”.
The weight of the mails of empty receptacles, which are exempt from terminal dues but subject to transit charges, must be entered in the new box provided for that purpose.

174.6.3 The number of registered and insured items is necessary for the terminal dues account. Boxes have been introduced in table 3 of the CN 31 to enter the number of registered and insured items returned to origin exempt from terminal dues under art RL 203.4.1.

The box for entering the number of registered items returned to origin exempt from terminal dues should also be used to enter the registered items relating to the postal service referred to in art RL 110.2.

174.6.3bis Under articles RL 203.4.1 and RL 110.2, items relating to the postal service exchanged between postal administrations are not exempt from terminal dues. The exemption therefore mainly applies to items sent by the IB and by the Restricted Unions.

174.6.4 Unclosed official letters and the various communications or recommendations from the dispatching office relating to the service are also shown in this table.

174.6.5 The administrations concerned are responsible for agreeing on the model of the letter bill to be used.

Dispatching administration

LETTER BILL
Exchange of mails

CN 31

Dispatching office of exchange

Date of dispatch

Mail No.

☐ Priority ☐ Non-priority

☐ By airmail ☐ By S.A.L. ☐ By surface

Office of exchange of destination	Flight No./Train No./Name of ship
	Transit administration(s)

1 Number of receptacles

Priority/Non-priority – LC/AO		M bags		Empty receptacles
Red labels	White/blue labels	Red labels	White/blue labels	Sacks of empty bags (SV) and other receptacles returned
Number	Number	Number	Number	Number

Total number of receptacles in mail

2 Transit charges and terminal dues

Priority/Non-priority – LC/AO		Mails of empty receptacles	M bags		
Mail subject to transit charges and/or terminal dues[1]	Mail exempt from transit charges and terminal dues	Subject to transit charges and exempt from terminal dues	Up to 5 kg		More than 5 kg
Weight kg | g	Weight kg | g	Weight kg | g	Weight kg | g	Number	Weight kg | g
		kg | g			

Total weight of mail

[1] Including the weight of the IBRS items

3 Summary of items entered in the mail

Number of receptacles containing	Number of packets containing	Number of	Number of items subject to terminal dues	Number of items returned to origin exempt from terminal dues
Registered items[2]	Registered items[2]	CN 33 special lists[2]	Registered[2]	Registered[2]
Insured items[2]	Insured items[2]	CN 16 dispatch lists[2]	Insured[2]	Insured[2]

4 Official notes

Presence of unregistered items			Presence of registered items		
☐ express	☐ airmail	☐ COD	☐ express	☐ airmail	☐ COD
☐ CN 44 note enclosed in mails			Number of CN 65 bills		
Other information			Number	Weight	Total IBRS items
IBRS bags					
IBRS bundles			Number	Weight	

Number of receptacles in mail _____

Number of receptacles to be returned _____

Number of empty receptacles

5 Closed mails included in the mail

No. of the mail	Office of origin	Office of destination	Number of receptacles or packets

[2] Add the indication "Nil" in the event of the absence of registered or insured items

6 Registered items[2]

Bulk entry In words	In figures
Individual entry Specify contents on the back of the form	

Dispatching office of exchange
Signature

Office of exchange of destination
Signature

Letter Post, Bucharest 2004, art RL 174.1 – Size 210 x 297 mm

List of registered items

CN 31 (Back)

Serial No.	No. of the item	Office of origin	Observations	Serial No.	No. of the item	Office of origin	Observations
1				31			
2				32			
3				33			
4				34			
5				35			
6				36			
7				37			
8				38			
9				39			
10				40			
11				41			
12				42			
13				43			
14				44			
15				45			
16				46			
17				47			
18				48			
19				49			
20				50			
21				51			
22				52			
23				53			
24				54			
25				55			
26				56			
27				57			
28				58			
29				59			
30				60			

Article RL 175
Transmission of registered items

1 Registered items shall be transmitted entered individually on the back of the letter bill. One or more CN 33 special lists may be used, either in place of the back of the letter bill or as a supplement to that bill. The use of special lists shall be compulsory if the administration of destination so requests. The lists in question shall show the same mail number as that shown on the letter bill of the corresponding mail. When several special lists are used they shall also be numbered in their own series for each mail. The number of registered items which can be entered on a single special list or on the back of the letter bill shall be restricted to the number for which the layout of the respective form provides. The total number of registered items included in the mail shall be entered in table 3 of the letter bill.

2 Administrations may agree to the bulk advice of registered items. The total number of registered items included in the mail shall be entered in table 3 of the letter bill. When the mail comprises several bags of registered items, every bag except the one in which the letter bill is inserted shall contain a CN 33 special list showing, in words and figures in the space provided, the total number of registered items it contains. The number of registered items inserted in the bag containing the letter bill shall be mentioned thereon in the box in table 6 reserved for that purpose.

3 Registered items and, where applicable, the special lists provided under 1 shall be made up in one or more separate packets or bags which shall be suitably wrapped or closed and sealed with or without lead so as to protect the contents. Bags and packets made up in this way may be replaced by heat-sealed plastic bags. The registered items shall be arranged in each packet according to their order of entry. When one or more special lists are used, each of them shall be tied up with the registered items to which it refers and placed on top of the first item in the bundle. When several bags are used each of them shall contain a special list detailing the items which it contains.

4 Subject to agreement between the administrations concerned and when their volume permits, registered items may be enclosed in the special envelope containing the letter bill. This envelope shall be sealed.

5 In no case may registered items be included in the same bundle as unregistered items.

6 As far as possible a single bag shall not contain more than 600 registered items.

7 If registered COD items are entered individually on the back of the CN 31 letter bill or on a CN 33 special list the word “Reimbursement” (COD) or the abbreviation “Remb” or “COD” should be written opposite the appropriate entry in the “Observations” column.

8 Registered M bags shall be entered as a single item in table 6 or on the back of the CN 31 letter bill or on a CN 33 special list. The letter M shall be added in the “Observations” column.

9 Administrations may establish systems that generate electronic transmission confirmation data, and agree to exchange such data with the administrations of origin of the items.

■ **Commentary**

175.1 If an adm of origin wishes to use special lists, the adm of destination must admit them.

175.2 Adms may agree, for security reasons, that this provision does not apply to money orders subject to automatic registration (see Payment Services Regs, art RF 501.1.1).

175.9 The POC recommends that adms adhere to the technical specifications in the UPU Technical Standards Manual (recommendation CEP 3/2004).

Dispatching administration

SPECIAL LIST
Registered items

CN 33

Dispatching office of exchange | Date | Mail No. | Special list No.

☐ Priority ☐ Non-priority

☐ By airmail ☐ By S.A.L. ☐ By surface

Office of exchange of destination	Flight No./Train No./Name of ship

Bulk entry

Number (in letters)	Number (in figures)

Individual entry

Serial No.	No. of the item	Office of origin	Observations	Serial No.	No. of the item	Office of origin	Observations
1				21			
2				22			
3				23			
4				24			
5				25			
6				26			
7				27			
8				28			
9				29			
10				30			
11				31			
12				32			
13				33			
14				34			
15				35			
16				36			
17				37			
18				38			
19				39			
20				40			

Dispatching office of exchange
Signature

Office of exchange of destination
Signature

Letter Post, Bucharest 2004, art RL 175.1 – Size 210 x 297 mm or 210 x 148 mm

Article RL 176
Transmission of recorded delivery items

1 Recorded delivery items shall be transmitted in the same manner as unregistered items.

■ **Commentary**

176.1 On their arrival at the office of destination, the items in question are removed from the bundles of unregistered items and placed aside for delivery against signature.

Article RL 177
Transmission of insured items

1 The dispatching office of exchange shall enter the insured items on CN 16 special dispatch lists with all the details for which the form provides. In the case of COD items, the word “Remboursement” (COD) or the abbreviation “Remb” or “COD” shall be entered opposite the appropriate entry in the “Observations” column.

2 Insured items shall be made up with the dispatch list or lists into one or more special packets tied to one another. The latter shall be wrapped in strong paper, tied on the outside and sealed with fine wax on every fold by means of the seal of the dispatching office of exchange. These packets shall be endorsed “Valeurs déclarées” (Insured items).

3 Instead of being made up in a packet, the insured items may be placed in a strong paper envelope, closed by means of wax seals.

4 The packets or envelopes of insured items may also be closed by means of gummed seals bearing the printed indication of the administration of origin of the mail. An impression of the date-stamp of the dispatching office shall be added to the gummed seal in such a way that it appears partly on the seal and partly on the wrapping. This method of closure cannot be used if the administration of destination of the mail requires the packets or envelopes of insured items to be sealed with wax or lead.

5 If their number or volume makes it necessary, insured items may be placed in a bag suitably closed and sealed with wax or lead.

6 The packet, envelope or bag of insured items shall be enclosed in the packet or bag containing registered items or, failing those, in the packet or bag which would normally contain registered items. When the registered items are enclosed in more than one bag, the packet, envelope or bag of insured items shall be placed in the bag to the neck of which the special envelope containing the letter bill is attached.

7 The outer bag containing insured items must be in perfect condition and the edge of its mouth shall be provided, if possible, with piping which makes it impossible to open the bag illicitly without leaving visible traces.

8 The total number of insured items included in the mail shall be entered in table 3 of the letter bill.

9 Administrations may establish systems that generate electronic transmission confirmation data, and agree to exchange such data with the administrations of origin of the items.

■ **Commentary**

177.2 "Packet" is a general term that also includes "envelope".

177.9 The POC recommends that adms adhere to the technical specifications in the UPU Technical Standards Manual (recommendation CEP 3/2004).

Dispatching administration

Dispatching office of exchange

DISPATCH LIST
Insured items
Date

CN 16
Mail No.

☐ Priority
☐ Non-priority

☐ By airmail
☐ By S.A.L.
☐ By surface

Office of exchange of destination	No. of dispatch list

Entry

Serial No.	No. of the mail	Office of origin	Place of destination	Amount of insured value	Observations
1	2	3	4	5	6
1				SDR	
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					

Dispatching office of exchange
Signature

Office of exchange of destination
Signature

Letter Post, Bucharest 2004, art RL 177.1 – Size 210 x 297 mm

Article RL 178
Transmission of money orders and unregistered COD items

1 Postal money orders sent unenclosed shall be made up in a separate bundle and placed in a packet or bag containing registered items or, if there is one, in the packet or bag with insured items. The same shall apply to unregistered COD items. If the mail contains neither registered nor insured items, the money orders and any unregistered COD items shall be placed in the envelope containing the letter bill or bundled with the latter.

2 The presence of unregistered COD items shall be indicated in table 4 of the CN 31 letter bill or table 3 of the CN 32 letter bill, as appropriate.

■ **Commentary**

178.1 See art RF 501.1.1 of the Payment Services Regs.

178.2 For the model of form CN 32, see art RL 182.

Article RL 179
Transmission of express items

1 The presence of express items shall be shown by a letter “X” in the corresponding box of table 4 on the CN 31 letter bill (table 3 on the CN 32 letter bill).

2 Express items shall be made up in separate bundles bearing labels with the “Exprès” (Express) symbol provided for in article RL 136. These bundles shall, wherever possible, be placed in separate receptacles. Where this is not possible, the bundles of “Exprès” items shall be placed in the receptacle containing the letter bill.

3 Registered express items shall be arranged in their order among the other registered items. The word “Exprès” (Express) shall be written opposite the appropriate entries in the “Observations” column on the back of the letter bill or the CN 33 special lists. In the case of bulk advice, the presence of such registered items shall also be shown by a letter “X” in the corresponding box of table 4 of the letter bill. A similar indication shall be made in the “Observations” column of the CN 16 dispatch lists opposite the entries of insured items for delivery by express.

■ **Commentary**

179.2 The Seoul Congress recommended that adms place their express items in bundles and insert them in a special envelope, preferably plastisized, in order to preserve their integrity and make them easy to recognize (recommendation C 53/1994).

Article RL 180
Transmission of IBRS items

1 Administrations operating the service shall designate the office of exchange of destination specializing in handling mails containing IBRS items. If justified by operational reasons, administrations may designate several offices of exchange for this purpose.

2 IBRS items shall be made up in separate bundles. The CN 25 bundle label shall bear the indication “IBRS” and the number of items. The bundles of IBRS items shall be placed in the bag containing the letter bill. However, they must not be placed in the bag of registered items.

2.1 If the mail contains more than 2 kilogrammes of IBRS items, these items shall be placed in a separate bag. The bag label shall bear the indication “IBRS” and, on the back, the number of items.

3 The IBRS items contained in a mail shall be indicated in table 4 of the CN 31 letter bill (table 3 of the CN 32 letter bill) under “Other information” as follows:

3.1 for items in separate bags, write, on the “IBRS bags” line, the number and weight of the bags and the number of items;

3.2 for items sent with the rest of the mail, write, on the “IBRS bundles” line, the number and weight of the bundles and the number of items.

4 Depending on the volume of traffic involved, administrations may agree on specific procedures on a bilateral basis.

Article RL 181
Transmission of M bags

1 Every M bag shall be furnished with a CN 34, CN 35 or CN 36 label to which a large letter M has been added in the upper right-hand corner. This label shall be additional to the address label provided by the sender. M packets, which are not packed in a bag, must be inserted in a “sac collecteur M” for transmission.

■ **Commentary**

181.1 For the models of the CN 34, CN 35 and CN 36 labels, see art RL 184.

Article RL 182
Transmission of bulk items

1 If the administration of destination has requested the payment specific to bulk mail, the administration of origin may send bulk items in specific mails, accompanied by the CN 32 letter bill.

2 The CN 32 letter bill shall include the number and weight of the items.

2.1 For administrations that have so agreed, the number and weight of the items may be indicated according to their format.

3 The provisions of article RL 174 shall apply by analogy to CN 32 letter bills.

4 Administrations may agree bilaterally to alternative forms and accounting procedures for bulk items.

Dispatching administration

Dispatching office of exchange

LETTER BILL
Bulk mails
Date of dispatch

CN 32

Mail No.

☐ Priority ☐ Non-priority

☐ By airmail ☐ By S.A.L. ☐ By surface

Office of exchange of destination	Flight No./Train No./Name of ship
	Transit administration(s)

1 Number and weight of receptacles and items	Receptacles					Items
	Red labels	Violet labels	Total in mail			
	Number	Number	Number	Weight kg	g	Number

2 Summary of items entered in the mail	Number of receptacles containing	Number of packets containing	Number of	Total number of items included in the mail
	Registered items[1]	Registered items[1]	CN 33 special lists[1]	Registered[1]
	Insured items[1]	Insured items[1]	CN 16 dispatch lists[1]	Insured[1]

3 Official notes	Presence of unregistered items ☐ express ☐ airmail ☐ COD			Presence of registered items ☐ express ☐ airmail ☐ COD
	☐ CN 44 note enclosed in mail			Number of CN 65 bills
	Other information	Number	Weight	Total IBRS items
	IBRS bags			
	IBRS bundles	Number	Weight	
	Number of receptacles in mail			
	Number of receptacles to be returned			
	Number of empty receptacles			

4 Closed mails included in the mail	No. of the mail	Office of origin	Office of destination	Number of receptacles or packets

5 Registered items[1]	Bulk entry In words	In figures
	Individual entry Specify contents on the back of the form	

[1] Add the indication "Nil" in the event of the absence of registered or insured items.

Dispatching office of exchange
Signature

Office of exchange of destination
Signature

Letter Post, Bucharest 2004, art RL 182 – Size 210 x 297 mm

List of registered items

CN 32 (Back)

Serial No.	No. of the item	Office of origin	Observations	Serial No.	No. of the item	Office of origin	Observations
1				31			
2				32			
3				33			
4				34			
5				35			
6				36			
7				37			
8				38			
9				39			
10				40			
11				41			
12				42			
13				43			
14				44			
15				45			
16				46			
17				47			
18				48			
19				49			
20				50			
21				51			
22				52			
23				53			
24				54			
25				55			
26				56			
27				57			
28				58			
29				59			
30				60			

Article RL 183
Transmission of items intended for direct access to the domestic service

1 Items intended for direct access to the domestic service of an administration, under the terms of article 28.4 of the Convention, shall be sent in specific mails, accompanied by an appropriately modified CN 31 letter bill or other documentation required by the administration of destination.

2 The modified CN 31 letter bill or other documentation required by the administration of destination shall include the number, weight and, if applicable, category of the items or other additional information required by the administration of destination.

3 The provisions of article RL 174 shall apply by analogy to CN 31 letter bills or other documentation required by the administration of destination.

4 Administrations have to agree bilaterally to alternative forms and procedures for the transmission of items intended for direct access to the domestic service if this is required by the administration of destination.

Article RL 184
Labelling of mails

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. Their layout and text shall conform to the specimens annexed hereto and mentioned below:
1.1 CN 34 in the case of surface bags;
1.2 CN 35 in the case of airmail bags;
1.3 CN 36 in the case of surface airlifted (S.A.L.) bags.

2 In the service between neighbouring offices, strong paper labels may be used. These shall, however, be strong enough to withstand the various handling processes the mails undergo during transmission.

3 Bags containing registered items, insured items, and/or the letter bill shall be provided with a vermilion red label.
3.1 However, administrations may agree, in their bilateral relations, to dispense with the use of red labels in favour, for security reasons, of any mutually agreed alternative method.

4 A white label shall be used for bags containing only ordinary items of the following categories:
4.1 priority items;
4.2 letters and postcards dispatched by surface and air;
4.3 mixed items (letters, postcards, newspapers and periodicals and other items).

5 A white label shall also be used for bags containing newspapers posted in bulk by publishers or their agents and dispatched by surface only, except those returned to sender. The word “Journaux” (Newspapers) or the reference “Jx” shall be written on the white label, when the bags contain only items of this category.

6 A light blue label shall be used for bags containing only ordinary items of the non-priority, printed papers, literature for the blind and small packets categories.

7 A light blue label shall also be used for bags containing periodicals other than those mentioned under 5. The words “Ecrits périodiques” (Periodicals) may be written on the blue label when the bags contain only items of this category.

8 A violet label shall be used for bags containing only ordinary bulk items.

9 A white label with a violet-striped border and the words “Accès Direct” (Direct Access) shall be used for receptacles containing items in this category.

10 A green label shall be used for bags containing only empty bags being returned to origin.

11 Where priority mails conveyed by surface are concerned, the CN 34 label shall be marked “PRIOR” in large, very bold letters.

12 The label of the bag or packet containing the letter bill shall always bear a bold letter “F”. The number of bags comprised in the mail may be written on it.

13 The label of receptacles containing express items must bear a tab or be marked “Exprès” (Express). Where the “Express” tab or marking will interfere with any bar code or text on the CN 35 label, an additional larger backing label bearing the “Express” marking may be affixed to the bag.

14 A white label may also be used in conjunction with a 5 x 3 cm tab in one of the colours mentioned under 3 to 7 and 10. A blue or violet label may also be used in conjunction with a similar tab in red.

15 Items containing admissible infectious substances shall be placed in separate receptacles. Each receptacle shall be provided with an identification label, similar in colour and form to the label provided for in article RL 130 but made bigger to make room for affixing an eyelet.

16 In the case of bags containing only items exempted from transit charges and terminal dues, the bag label shall be marked “Exempt” in very bold characters.

17 The gross weight of each bag, envelope or packet forming part of the mail shall be shown on the bag label or with the external address. If a sac collecteur is used, its weight shall not be taken into account. The weight shall be rounded

up to the nearest hectogramme when the fraction of the hectogramme is equal to or greater than 50 grammes and rounded down to the nearest hectogramme otherwise. The indication of the weight shall be replaced by the figure 0 for airmails weighing 50 grammes or less.

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

■ **Commentary**

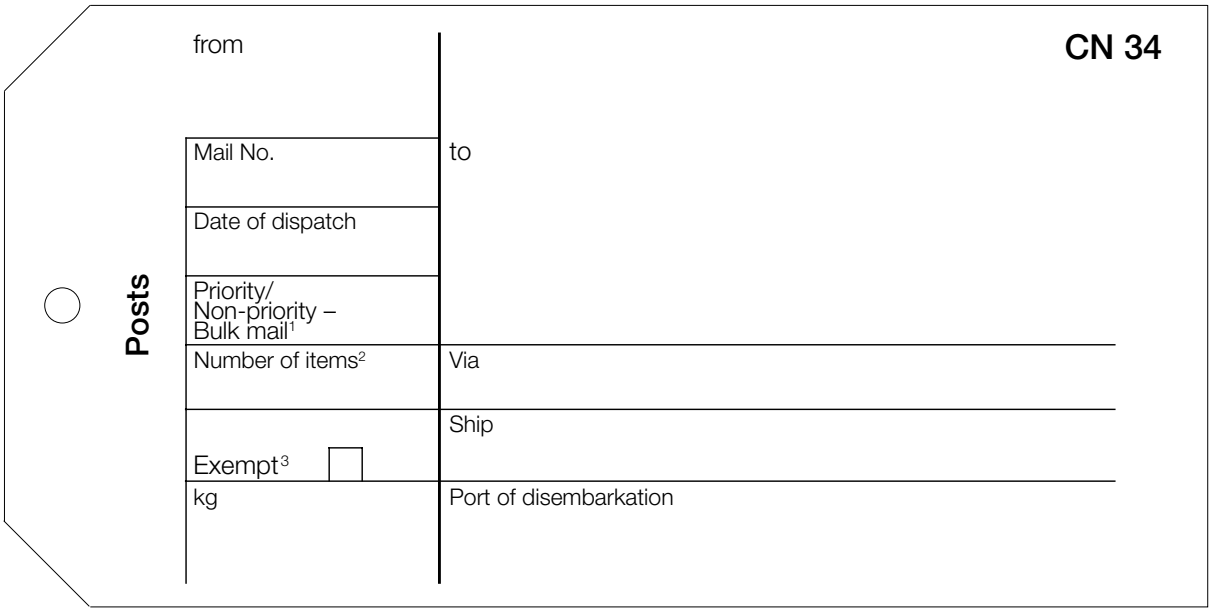
184.1 Naturally, in order to take account of the needs of their services, adms are entitled to modify slightly the text and dimensions of the forms mentioned in 1.1, 1.2 and 1.3, without however departing too far from the specifications of the specimens.

IATA abbreviations (three-letter codes) may be used on CN 35 and CN 36 forms to show airports of destination and, when applicable, of transhipment. The IATA codes are given for information in the List of Airmail Distances (parts III and IV).

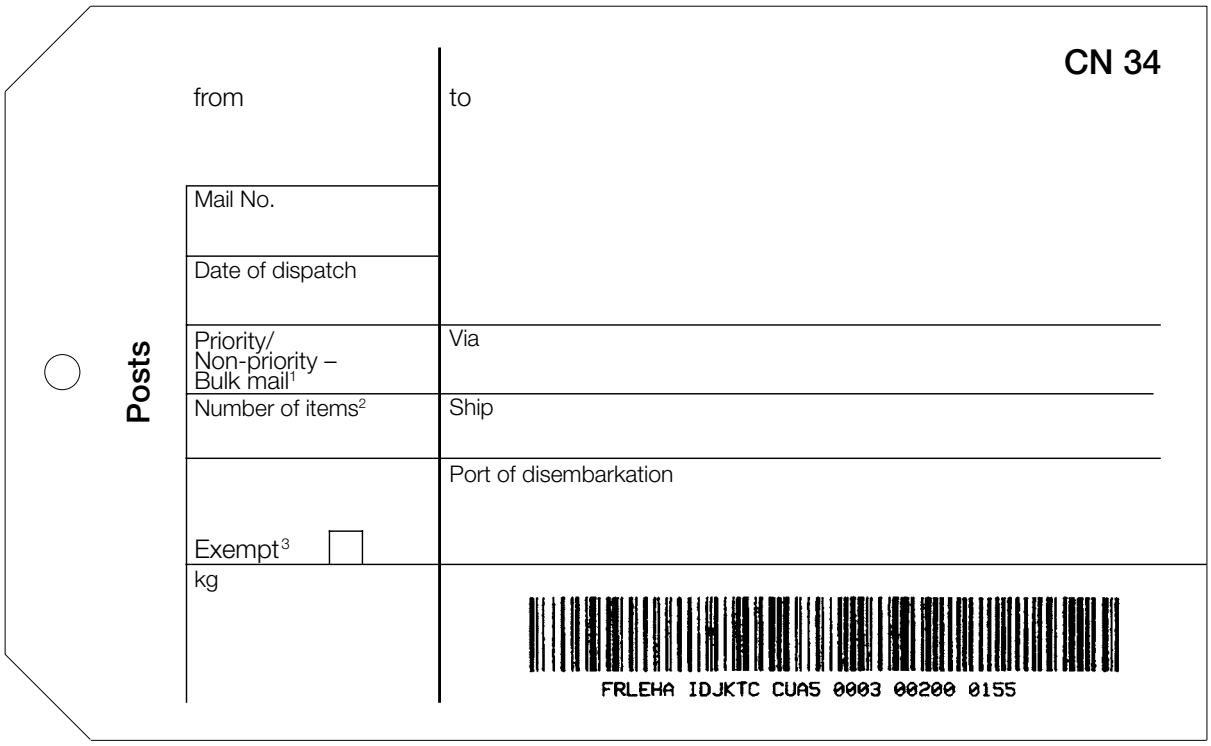
Adms may use CN 35 labels instead of the CN 36 label, writing thereon in bold letters the term “S.A.L. Surface air lifted”.

184.5 Adms of origin may also insert in the bags with white labels bearing the word “Journaux” or the reference “Jx” news periodicals published at least once a week and posted in bulk to which they give in their domestic service the priority treatment given to newspapers.

184.14 Use of blue label with red tab to indicate that the bag containing registered items and/or the letter bills contains non-priority or AO items only.



Letter Post, Bucharest 2004, art RL 184.1.1 – Size 148 x 74 mm, colour vermilion red (PANTONE® process coated EURO DE 73-2 C), white, light blue (PANTONE® process coated EURO DE 219-8 C), violet (PANTONE® process coated EURO DE 161-6 C) or green (PANTONE® process coated EURO DE 274-3 C)



Letter Post, Bucharest 2004, art RL 184.1.1 – Size 148 x 90 mm, colour vermilion red (PANTONE® process coated EURO DE 73-2 C), white, light blue (PANTONE® process coated EURO DE 219-8 C), violet (PANTONE® process coated EURO DE 161-6 C) or green (PANTONE® process coated EURO DE 274-3 C)

[1] On red labels: Priority/Non-priority – Bulk mail or LC/AO – Bulk mail
On white labels: Priority or LC/AO
On blue labels: Non-priority or AO; administrations have the option of printing check boxes for "Non-priority (AO)" and for "M bags"
On violet labels: Bulk mail

[2] Only for red and violet labels

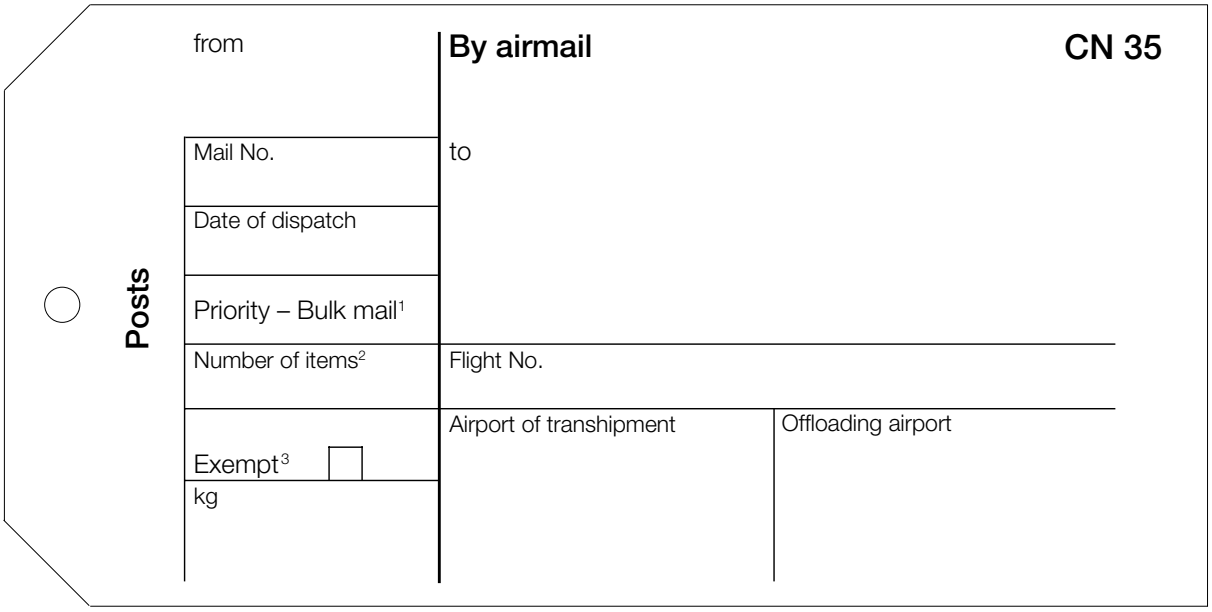
[3] Only for red, white, blue or green labels; for green labels "SV (Exempt)", without check box

Notes:
– To take account of the needs of their service, administrations may alter slightly the text and size of this form without, however, deviating too far from the instructions contained in the model
– Green labels must bear the indication "Empty bags"
– Administrations using barcodes in their service may use CN 34 labels similar to the above model bearing these codes in addition to the information already provided for. This model is given only as an example. Administrations may use barcodes that comply with UPU technical standard S9

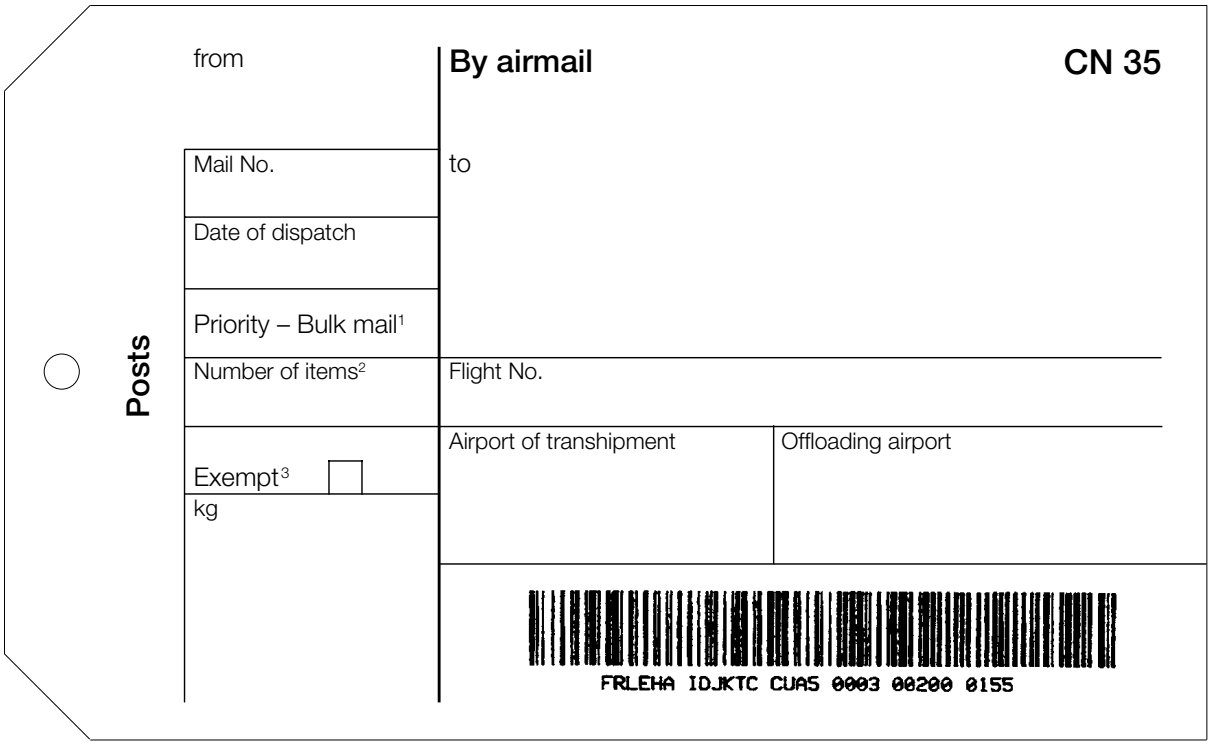
Letter Post, Bucharest 2004, art RL 184.1.1 – Size 158 x 94 mm, colour white, violet striped border (PANTONE® process coated EURO DE 161-6 C)

Letter Post, Bucharest 2004, art RL 184.1.1 – Size 158 x 110 mm, colour white, violet striped border (PANTONE® process coated EURO DE 161-6 C)

Notes:
- To take account of the needs of their service, administrations may alter slightly the text and size of this form without, however, deviating too far from the instructions contained in the model
- Green labels must bear the indication “Empty bags”
- Administrations using barcodes in their service may use CN 34 labels similar to the above model bearing these codes in addition to the information already provided for. This model is given only as an example. Administrations may use barcodes that comply with UPU technical standard S9



Letter Post, Bucharest 2004, art RL 184.1.2 – Size 148 x 74 mm, colour vermilion red (PANTONE® process coated EURO DE 73-2 C), white, light blue (PANTONE® process coated EURO DE 219-8 C), violet (PANTONE® process coated EURO DE 161-6 C) or green (PANTONE® process coated EURO DE 274-3 C)



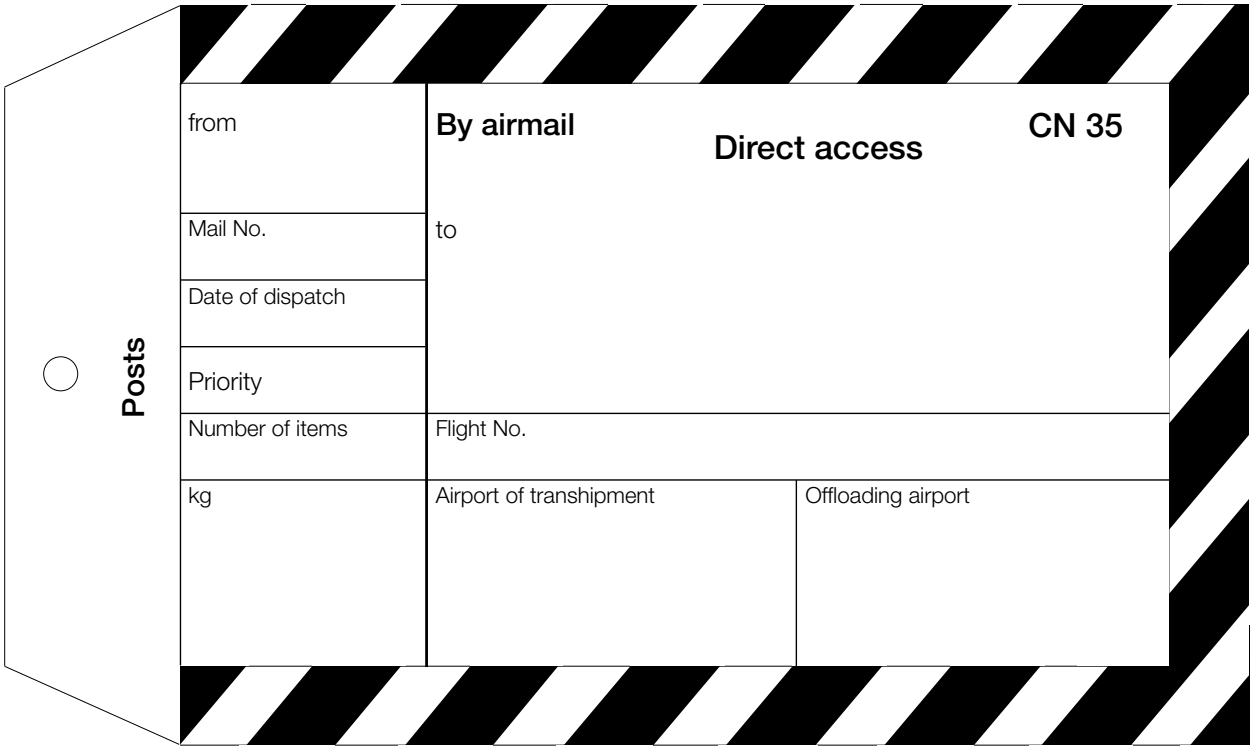
Letter Post, Bucharest 2004, art RL 184.1.2 – Size 148 x 90 mm, colour vermilion red (PANTONE® process coated EURO DE 73-2 C), white, light blue (PANTONE® process coated EURO DE 219-8 C), violet (PANTONE® process coated EURO DE 161-6 C) or green (PANTONE® process coated EURO DE 274-3 C)

[1] On red labels: Priority/Non-priority – Bulk mail or LC/AO – Bulk mail
On white labels: Priority or LC/AO
On blue labels: AO; administrations have the option of printing check boxes for “AO” and for “M bags”
On violet labels: Bulk mail

[2] Only for red and violet labels

[3] Only for red, white, blue or green labels; for green labels “SV (Exempt)”, without check box

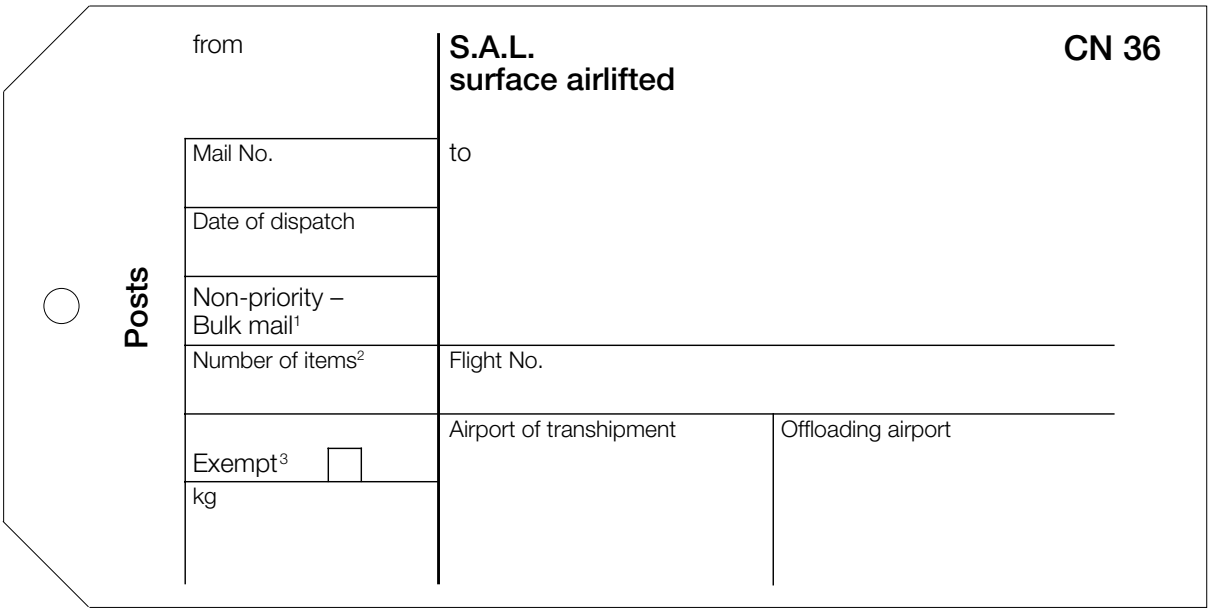
Notes:
– To take account of the needs of their service, administrations may alter slightly the text and size of this form without, however, deviating too far from the instructions contained in the model
– Green labels must bear the indication “Empty bags”
– Administrations using barcodes in their service may use CN 35 labels similar to the above model bearing these codes in addition to the information already provided for. This model is given only as an example. Administrations may use barcodes that comply with UPU technical standard S9



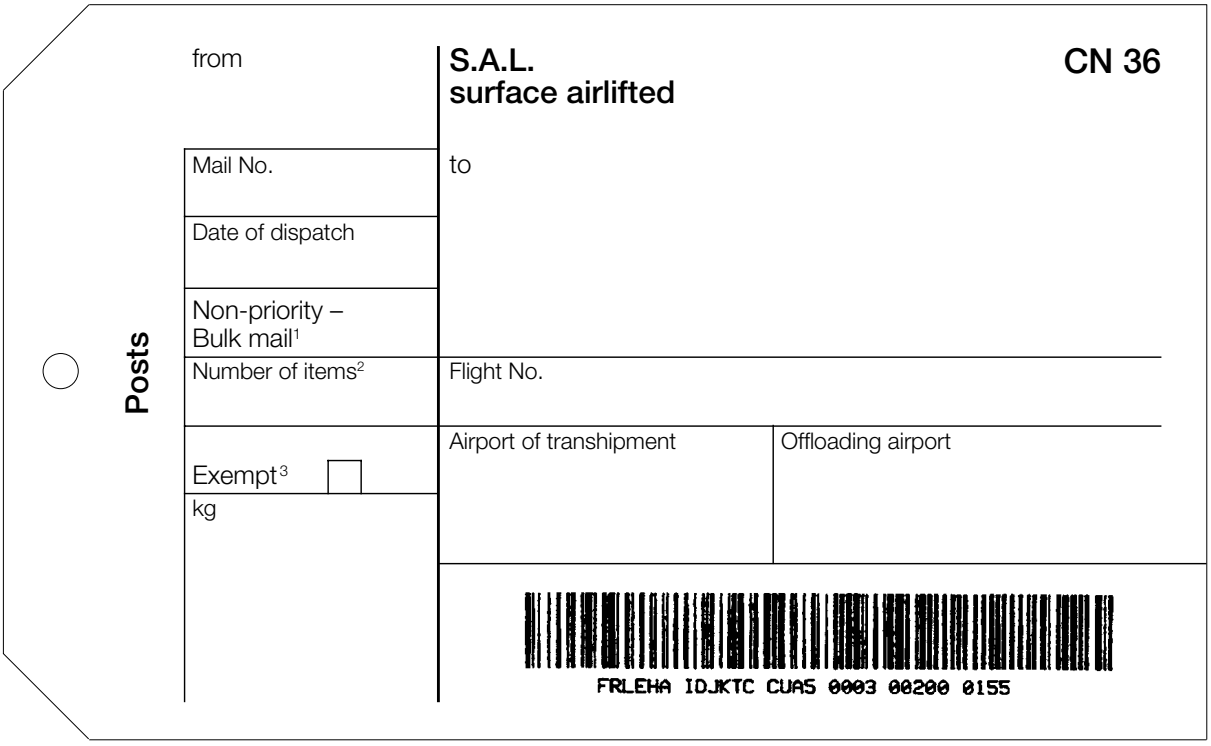
Letter Post, Bucharest 2004, art RL 184.1.2 – Size 158 x 94 mm, colour white, violet striped border (PANTONE® process coated EURO DE 1

Letter Post, Bucharest 2004, art RL 184.1.2 – Size 158 x 110 mm, colour white, violet striped border (PANTONE® process coated EURO DE 161-6 C)

Notes:
- To take account of the needs of their service, administrations may alter slightly the text and size of this form without, however, deviating too far from the instructions contained in the model
- Green labels must bear the indication "Empty bags"
- Administrations using barcodes in their service may use CN 35 labels similar to the above model bearing these codes in addition to the information already provided for. This model is given only as an example. Administrations may use barcodes that comply with UPU technical standard S9



Letter Post, Bucharest 2004, art RL 184.1.3 – Size 148 x 74 mm, colour vermilion red (PANTONE® process coated EURO DE 73-2 C), white, light blue (PANTONE® process coated EURO DE 219-8 C), violet (PANTONE® process coated EURO DE 161-6 C) or green (PANTONE® process coated EURO DE 274-3 C)



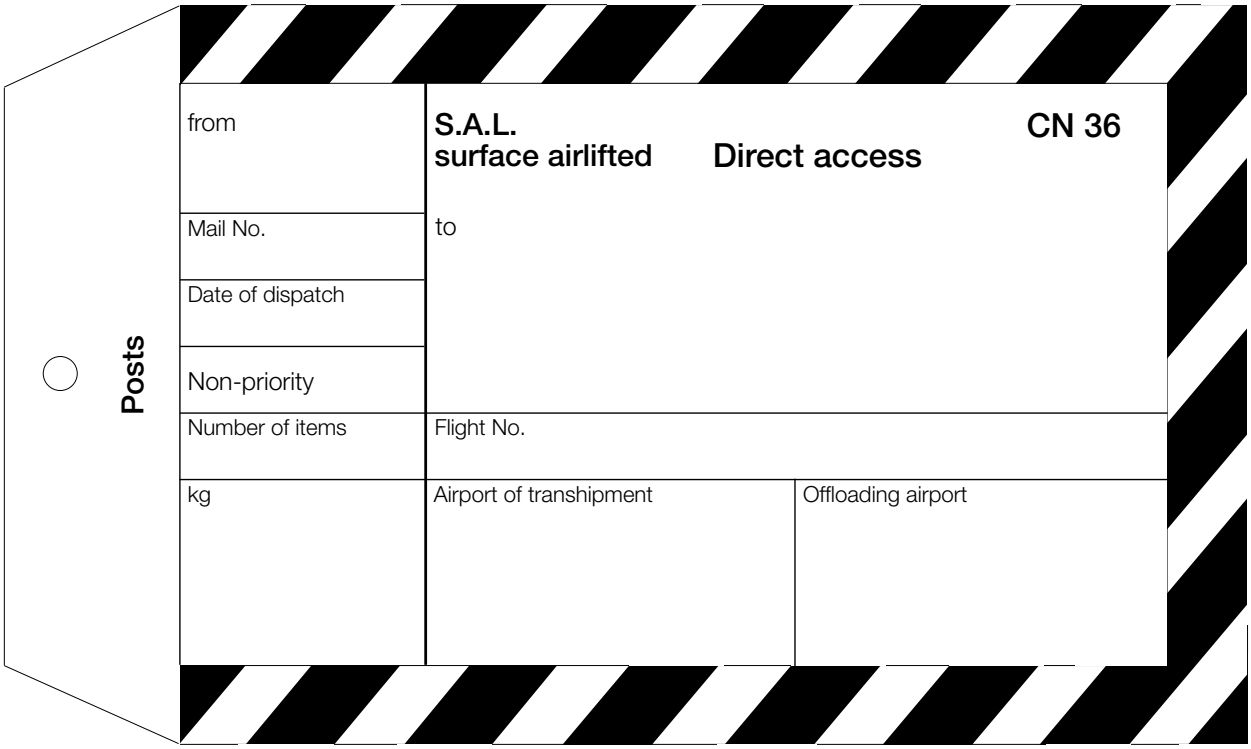
Letter Post, Bucharest 2004, art RL 184.1.3 – Size 148 x 90 mm, colour vermilion red (PANTONE® process coated EURO DE 73-2 C), white, light blue (PANTONE® process coated EURO DE 219-8 C), violet (PANTONE® process coated EURO DE 161-6 C) or green (PANTONE® process coated EURO DE 274-3 C)

[1] On red labels: Non-priority – Bulk mail or LC/AO – Bulk mail
On white labels: LC/AO
On blue labels: Non-priority or AO; administrations have the option of printing check boxes for “Non-priority (AO)” and for “M bags”
On violet labels: Bulk mail

[2] Only for red and violet labels

[3] Only for red, white, blue or green labels; for green labels “SV (Exempt)”, without check box

Notes:
– To take account of the needs of their service, administrations may alter slightly the text and size of this form without, however, deviating too far from the instructions contained in the model
– Green labels must bear the indication “Empty bags”
– Administrations using barcodes in their service may use CN 36 labels similar to the above model bearing these codes in addition to the information already provided for. This model is given only as an example. Administrations may use barcodes that comply with UPU technical standard S9



Letter Post, Bucharest 2004, art RL 184.1.3 – Size 158 x 94 mm, colour white, violet striped border (PANTONE® process coated EURO DE 161- 6 C)

Letter Post, Bucharest 2004, art RL 184.1.3 – Size 158 x 110 mm, colour white, violet striped border (PANTONE® process coated EURO DE 161-6 C)

Notes:
- To take account of the needs of their service, administrations may alter slightly the text and size of this form without, however, deviating too far from the instructions contained in the model
- Green labels must bear the indication “Empty bags”
- Administrations using barcodes in their service may use CN 36 labels similar to the above model bearing these codes in addition to the information already provided for. This model is given only as an example. Administrations may use barcodes that comply with UPU technical standard S9

Article RL 185
Use of barcodes

1 Administrations may use computer-generated barcodes and a unique identification system in the international postal services for purposes such as track/trace systems and other identification applications. The specifications shall be laid down by the Postal Operations Council.

2 Administrations which choose to use bar codes in the international services shall comply with the technical specifications laid down by the Postal Operations Council. The representation of offices of exchange in barcodes shall comply with the rules laid down in article RL 169.3.

2bis Where an administration of origin applies a UPU standard 13-character barcoded identifier to letter-post items in the international service, only one such unique identifier shall be applied. This identifier shall conform to UPU standard S10c (Identification of postal items – Part C: 13-character identifier for special letter products) and shall be encoded on the item in both human readable and barcoded form.

2ter In the case where the intermediate or destination postal administration affixes an additional barcode to letter-post items, the additional label shall be positioned in a manner that avoids obscuring any part of the sender's address or return address, and shall either:
2ter.1 duplicate the identifier applied in the country of origin, or;
2ter.2 be positioned so as not to obscure any part of the identifier applied in the country of origin.

2quater In the case where a letter-post item which has been overlabelled in accordance with 2ter.2 is forwarded to another administration or returned to the administration of origin, the administration which applied the overlabel shall, if the overlabel barcode is also in the UPU standard 13-character format, remove or obliterate it before the dispatch of the item.

■ **Commentary**

185.1 The barcodes and the unique identification system may be used in order to identify, for example:
– individual items;
– mail receptacles (mailbags, containers, letter trays, etc);
– related docs (forms, labels, etc).

Adms which choose to use barcodes in the international services are asked to comply with the technical specifications laid down by the POC. These specifications are notified to all adms by the IB.

Adms not using a computerized barcoding system may find it useful to adopt the system of unique identification for items, receptacles and/or related documents specified by the POC. This system may be used by countries operating traditional manual systems for numbering items, receptacles and docs in the international postal services.

If countries using a manual system choose to use the system of unique identification for items, receptacles and/or related documents, they should comply with the specifications laid down by the POC.

