

International mail processing centre codes – usage analysis

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1 Purpose of document

The purpose of this document is to examine the general purpose and usage of international mail processing centre (IMPC) codes. The document is not intended as a technical or detailed outline of IMPC codes. For such an outline, it is recommended that readers refer to UPU standard S34.

2 What are IMPC codes?

An IMPC code represents a (physical or logistical) node in the international postal network at which mail can be exchanged between the designated operators (DOs) of UPU member countries. It is a short, precise and descriptive means to individually identify all such nodes. In UPU regulations and other documents, an IMPC can be synonymous with an office of exchange (OE).

3 How IMPC codes came into being

Mail has always been exchanged between OEs in dispatches, with each dispatch being sequentially numbered within the calendar year by the origin OE for each destination OE and mail class. Manual logs were maintained by the origin OE to ensure continuity of dispatch numbering and by the destination OE to ensure that all dispatches were duly received.

These log sheets were maintained manually by origin OE staff, based on the name of the destination OE.

For example, Montreal would maintain a log sheet for numbering airmail letter-post dispatches to OE ZURICH 1. It might list dispatches as [...], 123, 124, 125, so the next dispatch number would be 126. There would be a separate log sheet for airmail parcel dispatches to OE ZURICH–URDORF.

In the mid-1980s, initiatives were undertaken to systemize and automate these concepts, giving rise to a need for an OE codification structure. Thus, IMPC codes came into being.

4 IMPC codes in UPU regulations

In addition to being an element within standards, IMPC codes have also been incorporated into UPU regulations.

Article 13-001 (International mail processing centres) of the Convention Regulations defines the purpose of an IMPC and the general procedures to be conducted by DOs and the UPU International Bureau (IB) to manage the process of registering IMPCs. Paragraph 8 of this article defines the inclusion of IMPC codes on specific UPU forms, as follows:

- 8 Wherever an IMPC is displayed on a UPU form, its related IMPC code shall be displayed. If the form so requires, the following associated information shall also be displayed:
 - 8.1 IMPC name;
 - 8.2 code and name of the designated operator responsible for the IMPC.

Convention Regulations articles pertaining to missing CN 37, CN 38, CN 41 or CN 47 delivery bills and the preparation and checking of CN 37, CN 38 or CN 41 delivery bills specifically require IMPC codes to be used in the transit process.

In addition to those regulatory articles that refer directly to IMPC codes, there are regulations that make indirect reference to IMPC codes, as follows:

Convention Regulations articles pertaining to electronic exchanges to support mail processes:

- Require DOs to exchange PREDES/RESDES messages, which make extensive use of IMPC codes. This linkage between IMPCs via electronic data interchange (EDI) messaging enables the evaluation and improvement of leg 2¹ service, analysis of volumetrics, and significant enhancement of accounting processes. (PREDES/RESDES is discussed below in section 10).
- Specify that, for events in EMSEVT messages (such as EMC (Departure from outward office of exchange) and EMD (Arrival at inward office of exchange)), the OE (i.e. IMPC code) is mandatory, despite being conditional (optional) within the standard itself. This facilitates measurement, as well as track and trace at item level, by delineating between legs 1, 2, and 3. It also facilitates service-based financial settlements based on leg 3 performance.

Convention Regulations articles pertaining to the labelling of mails:

- State that “the layout and text for labels on all receptacle types shall comply with UPU Technical Standard S47 and/or conform to the templates annexed [...]”. S47 is based on IMPC codes and IMPC operator codes. This enables a precise and standardized method of describing the origin and destination operator and IMPC on labels physically handled by postal and carrier staff in virtually all countries, working in many different languages.

Although the term “office of exchange” is still used, the IMPC code terminology has now been incorporated in several UPU forms set out in regulations – and this is progressing.

5 IMPC codes – key information

The IMPC code structure comprises six alphabetic characters, consisting of a five-character UN/LOCODE² followed by an alphabetic character typically assigned sequentially (A, B, C, etc.). As the first two characters of the UN/LOCODE are the ISO country code, the same applies to IMPC codes – i.e. characters 1 and 2 define the location country.

