



QLUG USER MANUAL

Quality Link User Group

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Overview

Module 1 (General Provisions) concerns the regulatory framework of the UPU QS Link.

Module 2 (Governance) provides the latest version of the QLUG rules of procedure, as they were approved by the 2017.2 POC (see POC C 2 2017.2–Doc 5a.Rev 1).

Module 3 (Remuneration Principles) provides detailed information on the calculation of quality-linked terminal dues, participation and reporting methodologies.

Module 4 (Operational Parameters) concerns the principles for setting or changing operational parameters used in the QS Link measurement, in particular concerning setting and changing the quality of service standards and targets in the QS Link and the procedures and rules for the installation of terminal dues and border agency gates.

Module 5 (GMS Technical Design) comprises the latest approved version of the GMS Technical Design.

Annexes

Annex 1 (POC decisions and resolutions) – due to the increasingly large number of decisions and resolutions with effect on the QS Link system, Annex 1 from now on only shows the references to the relevant decisions. The actual decisions can be found in the POC summary records or through a hyperlink accessing the original documents.

Annex 2 (Targets) – provides the latest overview of POC approved quality targets in the QS Link system

Annex 3 (Quality of Service Standards) – provides the latest overview of all POC approved quality of service standards in the QS Link for all participating DOs

Annex 4 (Overview TD and BA gates) – please consider that this information is not up to date.

Annex 5 (Force Majeure Submission Forms) – these are the standard UPU claim forms for force majeure situations applicable to all UPU services (letter-post, parcel-post and EMS services). Please consider that for the purpose of the removal of test items in the measurement systems for quality-linked terminal dues purposes, that further information is required in accordance with sections 2.7 and 2.8 of Module 4 of this user manual.

MODULE 1 – GENERAL PROVISIONS

This module provides the regulatory framework with respect to the UPU QS Link, in particular UPU Convention article 28, Regulations to the Convention articles 30-109 and 30-110. Resolutions from the POC are now provided in Annex 1.

1. *Background*

The 1999 Beijing Congress decided that terminal dues payments should reflect the quality of service performance of member participants in the destination with the overall aim to improve letter-post mail service quality and to strengthen the worldwide postal network (resolution C 46/1999).

The 2002 POC decided to begin this initiative with a quality link between industrialized participants (ICs) and set the requirements for a monitoring system to enable quality measurement and its link to terminal dues. The POC also recognized that the then-existing measurement system, the so-called UNEX, used by some industrialized countries and provided by the International Postal Corporation (IPC), could fulfil those requirements, if adapted to the UPU needs. This would limit incremental costs as much as possible for participants that already used UNEX. Nonetheless, the POC also decided to accept any other measurement system that could fulfil its requirements.

Therefore, IPC was requested to adapt UNEX to fulfil the POC requirements of a UPU measurement system to link quality to terminal dues, and to also measure the quality of service of other industrialized countries that would be invited to participate in the UPU QS Link. The consultation was made by the International Bureau (IB) and all ICs informed about their commitment to participating in the UPU QS Link and to use UNEX with the necessary adaptations as the main measurement system.

Provisions for the quality of service link to terminal dues from 2005 were introduced in the Letter Post Regulations by the 2002 POC and details were approved by the 2003 POC (resolution CEP 2/2003).

The 2004 Bucharest Congress decided that terminal dues should be linked to quality of service performances for all member participants (Convention, article 28.6). Therefore, the 2005 POC adopted articles RL 215 and RL 216 of the new Letter Post Manual (now article 30-109 of the Convention Regulations) and resolution CEP 4/2005.

The 2006 POC adopted Resolution 4/2006 for participants in the target system and Resolution 5/2006 for participants in the transitional system willing to participate in the UPU QS Link on a voluntary basis. The 2007 POC adopted Resolution 8/2007 which replaced POC Resolution 4/2006.

2. *Main elements of the UPU QS Link to Terminal Dues*

Quality of Service Link to Terminal Dues (UPU QS Link)

The UPU quality of service link to terminal dues comprises the UPU Global Monitoring System, service standards and targets, and the applicable rules to adjust the remuneration of terminal dues to the quality of service results.

Measurement System (UPU-agreed measurement system)

The Global Monitoring System (GMS) measures the quality of service performance in the country of destination of the inbound mail coming from other users of the measurement system which is described in Module 5 (GMS technical design, see Annex 6).

Service standards

Service standards are commitments made by Postal Operators to deliver mail within one or more days from the day and time of the reception of the mail at the destination office of exchange (OE). It is based on publicized domestic standards and is referred as K+Y, K being the day of reception and Y the day(s) needed for the mail to be delivered at the addressee's mail box or door.

Targets

Targets are expressed as percentages of inbound mail delivered within the service standard in comparison with all inbound mail received.

Terminal dues rates adjusted for quality

The quality-adjusted terminal dues rates are calculated by the multiplication of percentages, which may vary from 95% to 105%, according to the application of provisions in article 30-109 of the Convention Regulations, by the base terminal dues rates, according to the application of provisions in article 30-107.

3. *UPU Regulatory Framework*

The following articles provide the regulatory framework for the QLUG and the QS Link activities. UPU Convention article 28 to 30 and articles 30-109 and 30-110 of the Convention Regulations are provided below (sections 3.1 and 3.2). The POC Resolutions are provided integrally in Annex 1.

Congress

- Convention articles 28, 28bis 29 and 30
- Resolutions C 37/ 2012, C 41/2012 and C 43/2008

Regulations to the Convention

- Articles 30-109 and 30-110

Postal Operations Council

Resolutions in force (see Annex 1)

- Resolution CEP 1/2020.2
- Resolution CEP 2/2020.1
- Resolution CEP 1/2019.3
- Resolution CEP 4/2019.1
- Resolution CEP 1/2018.2
- Resolution CEP 2/2018.1
- Resolution CEP 2/2017.2
- Resolution CEP 2/2017.1
- Resolution CEP 2/2016.2
- Resolution CEP 11/2016.1
- Resolution CEP 9/2015.2
- Resolution CEP 8/2015.1
- Resolution CEP 1/2014.2
- Resolution CEP 2/2014.1
- Resolution CEP 1/2013.2
- Resolution CEP 4/2013.1
- Resolution CEP 14/ 2011.2
- Resolution CEP 4/ 2011.1
- Resolution CEP 2/ 2010.1
- Resolution CEP 4/ 2010.1
- Resolution CEP 6/ 2010.1
- Resolution CEP 1/ 2009.1
- Resolution CEP 2/ 2008.3
- Resolution CEP 3/ 2008.1

Resolutions that have been replaced by others

- Resolution CEP 2/2003
- Resolution CEP 4/2005
- Resolution CEP 4/2006 and 5/2006
- Resolution CEP 8/2007
- Resolution CEP 15/ 2007

3.1 Convention articles

Second Additional Protocol to the Universal Postal Convention articles 28, 28bis, 29 and 30.

Article 28

Terminal dues. General provisions

1 Subject to exemptions provided in the Regulations, each designated operator which receives letter-post items from another designated operator shall have the right to collect from the dispatching designated operator a payment for the costs incurred for the international mail received.

2 For the application of the provisions concerning the payment of terminal dues by their designated operators, countries and territories shall be classified in accordance with the lists drawn up for this purpose by Congress in its resolution C 7/2016, as follows:

- 2.1 countries and territories in the target system prior to 2010 (group I);
- 2.2 countries and territories in the target system as of 2010 and 2012 (group II);
- 2.3 countries and territories in the target system as from 2016 (group III);
- 2.4 countries and territories in the transitional system (group IV).

3 The provisions of the present Convention concerning the payment of terminal dues are transitional arrangements, moving towards a country-specific payment system at the end of the transition period.

4 Access to domestic services. Direct access

- 4.1 In principle, each designated operator of a country that was in the target system prior to 2010 shall make available to the other designated operators all the rates, terms and conditions offered in its domestic service on conditions identical to those proposed to its national customers. It shall be up to the designated operator of destination to decide whether the terms and conditions of direct access have been met by the designated operator of origin.
- 4.2 Designated operators of countries in the target system prior to 2010 shall make available to other designated operators of countries that were in the target system prior to 2010 the rates, terms and conditions offered in their domestic service, on conditions identical to those proposed to their national customers.
- 4.3 Designated operators of countries that joined the target system from 2010 may opt to make available to a limited number of designated operators the application of domestic conditions, on a reciprocal basis, for a trial period of two years. After that period, they must choose either to cease making available the application of domestic conditions or to continue to make their own domestic conditions available to all designated operators. However, if designated operators of countries that joined the target system from 2010 ask designated operators of countries that were in the target system prior to 2010 for the application of domestic conditions, they must make available to all designated operators the rates, terms and conditions offered in their domestic service on conditions identical to those proposed to their national customers.

4.4 Designated operators of countries in the transitional system may opt not to make available to other designated operators the application of domestic conditions. They may, however, opt to make available to a limited number of designated operators the application of domestic conditions, on a reciprocal basis, for a trial period of two years. After that period, they must choose either to cease making available the application of domestic conditions or to continue to make their own domestic conditions available to all designated operators.

5 Terminal dues remuneration shall be based on quality of service performance in the country of destination. The Postal Operations Council shall therefore be authorized to supplement the remuneration in articles 28bis, 29 and 30 to encourage participation in monitoring systems and to reward designated operators for reaching their quality targets. The Postal Operations Council may also fix penalties in case of insufficient quality, but the remuneration shall not be less than the minimum remuneration according to articles 29 and 30.

6 Any designated operator may waive wholly or in part the payment provided for under 1.

7 M bags weighing less than 5 kilogrammes shall be considered as weighing 5 kilogrammes for terminal dues payment purposes. The terminal dues rates to be applied for M bags shall be:

7.1 for the year 2018, 0.909 SDR per kilogramme;

7.2 for the year 2019, 0.935 SDR per kilogramme;

7.3 for the year 2020, 0.961 SDR per kilogramme;

7.4 for the year 2021, 0.988 SDR per kilogramme.

8 For registered items there shall be an additional payment of 1.100 SDR per item for 2018, 1.200 SDR per item for 2019, 1.300 SDR per item for 2020 and 1.400 SDR for 2021. For insured items, there shall be an additional payment of 1.400 SDR per item for 2018, 1.500 SDR per item for 2019, 1.600 SDR per item for 2020 and 1.700 SDR for 2021. The Postal Operations Council shall be authorized to supplement remuneration for these and other supplementary services where the services provided contain additional features to be specified in the Regulations.

9 For registered and insured items not carrying a barcoded identifier or carrying a barcoded identifier that is not compliant with UPU Technical Standard S10, there shall be a further additional payment of 0.5 SDR per item unless otherwise bilaterally agreed.

10 For terminal dues payment purposes, letter-post items posted in bulk in accordance with the conditions specified in the Regulations shall be referred to as “bulk mail”. The payment for bulk mail shall be established as provided for in articles 28bis, 29 and 30, as appropriate.

11 Any designated operator may, by bilateral or multilateral agreement, apply other payment systems for the settlement of terminal dues accounts.

12 Designated operators may exchange non-priority mail on an optional basis by applying a 10% discount to the priority terminal dues rate.

13 The provisions applicable between designated operators of countries in the target system shall apply to any designated operator of a country in the transitional system which declares that it wishes to join the target system. The Postal Operations Council may set transitional measures in the Regulations. The full provisions of the target system may apply to any new target designated operator that declares that it wishes to apply such full provisions without transitional measures.

Article 28bis

Terminal dues. Self-declaration of rates for bulky (E) and small packet (E) letter-post items

1 Beginning with rates in effect for the year 2021 onwards and notwithstanding articles 29 and 30, designated operators may notify the International Bureau by 1 June of the year preceding the year in which the self-declared rates would apply of a self-declared rate per item and a self-declared rate per kilogramme, expressed in local currency, that shall apply for bulky (E) and small packet (E) letter-post items in the following calendar year. The International Bureau shall annually convert the self-declared rates provided into values expressed in SDR. 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 year for which the self-declared rates would be applicable. The resultant rates shall be notified by means of an International Bureau circular no later than 1 July of the year preceding the year in which the self-declared rates would apply. The self-declared rates for bulky (E) and small packet (E) letter-post items shall be substituted as appropriate in any reference or rate calculation pertaining to bulky (E) and small packet (E) letter-post items elsewhere in the Convention or the Regulations. Additionally, each designated operator shall provide the International Bureau with its domestic rates for equivalent services in order to calculate the relevant ceiling rates.

1.1 Subject to 1.2 and 1.3, the self-declared rates shall:

1.1.1 at the average E format weight of 0.158 kilogrammes, not be higher than the country-specific ceiling rates calculated in accordance with paragraph 1.2;

1.1.2 be based on 70%, or the applicable percentage in paragraph 6ter, of the domestic single-piece charge for items equivalent to bulky (E) and small packet (E) letter-post items offered by the designated operator in its domestic service and in effect on 1 June of the year preceding the year for which the self-declared rates would be applicable;

1.1.3 be based on the domestic single-piece charge in force for items within the designated operator's domestic service having the specified maximum size and shape dimensions of bulky (E) and small packet (E) letter-post items;

1.1.4 be made available to all designated operators;

1.1.5 be applied only to bulky (E) and small packet (E) letter-post items;

1.1.6 be applied to all bulky (E) and small packet (E) letter-post flows other than bulky (E) and small packet (E) letter-post flows from countries in the transitional system to countries in the target system, and between countries in the transitional system, if mail flows do not exceed 100 tonnes per year;

1.1.7 be applied to all bulky (E) and small packet (E) letter-post flows except for bulky (E) and small packet (E) letter-post flows between countries in the target system as from 2010, 2012 and 2016, and from those countries to countries in the target system prior to 2010, if mail flows do not exceed 25 tonnes per year.

1.2 The self-declared rates per item and per kilogramme for bulky (E) and small packet (E) letter-post items shall not be higher than the country-specific ceiling rates determined by a linear regression of 11 points corresponding to 70%, or the applicable percentage in

paragraph 6ter, of the priority single-piece tariffs of equivalent domestic services for 20-gramme, 35-gramme, 75-gramme, 175-gramme, 250-gramme, 375-gramme, 500-gramme, 750-gramme, 1,000-gramme, 1,500-gramme and 2,000-gramme bulky (E) and small packet (E) letter-post items, exclusive of any taxes.

- 1.2.1 The determination of whether the self-declared rates exceed the ceiling rates shall be tested at the average revenue using the most current worldwide average composition of one kilogramme of mail in which an E format item weighs 0.158 kilogrammes. In instances in which the self-declared rates exceed the ceiling rates at the average E format weight of 0.158 kilogrammes, the ceiling per-item and per-kilogramme rates shall apply; alternatively, the designated operator in question may choose to reduce its self-declared rates to a level that conforms with paragraph 1.2.
- 1.2.2 When multiple packet rates are available based on thickness, the lesser domestic tariff shall be used for items up to 250 grammes, and the higher domestic tariff shall be used for items above 250 grammes.
- 1.2.3 Where zonal rates apply in the equivalent domestic service, the mid-point rate as specified in the Regulations shall be used, and domestic tariffs for non-contiguous zones shall be excluded for determination of the mid-point rate. Alternatively, the determination of the zonal tariff to be used may be based on the actual weighted average distance of inbound bulky (E) and small packet (E) letter-post items (for the most recent calendar year).
- 1.2.4 Where the equivalent domestic service and tariff include additional features that are not part of the basic service, i.e. tracking, signature and insurance services, and such features are extended across all the weight increments listed in paragraph 1.2, the lesser of the corresponding domestic supplemental rate, the supplemental rate, or the suggested guideline charge in the Acts of the Union shall be deducted from the domestic tariff. The total deduction for all additional features may not exceed 25% of the domestic tariff.
- 1.3 Where the country-specific ceiling rates calculated in accordance with paragraph 1.2 result in a revenue calculated for an E format item at 0.158 kilogrammes that is lower than the revenue calculated for the same item at the same weight on the basis of the rates specified below, the self-declared rates shall not be higher than the following rates:
 - 1.3.1 for the year 2020, 0.614 SDR per item and 1.381 SDR per kilogramme;
 - 1.3.2 for the year 2021, 0.645 SDR per item and 1.450 SDR per kilogramme;
 - 1.3.3 for the year 2022, 0.677 SDR per item and 1.523 SDR per kilogramme;
 - 1.3.4 for the year 2023, 0.711 SDR per item and 1.599 SDR per kilogramme;
 - 1.3.5 for the year 2024, 0.747 SDR per item and 1.679 SDR per kilogramme;
 - 1.3.6 for the year 2025, 0.784 SDR per item and 1.763 SDR per kilogramme.
- 1.4 Any additional conditions and procedures for the self-declaration of rates applicable to bulky (E) and small packet (E) letter-post items shall be laid down in the Regulations. All other provisions of the Regulations pertaining to bulky (E) and small packet (E) letter-post items shall also apply to self-declared rates, unless they are inconsistent with this article.
- 1.5 Designated operators of countries in the transitional system may apply self-declared rates on the basis of sampling of their inbound flows.

2 In addition to the ceiling rates provided for in 1.2, the notified self-declared rates shall not be higher than the maximum revenues defined for the years 2021 to 2025, as follows:

- 2.1 2021: the revenue calculated on the basis of the self-declared rates shall be set at the lowest between the country-specific ceiling rates and the revenue in 2020 for an E format item at 0.158 kilogrammes increased by 15%;

- 2.2 2022: the revenue calculated on the basis of the self-declared rates shall be set at the lowest between the country-specific ceiling rates and the revenue in 2021 for an E format item at 0.158 kilogrammes increased by 15%;
- 2.3 2023: the revenue calculated on the basis of the self-declared rates shall be set at the lowest between the country-specific ceiling rates and the revenue in 2022 for an E format item at 0.158 kilogrammes increased by 16%;
- 2.4 2024: the revenue calculated on the basis of the self-declared rates shall be set at the lowest between the country-specific ceiling rates and the revenue in 2023 for an E format item at 0.158 kilogrammes increased by 16%;
- 2.5 2025: the revenue calculated on the basis of the self-declared rates shall be set at the lowest between the country-specific ceiling rates and the revenue in 2024 for an E format item at 0.158 kilogrammes increased by 17%.

3 For rates in effect in 2021 and subsequent years, the ratio between the self-declared item rate and kilogramme rate shall not change by more than five percentage points upwards or downwards compared with the ratio of the previous year. For designated operators that self-declare rates under paragraph 6bis or apply self-declared rates on a reciprocal basis under paragraph 6quater, the ratio in effect in 2020 shall be based on the self-declared per-item rate and per-kilogramme rate established as of 1 July 2020.

4 Designated operators that opt not to self-declare their rates in accordance with this article shall fully apply the provisions contained in articles 29 and 30.

5 For designated operators that have elected to self-declare their rates for bulky (E) and small packet (E) letter-post items in a prior calendar year and that do not communicate different self-declared rates for the subsequent year, the existing self-declared rates shall continue to apply unless they do not satisfy the conditions laid out in this article.

6 The International Bureau shall be informed by the designated operator concerned of any reduction in the domestic charge referred to in this article.

6bis With effect from 1 July 2020, and notwithstanding paragraphs 1 and 2, a designated operator of a member country that received total annual inbound letter-post volumes in 2018 in excess of 75,000 tonnes (as per the relevant official information provided to the International Bureau or any other officially available information assessed by the International Bureau) may self-declare rates for bulky (E) and small packet (E) letter-post items, other than for the letter-post flows referred to in paragraphs 1.1.6 and 1.1.7. The said designated operator shall also have the right not to apply the maximum revenue increase limits set out in paragraph 2 for mail flows to, from and between its country and any other country.

6ter If a competent authority with oversight for the designated operator which exercises the afore-mentioned option in paragraph 6bis determines that, in order to cover all costs for handling and delivery of bulky (E) and small packet (E) letter-post items, the designated operator's self-declared rate any year after 2020 must be based on a cost-to-tariff ratio that exceeds 70% of the domestic single-piece charge, then the cost-to-tariff ratio for that designated operator may exceed 70%, subject to a limitation that the cost-to-tariff ratio to be used shall not exceed one percentage point above the higher of 70% or the cost-to-tariff ratio used in the calculation of the self-declared rates currently in effect, not to exceed 80%, and

provided that the designated operator in question furnishes all such supporting information with its notification to the International Bureau under paragraph 1. If any such designated operator increases its cost-to-tariff ratio based on such a determination of a competent authority, then it shall notify the International Bureau of that ratio for publication by 1 March of the year preceding the year in which the ratio shall apply. Further specifications related to the costs and revenues to be used for the calculation of the specific cost-to-tariff ratio shall be provided in the Regulations.

6quater Where a designated operator of a member country invokes paragraph 6bis, all other corresponding designated operators, other than those with the flows referred to in paragraphs 1.1.6 and 1.1.7, may do likewise with respect to the aforementioned designated operator.

6quinquies Any designated operator that invokes the possibility outlined in paragraph 6bis shall, in the calendar year of the entry into force of the initial rates, be required to pay a charge to the Union, for five consecutive years (beginning with the calendar year of application of the option referred to above under 6bis), in the amount of 8 million CHF per annum, for a total of 40 million CHF. No further payment shall be expected for self-declaration of rates in accordance with this paragraph after the conclusion of the five-year period.

6quinquies.1 The charge referred to above shall be exclusively allocated in accordance with the following methodology: 16 million CHF shall be allocated to a tied fund of the Union for the implementation of projects aimed at electronic advance data and postal security under the terms of a letter of agreement executed between the said designated operator and the Union; and 24 million CHF shall be allocated to a tied fund for the purposes of funding long-term liabilities of the Union, as further defined by the Council of Administration, under the terms of a letter of agreement executed between the said designated operator and the Union.

6quinquies.2 The charge set forth in this paragraph shall not apply to those designated operators of member countries that apply self-declared rates reciprocally under paragraph 6quater as a consequence of another designated operator exercising the option to self-declare rates in accordance with paragraph 6bis.

6quinquies.3 The designated operator paying the charge shall inform the International Bureau each year how the sum of 8 million CHF per annum is to be allocated, provided that the five annual allocations overall are distributed as set out above, pursuant to the said letter of agreement. A designated operator that exercises the option to self-declare rates in accordance with paragraph 6bis shall be provided with due reporting of the expenditures related to the charge remitted, pursuant to this paragraph, under the terms of a letter of agreement executed between the said designated operator and the Union.

6sexies If a designated operator exercises the option to self-declare rates in accordance with paragraph 6bis, or if a designated operator reciprocally applies a self-declared rate under paragraph 6quater, then simultaneously with the introduction of self-declared rates, the said designated operator should consider making available to sending designated operators of UPU member countries, on a non-discriminatory basis, proportionately adjusted charges for volume and distance, to the extent practicable and available in the receiving country's published domestic service for similar services under a mutually agreeable bilateral commercial agreement, within the framework of the rules of the national regulatory authority.

7 No reservations may be made to this article.

Article 29

Terminal dues. Provisions applicable to mail flows between designated operators of countries in the target system

1 Payment for letter-post items, including bulk mail but excluding M bags and IBRS items, shall be established on the basis of the application of the rates per item and per kilogramme reflecting the handling costs in the country of destination. Charges corresponding to priority items in the domestic service which are part of the universal service provision will be used as a basis for the calculation of terminal dues rates.

2 The terminal dues rates in the target system shall be calculated taking into account, where applicable in the domestic service, the classification of items based on their format, as provided for in article 17.5 of the Convention.

3 Designated operators in the target system shall exchange format-separated mails in accordance with the conditions specified in the Regulations.

4 Payment for IBRS items shall be as described in the Regulations.

5 The rates per item and per kilogramme are separated for small (P) and large (G) letter-post items and bulky (E) and small packet (E) letter-post items. They shall be calculated on the basis of 70% of the charges for a 20-gramme small (P) letter-post item and for a 175-gramme large (G) letter-post item, exclusive of VAT or other taxes. For bulky (E) and small packet (E) letter-post items, they shall be calculated from the P/G format line at 375 grammes, exclusive of VAT or other taxes.

6 The Postal Operations Council shall define the conditions for the calculation of the rates as well as the necessary operational, statistical and accounting procedures for the exchange of format-separated mails.

7 Other than for the terminal dues rates applicable to bulky (E) and small packet (E) letter-post items for 2020, the rates applied for flows between countries in the target system in a given year shall not lead to an increase of more than 13% in the terminal dues revenue for a letter-post item in the P/G format of 37.6 grammes and in the E format of 375 grammes, compared to the previous year.

8 The rates applied for flows between countries in the target system prior to 2010 for small (P) and for large (G) letter-post items may not be higher than:

8.1 for the year 2018, 0.331 SDR per item and 2.585 SDR per kilogramme;

8.2 for the year 2019, 0.341 SDR per item and 2.663 SDR per kilogramme;

8.3 for the year 2020, 0.351 SDR per item and 2.743 SDR per kilogramme;

8.4 for the year 2021, 0.362 SDR per item and 2.825 SDR per kilogramme.

9 The rates applied for flows between countries in the target system prior to 2010 for bulky (E) and small packet (E) letter-post items may not be higher than:

9.1 for the year 2018, 0.705 SDR per item and 1.584 SDR per kilogramme;

9.2 for the year 2019, 0.726 SDR per item and 1.632 SDR per kilogramme;

9.3 for the year 2020, 0.762 SDR per item and 1.714 SDR per kilogramme;

9.4 for the year 2021, 0.785 SDR per item and 1.765 SDR per kilogramme.

10 The rates applied for flows between countries in the target system prior to 2010 or from 2010, 2012 and 2016 for small (P) and for large (G) letter-post items may not be lower than:

10.1 for the year 2018, 0.227 SDR per item and 1.774 SDR per kilogramme;

10.2 for the year 2019, 0.233 SDR per item and 1.824 SDR per kilogramme;

10.3 for the year 2020, 0.240 SDR per item and 1.875 SDR per kilogramme;

10.4 for the year 2021, 0.247 SDR per item and 1.928 SDR per kilogramme.

11 The rates applied for flows between countries in the target system prior to 2010 or from 2010, 2012 and 2016 for bulky (E) and small packet (E) letter-post items may not be lower than:

11.1 for the year 2018, 0.485 SDR per item and 1.089 SDR per kilogramme;

11.2 for the year 2019, 0.498 SDR per item and 1.120 SDR per kilogramme;

11.3 for the year 2020, 0.614 SDR per item and 1.381 SDR per kilogramme;

11.4 for the year 2021, 0.645 SDR per item and 1.450 SDR per kilogramme;

11.5 for the year 2022, 0.677 SDR per item and 1.523 SDR per kilogramme;

11.6 for the year 2023, 0.711 SDR per item and 1.599 SDR per kilogramme;

11.7 for the year 2024, 0.747 SDR per item and 1.679 SDR per kilogramme;

11.8 for the year 2025, 0.784 SDR per item and 1.763 SDR per kilogramme.

12 The rates applied for flows between countries in the target system as from 2010 and 2012 as well as between these countries and countries in the target system prior to 2010 for small (P) and for large (G) letter-post items may not be higher than:

12.1 for the year 2018, 0.264 SDR per item and 2.064 SDR per kilogramme;

12.2 for the year 2019, 0.280 SDR per item and 2.188 SDR per kilogramme;

12.3 for the year 2020, 0.297 SDR per item and 2.319 SDR per kilogramme;

12.4 for the year 2021, 0.315 SDR per item and 2.458 SDR per kilogramme.

13 The rates applied for flows between countries in the target system as from 2010 and 2012 as well as between these countries and countries in the target system prior to 2010 for bulky (E) and small packet (E) letter-post items may not be higher than:

13.1 for the year 2018, 0.584 SDR per item and 1.313 SDR per kilogramme;

13.2 for the year 2019, 0.640 SDR per item and 1.439 SDR per kilogramme;

13.3 for the year 2020, 0.762 SDR per item and 1.714 SDR per kilogramme;

13.4 for the year 2021, 0.785 SDR per item and 1.765 SDR per kilogramme.

14 The rates applied for flows between countries in the target system as from 2016 as well as between these countries and countries in the target system prior to 2010 or as from 2010 and 2012 for small (P) and for large (G) letter-post items may not be higher than:

14.1 for the year 2018, 0.234 SDR per item and 1.831 SDR per kilogramme;

14.2 for the year 2019, 0.248 SDR per item and 1.941 SDR per kilogramme;

14.3 for the year 2020, 0.263 SDR per item and 2.057 SDR per kilogramme;

14.4 for the year 2021, 0.279 SDR per item and 2.180 SDR per kilogramme.

15 The rates applied for flows between countries in the target system as from 2016 as well as between these countries and countries in the target system prior to 2010 or as from 2010 and 2012 for bulky (E) and small packet (E) letter-post items may not be higher than:

15.1 for the year 2018, 0.533 SDR per item and 1.198 SDR per kilogramme;

15.2 for the year 2019, 0.602 SDR per item and 1.354 SDR per kilogramme;

15.3 for the year 2020, 0.762 SDR per item and 1.714 SDR per kilogramme;

15.4 for the year 2021, 0.785 SDR per item and 1.765 SDR per kilogramme.

16 For flows below 50 tonnes a year between countries that joined the target system in 2010 and 2012, as well as between these countries and countries that were in the target system prior to 2010, the per-kilogramme and per-item components shall be converted into a total rate per kilogramme on the basis of a worldwide average composition of one kilogramme of mail in which P and G format items account for 8.16 items weighing 0.31 kilogrammes and E format items account for 2.72 items weighing 0.69 kilogrammes.

17 For flows below 75 tonnes a year in 2018 and 2019, and below 50 tonnes a year in 2020 and 2021, between countries that joined the target system in 2016 or after that date, as well as between these countries and countries in the target system prior to 2010 or as from 2010 and 2012, the per-kilogramme and per-item components shall be converted into a total rate per kilogramme on the basis of a worldwide average composition of one kilogramme of mail, as referred to in paragraph 16.