185.2 The current status of barcode standards in the UPU is as follows:
– for identification of individual items: UPU technical standard S10;
– for identification of mail receptacles: UPU technical standard S9.

Article RL 186
Routeing of mails

1 Closed mails shall be forwarded by the most direct route possible.

2 When a mail consists of several bags, these shall as far as possible remain together and be forwarded by the same post.

3 The administration of the country of origin may prescribe the route to be followed by the closed mails which it dispatches, provided that the use of that route does not entail special costs for an intermediate administration. Information about the routeing shall be entered on the CN 37, CN 38 or CN 41 bills and on the CN 34, CN 35 or CN 36 labels.

4 Closed airmails shall be forwarded by the flight requested by the administration of the country of origin, provided that it is used by the administration of the country of transit for the transmission of its own mails. If that is not the case or if there is insufficient time for the transhipment, the administration of the country of origin shall be so informed.

5 In the event of a change in a service for the exchange of closed mails established between two administrations via one or more third-party countries, the administration of origin of the mail shall inform the administrations of those countries of the fact.

6 If it is a question of an alteration in the routing of mails, the new route to be followed shall be reported to the administrations which previously provided the transit. The old route shall be reported, for information, to the administrations which will provide the transit in the future.

■ **Commentary**

186.3 For the models of forms CN 37, CN 38 and CN 41, see art RL 191.

Prot Article RL XIV
Routeing of mails

1 The postal administrations of Azerbaijan, Bolivia, Estonia, Latvia, Tajikistan, Turkmenistan and Uzbekistan will recognize only the costs of the conveyance effected in accordance with the provision concerning the line shown on the CN 35 bag labels of airmail dispatches and on the CN 38 delivery bills.

2 Having regard to the provision in 1, the postal administrations of France, Greece, Italy, Senegal, Thailand and the United States of America will forward closed airmails only on the conditions laid down in article RL 186.4.

Article RL 187
Transhipment of airmails and of surface airlifted (S.A.L.) mails

1 In principle, the administration of the country of origin shall route its mails to be transhipped directly at the transit airport between aircraft of the same airline or of different airlines. The different airlines concerned must, whenever possible, agree to make the transhipment.

2 Where aircraft transfer is not possible, transhipment shall be performed by the administration of the country where the transit airport is situated, and shall be subject to transit handling charges.

3 In the cases referred to under 1 and where the administrations 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. The bags of mails should preferably be provided with a CN 42 label, in addition to the labels provided for the conveyance of airmail.

4 When surface mails from an administration are reforwarded by air by another administration, the conditions of such reforwarding shall be covered by a special agreement between the administrations concerned.

■ **Commentary**

187.1 Practical application formula for the direct transhipment of airmails by the airlines:

A. Direct transhipment of airmails between aircraft of the same airline performing successive stages of the journey

i A postal adm desiring direct transhipment of its mails, at an airport in another adm's country, between aircraft of the same airline performing successive stages of the journey shall reach agreement with the local representative of that airline on the transhipment procedure.

ii The dispatching adm may arrange with the airline concerned for the mails to be reforwarded by a subsequent flight of the same airline if, for any reason, the originally scheduled transhipment cannot take place.

iii If the dispatching adm has not given the instructions referred to in paragraph ii above, the airline shall immediately hand the mails over to the postal services at the transhipment airport, unless it can arrange for them to be reforwarded within 24 hours of their arrival at that airport. (The mails must be handed over to the postal services as soon as the airline has established that it is impossible to have them reforwarded within that time limit.)

B. Direct transhipment of airmails between aircraft of two different airlines

i A postal adm desiring direct transhipment of its airmails between two different airlines at an airport in another adm'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 transhipment at the transit airport, it shall contact the representative of the second airline concerned.

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 to prevent them from being reforwarded by the flight requested (available capacity, commercial rights, etc).

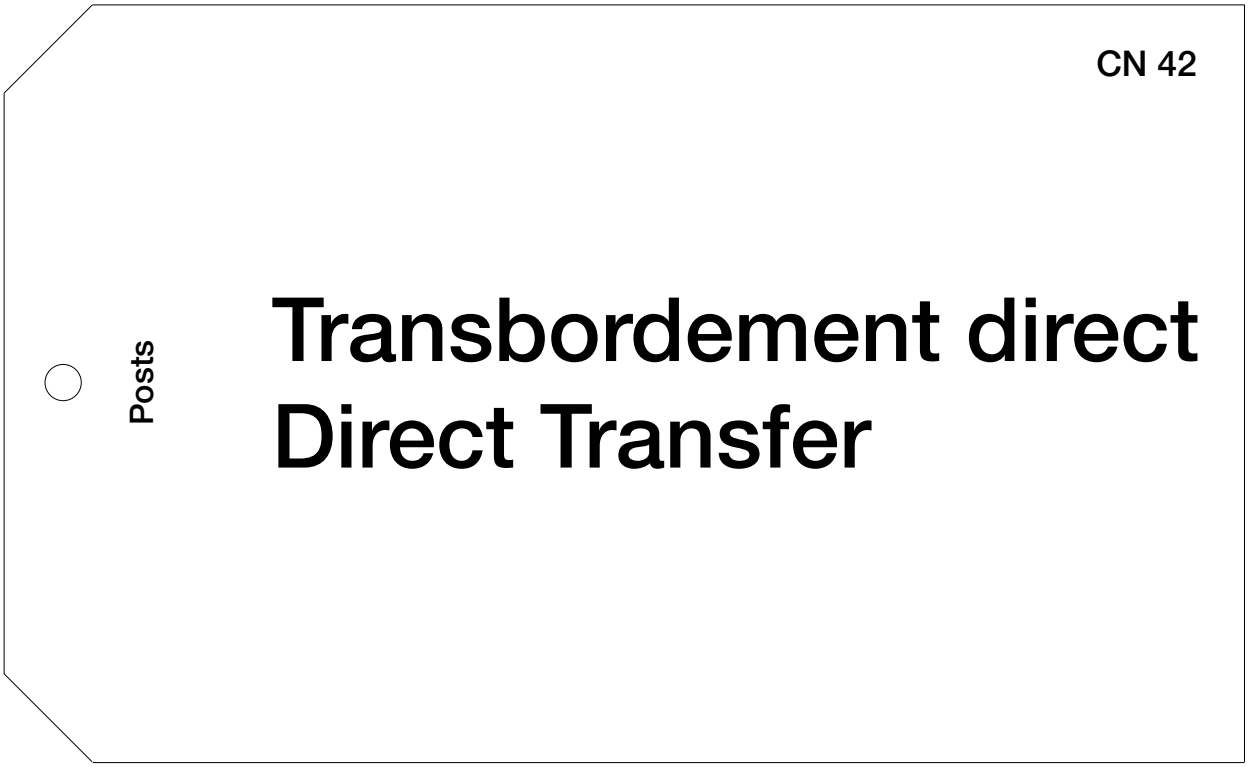
iv Having obtained the agreement of the second airline, the first airline shall inform the dispatching adm, which shall advise the intermediate adm of the agreed transhipment before dispatching the mails in question.

v The dispatching adm may arrange with the first airline for the mails to be reforwarded by a specified later flight if, for any reason, the originally scheduled transhipment cannot take place.

vi If the dispatching adm has not given the instructions referred to in paragraph v above, the first airline shall immediately hand the mails over to the postal services at the transhipment airport, unless it can arrange for them to be reforwarded within 24 hours of their arrival at that airport. (The mails must be handed over to the postal services as soon as the airline has established that it is impossible to have them reforwarded within that time limit.)

vii The dispatching adm 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 transhipment exceeds that provided for by the Letter Post Regs, and also on the provision of an additional copy of the CN 45 envelope.

viii Following an alteration in the airline timetables, the dispatching adm shall review, in consultation with the first airline, the arrangements made for the transhipment and, where appropriate, advise the intermediate adm of any changes made.



Letter Post, Bucharest 2004, art RL 187.3 – Size 148 x 90 mm, colour orange (PANTONE® process coated EURO DE 18-1 C)

Article RL 188
Steps to be taken when direct transhipment of airmails cannot take place as scheduled

1 If mails documented for direct transhipment fail to connect with the scheduled flight at the transhipment airport, the airline shall hand them over immediately to postal officials at the transhipment airport for reforwarding by the quickest route (air or surface).

2 This shall not apply when:

2.1 the administration dispatching the mails has provided for reforwarding on a later flight;

2.2 in the absence of the arrangements referred to under 2.1, the airline responsible for handing over the mails can arrange for them to be reforwarded within 24 hours of their arrival at the transhipment airport.

3 In the case referred to under 1, the office which did the reforwarding shall inform the office of origin of each mail by CN 43 verification note, indicating in particular on the verification note the air service from which the mail was taken and the services used (air or surface) for onward transmission to its destination.

■ **Commentary**
188.3 For the model of form CN 43, see art RL 194.

Article RL 189
Preparation of trial notes

1 To determine the most favourable route and the transmission time for a mail, the office of exchange of origin may send to the office of destination of the mail a CN 44 trial note. This note shall be included in the mail and attached to the CN 31 letter bill, on which its presence shall be shown by a cross in the corresponding box of table 4 (table 3 of the CN 32 letter bill). If the CN 44 form is missing when the mail arrives, the office of destination shall make out a duplicate. The trial note, duly completed by the office of destination, shall be returned by the quickest route (air or surface) either to the address specified or, if no address is given, to the office which prepared it.

2 To determine the most favourable route and the transmission time for items sent à découvert through the intermediary of an administration, the office of exchange of origin may send the administration of destination of such items a CN 44 trial note. This note shall be inserted in an envelope on which the indication "CN 44" shall be written in the top right-hand corner of the front. The trial note, duly completed by the administration of destination, shall be returned by the quickest route (air or surface).

3 Whenever the administration of destination observes serious delays and discovers a quicker route, it may prepare a CN 44 trial note and suggest the most favourable routing both for closed mails and for items sent à découvert through another administration. The administration of origin shall give careful consideration to the request of the office of destination.

Dispatching administration

TRIAL NOTE **CN 44**

Date

Determination of the most favourable route

☐ for a letter-post or parcel mail
☐ for items sent à découvert

Administration 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	☐ Letter post – Priority/Air	☐ Letter post – S.A.L.	☐ Letter post – Non-priority/Surface
	☐ Air parcels	☐ S.A.L. parcels	☐ Surface parcels
	No.	Dispatching office	
	Date of dispatch	Office of destination	
Method of conveyance	☐ By air	Flight No.	
		No.	
	☐ By train	Name of ship	
	☐ By ship		
	☐ By		

Signature

To be filled in by the office of destination

Arrival	Office which received the mail	
	Date of arrival	Time
Method of arrival	☐ By air	Flight No.
		No.
	☐ By train	Name of ship
	☐ By ship	
	☐ By	
Other information		

Signature

Letter Post, Bucharest 2004, art RL 189.1 – Size 210 x 297 mm

Article RL 190
Transfer of mails

1 Priority mails and surface mails

1.1 In the absence of special agreement between the administrations concerned, the transfer of mails between two corresponding offices shall be carried out by means of a CN 37 delivery bill. Two copies of the bill shall be prepared. The first shall be for the receiving office and the second for the dispatching office. The receiving office shall acknowledge receipt on the second copy and return it immediately by the quickest route (air or surface).

1.2 The CN 37 delivery bill may be prepared in triplicate when the transfer of mails between two corresponding offices is made through a transport service. In that case, the first copy shall be for the receiving office and shall accompany the mail. The second shall receive the acknowledgement of receipt by the transport service and shall be given to the dispatching office. The third shall be retained by the transport service after being signed by the receiving office.

1.3 The CN 37 delivery bill may also be prepared in triplicate when the transmission of mails is effected by a means of transport without accompanying staff. The first two copies shall be sent with the mail and the third retained by the dispatching office. The first copy shall be for the receiving office and the second shall be returned by the quickest route, duly signed by the latter, to the dispatching office.

1.4 Because of their internal organization, certain administrations may request that separate CN 37 bills be made out for letter-post mails on the one hand, and for parcels on the other.

1.5 When the transfer of mails between two corresponding offices involves a sea service, the dispatching office of exchange may prepare a fourth copy of the CN 37 delivery bill, which the receiving office of exchange shall return after certifying it. In this case the third and fourth copies shall accompany the mail. One copy of the CN 37 bill must be sent beforehand by air or by electronic mail or any other appropriate means of telecommunication, either to the receiving office of exchange or the port of offloading or to its central administration.

2 Airmails and surface airlifted (S.A.L.) mails

2.1 Mails to be handed over at the airport shall be accompanied by five copies of a CN 38 delivery bill, for each stop in the case of airmails or a CN 41, in the case of surface airlifted (S.A.L.) mails.

2.2 One copy of the CN 38 or CN 41 bill, signed as a receipt for the mails by the airline or the authority responsible for the ground services, shall be retained by the dispatching office.

2.3 Two copies of the CN 38 or CN 41 bill shall be retained at the airport of loading by the airline carrying the mails.

2.4 Two copies of the CN 38 or CN 41 bill 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 CN 38 or CN 41 bill is addressed.

2.5 CN 38 or CN 41 bills which have been transmitted electronically by the air carrier may be accepted at the receiving exchange office if the two copies identified under 2.4 are not immediately available. In this case, two copies of the CN 38 or CN 41 bill must be signed by the air carrier representative at the destination airport prior to submission to the receiving administration. Except as noted in 2.5.1 or 2.5.2, one copy shall be signed by the receiving administration as a receipt for the mails and shall be kept by the air carrier. The second copy shall, in any case, accompany the mails to the post office to which the CN 38 or CN 41 bill is addressed.

2.5.1 Administrations 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 CN 38 or CN 41 process described under 2.5. In lieu of the signed copy of the CN 38 or CN 41 forms, the receiving administration can provide the air carrier with a printed copy of the electronic receipting record for that dispatch.

2.5.2 Alternatively, administrations that exchange EDI messaging for mail dispatches and consignments may use the EDI receipt messages instead of the CN 38 or CN 41 process as described under 2.5. In lieu of the signed copy of the CN 38 or CN 41 forms, the receiving administration may transmit the EDI receipt message.

2.6 Administrations may agree among themselves to make systematic use of electronic mail or any other appropriate means of telecommunication for transmitting CN 38 or CN 41 bills between the office preparing the document and the office receiving it.

2.7 When mails are sent by surface to an intermediate administration for reforwarding by air, they shall be accompanied by a CN 38 or CN 41 bill for the intermediate office. A CN 38 or CN 41 bill shall also be prepared for the country of destination in respect of airmails reforwarded by surface.

3 The mails shall be handed over in good condition. However, a mail may not be refused because of damage or theft.

4 If CN 37, CN 38 and CN 41 delivery bills are produced by electronic means and transmitted online to a transport service or a cooperating agent without the direct participation of the postal administration's staff and printed out there, the administrations or companies involved in the transport operations may agree that a signature shall not be required on the delivery bills.

5 The provisions under 1 to 4 shall also apply to bulk mails.

■ **Commentary**

190.2.1 "Each stop" is to be read as meaning each stop where mail is unloaded and not each "stop of the route".

CN 45

Date stamp

TRANSMISSION ENVELOPE
FOR CN 38, CN 41 AND CN 47 BILLS

Airport of offloading

Airline	Flight No.

Date of departure	Time

Letter Post, Bucharest 2004, art RL 190.2.4 – Size 229 x 162 mm, colour light blue (PANTONE® process coated EURO DE 219-8 C)

Article RL 191
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. Administrations of origin may elect to enter each bag individually should they wish to do so. The number and weight of bags bearing red labels shall be shown separately; they shall be indicated by an "R" in the "Observations" column of the delivery bill. If the weights entered include those of mail exempted from transit charges and terminal dues, the "Observations" column shall also be used to enter, by category, the weight to be deducted.

■ Example

Entry

Mail No	Office of origin	Office of destination	Number of			Gross weight of receptacles, etc			Observations
			letter-post recep-tacles[1]	CP recepta-cles and loose parcels[1]	sacks of empty bags[2]	Letter post	CP	Empty recep-tacles	
1	2	3	4	5	6	7	8	9	10
1	LONDON FS	ROTTERDAM	6			kg[3] 88.3	kg[3]	kg[3]	RM bags = 1
1	"	"	44			351.7			M bags = 10

2 The presence of priority surface mails shall be indicated by the entry "PRIOR" in the "Observations" column of the CN 37 bill.

3 The following shall also be entered on the CN 38 delivery bill:
3.1 mails included in a sac collecteur entered individually with an indication that they are so included;
3.2 mails in CN 28 envelopes.

4 Any intermediate office or office of destination which notices errors in the entries on the CN 38 or CN 41 delivery bill shall immediately correct them. It shall report them by CN 43 verification note to the last dispatching office of exchange and to the office of exchange which made up the mail. Administrations may agree to make systematic use of electronic mail or any other appropriate means of telecommunication for reporting irregularities.

5 When the mails forwarded are inserted in containers sealed by the postal service, the serial number and the number of the seal of each container shall be entered in the column of the CN 37, CN 38 or CN 41 bill reserved for that purpose.

■ **Commentary**

191.1 If the receiving adm 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 adm to list each bag and corresponding weight individually on all future CN 38 bills.

Postal administration of origin

DELIVERY BILL
Surface mails
Date

CN 37

Office of exchange of origin of the bill

Serial No

Office of destination of the bill

☐ By train
☐ By ship
☐ By motor vehicle

☐ Priority ☐ 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 recep-tacles[1]	CP recepta-cles and loose parcels[1]	sacks of empty bags[2]	Letter post	CP	Empty recep-tacles	
1	2	3	4	5	6	7	8	9	10
						kg[3]	kg[3]	kg[3]	
		Totals							

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

Dispatching office of exchange
Signature

The official of the carrier
Date and signature

Office of exchange of destination
Date and signature

Letter Post, Bucharest 2004, art RL 190.1.1 – Size 210 x 297 mm

Postal administration of origin

DELIVERY BILL
Airmails

CN 38

Office of origin of the bill — Date — Serial No.

Office of destination of the bill

☐ Priority ☐ By airmail

Flight No.		Date of departure	Heure
Airport of direct transhipment		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 recepta-cles	CP recepta-cles and loose parcels	EMS recepta-cles	Letter post	CP	EMS	
1	2	3	4	5	6	7	8	9	10
						kg[1]	kg[1]	kg[1]	
		Totals							

[1] Kg to one decimal

Dispatching office of exchange
Signature

The official of the carrier or airport
Date and signature

Office of exchange of destination
Date and signature

Letter Post, Bucharest 2004, art RL 190.2.1. – Size 210 x 297 mm

Postal administration 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 transhipment		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		Observations (including the number of M bags and/or loose parcels)
			letter-post receptacles	CP receptacles and loose parcels	Letter post	CP	
1	2	3	4	5	6	7	8
					kg[1]	kg[1]	
Totals							

[1] 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

Letter Post, Bucharest 2004, art RL 190.2.1 – Size 210 x 297 mm

Article RL 192
Missing CN 37, CN 38 or CN 41 delivery bill

1 In the absence of the CN 37 bill, the receiving office shall prepare one in triplicate in accordance with the load received. Two copies accompanied by a CN 43 verification note shall be sent to the dispatching office, which shall return one copy after examination and signature.

2 When a mail reaches the airport of destination – or an intermediary airport responsible for forwarding it with another carrier – without a CN 38 or CN 41 bill, the administration under whose jurisdiction the airport comes shall automatically prepare one. The latter shall be duly countersigned by the carrier from whom the mail is received. This fact shall be reported by CN 43 verification note, together with two copies of the CN 38 thus prepared, to the office responsible for loading the mail. The latter office shall be requested to return one copy duly authenticated.

3 If the original CN 38 or CN 41 bill is missing, the administration receiving the mail shall accept the CN 46 substitute bill prepared by the airline. This fact shall be reported to the office of origin by means of a CN 43 verification note, accompanied by two copies of the CN 46 substitute bill.

4 Administrations may agree to make systematic use of electronic mail or any other appropriate means of telecommunication for settling cases where the CN 38 or CN 41 bill is missing.

5 The exchange office at the airport of destination – or an intermediary airport responsible for forwarding the mail with another carrier – may accept, without preparation of a CN 43 verification note, a CN 38 or CN 41 bill provided by the original carrier which has been electronically transmitted from its office at the airport of dispatch and signed by its representative at the airport where the mail is unloaded.

6 If the airport of loading cannot be determined, the 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**

192 Proof of carriage. Guidelines for the use of the CN 46 substitute delivery bill.

A receipted copy of the original from another postal administration or a substitute document prepared manually or electronically should constitute proof of carriage if there is no dispute otherwise.

Airline originating substitute bill

SUBSTITUTE DELIVERY BILL **CN 46**

Airport of origin of substitute bill

Date

☐ CN 38
☐ CN 41

Observations concerning mails as found		Administration of origin of mails	
If a container is used			
No. of container	No. of seal	No. of container	No. of seal
No. of container	No. of seal	No. of container	No. of seal

Descriptions of mails as found (from CN 35, CN 36, CP 84 or CP 85)

Mail No.	Office of origin	Office of destination	Flight No.	Airport of transhipment	Airport of offloading	Date of dispatch	Number of receptacles: Letter post	Number of receptacles: CP	Number of receptacles: EMS/Other items	Gross weight
										kg[1]
						Totals				

[1] Kg to one decimal

Actual conveyance of mails

Airport of loading	Flight No.	Date of departure
Airport of offloading	Office of destination of mails	

Airline at airport of loading
Signature

Airline at airport of offloading
Signature

Postal administration taking delivery of mails
Date and signature

Letter Post, Bucharest 2004, art RL 192.3 – Size 210 x 297 mm

Guidelines for the use of the CN 46 substitute delivery bill

The following guidelines are to be observed by the postal administrations and the airlines in cases where a mail for direct transhipment between air carriers arrives at the airport of transhipment 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 administration of origin;
- two copies for the administration of destination or, if the mail is handed over to an intermediate administration, for the intermediate administration;
- 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 administration receiving the mail with a substitute document to provide the necessary copy to the administration 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 postal administration shall accept the substitute delivery bill, properly endorsed by the receiving office of exchange, for the settlement of accounts with the airlines.

Article RL 193
Checking of mails

1 Every office receiving a mail shall check:
1.1 the origin and destination of the bags making up the mail and entered on the delivery bill;
1.2 the sealing and make-up of the bags bearing red labels;
1.3 the accuracy of the information on the delivery bill.

2 The weight entered on the CN 34, CN 35 or CN 36 label shall be checked by sampling or systematically. The data given by the office of origin shall be accepted as valid if they differ from the weights or from the number of items established:
2.1 by 200 grammes or less in the case of bags of surface mails or surface airlifted (S.A.L.) mails;
2.2 by 100 grammes or less in the case of bags of airmails, priority mails or bulk mails;
2.3 by 100 grammes or less or 20 items or fewer in the case of IBRS items.

3 When an intermediate office or office of destination establishes that the difference between the actual weight and the weight recorded of a bag or the difference between the actual number or weight and the number or weight recorded of IBRS items exceeds the limits provided for under 2.1, 2.2 or 2.3, as the case may be, it shall amend the bag label and the delivery bill. It shall immediately notify the dispatching office of exchange and when appropriate the last intermediate office of exchange of the mistake by CN 43 verification note.

4 When an intermediate office receives a mail in bad condition, it shall check the contents if it thinks that these have not remained intact. It shall put it in new packing just as it is. This office shall copy the particulars from the original label on to the new one and apply to the latter an impression of its date-stamp, preceded by the endorsement “Remballé à ...” (Repacked at ...). It shall make out a CN 43 verification note and insert one copy thereof in the repacked mail.

5 Upon receipt of a mail, the office of exchange of destination shall proceed as follows:
5.1 It shall check whether the mail is complete and has arrived in the sequence in which it was dispatched.
5.2 It shall check whether the entries on the letter bill and, where applicable, on the CN 16 dispatch lists and the CN 33 special lists are correct.
5.3 It shall satisfy itself that there is no irregularity in the external condition of the outer bag and of the packet, envelope or inner bag containing insured items.
5.4 It shall check the number of insured items and inspect them individually, inter alia in respect of weight, seals and marks, and verify that COD items are properly marked as such and accompanied by the relevant payment forms.

5.5 It shall ensure that express items sent in special bags or in the bag containing the letter bill are immediately inserted into the domestic system for distribution and delivery as soon as possible.

5.6 If a mail or one or more bags thereof are missing, the facts shall be immediately established by two officials. These shall make the necessary corrections on the letter bills or special lists. They shall take care to cross out, where necessary, the incorrect entries in such a way as to leave the original entries legible. Unless there is an obvious error the corrections shall be accepted in preference to the original statement.

5.7 The procedure provided for in 5.6 shall also apply in the case of any other irregularity such as missing insured items, registered items, letter bill, dispatch list or special list.

5.8 If the letter bill, dispatch list or a special list is missing the inward office shall, in addition, prepare a fresh letter bill, dispatch list or special list or make a precise note of the insured items or registered items received.

6 Additional information regarding bulk mails

6.1 A CN 43 verification note shall be sent to the administration of origin, accompanied by a replacement CN 32 letter bill that shall include the details of the bulk items received in the following cases:

6.1.1 the administration of origin has opted for the make-up of bulk mails and sends bulk items in other mails;

6.1.2 the bulk mails are not accompanied by a CN 32 letter bill;

6.1.3 the administration of destination receives unreported bulk items for which the specific payment is applied with immediate effect; in this case, the administration of destination shall transmit the CN 43 and CN 32 forms by telecommunication to the administration of origin of the mails.

6.2 In the cases provided for under 6.1.1 and 6.1.3, the CN 31 letter bill of the mail containing the bulk items shall be corrected accordingly and transmitted attached to the CN 43 verification note.

7 When the mails are opened, the constituent parts of the fastening (lead and other seals, string, labels) shall be kept together. To achieve this the string shall be cut in one place only.

8 When an office receives letter bills, dispatch lists or special lists which are not intended for it, it shall send them or, if its internal regulations so require, certified true copies to the office of destination by the quickest route (air or surface).

9 Irregularities established upon receipt of a mail containing insured items shall immediately be made the subject of reservations to the transferring service. Notification of a missing item, alteration or any other irregularity for which administrations may be liable in respect of insured items shall be sent immediately by telecommunications to the dispatching office of exchange or to the intermediate service. In addition, a CN 24 formal report shall be made out. The condition in which the packing of the mail was found shall be indicated therein. The formal report shall be sent under registered cover to the central administration of the country to which the dispatching office of exchange belongs independently of the CN 43 verification

note, which shall be sent to that office immediately. A duplicate of the report shall be sent at the same time either to the central administration to which the receiving office of exchange belongs or to any other controlling authority appointed by that administration.

10 The office of exchange which receives from a corresponding office a damaged or an insufficiently packed insured item shall send it on after observing the following rules:

10.1 If it is a matter of slight damage or of partial destruction of the seals, it is sufficient to re-seal the insured item to safeguard the contents. This shall be authorized on condition that it is obvious that the contents are not damaged nor, according to a check of the weight, short. The existing seals shall be preserved. If necessary, the insured items shall be repacked, retaining the original packing as far as possible. Repacking may also be done by placing the damaged item in a bag labelled and sealed with lead. In such cases, it is unnecessary to re-seal the damaged item. The bag label shall be marked "Envoi avec valeur déclarée endommagé" (Damaged insured item). It shall show the following information: serial number, office of origin, amount of the insured value, name and address of addressee, the date-stamp impression and the signature of the official who bagged the item.

10.2 If the state of the insured item is such that the contents could have been removed, the office shall automatically open it, where this is not contrary to the laws of the country, and check the contents. The result of this check shall be given in a formal CN 24 report. A copy of this report shall be attached to the insured item. This shall be repacked.

10.3 In all these cases, the weight of the insured item on arrival and the weight after repacking shall be checked and noted on the cover. This note shall be followed by the words "Scellé d'office à ..." (Sealed at ...) or "Remballé à ..." (Repacked at ...). This note shall be supplemented by an impression of the date-stamp and by the signature of the officials who have affixed the seals or done the repacking.

11 The discovery of any irregularity whatsoever during the check may in no case be the cause of the return of an item contained in the mail examined except as provided in article 15 of the Convention.

■ **Commentary**

193.9 Exchange office telephone, telex and fax numbers are given in the Letter Post Compendium.

Article RL 194
Verification notes

1 The irregularities established shall be reported immediately to the office of origin of the mail, by means of a CN 43 verification note made out in duplicate, after the complete check of the mail. Where transit is involved, the verification note shall be sent to the last intermediate office which transmitted the mail in bad condition.

2 The details on the verification note shall specify as precisely as possible the bag, cover, packet or item concerned. If the mail contains bundles provided with CN 25 and CN 26 labels, such labels shall, in case of irregularity, be attached to the verification note. In the case of service irregularities which gave grounds for presuming loss or theft, the condition in which the packing of the mail was found shall be indicated in as much detail as possible on the verification note.

3 Unless this is impossible for a stated reason, the following elements shall be kept intact for a period of six weeks from the date of verification and shall be sent to the administration of origin if the latter so requests:

3.1 the bag, or envelope, with the string, labels and lead or other seals;

3.2 all the inner and outer packets or bags in which the insured items and registered items were enclosed;

3.3 the packing of any damaged items which can be recovered from the addressee.

4 When the mails are transmitted through the intermediary of a carrier, the CN 37, CN 38 or CN 41 delivery bill mentioning the irregularities established by the intermediate administration or administration of destination on taking over the mails shall where possible be countersigned by the carrier or his representative. The copies of the CN 37, CN 38 or CN 41 bill must indicate the reservations made with respect to the carrier service. Where the mails are transported in containers, these reservations shall relate solely to the condition of the container and of its fastening and seals.

5 In the cases provided for in article RL 193.4, 5 and 8, the office of origin and, where appropriate, the last intermediate office of exchange may, in addition, be advised by telecommunications at the expense of the administration which sends it the advice. Such an advice shall be sent whenever the mail shows obvious traces of having been tampered with, so that the dispatching or intermediate office may investigate the matter without delay. Where necessary, the intermediate office shall advise the preceding administration also by telecommunications for the continuation of the inquiry.

6 When the absence of a mail is the result of a missed mail connection or when it is duly explained on the delivery bill, a CN 43 verification note shall be prepared only if the mail does not reach the office of destination by the next post.

7 As soon as a mail which has been reported as missing to the office of origin and, where appropriate, to the last intermediate office arrives, a second verification note announcing the receipt of the mail shall be sent to these offices by the quickest route (air or surface).

8 When a receiving office responsible for checking a mail has not sent a CN 43 note reporting irregularities of any kind to the office of origin and, where appropriate, to the last intermediate office of exchange by the quickest route (air or surface), it shall be considered, until the contrary is proved, as having received the mail and its contents. The same assumption shall be made in respect of irregularities

to which no reference has been made or which have been incompletely reported in the verification note. The same shall apply when the provisions of the present article and of article RL 193 regarding the formalities to be fulfilled have not been observed.

9 Verification notes shall preferably be sent by telefax or by any other electronic means of communication. If not practicable, such notes shall be sent by the quickest mail route (air or surface).

10 Verification notes sent by mail shall be forwarded in envelopes marked in bold letters “Bulletin de vérification” (Verification note). These envelopes may either be pre-printed or distinguished by a stamp impression clearly reproducing the indication.

11 The offices to which the verification notes are sent shall return them as promptly as possible, preferably by electronic means, to the office of exchange from which they came, after having examined them and indicated thereon their observations, if any. The verification notes shall be considered duly accepted until proved otherwise:

11.1 if they are not answered within a period of one month from the date of their transmission;

11.2 if the administration of origin is not advised within that time of any investigations which may still be necessary or of the additional dispatch of relevant documents.

■ **Commentary**

194.4 The third and fourth copies of the CN 37 bill provided for in art RL 190.1.5 or the fourth and fifth copies of the CN 38 and CN 41 bills provided for in art RL 190.2.4 must indicate the reservations made.

Postal administration of origin

VERIFICATION NOTE
Exchange of mails

CN 43

Office of origin of the note

Date

Mail No.

☐ Priority
☐ Non-priority

☐ By airmail
☐ By S.A.L.
☐ By surface

Office of destination of the note	Mail No.	Date of dispatch
	Flight No./Train No./Name of ship	
Office of exchange of destination	Dispatching office of exchange	

Event codes

☐ *20 – Received here in good condition*
☐ *21 – Damaged by weather or improper handling (no theft evident)*
☐ *22 – Received cut, torn, or broken, and enclosed mail not intact*
☐ *23 – Seal tampered or missing and enclosed mail not intact*
☐ *24 – Serious weight or item loss, but no external tampering detected*
☐ *25 – Received here with unreadable barcode*
☐ *26 – Pilfered here (evidence of local theft)*
☐ *27 – Found unprotected or abandoned here*
☐ *28 – Carrier failed to load or make transfer here*
☐ *29 – Carrier misdelivered to this location*
☐ *30 – Received here unlabelled*
☐ *31 – Did not arrive here*
☐ *32 – Origin mislabelled to this location*

1 Irregularities concerning receptacles or covers

Mail No.	Office of origin	Office of destination	Number of receptacles concerned ☐ Receptacles ☐ Covers					
			red	white	blue	violet	green	CP
☐								

2 Irregularities concerning documents

Missing documents (please accept the substitute form attached)

☐ Delivery bill ☐ CN 37 ☐ CN 31 letter bill ☐ CN 32 letter bill
☐ CN 38 ☐ CN 33 special list
☐ CN 65 bill ☐ CN 41 ☐ CN 16 dispatch list

Number of registered items received

Number of insured items received

No.

	Letter post	CP	Empty receptacles		The total weight was checked here
☐ The delivery bill has been corrected as follows according to the weights given on the labels (amended as necessary)					
☐ In view of an error in calculation, the totals on the delivery bill have been corrected as follows			Entered	Received	Observations
Irregularities concerning the tables of the letter bill					
☐ Number of receptacles					
☐ Weight of receptacles (see part 3 overleaf)					
☐ Total registered items					
☐ Special lists					
☐ Dispatch lists					
☐ Total insured items					
☐ Receptacles returned, etc. (number)					

Letter Post, Bucharest 2004, art RL 194.1 – Size 210 x 297 mm

3 Irregularities concerning the mail subject to terminal dues

CN 43 (Back)

Findings and differences	Priority/Non-priority – LC/AO receptacles		M bags				Bulk mail		
			Up to 5 kg		Over 5 kg				
	Number	Weight	Number	Weight	Number	Weight	Number of receptacles	Weight	Number of items
According to declaration of dispatching office		kg		kg		kg		kg	
According to findings of transit office									
According to findings of office of destination									
Difference									

4 Irregularities concerning IBRS items

Differences found	Number of items	Weight (in kg)
According to declaration of dispatching office		
According to findings of office of destination		
Difference		

5 Other irregularities

This form must be returned to

☐ Seen and accepted ☐ Seen and noted ☐ Copy/copies attached

Office preparing the note
Place and signature

Office of destination of the note
Place, date and signature of the official in charge

Article RL 195
Missent items

1 Missent items of all kinds shall be redirected to their destination without delay by the quickest route.

Article RL 196
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 administration of the country in which the accident occurred shall inform all administrations of previous ports of call or stations, by telecommunications, of the fate of the mail. These administrations in turn shall advise by the same means all other administrations concerned.

3 Administrations which had mail on the transport facility involved in the accident shall send a copy of the CN 37, CN 38 or CN 41 delivery bills to the administration of the country where the accident occurred.

4 The qualified office shall then notify the offices of destination of the mails involved in the accident by CN 43 verification note giving details of the circumstances of the accident and the results of the check of the mails. One copy of each verification note shall be sent to the offices of origin of the relative mails and another to the administration of the country to which the transport company belongs. These documents shall be sent by the quickest route (air or surface).

Article RL 197
Steps to be taken in the event of an interrupted flight, or of diversion or missending of airmails

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 airline shall hand over such mails immediately to the officials of the administration of the country where the stop has been made. The latter shall reforward them by the quickest route (air or surface).

2 The administration which receives missent airmail 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 CN 43 verification note, indicating in particular on the verification note the air service from which the mail was taken, the services used (air or surface) for onward transmission to its destination and the cause of missending, such as transportation or labelling error.

Article RL 198
Steps to be taken in the event of an interrupted flight, or of diversion or missending of surface airlifted (S.A.L.) mails

1 When mails included in a surface dispatch sent by air (S.A.L.) are on a flight that is interrupted or are unloaded at an airport other than the one indicated on the CN 41 delivery bill, the procedure shall be as follows:

1.1 Officials of the administration of the country where the mails are in transit shall take charge of them and reforward them by surface if conditions are such that the mails can be sent promptly to the country of destination. The administration of origin shall be informed by e-mail or any other means of telecommunication.

1.2 If rapid delivery by surface to the country of destination cannot be ensured, the administration of the transit country shall get in touch, by telecommunications, with the administration of origin of the mails to determine how the latter are to be reforwarded to their destination and how compensation for reforwarding is to be calculated and settled.

1.3 The administration of the country of transit shall make out a new delivery bill (CN 37, CN 38 or CN 41, as required) and redirect the mails as instructed by the administration of origin.

Article RL 199
Steps to be taken in the event of temporary suspension and resumption of services

1 If services are temporarily suspended, the administration or administrations 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 administrations by telecommunications.

3 The administration of origin shall have the option of refunding the postage charges, special charges and air surcharges to the sender if, owing to the suspen-

sion of services, the benefit accruing from conveyance of the item in question was obtained only in part or not at all.

Article RL 200
Return of empty bags

1 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 administration of destination shall have the right to return bags that cannot be incinerated easily and cheaply in its country. The administration of origin shall bear the cost of returning such bags.

2 In the absence of agreement between the administrations concerned, bags shall be returned empty by the next post in a mail for the country to which they belong and if possible by the normal route followed on the outward journey. The number of bags returned by each mail shall be noted in table 4 of the CN 31 letter bill (table 3 of the CN 32 letter bill). This entry shall not be made when two administrations have agreed to indicate only red-label bags on the letter bill.

3 Administrations of origin may make up special mails for the return of empty bags. However, the make-up of special mails shall be compulsory when the administrations of transit or destination so request. For bags being returned by air, the make-up of special mails shall be compulsory. The special mails shall be described on CN 47 bills and CN 31 letter bills. If special mails for empty bags being returned by surface are not made up, the number and the weight of sacks of empty bags shall be entered in the appropriate column of the CN 37 bill.

4 The return shall be carried out between offices of exchange appointed for the purpose. The administrations 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.

5 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.

6 If there are not too many of them, empty bags being returned by surface may be placed in the bags containing letter-post items. In all cases, including when empty bags are being returned by air, they shall be placed in separate bags labelled with the name of the offices of exchange. These bags may be sealed by agreement between the administrations concerned. The labels shall be endorsed “Sacs vides” (Empty bags).

7 The bags used for printed papers for the same addressee at the same address (M bags) shall be recovered after they have been handed over to the

addressees and shall be returned, in accordance with the above-mentioned provisions, to the administrations of the countries to which they belong.

8 If the check made by an administration 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 9. The administration in question may refuse this reimbursement only if it can prove the missing bags were returned.

9 Each administration 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 administrations concerned through the International Bureau. In case of reimbursement, the cost of replacing the bags shall be considered.

10 By prior agreement, an administration may use the bags belonging to the administration of destination for making up its own airmails.

11 Mails of empty bags shall be subject to payment of 30% of the transit charges applicable to letter-post mails.

12 A dispatching administration may indicate whether or not it would like to have the receptacles used for a particular dispatch returned. This indication shall be made on the letter bill used for the dispatch.

13 Accounting for the return of empty bags shall be based on the Statistics and Accounting Guide issued by the International Bureau of the Universal Postal Union.

■ **Commentary**

200 In resolution C 71/Washington 1989, Congress urged all adms to return empty mailbags, both efficiently and promptly, to the countries to which they belong.
It also recommended:

a those adms 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 adms may be principally responsible for the failure to return bags;

b those adms which have such problems to make direct contact with the adms concerned to seek the return of their bags or, failing that, applying the relevant provisions in order to obtain reimbursement;

c all adms 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 adms 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 postal administrations for the carriage of mail.

200.2 Administrations should, through mutual agreement and whenever this does not generate operational difficulties, endeavour to return a maximum number of airmail and surface mail bags by surface.

200.3 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 245. The practical method of application approved by the IATA–UPU Contact Committee is given below:

"i The owning administration shall have the right to choose the route and the carrier for the return of the bags. The owning administration 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 administrations and carriers about these details. Financial settlements will, therefore, in principle be limited to bills raised by the participating carrier against the owning administration.

ii Empty bags should in principle be returned to one office of exchange as stipulated in art RL 200.4, and as communicated by each administration via the UPU Compendium of Information.

iii it is desirable that airlines and administrations 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 administration, the airline should accept liability for any loss of the bags.

v A new heading labelled "Administration owning empty receptacles" has been created on the CN 47 Delivery Bill for mails of empty bags. The returning (ie non-owning) administration will indicate the administration owning the bags, and participating airlines will bill the owning administration 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 administrations concerned should mutually agree upon any alternate procedure.

vii Carriers will bill owning administrations for the carriage of empty bags by listing the dates, serial dispatch numbers and the administration of origin of the CN 47s to which each invoice refers so that owning administrations 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 administration, the non-contracted carrier will bill such carriage to the owning administration 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 245.

ix In cases where a transit administration is involved, the transit administration will be entitled to claim, from the owning administration, charges for handling the empty bag dispatch. The administration of transit shall prepare the CN 55 and CN 56 statements from the particulars on the CN 47 delivery bill.

Art RL 190 applies, with appropriate changes, to CN 47 bills.

Empty bags returned by surface

The Beijing Congress decided that empty receptacles should no longer be exempted from transit charges, payment of which is the responsibility of the administration to which the empty receptacles belong (art RL 203.4.1).

For billing for land and sea transit charges for dispatches of empty receptacles, adms should adopt the following prodedure:

– return of empty receptacles by direct route between administration A and administration B (administration to which receptacles belong): transit charges should be billed by administration A to administration B, on the basis of the kilometric distance between A and B and of the transit rates set out in the scales contained in art RL 205.1 of the Letter Post Regulations for the distance in question;
– return of empty receptacles from administration A to administration C (to which the receptacles belong) via administration of transit B:
  – transit charges for conveyance from A to B should be billed by administration A to administration C, on the basis of the kilometric distance between A and B and of the transit rates set out in the scales contained in art RL 205.1 of the Letter Post Regulations for the distance in question;
  – transit charges for carriage from B to C should be billed by administration B to administration C, on the basis of the kilometric distance between B and C and of the transit rates set out in the scales contained in art RL 205.1 of the Letter Post Regulations for the distance in question.

Postal administration of origin

DELIVERY BILL
Mails of empty receptacles

CN 47

Office of origin of the bill

Date

Serial No.

Office of destination

Administration to which receptacles belong

☐ Priority
☐ Non-priority

☐ By airmail
☐ By S.A.L.
☐ By surface

Date of departure | Time

Type of receptacles returned

☐ Priority/By air
☐ Non-priority/Surface
☐ Parcels
☐ EMS

Flight No. | Airport of direct transhipment | Airport of offloading

Train No. | Route

Name of ship | Port of disembarkation | Company

If a container is used

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

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

Entry

Mail No.	Office of origin	Office of destination	Number of sacks of empty bags and other empty receptacles returned	Gross weight	Observations
1	2	3	4	5	6
				kg[1]	
		Totals			

[1] Kg to one decimal

Dispatching office of exchange
Signature

The official of the carrier or airport
Signature

Office of exchange of destination
Date and signature

EMPTY RECEPTACLES

Letter Post, Bucharest 2004, art RL 200.3 – Size 210 x 297 mm

Article 19
Exchange of closed mails with military units

1 Closed letter-post mails may be exchanged through the intermediary of the land, sea or air services of other countries:
1.1 between the post offices of any member country and the commanding officers of military units placed at the disposal of the United Nations;
1.2 between the commanding officers of such military units;
1.3 between the post offices of any member country and the commanding officers of naval, air or army units, warships or military aircraft of the same country stationed abroad;
1.4 between the commanding officers of naval, air or army units, warships or military aircraft of the same country.

2 Letter-post items enclosed in the mails referred to under 1 shall be confined to items addressed to or sent by members of military units or the officers and crews of the ships or aircraft to or from which the mails are forwarded. The rates and conditions of dispatch applicable to them shall be fixed, according to its regulations, by the postal administration of the country which has made the military unit available or to which the ships or aircraft belong.

3 In the absence of special agreement, the postal administration of the country which has made the military unit available or to which the warships or military aircraft belong shall be liable to the administrations concerned for the transit charges for the mails, the terminal dues and the air conveyance dues.

■ **Commentary**
19.3 See art RL 220.

Article RL 201
Mails exchanged with military units

1 Intermediate administrations shall be informed, as far as possible in advance, of the establishment of an exchange of closed mails as mentioned in article 19 of the Convention.

2 The address of these mails shall be worded as follows:

From the office of . . . . . .
For { the (nationality) naval (or air) unit of (designation of the unit) at . . . . . / the (nationality) ship (name of ship) at . . . . . } (Country)

or

From the (nationality) naval (or air) unit of (designation of the unit) at
From the (nationality) ship (name of ship) at . . . . . } (Country)
For the office of . . . . . .

or

From the (nationality) naval (or air) unit of (designation of the unit) at
From the (nationality) ship (name of ship) at . . . . . } (Country)
For { the (nationality) naval (or air) unit of (designation of the unit) at . . . . . } (Country)
the (nationality) ship (name of ship) at . . . . . }

3 The mails concerned shall be forwarded by the fastest route (air or surface), according to the indication written on the address, and under the same conditions as mails exchanged between post offices.

4 The captain of a mail-boat conveying mails for a naval unit or a warship shall hold them at the disposal of the commanding officer of the naval unit or ship of destination, should the latter ask him for delivery en route.

5 If the ships are not at the place of destination when the mails addressed to them arrive there, the mails shall be kept at the post office until they are collected by the addressee or redirected to another point. Redirection may be requested either by the administration of origin, by the commanding officer of the naval unit or ship of destination, or by a consul of the same nationality.

6 Those mails which are marked “Aux soins du Consul d’...” (Care of the Consul of ...) shall be delivered to the consulate indicated. At the request of the consul they may afterwards be received back into the postal service and redirected to the place of origin or to another address.

7 Mails addressed to a warship shall be regarded as being in transit up to the time of their delivery to the commanding officer of that ship, even when they have been originally addressed to the care of a post office or to a consul charged to act as forwarding agent. They shall not, therefore, be regarded as having reached their address until they have been delivered to the warship concerned.

8 By agreement between the administrations concerned, the above procedure shall also be applicable, if necessary, to mails exchanged with military units placed at the disposal of the United Nations and with military aircraft.

Article 20
Quality of service standards and targets

1 Administrations 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 Administrations 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 Postal administrations shall measure the application of quality of service standards.

■ **Commentary**

20 With regard to the conclusion of bilateral agreements on service targets, Congress adopted recommendation C 33/Washington 1989, the operative part of which is given below:
"Congress recommends:

- administrations of origin and destination to conclude a bilateral agreement regarding service targets for letter-post items based on a detailed analysis of operational and transport arrangements between the two administrations;
- administrations to agree on the measures that each will take in order to achieve the ultimate service targets;
- administrations to set up monitoring systems in order to identify where problems are occurring;
- administrations to conduct regular reviews of the bilateral agreements in order to monitor progress towards the ultimate target and to agree on what, if any, further measures are needed."

In recommendation C 85/Seoul 1994, Congress further recommended that those administrations which conclude bilateral agreements on quality of service targets should incorporate into these agreements appropriate references to handling and transmission time targets for mails sent in transit à découvert.

Article RL 202
Quality of Service targets

1 Postal administrations shall undertake to verify periodically that the established times are achieved either within the framework of the surveys organized by the International Bureau or by the Restricted Unions, or on the basis of bilateral agreements.

2 It is also desirable that postal administrations should verify periodically that the established times are achieved, using other quality control systems, in particular external quality control.

3 Wherever possible, administrations shall implement quality measurement systems for international mails (both outgoing and incoming); this should, as far as possible, include measurement from posting to delivery (end-to-end).

4 All member countries shall provide the International Bureau with up-to-date information about the latest transport arrival times (LTAT) against which they operate for international postal purposes. Any changes shall be advised as soon as they are planned in order to allow the International Bureau to communicate these changes to postal administrations before they are applied.

5 Where possible, separate information shall be provided for priority and non-priority streams of traffic.

Section I

Transit charges and terminal dues

Article RL 203
Transit charges and terminal dues: General provisions

1 Transit charges

1.1 Accounting for surface-mail transit charges and for charges for handling transit airmails shall be done annually by the administration of transit, for each administration of origin. It shall be based on the weight of the mails received in transit, sent during the year concerned. The rates laid down in article RL 205 shall be applied.

1.2 The transit charges and charges for handling transit airmails shall be borne by the administration of origin of the mails. They shall be payable, subject to the exception provided for under 1.4, to the administrations of the countries which are crossed or whose services take part in the land or sea conveyance of the mails.

1.3 When the administration of the country which is crossed does not take part in the land or sea conveyance of the mails, the applicable transit charges shall be payable to the administration of destination if it bears the costs related to such transit.

1.4 The charges for the sea conveyance of mails in transit may be settled directly between the postal administrations of origin of the mails and the shipping companies or their agents. The postal administration of the port of embarkation concerned shall give its prior agreement.

2 Terminal dues

2.1 For letter-post items, with the exception of M bags, accounting for terminal dues shall be done annually by the creditor administration, according to the actual weight of the mails and the actual number of registered items and of insured items received and, where applicable, the number of items received during the year concerned. The rates laid down in articles 29 and 30 of the Convention shall be applied.

2.2 For M bags, accounting for terminal dues shall be done annually by the creditor administration, on the basis of the weight subject to terminal dues in accordance with the conditions laid down in articles 29 and 30 of the Convention.

2.3 To enable the annual weight and number of items to be determined, the administrations of origin of the mails shall permanently indicate, for each mail:

- the weight of the mail (excluding M bags);
- the weight of the M bags weighing more than 5 kilogrammes;
- the number of M bags weighing less than 5 kilogrammes;
- the number of registered items included in the mail;
- the number of insured items included in the mail.