Although IMPC codes represent a location, there can be multiple IMPC codes in a single location or building. A DO may register separate IMPC codes with the same UN/LOCODE for internal reasons, by means of the sixth character. Thus, the IMPC code structure enables the allocation of a separate IMPC code for specific products (i.e. letters, parcels, EMS items or for bilateral agreements, etc.) depending on the business need.

IMPC codes are registered in UPU code lists 108 (open IMPCs), 108c (open and closed IMPCs) and 108d (IMPC addresses with restricted access). These lists contain the attributes of the IMPC code. These attributes include the IMPC operator code, short and long IMPC and operator names for inclusion on forms, and the category and class of the applicable postal products – both inbound (import) and outbound (export). It also includes the function (office of exchange, mail unit or both), special type (e.g. extraterritorial office of exchange – ETOE) and any special restrictions (e.g. for bilateral use only).

An IMPC's function can be either an office of exchange or a mail unit, or both. Logically, an office of exchange creates and/or receives postal dispatches (CN 31 Letter bill and PREDES/RESDES). An IMPC that functions as a mail unit creates and/or receives postal consignments (CN 38 Delivery bill and PRECON/RESCON, CARDIT, RESDIT).

Code list 108 (IMPC codes – open offices) is intrinsically linked to code list 206 (IMPC operator codes), as defined in standard S62. Code list 206 includes the IMPC operator code, short and long names, and the UPU member country two-character ISO code. Further details can be found in Annex 1 – Navigating code list 108.

¹ Leg 1 of the postal supply chain is from posting to origin IMPC. Leg 2 is from origin IMPC to destination IMPC (i.e. international transport). Leg 3 is from destination IMPC to delivery in the destination country.

² UN/LOCODES are maintained by the United Nations Economic Council for Europe (UNECE). Those selected for use as an element of IMPC codes are typically descriptive (e.g. AUSYD – Sydney, Australia).

6 IMPC codes as related to the dispatch concept

Mail is exchanged between DOs of UPU member countries in accordance with the dispatch concept, as follows:

- A dispatch series consists of origin IMPC code, destination IMPC code and mail product (category, class and subclass);
- Each dispatch within a dispatch series has a dispatch ID consisting of dispatch series information, the year (one character), plus a sequentially assigned dispatch serial number within the year;
- Each receptacle within a dispatch has the dispatch ID information plus a sequentially assigned receptacle number within the dispatch, certain additional operational content information, and the receptacle weight. This is the receptacle ID defined in standard S9. It is provided in both human-readable and barcode format (including the origin and destination IMPC codes) when used on receptacle labels.

The IMPC code is an integral component of the dispatch concept.

An example of these principles is provided in Annex 2 – Dispatch concept and receptacle ID.

7 Extraterritorial offices of exchange

In accordance with Convention article 13, extraterritorial offices of exchange are offices of exchange (i.e. IMPCs) established for commercial purposes and operated by DOs or under the responsibility of DOs in the territory of a member country or territory other than their own, with the objective of drawing business in markets outside their respective national territory.

UPU member countries are not obliged to allow ETOEs to operate within their territory or to accept mail dispatched from an ETOE.

The UPU publishes on its website a document listing the most current position of each member country vis-à-vis ETOEs. This document shows whether each country allows ETOEs to operate on its territory, whether it accepts mail dispatched from ETOEs in other countries, and any applicable conditions.

The document, entitled “Current ETOE policies by member country” is available at [www.upu.int/en/Members-Centre/Policies-Regulation/Extra-Territorial-Offices-of-Exchange-\(ETOEs\)](http://www.upu.int/en/Members-Centre/Policies-Regulation/Extra-Territorial-Offices-of-Exchange-(ETOEs)).

