UPU UNIVERSAL POSTAL UNION

Letter Post Regulations

Final Protocol

Berne 2013

Note concerning the printing of the Letter Post Regulations and the Final Protocol thereto

Bold type appearing in the texts indicates amendments with respect to the Letter Post Regulations and Final Protocol in force until 31 December 2013. These amendments were adopted by the POC, and the Letter Post Regulations and Final Protocol were signed in plenary session after the 2012 Doha Congress.

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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.

Chapter 1

General Provisions

Article RL 101
Application of freedom of transit

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

Article RL 102
Failure to give freedom of transit

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

Article RL 103
Monetary unit

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

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

Article RL 104
Postal security

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

1.1 raise quality of service as a whole;

1.2 increase employee awareness of the importance of security;

1.3 create or reinforce security units;

1.4 share operational, security and investigative information on a timely **basis**;

1.5 propose to legislatures, wherever necessary, specific laws, regulations and measures to improve the quality and security of worldwide postal services**;**

1.6 provide guidelines, training methods and assistance to postal officials to enable them to deal with emergency situations that could endanger life or property or could hamper the mail transport chain, in order to maintain the continuity of operations.

Chapter 2

Charges, surcharges and exemption from charges

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)
Postcards		0.27	0.38
Printed papers	up to 20 g	0.23	0.36
	above 20 g up to 100 g	0.60	1.05
	above 100 g up to 250 g	1.29	2.52
	above 250 g up to 500 g	2.33	4.82
	above 500 g up to 1000 g	4.44	9.05
	above 1000 g up to 2000 g	7.52	14.58
	per additional step of 1000 g	3.44	5.10
Small packets	up to 100 g	0.70	1.16
	above 100 g up to 250 g	1.40	2.52
	above 250 g up to 500 g	2.52	4.73
	above 500 g up to 1000 g	4.29	7.85
	above 1000 g up to 2000 g	6.36	13.16
	per additional step of 1000 g	4.80 (optional)	10.40 (optional)

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

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

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

Article RL 106
Special charges

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

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

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

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

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

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

2.5 Poste restante charge collected from the addressee.

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

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

Article RL 107
Conditions of application of postage charges

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

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

2.1 For any category, the last weight step shall not exceed the maximum weight shown in article **RL 122**.

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

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

5 Designated operators that apply the system based on the contents of letter-post items shall be authorized:

5.1 to collect air surcharges for letter-post airmail items;

5.2 to collect for surface air-lifted "S.A.L." items with reduced priority surcharges lower than those which they collect for airmail items;

5.3 to fix combined charges for the payment of airmail items and S.A.L. items, taking into account the cost of the postal services rendered by them and the cost of air conveyance.

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

7 The designated operator of origin may allow, for letter-post items containing:

7.1 newspapers and periodicals published in its country, a reduction of not more than 50% in principle of the tariff applicable to the category of items used;

7.2 books and pamphlets, music scores and maps, provided they contain no publicity matter or advertisement other than that appearing on the cover or the fly leaves, the same reduction as that provided for under 7.1.

8 Designated operators have the right to restrict the reduction provided for in 7 to newspapers and periodicals which fulfil the conditions required by internal regulations for transmission at the tariff for news-papers. This reduction shall not extend to commercial printed papers such as catalogues, prospectuses,

price lists, etc., no matter how regularly they are issued. The same shall apply to advertisements printed on sheets annexed to newspapers and periodicals. The reduction shall still be possible, however, in the case of detached advertising inserts to be considered as integral parts of the newspaper or periodical.

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

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

Article RL 108
Calculation of surcharges for airmail items

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

Article RL 109
Equivalents

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

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

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

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

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

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

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

Article RL 110
Exemption from postal charges on postal service items

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

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

2.1 exchanged between bodies of the Universal Postal Union and bodies of the Restricted Unions;

2.2 exchanged between bodies of those Unions;

2.3 sent by such bodies to member countries and/or designated operators or their offices.

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

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

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

1.2 the Central Prisoner-of-War Information Agency provided for in article 123 of the same Convention;

1.3 the Information Bureaux provided for in article 136 of the Geneva Convention of 12 August 1949 relative to the protection of civilian persons in time of war;

1.4 the Central Information Agency provided for in article 140 of the latter Convention.

Article RL 112
Marking of items sent free of postal charges

1 Items exempt from postal charges shall bear, on the address side in the top right-hand corner, the following indications, which may be followed by a translation:

1.1 "Service des postes" (Postal service) or a similar indication for the items mentioned in article 7.1 of the Convention and article RL 110;

1.2 "Service des prisonniers de guerre" (Prisoners-of-war service) or "Service des internés civils" (Civilian internees service) for the items mentioned in article 7.2 of the Convention and article RL 111 and the forms relating to them;

1.3 **"Envois pour les aveugles"** (**Items** for the blind) for the items mentioned in article 7.3 of the Convention.

Chapter 3

Postage stamps. Methods of denoting payments

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

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

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

Article RL 114
Prepayment. Methods of denoting prepayment

1 Principle

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

2 Methods of denoting prepayment

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

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

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

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

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

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

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

1 Postage stamps and postal prepayment impressions

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

1.2 They may be distinctively marked with punched perforations or embossed impressions produced by means of an embossing stamp, subject to the conditions laid down by the designated operator **or the member country** which has issued them, provided that those processes do not interfere with the clarity of the particulars prescribed in article 8 of the Convention.

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

2 Franking machine impressions

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

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

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

3 Franking impressions

3.1 Franking impressions obtained from a printing press or by another printing or stamping process shall bear the name of the member country of origin and, if appropriate, of the office of posting in roman letters, which may be supplemented by the same information in other letters. They shall also bear an indication that postage has been prepaid, for example in the form "Taxe perçue" (Charge collected). In every case, the phrase adopted shall be shown in bold letters in a space the area of which shall not be less than 300 mm2. The date-stamp, if used, shall not appear in this space.

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

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

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

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

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

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

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

Article RL 117
Application of the date-stamp

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

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

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

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

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

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

3 All postage stamps valid for prepayment shall be cancelled.

4 Unless designated operators have prescribed cancellation by means of a special stamp impression, postage stamps left 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.

Article RL 118
Unpaid or underpaid items

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

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

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

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

4.1 unpaid or underpaid items on which the sender is not indicated or whose sender cannot be identified;

4.2 unpaid postcards bearing labels or marks purporting to certify that postage has been paid.

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

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

7 A designated operator of origin which wants missing postage to be collected from the addressee shall follow the procedure described in 8 and 10. Unpaid or underpaid items submitted to this procedure shall

be liable to a special charge, payable by the addressee or, in the case of returned items, by the sender, calculation of which is defined in 11.

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

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

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

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

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

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

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

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

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

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

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

Chapter 4

Categories of items and conditions of admission

Article RL 120
Basic services

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

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

2.1 priority items, i.e. items conveyed by the quickest route (air or surface) with priority;

2.2 non-priority items, i.e. items for which the sender has chosen a lower rate, implying a longer delivery time.

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

3.1 items conveyed by air with priority**, which** shall be called "airmail items";

3.2 surface items conveyed by air with reduced priority**, which** shall be called "S.A.L. items".

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

Article RL 121
Classification of letter-post items based on their formats

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

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

2.1 small letters (P), as in article RL 124;

2.2 large letters (G), as in article RL 124;

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

Article **RL 122**
Particulars relating to limits of weight

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

1.1 In relations between designated operators where both admit such items from their customers.

1.2 For items containing books and pamphlets, the designated operator of origin having the option of admitting such items.

2 In the system based on contents:

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

2.2 Printed papers may weigh up to 5 kilogrammes, the designated operator of origin having the option of admitting such items.

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

4 The items sent on postal service as mentioned in article 7.1 of the Convention and article RL 110 shall not be subject to the limits of weight laid down in article **13** of the Convention and 1 and 2 above. However, they shall not exceed the maximum weight of 30 kilogrammes per bag.

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

Article **RL 123**
Limits of size

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

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

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

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

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

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

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

Article RL 124
Limits of size and weight for small letters (P) and large letters (G)

1 For the classification of items based on their format, the limits of size and weight of small letters (P) shall be as follows:

1.1 minimum dimensions: 90 x 140 mm;

1.2 maximum dimensions: 165 x 245 mm;

1.3 maximum weight: 100 g;

1.4 maximum thickness: 5 mm.

2 For the classification of items based on their format, for items that are not small letter (P) format items, the limits of size and weight of large letters (G) shall be as follows:

2.2 minimum dimensions: 90 x 140 mm;

2.2 maximum dimensions: 305 x 381 mm;

2.3 maximum weight: 500 g;

2.4 maximum thickness: 20 mm.

3 For operations, accounting and sampling purposes, the following rule shall apply:

3.1 If an item exceeds the limits of a format in one or more of the four criteria (length, width, thickness and weight), it shall be classified in the next largest format, provided that it fits within the dimensions of that format.

Article **RL 125**
Conditions of acceptance of items. Make-up. Packing

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

1.1 Designated operators may agree to exchange bulk items, which have not been wrapped or packed. The dispatching designated operator and the designated operator of destination shall set by mutual agreement the conditions of posting of such items.

2 The UPU Id-tag, as defined in **UPU Technical** Standard **S18 may** be applied to letter-post items to facilitate mail processing in both origin and destination countries and to support the exchange of processing information between the designated operators involved. The Id-tag shall be applied, under the authority of the designated operator, in accordance with the specifications adopted by the Postal Operations Council and the provisions of **UPU Technical** Standards S18 and **S19**. **To** maximize the readability of the Id-tag, designated operators:

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

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

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

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

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

3.3 The addressee's address shall be worded in a precise and complete manner. It shall be written very legibly in roman letters and arabic numerals. If other letters and numerals are used in the country of destination, it shall be recommended that the address be given also in these letters and

numerals. The name of the place of destination and the name of the country of destination shall be written in capital letters together with the correct postcode number or delivery zone number or post office box number, if any. The name of the country of destination shall be written preferably in the language of the country of origin. To avoid any difficulty in the countries of transit, it is desirable for the name of the country of destination to be added in an internationally known language. Designated operators may recommend that, on items addressed to countries where the recommended position of the postcode is in front of the name of the location of destination, the postcode should be preceded by the EN ISO 3166–1 Alpha 2 country code followed by a hyphen. This shall in no way detract from the requirement for the name of the destination country to be printed in full.

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

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

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

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

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

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

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.

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.

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

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

Article **RL 126**
Special provisions applicable to each category of items

1 Priority/non-priority items and letters

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

2 Aerogrammes

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

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

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

3 Postcards

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

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

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

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

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

4 Printed papers

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

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

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

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

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

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

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

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

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

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

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

5 **Items** for the blind

5.1 **Items for the blind shall include** letters bearing writing used by the blind, posted unsealed, and plates bearing the characters of writing used by the blind**, as further detailed below:**

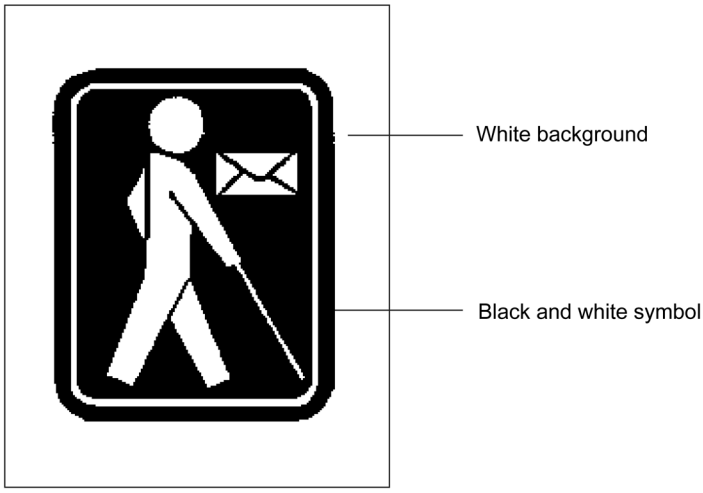
5.1.1 correspondence, literature in whatever format including sound recordings provided that they are sent to or by an organization for the blind or sent to or by a blind person;

5.1.2 equipment or materials of any kind made or adapted to assist blind persons in overcoming the problems of blindness, including items such as specially adapted CDs, Braille writing equipment, Braille watches, white canes and recording equipment, provided that they are sent to or by an organization for the blind or sent to or by a blind person.

5.2 Designated operators of origin shall be allowed to admit as **items** for the blind items admissible as such in their internal service.

5.3 **Items** for the blind shall be made up in such a way that **their** contents are sufficiently protected while permitting quick and easy verification.

5.4 The designated operators shall **require** that their customers furnish their **items** for the blind, on the side which bears the addressee's address, with a **clearly visible** white label with the following symbol:



(Size 52 x 65 mm)

6 Small packets

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

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

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

6.4 Designated operators may apply a **single barcode** identifier **conforming to UPU Technical Standard S10** to small packets to enable the provision of cross-border customs electronic pre-advice. However, the presence of such an identifier shall not imply the provision of a delivery confirmation service. The identifier should appear on the front of the item and should not obscure the other service markings, indicia or address information.

7 M bags

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

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

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

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

7.1.4 the M bags are accompanied by a CN 22 or CN 23 customs declaration form prepared by the sender in accordance with the provisions laid down in article **RL 156.4**.

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

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

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

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

7.6 Designated operators may apply a **single barcode** identifier **conforming to UPU Technical Standard S10** to M bags to enable the future provision of cross-border customs pre-advice. However, the presence of such an identifier shall not imply the provision of a delivery confirmation service. The identifier should appear on the front of the item and should not obscure the other service markings, indicia or address information.

8 Bulk mail

8.1 Bulk items shall be characterized by:

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

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

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

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

Article **RL 127**
Marking of priority or mode of transportation

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

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

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

Article **RL 128**
Special packing

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

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

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

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

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

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

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

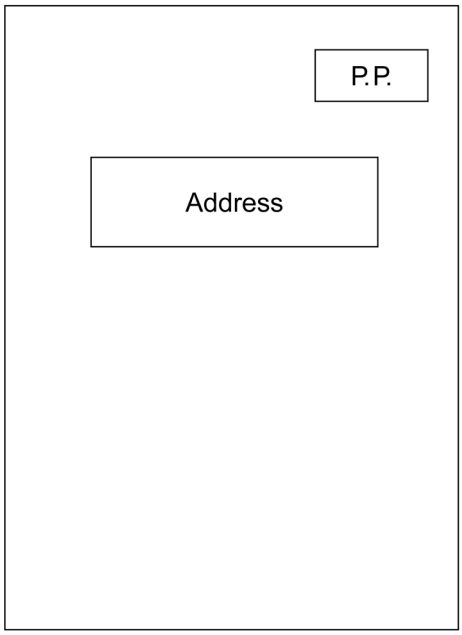
Article **RL 129**
Items in panel envelopes

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

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

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

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



1.4 All the edges of the panel shall be precisely stuck down on the inside edges of the opening in the envelope. For this purpose there shall be an adequate space between the side and bottom edges of the envelope and those of the panel.

1.5 The addressee's address shall be the only thing visible through the panel or, at the very least, shall stand out clearly from any other indications visible through the panel.

1.6 The panel shall be placed so as to leave enough room for the application of the date-stamp.

1.7 The contents of the item shall be folded in such a way that the address remains fully visible through the panel even if the contents shift inside the envelope.

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

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

Article **RL 130**
Standardized items

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

1.1 Minimum dimensions: 90 x 140 mm.

1.2 Maximum dimensions: **165 x 245 mm.**

1.3 Maximum weight: **100** g.

1.4 Maximum thickness: 5 mm.

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

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

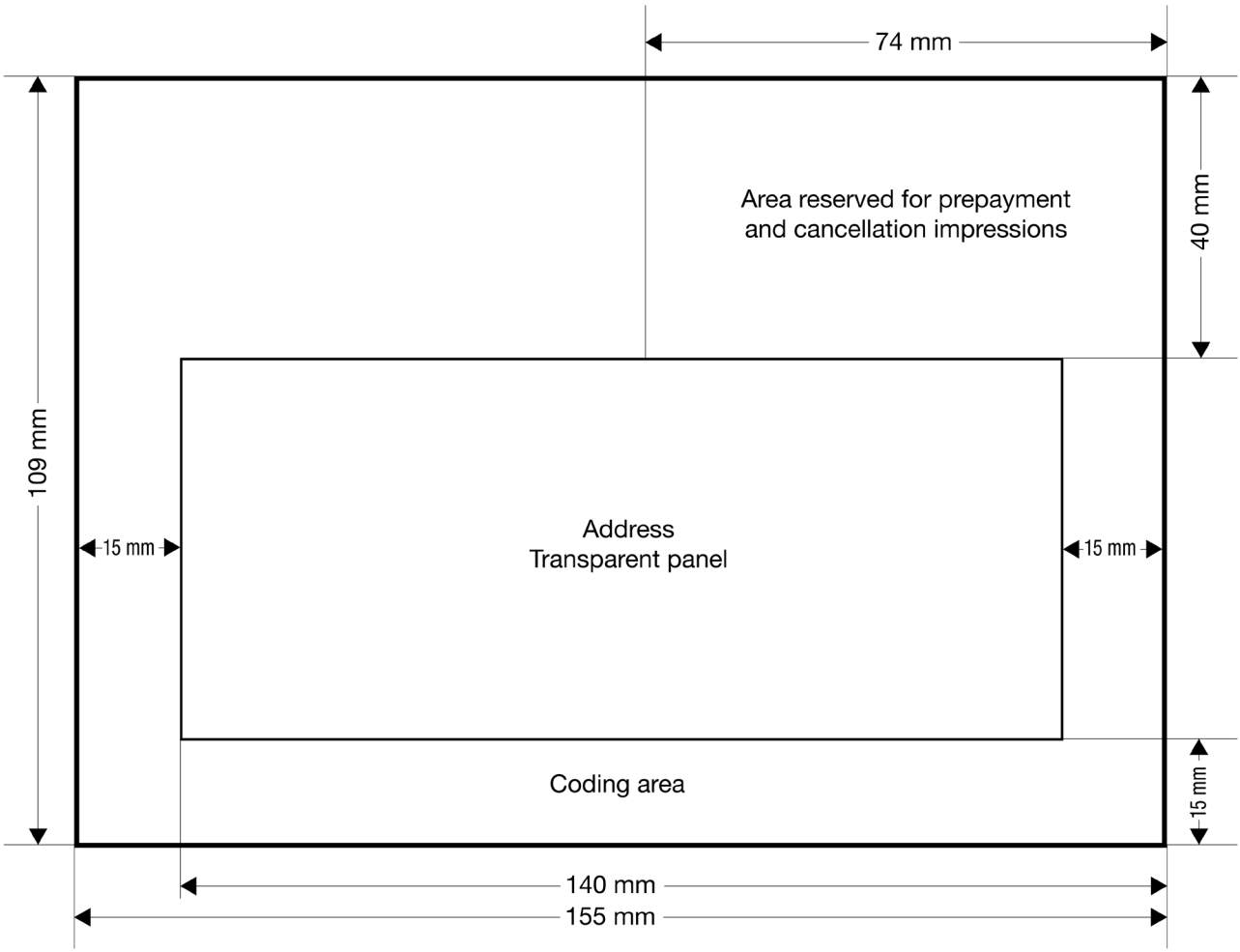
– 40 mm from the top edge of the envelope (tolerance 2 mm);

– 15 mm from the right-hand edge;

– 15 mm from the bottom edge;

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

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



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

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

– 15 mm from the right-hand edge;

– 15 mm from the left-hand edge;

– 15 mm from the bottom edge.

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

3 No wording or extraneous matter whatsoever may appear:

3.1 below the address;

3.2 to the right of the address, from the franking and cancelling area to the bottom edge of the item;

3.3 to the left of the address, in an area at least 15 mm wide and running from the first line of the address to the bottom edge of the item;

3.4 in an area 15 mm high starting from the bottom edge of the item and 140 mm long starting from the right-hand edge of the item; this area may be partly identical with those defined **above**.

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

4.1 Minimum dimensions: 90 x 140 mm.

4.2 Maximum dimensions: 305 x 381 mm.

4.3 Maximum weight: 500 g.

4.4 Maximum thickness: 20 mm.

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

6 The following items shall not be considered standardized:

6.1 folded cards;

6.2 items closed by means of staples, metal eyelets or hook fastenings;

6.3 punched cards sent unenclosed (without an envelope);

6.4 items whose envelopes are made of material which has fundamentally different physical properties from paper (except from the material used for making the panel of window envelopes);

6.5 items containing articles causing protrusions;

6.6 folded items sent unenclosed (without an envelope) which are not closed on all sides and which are not rigid enough for mechanical processing.

Article RL 131
Dangerous goods admitted exceptionally

1 Exceptionally, the following dangerous goods shall be admitted:

1.1 the radioactive materials sent in letter-post items and postal parcels mentioned in article RL 132.1;

1.2 the infectious substances sent in letter-post items and postal parcels mentioned in article RL 132.2;

1.3 the lithium cells and lithium batteries sent in letter-post items and postal parcels mentioned in article RL 132.3.

Article RL 132
Admissible radioactive materials, infectious substances, and lithium cells and lithium batteries

1 Radioactive materials shall be admitted in letter-post items and parcels in relations between member countries which have declared their willingness to admit them either reciprocally or in one direction only under the following conditions:

1.1 Radioactive materials shall be made up and packed in accordance with the respective provisions of the Regulations.

1.2 When they are sent in letter-post items, they shall be subject to the tariff for priority items or the tariff for letters and registration.

1.3 Radioactive materials contained in letter-post items or postal parcels shall be forwarded by the quickest route, normally by air, subject to payment of the corresponding surcharges.

1.4 Radioactive materials may be posted only by duly authorized senders.

2 Infectious substances, with the exception of category A infectious substances affecting humans (UN 2814) and affecting animals (UN 2900), shall be admitted in letter-post items and postal parcels, under the following conditions:

2.1 Category B infectious substances (UN 3373) may be exchanged by mail only between officially recognized senders, as determined by their competent authority. These dangerous goods may be acceptable in mail, subject to the national and international legislation in force and the current edition of the United Nations Recommendations on the Transport of Dangerous Goods, as promulgated by the International Civil Aviation Organization (ICAO).

2.2 Category B infectious substances (UN 3373) must be handled, packed and labelled in accordance with the provisions listed in the Letter Post Regulations and Parcel Post Regulations. These items shall be subject to the tariff for priority items or the tariff for registered letters. An additional charge for the handling of these items shall be allowed.

2.3 Exempt patient specimens (human or animal) may be exchanged by mail only between officially recognized senders determined by their competent authority. These materials may be acceptable in mail, subject to the national and international legislation in force and the current edition of the United Nations Recommendations on the Transport of Dangerous Goods, as promulgated by the ICAO.

2.4 Exempt patient specimens (human or animal) must be handled, packed and labelled in accordance with the provisions listed in the Letter Post Regulations. These items shall be subject to the tariff for priority items or to the tariff for registered letters. An additional charge for the handling of these items is allowed.

2.5 Admission of infectious substances and exempt patient specimens (human or animal) shall be restricted to member countries that have declared their willingness to admit such items, whether reciprocally or in one direction only.

2.6 Permissible infectious substances and exempt patient specimens (human or animal) shall be forwarded by the quickest route, normally by air, subject to the payment of the corresponding air surcharges, and shall be given priority in delivery.

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

3.1 For a lithium metal or lithium alloy cell, the lithium content shall not be more than 1 g, and for a lithium ion cell, the Watt-hour rating shall not be more than 20 Wh.

3.2 For a lithium metal or lithium alloy battery, the aggregate lithium content shall not be more than 2 g, and for a lithium ion battery, the Watt-hour rating shall not be more than 100 Wh; Lithium ion batteries subject to this provision shall be marked with the Watt-hour rating on the outside case.

3.3 Cells and batteries when installed in equipment shall be protected from damage and short circuit, and the equipment shall be equipped with an effective means of preventing accidental activation; when lithium batteries are installed in equipment, they shall be packed in strong outer packagings constructed of suitable material of adequate strength and design in relation to the packaging's capacity and its intended use unless the batteries are afforded equivalent protection by the equipment in which they are contained.

3.4 Each cell or battery shall be of the type proved to meet the requirements of each test in United Nations Manual of Tests and Criteria, Part III, sub-section 38.3.

Article **RL 133**
Conditions of acceptance and marking of items containing exempt patient specimens (human or animal)

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

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

2.1 The packaging must meet the following conditions:

2.1.1 The packaging must consist of three components:

2.1.2 a leak-proof primary receptacle(s);

2.1.3 a leak-proof secondary packaging; and

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

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

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

Article **RL 134**
Conditions of acceptance and marking of items containing infectious substances

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

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

3 The packaging shall be of good quality, strong enough to withstand the shocks and loadings normally encountered during transport, including 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 ICAO** packing instruction **650** shall either be clearly visible or be reproduced on the outside of the overpack.

13 Infectious substances assigned to UN 3373 which are packed and marked in accordance **with ICAO** packing instruction **650** are not subject to any other requirements under this article except for the following:

13.1 the proper shipping name, UN number and the name and address and telephone number of a person responsible must be provided on a written document (such as the CN 38 delivery bill) or on the package;

13.2 classification must be in accordance with provision 2;6.3.2 of the ICAO Technical Instructions;

13.3 the incident reporting requirements of provision 7;4.4 of the ICAO Technical Instructions must be met; and

13.4 the inspection for damage or leaking requirements in provisions 7;3.1.3 and 7;3.1.4 of the ICAO Technical Instructions shall apply.

14 Clear instructions on filling and closing such packages shall be provided by packaging manufacturers and subsequent distributors to the consignor or to the person who prepares the package (e.g. patient) to enable each single package to be correctly prepared for transport.

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

16 Solid carbon dioxide (dry ice) used as refrigerant

16.1 If solid carbon dioxide (dry ice) is used as refrigerant, the packaging requirements of Packing Instruction 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.

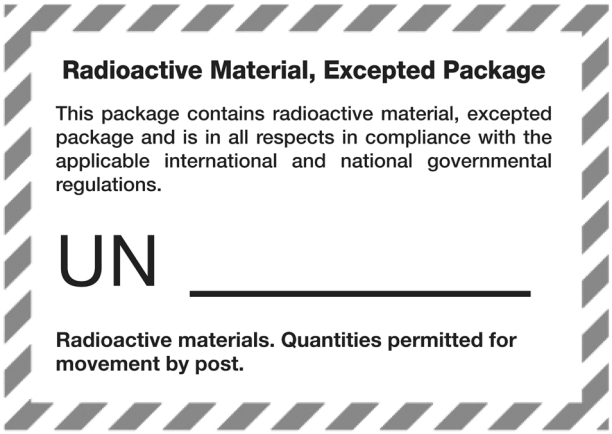
16.2 For air transport, a transport document shall be provided in accordance with ICAO Technical Instructions or the IATA Dangerous Goods Regulations. In addition, the CN 38 delivery bill covering this shipment shall contain the following statement: "Dangerous Goods as per attached shipper's declaration".

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

Article **RL 135**
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.

Article **RL 136**
Conditions of acceptance of letter-post items containing lithium cells and batteries installed in equipment

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

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

Chapter 5

Supplementary services

Article **RL 137**
Registered items

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

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

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

4 Admission

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

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

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

5 Marking and treatment of items

5.1 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. The use of this heading is not obligatory if the registered item bears a CN 04 label containing the capital letter "R".

5.2 All designated operators shall apply a barcode on all outward registered **items. The** specifications shall be as follows:

5.2.1 Each registered item must be identified by a single CN 04 label with a unique item identifier conforming to the specification of 13-character identifiers in **UPU Technical** Standard **S10**. The item identifier shall be encoded in both human-readable and barcoded form, as prescribed in the standard.

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

5.3 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.

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

5.5 No label or serial number shall be placed on the front of registered items by the intermediate designated operators.

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

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

5.8 Designated operators that have established systems that generate electronic delivery confirmation shall have the right to use signatures captured electronically from these systems, to provide proof of delivery by individual item to the sending designated operator, subject to CN 08 inquiry by the sending designated operator. The electronic delivery confirmation data may be provided electronically (e-mail) or in hard-copy form at the discretion of the delivering postal designated operator.

CN 04

Size 74 x 26 mm, with capital R and line under serial number in red or black, if the regulations of the designated operator of origin allow

Article **RL 138**
Insured items

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

2 Insured value

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

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

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

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

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

2.6 The amount of the insured value shall be converted into SDRs by the sender or by the office of origin. The result of the conversion, rounded up where appropriate to the nearest unit, shall be shown in figures at the side of or below those representing the value in the currency of the country of origin. Conversion shall not be carried out in direct services between countries which have a common currency.

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

3 Charges. Maximum amount

3.1 The charge on insured items shall be paid in advance. It shall be made up of the ordinary postage charge, the fixed registration charge laid down in article **RL 137** and an insurance charge.

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

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

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

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

5 Admission

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

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

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

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

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

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

5.2.5 The seals, the postage stamps representing the prepaid postage, and the postal service and other official service labels shall be spaced out so that they cannot serve to hide damage to the envelope

or to the packing. The postage stamps and the labels shall not be folded over the two sides of the envelope or the packing so as to cover an edge. It shall be forbidden to affix to items labels other than those relating either to the postal service or to official services whose intervention may be required under the national legislation of the country of origin.

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

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

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

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

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

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

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

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

6 Marking and treatment of items

6.1 Insured items shall bear a CN 06 label bearing in roman letters the letter V 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 Designated operators may however replace the CN 06 label by the CN 04 label prescribed in article **RL 137.5.2**, 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 designated operators.

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

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

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

6.10 Designated operators that have established systems that generate electronic delivery confirmation shall have the right to use signatures captured electronically from these systems, to provide proof of delivery by individual item to the sending designated operator, subject to CN 08 inquiry by the

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

CN 06

Size 37 x 13 mm, colour pink

CN 06

Size 74 x 26 mm, colour pink

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

Article **RL 139**
Cash-on-delivery items

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

2 Items accepted

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

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

3 Charge

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

4 Role of office of posting

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

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

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

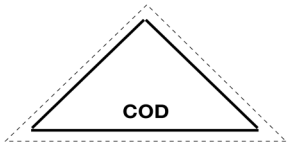
5 Role of office of destination

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

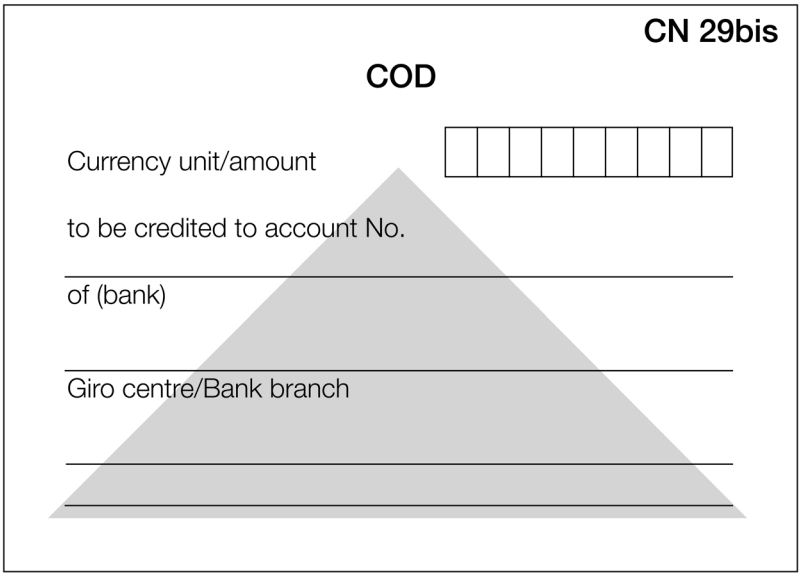
6 Redirection

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

CN 29



Size 37 x 18 mm (base x height), colour orange



Size 105 x 75 mm, triangle orange

Article **RL 140**
Express items

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

2 Charge

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

3 Marking

3.1 Items for express delivery shall be provided **with a** special bright red printed **label. A black and white version may, however, be used for system-generated labels**. **Where** possible, the **label shall** be of the shape reproduced below. The "Express" **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.

3.2 Items for express delivery shall bear a CN 05bis label, **barcoded with a barcode conforming to UPU Technical Standard S10.** The CN 05bis label must adhere properly and shall be placed on the address side, in so far as possible in the top left-hand corner, beneath the sender's name and address where these are given. In the case of items in the form of cards, the label shall be placed above the address in such a way as not to affect its **legibility. The** CN 05bis **label shall** have a single, unique item identifier that conforms to the provisions of article **RL 189**.

4 Treatment of items

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

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

CN 05bis

Size 74 x 26 mm, colour red on white

Article **RL 141**
Advice of delivery

1 In those designated operators which offer the advice of delivery service to customers, the sender of a registered **item or** an insured item may apply for an advice of delivery at the time of posting by paying a charge the guideline amount of which shall be 0.98 SDR. 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 designated operator and be securely attached to the item. If the form does not reach the office of destination that office shall automatically make out a new advice of delivery.

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

3 Treatment of advices of delivery

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

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 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 154.2**, 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 154**.

4 Accounting charges

4.1 Each designated operator returning an advice of delivery (CN 07 form) to another designated operator shall be entitled to collect from that designated operator a sum corresponding to the costs incurred for returning the advice of delivery. This sum shall be fixed in accordance with the IBRS accounting charges set out in article RL 144.4.

Article **RL 142**
Delivery to the addressee in person

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

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

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

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

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

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

Article **RL 143**
Items for delivery free of charges and fees

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

2 Charges

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

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

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

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

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

4 Marking and treatment of items

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

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

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

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

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

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

5.1 After delivery to the addressee of an item for delivery free of charges and fees, the office which has advanced the customs or other charges on behalf of the sender shall complete, so far as it is concerned, with the use of carbon paper, the details appearing on the back of parts A and B of the franking note. It shall send part A, accompanied by the supporting vouchers, to the office of origin of the item; these shall be sent in a closed envelope, without indication of the contents. Part B shall be retained by the designated operator of destination of the item for settlement with the debtor designated operator.

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

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

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

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

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

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

6 Accounting with the designated operator of origin of items

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

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

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

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

Article **RL 144**
International business reply service (IBRS)

1 General

1.1 Designated operators may agree with each other to participate in an optional international business reply service (IBRS). All designated operators shall, however, be obliged to operate the IBRS "return" service.

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

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

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

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

2 Operating methods

2.1 IBRS works as follows:

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

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

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

2.2 Member countries or designated operators shall be free to set the charges and conditions for authorizing use of the service and for handling the items posted.

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

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

3 Specifications for IBRS items

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

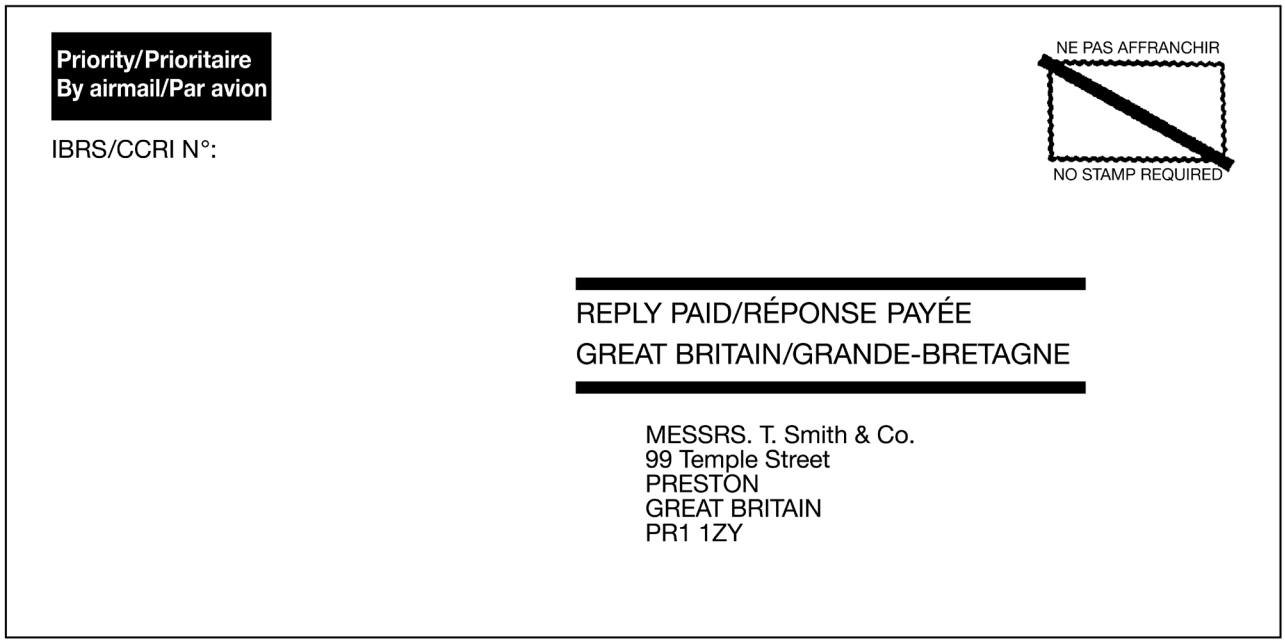
3.2 Items consisting of envelopes or packets bearing a label conforming to the specimen provided for and to the regulations in the Letter Post Manual shall also be admitted as IBRS items.

3.3 IBRS items shall conform to the size limits applicable to the equivalent letter-post items laid down in article **RL 123**. In respect of postcards or items in card form, IBRS items may also be accepted in accordance with article **RL 130.5**. IBRS items shall not weigh more than 50 grammes. However, a designated operator may apply, on a voluntary basis, a weight limit of 2 kg for the return of IBRS items to other designated operators that equally opt to apply a weight limit of 2 kg for the return service.

3.4 IBRS items may, in principle, contain any items that are compliant with the UPU Convention and Letter Post Regulations. However, a designated operator may exclude from the IBRS return service certain contents such as waste items if the internal or supranational legislation so provides.

3.5 Designated operators may agree bilaterally to any further extensions of the service.

3.6 Designated operators may apply a single barcode identifier **conforming to UPU Technical Standard S10** to enable the provision of cross-border customs pre-advice or other tracking services. However, the presence of such an identifier shall not imply the provision of a delivery confirmation service. The identifier should appear on the front of the item and should not obscure the other service markings, indicia or address information.



4 IBRS accounting charges

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

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

4.2.1 a charge for the domestic collection and handling of IBRS items shall be fixed at 80% of the terminal dues rates for bulk mail (with a rate per kg and a rate per item) of the designated operator that is returning the IBRS items, with a total annual floor charge of 0.15 SDR per item;

4.2.2 an additional per kilogramme charge for the international conveyance of IBRS items shall be calculated, in principle, as indicated in article **RL 244.3**, but according to the net weight**, plus the rate for handling transit dispatches as set in article RL 208.1.1**.

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

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

5 Accounting for IBRS charges

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

5.1.1 After transmission of the last mail of every month, the 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 designated operator of destination of the IBRS items, the designated operator of origin shall prepare quarterly, from the particulars on the CN 09 statements, by office of origin, by office of destination and, where appropriate, by forwarding route, a CN 10 recapitulative statement of IBRS items.