2.4 In the absence of a special agreement between the administrations concerned, in relations between countries in the target system, the number of items shall be determined in accordance with articles RL 222 and RL 223.

2.5 When it is necessary to determine the number and weight of bulk items, the modalities indicated in article RL 182 for this category of mail shall be applied.

2.6 The administrations concerned may agree to account for terminal dues in their reciprocal relations by different statistical methods. They may also agree on a different periodicity from those laid down in article RL 224 for the statistical period.

3 Every administration shall be authorized to submit for the consideration of a committee of arbitrators any annual results which in its opinion differ too much from reality. The arbitration shall be arranged as laid down in article 132 of the General Regulations. The arbitrators shall be empowered to fix in a fair and reasonable manner the transit charges or terminal dues to be paid.

4 Exemption from transit charges and terminal dues

4.1 The letter-post items relating to the postal service referred to in article RL 110.2 and undelivered postal items returned to origin in closed dispatches shall be exempted from land and sea transit charges and from terminal dues. Mails of empty receptacles shall be exempted from terminal dues but not from transit charges which shall be paid by the postal administration owning the receptacles.

4.2 IBRS items shall be exempted from terminal dues.

■ **Commentary**

203.1 For the technical aspects of the application of transit charges to mails of empty receptacles, see commentary on art RL 200.2.

203.1.3 Some adms are not in a position to provide land or sea transit. In such circumstances, an adm of destination, with the prior agreement of the transit adm, stands the transport costs of the transit mail intended for it. This provision is aimed at enabling the adm of destination to obtain reimbursement of the transit charges if it has had to pay them.

A. Transit charges

Article 32
Transit charges

1 Closed mails and à découvert transit items exchanged between two administrations or between two offices of the same country by means of the services of one or more other administrations (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.

■ **Commentary**

32.1 By "services" is meant services performed by a transport organization in the country traversed. This organization may be the Post only, another carrier only or a combination of the two. As it is the country as such and not its adm which shall be paid for its services, it is immaterial whether or not the postal service takes part, provided at least one other transport service of the country is involved.

In the absence of special agreement between the interested parties, the allocation of sea transit charges entails for the service undertaking the transport the obligation to provide for the loading and unloading of mails.

For items in transit à découvert, see art RL 171.3.

Article 35
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 postal administrations 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, 1.4 and 1.5 see Postal Parcels Manual.

2 Any revision made, in accordance with a methodology that ensures equitable remuneration for administrations performing the services, must be based on reliable and representative economic and financial data. Any change decided upon shall enter into force at a date set by the Postal Operations Council.

Article RL 204
Application of transit charges

1 In the absence of special agreement, direct sea conveyance between two countries by the ships of one of them shall be regarded as a third party service.

2 Sea transit shall begin when the mails cease to be under the control of a postal administration and shall end when the mails are handed over to the administration of destination. Sea transit charges include all costs incurred by the shipping line at the port of arrival. However, any storage costs incurred after notification by the shipping line that the mails are available and physically accessible for collection, shall be borne by the administration of destination. If the administration of destination has to pay additional charges for services incurred prior to notification, such as port charges, canal tolls, terminal or pier charges for related service and any other similar charges for handling containerised or bulk dispatches, the administration of destination may obtain reimbursement of these additional charges from the dispatching administration.
2.1 Notwithstanding, the provision of 2, the administration of destination of the mails shall collect from the administration of origin the sum corresponding to the port storage charges, when the dispatching office fails to send a copy of the CN 37 bill in time as provided for in article RL 190.1.5.

3 When a foreign transport service crosses the territory of a country without the participation of the latter's services in accordance with article RL 167, mails thus forwarded shall not be subject to the payment of land transit charges.

■ **Commentary**
204.3 If no services have been rendered, the right to collect transit charges does not exist. Thus a country which allows a foreign service to cross its territory without its own services being involved may not claim transit charges, since the principle of freedom of transit excludes purely sovereignty rights which do not correspond to a service performed. Postal exchanges are subject to charges in favour of a third country only for transport carried out by the services of that country.

Article RL 205
Transit charges

1 The transit charges to be borne by the administration of origin of the mails shall be calculated on the basis of the following components:

1.1 A rate for handling transit dispatches, which shall be 0.195 SDR per kilogramme for air-mails and S.A.L mails, and 0.170 SDR per kilogramme for the year 2006, 0.180 SDR per kilogramme for the year 2007, 0.190 SDR per kilogramme for the year 2008 and 0.195 SDR per kilogramme for the year 2009 for surface mails.

1.2 A rate based on distance, which shall be:

1.2.1 for air transport: the basic air conveyance rate set by the Postal Operations Council using the formula in article RL 237;

1.2.2 for land transport:

1.2.2.1 0.200 thousandths of an SDR per kilogramme and per kilometre up to 1,500 kilometres;

1.2.2.2 0.140 thousandths of an SDR per kilogramme and per supplementary kilometre up to 5,000 kilometres;

1.2.2.3 0.100 thousandths of an SDR per kilogramme and per supplementary kilometre;

1.2.2.4 the rate based on distance being calculated per 100-kilometre distance step, based on the mid-value in each step;

1.2.3 for sea transport:

1.2.3.1 0.070 thousandths of an SDR per kilogramme and per nautical mile (1.852 km) up to 1,000 nautical miles;

1.2.3.2 0.040 thousandths of an SDR per kilogramme and per supplementary nautical mile up to 2,000 nautical miles;

1.2.3.3 0.034 thousandths of an SDR per kilogramme and per supplementary nautical mile up to 4,000 nautical miles;

1.2.3.4 0.022 thousandths of an SDR per kilogramme and per supplementary nautical mile up to 10,000 nautical miles;

1.2.3.5 0.015 thousandths of an SDR per kilogramme and per supplementary nautical mile;

1.2.3.6 the rate based on distance being calculated per 100-nautical-mile distance step, based on the mid-value in each step.

■ **Commentary**

205.1 The rate of remuneration for handling of airmails in transit was introduced by the POC after the 1999 Beijing Congress. The principle of remunerating an adm for costs incurred in handling closed transit airmails was adopted by the Seoul Congress, and the POC subsequently carried out a study on the handling costs of transit mails. That study enabled the precise identification of the handling costs for closed transit airmails passing through a postal adm and involving extra work for the latter (re-labelling of bags, choice of flights, transport to and from carriers' premises, etc.) and incurring additional costs. Handling charges for transit mails do not apply to mails sent directly to their final destination by the adm of origin and simply transferred between two airlines in a transit country without the intervention of that country's adm (direct transhipment).

As the rate is intended to cover all the transit adm's handling costs, it may be applied only once, even if the mail is handled more than once by the transit adm.

The 2002 POC introduced, from 1 January 2003 onwards, handling charges for letter-post S.A.L. mails and for airmails and S.A.L. mails containing postal parcels. The International Bureau 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. The POC decided on a gradual increase in the handling charges for surface mails, with a view to bringing them up to the same level as airmail and S.A.L. handling charges in 2009.

The basic conveyance rates and handling charges for the year 2008 are as follows:

Land transit					Sea transit				
Distances (km)	Mid-value (km)	Land transport rate (SDR)	Rate for handling transit mails (SDR)	Total for 2008 (SDR)	Distances (nautical miles)	Mid-value (NM)	Sea transport rate (SDR)	Rate for handling transit mails (SDR)	Total for 2008 (SDR)
1– 100	50	0.010	0.190	0.200	1– 100	50	0.004	0.190	0.194
101– 200	150	0.030	0.190	0.220	101– 200	150	0.011	0.190	0.201
201– 300	250	0.050	0.190	0.240	201– 300	250	0.018	0.190	0.208
301– 400	350	0.070	0.190	0.260	301– 400	350	0.025	0.190	0.215
401– 500	450	0.090	0.190	0.280	401– 500	450	0.032	0.190	0.222
501– 600	550	0.110	0.190	0.300	501– 600	550	0.039	0.190	0.229
601– 700	650	0.130	0.190	0.320	601– 700	650	0.046	0.190	0.236
701– 800	750	0.150	0.190	0.340	701– 800	750	0.053	0.190	0.243
801– 900	850	0.170	0.190	0.360	801– 900	850	0.060	0.190	0.250
901–1 000	950	0.190	0.190	0.380	901–1 000	950	0.067	0.190	0.257
1 001–1 100	1 050	0.210	0.190	0.400	1 001–1 100	1 050	0.072	0.190	0.262
1 101–1 200	1 150	0.230	0.190	0.420	1 101–1 200	1 150	0.076	0.190	0.266
1 201–1 300	1 250	0.250	0.190	0.440	1 201–1 300	1 250	0.080	0.190	0.270
1 301–1 400	1 350	0.270	0.190	0.460	1 301–1 400	1 350	0.084	0.190	0.274
1 401–1 500	1 450	0.290	0.190	0.480	1 401–1 500	1 450	0.088	0.190	0.278
1 501–1 600	1 550	0.307	0.190	0.497	1 501–1 600	1 550	0.092	0.190	0.282
1 601–1 700	1 650	0.321	0.190	0.511	1 601–1 700	1 650	0.096	0.190	0.286
1 701–1 800	1 750	0.335	0.190	0.525	1 701–1 800	1 750	0.100	0.190	0.290
1 801–1 900	1 850	0.349	0.190	0.539	1 801–1 900	1 850	0.104	0.190	0.294
1 901–2 000	1 950	0.363	0.190	0.553	1 901–2 000	1 950	0.108	0.190	0.298
2 001–2 100	2 050	0.377	0.190	0.567	2 001–2 100	2 050	0.112	0.190	0.302
2 101–2 200	2 150	0.391	0.190	0.581	2 101–2 200	2 150	0.115	0.190	0.305
2 201–2 300	2 250	0.405	0.190	0.595	2 201–2 300	2 250	0.119	0.190	0.309
2 301–2 400	2 350	0.419	0.190	0.609	2 301–2 400	2 350	0.122	0.190	0.312
2 401–2 500	2 450	0.433	0.190	0.623	2 401–2 500	2 450	0.125	0.190	0.315
2 501–2 600	2 550	0.447	0.190	0.637	2 501–2 600	2 550	0.129	0.190	0.319
2 601–2 700	2 650	0.461	0.190	0.651	2 601–2 700	2 650	0.132	0.190	0.322
2 701–2 800	2 750	0.475	0.190	0.665	2 701–2 800	2 750	0.136	0.190	0.326
2 801–2 900	2 850	0.489	0.190	0.679	2 801–2 900	2 850	0.139	0.190	0.329
2 901–3 000	2 950	0.503	0.190	0.693	2 901–3 000	2 950	0.142	0.190	0.332
3 001–3 100	3 050	0.517	0.190	0.707	3 001–3 100	3 050	0.146	0.190	0.336
3 101–3 200	3 150	0.531	0.190	0.721	3 101–3 200	3 150	0.149	0.190	0.339
3 201–3 300	3 250	0.545	0.190	0.735	3 201–3 300	3 250	0.153	0.190	0.343
3 301–3 400	3 350	0.559	0.190	0.749	3 301–3 400	3 350	0.156	0.190	0.346
3 401–3 500	3 450	0.573	0.190	0.763	3 401–3 500	3 450	0.159	0.190	0.349
3 501–3 600	3 550	0.587	0.190	0.777	3 501–3 600	3 550	0.163	0.190	0.353
3 601–3 700	3 650	0.601	0.190	0.791	3 601–3 700	3 650	0.166	0.190	0.356
3 701–3 800	3 750	0.615	0.190	0.805	3 701–3 800	3 750	0.170	0.190	0.360
3 801–3 900	3 850	0.629	0.190	0.819	3 801–3 900	3 850	0.173	0.190	0.363
3 901–4 000	3 950	0.643	0.190	0.833	3 901–4 000	3 950	0.176	0.190	0.366
4 001–4 100	4 050	0.657	0.190	0.847	4 001–4 100	4 050	0.179	0.190	0.369
4 101–4 200	4 150	0.671	0.190	0.861	4 101–4 200	4 150	0.181	0.190	0.371
4 201–4 300	4 250	0.685	0.190	0.875	4 201–4 300	4 250	0.184	0.190	0.374
4 301–4 400	4 350	0.699	0.190	0.889	4 301–4 400	4 350	0.186	0.190	0.376
4 401–4 500	4 450	0.713	0.190	0.903	4 401–4 500	4 450	0.188	0.190	0.378
4 501–4 600	4 550	0.727	0.190	0.917	4 501–4 600	4 550	0.190	0.190	0.380
4 601–4 700	4 650	0.741	0.190	0.931	4 601–4 700	4 650	0.192	0.190	0.382
4 701–4 800	4 750	0.755	0.190	0.945	4 701–4 800	4 750	0.195	0.190	0.385
4 801–4 900	4 850	0.769	0.190	0.959	4 801–4 900	4 850	0.197	0.190	0.387
4 901–5 000	4 950	0.783	0.190	0.973	4 901–5 000	4 950	0.199	0.190	0.389
5 001–5 100	5 050	0.795	0.190	0.985	5 001–5 100	5 050	0.201	0.190	0.391
5 101–5 200	5 150	0.805	0.190	0.995	5 101–5 200	5 150	0.203	0.190	0.393
5 201–5 300	5 250	0.815	0.190	1.005	5 201–5 300	5 250	0.206	0.190	0.396
5 301–5 400	5 350	0.825	0.190	1.015	5 301–5 400	5 350	0.208	0.190	0.398
5 401–5 500	5 450	0.835	0.190	1.025	5 401–5 500	5 450	0.210	0.190	0.400
5 501–5 600	5 550	0.845	0.190	1.035	5 501–5 600	5 550	0.212	0.190	0.402
5 601–5 700	5 650	0.855	0.190	1.045	5 601–5 700	5 650	0.214	0.190	0.404
5 701–5 800	5 750	0.865	0.190	1.055	5 701–5 800	5 750	0.217	0.190	0.407
5 801–5 900	5 850	0.875	0.190	1.065	5 801–5 900	5 850	0.219	0.190	0.409
5 901–6 000	5 950	0.885	0.190	1.075	5 901–6 000	5 950	0.221	0.190	0.411

Land transit					Sea transit				
Distances (km)	Mid-value (km)	Land transport rate (SDR)	Rate for handling transit mails (SDR)	Total for 2008 (SDR)	Distances (nautical miles)	Mid-value (NM)	Sea transport rate (SDR)	Rate for handling transit mails (SDR)	Total for 2008 (SDR)
6 001– 6 100	6 050	0.895	0.190	1.085	6 001– 6 100	6 050	0.223	0.190	0.413
6 101– 6 200	6 150	0.905	0.190	1.095	6 101– 6 200	6 150	0.225	0.190	0.415
6 201– 6 300	6 250	0.915	0.190	1.105	6 201– 6 300	6 250	0.228	0.190	0.418
6 301– 6 400	6 350	0.925	0.190	1.115	6 301– 6 400	6 350	0.230	0.190	0.420
6 401– 6 500	6 450	0.935	0.190	1.125	6 401– 6 500	6 450	0.232	0.190	0.422
6 501– 6 600	6 550	0.945	0.190	1.135	6 501– 6 600	6 550	0.234	0.190	0.424
6 601– 6 700	6 650	0.955	0.190	1.145	6 601– 6 700	6 650	0.236	0.190	0.426
6 701– 6 800	6 750	0.965	0.190	1.155	6 701– 6 800	6 750	0.239	0.190	0.429
6 801– 6 900	6 850	0.975	0.190	1.165	6 801– 6 900	6 850	0.241	0.190	0.431
6 901– 7 000	6 950	0.985	0.190	1.175	6 901– 7 000	6 950	0.243	0.190	0.433
7 001– 7 100	7 050	0.995	0.190	1.185	7 001– 7 100	7 050	0.245	0.190	0.435
7 101– 7 200	7 150	1.005	0.190	1.195	7 101– 7 200	7 150	0.247	0.190	0.437
7 201– 7 300	7 250	1.015	0.190	1.205	7 201– 7 300	7 250	0.250	0.190	0.440
7 301– 7 400	7 350	1.025	0.190	1.215	7 301– 7 400	7 350	0.252	0.190	0.442
7 401– 7 500	7 450	1.035	0.190	1.225	7 401– 7 500	7 450	0.254	0.190	0.444
7 501– 7 600	7 550	1.045	0.190	1.235	7 501– 7 600	7 550	0.256	0.190	0.446
7 601– 7 700	7 650	1.055	0.190	1.245	7 601– 7 700	7 650	0.258	0.190	0.448
7 701– 7 800	7 750	1.065	0.190	1.255	7 701– 7 800	7 750	0.261	0.190	0.451
7 801– 7 900	7 850	1.075	0.190	1.265	7 801– 7 900	7 850	0.263	0.190	0.453
7 901– 8 000	7 950	1.085	0.190	1.275	7 901– 8 000	7 950	0.265	0.190	0.455
8 001– 8 100	8 050	1.095	0.190	1.285	8 001– 8 100	8 050	0.267	0.190	0.457
8 101– 8 200	8 150	1.105	0.190	1.295	8 101– 8 200	8 150	0.269	0.190	0.459
8 201– 8 300	8 250	1.115	0.190	1.305	8 201– 8 300	8 250	0.272	0.190	0.462
8 301– 8 400	8 350	1.125	0.190	1.315	8 301– 8 400	8 350	0.274	0.190	0.464
8 401– 8 500	8 450	1.135	0.190	1.325	8 401– 8 500	8 450	0.276	0.190	0.466
8 501– 8 600	8 550	1.145	0.190	1.335	8 501– 8 600	8 550	0.278	0.190	0.468
8 601– 8 700	8 650	1.155	0.190	1.345	8 601– 8 700	8 650	0.280	0.190	0.470
8 701– 8 800	8 750	1.165	0.190	1.355	8 701– 8 800	8 750	0.283	0.190	0.473
8 801– 8 900	8 850	1.175	0.190	1.365	8 801– 8 900	8 850	0.285	0.190	0.475
8 901– 9 000	8 950	1.185	0.190	1.375	8 901– 9 000	8 950	0.287	0.190	0.477
9 001– 9 100	9 050	1.195	0.190	1.385	9 001– 9 100	9 050	0.289	0.190	0.479
9 101– 9 200	9 150	1.205	0.190	1.395	9 101– 9 200	9 150	0.291	0.190	0.481
9 201– 9 300	9 250	1.215	0.190	1.405	9 201– 9 300	9 250	0.294	0.190	0.484
9 301– 9 400	9 350	1.225	0.190	1.415	9 301– 9 400	9 350	0.296	0.190	0.486
9 401– 9 500	9 450	1.235	0.190	1.425	9 401– 9 500	9 450	0.298	0.190	0.488
9 501– 9 600	9 550	1.245	0.190	1.435	9 501– 9 600	9 550	0.300	0.190	0.490
9 601– 9 700	9 650	1.255	0.190	1.445	9 601– 9 700	9 650	0.302	0.190	0.492
9 701– 9 800	9 750	1.265	0.190	1.455	9 701– 9 800	9 750	0.305	0.190	0.495
9 801– 9 900	9 850	1.275	0.190	1.465	9 801– 9 900	9 850	0.307	0.190	0.497
9 901–10 000	9 950	1.285	0.190	1.475	9 901–10 000	9 950	0.309	0.190	0.499
10 001–10 100	10 050	1.295	0.190	1.485	10 001–10 100	10 050	0.311	0.190	0.501
10 101–10 200	10 150	1.305	0.190	1.495	10 101–10 200	10 150	0.312	0.190	0.502
10 201–10 300	10 250	1.315	0.190	1.505	10 201–10 300	10 250	0.314	0.190	0.504
10 301–10 400	10 350	1.325	0.190	1.515	10 301–10 400	10 350	0.315	0.190	0.505
10 401–10 500	10 450	1.335	0.190	1.525	10 401–10 500	10 450	0.317	0.190	0.507
10 501–10 600	10 550	1.345	0.190	1.535	10 501–10 600	10 550	0.318	0.190	0.508
10 601–10 700	10 650	1.355	0.190	1.545	10 601–10 700	10 650	0.320	0.190	0.510
10 701–10 800	10 750	1.365	0.190	1.555	10 701–10 800	10 750	0.321	0.190	0.511
10 801–10 900	10 850	1.375	0.190	1.565	10 801–10 900	10 850	0.323	0.190	0.513
10 901–11 000	10 950	1.385	0.190	1.575	10 901–11 000	10 950	0.324	0.190	0.514
11 001–11 100	11 050	1.395	0.190	1.585	11 001–11 100	11 050	0.326	0.190	0.516
					11 101–11 200	11 150	0.327	0.190	0.517
					11 201–11 300	11 250	0.329	0.190	0.519
					11 301–11 400	11 350	0.330	0.190	0.520
					11 401–11 500	11 450	0.332	0.190	0.522
					11 501–11 600	11 550	0.333	0.190	0.523
					11 601–11 700	11 650	0.335	0.190	0.525
					11 701–11 800	11 750	0.336	0.190	0.526
					11 801–11 900	11 850	0.338	0.190	0.528
					11 901–12 000	11 950	0.339	0.190	0.529
					12 001–12 100	12 050	0.341	0.190	0.531
					12 101–12 200	12 150	0.342	0.190	0.532
					12 201–12 300	12 250	0.344	0.190	0.534
					12 301–12 400	12 350	0.345	0.190	0.535
					12 401–12 500	12 450	0.347	0.190	0.537
					12 501–12 600	12 550	0.348	0.190	0.538
					12 601–12 700	12 650	0.350	0.190	0.540
					12 701–12 800	12 750	0.351	0.190	0.541
					12 801–12 900	12 850	0.353	0.190	0.543
					12 901–13 000	12 950	0.354	0.190	0.544
					13 001–13 100	13 050	0.356	0.190	0.546

Land transit					Sea transit				
Distances (km)	Mid-value (km)	Land transport rate (SDR)	Rate for handling transit mails (SDR)	Total for 2008 (SDR)	Distances (nautical miles)	Mid-value (NM)	Sea transport rate (SDR)	Rate for handling transit mails (SDR)	Total for 2008 (SDR)
					13 101–13 200	13 150	0.357	0.190	0.547
					13 201–13 300	13 250	0.359	0.190	0.549
					13 301–13 400	13 350	0.360	0.190	0.550
					13 401–13 500	13 450	0.362	0.190	0.552
					13 501–13 600	13 550	0.363	0.190	0.553
					13 601–13 700	13 650	0.365	0.190	0.555
					13 701–13 800	13 750	0.366	0.190	0.556
					13 801–13 900	13 850	0.368	0.190	0.558
					13 901–14 000	13 950	0.369	0.190	0.559
					14 001–14 100	14 050	0.371	0.190	0.561
					14 101–14 200	14 150	0.372	0.190	0.562
					14 201–14 300	14 250	0.374	0.190	0.564
					14 301–14 400	14 350	0.375	0.190	0.565
					14 401–14 500	14 450	0.377	0.190	0.567
					14 501–14 600	14 550	0.378	0.190	0.568
					14 601–14 700	14 650	0.380	0.190	0.570
					14 701–14 800	14 750	0.381	0.190	0.571
					14 801–14 900	14 850	0.383	0.190	0.573
					14 901–15 000	14 950	0.384	0.190	0.574
					15 001–15 100	15 050	0.386	0.190	0.576
					15 101–15 200	15 150	0.387	0.190	0.577
					15 201–15 300	15 250	0.389	0.190	0.579
					15 301–15 400	15 350	0.390	0.190	0.580
					15 401–15 500	15 450	0.392	0.190	0.582
					15 501–15 600	15 550	0.393	0.190	0.583
					15 601–15 700	15 650	0.395	0.190	0.585
					15 701–15 800	15 750	0.396	0.190	0.586
					15 801–15 900	15 850	0.398	0.190	0.588
					15 901–16 000	15 950	0.399	0.190	0.589
					16 001–16 100	16 050	0.401	0.190	0.591
					16 101–16 200	16 150	0.402	0.190	0.592
					16 201–16 300	16 250	0.404	0.190	0.594
					16 301–16 400	16 350	0.405	0.190	0.595
					16 401–16 500	16 450	0.407	0.190	0.597
					16 501–16 600	16 550	0.408	0.190	0.598
					16 601–16 700	16 650	0.410	0.190	0.600
					16 701–16 800	16 750	0.411	0.190	0.601
					16 801–16 900	16 850	0.413	0.190	0.603
					16 901–17 000	16 950	0.414	0.190	0.604

Prot Article RL XV
Special transit charges

1 The postal administration of Greece reserves the right to raise by 30% the land transit charges and by 50% the sea transit charges given in article RL 205.1.

2 The postal administrations of Australia, Finland and Singapore reserve the right to raise by 50% the land and sea transit charges given in article RL 205.1.

3 The postal administration of the Russian Federation shall be authorized to collect a supplement of 0.65 SDR in addition to the transit charges indicated in article RL 205.1 for each kilogramme of letter-post items conveyed in transit over the Trans-Siberian route.

4 The postal administrations of Egypt and Sudan shall be authorized to collect a supplement of 0.16 SDR in addition to the transit charges indicated in

article RL 205.1 for each bag of letter post in transit via Lake Nasser between Shallal, Egypt, and Wadi Halfa, Sudan.

5 The postal administration of Panama (Rep.) shall be authorized to collect a supplement of 0.98 SDR to the transit charges mentioned in article RL 205.1 for each bag of letter post in transit through the Isthmus of Panama between the ports of Balboa on the Pacific Ocean and Cristobal on the Atlantic Ocean.

6 The postal administration of Finland shall be authorized to collect a supplement for each kilogramme of letter-post items addressed to the Åland Islands.
6.1 For airmail and priority mail the supplement shall be the relevant land transit charge and the relevant air conveyance charge.
6.2 For surface mail and non-priority mail the supplement shall be the relevant land transit charge and the relevant sea conveyance charge.

7 Exceptionally, the postal administration of Panama (Rep.) shall be authorized to collect a charge of 0.65 SDR per bag for all mails stored or transhipped in the port of Balboa or Cristobal, provided that that administration does not receive any payment in respect of land or sea transit for those mails.

8 Notwithstanding article RL 205.1, the postal administration of Afghanistan shall be authorized provisionally, because of its special difficulties as regards means of conveyance and communication, to effect the transit of closed mails and à découvert correspondence across its territory on terms specially agreed with the postal administrations concerned.

9 Notwithstanding article RL 205.1, the Syria–Iraq motor services shall be considered as extraordinary services giving rise to the collection of special transit charges.

10 The postal administration of Denmark shall be authorized to collect a supplement for each kilogramme of letter-post items addressed to the Faröe Islands or Greenland.
10.1 For airmails, priority mails and S.A.L. mails, the supplement shall be the relevant charges for handling transit airmails and the relevant air conveyance charge.
10.2 For surface mails and non-priority mails, the supplement shall be the relevant land transit charges and the relevant sea transit charges.

11 The postal administration of Ukraine reserves the right to increase by 50% the sea transit charges set out in article RL 205.1.

12 Germany shall have the right to raise by 50% the sea transit charges given in article RL 205.1.

Article RL 206
Kilometric distances

1 The distances used to determine the transit charges for distances traversed by land according to article RL 205.1.2 shall be taken from the "List of Kilometric Distances relating to land sectors of mails in transit" published by the International Bureau.

Article RL 207
Extraordinary services. Multimodal transport

1 The transit charges specified in article RL 205 shall not be applicable to conveyance by extraordinary services specially established or maintained by a postal administration at the request of one or more other administrations. The conditions of this class of conveyance shall be regulated by mutual consent between the administrations concerned.

2 When surface mails from an administration are reforwarded by combined land and sea transport facilities, the conditions of such reforwarding shall be covered by a special agreement between the administrations concerned.

■ **Commentary**

207.1 Apart from "extraordinary services" properly speaking, there are "services giving rise to special charges". See Prot art RL XV, reproduced after art RL 205.

Article RL 208
Calculation and accounting for charges for missent items and items in transit à découvert forwarded by surface

1 General

1.1 Each administration which forwards transit à découvert items by surface shall have the right to collect from the administration of origin payment for the costs incurred and the terminal dues increments to be paid to the administration of destination. Conveyance and handling costs shall be calculated, in principle, as indicated in article RL 205, but according to the net weight. Terminal dues increments shall be calculated on the basis of average differences between the terminal dues received by the administration of transit and those paid to the administration of destination. The transit rates shall be fixed on the basis of not more than 10 average rates, each relating to a group of countries of destination and fixed according to the conveyance and handling costs as well as terminal dues increments for the different destinations within the group. The sum of these dues shall be increased by 10%.

1.2 Accounting for items in transit à découvert shall take place, in principle, on the basis of the data of statistical returns, but, if the transit administration so requests, it shall be based on actual weight.

1.3 Accounting shall take place on the basis of actual weight in the case of missent items and items posted on board ship or sent at irregular intervals or in too varying amounts. However, this accounting shall be done only if the intermediate administration asks to be paid for the transit service rendered. To this end the CN 65 form should be used by the intermediate administration, accompanied by the relevant CN 43 verification notes. The intermediate administrations may also agree with the administration of origin to base the accounting for missent items on statistics.

2 Statistical operations

2.1 The statistical operations shall be conducted annually and alternately during May in odd years and October in even years.

2.2 During the statistical period, à découvert transit items shall be accompanied by CN 65 bills. The CN 26 bundle label and the CN 65 bill shall be overprinted with the letter “S”. When there are no à découvert items, registered or unregistered, to be inserted in a mail which normally includes such items, one or two CN 65 bills, as necessary, endorsed “Néant” (Nil) shall accompany the letter bill of the mail.

2.3 During the statistical period, all items in transit à découvert shall be placed with the CN 65 delivery bill in a closed bag, which may be of transparent plastic, inserted in the bag containing the letter bill.

2.4 Each administration dispatching items in transit à découvert shall inform intermediate administrations of any change occurring during an accounting period in the provisions laid down for the exchange of this mail.

3 Preparation and checking of CN 65 bills

3.1 The weights shall be shown separately for each group of countries of destination on the CN 65 bills. These shall be specially numbered in two consecutive series, one for unregistered items and the other for registered items. The number of CN 65 bills shall be entered in the corresponding item of table 4 of the CN 31 letter bill (table 3 of CN 32 letter bill). Transit administrations may request the use of special CN 65 bills listing in a set order the most important groups of countries. All CN 65 bills shall be inserted into the bag containing the CN 31 letter bill.

3.2 The weight of à découvert items for each group of countries shall be rounded up to the nearest decagramme when the fraction of the decagramme is equal to or greater than 5 grammes; it shall be rounded down to the nearest decagramme otherwise.

3.3 If the intermediate office establishes that the actual weight of à découvert items differs by more than 20 grammes from the weight recorded, it shall amend the CN 65 bill and immediately notify the dispatching office of exchange of the mistake by CN 43 verification note. If the discrepancy noted is within the above-mentioned limits the entries made by the dispatching office shall hold good.

3.4 In the absence of a CN 65 bill, the CN 65 bill shall, in appropriate cases, be prepared routinely and the irregularity pointed out to the office of origin by CN 43 note.

4 Items in transit à découvert for which accounts are prepared on the basis of actual weight

4.1 If the administration of transit requires the transit charges for à découvert items to be accounted for on the basis of actual weight, dispatches containing such items shall be accompanied by CN 65 bills, which are attached to the letter bill. The same procedure is used for items in transit à découvert which are excluded from statistical operations and for which accounts are prepared on the basis of the actual weight. If the weight of missent items originating at one and the same office of exchange and contained in a dispatch from that office does not exceed 50 grammes, routine preparation of a CN 65 bill in accordance with 3.4 shall not take place.

4.2 Items posted on board ship on the high seas, prepaid by means of postage stamps of the country whose flag the ship flies or in which it is registered, shall be accompanied by a CN 65 bill when handed over à découvert to the administration at an intermediate port of call. If the ship does not have a post office, the items shall be accompanied by a statement of weights which shall serve as a basis for the intermediate administration to claim land or sea transit/S.A.L. conveyance charges. The CN 65 bill or statement of weights shall include the weight of the items for each country of destination, the date, and the name and flag of the ship, and be numbered in a consecutive annual series for each ship. These particulars shall be checked by the office to which the items are handed over from the ship.

■ **Commentary**

208.1.1 The 2004 Bucharest Congress decided that not only closed mails, but also items in transit à découvert should be subject to the payment of transit charges. Up to that time, à découvert items could be subject to these charges, but for surface/non-priority items, the Regs had provided for the collection of transit charges only in cases where the total weight of the items dispatched to a particular country of destination exceeded 3 kgs per mail, or per day when more than one mail was received in a day. The 2005 POC decided that transit charges would be collected for all items in transit à découvert and introduced operational rules based on the rules that applied to priority and airmail items in transit à découvert.
The Compendium of Information (Transit) contains information on countries of destination for which the administration of transit is prepared to receive surface/non-priority items in transit, and on prices.
S.A.L. items à découvert are covered by art RL 208 when they are reforwarded by surface or S.A.L. Art RL 238 applies when the administration of origin wants the conveyance of S.A.L. items by normal air transport.

208.1.2 The Compendium of Information (Transit) contains information on the system requested by each administration accepting items in transit à découvert. The Statistical and Accounting Guide contains accounting information on each system.

Dispatching administration

Dispatching office of exchange

BILL
Weight of missent and à découvert items

CN 65

No.

	☐ Priority/airmail items	☐ Non-priority/surface items
Office of exchange of destination	☐ Registered	☐ A découvert
	☐ Unregistered	☐ Missent
Administration of destination	☐ Statistics (during the statistical period)	
	Date of dispatch	Mail No.

Notes

The weight of items missent or à découvert and, where applicable, for a specific zone, is rounded up to the next 10 grammes for fractions over 5 grammes and down for those below

Groups of countries for which the transit charges are the same	Net weight	Observations
1	2	3
	g	

Dispatching office of exchange
Signature

Office of exchange destination
Signature

Letter Post, Bucharest 2004, art RL 208.3 – Size 210 x 297 mm

Article RL 209
Transit charges for diverted or missent mails

1 Postal administrations of transit shall do their utmost to route the mails as specified by the dispatching administration. If the mails are nevertheless diverted or missent, transit charges shall be payable to the administrations participating in the transit conveyance of such mails without article RL 234.7 being applicable. The administration of origin may in its turn claim reimbursement from the administration whose services made the dispatching error.

Article RL 210
Airmails and S.A.L. mails in transit by surface

1 In the absence of special agreement between the administrations concerned, airmails and S.A.L. mails conveyed frequently by surface for part of their journey in third countries shall be subject to payment of transit charges.

2 In the case referred to above, the transit charges shall be calculated in accordance with the actual gross weights shown on the CN 38 delivery bills for airmails and on the CN 41 bills and, where appropriate, the CN 36 labels for S.A.L. mails.

Article RL 211
Payment of transit charges for the transport of empty bags

1 Transit charges for the transport of empty bags, calculated on the basis of article RL 205, shall be payable by the administration owning the bags.

2 The administration returning the empty bags shall not be entitled to the reimbursement of costs in its country if the weighted average distance for the transport of empty bags to the border of its country does not exceed 300 km. If the weighted average distance exceeds 300 km the transport charge, but not the handling charge, is paid for the number of km exceeding 300.

3 The transport charge payable for transport within the country returning the bags shall be fixed in the form of a single price per kg. This single price shall include transport charge within the country, between the different offices of exchange and borders. It shall be calculated on the basis of the rates actually paid for conveyance of the mail within the country of destination, but not exceeding the transport charge defined in article RL 205. The weighted average distance shall be calculated by the International Bureau in terms of the gross weight of all the empty bag dispatches sent from the country concerned.

4 Administrations which claim reimbursement of transport costs shall be obliged to communicate to the International Bureau by 1 July the data needed for calculating the weighted average distance and remuneration. The International

Bureau shall communicate the weighted average distance and the remuneration to all administrations by 1 October and they shall enter into force from 1 January of the following year.

■ **Commentary**

211.1 The principles concerning the return of empty bags appear in art RL 200. According to art RL 200.11, mails containing empty bags are subject to payment of 30% of the transit charges applicable to letter-post mails. Additional provisions in art RL 211 were introduced by the 2005 POC.

211.4 By 1 July 2005, no administration had communicated to the IB the data needed for calculating the weighted average distance for 2006.

B. Terminal dues. General provisions

Article 28
Terminal dues. General provisions

1 Subject to exemptions provided in the Regulations, each administration which receives letter-post items from another administration shall have the right to collect from the dispatching administration a payment for the costs incurred for the international mail received.

2 For the application of the provisions concerning the payment of terminal dues, postal administrations shall be classified as countries and territories in the target system or countries and territories entitled to be in the transitional system, in accordance with the list drawn up for this purpose by Congress in its resolution C 12/2004. In the terminal dues provisions, both countries and territories shall be referred to as countries.

3 The provisions of the present Convention concerning the payment of terminal dues are transitional arrangements, moving towards a country-specific payment system.

4 Access to the domestic service
4.1 Each administration shall make available to the other administrations all the rates, terms and conditions offered in its domestic service on conditions identical to those proposed to its national customers.
4.2 A dispatching administration may, on similar conditions, request the destination administration in the target system to offer it the same conditions that the latter offers to its national customers for equivalent items.
4.3 The administrations in the transitional system shall indicate whether they authorize access on the conditions mentioned in 4.1.
4.3.1 When an administration in the transitional system states that it authorizes access on the conditions offered in its domestic system, that authorization shall apply to all Union administrations on a non-discriminatory basis.
4.4 It shall be up to the administration of destination to decide whether the conditions of access to its domestic service have been met by the administration of origin.

5 The terminal dues rates for bulk mail shall not be higher than the most favourable rates applied by administrations of destination under bilateral or multilateral agreements concerning terminal dues. It shall be up to the administration of destination to decide whether the terms and conditions of access have been met by the administration of origin.

6 Terminal dues remuneration shall be based on quality of service performance in the country of destination. The Postal Operations Council shall

therefore be authorized to supplement the remuneration in articles 29 and 30 to encourage participation in monitoring systems and to reward administrations for reaching their quality targets. The Postal Operations Council may also fix penalties in case of insufficient quality, but shall not deprive the administrations of their minimum remuneration according to articles 29 and 30.

7 Any administration may waive wholly or in part the payment provided for under 1.

8 The administrations concerned may, by bilateral or multilateral agreement, apply other payment systems for the settlement of terminal dues accounts.

■ **Commentary**

28.1 Congress adopted recommendation C 78/1989 and resolutions C 32/2004 and C 37/1999, inviting the governments of Union member countries to allocate the entire revenue derived from terminal dues to their postal service so as to enable the latter both to cover the costs of handling foreign-origin mail and to constitute the reserve funds required for replacing and improving its infrastructure.

28.2 The list of countries and territories in the target system and those entitled to be in the transitional system, drawn up by the Bucharest Congress in resolution C 12/2004, is given in the Statistical and Accounting Guide published by the IB.

Article 29
Terminal dues. Provisions applicable to exchanges between countries in the target system

1 Payment for letter-post items, including bulk mail but excluding M bags, shall be established on the basis of the application of the rates per item and per kilogramme reflecting the handling costs in the country of destination; these costs must be in relation with the domestic tariffs. The rates shall be calculated in accordance with the conditions specified in the Letter Post Regulations.

2 The rates per item and per kilogramme shall be calculated on the basis of a percentage of the charge for a 20-gramme priority letter in the domestic service, which shall be:
2.1 for the year 2006: 62%;
2.2 for the year 2007: 64%;
2.3 for the year 2008: 66%;
2.4 for the year 2009: 68%.

3 The rates applied may not be higher than:
3.1 for the year 2006, 0.226 SDR per item and 1.768 SDR per kilogramme;
3.2 for the year 2007, 0.231 SDR per item and 1.812 SDR per kilogramme;
3.3 for the year 2008, 0.237 SDR per item and 1.858 SDR per kilogramme;
3.4 for the year 2009, 0.243 SDR per item and 1.904 SDR per kilogramme.

4 For the period from the year 2006 to the year 2009, the rates to be applied may not be lower than 0.147 SDR per item and 1.491 SDR per kilogramme. Provided that the increased rates do not exceed 100% of the charge for a 20-gramme priority letter in the domestic service of the country concerned, the minimum rates shall be increased to:
4.1 for the year 2006, 0.151 SDR per item and 1.536 SDR per kilogramme;
4.2 for the year 2007, 0.154 SDR per item and 1.566 SDR per kilogramme;
4.3 for the year 2008, 0.158 SDR per item and 1.598 SDR per kilogramme;
4.4 for the year 2009, 0.161 SDR per item and 1.630 SDR per kilogramme.

5 For M bags, the rate to be applied shall be 0.793 SDR per kilogramme.
5.1 M bags weighing less than 5 kilogrammes shall be considered as weighing 5 kilogrammes for terminal dues payment purposes.

6 For registered items there shall be an additional payment of 0.5 SDR per item and for insured items there shall be an additional payment of 1 SDR per item.

7 The provisions applicable between countries in the target system shall apply to any country in the transitional system which declares that it wishes to join the target system. The Postal Operations Council may fix transition measures in the Letter Post Regulations.

8 No reservations may be made to this article, except within the framework of a bilateral agreement.

Article 30
Terminal dues. Provisions applicable to mail flows to, from and between countries in the transitional system

1 Payment

1.1 Payment for letter-post items, excluding M bags, shall be 0.147 SDR per item and 1.491 SDR per kilogramme.

1.1.1 For flows below 100 tonnes a year, the two components shall be converted into a total rate of 3.727 SDR per kilogramme on the basis of a worldwide average of 15.21 items per kilogramme.

1.1.2 For flows above 100 tonnes a year, the total rate of 3.727 SDR per kilogramme shall be applied if neither the administration of destination nor the administration of origin asks to have the rate revised on the basis of the real number of items per kilogramme for the flow concerned. Moreover, this rate shall be applied when the real number of items per kilogramme proves to be between 13 and 17.

1.1.3 When one of the administrations concerned asks for the application of the real number of items per kilogramme, the payment to be applied for the flow in question shall be calculated according to the revision mechanism specified in the Letter Post Regulations.

1.1.4 The downward revision of the total rate in 1.1.2 may not be invoked by a country in the target system against a country in the transitional system unless the latter asks for a revision in the opposite direction.

1.2 For M bags, the rate to be applied shall be 0.793 SDR per kilogramme.

1.2.1 M bags weighing less than 5 kilogrammes shall be considered as weighing 5 kilogrammes for terminal dues payment purposes.

1.3 For registered items there shall be an additional payment of 0.5 SDR per item and for insured items there shall be an additional payment of 1 SDR per item.

2 System harmonization mechanism

2.1 When an administration in the target system receiving a mail flow of over 50 tonnes a year establishes that the annual weight of this flow exceeds the threshold calculated in accordance with the conditions set out in the Letter Post Regulations, it may apply to the excess mail the payment system provided for in article 29 provided that it has not applied the revision mechanism.

2.2 When an administration in the transitional system that receives a mail flow of over 50 tonnes a year from another country in the transitional system establishes that the annual weight of this flow exceeds the threshold calculated in accordance with the conditions set out in the Letter Post Regulations, it may apply to the excess mail the supplement provided for in article 31, provided that it has not applied the revision mechanism.

3 Bulk mail

3.1 The payment for bulk mail to countries in the target system shall be established by applying the rates per item and per kilogramme provided for in article 29.

3.2 Administrations in the transitional system may request for bulk mail received a payment of 0.147 SDR per item and 1.491 SDR per kilogramme.

4 No reservations may be made to this article, except within the framework of a bilateral agreement.

Article RL 212
Voluntary membership of the target system by transitional system countries

1 For the purposes of article 29, paragraph 7, of the Convention, any country in the transitional system may declare its voluntary accession to the target system. The postal administration of the country wishing to join shall send the International Bureau an official declaration to this effect, no later than 1 June of the year prior to that in which it wishes to join the target system. The International Bureau shall notify the countries of the target system within 30 days of receiving this declaration.

2 In its declaration, the postal administration of the acceding country shall undertake to effect all statistical, accounting and other operations involved in participation in the target system with effect from 1 January of the following year.

3 Before sending its declaration, or along with it, the postal administration of the country wishing to accede shall send the International Bureau the rate for a 20-gramme priority letter in effect in its domestic service. Before 1 July of the year of accession, the International Bureau shall inform target-system countries and the postal administration of the acceding country of the per item and per kilogramme rates payable to the acceding country with effect from 1 January of the following year.

4 All provisions linked to the target system, including the notification period for the charge for a 20-gramme priority letter in the domestic service, shall apply to the acceding country from 1 January of the year in which its membership of the target system comes into effect.

Article RL 213
Direct access to domestic system

1 All postal administrations in the target system, and the postal administrations in the transitional system that offer direct access to their domestic services, shall communicate to the International Bureau information on contact persons

(Key Account Managers), products and charges, operational and financial requirements, as well as Internet links to websites providing further information. The postal administrations shall see to it that any changes in their charges and other conditions which have an impact on direct access are communicated to the International Bureau before they enter into force.

2 On the basis of the information furnished, the International Bureau shall make available a Direct Access Database containing UPU member countries' direct access data and a Direct Access Operational Guide, on the UPU Internet website and on CD-ROM. The International Bureau shall update the database periodically.

3 Nevertheless, any administration wishing to use the direct access offer of another administration shall contact the latter to obtain the latest valid information and to agree bilaterally on any outstanding issues before starting service.

4 Pursuant to article 28.4.3.1 of the Convention, when an administration in the transitional system states that it authorizes access on the conditions offered in its domestic system, that authorization shall apply to all Union administrations on a non-discriminatory basis.

5 Nevertheless, postal administrations in the transitional system may, for capacity reasons, open up access to their domestic service on a gradual basis. For a limited period of time, which shall not exceed two years, they may offer direct access bilaterally on a trial basis with a limited number of countries.

■ **Commentary**

213.5 The 2005 POC decided to allow the gradual implementation of direct access to facilitate participation in the system by as many countries as possible.

Article RL 214
Calculation of the rates of terminal dues applicable to countries in the target system

1 The payment of terminal dues between countries in the target system shall be based on the charge for a 20-gramme letter as in RL 128 in the domestic service in force on 1 June of the year preceding the calendar year to which the terminal dues rates apply. In principle the priority service will be used as the basis.

2 On the basis of this charge, expressed in local currency, which shall be notified to the International Bureau by 1 June, the International Bureau shall annually convert the value notified into a rate per item and a rate per kilogramme, expressed in SDR. To calculate the rates in SDR the International Bureau shall use the average monthly exchange rate of the latest 12-month period available. The resultant rates shall be notified by circular no later than 1 July.

3 If no charge has been communicated to the International Bureau, the charge used for the calculation for the previous year for the administration concerned shall apply. If the calculation is made for the first time for the administration concerned, the rates provided for in article 29.4 of the Convention shall apply.

4 Notwithstanding the provisions set out under 2 and 3, the International Bureau must be informed of any reduction in the charge for a 20-gramme letter in the domestic service by the administration concerned.

5 The new rates calculated on the basis of this article shall come into effect on 1 January and remain in force for the entire calendar year.

6 Administrations that send more than 100 tonnes of letter-post mail per year on a specific flow, or that settle terminal dues based upon individual mail flow estimates, shall use the UPU-standard S9 receptacle identifier on all postal receptacles (including air, S.A.L., and surface receptacles) and should, as far as possible, transmit:

6.1 UPU-standard electronic pre-advice messages for all outbound dispatches, including the S9 identifier, the receptacle type using UPU-standard receptacle codes and, where applicable, item identifiers for registered, insured and recorded delivery items compliant with UPU standard S10c (Identification of postal items – Part C: 13-character identifiers for special letter products), as published in the UPU Technical Standards;

6.2 UPU-standard electronic confirmation messages for reporting receipt of inbound dispatches that have been electronically pre-advised to them, including the receptacle type using UPU-standard receptacle codes.

■ **Commentary**

214 For the calculation of the 2008 terminal dues rates using the tariff for a 20-gramme priority letter in the domestic service, the following steps are followed:

1 The applicable percentage of the charge for a 20-gramme priority letter in the domestic service for 2008 is 66% (art. 29.2).

2 To calculate the rate per kg, use the formula: the applicable percentage (66%) of the 20-gramme tariff in SDR is multiplied by the result of the minimum rate per kg (1.598 in SDR, art 29.4) divided by the minimum rate for a 20-gramme letter (this latter value, as calculated in 3 below, is 0.190 SDR).

3 To calculate the minimum rate for a 20-gramme item, use the following formula: use the minimum rate per kg (1.598 in SDR), divide this value by 50 and add the minimum SDR rate per item (0.158, art 29.4). The resulting value is 0.190 SDR.

4 To calculate the rate per item, use the following formula: take the applicable percentage (66%) of the 20-gramme tariff in SDR minus the calculated rate per kg (as calculated in 2) divided by 50.

5 Compare the calculated rate per item and per kg with the maximum and minimum values in art 29.3 and 29.4.

If the rate per item is below 0.158 SDR, the rate to be used will be 0.158 SDR. If it is higher than 0.237 SDR, the rate to be used is 0.237 SDR. The calculation will be rounded to three decimal places.

If the rate per kg is below 1.598 SDR, the rate to be used will be 1.598 SDR. If it is higher than 1.858 SDR, the rate to be used is 1.858 SDR. For final values, all rates are rounded to three decimal places.

6 If necessary, apply the condition of art 29.4, in accordance with which increases in the minimum rates may not exceed 100% of the charge for a 20-gramme priority letter in the domestic service.

Article RL 215
Quality of service linked terminal dues remuneration between countries in the target system.

1 Terminal dues remuneration between countries in the target system shall be based on quality of service performance in the country of destination in accordance with the conditions established by the Postal Operations Council for this purpose.

2 Participation in the appropriate UPU quality-of-service measurement system is voluntary. If a country of origin does not participate in the measurement of the outward flow, the country of destination shall be entitled to quality-of-service adjusted terminal dues, but shall not receive less than 100% of the terminal dues rates applicable without quality-of-service adjustment. If a country of destination does not put in place what is deemed necessary for a reliable, diagnostic and certified inward measurement, it shall receive 100% of the terminal dues rates applicable without any incentive or adjustment for quality-of-service performance.