17bis The terminal dues rates applicable to bulky (E) and small packet (E) letter-post items that have been self-declared pursuant to article 28bis shall substitute the rates pertaining to bulky (E) and small packet (E) letter-post items in this article; consequently, the provisions laid down in paragraphs 7, 9, 11, 13 and 15 shall not apply.

18 The payment for bulk mail sent to countries in the target system prior to 2010 shall be established by applying the rates per item and per kilogramme provided for in paragraphs 5 to 11 or article 28bis, as appropriate.

19 The payment for bulk mail sent to countries in the target system as from 2010, 2012 and 2016 shall be established by applying the rates per item and per kilogramme provided for in paragraphs 5 and 10 to 15 or article 28bis, as appropriate.

20 No reservations may be made to this article.

Article 30

Terminal dues. Provisions applicable to mail flows to, from and between designated operators of countries in the transitional system

1 In preparation for the entry into the target system of the designated operators of countries in the terminal dues transitional system, payment for letter-post items, including bulk mail but excluding M bags and IBRS items, shall be established on the basis of a rate per item and a rate per kilogramme.

1bis Other than for the terminal dues rates applicable to bulky (E) and small packet (E) letter-post items that have been self-declared pursuant to article 28bis, the provisions of article 29, paragraphs 1 to 3 and 5 to 7, shall apply for the calculation of rates per item and per kilogramme applicable to bulky (E) and small packet (E) letter-post items from 2020 onwards.

2 Payment for IBRS items shall be as described in the Regulations.

3 The rates applied for flows to, from and between countries in the transitional system for small (P) and for large (G) letter-post items shall be:

- 3.1 for the year 2018, 0.227 SDR per item and 1.774 SDR per kilogramme;
- 3.2 for the year 2019, 0.233 SDR per item and 1.824 SDR per kilogramme;
- 3.3 for the year 2020, 0.240 SDR per item and 1.875 SDR per kilogramme;
- 3.4 for the year 2021, 0.247 SDR per item and 1.928 SDR per kilogramme.

4 The rates applied for flows to, from and between countries in the transitional system for bulky (E) and small packet (E) letter-post items shall be:

- 4.1 for the year 2018, 0.485 SDR per item and 1.089 SDR per kilogramme;
- 4.2 for the year 2019, 0.498 SDR per item and 1.120 SDR per kilogramme.

4bis Other than for the terminal dues rates applicable to bulky (E) and small packet (E) letter-post items that have been self-declared pursuant to article 28bis and in accordance with 1bis above, the rates applied for flows to, from and between countries in the transitional system for bulky (E) and small packet (E) letter-post items may not be lower than:

- 4bis.1 for the year 2020, 0.614 SDR per item and 1.381 SDR per kilogramme;
- 4bis.2 for the year 2021, 0.645 SDR per item and 1.450 SDR per kilogramme;
- 4bis.3 for the year 2022, 0.677 SDR per item and 1.523 SDR per kilogramme;
- 4bis.4 for the year 2023, 0.711 SDR per item and 1.599 SDR per kilogramme;
- 4bis.5 for the year 2024, 0.747 SDR per item and 1.679 SDR per kilogramme;
- 4bis.6 for the year 2025, 0.784 SDR per item and 1.763 SDR per kilogramme.

4ter Other than for the terminal dues rates applicable to bulky (E) and small packet (E) letter-post items that have been self-declared pursuant to article 28bis and in accordance with 1bis above, the rates applied for flows to, from and between countries in the transitional system for bulky (E) and small packet (E) letter-post items may not be higher than:

4ter.1 for the year 2020, 0.762 SDR per item and 1.714 SDR per kilogramme;

4ter.2 for the year 2021, 0.785 SDR per item and 1.765 SDR per kilogramme.

5 Other than for the terminal dues rates applicable to bulky (E) and small packet (E) letter-post items that have been self-declared pursuant to article 28bis, for flows below the flow threshold specified in article 29.16 or 29.17 in 2018 and 2019 and below the flow threshold of 100 tonnes in 2020 and 2021, the per-kilogramme and per-item components shall be converted into a total rate per kilogramme on the basis of a worldwide average composition of one kilogramme of mail as follows:

5.1 for the year 2018, 4.472 SDR per kilogramme;

5.2 for the year 2019, 4.592 SDR per kilogramme;

5.3 for the year 2020, not lower than 5.163 SDR per kilogramme and not higher than 5.795 SDR per kilogramme;

5.4 for the year 2021, not lower than 5.368 SDR per kilogramme and not higher than 5.967 SDR per kilogramme.

6 Other than for the terminal dues rates applicable to bulky (E) and small packet (E) letter-post items that have been self-declared pursuant to article 28bis, for mail flows over the flow threshold specified in article 29.17 in 2018 and 2019 and above 100 tonnes in 2020 and 2021, the flat rate per kilogramme shall be applied if neither the designated operator of origin nor the designated operator of destination requests the revision mechanism in order to revise the rate on the basis of the actual number of items per kilogramme, rather than the worldwide average. The sampling for the revision mechanism shall be applied in accordance with the conditions specified in the Regulations.

6bis For mail flows from and between countries in the transitional system below 100 tonnes and where terminal dues rates applicable to bulky (E) and small packet (E) letter-post items have been self-declared pursuant to article 28bis by the designated operator of destination, the total rate of 5.368 SDR per kilogramme shall apply in 2021.

6ter For mail flows to, from and between countries in the transitional system above 100 tonnes where terminal dues rates applicable to bulky (E) and small packet (E) letter-post items have been self-declared pursuant to article 28bis and where the country of destination decides not to sample the inbound mail, the per-kilogramme and per-item components shall be converted into a total rate per kilogramme on the basis of a worldwide average composition of one kilogramme of mail, as referred to in article 29.16.

6quater Except for the mail flows described in paragraph 6bis, the terminal dues rates applicable to bulky (E) and small packet (E) letter-post items that have been self-declared pursuant to article 28bis shall substitute the rates pertaining to bulky (E) and small packet (E)

letter-post items in this article; consequently, the provisions laid down in paragraphs 4bis, 4ter and 5 shall not apply.

7 The downward revision of the total rate in paragraph 5 may not be invoked by a country in the target system against a country in the transitional system unless the latter asks for a revision in the opposite direction.

8 For mail flows to, from and between countries in the transitional system, designated operators may send and receive format-separated mail on an optional basis, in accordance with the conditions specified in the Regulations. In the case of format-separated exchanges the rates in paragraphs 3 and 4 above shall apply if the designated operator of destination opts not to self-declare rates pursuant to article 28bis.

9 The payment for bulk mail to designated operators of countries in the target system shall be established by applying the rates per item and per kilogramme provided for in article 28bis or 29. For bulk mail received, designated operators in the transitional system may request payment according to paragraphs 3 and 4 above and article 28bis, as appropriate.

10 No reservations may be made to this article.

3.2 Congress Resolutions

Congress Resolutions C 37/2012, C 41/2012 and C 43/2008

Resolution C 37/2012

Future work on letter post development and supplementary remuneration associated with quality performances, standards and targets

Congress,

Conscious

that the mission of the Union, as set out in the preamble to its Constitution, "is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world",

Recognizing

that the universal postal service is a cornerstone of the Union and of its members, underpinning the single postal territory of the Union, as outlined in article 3 (Universal postal service) of the Universal Postal Convention,

Realizing

that the permanent provision of quality basic postal services at all points in the territory of the member countries of the Union, at affordable prices, carries with it the need to "ensure that the universal postal service is provided on a viable basis, thus guaranteeing its sustainability", as set out in article 3.4 of the Convention, and that basic and supplementary letter-post services constitute a fundamental core of quality basic postal services throughout the world,

Also recognizing

that other product and service areas covered under the Acts of the Union, such as postal parcels, postal payment services, electronic products and services and EMS, have benefited from being guided by integrated overall action plans that take into account all aspects of how the Union and its various stakeholders can mobilize resources and innovate to ensure the continued success of the Union's member countries in these areas, and to foster international trade and postal development,

Noting

that the 24th Congress mandated the Postal Operations Council to consider how to improve various letter-post services, and to develop an integrated, forward-looking action plan to address the fundamental needs of the world's inhabitants for modernized letter-post services and the specific challenges and opportunities for letter-post services in a 21st century environment,

Further noting

that such a letter post action plan has been submitted to this Congress, through Congress–Doc 20a,

Urges

the Postal Operations Council to:

- support all viable means to foster universal postal service for letter-post services through innovation and appropriate investment in the modernization of basic and supplementary letter-post services so as to ensure the sustainability of the universal postal service;
- encourage initiatives to effect the positive changes needed to assure the sustainability of basic and supplementary letter-post services on the territory of their respective member countries,

Further urges

member countries to take active steps to invest in modernized basic and supplementary letter-post services, with a view to fostering the sustainability and economic viability of the universal postal service for letter post,

Instructs

the Postal Operations Council:

- to take active steps to ensure the implementation and continuous review and updating of the letter post action plan as a critical part of meeting the goals of the Doha Strategy;
- to place particular emphasis on the development and implementation of outbound delivery and inbound return logistics services in support of the major market opportunity in the e-commerce segment, while also structuring its future work to integrate the review of market requirements, product development, implementation and remuneration across the range of relevant letter-post, parcel-post and EMS services;
- to implement to the extent possible, prior to the 26th Congress, specific initiatives identified as part of the letter post action plan;
- to include amongst these initiatives specific proposals and supporting studies, that will rationalize, simplify and align the letter-post services portfolio, including the mandatory supplementary services, to keep pace with current and future market requirements and customer expectations and reaffirm the need to focus member country resources on providing excellent quality of service across a limited range of services; and
- where it is not feasible to implement initiatives during the coming cycle, to present to the 2016 Congress proposals designed to ensure the implementation of elements of the next letter post action plan during the 2017 to 2020 period,

Further instructs

the International Bureau:

- to support the work assigned to the POC;
- to implement the action plan for letters for 2013–2016;
- to support the work of user groups and to handle participant issues arising from pay-for-performance schemes implemented following POC decisions, as well as promoting those schemes to encourage to the largest extent possible the participation of the UPU members' designated operators;
- to update the user manual of the supplementary remuneration programme for supplementary services (registered, insured and express);
- to update the Global Measurement System Quality of Service User Group User Manual;
- to update the direct access database and operational guide.

(Proposal 87, Committee 7, 2nd meeting)

Resolution C 41/2012

Quality of service as key to the future of the postal network

Congress,

Considering

the concept of a universal postal service as "the permanent provision of quality basic postal services at all points in a member country's territory, for all customers at affordable prices",

Recognizing

the improvement of international postal service quality as a vital objective for the postal network,

Noting,

the fact that the customer's main focus is on reliability,

Taking into account

the need for designated operators to follow and comply with a service standard and quality targets in the postal services,

Re-emphasizing

the need for the Union to continue its work on improving quality,

Acknowledging

the role of quality of service and monitoring systems in strengthening the ability of designated operators to achieve significant results in various areas covered by quality of service,

Decides

to mark the four-year cycle ending with the 26th UPU Congress by highlighting the theme "Quality of service in the postal sector",

Invites

member countries to constantly monitor improvement in their Posts' quality of service by making use of appropriate monitoring systems,

Instructs

member countries and their designated operators to:

- promote the culture of quality improvement in all aspects of postal operations;
- take necessary measures to ensure compliance with quality standards by designated operators;
- achieve significant results by implementing the Quality of Service Programme,

Calls on

designated operators to:

- do their utmost to improve the quality of the services they offer;
- carry out applicable quality of service measurements in order to achieve quality targets;
- continuously incorporate the results of these quality measurements in their future action plans.

(Proposal 27, Committee 7, 3rd meeting)

C 43/ 2008

Future work on remuneration systems for letter-post items exchanged between the designated operators of UPU member countries. Coordination of work on remuneration for other types of items

Congress,

Considering

the mandates given by the Bucharest Congress to ensure that the remuneration systems to be proposed to the 24th Congress promote fulfilment of the obligation to provide universal service and preserve the integrity of the postal network,

Recalling

that the provisions of the Bucharest Convention concerning terminal dues contain transitional arrangements leading to the adoption of a country-specific cost-based remuneration system,

Recognizing

that the financial relations between designated operators should be governed by existing principles and objectives (i.e. based on elements specific to each country and linked to the quality of the services rendered), and should take into account the environment in which the Posts operate, particularly as regards the opening of postal markets to competition,

Noting

the results of the extensive studies on market conditions, country classification, customer needs, quality of service and remuneration conducted by the Council of Administration and the Postal Operations Council in the lead-up to the 24th Congress,

Acknowledging

the positive impact of the linking of terminal dues to the quality of service, with a measurement system that began in 2005 and now has 29 participants from both target and transition countries,

Also acknowledging

that the Union's Quality of Service Fund is an important resource for improving the quality of the letter-post service in developing countries,

Taking into account

regulatory requirements and customer interests,

Mindful

of the need to seek compatibility between the remuneration aspects of letter-post services and the rules of the World Trade Organization,

Recognizing also

the need to review the state of various letter-post services (including letters, small packets, direct access and supplementary services) and product development/enhancement opportunities based on market positioning,

Further acknowledging

that, in order to develop market-oriented letter-post services that are subject to country-specific, cost-based remuneration systems before the end of the transition period, all member countries and/or designated operators need to have, and provide, relevant and reliable information on:

- their domestic market, tariff and cost conditions, with the continuing assistance of the International Bureau in the area of cost accounting development for developing countries;
- the statistical data used to classify member countries,

Also taking into account

the modifications to the terminal dues system adopted by the 24th Congress,

Considering also

that these modifications represent an additional step in the process of bringing a country-specific cost-based system into general use,

Believing

that notwithstanding the provisions to be adopted by the 24th Congress, there is still much to do to provide market-oriented letter-post services which are subject to country-specific and cost-based remuneration,

Recognizing further

that the objective of bringing all member countries into a country-specific, cost-based remuneration system by the recommended deadline of 31 December 2013 cannot be achieved without placing a serious financial burden on some developing countries,

Also believing

that questions regarding the levels of remuneration applied to the different types of postal items exchanged between member countries (letters, parcels, EMS items) are a concern of the Union and that effective coordination will lead to greater consistency of treatment,

Considering further

that the Union's work on remuneration systems should be organized under conditions that will help to contain the associated costs,

Instructs

the Council of Administration:

- to ensure that affordable universal service and the integrity of the postal network are maintained;
- to ensure that, allowing for exceptions, the application of country-specific, cost-based remuneration principles will be universal by 31 December 2017;
- to ensure that, to the greatest extent possible, there is a gradual transition of all countries not presently applying country-specific, cost-based remuneration to this state during the period 2014–2017; to that end, a proposal should be submitted to the 25th Congress taking into account:
 - changes in the market, including the regulatory and postal environment, at national and international levels;
 - the experience gained from the transition of countries in 2010 and 2012, and the market, customer and financial impacts involved;
- to formalize the process of collecting the following national data:
 - applicable tariffs;
 - statistical data used for classification;

- delivery standards for inward mail and the corresponding quality targets;
- to approve the terms of reference of a Postal Operations Council study to establish the relationship between domestic tariffs and the cost of processing inward international mail,

Also instructs

the Postal Operations Council to carry out the following work:

- Letter-post market and remuneration systems:
 - conduct a study to review the market conditions, including relevant economic studies such as comparative price levels and price elasticities, with special focus on product segmentation; the results of the study should be available by the end of the first year of the cycle;
 - assess the impact on markets and on designated operators of the new terminal dues rates implemented by the 24th Congress;
 - identify the improvements required to the current remuneration system in order to meet the needs of the market and of member countries;
 - propose remuneration for other supplementary services (e.g., registered and insured letters);
 - conduct a study for modelling the relationship between domestic tariffs and the cost of processing inward international mail, and propose to the 2012 Congress a methodology for applying the resulting rate(s) at national, regional or worldwide level;
 - determine whether it is appropriate to devise a formula for converting the domestic tariffs of the destination country into terminal dues rates and, if so, devise such a formula, taking into account, where applicable:
 - a multiple-tariff referencing system in order to develop an accurate linearization methodology and business rules to produce terminal dues rates that are closest to actual costs; and
 - the special situation of countries whose domestic tariffs are set on a social basis and do not cover the costs of providing inbound letter-post delivery services;
 - review and update the postal development indicator for all member countries;
 - conduct a study of the cost of handling inbound mail during 2009 and 2010; if this study reveals a percentage different from the 70% set out in Convention article 29.2, the POC may consider revising the percentage applied for 2012 and 2013;
 - review whether it is appropriate to adjust the 100-tonne threshold for the application of the revision mechanism as set out in article 30 of the Convention and, if so, make a recommendation on this adjustment;
- Statistics, accounting and operations:

- develop and promote automated statistical, accounting and operational systems that can lead to economic and commercial improvements to remuneration systems;
 - further develop the statistical, accounting and operational procedures for direct access;
- Quality of service link:
- continue to implement the link between quality of service and terminal dues on the basis of principles established by Congress and ensure that appropriate and affordable monitoring systems are available;
 - propose tools to assess the performance of quality of service measurement systems against fixed objectives (cost, reliability, return on investment);
 - propose a timetable for the participation of designated operators in the measurement system based on Congress decisions regarding classification;
- Direct access:
- review the conditions for offering this service;
- Internal air conveyance dues:
- review whether it is appropriate and, if so, how to incorporate internal air conveyance dues into base letter-post remuneration, to allow this remuneration system to be eliminated;
 - report the study results to the next Congress and recommend any necessary changes;
- Quality of Service Fund:
- ensure that appropriate levels of contribution are assigned to the countries most in need;
- Report to the Council of Administration on progress with the terminal dues work.
(Proposal 25.Rev 1, Committee 5, 4th meeting)

3.3 Regulations to the Convention (Art 30-109 and 30-110)

Article 30-109

Quality of service-linked terminal dues remuneration

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, compliant with the UPU GMS Technical Design, for quality of service measurement of the inward flow in the country or territory of destination, for the link between terminal dues and quality of service, is voluntary. If the designated operator of a country or territory of origin does not participate in the measurement of the inward flow, it shall pay to the designated operator of the country or territory of destination participating in the measurement quality of service adjusted terminal dues, but not less than 100% of the base terminal dues rates (terminal dues rates without any incentive or adjustment for quality of service performance). If a designated operator of a country or territory of destination does not put in place a UPU-agreed system for quality-of-service measurement of the inward flow compliant with the UPU GMS Technical Design, it shall receive 100% of the base terminal dues rates.

3 Notwithstanding the provisions set out under 1 and 2, designated operators 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. This provision shall not apply to designated operators in the target system prior to 2010.

4 For the application of paragraph 3, designated operators concerned shall notify to the International Bureau by 1 June of each year the total inward mail volumes of the previous calendar year. On the basis of their notifications, the International Bureau shall publish by 1 July the list of designated operators applying the provisions in paragraph 3 for the following year. In the absence of notification, the provisions in paragraph 2 shall apply.

5 Designated operators participating in a UPU-agreed quality of service measurement system, compliant with the UPU GMS Technical Design, 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.

6 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.

6bis Notwithstanding the provisions set out under 6, where terminal dues rates are determined in accordance with articles 29 and 30 of the Convention (i.e. they are not self-declared pursuant to article 28bis of the Convention), the application of penalties in cases where the quality targets have not been met shall not result in remuneration that is lower than the minimum rates provided in articles 29.10, 29.11, 30.3, 30.4bis and 30.5 of the Convention.

7 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 30-107 but shall, in addition, include an incentive and an adjustment based on the quality of service results of the previous calendar year.

8 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.

9 (deleted)

10 The Postal Operations Council shall fix the annual quality of service standards and targets in accordance with the provisions in article 30-110.

Article 30-110

Principles for setting or revising quality of service standards and targets for the quality of service-linked terminal dues remuneration

1 For the purpose of the quality of service-linked terminal dues remuneration, the annual quality of service standards and targets shall be set by the Postal Operations Council based on standards and targets applicable in the domestic service with respect to comparable items and conditions.

2 The Postal Operations Council shall also decide on requests from designated operators to change their standards and targets due to changes to their domestic standards or targets. The revised standards or targets approved by the Postal Operations Council shall enter into force from the latter of the date of the implementation of such changes in the domestic services and the date of the receipt by the International Bureau of the change request from the designated operators concerned.

3 These standards and targets shall not be less favourable than those established for the inward letter-post items pursuant to article 14 of the UPU Convention.

4 Subject to the provisions in paragraph 3, the standards shall be set in compliance with the following principles:

4.1 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.

4.2 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.

4.3 The standards shall in principle have a critical tag time (CTT) no earlier than 15.00.

5 Subject to the provisions in paragraph 3, the targets shall be fixed in compliance with the following principles:

5.1 The target shall be set at the highest of the domestic target set by the regulator and the most recent annual performance of the designated operator concerned within a UPU-agreed measurement system, rounded down to the nearest full percentage, subject to a minimum target of 75% and a maximum target of 88%.

5.2 In the absence of annual performance results as in paragraph 5.1, the applicable target shall be the domestic target set by the regulator, subject to the minimum and the maximum targets above.

5.3 In the absence of a domestic target set by the regulator and of annual performance results as in paragraph 5.1, the initial target shall be set at the minimum target.

- 5.4 In principle, the target for a year shall not be set at a lower level than the target of the previous year.
- 5.5 At the request of the designated operator, the target may exceed the maximum target in 5.1.

Article 30-111

Quality of service–linked terminal dues remuneration applicable to mail flows to, from and between designated operators of countries in the transition system

Note: this article has been deleted with effect from 1.4.2021.

MODULE 2 – GOVERNANCE

This module describes the various UPU working bodies and their respective responsibilities in regard to the development of quality-linked terminal dues projects, their implementation, running and management.

The purpose of this module is to provide guidelines for members participating or willing to participate in the UPU QS Link on how issues can be brought to the attention of the appropriate UPU bodies. It also provides some insight as to the type of decision or feedback to be expected.

1. UPU permanent bodies

Congress

Congress sets the framework governing the link of terminal dues remuneration to the quality of service, as in UPU Convention article 28 and Congress resolution C 43/2008.

Postal Operations Council (POC)

The Postal Operations Council ensures that the link of terminal dues remuneration to the quality of service is established and that adequate measurement systems are in place. The POC establishes the conditions according to which the remuneration of terminal dues should be associated with the quality of service results in the country of destination.

International Bureau (IB)

The IB organizes the work to facilitate the decision-making process and ensures that the decisions made by the UPU bodies are implemented, and that the QS link to terminal dues activities run smoothly and attain, the strategic objectives. In this connection, the IB ensures the secretariat role as defined in the User Group Rules of Procedure.

2. *UPU working bodies*

POC Committee 2 (Physical Services and E-Commerce Committee) incorporates several project groups, most notably the Quality Link User Group (QLUG), the Physical Services Development, E-Commerce & Integration Group, the Quality of Service Group and the Remuneration Integration Group.

The QLUG is the body directly responsible for applying the rules for the adjustment of the terminal dues remunerations to the level of the quality of service performance. The QLUG Rules of Procedure are provided in section 3.1 of this Module Governance structure of the QLUG and processes are presented in chapter 3 of this module.

3. *Quality Link User Group (QLUG)*

The QLUG consists of four different bodies, the QLUG Assembly; the QLUG Steering Committee; the Validation and Review Committee (VRC) and the QLUG Secretary. The roles, responsibilities and composition (and election) of the different bodies are defined in the Rules of Procedure (3.1). The Rules of Procedure also define the procedures for requests for and appeals against decisions of systemic and non-systemic nature.

3.1 Rules of Procedure of the QLUG

Quality Link User Group – Rules of Procedure

Chapter I – Definitions

1 Global Monitoring System (GMS): a core global system to measure letter-post inbound quality of service linked to terminal dues.

2 Quality link to terminal dues: The ultimate objective of the GMS for UPU member countries is to link terminal dues remuneration to their quality of service performance, as described in article 28.5 of the Convention and articles 30-109 and 30-111 of the Regulations to the Convention.

3 GMS technical specifications: the technical specifications (measurement design) that participants in UPU-agreed measurement systems will use.

4 Quality Link User Group (QLUG): a group reporting to the POC whose members are users of UPU-agreed measurement systems linking their terminal dues to quality of service performance according to articles 30-109 and 30-111 of the Regulations to the Convention.

5 UPU-agreed measurement system: any measurement system recognized under the provisions of articles 30-109 and 30-111 of the Regulations to the Convention and operated on the basis of the GMS technical specifications.

6 Measurement system provider: the provider(s) or manager(s) of a UPU-agreed measurement system.

Chapter II – Constitution

Article 1

Constitutional foundation

1 The QLUG shall function in accordance with the UPU Acts, resolutions of the Postal Operations Council, the present Rules of Procedure and the user manual.

2 The QLUG shall constitute the framework for the members to decide on issues relating to the implementation of the UPU Acts and of the decisions made by the UPU bodies with respect to the quality link to terminal dues.

3 The contractual relationship between the designated operators and their respective measurement system provider concerning the operation of the UPU-agreed measurement system falls outside the scope of the QLUG.

Article 2

Membership

1 Each designated operator whose terminal dues remuneration is based on quality of service performance measured through a UPU-agreed quality of service measurement system according to articles 30-109 and 30-111 of the Regulations to the Convention shall be considered to be a member of the QLUG.

1.1 A designated operator of a target system country that decides not to participate in a UPU-agreed measurement system may give notice to the Secretariat that it has chosen to opt out, under the conditions described in 30-109.2.

1.2 A designated operator wishing to participate in a UPU-agreed measurement system, in accordance with 30-109 or 30-111, must give notice of its intention to the Secretariat no later than seven months (1 June) before the beginning of the calendar year during which performance results will be measured.

2 Participating designated operators must agree to these Rules of Procedure.

3 Any member may withdraw from the QLUG, provided that it gives the Secretariat written notice by 30 November of the calendar year preceding that in which the quality of service is measured for terminal dues purposes. The notification deadline concerns only the management of the QS Link and not the contractual relationships referred to in article 1.3.

Article 3

Voting rights

1 Each member of the QLUG shall have one vote.

2 All members may vote on issues relating to the implementation of the UPU Acts and of the decisions made by the UPU bodies with respect to the Quality Link, including such issues as the calculation and validation of performance results, or matters related to the payment of quality-linked terminal dues.

Article 4 Rights and responsibilities

1 QLUG members may participate in the activities of the User Group.

2 QLUG members shall receive reports showing their performance against set standards and targets.

3 QLUG members shall receive terminal dues payments based on their quality of service performance.

4 QLUG members shall be responsible for their own costs, including travel and daily expenses, with respect to their participation in the GMS QL User Group activities.

Article 5 Data transfer and access

1 Each member of the QLUG shall conclude an agreement concerning data transfer and access, on the basis of principles defined by the POC.

Chapter III –QLUG structures and functions

Article 6 QLUG Assembly

1 The QLUG Assembly shall be comprised of the members of the QLUG.

2 The regular assemblies of the QLUG shall take place, in principle, twice a year during the annual sessions of the Postal Operations Council (POC) and Council of Administration (CA).

3 An extraordinary assembly shall be convened if at least one half of the membership so requests.

4 A QLUG member that is unable to attend a meeting may arrange to be represented by another member, provided that written notice is given to the Secretariat. A QLUG member may vote by proxy on behalf of only one other member.

5 Votes on QLUG Assembly decisions shall be accepted by registered mail, fax or e-mail.

6 Within the framework of its activities, the QLUG Assembly shall ensure compliance with the UPU Acts and the decisions of the UPU permanent bodies, particularly those concerning quality of service measurement and the terminal dues link to quality of service performance.

- 6.1 The Quality Link Rules of Procedure, and amendments thereto, shall be submitted to and approved by the POC.
- 7 The QLUG Assembly shall take decisions on the basis of a two-thirds majority of votes cast, with at least half of the members of the QLUG casting ballots, in the following cases:
- 7.1 Appeals against Validation and Review Committee decisions on performance result queries and change requests;
- 7.2 Matters brought to those members by the Validation and Review Committee concerning technical parameters of the measurement system.
- 8 The QLUG Assembly shall take decisions on the basis of a simple majority of votes cast, with at least half of the members of the QLUG casting ballots, in the following cases:
- 8.1 The QLUG Assembly shall elect its Chair and Vice-Chair, who shall serve a four-year term.
- 8.2 Election *ad personam* of five members of the Validation and Review Committee. The criteria for selection shall be decided by the members, but should include expertise in UPU Quality Link and quality of service measurement activities.
- 9 In the following cases, when such matters cannot be decided by common consent, the QLUG Assembly shall take decisions on the basis of a simple majority of votes cast, with at least half of the members of the QLUG casting ballots:
- 9.1 proposals for amending the Rules of Procedure;
- 9.2 exceptions to the applicable rules, especially in cases of force majeure, as provided for in these QLUG Rules of Procedure;
- 9.3 decisions to change the provisions of the user manual other than the decisions taken by Congress, the POC or the QLUG;
- 9.4 technical and operational questions related to or arising from the application of the statistical design, performance calculation rules, customs and security authority inspections, placement of gates at offices of exchange, questions relating to the application of critical tag times (CTTs), etc.;
- 9.5 matters brought up for decision by the Validation and Review Committee;
- 9.6 recommendations for the decision of the appropriate POC body on proposals to include provisions relating to the UPU QS Link in the UPU Acts and in POC resolutions;
- 9.7 submission of requirements for further study to the appropriate body of the POC for changes to the GMS design technical specifications.
- 10 The QLUG may invite and/or accept requests to attend QLUG Assembly meetings from member countries and/or designated operators that are not members of the QLUG, from any international organization or from any qualified enterprise or person when it is deemed to be in the interest of the QLUG. Invitees shall not have the right to vote, but may speak after being so authorized by the Chair.