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

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

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

5.2.2 After accepting it, the designated operator of destination of the IBRS items shall return one copy to the designated operator which prepared it. If the designated operator concerned has not received any notice of amendment within 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 designated operator of origin of the IBRS items disputes the amendments made to the CN 09 statement, it shall confirm the actual data by sending photocopies of the CN 31 forms drawn up by the office of origin upon dispatch of the disputed IBRS items.

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

5.3 Preparation, transmission and approval of IBRS accounts

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

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

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

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

5.3.5 If the designated operator 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 designated operator under the conditions provided for in article **RL 248.5**.

5.4 General liquidation account and payment of IBRS charges

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

Article **RL 145**
International business reply service – local response

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

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

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

Article **RL 146**
International reply coupons

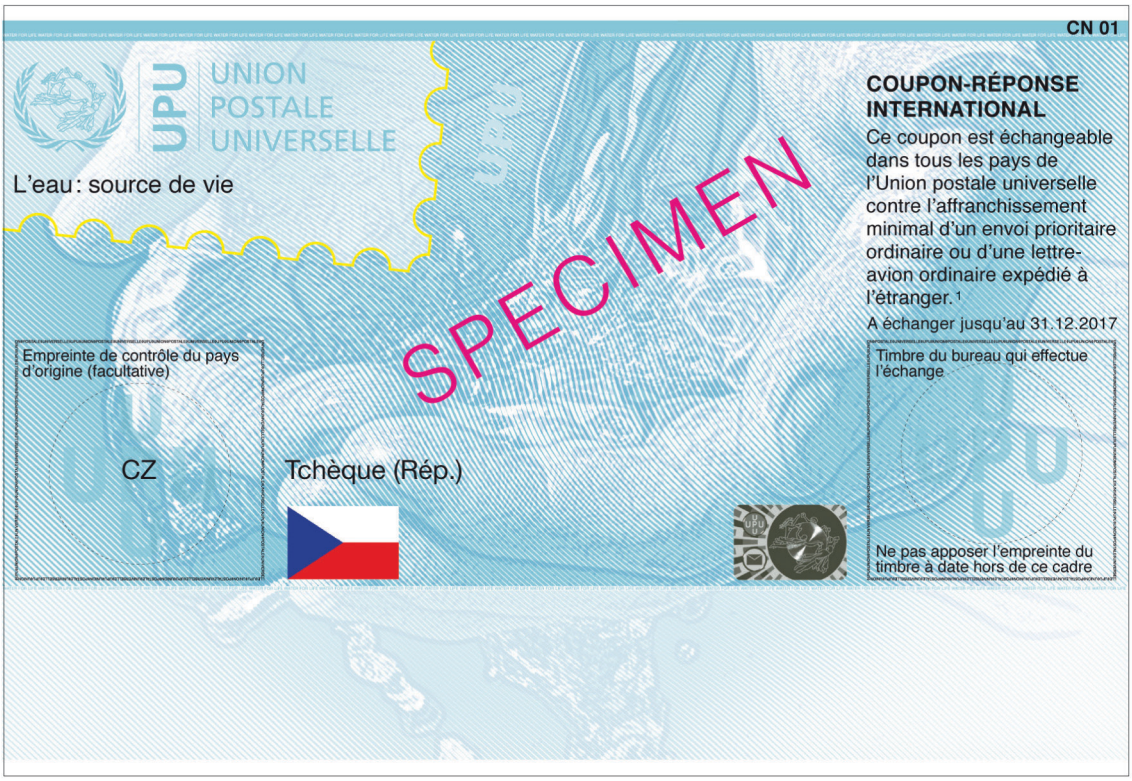
1 Designated operators shall be permitted to sell international reply coupons issued by the International Bureau and to limit their sale in accordance with their internal legislation.

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

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

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

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



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

Size 149 x 102 mm

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

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

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

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

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

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

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

Article **RL 147**
Consignment Service

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

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

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

4 Identification of the "Consignment" service

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

4.1.1 the word "CONSIGNMENT" in blue;

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

CONSIGNMENT

Chapter 6

Dangerous goods prohibited from insertion in letter-post items. Items wrongly admitted. Redirection. Return to origin. Withdrawal from the post of items. Inquiries

Article **RL 148**
Dangerous goods prohibited from insertion in letter-post items

1 The articles covered by the "Recommendations on Transport of Dangerous Goods" drawn up by the United Nations, with the exception of certain dangerous goods provided for in the existing Regulations, and by the Technical Instructions of the International Civil Aviation Organization (ICAO) and International Air Transport Association (IATA) Dangerous Goods Regulations shall be considered as dangerous goods in accordance with the provisions of article **18.3.1** of the Convention and prohibited from insertion in letter-post items.

Article **RL 149**
Treatment of items wrongly admitted

1 Items that have been wrongly admitted and that do not differ fundamentally from the conditions of article **13** of the Convention as regards classification and weight and those of the present Regulations regarding contents, size, make-up and marking shall nevertheless be delivered to the addressees without surcharge. Items wrongly admitted containing infectious substances or radioactive materials and not complying with the provisions of **articles RL 132, RL 134 and RL 135 may** also be delivered to the addressees if the provisions applicable in the country of destination allow this. If delivery is inappropriate or impossible, items wrongly admitted shall be returned to the designated operator of origin.

2 Items containing articles mentioned in articles **18.2.1.1** and **18.3.1** of the Convention and wrongly admitted to the post shall be dealt with according to the legislation of the country of the designated operator of origin, transit or destination establishing their presence.

3 The designated operator of destination may deliver to the addressee the part of the contents which is not subject to prohibition.

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

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

6 Moreover, the right of every member country shall be reserved to deny conveyance in transit à découvert over its territory to letter-post items, other than letters, postcards **and items** for the blind, which do not satisfy the legal requirements governing the conditions of their publication or circulation in that country. Such items shall be returned to the designated operator of origin.

7 Letter-post items containing items whose early deterioration or decay is to be feared

7.1 Articles contained in a letter-post item whose early deterioration or decay is to be feared, and those articles only, may be sold immediately, without prior notice. The sale shall be on behalf of the rightful owner even in course of transmission on either the outward or the return journey. If sale is impossible, the spoilt or decayed articles shall be destroyed.

7.2 When a letter-post item has been sold or destroyed in accordance with 7.1, a formal report of the sale or destruction shall be drawn up. A copy of the report accompanied by a CN 43 verification note shall be sent to the office of origin.

7.3 The proceeds of the sale shall serve in the first instance to defray the charges on the letter-post item. The balance, if any, shall be sent to the office of origin to be handed to the sender. The latter shall bear the costs of forwarding it.

Article **RL 150**
Redirection

1 If an addressee changes his address, items shall be reforwarded to him forthwith, subject to the conditions laid down below.

2 Items shall not however be redirected:

2.1 if the sender has forbidden redirection by means of a note in a language known in the country of destination;

2.2 if they bear in addition to the addressee's address the expression "or occupant".

3 Designated operators which collect a charge for requests for redirection in their internal services shall be authorized to collect this same charge in the international service.

4 Apart from the exceptions provided for below, no additional charge shall be collected for letter-post items redirected from country to country. However, designated operators which collect a charge for redirection of items in their internal service shall be authorized to collect this same charge on the international letter-post items redirected within their own countries.

5 Redirection procedures

5.1 Items addressed to addressees who have changed their address shall be considered as addressed direct from the place of origin to the place of new destination.

5.2 Any insured item the addressee of which has left for another country may be redirected if that country operates the service in its relations with the country of the first destination. If it does not, the item shall be sent back forthwith to the designated operator of origin for return to the sender.

5.3 Redirection from one country to another shall be effected only if the items satisfy the conditions for the onward conveyance. This shall also apply to items originally for an address within a country.

5.4 On redirection, the reforwarding office shall apply its date-stamp to the front of items in the form of cards and on the back of all other categories of items.

5.5 Unregistered or registered items returned to senders for completion or correction of the address shall not be considered as redirected items on reposting. They shall be treated as new correspondence, liable to a new charge.

5.6 If the attempt to deliver an express item at the place of address by a messenger has failed, the reforwarding office shall strike through the label or the indication "Express" with two thick horizontal lines.

5.7 Each designated operator may lay down a redirection period in accordance with that in force in its internal service.

6 Forwarding

6.1 Priority items and airmail items shall be redirected to their new destination by the quickest route (air or surface).

6.2 Other items shall be redirected by the means of transport normally used for non-priority or surface items (including S.A.L.). They may be reforwarded by priority or air at the express request of the addressee if the latter undertakes to pay the difference in postage for the new priority transmission or for the new air route. In this case, the difference in postage shall be collected, in principle, at the time of delivery of the item and retained by the delivering designated operator. All items may also be reforwarded by the quickest route if the difference in postage is paid at the redirecting office by a third person. Redirection of such items by the quickest route within the country of destination shall be governed by the internal regulations of that country.

6.3 Designated operators which apply combined charges may fix special fees, which must not exceed the combined charges, for the redirection by air or by priority means under the conditions laid down under 6.2.

7 Charges

7.1 Items unpaid or underpaid for their first transmission shall be subject to the charge which would have been applied to them if they had been addressed direct from the point of origin to the place of the new destination.

7.2 Items properly prepaid for their first transmission, but on which the additional charge for the further transmission has not been paid before their redirection, shall be subject to a charge representing the difference between the postage already paid and that which would have been charged if the items had been dispatched originally to their new destination. To this charge shall be added the handling charge for unpaid or underpaid items. If reforwarded by air or by priority means, the items shall in addition be subject, for their further transmission, to the surcharge, combined charge or special fee according to 6.2 and 6.3.

7.3 Items having originally circulated free of postal charges within a country shall be subject to the postage charge which would have been payable if these items had been addressed direct from the place of origin to the place of the new destination. To this charge shall be added the handling charge for unpaid or underpaid items.

7.4 In the event of redirection to another country, the following charges shall be cancelled:

7.4.1 the poste restante charge;

7.4.2 the presentation-to-Customs charge;

7.4.3 the storage charge;

7.4.4 the commission charge;

7.4.5 the additional express charge;

7.4.6 the charge for delivery of small packets to the addressee.

7.5 The customs duty and other fees of which it has not been possible to secure cancellation on redirection or on return to origin shall be collected COD from the designated operator of the new destination. In that case, the designated operator of the original destination shall attach to the item

an explanatory note and a CN 29ter coupon. If there is no cash-on-delivery service between the designated operators concerned, the charges in question shall be recovered by correspondence.

7.6 Redirected letter-post items shall be delivered to the addressees on payment of the charges incurred on departure, on arrival, or in course of transmission due to redirection after the first transmission. The customs duty or other special charges which the reforwarding country does not cancel shall also be paid by the addressees.

8 Collective redirection

8.1 Unregistered items to be redirected to the same person at a new address may be enclosed in CN 14 collective envelopes supplied by designated operators. Only the name and the new address of the addressee shall be written on these envelopes.

8.2 When the number of items to be collectively reforwarded justifies it, a **receptacle** may be used. In this case the details required shall be entered on a special label provided by the designated operator and printed, generally, on the pattern of the CN 14 envelope.

8.3 Items to be submitted to customs control shall not be enclosed in these envelopes or **receptacles**. Items of which the shape, volume and weight may cause tearing shall also be excluded.

8.4 The CN 14 collective envelopes and **receptacles** used for collective redirection of correspondence shall be forwarded to the new destination by the route prescribed for individual items.

8.5 The envelope or **receptacle** shall be presented open at the redirecting office. That office shall collect, if necessary, the additional charges to which the redirected items may be subject. When the additional charge has not been paid the charge to be collected on arrival shall be marked on the items. After checking it, the forwarding office shall close the envelope or **receptacle**. It shall apply to the envelope or **receptacle** label, where necessary, the T stamp indicating that charges are to be collected for all or some of the redirected items.

8.6 On arrival at its destination, the envelope or **receptacle** may be opened and its contents checked by the delivering office which shall collect, where necessary, the unpaid additional charges. The handling charge on unpaid or underpaid items shall be collected only once for all items inserted in the envelopes or **receptacles**.

8.7 Unregistered items addressed either to sailors and passengers aboard the same ship, or to persons travelling as a party, may also be treated as provided for under 8.1 to 8.6. In that case, the envelopes or **receptacle** labels shall bear the address of the ship or of the shipping or travel agency, etc., to which the envelopes or **receptacles** shall be delivered.

Article **RL 151**
Undeliverable items. Return to country of origin or to sender and period of retention

1 Designated operators shall return items which it has not proved possible to deliver to the addressees for whatever reason.

2 The period of retention of items is laid down in the paragraphs below.

3 Apart from the exceptions provided for below, no additional charge shall be collected for undeliverable items returned to the country of origin. However, designated operators which collect a charge for return of items in their internal service shall be authorized to collect this same charge on the international mail returned to them.

4 Notwithstanding the provisions under 3, when a designated operator receives, for return to the sender, items posted abroad by customers residing in its territory, it shall be authorized to collect from the sender or senders a handling charge per item not to exceed the postage charge that would have been collected had the item been posted in the designated operator in question.

4.1 For the purposes of the provisions under 4, the sender or senders shall be understood as being the persons or entities whose name appears in the return address or addresses.

5 General provisions

5.1 Subject to the legal provisions of the country of destination, undeliverable items shall be returned to the designated operator of origin whose payment indicia appear on the item.

5.2 Items refused by the addressee or whose delivery is obviously impossible shall be returned forthwith.

5.3 Other undeliverable items shall be retained by the designated operator of destination for a period laid down by its regulations. However, the retention period may not exceed one month except in special cases where the designated operator of destination considers it necessary to extend it to two months at most. Return to the country of origin shall be effected within a shorter period if the sender has requested this by means of a note on the address side in a language known in the country of destination.

6 Special procedures

6.1 Undeliverable items of the internal service shall be redirected abroad for return to the sender only if they satisfy the conditions for the onward conveyance. The same shall apply to international correspondence when the sender has moved to another country.

6.2 Postcards which do not bear the address of the sender shall not be returned. However, registered postcards shall always be returned.

6.3 The return to origin of undeliverable printed papers shall not be compulsory, unless the sender has asked for their return by means of a note on the item in a language known in the country of destination. However, designated operators shall endeavour to make such return to sender, or inform him appropriately, when repeated attempts at delivery or bulk items are involved. Registered printed papers and books shall always be returned.

6.4 The following shall be treated as undeliverable items, items for third persons:

6.4.1 addressed care of diplomatic or consular services and returned by them to the post office as unclaimed;

6.4.2 addressed to hotels, lodgings or agencies of airlines or shipping companies and returned to the post office because they cannot be delivered to the addressees.

6.5 In no case shall the items mentioned in 6.4 be considered as new items subject to payment of postage.

7 Forwarding

7.1 When the designated operator of the country returning the item no longer uses surface conveyance, it shall return undeliverable items by the most appropriate means in use.

7.2 Priority items, airmail letters and airmail postcards to be returned to origin shall be returned by the quickest route (air or surface).

7.3 Undeliverable airmail items other than airmail letters and airmail postcards shall be returned to origin by the means of transport normally used for non-priority or surface items (including S.A.L.), except:

7.3.1 in the event of interruption of those means of transport; or

7.3.2 if the designated operator of destination has systematically chosen the air route for returning such items.

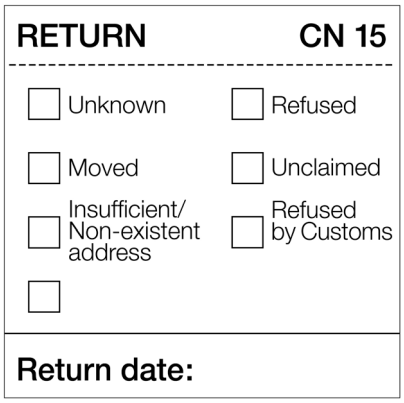
7.4 For the return of items to origin by priority or air means at the request of the sender, article RL **150.6.2** and 3 shall apply by analogy.

8 Treatment of items

8.1 Before returning to the designated operator of origin items which for any reason have not been delivered, the office of destination shall show, in French, the reason for non-delivery. The reason shall be given, clearly and concisely, if possible on the front of the item, in the following form:

"inconnu" (unknown), "refusé" (refused), "déménagé" (moved), "non réclamé" (unclaimed), "adresse insuffisante/inexistante" (insufficient/non-existent address), "refusé par la douane" (refused by Customs), etc. As regards postcards and printed papers in the form of cards, the reason for non-delivery shall be shown on the right-hand half of the front.

8.2 This information shall be shown by the application of a stamp or affixing of a CN 15 label, to be completed as appropriate. Each designated operator may add the translation, in its own language, of the reason for non-delivery and other appropriate particulars. In the service with designated operators which have so agreed the indications may be made in a single agreed language. Manuscript notes regarding the non-delivery made by officials or by post offices may also be regarded as sufficient in that case.



Maximum size 52 x 52 mm, colour pink

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 **receptacle** labelled "Valeurs declarées" (Insured items).

8.6 Undeliverable items returned to the country of origin shall be treated in accordance with article **RL 150.7**.

Article **RL 152**
Treatment of requests for withdrawal of items from the post or for alteration or correction of address

1 The sender of a letter-post item may have it withdrawn from the post, or have its address altered or corrected under the conditions laid down below.

2 If its legislation permits, each designated operator shall be bound to accept requests for withdrawal from the post or alteration or correction of the address in respect of any letter-post item posted in the service of another designated operator.

3 Preparation of request

3.1 Every request for withdrawal of items from the post or for alteration or correction of address shall entail completion by the sender of a CN 17 form. One form may be used for several items posted at the same time at the same office by the same sender to the same addressee.

3.2 In handing in the request at the post office the sender shall prove his identity and produce the certificate of posting, if any. The designated operator of the country of origin shall assume responsibility for the proof of identity.

3.3 A request for simple correction of address (without alteration of the name or status of the addressee) may be made direct to the office of destination by the sender. The charge prescribed in 4 shall not be collected in such a case.

3.4 Through notification of the International Bureau, any designated operator may make provision for CN 17 requests concerning it to be exchanged through its central administration or through a specially appointed office. This notification shall include the name of this office.

3.5 Designated operators which exercise the option provided for under 3.4 shall bear any charges which may result from the transmission in their internal service by post or by telecommunication of the communications to be exchanged with the office of destination. Recourse to telecommunication or other similar service shall be compulsory when the sender has himself used such means and the office of destination cannot be advised in time by post.

3.6 If the item is still in the country of origin, the request shall be dealt with according to the legislation of that country.

4 Charges

4.1 The sender shall pay, for each request, a special charge the guideline amount of which shall be 1.31 SDR.

4.2 The request shall be forwarded by post or by telecommunication at the sender's expense. The forwarding conditions and the provisions relating to the use of telecommunications are set out in 6 below.

4.3 The charges prescribed under 4.1 and 4.2 shall be levied only once for each request for withdrawal from the post or alteration or correction of address involving several items posted at the same time, at the same office, by the same sender to the same addressee.

5 Transmission of request by post

5.1 If the request is to be sent by post, the CN 17 form, accompanied if possible by a perfect facsimile of the envelope or of the address of the item, shall be sent direct to the office of destination under registered cover by the quickest route (air or surface).

5.2 If requests are exchanged through the central administrations, a copy of the request may, in an emergency, be sent direct by the office of origin to the office of destination. Requests sent direct shall be acted on. The items concerned shall be withheld from delivery until the arrival of the request from the central administration.

5.3 On receipt of the CN 17 form, the office of destination shall search for the item in question and take the necessary action.

5.4 The action taken by the office of destination on every request for withdrawal from the post or alteration or correction of address shall be communicated immediately to the office of origin by the quickest route (air or surface), using a copy of the CN 17 form with the "Reply of the office of destination" part duly completed. The office of origin shall inform the applicant. The same shall apply in the following circumstances:

5.4.1 fruitless searches;

5.4.2 items already delivered to the addressee;

5.4.3 item confiscated, destroyed or seized.

5.5 A non-priority or surface item shall be returned to origin by priority or by air following a request for withdrawal from the post when the sender undertakes to pay the corresponding difference in postage. When an item is redirected by priority or by air following a request for alteration or correction of address, the difference in postage corresponding to the new route shall be collected from the addressee and retained by the delivering designated operator.

6 Transmission of request by telecommunications

6.1 If the request is to be made by telecommunications, the CN 17 form shall be handed over to the corresponding service for transmission of the details to the post office of destination. The sender shall pay the corresponding charge for that service.

6.2 On receipt of the message received by telecommunications, the office of destination shall search for the item in question and take the necessary action.

6.3 Any request for alteration or correction of address concerning an insured item made by telecommunications shall be confirmed by post, by the first mail, as prescribed under 5.1. The CN 17 form shall then bear at the head, in bold letters, the note "Confirmation de la demande transmise par voie des télécommunications du ..." (Confirmation of request made by telecommunications dated ...); pending such confirmation, the office of destination shall merely retain the item. However, the designated operator of destination may, on its own responsibility, act on the request made by telecommunications without waiting for confirmation by post.

6.4 If the sender of a request sent by telecommunications has asked to be notified by similar means, the reply shall be sent by this means to the office of origin. It shall inform the applicant as quickly as possible. The same shall apply if a request by telecommunications is not sufficiently explicit to identify the item with certainty.

Article **RL 153**
Withdrawal from the post. Alteration or correction of address. Items posted in a country other than that which receives the request

1 Any office which receives a request for withdrawal of items from the post or alteration or correction of address made in accordance with article **RL 152.2** shall verify the identity of the sender of the item. It shall ensure, in particular, that the address of the sender appears clearly in the place provided for that purpose on the CN 17 form. It shall then send the CN 17 form to the office of origin or destination of the item.

2 If the request concerns a registered or insured item, the original receipt must be presented by the sender and the CN 17 form shall bear the notation: "Vu l'original du récépissé" (Seen, original receipt). Before the receipt is given back to the sender, the following notation shall be made on it: "Demande de retrait (de modification ou de correction d'adresse) déposée le ... au bureau de ..." (Request for withdrawal from the post (or for alteration or correction of address) made on ... at the office of ...). This note shall be accompanied by an impression of the date-stamp of the office receiving the request. The CN 17 form shall then be sent to the office of destination via the office of origin of the item.

3 Any request made by telecommunications under the conditions laid down under 1 shall be sent direct to the office of destination of the item. If, however, it refers to a registered or insured item, a CN 17 form bearing the notations "Vu l'original du récépissé de dépôt" (Seen, original of certificate of posting) and "Demande transmise par voie des télécommunications déposée le ... au bureau de ..." (Request made by telecommunications on ... at the office of ...) shall, in addition, be sent to the office of origin of the item. After verifying the details, the office of origin shall write at the top of the CN 17 form, in very bold characters, the note "Confirmation de la demande transmise par voie des télécommunications du ..." (Confirmation of request made by telecommunications dated ...) and shall send it to the office of destination. The office of destination shall hold the registered or insured item until receipt of this confirmation.

4 So that the sender may be informed, the office of destination of the item shall inform the office which receives the request how it has been dealt with. However, when a registered or insured item is concerned, this information shall pass through the office of origin of the item. In the case of withdrawal, the withdrawn item shall be attached to this information.

5 Article **RL 152** shall apply, by analogy, to the office which receives the request and to its designated operator.

Article **RL 154**
Inquiries

1 Principles

1.1 Within the period of time prescribed in article **19** of the Convention, inquiries shall be accepted as soon as the problem is reported by the sender or the addressee. However, where a sender's inquiry concerns an undelivered item and the anticipated transmission time has not expired, the sender should be informed of this transmission time.

2 Preparation of request

2.1 Every inquiry shall involve the preparation of a CN 08 form. By agreement between the designated operators involved, the inquiry may be in the form of a computer file or message (electronic CN 08) transmitted electronically, for example using the Internet. In the absence of such an agreement, it shall be in the form of the CN 08 document.

2.2 The CN 08 form shall be accompanied, whenever possible, by a facsimile of the address of the item. The inquiry form shall be completed with all the details called for, including the mandatory information on charges paid if the inquiry concerns a registered item or an insured item, and very legibly, preferably in roman capital letters and arabic figures, or even better, in printed characters.

2.3 If the inquiry concerns a cash-on-delivery item, it shall also be accompanied by a duplicate **of the form provided for in article RL 139.4.3**.

2.4 One form may be used for several items posted at the same time at the same office by the same sender and sent by the same route to the same addressee.

2.5 All designated operators must send the International Bureau notification of the postal and, whenever possible, electronic addresses to which CN 08 inquiries must be sent.

2.6 The first designated operator to receive the CN 08 form and accompanying documents from a customer shall invariably complete its investigations within ten days and forward the CN 08 form and accompanying documents to the corresponding designated operator. The form and documents shall be returned to the designated operator which originated the inquiry as soon as possible and at the latest within two months from the date of the original inquiry or within 30 days from the date of the original inquiry if the case was reported by fax or any other electronic means. Inquiries about insured **and registered items** shall be accompanied by the addressee's declaration made out on a CN 18 form and certifying the non-receipt of the item under inquiry, only if the sender so requires. After the corresponding period has elapsed, a reply shall be sent by fax, e-mail or any other means of telecommunication to the designated operator of origin, at the expense of the designated operator of destination. Where there is an agreement about the use of an electronic system, the reply times shall be as set out in the agreement between the relevant designated operators, but shall be no longer than those specified in this paragraph.

2.7 Replies to inquiries sent by fax or e-mail or by other electronic means must, wherever possible, be sent by the same means.

2.8 On request, a receipt or any reference number should be issued free of charge to a customer lodging an inquiry in each case where there is a requirement for the customer or the designated operator to be able to track the progress of the inquiry over time or where the designated operator pursues the inquiry using the CN 08 process. Each designated operator may design its own receipt. An example is provided in the Regulations for guidance purposes.

2.9 If the sender asserts that, despite the designated operator of destination's attestation of delivery, the addressee claims not to have received the item under inquiry, the following procedure shall be followed. At the express request of the designated operator of origin, the designated operator of destination shall be obliged to provide the sender as soon as possible and, at the latest, within a period of 30 days from the date of sending of such a request, through the designated operator of origin, confirmation of the delivery by letter, CN 07 advice of delivery or some other means, signed in conformity with article **RL 141.3.1** or **RL 142.3.2**, as appropriate or a copy of a signature of acceptance or some other form of evidence of receipt from the recipient in conformity with article **RL 137.5.6** or **RL 138.6.8**.

3 Inquiries about registered items and insured items

3.1 Where an inquiry concerns registered items exchanged under the system of bulk advice, the number and date of dispatch of the mail must be entered on the CN 08 inquiry. By agreement between the designated operators involved, the inquiry and response may be in the form of a computer file or message which is transmitted electronically, for example, using the Internet. In the absence of such an agreement, the inquiry shall, where possible, be sent by fax or e-mail, without additional cost to the customer; otherwise the inquiry shall be sent by post. In the latter case, the form shall be sent automatically, without a covering letter and always by the quickest route (air or surface).

3.2 If the designated operator of origin or the designated operator of destination so requests, the inquiry shall be forwarded direct from the office of origin to the office of destination.

3.3 If, upon receipt of the inquiry, the central administration of the country of destination or the specially appointed office concerned is able to say what finally happened to the item, it shall complete the "Particulars to be supplied by the service of destination" part of the CN 08 form. In cases of delayed delivery, retention or return to origin the reason shall be shown briefly on the CN 08 form.

3.4 A designated operator which is unable to establish either delivery to the addressee or correct transmission to another designated operator shall immediately order the necessary inquiry. It shall record in the "Final reply" part of the CN 08 form its decision on liability. Where an electronic version of the CN 08 is used by agreement between designated operators, the designated operator accepting liability shall record in the authorization code box on the electronic CN 08 the reference number authorizing 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 us, you have to compensate the inquirer).

3.5 The CN 08 form, duly completed as prescribed under **3.3** and **3.4**, shall be returned to the address of the office which prepared it using, where possible, the same means as was used for the transmission of the inquiry, electronically, by fax or e-mail, or by the quickest route, (air or surface).

3.6 The designated operator of origin shall send inquiries about items sent in transit à découvert at the same time to both the intermediate designated operator and the designated operator of destination. Inquiries about items contained in closed mails which have transited through one or more intermediate designated operators shall in principle be handled directly between the country of origin and the country of final destination. Nevertheless, the designated operator of origin may, in order to speed up the process of investigation, ask any intermediate designated operator to provide appropriate dispatch information.

3.6.1 Inquiries sent to intermediate designated operators that so indicate in the Letter Post Compendium shall be accompanied by a CN 37, CN 38 or CN 41, as appropriate. The copies may be either electronic or physical, according to the principles stated in 2.5.

3.6.2 Any intermediate designated operator consulted shall forward the CN 08 form to the next designated operator, and the corresponding CN 21 form to the designated operator of origin, as soon as possible, but within a period not exceeding 10 days.

4 Inquiries about the non-return to sender of an advice of delivery

4.1 In the case provided for in article **RL 141.3.3** and if an item has been delivered, the designated operator of the destination country shall obtain on the CN 07 advice of delivery form bearing the word "Duplicata" the signature of the person who has received the item. Subject to the legislative provisions of the country of the designated operator dispatching an advice of delivery, instead of obtaining a signature on the duplicate of the advice of delivery, it shall also be authorized to attach to the CN 07 form a copy of a document used in the domestic service with the signature of the person who has received the item or a copy of the electronic signature affixed upon delivery of the item. The CN 07 form shall remain attached to the CN 08 inquiry form for subsequent delivery to the **claimant**.

5 No reservations concerning the periods for the handling and settlement of inquiries may be made to this article, other than within the framework of a bilateral agreement.

Article **RL 155**
Inquiries concerning items posted in another country

1 If the inquiry concerns an item posted in another country, the CN 08 form shall be forwarded to the central administration or the specially appointed office of the designated operator of origin of the item. The certificate of posting must be produced but shall not be attached to the CN 08 form. The latter shall be endorsed "Vu récépissé de dépôt No … délivré le … par le bureau de …". (Seen, certificate of posting No … issued on … by the office of …).

2 The form must reach the designated operator of origin within the period prescribed for the retention of documents.

Chapter 7

Customs matters

Article **RL 156**
Items subject to customs control

1 Items to be submitted to customs control shall bear on the front a CN 22 customs declaration, or be provided with a tie-on label in the same form. The CN 22 customs declaration shall be affixed on the address side, in so far as possible in the top left-hand corner, beneath the sender's name and address, which must appear on the item.

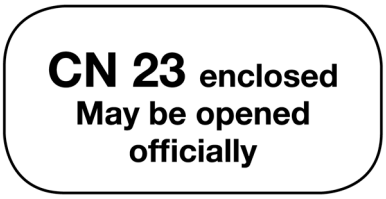
2 Where designated operators so agree in advance, customs data provided in accordance with the instructions on the CN 22 or CN 23 customs declarations, including the names and addresses of the sender and addressee, may be transmitted electronically to the designated operator of the country of destination. The designated operator of origin may share all or part of these data with the customs administration in the country of origin for export purposes, and the designated operator of destination may share all or part of these data with the customs administration in the country of destination for customs import **purposes**.

3 The use of the data from the paper CN 22 or CN 23 customs declarations provided for in paragraph 2 above shall be restricted to processes relating to the exchange of mail and customs formalities in respect of the export or import of postal items and may not be used for any other **purpose**.

4 With the authorization of the designated operator of origin, users may use envelopes or wrapping bearing, in the place provided for affixing the CN 22 customs declaration, a pre-printed facsimile of that declaration. Moreover, users may make the CN 22 customs declaration with the authorization of the designated operator of origin. The dimensions, format and data elements must be the same as those of the CN 22 customs declaration.

5 If the value of the contents declared by the sender exceeds 300 SDR, or if the sender prefers, the items shall also be accompanied by the prescribed number of separate CN 23 customs declarations. One of these declarations must be affixed to the item. If the declaration is not directly visible on the front of the item, the detachable part of the CN 22 customs declaration shall be affixed to the front of the item. It shall also be possible to replace the detachable part of the CN 22 customs declaration with a gummed or self-adhesive white or green label inscribed as follows:

Inscription in black



(Size 50 x 25 mm, colour white or green)

6 CN 23 customs declarations shall be securely attached to the outside of the item, preferably in a transparent adhesive envelope. Exceptionally, if the sender prefers, these declarations may be inserted in a closed envelope inside registered items, if they contain the valuable articles mentioned in article **18.6.1** of the Convention, or inside insured items.

7 The sender may also attach, along with the CN 22 or CN 23 customs declaration, any document (invoice, export or import licence, certificate of origin, sanitary certificate, etc.) necessary for customs treatment in the dispatching country and in the country of destination.

8 Small packets shall always be provided with a customs declaration, which shall be either the CN 22 customs declaration or the CN 23 customs declaration as prescribed in paragraphs 1 to 6.

9 For M bags, the CN 22 customs declaration shall be stuck on the address label if the country of destination so requests. If the value of the contents declared by the sender exceeds 300 SDR, or if the sender prefers, the detachable part of the CN 22 customs declaration or the aforementioned gummed or self-adhesive label shall be affixed to the address label and the CN 23 customs declarations shall be affixed to that same label. If the designated operator of the country of destination so requests, they shall be attached to one of the items contained in the bag.

10 The absence of a CN 22 or CN 23 customs declaration shall not, in any circumstances, involve the return to the office of origin of consignments of printed papers, serums, vaccines, infectious substances, radioactive materials and urgently required medicines which are difficult to obtain.

11 The contents of the item shall be shown in detail on the CN 22 and CN 23 customs declarations. Descriptions of a general character shall not be admitted.

12 Designated operators shall accept no liability for the customs declarations. Completion of customs declarations shall be the responsibility of the sender alone. However, designated operators shall take all reasonable steps to inform their customers on how to comply with customs formalities, and specifically to ensure that CN 22 and CN 23 customs declarations are completed in full, in order to facilitate rapid clearance of items.

13 All provisions of other paragraphs of this article shall also apply to the data from the paper CN 22 or CN 23 customs declaration provided for in paragraph 2 above. In case of a discrepancy between the data on the CN 22 or CN 23 customs declaration and the electronic version provided pursuant to paragraph 2 above, the CN 22 or CN 23 customs declaration shall constitute the customs declaration.

Article **RL 157**
Presentation-to-Customs charge

1 The guideline maximum amount of the special charge prescribed in article **20.2** of the Convention for items submitted to customs control in the country of origin or of destination shall be 2.61 SDR. For each M bag, the guideline maximum amount is 3.27 SDR.

Article **RL 158**
Cancellation of customs duty and other fees

1 Designated operators shall undertake to seek from the appropriate services in their country cancellation of customs duty and other fees on items:

1.1 returned to origin;

1.2 destroyed because of total damage to the contents;

1.3 redirected to a third country.

Chapter 8

Liability of designated operators

Article **RL 159**
Application of the liability of designated operators

1 Designated operators' liability shall be as binding for items conveyed à découvert as for those forwarded in closed mails.

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

3 The designated operator in whose service the loss, theft, damage or unexplained return occurred shall decide, according to the laws of its country, whether the loss, theft, damage or unexplained return was due to circumstances amounting to force majeure. These circumstances shall be communicated to the designated operator of the country of origin if the latter designated operator so requests.

4 The amount of the indemnity referred to in article **23.2.1** of the Convention for the loss of, total theft from or total damage to a registered item shall be 30 SDR. The indemnity for the loss of, total theft from or total damage to a registered M bag shall be 150 SDR. Charges and fees paid by the sender for posting the item, with the exception of the registration charge, shall be added to these values to determine the total compensation payable.

5 The amount of the indemnity referred to in article **23.2.2** of the Convention for registered items that are partially rifled or partially damaged shall not exceed the corresponding amounts mentioned in paragraph 4 for registered items that are lost, totally rifled, or totally damaged.

6 Designated operators participating in the exchange of COD items shall be liable, up to the COD amount, for the delivery of COD items without collection of funds or against collection of a sum lower than the COD amount. Designated operators shall assume no liability for delays which may occur in the collection and dispatch of funds.

Article **RL 160**
Delivery of a rifled or damaged **registered or** insured item

1 The office making delivery of a rifled or damaged **registered or** insured item shall prepare a CN 24 report on the joint inspection and have it countersigned, whenever possible, by the addressee. One copy of the report shall be handed to the addressee or, if the item is refused or redirected, attached to it. One copy

shall be retained by the designated operator which prepared the report. **One copy of the report shall be sent under registered cover or by e-mail or by other electronic means to the appropriate office listed in the Letter Post Compendium Online of the country to which the dispatching office of exchange belongs.**

2 The designated operator of the country of origin that has received a copy of the CN 24 report in accordance with paragraph 1 or article RL 197.10 shall notify the sender that the item has been rifled or damaged.

3 If the item is delivered, the copy of the CN 24 report prepared in accordance with article **RL 197.11.2** shall be attached to the item and dealt with in accordance with the regulations of the country of destination. If the item is refused, the said copy shall remain attached to the item.

4 When internal regulations so require, an item subjected to the treatment specified in 1 shall be returned to the sender if the addressee refuses to countersign the CN 24 report.

Article **RL 161**
Establishment of sender's liability

1 A designated operator which finds damage that is due to the fault of the sender shall inform the designated operator of origin, whose responsibility it is to take action against the sender where appropriate.

2 With reference to the provisions of paragraph 1, the designated operators of origin and of destination may agree to draw up the accounting procedure concerning the amount of damage to be covered by the sender.

Article **RL 162**
Payment of indemnity

1 The designated operator of origin or destination, as the case may be, shall be authorized to indemnify the rightful claimant on behalf of the designated operator which, having participated in the conveyance and having been duly informed, has allowed two months and, if the case was reported by fax or any other electronic means by which receipt of the inquiry can be confirmed, 30 days to pass without finally settling the matter, or without having reported:

1.1 that the damage appeared to be due to a case of force majeure;

1.2 that the item had been detained, confiscated or destroyed by the competent authority because of its contents or seized under the legislation of the country of destination.

2 The periods of two months and thirty days stipulated under 1 begin to run from the date on which the CN 08 form was duly completed by the designated operator of origin, including the necessary information concerning the transmission of dispatches.

3 The designated operator of origin shall be authorized to indemnify the rightful claimant on behalf of the designated operator of destination which, having been duly informed about the request of the designated operator of origin to provide confirmation of delivery of the item under inquiry, mentioned in article **RL 154.2.9**, has allowed 30 days to pass, from the date of the sending of such a request by the designated operator of origin, without replying to a second inquiry concerning inappropriate execution of service.

4 The designated operator of origin or destination, as the case may be, shall be authorized to postpone payment of the indemnity to the rightful claimant in cases where the form is not properly completed or incorrect and has to be returned for additional information or amendment, thereby causing the time limit set in 1 to be exceeded. It shall be possible to pay the indemnity within an additional time limit of two months from the date on which the CN 08 form is completed or amended. If no additional information is added or no amendment is made to the inquiry, the designated operator concerned shall be authorized not to indemnify the rightful claimant.