The IMPC coding and naming convention for ETOEs is outlined in UPU standard S34, with the objective of maximizing recognition of the IMPC as an ETOE. The sixth character of the IMPC code has a specific range, working backwards from “Z”, and the name includes a reference to the IMPC being an ETOE. Furthermore, the IMPC operator code is embedded in the name.

For example, IMPC AUSYDZ is an ETOE located in Sydney, Australia (UN/LOCODE AUSYD). It is operated by the DO of Germany, Deutsche Post, whose IMPC operator code is DEA. The 12-character name of AUSYDZ is SYD ETOE DEA.

These coding and naming conventions were introduced after ETOEs came into being and, although they have been implemented to the greatest extent possible, there are some exceptions.

ETOE IMPCs are specifically identified on code list 108. In the column entitled “Special type” (in Excel column AD), an “E” indicates that the IMPC is an ETOE.

ETOE IMPCs present a number of issues for DOs and other organizations (e.g. airlines and customs organizations) with regard to IMPC codes, as follows:

- Characters 1 and 2 of all IMPC codes represent the IMPC location country. It can thus be wrongly assumed that characters 1 and 2 also represent the DO of the location country. In the example above, it could be wrongly assumed that AUSYDZ is an IMPC in Sydney operated by Australia Post. This aspect should be incorporated in staff training programmes, etc.;

- Similarly, at item level, standard S10 includes a two-character country code. This is the country code of the member country of the origin DO of posting – not the location. In the example above, the S10 country code would be DE and it could be wrongly assumed that the item was posted in Germany;
- When dealing with IMPC codes (e.g. in reports from databases), it is always necessary to link the IMPC code with its respective IMPC operator code (e.g. from code list 108);
- Recently, ETOEs have also highlighted the need for involvement from other organizations and agencies. Mail and cargo are subject to separate regulatory regimes. Mail is covered by the UPU regulations applicable to UPU member countries, while cargo is covered by the International Civil Aviation Organization (ICAO), which regulates the civil aviation authorities (CAAs) in each country. It is necessary to ensure that the CAAs in countries with ETOEs are adequately involved with regard to security and other aspects.

N.B. – This issue has been taken up by the ICAO–UPU Contact Committee and there is a specific joint action item to “explore the intricacies of ETOEs, ensure a robust understanding of the current regulations, and examine the need for future regulations from the ICAO perspective” (see POC C 1 PSG ICAO–UPU CC 2022.1–Pres 3 and POC C 1 PSG ICAO–UPU CC 2022.1–Pres 7b).

8 Use of IMPC codes on UPU forms

Although EDI messaging has reduced the extent to which physical forms are used, the UPU maintains an extensive list of forms, such as those needed to support operations, customer service, accounting, etc. Many of these involve the identification of offices of exchange (IMPC codes) and/or DOs.

The use of IMPC and IMPC operator codes on such forms enhances precision, simplicity and clarity in communications between IMPCs and between DOs.

The Postal Operations Council (POC) has developed form completion instruction documents (FCDs). Each form for which an FCD has been developed has detailed instructions and examples, typically including IMPC and IMPC operator codes and names. The FCDs are available at:

www.upu.int/en/Postal-Solutions/Programmes-Services/Physical-Services/Letter-Post-Forms

and

www.upu.int/en/Postal-Solutions/Programmes-Services/Physical-Services/Parcel-Post-Forms

In effect, FCDs are a means for encouraging the use of IMPC codes and IMPC operator codes on UPU forms, in boxes or columns typically captioned as “office of exchange”.