Article 7

Chair and Vice-Chair of the QLUG Assembly

1 The Chair shall lead the meetings of the QLUG Assembly and ensure that an annual report is presented by the QLUG Assembly to the POC.

2 The members shall ensure that the persons elected are available sufficiently often to carry out their functions.

3 The Vice-Chair shall act as Chair of the meetings of the QLUG Assembly if the Chair is prevented from attending the meeting. If the Chair and the Vice-Chair are prevented from attending the meeting, the Chair shall appoint a person or persons to exercise the function of Chair of the meeting.

Article 8 Steering Committee

1 The activities of the QLUG shall be coordinated by its Steering Committee, which shall be made up of the QLUG Assembly Chair, Vice-Chair, and Validation and Review Committee Chair.

2 The Steering Committee shall convene, in principle, every six months. It shall also convene if at least one half of its members so request.

3 The Quality Link Steering Committee shall be responsible for the following functions:

3.1 Coordinating the activities of the QLUG, in order to ensure the smooth functioning of the QLUG and its relations with the POC, the Secretariat and the measurement system providers.

3.2 Making recommendations to the QLUG Assembly on proposals relating to the UPU QS Link in the UPU Acts and in POC resolutions; on communication of quality performance results; and on proposals related to the inclusion of new participants in UPU-agreed measurement systems, including implementation calendars for testing and commencement of measurement.

3.3 Providing guidance to the Secretariat on QLUG matters, including matters relating to the preparation and execution of the budget and other QLUG administration matters.

3.4 Taking on tasks as requested by the QLUG Assembly.

Article 9 Validation and Review Committee

Structure

1 The Validation and Review Committee (VRC) shall comprise five members of the QLUG who shall be suitably qualified experts elected *ad personam* by the QLUG Assembly. Members of the VRC shall serve a four-year term. There shall be no restriction as to the number of terms served by a member of the VRC. A VRC Chair and Vice-Chair shall be elected from among the VRC members.

1.1 The VRC may invite and/or accept requests to attend VRC meetings from any international organization or any qualified enterprise or person when it is deemed to be

in the interest of the QLUG. Invitees shall not have the right to vote, but may speak after being so authorized by the Chair.

Functions

- 2 Monitors the functioning of the UPU-agreed measurement systems.
- 2.1 Examines and decides on the requests made by members to amend or correct operational data in accordance with articles 14 and 16 of these Rules of Procedure, and in accordance with the detailed procedures described in the user manual.
- 2.2 Studies appeals received by the Secretariat and issues decisions, subject to a further appeal made to the QLUG Assembly.
- 2.3 Can examine and provide recommendations to the QLUG Assembly in relation to the performance results by the measurement systems (methodology and quality procedures) in case of a deficiency against the GMS Technical Design specifications.
- 2.4 Validates transponder data for those queries that cannot be resolved by the member and the measurement system providers.
- 2.5 Studies operational issues following the instructions of the QLUG Assembly and reports back with recommendations, where appropriate.
- 2.6 Examines issues raised by the QLUG Assembly concerning the calculation of results based on data received from the measurement system providers.
- 2.7 Reports to the QLUG Assembly.

Meetings

- 3 The meetings of the VRC shall take place as often as required.
- 3.1 The VRC shall take its decisions on the basis of a majority of its members, either by consensus or by vote.
- 3.2 The QLUG members shall ensure that the members of the VRC are available sufficiently often to carry out their functions.

Article 10

Task forces

- 1 The QLUG Assembly may decide on the creation of temporary task forces whenever such a need arises.
- 2 The task forces shall accomplish the tasks assigned by the QLUG Assembly and make reports to it.
- 3 At the conclusion of their work, the task forces shall cease to exist.

Article 11

Secretariat

- 1 The Secretariat shall be provided by the International Bureau of the UPU.
- 2 The Secretariat shall have the following functions:
 - 2.1 Serves as an organ of execution, support, liaison, information and consultation for the QLUG members, Steering Committee and VRC.
 - 2.2 Updates and publishes the user manual, in accordance with decisions of the QLUG, including the regulatory contexts, the measurement system operational procedures and parameters, these Rules of Procedure and any other document of use to members.
 - 2.3 Manages the daily quality link to terminal dues activities, in accordance with POC and QLUG Assembly instructions, and in coordination with the Steering Committee.
 - 2.4 Implements decisions taken by the POC and/or the QLUG Assembly.
 - 2.5 Communicates to the members of the QLUG:
 - 2.5.1 decisions of the QLUG Assembly and the VRC;
 - 2.5.2 measurement reports issued by the system providers;
 - 2.5.3 results of the calculations for the terminal dues remuneration adjustments on the basis of quality of service performance;
 - 2.5.4 requests for review;
 - 2.5.5 appeals, which must be sent to members at least 30 days before the opening of the session during which they are to be examined;
 - 2.5.6 information about the entry or withdrawal of a member from the QLUG;
 - 2.5.7 other information requested by the Steering Committee;
 - 2.6 Organizes procedures to enable the assessment of change requests, requests for exceptions due to force majeure, appeals and arbitration, in accordance with QLUG Assembly decisions.

Article 12

Measurement system provider(s)

- 1 The measurement system provider(s) shall have the following functions:
 - 1.1 Ensures the running of the measurement system and the provision of quality performance results to the users.
 - 1.2 Selects contractors and manages the contracts to ensure the smooth running of the measurement system.
 - 1.3 Reports to the measurement system users the validated data and the data concerning the measurement results.

Article 13

Languages

- 1 The working languages of the QLUG shall, in principle, be French and English.

Chapter IV – Procedures for requests and appeals

Article 14

Review procedure for queries and change requests

- 1 The procedure is dependent upon the type of query or change requested. There are two types:
 - 1.1 Queries concerning quality measurement: A QLUG member may request the measurement system provider to review specific test items with questionable transponder reads or performance patterns of panellists.
 - 1.2 Change requests (non-systemic changes to the measurement system parameters): a QLUG member may make a request of a broader nature concerning issues such as placement of terminal dues or customs gates, city weighting, CTTs, or a request for an exception due to force majeure.
- 2 Treatment of the query or change request.
 - 2.1 Queries: all queries shall be submitted by the QLUG member to the measurement system provider (by registered mail, fax or e-mail), according to the deadlines agreed upon by the members. If no query is made before the agreed deadline, the measurement results for the period in question shall be regarded as having been accepted. The query shall indicate the member's conclusions, reasons and supporting evidence.
 - 2.1.1 If the query concerns an error in calculation, the measurement system provider and/or the Secretariat shall rectify the error, thus concluding the procedure.
 - 2.1.2 If the query cannot be mutually resolved between the member and its measurement system provider, it will be forwarded to the Secretariat for review, assessment and decision by the Validation and Review Committee.
 - 2.2 Change requests.
 - 2.2.1 All requests for non-systemic changes shall be submitted by the member to the Secretariat (by registered mail, fax or e-mail) within 30 days from the date of the measurement system provider's notification of monthly results. If no request for review is made within that period, the results shall be regarded as having been accepted. The request shall indicate the member's conclusions, reasons and supporting evidence. The Secretariat will forward a request to the Validation and Review Committee for its assessment and decision.
 - 2.2.2 Requests for changes of an operational nature, e.g. changes in gates, entry points or CTTs, shall be notified in advance. The Secretariat will forward a request to the Validation and Review Committee for its assessment and decision.
 - 2.3 The Validation and Review Committee's decision shall be communicated to the member requesting the review. If the member accepts the Validation and Review Committee's conclusions in writing within 30 days of their transmission, the procedure shall be concluded. If it does not, the Validation and Review Committee shall issue its final decision, taking into account any new evidence provided by the member. These decisions shall be communicated to the QLUG members.
 - 2.4 If the member concerned, or any other member of the QLUG, is not satisfied with the final decision of the Validation and Review Committee, it may lodge an appeal.

- 2.5 The review request shall not have the effect of suspending the adjusted remuneration of terminal dues linked to quality of service for all members for the period in dispute. Adjustments shall be made once a final binding decision has been taken.

Article 15

Appeal and arbitration procedure

1 A decision by the Validation and Review Committee may be the subject of an appeal lodged by a member with the QLUG Assembly.

1.1 The duly justified appeal shall be sent to the Secretariat by registered mail, fax or e-mail within 30 days from the date of the Secretariat's notification to the member of the Validation and Review Committee's decision. If no appeal is lodged within the period, the decision shall be regarded as final and binding.

1.2 The appeal must be sent to the Secretariat at least 60 days before the opening of the session during which it is to be examined.

1.3 Having assessed the record prepared by the member, the QLUG Assembly shall decide on the appeal on the basis of the record.

2 A member dissatisfied with the decision of the QLUG Assembly may request arbitration.

2.1 The request for arbitration shall be sent within 30 days from the date of the Secretariat's notification to the member of the QLUG Assembly's decision. If no request for arbitration is made within the period, the decision shall be regarded as final and binding.

2.2 Upon receipt of the arbitration request, the Secretariat shall inform the QLUG Assembly Chairman, who, with the member having requested arbitration, shall form an arbitration panel within 60 days.

2.3 The member having requested arbitration and the Chair of the QLUG shall each select one representative from within the QLUG membership. A third member shall be chosen jointly by both parties to the appeal. These three representatives shall comprise the arbitration panel.

2.4 The decision made by the arbitration panel shall be final and binding.

3 The appeal or arbitration request shall not have the effect of suspending the adjusted remuneration of terminal dues linked to quality of service for those members that link their terminal dues to quality for the period in dispute. Adjustment shall be made once a final binding decision has been taken.

Article 16

Case of force majeure

1 Any member may invoke a case of force majeure to justify a request for an exception.

2 A case of force majeure shall include any event beyond the control of the member invoking such a case, or which prevents that member from fulfilling its obligations relating to the quality of service link to terminal dues. A member is not liable for failure to perform any of its obligations insofar as it proves: that the failure was due to an impediment beyond its reasonable control; that it could not reasonably be expected to have taken the impediment and its effect

upon its ability to perform into account at the time of joining the GMS and/or the QLUG; and that it could not have reasonably avoided or overcome such an impediment, or at least its effects. In general, a strike by postal employees shall not be considered to be a case of force majeure. However, strikes by postal employees that take place under specific circumstances may be examined by the QLUG, under conditions described in the user manual.

3 The duly justified request shall be sent to the Secretariat by registered mail, fax or e-mail, and accompanied by supporting evidence.

4 The request for an exception shall be made within 30 days from the end of the event justifying the request (sent by registered mail, fax or e-mail). Any request that does not comply with that deadline shall be inadmissible.

5 To justify the request, the effect of the case of force majeure must last at least 72 hours.

6 The request shall be submitted by the Secretariat to the Validation and Review Committee for assessment and preparation of a technical report. In preparing its report, the Validation and Review Committee may consult with the appropriate POC body or measurement system provider as necessary. The Validation and Review Committee's technical report shall be communicated to the member requesting the exception. If the member accepts the Validation and Review Committee's conclusions in writing within 30 days of their transmission, the request procedures shall be concluded. If it does not, the Validation and Review Committee shall issue its final decision, taking into account any new evidence provided by the member.

Chapter V – Final performance results

Article 17

Publication of the final performance results

1 The Secretariat shall publish the full-year performance results of all participants in the quality of service link to terminal dues.

2 The members of the QLUG shall have up to 30 days to challenge the full-year performance results.

2.1 If no requests in relation to review the full-year performance results have been submitted to the secretariat in writing within 30 days of the publication of these results, then the full-year performance results shall be deemed final.

2.2 Any request to review the full-year performance results shall be subject to the same procedures as defined in these rules of procedure.

2.3 The performance results shall be regarded as provisional until such time as the secretariat explicitly communicates the published results as being final.

2.4 The final performance results shall be published by the secretariat and used for the calculation of the final terminal dues in accordance with article 30-111 of the Regulations to the Convention.

Chapter VI – Secretariat resources and costs

Article 18

Secretariat resources

1 Secretariat resources, including staffing costs, support costs and secretariat travel to attend meetings outside Berne which are attributable to the functioning of the QLUG, shall be borne by the UPU regular budget and approved by the POC and CA as part of the Union Programme and Budget.

1.1 The secretariat resource requirements shall be presented to and approved by the QLUG Assembly, subject to final approval of the UPU Programme and Budget by the CA.

Article 19 Costs

1 Measurement system management costs, including costs related to the provision and installation of technology and equipment, recruitment and training of panellists, data management and reports, and system provider staffing costs, shall be borne by the individual QLUG participants, subject to agreement between the system provider and members. These costs are outside the scope of these Rules of Procedure.

2 Members' own costs, including the purchase of technology and equipment, postage costs for test letters, IT and data transmission costs, and staffing costs shall be borne by each QLUG member. These costs are outside the scope of these Rules of Procedure.

Chapter VII – Final provisions

Article 20 Entry into force and termination

1 These Rules of Procedure shall enter into force once adopted by the Postal Operations Council and shall remain in force until such time as decided by the Postal Operations Council.

3.2 Decision-making process in QLUG

Based on the QLUG Rules of Procedure, tables 3.2.1 and 3.2.2 illustrate the decision-making process in the QLUG (see next pages).

3.2.1 Decision-Making Process in QLUG – Step 1

	A) Queries: Items & Panellists	B) Change of Operational Parameters &	C) Exceptional Cases: Force Majeure & Strikes
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		Calculation Errors	
Request:	The participant sends the query on the UPU agreed measurement system item details or panellists by e-mail	The participant sends the request in writing (e-mail, fax or letter) with documentation to substantiate the request	The participant sends the request in writing (e-mail, fax or letter) with documentation to substantiate the request
To:	External contractor, copy MSP	QLUG Secretary, who forwards the request to VRC in one week	QLUG Secretary, who forwards the request to VRC in one week
Deadline for participant to place a request:	Within 3 months of data availability (different deadline to be agreed by MSP and users for Nov/Dec)	Within 30 days from the notification of results by MSP and preferably, at least 7 days before the VRC meeting	Within 30 days from the end of the event and preferably, at least 7 days before the VRC meeting
Responsible for deliberation:	External contractor	VRC	VRC
Deadline for deliberation:	External contractor aims at replying within 10 working days since receipt of query	VRC to provide response within 14 days of close of next meeting	VRC to provide response within 14 days of close of meeting
Appeal	Additional questions may be posed to External contractor/ MSP. If the participant is not satisfied, it may appeal to the VRC (see Step 2)	If the participant is not satisfied, it may appeal to QLUG (see Step 3)	If the participant is not satisfied, it may appeal to QLUG (see Step 3)

3.2.2 Decision-making process in QLUG - Steps 2, 3 and 4

	Step 2 VRC	Step 3 QLUG	Step 4 Arbitration
Request:	The participant submits request in writing	The participant submits written appeal	The participant makes written request for arbitration
To:	QLUG Secretary, forwards the request to VRC in one week	QLUG Secretary, who forwards the request to QLUG in one week	QLUG Secretary who forwards the request to QLUG in one week
Deadline for participant to place a request:	Within 30 days from event described under A) B) and C) of table 3.3.1 and preferably at least 7 days before the VRC meeting	Within 1 month after notification of VRC decision and preferably, at least 60 days before the QLUG Assembly	Within 30 days from the notification of QLUG Assembly decision and 60 days before the opening of the QLUG Assembly
Responsible for deliberation:	VRC	QLUG (qualified majority)	Arbitration Panel
Deadline for deliberation:	VRC to provide response within 14 days of close of meeting	Decision taken at the QLUG Assembly	Arbitration group should ideally provide response within 1 month after the appeal has been lodged
Appeal or Arbitration	If the participant is not satisfied, it may appeal to the QLUG (see Step 3)	The participant may make a request to QLUG for arbitration (see Step 4)	Not applicable - Decision made by the arbitration panel shall be final and binding

3.3 Schedule of annual activities

The numbers in the "week" column below correspond to the week of the month during which a specific action should be completed. Please note that these numbers are tentative and subject to change.

<i>Week</i>	<i>Action</i>	<i>Parties involved</i>
JANUARY		
3	Target date for International Bureau (IB) instructions to measurement system providers (MSPs) (1)	QLUG secretariat (IB) to MSPs
4	MSPs confirm implementation of all IB instructions concerning reference year	MSP to IB
3	The IB shall present a summary level overview about the checks that have been made, including the confirmation by the MSPs of the implementation of IB instructions as of date	QLUG secretariat to QS Link participants
FEBRUARY		
4	Release of final performance results for the reference year by both MSPs	MSPs to IB
4	Formal communication of final results to QS Link participants	QLUG secretariat (IB) to QS Link participants
4	IB receives the performance reports from both MSPs for reference month January	MSPs to IB
4	Publication of monthly performance results for reference month January	QLUG secretariat to QS Link participants
MARCH		
3	IB receives the performance reports from both MSPs for reference month February	MSPs to IB
3	Publication of monthly performance results for reference month February	QLUG secretariat to QS Link participants
4	End of 30-day period to raise issues with final QS performance results	QS Link participant to IB
APRIL		
1	IB formally confirms final QS results	QLUG secretariat (IB) to QS Link participants
3	IB receives the performance reports from both MSPs for reference month March	MSPs to IB
3	Publication of monthly performance results for reference month March	QLUG secretariat to QS Link participants
MAY		
3	IB receives the performance reports from both MSPs for reference month April	MSPs to IB

3	Publication of monthly performance results for reference month April	QLUG secretariat to QS Link participants
4	Deadline for new participants in the QS Link (from the next calendar year)	Participants to secretariat
4	Deadline for participants to change their QS report (specific or standard) for the next calendar year	Participants to secretariat
<i>JUNE–NOVEMBER</i>		
3	IB receives the performance reports from both MSPs for the reference month	MSPs to IB
3	Publication of monthly performance results for the reference month	QLUG secretariat to QS Link participants
<i>DECEMBER</i>		
2	Pre-check implementation of instructions from IB for the reference year (2)	IB to MSPs
3	IB receives the performance reports from both MSPs for reference month November	MSPs to IB
3	Publication of monthly performance results for reference month November	QLUG secretariat to QS Link participants

Further information on the actions described in the calendar:

- i Although instructions from the IB may come at any time, every effort will be made to respect the deadlines set out in the above schedule.
- ii The pre-check of implementation involves repeating all IB instructions to the MSPs provided during the year (concerns the reference year only).

MODULE 3 – REMUNERATION PRINCIPLES

This module describes the remuneration principles and their application to the base terminal dues rates. This module also presents the conditions on participation in the QS Link and the different reports that can be used for quality of service adjusted terminal dues purposes.

1. *Remuneration rules*

This section explains the adjustment of terminal dues rates based on actual quality of service performance. The principles for calculating the adjustment of terminal dues rates for quality of service performance were approved during the 2016 Istanbul Congress.

The principles for calculating the adjustment of terminal dues rates for quality of service performance are as follows:

- If the target is achieved, the quality of service link participant will have its base terminal dues rates (100% of the rates calculated as described in the commentary relating to article 30-109) increased by the 5% incentive for participation.
- If the target is not achieved, the quality of service link participant will have its base terminal dues rates multiplied by a "terminal dues adjustment percentage", which results from the application of the 5% incentive for participation in the quality of service link and of the penalty factor, corresponding to a reduction of one third of one percent (0.3333%) for each percentage point below the performance target.
- The penalty factor will be applied in such a way that the reduction is no greater than 10% (the minimum applicable "terminal dues adjustment percentage" being 95% of the base terminal dues rates). Furthermore, no quality of service link participant will receive less than the terminal dues floor rates.

Examples of the calculation and application of the "terminal dues adjustment percentage" using the base terminal dues rates, the quality of service targets and the quality results

Example A: Participant in the QS Link in 2018 with base terminal dues rates of 0.256 SDR per item and 2.000 SDR per kg for P/G format, 0.492 SDR per item and 1.200 SDR per kg for E format, 88% target and 86% actual quality of service performance. "Terminal dues adjustment percentage" = $100\% + 5\% - (88\% - 86\%) \times 1/3 = 104.33\%$.

The quality of service-adjusted terminal dues rates for P/G format would be:

- per item = $104.33\% \times 0.256 \text{ SDR} = 0.267 \text{ SDR}$;
- per kg = $104.33\% \times 2.000 \text{ SDR} = 2.087 \text{ SDR}$.

The quality of service-adjusted terminal dues rates for E format would be:

- per item = $104.33\% \times 0.492 \text{ SDR} = 0.513 \text{ SDR}$;
- per kg = $104.33\% \times 1.200 \text{ SDR} = 1.250 \text{ SDR}$.

Example B: Participant in the QS Link in 2018 with base terminal dues rates of 0.229 SDR per item and 1.779 SDR per kg for P/G format, 0.489 SDR per item and 1.100 SDR per kg for E format, 88% target and 60% actual quality of service performance. "Terminal dues adjustment percentage" = $100\% + 5\% - (88\% - 60\%) \times 1/3 = 95.67\%$.

The quality of service-adjusted terminal dues rates for P/G format would be:

- per item = $95.67\% \times 0.229 \text{ SDR} = 0.219 \text{ SDR}$;
- per kg = $95.67\% \times 1.779 \text{ SDR} = 1.702 \text{ SDR}$.

The quality of service-adjusted terminal dues rates for E format would be:

- per item = $95.67\% \times 0.489 \text{ SDR} = 0.468 \text{ SDR}$;
- per kg = $95.67\% \times 1.100 \text{ SDR} = 1.052 \text{ SDR}$.

In this example, the terminal dues rates will be set at 0.227 SDR per item and 1.774 SDR per kg for P/G format and 0.485 SDR per item and 1.089 SDR per kg for E format, since the quality of service-adjusted rates cannot be lower than the floor rates.

Examples of calculation of combined rate based on the worldwide average composition of 1 kg of mail

Group I countries

Example A: At cap rate

The provisional QS linked terminal dues rates for 2018 for P/G format are:

- per item : 0.348 SDR;
- per kg : 2.714 SDR.

The provisional QS linked terminal dues rates for 2018 for E format are:

- per item : 0.740 SDR;
- per kg : 1.663 SDR.

The worldwide average composition of 1 kg of mail is:

- for P/G format : 8.16 items weighing 0.31 kg;
- for E format : 2.72 items weighing 0.69 kg.

The calculation for P/G format and E format is:

- for P/G format = $(0.348 \times 8.16) + (2.714 \times 0.310) = 3.681$ SDR per kg;
- for E format = $(0.740 \times 2.72) + (1.663 \times 0.690) = 3.160$ SDR per kg.

The combined rate for 2018 is:

- 3.681 SDR per kg + 3.160 SDR per kg = 6.841 SDR per kg.

Example B: At floor rate

The provisional QS linked terminal dues rates for 2018 for P/G format are:

- per item : 0.227 SDR;
- per kg : 1.774 SDR.

The provisional QS linked terminal dues rates for 2018 for E format are:

- per item : 0.485 SDR;
- per kg : 1.089 SDR.

The worldwide average composition of 1 kg of mail is:

- for P/G format : 8.16 items weighing 0.31 kg;
- for E format : 2.72 items weighing 0.69 kg.

The calculation for P/G format and E format is:

- for P/G format = $(0.227 \times 8.16) + (1.774 \times 0.310) = 2.402$ SDR per kg;
- for E format = $(0.485 \times 2.72) + (1.089 \times 0.690) = 2.070$ SDR per kg.

The combined rate for 2018 is:

- 2.402 SDR per kg + 2.070 SDR per kg = 4.472 SDR per kg.

Group II countries

Example C : At cap rate

The provisional QS linked terminal dues rates for 2018 for P/G format are:

- per item : 0.277 SDR;
- per kg : 2.167 SDR.

The provisional QS linked terminal dues rates for 2018 for E format are:

- per item : 0.277 SDR;
- per kg : 2.167 SDR.

The worldwide average composition of 1 kg of mail is:

- for P/G format : 8.16 items weighing 0.31 kg;
- for E format : 2.72 items weighing 0.69 kg.

The calculation for P/G format and E format is:

- for P/G format = $(0.277 \times 8.16) + (2.167 \times 0.310) = 2.932$ SDR per kg;
- for E format = $(0.277 \times 2.72) + (2.167 \times 0.690) = 2.619$ SDR per kg.

The combined rate for 2018 is:

- 2.932 SDR per kg + 2.619 SDR per kg = 5.551 SDR per kg.

Example D: At floor rate

Same calculation as in example B

Group III countries

Example E : At cap rate

The provisional QS linked terminal dues rates for 2018 for P/G format are:

- per item : 0.234 SDR;
- per kg : 1.831 SDR.

The provisional QS linked terminal dues rates for 2018 for E format are:

- per item : 0.533 SDR;

- per kg : 1.198 SDR.

The worldwide average composition of 1 kg of mail is:

- for P/G format : 8.16 items weighing 0.31 kg;
- for E format : 2.72 items weighing 0.69 kg.

The calculation for P/G format and E format is:

- for P/G format = $(0.234 \times 8.16) + (1.831 \times 0.310) = 2.477$ SDR per kg;
- for E format = $(0.533 \times 2.72) + (1.198 \times 0.690) = 2.276$ SDR per kg.

The combined rate for 2018 is:

- 2.477 SDR per kg + 2.276 SDR per kg = 4.753 SDR per kg.

Example F : At floor rate

Same calculation as in example B

2. Calculation of terminal dues rates adjusted for quality

2.1 Provisional QS-linked terminal dues rates

The International Bureau will publish, by 1 July of year Y-1, an IB circular with the provisional rates to be applied to the calendar year Y. The provisional terminal dues rates applicable for year Y are based on the domestic tariffs for a 20-gramme priority small letter (P) and the 175-gramme priority large letter (G) tariffs valid at 1 June of year Y-1. The quality of service performance results relating to year Y-2 (or the latest agreed available data) will be applied to adjust the terminal dues rates for quality performance. The IB circular will indicate the following in a table:

- the country name;
- the ISO code of its currency;
- the domestic rate for a 20-gramme priority small letter in national currency;
- the domestic rate for a 20-gramme priority small letter in SDR;
- the domestic rate for a 175-gramme priority large letter in national currency;
- the domestic rate for a 175-gramme priority large letter in SDR;
- the terminal dues rates per item and per kg in SDR before the addition of the quality of service adjustment;
- the quality of service-adjusted terminal dues rates per item and per kg in SDR.

2.2 Final rates

The International Bureau will publish an IB circular with the final terminal dues rates for year Y on 1 May of year Y+1. The bases for these calculations are the tariffs of year Y-1 and the quality of service results for year Y. The IB circular will indicate the following in a table:

- country name;
- the ISO code of its currency;
- the domestic rate for a 20-gramme priority small letter in national currency;
- the domestic rate for a 20-gramme priority small letter in SDR;
- the domestic rate for a 175-gramme priority large letter in national currency;
- the domestic rate for a 175-gramme priority large letter in SDR;
- the terminal dues rates per item and per kg in SDR before the addition of the quality of service adjustment; the final quality of service-adjusted terminal dues rates per item and per kg in SDR.

3. *Participation in UPU QS Link*

3.1 Opting-out rule

Participation in the UPU-agreed measurement system is voluntary. If a designated operator of a country or territory of the terminal dues target system opts not to participate in the UPU-agreed measurement system, this operator shall receive as payment its base terminal dues, while pays to participants their quality-of-service-adjusted terminal dues, but shall not pay them less than 100% of their base terminal dues rates (before quality-of-service adjustment).

A current participant in the UPU QS Link and the UPU-agreed measurement system that wishes to opt out should inform the IB of its decision one calendar year in advance of its withdrawal. The IB shall inform the measurement system provider accordingly.

3.2 Participation of new members

The designated operators of the UPU members classified in the terminal dues transition system may choose to participate in the UPU QS Link on a voluntary basis. In so doing, the UPU member of the transition system is subjected to the provisions laid down in articles 30-109 of the Regulations to the Convention. A new participant automatically becomes a member of the User Group (QLUG), unless it informs otherwise in writing to the QLUG Secretariat (for more information, please refer to the QLUG Rules of Procedure in section 3.2 of Module 2 of this Manual).

3.3 Termination of participation of current members

The designated operators of the UPU members currently participating in the UPU QS Link and in the UPU-agreed measurement system shall inform the QLUG Secretariat of their interest of discontinuing their participation in both or either one a calendar year in advance from their withdrawal (for instance: a participant should communicate the QLUG Secretariat by December of the year X of its intention to withdraw from the UPU QS Link or the UPU-agreed measurement system from January of year X+2).

Any member deciding to withdraw from the QLUG gives the Secretariat written notice at least one calendar year in advance. During the notice period that member shall be required to fulfil its obligations relating to its participation in the GMS Quality Link User Group, and shall remain bound by the QLUG decisions concerning reviews, appeals and arbitration.

4. QLUG Membership

4.1 Provisions on QLUG membership

For the application of the provisions concerning the payment of terminal dues by their designated operators, countries and territories shall be classified in accordance with the lists drawn up for this purpose by Congress in its resolution C 7/2008, as follows:

- Countries and territories in the target system prior to 2010;
- Countries and territories in the target system as of 2010 and 2012 (new target system countries);
- Countries and territories in the transitional system.

Linking terminal dues to the quality of service is mandatory for target countries (Article 30-109.1). 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 (Article 30-109.2).

New target countries have the possibility to make use of a 2 years grace period (Article 30-109.7) before linking their terminal dues to quality. For transition countries, the option of linking terminal dues to quality is voluntary. 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 rate and pay participants of the QS link to terminal dues rates adjusted to the quality of service, which may vary from 100% to 105% of the base TD rates.

Following article 2 of QLUG rules of procedure membership in QLUG is defined as follows;

Each designated operator that participates in a UPU-agreed quality of service measurement system according to articles 30-109 and 30-111 shall be considered to be a member of the GMS QL User Group.

Designated operators of target system countries shall be considered to be presumptive members of the QL User Group.

Participation in QLUG requires a formal notification from the country itself. In 2011 GMS users were informed that they could opt out of the QLUG, or at least refrain from membership

pending a future decision. Those GMS users that did not respond to the question form were assumed to have no interest in participating from 2011.