3 Countries participating in the terminal dues measurement system shall, as an incentive, receive a terminal dues increase of 2.5% for their whole inward letter mail flow. If the quality target fixed is met for the year in question, the countries concerned shall be entitled to an additional 2.5% increase. Nonetheless, the incentive payments shall entitle no country to receive more than 100% of their domestic tariffs.

4 Subject to the terminal dues floor in article 29.4 of the Convention, countries shall be subject to a penalty if the quality targets fixed have not been met. This penalty shall be $^1/_3$% of the terminal dues remuneration for each percent of under performance. The penalty shall in no case exceed 5%.

4bis Provisional quality of service linked terminal dues rates shall be calculated by the International Bureau and notified by circular no later than 1 July of each year. The provisional rates shall come into effect on 1 January of the following year and shall remain in force for the entire calendar year. The provisional terminal dues rates shall be calculated in accordance with article RL 214 but shall, in addition, include an incentive and an adjustment based on the quality of service results of the previous calendar year.

4ter Final quality of service linked terminal dues rates shall be calculated by the International Bureau following the publication of the final quality of service results relating to the calendar year in question. The final quality of service linked terminal dues rates shall be notified by International Bureau circular no later than 1 May of the year following the calendar year in question and shall replace the provisional terminal dues rates previously issued for that calendar year.

■ **Commentary**
215.1 The quality of service link to terminal dues went into effect on 1 January 2005 and applies to the terminal dues rates of all participants in the quality of service link system from that date.

The basic information on how the quality-of-service link remuneration rules should apply to the calculations of terminal dues adjusted for quality of service is provided below. The quality of service performance calculation is based on the fulfilment of domestic delivery standards against quality of service performance targets approved by the POC. Those targets are as follows:
– In 2005, the target for all participants in the target system was set at 85%, except for Spain and Greece, which had their targets set at 75%.
– In 2006, the target for all participants in the target system was set at 85%, except for Spain and Greece, which had their targets set at 78%.
– In 2007, the target for all participants in the target system was set at 86%, except for Spain and Greece, which had their targets set at 81%.
– In 2008, the target for all participants in the target system was set at 88%, except for Spain and Greece, which had their targets set at 83%.
– In 2009, the target for all participants in the target system was set at 88%, except for Spain and Greece, which had their targets set at 84%.

For additional conditions, please refer to the following POC resolutions:
– Resolution CEP 2/2003;
– Resolution CEP 4/2005;
– Resolution CEP 4/2006;
– Resolution CEP 5/2006;
– Resolution CEP 8/2007.

Adjustment of terminal dues rates based on actual quality of service performance – description, formula and examples of the calculation of quality of service-adjusted terminal dues rates

The principles for calculating the adjustment of terminal dues rates for quality of service performance were agreed by the POC in 2005 and updated in 2005. Those principles are as follows:

If the target is achieved, the quality-of-service link participant shall have its base terminal dues rates (100% of the rates calculated as described in the commentary relating to art RL 214) increased by 5%. This increase comprises a 2.5% incentive for participation in the quality of service link and a 2.5% bonus for target achievement.

If the target is not achieved, the quality-of-service-link participant shall have its base terminal dues rates multiplied by a "terminal dues adjustment percentage", which results from the application of the 2.5% incentive for participation in the quality of service link and of the penalty factor, corresponding to one third of a percent ($^1/_3$% or 0.3333%) reduction for each 1% below the performance target.

The penalty factor shall be applied such that the reduction shall not be greater than 5% (the minimum "terminal dues adjustment percentage" applicable being 97.5% of the base terminal dues rates). Furthermore, no quality-of-service-link participant shall receive less than the terminal dues floor rates.

Examples of the calculation and application of the "terminal dues adjustment percentage" involving the use of cap and floor rates and 2008 quality of service targets and terminal dues rates

Example A: Participant with base terminal dues rates at the cap, 88% target and 86% actual quality of service performance. "Terminal dues adjustment percentage" = 100% + 2.5% – (88% – 86%) x 0.3333% = 101.83%.

The quality of service-adjusted terminal dues rates would be:
– per item = 101.83% x 0.237 SDR = 0.241 SDR;
– per kg = 101.83% x 1.858 SDR = 1.892 SDR.

Example B: Participant with base terminal dues rates at the floor, 88% target and 78% actual quality of service performance. "Terminal dues adjustment percentage" = 100% + 2.5% – (88% – 78%) x 0.3333% = 99.17%.

The quality of service-adjusted terminal dues rates would be:
– per item = 99.17% x 0.158 SDR = 0.157 SDR;
– per kg = 99.17% x 1.598 SDR = 1.585 SDR.

In this example, the terminal dues rates shall be set at 0.158 SDR per item and 1.598 SDR per kg, since the quality of service-adjusted rates cannot be lower than the floor rates.

215.4 Interpretation confirmed by Committee 1 of the 2003 POC and updated by the POC Terminal Dues Project Group in October 2005:

The list below shows the terminal dues percentages to be paid when actual quality of service is below the target for 2006. The percentage terminal dues listed include the 2.5% incentive for participation in the monitoring system. For 85% performance applicable to all countries in the target terminal dues system, the 2.5% incentive for reaching the target is also included. For Greece, Malta and Spain with a target of

78%, the list based on the 85% target can be applied by substituting 78% for 85% as the maximum, i.e. 77.9% equals 102.47%, etc., or by using the formula after the table.

Target – 85%
Remuneration with incentives and penalties based on actual Q of S[1]

Q of S	0.3333	Q of S	0.3333	Q of S	0.3333	QS	0.3333
85.0%	105.00%	81.2%	101.23%	77.4%	99.97%	73.6%	98.70%
84.9%	102.47%	81.1%	101.20%	77.3%	99.93%	73.5%	98.67%
84.8%	102.43%	81.0%	101.17%	77.2%	99.90%	73.4%	98.63%
84.7%	102.40%	80.9%	101.13%	77.1%	99.87%	73.3%	98.60%
84.6%	102.37%	80.8%	101.10%	77.0%	99.83%	73.2%	98.57%
84.5%	102.33%	80.7%	101.07%	76.9%	99.80%	73.1%	98.53%
84.4%	102.30%	80.6%	101.03%	76.8%	99.77%	73.0%	98.50%
84.3%	102.27%	80.5%	101.00%	76.7%	99.73%	72.9%	98.47%
84.2%	102.23%	80.4%	100.97%	76.6%	99.70%	72.8%	98.43%
84.1%	102.20%	80.3%	100.93%	76.5%	99.67%	72.7%	98.40%
84.0%	102.17%	80.2%	100.90%	76.4%	99.63%	72.6%	98.37%
83.9%	102.13%	80.1%	100.87%	76.3%	99.60%	72.5%	98.33%
83.8%	102.10%	80.0%	100.83%	76.2%	99.57%	72.4%	98.30%
83.7%	102.07%	79.9%	100.80%	76.1%	99.53%	72.3%	98.27%
83.6%	102.03%	79.8%	100.77%	76.0%	99.50%	72.2%	98.23%
83.5%	102.00%	79.7%	100.73%	75.9%	99.47%	72.1%	98.20%
83.4%	101.97%	79.6%	100.70%	75.8%	99.43%	72.0%	98.17%
83.3%	101.93%	79.5%	100.67%	75.7%	99.40%	71.9%	98.13%
83.2%	101.90%	79.4%	100.63%	75.6%	99.37%	71.8%	98.10%
83.1%	101.87%	79.3%	100.60%	75.5%	99.33%	71.7%	98.07%
83.0%	101.83%	79.2%	100.57%	75.4%	99.30%	71.6%	98.03%
82.9%	101.80%	79.1%	100.53%	75.3%	99.27%	71.5%	98.00%
82.8%	101.77%	79.0%	100.50%	75.2%	99.23%	71.4%	97.97%
82.7%	101.73%	78.9%	100.47%	75.1%	99.20%	71.3%	97.93%
82.6%	101.70%	78.8%	100.43%	75.0%	99.17%	71.2%	97.90%
82.5%	101.67%	78.7%	100.40%	74.9%	99.13%	71.1%	97.87%
82.4%	101.63%	78.6%	100.37%	74.8%	99.10%	71.0%	97.83%
82.3%	101.60%	78.5%	100.33%	74.7%	99.07%	70.9%	97.80%
82.2%	101.57%	78.4%	100.30%	74.6%	99.03%	70.8%	97.77%
82.1%	101.53%	78.3%	100.27%	74.5%	99.00%	70.7%	97.73%
82.0%	101.50%	78.2%	100.23%	74.4%	98.97%	70.6%	97.70%
81.9%	101.47%	78.1%	100.20%	74.3%	98.93%	70.5%	97.67%
81.8%	101.43%	78.0%	100.17%	74.2%	98.90%	70.4%	97.63%
81.7%	101.40%	77.9%	100.13%	74.1%	98.87%	70.3%	97.60%
81.6%	101.37%	77.8%	100.10%	74.0%	98.83%	70.2%	97.57%
81.5%	101.33%	77.7%	100.07%	73.9%	98.80%	70.1%	97.53%
81.4%	101.30%	77.6%	100.03%	73.8%	98.77%	70.0%	97.50%
81.3%	101.27%	77.5%	100.00%	73.7%	98.73%		

Example:
If the actual quality of service performance is 80%, the country of destination will be entitled to an increase of 0.83% of its normal terminal dues. For a country on the cap, that will mean that the per item element will be increased from 0.226 SDR to 0.228 SDR and the per kg element from 1.768 SDR to 1.783 SDR. For a country on the increased floor indicated in art 29.4.1 of the Convention, that will mean that the per item element will be increased from 0.151 SDR to 0.152 SDR and the per kg element from 1.536 SDR to 1.549 SDR. For a country on the floor indicated in art 29.4 of the Convention, that will mean that the per item element will be increased from 0.147 SDR to 0.148 SDR and the per kg element from 1.491 SDR to 1.503 SDR.

[1] Calculation: 100% – (85% – Actual Q of S) x Penalty factor = Remuneration i.e.: Actual Q of S = 70% and a penalty factor of 1/3 give: 100% – (85% – 70%) x 1/3 = 95%, i.e. 95% + 2.5% = 97.5%.

Since the floor is guaranteed, countries on the floor will receive full terminal dues also in cases where their performance is below 77.5%.
Since the floor may also be applicable to countries below 0.151 SDR per item and 1.530 SDR per kg, it is necessary to verify whether the floor is reached for them. If terminal dues elements are 0.148 SDR per item and 1.498 SDR per kg and the quality of service performance is 70%, the country concerned will be entitled to the floor of 0.147 SDR per item and 1.491 SDR per kg.
If a country with a target of 78% turns in an actual performance of 73%, it will be entitled to a terminal dues increase of 0.83%. If such a country has an actual performance of 69.7%, its terminal dues will be reduced by 0.27% provided that the country is not on the floor.
If a country with a target of 85% is on the cap and has a performance of 85%, the remuneration will be CAP + 5% (0.237 SDR per item and 1.856 SDR per kg).
Application of the percentages granted under the quality of service link should not lead to a situation in which a country in the target system collects remuneration below its own floor, unless it is greater than 100% of the relevant domestic rate in the country concerned.

215.4bis Provisional terminal dues rates. The International Bureau will publish, by 1 July of the year Y – 1, an IB circular with the provisional rates to be applied to the calendar year Y. The provisional terminal dues rates applicable at year Y are calculated based on the 20-gramme domestic letter tariffs valid at 1 June of the year Y – 1. The quality of service performance results relating to the year Y – 2 (or the latest agreed available data) shall be applied to adjust the terminal dues rates for quality performance. The IB circular will indicate the following in a table:
– the country name;
– the ISO code of its currency;
– the domestic rate for a 20-gramme priority letter in national currency;
– the domestic rate for a 20-gramme priority letter in SDR;
– the terminal dues rates per item and per kg in SDR before the addition of the quality of service adjustment;
– the quality of service-adjusted terminal dues rates per item and per kg in SDR.

215.4ter Final rates. The International Bureau will publish an IB circular with the final terminal dues rates for the year Y on 1 May of the year Y + 1. The basis for these calculations are the tariffs of year Y – 1 and the quality of service results for the year Y.
The IB circular will indicate the following in a table:
– the country name;
– the ISO code of its currency;
– the domestic rate for a 20-gramme priority letter in national currency;
– the domestic rate for a 20-gramme priority letter in SDR;
– the terminal dues rates per item and per kg in SDR before the addition of the quality of service adjustment;
– the final quality of service-adjusted terminal dues rates per item and per kg in SDR.

Article RL 216
Quality of service linked terminal dues. Provisions applicable to mail flows to, from and between countries in the transitional system

1 Administrations in the transitional system may participate in the same monitoring systems as countries in the target system. The provisions of article RL 215 shall also be applicable for administrations in the transitional system that choose to join such monitoring systems. Nevertheless, the terminal dues payable for mail to and from such countries shall not be lower than the terminal dues rates in article 30.1 of the Convention.

■ **Commentary**

216.1 In resolution CEP 4/2005, the POC invited the postal administrations of the countries in the transitional system that have significant inward mail volumes to join the main quality measurement system put in place for countries in the target system as soon as possible.

At its October 2005 meeting, the Terminal Dues Project Group accepted the following comments concerning application:
The table contained in the commentary for art RL 215 is also valid for transitional countries participating in the same monitoring system. For these countries, the incentive payments will normally be added to the terminal dues rate of 3.727 SDR per kg, which in this case is equal to the floor rate. If a country reaches the 85% target, its per-kg rate will increase to 3.913 SDR. If its performance is only 83%, according to the formula, it will receive an increase of 1.83% in its terminal dues compensation, corresponding to 3.795 SDR per kg. Since the floor is guaranteed, the country will receive a rate of 3.72 SDR per kg, even if its performance were to drop below 77.5%.
The same rules will apply to mail that the country in the transitional system sends to countries in the target system and to other transitional system countries participating in the monitoring system. These countries will therefore have to pay 3.913 SDR per kg for mail to a country in the target system reaching its target of 85% and 3.795 SDR per kg for mail to a country in the target system missing its target by 2%. As in the case for inward mail, the rate per kg will never drop below 3.727 SDR for outward mail, except when the revision mechanism is applied.
For transition countries and territories having opted to link their terminal dues to quality of service, the following targets are applicable:
– Brazil: 2007: 78%; 2008: 80%; 2009: 81%;
– Malta: 2007: 81%; 2008: 83%; 2009: 84%;
– Ukraine: 2007: 78%; 2008: 80%; 2009: 81%;
– Jamaica: 2007: 86%; 2008: 88%; 2009: 88%;
– Latvia: 2006: 85%; 2007: 86%; 2008: 88%; 2009: 88%.

The International Bureau shall publish revised final and provisional rates in an IB circular, as required in RL 214.1 and 2 and RL 215.4 bis and ter. The details to be contained in these circulars will be similar to those set out for members of the target system.

Article RL 217
Mechanism for revising the rates of terminal dues

1 An administration sending or receiving flows of more than 100 tonnes of mail a year (excluding M bags) may ask the corresponding administration for the application of the revision mechanism described below for determining the new rate of terminal dues suited to their traffic. This request may be made at any time during the year subject to the following conditions:

1.1 when an administration in the target system establishes that the average number of items received from an administration in the transitional system is higher than 17;

1.1.1 the mechanism provided for under 1.1 may apply to a given flow from an administration in the transitional system to an administration in the target system only if the administration in the target system does not choose to apply the system harmonization mechanism provided for in article RL 218 for the same flow;

1.2 when an administration in the transitional system establishes that the average number of items sent to any administration is lower than 13;

1.2.1 if the administration in the transitional system requests the application of the revision mechanism under 1.2 for a flow to an administration in the target system, the latter can request the application of the mechanism also in the opposite direction when the other conditions for downward revision are fulfilled;

1.3 when an administration in the transitional system establishes that the average number of items received from an administration in the target system or from another administration in the transitional system is higher than 17;

1.4 when an administration requests the application of the revision mechanism for a flow of more than 100 tonnes a year, the corresponding administration may do likewise even if the flow in the other direction is less than 100 tonnes a year, when the other conditions for upward or downward revision are fulfilled.

1.4bis when an administration establishes that the average number of items (IPK) received from, or dispatched to, another administration has changed by more than 20% from the original IPK used to establish a revised rate per kilogramme under a previous application of the revision mechanism.

2 The revision mechanism shall consist in carrying out a special statistical count to calculate the average number of items per kilogramme, in accordance with the procedures set out in articles RL 224 and 226.

3 The administration intending to apply the revision mechanism shall so notify the corresponding administration at least three months in advance.

4 The request shall be supported by statistical data showing that the average number of items per kilogramme of the flow concerned deviates from the world average. These statistical data shall be obtained from a sampling of at least six observation days over a period of one month.

5 While respecting the time limit provided for under 3, the statistical period shall commence at the beginning of a quarterly accounting period. The new rate shall take effect from this moment and shall remain in force for at least one year and until such time as a new revision is requested by one or other of the administrations concerned under the terms of article 30 of the Convention.

6 If the results of the statistical count confirm the finding of the administration requesting the revision mechanism, the latter shall be entitled to apply to the traffic in question the new rate of terminal dues, calculated in SDR as follows: rate per kilogramme = (Average number of items per kg x 0.147) + 1.491.

7 In cases where the average number of items per kilogramme resulting from this revision falls between 13 and 17, the rate provided for in article 30.1.1 of the Convention shall apply to the traffic in question. In addition, sampling for items per kilogramme shall cease if the average number of items per kilogramme falls between 13 and 17, until such time as the conditions for sampling have been satisfied and sampling has been reactivated.

■ **Commentary**

217.1 The Bucharest Congress lowered the threshold from 150 tonnes to 100 tonnes and fixed a range of between 13 and 17 items per kg (IPK) on the basis of the worldwide average of 15.21 IPK (this range had been between 14 and 21 IPK, based on the worldwide figure predating the 1994 Seoul Congress).

Article RL 218
System harmonization mechanism

1 Calculation of the threshold

1.1 For each mail flow from an administration in the transitional system to an administration in the target system, the weight of the mail dispatched in 2005, excluding bulk mail, increased by 10%, shall establish the threshold to be applied in 2006.

1.2 For each mail flow from an administration in the transitional system to another administration in the transitional system, the average weight of the mail dispatched for the years 2003 and 2004, and for 2005 increased by 21% excluding bulk mail, shall establish the threshold to be applied in 2006.

1.2.1 If the weight of mail dispatched in 2005, increased by 10%, is higher than the average weight of mail dispatched, calculated in accordance with the formula given in 1.2, that weight increased by 10% shall determine the threshold to be applied in 2006.

1.3 For subsequent years, the thresholds under 1.1 and 1.2 shall be updated by a growth factor of 10% per annum.

1.4 In exceptional circumstances affecting the normal transmission of mail such as natural catastrophes, the Postal Operations Council may fix a reference period different from the one provided for under 1.2 for calculating the threshold at the request of an administration if it produces evidence that the period in question is not representative of its mail dispatched.

2 Request for application of the mechanism

2.1 The administration of destination intending to apply the harmonization mechanism shall so notify the corresponding administration. The request may be made at any time during the year.

2.1.1 The administration of destination which requests application of the harmonization mechanism provided for in this article for a flow from another administration shall waive application of the revision mechanism described in article RL 217.

3 Application of the mechanism

3.1 The system harmonization mechanism shall consist in carrying out a special statistical count to calculate the average number of items per kilogramme, in accordance with the procedures set out in article RL 224, except in the case of a special arrangement, such as the mutual agreement to use the UPU average number of items per kilogramme in mail flows from transitional to target countries from the latest UPU flow study.

3.2 The mechanism shall apply to flows of more than 50 tonnes of mail per year, excluding bulk mail, which exceed, for a given calendar year, the threshold mentioned under 1. The results of the special statistical count shall be applied to the mail which exceeds the threshold in question.

3.3 The results of the special statistical count shall take effect at the beginning of the year in which the request for application of the mechanism is made. They shall remain in force for at least one year and until such time as a

new request for a special statistical count is made by one or other of the administrations concerned.

3.3.1 When the request for application of the harmonization mechanism is made by 30 June of a given year, the results of the special statistical count may apply to mail received the preceding year, provided the harmonization mechanism has not been applied to it.

■ **Commentary**

218.1.2 While the 1999 Beijing Congress introduced the system harmonization mechanism, its application was later extended by Congress to include also exchanges between administrations in the transitional system (see art 30.2.2 of the Convention).

Article RL 219
Request for payment specific to bulk mail

1 The administration of destination shall be authorized to request the application of the payment specific to bulk mail when it establishes:

1.1 the receipt, in the same mail, or in one day when several mails are made up per day, of 1,500 or more items posted by the same sender;

1.2 the receipt, in a period of two weeks, of 5,000 or more items posted by the same sender.

2 The administration of destination that wishes to apply the payment specific to bulk mail shall notify the administration of origin within two weeks of its receipt of the first instance of bulk mail. This notification shall be sent by fax or electronic means to the special address provided for in article RL 233 and it shall contain the dispatch number, date of dispatch, origin office of exchange, destination office of exchange and a photocopy of a sample of the mail pieces in question.

2.1 Except for the cases provided for under 3 and 4, specific payment shall not come into force until three months from the receipt of such notification from the administration of destination. Such specific payment shall only apply to bulk mails dispatched after the expiry of the three month notification period.

2.2 Receipt of bulk mails under 2.1 shall be established by the administration of destination in accordance with the provisions of article RL 193.6.

3 Notwithstanding the provisions under 2.1, the administration of destination shall be authorized to apply with immediate effect the payment specific to bulk mail when it establishes:

3.1 the receipt, in the same mail, or in one day when several mails are made up per day, of 3,000 or more items posted by the same sender;

3.2 the receipt, in a period of two weeks, of 10,000 or more items posted by the same sender.

4 The administration of destination that wishes to apply the payment specific to bulk mail with immediate effect shall notify the administration of origin within three working days of the receipt of the bulk mail. This notification shall be in the form of a verification note specifying the dispatch number, date of dispatch, origin

office of exchange, destination office of exchange and a photocopy of a sample of the mail pieces in question, sent by fax or electronic means to the special address provided for in article RL 233.

5 Once the administration of destination has requested the application of the specific payment for bulk mail, within three months the administration of origin may request the application of the specific payment to all bulk mail it dispatches to that administration, unless the original request by the administration of destination is withdrawn.

6 Termination of specific payment for bulk mail invoked under 5 must be notified by the administration of origin three months in advance of termination or be decided by mutual consent.

■ **Commentary**

219.1 Prot Art RL II.6: "Notwithstanding art RL 124.8.1, the postal administration of Greece reserves the right to regard as "bulk mail" the receipt, in the same mail or in one day when several mails are made up per day, of 150 items posted by the same sender as well as the receipt, in a period of two weeks, of 1,000 or more items posted by the same sender."

Article RL 220
Closed mails exchanged with military units

1 It shall be the responsibility of the postal administrations of countries to which military units, warships or military aircraft belong to settle direct with the administrations concerned the transit charges and terminal dues arising from the mails sent by those military units, ships or aircraft.

2 If these mails are redirected, the redirecting administration shall report the fact to the administration of the country to which the military unit, ship or aircraft belongs.

C. Sampling operations

Article RL 221
General principles for statistical sampling and estimation of the number of items per kilogramme

1 The following principles shall apply to all types of mail flow sampling that are required for the purposes of payment of terminal dues based on per item and per kilogramme charges (e.g. sampling related to the revision mechanism, system harmonization mechanism, exchanges between administrations in the target system).

1.1 Both sampling and estimation of the average number of items per kilogramme shall reflect the composition of the mail. As the composition of the mail varies with transportation mode, container type, time of year (month), and day of week, the sample of the mail shall reflect these variations and resemble, as closely as is practical, the entire mail flow. Likewise, the method of estimation shall also reflect these variations.

1.2 The statistical sampling program shall be designed to achieve a target statistical precision of ± 5% with 95% confidence and on estimate of IPK of the average number of items per kilogramme and of the number of items exchanged between postal administrations.

1.2.1 This target statistical precision defines a goal that all administrations which conduct sampling should attempt to achieve through their designs. It does not define a minimum precision requirement.

1.3 The design of the sampling programme, the selection of the samples, the method of collecting data and the estimation process shall conform to generally accepted principles of mathematical statistics, probability sampling theory, and design of statistical surveys.

1.4 Within the constraints of these principles, each administration has sufficient flexibility to adapt the design of its sampling programme to the attributes of its mail flow and its resource constraints. However, each administration must notify the corresponding administration of its design decisions, including estimation approach, in advance of the observation period.

■ **Commentary**

221 After each Congress, the IB prepares a guide for adms' use designed to facilitate the work of staff responsible for transit charges and terminal dues operations. This guide is called the "Statistical and Accounting Guide". It also includes chapters on airmail and postal parcels.

Article RL 222
Statistical counts for exchanges of mail between countries in the target system

1 For exchanges of mail between countries in the target system a statistical count shall be carried out. However, to avoid sampling costs for small exchanges, the average number of items per kilogramme between countries in the target system shall be applied for mail flows below a certain threshold, unless one or

both countries concerned insist on sampling to know the exact number of items per kilogramme in one or both directions. The POC shall fix the threshold and the average number of items per kilogramme to be applied.

2 The statistical count shall conform to the principles set forth in article RL 221. The observation days shall be spread as uniformly as possible over the working days of the week (only working days for the office of exchange concerned shall be taken into consideration) and shall reflect modes of transportation used for the entire mail flow. The statistical count shall consist of at least 48 days of observation per year of sampling with four days per month. Within an observation day, administrations may employ subsampling, if it is not feasible to conduct a complete count of all the mail received during the day concerned.

2.1 As an alternative to sampling on a specified set of days, administrations may instead employ continuous sampling, in which a systematic sample of receptacles is selected for testing throughout the observation period. The administrations concerned shall agree on the statistical forms to be used.

3 Estimation of the annual number of items

3.1 The annual number of items shall be the weighted average of the numbers of items computed separately for each transportation mode and month or quarter. It shall be computed as follows:

3.1.1 The average number of items per kilogramme obtained by sampling a given transportation mode over a given month or quarter shall be multiplied by the total weight of mail for that transportation mode and month or quarter, the aim being to estimate the total number of items for that transportation mode and month or quarter.

3.1.2 The estimates of the total number of items per transportation mode and month or quarter shall be added together to calculate the estimated annual number of items.

3.1.3 For continuous sampling, administrations may substitute day for month or quarter in the procedure under 3.1 and 3.1.2.

4 Each administration must notify the corresponding administration of its sampling programme design decisions, including estimation approach, at least two months in advance of the observation period. Nevertheless, the receiving administration shall not be required to notify the dispatching administration in advance as to the observation days or mail receptacles that are chosen to be sampled.

4bis Where sampling for items per kilogramme has not been performed or has not been submitted within five months after the end of the fourth quarter, the other administration shall have the right to submit its own sampling for the missing data. The statistical sampling and estimation shall conform to the principles set forth in article RL 221, except that a target precision of ± 7.5%, instead of ± 5%, shall apply. If no data are available, the lower of the last agreed average number of items per kilogramme or the average number of items per kilogramme agreed for target country flows shall be used.

■ **Commentary**

222.1 In resolution CEP 6/2003, the POC decided that if one or both countries do not insist on sampling to know the exact number of items per kilogramme in one or both directions in industrialized country exchanges:

– the recommended threshold to avoid sampling costs between industrialized countries shall be 50 tonnes;
– the average number of items per kilogramme between industrialized countries to apply to mail flows below this threshold shall be 14.84, unless another number is chosen by common agreement between the two countries;
– postal administrations that currently sample and wish to cease sampling on one or more of their particular flows must notify the corresponding administration(s) at least two months in advance of the year in question in accordance with arts RL 222 and 223 of the Letter Post Regulations.

Resolution POC 6/2003:

– determined that the recommended threshold to avoid sampling costs between industrialized countries shall be 50 tonnes;
– that IC countries which receive the cap rate should consider a threshold of 30 tonnes according to the analysis conducted;
– the average IPK number should be 14.84 unless another number is agreed upon by both countries.

Resolution POC 7/2007:

– decided that for 2008 and 2009 there would be no change in the recommended threshold for sampling;
– that target system countries which receive the cap rate should continue to apply a threshold of 30 tonnes;
– the average IPK number should be 13.84 for 2008 and 2009 unless another number is agreed upon by both countries.

Prot Article RL XVI
Statistical counts for exchanges of mail between countries in the target system

1 Notwithstanding article RL 222.2, the postal administration of Canada is authorized to apply a minimum of 24 days of observation per year of sampling.

Article RL 223
Alternative approach for statistical counts for exchanges of mail between countries in the target system

1 For those exchanges between administrations in the target system where letter trays and/or flat tubs are exchanged, administrations may take steps to develop estimates of items based upon receptacle type. The statistical count shall conform to the principles set forth in article RL 221. Observation days shall be spread as uniformly as possible over the working days of the week (only working days for the office of exchange concerned shall be taken into consideration) and shall reflect modes of transportation used for the entire mail flow. The statistical count shall consist of at least 48 days of observation per year of sampling with four days per month. Within an observation day, administrations may employ subsampling, if it is not feasible to conduct a complete count of all the mail received during the day concerned.

1.1 As an alternative to sampling on a specified set of days, administrations may instead employ continuous sampling, in which a systematic sample

of receptacles is selected for testing throughout the observation period. The administrations concerned shall agree on the statistical forms to be used.

2 Estimation of the annual number of items

2.1 The annual number of items shall be the weighted average of the numbers of items computed separately for each receptacle type and transportation mode. It shall be computed as follows:

2.1.1 The average number of items per kilogramme obtained by sampling a given receptacle type and transportation mode, shall be multiplied by the total weight of mail for that receptacle type and transportation mode, the aim being to estimate the total number of items for that receptacle type and transportation mode.

2.1.2 The estimates of the total number of items per receptacle type and transportation mode shall be added together to calculate the estimated annual number of items.

3 Administrations shall indicate the weight of mail sent by receptacle type (e.g. weight in letter trays, weight in flat tubs, weight in bags, etc.) on duly modified forms, and provide receptacle information by electronic data interchange (EDI), if possible.

4 Each administration must notify the corresponding administration of its sampling programme design decisions, including estimation approach, at least two months in advance of the observation period. Nevertheless, the receiving administration shall not be required to notify the dispatching administration in advance as to the observation days or mail receptacles that are chosen to be sampled.

4bis Where sampling for items per kilogramme has not been performed or has not been submitted within five months after the end of the fourth quarter, the other administration shall have the right to submit its own sampling for the missing data. The statistical sampling and estimation shall conform to the principles set forth in article RL 221, except that a target precision of ± 7.5%, instead of ± 5%, shall apply. If no data are available, the lower of the last agreed average number of items per kilogramme or the average number of items per kilogramme agreed for target country flows shall be used.

Article RL 224

Special statistical count for the application of the revision mechanism or the system harmonization mechanism

1 To apply the revision mechanism or system harmonization mechanism, in the absence of a special arrangement, such as a mutual agreement to use the UPU average number of items per kilogramme in mail flows from transitional to target countries from the latest UPU flow study, a statistical count shall be carried out on the basis of a sampling of the flow in question.

1.1 The sampling shall reflect the composition of the mail, and shall conform to the principles set forth in article RL 221. The statistical count shall include at least 24 days of observation within the twelve-month period to which it refers. On an observation day, administrations may employ subsampling, if it is not feasible to conduct a complete count of all the mail received during the day concerned.

1.1.1 As an alternative to sampling on a specified set of days, administrations may instead employ continuous sampling, in which a systematic sample of receptacles is selected for testing throughout the observation period. The administrations concerned shall agree on the statistical forms to be used.

1.2 The observation days shall be spread as uniformly as possible over the working days of the week (only working days for the office of exchange concerned shall be taken into consideration) and the modes of transportation over the entire mail flow. They shall be chosen on a yearly, quarterly or monthly basis as shown below:

1.2.1 yearly basis: at least 24 observation days in a twelve-month period; each working day of the week shall be observed at least once per quarter;

1.2.2 quarterly basis: at least six observation days in the quarter; each working day of the week shall be observed at least once, with the same procedure repeated the three following quarters;

1.2.3 monthly basis: 24 observation days in one month or; failing that, all the working days for that month; the statistical count shall take place during May in odd years and October in even years.

2 Estimation of the average number of items per kilogramme

2.1 In the case of sampling on a yearly or quarterly basis, the average annual number of items per kilogramme shall be the weighted average of the average numbers of items per kilogramme computed separately for each transportation mode and month. It shall be computed as follows:

2.1.1 The average number of items per kilogramme, obtained by sampling a given transportation mode over a given month, shall be multiplied by the total weight of mail for that transportation mode and month, the aim being to estimate the total number of items for that transportation mode and month.

2.1.2 The sum of the estimations of the total number of items for each transportation mode and month shall be divided by the total annual weight of mail.

2.1.3 As an alternative, administrations may substitute either day or quarter for month in the procedure under 2.1.1 and 2.1.2.

2.2 In the case of sampling on a monthly basis, the average annual number of items per kilogramme shall be the weighted average of the average numbers of items per kilogramme computed separately for each transportation mode. It shall be computed as follows:

2.2.1 The average number of items per kilogramme, obtained by sampling a given transportation mode, shall be multiplied by the total weight of mail for that transportation mode and month or quarter, the aim being to estimate the total number of items for that transportation mode and month or quarter.

2.2.2 The sum of the estimations of the monthly or quarterly total number of items for each transportation mode shall be divided by the annual total weight of mail.

3 The administration requesting application of the revision mechanism or system harmonization mechanism shall choose the statistical system to be applied, including the estimation approach and shall notify the corresponding administration thereof so that the latter can take any necessary control measures. Alternatively, the administration requesting application of the revision mechanism or system harmonization mechanism may agree with the corresponding administration to apply the UPU average number of items per kilogramme in mail flows from transitional to target countries from the latest UPU flow study.

4 The administration requesting application of the revision mechanism or system harmonization mechanism shall not be required to provide notification in advance of the observation days that it has chosen.

D. Preparation, transmission and acceptance of statements, bills and accounts relating to transit charges and terminal dues

Article RL 225
Preparation, transmission and acceptance of CN 53 and CN 54 bills for exchanges of mail between countries in the target system

1 Preparation, transmission and acceptance of CN 53 and CN 54 bills

1.1 For statistical counts for exchanges of mail between countries in the target system in accordance with articles RL 222 and 223, the office of exchange of the receiving administration shall enter, for each receptacle that is sampled, the number and weight of items that it contains on a CN 53 bill. Separate CN 53 bills shall be prepared for each transportation mode (air, S.A.L., surface) and receptacle type.

1.2 From the CN 53 bills, the receiving administration shall prepare a CN 54 recapitulative statement that summarizes the CN 53 bills by receptacle type, transportation mode (air, S.A.L., surface) and month for a calendar quarter.

1.3 The CN 54 recapitulative statement, accompanied by the CN 53 forms, shall be sent to the other administration concerned each quarter not later than five months after receipt of the last mail included in the statistics. In addition to hard copies, these CN 53 and CN 54 statements shall be provided, whenever possible, in standardized electronic format, and preferably in a commonly used spreadsheet format.

1.4 If the dispatching administration received the CN 53 and CN 54 in hard-copy, and has made no comment within three months of the transmission of the CN 54 recapitulative statement, the latter shall be regarded as fully accepted.

1.5 If the dispatching administration received the CN 53 and CN 54 in the standardized electronic format, and has made no comment within two months of the transmission of the CN 54 recapitulative statement, the latter shall be regarded as fully accepted.

2 Preparation, transmission and acceptance of CN 54bis recapitulative statements

2.1 From the accepted CN 54 and CN 56 recapitulative statements, the receiving administration shall prepare a CN 54bis annual statement consolidating the data concerning the mails sampled by transportation mode and quarter and on which is calculated the annual number of items per kilogramme for the year in question.

2.2 The CN 54bis annual statement shall be sent to the other administration concerned not later than one month after the acceptance of the CN 54 and CN 56 recapitulative statements concerning the fourth quarter. In addition to hard copies, the CN 54bis shall be provided, whenever possible, in standardized electronic format.

2.3 If the dispatching administration received the CN 54bis, and has made no comment within one month of the transmission of the CN 54bis annual statement, the latter shall be regarded as fully accepted.

3 In cases where the dispatching administration has carried out control statistics, the receiving country's data shall be regarded as valid if they differ by 10% or less from those of the other administration.

3.1 If there is a difference of more than 10%, the administrations concerned shall agree on the values to be used for settling terminal dues by taking into account the precision of the statistical systems used by each administration.

4 If the two parties cannot agree about application of this article, the administration may resort to the arbitration procedure in article 132 of the General Regulations.

■ **Commentary**

225.2.1 For the model of form CN 55, see art RL 228.

225.2.2 For the model of form CN 56, see art RL 228.

Dispatching administration

Dispatching office

STATEMENT BY MAIL **CN 53**
Number of items and weight of receptacles

Date Mail No.

Date of sampling

☐ Mail received ☐ Mail dispatched

☐ Priority ☐ Non-priority

☐ By airmail ☐ By S.A.L. ☐ By surface

Administration of destination	
Office of destination	Transit administration(s)

Information on mail

Total number of receptacles in mail	Total weight of mail		Observations
	kg	g	

Serial No.	Recep-tacle type[1]	Contents of receptacles				Observations	UPU standard S1 barcode
		Number of items	Gross weight		IPK		
			kg	g			
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
Total	—						

Total number of receptacles received[2] or dispatched[2] during day of sampling	Total weight of receptacles received[2] or dispatched[2] during day of sampling		Total number of receptacles sampled during day of sampling	Total weight of receptacles sampled during day of sampling	
	kg	g		kg	g

[1] BG = bags CN = container PU = letter tray GU = flat tubs

[2] Cross out where not applicable

Office of exchange preparing the form
Signature

Letter Post, Bucharest 2004, art RL 225.1.1 – Size 210 x 297 mm

Dispatching administration

RECAPITULATIVE STATEMENT OF ITEMS

CN 54

☐ **Harmonization mechanism**
☐ **Revision mechanism**
☐ **Exchange between countries in the target system**

Date

☐ Mail received ☐ Mail dispatched Quarter Year

Administration of destination	Recording period

A. Monthly estimation[1]

Month	Priority/Air			Priority/surface			S.A.L.			Non-priority/surface		
	Weight sampled	Number of items sampled	Average number of items per kg (IPK)	Weight sampled	Number of items sampled	Average number of items per kg (IPK)	Weight sampled	Number of items sampled	Average number of items per kg (IPK)	Weight sampled	Number of items sampled	Average number of items per kg (IPK)
Observations												

B. Quarterly estimation[1]

Quarter	Priority/Air			Priority/surface			S.A.L.			Non-priority/surface		
	Weight sampled	Number of items sampled	Average number of items per kg (IPK)	Weight sampled	Number of items sampled	Average number of items per kg (IPK)	Weight sampled	Number of items sampled	Average number of items per kg (IPK)	Weight sampled	Number of items sampled	Average number of items per kg (IPK)
Observations												

[1] The administration must choose the estimation method to be used (monthly or quarterly)

Administration preparing the statement
Place and signature

Seen and accepted by the administration
Place, date and signature

Dispatching administration

ANNUAL RECAPITULATIVE STATEMENT

CN 54bis

☐ **Harmonization mechanism**
☐ **Revision mechanism**
☐ **Exchange between countries in the target system**

Date

☐ Mail received ☐ Mail dispatched

Administration of destination	Recording period

A. Estimated monthly number of items[1]

Month	Priority/Air			Priority/surface			S.A.L.			Non-priority/surface		
	Actual weight[2]	Average number of items per kg (IPK)[3]	Number of items (IPK) x actual weight	Actual weight[2]	Average number of items per kg (IPK)[3]	Number of items (IPK) x actual weight	Actual weight[2]	Average number of items per kg (IPK)[3]	Number of items (IPK) x actual weight	Actual weight[2]	Average number of items per kg (IPK)[3]	Number of items (IPK) x actual weight
Grand total	a		b	c		d	e		f	g		h

[1] The administration must choose the estimation method to be used (monthly or quarterly)
[2] To be taken from accepted CN 55 or CN 56 forms, as the case may be
[3] To be taken from CN 54 forms

B. Estimated quarterly number of items[1]

Quarter	Priority/Air			Priority/surface			S.A.L.			Non-priority/surface		
	Actual weight[2]	Average number of items per kg (IPK)[3]	Number of items (IPK) x actual weight	Actual weight[2]	Average number of items per kg (IPK)[3]	Number of items (IPK) x actual weight	Actual weight[2]	Average number of items per kg (IPK)[3]	Number of items (IPK) x actual weight	Actual weight[2]	Average number of items per kg (IPK)[3]	Number of items (IPK) x actual weight
Grand total	a		b	c		d	e		f	g		h

		Priority/Non-priority – Air/S.A.L./Surface	Observations
Annual results	Total weight (a + c + e + g)	kg	
	Total number of items (b + d + f + h)		
	Average number of items per kg		
	Terminal dues rate[4]	SDR/kg	

[1] The administration must choose the estimation method to be used (monthly or quarterly)
[2] To be taken from accepted CN 55 or CN 56 forms, as the case may be
[3] To be taken from CN 54 forms
[4] To be indicated only if revision mechanism is applied

Administration preparing the statement
Place and signature

Seen and accepted by the administration
Place, date and signature

Article RL 226
Preparation, transmission and acceptance of CN 53 and CN 54 bills for the revision mechanism or the system harmonization mechanism

1 Preparation, transmission and acceptance of CN 53 and CN 54 bills

1.1 During the observation days, the office of exchange of the administration requesting application of the revision mechanism or system harmonization mechanism shall enter, for each mail sampled, the number and weight of the items on a CN 53 bill.

1.2 From the CN 53 bills, the administration that requested the special statistical count shall prepare a CN 54 recapitulative statement consolidating the data concerning the mails sampled by transportation mode and month for a calendar quarter.

1.3 The CN 54 recapitulative statement, accompanied by the CN 53 forms, shall be sent to the other administration concerned after each quarter and/or at the end of the sampling period not later than one month after the dispatch or receipt of the last mail included in the statistics. In addition to hard copies these CN 53 and CN 54 bills shall be provided, whenever possible, in standardized electronic format.

1.4 If the other administration concerned received the CN 53 and CN 54 in hardcopy, and has made no comment within three months of the date of transmission of the CN 54 recapitulative statement, the latter shall be regarded as fully accepted.

1.5 If the other administration concerned received the CN 53 and CN 54 in the standardized electronic format, and has made no comment within two months of the transmission of the CN 54 recapitulative statement, the latter shall be regarded as fully accepted.

2 Preparation, transmission and acceptance of CN 54bis recapitulative statements

2.1 From the accepted CN 54 and CN 56 recapitulative statements, the administration that requested the special statistical count shall prepare a CN 54bis annual statement consolidating the data concerning the mails sampled by transportation mode and quarter.

2.2 From the CN 54bis annual statement, the administration that requested the statistical count shall calculate the average number of items per kilogramme and, in case of application of the revision mechanism, the new rate of terminal dues by application of the formula set forth in article RL 217.6.

2.3 The CN 54bis recapitulative annual statement shall be sent to the other administration concerned not later than one month after the acceptance of the CN 54 and CN 56 recapitulative statements concerning the fourth quarter. In addition to hard copies, the CN 54bis shall be provided, whenever possible, in standardized electronic format.

2.4 If the other administration concerned received the CN 54bis, and has made no comment within one month of the transmission of the CN 54bis annual statement, the latter shall be regarded as fully accepted.

3 In cases where the other administration concerned has carried out a control statistical count, the data established by the administration that requested application of the revision mechanism and/or the system harmonization mechanism shall be regarded as valid if they do not differ by more than 10% from those established by the other administration.

3.1 If there is a difference of more than 10%, the administrations concerned shall agree on the values to be used for settling the terminal dues, taking into account the precision of the statistical systems used by each administration.

4 In the event of disagreement between the two parties about the application of the revision mechanism and/or the system harmonization mechanism, the administrations may resort to the arbitration procedure provided for in article 132 of the General Regulations.

Article RL 227
Regularization of discrepancies arising from application of the system harmonization mechanism

1 In the cases provided for in article RL 218.3.3.1 or when the results of the special statistics relating to the harmonization mechanism are not known until after the CN 61 detailed account concerning the relevant year of application of the mechanism has been prepared, the discrepancies in terminal dues payments shall be regularized in accordance with the following provisions:

1.1 As soon as the CN 54bis annual recapitulative statement is accepted or regarded as fully accepted, the creditor administration shall prepare a new CN 61 detailed account showing the terminal dues amount arising from application of the system harmonization mechanism. This new CN 61 account, endorsed “Regularized”, shall be sent to the administration concerned as an annex to a CN 61bis detailed account prepared in duplicate.

1.2 The CN 61bis detailed account shall be sent to the administration concerned by the quickest route (air or surface). If the administration sending the detailed account receives no notice of amendment within three months of the date of dispatch, this account shall be regarded as fully accepted.

1.3 The balance of the CN 61bis detailed account shall be transcribed onto the next CN 64 statement prepared between the administrations concerned, in accordance with the provisions of article RL 234.

■ **Commentary**

227.1 For the model of form CN 61, see art RL 232.

227.1.3 For the model of form CN 64, see art RL 234.

Creditor administration

DETAILED ACCOUNT – REGULARIZATION
Terminal dues

CN 61bis

Date

Year of account

Method of settlement ☐ Direct ☐ Via UPU*Clearing	Debtor administration

Regularization

	Total amount (SDR)
Amount to be paid[1]	A
Amount paid[2]	B
Amount to be regularized	C = A – B

[1] After using the harmonization mechanism
[2] Before using the harmonization mechanism

Creditor administration
Signature

Seen and accepted by the debtor administration
Place, date and signature

Letter Post, Bucharest 2004, art RL 227.1.1 – Size 210 x 148 mm

Article RL 228
Preparation of CN 55 and CN 56 statements of mails

1 After receipt of the last mail of every month, the office of exchange of destination shall prepare, by type of mail and by dispatching office of exchange, from the particulars on the CN 31 letter bills, a CN 55 statement of mails. In cases where administrations have bilaterally agreed to record the number of receptacles and weight by format on the CN 31, the CN 55 shall reflect the weight of mails by format. It shall then send these statements to its central administration.

2 For each administration of origin of the mails, as well as, where appropriate, for each administration of transit, the administration of destination shall prepare quarterly, from the particulars on the CN 55 statements, by type of mail, by office of origin, by office of destination and, where appropriate, by forwarding route, a CN 56 recapitulative statement of mails. The CN 55 and CN 56 forms shall list the full six-character international mail processing centre (IMPC) code of the offices of origin and destination.

3 The CN 55 statements shall be supplied to the administration of origin in support of the CN 56 recapitulative statements. Where appropriate, after their acceptance, that administration shall distribute the CN 56 recapitulative statements among the administrations of transit and shall return a copy to the administration of destination of the mails.

4 In cases of differences, the administration of transit may transcribe the weights shown on the CN 37 delivery bill, as stipulated under 1 to 3.

■ **Commentary**

228.2 The CN 56 summary statement of mails may be prepared for each route if the adm of origin of the mails has mentioned the route or routes on the CN 31 letter bill in the “Transit administration(s)” box and if the CN 55 forms have also been prepared for each route.

Administration preparing the form

STATEMENT OF MAILS

Date

CN 55

☐ Priority ☐ Non-priority

☐ By airmail ☐ By S.A.L. ☐ By surface

Dispatching administration	Dispatching office of exchange	Transit administration(s)	Administration of destination	Office of exchange of destination	Month	Year

Summary of CN 31 and/or CN 32 letter bills

Date of dispatch	Mail No.	Weight Priority/ Non-priority – LC/AO		M bags: Weight of bags up to 5 kg		M bags: Number of bags up to 5 kg	M bags: Weight of bags over 5 kg		Bulk mail: Weight		Bulk mail: Number of items	Weight of mails of empty receptacles		Number of registered items	Number of insured items	Weight of mails in transit[1]		Observations
1	2	3		4		5	6		7		8	9		10	11	12		13
		kg	g	kg	g		kg	g	kg	g		kg	g			kg	g	
	Totals	A		B		C	D		E		F	G		H	I	J		

Weight of M bags

Weight subject to terminal dues	Bags up to 5 kg	kg	K = C x 5	
	Bags over 5 kg	kg	L = D	Actual weight
	Total	kg	M = K + L	kg N = B + D

[1] Sum of columns 3 + 4 + 6 + 7

Office of destination
Place and signature

Letter Post, Bucharest 2004, art RL 228.1 – Size 297 x 210 mm

Administration preparing the form

RECAPITULATIVE STATEMENT OF MAILS

Date

CN 56

Month within quarter[1]

☐ First month
☐ Second month
☐ Third month

☐ First quarter
☐ Second quarter
☐ Third quarter
☐ Fourth quarter

☐ By airmail
☐ By S.A.L.
☐ By surface

☐ Priority
☐ Non-priority

Dispatching administration	Administration of destination	Transit administration(s)	Year		

Summary of CN 55 statements

Office of origin	Office of destination	Weight Priority/ Non-priority – LC/AO		M bags Weight subject to terminal dues		M bags Actual weight		Bulk mail Weight		Bulk mail Number of items	Weight of mails of empty receptacles		Number of registered items	Number of insured items	Weight of mails in transit		Observations
1	2	3		4		5		6		7	8		9	10	11		12
		kg	g	kg	g	kg	g	kg	g		kg	g			kg	g	
Total to be entered on CN 54bis, actual weight for month[2]																	
Total to be entered on CN 61 detailed account and, where appropriate, on CN 62 detailed account[3]																	

[1] Indicate month within the quarter and total monthly weight across all offices of exchange only if monthly estimates (not quarterly) for the average number of items per kg (ipk) apply.

[2] If monthly estimates of ipk do not apply, enter total weight on the last row regarding the CN 61 total.

[3] Enter quarterly total if third month.

Administration of destination or of transit
Place and signature

Seen and accepted by administration of origin
Place, date and signature

Article RL 229
Transmission and acceptance of CN 55 and CN 56 statements of mails

1 The CN 56 recapitulative statement shall be sent in duplicate to the administrations of origin of the mails within five months at the latest after the end of the quarter to which it relates.