5 No reservations concerning the periods for the treatment and settlement of inquiries and the period and conditions for the payment of indemnity and the reimbursement of paying designated operators may be made to this article, except within the framework of a bilateral agreement.

Article **RL 163**
Period for payment of indemnity

1 The payment of the indemnity shall be made as soon as possible and, at the latest, within a period of three months from the day following the day of inquiry.

2 No reservations concerning the period for the payment of indemnity may be made to this article, other than within the framework of a bilateral agreement.

Article RL 164
Automatic payment of indemnity

1 The return of a CN 08 form in which the "Particulars to be supplied by the intermediate services", "Particulars to be supplied by the service of destination" and "Final reply" sections have not been completed shall not be considered as a final reply within the meaning of article **RL 162.1**.

Article **RL 165**
Determination of liability between designated operators

1 Until the contrary is proved, liability shall rest with the designated operator which, having received the item without reporting a discrepancy by means of a CN 43 verification note at the time of receipt of the mail in which the item was dispatched, and being furnished with all the prescribed means of inquiry, cannot prove either delivery to the addressee or, where appropriate, correct transfer to another designated operator.

2 If the loss theft or damage occurs in the course of conveyance without it being possible to establish in which country's territory or service it happened, the designated operators concerned shall bear the loss equally. However, in the case of the loss of registered items, this principle shall apply only to items identified by a CN 04 label with a unique item identifier, in accordance with article **RL 137**, Registered items. Otherwise, the dispatching designated operator alone shall bear the loss.

3 As regards insured items, the liability of a designated operator towards other designated operators shall in no case exceed the maximum insured value that it has adopted.

4 Designated operators not providing the insured items service shall assume, in respect of such items conveyed in closed mails, the liability laid down for registered items. This provision shall also apply when designated operators do not accept liability for insured items carried on board the ships or aircraft used by them.

5 If the loss, theft or damage of an insured item occurs in the territory or service of an intermediate designated operator which does not provide the insured items service, the designated operator of origin shall bear the loss not covered by the intermediate designated operator. The same rule shall apply if the amount of the damage is higher than the maximum insured value adopted by the intermediate designated operator.

6 Customs duty and other fees of which it has not been possible to secure cancellation shall be borne by the designated operators liable for the loss, theft or damage.

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

Article **RL 166**
Procedures for determining the liability of designated operators

1 Until the contrary is proved and subject to article **RL 165.2** of the Convention, an intermediate designated operator or designated operator of destination shall be relieved of all liability:

1.1 when it has observed the provisions for inspection of mails and establishment of irregularities;

1.2 when it can prove that it was informed of the inquiry after the destruction of the official records relating to the item in question, the period of retention having expired. This reservation shall not prejudice the rights of the claimant;

1.3 when, in the case of individual entry of registered items, correct delivery of the lost item cannot be proved because the designated operator of origin did not enter the registered items in detail on the CN 31 or CN 32 letter bill or on the CN 33 special lists.

2 Until the contrary is proved, a designated operator dispatching **a registered or insured** item shall be relieved of all liability if the office of exchange to which the item has been consigned has not sent to the dispatching designated operator, by the first available mail after inspection, a CN 24 report stating either that the whole packet of **registered or** insured articles or the particular item is missing or has been tampered with.

3 If the theft or damage of **a registered or insured** item has been established in the country of destination or, in the case of return to sender, in the country of origin, it shall be for the designated operator of that country to prove:

3.1 that neither the packet, envelope or **receptacle** and its fastening, nor the wrapping and fastening of the item bore any apparent trace of theft or damage;

3.2 **in the case of an insured item,** that the weight established at the time of posting has not varied.

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

5 When a registered item or an insured item has been lost, rifled or damaged as the result of force majeure, the designated operator in whose territorial jurisdiction or services the loss, theft or damage occurred shall be liable to the designated operator of origin only if the two designated operators undertake to cover risks of force majeure.

Article **RL 167**
Recovery from air carriers of indemnities paid

1 When the loss, theft or damage occurs in the service of an air carrier, reimbursement of the indemnity paid to the sender shall be recovered from the carrier:

1.1 by the designated operator of origin if it settles conveyance dues direct with the air carrier;

1.2 by the designated operator that collected the conveyance dues, when the designated operator of origin does not settle them direct with the air carrier. The indemnity paid to the sender shall be reimbursed to the designated operator of origin by the designated operator that collected the conveyance dues.

Article **RL 168**
Reimbursement of the indemnity to the paying designated operator

1 The designated operator which is liable or on behalf of which payment is made shall reimburse the paying designated operator the amount of indemnity, charges and fees paid to the rightful claimant according to the mandatory information provided on the CN 08 form. The accounting procedures to be followed are described in articles **RL 169** and **RL 170**.

2 If the indemnity, charges and fees paid which were reimbursed to the rightful claimant are due to be borne by several designated operators, the whole of the indemnity, charges and fees paid which were reimbursed to the rightful claimant shall be paid to the paying designated operator by the first designated operator which, having duly received the item claimed for, is unable to prove its correct transfer to the next service. It shall rest with this designated operator to recover from the other designated operators which are liable each one's share of the indemnity paid to the rightful claimant.

3 The designated operator whose liability is duly established and which has at first declined to pay the indemnity shall assume all additional costs resulting from the unwarranted delay in payment.

Article **RL 169**
Settlement of indemnities between designated operators

1 If, one year after the date of dispatch of authorization to pay the indemnity, the paying designated operator has not debited the account of the designated operator which is liable, the authorization shall be considered null and void. The designated operator which received it shall then no longer be entitled to claim reimbursement of any indemnity paid**, except in cases where an accepted CN 48 account has been included in the CN 52 general account, pursuant to article RL 170.4**.

2 When liability has been admitted, as well as in the case provided for in article **RL 162.1**, the amount of the indemnity may also be automatically recovered from the designated operator which is liable through a liquidation account, either direct or through the intermediary of a designated operator which regularly draws up liquidation accounts with the designated operator which is liable.

3 If the sender or the addressee takes delivery of an item found afterwards against repayment of the amount of the indemnity, that sum shall be refunded to the designated operator or, where appropriate, designated operators which bore the loss, within one year of the date of such repayment.

4 Designated operators may agree to settle periodically for the indemnities which they have paid to the rightful claimants and which they have accepted as justified.

5 The designated operators of origin and destination may agree that the whole of the loss shall be borne by the designated operator which has to make the payment to the rightful claimant.

6 The creditor designated operator shall be reimbursed in accordance with the rules for payment laid down in article **RL 256**.

Article **RL 170**
Accounting for amounts due in respect of indemnity for letter-post items

1 When payments have to be charged to the designated operators which are liable, the creditor designated operator shall prepare CN 48 monthly or quarterly accounts.

2 The CN 48 account shall be sent in duplicate to the debtor designated operator by **e-mail or fax, with the original sent by air or surface mail.**[1]

3 After checking and acceptance, one copy of the CN 48 account shall be returned to the creditor designated operator, at the latest by the end of two months from the date of dispatch. If the creditor designated operator has not received any notice of amendment within the prescribed time limit, the account shall be regarded as fully accepted.

4 In principle, these accounts shall be settled separately. However, designated operators may come to an agreement that they are to be settled with the CN 51 detailed account or with the CN 52 general account, or possibly with the CP 75 account.

[1] Change approved by POC on 19 April 2013.

Chapter 9

Procedures concerning the transmission, routeing and receipt of mails/items

Article **RL 171**
Exchange of items

1 Designated operators may exchange, via one or more of their number, closed mails as well as à découvert items according to needs and service requirements.

2 When exceptional circumstances oblige a designated operator temporarily to suspend its services wholly or in part, it shall immediately inform the designated operators concerned.

3 When the conveyance of mail in transit through a member country takes place without the participation of the designated operator of that member country, this form of transit shall not involve the liability of the designated operator of the transit member country.

4 Designated operators may send surface mails by air, with reduced priority. The designated operator of destination shall indicate the office of exchange or the airport of destination for such mails.

5 Designated operators shall make every effort to capture and exchange pre-dispatch and dispatch receipt information in accordance with UPU PREDES**,** RESDES **and EMSEVT** EDI messages for all letter-post dispatches and receptacles and include item-level data when identified items are present.

Article **RL 172**
Priority treatment of priority items and airmail items

1 Designated operators shall be bound to forward by the air communications they use for the conveyance of their own priority items and airmail items the items of this type which reach them from other designated operators.

2 Designated operators without an air service shall forward priority items and airmail items by the most rapid means used for mails. The same shall apply if for any reason routeing by surface means is more advantageous than the use of airlines.

3 Each designated operator shall stipulate a specific hand-over time of preferably one hour, to two hours maximum, to the receiving designated operator within their contracts with airlines. The receiving designated operator shall endeavour to assist in the enforcement of this by providing the sending designated operator with monitoring of the airlines' performance against this time.

4 Designated operators shall take all necessary steps to:

4.1 ensure the best conditions for the receipt and onward transmission of mails containing priority items and airmail items;

4.2 ensure that agreements concluded with the carriers concerning the priority due to such mails are respected;

4.3 speed up the operations relating to customs control of priority items and airmail items addressed to their countries;

4.4 keep to a strict minimum the time required for forwarding priority items and airmail items posted in their country to the countries of destination and for having priority items and airmail items arriving from abroad delivered to the addressees. Single items arriving in a priority or airmail mail and not provided with a priority or airmail marking according to article **RL 127** should nevertheless be regarded as priority or airmail items and be inserted in the domestic priority or airmail handling stream of the designated operator of destination.

5 Designated operators of transit and destination shall treat priority items and airmail items equally; designated operators shall also give the same treatment to surface LC items when no better service is available to the sender. Similarly, no distinction as regards speed of handling shall be made between non-priority items, surface AO items and S.A.L. items.

Article **RL 173**
Mails

1 Mails shall be classified as follows:

1.1 "Airmails" which are conveyed by air with priority. Airmails may contain airmail items and priority items.

1.2 "Priority mails" which are conveyed by surface but which have the same priority as airmails. Priority mails may contain priority items and airmail items.

1.3 "Surface airlifted (S.A.L.) mails" which contain S.A.L. items and non-priority items.

1.4 "Surface mails" which contain surface mail and non-priority items.

2 Mails conveyed by air or by surface containing only items posted in bulk shall be called "bulk mails".

2.1 The provisions of these Regulations applicable to the mails under 1.1 to 1.4 shall also apply to bulk mails conveyed by the same route or mode, unless specific arrangements are expressly made.

3 The exchange of mails shall be carried out by offices called "offices of exchange". Wherever an office of exchange needs to be specified on a postal form, this shall be done in accordance with the rules set out in UPU Technical Standard S34 (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 designated 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 designated operator responsible for that office. This list is published on the UPU website.

5 On any form, an office or exchange shall be identified by its name, together with the name of the responsible designated 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. Designated operators should maintain a list of the operator responsible for each code in their databases.

Article **RL 174**
Exchange in closed mails

1 Closed mails shall be made up for the country of destination when the number of items per mail or per day (when several dispatches are made in a day) exceeds the limits for à découvert transit stated in article **RL 176**.

2 The exchange of items in closed mails shall be regulated by common consent between the designated operators concerned. Any changes in routeing shall be notified by the dispatching designated operator to the designated operator of destination at the earliest opportunity and, if possible, before the date of implementation.

3 In order to participate in good quality mail circulation, every designated operator should make up a minimum of three priority letter mails per week for each destination. If the volume and weight of items do not warrant such frequency, dispatch in transit á découvert should be envisaged.

4 Designated operators through which closed mails are to be forwarded shall be given suitable notice.

5 In cases where an exceptionally large number of ordinary or registered items has to be sent to a country to which mail is normally sent in transit à découvert, the designated operator of origin shall be authorized to make up closed mails for the offices of exchange of the country of destination. It shall advise the designated operators of the countries of transit and destination accordingly.

Article RL 175
Exchange of format-separated mails

1 The exchange of format-separated mails between designated operators of member countries as provided for in article 30 of the Convention shall be made on the basis of the conditions of the present article.

2 Exchanges between countries in Group 1.1

2.1 Mails shall be prepared and dispatched in separate receptacles for each of the three formats (P, G, E) to destinations where the annual outward volume of mails dispatched, excluding M bags, is above 50 tonnes. For volumes below this threshold mixed mails may be prepared.

3 Exchanges between countries in Group 1.2 and 2 and between these countries and countries in Group 1.1

3.1 Mails shall be prepared and dispatched in at least two separate types of receptacles, one for formats P and G combined and one for E, to destinations where the annual outward volume of mails dispatched, excluding M bags, is above the following thresholds:

3.1.1 125 tonnes in 2014;

3.1.2 100 tonnes in 2015;

3.1.3 75 tonnes in 2016;

3.1.4 50 tonnes in 2017.

3.2 For volumes below these thresholds, mixed mails may be prepared.

4 For the application of the threshold the most recent annual volumes shall be used as reference.

5 Designated operators shall send the designated operators concerned the request for receiving or the notification for sending format-separated mails by 30 September for application on 1 January of the following year and subsequent years.

6 The practical details shall be the subject of a mutual agreement between the designated operators concerned.

7 In case of receipt of mixed dispatches in a relation where the conditions are met or the agreement for format-separated exchanges was made, the designated operator of destination shall be entitled to segregate and sample the received mails by format or receptacle type.

8 It may be mutually agreed that, in relations above the threshold, where there are low daily mail volumes from a specific exchange office, these may be made up in mixed dispatches. However, these dispatches shall also be subject to sampling by the designated operator of destination.

9 The discontinuation of the making up of format-separated mails shall be notified by 30 November and shall take effect on 1 January of the following year and subsequent years.

10 Designated operators of countries in the transitional terminal dues system and of countries joining the target system as of 2014 may choose to exchange format-separated mails following the same conditions as the target system countries, as set out in paragraphs 2 or 3 and 4 to 9.

11 For operational, statistical and accounting purposes, registered, insured and express items shall be treated as bulky letters (E) regardless of their actual shape.

Article **RL 176**
Transit à découvert

1 The transmission of à découvert items to an intermediate designated operator shall be strictly limited to cases where the making up of closed mails for the country of destination is not justified. À découvert transmission shall not be used to countries of destination for which the weight of the mail exceeds three kilogrammes per mail or per day (when several dispatches are made in a day) and shall not be used for M bags.

2 In the absence of a special agreement, items for transit à découvert weighing more than three kilogrammes per mail or per day (when several dispatches are made in a day), dispatched to a particular country of destination, shall be considered as missent items and the intermediate designated operator shall be authorized to claim from the dispatching designated operator the relevant charges calculated in accordance with article **RL 211.1.5 for the entire quantity of mail concerned**.

3 The dispatching designated operator shall consult **in advance** the intermediate designated operators as to the suitability of using them for à découvert items to the destinations **concerned. The dispatching designated operator shall** notify the designated operators concerned of the date on which dispatch of mail in transit à découvert commences**, providing at the same time the estimated annual volumes for each final destination. Unless otherwise agreed bilaterally by the designated operators concerned, this notification shall be renewed if, in a given statistical period (May or October) there were no à découvert items observed and, consequently, no account had to be issued by the intermediate designated operator.** Items in transit à découvert shall, as far as possible, be sent to a designated operator which makes up mails for the designated operators of destination.

4 For items sent à découvert without prior consultation to an intermediate designated operator, destined for countries other than those notified by the intermediate country in the Transit Compendium, the charge provided for in article RL 211.1.5 may be applied.

5 A découvert items shall be subject to the payment of transit charges calculated in accordance with article **RL 211**.

6 In the absence of a special agreement, all items posted on board a ship and not included in a closed bag mentioned in article **21** of the Convention shall be handed over à découvert by the ship's agent direct to the post office at the port of call, whether these items have been stamped on board or not.

7 In the absence of special agreement, items for transit à découvert shall be bundled as follows:

7.1 priority items sent by air and airmail items shall be made up in bundles identified by CN 25 labels;

7.2 priority items sent by surface, non-priority items and surface items shall be made up in bundles identified by CN 26 labels.

8 When their number and make-up permit, items sent à découvert to a designated operator shall be separated by country of destination. They shall be made up in bundles labelled with the name of each country in roman letters.

9 Where format-separated mail is exchanged, à découvert items shall be placed in a receptacle of the corresponding format. If a CN 65 bill is issued, the volumes may be indicated as separated by format.

Article **RL 177**
Routes and methods of transmission of insured items

1 By means of the CN 27 tables received from the others concerned, each designated operator shall decide on the routes to be used for the transmission of its insured items.

2 In the relations between countries separated by one or more intermediate services, insured items shall follow the most direct route. Nevertheless, the designated operators concerned may arrange with one another to provide for transmission à découvert by circuitous routes where the transmission by the most direct route would not carry with it a guarantee of liability over the whole distance.

3 Subject to service requirements, insured items may be dispatched in closed mails. They may also be handed over à découvert to the first intermediate designated operator if that designated operator is able to arrange for their transmission under the conditions prescribed in the CN 27 tables.

4 Designated operators of origin and destination may agree among themselves to exchange insured items in closed mails by means of the services of one or more intermediate countries, whether these participate in the insured items service or not. The intermediate designated operators shall be advised at least one month prior to commencement of the service.

Article **RL 178**
Make-up of mails

1 Making up of **mixed mail** bundles

1.1 All ordinary items which can be bundled shall be classified by **size (small letters – P, large letters – G and bulky letters – E) or based on their contents (letters and postcards, newspapers and periodicals, AO items). The items shall be** arranged with the addresses facing the same **way**.

1.2 The bundles shall be distinguished by labels bearing the indication in roman letters of the office of destination or of the reforwarding office of the items enclosed in the bundles. CN 25 labels shall be used in the case of priority items sent by air or airmail items and CN 26 labels in the case of priority items sent by surface, non-priority items or surface items.

1.3 Unpaid or underpaid items shall be made up in separate bundles which shall be placed in the bag containing the letter bill. The bundle label shall be impressed with the T stamp.

1.4 The thickness of the bundles **of small letters (P)** shall be limited to 150 mm after bundling. The weight of bundles of **large letters (G) and bulky letters (E) may** not exceed 5 kilogrammes.

1.5 If priority items and letters show signs of opening, deterioration or damage, a note of the fact shall be made on them and they shall be marked with the date-stamp of the office which discovered it. In addition, when the security of the contents so requires the items shall be placed if possible in a transparent envelope or in a fresh packing on which the details appearing on the envelope shall be reproduced.

2 Making up **of mixed mail receptacles**

2.1 Mails, including those made up solely of empty bags, shall be contained in bags the number of which shall be kept to the strict minimum. The bags shall be in good condition to protect their contents. Each bag shall be labelled.

2.2 The bags shall be closed, sealed preferably with lead. The seals may also be made of light metal or plastic. The sealing shall be so done that it cannot be handled or tampered with without showing signs thereof. The impressions of the seals shall reproduce, in very legible roman letters, the name

of the office of origin or an indication sufficient to identify that office. However, if the designated operator of origin so wishes, the impressions of the seals need only reproduce an indication of the name of the designated operator of origin.

2.3 If a number and the country of dispatch are indicated on the means of closure, and if the bags have red labels, this number may also be entered on the CN 31 and CN 32 letter bills and, as appropriate, on the CN 33 special list.

2.4 Except as noted in 2.4.1, for the make-up of airmails, bags either entirely blue or with wide blue bands shall be used. In the absence of special agreement between the designated operators concerned, the airmail bags shall also be used for priority mails. For making up surface mails or surface airlifted mails, surface bags of a colour other than that of the airmail bags (e.g. beige, brown, white, etc.) shall be used. Designated operators of destination must, however, check all the bag labels in order to ensure correct processing.

2.4.1 Designated operators that use a common mailbag for multiple purposes may use these bags in the make-up of mails for all the above categories as long as the bag labels correctly identify the category of mail contained within such mailbags.

2.5 Designated operators may agree on a bilateral basis to use special airmail bags or receptacles such as trays, etc., with markings that distinguish them as containing express items only.

2.6 The bags shall show legibly in roman letters the office or country of origin and bear the word "Postes" (Post) or any other similar expression distinguishing them as postal dispatches.

2.7 When the number or volume of the items necessitates the use of more than one bag, separate bags shall, as far as possible, be used:

2.7.1 for letters and postcards;

2.7.2 where applicable, for the newspapers and periodicals mentioned in article **RL 188.7** and **9**;

2.7.3 for other AO items;

2.7.4 where applicable, for small packets; the labels on these bags shall bear the words "Petits paquets".

2.8 The packet or **receptacle** of registered or insured items shall be placed in one of the **receptacles** of letters or in a separate **receptacle**; the outer **receptacle** shall invariably bear a red label. When there are several **receptacles** of registered or insured items, all the **receptacles** must bear a red label.

2.9 Designated operators may agree on a bilateral basis not to insert any ordinary mail in the bag containing the letter bill, but to keep the **receptacle** purely for registered, insured and express items.

2.10 The weight of each bag shall in no circumstances exceed 30 kilogrammes.

3 Making up of format-separated mails

3.1 Designated operators exchanging format-separated mails under the conditions specified in article RL 175 may make up mail in bags or other receptacles, such as trays.

3.2 In case of the use of bags, the rules in paragraph 1 for making up bundles shall apply.

3.3 In case of the use of trays, bundling shall not be required.

4 Making up of packets and envelopes

4.1 In the absence of special agreement, small mails shall simply be wrapped in strong paper so as to prevent any damage to the contents.

4.2 The packets shall be tied with string and sealed with lead, light metal or plastic seals.

4.3 When the packets contain only ordinary items they may be closed by means of gummed seals bearing the printed indication of the office of **origin.**

5 Sacs collecteurs. Conveyance in containers

5.1 As far as possible, offices of exchange shall include in their own mails for a particular office all the small mails (packets or **receptacles**) which reach them for that office.

5.2 Where warranted by the number of light-weight **receptacles**, envelopes or packets to be conveyed on the same sector, sacs collecteurs shall be made up, wherever possible. They shall be made up by the post offices responsible for handing over airmails to the airline undertaking the conveyance. The labels of sacs collecteurs shall bear in bold letters the indication "Sac collecteur". The designated operators concerned shall agree as to the address to be put on the labels.

5.3 For conveyance purposes, mails may be placed in containers, subject to special agreement between the designated operators concerned on the methods of using the containers.

5.4 Designated operators may agree on a bilateral basis to exchange mails in receptacles other than bags (e.g. trays, pallets, etc.) when it is established that this will ease the handling process and safeguard the condition of the mail.

Article **RL 179**
Letter bills

1 A CN 31 letter bill shall accompany each mail except for bulk mails and for mails intended for direct access to the domestic systems. The letter bill shall be placed in an envelope marked in bold letters "Feuille d'avis" (Letter bill). This envelope shall be pink if the mail contains insured items and blue if it does not. It shall be fastened to the outside of the packet or **receptacle** of registered items. If there are no registered items, the envelope shall whenever possible be attached to a bundle of ordinary items.

2 Bulk mails shall be accompanied by a CN 32 letter bill, as provided for in article **RL 186**.

3 For mails intended for direct access to the domestic system, designated operators shall agree among themselves on the documents to be used. This documentation may be a modified CN 31 letter bill or another mutually acceptable document, such as a domestic mail statement.

4 Except for the cases provided for in articles **RL 182.1** and **RL 183.2**, where a dispatch does not contain any registered or insured mail, designated operators may agree bilaterally to attach the letter bill to the outside of one of the **receptacles** of the dispatch in a strong waterproof pouch which will withstand the rigours of transportation.

5 In relations between countries whose designated operators 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. Designated operators may, by means of special agreements, decide that mails containing empty **receptacles** exclusively shall not be accompanied by a letter bill.

6 Designated operators may agree bilaterally or multilaterally to exchange letter bills or letter bill data via electronic means; in this case, they may decide that the dispatches they exchange do not need to be accompanied by a physical CN 31 letter bill.

7 The dispatching office shall complete the letter bill with all the details called for, taking the following into account:

7.1 Heading: Where letter bills are completed without an automated system, in the absence of special agreement, dispatching offices shall number the letter bills according to an annual series for each office of destination separately for surface mail, S.A.L. mail and airmail (or priority and non-priority mail). Each mail dispatch shall thus bear a separate number. In the case of the first dispatch of each year the letter bill shall bear, in addition to the serial number of the mail dispatch, that of the last mail dispatch of the preceding year. If a dispatch series is cancelled, the dispatching office shall enter beside the number of the last mail dispatch the indication "Last mail dispatch".

7.2 Heading: Where letter bills are completed with an automated system and in conformity with **the** UPU **Technical** Standards, dispatching offices of exchange shall sequentially number the letter bills within a mail dispatch series, with the numbering re-initialized annually at the beginning of the

calendar year. Each mail dispatch shall thus bear a separate mail dispatch number where each successive mail dispatch number is incremented by 1 in a rising sequence and is consistent with the incrementing dispatch date. In the case of the first mail dispatch of each calendar year, the letter bill shall bear, in addition to the serial number of the dispatch, that of the last dispatch of the preceding year. If a dispatch series is cancelled, the dispatching office shall notify the destination office of exchange by means of a verification note.

7.3 Table 1: Designated operators may agree that only red-label **receptacles** shall be entered in table 1 of the letter bills.

7.4 Table 3: The total number of registered items, both those individually listed and those advised in bulk, and the total number of insured items included in the mail shall be entered in table 3 of the letter bills. **Where express items are also included in the mail, the total number of such items shall also be entered in table 3 of the letter bill.**

7.5 The number of registered items and insured items relating to the postal service and the number of items returned to origin, exempt from terminal dues, shall be entered in table 3 in the column headed "Number of items exempt from terminal dues".

7.6 Table 4: the number of **receptacles** used by the dispatching designated operator and the number of **receptacles** returned to the designated operator of destination shall be entered in this table. Where applicable, the number of empty bags belonging to a designated operator other than that to which the mail is addressed shall be shown separately with a reference to that designated operator. When two designated operators have agreed to enter red-label bags only (**7.3**), the number of **receptacles** used for the make-up of the mail or the number of empty bags belonging to the designated operator of destination shall not be given 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 **receptacles** and bundles and the total number of IBRS items. The presence of ordinary or registered COD items shall be indicated in the corresponding box both in the case of individual entry and that of bulk entry.

7.7 Where designated operators have agreed **according to the conditions described in article RL 175 or** on a bilateral basis to exchange mails in receptacles other than bags, the number and weight of each type of receptacle must be recorded on the CN 31 letter bill. Provision must therefore be made on the CN 31 form for recording this information.

7.8 Where designated operators have agreed **according to the conditions described in article RL 175 or** on a bilateral basis to separate their outbound international mails by format, the number of receptacles and the weight by format may be recorded on the CN 31 letter bill. In such cases, provision for recording format details shall be made on the CN 31 form.

8 Designated operators may arrange with each other to include additional tables or headings in the letter bill or modify the tables to suit their needs when they consider it **necessary**.

9 A "Nil" letter bill shall be sent in the next mail when an office of exchange has no item to pass forward to a corresponding office and when, by special agreement between the designated operators concerned, the letter bills are not numbered. In the case of annually numbered mails, no "Nil" letter bill shall be sent.

Article **RL 180**
Transmission of registered items

1 Registered items shall be transmitted entered individually on one or more CN 33 special lists as a supplement to the letter bill. The lists in question shall show the same mail number as that shown on the letter bill of the corresponding mail. When several special lists are used they shall also be numbered in their own series for each mail. The number of registered items which can be entered on a single special list 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 Designated operators dispatching more than 100,000 registered items per year to a destination designated operator must dispatch all of their registered items under a mail dispatch series exclusively for registered items.

3 Designated operators may agree to the bulk advice of registered items. 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 **receptacles** of registered items, every **receptacle** 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 **receptacle** containing the letter bill shall be mentioned thereon in the box in table 6 reserved for that purpose.

4 Registered items and, where applicable, the special lists provided under 1 shall be made up in one or more separate packets or **receptacles** which shall be suitably wrapped or closed and sealed with or without lead so as to protect the contents. **Receptacles** and packets made up in this way may be replaced by heat-sealed plastic bags. The registered items shall be arranged in each packet according to their order of entry. When one or more special lists are used, each of them shall be tied up with the registered items to which it refers and placed on top of the first item in the bundle. When several **receptacles** are used each of them shall contain a special list detailing the items which it contains.

5 Subject to agreement between the designated operators concerned and when their volume permits, registered items may be enclosed in the special envelope containing the letter bill. This envelope shall be sealed.

6 In no case may registered items be included in the same bundle as unregistered items.

7 As far as possible a single **receptacle** shall not contain more than 600 registered items.

8 If registered COD items are **entered on** a CN 33 special list the word "Reimbursement" (COD) or the abbreviation "Remb" or "COD" should be written opposite the appropriate entry in the "Observations" column.

9 Registered M bags shall be entered as a single item in table **6 of** the CN 31 letter bill or on a CN 33 special list. The letter M shall be added in the "Observations" column.

10 Designated operators may establish systems that generate electronic transmission confirmation data, and agree to exchange such data with the designated operators of origin of the **items.**

Article RL 181
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 designated operator of origin of the mail. An impression of the date-stamp of the dispatching office shall be added to the gummed seal in such a way that it appears partly on the seal and

partly on the wrapping. This method of closure cannot be used if the designated operator of destination of the mail requires the packets or envelopes of insured items to be sealed with wax or lead.

5 If their number or volume makes it necessary, insured items may be placed in a bag suitably closed and sealed with wax or lead.

6 The packet, envelope or **receptacle** of insured items shall be enclosed in the packet or **receptacle** containing registered items or, failing those, in the packet or **receptacle** which would normally contain registered items. When the registered items are enclosed in more than one **receptacle**, the packet, envelope or **receptacle** of insured items shall be placed in the bag to the neck of which the special envelope containing the letter bill is attached.

7 The outer bag containing insured items must be in perfect condition and the edge of its mouth shall be provided, if possible, with piping which makes it impossible to open the bag illicitly without leaving visible traces.

8 The total number of insured items included in the mail shall be entered in table 3 of the letter bill.

9 Designated operators may establish systems that generate electronic transmission confirmation data, and agree to exchange such data with the designated operators of origin of the items.

Article **RL 182**
Transmission of money orders and unregistered COD items

1 Postal money orders sent unenclosed shall be made up in a separate bundle and placed in a packet or **receptacle** containing registered items or, if there is one, in the packet or **receptacle** with insured items. The same shall apply to unregistered COD items. If the mail contains neither registered nor insured items, the money orders and any unregistered COD items shall be placed in the envelope containing the letter bill or bundled with the latter.

2 The presence of unregistered COD items shall be indicated in table 4 of the CN 31 letter bill or table 3 of the CN 32 letter bill, as appropriate.

Article **RL 183**
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 "Express" symbol provided for in article **RL 140**. These bundles shall, wherever possible, be placed in separate receptacles. Where this is not possible, the bundles of "Express" items shall be placed in the receptacle containing the letter bill.

3 Registered express items shall be arranged in their order among the other registered items. The word "Express" shall be written opposite the appropriate entries in the "Observations" column on **the CN** 33 special lists. 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.

Article **RL 184**
Transmission of IBRS items

1 Designated operators operating the service shall designate the office of exchange of destination specializing in handling mails containing IBRS items. If justified by operational reasons, designated operators may designate several offices of exchange for this purpose.

2 IBRS items shall be made up in separate bundles. The CN 25 bundle label shall bear the indication "IBRS" and the number of items. The bundles of IBRS items shall be placed in the **receptacle** containing the letter bill. However, they must not be placed in the inner packet or **receptacle** of registered items.

2.1 If the mail contains more than 2 kilogrammes of IBRS items, these items shall be placed in a separate **receptacle**. The **receptacle** label shall bear an indicator denoting IBRS.

3 The IBRS items contained in a mail shall be indicated in table 4 of the CN 31 letter bill (table 3 of the CN 32 letter bill) under "Other information" as follows:

3.1 for items in separate **receptacles**, write, on the "IBRS bags" line, the number and weight of the **receptacles** and the number of items;

3.2 for items sent with the rest of the mail, write, on the "IBRS bundles" line, the number and weight of the bundles and the number of items.

4 Depending on the volume of traffic involved, designated operators may agree on specific procedures on a bilateral basis.

Article **RL 185**
Transmission of M bags

1 Every M bag shall be furnished with a CN 34, CN 35 or CN 36 label to which a large letter M has been added in the upper right-hand corner. This label shall be additional to the address label provided by the sender. M packets, which are not packed in a bag, must be inserted in a "sac collecteur M" for transmission.

Article **RL 186**
Transmission of bulk items

1 If the designated operator of destination has requested the payment specific to bulk mail, the designated operator of origin may send bulk items in specific mails, accompanied by the CN 32 letter bill.

2 The CN 32 letter bill shall include the number and weight of the items.

2.1 For designated operators that have so agreed, the number and weight of the items may be indicated according to their format.

3 The provisions of article **RL 179** shall apply by analogy to CN 32 letter bills.

4 Designated operators may agree bilaterally to alternative forms and accounting procedures for bulk items.

Article **RL 187**
Transmission of items intended for direct access to the domestic service

1 Items intended for direct access to the domestic service of a designated operator, under the terms of article **29.4** of the Convention, shall be sent in specific mails, accompanied by an appropriately modified CN 31 letter bill, unless other documentation is specifically required by the designated operator of destination or origin owing to national legislation.

2 The modified CN 31 letter bill or other documentation required by the designated operator of destination shall include the number, weight and, if applicable, category of the items or other additional information required by the designated operator of destination.

3 The provisions of article **RL 179** shall apply by analogy to CN 31 letter bills or other documentation required by the designated operator of destination.

4 Designated operators have to agree bilaterally to alternative forms and procedures for the transmission of items intended for direct access to the domestic service if this is required by the designated operator of destination.

Article **RL 188**
Labelling of mails

1 The labels of the **receptacles** shall be made of sufficiently rigid canvas, or plastic, of strong cardboard, of parchment, or of paper glued to wood. **For bags, they** shall be provided with an eyelet.

2 The layout and text **for labels on all receptacle types** shall comply with UPU **Technical** Standard S47 **and/**or conform to the specimens annexed hereto and mentioned below:

2.1 CN 34 in the case of surface **receptacles**;

2.2 CN 35 in the case of airmail **receptacles**;

2.3 CN 36 in the case of surface airlifted (S.A.L.) **receptacles**.

3 The labels for receptacles shall also reflect, in the corner, information regarding the contents of the receptacle, such as codes from UPU code lists 120 (format of contents) and 188 (special content codes). Trays must reflect "P" or "G".

4 In the service between neighbouring offices, strong paper labels may be used. These shall, however, be strong enough to withstand the various handling processes the mails undergo during transmission.

5 **Receptacles** containing registered items, insured items, and/or the letter bill shall be provided with a vermilion red label.

5.1 However, designated operators may agree, in their bilateral relations, to dispense with the use of red labels in favour, for security reasons, of any mutually agreed alternative method.

6 A white label shall be used for **receptacles** containing only ordinary items of the following categories:

6.1 priority items;

6.2 letters and postcards dispatched by surface and air;

6.3 mixed items (letters, postcards, newspapers and periodicals and other items)**;**

6.4 **small letter (P) items, large letter (G) items, and bulky letter (E) items with priority service. These labels shall display the "format-of-contents" information.**

7 A white label shall also be used for **receptacles** containing newspapers posted in bulk by publishers or their agents and dispatched by surface only, except those returned to sender. The word "Journaux" (Newspapers) or the reference "Jx" shall be written on the white label, when the **receptacles** contain only items of this category.

8 A light blue label shall be used for **receptacles** containing only ordinary items of **the following** categories**:**

8.1 **non-priority items;**

8.2 **printed papers;**

8.3 **items for the blind;**

8.4 **small packets;**

8.5 **small letter (P), large letter (G) and bulky letter (E) items with non-priority service. These labels shall display the "format-of-contents" information.**

9 A light blue label shall also be used **for receptacles** containing periodicals other than those mentioned under **7**. The words "Ecrits périodiques" (Periodicals) may be written on the blue label when **the receptacles** contain only items of this category.

10 A violet label shall also be used **for receptacles** containing only ordinary bulk items.

11 A white label with a violet-striped border and the words "Accès Direct" (Direct Access) shall be used for receptacles containing items in this category.

12 A green label shall be used for **receptacles** containing only empty bags being returned to origin.

13 Where priority mails conveyed by surface are concerned, the CN 34 label shall be marked "PRIOR" in large, very bold letters.

14 The label of **the receptacle** or packet containing the letter bill shall always bear a bold letter "F". The number **of receptacles** comprised in the mail may be written on it.

15 The label of receptacles containing express items must bear a tab or be marked "Express". Where the "Express" tab or marking will interfere with any barcode or text on the CN 35 label, an additional larger backing label bearing the "Express" marking may be affixed to **the receptacle**.

16 A white label may also be used in conjunction with a 5 x 3 cm tab in one of the colours mentioned under **5** to **9** and **12**. A blue or violet label may also be used in conjunction with a similar tab in red.

17 Items containing admissible infectious substances shall be placed in separate receptacles. Each receptacle shall be provided with an identification label, similar in colour and form to the label provided for in article **RL 134** but made bigger to make room for affixing an eyelet.

18 In the case **of receptacles** containing only items exempted from terminal dues, **the receptacle** label shall be marked "Exempt" in very bold characters.

19 The gross weight of **each receptacle,** envelope or packet forming part of the mail shall be shown on **the receptacle** label or with the external address. If a sac collecteur is used, its weight shall not be taken into account. The weight shall be rounded up to the nearest hectogramme when the fraction of the hectogramme is equal to or greater than 50 grammes and rounded down to the nearest hectogramme otherwise. The indication of the weight shall be replaced by the figure 0 for airmails weighing 50 grammes or less.

20 Intermediate offices shall not enter any serial number on the labels **of receptacles** or packets of closed mails in transit.

21 All designated operators shall include a barcoded identifier in compliance with UPU Technical Standard S9 on their receptacle labels.

Article **RL 189**
Use of barcodes

1 Designated operators may use computer-generated barcodes and a unique identification system in the international postal services for purposes such as track/trace systems and other identification applications. The specifications shall be laid down by the Postal Operations Council.

2 Designated operators which choose to use bar codes in the international services shall comply with the technical specifications laid down by the Postal Operations Council. The representation of offices of exchange in barcodes shall comply with the rules laid down in article **RL 173.3**.

3 Where a designated operator of origin applies a UPU standard 13-character barcoded identifier to letter-post items in the international service, only one such unique identifier shall be applied. This identifier shall conform to UPU **Technical** Standard S10 and shall be encoded on the item in both human-readable and barcoded form, as prescribed in the **standard**.

4 Originating, transit or destination designated operators may apply additional barcodes that do not use an S10 format, provided that the additional barcodes do not obscure any part of the sender's address or return address, or any part of the S10 item identifier applied by the originating designated operator.