Some forms have been adjusted, via the regulatory proposal process, to explicitly refer to IMPC operator codes and IMPC codes. An example is the CN 31 form (Letter bill), as follows:

Regulations

Convention Manual – Art. 17-120, form

Dispatch-ID **LETTER BILL** **CN 31**

CN 44 trial note attached

Operators	Origin						Previous number
	Destination						
Origin OE and IMPC code	Destination OE and IMPC code	Category	Sub-class	Year	Dispatch No.	Date	
Transportation							

FCD

Completion instructions: CN 31 – LETTER BILL

Dispatch-ID **LETTER BILL** **CN 31**

CN 44 trial note attached

Operators	Origin	DKA – Post Danmark A/S					Previous number
	Destination	AUA – Australian Postal Corporation					
Origin OE and IMPC code	Destination OE and IMPC code	Category	Sub-class	Year	Dispatch No.	Date	
COPENHAGEN DKCPHA	SYDNEY AUSYDA	Priority air A	UN	6	0083	2016-06-24	
Transportation CPH SK 0123 SIN, SIN QF 0012 SYD							

These forms also comprise the dispatch ID, which includes the origin and destination IMPC codes, in barcode format, enabling efficient and accurate data entry at the destination IMPC.

Thus, the clarity and precision that the use of IMPC operator codes and IMPC codes brings to UPU forms is clearly illustrated.

There are currently 89 forms listed on the UPU website. Of these, 53 refer to “office of exchange” or a similar variant. There currently are 31 forms described via FCDs, all of which include the IMPC operator code and of which 21 also refer to IMPC codes.

Annex 3 – UPU forms and IMPC codes – sets out current and potential usage of IMPC codes on UPU forms.

9 Receptacle labels

When dealing with EDI messaging, standards, etc., it is easy to overlook the fact that there is a significant physical element to the exchange of mail. Of all postal forms, receptacle labels are the most subject to physical handling and the rigours of transport. They are handled by postal staff at origin and destination and in transit, and by carrier (e.g. airline) staff. Precision, legibility, scannability and durability are critical.

The origin and destination IMPC codes – in both human-readable and barcode format – are a very important element of receptacle labels.

Annex 4 – Receptacle labels – provides examples of labels after they have endured the rigours of transport. As these examples show, there is a degree of variability in the design and content of these labels. However, the barcoded receptacle ID and IMPC codes are used universally by virtually all DOs, in both industrialized and developing countries, to and from all regions.

It is evident that IMPC codes and the receptacle ID are key to many postal processes and have been successfully implemented within the framework of UPU standards.

10 Key standards involving IMPC codes

Several UPU standards involve IMPC codes. These may encompass both physical encoding, such as on forms, and electronic encoding, such as in EDI messaging.

Some of the most important such standards are as follows:

- S34 defines the structure of IMPC codes and the IMPC code registration process;
- S9 defines the receptacle ID that features on all receptacle labels and in many EDI messages. The receptacle ID includes the dispatch origin and destination IMPC codes;
- S47 defines the layout of receptacle labels, including the receptacle ID in both human-readable and barcode format;
- S10 defines the structure and content of the postal item ID, which, in itself, does not contain IMPC codes but is linked to EDI messages that do contain IMPC codes;
- M33 ITMATT is the electronic equivalent of the CN 22 or CN 23 customs declaration form. The ITMATT message itself does not contain IMPC codes but, via S10, can be linked to EDI messages that do contain IMPC codes;
- M40 EMSEVT V3 defines item-level tracking EDI message events. There are 25 such events, several of which (including the most important) refer to IMPC codes. The use of IMPC codes in EMSEVT V3 delineates the three legs. As specified above, leg 1 is from posting to origin IMPC. Leg 2 is from origin IMPC to destination IMPC (i.e. international transport). Leg 3 is from destination IMPC to delivery in the destination country;
- M41 PREDES/M13 RESDES is a message set exchanged between origin and destination IMPCs. PREDES is the pre-advice of dispatch-level information, including S9 receptacle IDs and S10 item IDs. RESDES is electronic confirmation sent back to the origin IMPC, including time of processing (e.g. opening) of each receptacle at the destination IMPC;
- M10 PRECON/M12 RESCON is a message set at consignment level exchanged between origin and destination IMPCs operating as mail units. PRECON is the pre-advice of consignment-level information, including S9 receptacle IDs. RESCON is electronic confirmation, including the date/time of the arrival of each receptacle at the destination IMPC operating as a mail unit;
- M48 CARDIT/M49 RESDIT is a message set at consignment level exchanged between the origin IMPC and carrier (e.g. airline). CARDIT is similar in concept to PRECON, but RESDIT is essentially a receptacle-level tracking message from the carrier to the origin DO.