4.2 QLUG membership in 2021

Year provided in table reflects the starting year (i.e. year of starting measurement and year of starting in the link to terminal dues (QS Link)). The column named 'report' refers to the choice of report by the respective participants based on the conditions under section 5 of present module.

QS Link participants in 2021 (75 participants)

	UNEX *	GMS (UPU)	Report	Link to Terminal Dues
AUSTRALIA		X	Standard	2005
AUSTRIA		X	Standard	2005
BELARUS		X	Standard	2018
BELGIUM		X	Standard	2005
BENIN		X	Standard	2020
BHUTAN		X	Standard	2020
BOSNIA AND HERZEGOVINA (BH POŠTA)		X	Standard	2018
BOTSWANA		X	Standard	2021
BRAZIL		X	Standard	2007
BRUNEI DARUSSALAM		X	Standard	2017
BURKINA FASO		X	Standard	2016
CANADA		X	Standard	2005
CAYMAN ISLANDS		X	Standard	2014
CHILE		X	Standard	2020
CHINA (PEOPLE'S REP.)		X	Standard	2018
COLOMBIA		X	Standard	2021
COSTA RICA		X	Standard	2017
CÔTE D'IVOIRE (REP.)		X	Standard	2020
CROATIA		X	Standard	2014
CYPRUS		X	Standard	2015
CZECH REPUBLIC		X	Specific	2015
DENMARK		X	Standard	2005
EL SALVADOR		X	Standard	2020
ESTONIA		X	Standard	2013

	UNEX *	GMS (UPU)	Report	Link to Terminal Dues
ESWATINI		X	Standard	2021
FINLAND	X		Standard	2005
FRANCE		X	Specific	2005
GERMANY	X		Standard	2005
GHANA		X	Standard	2021
GIBRALTAR		X	Standard	2011
GREECE		X	Standard	2005
HONG KONG		X	Standard	2014
HUNGARY	X		Standard	2015
ICELAND	X		Standard	2005
IRELAND	X		Standard	2005
ISRAEL	X		Standard	2005
ITALY	X		Standard	2005
JAPAN		X	Specific	2005
KAZAKHSTAN		X	Standard	2018
KOREA (REP.)		X	Standard	2014
LATVIA	X		Standard	2006
LEBANON		X	Standard	2018
LITHUANIA		X	Standard	2018
LUXEMBOURG	X		Standard	2005
MACAO, CHINA		X	Standard	2013
MALAYSIA		X	Standard	2018
MALTA		X	Standard	2006
MOROCCO		X	Standard	2021
NETHERLANDS	X		Specific	2005
NEW ZEALAND		X	Standard	2005
NORTH MACEDONIA		X	Standard	2019
NORWAY		X	Specific	2005
POLAND		X	Standard	2014
PORTUGAL		X	Standard	2005
QATAR		X	Standard	2015
ROMANIA		X	Standard	2020
RUSSIAN FEDERATION		X	Standard	2018
RWANDA		X	Standard	2021

	UNEX *	GMS (UPU)	Report	Link to Terminal Dues
SINGAPORE		X	Standard	2012
SLOVENIA		X	Standard	2014
SPAIN		X	Standard	2005
SRI LANKA		X	Standard	2019
SURINAME		X	Standard	2020
SWEDEN		X	Specific	2005
SWITZERLAND		X	Specific	2005
TANZANIA		X	Standard	2021
THAILAND		X	Standard	2018
TOGO		X	Standard	2015
TRINIDAD & TOBAGO		X	Standard	2014
TURKEY		X	Standard	2018
UKRAINE		X	Standard	2007
UNITED KINGDOM		X	Standard	2005
UNITED STATES OF AMERICA		X	Specific	2005
VATICAN		X	Standard	2019
VIET NAM		X	Standard	2020

* UNEX module compliant with the GMS technical design

5. Reporting

5.1 GMS standard report

Following the approval of resolution C 45/2008 by the 24th UPU Congress and the subsequent POC (POC 2008.1–Doc 10j and Add 1) the UPU GMS Technical Design was adopted as the single source of technical specifications for any UPU-agreed measurement system for quality of service link to terminal dues (article 30-109 of the Regulations to the Convention). Since then the Technical Design has been implemented by the two system providers (UPU-IB and IPC) and the reports of both systems are used for linking Terminal Dues to quality. These reports are referred to as GMS standard report.

5.2 GMS specific report

At the 2011 POC session, Committee 1 adopted the proposal of the GMS Implementation Group contained in document POC C 1 2011.1–Doc 7b, to allow QLUG participants to opt to use a report specific to QS Link participants based on the GMS Technical Design for terminal dues purposes, instead of the GMS general report.

5.2.1 Details of the GMS specific report

For each country participating in the quality of service link to terminal dues, the principle is to first apply the technical design to all flows received and then to apply the technical design restricted to those flows received from countries participating in the quality of service link to terminal dues. Both designs are then mixed to obtain the full boosted GMS design.

- 1 Determine the level of a country in the GMS general design and in the GMS specific design:
 - a The total inbound flow of a country gives the level of a country (A to E) and the number of permanent links and the structure of the pools for the GMS general report.
 - b The inbound flows from countries participating in the quality of service link to terminal dues give the level for the GMS specific report and the number of permanent links. This level could be either the same as or below the general one. As a consequence, the number of permanent links needed for the GMS specific report is the same or lower than the general one. The same goes for the number of cities to be covered.
- 2 Implement the basic GMS design: apply the technical design according to the level of each country.
- 3 Determine the permanent links and the pools for the GMS specific report: apply the technical design specifically to the flows received from countries in the quality of service link to terminal dues.
 - a Permanent links are initially determined by the normal rules. Pool 1 links for the specific report are boosted with quality of service link to terminal dues as described below.
 - b Pools 1 and 2: For the general report, the pools are determined by the technical design (using the percentage of flow). Since a boost is not allowed between pools, pools 1 and 2 for the specific report are the same as for the general report, less the flows which are boosted as permanent links, minus the flow which is not in the quality of service link to terminal dues. Furthermore, this principle ensures coherence with the general report. It respects the integrity of the pools and minimizes the size of the boost needed.
 - c Weighting: The weights of the permanent links and pools 1 and 2 will be calculated on the basis of the countries participating in the quality of service link to terminal dues.
 - d Accuracy: As the designs of both measurements follow the technical guide, the theoretical levels of accuracy will be in accordance with the importance of the inbound flows.
- 4 Determine the permanent links and the pools for the boosted GMS general report:
 - In order to improve the accuracy of the GMS general report, all information available will be used, so that flows boosted for the GMS specific report will be used for the GMS general report.
 - Those flows that are permanent links in the GMS specific report instead of pool links will be added to the other permanent links in the GMS general report resulting in the boosted GMS general report.
 - Pools 1 and 2 of the boosted GMS general report comprise the same flows as for the GMS general report, minus the boosted flows for the GMS specific report.

5.2.2 Use of the GMS specific report

1. Participants in the UPU QS Link can elect to use the specific report for terminal dues purposes. The participant electing to use the GMS specific report for terminal dues purposes should inform the QLUG Secretariat prior to the year of measurement during which the specific report will be used.

2. The user can change the report (from standard to specific or from specific to standard) only prior to the year of measurement during which the report will be used. Written notification of such changes shall be provided to the QLUG Secretariat by no later than 31 August of the year preceding the calendar year in which the quality of service is measured for terminal dues purposes. In the absence of such notification, the participating designated operator will continue to use the same report as in the previous year.

3. Users that have not elected the use of the specific report will use the standard report for terminal dues purposes as described under 5.1.

MODULE 4 – OPERATIONAL PARAMETERS

This module deals with the necessary operational parameters used by a UPU-agreed measurement system in compliance with the GMS Technical Design in the measurement of the QS performances of participants. These parameters involve definitions such as quality standards and targets, cut-off time for accepting the mail at the Office of Exchange of destination, delivery time and percentage of achievement of the delivery time.

These parameters are based on domestic standards and should be in line with international standards accepted by most postal operators around the world, and in particular their customers. They also have to be agreed upon among the participants in the UPU QS Link.

1. *Service standards and targets*

1.1 General

The quality performance of the inbound mail is measured from the arrival at the destination (Air Mail Unit or Office of Exchange, for instance) against the critical tag time (CTT) and up to the final delivery at the addressee's mail box or door.

The method applied to calculate the performance is based on standards and targets. The annual quality of service standards and targets are set by the POC based on article 30-109.10, they are expressed in K+Y, being K the day of reception and Y the day(s) needed for the mail to be delivered at the addressee's mail box or door. The performance results are expressed as percentages of inbound test mail delivered within the service standard in comparison to all inbound test mail received during the same period of time. The main elements are highlighted in the table below:

Targets Targets are expressed as percentages of inbound mail delivered within the service standard in comparison with all inbound mail received. The targets set by the POC, since the outset of the UPU QS Link, are listed in Annex 2.¹

Service standards Service standards are commitments made by Postal Operators to deliver mail within one or more days from the day and time of the reception of the mail at the destination office of exchange (OE). It is based on publicized domestic standards and is referred as K+Y, "K" being the day of receipt at the inbound DO and "Y" the day(s) required to deliver the mail by the terminating administration to the addressee's mail box or door.

CTT The Critical Tag Time (CTT) is the latest time a transponder contained in a test letter must have registered while passing through an "entry" Terminal Dues (TD) gate at the Office of Exchange (OE) of destination for the destination participant to have to perform the service in accordance with its service standards.

A test item with a registration time later than the CTT of a certain day will be considered as arriving before the CTT of the following day with a CTT (i.e. workday) of

¹ Please consult website for latest version of the QLUG User Manual, the latest targets approved by the POC or CA Management Committee take precedence

its arrival at the destination.

participating countries it is necessary to make adjustments to the “entry” CTT used due to Border Agency intervention, the border agency correction procedures are provided under 2.5.5 of this module.

1.2 Annexes

The following annexes provide the latest information on quality standards and targets, CTT’s and an overview of sites with terminal dues or border agency gates:

- Annex 2 Targets of inbound mail delivered within the service standard are presented in Annex 2.
- Annex 3 The delivery standards and CTT’s used in the measurements are listed in Annex 3.
- Annex 4 Provides an overview of the sites with inbound TD and Border Agency installations
- Annex 5 Provides the form for submitting claims of force majeure

2. *Procedures for changes of operational parameters*

Proposals or requests from participants for the setting and changes to the operational parameters are to be submitted to the Secretariat in writing, together with sufficient documentation. The IB Secretariat will send them to the appropriate UPU body for examination.

Quality standards and targets

Proposals or requests to change the quality standards and targets shall be submitted to the Validation and Review Committee (VRC) for examination and recommendation to the QLUG Assembly for further examination.

The appropriate Committee of the POC will make a decision according to the procedures and deadlines described in the Convention Regulations Articles 30-109 and 30-110, concerning:

- The setting of quality of service standards and targets for new participants in the QS Link;
- Changes to the quality of service standards, this includes changes critical tag times (CTT); changes to delivery days, changes to processing days and other operational changes which affects the tables presented in Annex 3.
- Changes to the quality targets listed in Annex 2;

Other operational parameters

Proposals and request to change other operational parameters for the quality link to terminal dues purposes shall be submitted to the Validation and Review Committee (VRC) for examination and decision. The decision will be communicated to the requesting participant and reported to QLUG to take note. These changes of operational parameters can relate to:

- The installation, removal or changes to reading points such as terminal dues gates and border agencies gates (see 2.4 and 2.5 of this module);
- Boosting of test mail (see 2.1 of this module);
- Etcetera

Decisions on requests for changes of operational parameters should not be applied retroactively. Under retroactivity is understood the time before the date of the formal reception of the request by the International Bureau.

2.1 Boosting requests

2.1.1 Introduction

The term “boosting” refers to the approved process of allocating additional test items to an inbound country either through an individual flow (or Link), or across a number of flows. The common reasons for boosting are to improve accuracy and to support improvements in bilateral cooperation.

In some cases the level of boosting requested may result in the upgrading of the DO category to a higher GMS level with higher volumes and associated levels of accuracy in reporting to that which was originally required under the original participation requirements of the GMS measurement.

Boosting may also include the extension of the coverage in terms of including more cities or extending the existing metropolitan areas within the quality measurement (called “city-boosting”).

2.1.2 Boosting options

The boosting options and the rules for implementing the different “boosting” options are given in the GMS Technical Design (section 6 of GMS Technical Design). The principles for city-boosting will be included in the GMS Technical Design in the future and therefore temporarily appear in this module (2.1.4 and 2.1.5).²

2.1.3 Process of requesting for boosting

Any request for boosting must be addressed to the QLUG Secretary. The request needs to be accompanied with supporting documentation in accordance to the requirements of the GMS Technical Design. The supporting documentation should clearly identify the request itself, such as the cities or areas, postcodes and population statistics for requests for city-boosting.

The QLUG Secretariat will submit the requests to the VRC for validation. After the validation by the VRC the request will be included in the VRC report for adoption by the QLUG. The decisions will be communicated to the measurement system provider by the QLUG Secretariat.

2.1.4 Principles for city-boosting

The key criterion for evaluating city boosts is population. However, the selection of cities by descending order of population will be used as long as city clustering is not created. Population statistics shall come from a verifiable official source (e.g., website of the national statistics organization).

2.1.5 Rules for city-boosting

Two main scenarios can be expected:

- i. A designated operator requests a city to be added, but does not specify which city;
- ii. A designated operator requests a city to be added and specifies the city.

In both scenarios, the request will be evaluated by VRC using the criteria of population and improved geographical coverage. Population statistics shall come from a verifiable official source (e.g. website of national statistics organization)

Scenario 1: A designated operator requests a city to be added without specifying which city

Step 1	Rank the main cities in the country in decreasing order by population statistics (highest populated first) and remove the cities currently in the system from the list.
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² Please note that once implemented in the GMS Technical Design, the provisions in the TD will take precedence.

Step 2	Select the city on top of the list.
Step 3	Analyse the impact of the selected city with respect to clustering with a city already in the system: a if the city selected is not in close proximity or clustered with an existing system city, then the city is accepted; b if the city selected is in close proximity or clustered with an existing system city, then the city is not accepted and the next available city on the list is selected for analysis on the impact of clustering (step 3).

Scenario 2: A designated operator specifies which city to be added

Step 1	Rank the main cities in the country in decreasing order by population statistics (highest populated first) and remove the cities currently in the system from the list.	
Step 2	<p>If the city requested is on top of the list:</p> <ul style="list-style-type: none"> – Analyse the impact on clustering with an existing city: <ul style="list-style-type: none"> • if the city selected is not clustered with an existing system city, then the city is accepted; • if the city selected is clustered with an existing city system, then this city is not accepted. 	<p>If the city requested is not on top of the list:</p> <ul style="list-style-type: none"> – Analyse the impact on clustering if the city (ies) on top of the list (above the one requested) would be added: <ul style="list-style-type: none"> • if the city(ies) on top of the list is (are) not clustered with an existing city, then the requested city is not accepted; • if the city(ies) on top of the list is (are) clustered with an existing city, then the requested city is accepted.

2.2 The "handover point" concept

The "handover point" is the location where the responsibility of the mail is transferred from the sending to the receiving designated operator. The definition as used in the context of GMS Quality Link User Group is the following:

"Given that either the sending DO or the receiving DO has the responsibility for international mail at all times the Handover Point shall be defined as the location where the possession and responsibility for the mail is transferred from the sending DO and its transport service provider, along with any of its affiliated handlers, to the receiving DO for processing and final delivery."

For some participating countries there are registration points after the "handover point" and contain activities referred to as Border Agencies, for an understanding as to how this is dealt with refer to section 2.5 of this module.

2.2.1 UPU provisions on the matter

The UPU Regulations provide few indications on how to understand the term "handover point", as follows:

- article 17-114.3 indicates that " *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 six-character code of the office of exchange;
 - 3.2 the name of the office of exchange;
 - 3.3 the code and name of the designated operator responsible for the office of exchange;
- article 17-113.3 mentions, for air-lifted mail, that "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.;
 - Article 17-135.5.4 indicates that " In case of air transport, the two copies of the delivery bill that are transported to the destination office shall be inserted in a CN 45 envelope. These shall be conveyed in the aircraft's flight portfolio or other special pouch in which the flight documents are kept. Upon arrival at the airport of offloading of the mails, the first copy, duly signed as a receipt for the mails, shall be kept by the airline which has carried the mails. The second copy shall accompany the mails to the post office to which the delivery bill is addressed"
 - article 17-115.2 mentions, for closed mail, that " The exchange of items in closed mails shall be regulated by common consent between the designated operators concerned. Any changes in routing shall be notified by the dispatching designated operator to the designated operator of destination at the earliest opportunity and, if possible, before the date of implementation";
 - The model of Framework Agreement between postal operators and air carriers does not specify a point for the handover of the mail by ground handling agents either. This location has to be defined by the postal operator and the carrier in advance.

The term "handover point" is not defined either in the UPU Acts or in the model of Framework Agreement between postal operators and air carriers. The articles above do not approach the handover in its geographical dimension, but rather the handover time or the carrier of the handover task (office of exchange). This situation leads to the conclusion that a definition of the place of handover of the mail is left to the parties themselves.

2.3 Setting targets, service standards and critical tag time (CTT)

2.3.1 Principles for fixing quality standards, targets and CTT's

The operational parameters concerning quality standards, targets and CTT's require approval by the POC pursuant to article 30-109.10. The principles are defined in article 30-110 of the Regulations to the Convention (reproduced below).

Article 30-110

Principles for setting or revising quality of service standards and targets for the quality of service-linked terminal dues remuneration

- 1 For the purpose of the quality of service-linked terminal dues remuneration, the annual quality of service standards and targets shall be set by the Postal Operations Council based on standards and targets applicable in the domestic service with respect to comparable items and conditions.

- 2 The Postal Operations Council shall also decide on requests from designated operators to change their standards and targets due to changes to their domestic standards or targets. The revised standards or targets approved by the Postal Operations Council shall enter into force from the latter of the date of the implementation of such changes in the domestic services and the date of the receipt by the International Bureau of the change request from the designated operators concerned.
- 3 These standards and targets shall not be less favourable than those established for the inward letter-post items pursuant to article 14 of the UPU Convention.
- 4 Subject to the provisions in paragraph 3, the standards shall be set in compliance with the following principles:
- 4.1 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.
- 4.2 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.
- 4.3 The standards shall in principle have a critical tag time (CTT) no earlier than 15.00.
- 5 Subject to the provisions in paragraph 3, the targets shall be fixed in compliance with the following principles:
- 5.1 The target shall be set at the highest of the domestic target set by the regulator and the most recent annual performance of the designated operator concerned within a UPU-agreed measurement system, rounded down to the nearest full percentage, subject to a minimum target of 75% and a maximum target of 88%.
- 5.2 In the absence of annual performance results as in paragraph 5.1, the applicable target shall be the domestic target set by the regulator, subject to the minimum and the maximum targets above.
- 5.3 In the absence of a domestic target set by the regulator and of annual performance results as in paragraph 5.1, the initial target shall be set at the minimum target.
- 5.4 In principle, the target for a year shall not be set at a lower level than the target of the previous year.
- 5.5 At the request of the designated operator, the target may exceed the maximum target in 5.1.

2.3.2 Further principles for setting and changing the CTT

- All participating designated operators must have a CTT for terminal dues purposes set no earlier than 15.00 hours and for at least five days of the week. Exceptions to these minimum parameters require approval by POC.
- The number of delivery days determines the number of days with CTT set;
- Designated operators with a six-day delivery week may be granted an earlier CTT for terminal dues purposes before the non-delivery day;
- Designated operators with current CTT for terminal dues purposes later than 15.00 cannot change to an earlier CTT unless the requested change is operationally justified. The VRC shall assess such requests and make a technical recommendation to the QLUG which may endorse the VRC recommendation for the approval of the POC;

2.3.3 Procedures for setting and changing of CTT's

- The designated operator that requests to set or change CTT must submit the request to the QLUG Secretary, accompanied by a description of the operational and/or organizational changes that motivates the adjustment to the CTT's.
- The request should be sent to the QLUG Secretary no later than one month before the start of the QLUG meeting.
- The Secretary will check that the request conforms to the above principles and will submit the case to the VRC for assessment and recommendation.
- The recommendation by the VRC will have to be endorsed by and proposed to the POC for approval pursuant to RL 30-109.10.
- Approved changes to CTT's will be implemented no earlier than two months following the POC decision. This implementation period is required for the sending designated operator to adapt their operations to the revised CTT's.
- The QLUG Secretary shall update the QLUG User Manual accordingly.

2.4 Installation and relocation of Terminal Dues Gates

2.4.1 Introduction

This section describes the Terminal Dues Gate rules which apply to all users of the QLUG and in particular to those participating in the UPU QS Link. Terminal Dues (TD) gates are the RFID antennae and readers installed at the identified and approved handover points where the possession and responsibility for the mail is transferred from the sending DO and its transport service provider, along with any of its affiliated handlers, to the receiving DO for processing and final delivery.

As a result of the QLUG meeting in May 2011 a threshold for inbound volume was adopted by C1 and has been included in the Technical Design. The rule established has determined that if the Office of Exchange (OE) accounts for at least 0.5% of the total annual international inbound volume used for the application of the GMS Technical Design, the office of exchange must be equipped with RFID gates for quality link to terminal dues purposes.

2.4.2 Principles for establishing the Terminal Dues gate location

The VRC takes a decision on the location of the gates at the Handover Point which for each case requires approval of the QLUG. For a decision on the location of these gates, a site survey is required. The VRC should involve the measurement system provider to identify the location of the gates at the handover point. It is possible for voluntary stakeholders representing the sending DO's to be present at the site survey. The DO should approve the stakeholder presence and if they do not approve then a neutral third party (e.g., member of VRC) can be selected.

For technical reasons, it may be impossible to install the TD gate at the exact interface, e.g. the construction of the Office of Exchange makes it impossible to place the antennae at the entrances. It is then equally important to agree on the "next best" location of the TD Gate, which should if practical be further away from the Office of Exchange rather than further in. This approach decreases the risk of

having a staging area at the inbound Office of Exchange, prior to the TD read. Where this is not practical, the "next best" location of the TD Gate should be as close as possible to the handover point.

If the receiving DO or the stakeholder does not agree with the TD gate location identified by measurement system provider, an appeal can be made to VRC. If the receiving DO or stakeholder does not agree with the VRC decision on the gate location, an appeal can be made by either party to QLUG. As a result of a request from a sending DO or as a result of a periodic inspection of gate locations, the VRC can request the QLUG Secretary to assign measurement system provider to review the handover gate location with the option of stakeholder presence at the review.

The same principles and procedures shall apply for the relocation of existing Terminal Dues gates, which may be required due to remodelling of existing facilities or due to changes in mail flows and the consequent handover points.

2.4.3 Procedure for terminal dues gate installations and relocations

Terminal dues gate installations and relocations require a decision by the VRC which is put to the QLUG for endorsement.

- a. The requesting DO³ sends a request for a site survey concerning gate installations and/ or relocation to the Measurement Service Provider (and sends a copy to the QLUG Secretary for information);
- b. The member informs the QLUG Secretary about the date and time of the site survey. The Secretary communicates the request to the VRC and invites QLUG members for site survey participation as described under 2.4.3.
- c. The measurement system provider prepares a site survey report for the QLUG Secretariat which communicates it to the VRC, all participating stakeholders and the requesting DO;
- d. The participating stakeholders and the requesting DO formally accept the site survey report
- e. The VRC takes a decision on the basis of the site survey report and can ask for further information to the requesting DO and the measurement system provider;
- f. From the communication of the VRC decision by the Secretariat to the requesting (receiving) DO, the receiving DO in close cooperation with the measurement provider and the technology supplier can start the installation of the gates at the locations that were approved by the VRC.
- g. The requesting DO and/or the measurement system provider informs the QLUG Secretary of any possible delay or complications, if any occur;
- h. After final installation the measurement system provider prepare the acceptance report which is provided to the QLUG Secretariat, all participating stakeholders and the requesting DO;
- i. The QLUG secretariat informs the QLUG members of the VRC decision implementation from the date of the acceptance report.

³ A sending DO and the measurement system providers can also signal the need for gate installations or modifications at the receiving DO. In this situation, it is required to inform the QLUG Secretary of the situation. The QLUG Secretary will contact the receiving DO first before any of the actions after a) will be taken.

The rules for TD gates location is provided in the Technical Design section 13.3.1

2.4.4 Site survey procedure for Terminal Dues gate installations and relocations

This section explains the procedure for the site surveys and QLUG Stakeholder Observations:

- Planning and the scheduling of site-surveys are organized between the requesting country, the measurement system provider and their supplier. The QLUG Secretary should be kept informed.
- The measurement system provider plans, and in conjunction with the receiving DO conducts the site survey.
- The planning, organization of the site survey and the possible rescheduling, will not be dependent on availability of the stakeholder(s)/ observer(s). Site surveys should not be at a time that may impact on the operations of the facility such as “high volume time critical periods”.
- A QLUG stakeholder(s) may observe and address their questions or observations to the measurement system provider representative in charge of the site survey.
- Detail process for the participation of stakeholders is as follows:
 - a The measurement system provider informs, by e-mail, the QLUG Secretary whenever a request for a Site Survey from a UPU-agreed measurements system related site is submitted.
 - b When a stakeholder participation is confirmed by the QLUG Secretary to the measurement system provider within seven calendar days, the measurement system provider provides, by e-mail, the QLUG Secretary with the following information as soon as it is available:
 - i the scheduled date of the site survey;
 - ii contact details of the National Coordinator who has the overall responsibility for the RFID installation for his postal administration;
 - iii the site address;
 - iv travel arrangements.
 - c The stakeholder planning to attend the site survey-informs the DO of the receiving country
 - d If there are any changes to the arrangements these will be notified by the measurement system provider to the QLUG Secretary as soon as possible.

Costs

All TD gate related costs shall be borne by the DO that is requesting the gates to be installed. All stakeholder travelling costs (including costs of rescheduling) are to be borne by the stakeholder country that participates in the on-site inspection to identify the TD gate location.

2.4.5 Checklist for site survey reports

The following principles shall apply to the site survey reports:

- a The site survey reports shall provide clear information on the operational process of mail arriving at the facility, including the following: how it is received, processed and released for domestic or local processing; at which points it shall receive RFID registrations; for sites where customs corrections are to be requested, where the handover points and into-border agency and out-of-border agency registrations are in respect of the process of acceptance, processing and release at the facility.
- b Site maps provided with the site survey report shall clearly indicate the operational logic, the sequence in processing and the exact locations where responsibility of the mail changes hands. Symbols and markings used in the site maps should be explained.
- c The use of photos, drawings and other visual aids is recommended to support information provided in relation to the exact locations of designated points in the operational process.
- d The designated operator responsible for the site shall ensure the completeness of the site survey report, which will be provided by the measurement system provider, as required under 2.4.3 and 2.4.4 of the present module, and shall contain the following sections and information:

Section 1: General information

This section describes the general information about the facility

- Document reference and date/version of report.
- Name of the site and its purpose (AMU, OE, etc.).
- Physical address of the facility.
- Date of the site survey, purpose of the site survey (e.g. new facility, changes in operational flow including the location of the RFID gates, etc.).
- Participants in the site survey – name, company, roles.
- Relevant site information such as opening hours of the facility, distance to the relevant postal facility (e.g. between AMU and OE) including travel time and frequency of transport, and operational times of the customs/border agencies at the site.
- Overview of RFID reading points that are used for quality-linked terminal dues purposes and those that are proposed to be used for quality-link terminal dues purposes, including their purpose (first inbound, into-border agency, out-of-border agency, exit OE, etc.).

Section 2: Description of the operational situation and the processing of inbound mail

This section describes the operational situation and the processing of inbound mail at the facility

- Description of the handover of mail to the designated operator or its subcontractor ("change of responsibility"), including information on whether the mail is pulled or pushed into the facility and by whom.
- Description of the operational situation within the facility – process flow of the inbound mail as a receptacle and as an item (by format if treated differently); sequence of events, including receptacle scanning for RESDIT, RESCON and RESDES; and change of responsibility within the facility (e.g. handover points to/from Customs/border agency and to the domestic operation).
- Detailed site map indicating the layout of the facility and clearly showing the flow of mail to/within/from the facility, including an explanation of the symbols and markings used (in English).

- Photographs to help in understanding the situation at the site (gates, doors, staging areas, equipment used for processing, etc.).
- Information on whether all inbound mail can bypass the handover points and/or whether any of the gates/doors are not planned to be equipped with RFID equipment (reasons for such a decision, operational processes ensuring that all inbound mail gets the inbound reads).

Section 3: Border agencies

This section describes the nature and location of border agencies (BAs) and their impact on the processing of mail.

- Description of the BA at the site and its purpose.
- Operating hours of the BA at the facility, including any impact on further postal processing (e.g. mail not allowed to be processed further outside operating hours or unless the BA releases the mail for further processing).
- Information on whether all inbound mail passes through the BA at the facility.
- If it does not, a description of the criteria for mail subject to BA checks, with examples.
- Description of the place(s) where the BA checks take place.
- Information on whether the mail is pushed by the designated operator to the BA or pulled by Customs/BA, as well as the same information for exit from Customs/BA.
- Information on whether there are any staging areas before and/or after the BA checks.
- Information on whether any mail subject to BA checks bypasses the proposed reading points (RFID gates) and whether there are any doors not equipped with RFID gates.
- Functions, roles and responsibilities of BA staff.

Section 4: Technical report

This section includes information related to the proposed location of the RFID gates and other technical information (written by the RFID technical expert, considering the optimal location in terms of technical limitations and costs).