5 A transit or destination designated operator may apply an item identifier that is compliant with **Technical** Standard S10 and identical in data content to the one applied by the originating designated operator. In this case, it is not necessary to obliterate or remove the subsequent S10 identifier applied if the item is forwarded to another designated operator or returned to the originating designated **operator**.

6 If a transit or destination designated operator applies an S10-format barcode that differs in data content from the originally applied S10 identifier, this subsequent S10-format barcode shall be obliterated or removed if the item is forwarded to another designated operator or returned to the originating designated operator.

7 Designated operators that send more **than 25** tonnes of letter-post mail per year on a specific flow, or that settle terminal dues based upon individual mail flow estimates, shall use the UPU-standard S9 receptacle identifier on all postal receptacles (including air, S.A.L., and surface receptacles) and shall transmit:

7.1 UPU-standard electronic pre-advice messages for all outbound dispatches, including the S9 identifier, the receptacle type using UPU-standard receptacle codes and, where applicable, item identifiers for registered, insured **and express** items compliant with UPU **Technical** Standard S10;

7.2 UPU-standard electronic confirmation messages for reporting receipt of inbound dispatches that have been electronically pre-advised to them, including the receptacle type using UPU-standard receptacle **codes**.

8 Designated operators that exchange format-separated mail according to RL 175 or on a bilateral basis shall transmit electronic dispatch and receipt of inbound dispatch messages (PREDES/RESDES), including the receptacle type and format-of-contents information, using UPU standard receptacle and format-of-contents codes.

Article **RL 190**
Tracking and tracing – item and dispatch specifications

1 For all optional services relating to the exchange of tracking information concerning registered, insured or express items, designated operators that operate a track and trace system shall undertake to provide track and trace information (using UPU **Technical** Messaging Standard M17-EMSEVT version 1.0) with respect to the outward and inward letter-post items concerned on their national territory, and shall ensure that the data are exchanged with all other participating partner designated operators for the following tracking events and associated data elements:

1.1 Mandatory tracking events

	Events	*Description*	*Data elements*
1.1.1	EMC	Departure from outward office of exchange	Item identification Destination country Event date Event time Office of exchange

1.1.2	EMD	Arrival at inward office of exchange	Item identification Destination country Event date Event time Office of exchange
1.1.3	EMH	Attempted/Unsuccessful delivery	Item identification Destination country Event date Event time Office (delivery) Unsuccessful delivery code
1.1.4	And/or EMI	Final delivery	Item identification Destination country Event date Event time Office (delivery)
1.2	Optional tracking events		
	Events	*Description*	*Data elements*
1.2.1	EMA	Posting/collection	Item identification Destination country Event date Event time Origin office
1.2.2	EMB	Arrival at outward office of exchange	Item identification Destination country Event date Event time Office of exchange
1.2.3	EME	Held by Customs	Item identification Destination country Event date Event time Office of exchange Retention code
1.2.4	EMF	Departure from inward office of exchange	Item identification Destination country Event date Event time Office of exchange
1.2.5	EMG	Arrival at delivery office	Item identification Destination country Event date Event time Delivery office
1.2.6	EMJ	Arrival at transit office of exchange	Item identification Destination country Event date Event time Office of exchange (transit)
1.2.7	EMK	Departure from transit office of exchange	Item identification Destination country Event date Event time Office of exchange (transit)

Article **RL 191**
Routeing of mails

1 Closed mails including closed transit mails shall be forwarded by the most direct route possible.

2 When a mail consists of several receptacles, these shall as far as possible remain together and be forwarded by the same transportation.

3 The designated operator of the country of origin may consult with the designated operator providing the closed transit service regarding the route to be followed by the closed mails which it regularly dispatches. The designated operator of the country of origin shall not enter information about the routeing to be followed by the designated operator providing the closed transit on the CN 37, CN 38 or CN 41 bills, nor on the CN 34, CN 35 or CN 36 labels. The route information appearing on the CN 37, CN 38 or CN 41 bills, and on the CN 34, CN 35 or CN 36 labels shall be limited to the route intended to transport the mails from the designated operator of origin to the designated operator providing the closed transit.

4 Mail in closed transit shall, in principle, be forwarded by the same transportation used by the designated operator of the country of transit for the transport of its own mails. If, on a regular basis, there is insufficient time between arrival of the mail in closed transit and transport departure, or the volumes regularly exceed the capacity of a flight, the designated operator of the country of origin shall be so informed.

5 In the event of a change in a route for the exchange of closed mails established between two designated operators via one or more designated operators providing closed transit, the designated operator of origin of the mail shall inform those designated operators providing closed transit of the change of route.

Article **RL 192**
Direct transhipment of airmails and of surface airlifted (S.A.L.) mails

1 In principle, the designated operator of the country of origin shall, in accordance with its preferences, route the mails to be transhipped directly at the transit airport on flights operated by the same airline or, if this is not possible, on flights operated by different airlines. For direct transhipment between flights operated by different airlines, the designated operator of the country of origin must make prior arrangements involving both airlines. The designated operator of the country of origin may request one airline to make the arrangements with the other airline but must have confirmation that such arrangements, including ground handling and accounting, are in place. The use of the additional CN 42 label should also be determined.

2 If mails documented for direct transhipment fail to connect with the scheduled flight at the transhipment airport, the designated operator of the country of origin shall ensure that the airline shall follow the arrangements in its agreement with the airline for direct transhipment referred to under 1 or shall contact the origin designated operator for instructions. Such arrangements for direct transhipment must include provision for later flights operated by the same airlines

3 Where arrangements for direct transhipment are not possible, the designated operator of the country of origin may plan closed transit, in accordance with article **RL 191**.

4 Mails transhipped directly at the transit airport either between flights operated by the same airline, or between flights operated by the different airlines shall not be subject to transit charges.

5 In the cases referred to under 1 and where the designated operators of origin and of destination and the airline concerned agree in advance, the airline making the transhipment may prepare, if necessary, a special delivery bill to replace the original CN 38 or CN 41 bill. The parties concerned shall mutually agree on the relevant procedures and form in conformity with article **RL 195**.

6 When surface mails from a designated operator are forwarded as closed transit by air by another designated operator, the conditions of such closed transit shall be covered by a special agreement between the designated operators concerned.

Article **RL 193**
Preparation of trial notes

1 To determine the most favourable route and the transmission time for a mail, the office of exchange of origin may send to the office of destination of the mail a CN 44 trial note. This note shall be included in the mail and attached to the CN 31 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 a designated operator, the office of exchange of origin may send the designated operator of destination of such items a CN 44 trial note. This note shall be inserted in an envelope on which the indication "CN 44" shall be written in the top right-hand corner of the front. The trial note, duly completed by the designated operator of destination, shall be returned by the quickest route (air or surface).

3 Whenever the designated operator of destination observes serious delays and discovers a quicker route, it may prepare a CN 44 trial note and suggest the most favourable routeing both for closed mails and for items sent à découvert through another designated operator. The designated operator of origin shall give careful consideration to the request of the office of destination.

Article **RL 194**
Transfer of mails

1 Priority mails and surface mails

1.1 In the absence of special agreement between the designated operators 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 designated operators 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 designated operator. Except as noted in 2.5.1 or 2.6, one copy shall be signed by the receiving designated operator 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 Designated operators that have developed an electronic receipting system for mail dispatches that they receive from transport carriers may use the receipting records of that system instead of the 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 designated operator can provide the air carrier with a printed copy of the electronic receipting record for that **dispatch**.

2.6 Alternatively, where designated operators and airlines so agree in advance, electronic CN 38 and CN 41 bills may be provided by exchange of the equivalent EDI standardized messages conforming to the procedure set out in **2.7** to **2.12**, in lieu of handing over and signing paper delivery bills as described in 2.1.

2.7 A CARDIT standardized message equivalent to the CN 38 or CN 41 bill shall be sent by the origin designated operator. The origin designated operator shall require the airline or the entity responsible for the ground services to capture electronically the receipt of the mail, and to send the data in a RESDIT "received" standardized event message to confirm receipt of each receptacle of the consignment.

2.8 The origin designated operator shall require the airline or the entity responsible for the ground services to capture electronically the handover of the mail, and to send a RESDIT "delivered" standardized message.

2.9 A PRECON standardized message shall be sent by the origin designated operator to the designated operator to which the consignment is addressed.

2.10 The designated operator taking receipt of the mail shall send a RESCON standardized message to the origin designated operator.

2.11 The origin designated operator shall require the airline to store the CARDIT data and the RESDIT receipt and delivery events data in its system and to share the data with the entity responsible for ground services at the airports of origin, transit and destination. The origin and destination designated operators shall store the corresponding data in their systems.

2.12 In the event of an inquiry, the designated operators shall share the available information, including that received from the airline.

2.13 When mails are sent by surface to an intermediate designated operator 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 designated operator's staff and printed out there, the designated operators or companies involved in the transport operations may agree that a signature shall not be required on the delivery bills.

5 The provisions under 1 to 4 shall also apply to bulk mails.

Article **RL 195**
Preparation and checking of CN 37, CN 38 or CN 41 delivery bills

1 The delivery bills shall be completed, in accordance with their layout, on the basis of the particulars appearing on the **receptacle** labels or with the address. The total number and total weight of the **receptacles** (including **receptacles** that are exempt from terminal dues) and items in each mail shall be entered in bulk by category. Designated operators of origin may elect to enter each **receptacle** individually should they wish to do so. However, any intermediate or transit country must list each transit receptacle individually, maintaining the designated operator of origin, office of destination, dispatch and receptacle number indicated by the designated operator of origin. The six-character IMPC code identifying the origin and destination of the receptacle shall be recorded in columns 2 and 3 respectively. The number and weight of **receptacles** bearing red labels shall be shown separately; they shall be indicated by an "R" in the "Observations" column of the delivery bill.

2 The presence of priority surface mails shall be indicated by the entry "PRIOR" in the "Observations" column of the CN 37 bill.

3 Mails included in a sac collecteur shall also be entered individually on the CN 38 delivery bill, with an indication that they are so included.

4 Any intermediate office or office of destination which notices errors in the entries on the CN 38 or CN 41 delivery bill shall immediately correct them. It shall report them by CN 43 verification note to the last dispatching office of exchange and to the office of exchange which made up the mail. Designated operators may agree to make systematic use of electronic mail or any other appropriate means of telecommunication for reporting irregularities.

5 When the mails forwarded are inserted in containers sealed by the postal service, the serial number and the number of the seal of each container shall be entered in the column of the CN 37, CN 38 or CN 41 bill reserved for that purpose.

Article **RL 196**
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 designated operator 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 designated operator 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 Designated operators 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.

Article **RL 197**
Checking of mails

1 Every office receiving a mail shall check:

1.1 the origin and destination of the **receptacles** making up the mail and entered on the delivery bill;

1.2 the sealing and make-up of the bags bearing red labels;

1.3 the accuracy of the information on the delivery bill.

2 The weight entered on the CN 34, CN 35 or CN 36 label shall be checked by sampling or systematically. The data given by the office of origin shall be accepted as valid if they differ from the weights or from the number of items established:

2.1 by 200 grammes or less in the case of **receptacles** of surface mails or surface airlifted (S.A.L.) mails;

2.2 by 100 grammes or less in the case of **receptacles** of airmails, priority mails or bulk mails;

2.3 by 100 grammes or less or 20 items or fewer in the case of IBRS items.

3 When an intermediate office or office of destination establishes that the difference between the actual weight and the weight recorded of a **receptacle** or the difference between the actual number or weight and the number or weight recorded of IBRS items exceeds the limits provided for under 2.1, 2.2 or 2.3, as the case may be, it shall amend the **receptacle** label and the delivery bill. It shall immediately notify the dispatching office of exchange and when appropriate the last intermediate office of exchange of the mistake by CN 43 verification note.

4 When an intermediate office receives a mail in bad condition, it shall check the contents if it thinks that these have not remained intact. It shall put it in new packing just as it is. This office shall copy the particulars from the original label on to the new one and apply to the latter an impression of its date-stamp, preceded by the endorsement "Remballé à ..." (Repacked at ...). It shall make out a CN 43 verification note and insert one copy thereof in the repacked mail.

5 Upon receipt of a mail, the office of exchange of destination shall proceed as follows:

5.1 It shall check whether the mail is complete and has arrived in the sequence in which it was dispatched.

5.2 It shall check whether the entries on the letter bill and, where applicable, on the CN 16 dispatch lists and the CN 33 special lists are correct.

5.3 It shall satisfy itself that there is no irregularity in the external condition of the outer **receptacle** and of the packet, envelope or inner **receptacle** containing insured items.

5.4 It shall check the number of insured items and inspect them individually, inter alia in respect of weight, seals and marks, and verify that COD items are properly marked as such and accompanied by the relevant payment forms.

5.5 It shall ensure that express items sent in special **receptacles** or in the **receptacle** containing the letter bill are immediately inserted into the domestic system for distribution and delivery as soon as possible.

5.6 If a mail or one or more **receptacles** thereof are missing, 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 designated operator of origin, accompanied by a replacement CN 32 letter bill that shall include the details of the bulk items received in the following cases:

6.1.1 the designated operator of origin has opted for the make-up of bulk mails and sends bulk items in other mails;

6.1.2 the bulk mails are not accompanied by a CN 32 letter bill;

6.1.3 the designated operator of destination receives unreported bulk items for which the specific payment is applied with immediate effect; in this case, the designated operator of destination shall transmit the CN 43 and CN 32 forms by telecommunication to the designated operator of origin of the mails.

6.2 In the cases provided for under 6.1.1 and 6.1.3, the CN 31 letter bill of the mail containing the bulk items shall be corrected accordingly and transmitted attached to the CN 43 verification note.

7 When the mails are opened, the constituent parts of the fastening (lead and other seals, string, labels) shall be kept together. To achieve this the string shall be cut in one place only.

8 Each designated operator shall have the right, in accordance with its national legislation and the procedures agreed with its customs authorities, to open and inspect M bags received, to check for compliance with the product specification detailed in article **RL 126.7.1** to **7.5** and to ensure customs compliance. Any items that are found not to be in compliance with the product specification shall be charged at the destination designated operator's terminal dues rates for priority and non-priority mail. A CN 43 verification note shall be raised to advise the origin designated operator of the adjustments to the CN 31 letter bill.

9 When an office receives letter bills, 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).

10 Irregularities established upon receipt of a mail containing insured items shall immediately be made the subject of reservations to the transferring service. Notification of a missing item, alteration or any other irregularity for which designated operators may be liable in respect of insured items shall be sent immediately by telecommunications to the dispatching office of exchange or to the intermediate service. In addition, a CN 24 formal report shall be made out. The condition in which the packing of the mail was found shall be indicated therein. The formal report shall be sent under registered cover to the central office of the country to which the dispatching office of exchange belongs independently of the CN 43 verification note, which shall be sent to that office immediately. A duplicate of the report shall be sent at the same time either to the central office of the country to which the receiving office of exchange belongs or to any other controlling authority appointed by that designated operator.

11 The office of exchange which receives from a corresponding office a damaged or an insufficiently packed insured item shall send it on after observing the following rules:

11.1 If it is a matter of slight damage or of partial destruction of the seals, it is sufficient to re-seal the insured item to safeguard the contents. This shall be authorized on condition that it is obvious that the contents are not damaged nor, according to a check of the weight, short. The existing seals shall be preserved. If necessary, the insured items shall be repacked, retaining the original packing as far as possible. Repacking may also be done by placing the damaged item in a **receptacle** labelled and sealed with lead. In such cases, it is unnecessary to re-seal the damaged item. The **receptacle** label shall be marked "Envoi avec valeur déclarée 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.

11.2 If the state of the insured item is such that the contents could have been removed, the office shall automatically open it, where this is not contrary to the laws of the country, and check the contents. The result of this check shall be given in a formal CN 24 report. A copy of this report shall be attached to the insured item. This shall be repacked.

11.3 In all these cases, the weight of the insured item on arrival and the weight after repacking shall be checked and noted on the cover. This note shall be followed by the words "Scellé d'office à ..." (Sealed at ...) or "Remballé à ..." (Repacked at ...). This note shall be supplemented by an impression of the date-stamp and by the signature of the officials who have affixed the seals or done the repacking.

12 The discovery of any irregularity whatsoever during the check may in no case be the cause of the return of an item contained in the mail examined except as provided in article **18** of the Convention.

Article **RL 198**
Verification notes

1 The irregularities established shall be reported immediately, and at the latest within one month, to the office of origin of the mail, by means of a CN 43 verification note made out in duplicate, after the complete check of the mail. Where transit is involved, the verification note shall be sent to the last intermediate office which transmitted the mail in bad condition.

2 The details on the verification note shall specify as precisely as possible the label, bag **or other receptacle**, seal, 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. Dated digital photographic images of the label, bag **or other receptacle**, seal, cover, packet or item concerned may be provided.

3 Unless this is impossible for a stated reason, the following elements shall be kept intact for a period of six weeks from the date of verification and shall be sent to the designated operator of origin if the latter so requests:

3.1 the bag, or envelope, **or other receptacle,** with the string, labels and lead or other seals;

3.2 all the inner and outer packets or **receptacles** in which the insured items and registered items were enclosed;

3.3 the packing of any damaged items which can be recovered from the addressee.

4 When the mails are transmitted through the intermediary of a carrier, the CN 37, CN 38 or CN 41 delivery bill mentioning the irregularities established by the intermediate designated operator or designated operator of destination on taking over the mails shall where possible be countersigned by the carrier or his representative as well as by the designated operator of transit or of destination taking over the mails, which shall confirm that there are no irregularities. Should there be any reservations with respect to the carrier service, the copies of the CN 37, CN 38 or CN 41 bill must indicate such reservations. Where the mails are transported in containers, these reservations shall relate solely to the condition of the container and of its

fastening and seals. By analogy, designated operators exchanging information by electronic means may apply the procedures described in article **RL 194.2.6**.

5 In the cases provided for in article **RL 197.4**, 5 and 9, the office of origin and, where appropriate, the last intermediate office of exchange may, in addition, be advised by telecommunications at the expense of the designated operator which sends it the advice. Such an advice shall be sent whenever the mail shows obvious traces of having been tampered with, so that the dispatching or intermediate office may investigate the matter without delay. Where necessary, the intermediate office shall advise the preceding designated operator also by telecommunications for the continuation of the inquiry.

6 When the absence of a mail is the result of a missed mail connection or when it is duly explained on the delivery bill, a CN 43 verification note shall be prepared only if the mail does not reach the office of destination by the next post.

7 As soon as a mail which has been reported as missing to the office of origin and, where appropriate, to the last intermediate office arrives, a second verification note announcing the receipt of the mail shall be sent to these offices by the quickest route (air or surface).

8 When a receiving office responsible for checking a mail has not sent within one month of the mail's receipt a CN 43 note reporting irregularities of any kind to the office of origin and, where appropriate, to the last intermediate office of exchange by the quickest route (air or surface), it shall be considered, until the contrary is proved (within one month), as having received the mail and its contents. The same assumption shall be made in respect of irregularities to which no reference has been made or which have been incompletely reported in the verification note. The same shall apply when the provisions of the present article and of article **RL 197** regarding the formalities to be fulfilled have not been observed.

9 Verification notes shall preferably be sent by telefax or by any other electronic means of communication. If not practicable, such notes shall be sent by the quickest mail route (air or surface).

10 Verification notes sent by mail shall be forwarded in envelopes marked in bold letters "Bulletin de vérification" (Verification note). These envelopes may either be pre-printed or distinguished by a stamp impression clearly reproducing the indication.

11 The offices to which the verification notes are sent shall return them as promptly as possible, and at the latest within one month of the transmission, preferably by electronic means **or by priority service**, to the office of exchange from which they came, after having examined them and indicated thereon their observations, if any. The verification notes shall be considered duly accepted until proved otherwise:

11.1 if they are not answered within a period of two months from the date of their transmission, for verification notes transmitted by non-priority services (S.A.L. or surface mail);

11.2 if the designated operator of origin is not advised within that time of any investigations which may still be necessary or of the additional dispatch of relevant documents.

Article **RL 199**
Missent items

1 Missent items of all kinds shall be redirected to their destination without delay by the quickest route.

Article **RL 200**
Steps to be taken in the event of an accident

1 When, as a result of an accident in course of conveyance, a ship, train, aircraft or any other transport facility is unable to continue its journey and deliver the mail at the scheduled ports of call or stations, the crew shall hand over the mails to the post office nearest to the place of the accident or to the

office best able to reforward the mail. If the crew are unable to do this, that office, having been informed of the accident, shall take immediate action, taking over the mail and reforwarding it to its destination by the quickest route after its condition has been checked and any damaged items put in order.

2 The designated operator of the country in which the accident occurred shall inform all designated operators of previous ports of call or stations, by telecommunications, of the fate of the mail. These designated operators in turn shall advise by the same means all other designated operators concerned.

3 Designated operators 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 designated operator of the country where the accident occurred.

4 The qualified office shall then notify the offices of destination of the mails involved in the accident by CN 43 verification note giving details of the circumstances of the accident and the results of the check of the mails. One copy of each verification note shall be sent to the offices of origin of the relative mails and another to the designated operator of the country to which the transport company belongs. These documents shall be sent by the quickest route (air or surface).

Article **RL 201**
Steps to be taken in the event of an interrupted flight, or of diversion or missending of airmails or surface airlifted (S.A.L.) mails

1 When an aircraft interrupts its flight for a length of time likely to delay the mails or when, for any reason whatsoever, the mails are unloaded at an airport other than that given on the CN 38 or CN 41 delivery bills, the designated operator of the country of origin shall ensure that the airline follows the arrangements in its agreement with the airline for direct transhipment or shall contact the origin designated operator for instructions.

2 The designated operator which receives missent airmail or surface airlifted (S.A.L.) mail dispatches or **receptacles** owing to a labelling error shall attach a new label to the dispatch or **receptacle**, with an indication of the office of origin, and reforward it to its correct destination.

3 In every case the office which did the reforwarding shall inform the office of origin of each dispatch or **receptacle** by CN 43 verification note, indicating in particular on the verification note the air service from which the mail was taken, the services used (air or surface) for onward transmission to its destination and the cause of missending, such as transportation or labelling **error**.

Article RL 202
Steps to be taken in the event of temporary suspension and resumption of services

1 If services are temporarily suspended, the designated operator or designated operators concerned must be notified of the fact by telecommunications, indicating, if possible, the probable duration of the suspension of services. The same procedure shall be applied when the suspended services are resumed.

2 The International Bureau must be notified of the suspension or resumption of services if a general announcement is considered necessary. If necessary, the International Bureau shall notify designated operators by telecommunications.

3 The designated operator of origin shall have the option of refunding the postage charges, special charges and air surcharges to the sender if, owing to the suspension of services, the benefit accruing from conveyance of the item in question was obtained only in part or not at all.

Article **RL 203**
Return of empty **receptacles**

1 Wherever appropriate in this article, the references to "bags" shall mean "bags or other receptacles used and owned by designated operators for the carriage of mail".

2 The owners of empty bags shall decide whether they wish their bags to be returned or not and, if so, by what means of transport. Nevertheless, the designated operator of destination shall have the right to return bags that cannot be incinerated easily and cheaply in its country. The designated operator of origin shall bear the cost of returning such bags.

3 In the absence of agreement between the designated operators concerned, bags shall be returned empty by the next post in a mail for the country to which they belong and if possible by the normal route followed on the outward journey. The number of bags returned by each mail shall be noted in table 4 of the CN 31 letter bill (table 3 of the CN 32 letter bill). This entry shall not be made when two designated operators have agreed to indicate only red-label bags on the letter bill.

4 Designated operators 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 designated operators 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.

5 The return shall be carried out between offices of exchange appointed for the purpose. The designated operators concerned may agree among themselves as to the procedure for the return. In long-distance services, they shall, as a general rule, appoint only one office responsible for receiving the empty bags returned to them.

6 The empty bags shall be rolled into suitable bundles. Where appropriate the label blocks, labels of canvas, parchment or other stout material shall be placed inside the bags.

7 If there are not too many of them, empty bags being returned by surface may be placed in the **receptacles** containing letter-post items. In all cases, including when empty bags are being returned by air, they shall be placed in separate **receptacles** labelled with the name of the offices of exchange. These **receptacles** may be sealed by agreement between the designated operators concerned. The labels shall be endorsed "Sacs vides" (Empty bags).

8 The bags used for printed papers for the same addressee at the same address (M bags) shall be recovered after they have been handed over to the addressees and shall be returned, in accordance with the above-mentioned provisions, to the designated operators of the countries to which they belong.

9 If the check made by an designated operator establishes that **receptacles** belonging to it have not been returned to its service within a period longer than that required for their transmission (round trip), it shall be entitled to claim reimbursement of the value of the **receptacles** as provided for under **10**. The designated operator in question may refuse this reimbursement only if it can prove the missing bags were returned.

10 Each designated operator shall fix, periodically and uniformly for each kind of **receptacle** used by its offices of exchange, a value in SDRs and communicate it to the designated operators concerned through the International Bureau. In case of reimbursement, the cost of replacing the **receptacles** shall be considered.

11 By prior agreement, a designated operator may use the **receptacles** belonging to the designated operator of destination for making up its own airmails. **Receptacles** belonging to a third party may not be used.

12 A dispatching designated operator may indicate whether or not it would like to have the receptacles used for a particular dispatch returned. This indication shall be made on the letter bill used for the dispatch.

13 Accounting for the return of empty bags shall be based on the Statistics and Accounting Guide issued by the International Bureau of the Universal Postal Union.

Article **RL 204**
Mails exchanged with military units

1 Intermediate designated operators shall be informed, as far as possible in advance, of the establishment of an exchange of closed mails as mentioned in article **21** of the Convention.

2 The address of these mails shall be worded as follows:

From the office of .....

For { the (nationality) naval (or air) unit of (designation of the unit) at ..... / 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 ..... / the (nationality) ship (name of ship) at ..... } (Country)

3 The mails concerned shall be forwarded by the fastest route (air or surface), according to the indication written on the address, and under the same conditions as mails exchanged between post offices.

4 The captain of a mail-boat conveying mails for a naval unit or a warship shall hold them at the disposal of the commanding officer of the naval unit or ship of destination, should the latter ask him for delivery en route.

5 If the ships are not at the place of destination when the mails addressed to them arrive there, the mails shall be kept at the post office until they are collected by the addressee or redirected to another point. Redirection may be requested either by the designated operator of origin, by the commanding officer of the naval unit or ship of destination, or by a consul of the same nationality.

6 Those mails which are marked "Aux soins du Consul d'..." (Care of the Consul of ...) shall be delivered to the consulate indicated. At the request of the consul they may afterwards be received back into the postal service and redirected to the place of origin or to another address.

7 Mails addressed to a warship shall be regarded as being in transit up to the time of their delivery to the commanding officer of that ship, even when they have been originally addressed to the care of a post office or to a consul charged to act as forwarding agent. They shall not, therefore, be regarded as having reached their address until they have been delivered to the warship concerned.

8 By agreement between the designated operators concerned, the above procedure shall also be applicable, if necessary, to mails exchanged with military units placed at the disposal of the United Nations and with military aircraft.

Chapter 10

Quality of service

Article **RL 205**
Quality of service targets

1 Member countries or designated operators shall undertake to verify periodically that the established times are achieved either within the framework of the surveys organized by the International Bureau or by the Restricted Unions, or on the basis of bilateral agreements.

2 It is also desirable that member countries or designated operators should verify periodically that the established times are achieved, using other quality control systems, in particular external quality control.

3 Wherever possible, member countries or designated operators shall implement quality measurement systems for international mails (both outgoing and incoming); this should, as far as possible, include measurement from posting to delivery (end-to-end).

4 All designated operators shall provide the International Bureau with up-to-date information about the latest transport arrival times (LTAT) against which they operate for international postal purposes. Any changes shall be advised as soon as they are planned in order to allow the International Bureau to communicate these changes to designated operators before they are applied.

5 Where possible, separate information shall be provided for priority and non-priority streams of traffic.

Chapter 11

Transit charges and terminal dues

Article **RL 206**
Transit charges. General provisions

1 Accounting

1.1 Accounting for surface-mail transit charges and for charges for handling transit airmails shall be done annually by the designated operator of transit, for each designated operator of origin. It shall be based on the weight of the mails received in transit, sent during the year concerned. The rates laid down in article **RL 208** shall be applied.

1.2 The transit charges and charges for handling transit airmails shall be borne by the designated operator of origin of the mails. They shall be payable, subject to the exception provided for under 1.4, to the designated operators of the countries which are crossed or whose services take part in the land or sea conveyance of the **mails**.

1.3 The charges for the sea conveyance of mails in transit may be settled directly between the designated operators of origin of the mails and the shipping companies or their agents. The designated operator of the port of embarkation concerned shall give its prior agreement.

1.4 In the absence of special agreement between the designated operators concerned, the transit charge scales laid down in article **RL 208** shall apply to airmail correspondence for any transit by land or by sea. Nevertheless, no land transit charges shall be payable for:

1.4.1 the transhipment of airmails between two airports serving the same town;

1.4.2 the conveyance of such mails from an airport serving a town to a depot situated in the same town and the return of the same mails for reforwarding.

2 If a dispute between designated operators concerning the annual results has to be settled, the designated operators concerned shall ask their member countries to act in accordance with the procedure provided for in article **153** of the General Regulations. The arbitrators shall be empowered to fix in a fair and reasonable manner the transit charges or terminal dues to be **paid**.

A. Transit charges

Article **RL 207**
Application of transit charges

1 In the absence of special agreement, direct sea conveyance between two countries by the ships of one of them shall be regarded as a third party service.

2 Sea transit shall begin when the mails are handed over to the shipping company appointed by the sending designated operator and shall end when the mails are handed over to the designated operator of destination, or when the designated operator of destination has been given the delivery order or any other relevant document, whichever is the earlier. Sea transit charges, payable by the sending designated operator, include all costs incurred by the shipping line at the port of arrival. If the designated operator of destination has to pay additional charges for services incurred prior to notification, such as port charges, canal tolls, terminal or pier charges for related service and any other similar charges for handling containerized or bulk dispatches, the designated operator of destination shall obtain reimbursement of these additional charges from the dispatching designated operator. However, any storage costs incurred after notification by the shipping line that the mails are available and physically accessible for collection, shall be borne by the designated operator of destination.

2.1 Notwithstanding the provision of 2, the designated operator of destination of the mails shall collect from the designated operator of origin the sum corresponding to the port storage charges, when the dispatching office fails to send a copy of the CN 37 bill in time as provided for in article **RL 194.1.5**.

2.2 Reimbursement of additional sea transit charges shall be claimed by means of a CN 62bis detailed account as in **RL 239.2.2**.

3 When a foreign transport service crosses the territory of a country without the participation of the latter's services in accordance with article **RL 171**, mails thus forwarded shall not be subject to the payment of land transit charges.

4 A current sea mail contact address, including physical address, telephone, fax and e-mail address must be maintained in the List of addresses of heads and senior officials of postal entities for all countries sending and accepting sea mail. It may be necessary to include two addresses where different sections within a designated operator deal with import and export. Wherever possible, a generic e-mail address (e.g. seamail@xxpost.com) should be arranged by each designated operator to avoid pre-advices going astray.

Article **RL 208**
Transit charges

1 The transit charges to be borne by the designated operator of origin of the mails shall be calculated on the basis of the following components:

1.1 A rate for handling transit dispatches, which shall be 0.195 SDR per kilogramme.

1.2 A rate based on distance, which shall be:

1.2.1 for air transport: the basic air conveyance rate set by the Postal Operations Council using the formula in article **RL 244**;

1.2.2 for land transport:

1.2.2.1 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.

Article **RL 209**
Kilometric distances

1 The distances used to determine the transit charges for distances traversed by land according to article **RL 208.1.2** shall be taken from the "List of Kilometric Distances relating to land sectors of mails in transit" published by the International Bureau.

Article **RL 210**
Extraordinary services. Multimodal transport

1 The transit charges specified in article **RL 208** shall not be applicable to conveyance by extraordinary services specially established or maintained by a designated operator at the request of one or more other designated operators. The conditions of this class of conveyance shall be regulated by mutual consent between the designated operators concerned.

2 When surface mails from a designated operator are reforwarded by combined land and sea transport facilities, the conditions of such reforwarding shall be covered by a special agreement between the designated operators concerned.

Article **RL 211**
Calculation and accounting for charges for items in transit à découvert and missent items

1 General

1.1 Each designated operator which forwards transit à découvert items shall have the right to collect from the designated operator of origin transit charges for the costs incurred for the handling and transportation of items in transit as well as the terminal dues increments to be paid to the designated operator of destination. Transit charges shall be calculated according to the net weight.

1.2 Determination of transit charges for items forwarded in transit à découvert by groups of countries

1.2.1 The transit charges shall be fixed by groups of countries of destination. The number of groups shall

not be higher than 10. The transit charges for each group shall correspond to the weighted average of the transit charges payable to the different destinations within the group. The weighting shall be based on the volume of mail in transit forwarded to each country within the respective group.

1.3 Calculation of charges

1.3.1 Charges corresponding to handling of items forwarded in transit à découvert

1.3.1.1 Charges corresponding to handling of items forwarded in transit à découvert shall be calculated on the basis of the charges indicated in article **RL 208.1.1**.

1.3.2 Charges corresponding to the transport of items forwarded in transit à découvert

1.3.2.1 Charges corresponding to the transport of items in transit à découvert forwarded by surface shall be calculated on the basis of the distance charges indicated in article **RL 208.1.2.2**. Charges for the transport of items in transit à découvert forwarded by air shall be calculated on the basis of the charges indicated in article **RL 244.3**.

1.3.3 Terminal dues increments

1.3.3.1 Terminal dues increments shall be calculated on the basis of average differences between the terminal dues received by the designated operator of transit and those paid to the designated operator of destination.

1.4 Increase of transit charges for items forwarded in transit à découvert

1.4.1 The amounts of transit charges, calculated as under **1.3**, shall be increased by 10% for the transit à découvert items forwarded by surface and by 5% for the transit à decouvert items forwarded by air. These increases are shown in **form CN 51**.

1.5 Charges applicable to missent items

1.5.1 Each designated operator which forwards missent items shall have the right to collect from the designated operator of origin transit charges for the costs incurred for the handling and transportation as well as terminal dues increments to be paid to the designated operator of destination. The intermediate designated operator shall be authorized to claim from the dispatching designated operator the relevant charges calculated in accordance with paragraphs **1.2** to **1.4** plus additionally a charge of 2 SDR/kg.

1.6 Accounting for items in transit à découvert shall take place, in principle, on the basis of the data of statistical returns, but, if the transit designated operator so requests, it shall be based on actual weight.

1.7 Accounting shall take place on the basis of actual weight in the case of missent items and items posted on board ship or sent at irregular intervals or in too varying amounts. However, this accounting shall be done only if the intermediate designated operator asks to be paid for the transit service rendered. For this purpose, the CN 65 form should be used by the intermediate designated operator, accompanied by the relevant CN 43 verification notes. The intermediate designated operators may also agree with the designated operator of origin to base the accounting for missent items on statistics.

2 Statistical operations

2.1 The statistical operations shall be conducted annually and alternately during May in odd years and October in even years.

2.2 During the statistical period, à découvert transit items shall be accompanied by CN 65 bills. The CN 26 or CN 25 bundle label, as appropriate, and the CN 65 bill shall be overprinted with the letter "S". When there are no à découvert items, registered or unregistered, to be inserted in a mail which normally includes such items, one or two CN 65 bills, as necessary, endorsed "Néant" (Nil) shall accompany the letter bill of the mail.

2.3 During the statistical period, all items in transit à découvert shall be placed with the CN 65 delivery bill in a closed bag, which may be of transparent plastic, inserted in the bag containing the letter bill.

2.4 Each designated operator dispatching items in transit à découvert shall inform intermediate designated operators of any change occurring during an accounting period in the provisions laid down for the exchange of this mail.

3 Preparation and checking of CN 65 bills

3.1 The weights shall be shown separately for each group of countries of destination on the CN 65 bills. These shall be specially numbered in two consecutive series, one for unregistered items and the other for registered items. The number of CN 65 bills shall be entered in the corresponding item of table 4 of the CN 31 letter bill (table 3 of CN 32 letter bill). Transit designated operators may request the use of special CN 65 bills listing in a set order the most important groups of countries. All CN 65 bills shall be inserted into the bag containing the CN 31 letter bill.

3.2 The weight of à découvert items for each group of countries shall be rounded up to the nearest decagramme when the fraction of the decagramme is equal to or greater than 5 grammes; it shall be rounded down to the nearest decagramme otherwise.

3.3 If the intermediate office establishes that the actual weight of à découvert items differs by more than 20 grammes from the weight recorded, it shall amend the CN 65 bill and immediately notify the dispatching office of exchange of the mistake by CN 43 verification note. If the discrepancy noted is within the above-mentioned limits the entries made by the dispatching office shall hold good.

3.4 In the absence of a CN 65 bill or in the case of missent items contained in a dispatch, the CN 65 bill shall, in appropriate cases, be prepared routinely and the irregularity pointed out to the office of origin by CN 43 note.

3.5 If the total weight of missent items in a dispatch originating at an office of exchange does not exceed 50 grammes, routine preparation of a CN 65 bill in accordance with 3.4 shall not take place.

4 Items in transit à découvert for which accounts are prepared on the basis of actual weight

4.1 If the designated operator of transit requires the transit charges for à découvert items to be accounted for on the basis of actual weight, dispatches containing such items shall be accompanied by CN 65 bills, which are attached to the letter bill. The same procedure is used for items in transit à découvert which are excluded from statistical operations and for which accounts are prepared on the basis of the actual weight.

4.2 Items posted on board ship on the high seas, prepaid by means of postage stamps of the country whose flag the ship flies or in which it is registered, shall be accompanied by a CN 65 bill when handed over à découvert to the designated operator at an intermediate port of call. If the ship does not have a post office, the items shall be accompanied by a statement of weights which shall serve as a basis for the intermediate designated operator to claim land or sea transit/S.A.L. conveyance charges. The CN 65 bill or statement of weights shall include the weight of the items for each country of destination, the date, and the name and flag of the ship, and be numbered in a consecutive annual series for each ship. These particulars shall be checked by the office to which the items are handed over from the ship.

5 Preparation of CN 67 statements of weights

5.1 For items arriving in transit à découvert and for missent items, the creditor designated operator shall, annually at the end of the statistical period, prepare the CN 67 statement of weights on the basis of the data for this period from CN 65 bills. The total weight given in the CN 67 statement shall be multiplied by 12 and included in the CN 62 or CN 51 account as appropriate. In cases where accounts have to be prepared on the basis of the actual weight of items, the CN 67 statements shall be prepared each month or quarter, on the basis of data from the relevant CN 65 bills.

Article **RL 212**
Transit charges for diverted or misrouted mails

1 Designated operators of transit shall do their utmost to route the mails as specified by the dispatching designated operator. If the mails are nevertheless diverted or misrouted, transit charges shall be payable to the designated operators participating in the transit conveyance of such mails without article **RL 241.7** being applicable. The designated operator of origin may in its turn claim reimbursement from the designated operator whose services made the dispatching error.