2 After accepting it, the administration of origin of the mails shall return one copy to the administration which prepared it. If the administration concerned has not received any notice of amendment within three months of the date of dispatch, it shall regard it as fully accepted. If verification reveals any discrepancies, the corrected CN 55 statement shall be attached in support of the duly amended and accepted CN 56 recapitulative statement. If the administration of destination of the mails disputes the amendments made to the CN 55 statement, the administration of origin shall confirm the actual data by sending photocopies of the CN 31 forms drawn up by the office of origin upon dispatch of the disputed mails.

3 Administrations may agree that the CN 55 and CN 56 statements shall be prepared by the administration of origin of the mails. In this case, the acceptance procedure provided for under 1 and 2 shall be adapted accordingly.

■ **Commentary**
229.3 Under this provision, adms which have concluded reciprocal agreements can expedite settlement of accounts relating to transit charges and terminal dues.

Article RL 230
Accounting for bulk mail

1 When the administration of origin has opted to send bulk mails in accordance with article RL 219.5, the CN 55 statements prepared by the office of exchange of destination shall also include bulk mail, on the basis of the data on the CN 32 letter bills.
1.1 The data regarding bulk mail shall be used for the quarterly preparation of the CN 56 recapitulative statements.
1.2 In cases where the data concerning bulk mail on the CN 55 statements differ, the administration of origin shall transmit photocopies of the CN 32 letter bills regarding the disputed mails.

2 When the administration of destination has applied the specific payment for bulk mail in accordance with article RL 219.1, the procedures under 1.1 and 1.2 shall apply.
2.1 When the CN 56 recapitulative statements are prepared, the administration of destination shall prepare a CN 57 account from the CN 32 letter bills transmitted to the administration of origin of the mails in accordance with article RL 193.6.1.3. The administration of origin may refuse to check and accept any CN 57 account which has not been presented within six months after the quarter concerned.

2.2 The CN 57 account shall be accepted and settled by the administration of origin within six weeks after it is prepared.

2.3 The CN 57 accounts settled by the administration of origin of the mails shall be the subject of a CN 58 recapitulative statement. The amount on the CN 58 statement shall be deducted from the CN 61 detailed account. A copy of the CN 58 form shall be attached to the CN 61 detailed account.

3 Administrations may agree bilaterally to alternative forms and accounting procedures for bulk items.

■ **Commentary**

230.2.3 For the model of the CN 61 form, see art RL 232.

Prot Article RL XVII
Accounting for bulk mail

1 Notwithstanding article RL 230.2.2, accounts submitted to the postal administrations of Australia, Canada and the United States of America shall not be considered accepted, nor shall payment be due, until six weeks after those accounts are received, unless the accounts are received within seven days of the date they are prepared by the creditor administration.

Administration of destination

Office of destination

ACCOUNT
Bulk mail received

CN 57

Date

Mail No.

Dispatching administration	Flight No./Train No./Name of ship
Dispatching office	Transit administration(s)

Notes
Please settle this amount within six weeks of the date of this account

Sender	Name and address
	Authorization number
	Observations

Information about bulk mail	Date of receipt	Number of items	Gross weight		Amount due	Observations
			kg	g		

Administration of destination
Signature

Seen and accepted by dispatching administration
Place, date and signature

Administration of destination

Dispatching administration

RECAPITULATIVE STATEMENT
Terminal dues accounts
for bulk mail
Date

CN 58

Summary of CN 57 accounts

Date of CN 57 accounts	Dispatching office	Receiving office	Amounts paid
			SDR
		Total	

Administration of destination
Place, date and signature

Seen and accepted by the dispatching administration
Place, date and signature

Letter Post, Bucharest 2004, art RL 230.2.3 – Size 210 x 297 mm

Article RL 231
Accounting for mail intended for direct access to the domestic system

1 The costs concerning mail intended for direct access to the domestic system shall be billed by the administration of destination by means of mutually agreed accounting forms.

2 The accounts shall be settled by the administration of origin within the period set by the administration of destination of the mail. This period shall not be less favourable than that set by the administration in question for its domestic customers. The administration of destination shall also choose the currency of payment in accordance with the provisions of article RL 252.1.

3 In cases where the data concerning mail intended for direct access to the domestic system entered on the accounting statements differ, the administration of origin shall transmit photocopies of the accounting forms that had accompanied the disputed mails.

Article RL 232
Preparation, transmission and approval of transit charges and terminal dues accounts

1 The creditor administration shall be responsible for preparing the accounts and forwarding them to the debtor administration. However, the forwarding of accounts shall not be required when the balance is less than the minimum provided for this purpose in article RL 234.7 and 8.

2 The detailed accounts shall be prepared as follows:
2.1 Transit charges. On a CN 62 form, on the basis of the total weight of the categories of mail as appears from the CN 56 recapitulative statements.
2.2 Terminal dues. On a CN 61 form, on the basis of the difference between the amounts to be brought to account based on the weights of mail received and dispatched for each category of mail as appear from the CN 56 recapitulative statements and the CN 19 accounts.

3 The CN 62 and CN 61 detailed accounts shall be sent in duplicate to the debtor administration as soon as possible after the end of the year to which they refer.

4 The debtor administration shall not be obliged to accept detailed accounts that are not sent to it within 12 months of the end of the year concerned.

5 If the administration sending the detailed account receives no notice of amendment within three months of the date of dispatch the account shall be regarded as fully accepted.

6 As an exceptional measure, supplementary detailed accounts may be sent to the debtor administration only if they complement accounts already submitted for the year in question. The conditions in 4 and 5 shall apply to them.

7 Administrations may agree to settle terminal dues accounts for surface mails and for airmails separately. In this case, the administrations concerned shall determine the procedures for preparing, accepting and settling such accounts.

Creditor administration

DETAILED ACCOUNT
Terminal dues **CN 61**
Date Year of account

Method of settlement ☐ Direct ☐ Via UPU*Clearing	Debtor administration

A Mail flow with countries in the transitional system

1 Mail received/dispatched (data from CN 56 and CN 19 forms – give weights in kg only)

	Quarter	Weight Priority/Non-priority – LC/AO				Weight of M bags				Bulk mail		Number of registered items	Number of insured items
		Priority – By airmail	Non-priority – Surface	Non-priority – S.A.L.	Total	Priority – By airmail	Non-priority – Surface	Non-priority – S.A.L.	Total	Weight	Number of items		
Mail received	1st	kg	kg	kg	kg	kg	kg	kg	kg	kg			
	2nd												
	3rd												
	4th												
Total													
IBRS items (to be deducted)			———	———		———	———	———	———	———	———	———	———
Annual total													
Mail dis-patched	1st	kg	kg	kg	kg	kg	kg	kg	kg	kg			
	2nd												
	3rd												
	4th												
Total													
IBRS items (to be deducted)			———	———		———	———	———	———	———	———	———	———
Annual total													

2 Terminal dues

	Weight of mail subject to world average rate	Weight of mail subject to revision mechanism[1]	Harmonization mechanism[2] Number of items	Harmonization mechanism[2] Weight	Weight of M bags	Bulk mail Number of items	Bulk mail Weight	Number of registered items	Number of insured items
Mail received (by category)	kg	kg		kg	kg		kg		
x rate	SDR 3.727	SDR	SDR	SDR	SDR 0.793	SDR	SDR	SDR 0.50	SDR 1.00
Totals (SDR)	A	B	C	D	E	F	G	H	I
Total amount (SDR)	J = A + B + C + D + E + F + G + H + I								
Mail dispatched (by category)	kg	kg		kg	kg		kg		
x rate	SDR 3.727	SDR	SDR	SDR	SDR 0.793	SDR	SDR	SDR 0.50	SDR 1.00
Totals (SDR)	K	L	M	N	O	P	Q	R	S
Total amount (SDR)	T = K + L + M + N + O + P + Q + R + S								

[1] Not to be filled in if harmonization mechanism is applied
[2] Not to be filled in if revision mechanism is applied

Letter Post, Bucharest 2004, art RL 232.2.2 – Size 210 x 297 mm

B Mail flow between countries in the target system CN 61 (Back)

1 Mail received/dispatched (data from CN 56 and CN 54bis forms – give weights in kg only)

	Quarter	Weight Priority/Non-priority – LC/AO				Weight of M bags				Number of registered items	Number of insured items
		Priority – By airmail	Non-priority – Surface	Non-priority – S.A.L.	Total	Priority – By airmail	Non-priority – Surface	Non-priority – S.A.L.	Total		
Mail received	1st	kg	kg	kg	kg	kg	kg	kg	kg		
	2nd										
	3rd										
	4th										
Annual total											
Mail dis-patched	1st	kg	kg	kg	kg	kg	kg	kg	kg		
	2nd										
	3rd										
	4th										
Annual total											

2 Terminal dues (IBRS mail data from CN 19 forms)

	LC/AO Priority Non-priority Weight	IPK	Number of items	Weight of M bags	Number of registered items	Number of insured items
Mail received (by category)	kg	———	———	kg		
IBRS items (to be deducted)		———	———	———	———	———
Total						
x rate	SDR	———	SDR	SDR 0.793	SDR 0.50	SDR 1.00
Totals (SDR)	A	———	B	C	D	E
Total amount (SDR)	F = A + B + C + D + E					
Mail dispatched (by category)	kg	———	———	kg		
IBRS items (to be deducted)		———	———	———	———	———
Total						
x rate	SDR	———	SDR	SDR 0.793	SDR 0.50	SDR 1.00
Totals (SDR)	G	———	H	I	J	K
Total amount (SDR)	L = G + H + I + J + K					

C Summary

	Total amount (SDR)	CN 57 accounts settled (SDR)[1]	Difference (SDR)
Terminal dues for mail received	J or F	U	V = J – U or F – U
Terminal dues for mail dispatched	T or L	W	X = T – W or L – W
		To be received	Y = V – X

[1] To be taken from CN 58 forms

Creditor administration
Signature

Seen and accepted by debtor administration
Place, date and signature

Creditor administration

DETAILED ACCOUNT **CN 62**
Transit charges – Surface mail
Date Year of account

☐ Surface mail ☐ Closed mail
☐ Empty bags ☐ A découvert
☐ Missent items

Method of settlement ☐ Direct ☐ Via UPU*Clearing

Debtor designated operator

Summary of CN 56 statements

Administration of destination of mails	Quarterly weight of mails or empty bag mails	Forwarding route	Land and/or sea transit charges per kg[1]	Amount in SDR
1	2	3	4	5 = 2*4
	kg		SDR	SDR
	1st			
	2nd			
	3rd			
	4th			
Annual total				
	1st			
	2nd			
	3rd			
	4th			
Annual total				
	1st			
	2nd			
	3rd			
	4th			
Annual total				

[1] Art. 205 – Closed mails; art. 208 – Mail à découvert; art. 211 – Empty bags

Total	
+ amount from overleaf	
Increase of 10% on the total amount for transit à découvert and missent items	
Total amount receivable	

Creditor administration
Signature

Seen and accepted by debtor administration
Place, date and signature

Letter Post, Bucharest 2004, art RL 232.2.1 – Size 210 x 297 mm

Summary of CN 56 statements CN 62 (Back)

Administration of destination of mails	Quarterly weight of mails or empty bag mails	Forwarding route	Land and/or sea transit charges per kg[1]	Amount in SDR
1	2	3	4	5 = 2*4
	kg kg 1st		SDR	SDR
	2nd			
	3rd			
	4th			
Annual total				
	1st			
	2nd			
	3rd			
	4th			
Annual total				
	1st			
	2nd			
	3rd			
	4th			
Annual total				
	1st			
	2nd			
	3rd			
	4th			
Annual total				
	1st			
	2nd			
	3rd			
	4th			
Annual total				

[1] Art. 205 – Closed mails; art. 208 – Mail à découvert; art. 211 – Empty bags

To be entered overleaf

Article RL 233
Special address for the transmission of forms concerning transit charges and terminal dues

1 Each administration shall notify other administrations, through the International Bureau, of the special address, which may also include an e-mail address, to which all the forms entering into consideration for the settlement of transit charges and terminal dues (CN 43, CN 54, CN 54bis, CN 56, CN 57, CN 58, CN 61, CN 61bis, CN 62, CN 63 and CN 64) must be sent.

■ **Commentary**
233.1 This information is published in the Letter Post Compendium.

Article RL 234
Acceptance of transit charges and terminal dues accounts

1 When no provisional payment has been made, payments of transit charges and terminal dues may only be made on the basis of the CN 61, CN 61bis and CN 62 detailed accounts, on which the preferred type of payment shall be indicated.

2 If provisional payment has been made, as soon as the CN 61, CN 61bis and CN 62 detailed accounts between the administrations are accepted or regarded as fully accepted, the creditor administration shall prepare separate CN 63 and CN 64 statements in duplicate for transit charges and for terminal dues respectively.

3 If necessary, the CN 63 or CN 64 statements shall be sent in duplicate to the administration concerned by the quickest route (surface or air). If, within one month of the date of dispatch of these statements, the administration which prepared them has received no objection from the administration concerned, the statements shall be regarded as fully accepted.

4 Any amendments to CN 63 or CN 64 statements made by the debtor administration must be accompanied by the supporting CN 61 or CN 62 detailed accounts.

5 For flows between an administration contributing to the Quality of Service Fund and an administration benefiting from the Fund, the latter administration shall send the organization responsible for billing the amounts due in respect of the Quality of Service Fund a copy of the CN 61 detailed accounts or, as appropriate, a copy of the CN 64 statements accepted or regarded as fully accepted. That organization shall not be obliged to accept CN 64 statements and CN 61 detailed accounts received more than one year after their acceptance. In the event of failure to comply with the deadline for transmitting CN 61 and CN 64 documents:
5.1 a country which has already received an instalment under the head of QSF expedited billing shall be required to reimburse it, complete with interest

collected, to the contributing country in question through the organization responsible for billing;

5.2 a country which has not requested an instalment shall forfeit the right to the QSF funds with the contributing country concerned, for the year in question.

6 In the case provided for under 3, the statements shall be endorsed “Aucune observation de l’Administration débitrice n’est parvenue dans le délai réglementaire” (No comment received from debtor administration within the prescribed period).

7 The debtor administration shall be exempted from payment of transit charges when the annual balance does not exceed 163.35 SDR. This annual balance of less than 163.35 SDR shall be included in the balance of the following year by the creditor administration.

8 The debtor administration shall be exempted from payment of terminal dues when the annual balance does not exceed 326.70 SDR. This annual balance of less than 326.70 SDR shall be included in the balance of the following year by the creditor administration.

9 Settlements may be made in accordance with the provisions of articles RL 249 and RL 250.

■ **Commentary**

234.5 The POC has selected the IB to bill the amounts in respect of the QSF.

Postal administration

STATEMENT
Transit charges
Date

CN 63

Notes
Statement showing the balance of the CN 62 detailed account

Method of settlement	☐ Direct ☐ Via UPU*Clearing	
Sums due	☐ provisional ☐ final	Year for which sums are due

Carried forward from the CN 63 of the previous year		
	Administration preparing the statement	Corresponding administration
Carried forward from the CN 62 detailed account	SDR	SDR
Provisional payment made		
Paying administration	_____	_____
Totals		
Deduction		
Creditor administration	_____	_____
Balance		
Additional information		

Administration preparing the statement
Signature

Letter Post, Bucharest 2004, art RL 234.2 – Size 210 x 297 mm

Postal administration

STATEMENT
Terminal dues
Date

CN 64

Notes
Statement showing the balance of the CN 61 and CN 61bis detailed accounts

Method of settlement	☐ Direct ☐ Via UPU*Clearing	
Sums due	☐ provisional ☐ final	Year for which sums are due

Carried forward from the CN 64 of the previous year		
Carried forward from the CN 61 detailed account	Administration preparing the statement	Corresponding administration
	SDR	SDR
Carried forward from the CN 61bis detailed account – regularization	SDR	SDR
Provisional payment made		
Paying administration		
Totals		
Deduction		
Creditor administration		
Balance		
Application of the Quality of Service Fund. Give the total amount relating to application of the world average rate of 3.727 SDR for flows from contributing countries to beneficiary countries; see box 2.A or 2.K CN 61	SDR	
Additional information		
☐ No observation was received from the debtor administration within the regulation period		

Administration preparing the statement
Signature

Seen and accepted by the debtor administration
Place, date and signature

Letter Post, Bucharest 2004, art RL 234.2 – Size 210 x 297 mm

Article RL 235
Provisional payments of transit charges and terminal dues

1 Creditor administrations may claim provisional payments in respect of transit charges and terminal dues. The provisional payments for one year shall be calculated on the basis of the weights and statistical results (where applicable) of mail used for the final settlements of the previous year. Should the previous year's account not yet be settled, the provisional payments shall be calculated on the basis of the duly accepted CN 56 recapitulative statements for the last four quarters and the corresponding, duly accepted CN 54 recapitulative statements of items (where applicable). The provisional payments in respect of a year shall be made no later than the end of July of that year. The provisional payments shall then be adjusted as soon as the final accounts of the year are accepted or regarded as fully accepted.

2 The CN 63 or CN 64 statements concerning the provisional payments laid down in 1 shall be sent by the creditor administration to the debtor administration in the second calendar quarter of the year to which they relate.

2bis If a creditor administration is in a "net debtor" position with relation to other accounts accepted between two administrations, the debtor administration may offset outstanding accepted debts against the provisional payment. If the outstanding debt is greater than the requested provisional payment, the debtor administration shall not be required to make the terminal dues provisional payment for that year. The creditor administration may also request that the debtor administration apply the provisional payment to outstanding debts between the two administrations.

Article 31
Quality of Service Fund

1 Terminal dues payable by all countries and territories to the countries defined as Least Developed Countries (LDCs) by ECOSOC, except for M bags and bulk mail items, shall be increased by 16.5% of the rate of 3.727 SDR per kilogramme given in article 30 for payment into the Quality of Service Fund (QSF) for improving the quality of service in the LDCs. There shall be no such payment from one LDC to another LDC.

2 Member countries of the UPU and territories coming within the Union shall be able to make well-founded requests to the Council of Administration for their countries and territories to be considered as being in need of additional resources. Countries classified as TRAC 1 (former DCs) may petition the CA to receive QSF funds on the same terms as least developed countries (LDCs). Further, countries classified by the UNDP as Net Contributor Countries (NCCs) may petition the CA to receive QSF funds on the same terms as TRAC 1 countries. Accepted requests granted under this article shall take effect on the first day of the calendar year following the decision by the CA. The Council of Administration shall assess the request and take a decision, according to strict criteria, on whether or not a country can be considered to be a least developed country or a TRAC 1 country, as the case may be, with regard to the Quality of Service Fund. The Council of Administration shall revise and update annually the list of UPU member countries and territories coming within the Union.

3 Terminal dues, except for M bags and bulk mail items, payable by countries and territories classified by Congress as industrialized countries for terminal dues purposes to the countries and territories classified by the United Nations Development Programme (UNDP) as TRAC 1 countries other than LDCs shall be increased by 8% of the rate of 3.727 SDR per kilogramme given in article 30 for payment into the QSF for improving the quality of service of the TRAC 1 countries other than LDCs.

4 Terminal dues, except for M bags and bulk mail items, payable by countries and territories classified by Congress as industrialized countries for terminal dues purposes to the countries and territories classified by the same Congress as developing countries other than those in paragraphs 1 and 3 shall be increased by 1% of the rate of 3.727 SDR per kilogramme given in article 30 for payment into the QSF for improving the quality of service.

5 The TRAC 1 countries and territories may seek to improve their quality of service through regional or multi-country projects in favour of LDCs and low-income countries in which all parties contributing QSF funding to the projects would directly benefit.

6 Regional projects should in particular promote the implementation of UPU quality of service improvement programmes and the introduction of cost accounting systems in developing countries. The Postal Operations Council shall adopt, in 2006 at the latest, procedures for financing these projects.

■ **Commentary**

31 The QSF is governed by statutes (Deed of Trust) approved by the POC. The QSF is managed by a nine-member Board of Trustees elected by the POC.

31.1 The list of LDCs, applicable throughout the United Nations system, is established by the UN General Assembly every three years on the proposal of the UN Economic and Social Council (ECOSOC). The list adopted in 2003 was the subject of document CA 2005–Doc 14.Annex 1.Attachment 1 and is applicable for 2006.

31.2 The 2005 CA established the criteria and procedure concerning requests for additional resources under the Quality of Service Fund (resolution CA 2/2005).

31.3 The list of administrations benefiting from this increase was adopted by the 2005 CA (CA 2005–Doc 14.Annex 1.Attachment 2) on the basis of resolutions C 12/2004 and C 13/2004.

31.4 The list of administrations benefiting from this increase was adopted by the 2005 CA (CA 2005–Doc 14.Annex 1.Attachment 3) on the basis of resolutions C 12/2004 and C 13/2004.

Article RL 236
Payment of amounts due into the Fund to finance improving quality of service in the developing countries

1 On the basis of the CN 64 statements or the CN 61 detailed accounts accepted or regarded as fully accepted, which have been sent to it, the organization responsible for billing shall prepare CN 64bis statements for the administrations of industrialized countries. These statements shall contain the following information:

1.1 the names of the administrations of developing countries to which the data relate;

1.2 the SDR amount subject to the increases specified in article 31 of the Convention;

1.3 the total amount to be paid by the administration concerned.

2 A CN 64bis statement shall be sent by the quickest route (air or surface) for approval to each administration concerned. If, within one month of the date of dispatch of the statement, no remark has been made to the organization responsible for billing, the amount of that statement shall be regarded as fully accepted.

3 The amounts of the CN 64bis statements may be settled through the clearing system of the International Bureau.

■ **Commentary**

236.1 The IB is currently responsible for billing.

Registered office of issuing organization

DETAILED STATEMENT
Quality of Service Fund
Date

CN 64bis

Debtor administration

Corresponding administration	Reference year of CN 64 statement	Date of acceptance of CN 64 statement[1]	Amount subject to increase	%	Amount due
			SDR		SDR
				Total	

[1] No date of acceptance means the debtor administration has not made a remark within the regulation period (art RL 236.2)

Administration preparing the statement
Signature

Seen and accepted by the debtor administration
Place, date and signature

Letter Post, Bucharest 2004, art RL 236.1 – Size 210 x 297 mm

Section J

Air conveyance dues

Article 33
Basic rates and provisions concerning air conveyance dues

1 The basic rate applicable to the settlement of accounts between administrations 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.

2 The calculation of air conveyance dues on closed dispatches, priority items, airmail items and air parcels sent in transit à découvert, 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 administration of the country of origin of the mails, including when these mails transit via one or more intermediate administrations;
3.2 in the case of priority items and airmail items in transit à découvert, including missent items, by the administration which forwards the items to another administration.

4 These same regulations shall be applicable to items exempted from land and sea transit charges if they are conveyed by air.

5 Each administration of destination which provides air conveyance of international mail within its country shall be entitled to reimbursement of the additional costs incurred for such conveyance provided that the weighted average distance of the sectors flown exceeds 300 kilometres. The Postal Operations Council may replace the weighted average distance by other relevant criteria. Unless agreement has been reached that no charge should be made, the dues shall be uniform for all priority mails and airmails originating abroad whether or not this mail is reforwarded by air.

6 However, where the terminal dues levied by the administration of destination are based specifically on costs or on domestic rates, no additional reimbursement for internal air conveyance shall be made.

7 The administration of destination shall exclude, for the purpose of calculating the weighted average distance, the weight of all mails for which the terminal dues calculation has been based specifically on costs or on the domestic rates of the administration of destination.

■ **Commentary**

33.1 The 1995 POC decided that, provided the threshold of 3% variation from the rate calculated using the formula in article RL 237.2 was exceeded, the basic air conveyance rate would be revised annually, without the allowed upward or downward movement exceeding 5%.

The 2005 POC set the basic rate at 0.462 thousandth of an SDR as from 1 January 2006.

Article RL 237
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 á 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 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 33.7 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.

4.1 Administrations 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 243, the data for calculating the new weighted average distance.

5 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.

6 The sum of the dues referred to under 4 and 5 may not exceed in total the amounts which actually have to be paid for conveyance.

7 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, 4 and 5, 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.

8 In the absence of special agreement between the administrations concerned, the transit charge scales laid down in article RL 205 shall apply to airmail correspondence for any transit by land or by sea. Nevertheless, no land transit charges shall be payable for:

8.1 the transhipment of airmails between two airports serving the same town;

8.2 the conveyance of such mails from an airport serving a town to a depot situated in the same town and the return of the same mails for reforwarding.

■ **Commentary**

237.2 Provisions adopted by the 1994 Seoul Congress.

237.3 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%.

237.5 The single prices set by adms are given in List CN 68.

Article 35
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 postal administrations 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.

2 Any revision made, in accordance with a methodology that ensures equitable remuneration for administrations performing the services, must be based on reliable and representative economic and financial data. Any change decided upon shall enter into force at a date set by the Postal Operations Council.

Article RL 238
Calculation and accounting for charges for missent items and items in transit à découvert forwarded by air

1 General

1.1 Each administration which forwards transit à découvert items by air shall have the right to collect from the administration of origin payment for the costs incurred and terminal dues increments to be paid to the administration of destination. Conveyance costs shall be calculated, in principle, as indicated in article RL 237.3. Terminal dues increments shall be calculated on the basis of average differences between the terminal dues received by the administration of transit and those paid to the administration of destination. The transit rates shall be fixed on the basis of not more than 10 average rates, each relating to a group of countries of destination and fixed according to the conveyance and handling costs as well as terminal dues increments for the different destinations within the group. The sum of these dues shall be increased by 5%.

1.2 Accounting for air conveyance dues for priority items, airmail items and S.A.L. items to be reforwarded by air in transit à découvert shall take place, in principle, on the basis of the data of statistical returns. However, if the transit administration so requests, it shall be based either wholly or partly on actual weight.

1.3 Accounting shall take place on the basis of actual weight in the case of missent priority items, airmail items and S.A.L. items to be reforwarded by air posted on board ship or sent at irregular intervals or in too varying amounts. To this end the CN 65 form should be used by the intermediate administration, accompanied by the relevant CN 43 verification notes. However, this

accounting shall be done only if the intermediate administration asks to be paid for the transit service rendered. The intermediate administrations may also agree with the administration of origin to base the accounting for missent items on statistics.

2 Statistical operations

2.1 The statistical operations shall be conducted annually and alternately during May in odd years and October in even years. However, the transit administration may elect for a quarterly or annual statistical period.

2.2 During the statistical period, priority items, airmail items and S.A.L. items to be reforwarded by air in transit à découvert shall be accompanied by CN 65 bills. The CN 25 bundle label and the CN 65 bill shall be overprinted with the letter “S”. When there are no à découvert priority items, airmail items or S.A.L. items, registered or unregistered, to be inserted in a mail which normally includes such items, one or two CN 65 bills, as necessary, endorsed “Néant” (Nil) shall accompany the letter bill of the mail.

2.3 During the statistical period, all priority items, all airmail items and all S.A.L. items to be reforwarded by air in transit à découvert shall be placed with the CN 65 delivery bill in a closed bag, which may be of transparent plastic, inserted in the bag containing the letter bill.

2.4 Each administration dispatching priority items, airmail items or S.A.L. items to be reforwarded by air in transit à découvert shall inform intermediate administrations of any change occurring during an accounting period in the provisions laid down for the exchange of this mail.

3 Preparation and checking of CN 65 bills

3.1 The weights shall be shown separately for each group of countries of destination on the CN 65 bills. These shall be specially numbered in two consecutive series, one for unregistered items and the other for registered items. The number of CN 65 bills shall be entered in the corresponding item of table 4 of the CN 31 letter bill (table 3 of the CN 32 letter bill). Transit administrations may request the use of special CN 65 bills listing in a set order the most important groups of countries. All CN 65 bills shall be inserted into the bag containing the CN 31 letter bill.

3.2 The weight of à découvert priority items, airmail items and S.A.L. items to be reforwarded by air for each group of countries shall be rounded up to the nearest decagramme when the fraction of the decagramme is equal to or greater than 5 grammes; it shall be rounded down to the nearest decagramme otherwise.

3.3 If the intermediate office establishes that the actual weight of à découvert priority items, airmail items and S.A.L. items to be reforwarded by air differs by more than 20 grammes from the weight recorded, it shall amend the CN 65 bill and immediately notify the dispatching office of exchange of the mistake by CN 43 verification note. If the discrepancy noted is within the above-mentioned limits the entries made by the dispatching office shall hold good.

3.4 In the absence of a CN 65 bill, à découvert priority items, airmail items and S.A.L. items to be reforwarded by air shall be forwarded by air, unless the

surface route would be quicker. In appropriate cases, the CN 65 bill shall be prepared routinely and the irregularity pointed out to the office of origin by CN 43 note.

4 Priority items, airmail items and S.A.L. items to be reforwarded by air in transit à découvert which are excluded from statistical operations

4.1 Priority items, airmail items and S.A.L. items to be reforwarded by air in transit à découvert which are excluded from statistical operations and for which accounts are prepared on the basis of the actual weight shall be accompanied by CN 65 bills. If the weight of missent priority items, airmail items and S.A.L. items originating at one and the same office of exchange and contained in a dispatch from that office does not exceed 50 grammes, routine preparation of a CN 65 bill in accordance with 3.4 shall not take place.

4.2 Priority items, airmail items and S.A.L. items posted on board ship on the high seas, prepaid by means of postage stamps of the country whose flag the ship flies or in which it is registered, shall be accompanied by a CN 65 bill when handed over à découvert to the administration at an intermediate port of call. If the ship does not have a post office, they shall be accompanied by a statement of weights which shall serve as a basis for the intermediate administration to claim the air conveyance dues. The CN 65 bill or statement of weights shall include the weight of the priority items, airmail items and S.A.L. items for each country of destination, the date, and the name and flag of the ship, and be numbered in a consecutive annual series for each ship. These particulars shall be checked by the office to which the items are handed over from the ship.

■ **Commentary**

238.1.3 The phrase “items posted at irregular intervals” includes items which can be transmitted to the adm of transit only by irregular or infrequent sea or air services, and occasional items, such as philatelic items, items sent on the occasion of a first flight, etc.

238.2.1 The statistical period starts on 2 May because 1 May is a holiday in many countries.

Article RL 239
Accounting for air conveyance dues

1 Accounting for air conveyance dues shall be effected in accordance with articles RL 237 and RL 238.

2 Notwithstanding the rule mentioned under 1, administrations may, by common consent, decide that accounts for airmail dispatches shall be settled on the basis of statistical returns. In that case, they shall arrange between themselves the method of compiling the statistics and preparing the accounts.

Article RL 240
Preparation of CN 66 and CN 67 statements of weights

1 Each creditor administration 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 33.5 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 administration shall prepare a yearly CN 67 statement. This shall be done at the end of each statistical period as laid down in article RL 238.2.1 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 administration to the intermediate administration, these administrations, 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 administration 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**

240.1 Since the CN 55 statement also includes a col for M bags, it can be used both for calculating terminal dues and for settling internal air conveyance dues.

Administration 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.

Administration dispatching the mails	Month	Quarter	Year
	Mails forwarded from		
	to		

Notes
Any observations may be made on the back of the form

Date of con-veyance	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				

Letter Post, Bucharest 2004, art RL 240.1 – Size 210 x 297 mm

Administration preparing the form

STATEMENT OF WEIGHTS **CN 67**
A découvert priority/airmail items
Date

Administration of destination	Month / Quarter
	Statistical period / Year
Office of exchange of destination of mails	Office of exchange dispatching the mails
Administration dispatching the mails	

Date of dispatch of the mail	No. of CN 65 bill	Groups of countries of destination				Observations
		Priority – LC/AO	Priority – LC/AO	Priority – LC/AO	Priority – LC/AO	
1	2	3	4	5	6	7
		g	g	g	g	
Totals						
To be multiplied by 12[1]						
To be carried forward to CN 51 form						

[1] In the case of CN 67 statements for correspondence sent during statistical periods

Letter Post, Bucharest 2004, art RL 240.2 – Size 210 x 297 mm

Article RL 241
Preparation of CN 51 detailed accounts and CN 52 general accounts

1 The creditor administration shall prepare, on a CN 51 form, detailed accounts showing the amounts due to it according to the CN 55, CN 66 and CN 67 statements of weight. Separate detailed accounts shall be prepared for closed airmails and for à découvert priority items, airmail items and S.A.L. items reforwarded by air. In some CN 51 detailed accounts prepared for closed airmails, the weights and sums due according to the CN 66 statements of weight shall be entered separately for LC/AO, CP and EMS.

2 The amounts to be included in the CN 51 detailed accounts shall be calculated:

2.1 for closed mails, on the basis of the gross weights appearing on the CN 55 and CN 66 statements;

2.2 for à découvert priority items, airmail items and S.A.L. items, according to the net weights shown on the CN 67 statements, increased by 5%.

3 When the air conveyance dues within the country of destination are to be settled, the administration of that country shall send the CN 51 accounts relating thereto for acceptance together with the CN 55 and CN 56 statements.

4 CN 51 accounts shall be prepared by the creditor administration on a monthly, quarterly, half-yearly or annual basis, as agreed between the administrations concerned.

5 CN 51 detailed accounts may be summarized in a CN 52 general account, prepared quarterly by the creditor administrations which have adopted the offset system of settling accounts. This account may, however, be prepared half-yearly after agreement between the administrations concerned.

Creditor administration

DETAILED ACCOUNT
Airmail
Date

CN 51

Debtor administration	Month	Quarter	Year
	☐ Closed transit airmails ☐ IAC		
	☐ Transit à découvert priority airmail items		
	☐ Missent items		
Method of settlement ☐ Direct ☐ 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	
1	2	3		4		5		6		7		8 = 6*7	
		kg	g	kg	g	kg	g	kg	g	SDR		SDR	
	Priority[1]												
	CP												
	Priority[1]												
	CP												
	Priority[1]												
	CP												
	Priority[1]												
	CP												
	Priority[1]												
	CP												
	Priority[1]												
	CP												
Increase of 5% on the total amount for transit à découvert and missent items													
Final total													–

[1] If applicable LC/AO

Creditor administration
Signature

Seen and accepted by the debtor administration
Place, date and signature

Letter Post, Bucharest 2004, art RL 241 – Size 210 x 297 mm

Administration preparing the account

GENERAL ACCOUNT

Date

CN 52

☐ Airmail ☐ Postal parcels

Corresponding administration	Month		Year
	Quarter	Half-year	Year

Method of settlement ☐ Direct ☐ 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
		administration preparing the account	corresponding administration	
1	2	3	4	5
Received by the administration preparing the account		SDR	SDR	
Sent by the administration preparing the account				
Totals				
Less				
Credit balance				
Name of creditor administration				

Administration preparing the account
Signature

Seen and accepted by the administration receiving the account
Place, date and signature

Letter Post, Bucharest 2004, art RL 241 – Size 210 x 297 mm

Article RL 242
Submission and acceptance of CN 55, CN 66 and CN 67 statements, CN 51 detailed accounts and CN 52 general accounts

1 As soon as possible and at the latest within six months from the end of the period to which they refer, the creditor administration shall send the debtor administration CN 66 statements, the copies of CN 55 statements and CN 67 statements when payment for à découvert priority items, airmail items and S.A.L. items, when reforwarded by air, is made on the basis of the actual weight, and the relevant CN 51 detailed accounts, all together in duplicate. The debtor administration may refuse to accept accounts not forwarded to it within that period.

2 After verifying the CN 55, CN 66 and CN 67 statements and accepting the relative CN 51 detailed account, a copy of the CN 51 accounts shall be returned to the creditor administration. In case of amendment it shall be accompanied by the CN 55, CN 66 and CN 67 statements. If the creditor administration disputes the amendments made to these statements, the debtor administration shall confirm the actual data by sending photocopies of the CN 38 or CN 65 forms drawn up by the office of origin upon dispatch of the disputed mails. Any dispute regarding amendments must be raised within two months of receipt of the amended statements and accounts. A creditor administration which has received no notice of amendment within two months of the date of dispatch of the accounts shall regard the accounts as fully accepted.

3 Administrations that were net creditors for air conveyance dues in the preceding year have the option of receiving payment on a monthly, quarterly, half-yearly or annual basis. The option chosen shall remain in force for one calendar year with effect from 1 January.

4 Administrations may use the direct system or the bilateral clearing system.

5 The provisions under 1 and 2 shall also apply to priority items and airmail items for which payment is made on the basis of statistics.

6 Under the direct billing system, the CN 51 accounts shall serve as a bill for direct settlement. The debtor administration shall make payment for the amount billed within the period of six weeks provided for in article RL 252.10. It may refuse to check and accept any CN 51 account which has not been presented by the creditor administration within six months after the period to which it refers. Any difference exceeding 9.80 SDR which may be noted by the debtor administration shall be indicated on the CN 51, which shall be returned to the creditor administration with the CN 55, CN 66 and CN 67 statements attached. The difference noted shall be incorporated in the next CN 51 account submitted to the debtor administration or shall be disputed within two months of receipt of the account in which the difference appears. Failing this, the administration which drew attention to the difference shall regard it as fully accepted and shall have it appear as such in its next CN 51 account amended accordingly.

7 Under the bilateral offsetting system, the creditor administration shall prepare both the CN 51 and the CN 52 accounts and submit both simultaneously to the debtor administration on a monthly, quarterly, half-yearly or annual basis. The debtor administration shall accept or amend the CN 51 and CN 52 accounts within two months and make payment for the amount billed as provided for in article RL 252.10. If the CN 51 or CN 52 accounts have been amended, payment will be made on the basis of the amended amount. If the administration which has sent the accounts does not receive any notice of amendment within two months, the accounts shall be regarded as fully accepted.

8 Any amendments to CN 52 general accounts made by the debtor administration must be accompanied by the supporting CN 19 and CN 51 detailed accounts and CP 75 summarized accounts.

9 Whenever the statistics fall in October, annual payments for priority items and airmail items in transit à découvert may be made provisionally on the basis of statistics compiled during May of the previous year. The provisional payments shall then be adjusted in the following year when the accounts based on the October statistics are approved or regarded as fully accepted.

10 If an administration is unable to carry out the annual statistical operations it shall reach agreement with the administrations concerned to make the annual payment on the basis of the statistics of the preceding year and, if necessary, to use the special multiplier laid down in article RL 240.3.

11 If the balance of a CN 51 or CN 52 account does not exceed 163.35 SDR, it shall be carried over to the next CN 51 or CN 52 account, when the administrations concerned do not participate in the clearing system of the International Bureau.

12 CN 55, CN 66 and CN 67 statements and the corresponding CN 51 and CN 52 accounts shall always be sent by the quickest route (air or surface).

13 Settlements may be made in accordance with the provisions of articles RL 249 and RL 251.

■ **Commentary**

242 Congress adopted recommendation C 71/Hamburg 1984 recommending adms to take certain measures listed below:

– the inclusion of an airmail account in a general account containing different debts must not result in delaying payment of the air conveyance dues owed to the airline concerned;
– adms wishing to settle airmail accounts by offsetting should include them in a CN 52 airmail general account;
– speeding up settlement of the recapitulative CN 51 accounts and of the CN 52 general accounts.

Prot Article RL XIX
Submission and acceptance of CN 55, CN 66 and CN 67 statements, CN 51 detailed accounts and CN 52 general accounts

1 Notwithstanding article RL 242.6, accounts submitted to the postal administrations of the United States of America and the Lao People's Dem Rep. shall not be considered accepted, nor shall payment be due, until six weeks after those accounts are received, unless the accounts are received within seven days of the date they are dispatched by the creditor administration.

2 Notwithstanding article RL 242.6 and 7, accounts submitted to the postal administrations of Australia, China (People's Rep.) and Saudi Arabia shall not be considered accepted until two months after those accounts are received, nor shall payments be due until six weeks after those accounts are received, if the direct billing system is applied, unless the accounts are received within seven days of the date they are dispatched by the creditor administration.

Article RL 243
Amendments to air conveyance dues

1 The amendments made to the air conveyance dues mentioned in articles RL 237.4 and RL 238.1 shall:
1.1 come into effect exclusively on 1 January;
1.2 be notified at least three months beforehand to the International Bureau, which shall communicate them to all administrations at least two months before the date laid down under 1.1.

Article RL 244
Payment of air conveyance dues

1 Air conveyance dues shall be payable to the airline conveying the airmails for all or part of the distance flown.

2 Notwithstanding this rule, the airline conveying the airmails may request that the conveyance dues be paid to any postal administration with which the airline has concluded an agreement to this effect.

3 Conveyance dues for priority items, airmail items and S.A.L. items when transported by air in transit à découvert shall be paid to the administration which reforwards these items.

4 Unless other arrangements have been made, conveyance dues for airmails directly transhipped between two different airlines shall be settled by the administration of origin:
4.1 either with the first carrier, which shall then be responsible for paying the subsequent carrier;

4.2 or with each carrier involved in the transhipment.

■ **Commentary**

244.1 Administrations are urged to pay non-disputed airline invoices as quickly as possible, preferably within a period of two months. Administrations not paying fully documented invoices in respect of which there is no dispute within a period of three months and six weeks from the date of receipt of the invoice may, in principle, be liable to pay interest charges. The rate of such interest may be indicated in the bilateral contract between the airline and the administration. If such a rate is not indicated in a contract, a rate of 6% per annum may apply.

Article RL 245
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 administration 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 RL 237.2.

■ **Commentary**

245 See comments on art RL 200.

Article RL 246
Air conveyance dues for diverted or missent mails or bags

1 The administration of origin of a mail which has gone off its route in course of conveyance shall pay the conveyance dues for the mail relating to the sectors actually covered.

2 It shall settle the conveyance dues as far as the airport of offloading initially provided for on the CN 38 delivery bill when:
2.1 the actual forwarding route is not known;
2.2 the dues for the sectors actually covered have not yet been claimed; or
2.3 the diversion is attributable to the airline which effected the conveyance.

3 The supplementary dues relating to the sectors actually covered by the diverted mail shall be reimbursed as follows:
3.1 by the administration whose services have committed the error in the case of misrouting;
3.2 by the administration which has collected the conveyance dues paid to the airline when the latter has offloaded in a place other than that shown on the CN 38 delivery bill.

4 The provisions set out under 1 to 3 shall be applicable by analogy when part only of a mail is offloaded at an airport other than that indicated on the CN 38 delivery bill.

5 The administration 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 33.3.1 of the Convention.

■ **Commentary**

246.1 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 adm 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 adm whose services committed the misrouteing. The 1984 Hamburg Congress confined the application of this procedure to the special cases listed in paragraph 2.

Article RL 247
Air conveyance dues for mail lost or destroyed

1 In case of loss or destruction of mail as a result of an accident occurring to the aircraft or through any other cause involving the liability of the air carrier, the administration of origin shall be exempt from any payment in respect of the air conveyance of the mail lost or destroyed, for any part of the flight of the route used.

■ **Commentary**

247.1 (This comment applies to French text only.)

Provision agreed with IATA. The payment is due for the air conveyance of lost or destroyed items as far as the airport where they were loaded on the aircraft having the accident. The words “or through any other cause involving the liability of the air carrier” are designed to cover cases of loss or destruction of mail resulting from negligence or error on the part of the air service.

Section K

Settlement of accounts. Payment

Article RL 248
Electronic transfer of statements and accounts

1 Administrations may agree to exchange statements and accounts electronically.

2 In case of electronic transfer, the following deadlines shall be applied for the acceptance of the statements and accounts, unless otherwise agreed:

Title or nature	Form	Deadline
Indemnities	CN 48	2 months
Airmail	CN 51	1 month
General account	CN 52	1 month
Annual recapitulative statement	CN 54bis	
– Revision/Harmonization mechanism		1 month
– Exchange of mail between industrialized countries		2 months
Recapitulative statement of mails	CN 56	2 months
Detailed account. Terminal dues	CN 61	1 month
Detailed account – Regularization. Terminal dues	CN 61bis	1 month
Detailed account. Transit charges	CN 62	2 months
Statement. Transit charges	CN 63	1 month
Statement. Terminal dues	CN 64	1 month
Parcels	CP 75	1 month

Article RL 249
Preparation and settlement of accounts

1 Settlements between postal administrations of international accounts arising from postal traffic may be regarded as current transactions and effected in accordance with the current international obligations of the member countries concerned, when there are agreements to this effect. In the absence of such agreements, accounts shall be settled in accordance with the following provisions.

2 Except in the case of the CN 51 and CN 52 accounts, which shall be prepared according to article RL 241, each administration 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 administration. This account shall serve as a basis for the preparation, as necessary, of the final liquidation account between the two administrations.

3 In the total of each account made out in SDRs on CN 02bis, CN 03, CN 03bis, CN 48, CN 51, CN 52, CN 57, CN 61, CN 61bis, CN 62, CN 63, CN 64 and CN 64bis forms, decimals shall be ignored in the total or the balance. Discrepancies in the accounts made out on the forms listed above shall not be taken into consideration unless they exceed a total of 9.80 SDR per account.

4 Postal administrations 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 postal administrations that have signed the membership agreement pertaining to the system.

5 The creditor administration shall choose the method of settling the accounts after consulting the debtor administration. If there is disagreement, the choice of the creditor administration shall prevail in all cases. In the case of settlement through the multilateral clearing system of the International Bureau both the creditor and debtor should be signatories to the relevant membership agreement and mutually agree to include the relevant account in the system.

■ **Commentary**

249.3 In recommendation C 65/Tokyo 1969, Congress invited postal adms to adopt the following uniform presentation for entries in accounts:

2 123 456.78 when there are decimals;
2 123 456 when there are no decimals.

Decimals may not be ignored in the total or balance in other accounting forms. By “accounts” within the meaning of art RL 249.3 are to be understood only the forms expressly mentioned therein, which are used for the settlement of a sum due.

In recommendation C 82/Seoul 1994, Congress recommended administrations to avoid as far as possible filling out by hand accounting documents that are to be sent to other administrations and, to that end, to use typewriters or computer printers to ensure the legibility of these documents.

Article RL 250
Settlement of accounts through the International Bureau

1 The settlement of accounts through the clearing system of the International Bureau shall be effected through the provisions laid down by the UPU*Clearing User Group.

■ **Commentary**

250 The new UPU*Clearing system, in operation since 1 October 2003, is aimed at administrations 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.

Adms 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 adms participating in the system, sets the rules of the system, with the following objectives:

– predetermined schedule for payment or collection of the amounts due, designed to improve treasury management and add discipline to the settlement process;
– increased security;
– reduced credit risk;
– minimized foreign currency exposure;
– reduced administrative overheads;
– reduced commission and fees for international transactions.

Prot Article RL XXII
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 administration 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 administration. 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 administration owing money to the defaulting debtor.

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

Article RL 251
Payment of debts expressed in SDRs. General provisions

1 The rules for payment set out below shall apply to all debts expressed in SDRs and arising out of a postal transaction. The debts may result from general accounts or statements drawn up by the International Bureau or from liquidation accounts or statements not drawn up by the Bureau. The said rules shall also relate to the settlement of discrepancies, of interest or, where applicable, of payments on account.

2 Any administration 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 administration may settle postal debts expressed in SDRs by offsetting credits and debits in its relations with another administration. The offsetting may be extended by mutual agreement to debts arising from telecommunications services when both administrations

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 postal administration if that administration objects.

4 The inclusion of an airmail account in a general account containing different debts shall not result in delaying the payment of the air conveyance dues owed to the airline concerned.

Article RL 252
Rules for payment of accounts not settled through the International Bureau

1 Debts shall be paid in the currency selected by the creditor administration after consultation with the debtor administration. If there is disagreement, the choice of the creditor administration shall prevail in all cases. If the creditor administration does not specify a currency, the choice shall rest with the debtor administration.

2 The amount of the payment, as determined hereafter in the selected currency, shall be equivalent in value to the balance of the account expressed in SDRs.

3 Subject to the provisions set out under 4, the amount to be paid in the selected currency shall be determined by converting the SDR into currencies of payment in accordance with the following provisions:

3.1 In the case of currencies for which the SDR exchange rate is published by the International Monetary Fund (IMF), the exchange rate in force on the day prior to payment or the most recent rate published shall be used.

3.2 In the case of other currencies of payment, as a first stage, the amount in SDRs shall be converted into an intermediate currency for which the value is published daily by the IMF in terms of the SDR, using the most recent exchange rate published. As a second stage, the result thus obtained shall be converted into the currency of payment, applying the latest rate of exchange quoted on the exchange market of the debtor country.

3.3 In the case of provisional payments provided for in article RL 235, the procedures described in 3.1 and 3.2 above differ. Thus, in the case of currencies for which the SDR exchange rate is published by the IMF, the rate in force on 30 June of that year or on the next working day, if 30 June is a holiday, shall be used; in the case provided for in 3.2, the conversion into an intermediate currency shall be made at the last rate published in June of that year.

4 If, by mutual agreement, the creditor administration and the debtor administration 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 administrations concerned shall agree on the relationship between the SDR and the value of the selected currency.

5 For the purpose of determining the official or generally accepted foreign exchange market equivalent of a currency, the rate used shall be the closing rate for currency which can be used in the majority of merchandise trade transactions, or the most recent rate quoted.

6 The debtor administration shall transmit, on the date of payment, the amount of the selected currency by postal giro or bank transfer or, if these means are not available, by a bank cheque, draft or any other means, acceptable to both administrations. If the creditor administration expresses no preference, the choice shall fall to the debtor administration.

7 Creditor administrations 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 administration. The charges collected in the creditor country, including payment charges collected by banks in intermediate countries, shall be borne by the creditor administration. 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 administration and the creditor administration 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 administration, 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 administrations.

10 Payment shall be made as quickly as possible and at the latest within six weeks from the date of acceptance or of notification of official acceptance for liquidation accounts and accounts indicating the amounts or balances to be settled. After that period the amounts due shall be chargeable with interest at the rate of 6% per annum reckoned from the day following the day of expiry of the said period. By payment is meant the dispatch of funds or of the instrument of payment (cheque, draft, etc.) or the signing of the order for transfer or deposit by the organization responsible for the transfer in the debtor country.

11 When payment is made, the document of transfer, the cheque, draft, etc., shall be accompanied by particulars of the title, period, amount in SDRs, conversion rate used and applicable date of such rate for each amount included in the total sum remitted. If it is not possible for details to accompany the transfer or remittance, an explanatory letter shall be provided by electronic means or else by mail and by the fastest route (air or surface) on the day that the payment is made. The detailed explanation shall be in French or in a language understood in the administration to which payment is made.