- Detailed site map indicating the layout of the facility and the proposed location of the RFID gates (exciters), the readers (if separate) and the server PC.
- Detailed description of the individual RFID reading points.
- Supporting drawings and photographs.
- List of the proposed RFID readings points, the technical equipment and details (type, active/passive, mail pushed/pulled, etc.), and description of their purpose (TD, BA in/out, etc.)
- Information on whether there are any backup reading points.
- Data cable connection diagram.
- Server location and technical requirements.
- Description of the real-time data transfer to the designated repository and any measures to prevent the designated operator's direct access to the data and its manipulation.
- Information on whether there is any backup of the RFID data.
- Information on whether there is any 24/7 monitoring of the RFID exciters' function and data transfer and who is responsible.

- Checklist of the pre-installation work needed to be carried out by the designated operator.

2.5 Installation and relocation of Border Agencies Gates

2.5.1 Introduction

The rules in this chapter concern all agencies which perform a sovereign function on behalf of the government or according to legally binding federal regulations. These bodies encompass Customs, agricultural authorities and federal security bodies.

In order to be considered for correction the delays caused by these bodies/ agencies cannot be controlled or influenced by the DO in the receiving country. In this chapter, all these governmental bodies will be named "Border Agencies".

These following chapters outline the principles and procedures for Border Agencies gate locations as well as providing a description as to the rules and procedures to be applied by the Measurement System Provider (MSP).

The Handover Point between the outbound and the inbound DO will not be affected by the Border Agencies correction process. Instead, the Border Agencies correction process is merely a corrective process applied to the test item data but does not change the relation between the sending and receiving DO's in any way.

It is the intention of the Border Agencies correction rule to provide a balanced solution to address the interests of the sending DO as well as those of the receiving DO which is impacted by the delays caused by governmental agencies in the receiving country. Any rule in connection with Border Agency correction therefore must always take the valid interests of both DO's into account.

2.5.2 Principles for establishing the Border Agencies gate locations

Principles for Establishing the Border Agencies Gate Locations:

- A country is granted Border Agency correction by QLUG.
- The measurement system provider identifies the Border Agencies area to be exempted from measurement as well as the location of the Border Agencies gate(s). It is possible for one or two voluntary stakeholders representing the sending DO's to be present at the site survey. The DO should approve the stakeholder presence and if they do not approve then a neutral third party (e.g., member of VRC) can be selected.
- With regards to the Border Agencies area, particular importance needs to be given to the interface to ensure that question of whether the receiving DO, and not the Border Agencies themselves, pushes the mail under the Border Agencies entry gate into the Border Agencies premises/area or whether the Border Agencies themselves pull the mail under the Border Agencies entrance gate into its premises.
- The same is true after the interface when Border Agencies release the mail to ensure that the Border Agency pushes the relevant mail, that is, whether the Border Agencies push the released mail under the Border Agencies exit gate and do not rely upon or whether the receiving DO to pull or fetch the mail.

- v. The agreed Border Agencies area shall be equipped with a Border Agencies In-Gate and a Border Agencies Out-Gate at the agreed locations. It may be that one gate functions both as the Border Agencies In-gate and Out-gate, e.g., it is located at an elevator or doorway.
- vi. The agreed Border Agencies area may commence at the Handover Point between the outbound DO's handler and the receiving DO, or it may commence later on in the receiving DO.
- vii. If the agreed Border Agencies area commences at the Handover Point, the Border Agencies In-Gate is the same as the TD Gate at the Handover Point.
- viii. If the agreed Border Agencies area commences later on in the receiving DO, the Border Agencies In-gate will be a separate gate from the TD Gate at the Handover Point.
- ix. If the receiving DO or the stakeholder does not agree with the TD gate location identified by the measurement system provider, an appeal can be made to VRC. If the receiving DO or stakeholder do not agree with the VRC decision on the gate location, an appeal can be made by either party to QLUG
- x. Only those test mail items with a correct read at the TD gate at the Handover Point, as well as a read at the Border Agencies In-gate and the Border Agencies Out-gate may be subject to Border Agency correction.
- xi. As a result of a request from a sending DO or a periodic inspection of gate locations, the VRC shall request the QLUG Secretary to assign the measurement system provider to review the Handover and Border Agencies gate locations with the option of stakeholder presence at the review.

2.5.3 Procedures for Border Agency gate installations and relocations

Border Agency gate installations and relocations require a decision by the VRC which is put to the QLUG for endorsement.

- a. The requesting DO⁴ sends a request for a site survey concerning Border Agency gate installations and/ or relocation to the Measurement Service Provider (the QLUG Secretary needs to be included in the advice);
- b. The member informs the QLUG Secretary about the date and time of the site survey. The QLUG Secretary communicates the request to the VRC and invites all QLUG members for site survey participation as described under 2.5.3.
- c. The measurement system provider prepares a site survey report for the QLUG Secretariat which communicates it to the VRC, all participating stakeholders and the requesting (or receiving) DO;
- d. The participating stakeholders and the requesting DO formally accept the site survey report;
- e. The VRC takes a decision on the basis of the site survey report and can ask for further information from the requesting DO and the measurement system provider
- f. From the communication of the VRC decision by the Secretariat to the requesting DO, it can start in close cooperation with the measurement provider and the technology supplier the installation of the gates at the locations approved by the VRC.
- g. The requesting DO and/or the measurement system provider informs the QLUG Secretary of any possible delay or complications, if any occur

⁴ A sending DO and the measurement system providers can also signal the need for gate installations or modifications at the receiving DO. In this situation, it is required to inform the QLUG Secretary of the situation. The QLUG Secretary will contact the receiving DO first before any of the actions after a) will be taken.

- h. After final installation the measurement system provider prepare the acceptance report which is provided to the QLUG Secretariat, all participating stakeholders and the requesting DO;
- i. The QLUG secretariat informs the QLUG members of the VRC decision implementation from the date of the acceptance report.

2.5.4 Site survey procedure for Border Agencies gate installations and relocations

This section explains the procedure for the site surveys and QLUG Stakeholder Observations for Border Agencies Gate Installations

1 Site Surveys and QLUG Stakeholder Observation

- Planning and the scheduling of site-surveys and installations are organized between the requesting country, the measurement system provider and their supplier. The QLUG Secretary should be kept informed.
- The measurement system provider plans, in conjunction with the receiving DO, conducts the site survey.
- The planning, organization of the site survey and the possible rescheduling, will not be dependent on availability of the stakeholder(s). Site surveys should not be at a time that may impact on the operations of the facility such as “high volume time critical periods”.
- A QLUG stakeholder(s) may observe and address their questions or observations to the measurement system provider representative in charge of the site survey.
- Detail process for the participation of stakeholders is as follows:
 - a The measurement system provider RFID team informs by email the QLUG Secretary whenever a request for a Site Survey from a UPU-agreed measurement system related site is submitted.
 - b When a stakeholder participation is confirmed by the QLUG Secretary to measurement system provider within 7 calendar days, the measurement system provider provides by email the QLUG Secretary with the following information as soon as it is available:
 - i the scheduled date of the site survey;
 - ii contact details of the National Coordinator who has the overall responsibility for the RFID installation for his postal administration;
 - iii the site address;
 - iv travel arrangements.
 - c The QLUG Secretary informs the DO of the receiving country
 - d If there are any changes to the arrangements these will be notified to the QLUG secretariat as soon as may be.

2 Costs

- All costs related to Border Agencies are to be borne by the DO that is requesting the Border Agencies gates to be installed.

- All stakeholder travelling costs are to be borne by the stakeholder DO that participates in the on-site inspection to identify the Border Agencies area, unless otherwise agreed between stakeholder DOs.

3 Information

- The DO requesting application for the Border Agencies correction has the responsibility to provide all information that is needed to document, assess and decide on the request.
- The DO has the obligation to inform the relevant UPU bodies of any changes in logistics, handover times, processes, etc. that may have an impact on the validity of the location of the Border Agencies gates or the applied Border Agencies correction process.
- The CTT's for Border Agencies In-Gates and Out-Gates shall be published.

2.5.5 Border Agencies Correction Procedures

- 1 The Terminal Dues Gate registration signals the transfer of responsibility and control from the transport provider to the receiving DO. The start-the-clock may be reset by the Border Agencies Out-Gate registration providing there is a valid registration at the TD Gate and at the Border Agencies In-Gate and the respective CTT's have been complied with.
- 2 For the purpose of the Border Agencies Correction, CTT-1 will be defined as the CTT at the Handover Point or TD Gate.
- 3 In the case of a separate AMU or Air Cargo Unit at the airport, the mail must be transported from the AMU and presented to the Border Agencies at the DO's Exchange Office by a pre-defined cut-off time, designated as CTT-2. CTT-2 is established by adding a reasonable transport/transfer time allowance to CTT-1 at the Handover Point. The purpose for establishing CTT-2 is to recognize that mail may be inadvertently left at the handover facility for unacceptably long periods. The principle is that either the sending DO or the receiving DO has the responsibility of International mail at all times. The times between CTT-1 and CTT-2 are approved by the appropriate UPU bodies.
- 4 If mail arrives before CTT-1 but CTT-2 is exceeded, then the Handover Time at the AMU or Air Cargo Unit will be designated as the start-the-clock event.
- 5 If mail arrives before CTT-1 and CTT-2 is not exceeded, then the Border Agencies Out-Gate registration is used to re-set the start-the-clock, subject to CTT-3 which like CTT-1, is the agreed latest time on the given day for a test letter to be handed over to the destination DO and be processed and delivered in accordance with the domestic service standards for domestic letters posted on the same day.

The rules on Border Agency correction situations are provided in the GMS Technical Design in Annex 6.

2.5.6 Reading points for the purpose of border agency correction

The criteria of a) through e) of section 2.4.5 shall also be followed for the site surveys concerning the installation of border agency gates. following principles shall apply to the site survey reports:

Furthermore, the following questions shall be answered:

General

- 1.1 Is all mail seized by border agency authorities?
- 1.2 If not, please provide an indication of the mail sample subject to such intervention.

Reading point(s) into-border agency

- 2.1 Does/will all the mail pass the existing, new and/or changed reading points at into-border agency?
- 2.2 Are the new/changed reading point(s) to be located at the actual place where mail is seized by border agency authorities?
- 2.2 Is the mail pushed by the designated operator to pass the reading point?
- 2.3 Are there any doors/passages that are not equipped with reading installations?

Reading point(s) out-of-border agency

- 2.4 Does/will all the mail pass the existing, new and/or changed reading points at out-of-border agency?
- 2.5 How does (do) the new/changed reading point(s) relate to the actual place where mail is handed over to the designated operator? Please describe distance/process.
- 2.6 Are there any doors/passages (related to mail operations) that are not equipped with reading installations?
- 2.7 Does the layout of this part of the facility allow for mail to circumvent the planned and existing reading points?

2.6 Specific cases and instances of force majeure

2.6.1 Force majeure

Force majeure is an event beyond the control of man or against the law or a situation of war. The force majeure situation or its effects prevent the DO from delivering mail on time. Some examples are:

- War, whether declared or not, civil war, riots and revolutions, acts of piracy, acts of sabotage.
- Natural disasters, such as violent storms, cyclones, earthquakes, tidal waves, floods, destruction by lightning.
- Explosions, fires, destruction of machines, of factories, and of any kind of installations.
- Acts of authority, whether lawful or unlawful.

The deduction may be granted if the affected DO can demonstrate that:

- The failure was due to an event beyond its control; and

- It took all reasonable steps to prevent disruption of service caused by the event, or that no such steps were available

Lack of authorizations, licences or approvals necessary for conducting postal business or delivery operations will not be counted as force majeure.

2.6.2 *General rules on instances of force majeure*

- 1 The duration of any force majeure or the force majeure effects has to be at least 72 hours to qualify for deduction requests for both the DO where the event takes place and for other DOs affected by the event.
- 2 Any request for deduction of test items has to be submitted to the QLUG Secretary. The Secretary will forward the request to the VRC, copy to the measurement system provider, within one month from the end of the event. If a force majeure situation continues beyond 31 December of a year, any request concerning the period until 31 December has to be submitted by 15 January of the following year at the latest. Any request for deduction of test items has to be signed by the QLUG member of the DO submitting the request.
- 3 For all force majeure events, the DO requesting for deduction has to provide information which supports its case and enables the other countries to make a fair judgment based on the assessment of the entire situation.
- 4 In addition, the following applies:
 - The level of information provided should be appropriate for the case in question. This will depend on factors such as the availability of objective information, the severity of the case, the impact on the quality result, the level of international media coverage and the already existing level of knowledge on this case among the other countries.
 - Force majeure situations which occur not only throughout a country but also in parts of a country may be accepted and lead to partial deduction requests.
 - It is not necessary to provide information on each ZIP-code range but it should be possible for the other members to get a good idea on the geographical extension of the impact.
 - Types of information could include:
 - i Media coverage (e.g. newspaper articles, TV news reports).
 - ii Weather reports (e.g. Internet, meteorological service).
 - iii Official declarations issued by governmental bodies.
 - iv Police reports.
 - v Written reports by the DO describing the situation.
- 5 The VRC will receive the information sent by the DO requesting a deduction and evaluate the situation according to the force majeure definition. Special attention shall be given to the compliance with the rules and the deadlines mentioned. The QLUG Secretary will inform the requesting DO, the QLUG and the measurement system provider of the VRC assessment and conclusion, according to the QLUG rules of procedure.

2.6.3 *Postal lock-out*

A postal lock-out is a situation where an inbound designated operator (DO) takes the unilateral decision to close down its operations due to internal problems, possibly requesting outbound DOs to hold their mail until the inbound DO resumes operations. This situation disrupts some critical or possibly all operations for a given period in all or some parts of the country.

Applicable rules

The following rules shall apply in such cases:

- In situations where outbound mail is held either before or during the course of transit to the inbound DO as a result of a postal lock-out in the inbound country, all test items involved shall be considered as delayed under responsibility of the inbound DO and not delivered according to the applicable standards.
- In case of a lock-out with suppressed outbound test mail production to the relevant DO, all allocated test mail items that should normally have been sent during the period of lock-out shall be considered delayed by the inbound DO and not delivered according to the applicable standards.
- The inbound DO (where the lock-out took place) shall not put forward a request seeking a deduction of some items to offset the receipt of excessive volumes of mail as a result of the lock-out.
- The DOs where the postal lock-out did not take place may claim a deduction for inbound items from the DO where the postal lock-out took place due to an increase in the volume of inbound mail from the DO that had the postal lock-out. The deduction may be requested for all items that arrived from that DO over a maximum of two inbound processing days immediately following the last day of the postal lock-out.

2.6.4 *Rules on cases of non-systemic change requests*

- 1 The duration of specific case, such as an external strike or a force majeure, has to last at least 72 hours to qualify for deduction requests for both the Designated Operator (DO) in the country where the strike takes place and for other DOs affected by the strike.
- 2 Any request for deduction of test items has to be submitted to the QLUG Secretary within one month from the end of the strike or the force majeure event. The QLUG Secretary should forward the request to the VRC and copy the measurement system provider. If a strike continues beyond 31 December of a year, any request concerning the period until 31 December has to be submitted by 15 January of the following year at the latest. Any request for deduction of test items has to be signed by the QLUG Member of the DO submitting the request.
- 3 For all deduction requests due to external strikes and force majeure events, the DO requesting a deduction has to provide information which supports its case and enables the other countries to make a fair judgment based on the assessment of the entire situation.

- 4 The VRC will receive the information sent by the DO requesting a deduction and evaluate the situation according to the external strike and force majeure definition. Special attention shall be given to the compliance with the rules and the deadlines mentioned. The QLUG Secretary will inform the requesting DO, the QLUG and the measurement system providers of the VRC assessment and conclusion, according to the QLUG rules of procedure.

2.6.4.1 Internal strikes

- 1 An internal strike is a strike within a DO.
- 2 In principle, no deduction request is acceptable from the DO where the strike takes place.
- 3 The DOs where the strike did not take place may claim deduction for inbound items. The deduction may be requested for all items arrived from the DO being on strike. The deduction may include up to a maximum of two (2) inbound processing days immediately following the last day of the strike (due to inbound mail volume increase from the DO that was on strike).
- 4 Despite the general rules above, the following situations described in 2.7.1.2 and 2.7.1.3 could be of such grave nature that QLUG may allow the relevant DO to present their case for consideration.

2.6.4.2 Internal industrial action in specific circumstances

- 1 Despite the general rule that no exceptions can be granted to DO's that have experienced an internal strike, DO's that experiences internal " industrial action" in specific circumstances may present their case to QLUG for consideration.
- 2 For an internal industrial action to be considered possible case for deduction or adjustment, all the following conditions must apply:
 - a The industrial action must be a consequence of governmental or regulatory actions, but not commercial actions, i.e. factors external to the DO.
 - b It must be fundamental to the DO's ability to continue providing the USO – i.e. it must involve "business survival" or "essential business transformation".
 - c The post must demonstrate it took all reasonable steps to prevent and mitigate the effects of the strike.
 - d The quality of service failure must be demonstrated to be a result of the strike.
 - e The duration must be sufficient to distinguish it from short-term difficulties (e.g. of weeks' rather than days' duration), and cause significant disruption to services over an extended period. A series of strikes related to the same issue(s) staged over a period of time would also be considered.
 - f The industrial action should be nationwide, or of sufficient extent to indicate its fundamental nature. Local disputes are not considered.
 - g The number of workers and the parts of the business affected must also indicate the gravity of the industrial action .

- h There must be verification or documentation from a competent external body such as the national postal regulator, the appropriate government ministry, or an external auditor, supporting the conclusion that the above conditions have been met.
- 3 The DO affected by internal industrial action must notify the QLUG Secretary within 30 days from the end of the event of its intention to present a case. The duly justified request shall be sent to the Secretary by registered mail, fax or e-mail, and by accompanied by supporting evidence.
- 4 The case must be supported by full documentation, to allow the VRC to assess the merits of the case. This may entail a delay beyond the usual rules, because of the potentially complex nature of the evidence and the need for external verification.
- 5 If VRC agrees that the situation is in accordance with the definition of the internal industrial action as specified above, and all conditions specified above have been met, the case will be investigated by VRC and VRC's recommendation will be presented to QLUG.
- 6 In the event that the QLUG decides to approve the DO's request, the rules that apply to external strikes may be applied.

2.6.4.3 External strike

- 1 An external strike is a strike outside a DO. In order to request deduction for such a strike it requires a situation where all major transportation systems are blocked on a nationwide or regional level (for partial deduction) and the DO is unable to deliver mail on time.
- 2 The DO where the external strike occurs may claim the deduction of inbound items. The deduction may be requested for all items which arrived at the OE before the CTT of the starting date of the strike situation up to and including the CTT of the last day of the strike, with a minimum duration of 72 hours.
- 3 The DO where the external strike occurs may request the partial deduction of inbound items. In case of an external strike with a minimum duration of 72 hours that does not affect all major transport systems; the receiving DO may request a partial deduction of transponders. The deduction will consist of all transponder mail to those postal code areas only for which the DO proves that it was impossible to deliver mail on time due to the strike situation or its effects.
- 4 The DO where the external strike occurs may request the exclusion of inbound items. In cases where outbound DO's withhold their mail due to the strike in the inbound DO country, a deduction may be requested for all items which arrived during the first two (2) days after the last day of the strike due to the volume increase to the inbound DO.
- 5 Other DOs may request the exclusion of inbound items. The deduction may be requested for all items which arrived during the first two (2) days after the last day of the strike situation from the DO in the country being on strike, due to mail volume increase from this DO.

2.6.5 Force majeure request procedures

Since 2011 there is a common procedure for submitting claims of force majeure and for closing such cases. A common implementation procedure has been established for designated operators within the framework of the different systems of remuneration based on quality of service. The rules for claims of force majeure concerning letter mail as described in Module 4 continue to apply.

In compliance with the common procedure, for the purpose of **letter mail**, designated operators submitting a claim of force majeure should respect the next two conditions in their applications:

- Designated operators wishing to claim force majeure will do so by completing the single template form. The applications need to comply with the conditions as provided under 2.7 (specific cases and instances of force majeure) of Module 4.
- They will send it by e-mail or fax to the Emergency Information System (EmIS). The QLUG Secretariat should be copied to this message.

Application forms for opening and closing cases of force majeure are found in Annex 5.

2.6.6 Exclusion of items due to force majeure

- 1 The DO where the force majeure occurs may request the exclusion of inbound items. The deduction may be requested for all items arriving at the OE before the CTT of the starting date of the force majeure situation up to and including the CTT of the last day of the force majeure situation, with a minimum duration of 72 hours.
- 2 The DO where the force majeure occurs may request the partial exclusion of inbound items. In case of a force majeure situation with a minimum duration of 72 hours that does not affect all major transport systems, the receiving DO may request a partial deduction of transponders. The deduction will consist of all transponder mail to those postal code areas only for which the DO proves that it was impossible to deliver mail on time due to the force majeure situation or its effects.
- 3 Other DOs may request the exclusion of inbound items. The deduction may be requested for all items arriving during the first two (2) days after the last day of the Force Majeure situation from the DO in the country affected by the force majeure, due to mail volume increase from this DO.

2.6.7 UPU-agreed measurement systems deduction request

DO: Designated Operator making the request

Date of the request: Date when the request is sent to the QLUG Secretary

- 1 Event: Specify what type of event: external strike, internal industrial action or force majeure, according to the User Manual, Module 4, Chapter 2.6.
- 2 Location (Country-DO): Specify where the event took place and/or which DO is involved. Example: Your DO makes the request – the event (strike) takes place in another DO.
- 3 Period of time: The start and end of the event should be mentioned as follows: From: DD/MM/YYYY to DD/MM/YYYY.
- 4 Description: description of the event and provision of proof material.
- 5 Postcodes: postcodes of the areas affected by the force majeure event.
- 6 Period of deduction: It should be mentioned the period (From date: DD/MM/YYYY and time HH:MM to date: DD/MM/YYYY and time: HH:MM) for items that have been registered for instance at the inbound OE XXABCB of the receiving country ZZ.
- 7 Means of information: specify the "Means of information" along with the deduction request, e.g. media coverage, weather reports, official declarations issued by governmental bodies.
- 8 Force majeure claims shall be supported with RFID transponder data relevant to the area subject to the force majeure claim for a period starting one week before the claimed period until one week after that period.

2.7 Access of the QLUG secretariat to user data

In order to perform its functions as described in the QLUG Rules of Procedure, and in particular to ensure that the measurement system providers implement the instructions of the International Bureau in accordance with QLUG and POC decisions and in full compliance with the provisions of the GMS technical design, the secretariat should have access to user data as and when necessary.

All data received by the International Bureau shall be treated with the highest level of confidentiality. It shall be used only to confirm the implementation of QLUG and POC decisions. Such data will not be disclosed to QLUG members, VRC members or any other parties but to the QLUG member concerned.

The secretariat shall submit its request for data access to the relevant UPU-agreed measurement system provider with a copy to the QLUG member concerned. International Bureau requests under these provisions may apply, *inter alia*, to the following information:

- performance results against POC-approved standards and/or QLUG decisions;

- operational parameters used in the QS Link measurement, in particular those defined in module 4 of the QLUG User Manual, including:
 - a CTT and service standards used in the measurement;
 - b terminal dues and border agency gates used in the measurement;
 - c registrations at the different reading points used for the QS Link measurement;
 - d catchment areas,
- information concerning on-time and late test mail items;
- information concerning force majeure deduction requests and other POC and QLUG decisions affecting quality of service measurement;
- data related to the calculation of quality of service results, such as flow weights, flow-to-city weights and permanent links used in inbound measurement;
- other information deemed necessary for the secretariat to perform its role and functions, to ensure that its instructions are implemented according to POC and QLUG decisions and in full compliance with the provisions of the GMS technical design.

MODULE 5 – GLOBAL MONITORING SYSTEM TECHNICAL DESIGN

The full version of the GMS Technical Design is approved by POC 2011 (POC 2011.1–Doc 5). The latest changes were approved by the 2012 POC (document POC 2012.1–Doc 12a). Based on these changes, the latest version of the GMS Technical Design is placed in Annex 6 of this User Manual.

MODULE 6 – COMMUNICATION – PUBLICATION OF RESULTS

The way in which the quality of service performance results are used for the calculation of quality of service adjusted terminal dues rates is specified in article 30-109 of the Regulations to the Convention. However, the UPU bodies have not yet set the rules for the publication and communication of UPU-agreed measurement system performance results. This question is still under discussion (see 24th Congress Resolution C48).

IPC has a set of rules concerning the publication of performance results for the participants in the UNEX system.

ANNEXES

ANNEX 1: Decisions and Resolutions

Hyperlinks point to the POC Summary Record or document containing the relevant resolution or decision.

1. Governance

Resolution/ Decision	Subject
CEP 6/2010.1	Creation of the GMS Quality Link User Group and approval of its Rules of Procedure
CEP 4/ 2010.1	Compatibility of quality measurement systems with the technical specifications of the UPU Global Monitoring System (GMS)
CEP 4/ 2013.1	Quality standards and targets for 2014 for countries and territories in the QS Link system. Amendments to POC resolutions CEP 4/2011.1 and CEP 14/2011.2 concerning the quality standards for 2012 and 2013
CEP 1/ 2013.2	Changes to the quality of service standards and targets for 2014 adopted by the 2013.1 POC
CEP 2/2014.1	Quality of service standards and targets for the quality of service link to terminal dues (QS Link)
CEP 1/2014.2	Quality of service standards and targets for the quality of service link to terminal dues (QS Link)
CEP 8/2015.1	Quality of service standards and targets for the quality of service link to terminal dues (QS Link)
CEP 9/2015.2	Quality of service standards and targets for the quality of service link to terminal dues (QS Link)

2. Quality of service standards

Resolution/ Decision	Subject	
POC 2009.1–Doc 5	Setting standards	Australia, Austria, Belgium, Brazil, Canada, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Israel, Italy, Japan, Latvia, Luxembourg, Malta, Netherlands, New Zealand, Norway, Portugal, Spain, Switzerland, Sweden, Ukraine, United Kingdom, United States
CEP 4/2011.1	Setting standards	Bahrain, Estonia, Singapore, Slovakia, Slovenia
POC 2011.1–Doc 5	Changing standards	Italy, New Zealand
CEP 14/2011.2	Setting standards	
POC MC 2011.2–Doc 8	Changing standards	Gibraltar
POC C1 2011.1–Doc 8	Setting standards	
POC C1 GMSQLUG 2011.1 – Doc 5	Changing standards	Israel, Ukraine

POC C1 2012.1–Doc 4d	Setting standards	
	Changing standards	Finland
CEP 4/2013.1	Setting standards	Brunei Darussalam, Cayman Islands, Croatia, Czech Republic, Gibraltar, Hong Kong (China), Korea, Poland
	Changing standards	Japan
CEP 1/ 2013.2	Setting standards	Barbados, Trinidad and Tobago
	Changing standards	Belgium, Greece, Iceland, Slovakia
CEP 2/2014.1	Setting standards	Cook Islands, Cyprus, Hungary
	Changing standards	Canada, Liechtenstein, Netherlands, Qatar
CEP 1/2014.2	Setting standards	Mauritius, Togo
	Changing standards	Portugal
CEP 8/2015.1	Setting standards	Burkina Faso, Macao (China)
	Changing standards	Great Britain, Saudi Arabia
CEP 9/2015.2	Setting standards	
	Changing standards	Australia, Brazil, United States
CEP 11/2016.1	Setting standards	Costa Rica
	Changing standards	Denmark, Norway
CEP 2/2016.2	Changing standards	Brazil, Denmark and Slovenia
CEP 2/2017.1	Changing standards	Brunei Darussalam, Finland, Iceland and New Zealand
CEP 2/2017.2	Setting standards	Belarus, Bosnia and Herzegovina – BH Pošta, Chile, China, Guyana, Kazakhstan, Lebanon, Lithuania, Malaysia, Romania, Russian Federation, Thailand and Turkey
	Changing standards	Bahrain, Czech Rep, Iceland, New Zealand and Norway
CEP 2/2018.1	Changing standards	Canada, Costa Rica, Czech Republic, Iceland, Israel, Lebanon, Sweden and Russian Federation
CEP 1/2018.2	Setting standards	Bhutan, North Macedonia, Serbia, Sri Lanka, Suriname, Vatican
	Changing standards	Belgium, Luxembourg, Russian Federation, Turkey
CEP 4/2019.1	Changing standards	China, Romania, Hungary and Luxembourg
CEP 1/2019.3	Changing standards	Australia, Finland, Russia Federation
CEP 2/2020.1	Setting standards	Benin, Côte d'Ivoire, El Salvador, Viet Nam
CEP 1/2020.2	Setting standards	Albania, Antigua and Barbuda, Botswana, British Virgin Islands, Cape Verde, Colombia, Dem. Rep. of the Congo, Eswatini, Ghana, Morocco, Rwanda, Tanzania (United Rep.) and Tonga
	Changing standards	Australia, Sweden, Norway