Article **RL 213**
Airmails and S.A.L. mails in transit by surface

1 In the absence of special agreement between the designated operators concerned, airmails and S.A.L. mails conveyed frequently by surface for part of their journey in third countries shall be subject to payment of transit charges.

2 In the case referred to above, the transit charges shall be calculated in accordance with the actual gross weights shown on the CN 38 delivery bills for airmails and on the CN 41 bills and, where appropriate, the CN 36 labels for S.A.L. mails.

Article **RL 214**
Payment of transit charges for the transport of empty bags returned by surface or air

1 Transit charges for the transport of empty bags returned by surface or air shall be payable by the designated operator owning the **receptacles**. They shall be calculated on the basis of article **RL 208**. Mails of empty bags shall be subject to payment of 30% of the transit charges applicable to letter-post mails.

2 The designated operator returning the empty bags shall not be entitled to the reimbursement of costs in its country if the weighted average distance for the transport of empty bags to the border of its country does not exceed 300 km. If the weighted average distance exceeds 300 km the transport charge, but not the handling charge, is paid for the number of km exceeding 300.

3 The transport charge payable for transport within the country returning the bags shall be fixed in the form of a single price per kg. This single price shall include transport charge within the country, between the different offices of exchange and borders. It shall be calculated on the basis of the rates actually paid for conveyance of the mail within the country of destination, but not exceeding the transport charge defined in article **RL 208**. The weighted average distance shall be calculated by the International Bureau in terms of the gross weight of all the empty bag dispatches sent from the country concerned.

4 Designated operators which claim reimbursement of transport costs shall be obliged to communicate to the International Bureau by 1 July the data needed for calculating the weighted average distance and remuneration. The International Bureau shall communicate the weighted average distance and the remuneration to all designated operators by 1 October and they shall enter into force from 1 January of the following year.

B. Terminal dues. General provisions

Article **RL 215**
Terminal dues. General provisions

1 Accounting

1.1 For letter-post items, with the exception of M bags, accounting for terminal dues shall be done annually by the creditor designated operator, according to the actual weight of the mails and the actual number of registered items and of insured items received and, where applicable, the number

of items received during the year concerned. The rates laid down in articles **30** and **31** of the Convention shall be applied.

1.2 For M bags, accounting for terminal dues shall be done annually by the creditor designated operator, on the basis of the weight subject to terminal dues in accordance with the conditions laid down in articles **30** and **31** of the Convention.

1.3 To enable the annual weight and number of items to be determined, the designated operators of origin of the mails shall permanently indicate, for each mail:

1.3.1 the weight of the mail (excluding M bags);

1.3.2 the weight of the M bags weighing more than 5 kilogrammes;

1.3.3 the number of M bags weighing less than 5 kilogrammes;

1.3.4 the number of registered items included in the mail;

1.3.5 the number of insured items included in the mail.

1.4 In the absence of a special agreement between the designated operators concerned, in relations between countries in the target system, the number of items shall be determined in accordance with articles **RL 229** and **RL 231**.

1.5 When it is necessary to determine the number and weight of bulk items, the modalities indicated in article **RL 186** for this category of mail shall be applied.

1.6 The designated operators concerned may agree to account for terminal dues in their reciprocal relations by different statistical methods. They may also agree on a different periodicity from those laid down in article **RL 232** for the statistical period.

2 If a dispute between designated operators concerning the annual results has to be settled, the designated operators concerned shall ask their member countries to act in accordance with the procedure provided for in article **153** of the General Regulations. The arbitrators shall be empowered to fix in a fair and reasonable manner the transit charges or terminal dues to be paid.

3 Exemption from terminal dues

3.1 The letter-post items relating to the postal service referred to in article RL 110.2, undelivered postal items returned to origin in closed dispatches and mails of empty receptacles shall be exempted from terminal dues.

3.1.1 This exemption shall not apply to undelivered postal items which have been erroneously inserted in the network for which the designated operator has not collected the postage charges.

3.2 IBRS items shall be exempted from terminal dues.

Article **RL 216**
Voluntary membership of the target system **by member** countries

1 For the purposes of article **29.13** of the Convention, any member **country may** declare its voluntary accession to the target system. The designated operator of the country wishing to join shall send the International Bureau an official declaration to this effect, no later than 1 June of the year prior to that in which it wishes to join the target system. The International Bureau shall notify the countries of the target system within 30 days of receiving this declaration.

2 In its declaration, the designated operator of the acceding member country shall undertake to effect all statistical, accounting and other operations involved in participation in the target system with effect from 1 January of the following year.

3 The designated operator of the acceding member country shall notify its choice of one of the following sets of provisions:

3.1 the provisions applicable to countries and territories in the target system prior to 2010;

3.2 the provisions applicable to countries and territories in the target system as of 2010;

3.3 the provisions applicable to countries and territories in the target system as of 2012;

3.4 the provisions applicable to countries and territories in the target system as of 2014.

4 Before sending its declaration, or along with it, the designated operator of the member country wishing to accede **and opting for the application of target system provisions as in 3.1, 3.2 or 3.3 shall notify** the International **Bureau of the charges provided for in articles RL 220 and RL 221**. Before 1 July of the year of accession, the International Bureau shall inform target-system countries and the designated operator of the acceding country of the per-item and per-kilogramme rates payable to the acceding member country with effect from 1 January of the following year.

5 All provisions linked to the target **system shall** apply to the acceding member country from 1 January of the year in which its membership of the target system comes into effect**, in accordance with its choice notified under paragraph 3**.

Article **RL 217**
Direct access to domestic services

1 All designated operators of Union countries shall communicate to the International Bureau the applicable conditions for direct access to their domestic services, including information on contact persons (Key Account Managers), services, products and charges, operational and financial requirements, as well as Internet links to websites providing further information. The designated operators shall see to it that any changes in their charges and other conditions which have an impact on direct access are communicated to the International Bureau before they enter into force.

2 On the basis of the information furnished, the International Bureau shall publish a direct access database on the UPU website and send it to the participating designated operators on CD-ROM. The International Bureau shall update the database periodically. An operational guide shall also be made available to participants by the International Bureau.

3 Designated operators of countries and territories **having joined** the target system from 2010 or 2012 shall notify the International Bureau as to whether or not they opt to make direct access available to other designated operators, as provided for in article **29.4.3** of the Convention. A designated operator opting for the two-year trial period shall, at the end of this period, notify the International Bureau of its decision either to cease making direct access available or to make it available to all designated operators on a non-discriminatory basis. The International Bureau should also be informed of any future request for direct access by the designated operator of a new target country to a target country designated operator. Pursuant to article **29.4.3**, this implies the obligation to make direct access available to all designated operators. The International Bureau will update the direct access database accordingly.

4 Designated operators of countries and territories in the transition system shall notify the International Bureau as to whether they opt to make direct access available to other designated operators, as provided for in article **29.4.4** of the Convention. A designated operator opting for the two-year trial period shall, at the end of this period, notify the International Bureau of its decision either to cease making direct access available or to make it available to all designated operators on a non-discriminatory basis. The International Bureau shall update the direct access database accordingly.

5 Designated operators willing to use the direct access offer of another designated operator should contact the latter to obtain the latest valid information and to agree bilaterally on any outstanding issues before starting service.

Article **RL 218**
Supplementary remuneration for additional service features for registered, insured and express items

1 General principles

1.1 The remuneration provided for in article **29.8** of the UPU Convention in respect of registered or insured items may be supplemented for designated operators opting to associate the remuneration of these items with the offer of additional service features in their relations with other designated operators that also opt to associate the remuneration of these items with the offer of additional service features. In order to qualify for the supplementary remuneration, participating designated operators must fulfil the conditions for each category of items defined in paragraphs 2 and 3.

1.2 Similarly, the per item terminal dues remuneration for express items, which is calculated in accordance with article **30.5** to **12 of the Convention** for the designated operators in the target system, and with article **31.3 of the Convention** for the designated operators in the transition system, may be supplemented for designated operators opting to associate the remuneration of these items with the offer of additional service features in their relations with other designated operators that also opt to associate the remuneration of these items with the offer of additional service features. In order to qualify for the supplementary remuneration, participating designated operators must fulfil the conditions for this category of items defined in paragraphs 2 and 3.

2 Additional service features

2.1 In order for designated operators opting to associate the remuneration of registered, insured or express items with the offer of additional service features to qualify for supplementary remuneration, they should accompany the service for these items with the following service features.

2.1.1 UPU **Technical** Standard S10 barcode

2.1.1.1 The outward registered, insured or express items should carry a barcoded identifier compliant with UPU **Technical** Standard S10.

2.1.2 Electronic transmission of information for outward items

2.1.2.1 The information from the mandatory tracking events of outward items (EMC) should be transmitted to the participating designated operators of destination as soon as the dispatch is closed and sent. The required data elements are defined in article **RL 190 1.1**.

2.1.3 Electronic transmission of information for inward items

2.1.3.1 The information from the mandatory tracking events for inward items (EMD, EMH and EMI) should be transmitted to the participating DOs of origin within the timeframe and the quality targets defined in paragraph 3. The required data elements are defined in article **RL 190 1.1**.

3 Deadlines for transmission and quality targets

3.1 In order for the inward registered, insured or express items to qualify for supplementary remuneration in a relation between a designated operator of origin and destination which meet the conditions set in paragraph 2, the designated operator of destination should observe (in this specific relation) the following targets associated with the transmission of item scanning event information:

3.1.1 Seventy percent of items that receive an EMC (departure from office of exchange) event should have both of the following:

3.1.1.1 Eighty percent of the items should have an EMD event transmitted within 72 hours of the event time and date; and

3.1.1.2 Eighty percent of the items should have either or both an EMH (unsuccessful delivery attempt) and EMI (final delivery) event, each transmitted within 120 hours of the event time and date.

4 Amount of the supplementary remuneration

4.1 For the total number of inward registered, insured or express items in each category exchanged on a given relation between designated operators for which the conditions defined in paragraph 2.1.3.1 and the quality targets defined in paragraph 3 are met, a supplementary remuneration of 0.5 SDR per item will be paid by the designated operator of origin to the designated operator of destination.

5 Communication of the offer of additional service features

5.1 The offer of additional service features associated with supplementary remuneration shall be notified to the International Bureau. Relevant information will be presented in the Letter Post Compendium. The reporting and payment of the additional remuneration shall be effective the first quarter after the date of notification but not within less than two months after the date of notification.

Article **RL 219**
Measurement of performance. Reporting and validation

1 Measurement

1.1 The performance against quality targets referred to in article **RL 218** shall be measured by a suitable recognized system, which shall make use of the scanning information transmitted.

1.2 Monthly and yearly reports shall be produced and shall be communicated to the designated operators concerned.

2 Reporting

2.1 The reports shall present the performance in the transmission of scanning information for the inward items received by each designated operator in its relation with each of the other participating designated operators.

2.2 The International Bureau shall complement the final annual report with a list of relations by category of items on which the inward items qualify for the supplementary remuneration. This shall be communicated to the designated operators concerned by the end of the following January. The reports shall be considered as final if no query has been received by the end of February.

3 Treatment of queries

3.1 Designated operators may query the results by bringing evidence to the International Bureau. The POC shall make a decision based on an evaluation carried out by the International Bureau.

4 Costs

4.1 The costs of administering these additional service features shall be borne by the participating designated operators.

Article **RL 220**
Calculation of the rates of terminal dues for countries applying article **30.5** to **11** of the Convention

1 The charge**s** referred to in article **30.5** of the Convention shall be in force on 1 June of the year preceding the calendar year to which the terminal dues rates apply. **They shall be notified to the International Bureau by the same date and in compliance with the conditions provided for in article RL 221**.

2 On the basis of **these** charge**s**, expressed in local **currency, the** International Bureau shall annually convert the value**s** notified, **expressed in SDR,** into a rate per item and a rate per kilogramme**, in accordance with paragraphs 3 and 4**. To calculate the rates in SDR the International Bureau shall use the average monthly exchange rate of the period from 1 January to 31 May of the year preceding the terminal dues reference year. The resultant rates shall be notified by circular no later than 1 July.

3 A rate per item and a rate per kg shall be determined by linear interpolation between the reference charges for the 20-gramme letter-post item and the 175-gramme letter-post item specified in article 30.5 of the Convention, at the weights of 10 grammes and 175 grammes, respectively. On the basis of these rates, the terminal dues revenue for an item of 81.8 grammes shall be calculated.

4 The terminal dues rate per item and rate per kilogramme shall be determined following the steps below:

4.1 Calculate the floor terminal dues revenue for an item of 81.8 grammes, using the minimum rates provided for in article 30 of the UPU Convention;

4.2 Calculate the cap terminal dues revenue for an item of 81.8 grammes, using the maximum rates provided for in article 30 of the UPU Convention for the group of countries to which the country concerned belongs;

4.3 Compare the terminal dues revenue obtained in 3 with the values in 4.1 and 4.2, and:

4.3.1 if this value is below the value in 4.1, the applicable rates per item and per kg shall be the minimum rates provided for in article 30 of the UPU Convention;

4.3.2 if this value is between the value in 4.1 and 4.2, multiply the minimum rates per item and per kilogramme by the ratio: revenue in 3 divided by revenue in 4.1. The resulting rates shall be rounded to three decimal places;

4.3.3 if this value is above the value in 4.2, use the maximum rates per item and per kg provided for in article 30 of the UPU Convention for the group of countries to which the country concerned belongs.

5 The terminal dues rates calculated in accordance with paragraph 4 will be proportionally adjusted so that they do not lead to an increase of more than 13% in the terminal dues revenue for an item of 81.8 grammes, compared with the previous year.

6 If no charge has been communicated to the International Bureau by 1 June, the charges used for the calculation for the previous year for the designated operator concerned shall apply. If the calculation is made for the first time for the designated operator concerned, the rates provided for in article **30.10** of the Convention shall apply.

7 Notwithstanding the provisions set out under 2 and **6**, the International Bureau must be informed of any reduction in the **charge in** the domestic service **referred to in article 28.5bis of the Convention** by the designated operator concerned.

8 The new rates calculated on the basis of this article shall come into effect on 1 January and remain in force for the entire calendar year. **In cases of charges queried by other countries or reported by the International Bureau in accordance with article RL 221.6 and 7, the calculated rates shall be regarded as provisional, until the Postal Operations Council decides as provided for in article RL 221.8.**

Article RL 221
Conditions applying to the notification of the reference charges for the calculation of terminal dues rates

1 The domestic charges provided in article 30.5 of the Convention for the calculation of terminal dues rates (reference charges) shall correspond to domestic items equivalent to the basic services defined in article 13 of the Convention.

2 Article RL 124 defines the specifications with respect to formats, dimensions and weight of items with which the reference charges shall conform.

3 In terms of speed of treatment, the reference charges shall correspond to items equivalent to those defined in RL 120.2.1 and 120.3.1 as priority or airmail items.

4 The designated operators of countries in the target system shall notify to the International Bureau by 1 June the charges in force on 1 June of the year preceding the calendar year to which the terminal dues rates apply.

5 In cases where the items to which the notified charges correspond are not compliant with the requirements set out in article 30.5 of the UPU Convention and in paragraphs 1 to 3 above, the Postal Operations Council shall decide, on the basis of a report by the International Bureau, on the appropriate reference charge to be used for the calculation of terminal dues. The following rules shall apply:

5.1 In cases where, in the domestic service, the classification of items by format does not apply, the charges of items not classified by format, corresponding to the weights and dimensions provided for in article RL 124, shall be applied.

5.2 In cases where the specifications of the items, as defined in RL 124, do not apply in the domestic service of a specific country, the charge corresponding to the item with specifications nearest to the reference item shall apply, the format followed by the weight being the determinant criteria.

5.3 In cases where the conditions in paragraphs 1 to 3 are met by more than one item, the lowest charge shall apply.

6 Any member country or designated operator applying article 30 of the Convention may query the use of a charge by another member country or its designated operator for the calculation of terminal dues rates within the UPU. The query should be submitted to the International Bureau at least six weeks before the next Postal Operations Council starting date, and be made available with the result of the technical evaluation to Postal Operations Council members and the member country or designated operator whose charge is the subject of the query, at least two weeks before the starting date.

7 The International Bureau shall report to the Postal Operations Council any cases where the notified reference charges have been contested or do not appear to be compatible with article 30 of the Convention and with this article.

8 The Postal Operations Council shall decide on the cases in paragraph 6 and 7 at its next meeting following notification, on the basis of a technical evaluation by the International Bureau, whether the notified reference charges are compatible with article 30 of the Convention and with this article.

Article **RL 222**
Quality of service linked terminal dues remuneration between designated operators of countries in the target system

1 Terminal dues remuneration between designated operators of countries in the target system shall be based on quality of service performance of the designated operators of the country of destination.

2 Participation in a UPU-agreed system for quality of service measurement of the inward flow in the country of destination, for the link between terminal dues and quality of service, is voluntary. If the designated operator of a country of origin does not participate in the measurement of the outward flow, the designated operator of the country of destination shall be entitled to quality of service adjusted terminal dues, but shall not receive less than 100% of the base terminal dues rates (terminal dues rates without any incentive or adjustment for quality of service performance). If a designated operator of a country or territory of destination does not put in place a UPU-agreed system for quality-of-service measurement of the inward flow, it shall receive 100% of the base terminal dues rates.

3 Notwithstanding the provisions set out under 1 and 2, designated operators of countries in the target system as of 2010 which have a total annual inward mail volume below 100 tonnes and which do not participate in a UPU-agreed system for quality of service measurement of inward flows

shall receive from, and pay to, all the other designated operators 100% of the base terminal dues rate.

4 Designated operators participating in a UPU-agreed quality of service measurement system for the link between terminal dues and quality of service shall, as an incentive, receive a terminal dues increase of **5%** for their whole inward letter mail **flow.**

5 Subject to the minimum rates provided in article **30.9 of** the Convention, designated operators shall be subject to a penalty if the quality targets fixed have not been met. This penalty shall be 1/3% of the terminal dues remuneration for each percent under the performance target. The penalty shall in no case exceed **10%**. Owing to the **5%** incentive for participation, the maximum penalty shall not lead to remuneration lower than **95%** of the base terminal dues rates.

6 Provisional quality of service linked terminal dues rates shall be calculated by the International Bureau and notified by circular no later than 1 July of each year. The provisional rates shall come into effect on 1 January of the following year and shall remain in force for the entire calendar year. The provisional terminal dues rates shall be calculated in accordance with article **RL 220** but shall, in addition, include an incentive and an adjustment based on the quality of service results of the previous calendar year.

7 Final quality of service linked terminal dues rates shall be calculated by the International Bureau following the publication of the final quality of service results relating to the calendar year in question. The final quality of service linked terminal dues rates shall be notified by International Bureau circular no later than 1 May of the year following the calendar year in question and shall replace the provisional terminal dues rates previously issued for that calendar year.

8 Designated operators of countries joining the target system in **2014** and in **2016** shall apply the provisions of article **29.5** of the Convention and of paragraphs **1, 2, 4 and 5** above no later than the third year after joining the target system. During the first two years after joining the target system, they may benefit from the following transitional arrangements:

8.1 They may decide not to apply the provisions of article **29.5** of the Convention and of paragraphs **1, 2, 4 and 5** above, meaning that they may decide not to participate in a quality of service measurement system. This decision shall have no effect on their payable and receivable terminal dues rates.

8.2 They may decide to participate in a UPU-agreed quality measurement system without effect on their payable and receivable terminal dues rates.

8.3 They may decide to apply the provisions of article **29.5** of the Convention and of paragraphs **1, 2, 4 and 5** above concerning incentives and penalties, from either the first year or second year after joining the target system.

9 The Postal Operations Council shall fix the annual quality of service standards and **targets in accordance with the provisions in article RL 223**.

Article RL 223
Principles for fixing quality of service standards and targets for the quality of service linked terminal dues remuneration

1 For the purpose of the quality of service linked terminal dues remuneration, the annual quality of service standards and targets shall be fixed based on standards applicable in the domestic service with respect to comparable items and conditions.

2 These standards and targets shall not be less favourable than those established for the inward letter-post items pursuant to article 22 of the UPU Convention.

3 Subject to the provisions in paragraph 2, the standards shall be fixed in compliance with the following principles:

3.1 The applicable standard shall correspond to the standard of the domestic service whose charges are used for calculating terminal dues. In cases where the terminal dues rates are not based on domestic charges the standard shall correspond to the domestic standard for the priority letter service. The domestic standards shall be verifiable by being published on the website of the designated operator concerned, printed in its general conditions or confirmed in writing by its regulator.

3.2 In the absence of domestic standards, the applicable standard shall be established taking into account the ability of the designated operator concerned to achieve a minimum level of performance, defined by the Postal Operations Council.

3.3 The standards shall in principle have a critical tag time (CTT) no earlier than 15.00.

4 Subject to the provisions in paragraph 2, the targets shall be fixed in compliance with the following principles:

4.1 The target shall be set at the highest of the domestic target set by the regulator and the most recent annual performance of the designated operator concerned within a UPU-agreed measurement system, rounded down to the nearest full percentage, subject to minimum and maximum target levels defined by the Postal Operations Council.

4.2 In the absence of annual performance results as in paragraph 4.1, the applicable target shall be the domestic target set by the regulator, subject to minimum and maximum target levels defined by the Postal Operations Council.

4.3 In the absence of a domestic target set by the regulator and of annual performance results as in paragraph 4.1, the initial target shall be set at the minimum target defined by the Postal Operations Council.

4.4 In principle, the target for a year shall not be fixed at a lower level than the target of the previous year.

Article **RL 224**
Quality of service linked terminal dues remuneration applicable to mail flows to, from and between designated operators of countries in the transition system

1 Designated operators of countries in the transition system may choose to base their terminal dues remunerations on quality of service performance and participate in a UPU-agreed quality of service measurement system. The provisions of **articles RL 222 and RL 223** shall also apply to them. Nevertheless, the terminal dues payable for mail to and from such countries shall not be lower than the terminal dues rates in article **31.3** or 4 of the Convention.

2 Designated operators of countries in the transition system may participate in a UPU-agreed quality of service measurement system without being obliged to apply the provisions of article **RL 222.2, 3, and 5** concerning incentives and penalties.

Article **RL 225**
Mechanism for revising the rates of terminal dues

1 A designated operator sending or receiving flows of more than **75** tonnes of mail a year (excluding M bags) may ask the corresponding designated operator for the application of the revision mechanism described below for determining the new rate of terminal dues suited to their traffic. This request may be made at any time during the year subject to the following conditions:

1.1 when a designated operator in the target system establishes that the average number of items **per kilogramme (IPK)** received from a designated operator in the transition system is higher than **15**;

1.2 when a designated operator in the transition system establishes that the average number of items **per kilogramme** sent to another designated operator is lower than **10**;

1.2.1 if the designated operator in the transition system requests the application of the revision mechanism under 1.2 for a flow to a designated operator in the target system, the latter can request the application of the mechanism also in the opposite direction when the other conditions for downward revision are fulfilled;

1.3 when a designated operator in the transition system establishes that the average number of items **per kilogramme** received from another designated operator is higher than **15**;

1.4 when a designated operator requests the application of the revision mechanism for a flow of more than **75** tonnes a year, the corresponding designated operator may do likewise even if the flow in the other direction is less than **75** tonnes a year, when the other conditions for upward or downward revision are fulfilled**;**

1.5 when a designated operator establishes that the average number of items **per kilogramme** received from, or dispatched to, another designated operator has changed by more than 20% from the original IPK used to establish a revised rate per kilogramme under a previous application of the revision mechanism.

2 The revision mechanism shall consist in carrying out a special statistical count to calculate the average number of items per kilogramme, in accordance with the procedures set out in articles **RL 232** and **RL 234**.

3 The designated operator intending to apply the revision mechanism shall so notify the corresponding designated operator at least three months in advance.

4 The request shall be supported by statistical data showing that the average number of items per kilogramme of the flow concerned deviates from the world average. These statistical data shall be obtained from a sampling of at least six observation days over a period of one month.

5 While respecting the time limit provided for under 3, the statistical period shall commence at the beginning of a quarterly accounting period. The new rate shall take effect from this moment and shall remain in force for at least one year and until such time as a new revision is requested by one or other of the designated operators concerned under the terms of article **31** of the Convention.

6 If the results of the statistical count confirm the finding of the designated operator requesting the revision mechanism, the latter shall be entitled to apply to the traffic in question the new terminal dues rate, calculated in SDR as follows: rate per kilogramme = (Average number of items per kilogramme x rate per item provided for in article **31.3**) + rate per kilogramme provided for in article **31.3**.

7 In cases where the average number of items per kilogramme resulting from this revision falls between **10** and **15**, the rate provided for in article **31.4** of the Convention shall apply to the traffic in question. In addition, sampling for items per kilogramme shall cease if the average number of items per kilogramme falls between **10** and **15**, until such time as the conditions for sampling have been satisfied and sampling has been reactivated.

Article **RL 226**
Request for payment specific to bulk mail

1 The designated operator of destination shall be authorized to request the application of the payment specific to bulk mail when it establishes:

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

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

2 The designated operator of destination that wishes to apply the payment specific to bulk mail shall notify the designated operator of origin within two weeks of its receipt of the first instance of bulk mail. This notification shall be sent by fax or electronic means to the special address provided for in article **RL 240** and

it shall contain the dispatch number, date of dispatch, origin office of exchange, destination office of exchange and a photocopy of a sample of the mail pieces in question.

2.1 Except for the cases provided for under 3 and 4, specific payment shall not come into force until three months from the receipt of such notification from the designated operator of destination. Such specific payment shall only apply to bulk mails dispatched after the expiry of the three month notification period.

2.2 Receipt of bulk mails under 2.1 shall be established by the designated operator of destination in accordance with the provisions of article **RL 197.6**.

3 Notwithstanding the provisions under 2.1, the designated operator of destination shall be authorized to apply with immediate effect the payment specific to bulk mail when it establishes:

3.1 the receipt, in the same mail, or in one day when several mails are made up per day, of 3,000 or more items posted by the same sender;

3.2 the receipt, in a period of two weeks, of 10,000 or more items posted by the same sender.

4 The designated operator of destination that wishes to apply the payment specific to bulk mail with immediate effect shall notify the designated operator of origin within three working days of the receipt of the bulk mail. This notification shall be in the form of a verification note specifying the dispatch number, date of dispatch, origin office of exchange, destination office of exchange and a photocopy of a sample of the mail pieces in question, sent by fax or electronic means to the special address provided for in article **RL 240**.

5 Once the designated operator of destination has requested the application of the specific payment for bulk mail, within three months the designated operator of origin may request the application of the specific payment to all bulk mail it dispatches to that designated operator, unless the original request by the designated operator of destination is withdrawn.

6 Termination of specific payment for bulk mail invoked under 5 must be notified by the designated operator of origin three months in advance of termination or be decided by mutual consent.

Article **RL 227**
Closed mails exchanged with military units

1 It shall be the responsibility of the designated operators of countries to which military units, warships or military aircraft belong to settle direct with the designated operators concerned the transit charges and terminal dues arising from the mails sent by those military units, ships or aircraft.

2 If these mails are redirected, the redirecting designated operator shall report the fact to the designated operator of the country to which the military unit, ship or aircraft belongs.

C. Sampling operations

Article **RL 228**
General principles for statistical sampling and estimation of the number of items per kilogramme

1 The following principles shall apply to all types of mail flow sampling that are required for the purposes of payment of terminal dues based on per item and per kilogramme charges (e.g. sampling related to the revision mechanism, exchanges between designated operators in the target system).

1.1 Both sampling and estimation of the average number of items per kilogramme shall reflect the composition of the mail. As the composition of the mail varies with transportation mode, **format,** container type, time of year (month), and day of week, the sample of the mail shall reflect these variations and resemble, as closely as is practical, the entire mail flow. Likewise, the method of estimation shall also reflect these variations.

1.2 The statistical sampling program shall be designed to achieve a target statistical precision of ± 5% with 95% confidence and on estimate of IPK of the average number of items per kilogramme and of the number of items exchanged between designated operators.

1.2.1 This target statistical precision defines a goal that all designated operators which conduct sampling should attempt to achieve through their designs. It does not define a minimum precision requirement.

1.3 The design of the sampling programme, the selection of the samples, the method of collecting data and the estimation process shall conform to generally accepted principles of mathematical statistics, probability sampling theory, and design of statistical surveys.

1.4 Within the constraints of these principles, each designated operator has sufficient flexibility to adapt the design of its sampling programme to the attributes of its mail flow and its resource constraints. However, each designated operator must notify the corresponding designated operator of its design decisions, including estimation approach, in advance of the observation period.

Article **RL 229**
Statistical counts for exchanges of mail between designated operators of countries in the target system

1 For exchanges of mail between designated operators of countries in the target system a statistical count shall be carried out. However, to avoid sampling costs for small exchanges, the average number of items per kilogramme between designated operators of countries in the target system shall be applied for mail flows below a certain threshold, unless one or both designated operators concerned insist on sampling to know the exact number of items per kilogramme in one or both directions. The POC shall fix the threshold and the average number of items per kilogramme to be applied.

2 The POC shall also fix the thresholds and the average number of items per kilogramme to be applied in case of mails separated into two formats (P/G and E), and in case of mails separated into three formats (P, G and E).

3 For mail flows to, from, and between designated operators of countries in the target system as of 2010 and later, a statistical count shall be carried out above the threshold of 75 tonnes. The average number of items per kilogramme applied between countries of the transition system shall be applied to mail flows below the threshold of 75 tonnes.

4 The statistical count shall conform to the principles set forth in article **RL 228**. The observation days shall be spread as uniformly as possible over the working days of the week (only working days for the office of exchange concerned shall be taken into consideration) and shall reflect modes of transportation used for the entire mail flow. **If designated operators exchange letter trays and flat trays, the estimates of items per kilogramme (IPK) by modes of transportation and month/quarter shall reflect the composition of the mail by container type and format.** The statistical count shall consist of at least 48 days of observation per year of sampling with four days per month. Within an observation day, designated operators may employ subsampling, if it is not feasible to conduct a complete count of all the mail received during the day concerned.

4.1 As an alternative to sampling on a specified set of days, designated operators may instead employ continuous sampling, in which a systematic sample of receptacles is selected for testing throughout the observation period. The designated operators concerned shall agree on the statistical forms to be used.

5 Estimation of the annual number of items

5.1 The annual number of items shall be the weighted average of the numbers of items computed separately for each transportation mode and month or quarter. It shall be computed as follows:

5.1.1 The average number of items per kilogramme obtained by sampling a given transportation mode over a given month or quarter shall be multiplied by the total weight of mail for that transportation mode and month or quarter, the aim being to estimate the total number of items for that transportation mode and month or quarter.

5.1.2 The estimates of the total number of items per transportation mode and month or quarter shall be added together to calculate the estimated annual number of items.

5.1.3 For continuous sampling, designated operators may substitute day for month or quarter in the procedure under **5.1** and **5.1.2**.

6 Each designated operator must notify the corresponding designated operator of its sampling programme design decisions, including estimation approach, at least two months in advance of the observation period. Nevertheless, the receiving designated operator shall not be required to notify the dispatching designated operator in advance as to the observation days or mail receptacles that are chosen to be sampled.

7 Where the sampling of items per kilogramme has not been performed or the results have not been made known within five months after the end of the fourth quarter, the other designated operator shall have the right to submit its own sampling results for the missing data. The statistical sampling and estimation shall conform to the principles set forth in article **RL 228**, except that a target precision of ± 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 member country flows shall be used.

8 Registered letter-post items designated by mail subclass code UR and exchanged in mail flows between target system countries shall be excluded from statistical sampling. The statistical values shall instead be based on the actual counts of registered items recorded on forms CN 31, CN 33, CN 55 and CN 56.

Article RL 230
Statistical counts for exchanges of format-separated mails in the transition system

1 For exchanges of format-separated mails in the transition system a statistical count shall be carried out. However, to avoid sampling costs for small exchanges, an average number of items per kilogramme, specific to each format, shall be applied for mail flows below a certain threshold, unless one or both designated operators concerned insist on sampling to know the exact number of items per kilogramme.

2 The POC shall fix the thresholds and the average number of items per kilogramme to be applied in case of mails separated into two formats (P/G and E), and in case of mails separated into three formats (P, G and E).

3 The sampling shall reflect the composition of the mail, and shall conform to the principles set forth in article RL 228. The statistical count shall be carried out for each format in accordance with the provisions in article RL 232.

Article **RL 231**
Alternative approach for statistical counts for exchanges of mail between designated operators of countries in the target system

1 For those exchanges between designated operators of countries in the target system where letter trays and/or flat tubs are exchanged, designated operators may take steps to develop estimates of items based upon receptacle type. The statistical count shall conform to the principles set forth in article **RL 228**. Observation days shall be spread as uniformly as possible over the working days of the week (only working days for the office of exchange concerned shall be taken into consideration) and shall reflect modes of transportation used for the entire mail flow. The statistical count shall consist of at least 48 days of observation per year of sampling with four days per month. Within an observation day, designated operators may employ subsampling, if it is not feasible to conduct a complete count of all the mail received during the day concerned.

1.1 As an alternative to sampling on a specified set of days, designated operators may instead employ continuous sampling, in which a systematic sample of receptacles is selected for testing throughout the observation period. The designated operators concerned shall agree on the statistical forms to be used.

2 Estimation of the annual number of items

2.1 The annual number of items shall be the weighted average of the numbers of items computed separately for each receptacle type and transportation mode. It shall be computed as follows:

2.1.1 The average number of items per kilogramme obtained by sampling a given receptacle type and transportation mode, shall be multiplied by the total weight of mail for that receptacle type and transportation mode, the aim being to estimate the total number of items for that receptacle type and transportation mode.

2.1.2 The estimates of the total number of items per receptacle type and transportation mode shall be added together to calculate the estimated annual number of items.

3 Designated operators shall indicate the weight of mail sent by receptacle type (e.g. weight in letter trays, weight in flat tubs, weight in bags, etc.) on duly modified forms, and provide receptacle information by electronic data interchange (EDI), if possible.

4 Each designated operator must notify the corresponding designated operator of its sampling programme design decisions, including estimation approach, at least two months in advance of the observation period. Nevertheless, the receiving designated operator shall not be required to notify the dispatching designated operator in advance as to the observation days or mail receptacles that are chosen to be sampled.

5 Where the sampling of items per kilogramme has not been performed or the results have not been made known within five months after the end of the fourth quarter, the other designated operator shall have the right to submit its own sampling results for the missing data. The statistical sampling and estimation shall conform to the principles set forth in article **RL 228**, except that a target precision of ± 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 member country flows shall be used.

Article **RL 232**
Special statistical count for the application of the revision mechanism

1 To apply the revision mechanism, in the absence of a special arrangement, such as a mutual agreement to use the UPU average number of items per kilogramme in mail flows from transitional to target member countries from the latest UPU flow study, a statistical count shall be carried out on the basis of a sampling of the flow in question.

1.1 The sampling shall reflect the composition of the mail, and shall conform to the principles set forth in article **RL 228**. The statistical count shall include at least 24 days of observation within the twelve-month period to which it refers. On an observation day, designated operators may employ subsampling, if it is not feasible to conduct a complete count of all the mail received during the day concerned.

1.1.1 As an alternative to sampling on a specified set of days, designated operators may instead employ continuous sampling, in which a systematic sample of receptacles is selected for testing throughout the observation period. The designated operators concerned shall agree on the statistical forms to be used.

1.2 The observation days shall be spread as uniformly as possible over the working days of the week (only working days for the office of exchange concerned shall be taken into consideration) and the modes of transportation over the entire mail flow. They shall be chosen on a yearly, quarterly or monthly basis as shown below:

1.2.1 yearly basis: at least 24 observation days in a twelve-month period; each working day of the week shall be observed at least once per quarter;

1.2.2 quarterly basis: at least six observation days in the quarter; each working day of the week shall be observed at least once, with the same procedure repeated the three following quarters;

1.2.3 monthly basis: 24 observation days in one month or; failing that, all the working days for that month; the statistical count shall take place during May in odd years and October in even years.

2 Estimation of the average number of items per kilogramme

2.1 In the case of sampling on a yearly or quarterly basis, the average annual number of items per kilogramme shall be the weighted average of the average numbers of items per kilogramme computed separately for each transportation mode and month. It shall be computed as follows:

2.1.1 The average number of items per kilogramme, obtained by sampling a given transportation mode over a given month, shall be multiplied by the total weight of mail for that transportation mode and month, the aim being to estimate the total number of items for that transportation mode and month.

2.1.2 The sum of the estimations of the total number of items for each transportation mode and month shall be divided by the total annual weight of mail.

2.1.3 As an alternative, designated operators may substitute either day or quarter for month in the procedure under 2.1.1 and 2.1.2.

2.2 In the case of sampling on a monthly basis, the average annual number of items per kilogramme shall be the weighted average of the average numbers of items per kilogramme computed separately for each transportation mode. It shall be computed as follows:

2.2.1 The average number of items per kilogramme, obtained by sampling a given transportation mode, shall be multiplied by the total weight of mail for that transportation mode and month or quarter, the aim being to estimate the total number of items for that transportation mode and month or quarter.

2.2.2 The sum of the estimations of the monthly or quarterly total number of items for each transportation mode shall be divided by the annual total weight of mail.

3 The designated operator requesting application of the revision mechanism shall choose the statistical system to be applied, including the estimation approach and shall notify the corresponding designated operator thereof so that the latter can take any necessary control measures. Alternatively, the designated operator requesting application of the revision mechanism may agree with the corresponding designated operator to apply the UPU average number of items per kilogramme in mail flows from transitional to target countries from the latest UPU flow study.

4 The designated operator requesting application of the revision mechanism shall not be required to provide notification in advance of the observation days that it has chosen.

D. Preparation, transmission and acceptance of statements, bills and accounts relating to transit charges and terminal dues

Article **RL 233**
Preparation, transmission and acceptance of CN 53, **CN 54, CN 54bis and CN 54ter** bills for exchanges of mail between designated operators of countries in the target system

1 Preparation, transmission and acceptance of CN 53 and CN 54 bills

1.1 For statistical counts for exchanges of mail between designated operators of countries in the target system in accordance with articles **RL 229** and **231**, the office of exchange of the receiving designated operator shall enter, for each receptacle **and its content** that is sampled, **the barcode,** the receptacle type, the number of items **and** the gross **and net** weight on a CN 53 bill. Separate CN 53 bills shall be prepared for each transportation mode (air, S.A.L., surface) and receptacle type **and, where appropriate, by format**.

1.2 From the CN 53 bills, the receiving designated operator shall prepare a CN 54 recapitulative statement that summarizes the CN 53 bills by receptacle type, transportation mode (air, S.A.L., surface)**, format (where appropriate)** and month for a calendar quarter.

1.3 The CN 54 recapitulative statement, accompanied by the CN 53 forms, shall be sent to the other designated operator concerned each quarter not later than four months after receipt of the last mail included in the statistics. In addition to hard copies, these CN 53 and CN 54 statements shall be provided, whenever possible, in standardized electronic format, and preferably in a commonly used spreadsheet format.