Annex 5 – UPU standards and IMPC codes – provides a list of all standards that either contain IMPC codes or can be linked to IMPC codes. It also contains examples of item-level track and trace, illustrating the application of messaging standards as items progress along the supply chain.

11 Linkages between IMPC codes, EDI messaging and databases

Extensive EDI messaging takes place among DOs and between DOs and carriers (e.g. airlines).

DOs may have their own systems and bespoke databases in order to use the data in the messages that they send and receive, for many and varied business uses.

In addition, DOs can access central databases and create reports based on EDI messages copied to the central database.

These central databases include:

- QCS (Quality Control System) – managed by the UPU;
- QCS Mail Big Data – also managed by the UPU;
- CAPE (Computer-Aided Post through EDI) – managed by International Post Corporation (IPC).

Each of these central databases has a set of reporting capabilities. From a DO's perspective, they can be very powerful tools, supporting business processes such as service evaluation and improvement, volumetrics analysis, customer service (e.g. claims or inquiries) and accounting.

There are numerous reports available for service assessment. The following example illustrates the type of information available from the PREDES/RESDES message set:

User: CAA_010 (Victor Chong)
Date: 2022-11-24 05:54 (UTC/GMT)

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Dispatch-Service and volume report

Operator: CAA Partner: MYA

Location	Office	Mail Category	Direction	Mailclass	Mail Subclass	Missing RESDES only	From	To
All	All	A	Outbound	All	All	No	2022-11-10	2022-11-12

PTR	Dispatch-series	Disp No	Closed day & time	Planned depart	Lead hr	1st Transport	Last	Plan arr day & time	1st RESDES	Plan Arr-1st RES(hr)	Last RESDES	1st - last (hr)	Rcp disp	% RES
MYA	CAYVRA MYKULA AEN	20231	4 2022-11-10 08:43	2022-11-10 13:35	5	JL17 NRT	JL723 KUL	7 2022-11-13 18:10	2022-11-14 21:36	27	2022-11-14 21:36	0	3	100.0
MYA	CAYVRA MYKULA AEN	20232	6 2022-11-12 07:17	2022-11-12 13:35	6	JL17 NRT	JL723 KUL	2 2022-11-15 18:10	2022-11-15 22:16	4			1	100.0
MYA	CAYVRA MYKULA AUN	20255	4 2022-11-10 08:38	2022-11-10 13:35	5	JL17 NRT	JL723 KUL	7 2022-11-13 18:10	2022-11-14 21:37	27			1	100.0
MYA	CAYVRA MYKULA AUN	20256	6 2022-11-12 08:45	2022-11-12 13:35	5	JL17 NRT	JL723 KUL	2 2022-11-15 18:10	2022-11-15 22:17	4			1	100.0
MYA	CAYVRA MYKULA AUX	20252	4 2022-11-10 08:33	2022-11-10 13:35	5	JL17 NRT	JL723 KUL	7 2022-11-13 18:10	2022-11-14 21:35	27			1	100.0
MYA	CAYVRA MYKULA AUX	20253	6 2022-11-12 08:31	2022-11-12 13:35	5	JL17 NRT	JL723 KUL	2 2022-11-15 18:10	2022-11-15 22:17	4			1	100.0

IMPC's
Origin times
Planned transport
Destination times
Volumes Scan rates

One of the key purposes of this report is to monitor the performance of leg 2 from origin to destination IMPC.