3. Quality of service targets

Resolution/ Decision	Subject	
POC 2009.1–Doc 5	Setting targets	Set targets applicable in 2010 for: Australia, Austria, Belgium, Brazil, Canada, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Israel, Japan, Italy, Malta, Latvia, Liechtenstein, Luxembourg, Netherlands, New Zealand, Norway, Portugal, Spain, Switzerland, Sweden, Ukraine, United Kingdom and United States.
CEP 4/2011.1 POC 2011.1–Doc 5 POC C 1 2011.1–Doc 5c. Rev 2	Setting targets	Set targets applicable in 2012 and 2013 for existing members and new participants (i.e. Bahrain, Macao, Estonia, Singapore, Slovakia, Slovenia, Trinidad and Tobago).
CEP 14/2011.2 POC MC 2011.2–Doc 8	Setting targets	Set targets applicable in 2012 and 2013 for Gibraltar.
CEP 4/2013.1		Set targets applicable in 2014 for existing members and new participants (i.e. Barbados, Brunei Darussalam, Cayman Islands, Hong Kong, Croatia, Czech Republic, Korea, Poland and Saudi Arabia).
CEP 1/ 2013.2	Changing targets	Changed targets applicable in 2014 for Barbados.
CEP 2/2014.1		Set targets applicable in 2015 for existing members and new participants (i.e. Cyprus, Hungary and Qatar).
CEP 1/2014.2	Setting targets	Set targets applicable in 2015 for Mauritius and Togo,
CEP 8/2015.1	Setting targets	Set targets applicable in 2016 for existing members and new participants (i.e. Burkina Faso).
CEP 9/2015.2	Changing targets	Changed targets applicable in 2016 for Brazil.
CEP 11/2016.1	Setting targets	Set targets applicable in 2016 for Costa Rica.
CEP 2/2017.2	Setting targets	Set targets applicable in 2018 for new participants (i.e. Belarus, Bosnia and Herzegovina – BH Pošta, Chile, China, Guyana, Kazakhstan, Lebanon, Lithuania, Malaysia, Romania, Russian Federation, Thailand and Turkey).
CEP 2/2018.1	Setting targets	Set targets applicable in 2019 for existing members and new participants (i.e. Belarus, Bosnia and Herzegovina – BH Pošta, Chile, China, Guyana, Kazakhstan, Lebanon, Lithuania, Malaysia, Romania, Russian Federation, Thailand and Turkey).
CEP 1/2018.2	Setting targets	Set targets applicable in 2019 for Bhutan, Serbia, Sri Lanka, Suriname, the former Yugoslav Republic of Macedonia and Vatican.
	Changing targets	Changed targets applicable in 2019 for Barbados, Cayman Islands, Macao, Costa Rica, Croatia, Qatar, Slovenia, Togo and Ukraine.
CEP 1/2019.3	Setting targets	Set targets applicable in 2020 for Bhutan, North Macedonia, Serbia, Sri Lanka, Suriname and Vatican

CEP 2/2020.1	Setting targets	Set targets applicable in 2020 for Benin, Côte d'Ivoire, El Salvador, Viet Nam
CEP 1/2020.2	Setting targets	Set targets applicable in 2021 for Albania, Antigua and Barbuda, Botswana, British Virgin Islands, Cape Verde, Colombia, Dem. Rep. of the Congo, Eswatini, Ghana, Morocco, Rwanda, Tanzania (United Rep.) and Tonga

ANNEX 2: Targets

Participant	Targets (%)		
	2019	2020	2021
Albania			85%
Antigua and Barbuda			75%
Australia	88%	88%	88%
Austria	88%	88%	88%
Bahrain (Kingdom)	78%	78%	78%
Barbados	77%	77%	77%
Belarus	88%	88%	88%
Belgium	88%	88%	88%
Benin		75%	75%
Bhutan	75%	75%	75%
Bosnia and Herzegovina (BH Pošta)	80%	80%	80%
Botswana			75%
Brazil	88%	88%	88%
British Virgin Islands			75%
Brunei Darussalam	75%	75%	75%
Burkina Faso	75%	75%	75%
Canada	88%	88%	88%
Cape Verde			85%
Cayman Islands	88%	88%	88%
Chile	75%	75%	75%
China (People's Rep.)	88%	88%	88%
Colombia			75%
Costa Rica	80%	80%	80%
Côte d'Ivoire (Rep.)		75%	75%
Croatia	88%	88%	88%
Cyprus	88%	88%	88%
Czech Rep.	88%	88%	88%
Dem. Rep. of the Congo			75%
Denmark	88%	88%	88%
El Salvador		75%	75%
Estonia	88%	88%	88%
Eswatini			88%
Finland	88%	88%	88%
France	88%	88%	88%

Germany	88%	88%	88%
Ghana			75%
Gibraltar	88%	88%	88%
Greece	87%	87%	87%
Guyana	80%	80%	80%
Hong Kong, China	88%	88%	88%
Hungary	88%	88%	88%
Iceland	88%	88%	88%
Ireland	88%	88%	88%
Israel	88%	88%	88%
Italy	88%	88%	88%
Japan	88%	88%	88%
Kazakhstan	75%	75%	75%
Korea (Rep.)	80%	80%	80%
Latvia	88%	88%	88%
Lebanon	75%	75%	75%
Lithuania	85%	85%	85%
Luxembourg	88%	88%	88%
Macao, China	87%	87%	87%
Malaysia	88%	88%	88%
Malta	88%	88%	88%
Mauritius	88%	88%	88%
Morocco			88%
Netherlands	88%	88%	88%
New Zealand	88%	88%	88%
North Macedonia	75%	75%	75%
Norway	88%	88%	88%
Poland	82%	82%	82%
Portugal	88%	88%	88%
Qatar	88%	88%	88%
Romania	85%	85%	85%
Russian Federation	75%	75%	75%
Rwanda			88%
Saudi Arabia	75%	75%	75%
Serbia	75%	75%	75%
Singapore	88%	88%	88%
Slovakia	88%	88%	88%
Slovenia	84%	84%	84%

Spain	88%	88%	88%
Sri Lanka	75%	75%	75%
Suriname	75%	75%	75%
Sweden	88%	88%	88%
Switzerland	88%	88%	88%
Tanzania (United Rep.)			75%
Thailand	75%	75%	75%
Togo	88%	88%	88%
Tonga			88%
Trinidad and Tobago	88%	88%	88%
Turkey	80%	80%	80%
Ukraine	84%	84%	84%
United Kingdom	88%	88%	88%
United States of America	88%	88%	88%
Vatican	88%	88%	88%
Viet Nam		75%	75%

Resolution CEP 1/2020.2 and CEP 2/2020.1

ANNEX 3: Quality of service standards

Service standards were initially approved on the basis of document POC C1 2009.1–Doc 6b.Rev 1. Annexe 2 (decision contained in POC 2009.1-doc 5 and 2009 POC Summary Record). New countries and territories joined the QS Link after 2010 and other countries changed their quality of service standards. For all countries and territories a reference to the relevant document that contain the approved quality of service standards is provided.

ALBANIA

	Rec.	from	to	Delivery		
				Zone 1	Zone 2	Zone 3
ALBANIA OE TIRANA (ALTIAA)	MON	00:00	15:00	TUE	WED	THU
		15:01	23:59	WED	THU	FRI
	TUE	00:00	15:00	WED	THU	FRI
		15:01	23:59	THU	FRI	SAT
	WED	00:00	15:00	THU	FRI	SAT
		15:01	23:59	FRI	SAT	MON
	THU	00:00	15:00	FRI	SAT	MON
		15:01	23:59	SAT	MON	TUE
	FRI	00:00	15:00	SAT	MON	TUE
		15:01	23:59	MON	TUE	WED
	SAT	00:00	15:00	MON	TUE	WED
		15:01	23:59	TUE	WED	THU
	SUN	00:00	23:59	TUE	WED	THU

Resolution CEP 1/2020.2

Definitions of zones

	Postcodes/Albania	Cities
Zone 1	1001–1033; 1044–1048; 1050–1063 1501–1506 2001–2011; 2013–2014; 2017–2022 2501–2510 3001–3010; 3031; 3034	Tirana Kruja Durrës Kavaja Elbasan

	<i>Postcodes/Albania</i>	<i>Cities</i>
Zone 1 (cont.)	3301 3401–3404 3501; 3503 4001–4008; 4018; 4021; 4033; 4034 4301 4401; 4402 4501–4507; 4509–4511 4601–4603 4701–4705 5001–5007; 5010; 5012 5301–5304 5401–5404 6001–6006; 6010; 6011 6301; 6302 6401; 6402 7001–7006; 7008; 7011; 7015; 7024; 7031–7034 7301–7306; 7311 7401; 7403 8001–8003 8301; 8302 8401; 8402; 8404 8501–8503; 8514; 8520 8601–8603 8701; 8702 9001–9010; 9012–9023 9301–9308; 9310–9311; 9314; 9317 9401–9415; 9419–9423; 9426–9430 9701–9706; 9716; 9717; 9719	Gramsh Librazhd Peqin Shkoder Koplik Puke Lezhe Rreshen Lac Berat Kucove Corovode Gjirokaster Tepelene Permet, Kelcyre Korce Pogradec Erseke Burrel Peshkopi Bulqize Kukes Has Bajram Curri Lushnje, Divjake Fier, Patos Vlore, Selenice Sarande
Zone 2	1034–1043; 1049 1507–1508 2012; 2015–2016 2511 3016–3027; 3030; 3032;3033 3302–3303; 3306 3405; 3407–3408 3502; 3504–3506 4012; 4015; 4016; 4019; 4020; 4022; 4031;4032 4302; 4303; 4306 4606 4706; 4708 5008; 5009; 5011; 5013–5020 5305–5308 5405	Tirana Kruja Durres Kavaja Elbasan Gramsh Librazhd Peqin Shkoder Koplik Rreshen Lac Berat Kucove Corovode

	<i>Postcodes/Albania</i>	<i>Cities</i>
Zone 2 (cont.)	6007–6009; 6012–6019 6303–6311 6403–6408 7009; 7012–7014; 7016; 7019; 7023; 7026; 7029 7309 7402; 7404 8004; 8005; 8007; 8009 8303–8305; 8315 8406; 8407; 8409 8504–8506; 8510–8513; 8516–8517 8604 8703–8705; 8707–8709 9009; 9011; 9017 9309; 9313; 9315; 9316; 9318–9323; 9326–9333; 9340 9416; 9425 9707–9715; 9720; 9721	Gjirokaster Tepelene Permet Korce Pogradec Erseke Burrel Peshkopi Bulqize Kukes Has Bajram Curri Lushnje Fier Vlore, Himare Sarande
Zone 3	3011–3015 3304–3305; 3307–3310 3406; 3409–3412 4009; 4010; 4013; 4014; 4023; 4025; 4028; 4029 4304; 4305 4403–4410 4508 4604; 4605; 4607 5017; 5021; 5022 5406–5413 6020; 6410 7007; 7010; 7017; 7018; 7020; 7022; 7025; 7027; 7028; 7030 7307; 7308; 7310 8006; 8010–8014 8306–8314 8405; 8408 8507–8509; 8515; 8519 8605 8706	Elbasan Gramsh Librazhd Shkoder Koplik Puke Lezhe Rreshen Berat Corovode Kakavije, Tri Urat Korce Pogradec Burrel Peshkopi Bulqize Kukes Has Bajram Curri

ANTIGUA AND BARBUDA

ANTIGUA AND BARBUDA OE ST JOHNS (AGANUA)	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	MON
	FRI	00:00	15:00	MON
15:01		23:59	TUE	
SAT	00:00	23:59	TUE	
SUN	00:00	23:59	TUE	

Resolution CEP 1/2020.2

AUSTRALIAFrom 16 May 2020 to 30 June 2021

<i>Cities of destination</i>	<i>Offices of exchange</i>			
	<i>Sydney</i>	<i>Melbourne</i>	<i>Brisbane</i>	<i>Perth</i>
Sydney	I	I	I	I
Melbourne	I	I	I	I
Brisbane	I	I	I	I
Perth	I	I	I	I
Adelaide	I	I	I	I
Gold Coast	II	II	I	II
Newcastle	I	II	II	II

AUSTRALIA	Rec.	from	to	Delivery ¹	
				Zone I	Zone II
	MON	00:00	15:00	MON+1	TUE+1
15:01		23:59	TUE+1	WED+1	
TUE	00:00	15:00	TUE+1	WED+1	
	15:01	23:59	WED+1	THU+1	
WED	00:00	15:00	WED+1	THU+1	
	15:01	23:59	THU+1	FRI+1	
THU	00:00	15:00	THU+1	FRI+1	
	15:01	23:59	FRI+1	MON+2	
FRI	00:00	15:00	FRI+1	MON+2	
	15:01	23:59	MON+2	TUE+2	
SAT	00:00	23:59	MON+1	TUE+1	
SUN	00:00	23:59	MON+1	TUE+1	

Resolution CEP 1/2020.2

From 1 July 2021

Cities of destination	Offices of Exchange			
	Sydney	Melbourne	Brisbane	Perth
Sydney	I	III	III	III
Melbourne	III	I	III	III
Brisbane	III	III	I	III
Perth	III	III	III	I
Adelaide	III	III	III	III
Gold Coast	IV	IV	II	IV
Newcastle	II	IV	IV	IV

¹ "MON + 1" refers to delivery on Monday of the following week.

	Rec.	from	to	Delivery ¹			
				Zone I	Zone II	Zone III	Zone IV
AUSTRALIA	MON	00:00	15:00	THU	FRI	NEXT MON	NEXT TUE
		15:01	23:59	FRI	NEXT MON	NEXT TUE	NEXT WED
	TUE	00:00	15:00	FRI	MON	NEXT TUE	NEXT WED
		15:01	23:59	MON	NEXT TUE	NEXT WED	NEXT THU
	WED	00:00	15:00	MON	TUE	NEXT WED	NEXT THU
		15:01	23:59	TUE	NEXT WED	NEXT THU	NEXT FRI
	THU	00:00	15:00	TUE	WED	NEXT THU	NEXT FRI
		15:01	23:59	WED	NEXT THU	NEXT FRI	NEXT MON
	FRI	00:00	15:00	WED	THU	NEXT FRI	NEXT MON
		15:01	23:59	THU	NEXT FRI	NEXT MON	NEXT TUE
	SAT	00:00	23:59	THU	FRI	NEXT MON	NEXT TUE
	SUN	00:00	23:59	THU	FRI	NEXT MON	NEXT TUE

Resolution CEP 1/2019.3

AUSTRIA

	Rec.	from	to	Delivery
AUSTRIA	MON	00:00	16:00	TUE
		16:01	23:59	WED
	TUE	00:00	16:00	WED
		16:01	23:59	THU
	WED	00:00	16:00	THU
		16:01	23:59	FRI
	THU	00:00	16:00	FRI
		16:01	23:59	MON
	FRI	00:00	23:59	MON
	SAT	00:00	23:59	MON
	SUN	00:00	16:00	MON
		16:01	23:59	TUE

POC 2009.1-doc 5

¹ "NEXT" refers to a delivery period of 7 days. For example, if the date of receipt is "MON", "NEXT MON" will be 7 days later. The notation "+ 1 WEEK" refers to a delivery period of between 8 and 13 days. For example, if the date of receipt is "FRI", "MON + 1 WEEK" will be 10 days later.

BAHRAIN

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
BAHRAIN (KINGDOM)	MON	00:00	15:00	SUN
		15:01	23:59	NEXT WEEK MON
	TUE	00:00	15:00	NEXT WEEK MON
		15:01	23:59	NEXT WEEK TUE
	WED	00:00	15:00	NEXT WEEK TUE
		15:01	23:59	NEXT WEEK WED
	THU	00:00	15:00	NEXT WEEK WED
		15:01	23:59	NEXT WEEK THU
	FRI	00:00	23:59	NEXT WEEK THU
	SAT	00:00	15:00	NEXT WEEK THU
		15:01	23:59	NEXT WEEK SAT
	SUN	00:00	15:00	NEXT WEEK SAT
		15:01	23:59	NEXT WEEK SUN

Resolution CEP 2/2017.2

BARBADOS

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
BARBADOS	MON	00:00	15:00	WED
		15:01	23:59	THU
	TUE	00:00	15:00	THU
		15:01	23:59	FRI
	WED	00:00	15:00	FRI
		15:01	23:59	MON
	THU	00:00	15:00	MON
		15:01	23:59	TUE
	FRI	00:00	15:00	TUE
		15:01	23:59	WED
	SAT	00:00	23:59	WED
	SUN	00:00	23:59	WED

Resolution CEP 1/2013.2

BELARUS

<i>Destination</i>	<i>Delivery zone</i>
Minsk Region	Zone I
Other destinations	Zone II

	Rec.	from	to	Delivery	
				Zone I	Zone II
BELARUS	MON	00:00	15:00	TUE	WED
		15:01	23:59	WED	THU
	TUE	00:00	15:00	WED	THU
		15:01	23:59	THU	FRI
	WED	00:00	15:00	THU	FRI
		15:01	23:59	FRI	SAT
	THU	00:00	15:00	FRI	SAT
		15:01	23:59	SAT	MON
	FRI	00:00	15:00	SAT	MON
		15:01	23:59	MON	TUE
	SAT	00:00	16:00	MON	TUE
		15:01	23:59	TUE	WED
	SUN	00:00	23:59	TUE	WED

Resolution CEP 2/2017.2

BELGIUM

	Rec.	from	to	Delivery
BELGIUM	MON	00:00	17:00	TUE
		17:01	23:59	WED
	TUE	00:00	17:00	WED
		17:01	23:59	THU
	WED	00:00	17:00	THU
		17:01	23:59	FRI
	THU	00:00	17:00	FRI
		17:01	23:59	MON
	FRI	00:00	17:00	MON
		17:01	23:59	TUE
	SAT	00:00	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 1/2018.2

BENIN

	<i>Rec.</i>	<i>From</i>	<i>To</i>	<i>Delivery</i>
BENIN	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	MON
	FRI	00:00	15:00	MON
		15:01	23:59	TUE
	SAT	00:00	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 2/2020.1

BHUTAN

	<i>Rec.</i>	<i>From</i>	<i>To</i>	<i>Delivery</i>
BHUTAN	MON	00:00	16:00	TUE
		16:01	23:59	WED
	TUE	00:00	16:00	WED
		16:01	23:59	THU
	WED	00:00	16:00	THU
		16:01	23:59	FRI
	THU	00:00	16:00	FRI
		16:01	23:59	SAT
	FRI	00:00	16:00	SAT
		16:01	23:59	MON
	SAT	00:00	16:00	MON
		16:01	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 1/2018.2

BOSNIA AND HERZEGOVINA – BH POŠTA

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
BOSNIA AND HERZEGOVINA – BH POŠTA	MON	00:00	16:30	TUE
		16:31	23:59	WED
	TUE	00:00	16:30	WED
		16:31	23:59	THU
	WED	00:00	16:30	THU
		16:31	23:59	FRI
	THU	00:00	16:30	FRI
		16:31	23:59	SAT
	FRI	00:00	16:30	SAT
		16:31	23:59	MON
	SAT	00:00	16:30	MON
		16:31	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 2/2017.2

BOTSWANA

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
BOTSWANA OE GABORONE (BWGBEA)	MON	00:00	15:00	WED
		15:01	23:59	THU
	TUE	00:00	15:00	THU
		15:01	23:59	FRI
	WED	00:00	15:00	FRI
		15:01	23:59	SAT
	THU	00:00	15:00	SAT
		15:01	23:59	MON
	FRI	00:00	15:00	MON
		15:01	23:59	TUE
	SAT	00:00	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 1/2020.2

BRAZIL

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
BRAZIL – CURITIBA	MON	00:00	15:00	NEXT MON
		15:01	23:59	NEXT TUE
	TUE	00:00	15:00	NEXT TUE
		15:01	23:59	NEXT WED
	WED	00:00	15:00	NEXT WED
		15:01	23:59	NEXT THU
	THU	00:00	15:00	NEXT THU
		15:01	23:59	NEXT FRI
	FRI	00:00	15:00	NEXT FRI
		15:01	23:59	NEXT MON
	SAT	00:00	23:59	NEXT MON
	SUN	00:00	23:59	NEXT MON

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
BRAZIL – SÃO PAULO AMU	MON	00:00	18:00	NEXT MON
		18:01	23:59	NEXT TUE
	TUE	00:00	18:00	NEXT TUE
		18:01	23:59	NEXT WED
	WED	00:00	18:00	NEXT WED
		18:01	23:59	NEXT THU
	THU	00:00	18:00	NEXT THU
		18:01	23:59	NEXT FRI
	FRI	00:00	18:00	NEXT FRI
		18:01	23:59	NEXT MON
	SAT	00:00	23:59	NEXT MON
	SUN	00:00	23:59	NEXT MON

Resolution CEP 2/2016.2

BRITISH VIRGIN ISLANDS

BRITISH VIRGIN ISLANDS OE TORTOLA GPO (VGRADA)	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
	MON	00:00	15:00	THU
		15:01	23:59	FRI
	TUE	00:00	15:00	FRI
		15:01	23:59	SAT
	WED	00:00	15:00	SAT
		15:01	23:59	MON
	THU	00:00	15:00	MON
		15:01	23:59	TUE
	FRI	00:00	15:00	TUE
15:01		23:59	WED	
SAT	00:00	23:59	THU	
SUN	00:00	23:59	THU	

Resolution CEP 1/2020.2

BRUNEI DARUSSALAM

BRUNEI DARUSSALAM	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
	MON	00:00	15:00	WED
		15:01	23:59	THU
	TUE	00:00	15:00	THU
		15:01	23:59	SAT
	WED	00:00	15:00	SAT
		15:01	23:59	MON
	THU	00:00	15:00	MON
		15:01	23:59	TUE
	FRI	00:00	23:59	TUE
	SAT	00:00	15:00	TUE
		15:01	23:59	WED
	SUN	00:00	23:59	WED

Resolution CEP 2/2017.1

BURKINA FASO

<i>Cities of destination</i>	<i>Zone</i>
Ouagadougou	Zone I
Other destinations	Zone II

The table above applies in the following way:

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>	
				<i>Zone I</i>	<i>Zone II</i>
BURKINA FASO	MON	00:00	18:00	TUE	WED
		18:01	23:59	WED	THU
	TUE	00:00	18:00	WED	THU
		18:01	23:59	THU	FRI
	WED	00:00	18:00	THU	FRI
		18:01	23:59	FRI	MON
	THU	00:00	18:00	FRI	MON
		18:01	23:59	MON	TUE
	FRI	00:00	18:00	MON	TUE
		18:01	23:59	TUE	WED
	SAT	00:00	23:59	TUE	WED
	SUN	00:00	23:59	TUE	WED

Resolution CEP 8/2015.1

CANADA

<i>Cities of destination</i>	<i>Offices of exchange</i>			
	<i>Montreal</i>	<i>Toronto</i>	<i>Vancouver</i>	<i>Calgary</i>
Montreal	I	II	III	III
Ottawa – Gatineau	II	II	III	III
Greater Toronto Area	II	I	III	III
Vancouver	III	III	I	III
Calgary	III	III	III	I
Edmonton	III	III	III	II
Winnipeg	III	III	III	III

	Rec.	from	to	Delivery		
				Zone I	Zone II	Zone III
CANADA - Montreal/Vancouver/Calgary	MON	00:00	19:00	WED	THU	FRI
		19:01	23:59	THU	FRI	MON
	TUE	00:00	19:00	THU	FRI	MON
		19:01	23:59	FRI	MON	TUE
	WED	00:00	19:00	FRI	MON	TUE
		19:01	23:59	MON	TUE	WED
	THU	00:00	19:00	MON	TUE	WED
		19:01	23:59	TUE	WED	THU
	FRI	00:00	19:00	TUE	WED	THU
		19:01	23:59	WED	THU	FRI
	SAT	00:00	23:59	WED	THU	FRI
	SUN	00:00	23:59	WED	THU	FRI

	Rec.	from	to	Delivery		
				Zone I	Zone II	Zone III
CANADA - Toronto	MON	00:00	18:30	WED	THU	FRI
		18:31	23:59	THU	FRI	MON
	TUE	00:00	18:30	THU	FRI	MON
		18:31	23:59	FRI	MON	TUE
	WED	00:00	18:30	FRI	MON	TUE
		18:31	23:59	MON	TUE	WED
	THU	00:00	18:30	MON	TUE	WED
		18:31	23:59	TUE	WED	THU
	FRI	00:00	18:30	TUE	WED	THU
		18:31	23:59	WED	THU	FRI
	SAT	00:00	23:59	WED	THU	FRI
	SUN	00:00	23:59	WED	THU	FRI

Resolution CEP 2/2018.1

CAPE VERDE

CAPE VERDE OE PRAIA (CVRAIA)	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
	MON	00:00	15:00	MON
		15:01	23:59	TUE
	TUE	00:00	15:00	TUE
		15:01	23:59	WED
	WED	00:00	15:00	WED
		15:01	23:59	THU
	THU	00:00	15:00	THU
		15:01	23:59	FRI
	FRI	00:00	15:00	FRI
15:01		23:59	MON	
SAT	00:00	15:00	MON	
	15:01	23:59	MON	
SUN	00:00	23:59	MON	

Resolution CEP 1/2020.2

CAYMAN ISLANDS

CAYMAN ISLANDS	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
	MON	00:00	15:00	WED
		15:01	23:59	THU
	TUE	00:00	15:00	THU
		15:01	23:59	FRI
	WED	00:00	15:00	FRI
		15:01	23:59	MON
	THU	00:00	15:00	MON
		15:01	23:59	TUE
	FRI	00:00	15:00	TUE
		15:01	23:59	WED
	SAT	00:00	23:59	WED
	SUN	00:00	23:59	WED

Resolution CEP 4/2013.1

CHILE

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
CHILE	MON	00:00	15:00	NEXT WEEK WED
		15:01	23:59	NEXT WEEK THU
	TUE	00:00	15:00	NEXT WEEK THU
		15:01	23:59	NEXT WEEK FRI
	WED	00:00	15:00	NEXT WEEK FRI
		15:01	23:59	NEXT WEEK MON
	THU	00:00	15:00	NEXT WEEK MON
		15:01	23:59	NEXT WEEK TUE
	FRI	00:00	15:00	NEXT WEEK TUE
		15:01	23:59	NEXT WEEK WED
	SAT	00:00	23:59	NEXT WEEK WED
	SUN	00:00	23:59	NEXT WEEK WED

Resolution CEP 2/2017.2

CHINA (PEOPLE'S REP.)

<i>Destination cities</i>	<i>Offices of exchange</i>		
	<i>OE Beijing</i>	<i>OE Shanghai</i>	<i>OE Guangzhou</i>
Beijing	Zone I	Zone III	Zone III
Chongqing	Zone III	Zone III	Zone III
Chengdu	Zone III	Zone III	Zone III
Guangzhou	Zone III	Zone III	Zone I
Shanghai	Zone III	Zone I	Zone III
Shenzhen	Zone IV	Zone IV	Zone V
Tianjin	Zone III	Zone III	Zone III

The table above applies in the following way

	Rec.	from	to	Delivery				
				Zone I (K+2)	Zone II (K+3)	Zone III (K+6) ¹	Zone IV (K+7) ²	Zone V (K+5)
CHINA (PEOPLE'S REP.)	MON	00:00	15:00	WED	THU	SUN	NEXT WEEK MON	SAT
		15:01	23:59	THU	FRI	NEXT WEEK MON	NEXT WEEK TUE	SUN
	TUE	00:00	15:00	THU	FRI	NEXT WEEK MON	NEXT WEEK TUE	SUN
		15:01	23:59	FRI	SAT	NEXT WEEK TUE	NEXT WEEK WED	MON
	WED	00:00	15:00	FRI	SAT	NEXT WEEK TUE	NEXT WEEK WED	MON
		15:01	23:59	SAT	SUN	NEXT WEEK WED	NEXT WEEK THU	TUE
	THU	00:00	15:00	SAT	SUN	NEXT WEEK WED	NEXT WEEK THU	TUE
		15:01	23:59	SUN	MON	NEXT WEEK THU	NEXT WEEK FRI	WED
	FRI	00:00	15:00	SUN	MON	NEXT WEEK THU	NEXT WEEK FRI	WED
		15:01	23:59	WED	THU	NEXT WEEK SUN	NEXT WEEK MON	SAT
	SAT	00:00	23:59	WED	THU	NEXT WEEK SUN	NEXT WEEK MON	SAT
	SUN	00:00	23:59	WED	THU	NEXT WEEK SUN	NEXT WEEK MON	SAT

Resolution CEP 4/2019.1

¹ "NEXT" refers to a delivery period of 7 days. For example, if the date of receipt is "MON", "NEXT MON" will be 7 days

later.

² "NEXT" refers to a delivery period of 7 days. For example, if the date of receipt is "MON", "NEXT MON" will be 7 days

later.

COLOMBIA

	Rec.	from	to	Delivery ¹			
				Zone 1	Zone 2	Zone 3	Zone 4
COLOMBIA OE BOGOTA C IMP (COBOGC)	MON	00:00	15:00	WED	FRI	SAT	MON+1
		15:01	23:59	THU	SAT	MON+1	TUE+1
	TUE	00:00	15:00	THU	SAT	MON	TUE+1
		15:01	23:59	FRI	MON	TUE+1	WED+1
	WED	00:00	15:00	FRI	MON	TUE	WED+1
		15:01	23:59	SAT	TUE	WED+1	THU+1
	THU	00:00	15:00	SAT	TUE	WED	THU+1
		15:01	23:59	MON	WED	THU+1	FRI+1
	FRI	00:00	15:00	MON	WED	THU	FRI+1
		15:01	23:59	TUE	THU	FRI+1	SAT+1
	SAT	00:00	15:00	TUE	THU	FRI	SAT+1
		15:01	23:59	WED	FRI	SAT+1	MON+1
	SUN	00:00	23:59	WED	FRI	SAT	MON+1

¹ "MON + 1" refers to delivery on Monday of the following week.