1.4 If the dispatching designated operator received the CN 53 and CN 54 in hardcopy, and has made no comment within three months of the transmission of the CN 54 recapitulative statement, the latter shall be regarded as fully accepted. Fully accepted means accepted as rendered, with no changes or amendments.

1.5 If the dispatching designated operator received the CN 53 and CN 54 in the standardized electronic format, and has made no comment within two months of the transmission of the CN 54 recapitulative statement, the latter shall be regarded as fully accepted. Fully accepted means accepted as rendered, with no changes or amendments.

2 Preparation, transmission and acceptance of CN 54bis **and CN 54ter** recapitulative statements

2.1 From the accepted CN 54 and CN 56 **(or CN 56bis)** recapitulative statements, the receiving designated operator shall prepare a CN 54bis annual statement consolidating the data concerning the mails sampled by transportation mode**, format (where appropriate)** and quarter and on which is calculated the annual number of items per kilogramme for the year **and, where appropriate, the format** in question.

2.2 Where format separation is applied, from the CN 54bis or the accepted CN 56bis recapitulative statements as appropriate, the receiving designated operator shall prepare a CN 54ter annual statement for exchanges of format-separated mails consolidating the data concerning the mails sampled by transportation mode and format and on which is calculated the annual number of items per kilogramme for the year in question.

2.3 The CN 54bis **and CN 54ter** annual statement**s** shall be sent to the other designated operator concerned not later than one month after the acceptance of the CN 54 and CN 56 **(or CN 56bis)** recapitulative statements concerning the fourth quarter. In addition to hard copies, the CN 54bis shall be provided, whenever possible, in standardized electronic format.

2.4 If the dispatching designated operator received the CN 54bis **and CN 54ter**, and has made no comment within one month of the transmission of the CN 54bis **and CN 54ter** annual statement**s**, the latter shall be regarded as fully accepted. Fully accepted means accepted as rendered, with no changes or amendments.

3 In cases where the dispatching designated operator has carried out control statistics, the receiving country's annual number of items per kilogramme shall be regarded as valid if this number differs by 10% or less from that of the other designated operator and does not result in an annual payment difference of more than 5%.

3.1 If there is a difference of more than 10% between the designated operators' annual number of items per kilogramme or an annual payment difference of more than 5%, the designated operators concerned shall agree on the values to be used for settling terminal dues by taking into account the precision of the statistical systems used by each designated operator.

4 If the two parties cannot agree about application of this article, the designated operator may resort to the arbitration procedure in article **153** of the General Regulations.

Article **RL 234**
Preparation, transmission and acceptance of CN 53 and CN 54 bills for the revision mechanism

1 Preparation, transmission and acceptance of CN 53 and CN 54 bills

1.1 During the observation days, the office of exchange of the designated operator requesting application of the revision mechanism shall enter, for each mail sampled, the number and weight of the items on a CN 53 bill.

1.2 From the CN 53 bills, the designated operator that requested the special statistical count shall prepare a CN 54 recapitulative statement consolidating the data concerning the mails sampled by transportation mode and month for a calendar quarter.

1.3 The CN 54 recapitulative statement, accompanied by the CN 53 forms, shall be sent to the other designated operator concerned after each quarter and/or at the end of the sampling period not later than one month after the dispatch or receipt of the last mail included in the statistics. In addition to hard copies these CN 53 and CN 54 bills shall be provided, whenever possible, in standardized electronic format.

1.4 If the other designated operator concerned received the CN 53 and CN 54 in hardcopy, and has made no comment within three months of the date of transmission of the CN 54 recapitulative statement, the latter shall be regarded as fully accepted.

1.5 If the other designated operator concerned received the CN 53 and CN 54 in the standardized electronic format, and has made no comment within two months of the transmission of the CN 54 recapitulative statement, the latter shall be regarded as fully accepted.

2 Preparation, transmission and acceptance of CN 54bis recapitulative statements

2.1 From the accepted CN 54 and CN 56 recapitulative statements, the designated operator that requested the special statistical count shall prepare a CN 54bis annual statement consolidating the data concerning the mails sampled by transportation mode and quarter.

2.2 From the CN 54bis annual statement, the designated operator that requested the statistical count shall calculate the average number of items per kilogramme and, in case of application of the revision mechanism, the new rate of terminal dues by application of the formula set forth in article **RL 225.6**.

2.3 The CN 54bis recapitulative annual statement shall be sent to the other designated operator concerned not later than one month after the acceptance of the CN 54 and CN 56 recapitulative statements concerning the fourth quarter. In addition to hard copies, the CN 54bis shall be provided, whenever possible, in standardized electronic format.

2.4 If the other designated operator concerned received the CN 54bis, and has made no comment within one month of the transmission of the CN 54bis annual statement, the latter shall be regarded as fully accepted.

3 In cases where the other designated operator concerned has carried out a control statistical count, the data established by the designated operator that requested application of the revision mechanism shall be regarded as valid if they do not differ by more than 10% from those established by the other designated operator.

3.1 If there is a difference of more than 10%, the designated operators concerned shall agree on the values to be used for settling the terminal dues, taking into account the precision of the statistical systems used by each designated operator.

4 In the event of disagreement between the two parties about the application of the revision mechanism, the designated operators may resort to the arbitration procedure provided for in article **153** of the General Regulations.

Article **RL 235**
Preparation of CN 55**, CN 55bis,** CN 56 **and CN 56bis** statements of mails

1 After receipt of each month's last mail dispatched by the office of exchange of origin, the office of exchange of destination shall prepare, by type of mail**, by format (where appropriate)** and by dispatching office of exchange, from the particulars on the CN 31 letter bills, a CN 55 **or CN 55bis (for format-separated mails)** statement of **mails. For** transit mail, the office of exchange of transit shall also prepare a CN 55 **or CN 55bis**, by origin and destination office of exchange and type of mail, based on **its own record of** the receptacles that it forwards as closed transit and in accordance with the particulars contained in the CN 37 delivery bills that it prepares, during the month. The CN 55 **and CN 55bis** forms shall list the full six-character International Mail Processing Centre (IMPC) codes of the offices of origin and destination, and the type of mail. It shall then send these statements to its central administration.

2 For each designated operator of the country of origin of the mails, the designated operator of the country of destination and the designated operator of transit shall prepare quarterly, from the particulars on the CN 55 **or CN 55bis** statements, by type of mail, by office of origin, by office of destination and, where appropriate, **by format and** by forwarding route, a CN 56 **or CN 56bis (for format-separated mails)** recapitulative statement of mails. The CN 56 **and CN 56bis** form**s** shall list the full six-character International Mail Processing Centre (IMPC) codes of the offices of origin and destination, and the type of mail.

3 The CN 55 **and CN 55bis** statements shall be sent to the designated operator of the country of origin in support of the CN 56 **and CN 56bis** recapitulative **statements.**

Article RL 236
Transmission and acceptance of CN 55**, CN 55bis,** CN 56 **and CN 56bis** statements of mails

1 The CN 56 **and CN 56bis** recapitulative statement**s** shall be sent in duplicate to the designated operators of origin of the mails within four months at the latest after the end of the quarter to which **they** relate.

2 After accepting **a statement**, the designated operator of origin of the mails shall return one copy to the designated operator which prepared it. If the designated operator of destination of the mails has not received any notice of amendment within three months of the date of dispatch, it shall regard it as fully accepted. The term fully accepted means accepted as rendered, with no changes or amendments. If verification reveals any discrepancies, the corrected CN 55 **or CN 55bis** statement shall be attached in support of the duly amended and accepted CN 56 recapitulative statement. If the designated operator of destination of the mails disputes the amendments made to the CN 55 **or CN 55bis** statement, the designated operator of origin shall confirm the actual data by sending photocopies of the CN 31 forms drawn up by the office of origin upon dispatch of the disputed mails. The forms shall be transmitted electronically or, if this means is not available, shall preferably be sent as registered items, and within three months of the date of dispatch of the corrected CN 56 recapitulative statement and CN 55 statement.

3 Designated operators may agree that the CN 55**, CN 55bis,** CN 56 **and CN 56bis** statements shall be prepared by the designated operator of origin of the mails. In this case, the acceptance procedure provided for under 1 and 2 shall be adapted accordingly.

Article **RL 237**
Accounting for bulk mail

1 When the designated operator of origin has opted to send bulk mails in accordance with article **RL 226.5**, the CN 55 **or CN 55bis** statements prepared by the office of exchange of destination shall also include bulk mail, on the basis of the data on the CN 32 letter bills.

1.1 The data regarding bulk mail shall be used for the quarterly preparation of the CN 56 **or CN 56bis** recapitulative statements.

1.2 In cases where the data concerning bulk mail on the CN 55 **or CN 55bis** statements differ, the designated operator of origin shall transmit photocopies of the CN 32 letter bills regarding the disputed mails.

2 When the designated operator of destination has applied the specific payment for bulk mail in accordance with article **RL 226.1**, the procedures under 1.1 and 1.2 shall apply.

2.1 When the CN 56 recapitulative statements are prepared, the designated operator of destination shall prepare a CN 57 account from the CN 32 letter bills transmitted to the designated operator of origin of the mails in accordance with article **RL 197.6.1.3**. The designated operator of origin may refuse to check and accept any CN 57 account which has not been presented within six months after the quarter concerned.

2.2 The CN 57 account shall be accepted and settled by the designated operator of origin within six weeks after it is prepared.

2.3 The CN 57 accounts settled by the designated operator of origin of the mails shall be the subject of a CN 58 recapitulative statement. The amount on the CN 58 statement shall be deducted from the CN 61 detailed account. A copy of the CN 58 form shall be attached to the CN 61 detailed account.

3 Designated operators may agree bilaterally to alternative forms and accounting procedures for bulk items.

Article **RL 238**
Accounting for mail intended for direct access to the domestic system

1 The costs concerning mail intended for direct access to the domestic system shall be billed by the designated operator of destination by means of mutually agreed accounting forms.

2 The accounts shall be settled by the designated operator of origin within the period set by the designated operator of destination of the mail. This period shall not be less favourable than that set by the designated operator in question for its domestic customers. The designated operator of destination shall also choose the currency of payment in accordance with the provisions of article **RL 257.1**.

3 In cases where the data concerning mail intended for direct access to the domestic system entered on the accounting statements differ, the designated operator of origin shall transmit photocopies of the accounting forms that had accompanied the disputed mails.

Article **RL 239**
Preparation, transmission and approval of transit charges and terminal dues accounts

1 The creditor designated operator shall be responsible for preparing the accounts and forwarding them to the debtor designated operator. However, the forwarding of accounts shall be required even when the balance is less than the minimum provided for this purpose in article **RL 241.7** and **8**.

2 The detailed accounts shall be prepared as follows:

2.1 Transit charges. On a CN 62 form, on the basis of the total weight of the categories of mail as appears from the CN 56 **or CN 56bis** recapitulative statements.

2.2 Additional sea transit charges, as provided for in article **RL 207.2**. On a CN 62bis form sent in duplicate together with supporting documentation such as the invoices sent by the port service provider.

2.3 Terminal dues. On a CN 61 form, on the basis of the difference between the amounts to be brought to account based on the weights of mail received and dispatched for each category of mail as appear from the CN 56 **or CN 56bis** recapitulative statements and the CN 19 accounts.

3 The CN 61 detailed accounts shall be sent in duplicate to the debtor designated operator as soon as possible after the end of the year to which they refer.

4 The CN 62 and CN 62bis detailed accounts shall be prepared by the creditor designated operator on a monthly, quarterly, half-yearly or annual basis, as agreed between the designated operators concerned.

5 The debtor designated operator shall not be obliged to accept detailed statements or accounts or supplementary accounts that are not sent to it within 12 months of the end of the year concerned.

6 If the designated operator sending the detailed statement or account receives no notice of amendment within two months of the date of dispatch, the statement or account shall be regarded as fully accepted. Fully accepted means accepted as rendered, with no changes or amendments. The forms shall be transmitted electronically or, if this means is not available, shall preferably be sent as registered items. If the date on the letter accompanying the forms differs from the date of receipt by more than two weeks, the receiving country shall have the right to inform the dispatching designated operator that the period of two months mentioned above commences only after the date of receipt.

7 As an exceptional measure, supplementary detailed statements or accounts may be sent to the debtor designated operator only if they refer to statements or accounts already submitted for the period in question. The reason for issuing supplementary statements or accounts is to amend original statements or accounts so as to correct erroneous records or document additional claims and/or information. The conditions in **5** and **6** shall apply to the issuance of supplementary statements or accounts; if these conditions are not met, the debtor designated operator shall not be obliged to accept the supplementary statements or accounts.

8 Designated operators may agree to settle terminal dues accounts for surface mails and for airmails separately. In this case, the designated operators concerned shall determine the procedures for preparing, accepting and settling such accounts.

Article **RL 240**
Special address for the transmission of forms concerning transit charges and terminal dues

1 Each designated operator shall notify other designated operators, through the International Bureau, of the special address, which may also include an e-mail address, to which all the forms entering into consideration for the settlement of transit charges and terminal dues (CN 43, CN 54, CN 54bis, **CN 54ter,** CN 56, **CN 56bis,** CN 57, CN 58, CN 61, CN 62, CN 62bis, CN 63 and CN 64) must be sent.

Article **RL 241**
Acceptance of transit charges and terminal dues accounts

1 When no provisional payment has been made, payments of transit charges and terminal dues may only be made on the basis of the CN 61 and CN 62 detailed accounts, on which the preferred type of payment shall be indicated.

2 If provisional payment has been made, as soon as the CN 61 and CN 62 detailed accounts between the designated operators are accepted or regarded as fully accepted, the creditor designated operator shall prepare separate CN 63 and CN 64 statements in duplicate for transit charges and for terminal dues respectively.

3 If necessary, the CN 63 or CN 64 statements shall be transmitted electronically or, if this means is not available, sent in duplicate, preferably as registered items, to the designated operator concerned by the quickest route (surface or air). If, within one month of the date of dispatch of these statements, the designated operator which prepared them has received no objection from the designated operator concerned, the statements shall be regarded as fully accepted.

4 Any amendments to CN 63 or CN 64 statements made by the debtor designated operator must be accompanied by the supporting CN 61 or CN 62 detailed accounts.

5 For flows between a designated operator contributing to the Quality of Service Fund and designated operator benefiting from the Fund, the latter designated operator shall send the organization responsible for billing the amounts due in respect of the Quality of Service Fund a copy of the CN 61 detailed accounts or, as appropriate, a copy of the CN 64 statements accepted or regarded as fully accepted. That organization shall not be obliged to accept CN 64 statements and CN 61 detailed accounts received more than six months after their acceptance. In the event of failure to comply with the deadline for transmitting CN 61 and CN 64 documents:

5.1 a designated operator which has already received an instalment under the head of QSF expedited billing shall be required to reimburse it, complete with interest collected, to the contributing country in question through the organization responsible for billing;

5.2 a designated operator which has not requested an instalment shall forfeit the right to the QSF funds with the contributing country concerned, for the year in question.

6 In the case provided for under 3, the statements shall be endorsed "Aucune observation de l'opérateur désigné débiteur n'est parvenue dans le délai réglementaire" (No comment received from debtor designated operator within the prescribed period).

7 The debtor designated operator shall be exempted from payment of transit charges when the annual balance does not exceed 163.35 SDR. This annual balance of less than 163.35 SDR shall be included in the balance of the following year by the creditor designated operator.

8 The debtor designated operator shall be exempted from payment of terminal dues when the annual balance does not exceed 326.70 SDR. This annual balance of less than 326.70 SDR shall be included in the balance of the following year by the creditor designated operator.

9 Settlements may be made in accordance with the provisions of articles **RL 254** and **RL 255**.

Article **RL 242**
Provisional payments of transit charges and terminal dues

1 Creditor designated operators may claim provisional payments in respect of transit charges and terminal dues. The provisional payments for one year shall be calculated on the basis of the weights and statistical results (where applicable) of mail used for the final settlements of the previous year. The debtor designated operator shall not be obligated to accept provisional payment accounts received after 30 June. Should the previous year's account not yet be settled, the provisional payments shall be calculated on the basis of the duly accepted CN 56 **or CN 56bis** recapitulative statements for the last four quarters and the corresponding, duly accepted CN 54 recapitulative statements of items (where applicable). The provisional payments in respect of a year shall be made no later than the end of July of that year. The provisional payments shall then be adjusted as soon as the final accounts of the year are accepted or regarded as fully accepted.

2 The CN 63 or CN 64 statements concerning the provisional payments laid down in 1 shall be sent by the creditor designated operator to the debtor designated operator in the second calendar quarter of the year to which they relate.

3 If a creditor designated operator is in a "net debtor" position with relation to other accounts accepted between two designated operators, the debtor designated operator may offset outstanding accepted debts against the provisional payment. If the outstanding debt is greater than the requested provisional payment, the debtor designated operator shall not be required to make the terminal dues provisional payment for that year. The creditor designated operator may also request that the debtor designated operator apply the provisional payment to outstanding debts between the two designated operators.

Article **RL 243**
Payment of amounts due into the Fund to finance improving quality of service in the developing countries

1 On the basis of the CN 64 statements or the CN 61 detailed accounts accepted or regarded as fully accepted which have been sent to it, the organization responsible for billing shall prepare CN 64bis statements for the designated operators of contributor countries. These statements shall contain the following information:

1.1 the names of the designated operators of developing countries to which the data relate;

1.2 the SDR amount subject to the increases specified in article **32** of the Convention;

1.3 the total amount to be paid by the designated operator concerned.

2 A CN 64bis statement shall be sent by the quickest route (air or surface) for approval to each designated operator concerned. If, within one month of the date of dispatch of the statement, no comment has been received by the organization responsible for billing, the amount of that statement shall be regarded as fully accepted.

3 On the basis of the information provided in the CN 64 statements, the Quality of Service Fund Secretariat shall calculate the additional amount owed by each country in the target system prior to 2010 to the countries in the transition system not reaching the minimum of **20,000** SDR, as set out in article **32.6** of the Convention, in proportion to the volumes sent to the beneficiary designated operator.

4 The invoice for the additional amount indicated in 3 shall be accompanied by a CN 64ter statement, containing the following information:

4.1 the names of the designated operators of developing countries to which the data relate;

4.2 the reference year;

4.3 the additional amount (in SDR) needed to reach the minimum of **20,000** SDR specified in article **32.6** of the Convention;

4.4 the share of this additional amount (expressed as a percentage) owed by the designated operator concerned, in proportion to the mail volumes exchanged;

4.5 the amount to be paid by the designated operator concerned.

5 The amounts of the CN 64bis and CN 64ter statements may be settled through the clearing system of the International Bureau.

Chapter 12

Air conveyance dues

Article **RL 244**
Formula for calculating the basic rate and calculation of air conveyance dues for closed mails

1 The calculation of air conveyance dues on closed mails, priority items, airmail items and S.A.L. items only when reforwarded as airmail/priority in transit à découvert, as well as the relevant methods of accounting, are set out in this and the following articles in this chapter.

2 The maximum basic rate applicable in respect of air conveyance shall be calculated according to the formula below, the elements of which shall be taken from the International Airline Financial Statistics prepared by the International Civil Aviation Organization. This rate shall be rounded to the nearest thousandth of an SDR per kilogramme of gross weight and per kilometre; it shall apply proportionally to fractions of a kilogramme.

T = (A – B – C + D + E + F), where

T = Basic rate per t-km (priority for airmail is guaranteed within this rate).

A = Weighted average operating expense per t-km performed.

B = Cost of passenger services per t-km.

C = Percentage of the cost of ticketing, sales and promotion (based on the number of passengers in relation to traffic volume).

D = Expenses of non-operating items per t-km performed.

E = 10% of (A – B – C + D) as profit.

F = Income taxes per t-km performed.

3 Air conveyance dues shall be calculated according to the actual basic rate (less than and at most equal to the basic rate defined according to the formula under 2) and the kilometric distances given in the List of Airmail Distances and to the gross weight of the mails. No account shall be taken of the weight of sacs collecteurs.

4 The maximum rate applicable in respect of the air conveyance of dispatches of empty bags shall correspond to 30% of the basic rate set in accordance with the provisions under 2.

5 When dues are payable for air conveyance within the country of destination, they shall be fixed in the form of a single price. This single price shall include all the dues for air conveyance within the country, regardless of the airport of arrival of the mails, less the corresponding surface conveyance costs. It shall be calculated on the basis of the rates actually paid for conveyance of the mail within the country of destination, but not exceeding the maximum rate defined according to the formula under 2, and according to the weighted average distances of the sectors flown by international mail on the internal network. Subject to article **34.7** of the Convention, the weighted average distance shall be calculated by the International Bureau in terms of the gross weight of all the airmails arriving at the country of destination, including the mail which is not reforwarded by air within that country.

5.1 Designated operators which apply a remuneration for terminal dues based on costs or on domestic rates shall be obliged to communicate to the International Bureau, within the period provided for in article **RL 249**, the data for calculating the new weighted average distance.

6 Dues payable for air conveyance, between two airports in the same country, of airmails in transit may also be fixed in the form of a single price. This price shall be calculated on the basis of the rate actually paid for air conveyance of mail within the country of transit, but not exceeding the maximum rate defined according to the formula under 2, and according to the weighted average distances of the sectors flown by international mail on the internal air network of the country of transit. The weighted average distances shall be determined in terms of the gross weight of all the airmails transiting through the intermediate country.

7 The sum of the dues referred to under **5** and **6** may not exceed in total the amounts which actually have to be paid for conveyance.

8 The prices for international and internal air conveyance, obtained by multiplying the effective basic rate by the distance, which are used in calculating the dues mentioned under 3, **5** and **6**, shall be rounded up to the nearest tenth of an SDR when the number made up by the figure of hundredths and that of thousandths is equal to or greater than 50; they shall be rounded down to the nearest tenth of an SDR in other **cases**.

Article RL 245
Accounting for air conveyance dues

1 Accounting for air conveyance dues shall be effected in accordance with article**s RL 211 and RL 244**.

2 Notwithstanding the rule mentioned under 1, designated operators may, by common consent, decide that accounts for airmail dispatches shall be settled on the basis of statistical returns. In that case, they shall arrange between themselves the method of compiling the statistics and preparing the accounts.

Article **RL 246**
Preparation of CN 66 and CN 67 statements of weights

1 Each creditor designated operator shall prepare a CN 66 statement, monthly or quarterly as preferred, on the basis of the airmail particulars entered on the CN 38 delivery bills. Mails carried over the same air sector shall be entered on the CN 66 statement by office of origin, then by country and office of destination, and in chronological order of the mails for each office of destination. When the copies of the CN 55 statement are used for the settlement of air conveyance dues inside the country of destination in accordance with article **34.5** of the Convention, CN 55 statements of weights prepared on the basis of CN 31 and CN 32 letter bills shall be used.

2 For à découvert priority items, airmail items and S.A.L. items reforwarded by air, the creditor designated operator shall prepare a yearly CN 67 statement. This shall be done at the end of each statistical period as laid down in article **RL 211.2.1** and based on the particulars appearing on the CN 65 bills prepared during that period. The total weights shall be multiplied by 12 on the CN 67 statement. If the accounts have to be prepared on the basis of the actual weight of à découvert priority items, airmail items and S.A.L. items, CN 67 statements shall be drawn up as often as is provided for under 1 for CN 66 statements and on the basis of the corresponding CN 65 bills.

3 If, during an accounting period, a change occurring in the arrangements made for the exchange of priority items, airmail items and S.A.L. items reforwarded by air in transit à découvert results in a variation of at least 20% and exceeding 163.35 SDR in the total amounts to be paid by the dispatching designated operator to the intermediate designated operator, these designated operators, at the request of one or the other, shall agree to replace the multiplier referred to under 2 by another valid only for the year in question.

4 When the debtor designated operator so requests, separate CN 55, CN 66 and CN 67 statements shall be drawn up for each office of exchange which dispatches airmails or priority items, airmail items and S.A.L. items reforwarded by air in transit à découvert.

Article **RL 247**
Preparation of CN 51 detailed accounts and CN 52 general accounts

1 The creditor designated operator shall prepare, on a CN 51 form, detailed accounts showing the amounts due to it according to the CN 55, CN 66 and CN 67 statements of weight**s**. Separate detailed accounts shall be prepared for closed airmails and for à découvert **and missent items reforwarded** by air **or by surface**. In **the** CN 51 detailed accounts prepared for closed airmails, the weights and sums due according to the CN 66 statements of weight**s** shall be entered separately for LC/AO, CP and EMS.

2 The amounts to be included in the CN 51 detailed accounts shall be calculated:

2.1 for closed mails, on the basis of the gross weights appearing on the CN 55 and CN 66 statements;

2.2 for à **découvert items reforwarded by air**, according to the net weights shown on the CN 67 statements, increased by 5%**;**

2.3 for à découvert items reforwarded by surface, according to the net weights shown on the CN 67 statements, increased by 10%.

3 When the air conveyance dues within the country of destination are to be settled, the designated operator of that country shall send the CN 51 accounts relating thereto for acceptance together with the CN 55 and CN 56 statements.

4 CN 51 accounts shall be prepared by the creditor designated operator on a monthly, quarterly, half-yearly or annual basis, as agreed between the designated operators concerned.

5 CN 51 detailed accounts may be summarized in a CN 52 general account, prepared quarterly by the creditor designated operators which have adopted the offset system of settling accounts. This account may, however, be prepared half-yearly after agreement between the designated operators concerned.

Article **RL 248**
Submission and acceptance of CN 55, CN 66 and CN 67 statements, CN 51 detailed accounts and CN 52 general accounts

1 As soon as possible and at the latest within five months from the end of the period to which they refer, the creditor designated operator shall send the debtor designated operator CN 66 statements, the copies of CN 55 statements and CN 67 statements when payment for à découvert priority items, airmail items and S.A.L. items, when reforwarded by air, is made on the basis of the actual weight, and the relevant CN 51 detailed accounts, all together in duplicate. The debtor designated operator may refuse to accept accounts not forwarded to it within that period. The forms shall be transmitted electronically or, if this means is not available, shall preferably be sent as registered items.

2 After verifying the CN 55, CN 66 and CN 67 statements and accepting the relative CN 51 detailed account, a copy of the CN 51 accounts shall be returned to the creditor designated operator. In case of amendment it shall be accompanied by the CN 55, CN 66 and CN 67 statements. If the creditor designated operator disputes the amendments made to these statements, the debtor designated operator shall confirm the actual data by sending photocopies of the CN 38 or CN 65 forms drawn up by the office of origin upon dispatch of the disputed mails. Any dispute regarding amendments must be raised within two months of receipt of the amended statements and accounts. A creditor designated operator which has received no notice of amendment within two months of the date of dispatch of the accounts shall regard the accounts as fully accepted.

3 Designated operators that were net creditors for air conveyance dues in the preceding year have the option of receiving payment on a monthly, quarterly, half-yearly or annual basis. The option chosen shall remain in force for one calendar year with effect from 1 January.

4 Designated operators may use the direct system or the bilateral clearing system.

5 The provisions under 1 and 2 shall also apply to priority items and airmail items for which payment is made on the basis of statistics.

6 Under the direct billing system, the CN 51 accounts shall serve as a bill for direct settlement. The debtor designated operator shall make payment for the amount billed within the period of six weeks provided for in article **RL 257.10**. It may refuse to check and accept any CN 51 account which has not been presented by the creditor designated operator within five months after the period to which it refers. Any difference exceeding 9.80 SDR which may be noted by the debtor designated operator shall be indicated on the CN 51, which shall be returned to the creditor designated operator with the CN 55, CN 66 and CN 67 statements attached. The difference noted shall be incorporated in the next CN 51 account submitted to the debtor designated operator or shall be disputed within two months of receipt of the account in which the difference appears. Failing this, the designated operator which drew attention to the difference shall regard it as fully accepted and shall have it appear as such in its next CN 51 account amended accordingly. The forms shall be transmitted electronically or, if this means is not available, shall preferably be sent as registered items.

7 Under the bilateral offsetting system, the creditor designated operator shall prepare both the CN 51 and the CN 52 accounts and submit both simultaneously to the debtor designated operator on a monthly, quarterly, half-yearly or annual basis. The debtor designated operator shall accept or amend the CN 51 and CN 52 accounts within two months and make payment for the amount billed as provided for in article **RL 257.10**. If the CN 51 or CN 52 accounts have been amended, payment will be made on the basis of the amended amount. If the designated operator which has sent the accounts does not receive any notice of

amendment within two months, the accounts shall be regarded as fully accepted. The forms shall be transmitted electronically or, if this means is not available, shall preferably be sent as registered items.

8 Any amendments to CN 52 general accounts made by the debtor designated operator must be accompanied by the supporting CN 19 and CN 51 detailed accounts and CP 75 summarized accounts.

9 Whenever the statistics fall in October, annual payments for priority items and airmail items in transit à découvert may be made provisionally on the basis of statistics compiled during May of the previous year. The provisional payments shall then be adjusted in the following year when the accounts based on the October statistics are approved or regarded as fully accepted.

10 If a designated operator is unable to carry out the annual statistical operations it shall reach agreement with the designated operators concerned to make the annual payment on the basis of the statistics of the preceding year and, if necessary, to use the special multiplier laid down in article **RL 246.3**.

11 If the balance of a CN 51 or CN 52 account does not exceed 163.35 SDR, it shall be carried over to the next CN 51 or CN 52 account, when the designated operators concerned do not participate in the clearing system of the International Bureau.

12 CN 55, CN 66 and CN 67 statements and the corresponding CN 51 and CN 52 accounts shall always be sent by the quickest route (air or surface).

13 Settlements may be made in accordance with the provisions of articles **RL 254** and **RL 256**.

Article **RL 249**
Amendments to transit charges and air conveyance dues

1 The amendments made to the transit charges and air conveyance dues mentioned in articles **RL 211.1** and **RL 244.5** respectively shall:

1.1 come into effect exclusively on 1 January;

1.2 be notified at least three months beforehand to the International Bureau, which shall communicate them to all designated operators at least one month before the date laid down under 1.1.

Article **RL 250**
Payment of air conveyance dues

1 Air conveyance dues shall be payable to the airline conveying the airmails for all or part of the distance flown.

2 Notwithstanding this rule, the airline conveying the airmails may request that the conveyance dues be paid to any postal designated operator with which the airline has concluded an agreement to this effect.

3 Conveyance dues for priority items, airmail items and S.A.L. items when transported by air in transit à découvert shall be paid to the designated operator which 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 designated operator of origin:

4.1 either with the first carrier, which shall then be responsible for paying the subsequent carrier;

4.2 or with each carrier involved in the **transhipment**.

Article RL 251
Air conveyance dues for diverted or missent mails or **receptacles**

1 The designated operator of origin of a mail which has gone off its route in course of conveyance shall pay the conveyance dues for the mail relating to the sectors actually covered.

2 It shall settle the conveyance dues as far as the airport of offloading initially provided for on the CN 38 delivery bill when:

2.1 the actual forwarding route is not known;

2.2 the dues for the sectors actually covered have not yet been claimed; or

2.3 the diversion is attributable to the airline which effected the conveyance.

3 The supplementary dues relating to the sectors actually covered by the diverted mail shall be reimbursed as follows:

3.1 by the designated operator whose services have committed the error in the case of misrouting;

3.2 by the designated operator which has collected the conveyance dues paid to the airline when the latter has offloaded in a place other than that shown on the CN 38 delivery bill.

4 The provisions set out under 1 to 3 shall be applicable by analogy when part only of a mail is offloaded at an airport other than that indicated on the CN 38 delivery bill.

5 The designated operator of origin of a mail or **receptacle** missent owing to a labelling error shall pay the conveyance dues relating to the whole distance flown in accordance with article **34.3.1** of the Convention.

Article **RL 252**
Air conveyance dues for mail lost or destroyed

1 In case of loss or destruction of mail as a result of an accident occurring to the aircraft or through any other cause involving the liability of the air carrier, the designated operator of origin shall be exempt from any payment in respect of the air conveyance of the mail lost or destroyed, for any part of the flight of the route used.

Chapter 13

Settlement of accounts. Payment

Article **RL 253**
Electronic transfer of statements and accounts

1 Designated operators may agree to exchange statements and accounts electronically.

2 In case of electronic transfer, the following deadlines shall be applied for the acceptance of the statements and accounts, unless otherwise agreed:

Title or nature	Form	Deadline
Indemnities	CN 48	2 months
Airmail	CN 51	1 month
General account	CN 52	1 month
Annual recapitulative statement	CN 54bis **and CN 54ter**	
– Revision mechanism		1 month
– Exchange of mail between **target system** countries		2 months
Recapitulative statement of mails	CN 56 **and CN 56bis**	2 months
Detailed account. Terminal dues	CN 61	1 month
Detailed account. Transit charges	CN 62	2 months
Detailed account. Additional transit charges	CN 62bis	2 months
Statement. Transit charges	CN 63	1 month
Statement. Terminal dues	CN 64	1 month
Parcels	CP 75	1 month

Article **RL 254**
Preparation and settlement of accounts

1 Settlements between designated operators of international accounts arising from postal traffic may be regarded as current transactions and effected in accordance with the current international obligations of the member countries concerned, when there are agreements to this effect. In the absence of such agreements, accounts shall be settled in accordance with the following provisions.

2 Except in the case of the CN 51 and CN 52 accounts, which shall be prepared according to article **RL 247**, each designated operator shall draw up its accounts and refer them in duplicate to the others concerned. One accepted copy, if necessary amended or accompanied by a statement of discrepancies, shall be returned to the creditor designated operator. This account shall serve as a basis for the preparation, as necessary, of the final liquidation account between the two designated operators.

3 In the total of each account made out in SDRs on CN 02bis, CN 03, CN 03bis, CN 48, CN 51, CN 52, CN 57, CN 61, CN 62, CN 62bis, CN 63, CN 64 and CN 64bis forms, decimals shall be ignored in the total or the balance. Discrepancies in the accounts made out on the forms listed above shall not be taken into consideration unless they exceed a total of 9.80 SDR per account.

4 Designated operators may settle their accounts either bilaterally, or through the multilateral clearing system of the International Bureau, or by any other system of settling accounts. Participation in the multilateral clearing system of the International Bureau shall be open only to designated operators that have signed the membership agreement pertaining to the system.

5 The creditor designated operator shall choose the method of settling the accounts after consulting the debtor designated operator. If there is disagreement, the choice of the creditor designated operator shall prevail in all cases. In the case of settlement through the multilateral clearing system of the International Bureau both the creditor and debtor should be signatories to the relevant membership agreement and mutually agree to include the relevant account in the system.

Article **RL 255**
Settlement of accounts through the International Bureau

1 The settlement of accounts through the clearing system of the International Bureau shall be effected through the provisions laid down by the UPU*Clearing User Group.

Article **RL 256**
Payment of debts expressed in SDRs. General provisions

1 The rules for payment set out below shall apply to all debts expressed in SDRs and arising out of a postal transaction. The debts may result from general accounts or statements drawn up by the International Bureau or from liquidation accounts or statements not drawn up by the Bureau. The said rules shall also relate to the settlement of discrepancies, of interest or, where applicable, of payments on account.

2 Any designated operator may discharge its liabilities by payments on account, from which its debts shall be deducted when these have been established.

3 Provided the periods for payment are observed, any designated operator may settle postal debts expressed in SDRs by offsetting credits and debits in its relations with another designated operator. The offsetting may be extended by mutual agreement to debts arising from telecommunications services when both designated operators operate postal and telecommunications services. Offsetting may not be effected with debts in respect of transactions contracted out to an organization or company under the control of a designated operator if that designated operator objects.

4 The inclusion of an airmail account in a general account containing different debts shall not result in delaying the payment of the air conveyance dues owed to the airline concerned.

Article **RL 257**
Rules for payment of accounts not settled through the International Bureau clearing system

1 Debts shall be paid in the currency selected by the creditor designated operator after consultation with the debtor designated operator. If there is disagreement, the choice of the creditor designated operator shall prevail in all cases. If the creditor designated operator does not specify a currency, the choice shall rest with the debtor designated operator.

2 The amount of the payment, as determined hereafter in the selected currency, shall be equivalent in value to the balance of the account expressed in SDRs.

3 Subject to the provisions set out under 4, the amount to be paid in the selected currency shall be determined by converting the SDR into currencies of payment in accordance with the following provisions:

3.1 In the case of currencies for which the SDR exchange rate is published by the International Monetary Fund (IMF), the exchange rate in force on the day prior to payment or the most recent rate published shall be used.

3.2 In the case of other currencies of payment, as a first stage, the amount in SDRs shall be converted into an intermediate currency for which the value is published daily by the IMF in terms of the SDR, using the most recent exchange rate published. As a second stage, the result thus obtained shall be converted into the currency of payment, applying the latest rate of exchange quoted on the exchange market of the debtor country.

3.3 In the case of provisional payments provided for in article **RL 242**, the procedures described in 3.1 and 3.2 above differ. Thus, in the case of currencies for which the SDR exchange rate is published by the IMF, the rate in force on 30 June of that year or on the next working day, if 30 June is a holiday, shall be used; in the case provided for in 3.2, the conversion into an intermediate currency shall be made at the last rate published in June of that year.

4 If, by mutual agreement, the creditor designated operator and the debtor designated operator have chosen the currency of a country which is not a member of the IMF and whose laws do not permit the application of the provisions set out under 3, the designated operators concerned shall agree on the relationship between the SDR and the value of the selected currency.

5 For the purpose of determining the official or generally accepted foreign exchange market equivalent of a currency, the rate used shall be the closing rate for currency which can be used in the majority of merchandise trade transactions, or the most recent rate quoted.

6 The debtor designated operator shall transmit, on the date of payment, the amount of the selected currency by postal giro or bank transfer or, if these means are not available, by a bank cheque, draft or any other means, acceptable to both designated operators. If the creditor designated operator expresses no preference, the choice shall fall to the debtor designated operator.

7 Creditor designated operators shall publish, by means of a circular issued by the International Bureau, any changes to addresses to which cheques or wire transfers are to be sent.

8 The payment charges (fees, clearing charges, deposits, commission, etc.) collected in the debtor country shall be borne by the debtor designated operator. The charges collected in the creditor country, including payment charges collected by banks in intermediate countries, shall be borne by the creditor designated operator. When the postal giro transfer system, with exemption from charges, is used, exemption shall also be granted by the office of exchange in the third country or countries acting as intermediary between the debtor designated operator and the creditor designated operator when there are no direct exchanges between these.

9 If, between the dispatch of the transfer order or the remittance by other means and its receipt by the creditor designated operator, a variation occurs in the equivalent value of the selected currency calculated as described under 3, 4 or 5, and if the difference resulting from such variation exceeds 5% of the amount due (as calculated following such variation), the total difference shall be shared equally between the two designated operators.

