

**Resolution C 63/2008**

**Extraterritorial offices of exchange (ETOE) and international mail processing centres (IMPCs)**

Congress,

Noting

the stabilizing effect of Bucharest Congress resolution C 44/2004 on the growth of ETOEs and on the number of countries in which they operate, due mainly to:

- the requirement that the UPU member country in which an ETOE is located must give its agreement to the establishment of an ETOE, according to its national policy;
- the granting to the UPU member country of destination of a choice in determining how to treat items received from an ETOE, according to its national policy;
- better notification requirements for registering with the UPU as an international mail processing centre (IMPC);
- the recommendation that UPU member countries announce their policies with respect to ETOEs, and the subsequent publication of these policies by the International Bureau,

Bearing in mind

article 2 of the Convention, adopted at the Bucharest Congress, which requires UPU member countries to announce the entity or entities (governmental entity and designated operator(s)) responsible for fulfilling the obligations arising from the Acts of the Union on their territory,

Acknowledging

that national policies of UPU member countries may differ on the issue of ETOEs,

Noting also

that international mail processing centres (IMPCs) have been registered to private companies,

Also bearing in mind

that the UPU has endeavoured to seek compatibility between the Acts of the Union and WTO disciplines such as most favoured nation status, non-discrimination and equal access,

Aware

of the fact that there remain legitimate operational concerns with respect to the handling of items received from ETOEs and IMPCs registered to private companies in the areas of:

- applying UPU procedures and forms for Customs and airlines;
- security issues regarding the identity of the real sender of the mail;
- return of verification notes;
- undeliverable items;
- lack of operational and contact information for the destination country;
- correct remuneration for the delivery of items received,

Considering

that UPU forms are fundamental components of the UPU Acts,

Taking into account

Pro

the work already begun by the POC (Standards Board) to review technical standards such as S10, S34 and S35, in order to facilitate identification of sender operators,

*Decides*

- i that the operator designated by a UPU member country under article 2 of the Convention may continue to request registration of IMPCs established for its own purposes and on its own national territory;
- ii that the governmental entity of the UPU member country provided under article 2 of the Convention shall make the registration request or provide written authorization for all other IMPCs to be established on its territory;
- iii to continue the suspension of requests for registration of IMPCs to private companies, referring a decision on the matter to the Council of Administration and the outcome of its study,

*Invites*

UPU member countries

- to review and notify the International Bureau of their national policies on ETOEs and on IMPCs registered to private companies, taking into account other national policies and the need to use agreed standards and procedures;
- to respect and observe the conditions laid out in resolution C 44/2004;
- to respect the national policies defined by other UPU members,

*Instructs*

the Council of Administration, in consultation with the Postal Operations Council, to conduct a study of ETOEs and IMPCs, to include the organization of domestic postal markets and the effect of national or regional policies on the UPU and on the UPU Acts (Convention, Regulations, UPU forms, including the implications of a declaration of multiple operators through article 2 of the Convention and the registration of IMPCs to private companies), as well as on other agreements reached at the UPU level (airlines and customs handling, worldwide quality of service measurement, Quality of Service Fund, etc.),

*Also instructs*

the Postal Operations Council:

- to study and adjust, or recommend the adjustment of, the information requirements in standard S34 and on paper UPU forms in such a way that the origin and the operator of the mail is clearly identifiable to the destination operator, as well as to the airlines and customs authorities handling the mail, in order to bring information requirements for ETOEs and IMPCs registered to private companies, in line with the requirements of other offices of exchange established by UPU designated operators;
- to study the operational issues involved in a situation where more than one operator in the same country dispatches or receives international items, including the impact on barcode structure, on track and trace systems, on quality measurement systems, etc.;
- to review current policies and make recommendations on the referencing of technical standards in the UPU Regulations,

*Further instructs*

the International Bureau, in liaison with the POC:

- to manage the registration process, maintain and publish lists of active IMPCs, by type and by location, and make them readily available and accessible; this would include IMPCs:

- registered by the operators designated to fulfil the Acts of the Union, for their own purposes and on their own territory;
  - registered as ETOEs;
  - registered as IMPCs by private companies;
  - registered as military IMPCs;
- to collect and share with other member countries and designated operators:
- information on UPU member country policies (entities notified under article 2 of the Convention, policies and conditions for establishing ETOEs on their territory and for receiving ETOE items, etc.);
  - operational information on ETOEs and IMPCs registered to private companies.

(Proposal 23, Committee 3, 7th meeting)