Definitions of zones

	Postcodes	Cities
Zone 1		Bogota D.C.
Zone 2		Medellin, Barranquilla, Tunja, Villavicencio, Yopal, Armenia, Manizales, Pereira, Cartagena, Santa Marta, Sincelejo, Cali, Pasto, Popayan, Tulua, Arauca, Bucaramanga, Cucuta, San Gil, Valledupar, Ibague, Neiva, Magangue, Monteria, Riohacha, Envigado, Itagui, Bello
Zone 3		Andes, Caldas, Cauca, Copacabana, La Ceja, Marinilla, Puerto Berrío, Rionegro, Sabaneta, Sonson, Yarumal, Acacias, Caqueza, Chia, Chiquinquirá, Duitama, Facatativa, Fusagasuga, Garagoa, Granada, Guaduas, Guateque, La Mesa, Mosquera, Pacho, Paipa, Santa Rosa De Viterbo, Soata, Sogamoso, Ubaté, Villalé, Zipaquirá, Aguadas, Anserma, Calarca, Cartago, Chinchina, Dosquebradas, Honda, La Dorada, La Unión – Eje Cafetero, La Virginia, Manzanera, Montenegro, Neira, Pensilvania, Puerto Boyacá, Quimbaya, Riosucio, Salamina, Santa Rosa De Cabal, Supia, Villamaria, Ciénaga, El Carmen De Bolívar, Fundación, Buenaventura, Buga, Caicedonia, El Cerrito, Florida, Jamundí, Palmira, Puerto Tejada, Roldanillo, Santander De Quilichao, Sevilla, Tuquerres, Yumbo, Zarzal, Aguachica, Barbosa, Barrancabermeja, Cimitarra, Málaga, Pamplona, Puerto Wilches, San Vicente De Chucurí, Socorro, Vélez, Campoalegre, Chaparral, Espinal, Florencia, Garzón, Girardot, Guamo, La Plata, Lerida, Libano, Mariquita, Melgar, Pitalito, Purificación, Apartado, El Banco, Maicao, El Bordo, Ipiales, La Unión – Occidente, Mocoa, Moniquira, Ocaña, Malambo, La Flora, Quibdó
Zone 4		Puerto Lopez, San Jose Del Guaviare, Puerto Inirida, Puerto Leguizamo, Leticia, Mitu, Puerto Carreño, San Andres, Puerto Asis, Tumaco, Puerto Colombia

Resolution CEP 1/2020.2

COSTA RICA

	Rec.	from	to	Delivery
COSTA RICA	MON	00:00	15:00	NEXT MON
		15:01	23:59	TUE + 1 WEEK
	TUE	00:00	15:00	NEXT TUE
		15:01	23:59	WED + 1 WEEK
	WED	00:00	15:00	NEXT WED
		15:01	23:59	THU + 1 WEEK
	THU	00:00	15:00	NEXT THU
		15:01	23:59	FRI + 1 WEEK
	FRI	00:00	15:00	NEXT FRI
		15:01	23:59	MON + 1 WEEK
	SAT	00:00	23:59	MON + 1 WEEK
	SUN	00:00	23:59	MON + 1 WEEK

Resolution CEP 2/2018.1

CÔTE D'IVOIRE

CÔTE D'IVOIRE (REP.)	<i>Rec.</i>	<i>From</i>	<i>To</i>	<i>Delivery</i>
	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	MON
	FRI	00:00	15:00	MON
15:01		23:59	TUE	
SAT	00:00	23:59	TUE	
SUN	00:00	23:59	TUE	

Resolution CEP 2/2020.1

CROATIA

CROATIA – AMU	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	MON
	FRI	00:00	23:59	MON
SAT	00:00	15:00	MON	
	15:01	23:59	TUE	
SUN	00:00	23:59	TUE	

Resolution CEP 4/2013.1

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
CROATIA – ZAGREB OE	MON	00:00	16:00	TUE
		16:01	23:59	WED
	TUE	00:00	16:00	WED
		16:01	23:59	THU
	WED	00:00	16:00	THU
		16:01	23:59	FRI
	THU	00:00	16:00	FRI
		16:01	23:59	MON
	FRI	00:00	23:59	MON
	SAT	00:00	18:00	MON
		18:01	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 4/2013.1

CYPRUS

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
CYPRUS	MON	00.00	15.00	TUE
		15.01	23.59	WED
	TUE	00.00	15.00	WED
		15.01	23.59	THU
	WED	00.00	15.00	THU
		15.01	23.59	FRI
	THU	00.00	15.00	FRI
		15.01	23.59	MON
	FRI	00.00	15.00	MON
		15.01	23.59	TUE
	SAT	00.00	23.59	TUE
	SUN	00.00	23.59	TUE

Resolution CEP 2/2014.1

CZECH REPUBLIC

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
CZECH REPUBLIC	MON	00:00	15:30	TUE
		15:31	23:59	WED
	TUE	00:00	15:30	WED
		15:31	23:59	THU
	WED	00:00	15:30	THU
		15:31	23:59	FRI
	THU	00:00	15:30	FRI
		15:31	23:59	MON
	FRI	00:00	23:59	MON
	SAT	00:00	15:30	MON
15:31		23:59	TUE	
SUN	00:00	23:59	TUE	

Resolution CEP 4/2013.1

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
CZECH REP. – OE CHEB	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	MON
	FRI	00:00	23:59	MON
	SAT	00:00	12:00	MON
		12:01	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 2/2018.1

DEM. REP. OF CONGO

	<i>Rec.</i>	<i>from</i>	<i>To</i>	<i>Delivery (in Kinshasa city)</i>
DEM. REP. OF CONGO OE KINSHASA CTT (CDFIHA)	MON	00:00	15:00	THU
		15:01	23:59	FRI
	TUE	00:00	15:00	FRI
		15:01	23:59	MON
	WED	00:00	15:00	MON
		15:01	23:59	TUE
	THU	00:00	15:00	TUE
		15:01	23:59	WED
	FRI	00:00	15:00	WED
		15:01	23:59	THU
	SAT	00:00	23:59	THU
	SUN	00:00	23:59	THU

Resolution CEP 1/2020.2

DENMARK

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
DENMARK	MON	00:00	17:00	NEXT MON
		17:01	23:59	NEXT TUE
	TUE	00:00	17:00	NEXT TUE
		17:01	23:59	NEXT WED
	WED	00:00	17:00	NEXT WED
		17:01	23:59	NEXT THU
	THU	00:00	17:00	NEXT THU
		17:01	23:59	NEXT FRI
	FRI	00:00	23:59	NEXT FRI
	SAT	00:00	23:59	NEXT FRI
	SUN	00:00	17:00	NEXT FRI
		17:01	23:59	NEXT MON

Resolution CEP 2/2016.2

EL SALVADOR

EL SALVADOR	Rec.	From	To	Delivery
	MON	00:00	15:00	THU
		15:01	23:59	FRI
	TUE	00:00	15:00	FRI
		15:01	23:59	MON
	WED	00:00	15:00	MON
		15:01	23:59	TUE
	THU	00:00	15:00	TUE
		15:01	23:59	WED
	FRI	00:00	15:00	WED
15:01		23:59	THU	
SAT	00:00	23:59	THU	
SUN	00:00	23:59	THU	

Resolution CEP 2/2020.1

ESTONIA

ESTONIA	Rec.	from	to	Delivery
	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	MON
	FRI	00:00	15:00	MON
15:01		23:59	TUE	
SAT	00:00	23:59	TUE	
SUN	00:00	23:59	TUE	

Resolution CEP 4/2011.1

ESWATINI

ESWATINI OE MANZINI (SZMTSA)	Rec.	from	to	Delivery ¹⁰
	MON	00:00	15:00	SAT
		15:01	23:59	MON
	TUE	00:00	15:00	MON
		15:01	23:59	TUE+1
	WED	00:00	15:00	TUE
		15:01	23:59	WED+1
	THU	00:00	15:00	WED
		15:01	23:59	THU+1
	FRI	00:00	15:00	THU
15:01		23:59	FRI+1	
SAT	00:00	23:59	SAT+1	
SUN	00:00	23:59	SAT	

Resolution CEP 1/2020.2

FINLAND

FINLAND	Rec.	From	To	Delivery
	MON	00:00	17:00	FRI
		17:01	23:59	MON
	TUE	00:00	17:00	MON
		17:01	23:59	TUE
	WED	00:00	17:00	TUE
		17:01	23:59	WED
	THU	00:00	17:00	WED
		17:01	23:59	THU
	FRI	00:00	17:00	THU
		17:01	23:59	THU
	SAT	00:00	17:00	THU
		17:01	23:59	FRI
	SUN	00:00	23:59	FRI

Resolution CEP 1/2019.3

¹⁰ "MON + 1" refers to a delivery of MON the following +1 week.

FRANCE

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
FRANCE	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	SAT
	FRI	00:00	15:00	SAT
		15:01	23:59	MON
	SAT	00:00	15:00	MON
		15:01	23:59	TUE
	SUN	00:00	23:59	TUE

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GERMANY

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
GERMANY	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	SAT
	FRI	00:00	15:00	SAT
		15:01	23:59	MON
	SAT	00:00	16:00	MON
		16:01	23:59	TUE
	SUN	00:00	23:59	TUE

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GHANA

GHANA AMU/OE ACCRA (GHKTPA/GHACCB)	Rec.	from	to	Delivery	
				Zone 1	Zone 2
MON		00:00	15:00	WED	THU
		15:01	23:59	THU	FRI
TUE		00:00	15:00	THU	FRI
		15:01	23:59	FRI	MON
WED		00:00	15:00	FRI	MON
		15:01	23:59	MON	TUE
THU		00:00	15:00	MON	TUE
		15:01	23:59	TUE	WED
FRI		00:00	15:00	TUE	WED
		15:01	23:59	WED	THU
SAT		00:00	23:59	WED	THU
SUN		00:00	23:59	WED	THU

Definitions of zones

	Postcodes	Cities
Zone 1		Accra metropolitan area
Zone 2		Rest of the country

Resolution CEP 1/2020.2

GIBRALTAR

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
GIBRALTAR	MON	00:00	16:00	TUE
		16:01	23:59	WED
	TUE	00:00	16:00	WED
		16:01	23:59	THU
	WED	00:00	16:00	THU
		16:01	23:59	FRI
	THU	00:00	16:00	FRI
		16:01	23:59	MON
	FRI	00:00	16:00	MON
		16:01	23:59	MON
	SAT	00:00	23:59	MON
	SUN	00:00	16:00	MON
		16:01	23:59	TUE

Resolution CEP 4/2013.1

GREECE

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
GREECE	MON	00:00	12:00	TUE
		12:01	23:59	WED
	TUE	00:00	12:00	WED
		12:01	23:59	THU
	WED	00:00	12:00	THU
		12:01	23:59	FRI
	THU	00:00	12:00	FRI
		12:01	23:59	MON
	FRI	00:00	12:00	MON
		12:01	23:59	TUE
	SAT	00:00	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 1/2013.2

GUYANA

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
GUYANA	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	MON
	FRI	00:00	15:00	MON
		15:01	23:59	TUE
	SAT	00:00	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 2/2017.2

HONG KONG, CHINA

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
HONG KONG	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	SAT
	FRI	00:00	15:00	SAT
		15:01	15:00	MON
	SAT	00:00	15:00	MON
		15:01	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 4/2013.1

HUNGARY

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
HUNGARY	MON	00:00	15:00	Tuesday
		15:01	23:59	Wednesday
	TUE	00:00	15:00	Wednesday
		15:01	23:59	Thursday
	WED	00:00	15:00	Thursday
		15:01	23:59	Friday
	THU	00:00	15:00	Friday
		15:01	23:59	Monday
	FRI	00:00	23:59	Monday
	SAT	00:00	15:00	Monday
		15:01	23:59	Tuesday
	SUN	00:00	23:59	Tuesday

Resolution CEP 4/2019.1

ICELAND

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
ICELAND	MON	00:00	15:00	THU
		15.01	23:59	FRI
	TUE	00:00	15:00	FRI
		15.01	23:59	MON
	WED	00:00	15:00	MON
		15.01	23:59	TUE
	THU	00:00	15:00	TUE
		15.01	23:59	WED
	FRI	00:00	15:00	WED
		15.01	23:59	THU
	SAT	00:00	23:59	THU
	SUN	00:00	23:59	THU

Resolution CEP 2/2018.1

IRELAND

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
IRELAND	MON	00:00	16:00	TUE
		16:01	23:59	WED
	TUE	00:00	16:00	WED
		16:01	23:59	THU
	WED	00:00	16:00	THU
		16:01	23:59	FRI
	THU	00:00	16:00	FRI
		16:01	23:59	MON
	FRI	00:00	16:00	MON
		16:01	23:59	TUE
SAT	00:00	23:59	TUE	
SUN	00:00	23:59	TUE	

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ISRAEL

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
ISRAEL	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	SUN
	THU	00:00	15:00	SUN
		15:01	23:59	MON
	FRI	00:00	23:59	MON
	SAT	00:00	23:59	MON
	SUN	00:00	15:00	MON
		15:01	23:59	TUE

Resolution CEP 2/2018.1

ITALY

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
ITALY	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	MON
	FRI	00:00	15:00	MON
		15:01	23:59	TUE
SAT	00:00	23:59	TUE	
SUN	00:00	23:59	TUE	

Resolution CEP 4/2011.1 (POC C 1 2011.1–Doc 5c.Rev 2)

JAPAN

Cities of Destination	Delivery Zone
Tokyo	I
Osaka	II
Yokohama	I
Nagoya	II
Sapporo	II
Kobe	II
Kyoto	II

	Rec.	from	to	Delivery	
				Zone I	Zone II
JAPAN	MON	00:00	15:00	TUE	WED
		15:01	23:59	WED	THU
	TUE	00:00	15:00	WED	THU
		15:01	23:59	THU	FRI
	WED	00:00	15:00	THU	FRI
		15:01	23:59	FRI	SAT
	THU	00:00	15:00	FRI	SAT
		15:01	23:59	SAT	MON
	FRI	00:00	15:00	SAT	MON
		15:01	23:59	MON	TUE
	SAT	00:00	15:00	MON	TUE
		15:01	23:59	TUE	WED
	SUN	00:00	23:59	TUE	WED

Resolution CEP 4/2013.1

KAZAKHSTAN

Destination cities	Offices of exchange		
	Almaty OE	Astana OE	Karaganda OE
Aktobe	Zone II	Zone II	Zone III
Almaty	Zone I	Zone II	Zone II
Astana	Zone II	Zone I	Zone II
Karaganda	Zone II	Zone II	Zone I
Shimkent	Zone II	Zone II	Zone II

	Rec.	from	to	Delivery		
				Zone I (K+2)	Zone II (K+4)	Zone III (K+5)
KAZAKHSTAN	MON	00:00	15:00	WED	FRI	SAT
		15:01	23:59	THU	SAT	NEXT WEEK MON
	TUE	00:00	15:00	THU	SAT	MON
		15:01	23:59	FRI	MON	NEXT WEEK TUE
	WED	00:00	15:00	FRI	MON	TUE
		15:01	23:59	SAT	TUE	NEXT WEEK WED
	THU	00:00	15:00	SAT	TUE	WED
		15:01	23:59	MON	WED	NEXT WEEK THU
	FRI	00:00	15:00	MON	WED	THU
		15:01	23:59	TUE	THU	NEXT WEEK FRI
	SAT	00:00	15:00	TUE	THU	FRI
		15:01	23:59	WED	FRI	NEXT WEEK SAT
	SUN	00:00	23:59	WED	FRI	SAT

Resolution CEP 2/2017.2

KOREA (REP.)

	Rec.	from	to	Delivery
KOREA (REP.)	MON	00:00	15:00	THU
		15:01	23:59	FRI
	TUE	00:00	15:00	FRI
		15:01	23:59	MON
	WED	00:00	15:00	MON
		15:01	23:59	TUE
	THU	00:00	15:00	TUE
		15:01	23:59	WED
	FRI	00:00	23:59	WED
		00:00	15:00	THU
	SAT	15:01	23:59	THU
	SUN	00:00	23:59	THU

Resolution CEP 4/2013.1

LATVIA

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
LATVIA	MON	00:00	16:00	TUE
		16:01	23:59	WED
	TUE	00:00	16:00	WED
		16:01	23:59	THU
	WED	00:00	16:00	THU
		16:01	23:59	FRI
	THU	00:00	16:00	FRI
		16:01	23:59	SAT
	FRI	00:00	16:00	SAT
		16:01	23:59	MON
	SAT	00:00	23:59	MON
	SUN	00:00	16:00	MON
		16:01	23:59	TUE

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LEBANON

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
LEBANON	MON	00:00	15:00	THU
		15:01	23:59	FRI
	TUE	00:00	15:00	FRI
		15:01	23:59	MON
	WED	00:00	15:00	MON
		15:01	23:59	TUE
	THU	00:00	15:00	TUE
		15:01	23:59	WED
	FRI	00:00	15:00	WED
		15:01	23:59	THU
	SAT	00:00	23:59	THU
	SUN	00:00	23:59	THU

Resolution CEP 2/2018.1

LITHUANIA

<i>Destination</i>	<i>Delivery zone</i>
All destinations not specified below	Zone I
Postcodes: 07016, 03021	Zone II
Postcodes: 91022, 91023	Zone III

These standards apply in the following way:

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>		
				<i>Zone I</i>	<i>Zone II</i>	<i>Zone III</i>
LITHUANIA	MON	00:00	16:00	TUE	TUE	TUE
		16:01	23:59	WED	WED	WED
	TUE	00:00	16:00	WED	WED	WED
		16:01	23:59	THU	THU	THU
	WED	00:00	16:00	THU	THU	THU
		16:01	23:59	FRI	FRI	FRI
	THU	00:00	16:00	FRI	FRI	FRI
		16:01	23:59	SAT	MON	SAT
	FRI	00:00	16:00	SAT	MON	SAT
		16:01	23:59	MON	MON	TUE
	SAT	00:00	23:59	MON	MON	TUE
	SUN	00:00	16:00	MON	MON	TUE
		16:01	23:59	TUE	TUE	TUE

Resolution CEP 2/2017.2

LUXEMBOURG

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
LUXEMBOURG	MON	00:00	19:00	TUE
		19:01	23:59	WED
	TUE	00:00	19:00	WED
		19:01	23:59	THU
	WED	00:00	19:00	THU
		19:01	23:59	FRI
	THU	00:00	19:00	FRI
		19:01	23:59	MON
	FRI	00:00	19:00	MON
		19:01	23:59	TUE
	SAT	00:00	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 4/2019.1

MACAO, CHINA

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
MACAO, CHINA	MON	00.00	15.00	TUE
		15.01	23.59	WED
	TUE	00.00	15.00	WED
		15.01	23.59	THU
	WED	00.00	15.00	THU
		15.01	23.59	FRI
	THU	00.00	15.00	FRI
		15.01	23.59	SAT
	FRI	00.00	15.00	SAT
		15.01	23.59	MON
	SAT	00.00	9.30	MON
		9.31	23.59	TUE
	SUN	00.00	23.59	TUE

Resolution CEP 8/2015.1

MALAYSIA

<i>Destination</i>	<i>Delivery zone</i>
Kuala Lumpur	Zone I (K+2)
Peninsular Malaysia, except deliveries in Zone III areas	Zone II (K+3 – delivery days Monday to Friday)
Kedah, Kelantan, Terengganu and Johor	Zone III (K+3 – delivery days Sunday to Thursday)
Eastern Malaysia (Sarawak, Sabah and Labuan)	Zone IV (K+4)

The table above applies in the following way:

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>			
				<i>Zone I (K+2)</i>	<i>Zone II (K+3)</i>	<i>Zone III (K+3)</i>	<i>Zone IV (K+4)</i>
MALAYSIA	MON	00:00	15:00	WED	THU	THU	FRI
		15:01	23:59	THU	FRI	SUN	NEXT WEEK MON
	TUE	00:00	15:00	THU	FRI	SUN	MON
		15:01	23:59	FRI	MON	MON	NEXT WEEK TUE
	WED	00:00	15:00	FRI	MON	MON	TUE
		15:01	23:59	MON	TUE	TUE	NEXT WEEK WED
	THU	00:00	15:00	MON	TUE	TUE	WED
		15:01	23:59	TUE	WED	WED	NEXT WEEK THU
	FRI	00:00	15:00	TUE	WED	WED	THU
		15:01	23:59	WED	THU	THU	NEXT WEEK FRI
	SAT	00:00	23:59	WED	THU	THU	FRI
	SUN	00:00	23:59	WED	THU	THU	FRI

Resolution CEP 2/2017.2

MALTA

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
MALTA	MON	00:00	19:00	TUE
		19:01	23:59	WED
	TUE	00:00	19:00	WED
		19:01	23:59	THU
	WED	00:00	19:00	THU
		19:01	23:59	FRI
	THU	00:00	19:00	FRI
		19:01	23:59	SAT
	FRI	00:00	19:00	SAT
		19:01	23:59	MON
	SAT	00:00	17:30	MON
		17:31	23:59	TUE
	SUN	00:00	23:59	TUE

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MAURITIUS

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
MAURITIUS	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	MON
	FRI	00:00	15:00	MON
		15:01	23:59	TUE
	SAT	00:00	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 1/2014.2

MOROCCO

MOROCCO CASABLANCA CCI (MACASD)	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i> ¹¹
	MON	00:00	15:00	FRI
		15:01	23:59	MON+1
	TUE	00:00	15:00	MON
		15:01	23:59	TUE+1
	WED	00:00	15:00	TUE
		15:01	23:59	WED+1
	THU	00:00	15:00	WED
		15:01	23:59	THU+1
	FRI	00:00	15:00	THU
15:01		23:59	FRI+1	
SAT	00:00	23:59	FRI	
SUN	00:00	23:59	FRI	

Resolution CEP 1/2020.2

THE NETHERLANDS

THE NETHERLANDS	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
	MON	00.00	17.00	TUE
		17.01	23.59	WED
	TUE	00.00	17.00	WED
		17.01	23.59	THU
	WED	00.00	17.00	THU
		17.01	23.59	FRI
	THU	00.00	17.00	FRI
		17.01	23.59	SAT
	FRI	00.00	17.00	SAT
		17.01	23.59	TUE
	SAT	00.00	23.59	TUE

Resolution CEP 2/2014.1

¹¹ "MON + 1" refers to delivery on Monday of the following week.

NEW ZEALAND

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
NEW ZEALAND	MON	00:00	15:00	THU
		15:01	23:59	FRI
	TUE	00:00	15:00	FRI
		15:01	23:59	SAT
	WED	00:00	15:00	SAT
		15:01	23:59	MON
	THU	00:00	15:00	MON
		15:01	23:59	TUE
	FRI	00:00	15:00	TUE
		15:01	23:59	THU
	SAT	00:00	23:59	THU
	SUN	00:00	23:59	THU

Resolution CEP 2/2017.2

NORTH MACEDONIA

	<i>Rec.</i>	<i>From</i>	<i>To</i>	<i>Delivery</i>
NORTH MACEDONIA	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	SAT
	FRI	00:00	15:00	SAT
		15:01	23:59	MON
	SAT	00:00	15:00	MON
		15:01	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 1/2018.2

NORWAY

Norway – from 1 July 2020

NORWAY – AMU	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
	MON	00:00	16:30	THU
		16:31	23:59	FRI
	TUE	00:00	16:30	FRI
		16:31	23:59	MON
	WED	00:00	16:30	MON
		16:31	23:59	TUE
	THU	00:00	16:30	TUE
		16:31	23:59	WED
	FRI	00:00	16:30	WED
16:31		23:59	THU	
SAT	00:00	23:59	THU	
SUN	00:00	23:59	THU	

NORWAY – OE	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
	MON	00:00	17:00	THU
		17:01	23:59	FRI
	TUE	00:00	17:00	FRI
		17:01	23:59	MON
	WED	00:00	17:00	MON
		17:01	23:59	TUE
	THU	00:00	17:00	TUE
		17:01	23:59	WED
	FRI	00:00	17:00	WED
17:01		23:59	THU	
SAT	00:00	23:59	THU	
SUN	00:00	23:59	THU	

Resolution CEP 1/2020.2

POLAND

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
POLAND	MON	00:00	15:30	TUE
		15:31	23:59	WED
	TUE	00:00	15:30	WED
		15:31	23:59	THU
	WED	00:00	15:30	THU
		15:31	23:59	FRI
	THU	00:00	15:30	FRI
		15:31	23:59	MON
	FRI	00:00	15:30	MON
		15:31	23:59	TUE
	SAT	00:00	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 4/2013.1

PORTUGAL

<i>Cities of destination</i>	<i>Zone</i>
Braga	I
Coimbra	I
Funchal	II
Lisbon	I
Porto	I
Other destinations in Portugal	I

Resolution CEP 1/2014.2

	Rec.	from	to	Delivery	
				Zone I	Zone II
PORTUGAL	MON	00:00	16:00	TUE	WED
		16:01	23:59	WED	THU
	TUE	00:00	16:00	WED	THU
		16:01	23:59	THU	FRI
	WED	00:00	16:00	THU	FRI
		16:01	23:59	FRI	MON
	THU	00:00	16:00	FRI	MON
		16:01	23:59	MON	TUE
	FRI	00:00	16:00	MON	TUE
		16:01	23:59	TUE	WED
	SAT	00:00	23:59	TUE	WED
	SUN	00:00	23:59	TUE	WED

Resolution CEP 1/2014.2

QATAR

	Rec.	from	to	Delivery
QATAR	MON	00.00	15.00	WED
		15.01	23.59	THU
	TUE	00.00	15.00	THU
		15.01	23.59	SAT
	WED	00.00	15.00	SAT
		15.01	23.59	SUN
	THU	00.00	15.00	SUN
		15.01	23.59	MON
	FRI	00.00	23.59	MON
	SAT	00.00	15.00	MON
		15.01	23.59	TUE
	SUN	00.00	15.00	TUE
		15.01	23.59	WED

Resolution CEP 2/2014.1

ROMANIA

	Rec.	from	to	Delivery
ROMANIA	MON	00:00	15:00	WED
		15:01	23:59	THU
	TUE	00:00	15:00	THU
		15:01	23:59	FRI
	WED	00:00	15:00	FRI
		15:01	23:59	MON
	THU	00:00	15:00	MON
		15:01	23:59	TUE
	FRI	00:00	15:00	TUE
		15:01	23:59	WED
	SAT	00:00	23:59	WED
	SUN	00:00	23:59	WED

Resolution CEP 4 /2019.1

RUSSIAN FEDERATION

Sheremetyevo Domodedovo OE, Tolmachevo (Novosibirsk) OE, Pulkovo (St Petersburg) OE, Yekaterinburg OE:

	Rec.	from	to	Delivery ¹²							
				Zone I (K+2)	Zone II (K+3)	Zone III (K+4)	Zone IV (K+5)	Zone V (K+6)	Zone VI (K+8)	Zone VII (K+9)	Zone VIII (K+10)
RUSSIAN FEDERATION (Sheremetyevo Domodedovo OE, Tolmachevo (Novosibirsk) OE, Pulkovo (St Petersburg) OE, Yekaterinburg OE)	MON	00:00	15:00	WED	THU	FRI	SAT	NEXT WEEK MON	NEXT WEEK WED	NEXT WEEK THU	NEXT WEEK FRI
		15:01	23:59	THU	FRI	SAT	NEXT WEEK MON	NEXT WEEK TUE	NEXT WEEK THU	NEXT WEEK FRI	NEXT WEEK SAT
	TUE	00:00	15:00	THU	FRI	SAT	MON	NEXT WEEK TUE	NEXT WEEK THU	NEXT WEEK FRI	NEXT WEEK SAT
		15:01	23:59	FRI	SAT	MON	NEX WEEK TUE	NEXT WEEK WED	NEXT WEEK FRI	NEXT WEEK SAT	MON + 1 WEEK
	WED	00:00	15:00	FRI	SAT	MON	TUE	NEXT WEEK WED	NEXT WEEK FRI	NEXT WEEK SAT	MON + 1 WEEK
		15:01	23:59	SAT	MON	TUE	NEXT WEEK WED	NEXT WEEK THU	NEXT WEEK SAT	MON + 1 WEEK	TUE + 1 WEEK

¹² "NEXT" refers to a delivery period of 7 days. For example, if the date of receipt is "MON", "NEXT MON" will be 7 days later. The notation "+ 1 WEEK" refers to a delivery period of between 8 and 13 days. For example, if the date of receipt is "FRI", "MON + 1 WEEK" will be 10 days later.

	THU	00:00	15:00	SAT	MON	TUE	WED	NEXT WEEK THU	NEXT WEEK SAT	MON + 1 WEEK	TUE + 1 WEEK
		15:01	23:59	MON	TUE	WED	NEXT WEEK THU	NEXT WEEK FRI	MON + 1 WEEK	TUE + 1 WEEK	WED + 1 WEEK
	FRI	00:00	15:00	MON	TUE	WED	THU	NEXT WEEK FRI	MON + 1 WEEK	TUE + 1 WEEK	WED + 1 WEEK
		15:01	23:59	TUE	WED	THU	NEXT WEEK FRI	NEXT WEEK SAT	TUE + 1 WEEK	WED + 1 WEEK	THU + 1 WEEK
	SAT	00:00	15:00	TUE	WED	THU	FRI	NEXT WEEK SAT	TUE + 1 WEEK	WED + 1 WEEK	THU + 1 WEEK
		15:01	23:59	WED	THU	FRI	NEXT WEEK SAT	NEXT WEEK MON	WED + 1 WEEK	THU + 1 WEEK	FRI + 1 WEEK
	SUN	00:00	23:59	WED	THU	FRI	SAT	NEXT WEEK MON	WED + 1 WEEK	THU + 1 WEEK	FRI + 1 WEEK

Vnukovo OE:

	Rec.	from	to	Delivery ¹³							
				Zone I (K+2)	Zone II (K+3)	Zone III (K+4)	Zone IV (K+5)	Zone V (K+6)	Zone VI (K+8)	Zone VII (K+9)	Zone VIII (K+10)
RUSSIAN FEDERATION (Vnukovo OE)	MON	00:00	17:00	WED	THU	FRI	SAT	NEXT WEEK MON	NEXT WEEK WED	NEXT WEEK THU	NEXT WEEK FRI
		17:01	23:59	THU	FRI	SAT	NEXT WEEK MON	NEXT WEEK TUE	NEXT WEEK THU	NEXT WEEK FRI	NEXT WEEK SAT
	TUE	00:00	17:00	THU	FRI	SAT	MON	NEXT WEEK TUE	NEXT WEEK THU	NEXT WEEK FRI	NEXT WEEK SAT
		17:01	23:59	FRI	SAT	MON	NEX WEEK TUE	NEXT WEEK WED	NEXT WEEK FRI	NEXT WEEK SAT	MON + 1 WEEK
	WED	00:00	17:00	FRI	SAT	MON	TUE	NEXT WEEK WED	NEXT WEEK FRI	NEXT WEEK SAT	MON + 1 WEEK
		17:01	23:59	SAT	MON	TUE	NEXT WEEK WED	NEXT WEEK THU	NEXT WEEK SAT	MON + 1 WEEK	TUE + 1 WEEK
	THU	00:00	17:00	SAT	MON	TUE	WED	NEXT WEEK THU	NEXT WEEK SAT	MON + 1 WEEK	TUE + 1 WEEK
		17:01	23:59	MON	TUE	WED	NEXT WEEK THU	NEXT WEEK FRI	MON + 1 WEEK	TUE + 1 WEEK	WED + 1 WEEK
	FRI	00:00	17:00	MON	TUE	WED	THU	NEXT WEEK FRI	MON + 1 WEEK	TUE + 1 WEEK	WED + 1 WEEK
		17:01	23:59	TUE	WED	THU	NEXT	NEXT	TUE	WED	THU

¹³ "NEXT" refers to a delivery period of 7 days. For example, if the date of receipt is "MON", "NEXT MON" will be 7 days later. The notation "+ 1 WEEK" refers to a delivery period of between 8 and 13 days. For example, if the date of receipt is "FRI", "MON + 1 WEEK" will be 10 days later.