10 Payment shall be made as quickly as possible and at the latest within six weeks from the date of acceptance or of notification of official acceptance for liquidation accounts and accounts indicating the amounts or balances to be settled. After that period the amounts due shall be chargeable with interest at the rate of 6% per annum reckoned from the day following the day of expiry of the said period. By payment is meant the dispatch of funds or of the instrument of payment (cheque, draft, etc.) or the signing of the order for transfer or deposit by the organization responsible for the transfer in the debtor country. If a situation arises where bank transactions are not possible, preventing the debtor country from making payment for accepted accounts, the debtor and creditor designated operators may request the assistance of the International Bureau to facilitate the transfer of payment. The debtor designated operator requesting the International Bureau's assistance in transferring the payment must confirm the request in writing, provide proof that payment cannot be made directly between the two designated operators, and provide proof that the accounts have been accepted.

11 When payment is made, the document of transfer, the cheque, draft, etc., shall be accompanied by particulars of the title, period, amount in SDRs, conversion rate used and applicable date of such rate for each amount included in the total sum remitted. If it is not possible for details to accompany the transfer or remittance, an explanatory letter shall be provided by electronic means or else by mail and by the fastest route (air or surface) on the day that the payment is made. The detailed explanation shall be in French or in a language understood by the designated operator to which payment is made.

Chapter 14

EMS

Article **RL 258**
EMS

1 In relations between designated operators which have agreed to provide this service, EMS takes priority over other postal items. It shall consist of the collection, dispatch and delivery in a very short space of time of correspondence, documents or goods.

2 EMS shall be regulated on the basis of multilateral or bilateral agreements. Aspects that are not expressly governed by such agreements shall be subject to the appropriate provisions of the Acts of the Union.

3 This service shall wherever possible be identified by a logo as shown in the specimen below and comprising the following elements:

3.1 an orange wing;

3.2 the letters EMS in blue;

3.3 three horizontal orange stripes.

The logo may be supplemented by adding the name of the national service.

4 Charges for the service shall be set by the designated operator of origin in consideration of costs and market requirements.

Article **RL 259**
Operation of EMS

1 With a view to preserving the EMS network and if circumstances so require, a member country and/or a designated operator shall have the option of providing the EMS service with private sector companies operating in another country, subject to the internal legislation in that country.

Chapter 15

Electronic mail. Telematic links

Article **RL 260**
Hybrid mail

1 Hybrid mail is an electronic-based postal service whereby the sender posts the original message in either a physical or an electronic form, which is then electronically processed and converted into a letter-post item for physical delivery to the addressee. Where national legislation so permits, and when the sender or the addressee so requests, the designated operator effecting delivery may convert the original transmission received to non-physical means (such as fax, e-mail, or SMS) or to multiple means.

1.1 Where physical delivery to the addressee is used, the information is generally transmitted by electronic means for the longest possible part of the process and physically reproduced at a premises as close to the recipient's address as possible.

2 The tariffs applicable to hybrid mail are fixed by member countries or designated operators, taking costs and market requirements into account.

Article **RL 261**
Facsimile-based services

1 The bureaufax range of services permits the transmission of texts and illustrations true to the original by facsimile.

Article **RL 262**
Text-based services

1 The range of text-based services permits the transmission of texts and illustrations produced by means of data-processing equipment (PC, mainframe computer).

Article **RL 263**
Electronic postal certification mark

1 In relations between designated operators which have agreed to provide this service, the electronic postal certification mark, as defined by UPU Technical Standard S43, provides a chain of evidence, stored by a designated operator as a trusted third party, to prove the existence of an electronic event, for a certain content, at a certain date and time, and involving one or more identified parties. The designated operators concerned shall ensure that they continue to adhere to UPU Technical Standard S43, in accordance with the applicable procedures adopted by the Postal Operations Council upon the recommendation of the UPU Standards Board.

2 The provision of the electronic postal certification mark service across borders shall be governed by an accepted Trust Model, as defined in a multilateral agreement between designated operators participating in this service. This Trust Model is based on the fact that the different digital provider designated operators shall mutually authenticate themselves when dealing with cross-border electronic postal certification mark transactions. This shall be done by the designated operators through the exchange of the relevant information from their electronic postal certification mark Digital Identities (the keys of their electronic postal certification mark service i.e. X509 Digital Certificates).

2.1 Each designated operator's digital identity constitutes a unique digital identifier (a string or a token) given by a trusted third party that shall unequivocally identify that designated operator when interacting, for electronic postal certification mark cross-border transactions purposes, with other designated operators and their users.

3 In order to allow participating designated operators to be in a position to operate a cross-border electronic postal certification mark service they shall:

3.1 obtain their electronic postal certification mark digital identity from a trusted third-party digital identity provider; and

3.2 inform all other designated operators offering an electronic postal certification mark service of this identity and distribute their digital identity accordingly.

4 Charges for the electronic postal certification mark service shall be set by the designated operator of origin in consideration of costs and market requirements. Each designated operator shall:

4.1 retain the revenue generated by its offer of the electronic postal certification mark service unless participating designated operators agree to share the revenue from the electronic postal certification mark service; and

4.2 provide verification of the electronic postal certification mark free of additional charges, regardless of where the electronic postal certification mark was applied.

5 The electronic postal certification mark service between participating designated operators shall be regulated on the basis of a multilateral agreement which shall reflect and complement the applicable provisions contained in these Regulations.

5.1 The multilateral agreement shall specify the provisions required to provide the electronic postal certification mark service between member countries. Participating designated operators shall, by common consent, be obligated to comply with the provisions contained in the multilateral agreement.

5.2 Aspects that are not expressly governed by the electronic postal certification mark multilateral agreement shall be subject to the appropriate provisions of the Acts of the Union.

6 The electronic postal certification mark service shall, wherever possible, be identified by a logo defined in the multilateral agreement referred to in paragraph 5 above.

Article **RL 264**
Postal registered electronic mail

1 Postal registered electronic mail provides a secure and trusted exchange of electronic messages, enabling the sending of electronic messages by an authenticated mailer for delivery to an authenticated addressee or addressees with proof of sending and proof of delivery.

2 Postal registered electronic mail:

2.1 ensures the confidentiality and integrity of the message;

2.2 ensures the authenticity and non-repudiation of the users and designated operators;

2.3 generates evidence of operations and all significant events within a complete operational cycle;

2.4 generates notifications that a particular event or operation has occurred and sends them to the corresponding parties; and

2.5 stores the generated evidence for future attestation.

3 Designated operators providing postal registered electronic mail shall be registered in a designated operator trust list which is managed and published by the UPU, acting as the designated operator trust list distribution point.

4 Customer charges for the provision of the postal registered electronic mail service shall be set by the designated operator of origin, taking into consideration the costs and market needs.

5 For the provision of postal registered electronic mail between participating designated operators, bilateral or multilateral agreements shall be established. The postal registered electronic mail operational arrangements, defined in the bilateral or multilateral agreements, shall specify the provisions required to provide the postal registered electronic mail service across borders, including any remuneration conditions between participating designated operators.

6 The interoperability aspects related to the provision of the postal registered electronic mail service shall be based on the relevant UPU standards.

7 Designated operators may decide to identify the postal registered electronic mail by means of a collective brand.

Article **RL 265**
Postal electronic mailbox

1 The postal electronic mailbox enables the sending of electronic messages by an authenticated mailer, delivery to the authenticated addressee, and access, management and storage of electronic messages and information by the authenticated addressee.

2 The postal electronic mailbox:

2.1 ensures the authenticity of the mailers and addressees; and

2.2 allows for the storage of electronic messages and information.

Article **RL 266**
Telematic links. General provisions

1 Designated operators may agree to establish telematic links amongst themselves and with other partners.

2 The designated operators concerned shall be free to choose the suppliers and the technical facilities (hardware and software) to support the exchange of data.

3 In consultation with the supplier of network services, designated operators shall agree bilaterally on the method of payment for these services.

4 Designated operators shall not be financially or legally liable if another designated operator fails to make the payments owed in respect of services relating to the provision of telematic links.

Article **RL 267**
Special provisions concerning telematic links

1 Designated operators shall observe internationally agreed standards to ensure system compatibility.

2 The International Bureau shall publish, maintain and update the UPU Technical Standards, UPU EDI Messaging Standards and UPU Code Lists for the benefit of designated operators.

3 For exchanges of data with other designated operators and external partners, designated operators shall use messages developed within the framework of the UPU and published by the International Bureau in the UPU EDI Messaging Standards when such messages are defined and suitable for the intended exchange. Usage of such messages shall be in accordance with the provisions of article RL 267. Messages developed by other organizations may also be used once they have been approved by the UPU and published in the UPU EDI Messaging Standards.

4 The International Bureau shall regularly publish a list of available documents and guides on telematic links and shall make them available on request to designated operators providing telematic services.

Article **RL 268**
Rules for payment for telematic links

1 Designated operators shall decide on the method of payment for network services following one of the three procedures outlined below:

1.1 the sending designated operator pays only for the messages it sends;

1.2 the receiving designated operator pays only for the messages it receives;

1.3 the sending and receiving designated operators agree to share equally the cost of messages sent and received.

2 If two designated operators cannot agree on a method of payment for network services, the method described in 1.1 will automatically apply, unless these two designated operators can agree bilaterally on an alternative method of payment.

Chapter 16

Integrated logistics service

Article **RL 269**
Integrated logistics service

1 In relations between designated operators which have agreed to provide this service, the integrated logistics service may include the collection, receipt, processing, storage, handling, dispatch, transfer transport and physical delivery of separate or combined documents or goods.

2 The details for an integrated logistics service involving two or more designated operators shall be based on bilateral agreements. Aspects that are not expressly governed by the latter shall be subject to the appropriate provisions of the Acts of the Union.

3 Charges for the service shall be set by the designated operator of origin in consideration of costs and market requirements.

Chapter 17

Miscellaneous provisions

Article **RL 270**
Information to be supplied by designated operators

1 Designated operators shall communicate to the International Bureau, on the forms sent by the latter, the necessary information concerning the operation of the postal service. This information shall cover, in particular, the following questions:

1.1 the decisions taken on the optional application of certain general provisions of the Convention and of its Regulations;

1.2 the reduced charges adopted under article 8 of the Constitution and details of the services to which the charges apply;

1.3 the internal postal charges applied;

1.4 in accordance with article **22** of the Convention:

1.4.1 the quality of service targets fixed for the delivery in their country of priority and airmail items and of non-priority and surface items;

1.4.2 the latest acceptance times (LATs) for incoming international mail, at the airport or other appropriate places;

1.4.3 the latest acceptance times at the inward offices of exchange;

1.4.4 the level of service that can be achieved (e.g. next-day delivery in the capital or day after for the rest of the country);

1.5 the different rates of air conveyance dues collected in accordance with article **RL 244.5** with the dates of application;

1.6 the air surcharges or combined charges for the various categories of airmail items and for the various countries, with an indication of the names of the countries for which unsurcharged mail is admitted.

2 Any amendment to the information mentioned under 1 shall be communicated to the International Bureau without delay, by the quickest means. Amendments concerning the information mentioned in 1.5 must reach the International Bureau within the time limits prescribed in article **RL 249**.

3 Designated operators may agree to exchange direct any information about air services in which they are interested, particularly timetables and the latest times of arrival for items coming from abroad by air to catch various deliveries.

4 Designated operators shall, through the Letter Post Compendium Online, provide all operational information regarding the basic, supplementary and other services as defined by the UPU Acts. Where there are any changes, designated operators shall update the information provided in the Compendium Online within the first 15 days of each quarter.

5 The designated operators of countries which participate in the insured items service and which provide direct exchanges shall communicate to one another, by means of CN 27 tables, information concerning the exchange of these items.

6 Designated operators shall supply the International Bureau with two copies of the documentation which they publish, whether relating to the internal or international service. They shall also furnish, as far as possible, other works published in their country concerning the postal service.

Article **RL 271**
International Bureau publications

1 The International Bureau shall publish, on the basis of information supplied in accordance with article **RL 270**, an official compendium of information of general interest relating to the implementation of the Convention and its Regulations in each member country. It shall also publish similar compendia relating to the implementation of the Postal Payment Services Agreement and its Regulations, on the basis of the information supplied by the member countries and/or designated operators concerned in accordance with the relative provisions in the Regulations of that Agreement.

2 It shall also publish, from information supplied by member countries and/or designated operators and, if appropriate, by the Restricted Unions as regards 2.1, or the United Nations as regards 2.5:

2.1 a list of addresses, heads and senior officials in charge of postal affairs of member countries, designated operators and Restricted Unions including their e-mail addresses. The list shall, at least as concerns member countries and designated operators, also contain information about any specific addresses, including e-mail addresses, in the following areas:

2.1.1 international relations;

2.1.2 security;

2.1.3 relations with international customers;

2.1.4 inquiries;

2.1.5 environment;

2.1.6 accounting; and

2.1.7 emergency information of an operational nature (EmIS);

2.2 an international list of post offices;

2.3 a compendium of transit information comprising:

2.3.1 a list of kilometric distances relating to land sectors of mails in transit;

2.3.2 a list of transit services provided for surface mail (including S.A.L. mail);

2.4 a list of equivalents;

2.5 a list of prohibited articles which shall also include narcotics prohibited under the multilateral treaties on narcotics and the definitions of dangerous goods prohibited from conveyance by post drawn up by the International Civil Aviation Organization;

2.6 a compendium of designated operators' internal charges;

2.7 statistical data relating to the postal services (internal and international);

2.8 studies, opinions, reports and other statements relating to the postal service;

2.9 the following three catalogues:

2.9.1 International Bureau library catalogue (listing the works acquired by the library);

2.9.2 International Bureau periodicals catalogue (listing the periodicals received at the International Bureau);

2.9.3 International Bureau film library catalogue (listing the films available for loan by the International Bureau to member countries and designated operators);

2.10 a catalogue of postal equipment;

2.11 a General List of Airmail Services (known as «Liste CN 68»), which shall be updated at least twice a year, in June and December. The June update shall comprise the changes communicated to the International Bureau by member countries regarding their particular information in the CN 68 List. The December update shall include the changes made by member countries regarding their particular information in the CN 68 List, as well as financial information on air conveyance dues within the country of destination. This financial information shall come into effect on 1 January of the following year. Additional updates may be published if deemed necessary. The information on the UPU website shall be updated as it is made available to the International Bureau1;

2.12 a liste des distances aéropostales (List of Airmail Distances) drawn up in collaboration with the air carriers.

3 It shall also publish:

3.1 the Manuals of the Convention and of the Postal Payment Services Agreement;

3.2 the other Acts of the UPU annotated by the International Bureau;

3.3 the Multilingual Vocabulary of the International Postal Service**;**

3.4 the Letter Post Compendium Online, on the UPU website.

4 Amendments to the various publications listed under 1 to 3 shall be notified by circular, bulletin, supplement or other appropriate means. However, any amendments to the publications listed under 2.11 and 2.12 and the date on which the amendments take effect shall be notified to member countries and designated operators by the quickest means (air or surface), with the minimum of delay and in the most appropriate form.

5 The publications published by the International Bureau shall be distributed to member countries and designated operators in accordance with the following rules:

5.1 All publications, excepting the one specified under 5.2, shall be distributed in three copies, one of which shall be in the official language. The other two shall be supplied either in the official language or in the language requested in accordance with article **155** of the General Regulations.

5.2 The periodical "Union Postale" shall be distributed in proportion to the number of contribution units assigned to each member country and designated operator under article **150** of the General Regulations.

5.3 Over and above the number of copies distributed free of charge by virtue of the rules set out under 5.1, member countries and designated operators may purchase International Bureau publications at cost price.

6 Publications published by the International Bureau shall also be sent to the Restricted **Unions**.

Article RL 272
Period of retention of documents

1 Documents of the international service shall be kept for a minimum period of 18 months from the day following the date to which they refer. However, if the documents are reproduced on microfilm, microfiche or similar medium, they may be destroyed as soon as it is established that the reproduction is satisfactory.

2 Documents concerning a dispute or inquiry shall be kept until the matter has been settled. If the initiating designated operator, being duly informed of the result of the inquiry, allows six months to pass from the date of the communication without raising any objections, the matter shall be regarded as closed.

Article **RL 273**
Forms

1 The forms shall be in conformity with the annexed specimens.

2 The texts, colours and dimensions of forms as well as other characteristics such as the position reserved for entering the barcode shall be those prescribed in these Regulations.

3 Forms for the use of the public shall bear an interlinear translation in French when they are not printed in that language.

4 Forms for the use of designated operators in their relations with one another shall be drawn up in French with or without interlinear translation, unless the designated operators concerned arrange otherwise by direct agreement.

5 Forms as well as any copies thereof shall be completed in such a way that the entries are fully legible. The original form shall be sent to the appropriate designated operator or to the party most concerned.

6 Wherever an office of exchange needs to be specified on a postal form, the rules as specified in article **RL 173** shall apply.

Article **RL 274**
Forms for the use of the public

1 For the purpose of applying article **RL 273.3**, the following shall be considered as forms for the use of the public:

CN 01 (International reply coupon);

CN 07 (Advice of receipt/of delivery/of payment/of entry);

CN 08 (Inquiry);

CN 11 (Franking note);

CN 14 (Collective envelope);

CN 17 (Request for withdrawal from the post, alteration or correction of address, cancellation or alteration of the COD amount);

CN 18 Declaration concerning the non-receipt (or receipt) of a postal item;

CN 22 (Customs declaration label);

CN 23 (Customs declaration);

CN 29 (COD label);

CN 29ter (Coupon for COD items).

Article **RL 275**
Application of standards

1 The execution of some Regulations may involve the application of certain standards. Member countries and/or designated operators should refer to the relevant UPU standard publications which contain the standards approved by the UPU.

2 Except where the application of a UPU standard is explicitly required by a reference to it in the Regulations, the application of UPU standards shall be voluntary. Nevertheless, member countries and/or designated operators are advised to adhere to the standards that are relevant to their domestic and international operations in order to enhance processing efficiency and the interoperability of their systems and processes.

3 A UPU standard should be adopted in its entirety. Member countries and/or designated operators shall ensure that their use of a UPU standard is fully compliant with the requirements specified therein. They may deviate from recommendations only to the extent permitted by the standard concerned.

Article **RL 276**
Environmental aspects

1 Designated operators should make their products and services as environment friendly as possible within the limits imposed by technologies and resources.

2 The consumption of materials and energy should be optimized and be the minimum consistent with the efficient conduct of operations.

3 Materials used should comply with non-pollution or non-toxic standards established by the relevant national and international agencies.

4 Designated operators should promote the recycling of paper and other materials. They should also promote the use of recycled materials.

Chapter 18

Transitional and final provisions

Article **RL 277**
Entry into force and duration of the Letter Post Regulations

1 These Regulations shall come into force on the day on which the Universal Postal Convention comes into operation.

2 They shall have the same duration as that Convention unless the Postal Operations Council decides otherwise.

Done at Berne, on **15 April 2013**.

For the Postal Operations Council:

Masahiko METOKI Chairman	Bishar A. HUSSEIN Secretary General

Final Protocol to the Letter Post Regulations

At the moment of proceeding to approval of the Letter Post Regulations the Postal Operations Council has agreed the following:

Article RL I
Special charges

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

Article **RL II**
Printed papers. Maximum weight

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

Article **RL III**
Special provisions applicable to each category of items

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

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

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

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

5 Notwithstanding article **RL 126.4.5**, in the absence of bilateral agreement, Iraq will not accept as enclosures in printed papers posted in bulk any cards, envelopes or wrappings bearing a sender's address that is not located in the country of origin of the item.

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

7 Notwithstanding article RL 126.6, the Russian Federation reserves the right not to accept unregistered small packets. Small packets shall be made up according to the provisions of articles RL 137 and RL 189.

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

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

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

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

Article **RL IV**
Standardized items

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

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

3 Article RL 130, §§ 1 and 4, shall not apply to Japan.

Article RL V
Dangerous goods admitted exceptionally

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

Article RL VI
Admissible radioactive materials, infectious substances, and lithium cells and lithium batteries

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

Article **RL VII**
Conditions of application of postage charges

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

Article RL VIII
Marking of items sent free of postal charges

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

Article **RL IX**
Registered M bags

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

Article **RL X**
Maximum limits for insured items

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

Inward letter-post items

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

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

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

Inward letter-post items

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

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

Article **RL XI**
Insured items

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

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

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

Article **RL XII**
IBRS accounting charges

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

Article **RL XIII**
Treatment of items wrongly admitted

1 Afghanistan, Angola, Djibouti and Pakistan shall not be obliged to comply with the provisions laid down in article **RL 149.4**, according to which "This notification shall clearly indicate the prohibition under which the item falls and the articles which gave rise to its seizure."

2 Afghanistan, Angola, **Argentina,** Australia, Azerbaijan, **Canada,** Dem. People's Rep. of Korea, Djibouti, Estonia, Kazakhstan, Kyrgyzstan, Nepal, Sudan, Tajikistan, Turkmenistan, Ukraine, Uzbekistan and Viet Nam reserve the right to provide the information about the reasons for the seizure of a postal item only within the limits of the information provided by the customs authorities and in accordance with internal legislation.

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

4 France shall apply the provisions of article RL 149.6 only to items for the blind, without prejudice to its national regulations.

Article **RL XIV**
Redirection

1 The provisions in article **RL 150.2** shall not apply to the designated operators of Denmark**,** Finland **and Sweden,** whose equipment during the sorting process automatically redirects mail to an addressee that has changed address.

Article **RL XV**
Treatment of inquiries

1 Notwithstanding article **RL 154**, the United States of America reserves the right not to accept CN 08 inquiries from the designated operator of origin for registered items sent as transit à découvert items and declines to accept liability for these types of prohibited items.

Article **RL XVI**
Items subject to customs control

1 Notwithstanding article **RL 156**, the United Kingdom of Great Britain and Northern Ireland will not accept liability for obtaining the signature of the sender on the forms CN 22 and CN 23 to the effect that the item does not contain any dangerous article prohibited by the postal regulations.

Article RL XVII
Delivery of a rifled or damaged registered or insured item

1 Notwithstanding article RL 160, §§ 1 and 2, the United States of America reserves the right to not apply the provisions to registered letter-post items.

2 Notwithstanding the new provisions of article RL 160, Argentina reserves the right to withhold application of those provisions until it has carried out a study determining the mechanisms for recovery and management of the costs associated with the operating procedures.

3 Notwithstanding articles RL 160.1 and 2, Brazil reserves the right to defer application of the relevant provisions concerning the CN 24 report.

4 Notwithstanding the provisions of article RL 160, Canada reserves the right to report on the delivery of a rifled or damaged registered item to the addressee, the designated operator of the country of origin and/or the sender by electronic or any other means.

Article RL XVIII
Procedures for determining the liability of designated operators

1 Notwithstanding article RL 166, §§ 2 and 3, the United States of America reserves the right to not apply the provisions to registered letter-post items.

2 Notwithstanding article RL 166.2, Argentina reserves the right to not issue the CN 24 form.

3 Notwithstanding article RL 166, §§ 2 and 3, Canada shall be authorized to not apply the provisions in the case of registered items

Article **RL XIX**
Bags

1 The provisions of article **RL 178.2.10** shall not apply to Great Britain, whose national legislation requires a lower weight limit. Health and safety legislation in Great Britain limits the weight of mail bags to 20 kilogrammes.

2 Notwithstanding article RL 178.2.10, the Dem. People's Rep. of Korea reserves the right to limit the weight of mail bags to 20 kilogrammes.

Article RL XX
Labelling of mails

1 France shall apply the provisions of article RL 188.8 to items for the blind without prejudice to its national regulations.

Article **RL XXI**
Routeing of mails

1 Azerbaijan, Bolivia, Estonia, Latvia, Tajikistan, Turkmenistan and Uzbekistan will recognize only the costs of the conveyance effected in accordance with the provision concerning the line shown on the CN 35 **receptacle** labels of airmail dispatches and on the CN 38 delivery bills.

2 Having regard to the provision in 1, France, Great Britain, Greece, Italy, Senegal, Thailand and the United States of America will forward closed airmails only on the conditions laid down in article **RL 191.4**.

Article **RL XXII**
Special transit charges

1 Greece reserves the right to raise by 30% the land transit charges and by 50% the sea transit charges given in article **RL 208.1**.

2 Australia, Finland and Singapore reserve the right to raise by 50% the land and sea transit charges given in article **RL 208.1**.

3 The Russian Federation shall be authorized to collect a supplement of 0.65 SDR in addition to the transit charges indicated in article **RL 208.1** for each kilogramme of letter-post items conveyed in transit over the Trans-Siberian route.

4 Egypt and Sudan shall be authorized to collect a supplement of 0.16 SDR in addition to the transit charges indicated in article **RL 208.1** for each bag of letter post in transit via Lake Nasser between Shallal, Egypt, and Wadi Halfa, Sudan.

5 Panama (Rep.) shall be authorized to collect a supplement of 0.98 SDR to the transit charges mentioned in article **RL 208.1** for each bag of letter post in transit through the Isthmus of Panama between the ports of Balboa on the Pacific Ocean and Cristobal on the Atlantic Ocean.

6 Finland shall be authorized to collect a supplement for each kilogramme of letter-post items addressed to the Åland Islands.

6.1 For airmail and priority mail the supplement shall be the relevant land transit charge and the relevant air conveyance charge.

6.2 For surface mail and non-priority mail the supplement shall be the relevant land transit charge and the relevant sea conveyance charge.

7 Exceptionally, Panama (Rep.) shall be authorized to collect a charge of 0.65 SDR per bag for all mails stored or transhipped in the port of Balboa or Cristobal, provided that it does not receive any payment in respect of land or sea transit for those mails.

8 Notwithstanding article **RL 208.1**, the designated operator of Afghanistan shall be authorized provisionally, because of its special difficulties as regards means of conveyance and communication, to effect the transit of closed mails and à découvert correspondence across its territory on terms specially agreed with the designated operators concerned.

9 Notwithstanding article **RL 208.1**, the Syria–Iraq motor services shall be considered as extraordinary services giving rise to the collection of special transit charges.

10 Denmark shall be authorized to collect a supplement for each kilogramme of letter-post items addressed to the Faroe Islands or Greenland.

10.1 For airmails, priority mails and S.A.L. mails, the supplement shall be the relevant charges for handling transit airmails and the relevant air conveyance charge.

10.2 For surface mails and non-priority mails, the supplement shall be the relevant land transit charges and the relevant sea transit charges.

10.3 For airmails, priority mails, surface mails, non-priority mails and S.A.L. mails in transit à découvert to the Faroe Islands or Greenland, Denmark shall be authorized to collect transit charges (conveyance and handling costs and terminal dues increments) as calculated in article **RL 211.1**.

11 Ukraine reserves the right to increase by 50% the sea transit charges set out in article **RL 208.1**.

12 Germany shall have the right to raise by 50% the sea transit charges given in article **RL 208.1**.

Article **RL XXIII**
Accounting for bulk mail

1 Notwithstanding article **RL 237.2.2**, accounts submitted to the designated operators of Australia, Canada and the United States of America shall not be considered accepted, nor shall payment be due, until six weeks after those accounts are received, unless the accounts are received within seven days of the date they are prepared by the creditor designated operator.

Article **RL XXIV**
Submission and acceptance of CN 55, CN 66 and CN 67 statements, CN 51 detailed accounts and CN 52 general accounts

1 Notwithstanding article **RL 248.6**, accounts submitted to the designated operators of the United States of America and the Lao People's Dem. Rep. shall not be considered accepted, nor shall payment be due, until six weeks after those accounts are received, unless the accounts are received within seven days of the date they are dispatched by the creditor designated operator.

2 Notwithstanding article **RL 248.6** and 7, accounts submitted to the designated operators of Australia, China (People's Rep.) and Saudi Arabia shall not be considered accepted until two months after those accounts are received, nor shall payments be due until six weeks after those accounts are received, if the direct billing system is applied, unless the accounts are received within seven days of the date they are dispatched by the creditor designated operator.

Article **RL XXV**
International reply coupons issued before 1 January 2002

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

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

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

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

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

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

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

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

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

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

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

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

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

Article **RL XXVII**
Adjustment of debts arising from the settlement of accounts through the International Bureau clearing system in effect before 1 January 2001

1 Debts payable as a result of the settlement of accounts through the International Bureau clearing system in effect before 1 January 2001 by any designated operator which are overdue after the deadline for settlement of the final clearing system statements from the last quarter of 2000 may be adjusted against credits due to the debtor from any other designated operator. Before undertaking such a step, the International Bureau shall consult the creditor concerned and send a reminder to the defaulting debtor. If no payment is made within a period of one month from the date of this reminder, the International Bureau is competent to unilaterally make the necessary accounting adjustments after informing all the parties concerned.

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

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

Article **RL XXVIII**
Forms

1 Notwithstanding article **RL 273**, the designated operators of Brazil, Germany, Hungary (Rep.), Luxembourg and the United States of America may modify the dimensions and format of the CN 07 form.

2 Notwithstanding article **RL 273.2**, France may make the following changes to the CN 07 form:

2.1 add a barcode with bars and/or digits that complies with the technical specifications accepted in the standards approved by the UPU;

2.2 include a quiet zone in the lower part;

2.3 add in the addressee box standard orange-coloured machine-readable guide lines for writing and enlarge the "Addressee of item" and "Return to" areas;

2.4 incorporate the English version of the mandatory information to be completed at destination.

3 Notwithstanding article **RL 273.2**, Italy may make the following changes to the CN 07 form:

3.1 colour the addressee box in white and add internal machine-readable guide lines for writing;

3.2 colour the quiet zone in the lower part in white;

3.3 in the "Nature of the item" box, delete the products for which the advice of delivery service is not provided;

3.4 move from the lower left-hand side to the lower right-hand side the information concerning the signature of the form.

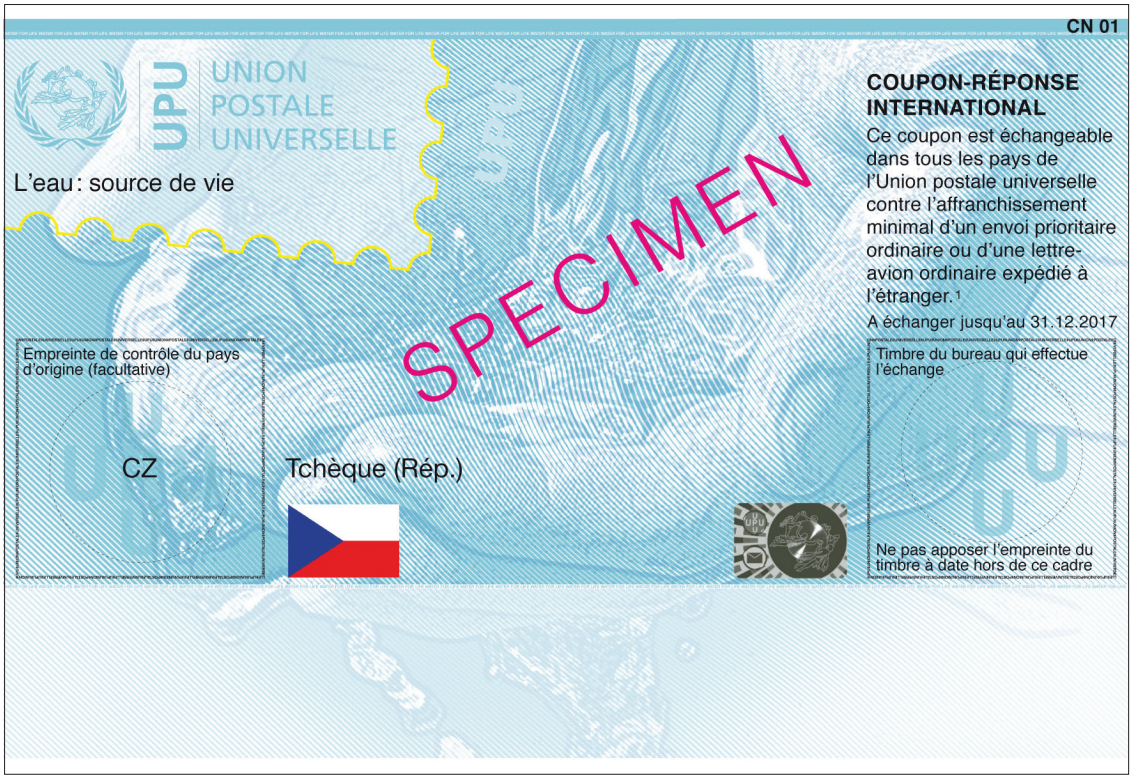
This Protocol shall have the same force and the same validity as if its provisions were inserted in the actual text of the Regulations to which it refers.

Done at Berne, on **15 April 2013**.

For the Postal Operations Council:

Masahiko METOKI	Bishar A. HUSSEIN
Chairman	Secretary General

Annexes: Forms



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

Size 149 x 102 mm

Creditor designated operator

DETAILED STATEMENT
Reply coupons

CN 02bis

Designated operator which issued the reply coupons	Date of statement
	Period of statement

	Number	Amount
		SDR
Coupons of 0.74 SDR		

The designated operator preparing the statement
Place, date and signature of official

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

Size 210 x 148 mm

Designated operator
and postal address

DETAILED STATEMENT
Reply coupons exchanged

Date

CN 03

UPU International Bureau
International Reply Coupons
P.O. Box 312
3000 BERNE 15
SWITZERLAND

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

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

Designated operator 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 two options:

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

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

Choice of currency:

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

☐ *OPTION 2: enter the sum of _____ SDR to our designated operator's credit with the International Bureau.*

Designated operator. Authority responsible for international accounts.

Name and title of signatory

Stamp, date and signature

Size 210 x 297 mm

Creditor designated operator

RECAPITULATIVE STATEMENT
Reply coupons

CN 03bis

Debtor designated operator	Date of statement
	Period of statement

Reply coupons

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

The creditor designated operator
Place, date and signature

Size 210 x 148 mm

CN 04

Size 74 x 26 mm, with capital R and line under serial number in red or black, if the regulations of the designated operator of origin allow

CN 05bis

Size 74 x 26 mm, colour red on white

CN 06

Size 37 x 13 mm, colour pink

CN 06

Size 74 x 26 mm, colour pink

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

Designated operator of origin

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

CN 07

Office of posting	Date
Addressee of the item	

Nature of the item

☐ Priority/ Letter	☐ Non-priority/ Printed paper	☐ Parcel	☐
☐ Registered No of item		☐ Insured Amount	
☐ Ordinary money order ☐ Inpayment money order	☐ Outpayment cheque	Amount	

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)		

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

A.R.

On postal service

Stamp of the office returning the advice

Priority/
By airmail

To be filled in by the sender

Return to

Name
Street and No
Locality and country

Size 210 x 105 mm, with a tolerance of 2 mm, colour light red

Designated operator of origin (Serial No.) **CN 08**

INQUIRY

☐ Registered ☐ Insured

Office of origin (to which the form is to be returned). Fax No.	Date of inquiry / References Date of duplicate
	Service of destination. Fax 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	☐ Advice of receipt not returned	☐ Unexplained return of item	☐ 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	Amount of indemnity, including charges (in SDR)		
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.			☐ The sender requests the addressee's declaration on a CN 18 form	
Addressee	Name and full address. Telephone No.				
Contents (precise description)					
Item found	To be sent to ☐ the sender	☐ the addressee			

Particulars to be supplied by the office of exchange

Mail in which the item was sent abroad	☐ 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	Date and signature	

Size 210 x 297 mm

Particulars to be supplied by the intermediate services

Mail in which the item was sent	☐ 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	Date and signature	

Particulars to be supplied by the service of destination

In case of delivery	☐ The item was duly delivered to the rightful owner		Date
	In case of damage or delay, give the reason in the “Final reply” part under “Any other comments”		
In case of non-delivery	The item ☐ is being held at	Name of office	
		Reason	
	☐ was returned to the office of origin	Date	
		Reason	
	☐ was redirected	Date	
		New address in full	
	☐ The item has not been received at the office of destination. The addressee’s CN 18 declaration is attached		
COD	Dispatch of COD amount	Date	No. of money order
	The amount was sent ☐ to the sender of the item		
	☐ to the giro office	Name of giro office	
	☐ The amount was credited to the giro account	No.	
	☐ COD amount has not been collected	Reason	
Delivery office	Name, date and signature		

Final reply

The investigations made in our service have been unsuccessful. If the item under inquiry has not been received back by the sender, we authorize you to compensate the inquirer within the prescribed limits and to debit us in a CP 75 or CN 48 account, as appropriate

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

Designated operator of destination. Date and signature

RECEIPT FOR CN 08 INQUIRY LODGED

Inquiry No. _____

Inquiry made in the post office of (place) _____ **on (date)** _____

Item under inquiry

Item posted in the post office of (place) _____ **on (date)** _____

Item No. _____

☐ Priority ☐ Non-Priority ☐ Letter ☐ _____
☐ Printed matter ☐ Small packet ☐ Registered ☐ Insured
☐ Parcel

Weight _____ Delivered on (date, if known) _____

Insured for _____ Amount and currency of reimbursement _____

Special indications

☐ Express ☐ Advice of delivery ☐ Cash-on-delivery

Inquiry about

☐ Undelivered item ☐ Missing contents ☐ Damaged item
☐ Delay ☐ Non-completed advice of delivery ☐ Amount of reimbursement
☐ Other (please specify) _____

Person making the inquiry

Full name/Address/Postcode/City/Country

_____

Reply procedure

Please let us know how you prefer to receive our answer:

☐ Fax No. _____ ☐ Phone No. _____ ☐ E-mail _____
☐ Post _____ ☐ Other _____

In the case of items for which reimbursement may be due please indicate the preference of the sender/addressee/other person

Sender/Addressee/Other person (Full name/Address/Postcode/City/Country)

_____

☐ Giro ☐ Money order ☐ Cash ☐ Giro account No. _____

Sender

Full name/Address/Postcode/City/Country

_____

Addressee

Full name/Address/Postcode/City/Country

_____

Description of contents

_____

(Section to be detached and given to customer)

Designated operator

For details, please contact our International Claims/Inquiries Office:

Tel: _____ Fax: _____ E-mail: _____

Opening days _____ Opening hours _____

This receipt acknowledges the lodging of your request for information about the following item

Receipt for inquiry No. _____

Inquiry made in the post office of _____ on (date) _____

Item posted at the post office of (place) _____ on (date) _____

Kind of item _____ Item No. _____

Destination country _____

Signature of post office official receiving the inquiry Date stamp

_____

To be kept by the customer

Size 210 x 297 mm

Designated operator preparing the form

STATEMENT OF IBRS ITEMS SENT

Date

CN 09

☐ Priority

☐ By air
☐ By surface

Dispatching designated operator	Month	Year
Dispatching office of exchange	Designated operator 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

Size 210 x 297 mm

Designated operator preparing the form

RECAPITULATIVE STATEMENT OF IBRS ITEMS

CN 10

Date

☐ Priority ☐ By air ☐ By surface

Dispatching designated operator	Year
Designated operator 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				

Designated operator of origin
Place and signature

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

Size 210 x 297 mm

CN 11

Coupon to be handed to the sender

Part A
To be filled in by the designated operator 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 designated operator 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 designated operator

Designated operator

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)

Size 148 x 210 mm (148 x 105 mm when parts A and B are folded one upon the other), colour yellow

CN 11

Part B
To be filled in by the designated operator 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 designated operator*	Designated operator
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 designated operator

DETAILED MONTHLY ACCOUNT
Customs, etc, charges

Date

CN 12

Debtor designated operator	Month
	Year

Notes
To be filled in by typewriter or computer printer

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

Creditor designated operator
Signature

Size 210 x 297 mm

Designated operator of

Office preparing the report

REPORT
Information about a seized postal item

CN 13

Date

Reference

To the designated operator of

Notes
One form is sufficient for several items posted at the same time by the same sender to the same addressee

Description of seized item	Nature of item ☐ 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 ☐ Dangerous goods ☐ Violates import regulations ☐ Narcotics ☐ Violates public/moral/religious precepts ☐ Counterfeit or pirated 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

Size 210 x 297 mm

Designated operator of origin

On postal service

CN 14

Date stamp

COLLECTIVE ENVELOPE
Redirection of letter-post items

Notes
This envelope may be opened by the office of delivery
It must not contain any item to be submitted to customs control or which is likely to cause tears
If there are charges to be collected, mark with a “T” stamp in the middle of the upper part of the collective envelope
If the items are for sailors or passengers aboard the same ship or persons travelling as a party, the collective envelope shall bear the name of the ship or the agency to which the items are to be delivered

Full address of addressee

Name of addressee
Care of (where appropriate)
Street and No.
Locality or office of destination
Country of destination

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

RETURN **CN 15**

- ☐ Unknown
- ☐ Refused
- ☐ Moved
- ☐ Unclaimed
- ☐ Insufficient/ Non-existent address
- ☐ Refused by Customs
- ☐

Return date:

Maximum size 52 x 52 mm, colour pink

Dispatching designated operator

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 item	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

Size 210 x 297 mm

Country of origin

REQUEST

CN 17

Date

Notes
To be sent by registered post

☐ For withdrawal from the post ☐ For alteration or correction of address ☐ For cancellation or alteration of the COD amount

Office of origin	Office of destination
Our fax No.	Fax No.