■ **Commentary**

252.3.1 The IMF calculates the daily rates of some 50 currencies in relation to the SDR. Each working day, these rates are made available on the IMF website: (www.imf.org/external/np/fin/rates/param_rms_mth.cfm) and are also communicated to a number of central banks or finance ministries of IMF member countries, to the news agencies (AP, Reuters and Agence France-Presse) and to the specialist financial newspapers. The exchange rate for most of the world's currencies in SDR is published in the monthly issues of "International Financial Statistics". Publisher's address: International Monetary Fund, WASHINGTON DC 20431, UNITED STATES OF AMERICA.
The most recent rate published is, in principle, the rate published on the IMF website at the time payment is made, it being understood that adms will apply this provision with some flexibility.

252.8 For the sum received by the creditor adm to correspond exactly to the amount of funds transferred by the debtor adm, no deduction must be made by the adm of the third country which has agreed to act as intermediary in their reciprocal exchanges.

Section L

EMS

Article 14
Electronic mail, EMS, integrated logistics and new services

1 Postal administrations may agree with each other to participate in the following services, which are described in the Regulations.
1.1 see sections M (Electronic mail. Telematic links) and N (Integrated logistics service);
1.2 EMS, which is a postal express service for documents and merchandise, and shall wherever possible be the quickest postal service by physical means. Postal administrations may provide this service on the basis of the EMS Standard Multilateral Agreement or by bilateral agreement;
1.3 see section N;
1.4 see section M.

2 Postal administrations may by mutual consent create a new service not expressly provided for in the Acts of the Union. Charges for a new service shall be laid down by each administration concerned, having regard to the expenses of operating the service.

Article RL 253
EMS

1 In relations between administrations which have agreed to provide this service, EMS takes priority over other postal items. It shall consist of the collection, dispatch and delivery in a very short space of time of correspondence, documents or goods.

2 EMS shall be regulated on the basis of multilateral or bilateral agreements. Aspects that are not expressly governed by such agreements shall be subject to the appropriate provisions of the Acts of the Union.

3 This service shall wherever possible be identified by a logo as shown in the specimen below and comprising the following elements:
– an orange wing;
– the letters EMS in blue;
– three horizontal orange stripes.

The logo may be supplemented by adding the name of the national service.

4 Charges for the service shall be set by the administration of origin in consideration of costs and market requirements.

■ **Commentary**

253.1 Supplementary provisions concerning EMS adopted by Congress or the POC are reproduced in the EMS Operational Guide published by the IB.

Article RL 254
Operation of EMS

1 With a view to preserving the EMS network and if circumstances so require, an administration shall have the option of providing the EMS service with private sector companies operating in another country, subject to the internal legislation in that country.

■ **Commentary**

254.1 The word “circumstances” refers in particular to the situation where EMS is not provided in the country of destination.

Section M

Electronic-based postal services. Telematic links

Article 14
Electronic mail, EMS, integrated logistics and new services

1 Postal administrations may agree with each other to participate in the following services, which are described in the Regulations.

1.1 electronic mail, which is a postal service involving the electronic transmission of messages;

1.2 EMS, which is a postal express service for documents and merchandise, and shall wherever possible be the quickest postal service by physical means. Postal administrations may provide this service on the basis of the EMS Standard Multilateral Agreement or by bilateral agreement;

1.3 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;

1.4 the Electronic Post Mark, which provides evidentiary proof of an electronic event, in a given form, at a given time, and involving one or more parties.

2 Postal administrations may by mutual consent create a new service not expressly provided for in the Acts of the Union. Charges for a new service shall be laid down by each administration concerned, having regard to the expenses of operating the service.

■ **Commentary**

14.1.4 The 2004 Bucharest Congress introduced a new service: the electronic postmark. The POC E-Products and Services Group plans to submit to the 2006 POC a proposal for the introduction of appropriate provisions in the Letter Post Regulations.
All adms offering the electronic postmark service are expected to follow technical standard S43.

Article RL 255
Hybrid mail

1 Hybrid mail is an electronic-based postal service whereby the sender posts the original message in either a physical or an electronic form, which is then electronically processed and converted into a letter-post item for physical delivery to the addressee. Where national legislation so permits, and when the sender or the addressee so requests, the administration effecting delivery may convert the original transmission received to non-physical means (such as fax, e-mail, or SMS) or to multiple means.

1.1 Where physical delivery to the addressee is used, the information is generally transmitted by electronic means for the longest possible part of the process

and physically reproduced at a premises as close to the recipient's address as possible.

2 The tariffs applicable to hybrid mail are fixed by administrations, taking costs and market requirements into account.

Article RL 256
Facsimile-based services

1 The bureaufax range of services permits the transmission of texts and illustrations true to the original by facsimile.

Article RL 257
Text-based services

1 The range of text-based services permits the transmission of texts and illustrations produced by means of data-processing equipment (PC, mainframe computer).

Article RL 257bis
Electronic postal certification mark

1 In relations between administrations which have agreed to provide this service, the electronic postal certification mark, as defined by UPU Technical Standard S43, provides a chain of evidence, stored by an administration as a trusted third party, to prove the existence of an electronic event, for a certain content, at a certain date and time, and involving one or more identified parties. The administrations concerned shall ensure that they continue to adhere to UPU Technical Standard S43, in accordance with the applicable procedures adopted by the Postal Operations Council upon the recommendation of the UPU Standards Board.

2 The provision of the electronic postal certification mark service across borders shall be governed by an accepted Trust Model, as defined in a multilateral agreement between administrations participating in this service. This Trust Model is based on the fact that the different digital provider administrations shall mutually authenticate themselves when dealing with cross-border electronic postal certification mark transactions. This shall be done by the administrations through the exchange of the relevant information from their electronic postal certification mark Digital Identities (the keys of their electronic postal certification mark service i.e. X509 Digital Certificates).

2.1 Each administration's digital identity constitutes a unique digital identifier (a string or a token) given by a trusted third party that shall unequivocally identify that administration when interacting, for electronic postal certification mark cross-border transactions purposes, with other administrations and their users.

3 In order to allow participating administrations to be in a position to operate a cross-border electronic postal certification mark service they shall:

3.1 obtain their electronic postal certification mark digital identity from a trusted third-party digital identity provider; and

3.2 inform all other administrations offering an electronic postal certification mark service of this identity and distribute their digital identity accordingly.

4 Charges for the electronic postal certification mark service shall be set by the administration of origin in consideration of costs and market requirements. Each administration shall:

4.1 retain the revenue generated by its offer of the electronic postal certification mark service unless participating administrations agree to share the revenue from the electronic postal certification mark service; and

4.2 provide verification of the electronic postal certification mark free of additional charges, regardless of where the electronic postal certification mark was applied.

5 The electronic postal certification mark service between participating administrations shall be regulated on the basis of a multilateral agreement which shall reflect and complement the applicable provisions contained in these Regulations.

5.1 The multilateral agreement shall specify the provisions required to provide the electronic postal certification mark service across borders. Participating administrations shall, by common consent, be obligated to comply with the provisions contained in the multilateral agreement.

5.2 Aspects that are not expressly governed by the electronic postal certification mark multilateral agreement shall be subject to the appropriate provisions of the Acts of the Union.

6 The electronic postal certification mark service shall, wherever possible, be identified by a logo defined in the multilateral agreement referred to in paragraph 5 above.

Article RL 258
Telematic links. General provisions

1 Administrations may agree to establish telematic links amongst themselves and with other partners.

2 The postal administrations concerned shall be free to choose the suppliers and the technical facilities (hardware and software) to support the exchange of data.

3 In consultation with the supplier of network services, postal administrations shall agree bilaterally on the method of payment for these services.

4 Postal administrations shall not be financially or legally liable if another administration fails to make the payments owed in respect of services relating to the provision of telematic links.

Article RL 259
Special provisions concerning telematic links

1 Postal administrations shall observe internationally agreed standards to ensure system compatibility.

2 The International Bureau shall publish, maintain and update the UPU Technical Standards, UPU EDI Messaging Standards and UPU Code Lists for the benefit of postal administrations.

3 For exchanges of data with other postal administrations and external partners, postal administrations shall use messages developed within the framework of the UPU and published by the International Bureau in the UPU EDI Messaging Standards when such messages are defined and suitable for the intended exchange. Usage of such messages shall be in accordance with the provisions of article RL 268. Messages developed by other organizations may also be used once they have been approved by the UPU and published in the UPU EDI Messaging Standards.

4 (Deleted.)

5 The International Bureau shall regularly publish a list of available documents and guides on telematic links and shall make them available on request to administrations providing telematic services.

■ **Commentary**

259.3 The Washington Congress recommended that all adms should apply the syntax rules for EDIFACT messages, as well as the updates to be issued later, for the preparation of electronic messages to be exchanged between adms and Customs, carriers or other trade partners (recommendation C 36/1989).

The Washington Congress also recommended that all adms should use the names, descriptions and modes of representation of data elements shown in the UN Trade Data Elements Directory, and in the updates to that directory which will be issued subsequently, in data interchanges with Customs and with carriers or other trade partners (recommendation C 37/1989).

The definition of “external partners” adopted by the POC is as follows: “an organization that works with one or more postal administrations in providing mail services to the public (eg: air carriers)”.

Article RL 260
Rules for payment for telematic links

1 Postal administrations shall decide on the method of payment for network services following one of the three procedures outlined below:

1.1 the sending administration pays only for the messages it sends;

1.2 the receiving administration pays only for the messages it receives;

1.3 the sending and receiving administrations agree to share equally the cost of messages sent and received.

2 If two administrations cannot agree on a method of payment for network services, the method described in 1.1 will automatically apply, unless these two administrations can agree bilaterally on an alternative method of payment.

Section N

Integrated logistics service

Article 14
Electronic mail, EMS, integrated logistics and new services

1 Postal administrations may agree with each other to participate in the following services, which are described in the Regulations.
1.1 see section M (Electronic mail. Telematic links);
1.2 see section L (EMS);
1.3 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;
1.4 see section M (Electronic mail. Telematic links).

Article RL 261
Integrated logistics service

1 In relations between administrations 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 postal administrations 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 administration of origin in consideration of costs and market requirements.

Section O

Miscellaneous provisions

Article RL 262
Information to be supplied by administrations

1 Administrations shall communicate to the International Bureau, on the forms sent by the latter, the necessary information concerning the operation of the postal service. This information shall cover, in particular, the following questions:

1.1 the decisions taken on the optional application of certain general provisions of the Convention and of its Regulations;

1.2 the reduced charges adopted under article 8 of the Constitution and details of the services to which the charges apply;

1.3 the internal postal charges applied;

1.4 in accordance with article 20 of the Convention:

1.4.1 the quality of service targets fixed for the delivery in their country of priority and airmail items and of non-priority and surface items;

1.4.2 the latest acceptance times (LATs) for incoming international mail, at the airport or other appropriate places;

1.4.3 the latest acceptance times at the inward offices of exchange;

1.4.4 the level of service that can be achieved (e.g. next-day delivery in the capital or day after for the rest of the country);

1.5 the different rates of air conveyance dues collected in accordance with articles RL 237.4 and RL 238.1.1 with the dates of application;

1.6 the air surcharges or combined charges for the various categories of airmail items and for the various countries, with an indication of the names of the countries for which unsurcharged mail is admitted.

2 Any amendment to the information mentioned under 1 shall be communicated to the International Bureau without delay, by the quickest means. Amendments concerning the information mentioned in 1.5 must reach the International Bureau within the time limits prescribed in article RL 243.

3 Administrations may agree to exchange direct any information about air services in which they are interested, particularly timetables and the latest times of arrival for items coming from abroad by air to catch various deliveries.

4 The administrations of countries which participate in the insured items service and which provide direct exchanges shall communicate to one another, by means of CN 27 tables, information concerning the exchange of these items.

5 Administrations shall supply the International Bureau with two copies of the documentation which they publish, whether relating to the internal or international service. They shall also furnish, as far as possible, other works published in their country concerning the postal service.

■ **Commentary**

262.1 Details of information to be supplied to the IB by adms:

– the expression they have adopted, under art RL 115.2.1 and 3.1, to indicate that the postage has been paid;
– the extraordinary conveyance dues collected under art RL 207.1 together with the names of the countries to which the dues apply and, where appropriate, particulars of the services for which the dues are payable;
– the scale of insurance charges applicable in their service to insured items in accordance with art RL 134;
– the max amount up to which they admit insurance by surface and air routes;
– where necessary, a list of their offices which participate in the insured items service;
– where necessary, those of their regular sea or air services used for the conveyance of ordinary items by letter post which may be used, with a guarantee of liability, for the conveyance of insured items;
– a list of their offices of exchange responsible for handling letter post with information concerning the exact name and address of each office, as well as its telephone, telex and telefax numbers in so far as they are available;
– updated information set out in clear, precise and detailed fashion concerning customs or other regulations, as well as the prohibitions or restrictions governing the entry and transit of postal items in their services;
– the number of customs declarations required for items subject to customs control addressed to their country and the languages in which declarations or customs labels may be completed;
– a list of kilometric distances for land sectors followed in their countries by mails in transit;
– a list of the transport services operating from their countries used for the conveyance of surface mails (including S.A.L. mails), with details of the points of departure, places of destination, types of service, frequency, duration of transport, capacity limits, categories of mail for which transit à découvert is provided, conveyance charges per kg and, if the charges are not payable to the adm of the country of departure, the necessary comments in this connection.

With regard to the airmail service, each adm must inform the IB of:

– the districts and principal towns to which mails or airmail items originating abroad are forwarded by internal air services;
– the decisions taken as regards the application of certain optional airmail provisions, including their willingness to receive mails in CN 28 envelopes;
– the rates per kg of the air conveyance dues, which it collects direct in accordance with art RL 244.2 and their date of application;
– the rate per kg of the air conveyance dues for airmails in transit between two airports in the same country, fixed in accordance with art RL 237.4, and its date of application;
– the countries for which it makes up airmails;
– the offices transferring transit airmails from one line to another and the min time necessary for such transhipment;
– a list of its offices of exchange responsible for the airmail service, with details of the exact name of each office as well as its telephone, telex and telefax numbers;
– details on the surface airlifted (S.A.L.) mail services provided under art RL 167;
– the air conveyance rates fixed for the onward transmission of priority items and airmail items received à découvert in accordance with the system of average rates laid down in art RL 238.1.1, and their date of application;
– the air surcharges or combined charges for priority items and the various categories of airmail items and for the various countries, with an indication of the names of the countries for which unsurcharged mail is admitted;
– where applicable, the special charges for reduction or return to origin fixed in accordance with arts RL 146.3 and RL 147.3.

Adms are requested to give the IB the information required 6 months at least before the entry into force of the Conv.

The information in question is, generally speaking, the subject of the IB publications mentioned in art RL 263. Information of an exceptional or special character is always given in a circ.

As a general rule, any matter of interest to the international postal service or affecting postal relations between the territories of member countries should be notified to the adms of the UPU through the IB. If adms are not notified, or if notifications are irregular, the IB will be unable to render the services expected of it.

Article RL 263
International Bureau publications

1 The International Bureau shall publish, on the basis of information supplied in accordance with article RL 262, 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 administrations concerned in accordance with the relative provisions in the Regulations of that Agreement.

2 It shall also publish, from information supplied by administrations 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 postal administrations and Restricted Unions including their e-mail addresses. The list shall, at least as concerns the postal administrations, also contain information about any specific addresses, including e-mail addresses, in the following areas:
2.1.1 international relations;
2.1.2 security;
2.1.3 relations with international customers;
2.1.4 inquiries;
2.1.5 environment;
2.1.6 accounting; and
2.1.7 emergency information of an operational nature (EmIS);
2.2 an international list of post offices;
2.3 a compendium of transit information comprising:
2.3.1 a list of kilometric distances relating to land sectors of mails in transit;
2.3.2 a list of transit services provided for surface mail (including S.A.L. mail);
2.4 a list of equivalents;
2.5 a list of prohibited articles which shall also include narcotics prohibited under the multilateral treaties on narcotics and the definitions of dangerous goods prohibited from conveyance by post drawn up by the International Civil Aviation Organization;
2.6 a compendium of postal administrations' 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 postal administrations);
2.10 a catalogue of postal equipment;
2.11 a liste générale des services aéropostaux (known as "Liste CN 68") (General List of Airmail Services or CN 68 List);

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.

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 administrations 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 administrations 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 110 of the General Regulations.
5.2 The periodical “Union Postale” shall be distributed in proportion to the number of contribution units assigned to each administration under article 130 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, administrations may purchase International Bureau publications at cost price.

6 Publications published by the International Bureau shall also be sent to the Restricted Unions.

■ **Commentary**

263.1 The compendia of information of general interest are commonly called Letter Post Compendium, Parcel Post Compendium and Postal Payment Services Compendium.

263.2.2 Since the 1997 edition, this publication has been distributed under the name “Universal Postal List of Localities”.

262.2.3.2 From 2006 onwards, this publication also contains information on transit à découvert for surface mail (including S.A.L. mail).

263.2.4 and **6** The 1993 EC decided to discontinue this publication.

263.2.10 This publication is distributed under the name of “List of Suppliers of Postal Equipment and Materials”.

Article RL 264
Telegraphic addresses

1 For telegraphic communications exchanged between one another, administrations shall use the following telegraphic addresses:
1.1 “Postgen” for telegrams intended for central administrations;
1.2 “Postbur” for telegrams intended for post offices;
1.3 “Postex” for telegrams intended for offices of exchange.

2 These telegraphic addresses shall be followed by the indication of the place of destination and, where appropriate, any other details considered necessary.

3 The telegraphic address of the International Bureau shall be “UPU Berne”.

4 The telegraphic addresses indicated under 1 and 3, completed as necessary by the indication of the dispatching office, shall also serve as the signature to telegraphic communications.

■ **Commentary**

264.1.1 For special cases, see the List of Addresses, Heads and Senior Officials of Postal Administrations, the International Bureau and Restricted Unions, published by the IB.

264.4 The attention of adms is drawn to the desirability of notifying their national telegraph services of their telegraphic addresses.

Article RL 265
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 administration, being duly informed of the result of the inquiry, allows six months to pass from the date of the communication without raising any objections, the matter shall be regarded as closed.

Article RL 266
Forms

1 The forms shall be in conformity with the annexed specimens.

2 The texts, colours and dimensions of forms as well as other characteristics such as the position reserved for entering the barcode shall be those prescribed in these Regulations.

3 Forms for the use of the public shall bear an interlinear translation in French when they are not printed in that language.

4 Forms for the use of postal administrations in their relations with one another shall be drawn up in French with or without interlinear translation, unless the administrations 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 administration or to the party most concerned.

6 Wherever an office of exchange needs to be specified on a postal form, the rules as specified in article RL 169 shall apply.

■ **Commentary**

266 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".

266.1 The model forms are given on loose leaves in the "Collection of UPU Forms" published by the IB, thus facilitating printing by adms.
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 adms concerned are recommended to make use of good quality materials (formal opinion C 78/Hamburg 1984).

In recommendation C 31/Washington 1989, Congress recommended adms 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 partic-ularly dangerous pollutants; it is also a waste of energy and adds 10 to 15% to the cost of making the paper.

266.2 If possible, the forms should be printed in green on ivory paper except where the Regulations prescribe specific colours for certain forms.

266.5 Adms must avoid as far as possible filling out by hand accounting documents that are to be sent to other adms and, to that end, to use typewriters or computer printers to ensure the legibility of these documents (recommendation C 82/Seoul 1994).

Prot Article RL XXIII
Forms

1 Notwithstanding article RL 266, the postal administrations of Brazil, Germany, Hungary (Rep.), Luxembourg and the United States of America may modify the dimensions and format of the CN 07 form.

2 Notwithstanding article RL 266.2, France may make the following changes to the CN 07 form:

2.1 add a barcode with bars and/or digits that complies with the technical specifications accepted in the standards approved by the UPU;

2.2 include a quiet zone in the lower part;

2.3 add in the addressee box standard orange-coloured machine-readable guide lines for writing and enlarge the “Addressee of item” and “Return to” areas;
2.4 incorporate the English version of the mandatory information to be completed at destination.

2bis Notwithstanding article RL 266.2, Italy may make the following changes to the CN 07 form:
2bis.1 colour the addressee box in white and add internal machine-readable guide lines for writing;
2bis.2 colour the quiet zone in the lower part in white;
2bis.3 in the “Nature of the item” box, delete the products for which the advice of delivery service is not provided;
2bis.4 move from the lower left-hand side to the lower right-hand side the information concerning the signature of the form.

Article RL 267
Forms for the use of the public

1 For the purpose of applying article RL 266.3, the following shall be considered as forms for the use of the public:
CN 01 (International reply coupon);
CN 07 (Advice of receipt/of delivery/of payment/of entry);
CN 08 (Inquiry);
CN 11 (Franking note);
CN 14 (Collective envelope);
CN 17 (Request for withdrawal from the post, alteration or correction of address, cancellation or alteration of the COD amount);
CN 18 Declaration concerning the non-receipt (or receipt) of a postal item;
CN 22 (“Customs” label);
CN 23 (Customs declaration);
CN 29 (COD label);
CN 30 (R label combined with the name of the office of origin, the number of the item and the triangle with word “Remboursement” (Cash-on-Delivery)).

Article RL 268
Application of standards

1 The execution of some Regulations may involve the application of certain standards. Administrations should refer to the relevant UPU standard publications which contain the standards approved by the UPU.

2 Except where the application of a UPU standard is explicitly required by a reference to it in the Regulations, the application of UPU standards shall be voluntary. Nevertheless, administrations 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 administrations.

3 A UPU standard should be adopted in its entirety. Postal administrations shall ensure that their use of a UPU standard is fully compliant with the requirements specified therein. They may deviate from recommendations only to the extent permitted by the standard concerned.

Article 10
Environment

1 Member countries shall adopt and implement a proactive environment strategy at all levels of postal operations and promote environmental awareness in the postal services.

Article RL 269
Environmental aspects

1 Administrations should make their products and services as environment friendly as possible within the limits imposed by technologies and resources.

2 The consumption of materials and energy should be optimized and be the minimum consistent with the efficient conduct of operations.

3 Materials used should comply with non-pollution or non-toxic standards established by the relevant national and international agencies.

4 Administrations should promote the recycling of paper and other materials. They should also promote the use of recycled materials.

Section P

Transitional and final provisions

Article 36
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 37
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 38
Entry into force and duration of the Convention

1 This Convention shall come into force on 1 January 2006 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 Bucharest, 5 October 2004.

Article RL 270
Entry into force and duration of the Letter Post Regulations

1 These Regulations shall come into force on the day on which the Universal Postal Convention comes into operation.

2 They shall have the same duration as that Convention unless the Postal Operations Council decides otherwise.

Done at Berne, on 28 January 2005

Other decisions concerning the provisions of the Convention applicable to Letter post and its Regulations

Resolution C 8/2004
Quality of Service Fund

Congress,

Having examined
the report submitted by the Postal Operations Council on the progress of the Quality of Service Fund (Congrès–Doc 40),

Noting
that in three years of actual activity, the QSF has already launched more than 170 projects which have had a real impact on the quality of the mail service in numerous postal administrations,

Noting as well
that, through the volume of financial resources released, the Fund has become a vital component in the Union's development cooperation system and that the resources at its disposal have made it possible to substantially reinforce concrete improvements in the quality of the services provided by the international postal network,

Considering
that the Fund's innovative structures and operating rules, approved by the POC in 2001, have enabled the Board of Trustees, with the International Bureau's support and in conjunction with the Restricted Unions, to effectively manage the resources collected and have triggered extremely promising regional cooperation, as is demonstrated by the regional projects,

Aware
that, as the termination date for the QSF project was originally set for the end of 2008, any conclusions which may be drawn at this time must necessarily be provisional and require consolidation,

Also aware
that the method of calculating contributions, which is so constructed that the QSF revenue of a developing country (DC) which depends solely on the mail flows received from industrialized countries (ICs), is not adequately addressing the service quality investment costs of the least developed countries (LDCs) and certain countries in a special position,

Bearing in mind
the need to rationalize and expedite the use of all the resources available and the on-going concern about ensuring the overall coherence of the Union's activities, more specifically in the area of development of service quality for international mail,

Considering
that the efforts made by the Board of Trustees and the Postal Operations Council to optimize and simplify the Fund's rules must be continued, as must the efforts of the International Bureau to coordinate the formulation, monitoring and evaluation of QSF projects, and actions to improve the quality of postal services,

Also considering
that extending the Trust's duration and guaranteeing the funding for its activities for 2006 to 2009 would be fully consonant with Objective II of the Bucharest World Postal Strategy (BWPS) (Improve quality and raise the level of efficiency of the international postal network) and would substantially boost the financial resources allocated to this objective,

Considering
that, depending on the decisions taken on terminal dues and supposing that international mail flows remain stable, it would be desirable for the level of annual financing attained by the Fund between 2001 and 2004 to be preserved, as far as possible, for 2006 to 2009,

Decides

i that QSF work on improving the quality of the universal service in the developing countries will be continued over the period 2006–2009;
ii that the date for dissolving the Trust, which is currently set at 31 December 2008, should therefore be postponed until 31 December 2012;
iii that the Fund's objectives and the responsibilities of the Board of Trustees, as the Trust management body reporting to the POC, which are described in the QSF Deed of Trust will remain the same for the period 2006–2009,

Instructs

the Postal Operations Council to study at its 2005 session, on the basis of the recommendations that will be made to it by the Board of Trustees, an updated version of the Deed of Trust, the Project Management Manual and the Financial Management Manual and, as appropriate, to approve these documents keeping the following requirements in mind:
– take account of the Congress decisions, in particular concerning the lists of QSF settlor and beneficiary countries, as well as the level and method of calculating QSF contributions;
– enable the least developed countries (LDCs) and those in a special situation to receive QSF payments that better reflect the costs of service quality improvements of international mail;

– facilitate access to Fund resources and if possible, simplify contribution billing procedures as well as the rules for managing small-scale projects or projects within the framework of action plans of Union bodies;
– speed up the submission of project proposals and the use of the QSF funds available,

Also instructs

the International Bureau:
– to continue to provide the Secretariat for the Board of Trustees and to manage QSF accounting during the period 2006 to 2009;
– to determine how assistance already provided in the field by the Regional Advisers could be developed, and possibly extended, under the head of QSF activities so as to resolve the problems encountered by certain countries in connection with preparing international accounting documentation and formulating complex project proposals;
– to lose no time implementing effective convergence between QSF projects and other projects assisting improvement of the postal network as regards defining country and regional action plans, project complementarity as well as monitoring and evaluation procedures.

(Congrès–Doc 40 and proposal 047, Committee 8, 1st meeting)

Resolution C 10/2004
Continuation of Universal Postal Service activities after the Bucharest Congress

Congress,

Aware
of the right of all citizens of the world to communication, recognized in the United Nations Charter – Universal Declaration of Human Rights,

Recognizing
that the Universal Postal Service was established to ensure that users/customers have the right to basic, high-quality, postal services, provided on a permanent basis so they can send and receive goods and messages from any part of the world,

Acknowledging
that the essence of the UPU's mission is to encourage the sustainable development of an efficient and accessible Universal Postal Service to facilitate communication between the world's peoples,

Also recognizing
that the Union, in accordance with its mission, has made the Universal Postal Service Objective No. 1 of the Bucharest World Postal Strategy,

Considering
that actions to facilitate access to the postal service support the efforts of the international community to tackle poverty, since they provide more opportunities, more independence and more security for the poor,

Aware
of the importance of creating a specific body, whose participation extends to the UPU's permanent bodies, to address questions relating to the Universal Postal Service with the central objective of linking these bodies in terms of ensuring the provision of the Universal Postal Service,

Decides

that a specific CA body should continue the following activities concerning the Universal Postal Service after the Bucharest Congress and that this body should:

– take part in the discussions, actions, etc., relating to the Universal Postal Service conducted within the framework of the Union's various bodies;
– monitor, on a yearly basis, the progress made by postal administrations on providing the Universal Postal Service, using the monitoring/measurement system for the application of standards in the five main areas of the Universal Postal Service;
– propose actions aimed at ensuring the provision of a permanently evolving Universal Postal Service;
– propose, in conjunction with the POC and the International Bureau, awareness-raising campaigns among the bodies responsible for postal reform in each member country, to ensure that the provision of an evolving Universal Postal Service takes priority in these reforms;
– monitor technical cooperation actions in conjunction with the POC and the International Bureau to ensure that account is taken of the assurance of the Universal Postal Service;
– monitor, in conjunction with the POC, studies on the terminal dues system concerning covering the costs of administrations of destination in order to try and ensure the new system does not impact negatively on the assurance of a high-quality Universal Postal Service at affordable prices;
– analyze the implications for the Universal Postal Service of the activities of Extraterritorial Offices of Exchange;
– examine, in conjunction with the POC, the possibility of minimum international standards for the Universal Postal Service being established and adopted by groups of countries using research, statistics and other methods;
– establish, after consultation with postal administrations, annual targets for achieving these minimum standards, mainly in the area of lack of access to the postal service;
– monitor, on a yearly basis, achievement of these targets for minimum standards using the monitoring/measurement system for the application of standards in the five essential areas of the Universal Postal Service;

– carry out, in cooperation with the International Bureau, an annual review/update of the monitoring/measurement system for the application of standards in the five essential areas of the Universal Postal Service;
– carry out, in cooperation with the International Bureau, an annual review/update of the Memorandum on Universal Postal Service Obligations and Standards.

(Proposal 02, Committee 3, 3rd meeting)

Resolution C 12/2004
Classification of countries and territories for terminal dues and Quality of Service Fund purposes

Congress,

Having adopted
the basic provisions of the new UPU terminal dues system,

Considering
that, for the application of these provisions, administrations entitled to be in the transitional system and those entitled to Quality of Service Fund benefits must be listed,

Noting
that the current classification of industrialized countries and developing countries is based on that used by the United Nations Development Programme (UNDP) when Congrès–Doc 90 was adopted at the 1994 Seoul Congress, and that the 1999 Beijing Congress considered that classification to still be applicable,

Considering
that the UNDP has since changed its classification and that the consultation carried out by International Bureau circular letter 3750(DER.PEP)1629 of 12 September 2003 revealed a large majority of countries in favour of using the new UNDP classification,

Having
found a clear correlation between the gross national per capita income used by the UNDP for its classification and criteria for postal development, such as the number of items per capita, access to postal services and mechanization,

Considering
that although the correlation between the current UNDP classification and postal development may not necessarily apply to the same extent in every country and territory, it is the best classification available,

Decides

– to adopt the “List of postal administrations entitled to be in the transitional terminal dues system and entitled to Quality of Service Fund benefits” given in Annex 1;
– to adopt the “List of postal administrations entitled to be in the transitional terminal dues system but not entitled to Quality of Service Fund benefits unless they can prove that their country or territory is entitled to UNDP TRAC 1 resources” given in Annex 2;
– that postal administrations listed in Annex 2 shall nevertheless be entitled to a reduced Quality of Service Fund benefit to offset their own Quality of Service Fund contribution for their mail for least developed countries;
– that postal administrations listed in Annex 2 shall not have to make contributions to the Quality of Service Fund, except for the contribution for their mail for least developed countries;
– to authorize the Council of Administration to readmit temporarily to Quality of Service Fund benefits any administration that can prove hardship resulting from factors outside its control;
– to instruct the Council of Administration to:
  • follow the development of the classification used in the UNDP and other international organizations, as well as developments in the postal environment,
  • submit revised lists stemming from its work for approval by the next Congress.

(Proposal 20. 0.4, Committee 4, 2nd meeting)

Annex 1

List of postal administrations entitled to be in the transitional terminal dues system and entitled to Quality of Service Fund benefits

Afghanistan
Albania
Algeria
Angola
Argentina
Armenia
Azerbaijan
Bangladesh
Belarus
Belize
Benin
Bhutan
Bolivia
Bosnia and Herzegovina
Botswana
Brazil
Bulgaria (Rep.)
Burkina Faso
Burundi
Cambodia
Cameroon
Cape Verde
Central African Rep.
Chad
Chile
China (People’s Rep.)
Colombia
Comoros
Congo (Rep.)
Costa Rica
Côte d’Ivoire (Rep.)
Croatia

Cuba
Dem. People's Rep. of Korea
Dem. Rep. of the Congo
Djibouti
Dominica
Dominican Republic
Ecuador
Egypt
El Salvador
Equatorial Guinea
Eritrea
Ethiopia
Fiji
Gabon
Gambia
Georgia
Ghana
Overseas Territories of the United Kingdom of Great Britain and Northern Ireland:
– Montserrat
– St. Helena
Grenada
Guatemala
Guinea
Guinea-Bissau
Guyana
Haiti
Honduras (Rep.)
Hungary (Rep.)
India
Indonesia
Iran (Islamic Rep.)
Iraq
Jamaica
Jordan
Kazakhstan
Kenya
Kiribati
Kyrgyzstan
Lao People's Dem. Rep.
Latvia
Lebanon
Lesotho
Liberia
Lithuania
Madagascar
Malawi
Malaysia
Maldives
Mali
Mauritania
Mauritius
Mexico
Moldova
Mongolia
Morocco
Mozambique
Myanmar
Namibia
Nauru
Nepal
Territories under New Zealand
– Cook Islands
– Niue
– Tokelau
Nicaragua
Niger
Nigeria
Pakistan
Panama (Rep.)
Papua New Guinea
Paraguay
Peru
Philippines
Poland
Romania
Russian Federation
Rwanda
Saint Lucia
Saint Vincent and the Grenadines
Samoa
Sao Tome and Principe
Senegal
Serbia and Montenegro
Sierra Leone
Slovakia
Solomon Islands
Somalia
South Africa
Sri Lanka
Sudan
Suriname
Swaziland
Syrian Arab Rep.
Tajikistan

Tanzania (United Rep.)
Thailand
the former Yugoslav Republic
of Macedonia
Timor-Leste (Dem. Rep.)
Togo
Tonga (including Niuafo'ou)
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Tuvalu
Uganda
Ukraine
Territory of the United States
of America:
– Samoa
Uruguay
Uzbekistan
Vanuatu
Venezuela
Viet Nam
Yemen
Zambia
Zimbabwe

Annex 2

List of postal administrations entitled to be in the transitional terminal dues system but not entitled to Quality of Service Fund benefits unless they can prove that their country or territory is entitled to UNDP TRAC 1 resources

Antigua and Barbuda
Bahamas
Bahrain
Barbados
Brunei Darussalam
Hong Kong, China
Macao, China
Cyprus
Czech Rep.
Estonia
Overseas Territories of the United
Kingdom of Great Britain
and Northern Ireland:
– Anguilla
– Ascension
– Bermuda
– Cayman Islands
– Turks and Caicos Islands
– Virgin Islands
Korea (Rep.)
Kuwait
Libyan Jamahiriya
Malta
Marshall Islands[1]
Micronesia (Federated States of)[1]
Netherlands Antilles and Aruba
Oman
Palau[1]
Qatar
Saint Christopher (St. Kitts)
and Nevis
Saudi Arabia
Seychelles
Singapore
Slovenia
United Arab Emirates

[1] UN member countries whose situation with regard to the UPU has not yet been settled.

Resolution C 13/2004
Classification of countries for the purposes of the Quality of Service Fund

Congress,

Having adopted
the basic provisions of the UPU terminal dues system,

Considering
that Beijing Congress resolution C 32/1999 instructed the Council of Administration to determine a system of country classification for the purposes of terminal dues based on postal-specific criteria,

Noting
that due to time constraints, the 1999–2004 Councils and the International Bureau were unable to carry out the specific instruction of Beijing Congress resolution C 32/1999 and, as a short term measure, have instructed a classification which does not take into account postal infrastructure development as an important element in classifying countries and territories for the purposes of having access to the Quality of Service Fund,

Noting as well
that some countries most in need of the QSF will be denied access to this Fund under the new system, and will eventually have to be contributors,

Instructs

the Council of Administration to:
- defer implementation of the reclassification for net contributing countries (NCCs) that received less than 65,000 USD for the year 2002 in quality of service funds until completion of the studies referred to below;
- carry out full and adequate studies to determine an acceptable system of classification of countries, taking into full consideration the following:
  - i the special needs of small countries/territories i.e. small island developing countries/territories and land-locked countries/territories in similar circumstances;
  - ii the need to ensure that quality is improved in all regions of the UPU system;
  - iii the extent to which regular terminal dues payments are retained by postal administrations and used to enhance quality of service.

(Proposal 20. 0.11.Rev 2, Committee 4, 2nd meeting)

Resolution C 15/2004
Development of electronic shopping through postal administrations

Congress,

Considering
that the electronic market is developing increasingly and that multinational companies have made appropriate and efficient electronic services their top agenda,

Noting
that the constant presence of postal administrations all over the world and provision of the universal postal service in accordance with article 1 of the UPU Convention and the concept of the single postal territory have enabled producers and small businesses to make use of postal administrations to create a link between producers and consumers in spite of geographical barriers and even in remote areas. This in turn will not only prevent the migration of people from rural areas to cities but also promote implementation of article 1 of the UPU Convention on the universal postal service as regards fostering access by developing and least developed countries to global markets. Moreover, in order to create more facilities for customers, financial transactions could be done via the Post,

Instructs

the Postal Operations Council to study the subject and, in collaboration with the International Bureau, take the necessary action to adopt the general plan of an electronic postal shopping service and set its rules and regulations,

Invites

the administrations of UPU member countries to establish a database on their website in order to introduce producers and provide the necessary information about their goods and to notify its address to the International Bureau.

(Proposal 054, Committee 7, 1st meeting)

Resolution C 16/2004
International Exprès (International Value-Added Letter Service) and International Registered and International Insured Services

Congress,

Acknowledging
that the provision of value-added letters is a potential growth area for international mail services because customers have higher expectations and need to know quickly, by electronic means, if and when their Exprès, registered or insured letter has arrived in the destination country in the first instance, and secondly, if it has been delivered or if delivery has been attempted,

Aware
that a number of postal administrations are offering a service whereby items are scanned on receipt by the destination postal administration and traced so that confirmation of delivery can be obtained electronically, resulting in Posts being able to improve their customer satisfaction,

Recognizing
that this service has been developed to meet the needs of customers, in particular those involved in the exchange of business documents and small packets, who wish to have a more flexible range of delivery services that includes the quick exchange of delivery and attempted delivery information,

Noting
that Letter Post Regulations article RL 136.4.4 (Express items) (see CEP C 1 2003–Doc 4a.Rev 1.Annexe 1), as well as articles RL 132.5.10 and RL 175.9 in respect of registered items and articles RL 134.6.9 and RL 177.9 in respect of insured items (see CEP 2004–Doc 8a.Annexes 1 to 4), have been amended to facilitate these developments,

Instructs

the Postal Operations Council:
– to monitor further development of these services (the description of the project and services are given in the attached Annex) by seeking progress reports from the administrations/Prime Group which operate it;
– to consider, once the service has been operating successfully for a suitable period of time, whether it would be appropriate to restructure the current UPU service, if necessary, (subject to participating countries meeting the delivery and technological standards) by incorporating further provisions for it in the Letter Post Regulations.

(Proposal 063, Committee 7, 1st meeting)

Annex

Services

International Exprès (International Value-Added Letter Service)

International Registered and Insured – Barcodes as per UPU Regulations

1 Background

The Project Manager reports to the Prime Steering Committee. All costs, including International Post Corporation (IPC) overheads, are funded by the members of the Committee, namely, Sweden (Chairman), Denmark, Finland, Germany, Hungary, Iceland, Ireland, Portugal, Slovak Republic, Spain, Great Britain, Norway, France, Switzerland, Luxembourg and Austria.

1.1 The objectives of the project are to:

- improve the quality of service of the Exprès product; propose ways in which the product concept (including value-added services) can be improved to meet customers needs and ensure that the product is competitive in the market place;
- develop the electronic exchange of delivery data for the International Registered and International Insured Services; exchange this data between Posts by agreement.

2 Description of the products

2.1 Exprès product

- Pricing and positioning in the Posts' portfolio of products between EMS and priority letter, as an up-market letter service, not as a courier service.

– Service objective: reliable, consistent delivery – not time certain.
– Contents, weight and size will conform to the UPU regulations for letters.
– Registered or insured service is not included.
– Common branding plus logo.

2.2 Features – Post Exprès (in addition to those specified in the Letter Post Regulations)
– 100% achievement of delivery standard targets.
– J+1 within certain main neighbouring cities and cross-border areas.
– J+2 to the remainder of main cities on same continent.
– J+2/3 rest of continent.
– J+2/4 to/from other continents.
– Quick customer satisfaction, with agreed response times.
– Track and trace as per agreed UPU standard specifications.
– Quality of service monitoring on which an enhanced terminal dues payment will be based.
– Insurance, pricing and money-back guarantee may be decided by each administration.
– The name Post Exprès has been agreed.
– A subsidiary product name may be used instead of “Post” in the logo. “Post” may also appear in the local language, e.g. La Poste.

2.3 Registered and Insured Services
Specifications as per the Letter Post Regulations are recommended, including UPU barcodes, so as to facilitate synergy and international recognition of these products and thus improve and expedite handling.

3 Electronic systems

3.1 Postal administrations must adhere to the technical specifications in the UPU Technical Standards Manual.

4 Inter-administration payments and settlement of accounts

4.1 Countries have agreed to make each other an enhanced payment, subject to minimum performance thresholds, in addition to the normal terminal dues payment, for Exprès items delivered on time, including timely return of the H or I scan (Attempted Delivery or Final Delivery).

4.2 This extra payment is for the extra work involved in tracking and tracing and for the return of the scan information. Normal terminal dues cover delivery.

4.3 The International Post Corporation (IPC), monitors the performance against standards, and its report shows the percentage of items on time and the length of any delay, together with details as to when the scans were returned. This report forms the basis for the settlement of accounts between administrations which will be carried out bilaterally by the central accounting points in each country.

4.4 Payment for registered and insured services will be made as per UPU payments, unless bilateral/multilateral terms are agreed in addition.

5 Current status

5.1 At the time of writing this proposal, public postal operators in the following countries offer delivery of Exprès items with electronic delivery confirmation: Austria, Denmark, Finland, France, Germany, Great Britain, Hungary, Iceland, Ireland, Sweden, Luxembourg, Norway, Portugal, Slovak Republic, Spain, Switzerland and the USA. New Zealand is also testing the electronic exchange of data for Exprès with Great Britain.

5.2 In the case of registered items, approximately 23 countries are exchanging data, at item level in dispatches and eight countries are also scanning items on delivery and exchanging that delivery information. This is expanding rapidly.

6 Competition

6.1 Customers are buying express and value-added services from other sources because they are guaranteed consistency and reliability from carriers that have a portfolio of "express-type" and delivery confirmation services at the right price.

6.2 The Prime Group wishes to extend their Posts' portfolio of services so that they can compete. The "International Exprès" has an excellent international postal and distribution network. By adding to and improving the range of value-added products, economies of scale can be achieved, revenue increased and customers better served. International Exprès offers:

- an excellent modern value-added proposition to interest customers in a range of express and signature services, thus meeting today's market needs;
- posts the opportunity to provide a tracked product at a price far cheaper than courier products.

6.3 In addition, by using electronic means to exchange delivery information about registered and insured items and authorization codes for indemnity settlements regarding such items via the web-based customer service system, it is possible to improve customer satisfaction and settle customer complaints much more quickly.

Resolution C 17/2004
Markets growth

Congress,

In view of
the rapidly changing postal environment, including globalization, liberalization, competition, regulation, new technologies and more sophisticated customer demand,

Noting
the urgent need for postal services to become more enterprising, innovative and viable, and the particular need for developing countries to upgrade postal networks and services,

Noting further
the twin imperatives of Governments to effect change without impairing the postal services' ability to maintain and improve services, including providing high quality universal service,

Recognizing
the widening gap between postal administrations in terms of markets knowledge,

Acknowledging
the activities undertaken by the Postal Operations Council (POC) during the period 1999–2004 directed at facilitating access to knowledge and expertise in markets development,

Noting further
the valuable cooperation and results achieved through the work of POC Industry Groups, including that of the publishing sector,

Mindful that
the market segments of letter post, including publishing mail and value added letter services, e.g. Exprès, Registered and Insured services, parcels and postal financial services, will continue to be valued businesses of the Post,

Aware
of the value to the customer and the postal industry of other products and services in the market segments of courier, express, logistics and e-business,

Acknowledging
the benefits of markets growth that flow to all of the stakeholders in the postal industry,

Urges

Governments to:
– provide the legal framework for the growth of postal markets;
– create a business environment that will enable and encourage the postal services to improve performance and satisfy customer needs,

Invites

Postal administrations and Restricted Unions to:
– cooperate with the bodies of the Union to increase market knowledge and respond rapidly to the changing business environment;

– take advantage of the postal infrastructure to diversify the portfolio of products and services made available through the postal network;
– improve capabilities in marketing and sales functions,

Instructs

the Postal Operations Council to:
– facilitate the growth of letter post, including publishing mail, parcels and postal financial services markets, but also express, logistics and e-business;
– increase markets knowledge by monitoring changes and measuring growth within the industry and disseminating the information widely to all stakeholders;
– develop programmes designed to increase capabilities in business development, marketing and sales;
– create or maintain business relationships and partnerships at international level that help meet the markets growth objective.

(Proposal 044, Committee 7, 1st meeting)

Resolution C 18/2004
Continuation of costing work to benefit developing countries

Congress,

In view of
the positive results of the costing work done by the Terminal Dues Action Group, especially its Project Team 2 “Cost Accounting model for developing countries”,

Noting
that it takes a long time to put in place adequate cost accounting systems,

Considering
that member countries need adequate costing systems to price their services correctly and that it is hardly possible to introduce a country-specific cost-based terminal dues system, as foreseen by the 1999 Beijing Congress, without reliable cost information,

and
that cost accounting systems provide core information for managing postal administrations by providing reliable information for regulators, management operations, business planning and strategic management decision making,

and
that this process takes time and generates additional costs,

Charges

the Postal Operations Council to continue its work with a view to enabling member countries to know the costs of postal services in general, and letter-post services in particular,

Invites

the countries and territories concerned to furnish cost data to the International Bureau on an annual basis to enable the latter to verify that globally fixed terminal dues rates are still generally adequate.

(Proposal 20. 0.2, Committee 4, 4th meeting)

Resolution C 19/2004
Terminal dues supplement for recorded delivery items

Congress,

Noting
– that the postal administration of origin collects an additional charge for recorded delivery items;
– that the administration of destination delivers such items against receipt and provides proof of delivery when required, which entails additional work,

Instructs

the Postal Operations Council:
– to examine the question of introducing a terminal dues supplement for recorded delivery items;
– if appropriate, to determine the amount of such a supplement;
– to lay down the provisions for such a supplement in the Letter Post Regulations.

(Proposal 20. 0.5, Committee 4, 4th meeting)

Resolution C 20/2004
Terminal dues supplement for express items

Congress,

Noting
– that express items are dealt with in a different manner from other items;
– that express items are delivered by special messenger;
– that delivery by special messenger involves additional costs,

Considering
that the postal administration of origin collects an additional charge for express items,

Instructs

the Postal Operations Council:
– to examine the question of introducing a terminal dues supplement for express items;
– if appropriate, to determine the amount of such a supplement;
– to lay down the provisions for such a supplement in the Letter Post Regulations.

(Proposal 20. 0.6, Committee 4, 4th meeting)

Resolution C 23/2004
Development of direct mail markets

Congress,

Taking note
of the activities undertaken during the period 2000–2004 aimed at developing direct mail markets around the world,

Noting in particular
that the development of direct mail markets helps to increase the volumes, revenues and profitability of the postal services and that increased direct mail activities promote the growth of many other traditional and value-added postal products and services, including letters, parcels, logistics and financial services,

Aware
that postal products and services relating to direct mail and direct marketing can be effective in countering the effects of electronic substitution,

Acknowledging
the economic benefits to countries, Posts and other industry stakeholders in the direct mail marketing value chain,

Convinced
of the value of strengthening relations with these stakeholders for mutual benefit,

Recognizing
the value and positive role of the UPU and its Direct Mail Advisory Board in guiding the Postal Operations Council on matters relating to direct mail and in providing valuable industry expertise to postal operators in general,

Urges

Postal administrations to undertake activities aimed at:
– fostering the development of the local direct mail market as a means to economic and market expansion;
– increasing direct mail volumes domestically and internationally;
– increasing expertise in direct mail marketing as used by businesses to acquire and retain customers;
– developing an appropriate postal infrastructure for traditional and value-added direct mail products and services;
– educating other stakeholders about direct mail and direct marketing so that they acquire the necessary skills;
– facilitating the international and cross-border flow of direct mail items;
– improving knowledge of the direct mail market and developing tools to monitor volume growth and quality;
– continuing their role in helping to define UPU standards in areas affecting direct mail, such as addressing and barcodes for tracking and tracing.

Charges

the Postal Operations Council, in conjunction with the International Bureau, to:
– foster the growth of direct mail as a factor of economic and market expansion, by increasing market knowledge and by developing the expertise of stakeholders at all levels;
– promote further the development of direct mail markets for the benefit of the entire industry, including the growth of direct mail volumes domestically and internationally, and by facilitating the international and cross-border flow of direct mail items through increased activities designated for this purpose;
– provide an adequate framework for the continued interaction with the direct mail industry;
– continue to interact with the Posts and the direct mail industry;
– help develop the expertise of postal administrations in direct mail marketing, including the development of tools to monitor volume growth and quality;
– assist in the development of an appropriate postal infrastructure for traditional and value-added direct mail products and services;
– assist postal administrations in educating other stakeholders about direct mail and direct marketing so that they acquire the necessary skills;
– continue its role in helping to define UPU standards in areas affecting direct mail, such as addressing and barcodes for tracking and tracing.

