



UNIVERSAL POSTAL UNION  
INTERNATIONAL BUREAU

Berne, 18 June 2008

To: The postal administrations of the UPU  
member countries  
The members of the World Customs  
Organization

REFERENCE 1600(DOT.DCA)1081  
CONTACT Mr. B.A. Khan and Mr. R.A. Struthers  
SUBJECT Updating of joint WCO-UPU publications

Dear Sir/Madam,

We are writing to ask for your assistance in updating two very important joint publications of the Universal Postal Union and the World Customs Organization (WCO), namely the Operations Guide and the Customer Guide.

The two publications were developed jointly by the World Customs Organization and the Universal Postal Union in October 1998. To date, one hundred and five countries have supplied information for the existing Guides.

The international Guides collect and catalogue information relevant to international postal shippers. The Guides help to simplify, facilitate and modernize contacts between Posts and Customs, providing them and their customers with an easy-to-consult information aid listing current customs procedures, practices and other useful information.

/ The UPU and the WCO signed a new Memorandum of Understanding in July 2007 (see attached document). The MOU recognizes the need to update the Operations Guide and the Customer Guide. At the last WCO-UPU Contact Committee meeting, held in Brussels on 12 November 2007, it was therefore decided to update the two publications and to review their format.

The postal and customs members of the WCO-UPU Contact Committee and the Secretariats of the UPU and the WCO made suggestions for updating the questionnaire to bring it into line with the current needs and requirements of the WCO and the UPU.

In order to provide more user-friendly material for interested parties, i.e. both the customer and the postal and customs administrations, the WCO and the UPU have now agreed to combine the two previous Guides into one – the Customs Matters Guide to International Postal Shipments. In  
/ the light of this decision, please find enclosed a questionnaire (Annex 1 to this letter), the information from which will be used to create this single publication.

In view of the growing importance of combating IPR infringements within the WCO and worldwide, a new section on protection of intellectual property rights and detection of counterfeit and pirated items has been created in the questionnaire. The objective is to obtain factual data on this sensitive issue, which would be updated periodically and would help tackle the problems and their causes.

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Bearing in mind the need to revise the information periodically and to elicit rapid completion of the questionnaire and subsequent updates, the WCO-UPU Contact Committee has decided to place the questionnaire on the UPU website, both in English and in French. The procedure for accessing the website and submitting the questionnaire is contained in Annex 2 to this letter.

Countries which are unable to complete the electronic questionnaire via the website are requested to fill out the questionnaire manually. As stated earlier, a hardcopy version of the questionnaire is attached as Annex 1.

The names/contact details of the WCO and UPU Secretariat officials concerned are as follows:

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Countries encountering difficulties in completing the questionnaire should contact either Mr. Khan or Mr. Struthers, so that they can monitor the situation and suggest remedial action.

In order to consolidate and centralize the processing of replies to the questionnaire, it has been decided that all replies should be sent to the UPU's International Bureau (Mr. Khan).

Please complete the questionnaire as soon as possible but **not later than 30 August, 2008**.

To simplify matters, we would like to have a single reply from each country, sent to the UPU. Both Post and Customs should cooperate with each other to ensure that a complete and comprehensive reply is sent. We are requesting that customs administrations take the lead in coordinating the completion and submission of this important questionnaire with their postal counterparts.

We consider the publication as a living document that requires periodic updating. In this regard, the Secretariats of the UPU and the WCO will be developing a joint strategy to update it on a regular basis.

We look forward to receiving your replies to the questionnaire so that we can improve the quality and timeliness of the information provided to support customers and staff in this key area of the international postal network.

Yours faithfully,



Edouard Dayan  
Director General  
of the International Bureau of  
the Universal Postal Union



Michel Danet  
Secretary General  
World Customs Organization