Description of item	Nature of item	No. of item	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 New COD amount (in words and figures)	☐ Please alter the COD amount	

Signature

Particulars to be supplied by the office of exchange

To be supplied for parcels and registered and insured items only	Mail in which the item was sent abroad	☐ 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 38)
		Serial No.	☐ Dispatch list (CN 16)	
		☐ Bulk advice	Date and signature	

Size 210 x 297 mm

Reply of the office of destination

- ☐ The item in question has already been delivered to the addressee
- ☐ The item in question has been seized under the country's internal legislation
- ☐ The request was not explicit enough; please send additional details
- ☐ The search was unsuccessful

Additional information

Place, date and signature

To be returned, duly completed, to the office of origin

Designated operator

DECLARATION concerning non-receipt (or receipt) of a postal item

CN 18

Nature of item	☐ Priority ☐ Non-priority ☐ Parcel ☐ Registered ☐ Letter ☐ Printed paper ☐ Small packet ☐ ☐ Insured ☐ Recorded delivery
Special particulars	Insured value
	☐ Airmail ☐ S.A.L. ☐ Express ☐ Advice of receipt ☐
	☐ COD — COD amount and currency
	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	☐ This item was delivered to me on — Date
	☐ I have not received this item by post or by any other means
	Place and date
	Signature

Size 210 x 297 mm

Creditor designated operator

DETAILED ACCOUNT
IBRS charges

CN 19

Date

Year of account

Debtor designated operator

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

	Quarter	Weight priority			Number of items		
		By air	By surface	Total	By air	By surface	Total
Mail dispatched	1st	kg	kg	kg			
	2nd						
	3rd						
	4th						
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
Totals (SDR)	A	B
Total amount (SDR)	C = A + B	
Items received	Weight	Number of items
	kg	
x rate	SDR	SDR
Totals (SDR)	D	E
Total amount (SDR)	F = D + E	
To be received (SDR)	G = C – F	

Creditor designated operator
Signature

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

Size 210 x 297 mm

Designated operator

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	Designated operator preparing the statement
	SDR

Additional information

Designated operator preparing the statement
Signature

Size 210 x 297 mm

Designated operator of origin

ADVICE
Redirection of a CN 08 form

CN 21

Office or service sending the advice. Fax No.	Date	Our reference
	Your date	Your reference
	Designated operator of origin of the inquiry	

Item concerned

Item under inquiry	☐ 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

Size 210 x 297 mm

CUSTOMS DECLARATION	May be opened officially	CN 22
Designated operator		**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)* (2)	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)

Size 74 x 105 mm, white or green

Instructions

To accelerate customs clearance, fill in this form in English, French or in a language accepted by the destination country. If the value of the contents is over 300 SDR, you must use a CN 23 form. You **must** give the sender's full name and address on the front of the item.

(1) Give a detailed description, quantity and unit of measurement for each article, e.g. 2 men's cotton shirts, especially for articles subject to quarantine (plant, animal, food products, etc.).

(2), (3), (6) and (7) Give the weight and value of each article and the total weight and value of the item. Indicate the currency used, e.g. CHF for Swiss francs.

(4) and (5) The HS tariff number (6-digit) must be based on the Harmonized Commodity Description and Coding System developed by the World Customs Organization. Country of origin means the country where the goods originated, e.g. were produced, manufactured or assembled. It is recommended you supply this information and attach an invoice to the outside as this will assist Customs in processing the items.

(8) Your signature and the date confirm your liability for the item.

Note. – It is recommended that designated operators indicate the equivalent of 300 SDR in their national currency

CUSTOMS DECLARATION

CN 23

Important!
See instructions on the back

May be opened officially

(Designated operator)

From
Name
Business
Street
Postcode City
Country

Sender's customs reference (if any)

No. of item (barcode, 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	

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.

Designated operator

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		

Size 210 x 297 mm

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)

Priority – LC

CN 25

By airmail

Dispatching designated operator

Dispatching office

Dispatching official

Office of destination

In case of irregularity, this label must be attached to the verification note

Size 105 x 74 mm or 148 x 105 mm, colour white

AO

CN 25

By airmail

Dispatching designated operator

Dispatching office

Dispatching official

Office of destination

In case of irregularity, this label must be attached to the verification note

Size 105 x 74 mm or 148 x 105 mm, colour light blue

R

☐ Priority – LC

☐ AO

Number of registered items

CN 25

By airmail

Dispatching designated operator

Dispatching office

Dispatching official

Office of destination

In case of irregularity, this label must be attached to the verification note

Size 105 x 74 mm or 148 x 105 mm, colour pink

Note. – To take account of the needs of their service, designated operators may alter slightly the text, size or colour of these forms without, however, deviating too far from the instructions contained in the model.

Priority – LC

Items à découvert

By airmail

CN 25

Dispatching designated operator

Dispatching office

Dispatching official

Office of destination

No. of group of countries of destination

In case of irregularity, this label must be attached to the verification note

Size 105 x 74 mm or 148 x 105 mm, colour white

AO

Items à découvert

By airmail

CN 25

Dispatching designated operator

Dispatching office

Dispatching official

Office of destination

No. of group of countries of destination

In case of irregularity, this label must be attached to the verification note

Size 105 x 74 mm or 148 x 105 mm, colour light blue

R

☐ Priority – LC

☐ AO

Number of registered items

Registered items à découvert

By airmail

CN 25

Dispatching designated operator

Dispatching office

Dispatching official

Office of destination

No. of group of countries of destination

In case of irregularity, this label must be attached to the verification note

Size 105 x 74 mm or 148 x 105 mm, colour pink

Note. – To take account of the needs of their service, designated operators may alter slightly the text, size or colour of these forms without, however, deviating too far from the instructions contained in the model.

Priority – LC

CN 26

Dispatching designated operator

Dispatching office

Dispatching official

Office of destination

In case of irregularity, this label must be attached to the verification note

Size 105 x 74 mm or 148 x 105 mm, colour white

Non-priority – AO

CN 26

Dispatching designated operator

Dispatching office

Dispatching official

Office of destination

In case of irregularity, this label must be attached to the verification note

Size 105 x 74 mm or 148 x 105 mm, colour light blue

R

☐ Priority – LC

☐ Non-priority – AO

Number of registered items

CN 26

Dispatching designated operator

Dispatching office

Dispatching official

Office of destination

In case of irregularity, this label must be attached to the verification note

Size 105 x 74 mm or 148 x 105 mm, colour pink

Note. – To take account of the needs of their service, designated operators may alter slightly the text, size or colour of these forms without, however, deviating too far from the instructions contained in the model.

Designated operator

TABLE
Routes and methods of transmission of insured items

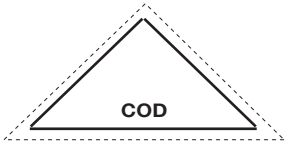
CN 27

Notes
Countries for which the above-mentioned designated operator accepts insured items in transit on the conditions given below

Serial No.	Country of destination	Routes	Intermediate countries and sea services to be used	Limit of insured value	Observations
1	2	3	4	5	6

Size 210 x 297 mm

CN 29



Size 37 x 18 mm (base x height), colour orange

CN 29bis

COD

Currency unit/amount

to be credited to account No.

of (bank)

Giro centre/Bank branch

Size 105 x 75 mm, triangle orange

COD

INTERNATIONAL COD COUPON CN 29ter

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

Name and address of sender of postal item (payee of payment order) (1)	Currency (2) / COD amount in figures (2)
Family name / Given name	COD amount in words (2)
Address	**Postal item details**
	Identification/item No (4)
Postcode / Town	Type of service (5)
Country	
Name and address of addressee of postal item (sender of payment order) (3)	**Account details (6)**
Family name / Given name	Giro account No/IBAN
Address	
	Giro centre/BIC/Financial institution
Postcode / Town	
Country	Reference No

Important: See instructions on back

Size 210 x 148 mm

Instructions:

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

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

Dispatching designated operator

Dispatching office of exchange

LETTER BILL
Exchange of mails

Date of dispatch

Mail No.

CN 31

☐ Priority
☐ Non-priority

☐ By airmail
☐ By S.A.L.
☐ By surface

Office of exchange of destination	Flight No./Train No./Name of ship
	Transit designated operator(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	
P or P/G	G	E	Mixed mails	Mail exempt from terminal dues	Subject to transit charges and exempt from terminal dues	Up to 5 kg	More than 5 kg
Number	Number	Number	Number	Number	Number	Number	Number
Weight kg g	Weight kg g	Weight kg g	Weight kg g	Weight kg g	Weight kg g	Weight kg g	Weight kg g
Total weight of mail						kg	g

3 Summary of items entered in the mail

Number of receptacles containing	Number of inner packets containing	Number of	Number of items subject to terminal dues	Number of items exempt from terminal dues
Registered items[1]	Registered items[1]	CN 33 special lists[1]	Registered items[1]	Registered items[1]
Insured items[1]	Insured items[1]	CN 16 dispatch lists[1]	Insured items[1]	Insured items[1]
Express items[1]	Express items[1]		Express items[1]	Express items[1]

4 Official notes

Presence of unregistered items		Presence of registered items		
☐ airmail	☐ COD	☐ airmail	☐ COD	
☐ CN 44 trial 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

6 Registered items

Bulk entry[1] In words	In figures
Individual entry[1] Specify contents on CN 33	

Dispatching office of exchange
Signature

Office of exchange of destination
Signature

[1] Indicate "Nil" if there are no items

Size 210 x 297 mm

Dispatching designated operator

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 designated operator(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			Presence of registered items		
	☐ express	☐ airmail	☐ COD	☐ 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

Size 210 x 297 mm

Dispatching designated operator

Dispatching office of exchange

SPECIAL LIST
Registered items

CN 33

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	Origin	Observations	Serial No.	No. of the item	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

Size 210 x 297 mm or 210 x 148 mm

Posts

from	to
Mail No.	
Date of dispatch	
Priority/ Non-priority – Bulk mail[1]	Via
Number of items[2]	Ship
Exempt[3] ☐	Port of disembarkation
kg	FRLEHA IDJKTC CUA5 0003 00200 0155

CN 34

Format[4]

Size 148 x 90 mm, colour vermilion red, white, light blue, violet or green

[1] On red labels: Priority/Non-priority – Bulk mail or LC/AO – Bulk mail
On white labels: Priority or LC/AO
On blue labels: Non-priority or AO; designated operators have the option of printing check boxes for “Non-priority (AO)” and for “M bags”
On violet labels: Bulk mail

[2] Only for red and violet labels

[3] Only for red, white, blue or green labels; for green labels “SV (Exempt)”, without check box

[4] P: small letters; G: large letters; E: bulky letters; X: mixed letters; P/G or S: small and large letters

Notes:

- To take account of the needs of their service, designated operators may alter slightly the text and size of this form without, however, deviating too far from the instructions contained in the model
- Green labels must bear the indication “Empty bags”
- Designated operators using barcodes in their service may use CN 34 labels similar to the above model bearing these codes in addition to the information already provided for. This model is given only as an example. Designated operators may use barcodes that comply with UPU technical standard S9

Posts

from	to
Mail No.	
Date of dispatch	
Priority/Non-priority	Via
Number of items	Ship
	Port of disembarkation
kg	FRLEHA IDJKTC CUA5 0003 00200 0155

CN 34

Direct access

Size 158 x 110 mm, colour white, violet striped border

Posts

from

By airmail

CN 35

Format[4]

Mail No.

to

Date of dispatch

Priority – Bulk mail[1]

Number of items[2]

Flight No.

Exempt[3] ☐

kg

Airport of transhipment

Offloading airport

FRLEHA IDJKTC CUA5 0003 00200 0155

Size 148 x 90 mm, colour vermilion red, white, light blue, violet or green

[1] On red labels: Priority/Non-priority – Bulk mail or LC/AO – Bulk mail
On white labels: Priority or LC/AO
On blue labels: AO; designated operators have the option of printing check boxes for “AO” and for “M bags”
On violet labels: Bulk mail

[2] Only for red and violet labels

[3] Only for red, white, blue or green labels; for green labels “SV (Exempt)”, without check box

[4] P: small letters; G: large letters; E: bulky letters; X: mixed letters; P/G or S: small and large letters

Notes:

- To take account of the needs of their service, designated operators may alter slightly the text and size of this form without, however, deviating too far from the instructions contained in the model
- Green labels must bear the indication “Empty bags”
- Designated operators using barcodes in their service may use CN 35 labels similar to the above model bearing these codes in addition to the information already provided for. This model is given only as an example. Designated operators may use barcodes that comply with UPU technical standard S9

Posts

from

By airmail

Direct access

CN 35

Mail No.

to

Date of dispatch

Priority

Number of items

Flight No.

Airport of transhipment

Offloading airport

kg

FRLEHA IDJKTC CUA5 0003 00200 0155

Size 158 x 110 mm, colour white, violet striped border

Posts

from

S.A.L.
surface airlifted

CN 36

Format[4]

Mail No.

to

Date of dispatch

Non-priority –
Bulk mail[1]

Number of items[2]

Flight No.

Exempt[3] ☐

kg

Airport of transhipment

Offloading airport

FRLEHA IDJKTC CUA5 0003 00200 0155

Size 148 x 90 mm, colour vermilion red, white, light blue, violet or green

[1] On red labels: Non-priority – Bulk mail or LC/AO – Bulk mail
On white labels: LC/AO
On blue labels: Non-priority or AO; designated operators have the option of printing check boxes for “Non-priority (AO)” and for “M bags”
On violet labels: Bulk mail

[2] Only for red and violet labels

[3] Only for red, white, blue or green labels; for green labels “SV (Exempt)”, without check box

[4] P: small letters; G: large letters; E: bulky letters; X: mixed letters; P/G or S: small and large letters

Notes:
- To take account of the needs of their service, designated operators may alter slightly the text and size of this form without, however, deviating too far from the instructions contained in the model
- Green labels must bear the indication “Empty bags”
- Designated operators using barcodes in their service may use CN 36 labels similar to the above model bearing these codes in addition to the information already provided for. This model is given only as an example. Designated operators may use barcodes that comply with UPU technical standard S9

Posts

from

S.A.L.
surface airlifted

Direct access

CN 36

Mail No.

to

Date of dispatch

Non-priority

Number of items

Flight No.

Airport of transhipment

Offloading airport

kg

FRLEHA IDJKTC CUA5 0003 00200 0155

Size 158 x 110 mm, colour white, violet striped border

Designated operator of origin

DELIVERY BILL
Surface mails

CN 37

Office of exchange of origin of the bill

Date

Serial No

Office of destination of the bill

☐ By train
☐ By ship
☐ By motor vehicle

Date of departure | Time

☐ Priority ☐ Non-priority

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							

Dispatching office of exchange
Signature

The official of the carrier
Date and signature

Office of exchange of destination
Date and signature

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

Size 210 x 297 mm

Designated operator 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	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, etc.			Observations (including the number of M bags and/or loose parcels)
			letter-post recepta-cles	CP recepta-cles and loose parcels	EMS recep-tacles	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

Size 210 x 297 mm

Designated operator of origin

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

CN 41

Office of origin of the bill

Date

Serial No.

Office of destination of the bill

Flight No.		Date of departure	Time
Airport of direct 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

Size 210 x 297 mm

CN 42

Posts

Transbordement direct
Direct Transfer

Size 148 x 90 mm, colour orange

Designated operator of origin

Office of origin of the note

VERIFICATION NOTE
Exchange of mails

CN 43

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

	Letter post	No. 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)					

Size 210 x 297 mm

3 Irregularities concerning the mail subject to terminal dues

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

Dispatching designated operator

TRIAL NOTE

CN 44

Date

Determination of the most favourable route

☐ for a letter-post or parcel mail
☐ for items sent à découvert

Designated operator of destination	To be returned to

Notes
To be returned duly completed by the quickest route (air or surface)

To be filled in by the dispatching office

Mail	☐ 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.	
	☐ By train	No.	
	☐ By ship	Name of 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.
	☐ By train	No.
	☐ By ship	Name of ship
	☐ By	
Other information		

Signature

Size 210 x 297 mm

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

Size 229 x 162 mm, colour light blue

Airline originating substitute bill

SUBSTITUTE DELIVERY BILL

CN 46

Airport of origin of substitute bill

Date

☐ CN 38
☐ CN 41

Observations concerning mails as found	Designated operator of origin of mails

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 tran-ship-ment	Airport of off-loading	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

Designated operator taking delivery of mails
Date and signature

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 designated operators 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 designated operator of origin;
- two copies for the designated operator of destination or, if the mail is handed over to an intermediate designated operator, for the intermediate designated operator;
- if the mail is directly transhipped to another airline or airlines, three copies for each additional airline involved.

3 It will be the responsibility of the designated operator receiving the mail with a substitute document to provide the necessary copy to the designated operator of origin as an annex to a CN 43 verification note documenting the arrival of the mail without the original bills.

4 It will be the responsibility of the airlines to print the substitute documents in the format of the specimen agreed upon. The original and copies shall be white in colour.

5 The designated postal operator shall accept the substitute delivery bill, properly endorsed by the receiving office of exchange, for the settlement of accounts with the airlines.

Designated operator of origin

Office of origin of the bill

Office of destination

Designated operator to which receptacles belong

DELIVERY BILL
Mails of empty receptacles

CN 47

Date

Serial No.

☐ 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 recep-tacles returned	Gross weight	Observations
1	2	3	4	5	6
				kg[1]	
		Totals			

EMPTY RECEPTACLES

[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

Size 210 x 297 mm

Creditor designated operator

STATEMENT
Amounts due in respect of indemnity

Date

CN 48

☐ Letter post ☐ Postal parcels

Debtor designated operator	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 designated operator)	Amount in SDR	
1	2	3	4	5	
1					
2					
3					
4					
5					
6					
7					
8					
9					
			Total		

Creditor designated operator
Signature

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

[1] Any observations may be made on the available part of the front or on the back of the form

Size 210 x 297 mm

Creditor designated operator

DETAILED ACCOUNT
Transit charges

Date

CN 51

☐ Airmail ☐ Surface

Debtor designated operator	Month	Quarter	Year
	☐ Closed transit ☐ Transit à découvert items		☐ Missent items ☐ IAC

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 air transit à découvert and missent items													
Increase of 10% on the total amount for surface transit à découvert and missent items													
Additional charges for missent items													
Final total													–

Creditor designated operator
Signature

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

[1] If applicable LC/AO

Size 210 x 297 mm

Designated operator preparing the account

GENERAL ACCOUNT

Date

CN 52

	☐ Airmail		☐ Postal parcels
Corresponding designated operator	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 designated operator preparing the account	Balance of CN 19/CN 51/CP 75 accounts in favour of the corresponding designated operator	Observations
1	2	3	4	5
Received by the designated operator preparing the account		SDR	SDR	
Sent by the designated operator preparing the account				
Totals				
Less				
Credit balance				
Name of creditor designated operator				

Designated operator preparing the account
Signature

Seen and accepted by the designated operator receiving the account
Place, date and signature

Size 210 x 297 mm

Designated operator preparing the form (3 char. code and name)

STATEMENT OF SAMPLING

CN 53

Period of sampling

Form preparation date

- [ ] Day
- [ ] Month
- [ ] Quarter

- [ ] Mail received
- [ ] Mail dispatched

- [ ] Continuous sampling
- [ ] 48-day sampling
- [ ] 24-day sampling

Origin operator (3 char. code and name)
Destination operator (3 char. code and name)

Dispatching office of exchange	Office of exchange of destination	Mail category	Format of contents	Receptacle type[1]
Name	Name			
Code	Code			

Sample day	S9 receptacle identifier	Recep-tacle type[1]	Contents of receptacles					Observations
			Number of items	Gross weight		Net weight		
				kg	g	kg	g	
Total (fill on last page only)								

Receptacles received or dispatched during period of sampling (fill on last page only)		Total number of receptacles sampled during period of sampling (fill on last page only)
Total number	Total weight	

Office of exchange preparing the form
Signature

Page /

[1] See UPU code list 121. Fill on heading or column, depending on how form is used.

Size 210 x 297 mm

Designated operator preparing the statement

RECAPITULATIVE STATEMENT OF ITEMS

CN 54

☐ **Revision mechanism**
☐ **Exchange between countries in the target system**

Date

☐ LC/AO mixed
☐ P Small letters or P/G small and large letters
☐ G Large letters
☐ E Bulky items

☐ Mail received ☐ Mail dispatched Quarter ☐ Year ☐

Corresponding designated operator	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 designated operator must choose the estimation method to be used (monthly or quarterly)

Designated operator preparing the statement
Place and signature

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

Size 297 x 210 mm

Designated operator preparing the statement

ANNUAL RECAPITULATIVE STATEMENT

CN 54bis

☐ **Revision mechanism**
☐ **Exchange between countries in the target system**

Date

☐ LC/AO mixed
☐ P Small letters or P/G small and large letters
☐ G Large letters
☐ E Bulky items

☐ Mail received ☐ Mail dispatched

Corresponding designated operator	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 designated operator must choose the estimation method to be used (monthly or quarterly)
[2] To be taken from accepted CN 55 or CN 56 forms, as the case may be
[3] To be taken from CN 54 forms

Size 297 x 210 mm

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

Annual results		Priority/Non-priority – Air/S.A.L./Surface	Observations
	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 designated operator must choose the estimation method to be used (monthly or quarterly)
[2] To be taken from accepted CN 55 or CN 56 forms, as the case may be
[3] To be taken from CN 54 forms
[4] To be indicated only if revision mechanism is applied

Designated operator preparing the statement
Place and signature

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

Designated operator preparing the statement

ANNUAL RECAPITULATIVE STATEMENT OF ITEMS FOR EXCHANGES OF FORMAT-SEPARATED MAILS CN 54ter

Date

☐ Mail received ☐ Mail dispatched

Corresponding designated operator	Recording period

A. Calculation of the IPK value to be entered on the CN 61 detailed account on the basis of statistical returns

Summary of CN 54bis recapitulative statements

Format	Priority mail (air and surface)		Non-priority mail (S.A.L. and surface)		Total mails		
	Weight	Number of items	Weight	Number of items	Weight	Number of items	Average number of items per kg
P or P/G	kg		kg		kg		–
G							–
E							–
Total	a		b		c		

B. Calculation of the IPK value to be entered on the CN 61 detailed account on the basis of the IPK values fixed by the POC in accordance with articles RL 229 and RL 230

Summary of CN 56bis recapitulative statements of mails

Format	Priority mail (air and surface)	Non-priority mail (S.A.L. and surface)	Total mails			
	Weight	Weight	Weight	Average number of items per kg	Number of items	Terminal dues rate[1]
P or P/G	kg	kg	kg		kg	SDR/kg –
G						–
E						–
Total	d	e	f	g = h/f	h	i

[1] The resulting terminal dues rate is entered on the CN 61 detailed account in the case of format-separated mails exchanged in the transitional system.

Designated operator preparing the statement
Place and signature

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

Size 297 x 210 mm

Designated operator preparing the form

STATEMENT OF MAILS

Date

CN 55

☐ Priority
☐ Non-priority

☐ By airmail
☐ By S.A.L.
☐ By surface

Dispatching designated operator	Dispatching office of exchange	Transit designated operator(s)	Designated operator of destination	Office of exchange of destination	Month	Year

Summary of CN 31 and/or CN 32 letter bills

Date of dispatch	Mail No.	Weight – Mail subject to terminal dues		Weight – Mail exempt from terminal dues		M bags: 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]		Forwarding route used for transit	Obser-vations
1	2	3		4		5		6	7		8		9	10		11	12	13		14	15
		kg	g	kg	g	kg	g		kg	g	kg	g		kg	g			kg	g		
	Totals	A		B		C		D	E		F		G	H		I	J	K			

Weight of M bags

Weight subject to terminal dues	Bags up to 5 kg	kg	L = D x 5	
	Bags over 5 kg	kg	M = E	Actual weight
	Total	kg	N = L + M	kg O = C + E

[1] Sum of columns 3 + 4 + 5 + 7 + 8

Office of destination
Place and signature

Size 297 x 210 mm

Designated operator preparing the form

STATEMENT OF FORMAT-SEPARATED MAILS

Date

CN 55bis

☐ Priority
☐ Non-priority

☐ By airmail
☐ By S.A.L.
☐ By surface

Dispatching designated operator	Dispatching office of exchange	Transit designated operator(s)	Designated operator of destination	Office of exchange of destination	Month	Year

Summary of CN 31 and/or CN 32 letter bills

Date of dispatch	Mail No.	Weight – Mail subject to terminal dues						Weight – Mail exempt from terminal dues		M bags					Bulk mail			Weight of empty receptacles		Number of registered items	Number of insured items	Weight of mails in transit		Forwarding route used for transit	Observations
		P or P/G format		G format		E format				Weight of bags up to 5 kg		Number of bags up to 5 kg	Weight of bags over 5 kg		Weight		Number of items								
1	2	3		4		5		6		7		8	9		10		11	12		13	14	15		16	17
		kg	g	kg	g	kg	g	kg	g	kg	g		kg	g	kg	g		kg	g			kg	g		
	Totals	A		B		C		D		E		F	G		H		I	J		K	L	M			

Weight of M bags

Weight subject to terminal dues	Bags up to 5 kg	kg	N = F x 5	
	Bags over 5 kg	kg	O = G	Actual weight
	Total	kg	P = N + O	kg Q = G + E

Office of destination
Place and signature

Size 297 x 210 mm

Designated operator preparing the form

RECAPITULATIVE STATEMENT OF MAILS

CN 56

Date

Month within quarter[1]

☐ Priority
☐ Non-priority

☐ By airmail
☐ By S.A.L.
☐ By surface

☐ First quarter
☐ Second quarter
☐ Third quarter
☐ Fourth quarter

☐ First month
☐ Second month
☐ Third month

Dispatching designated operator	Designated operator of destination	Transit designated operator(s)	Year		

Summary of CN 55 statements

Office of origin	Office of destination	Mail – Weight subject to terminal dues		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		Forwarding route used for transit	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		
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.

Designated operator of destination or of transit
Place and signature

Seen and accepted by designated operator of origin
Place, date and signature

Size 297 x 210 mm

Designated operator preparing the form

RECAPITULATIVE STATEMENT OF FORMAT-SEPARATED MAILS

CN 56bis

	☐ Priority ☐ Non-priority	☐ By airmail ☐ By S.A.L. ☐ By surface	Date ☐ First quarter ☐ Second quarter	☐ Third quarter ☐ Fourth quarter	Month within quarter[1] ☐ First month ☐ Second month ☐ Third month
Dispatching designated operator	Designated operator of destination	Transit designated operator(s)	Year		

Summary of CN 55bis statements

Office of origin	Destination office	Weight – Mail subject to terminal dues						M bags				Bulk mail					Weight of empty receptacles	Number of registered items	Number of insured items	Weight of mails in transit		Forwarding route used for transit	Obser-vations
		P or P/G format		G format		E format		Weight sub-ject to terminal dues		Actual weight		Weight		Number of items									
1	2	3		4		5		6		7		8		9	10		11	12	13		14	15
		kg	g	kg	g	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[3]																						

[1] Indicate month within the quarter and total monthly weight across all offices of exchange only if monthly (not quarterly) estimates for the average number of items per kg (IPK) apply.

[2] If monthly estimates of IPK do not apply, enter total weight on the last row relating to the CN 61 total.

[3] Enter quarterly total if third month.

Designated operator of destination or of transit
Place and signature

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

Size 297 x 210 mm

Designated operator of destination

Office of destination

ACCOUNT
Bulk mail received

Date

Mail No.

CN 57

Dispatching designated operator	Flight No./Train No./Name of ship
Dispatching office	Transit designated operator(s)

Notes
Please settle this amount within six weeks of the date of this account

Sender	Name and address
	Authorization number
	Observations

Information about bulk mail	Date of receipt	Number of items	Gross weight		Amount due	Observations
			kg	g		

Designated operator of destination
Signature

Seen and accepted by dispatching designated operator
Place, date and signature

Size 210 x 148 mm

Designated operator of destination

RECAPITULATIVE STATEMENT
Terminal dues accounts for bulk mail

CN 58

Dispatching designated operator

Date

Summary of CN 57 accounts

Date of CN 57 accounts	Dispatching office	Receiving office	Amounts paid
			SDR
		Total	

Designated operator of destination
Place, date and signature

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

Size 210 x 297 mm

Creditor designated operator

DETAILED ACCOUNT
Terminal dues

Date

Year of account

CN 61

Method of settlement	☐ Direct	☐ Via UPU*Clearing	Debtor designated operator

A Mail flow with countries in the transitional system

1 Mail received/dispatched (data from CN 56 and CN 19 forms – give weights in kg only)

	Quarter	Weight Priority/Non-priority – LC/AO				Weight of M bags				Bulk mail		Number of registered items	Number of insured items
		Priority – By airmail	Non-priority – Surface	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													
Weight of IBRS items (to be deducted)			—	—		—	—	—	—	—	—	—	—
Annual total													
Mail dis-patched	1st	kg	kg	kg	kg	kg	kg	kg	kg	kg			
	2nd												
	3rd												
	4th												
Total													
Weight of IBRS items (to be deducted)			—	—		—	—	—	—	—	—	—	—
Annual total													

2 Terminal dues

	Weight of mail subject to world average rate	Weight of mail subject to revision mechanism[1]	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		
x rate	SDR (art. 31.4)	SDR (art. 31.3)	SDR (art. 29.7)	SDR	SDR	SDR (art. 29.8)	SDR (art. 29.8)
Totals (SDR)	A	B	C	D	E	F	G
Total amount (SDR)	H = A + B + C + D + E + F + G						
Mail dispatched (by category)	kg	kg	kg		kg		
x rate	SDR (art. 31.4)	SDR (art. 31.3)	SDR (art. 29.7)	SDR	SDR	SDR (art. 29.8)	SDR (art. 29.8)
Totals (SDR)	I	J	K	L	M	N	O
Total amount (SDR)	P = I + J + K + L + M + N + O						

Size 210 x 297 mm

B Mail flow between countries in the target system

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				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												
Annual total													
Mail dis-patched	1st	kg	kg	kg	kg	kg	kg	kg	kg	kg			
	2nd												
	3rd												
	4th												
Annual total													

2 Terminal dues (IBRS mail data from CN 19 forms)

	LC/AO Priority Non-priority Weight	IPK	Number of items	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		
Weight of IBRS items (to be deducted)								
Total								
x rate	SDR		SDR	SDR (art. 29.7)	SDR	SDR	SDR (art. 29.8)	SDR (art. 29.8)
Totals (SDR)	A		B	C	D	E	F	G
Total amount (SDR)	H = A + B + C + D + E + F + G							
Mail dispatched (by category)	kg			kg		kg		
Weight of IBRS items (to be deducted)								
Total								
x rate	SDR		SDR	SDR (art. 29.7)	SDR	SDR	SDR (art. 29.8)	SDR (art. 29.8)
Totals (SDR)	I		J	K	L	M	N	O
Total amount (SDR)	P = I + J + K + L + M + N + O							

C Summary

	Total amount (SDR)	CN 57 accounts settled (SDR)[1]	Difference (SDR)
Terminal dues for mail received	H (section A or B)	U	V = H – U
Terminal dues for mail dispatched	P (section A or B)	W	X = P – W
		To be received	Y = V – X

[1] To be taken from CN 58 forms

Creditor designated operator
Signature

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

Creditor designated operator

DETAILED ACCOUNT
Transit charges – Surface mail

CN 62

Date

Year of account

☐ Closed mail ☐ Empty bags

Debtor designated operator

Method of settlement ☐ Direct ☐ Via UPU*Clearing

Summary of CN 56 statements

Designated operator of destination of mails	Quarterly weight of mails or empty bag mails	Forwarding route	Transit charges per kg[1]	Amount in SDR
1	2	3	4	5 = 2*4
	kg 1st		SDR	SDR
	2nd			
	3rd			
	4th			
Annual total				
	1st			
	2nd			
	3rd			
	4th			
Annual total				
	1st			
	2nd			
	3rd			
	4th			
Annual total				

[1] Art. RL 208 – Closed mails; art. RL 214 – Empty bags

Total	
+ amount from overleaf	
Total amount receivable	

Creditor designated operator
Signature

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

Size 210 x 297 mm

Summary of CN 56 statements

Designated operator of destination of mails	Quarterly weight of mails or empty bag mails	Forwarding route	Transit charges per kg[1]	Amount in SDR
1	2	3	4	5 = 2*4
	kg 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. RL 208 – Closed mails; art. RL 214 – Empty bags

To be entered overleaf

Creditor designated operator

CN 62bis

DETAILED ACCOUNT
Additional sea transit charges
Date

Debtor designated operator	Period	Year

Serial No.	Date of departure of the ship	Date of arrival of the ship	Office of origin of CN 37	Port of disembarkation	Date of notification by advice of delivery	Full container load (FCL)/ less than container load (LCL)	Name of ship	Name of shipping company	Container No.	Type of service provided	Currency	Amount
	1	2	3	4	5	6	7	8	9	10	11	12
Total amount												
SDR exchange rate (applicable at _____)												
Total amount in SDR											SDR	

Creditor designated operator
Signature

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

Size 210 x 297 mm

Designated operator

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		
Carried forward from the CN 62 detailed account	Designated operator preparing the statement	Corresponding designated operator
	SDR	SDR
Provisional payment made		
Paying designated operator		
Totals		
Deduction		
Creditor designated operator		
Balance		

Additional information

Designated operator preparing the statement
Signature

Size 210 x 297 mm

Designated operator

STATEMENT
Terminal dues

Date

CN 64

Notes
Statement showing the balance of the CN 61 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	Designated operator preparing the statement	Corresponding designated operator
	SDR	SDR
Provisional payment made		
Paying designated operator		
Totals		
Deduction		
Creditor designated operator		
Balance		
Amount subject to QSF payments carried forward from CN 61 (art. 32 of Convention and RL 243 of Letter Post Regulations)[1]	SDR	
Additional information		
☐ No observation was received from the debtor designated operator within the regulation period		

Designated operator preparing the statement
Signature

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

[1] Beneficiary designated operators in the transition system shall give the total amount relating to flows from contributing designated operators mentioned in boxes 2A + 2B or 2I + 2J, section A, of the CN 61 statements.
Beneficiary designated operators in the target system shall give the total amount relating to flows from contributing designated operators mentioned in boxes 2A + 2B or 2G + 2H, section B, of the CN 61 statements.

Size 210 x 297 mm

Registered office of issuing organization

DETAILED STATEMENT
Quality of Service Fund

Date

CN 64bis

Debtor designated operator

Corresponding designated operator	Reference year of CN 64 statement	Date of acceptance of CN 64 statement[1]	Amount subject to increase	%	Amount due
			SDR		SDR
				Total	

[1] No date of acceptance means the debtor designated operator has not made a remark within the regulation period (art RL 243.2)

Designated operator preparing the statement
Signature

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

Size 210 x 297 mm

Registered office of issuing organization

DETAILED STATEMENT
Quality of Service Fund

CN 64ter

Date

Debtor designated operator

Notes
Statement showing the calculation of the additional amount provided in Convention article 32.6

Corresponding designated operator	Reference year	QSF amount due according to CN64bis	Additional amount needed according to article 32.6	Share of the additional amount (%)	Additional amount due
		SDR	SDR		SDR
				Total	

Size 210 x 297 mm

Dispatching designated operator

Dispatching office of exchange

BILL
Weight of missent and à découvert items

No.

CN 65

	☐ Priority/airmail items ☐ Non-priority/surface items
Office of exchange of destination	☐ Registered ☐ A découvert ☐ Unregistered ☐ Missent
Designated operator 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

Size 210 x 297 mm

Designated operator reforwarding the mails

Office of exchange reforwarding the mails

STATEMENT OF WEIGHTS
Airmails and S.A.L. mails

Date

CN 66

☐ Priority/By airmail
☐ Non-priority/S.A.L.

Designated operator dispatching the mails	Month	Quarter	Year
	Mails forwarded from		
	to		

Notes
Any observations may be made on the back of the form

Date of	Mail No.	Dispatching office	Office of destination	No. of the flight used	Weight of each category of item			
					Letter post		CP	
1	2	3	4	5	6		7	
					kg	g	kg	g
				Totals				

Size 210 x 297 mm

Designated operator preparing the form

STATEMENT OF WEIGHTS
A découvert priority/airmail items
A découvert non-priority/surface items

CN 67

Date

Designated operator of destination	Month	Quarter
	Statistical period	Year
Office of exchange of destination of mails	Office of exchange dispatching the mails	
Designated operator dispatching the mails		

Date of dispatch of the mail	No. of CN 65 bill	Groups of countries of destination				Observations
		LC/AO	LC/AO	LC/AO	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

Size 210 x 297 mm

GENERAL LIST OF AIRMAIL SERVICES

Note. – The General List of Airmail Services is drawn up and distributed to designated operators by the International Bureau.