(Proposal 041, Committee 7, 2nd meeting)

Recommendation C 24/2004
Introduction of partnership programmes between the Post and various national authorities and the industry with a view to promoting philately and the postal services

Congress,

Considering
that the Universal Postal Union's mission is to promote, through the postal services, understanding and communication among peoples, as well as international cooperation in cultural, social and economic fields,

Referring to
recommendation C 64/1999 "Development and enhancement of activities to promote culture, philately and the postal services" whereby joint activities were launched in collaboration with UNESCO and UNICEF which have had positive effects on all organizations concerned,

Aware
of the promotional impact for the image of the country and for specific activities provided by the issue of commemorative postage stamps,

Recommends

– the introduction of partnership programmes between the Post and various national and industry authorities in such fields as education, culture, tourism, external affairs and external commerce, among others, in order to promote the activity concerned by means of postage stamps, philately and the postal services;
– that such partnership programmes should be included in the technical cooperation priorities, the programmes of the regional postal schools, etc.

(Proposal 060, Committee 7, 2nd meeting)

Recommendation C 26/2004
Philatelic code of ethics for the use of UPU member countries

Congress,

Referring
– to article 6 of the Universal Postal Convention (Beijing 1999), which specifies the terms under which postage stamps may be issued;
– to article RE 306 of the Regulations of the Beijing Convention, which specifies the characteristics of postage stamps and postal prepayment impressions; and
– to the Philatelic Code of Ethics adopted by the Beijing Congress under recommendation C 70/1999,

Observing
that postage stamps continue to have a commercial value when used for philatelic purposes,

Recognizing
that the Philatelic Code of Ethics as adopted by the Beijing Congress has provided valuable guidance to postal administrations in maximizing the value of postage stamps to collectors and administrations,

Reaffirms

its commitment to the production of high quality, ethical stamps, and to a vibrant philatelic market,

Recommends

that all postal administrations observe the procedures set out in the attached revised philatelic Code of Ethics when issuing and supplying postage stamps and postal items for postal and philatelic purposes.

(Proposal 20. 0.10.Rev 1, Committee 7, 2nd meeting)

Annex

Philatelic code of ethics for the use of UPU member countries

The philatelic code of ethics for the use of member countries comprises the following recommendations:

1 Administrations creating philatelic products shall ensure that the use of the postage stamps and other means of denoting payment of postage does not lead to the creation of such postal products as would not result from the exercise of proper postal procedures.

1.1 Philatelic products within the scope of this code include, but are not limited to:
- postage stamps, as defined in article 6 of the Universal Postal Convention (Beijing 1999);
- maximum cards;
- first day covers;
- presentation packs or albums;
- envelopes with embossed or pre-printed stamps;
- cachets for special occasions and events and related products;
- stamps with surcharges, in conformity with article RE 306 of the Regulations of the Beijing Convention.

1.2 Other means of indicating payment (e.g. franking marks, postage paid indicia and other labels) are permitted in accordance with article 6 of the Beijing Convention, but are not considered to be postage stamps.

2 Administrations shall not authorize such use of cancellation dies, hand stamps or other official informative or operational markings as would not result from the exercise of proper postal procedures.

2.1 Administrations shall not permit the use of such cancelling or marking devices by persons other than their own employees.

2.2 In certain exceptional cases, and provided that direct supervision is exercised by their employees, administrations may authorize the use of these cancelling or marking devices by persons other than their own employees.

2.3 Where administrations contract out part of their operational activity and in particular cancellation, the contract shall specify that the cancelling and marking devices shall be used for operational purposes only and in strict accord with the proper postal procedures of the administration concerned, which shall ensure that this rule is strictly observed.

3 In the sale of products for philatelic purposes incorporating postage stamps, administrations shall ensure that the handling of the postage stamp itself and the use of cancellation dies, handstamps, cachets and other marking devices is in conformity with their respective postal procedures.

4 For each issue of postage stamps, administrations shall ensure that these are printed in sufficient quantity to meet potential operational requirements and foreseeable philatelic needs. In employing cancellation dies, handstamps and cachets for special occasions or events, administrations shall ensure that a sufficient quantity of philatelic products is available to meet requirements. Although administrations may not be able to make every stamp issue available from every outlet, they must nonetheless make sure that their customers and philatelists are well-informed at all times where each postage stamp issue is available for postal and philatelic purposes.

4.1 Issues of postage stamps depicting particular regions of a country or territory may be produced, so long as they comply with the requirements of this Code of Ethics and that customers and philatelists are well-informed at all times of their availability for postal and philatelic purposes.

4.2 Administrations shall take care to ensure that they issue stamps which help meet market demands. They shall ensure that the number of stamps issued each year is limited to that which their market will accept. If policies are still to be decided, administrations should respond cautiously to market demand to avoid oversupply. They shall not saturate the market and thus drive philatelists and collectors away from the hobby.

5 In choosing themes, logos, emblems and other design elements for their issues of postage stamps, administrations shall, at all times, respect intellectual property rights.

6 Whilst administrations have no control over the use of postage stamps or articles entrusted to the postal service for postal or philatelic purposes once they have been sold, they shall nevertheless:

6.1 Not support or acquiesce in any artifice intended to enhance sales of their postage stamps or products incorporating postage stamps by suggesting a potential scarcity of these products.

6.2 Avoid any action which might be taken as declaring approval of or conferring official status on products of unofficial origin incorporating postage stamps.

6.3 In the event that they appoint agents to market their philatelic products, instruct such agents to observe the same procedures and practices as those of the administrations themselves, to respect the provisions of the Philatelic Code of Ethics and of the administration's national postal legislation. Administrations shall not permit agents to operate or alter their proper postal procedures nor to control philatelic procedures.

6.4 Specifically prohibit the sale or disposal by their agents of their postage stamps or products incorporating postage stamps below face value. In remunerating their agents, administrations shall obviate as far as possible any need for agents to sell postage stamps or philatelic products incorporating postage stamps above face value. Due allowance may be made for national or local variations in sales and other taxes which may be pertinent, including at international philatelic exhibitions.

6.5 Administrations shall retain full responsibility for the printing and delivery of postage stamps and related philatelic products, either directly, or by making sure that all contractual obligations are fully respected and fulfilled by the agent, in order to avoid any misunderstanding between partners.

6.6 Printing of postage stamps should only be awarded to security printers that have signed up to the Code of Ethics for postage stamp security printers and that have achieved or undertaken to achieve certification as a security printer.

7 Postal administrations shall not produce postage stamps or philatelic products that are intended to exploit customers.

8 Administrations shall acknowledge in all their philatelic activities that, while their stamps represent symbols of national identity and culture, such stamps retain a secondary value beyond face value only because philatelists and collectors choose to purchase them. Administrations pledge to abide by this code of conduct in order to ensure the long-term survival of the philatelic market in each country.

Resolution C 27/2004
Customer relationships

Congress,

Conscious
of the importance of making the needs of customers the key focus of all activities of the Post,

Noting
the emphasis placed on customer needs in the Seoul, Beijing and Bucharest Postal Strategies and as reflected in the mission and activities of the UPU,

Stressing
the value of partnerships between the Posts and their customers in the customer satisfaction value chain, at international, regional and national levels,

Recognizing
– the existence of standards and guidelines for the provision of customer service (e.g. handling of inquiries for delayed or missing postal items), as well as publication of details such as key contact points in postal administrations to facilitate the speedy handling of customer service issues;
– that despite the efforts being made by postal administrations to increase their focus on customer service, there is not yet universal awareness of these standards and guidelines;
– that a practical and appropriate method for retaining focus on customer service issues between postal administrations is through the availability of best practice techniques and customer service resource material,

Urges

– the administrations of UPU member countries to:
  • make the needs of customers the key focus of all activities of the Post;
  • act as customers to each other;
  • share information, resources and experience in targeted customer service areas;
  • ensure that sufficient financial and human resources are made available to support customer-related activities;
  • participate in the activities undertaken at UPU level,
– the Restricted Unions to:
  • support the efforts of their members to become customer-driven;
  • facilitate the development of marketing expertise,

Instructs

the Postal Operations Council, in conjunction with the International Bureau, to:
– make the customer the key focus of all activities of the Posts, including the organization of Customer Day-type activities (UPU, regional and national levels);
– strengthen customer/supplier relationships between the Posts and their partners in the customer satisfaction value chain;
– assist the postal operators of UPU member countries to become more customer-oriented, facilitating and sharing best customer relations practices and developing marketing expertise in all areas of customer service relationships;

– define and publish key customer service activities and the generally accepted standards for inter-administration customer services;
– monitor developments concerning the development of standards for current and new customer service activities in groups such as the International Organization for Standardization, and partner postal associations, and circulate updated information as appropriate.

(Proposal 040, Committee 7, 2nd meeting)

Resolution C 28/2004
Universal Postal Declaration of Customer Rights

Congress,

In view of
resolution C 24/1999 (Customer Service Charter) and recommendation C 108/1999 (UPU Postal Operators Statement of Values) approved by the last Congress, and concepts such as “customer first” and “customer care” which are already included in the UPU mission,

Considering
the importance given in postal strategies, especially over the last decade, to the role of customers in the survival of the Posts, to promoting postal services, and to increasing the range of services with the help of efficient and modern technologies,

Regarding
the emphasis placed by the Universal Declaration of Human Rights in its Preamble and in article 21, paragraph 2, on the fact that: “… it is essential to promote the development of friendly relations among nations” and that “everyone has the right to equal access to public service in his country”,

Noting
article 23, paragraph 4, of the same Declaration which states that: “everyone has the right to form and to join trade unions for the protection of his interests”, according to which postal administrations should provide the possibility of establishing customer communities seeking protection of their interests,

In view of
article 25, paragraph 1, of the said Declaration to the effect that “everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services...” which draws our attention to the importance of implementing the Universal Postal Service provided for in article 1 of the UPU Convention,

Taking into account
the effective role of UPU member countries in developing friendly relations among nations and their vital and important task in providing social services,

Approves

the text in the Annex entitled the "Universal Postal Declaration of Customer Rights" that assures the commitment of the Posts and their obligations towards customer rights as a human rights principle,

Invites

the International Bureau to develop a worldwide communication programme in partnership with the Posts around the world based on concepts originating from customer rights as one of the main features of human rights in the coming years,

Invites

member countries to:
– take note of customer rights as a human rights principle in their statements of values;
– issue a commemorative stamp on the subject of "customer rights as a feature of human rights".

(Proposal 064.Rev 1, Committee 7, 2nd meeting)

Annex

Universal Postal Declaration of Customer Rights

The customer has the right to:
– benefit from high-quality and standard services at fair prices, according to his/her needs;
– benefit from an effective and comprehensive information system that incorporates his/her rights as well as the postal operator's responsibilities;
– enjoy a code of conduct based on ethical and human values and principles, without distinctions of any kind such as race, colour, gender, language, religion, political or other opinions, national or social origin, property, birth or other status;
– have access to postal services easily and conveniently;
– enjoy diversified choices in postal services;
– get fair compensation when the Post fails to deliver on its promise;
– be aware of his/her high status in the worldwide postal network and the fact that he/she is considered as a crucial partner in the success of the Posts;
– enjoy the possibility of establishing communities seeking to promote his/her interests.

Resolution C 29/2004
Worldwide standard for international postal service quality

Congress,

Considering
the improvement of international postal service quality to be a key objective for the Universal Postal Union,

Noting
a the encouraging results achieved by the implementation of the Quality of Service Programme for 2000–2004 (Beijing Congress resolution C 14/1999);
b the general improvement in quality observed in the quality tests organized by the UPU;
c the range of different transmission times observed on international links;
d the need to set a quality minimum for the international postal service,

Decides to set

– at J+5 (the fifth working day after the day of posting) the worldwide standard for international postal service quality; this standard applies to the international priority letter post between those areas and/or cities that are most important in terms of international postal exchanges in each of the member administrations of the Union;
– at 50% the minimum percentage of test items meeting this standard,

Instructs

the Postal Operations Council, in conjunction with the Council of Administration, the Consultative Committee and the International Bureau, to:
– set regional (sub-regional) targets for compliance with the worldwide standard and ensure that they are set above 50%;
– organize and coordinate continuous measurement of compliance with the worldwide standard for the quality of the international postal service;
– make every effort to achieve compliance with the worldwide standard above 65% by the time of the next Congress;
– submit a report on implementation of this resolution to the next Congress,

Urges

a the postal administrations of the Union and Governments, each insofar as it is concerned, to:
  – set quality objectives that exceed the worldwide standard wherever service conditions allow;
  – define the areas of application of the worldwide standard in their country;

– continuously measure compliance with the worldwide standard, through at least one of the tests organized by the UPU or by the Restricted Unions, or on the basis of bilateral or multilateral agreements;
– continuously analyze the results of these tests and take measures to help achieve the objective of compliance with the worldwide standard,

b the Restricted Unions to:
– coordinate the setting of regional targets for compliance with the worldwide standard;
– lend their support to regional actions to improve compliance with the worldwide standard.

(Proposal 06, Committee 6, 1st meeting)

Resolution C 30/2004
Future organization of UPU standardization activities

Congress,

Having considered
the report of the Postal Operations Council on UPU standardization activities (Congrès–Doc 33),

Having noted
the considerable achievements derived from the activities of the UPU Standards Board (SB) during the 1999–2004 period,

Aware
that standardization should be considered as a core activity of the UPU and a vital part of the functioning of the Union,

Convinced
that the UPU should continue to play a leading role in postal standardization activities and should adopt a pro-active approach in facilitating developments in this area,

Stressing
the importance of maintaining the UPU as the worldwide authority on postal standards,

Aware
that standards are an important part of the field of interest of government representatives/regulators in UPU activities,

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

Postal administrations:
– to use UPU standards in their daily mail handling operations;
– to participate actively in the UPU standards development process,

Charges

the Postal Operations Council:
– to manage the process of development and approval of UPU standards;
– to enable postal services to raise their quality and efficiency and to increase interconnection between postal administrations through the continued development and publication of new standards;
– to increase the visibility and credibility of UPU standards by maintaining close cooperation with other standardization bodies;
– to encourage greater use of UPU standards by postal administrations, especially those from developing countries, through the publication and wide circulation of UPU standards, and through targeted information campaigns;
– to report, as necessary, on its standardization activities to the Council of Administration.

(Congrès–Doc 33 and proposal 030, Committee 6, 1st meeting)

Formal opinion C 31/2004
Conformity of forms used by postal administrations

Congress,

Aware
that article RL 267 and article RC 213 state that forms used by postal administrations shall be in conformity with the specimens annexed to these Regulations,

Recognizing
that the use of modern technology, especially computers and computer systems and in particular national computer applications, makes it difficult to meet this requirement,

Considering
that the present variety of national versions of international forms for various purposes makes them difficult to use and to extract information from in other countries,

Taking account of
the fact that more and more staff without general postal training are used to perform duties which contribute substantially to the financial results of postal operators,

Appeals urgently

to postal administrations to only design and use forms which are in conformity with the specimens prescribed in the Regulations or, if deviations are necessary because of important national reasons, to at least use the full UPU title and prescribed number on the form and to include all the relevant information needed to achieve the purpose of the completed form in the same order as on the specimen.

(Proposal 20. 0.7, Committee 6, 1st meeting)

Resolution C 32/2004
Facilitation of the electronic transfer of inter-administration forms

Congress,

Noting
– that the postal administrations of the UPU enjoy the right to provide a universal postal service throughout the single postal territory;
– that this right carries with it an obligation to offer a high-quality, affordable postal service to the satisfaction of our customers worldwide;
– that the means are now available at reasonable cost to use electronic mail transfer to better support the universal service, thereby reducing the dependency on paper systems of communication;
– that electronic transfer of information can facilitate faster and more efficient resolution of routine and exceptional issues and complaints to the benefit of customers and administrations,

Considering
– that the Postal Operations Council, through its work programmes, provides technical consultancy, management training and a range of reference material to postal administrations;
– that these programmes could assist administrations in their efforts to utilize electronic communication,

Anxious
to support administrations' efforts to enhance electronic communication between administrations,

Instructs

the Postal Operations Council to study how the electronic transfer of inter-administration forms can best be facilitated and expanded by identifying, prioritizing and working on the relevant issues with a view to adopting necessary changes to the Regulations and appropriate recommendations.

(Proposal 20. 0.8, Committee 6, 1st meeting)

Resolution C 33/2004
Comprehensive review of UPU operational and accounting procedures

Congress,

Aware
that the use of computers in the exchange of international mail and inter-administration settlement of accounts has become increasingly common in recent years, to the extent that some administrations no longer use paper documentation for inter-administration payments for some classes of mail, such as EMS,

Recognizing
that the Postal Operations Council, through its Standards Board and other groups, has developed technical standards for the exchange of international mail that are attracting broad use by postal administrations as well as by delivery agents, airlines, Customs authorities and other stakeholders,

Taking into account
that the Postal Operations Council has successfully developed and promoted actions to increase the use of computer data for the exchange of mail, for example through the work of the EMS Cooperative, the Telematics Cooperative and the Postal Security Action Group,

Observing
that the use of computer transmissions, data and files by postal administrations is uneven, so that a widening gap has arisen between those administrations that rely heavily on the use of computers in their exchange of international mail and those that mainly use the paper-based UPU forms and documentation,

Highlighting
that the exchange of electronic data pertaining to mail among postal administrations and other stakeholders serves to expedite operational handling, reduce administrative costs, facilitate payments and improve supply chain security,

Convinced
that the long-term goal of the UPU should be to effect a transition from paper-based documentation to computer data to document the exchange of international mail, and that the development of a comprehensive set of operational and accounting

procedures based on the exchange of computer data would be essential for the UPU to achieve this goal,

Instructs

the Postal Operations Council, in collaboration with the Council of Administration, to:

– carry out a comprehensive review of the procedures concerning postal operations and inter-administration settlement of accounts in order to distinguish those procedures that are based on the transmission of EDI messages or the exchange of computer files, such as spreadsheets or PDF documents, from those based on traditional UPU forms;
– identify all stakeholders involved in these procedures, such as postal administrations, carriers (airlines, shipping lines, road transporters, railroads), Customs authorities, delivery agents, etc.;
– draft a comprehensive set of operational and accounting procedures based strictly on the exchange of EDI transmissions or computer files, developing new or supplementary procedures where they do not yet exist, either in the Convention or the Regulations, as UPU standards or in other UPU documentation. These procedures should include the exchange of electronic data among all stakeholders that handle mail, including postal administrations, carriers, Customs authorities, delivery agents, etc.;
– make proposals about how the data in the current global networks, such as POST*Net, GXS and eMaria, could be combined into a single database or how the data could be managed in such a way that from the user's perspective, the data appear to reside in a single database, and taking into account proper authorization and authentication for access to data;
– carry out a further recast of the Convention and Regulations, if necessary, based on the conclusions of this work.

(Proposal 20. 0.9.Rev 1, Committee 6, 1st meeting)

Resolution C 37/2004
Publication of e-mail addresses of postal administrations

Congress,

Recognizing
– the growth in the use of e-mail as a communication tool;
– the benefits of using this communication tool between postal administrations,

Having noted
– Beijing Congress resolution C 48/1999, assigning the task of a naming convention for e-mail addresses before the symbol @;
– the high response from postal administrations in providing their e-mail addresses,

Having realized
– that many postal administrations have still not provided their e-mail addresses;
– that no postal administration has yet provided the e-mail addresses of offices of exchange,

Having further realized
that e-mail addresses of offices of exchange are of the utmost importance for quick handling of mail related to investigations and inquiries,

Instructs

the International Bureau
– to collect the e-mail addresses from the postal administrations which have not provided them so far;
– to collect the e-mail addresses of offices of exchange from all postal administrations;
– to publish such e-mail addresses in the List of Addresses, Heads and Senior Officials of Postal administrations, the International Bureau and the Restricted Unions as early as possible,

Recommends

the postal administrations to make maximum use of e-mail in handling inquiries.

(Proposal 038, 6th plenary meeting)

Resolution C 38/2004
Optional service: Supplementary indemnity for registered items

Congress,

Acknowledging
the studies conducted by the POC Liability Project Team since 2000, which have highlighted the difficulties experienced by postal administrations with regard to the insured service,

Noting
– that over one hundred countries and territories of the UPU do not admit inward insured items in their letter-post stream;
– that the UPU registered service with its low, flat-rate indemnity is the only means of providing customers with an indemnity in respect of loss or damage to letter-post items to these many destinations, and that as a result customers have to use competitors' services or arrange private insurance in order to obtain higher compensation rates to cover against loss or damage for items sent to these destinations;

– that European Union (EU) Member States are bound by the EU Postal Services Directive to offer a service for insured items,

Considering
– that the strict regulations governing the make-up of insured items makes the service awkward and time-consuming for customers to access and give the Post an old-fashioned image;
– that the dispatch requirements and inward checking of insured items are costly, difficult to administer and heavily reliant upon manual procedures;
– that detailed checks and investigations are required to decide liability between postal administrations in respect of irregularities with insured items;
– that there is no standardized indemnity for insured items since the maximum insured value varies from country to country;
– that insured items, being highly visible, are easy targets for thieves and that a large proportion of inquiries into these items relate to loss,

Aware
that a consultation of all UPU members conducted by the Liability Project Team in 2002 showed that, owing to the problems experienced with the insured service listed above, a product providing supplementary indemnity for registered items is offered by six postal administrations, generally in place of the insured service, and is being considered by more than thirty others,

Further aware
that this service has been developed to meet the needs of customers who require a straightforward registered service for sending packages which provides extra indemnity to many destinations,

Noting
that this service is not subject to the limitations and difficulties mentioned above in respect of the insured service as it provides supplementary indemnity for registered items sent to all postal administrations and can be offered by the postal administration of origin without the need for any agreement from, or additional procedures to be undertaken by, other postal administrations,

Recommends

that postal administrations consider introducing a supplementary indemnity for their outbound registered items on the basis of the service description in the attached annex,

Instructs

the Postal Operations Council to continue its study of the provision of supplementary indemnity services, monitor their progress and introduction by any additional postal administrations and report on this subject to the 2008 Congress.

(Proposal 052, Committee 4, 6th meeting)

Annex

Optional service: Supplementary indemnity for registered items

Service description

1 Supplementary indemnity for registered items is a product offered by the administration of origin, usually in place of offering the UPU insured service, but requires no agreement or special procedures between administrations. Items are processed between administrations in exactly the same way as for the registered service, with liability for the supplementary indemnity being assumed solely by the administration of origin. The service is financed through the additional fees paid by customers for supplementary indemnity. The administration offering the service decides whether to administer the supplementary indemnity itself or through an insurance company.

2 The product involves offering customers wishing to send UPU registered items the option of paying an additional fee to provide an extra indemnity in respect of their item should it be lost, rifled or damaged in the Post. The administration of origin decides itself to which countries it offers the supplementary indemnity, how much it charges the customer for the service and the limit of the supplementary indemnity. The indemnity limit may vary according to the destination. An administration may offer low, or even no, supplementary indemnity to countries where there is a high risk of loss. Cash and valuables may be admitted in the items, according to the provisions of the UPU Convention, if the administrations of origin and destination so allow.

3 When the administration of origin accepts a registered item, it offers the customer the option of purchasing supplementary indemnity. As with a registered item, the customer is given a receipt with information identifying the item in the country of origin in case of an inquiry. The receipt shows the fees paid and the amount of the indemnity paid for, which will either be the flat-rate for a registered item or the higher amount, if supplementary indemnity has been purchased.

4 Both traditional UPU registered items and those for which supplementary indemnity has been purchased appear identical, as the service label used is the UPU CN 04 registered label. Registered items with supplementary indemnity are sent through the postal pipeline (dispatch, transmission, receipt in country of destination and delivery) as traditional registered items, without any additional special precautions or procedures.

5 Inquiries are lodged in respect of registered items with supplementary indemnity in exactly the same way as inquiries involving registered items. If the liability of the postal service is invoked, the administration responsible for the loss or damage will be liable for payment of the current flat-rate indemnity in accordance with the UPU regulations on indemnity for registered items (currently up to 30 SDR). The supplementary indemnity due above 30 SDR is always, however, the responsibility of the administration of origin, regardless of which administra-

tion may have been responsible for the loss, theft or damage. Therefore only the administration of origin is bound to pay the supplementary indemnity to the sender of the item since the additional fee for supplementary indemnity was paid to that administration upon posting.

Comparison with the insured service

The service has a number of advantages over the insured service:

6 Supplementary indemnity for registered items can be offered by the outward administration without the need for any agreement from, or additional procedures to be undertaken by, other administrations. It can be offered to all destinations, including the one hundred or so (of which a few are the administrations of industrialized countries) that do not admit incoming insured items.

7 The service is easier for customers to use, as there are no complex provisions for making up items for posting.

8 For a number of destinations, higher compensation can be offered to customers than with the insured service since the insured compensation limits depend on the lower of the maxima allowed by the administration of origin and destination, which is fairly low in some instances. The range of indemnities offered can be simplified by dividing destinations into just two or three groups according to the maximum indemnity that the administration of origin wishes to offer to administrations in each group.

9 The service is less expensive and time-consuming for administrations to manage, compared with the insured service. Irregularities and inquiries can be processed more speedily than with insured items.

10 Registered items (including those sent with supplementary indemnity, since they look identical to other registered items) are less of a security risk than insured items, which have the declared value indicated on them.

A few potential drawbacks should be noted:

11 The maximum indemnities offered for the supplementary indemnity for registered items service are likely to be lower than those offered in respect of some destinations admitting insured items. However, the majority of insured items posted to these destinations are valued well below the current insured limits, therefore the higher limits are only required by a small number of customers.

12 Indemnity levels to high-risk destinations may have to be set quite low in order to avoid a rise in the overall cost of claims. However, since these administrations are likely to be those which do not admit insured items, customers will note an improvement rather than a reduction in the service offered to these destinations.

13 Cash and other valuables cannot be sent as registered items with supplementary indemnity to administrations that do not admit these articles in uninsured items. However, these administrations may agree to admit them upon request, if the administrations sending the registered items with supplementary indemnity assumes total liability for them, including the flat-rate liability payable in respect of traditional registered items.

Resolution C 39/2004
Study of the rules governing the period for handling inquiries, the period and conditions for paying indemnities and the period and conditions for the reimbursement of indemnities to postal administrations

Congress,

Noting
that many postal administrations refuse to comply with the provisions of article RL 164 and article RC 157 stipulating that the postal administration which is liable or on behalf of which payment is made shall reimburse the paying postal administration the amount of the indemnity paid to the rightful claimant,

Observing
that this refusal heavily penalizes paying postal administrations that apply, within the period and according to the conditions prescribed, article RL 158 and article RC 151 stipulating that the postal administration of origin or destination, as the case may be, shall be authorized to indemnify the rightful claimant on behalf of the postal administration that has not responded to the inquiry or has not finally settled the matter,

Considering
– that, on the one hand, this situation risks making paying postal administrations defer payment of the indemnity, thus rendering the provisions of article RL 158 and article RC 151 inapplicable, which would be detrimental to postal customers and to the image of the Post as its market share steadily declines; and
– on the other, calls into question all of the measures laid down in the Letter Post Regulations and Parcel Post Regulations relating to the period for handling inquiries and paying and settling indemnities,

Instructs

the Postal Operations Council to:
– conduct an exhaustive study on the conditions for applying the current provisions of the Letter Post Regulations and the Parcel Post Regulations in the following areas: periods for the treatment and settlement of inquiries, and period and conditions for the payment of indemnities and the reimbursement of paying postal administrations;

– seek solutions for guaranteeing the strict compliance with these provisions by all postal administrations or define, if appropriate, new rules application of which could not give rise to any reservation by member countries;
– submit the proposals stemming from this study to the next Congress.

(Proposal 20. 0.14, Committee 4, 8th meeting)

Resolution C 40/2004
Study on the List of Prohibited Articles

Congress,

Considering
that the current List of Prohibited Articles is based on the Harmonized System of the World Customs Organization,

Aware
that the List of Prohibited Articles comprehensively covers all items addressed in the Harmonized System, including those which are accepted and prohibited in each country,

Noting
that the said publication has become cumbersome and difficult to manage, particularly in terms of the provision of adequate information to those offices which admit items containing goods,

Taking into account
that what is required is information relating to prohibited articles or articles whose admission is governed by certain conditions or special requirements,

Instructs

the Postal Operations Council to conduct a study on simplifying the List of Prohibited Articles, excluding items which are accepted and including only those items which are prohibited or conditionally accepted in line with the Harmonized System.

(Proposal 20. 0.15, Committee 4, 8th meeting)

Resolution C 41/2004
Transit charges

Congress,

Considering
that the transit charges laid down in article RL 205.1.1 are based on a charge per kilogramme,

Aware
that the costs generated by mail in transit are independent of the weight of each bag, since the weight factor applies in the event of transportation, which is negligible and can occur only in those countries which have two airports serving the same city,

Noting
that the transit of mail dispatches is very similar to that of à découvert parcel dispatches, for which a fixed per-parcel charge is provided,

Taking into account
that it is expedient to harmonize charges with those for related procedures,

Instructs

the Postal Operations Council to study the handling costs of mail in transit, taking account of the system used for parcels in transit à découvert.

(Proposal 20. 0.16, Committee 4, 5th meeting)

Resolution C 42/2004
Equivalents

Congress,

Considering
that article RL 109.1 obliges postal administrations to 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, to which end each postal administration must notify the average value of the SDR in the currency of its country,

Aware
that the average value of the SDR which is operative from 1 January each year, determined on the basis of the data published by the IMF over a period of twelve months ended on the preceding 30 September, is not always reliable, since it sometimes differs considerably from the actual value, particularly in countries with weak economies,

Noting
that a large number of postal administrations do not notify that parity,

Taking into account
that updating of the List of Equivalents was suspended by decision CE 9/1993,

Instructs

the Postal Operations Council to conduct a study on the notification of average value of the SDR and to submit proposals with amendments in respect of article RL 109.

(Proposal 20. 0.17, Committee 4, 6th meeting)

Resolution C 43/2004
Inquiries

Congress,

Considering
that article RL 150.4.6 establishes that inquiries about items which have been transited through one or more intermediate postal administrations must be sent direct to the postal administration of destination,

Aware
that this provision aims to expedite the handling of inquiries and to ensure that customers receive an appropriate response,

Noting
that in practice, the transmission of inquiries is delayed because the majority of postal administrations of destination return the CN 08 forms to origin, requesting the entry of data about routeing from the office of origin to final destination and that generally this is not successful because when the forms are sent to the postal administrations of transit, the latter reject them citing the provision in RL 150.4.6, which states that the inquiry form should be sent direct to the postal administration of destination of the item under inquiry,

Taking into account
that procedures should be adapted to customer needs,

Instructs

the Postal Operations Council to study the procedure for the handling of CN 08 forms and to amend the provisions of the Letter Post Regulations, if necessary.

(Proposal 20. 0.19, Committee 4, 8th meeting)

Resolution C 44/2004
Extraterritorial offices of exchange (ETOEs)

Congress,

Recognizing
that, for the purpose of this resolution, an extraterritorial office of exchange (ETOE) is defined as an office or facility operated by or in connection with a postal operator outside its national territory, on the territory of another country, and that these offices are established by postal operators for commercial purposes to draw business in markets outside their own national territory,

Noting
that the issue of ETOEs has been extensively studied within the Universal Postal Union in recent years,

Noting further
that, as a result of the discussion on the issue of ETOEs during the 2001 CA session, a provisional measure was adopted as resolution CA 17/2001, which confirmed that the Acts of the Union did not at present contain provisions for settling ETOE-related questions, and which protected the revenues of postal administrations that delivered items dispatched by ETOEs,

Recognizing
that the CA subsequently adopted resolution CA 2/2003 as a provisional measure, until Congress took a decision on ETOEs, whereby any UPU member country seeking to establish an ETOE must obtain the agreement of the host country of the ETOE, according to the host country's legislation,

Recognizing further
that national legislation or policy has thus far been expected to determine whether items dispatched from ETOEs are to be treated as mail under the UPU Acts,

Aware
that the absence of a UPU decision in the matter may cause economic distortions in relations between administrations as regards remuneration of the administration of destination for items sent by ETOEs,

Considering
that the compensation currently received under terminal dues is premised on the mutual exchange of mails in carrying out the universal service obligation, and that this compensation does not necessarily cover the related costs of the delivering administration, particularly in industrialized countries,

Considering further
that this issue will not be equitably resolved in the medium term, to the point where compensation for one-way traffic will be adequate for the delivering administration in all circumstances,

Recognizing
that, according to the DC tariff questionnaire sent out by the Terminal Dues Action Group in 2002, a majority of postal administrations in developing countries report that domestic rates do not cover their costs, meaning that they provide insufficient remuneration compared with terminal dues,

Decides that

i ETOEs are not in the same situation as postal administrations executing universal service obligations under the UPU Acts;
ii items sent from ETOEs are considered commercial items not subject to the UPU Acts, unless the destination postal administration has announced a policy agreeing to apply those Acts to the items it receives from ETOEs;
iii the dispatch of items via an ETOE shall not result in a decrease of the remuneration that the destination postal administration would receive for the delivery of those items (including, where applicable, the payment for the Quality of Service Fund provided for in article 31 of the Convention);
iv items tendered by ETOEs:
  a shall be treated according to the national policy of the destination country,
  b may be treated in accordance with the rates, terms and conditions of acceptance for domestic postal products, or
  c may be charged terminal dues if the destination postal administration has announced a policy to apply the UPU Acts to items tendered by ETOEs,
v the commercial customs clearance procedures of the destination country shall apply to items sent from ETOEs, unless the destination postal administration has agreed to apply the UPU Acts;
vi no documentation provided for under the Acts of the UPU may be used for any purposes relating to items sent from ETOEs to the postal administration of the destination country, including for purposes relating to airlines, to Customs and to other parties, unless the destination postal administration has agreed to apply the UPU Acts,

Further decides

that the agreement of any UPU member country must be obtained, in accordance with its national legislation, by any other countries or operators seeking to establish ETOEs within that country,

Invites

member countries to advise the International Bureau of national legislation or policy that makes the operation of an ETOE on its territory legitimate or authorized,

Instructs

the Postal Operations Council and the International Bureau to adopt procedures enabling the issue and withdrawal of International Mail Processing Centre (IMPC) codes in a manner consistent with the provisions of this resolution, including the requirement for ETOE operators to obtain the agreement of the member country in which they are seeking to establish an ETOE,

Declares

that nothing in this resolution may be construed as requiring an administration to accept items from any ETOEs as mail under the UPU Acts.

(Proposal 048, Committee 3, 4th meeting)

Resolution C 45/2004
International reply coupons service

Congress,

Having noted
Beijing Congress resolution C 45/1999 introducing a new accounting system for the international reply coupons service,

Having further noted
that, under the new accounting system, advance payment of the price of the international reply coupons is mandatory,

Having realized
that some developing postal administrations cannot afford the advance payment and thus cannot purchase international reply coupons,

Having further realized
that such postal administrations cannot provide the international reply coupons service to their customers,

Instructs

the Postal Operations Council and the International Bureau, each in its area of responsibility:

– to study ways and means of discontinuing the present system of mandatory advance payment while at the same time guaranteeing the financial health of the system.
– to amend the Letter Post Regulations accordingly.

(Proposal 045, Committee 4, 6th meeting)

Resolution C 46/2004
Terminal dues

Congress,

Noting
the results of the extensive studies on terminal dues performed by the Postal Operations Council leading up to the Bucharest Congress,

Recalling
that the 1999 Beijing Convention contains transitional terminal dues arrangements and that the final objective is to move to a country-specific payment system that is cost-based,

Recognizing
that it is not possible to attain this objective during the period of validity of the Bucharest Congress Acts without causing major difficulties for developing countries,

Acknowledging
that, for the development of a country-specific terminal dues system, before the end of the transition period all postal administrations need relevant, reliable information about their costs which allows them to evaluate the impact of their integration into a single terminal dues system,

Taking into account
the modifications to the terminal dues system adopted by the Bucharest Congress,

Considering
that these modifications constitute a further step on the way to a country-specific payment system,

Believing
that it is important to continue the work on terminal dues in a targeted and efficient manner with the aim of reaching the end objective as soon as possible, but in a gradual manner and by 1 January 2014 at the latest,

Further considering
that the issues associated with remuneration for the costs of services rendered are among the major concerns of the Union,

Believing
that the financial relations between postal administrations of dispatch and of destination must be founded on economic criteria that take account not only of the objectives established in order to approach more closely the cost and efficiency of the services rendered, but also of the environment in which the Posts

operate, particularly with regard to the extent of market liberalization and the level of competitive activity,

Instructs

– the Council of Administration to:
  a ensure that the terminal dues system submitted to the 24th Congress supports successful achievement of the universal service obligation (USO), as well as the integrity of the postal network;
  b ensure that the terminal dues system submitted to that Congress contains clear mention of the end of the transition period at 31 December 2013;
  c ensure a gradual transition towards a country-specific terminal dues system between 2010–2013; the most advanced developing countries in terms of the criteria to be defined by the 24th Congress should be the first to join the cost-based system before 2012; the single system for all countries will commence on 1 January 2014 at the latest, after comprehensive and conclusive evaluation by Congress;
  d keep itself updated on the progress of the terminal dues work of the Postal Operations Council;
  e see to it that regulatory requirements and customers' interests are taken into account in the proposal;
  f seek compatibility between the proposal and the rules of the WTO;
  g determine what audited cost and traffic data should be collected from the governments and postal regulators in cases where the quality and quantity of the data obtained by the Postal Operations Council from the postal administrations are inadequate;
  h review how pertinent economic and market data available from external, internationally recognized sources may be used;
  i approve methodologies developed by the POC to establish terminal dues rates, or to adjust existing rates;
  j determine whether and to what extent members should be bound by results developed from methodologies agreed in advance,
– the Postal Operations Council to perform the following work:
  a Economic studies
    – develop methodologies for converting a postal administration's domestic tariffs or costs into terminal dues rates, which are consistent with the principles established by the Council of Administration;
    – determine the relation between domestic tariffs and costs in the member countries of the Union to establish the appropriate percentage of tariffs and mixture of rates to apply as terminal dues;
    – determine a methodology to apply a country-specific system;

– develop and implement, in conjunction with the authorities of each country, an action programme designed to ensure that all postal administrations have a standardized cost accounting system before the end of the period of validity of the Bucharest Acts;
– establish key postal development indicators;
– collect and analyze data to determine the impact of changes on customers and on administrations;

b *Policy questions*

– identify the improvements required to the existing system in order to meet the needs of the market and of member countries;
– ascertain the conditions to be met for establishing a terminal dues system that takes account of country-specific costs while respecting the following two prerequisites:
  • knowledge on the part of each postal administration of its own costs, based on standardized and auditable cost accounting models, and
  • an evaluation of the impact of the move towards a single terminal dues system on the countries of the target system and on those of the transitional system;
– design the optimum system by endeavouring to bring it closer to costs, taking into account the criteria listed in the preambular paragraphs of this resolution and work carried out on developing other multilateral and bilateral terminal dues arrangements;
– draw up a transition schedule for application of such a system as soon as possible; since it will depend on satisfaction of the above-mentioned prerequisites, it is not realistic to introduce this single system before the end of the period of validity of the Acts of the 23rd Congress; however, intermediate stages for postal administrations that satisfy the conditions may be envisaged before this deadline;
– explore ways of remuneration taking account of the liberalization of markets;
– promote the use of direct access services to a larger number of administrations;

c *Statistics, accounting and operations*

– develop statistical, accounting and operational systems to promote economic and commercial advances in the terminal dues system;
– develop further the statistical, accounting and operational procedures for direct access;

d *Quality of service link*

– implement the link between quality of service and terminal dues decided by Congress, in particular see to it that appropriate monitoring systems are available;

– evaluate the quality of service measurement systems and propose the necessary improvements to enable the maximum number of countries to participate;

e *Internal air conveyance dues*

– review the current methodology for calculating internal air conveyance dues;
– report study results to the 2006 POC and recommend changes if required.

(Proposal 20. 0.3, Committee 4, 4th meeting)

Resolution C 48/2004
UPU quality of service measurement: service standards, quantifiable goals and annual performance reviews for all classes of mail

Congress,

Conscious
that the UPU's mission statement calls upon the UPU to foster the development of high-quality and efficient universal postal services to facilitate communication among the people of the world,

Mindful
that the five main objectives of the Bucharest Postal Strategy support the basic mission of the UPU to improve postal services in its member countries, with particular emphasis on international mail exchanges,

Recognizing
that in 2005 the postal administrations of industrialized countries will apply a system of terminal dues payments based in part on their performance in delivering letter class mail (Quality Link to Terminal Dues), and that a similar system will be designed for the international mail exchanges of developing countries in the years thereafter,

Informed
that several major member administrations of the EMS Cooperative have applied the EMS Pay-for-performance Plan under which these administrations compensate one another based on their performance in delivering inbound EMS items and scanning and transmitting event data on these items,

Aware
that if the UPU is to effect tangible improvement in the quality of international postal services worldwide, postal administrations must develop achievable delivery standards for international mail whose degree of attainment can be gauged by employing reliable and objective performance measurements,

Concerned
that the UPU currently has no comprehensive systems or methods for measuring and publishing results on:
– the performance of administrations in delivering parcels;
– the performance of airlines in handling and transporting dispatches of international mail;
– the performance of administrations in applying UPU technical standards developed by the Standards Board for all classes of mail, such as the PREDES, RESDES, PRECON, RESCON messages,

Confident
that current advanced technologies and the UPU standards that have been adopted to take advantage of these technologies offer new opportunities to measure service performance for all classes of mail in all UPU member countries,

Taking into account
the work developed by other organizations like the European Committee for Standardization CEN and the cooperation that exists between the CEN and UPU to promote standardization in measuring quality of service,

Persuaded
that the disciplines required by the Quality Link to Terminal Dues and EMS Pay-for-performance should be applied to UPU activities related to service performance measurement and possibly to other UPU activities where quantifiable goals may be adopted and objective measurements conducted,

Instructs

the Postal Operations Council to:
– develop and publish periodic comprehensive report cards on the performance of all administrations in delivering all classes of mail, where such reports do not now exist, which could include the quality of tracking and data transmission for individual items and the performance of contractors, such as airlines, in carrying out tasks related to international mail exchanges;
– conduct annual reviews of the performance of administrations and contractors as reflected in these report cards;
– adopt quantifiable annual goals for service performance that could specify performance targets for individual administrations, groups of administrations (such as regional targets) or all administrations worldwide;
– continue efforts to link inter-administration payments for delivery of mail to service performance for all classes of mail;
– make recommendations, based on the results of annual reviews, to improve quality of service.

(Proposal 072, Committee 6, 1st meeting)

Resolution C 49/2004
POST*CODE® products and services

Congress,

Noting
– that the POST*CODE® products and services have been designed with a view to improving quality of service for international mail, by enabling the senders of postal items to format addresses as accurately as possible, and in accordance with the rules laid down by the Universal Postal Convention;
– that the preparation of standard S42 on international address components and formats is capable of improving the quality of exchanges and deliveries of income-generating mass mail, and enabling automatic formatting of addresses;
– the need for the UPU to play a more active role in the promotion of international addressing;

Aware
that expanded use of addressing techniques by major postal customers can bring about a significant improvement in the quality of postal transmissions and deliveries;

Considering
that the POST*CODE® products and services help:
– the addressees of postal items, who benefit from better quality transmissions;
– postal administrations, enabling them to supplement the range of postcode files available nationally to their major customers;
– major customers of Posts to reduce their costs by harmonizing the postcode data they use in their address checking or correction software;
– member countries through the promotion of good addressing practices,

Urges

the postal administrations of all Union member countries:
a to make their national postcode files available to their customers;
b to maintain a permanent point of contact between the International Bureau and their addressing services;
c to provide, on a regular basis, the International Bureau with full postcode data and files, accompanied by documentation explaining the structure of address types within their territory;
d to provide the International Bureau with their postcode files free of charge, if possible to street level, for testing the Universal POST*CODE® DataBase;
e to facilitate the full updating of the Universal Postal List of Localities in electronic format, to enable in particular rapid searching of the names of localities or postcodes of 190 countries both by postal operators and by private users who only wish to perform occasional address checks, whilst

safeguarding the intellectual property of Posts and their sources of income, on the one hand, and citizens' privacy, on the other;

f to set up and maintain postcode databases to locality and street level and extend these bases to mail delivery points in order to promote direct mail activities,

Instructs

The Postal Operations Council:

– to take the necessary measures to enable the continued development and technological evolution of the POST*CODE® products and services;
– to authorize, exceptionally and upon express request, incorporation of additional data into the Universal POST*CODE® DataBase;
– to continue work on standard S42;
– to carry out promotion and technical assistance for the establishment and improvement of postcode systems.

(Proposal 014, Committee 7, 2nd meeting)

Resolution C 50/2004
Development of philately

Congress,

Noting
that sales of postage stamps for philatelic purposes generate significant revenue for many postal administrations, in particular those from developing countries,

Noting further
that the support and involvement of the philatelic industry are essential to the success of philately,

Recalling
that the Beijing Congress, in resolution C 63/1999, established a "Priority Action Plan for the Development of Philately", because:

– philately constitutes an important part of the business of the Post and provides appreciable support for the Post and for postal development in general;
– postage stamps and postal philatelic products continue to represent a considerable source of revenue for the Post, both when used for normal postal purposes and from the commercial and philatelic points of view;
– postage stamps represent a specific brand image distinguishing the postal service from private sector delivery services;
– postage stamps continue to serve as ambassadors for countries and their postal services, both nationally and internationally;

– additional advantages for the promotion of the postal service are represented by the increased use of postage stamps by the private sector, such as the direct mail marketing business,

Aware
that many governments are moving to transform postal administrations into commercial entities and to introduce competition into the letters market, but that few have actively contemplated philately during this process,

Considering
that the experiences of postal administrations whose governments have already moved in this direction can provide valuable guidance to others,

Recognizing
that the issuing of postage stamps as the symbols and trademarks of a country and administration requires particular attention and the identification of a single official authority for this function,

Acknowledging
the increasing competition in the collectibles market and its impact on stamp collecting,

Noting with satisfaction
the establishment and growth of the WADP Stamp Numbering System as a tool for registering and verifying authentic stamp issues,

Urges

– the Governments of member countries to:
  - require issuing authorities, in issuing stamps, to take into account the needs of philatelists, consumers of basic postal services and the social and cultural value of the stamps;
  - give due consideration to regulatory issues associated with stamp issuing and philately, including copyright and intellectual property laws;
  - put in place legal mechanisms to guarantee the right of postal administrations to issue postage stamps in accordance with the UPU Convention,
– Postal administrations to:
  - participate fully in the WADP Stamp Numbering System;
  - monitor the philatelic market to ensure compliance with prevailing national laws on the issuing of stamps and to do their utmost to eliminate or prevent abuses;
  - provide information to the UPU at their discretion on the development of the market;
  - adopt and implement best practices to ensure the participation of industry stakeholders at the national level and their cooperation and support at the international level,

Charges

the Postal Operations Council to:
– continue to interact with partners in the philatelic industry and to coordinate developmental activities;
– continue its work on determining the most effective and efficient means of informing members and the philatelic industry about authentic stamps issued by postal administrations;
– continue to promote the application of best practices and sound business principles in the philatelic business through targeted training and industry activities.

(Proposal 042, Committee 7, 2nd meeting)

Resolution C 51/2004
Protecting and safeguarding the integrity of the postage stamp as well as the image of the country and its postal service by means of the postage stamp

Congress,

Taking into account
the purpose of the Union and the aims that it pursues, as expressed in the Preamble to, and article 1 of, the Constitution,

Considering
– that the Universal Postal Union's mission is to promote, through the postal services, understanding and communication among peoples as well as international cooperation in cultural, social and economic fields;
– that postage stamps and philately have an important role as "ambassadors" for the image of a country and its postal service, not only nationally but also internationally,

Recalling
resolution C 63/1999 of the Beijing Congress, which established a priority action plan in favour of the development of philately and noted, inter alia, that:
– philately constitutes an important part of the business of the Post and provides appreciable support for the Post and for postal development in general;
– postage stamps and postal philatelic products continue to represent a considerable source of revenue for the Post, both when used for normal postal purposes and from the commercial and philatelic points of view,

Referring to
– article 6 of the Universal Postal Convention (Beijing 1999), which sets out the conditions for the issue of postage stamps;
– article 63 of the Convention, concerning penal measures to be taken against fraudsters who produce and distribute illegal issues;

– article RE 306 of the Beijing Letter Post Regulations, which specifies the characteristics of postage stamps and other methods of payment of postage;
– the Philatelic Code of Ethics adopted by the Beijing Congress (recommendation C 70/1999),

Noting
– that a certain number of developing countries in the Africa region, the majority being of the least developed category, continue to be the victims of abusive industry practices, which also seem to be on the rise. These practices mainly concern the production, distribution and marketing, in the name of the countries concerned, of abusive, illegal and unauthorized stamps which also undermine the sovereignty of the country concerned and the revenue potential for its postal service;
– that many abusive, illegal and unauthorized stamps depict subjects and themes which have absolutely no relation to the country concerned, and that certain subjects are even immoral in nature and constitute a severe attack on the reputation and image of the country and its postal service;
– that several countries in other regions such as the Community of Independent States and the Asia and Pacific region are also victims of abusive practices of the philatelic industry,

Convinced
that urgent measures are required in order to eliminate these abusive industry practices as quickly as possible in order to safeguard the reputation and image of the postage stamp and the country,

Urges

all the bodies of the Union to undertake all possible measures to put a stop to abusive practices in order that philately and the postage stamp can continue to remain true promoters of the image of all the countries of the Union and important sources of revenue as required for postal development,

Invites

– the Governments of Union member countries:
  • to take a position on a more precise definition of the postage stamp and the designation of a single postal authority for the issue of stamps, as stipulated in article 6 of the Universal Postal Convention, which sets the conditions for the issue of stamps;
  • to register the intellectual property of the name of the State and its symbols, including postage stamps, as protected trademarks;
  • to strengthen the national and postal laws to allow strict surveillance to safeguard the integrity of the postage stamp and the image and reputation of the State,

– postal administrations:
  - to take all possible measures aimed at eliminating the abusive practices of the philatelic industry;
  - to take inspiration from the numerous recommendations concerning the fight against illegal issues and the promotion of philately that resulted from the work of the Action Group for the Promotion of Philately of the Pan African Postal Union;
  - to give priority to the development of philately as a means of promoting the postal service and as an important factor for postal development in general and, in this regard, to provide a clear mandate and more autonomy to their philatelic service,

Recommends

that the Postal Operations Council:

a create a "Monitoring Committee" or "Observatory" with the mandate of exercising constant vigilance over the philatelic market in order to provide maximum protection for the Posts and take the necessary steps against fraud and abusive and illegal stamps with a view to safeguarding postal revenue from the sale of postage stamps and related philatelic products. The Committee would be assisted by an appropriate management structure;

b seek funds in favour of the development of philately;

c ensure that adequate human and financial resources are allocated to support the development of philately and the developing countries in this area;

d include safeguarding the integrity of the postage stamp as well as revenue protection in the technical cooperation programmes of the Union.