							WEEK FRI	WEEK SAT	+ 1 WEEK	+ 1 WEEK	+ 1 WEEK
	SAT	00:00	17:00	TUE	WED	THU	FRI	NEXT WEEK SAT	TUE + 1 WEEK	WED + 1 WEEK	THU + 1 WEEK
		17:01	23:59	WED	THU	FRI	NEXT WEEK SAT	NEXT WEEK MON	WED + 1 WEEK	THU + 1 WEEK	FRI + 1 WEEK
	SUN	00:00	23:59	WED	THU	FRI	SAT	NEXT WEEK MON	WED + 1 WEEK	THU + 1 WEEK	FRI + 1 WEEK

	<i>Offices of exchange</i>				
<i>Cities of destination</i>	<i>Sheremetyevo/ Domodedovo (Moscow)</i>	<i>Vnukovo (Moscow)</i>	<i>Tolmachevo (Novosibirsk)</i>	<i>Pulkovo (St Petersburg)</i>	<i>Yekaterinburg</i>
Chelyabinsk	Zone VIII	Zone IV	Zone VII	Zone III	Zone II
Kazan	Zone VII	Zone III	Zone VIII	Zone III	Zone III
Krasnoyarsk	Zone VII	Zone III	Zone VII	Zone III	Zone IV
Moscow	Zone I	Zone I	Zone VII	Zone III	Zone III
Nizhniy Novgorod	Zone VII	Zone III	Zone VIII	Zone IV	Zone IV
Novosibirsk	Zone VII	Zone III	Zone IV	Zone III	Zone III
Omsk	Zone VII	Zone III	Zone VI	Zone III	Zone II
Perm	Zone VII	Zone III	Zone VII	Zone IV	Zone II
Rostov-na-Donu	Zone VIII	Zone IV	Zone VIII	Zone III	Zone V
St Petersburg	Zone VII	Zone III	Zone VII	Zone I	Zone III
Samara	Zone VIII	Zone IV	Zone VIII	Zone III	Zone III
Ufa	Zone VIII	Zone IV	Zone VII	Zone III	Zone III
Volgograd	Zone VII	Zone III	Zone VII	Zone III	Zone IV
Volronezh	Zone VII	Zone III	Zone VIII	Zone IV	Zone IV
Yekaterinburg	Zone VIII	Zone IV	Zone VII	Zone III	Zone I

Resolution CEP 1/2019.3

RWANDA

RWANDA KIGALI CNTP (RWKGLA)	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	MON
	FRI	00:00	15:00	MON
15:01		23:59	TUE	
SAT	00:00	23:59	TUE	
SUN	00:00	23:59	TUE	

Resolution CEP 1/2020.2

SAUDI ARABIA

<i>Cities of destination</i>	<i>Offices of exchange</i>		
	<i>Riyadh</i>	<i>Jeddah</i>	<i>Dammam</i>
Riyadh	Zone I	Zone II	Zone II
Jiddah	Zone II	Zone I	Zone II
Makhah	Zone III	Zone II	Zone III
Al-Madinah	Zone III	Zone III	Zone III
Ad Dammam	Zone II	Zone II	Zone I

Resolution CEP 8/2015.1

	Rec.	from	to	Delivery ¹⁴		
				Zone I	Zone II	Zone III
SAUDI ARABIA	MON	00:00	15:00	THU	NEXT WED	NEXT THU
		15:01	23:59	SUN	NEXT THU	NEXT SUN
	TUE	00:00	15:00	SUN	NEXT THU	NEXT SUN
		15:01	23:59	MON	NEXT SUN	NEXT MON
	WED	00:00	15:00	MON	NEXT SUN	NEXT MON
		15:01	23:59	TUE	NEXT MON	NEXT TUE
	THU	00:00	15:00	TUE	NEXT MON	NEXT TUE
		15:01	23:59	WED	NEXT TUE	NEXT WED
	FRI	00:00	23:59	WED	NEXT TUE	NEXT WED
	SAT	00:00	23:59	WED	NEXT TUE	NEXT WED
	SUN	00:00	15:00	WED	NEXT TUE	NEXT WED
		15:01	23:59	THU	NEXT WED	NEXT THU

Resolution CEP 8/2015.1

SERBIA

	Rec.	From	To	Delivery
SERBIA	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	SAT
	FRI	00:00	15:00	SAT
		15:01	23:59	MON
	SAT	00:00	15:00	MON
		15:01	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 1/2018.2

¹⁴ All delivery days indicated in this table represent the delivery days in the week following the week in which the mail was received (example: reception of item on Monday before CTT, delivery in zone II on Wednesday of the following week, i.e. delivery against a K+7 quality standard).

SINGAPORE

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
SINGAPORE	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	MON
	FRI	00:00	15:00	MON
		15:01	23:59	TUE
	SAT	00:00	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 4/2011.1

SLOVAKIA

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
SLOVAKIA	MON	00:00	16:00	TUE
		16:01	23:59	WED
	TUE	00:00	16:00	WED
		16:01	23:59	THU
	WED	00:00	16:00	THU
		16:01	23:59	FRI
	THU	00:00	16:00	FRI
		16:01	23:59	MON
	FRI	00:00	23:59	MON
	SAT	00:00	16:00	MON
		16:01	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 4/2011.1

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
SLOVAKIA – Vienna AMU	MON	00:00	15:30	TUE
		15:31	23:59	WED
	TUE	00:00	15:30	WED
		15:31	23:59	THU
	WED	00:00	15:30	THU
		15:31	23:59	FRI
	THU	00:00	15:30	FRI
		15:31	23:59	MON
	FRI	00:00	23:59	MON
	SAT	00:00	15:30	MON
		15:31	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 1/2013.2

SLOVENIA

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
SLOVENIA – AMU Ljubljana	MON	00:00	17:00	TUE
		17:01	23:59	WED
	TUE	00:00	17:00	WED
		17:01	23:59	THU
	WED	00:00	17:00	THU
		17:01	23:59	FRI
	THU	00:00	17:00	FRI
		17:01	23:59	MON
	FRI	00:00	23:59	MON
	SAT	00:00	23:59	MON
	SUN	00:00	17:00	MON
		17:01	23:59	TUE

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
SLOVENIA – OE Ljubljana	MON	00:00	18:00	TUE
		18:01	23:59	WED
	TUE	00:00	18:00	WED
		18:01	23:59	THU
	WED	00:00	18:00	THU
		18:01	23:59	FRI
	THU	00:00	18:00	FRI
		18:01	23:59	MON
	FRI	00:00	23:59	MON
	SAT	00:00	23:59	MON
	SUN	00:00	18:00	MON
		18:01	23:59	TUE

Resolution CEP 2/2016.2

SPAIN

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
SPAIN	MON	00:00	15:30	THU
		15:31	23:59	FRI
	TUE	00:00	15:30	FRI
		15:31	23:59	MON
	WED	00:00	15:30	MON
		15:31	23:59	TUE
	THU	00:00	15:30	TUE
		15:31	23:59	WED
	FRI	00:00	15:30	WED
		15:31	23:59	WED
	SAT	00:00	15:30	WED
		15:31	23:59	THU
	SUN	00:00	23:59	THU

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SRI LANKA

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
SRI LANKA	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	SAT
	FRI	00:00	15:00	SAT
		15:01	23:59	MON
	SAT	00:00	15:00	MON
		15:01	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 1/2018.2

SURINAME

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
SURINAME	MON	00:00	15:00	TUE
		15:01	23:59	WED
	TUE	00:00	15:00	WED
		15:01	23:59	THU
	WED	00:00	15:00	THU
		15:01	23:59	FRI
	THU	00:00	15:00	FRI
		15:01	23:59	MON
	FRI	00:00	15:00	MON
		15:01	23:59	TUE
	SAT	00:00	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 1/2018.2

SWEDEN

Sweden – from 1 July 2020

SWEDEN	Rec.	from	to	Delivery
	MON	00:00	16:00	WED
		16:01	23:59	THU
	TUE	00:00	16:00	THU
		16:01	23:59	FRI
	WED	00:00	16:00	FRI
		16:01	23:59	MON
	THU	00:00	16:00	MON
		16:01	23:59	TUE
	FRI	00:00	16:00	TUE
16:01		23:59	WED	
SAT	00:00	23:59	WED	
SUN	00:00	23:59	WED	

Resolution CEP 1/2020.2

SWITZERLAND

SWITZERLAND	Rec.	from	to	Delivery
	MON	00:00	16:00	TUE
		16:01	23:59	WED
	TUE	00:00	16:00	WED
		16:01	23:59	THU
	WED	00:00	16:00	THU
		16:01	23:59	FRI
	THU	00:00	16:00	FRI
		16:01	23:59	SAT
	FRI	00:00	16:00	SAT
		16:01	23:59	MON
	SAT	00:00	16:00	MON
		16:01	23:59	TUE
	SUN	00:00	23:59	TUE

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TANZANIA

TANZANIA (UNITED REP.) AMU/OE DAR ES SALAAM (TZDARA)	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery (in Dar es Salaam)</i>
	MON	00:00	15:00	WED
		15:01	23:59	THU
	TUE	00:00	15:00	THU
		15:01	23:59	FRI
	WED	00:00	15:00	FRI
		15:01	23:59	MON
	THU	00:00	15:00	MON
		15:01	23:59	TUE
	FRI	00:00	15:00	TUE
		15:01	23:59	WED
	SAT	00:00	23:59	WED
	SUN	00:00	23:59	WED

Resolution CEP 2/2017.2

THAILAND

<i>Destination</i>	<i>Delivery zone</i>
Bangkok	Zone I
All other destinations	Zone II

The table above applies in the following way:

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>	
				<i>Zone I (K+2)</i>	<i>Zone II (K+4)</i>
THAILAND	MON	00:00	15:00	WED	FRI
		15:01	23:59	THU	MON
	TUE	00:00	15:00	THU	MON
		15:01	23:59	FRI	TUE
	WED	00:00	15:00	FRI	TUE
		15:01	23:59	MON	WED
	THU	00:00	15:00	MON	WED
		15:01	23:59	TUE	THU
	FRI	00:00	15:00	TUE	THU
		15:01	23:59	WED	FRI
	SAT	00:00	23:59	WED	FRI
	SUN	00:00	23:59	WED	FRI

Resolution CEP 2/2017.2

TOGO

<i>Cities of destination</i>	<i>Zone</i>
Lomé	I
Other destinations in Togo	II

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>	
				<i>Zone I</i>	<i>Zone II</i>
TOGO	MON	00:00	15:00	TUE	WED
		15:01	23:59	WED	THU
	TUE	00:00	15:00	WED	THU
		15:01	23:59	THU	FRI
	WED	00:00	15:00	THU	FRI
		15:01	23:59	FRI	MON
	THU	00:00	15:00	FRI	MON
		15:01	23:59	MON	TUE
	FRI	00:00	15:00	MON	TUE
		15:01	23:59	TUE	WED
	SAT	00:00	23:59	TUE	WED
	SUN	00:00	23:59	TUE	WED

Resolution CEP 1/2014.2

TONGA

TONGA AMU/OE VAOLOLOA, NUKU'ALOFA (TOTBUA)	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
	MON	00:00	15:00	MON
		15:01	23:59	TUE
	TUE	00:00	15:00	TUE
		15:01	23:59	WED
	WED	00:00	15:00	WED
		15:01	23:59	THU
	THU	00:00	15:00	THU
		15:01	23:59	FRI
	FRI	00:00	15:00	FRI
		15:01	23:59	MON
	SAT	00:00	23:59	MON
	SUN	00:00	23:59	MON

Resolution CEP 1/2020.2

TRINIDAD & TOBAGO

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
TRINIDAD & TOBAGO	MON	00:00	15:00	THU
		15:01	23:59	FRI
	TUE	00:00	15:00	FRI
		15:01	23:59	MON
	WED	00:00	15:00	MON
		15:01	23:59	TUE
	THU	00:00	15:00	TUE
		15:01	23:59	WED
	FRI	00:00	15:00	WED
		15:01	23:59	THU
	SAT	00:00	23:59	THU
	SUN	00:00	23:59	THU

Resolution CEP 1/2013.2

TURKEY

<i>Destination</i>	<i>Delivery zone</i>
Istanbul	Zone I
All other destinations	Zone II

The table above applies in the following way:

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
TURKEY	MON	00:00	15:00	FRI
		15:01	23:59	SAT
	TUE	00:00	15:00	SAT
		15:01	23:59	MON
	WED	00:00	15:00	MON
		15:01	23:59	TUE
	THU	00:00	15:00	TUE
		15:01	23:59	WED
	FRI	00:00	15:00	WED
		15:01	23:59	THU
	SAT	00:00	15:00	THU
		15:01	23:59	FRI
	SUN	00:00	23:59	FRI

Resolution CEP 1/2018.2

UKRAINE

Cities of Destination	
Kiev	Zone I
Kharkiv	Zone II
Odessa	Zone II
Donetsk	Zone II
Dnipropetrovsk city	Zone II

Inclusion of Donetsk and Dnipropetrovsk City, POC C 1 2011.1–Doc 8

	Rec.	from	to	Delivery	
				Zone I	Zone II
UKRAINE	MON	00:00	15:00	TUE	WED
		15:01	23:59	WED	THU
	TUE	00:00	15:00	WED	THU
		15:01	23:59	THU	FRI
	WED	00:00	15:00	THU	FRI
		15:01	23:59	FRI	SAT
	THU	00:00	15:00	FRI	SAT
		15:01	23:59	SAT	MON
	FRI	00:00	15:00	SAT	MON
		15:01	23:59	MON	MON
	SAT	00:00	15:00	MON	MON
		15:01	23:59	MON	TUE
	SUN	00:00	15:00	MON	TUE
		15:01	23:59	TUE	WED

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UNITED KINGDOM

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
UNITED KINGDOM - Gatwick AMU	MON	00:00	16:00	TUE
		16:01	23:59	WED
	TUE	00:00	16:00	WED
		16:01	23:59	THU
	WED	00:00	16:00	THU
		16:01	23:59	FRI
	THU	00:00	16:00	FRI
		16:01	23:59	SAT
	FRI	00:00	16:00	SAT
		16:01	23:59	MON
	SAT	00:00	15:00	MON
		15:01	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution 8/2015.1

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
UNITED KINGDOM - London Heathrow AMU	MON	00:00	16:00	TUE
		16:01	23:59	WED
	TUE	00:00	16:00	WED
		16:01	23:59	THU
	WED	00:00	16:00	THU
		16:01	23:59	FRI
	THU	00:00	16:00	FRI
		16:01	23:59	SAT
	FRI	00:00	16:00	SAT
		16:01	23:59	MON
	SAT	00:00	15:00	MON
		15:01	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution 8/2015.1

	<i>Rec.</i>	<i>from</i>	<i>to</i>	<i>Delivery</i>
UNITED KINGDOM - Belfast	MON	00:00	20:30	TUE
		20:31	23:59	WED
	TUE	00:00	20:30	WED
		20:31	23:59	THU
	WED	00:00	20:30	THU
		20:31	23:59	FRI
	THU	00:00	20:30	FRI
		20:31	23:59	SAT
	FRI	00:00	20:30	SAT
		20:31	23:59	MON
	SAT	00:00	20:30	MON
		20:31	23:59	TUE
	SUN	00:00	23:59	TUE

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UNITED STATES OF AMERICA

	<i>Offices of exchange</i>				
<i>Cities of destination</i>	<i>New York</i>	<i>Miami</i>	<i>Chicago</i>	<i>Los Angeles</i>	<i>San Francisco</i>
Boston	I	II	II	II	II
New York	I	II	II	II	II
Washington	I	II	II	II	II
Miami	II	I	II	II	II
Chicago	II	II	I	II	II
Los Angeles	II	II	II	I	II
San Francisco	II	II	II	II	I

	Rec.	from	to	Delivery	
				Zone I	Zone II
UNITED STATES OF AMERICA	MON	00:00	15:00	WED	THU
		15:01	23:59	THU	FRI
	TUE	00:00	15:00	THU	FRI
		15:01	23:59	FRI	SAT
	WED	00:00	15:00	FRI	SAT
		15:01	23:59	SAT	MON
	THU	00:00	15:00	SAT	MON
		15:01	23:59	MON	TUE
	FRI	00:00	15:00	MON	TUE
		15:01	23:59	TUE	WED
	SAT	00:00	15:00	TUE	WED
		15:01	23:59	WED	THU
	SUN	00:00	23:59	WED	THU

Resolution CEP 9/2015.2

VATICAN

	Rec.	From	To	Delivery
VATICAN	MON	00:00	18:00	TUE
		18:01	23:59	WED
	TUE	00:00	18:00	WED
		18:01	23:59	THU
	WED	00:00	18:00	THU
		18:01	23:59	FRI
	THU	00:00	18:00	FRI
		18:01	23:59	SAT
	FRI	00:00	18:00	SAT
		18:01	23:59	MON
	SAT	00:00	14:00	MON
		14:01	23:59	TUE
	SUN	00:00	23:59	TUE

Resolution CEP 1/2018.2

VIET NAM

OE HANOI (VNHANA)	<i>Rec.</i>	<i>From</i>	<i>To</i>	<i>Delivery</i>	<i>Delivery</i>
				<i>Hanoi</i>	<i>Ho Chi Minh and Hai Phong Cities</i>
	MON	00:00	15:00	WED	NEXT WEEK TUE (TUE +1)
		15:01	23:59	THU	NEXT WEEK WED (WED +1)
	TUE	00:00	15:00	THU	NEXT WEEK WED (WED +1)
		15:01	23:59	FRI	NEXT WEEK THU (THU +1)
	WED	00:00	15:00	FRI	NEXT WEEK THU (THU +1)
		15:01	23:59	MON	NEXT WEEK FRI (FRI +1)
	THU	00:00	15:00	MON	NEXT WEEK FRI (FRI +1)
		15:01	23:59	TUE	SECOND WEEK MON (MON +2)
FRI	00:00	15:00	TUE	SECOND WEEK MON (MON +2)	
	15:01	23:59	WED	SECOND WEEK TUE (TUE +2)	
SAT	00:00	23:59	WED	SECOND WEEK TUE (TUE +2)	
SUN	00:00	23:59	WED	SECOND WEEK TUE (TUE +2)	

OE HO CHI MINH (VNSGNA)	<i>Rec.</i>	<i>From</i>	<i>To</i>	<i>Delivery</i>	<i>Delivery</i>
				<i>Ho Chi Minh City</i>	<i>Hanoi and Hai Phong cities</i>
	MON	00:00	15:00	WED	NEXT WEEK TUE (TUE +1)
		15:01	23:59	THU	NEXT WEEK WED (WED +1)
	TUE	00:00	15:00	THU	NEXT WEEK WED (WED +1)
		15:01	23:59	FRI	NEXT WEEK THU (THU +1)
	WED	00:00	15:00	FRI	NEXT WEEK THU (THU +1)
		15:01	23:59	MON	NEXT WEEK FRI (FRI +1)
	THU	00:00	15:00	MON	NEXT WEEK FRI (FRI +1)
		15:01	23:59	TUE	SECOND WEEK MON (MON +2)
FRI	00:00	15:00	TUE	SECOND WEEK MON (MON +2)	
	15:01	23:59	WED	SECOND WEEK TUE (TUE +2)	
SAT	00:00	23:59	WED	SECOND WEEK TUE (TUE +2)	
SUN	00:00	23:59	WED	SECOND WEEK TUE (TUE +2)	

Resolution CEP 2/2020.1

ANNEX 4: Sites with Inbound TD and Border Agency Installations

Country	AMU/OE code	Site code	name	Definition	TD Inbound gate
AT	HALA	ATHALA01	6050 Hall in Tirol	Handover	1
AT	SZGA	ATSZGA01	Salzburg A	Handover	1 - 8
AT	VIEA	ATVIEA01	Vienna Airport	Handover	2,3,5
AT	VIEC	ATVIEC01	Vienna	Handover	5,7,9,12,14,16,22
AT	WLRA	ATWLRA01	6960 Wolfurt	Handover	1,2
AU	MELB	AUMELB01	Melbourne MGF Tullamarine (Melbourne Airport)	Handover	1 - 3
AU	MELB	AUMELB01	Melbourne MGF Tullamarine (Melbourne Airport)	Customs In	1 - 3
AU	MELB	AUMELB01	Melbourne MGF Tullamarine (Melbourne Airport)	Customs out	4,5,11,12
AU	SYDE	AUSYDE01	Sydney Gateway Facility - Clyde	Handover	1 - 2
AU	SYDE	AUSYDE01	Sydney Gateway Facility - Clyde	Customs In	1 - 2
AU	SYDE	AUSYDE01	Sydney Gateway Facility - Clyde	Customs out	4
BE	ANRA	BEANRA01	Antwerp X	Handover	1 - 5
BE	BRUE	BEBRUE01	Brussels EMC 3 (Brussels Airport)	Handover	1
BE	CRLA	BECRLA01	Charleroi X	Handover	1 - 5
BE	GNEA	BEGNEA01	Gent X	Handover	1 - 5
BE	LGGA	BELGGA01	Liege X	Handover	1
BR	SAOD	BRSAOD01	Sao Paulo AMU – (Guarulhos Airport)	Handover	1,3
CA	MISB	CAMISB01	Toronto WLPP	Handover	1, 2, 3, 4, 6, 7
CA	MISB	CAMISB01	Toronto WLPP	Customs out	8, 9
CA	TORA	CATORA01	CPC Toronto SCLPP	Handover	2, 3, 4, 5, 7, 8
CA	VANA	CAVANA01	Vancouver MPP	Handover	10, 11, 12, 13
CA	YUL1	CAYUL101	Montreal Airport - American Airlines	Handover	1
CA	YUL2	CAYUL201	Montreal Airport - Aeroterm Building	Handover	3, 4
CA	YUL3	CAYUL301	Montreal Airport - Air Canada/Excell	Handover	1, 2
CA	YULA	CAYULA01	Montreal - Leo Blanche MPP (road -NYC)	Handover	2, 3, 4, 5, 6, 12, 14
CA	YVRE	CAYVRE01	Vancouver Airport - Aeroground	Handover	1

CA	YVRG	CAYVRG01	Vancouver Airport - Air Canada	Handover	1
CA	YVRH	CAYVRH01	Vancouver Airport - Airco	Handover	1
CA	YVRI	CAYVRI01	Vancouver Airport - Swissport & Lufthansa	Handover	1
CA	YYC2	CAYYC201	Calgary Airport - Menzies	Handover	1
CA	YYC4	CAYYC401	Calgary Airport - Purolator	Handover	1
CA	YYCA	CAYYCA01	CPC Calgary MPP	Handover	6
CA	YYZA	CAYYZA01	Toronto Airport - Vista	Handover	1
CA	YYZA	CAYYZA01	Toronto Airport - Vista	Customs out	3
CH	ZRHM	CHZRHM01	Zurich Mülligen	Handover	1-7,10,26,30
CH	ZRHO	CHZRHO01	Zurich Airport	Handover	1,4,5, 7
DE	FRAA	DEFRAA01 and 02	IPZ Frankfurt	Handover	1-6,8,11,12
DE	TRIA	DETRIA01	Trier	Handover	1
DK	CPHA	DKCPHA01	Copenhagen INC (air)	Handover	14,15
DK	CPHE	DKCPHE01	Copenhagen KHC (road)	Handover	6-16,42-46,74-77,106
DK	FRCA	DKFRCA01	Fredericia (road)	Handover	1-4, 30, 31
ES	MADC	ESMADC01	Madrid Barajas	Handover	1-3
FI	HELA	FIHELA01	Helsinki AMU	Handover	2,3
FR	ORYZ	FRORYZ01	Paris Orly CT	Handover	1
FR	ROIA	FRROIA01 and 02	Paris Roissy HUB	Handover	1-6, 8 and 14 - 19
GB	BFSA	GBBFSA01	Belfast A	Handover	1-20,38-42
GB	LALC	GBLALC01	Langley HWDX	Handover	1,2
GB	LGWA	GBLGWA01	London Gatwick AMU	Handover	2
GB	LHRA	GBLHRA01	London Heathrow AMU	Handover	1-7
GB	LONA	GBLONA01	London Mount Pleasant	Handover	1,2,5-8,65,66,97,98
GB	SLOA	GBSLOA01 and 02	Heathrow Worldwide Distribution Centre	Handover	3,4
GI	GIBA	GIGIBA01	Mail Distribution Centre	Handover	1,2
GR	ATHA	GRATHA01	Athens Airport	Handover	1,2
IE	DUBA	IEDUBA01	Dublin AMU	Handover	1
IE	DUBB	IEDUBB01	Dublin Mail Center	Handover	1-4,10
IL	TLVR	ILTLVR01	Ben Gurion Int'l Airport, Tel Aviv AMU	Handover	1,2
IS	KEF1	ISKEFA01	Keflavik Icelandair Cargo	Handover	1,2

IS	KEF2	ISKEF201	Keflavik Airport Associates	Handover	1
IT	LINA	ITLINA01 and 02	Milano CSI, Milan Borromeo	Handover	11-17 and 1,2
IT	LINX	ITLINX01	Milano Linate Aeroporto	Handover	1-5
IT	MXPX	ITMXPX01	Milano Malpensa Aeroporto	Handover	1,2
JM	KINA	JMKINA01	Kingston AMU	Handover	1
JP	KIXA	JPKIXA01	Osaka Airport Post Office	Handover	1,2
JP	TYOA	JPTYOA01	Tokyo Airport Post Office	Handover	1
LU	BETA	LUBETA01	Bettembourg OE	Handover	1-4
LV	RIXC	LVRIXC01	Riga SC	Handover	1-3
LV	RIXD	LVRIXD01 and 02	Riga AMU	Handover	1,3
MT	MARA	MTMARA01	Marsa	Handover	1,2
NL	AMSA	NLAMSA01	Amsterdam A (AMU)	Handover	1,2
NL	AMSS	NLAMSS01	Amsterdam SC	Handover	3-7
NL	RTMA	NLRTMA01	Rotterdam	Handover	12-14
NO	OSLA	NOOSLA01	Oslo A (road), Østlandsterminalen	Handover	2,3,23,24,55,56
NO	OSLC	NOOSLC01	Oslo Gardermoen (air)	Handover	1
NZ	AKLA	NZAKLA01	Auckland IMC	Handover	6
NZ	AKLA	NZAKLA01	Auckland IMC	Customs In	10,11
NZ	AKLA	NZAKLA01	Auckland IMC	Customs out	2
PT	LISA	PTLISA01	Lisbon AMU	Handover	1
SE	MMAA	SEMMAA01	Malmö	Handover	4-7
SE	STOB	SESTOB01	Arlanda	Handover	1,3
UA	IEVI	UAIEVI01	Kyiv KPБ	Handover	1-3
US	JFKA	USJFKA01 and 02	New York ISC	Handover	9,13,16,17,19,21
US	JFKA	USJFKA01 and 02	New York ISC	Customs In	26-28
US	JFKA	USJFKA01 and 02	New York ISC	Customs out	26-28
US	LAXA	USLAXA01 and 02	Los Angeles ISC	Handover	6,13
US	LAXA	USLAXA01 and 02	Los Angeles ISC	Customs In	6
US	LAXA	USLAXA01 and 02	Los Angeles ISC	Customs out	2,8,9,22,23
US	MIAA	USMIAA01	Miami ISC	Handover	1,5,6,9,14

US	MIAA	USMIAA01	Miami ISC	Customs out	12,13
US	MIAB	USMIAB01	Miami AMC	Handover	1,2
US	ORDA	USORDA01	Chicago ISC	Handover	12
US	ORDA	USORDA01	Chicago ISC	Customs In	9
US	ORDA	USORDA01	Chicago ISC	Customs out	8,14
US	SFOA	USSFOA01	San Francisco ISC	Handover	1-3
US	SFOA	USSFOA01	San Francisco ISC	Customs out	4-6

ANNEX 5: Force Majeure Submission Forms

The forms for submitting claims of force majeure can be found on the UPU website:
<http://www.upu.int/en/activities/letter-post-development/force-majeure.html>

Please consider the procedures and additional information as required (section 2.7 and 2.8 of Module 4 of this user manual).

ANNEX 6: GMS Technical Design

The GMS Technical Design can be found on the UPU website:

<http://www.upu.int/en/activities/global-monitoring-system/key-documents.html>