(Proposal 059, Committee 7, 2nd meeting)

Resolution C 52/2004
Access to operational information on the UPU website

Congress,

Conscious
of the need of member countries for rapid access to information related to international mail operations of other postal administrations,

Considering
how modern information technology can help to meet this need,

Noting
that the operational data on the UPU website are simply electronic reproductions of pages of UPU publications which are placed in different locations on the site and are often difficult to access,

Taking account
of recent advances in website design that have greatly improved capabilities for rapid access to information, as well as search features that allow better navigation through websites,

Instructs

the International Bureau to draw up guidelines and prepare a dossier for redesigning the website, under the direction of the POC, and to make an estimate of the resources necessary for recasting and managing the website in future. The study should cover the following aspects in particular:

– the possibility of compiling information in UPU compendia and publications, documents and lists into database systems which would standardize the information presented and take advantage of recent advances in website design;
– the advisability of employing recent advances in website design to improve the user interface with frequently updated databases to facilitate better access to needed information;
– regular updates of the site with information about the exchange of international mail submitted to the International Bureau by the administrations of Union member countries and, as appropriate, the CA and the POC;
– adaptation of the site, whenever necessary, to assist postal administrations in complying with new developments in operational requirements for the exchange of international mail (for example, desired methods for return of empty equipment or links to information about recent changes in government regulations).

(Proposal 039, 6th plenary meeting)

Resolution C 53/2004
Methodology for calculating charges for postal products and services which are specified both in the Convention and in the Regulations

Congress,

Aware
that many postal administrations find it difficult to set some of the charges for services and products mentioned in the Convention and in the Regulations, which are often complementary to the postal products,

Also aware
that many postal administrations take the charges mentioned in the Regulations as maximum amounts, a fact which can produce serious internal market distortions, since these charges do not reflect the legal, commercial and cost framework of every postal administration,

Noting
that the charges mentioned both in the Convention and in the Regulations for postal products and services should be considered as guideline amounts,

Considering
that each postal administration should set the appropriate charge associated with the respective costs, as well as observing the commercial and legal framework, without losing sight of affordability,

Urges

the Postal Operations Council and the International Bureau:
– to propose methods for calculating the charges for postal products and services which are specified both in the Convention and in the Regulations, in order to support the countries in the pricing process. This methodology should:
  • consider different methods of cost allocation for these products and services;
  • identify all processes/tasks for each product and service;
  • specify the most suitable margin/mark-up systems,
– to take every action to support postal administrations in implementing this methodology.

(Proposal 20. 0.18, Committee 4, 6th meeting)

Resolution C 56/2004
Combatting terrorism

Congress,

Reaffirming
the UPU's solidarity with and commitment to the resolutions by the United Nations Security Council and General Assembly in response to terrorism,

Noting
UPU participation in the United Nations Counter-Terrorism Committee and its affirmation of the resolutions adopted by this body,

Deeply concerned
by the devastating political and economic effects of terrorist attacks, including mail-borne biological attacks, for the current and future activities of UN common-system organizations, including the Universal Postal Union,

Also deeply concerned
by the increasing number of incidents of attacks on postal establishments and infrastructure, and by the disruption of mail systems by terrorists in the Union's member countries,

Acknowledging
that the criminal acts of terrorists may take many forms, strike against innocent people, and use means unanticipated by authorities,

Recognizing
that the global postal network, as a public service, may be used by terrorist or other criminal elements as a means to transport bombs, biological substances, radiological agents and other dangerous goods,

Strongly urges

Union member administrations:
– to commit appropriate resources to postal security initiatives;
– to reinforce or create, as appropriate, postal security units with the aim of coordinating their security activities with the UPU in the global fight against terrorism;
– to develop contingency and continuation of operation plans for mail processing centres and international offices of exchange in the event that mails are suspected of being used to transport illicit biological, chemical, or radiological substances; and
– to establish close and appropriate working contacts with State and local medical, first-responder and public health officials to prepare for incidents in which the mails are used to convey illicit biological, chemical, or radiological substances,

Instructs

the Postal Operations Council and Council of Administration to give priority attention to combatting the use of the Post as a vehicle for terrorism,

Decides

that the following articles of the Convention shall come into effect immediately:
– article 5.1: 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 15.2.1.1 or 15.3, in accordance with the legislation of the country of transit.
– article 15.8.1: The treatment of items wrongly admitted is set out in the Regulations. However, items containing articles mentioned in 2.1.1, 2.1.2 and 3.1 shall in no circumstances be forwarded to their destination, delivered to the addressees or returned to origin. If articles mentioned in 2.1.1 and 3.1 are discovered in items in transit, such items shall be dealt with in accordance with the national legislation of the country of transit.

(Proposal 074, Committee 6, 2nd meeting)

Resolution C 58/2004
Postal security policy and strategy

Congress,

Having considered
the report of the Postal Operations Council on postal security activities (Congrès–Doc 32),

Recalling
Seoul Congress resolution C 35/1994 calling on postal administrations to take action to enhance the security and integrity of international mails,

Considering
a the continuing need to safeguard the quality of postal services;
b the vulnerability of the international postal system to criminal acts such as theft, robbery, burglary, assaults on employees, fraud, traffic in drugs and in pornography and other related crimes;
c the growing threat of biological, chemical, and radiological terrorism utilizing the Post;
d the specialized knowledge and skill required to counter criminal activity directed against postal services and the limited resources available to counter this activity;
e the importance of combatting illegal stamp issues through postal revenue protection activities,

Recognizing
that in order to remain competitive in world markets, postal administrations must be able to guarantee security in all sectors of their activity,

Aware of the importance of:
a preventing injury to people due to dangerous goods in the mail;
b preventing the loss or theft of mail entrusted to the Posts by their customers;
c preventing revenue and asset losses for postal administrations; and
d preserving customer confidence in the Post,

Taking account of
the positive results of activities sponsored by the UPU's Postal Security Action Group in areas such as the:
– development of the International Airport Mail Security Review Program (PSAG Security Doc 15);
– hosting of the *Bioterrorism in the mails* seminar to address the consequences of the 2001 mailings of letters containing anthrax bacteria;
– signing of a Memorandum of Understanding between the UPU and the International Atomic Energy Agency;

– signing of a Memorandum of Understanding between the UPU and the World Health Organization;
– disruption of a high percentage of illegal advance-fee fraud mailings through the successful strategies undertaken by the West African Fraud Working Group;
– development of enhanced relationships with international organizations and stakeholders whose responsibility includes ensuring the safety and security of the international mail network;
– development of enhanced regional security networks to improve quality of service and mail security; and
– creation of the eCommerce Security Working Group to undertake initiatives to ensure customer confidence in the security of postal electronic commerce products and services,

Noting
– that postal security issues cover both regulatory and operational aspects of the postal business;
– that postal security issues will need attention by both the Council of Administration and the Postal Operations Council, each within its own area of responsibility;
– that security activities have been incorporated into the UPU's strategic planning process for the future;
– the considerable progress already made by the UPU Postal Security Action Group in raising awareness of the importance of security within the Union; and
– the need to maintain dynamic activity in postal security,

Endorses

the recommendations as laid out in the Postal Operations Council report on postal security activities (Congrès–Doc 32),

Charges

the Council of Administration, the Postal Operations Council and the International Bureau, each within its own area of responsibility, to manage the efficient organization of postal security activities, to maintain the viable international postal security network, and to ensure that appropriate measures are taken in the field of postal security by providing adequate human and financial resources to implement security-related activities.

(Congrès–Doc 32 and proposal 033, Committee 6, 2nd meeting)

Recommendation C 59/2004
Adoption of the eMARIA computer application by UPU member countries

Congress,

Noting
– that it is necessary to have a reliable method adopted internationally, within the framework of postal security, for collecting and processing international mail irregularity data;
– that the advantages resulting from a large number of countries using the same method are enormous,

Acknowledging
– that a computer application, known as eMARIA, developed as part of the work of the Postal Security Action Group (PSAG), has been widely tested in several regions;
– that, following the above-mentioned tests, the eMaria computer application has proved to be a simple, safe and effective way of keeping a global database of international mail irregularity data,

Considering
– that the eMARIA computer application is already in practical use, in a number of countries;
– that the greater the number of countries using it, the more efficient it will become,

Considering further
that it is vital for as many UPU member countries as possible to adopt this application,

Recommends

– that postal administrations adopt the eMARIA computer application as the standard application for the collection and treatment of international mail irregularities, in terms of security;
– that postal administrations which adopted computer applications, other than eMARIA for the collection and treatment of international mail irregularity data, within the framework of security should establish an interface connection with the global database, to enable them to access it and receive information,

Charges

the Postal Operations Council, through the PSAG, in collaboration with the International Bureau to:
– update and supervise all the changes considered necessary to guarantee that the eMARIA computer application meets the security needs of postal administrations in the area of international mail;

– publicize the advantages of the eMARIA computer application, encouraging those postal administrations which have not yet adopted it, to do so;
– support postal administrations using other applications in creating an interface connection to the global database, so that the maximum number of countries can access the information.

(Proposal 068, Committee 6, 2nd meeting)

Resolution C 60/2004
Collaboration with the airline sector

Congress,

In view of
the positive results of the work done by the IATA–UPU Contact Committee,

Noting
that airlines are a vital partner of the Posts,

Considering
that efforts to speed up and simplify the transmission and handling of airmail should be continued,

Aware of the fact
that collaboration with the International Air Transport Association is important for improving international mail flows,

Recognizing
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,

Charges

the Postal Operations Council to take measures to continue collaboration with the airline sector in order to pursue the study of common problems.

(Proposal 025, Committee 6, 2nd meeting)

Resolution C 61/2004
EMS Cooperative

Congress,

Recognizing
– that EMS is offered, on the basis of article RL 255, and of the EMS Standard Multilateral Agreement (annexed to Congrès–Doc 37.Rev 1), by the great

majority of postal administrations of UPU member countries and territories as an integral element of the postal offer effectively complementing the traditional range of letter-post and parcel-post services;
– that EMS has considerable commercial and strategic importance for postal services and for their customers;
– that in most countries EMS is the only practical and affordable means of providing univer-sal access to international express services for the private customer and many small enterprises,

Noting
the progress and achievements of the EMS Cooperative, as a structure within the POC, providing a global focus to allow the worldwide EMS network to better meet the needs of postal customers,

Accepting
the need for the UPU to continue to support ongoing EMS activities, particularly for those UPU members that are not members of the EMS Cooperative,

Acknowledging
the reduction in expenditure for the regular UPU budget resulting from the EMS Cooperative's decision to finance from its own budget two posts in the EMS Unit currently or formerly paid from the regular budget,

Decides

to continue to finance, through the UPU budget, the institutional and other support costs of maintaining the EMS Unit at the International Bureau. The costs to be supported shall include those for the accommodation of the EMS Unit (at its current staffing level); its office and IT services; logistic support – including production and distribution of documents; translation and interpretation for UPU meetings; personnel and financial management support; legal advice, and any other costs incurred by the International Bureau in respect of the EMS Unit which are not currently allocated to EMS tactics in the UPU's Programme and Budget (2003–2004),

Charges

– the EMS Cooperative, under the POC:
  a to maintain its responsibilities for all operational, commercial, technical and economic matters concerning EMS, having authority to make and amend EMS recommendations and establish EMS standards in all these areas, taking into account directives from the UPU bodies;
  b to present an annual report to the POC and, where appropriate, to the CA;
  c to pay the direct personnel costs (salaries and allowances) and travel costs of all EMS Unit staff;
– the POC to present a report to the next Congress on the progress of EMS activities and their financing,

Instructs

the International Bureau to:

a continue to provide the EMS Unit (at its 2003 staffing level) with office accommodation, furniture and equipment, free of any rent or other accommodation charges;

b continue to provide support to the EMS Cooperative by covering all its institutional and other support costs as specified in this resolution, without cost to the Cooperative;

c ensure that postal administrations which are not members of the EMS Cooperative continue to benefit from established UPU EMS programmes and publications;

d continue to promote EMS activities for those administrations which are not members of the Cooperative.

(Congrès–Doc 37.Rev 1 and proposal 021.Rev 1, Committee 6, 3rd meeting)

Resolution C 62/2004
Collaboration with the World Customs Organization (WCO)

Congress,

In view of
the positive results of the work done by the WCO–UPU Contact Committee,

Noting
that Customs constitute a vital link in the mail processing chain,

Considering
that efforts to speed up and simplify the customs treatment of postal items should be continued,

Aware of the fact
that collaboration with the World Customs Organization is important for improving international mail flows,

Recognizing
that the cooperation between the UPU and the WCO, which has existed since 1965, is in the best interests of both organizations,

Charges

the Postal Operations Council to take measures to continue collaboration with the World Customs Organization in order to pursue the study of common problems.

(Proposal 026, Committee 6, 3rd meeting)

Resolution C 63/2004
Work relating to Customs matters

Congress,

In view of
the important nature of the work being carried out by the Customs Support Group,

Noting
that the Customs Support Group was recently created by the 2003 POC in order to have a forum where specialists could work on customs-related matters,

Considering
that the Group still needed to address vital issues relating to the European Union, EDI and the heightened security environment,

Recognizing
that in-depth study of these and other Customs issues is still necessary,

Charges

the Postal Operations Council to take measures to attain these objectives.

(Proposal 028, Committee 6, 3rd meeting)

Resolution C 64/2004
Work relating to the environment

Congress,

In view of
the positive results of the work done by the Post and the Environment Project Team,

Noting
that environment matters are becoming increasingly important for enterprises and governments,

Considering
that efforts to promote environment-friendliness, increase awareness of environmental issues, develop environment policies and environment training modules should be continued,

Aware of the fact
that collaboration with specialized agencies like the United Nations Environment Programme and participation in environmental initiatives is important for achieving environmental goals,

Recognizing
the importance of adopting the concept of sustainable development within the framework of the Union's mission, including environmental and social aspects and corporate governance,

Charges

the Postal Operations Council to take measures to achieve these objectives.

(Proposal 027, Committee 6, 3rd meeting)

Resolution C 66/2004
Future organization of telematics activities and their financing

Congress,

Recalling
resolution C 27/1994 of the Seoul Congress and resolution C 52/1999 of the Beijing Congress concerning UPU activities in the field of EDI exchanges from 1995 to 2004,

Bearing in mind
the report of the Postal Operations Council concerning UPU telematics activities (Congrès–Doc 36),

Aware
of the strategic importance of UPU telematics activities for all Union member countries,

Noting
– that a Telematics Cooperative was established within the Postal Operations Council with the aim of developing synergies between Posts and stimulating the development of the postal service through the use of modern technologies;
– the inability of the Telematics Cooperative to be self-financing for the time being,

Considering
the large number of postal operators that have willingly joined the Telematics Cooperative,

Recognizing
the achievements of the Cooperative accomplished to date and its efforts aimed at improving and developing the postal service (Congrès–Doc 36),

Convinced
that the Telematics Cooperative will do all it can to speed up considerably the introduction of telematics and other technologies designed to improve communications between Posts, narrow the technology gap between them and with other market players, raise the quality of the international postal service and facilitate the expansion of current services and the development of new ones,

Decides

– to continue to finance, through the Union budget, the institutional costs connected with maintaining the Postal Technology Centre at the International Bureau, which cover use of the Postal Technology Centre's premises, its administrative and logistics services, including translation services, interpretation services during UPU meetings, the production and dispatch of documents, staff management and financial management, and legal services;
– to continue to subsidize the Telematics Cooperative, while providing for a gradual reduction so as to terminate this financial support at the end of a period covering two Congresses at the latest,

Charges

– the Postal Operations Council:
  • to assume competence for all strategic, operational, technical and economic matters concerning Telematics Cooperative activities;
  • to present a report to the next Congress on the progress of telematics activities;
– the Telematics Cooperative to assume competence for strategic, operational, technical and economic matters concerning telematics, as the body with the authority to make and amend telematics recommendations,

Further charges

– the Council of Administration:
  • to supervise Telematics Cooperative finances through the annual examination and approval of the budget and accounts;
  • to present a report to the next Congress on the financing of the Telematics Cooperative;
– the Telematics Cooperative to present an annual report to the Postal Operations Council and the Council of Administration,

Instructs

the International Bureau:
– to maintain the Postal Technology Centre as a service provider with responsibility for implementing the strategies approved by Congress and by the Telematics Cooperative in the field of telematics and technology;

– to provide financial support to the Telematics Cooperative through an annual subsidy and to cover its institutional costs, as specified above;
– to continue to promote the activities of the Telematics Cooperative and encourage postal operators to join it and to contribute actively to its activities,

Invites

the Council of Administration to cofinance Telematics Cooperative activities by continuing the annual contribution taken from the regular budget of a sum comparable to that of previous years. This sum is to be gradually reduced to zero over a period of eight years starting from 2005 with the possibility of reducing this period further should the Telematics Cooperative become self-financing more rapidly.

(Congrès–Doc 36 and proposal 046, Committee 6, 2nd meeting)

Resolution C 67/2004
The role of Posts in environmental matters

Congress,

Considering that
postal services are among the most basic needs of human beings, as well as the oldest means of communication, and have responsibility for transporting and delivering mail all over the world with speed, reliability, affordability and security, in a way that aims to save energy, national capital and natural resources to contribute to social welfare, productivity, the effectiveness of government organizations and efficient, economical use of time and energy, particularly in developing countries,

Given that
Posts are a fundamental factor in sustainable development, and that governments have to adopt a policy aimed at encouraging the public to make use of new and additional postal services in view of its ever-increasing needs and requirements,

Aware that
the existence and development of postal services are vital for optimizing human communications, thus leading to a healthier environment,

Noting that
the Postal Operations Council Post and the Environment Project Team has conducted many useful studies, produced numerous pamphlets, held symposiums, examined the impact of postal activities on the environment, determined guidelines for postal administrations to follow in order to minimize environmental pollution and encouraged them to use recyclable materials,

Decides

that activities concerning environmental matters should continue for the next four years, and

Instructs

the Postal Operations Council to conduct a comprehensive study on the practical and strategic role of the postal services in decreasing environmental pollution and preventing inappropriate exploitation of natural resources by making use of environment-friendly products, new postal services and state-of-the-art technologies, and to submit the study results to the Council of Administration and Postal Operations Council meetings in 2006.

(Proposal 053, Committee 6, 3rd meeting)

Resolution C 70/2004
International law in the field of trade in services. WTO–UPU Memorandum of Understanding

Congress,

Conscious
of the influence that developments in the World Trade Organization will continue to have on postal policy making within the UPU and at national level,

Aware
of the fact that the certain rules in the field of trade in services within the World Trade Organization may already apply to postal services in so far as such services are not provided in the exercise of governmental authority as laid down in Article I.3 of the General Agreement on Trade in Services (GATS),

Noting
that services negotiations under the Doha Development Agenda have incorporated discussions on new rules relating to postal services, and that the outcome of such discussions may be reflected in the final text of the agreement, which is scheduled to be concluded by the end of 2004,

Convinced
– of the need for the Union to inform its member countries, as well as stakeholders in the World Trade Organization, of the implications of World Trade Organization agreements on the postal sector, both at national and international levels;
– of the strategic advantage of harmonizing the interests of the postal sector with applicable rules of other international organizations,

Instructs

the Council of Administration, in conjunction with the International Bureau, to:
– monitor developments in international law concerning trade in services and keep Union members informed of developments in this field;
– continue efforts to secure cooperation between the Union and the World Trade Organization through the establishment of a memorandum of understanding and observership status;
– seek compatibility between the rules of the Union and those of the World Trade Organization.

(Proposal 011, Committee 3, 5th meeting)

Resolution C 84/2004
Bucharest World Postal Strategy

Congress,

Considering
the UPU mission statement, which states that the mission of the Union 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 by:
– guaranteeing the free circulation of postal items over a single postal territory composed of interconnected networks;
– encouraging the adoption of fair common standards and the use of technology;
– ensuring cooperation and interaction among stakeholders;
– promoting effective technical cooperation;
– ensuring the satisfaction of customers' changing needs.

Taking account of
– the fruitful and intensive discussions which took place during the UPU's 2002 Strategy Conference in Geneva;
– the work of the Council of Administration and the Postal Operations Council in the area of strategic planning;
– the conclusions and views expressed during the Bucharest World Postal Strategy Forum held in Bucharest on 17 September 2004, on the theme "Embracing the future of the postal sector";
– the results of the work of Congress as a whole,

Also taking account of
the draft Bucharest World Postal Strategy, prepared by the International Bureau, accepted by the Postal Operations Council and approved by the Council of Administration, which takes account of the views expressed during a general consultation of the Chairmen of the Council of Administration and Postal Operations Council

Committees, Action Groups and Project Teams, all Union member countries, the Restricted Unions and the non-governmental members of the Advisory Group,

Aware
of the urgent and continuing need to adapt the provision of postal services to developments in the postal environment and the changing needs of customers,

Approves

the Bucharest World Postal Strategy,

Appeals urgently

to governments, postal administrations and the Restricted Unions to implement all the strategies assigned to them, adapting them as necessary to their national and legislative particularities;

Invites

the Restricted Unions to integrate the relevant elements of the Beijing Postal Strategy into their respective priorities and action programmes,

Instructs

the permanent bodies of the Union:
- to implement the strategies assigned to them;
- to take without delay, within the framework of their respective competencies, all appropriate measures to attain the objectives set and, to this end, determine means of implementing the strategies to achieve the expected results;
- to regularly examine the state of implementation of the Bucharest World Postal Strategy and, following this examination, to:
  - make whatever changes in direction and adjustments are necessary;
  - reassign available resources, whilst respecting the budgetary ceilings set by Congress as regards the resources coming from the budget of the Union;
- to support member countries in the implementation of the Bucharest World Postal Strategy, in particular by establishing procedures for carrying out the strategies;
- to regularly disseminate the results achieved to Union member countries;
- to report to the next Congress on the results achieved and the experiences recorded.

(Congrès–Doc 46.Add 1, 9th plenary meeting)

Resolution C 86/2004
The value of publishing mail

Congress,

Taking note
of the activities undertaken during the period 2000–2004 directed towards the development of relations between the publishing industry and the Posts,

Noting, in particular
that the Beijing Congress, in resolution C 22/1999, established a "Total Quality of Service Concept for Mutual Improvement", and had as its objectives:
– to establish best practices in business relations between the Posts and their customers in the publishing businesses of newspapers, periodicals and books;
– to promote mutual understanding and cooperation;
– to ensure constant improvement of quality at all levels,

Aware
of the significant contribution to the volumes and revenues of the Posts by publishing mail,

Acknowledging
the value to society of the wide distribution of newspapers, books and magazines,

Convinced
that the Posts can and must continue to play their part in the dissemination of news, information and literature,

Recognizing
the value and positive role of the UPU Publishing Sector Industry Group in guiding the POC and UPU members in the management of their relations with a major contributor to the development of postal markets,

Urges

– the Governments of member countries to:
  • give due consideration to regulatory issues and put in place legal mechanisms to encourage the development of the publishing sector;
  • facilitate dialogue between the postal administrations and the publishers' associations and federations at national, regional and local level, including issues such as pricing and environmental policies,
– Postal administrations to:
  • put in place the necessary infrastructure to meet publishers' needs and expectations;

- facilitate the achievement of harmonized procedures to optimize mutual operational procedures;
- promote the importance of quality of service testing as a means for improving international services,

Charges

the Postal Operations Council, in conjunction with the International Bureau, to:

– provide an adequate framework for the continued improvement of relations between the Posts and their customers in the publishing sector;
– continue to ensure interaction and coordination with the partners in the publishing industry in the carrying out of developmental activities;
– encourage the development of the publishing sector as a market segment which offers considerable mutual growth opportunities;
– continue and extend the monitoring of quality of service of cross-border publishing mail flows;
– assist developing countries in establishing the necessary infrastructures to develop their publishing markets, to consolidate relations with the customers of the publishing industry and to improve quality of service in the publishing mail sector.

(Proposal 043, Committee 7, 2nd meeting)

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– Limits of size	–	RL 122.3
– Registration	–	RL 124.2.2
Air conveyance dues. General provisions	33.3 and 4	–
– Accounting	–	RL 239 to RL 242, Prot. RL XIX
– Amendments.	–	RL 243
– Basic rate and formula for its calculation . .	33	RL 237
– Calculation	–	RL 237.2, 3 and 7
– Calculation and accounting for priority items and airmail items in transit à découvert	–	RL 238
– Conveyance of airmails from airport serving a town to a depot in the same town and return of the same mails for reforwarding	–	RL 237.8 and 8.2
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– Diverted or missent mails or bags	–	RL 246
– Empty bags.	–	RL 245
– Handling charge for airmails in transit	–	RL 205

	Convention Art	Regulations Art
– Mail conveyed within the country of destination	33.5 to 7	RL 237.4, 6 and 7, Prot. RL XVIII
– Mail lost or destroyed	–	RL 247
– Payment	–	RL 244
– Preparation, submission and acceptance of CN 66 and CN 67 statements of weights	–	RL 240, RL 242
– Preparation, submission and acceptance of detailed (CN 51) and general (CN 52) accounts for air conveyance dues	–	RL 241, RL 242, Prot. RL XIX
– Transhipment of airmails by land between two airports serving the same town	–	RL 237.8 and 8.1
– Transit of airmail correspondence by land or sea. Application of transit charge scales	–	RL 237.8
Airmail bags		
– Bag labels (CN 35)	–	RL 184.1.2
– Diverted or missent mails or bags. See “Air conveyance dues”		
– Payment of dues for the transport of empty bags	–	RL 245
– Reimbursement of value of bags not received back	–	RL 200.8 and 9
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– Sacs collecteurs (collective bags)	–	RL 173.4
Airmail charges. See also “Air surcharges”		
– Combined charges for airmail items	–	RL 107.5.3
– Redirection and return to origin of airmail items		
– – Charges	–	RL 146.7
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Airmail distances	–	RL 237.3, RL 263.2.12
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– Dangerous substances prohibited from insertion in letter-post items	15.3	RL 144
– Diversion	–	RL 197, RL 246
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– Labelling	–	RL 184
– Late posting	–	RL 173.3.5
– Make-up	–	RL 173
– Marking	–	RL 125
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– Payments. See “Air conveyance dues”		
– Preparation of accounts. See “Air conveyance dues”		

	Convention Art	Regulations Art
– Preparation of statement of weights. See "Air conveyance dues"		
– Prepayment. Methods of denoting	–	RL 114.2
– Priority treatment	–	RL 168
– Redirection	–	RL 146.6
– Return to origin	–	RL 147.7
– Routeing	–	RL 186, Prot. RL XIV
– Sent in small quantities, use of CN 28 envelopes	–	RL 173.3.5, RL 191.3.2
– Transfer	–	RL 190
– Transhipment	–	RL 187
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Airmail items in transit à découvert		
– Accounting for on the basis of statistics.	–	RL 238
– Excluded from the statistical operations	–	RL 238.1.3 and 4
– Make-up of bundles	–	RL 171.6 and 7
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– Payments. See "Air conveyance dues"		
– Posted on board ship on the high seas	–	RL 171.5, RL 238.4.2
– Preparation and checking of CN 51 and CN 52 accounts	–	RL 241
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– Right of every country to deny conveyance of some items in transit à découvert	4.2	RL 145.6
– Statistical operations	–	RL 238.2
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Air surcharges. See also "Airmail charges"		
– Collection of air surcharges	–	RL 107.5.1
– Optional use of smaller weight steps	–	RL 108.1
– Reduced surcharges for S.A.L. mail	–	RL 107.5.2
– Relation between the sum of the surcharges and air conveyance dues	–	RL 107.6
– Uniformity	–	RL 107.6
– Weight of forms for surcharges	–	RL 107.6
Allocation of charges	6.7	–
Alteration of address. See "Withdrawal from the post. Alteration or correction of address"		
Aniline blue. Packing	–	RL 126.4
Application of the date-stamp	–	RL 117, RL 146.5.4, RL 147.8.3
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	Convention Art	Regulations Art
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– Containing insured items	–	RL 177.5 to 7
– Containing registered items	–	RL 175.2 to 3 and 6
– Containing the letter bill	–	RL 184.12
– Empty bags. See “Empty bags”		
– Indication of the office or country of origin	–	RL 173.2.6
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– Making up	–	RL 173.2
– Maximum weight of bags	–	RL 173.2.10, Prot. RL XIII
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– Return of empty bags	–	RL 174.6.4, RL 200
Barcodes	–	RL 132.5.2, RL 185, RL 266.2
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Books. Reduced charge	–	RL 107.7
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– Accounting	–	RL 230, Prot. RL XVII
– Bag labels	–	RL 184.8
– Characteristics	–	RL 124.8, Prot. RL II.6bis and RL 219
– Checking	–	RL 193.6
– Conditions of acceptance	–	RL 123.3.8
– Definition	–	RL 120.5, RL 169.2 and 2.1
– Letter bill (CN 32)	–	RL 174.2
– Terminal dues	28.5, 29.1, 30.3	–
– Transmission	–	RL 182
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	Convention Art	Regulations Art
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Charges		
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– Alteration or correction of address	–	RL 148. 4.1, 6.1 and 6.4
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– Cancellation	–	RL 146.7.4
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– COD items.	–	RL 135.3.1
– Collected on arrival on unpaid or underpaid items	–	RL 118.7 and 11
– Collection at the sender's address	–	RL 106.2.3
– Combined charges for airmail items	–	RL 107.5.3
– Combining in one item of articles with different charges	–	RL 105.4
– Commercial printed papers	–	RL 107.8
– Compendium of internal charges	–	RL 263.2.6
– Conditions of application	–	RL 107, Prot. RL IV
– Cover against risks of force majeure	–	RL 106.3
– Delivery to the addressee in person	–	RL 138.2
– Exemption from postal charges	7, Prot. III	RL 110, RL 111
– Express items	–	RL 136.2
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– Insured letter-post items	–	RL 134.3
– Internal postal charges and communications to the International Bureau	–	RL 214.1, RL 262.1.3
– Items posted after the latest time of posting	–	RL 106.2.1
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– Non-standard items	–	RL 107.9
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– Postcards	–	RL 105, RL 107.3
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– Presentation-to-Customs charges	18.2, Prot. XII	RL 153
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– Recorded delivery items	–	RL 133.2
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– – Delivery charge	–	RL 106.1

	Convention Art	Regulations Art
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– "Taxe perçue" ("Postage paid")	–	RL 114.2.2
– Treatment of unpaid or underpaid items	–	RL 118.2 and 11
– Undeliverable items	–	RL 147.3 and 6.5
Checking of mails	–	RL 193
Chemical reference substances	–	RL 126.7
Civilian internees		
– Exemption from postal charges	7.2	–
– Marking of items for civilian internees	–	RL 112.1.2
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– Alteration in the routeing	–	RL 186.6
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– Choice of flight by the administration of origin	–	RL 186.4
– Compulsory make-up	–	RL 170.1
– Exchange	–	RL 170
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– Addressee's address	–	RL 123.3.1 to 3.3, 3.5 and 3.7
– Address of items sent poste restante	–	RL 123.8
– Application of UPU Id-tag	–	RL 123.2
– Bulk items not packed or wrapped	–	RL 123.1.1
– Envelopes with edges in coloured bars	–	RL 123.7
– Items under wrapper. Addressee's address	–	RL 123.6
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	Convention Art	Regulations Art
– Only one sender's address to be provided on the envelope or wrapping	–	RL 123.10
– Place for postage stamps, franking marks and impressions	–	RL 123.3.1
– Pre-sorting of items posted in bulk	–	RL 123.3.8
– Sender's address	–	RL 123.3.6 and 3.7
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– Obscene or immoral	15.2.1.2	–
– Of glass. Make-up	–	RL 126.1
– Of which the importation and circulation are prohibited in the country of destination	15.2.1.3	–
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	Convention Art	Regulations Art
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– Charges	–	RL 255.2
– Definition	14.1.1	–
– Facsimile-based services	–	RL 256
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Electronic postal services		
– Agreement between administrations to participate in electronic postal services	14.1	–
– – Definition	14.1.1	–
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– – Charges	–	RL 255.2
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– Charges	–	RL 253.4
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– Marking of items sent free of postal charges	–	RL 112
Exemption from terminal dues. See also “Terminal dues”	–	RL 203.4.1
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– Charges	–	RL 136.2
– Customs control	–	RL 136.4.6
– Delivery immediately after arrival	–	RL 136.2.3
– Delivery in case of inadequate prepayment	–	RL 136.4.7
– Designation	–	RL 136.3
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– Express “M” bags	–	RL 136.2.1
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– Presence to be shown in the letter bill	–	RL 179.1 and 2
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Extraordinary services. Multimodal transport. Special transit charges	–	RL 207
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	Convention Art	Regulations Art
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Franking note. Return. Recovery of charges and fees	–	RL 139.5 and 6
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– Closed mails and a découvert letter-post items	4.1	–
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– Letters containing perishable biological substances or radioactive materials	4.2	–
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– – Fraudulent insurance	22.2.6	–
– – Indemnification	21.5 to 7	–
– – Indemnity. Period of payment	–	RL 158, RL 159, Prot RL XII
– – Inquiry not made in time	22.2.7	–
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– – Payment of indemnity	24	RL 158, RL 159, RL 160, Prot RL XII
– – – Payment of indemnity to the addressee	21.8, 24.2	–
– – Possible recovery of indemnity from the sender or the addressee	25	–
– – Recovery from air carriers of indemnity paid	–	RL 163
– – Reimbursement to the paying administration	–	RL 164
– – Repayment of charges and fees paid	21.7	–
– – Sender’s liability	23	RL 157
– – Settlement of indemnities between postal administrations	–	RL 165
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	Convention Art	Regulations Art
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International Bureau		
– Bulletins	–	RL 263.4
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	Convention Art	Regulations Art
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International Reply Coupons (IRCs) (CN 01). General provisions	13.4.2	RL 142, Prot. RL XX and Prot. RL XXI
– Damaged IRCs	–	RL 142.12
– Name of the country of origin, size and other specifications of IRCs	–	RL 142.5
– Payment for exchanged IRCs	–	RL 142.9 and 10
– Period of validity	–	RL 142.8
– Prevention of fraud	11.2.1 and 2.1.4	–
– Supply by the International Bureau on advance payment	–	RL 142.5 and 6
– Value of IRCs	–	RL 142.2
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– Accounting for customs, etc., charges with the administration of origin	–	RL 139.6
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	Convention Art	Regulations Art
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Label for airmail bags (CN 35)	–	RL 184.1.2
Label for COD items (CN 29 and CN 29bis)	–	RL 135.4.1 and 4.2
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Label for items containing infectious substances.	–	RL 130.6
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Label for items for delivery free of charges and fees	–	RL 139.4.1
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Label for registered items (CN 04)	–	RL 132.5.2 to 5.4
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Label for surface mail bags (CN 34)	–	RL 184.1.1
Label for undeliverable items (CN 15)	–	RL 147.8.2
Labelling of mails	–	RL 184
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Late posting. Special charge	–	RL 106.2.1
– for priority items and airmail items (CN 28 envelopes)	–	RL 173.3.5
Leeches. Accepted for dispatch.	15.4.2.1	–
– Make-up	–	RL 126.6
Letter bill (CN 31 and CN 32)	–	RL 162.1.3, RL 173.2.3, RL 174, RL 175.1, 7 and 8, RL 178.2, RL 179.1, RL 180.3, RL 182, RL 183, RL 193.6.2
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– Bundling	–	RL 173.1
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– Conditions of acceptance	–	RL 123
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– Containing prohibited dangerous substances	15.3	RL 144
– Containing radioactive materials	–	RL 131
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– Prepayment	–	RL 114
– Showing signs of opening, etc. Treatment	–	RL 173.1.5
Liability. See also “Indemnity” and “Compensation”		
– Customs declaration	–	RL 152, Prot. RL XI
– Insured items. Liability of postal administrations which do not provide the service.	–	RL 161.4 and 5

	Convention Art	Regulations Art
– Registered, recorded delivery and insured items	21	RL 155
– – Determination of liability of postal administrations	–	RL 161, RL 162
– – Non-liability of postal administrations	22	–
– – Payment	24	RL 158, RL 159, RL 160, Prot. RL XII
– – Principle and extent of liability	21	–
– – Recovery from air carriers	–	RL 163
– Sender's liability	23	RL 157
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– Charges	6	RL 105, RL 106, RL 107
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– Weight	12	RL 107, RL 121, RL 128, Prot. RL IV
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List of equivalents	–	RL 109.6, RL 263.2.4
List of kilometric distances	–	RL 206, RL 263.2.3.1
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– Articles treated as such	–	RL 124.5, Prot. RL II.4
– Documents having the character of current and personal correspondence, postage stamps and papers representing monetary value, etc. not accepted	15.7	–
– Exemption from postal charges	7.3, Prot. III.	–
– Marking of items	–	RL 112.1.3
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Live animals. Dispatch prohibited. Exceptions	15.4	–
Live bees. Accepted for dispatch. Make-up	15.4.2.1	RL 126.6
Lost airmail. Air conveyance dues	–	RL 247
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– Bags for airmail	–	RL 173.2.4
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– Bags for registered items	–	RL 173.2.8, RL 175.3 and 6
– Empty bags. Return	–	RL 200
– – Payment of air conveyance dues	–	RL 245
– Indication of the number in the letter bill	–	RL 174.6.4
– Make-up and routeing of mails	–	RL 173, RL 186, Prot. RL XIV

	Convention Art	Regulations Art
– M bags	12.2.4	RL 124.7, RL 132, RL 136.2.1, RL 175.8, RL 181, Prot. RL II.5, Prot. RL V
– Separate bags	–	RL 173.2.7 and 2.8
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– Bulk Mail	28.5, 29.1, 30.3	RL 124.8, RL 182, RL 219, RL 230, Prot. RL XVII
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– Labelling	–	RL 184
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– Make-up	–	RL 173
– Repacking	–	RL 193.4
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Maps. Reduced charge	–	RL 107.7.2
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M bags. General provisions	12.2.4	RL 124.7, Prot. RL II.5
– Charges	6, Prot. II	RL 105.3
– Express delivery	–	RL 136.2.1
– Indemnity for total loss or theft of a registered M bag	–	RL 155.4
– Indication of the weight and number of M bags on CN 31 letter bill	–	RL 203.2.3
– Registration	–	RL 132.2, Prot. RL V
– Terminal dues	29.5, 30.1.2	–
– Transmission	–	RL 181
– Weight limit	12.2.4	–
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	Convention Art	Regulations Art
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Music papers. See “Music”		
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– Prohibition	15.2.1.1 and 8	RL 263.2.5
– Undertaking by contracting countries	11.1.1.1	–
New services. Creation	14.2	–
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Non-priority items		
– Charges, weights and sizes	6, Prot. II	RL 105.1.1, RL 106, RL 107, RL 121, RL 122, RL 128, Prot. RL IV
– Definition	12.3	RL 120.2.2
– Exchange	–	RL 169.1.3 and 1.4
– Labelling (CN 26)	–	RL 171.6.2, RL 173.1.2
– Marking	–	RL 125.3
– Targets	20.1	RL 262.1.4
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Optional application of certain provisions of the Convention and the Regulations	–	RL 262.1.1
Ownership of postal items	5, Prot. I	–
Paedophilic items. Prevention and punishing of insertion in postal items	11.1.1.2	–
Pamphlets. Reduced charge	–	RL 107.7.2
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Payment for air conveyance. See “Air conveyance dues”		
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– Methods of denoting payment	–	RL 114.2
– Prepayment of letter-post items posted on board ship	–	RL 119
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	Convention Art	Regulations Art
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Period for payment of indemnity	–	RL 158, RL 159, RL 160, Prot RL XII
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– Charges	16.2.2	–
– Conditions of acceptance, packing and marking	–	RL 129, RL 130
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– Non-participation in the exchange of letters containing perishable biological substances and non-admission in transit a découvert	4.2	–
Platinum. Dispatch prohibited in certain items	15.6	–
Postage stamps		
– Affixing on items	–	RL 123.3.1, RL 128.1.7
– Cancellation	–	RL 117.3
– – Stamps left uncancelled in the country of origin	–	RL 117.4
– Characteristics	–	RL 115.1
– Commemorative or charity stamps	–	RL 115.1.3
– Distinctive perforations	–	RL 115.1.2
– Embossed impressions	–	RL 115.1.2
– Fraudulent use	11.2	RL 116
– Issue	8.2.1	–
– Name of the country of origin and postage value	8.3	–
– Notification of issues and exchange between administrations	–	RL 113
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– Postage value	8.3	–
– Shape	–	RL 115.1.1
– Subjects and designs	8.5	–
– Year of issue	–	RL 115.1.3
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Postal parcels, air parcels and insured parcels. Freedom of transit	4.3	RL 101
Postal service. Marking on items	–	RL 112.1.1
“Postal service” (Service des postes) marking on items	–	RL 112.1
Postcards		
– Abolition of service	–	RL 107.3
– Addressee’s address	–	RL 124.3.4
– Charges	6, Prot. II	RL 105.1 and 2, RL 107.9
– Make-up	–	RL 124.3.1
– Prepayment	–	RL 124.3.4 and 3.5
– Service labels	–	RL 124.3.4
– Size. Maximum and minimum limits	–	RL 122.2, RL 128.5

	Convention Art	Regulations Art
– Transmission	–	RL 124.3.3
– Treatment of postcards not complying with the regulations	–	RL 124.3.5
Poste restante items		
– Address	–	RL 123.8
– Period of retention	–	RL 147.2
– Special charge and cancellation thereof in case of redirection	–	RL 106.2.5, RL 146.7.4.1
Posting abroad of letter-post items	27, Prot. XIII	–
Precious stones. Not admitted in certain items	15.6.1	–
Preparation, transmission and approval of transit charges and terminal dues accounts	–	RL 232
Printed catalogues, etc. Reduced charge	–	RL 107.8
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– Authorized annotations and enclosures	–	RL 124.4.5 and 4.6, Prot. RL II.1 and 2
– Charges	6.1, Prot. II	RL 105.1.2 and 3, RL 106, RL 107
– Combined with articles on which different charges are payable	–	RL 105.4
– Documents having the character of current and personal correspondence and postage stamps, etc. not admitted	15.7	–
– Items admitted at reduced charges	–	RL 107.7 and 8
– Make-up	–	RL 124.4.1 to 4.4 and 4.7 to 4.11, Prot. RL II
– Right to deny conveyance in transit à découvert to items which do not satisfy the legal requirements governing the conditions of publication or circulation in a country	–	RL 145.6
– Sent in special bags (M bags)	12.2.4	RL 105.3, RL 124.7, RL 132, RL 153, RL 155.4, RL 171.1, RL 175.8, RL 181, RL 200, Prot RL II.5, Prot RL V
– Undeliverable. Treatment	–	RL 147.6.3, 7.3 and 8.1
– Weights and sizes (dimensions)	12.2 and 4, Prot. IV and V	RL 107, RL 121, RL 122.1, Prot. RL I, Prot. RL II
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– Charges	6, Prot. II	RL 105.1.1, RL 106
– Customs control	–	RL 168.4.3
– Definition	12.2.1	RL 169.1.1 and 1.2
– Items posted on board ship	–	RL 171.5
– Labelling (CN 25 and CN 26)	–	RL 171.6, RL 184
– Late posting	–	RL 173.3.5
– Making up of bundles (CN 25 and CN 26)	–	RL 173.1
– Marking	–	RL 125
– Prepayment. Methods of denoting	–	RL 114.2

	Convention Art	Regulations Art
– Priority treatment	–	RL 168
– "PRIOR" marking	–	RL 184.11
– Quality of service targets	20	RL 262.1.4
– Redirection to new destination	–	RL 146.6
– Return to origin	–	RL 147.7.2 and 7.4
– Routeing	–	RL 186, Prot. RL XIV
– Sent in small quantities (CN 28)	–	RL 173.3.5
– Signs of tampering	–	RL 116
– Transit à découvert	–	RL 171, RL 238
– – Accounting on the basis of statistics	–	RL 238
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Prohibitions. General provisions (list, treatment of items wrongly admitted, right of countries of the Union)	15, Prot. VIII, Prot. X	RL 144, RL 263.2.5
– Charges, surcharges and fees not provided for	6.6, Prot. II	–
– Items not fulfilling the conditions laid down	15.1.1	–
– Items wrongly admitted. Treatment	15.8	RL 145, Prot. RL IX
– Literature for the blind	15.7	–
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– Right of every country to deny conveyance of some items in transit à découvert	4.2	RL 145.6, Prot. RL IX
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– Items for delivery free of charges and fees	–	RL 139.2.1
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– Transit charges and terminal dues	–	RL 235
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Quality of Service Fund	31	RL 236
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– Addressing	–	RL 133.3.1
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	Convention Art	Regulations Art
– Delivery to the addressee in person	–	RL 138.1
– Envelopes with transparent panels	–	RL 133.4.3
– Labels (CN 05)	–	RL 133.4.1 to 4.3
– Liability/Indemnity		
– – Lost, totally rifled or totally damaged items	21.3.1	–
– – Non-liability of postal administrations	22	–
– – Refund of charges paid	21.3.1	–
– – Sender's liability	23	–
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– Marking	–	RL 133.4.3 and 4.4
– Receipt free of charge	–	RL 133.3.2
– Transmission	–	RL 176
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Redirection. See "Redirected items"		
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– Advice of delivery	–	RL 137
– Barcode	–	RL 132.5.2
– Bulk advice	–	RL 175.2
– Charges	6, 7, Prot II	RL 106.3, RL 132.2 and 3
– Closing	–	RL 132.4
– Delivery free of charges and fees	–	RL 139.3
– Delivery to the addressee in person	–	RL 138
– Envelopes with transparent panels	–	RL 132.4.2 and 5.6
– Inquiries	17, Prot. XI	RL 150, RL 151
– Inquiry not made in time	22.2.7	–
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– Liability/Indemnity/Compensation	21.1.1.1, 1.4, 2.1, 2.2 and 7 to 9	RL 155 to RL 166, Prot. RL XII
– – Accounting for amounts paid in respect of indemnity	–	RL 166
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– – Determination of liability between postal administrations	–	RL 161, RL 162
– – Force majeure	22.2.1	–
– – Indemnification	21.2 and 7 to 9	RL 155.4
– – Items seized under the legislation of the country of destination	22.2.5	–

	Convention Art	Regulations Art
– – Non-liability of postal administrations	22.1 and 2	RL 162
– – Payment of indemnity	24	RL 158, RL 159, RL 160, Prot. RL XII
– – – Payment of indemnity to the addressee	21.8, 24.2	–
– – Period for payment of indemnity	–	RL 158, RL 159, Prot. RL XII
– – Settlement of indemnities between postal administrations	–	RL 165
– Make-up	–	RL 132.4.1
– Marking and treatment	–	RL 132.5
– M bags	–	RL 132.2, RL 155.4, Prot. RL V
– Presence of registered items to be indicated in the letter bill	–	RL 174.6.3 and 6.3bis
– Receipt free of charge	–	RL 132.4.3
– Recovery from air carriers of indemnity paid	–	RL 163
– – Possible recovery of indemnity from the sender or addressee	25	–
– – Reimbursement to the paying administration	–	RL 164
– – Sender's liability	23	RL 157
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– Returned to sender for completion or correction of address	–	RL 146.5.5
– Rifled	21.2 and 8	–
– Serial numbers of intermediate administrations. Not admitted	–	RL 132.5.8
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– Terminal dues for delivery of registered items	29.6, 30.1.3	RL 203.2.1 and 2.3
– Transmission	–	RL 175
Registration. See "Registered items"		
Report		
– Delivery of a rifled or damaged insured item (CN 24 report)	–	RL 156
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– Irregularities established upon receipt of a mail containing insured items (CN 24 report)	–	RL 162.2, RL 193.9 and 10
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Return of empty bags. See "Empty bags"		
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	Convention Art	Regulations Art
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– Obligation	4.1	–
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– Packing of silk worm eggs	–	RL 126.3
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– Abolition as a separate category	–	RL 107.3
– Authorized enclosures	–	RL 124.6.2
– Charges	6, Prot. II	RL 105, RL 106, RL 107.1 to 3, Prot. RL IV
– Closure	–	RL 124.6.3
– Customs declarations (CN 22 and CN 23)	18, Prot. XII	RL 152.5
– Delivery charge	–	RL 106.1
– Make-up and packing	–	RL 124.6.1 and 3
– Weight and size limits	12.2.2, Prot. V	RL 107.1 to 3, RL 108, RL 121, RL 122
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	Convention Art	Regulations Art
Substances which easily liquefy. Make-up	–	RL 126.2
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– CN 36 labels	–	RL 184.1.3
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– Exchange of S.A.L. mails (general provisions)	–	RL 167.4
– Handling charge for S.A.L. mails in transit	–	RL 205.1.1
– Make-up	–	RL 173.2.4
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– – Accounting for mail intended for direct access to the domestic system	–	RL 231
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– – Accounting for bulk mail	–	RL 230, Prot. RL XVII
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– Bulk items	–	RL 182
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– Insured items	–	RL 177
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– Accounting for transit charges	–	RL 203.1
– – Preparation of CN 55 and CN 56 statements of mails	–	RL 228
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– Freedom of transit. General provisions	4	–
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– – Relating to à découvert items sent by surface mail	32	–
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	Convention Art	Regulations Art
Unique identification system for items, receptacles and related documents	–	RL 185
Unpaid or underpaid items. General provisions	–	RL 118
– Charge payable	–	RL 118.2 and 11
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Warships or military aircraft. Exchange of closed mails. See "Military units placed at the disposal of the UN. Mails exchanged with military units"		
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– Member countries unable to adopt the metric system	–	RL 107.1
– Of bags	12.2.4	RL 173.2.10
– Of items sent on postal service	–	RL 121.3
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