As IMPC codes are a component of PREDES, volumetrics to/from IMPCs can be easily analyzed. For example, the following table shows inbound volumes to CAYMQA using the QCS service and volume report:

D-IMPC	CAYMQA			
Direction	inbound			
Class	(All)			
Date	Dispatches	Receptacles	Kilos	Items
2022-11-13	33	146	1,559.9	1,766
2022-11-14	96	357	6,245.8	5,946
2022-11-15	122	815	9,507.1	8,686
2022-11-16	122	1,757	19,885.9	11,668
2022-11-17	136	1,950	15,868.6	11,969
2022-11-18	133	1,703	16,885.1	12,707
2022-11-19	77	958	10,540.3	9,583
Grand Total	719	7,686	80,492.7	62,325

Such reports can be easily tailored to business needs, by selecting according to direction (outbound or inbound), mail class, partner DO, etc. The databases are powerful tools for analysis using IMPC codes.

Annex 6 provides an outline of QCS reports focusing on IMPC codes.

Annex 7 contains an outline of QCS Mail Big Data, also with a focus on IMPC codes.

General information regarding IPC's CAPE programme is available at www.ipc.be/services/supply-chain-integration-services/cape.

12 Mail security

The leg 2 component of the supply chain involves the transport of receptacles from the origin IMPC to the destination IMPC. From a mail security perspective, it is important for DOs at both origin and destination to ensure that receptacles dispatched from the origin IMPC duly arrive at the destination IMPC, and that there are no systemic security problems within this component of the supply chain.

IMPC codes and database reports can be used to identify and analyze this aspect of the supply chain, i.e. the RESEDES scan rate for each origin-destination IMPC code combination. One such database report is the QCS service and volume report, which, as shown below, enables the selection of dispatches containing receptacles that have not been RESEDES scanned.

Service and volume report (CR129)

Criteria

From Date: 2022-10-01
 To Date: 2022-10-30
 Operator: CAA - Canada Post
 Mail class: (All) Missing RESEDES
 Mail subclass: (All)
 Mail category: (All)
 Direction: Outbound
 Partner operator: Select All

Dispatch-Service and volume report

User: CAA_010 (Victor Chong)
 Date: 2022-11-20 11:29 (UTC/GMT)
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Operator	Partner						From	To
CAA							2022-10-01	2022-10-30
Location	Office	Mail Category	Direction	Mailclass	Mail Subclass	Missing RESEDES only		
All	All	All	Outbound	All	All	Yes		

PTR	Dispatch-series	Disp No	Closed day & time	Planned depart	Lead hr	1st Transport	Last	Plan arr day & time	1st RESEDES	Plan Arr-1st RES(hr)	Last RESEDES	1st - last (hr)	Rcp diap	% RES

The use of such database reports can serve to enhance mail security between origin and destination IMPCs.

13 Carriers' usage of IMPC codes

The use of IMPC codes is not limited to DOs; carriers also make extensive use of IMPC codes. IMPC codes are a component of the receptacle ID – in both human-readable and barcode format – which is scanned and used by carriers in CARDIT/RESKIT message exchange. They are thus used for DO-carrier operations and accounting.

Airlines and their ground handlers can use CARDIT message data in the handling of receptacles. Scanning the barcode on the receptacle label, which includes IMPC codes, links the receptacle to the consignment. This can, for example, serve to identify receptacles that have not been properly consigned.

IMPC codes can also be used to document the route plan agreed between the origin DO and the carrier.

UPU regulations and agreements between the UPU and the International Air Transport Association (IATA) enable airlines to prepare a CN 46 form (substitute delivery bill) to handle abnormal conditions, such as a receptacle arriving out-of-course. The CN 46 form is based on information on receptacle labels – most importantly IMPC codes. The IMPC codes on receptacle labels are used by airlines whenever a receptacle has been damaged or misrouted, or under any other abnormal conditions, to enable precise communication with the origin DO.

Invoicing between airlines and DOs can make use of origin and destination IMPC codes so as to enable accuracy and clarity.

The extent of the use of EDI messaging – and thus IMPC codes – between DOs and airlines can be seen in the IATA–UPU Framework for a Postal Service Agreement that is currently in development between the UPU and IATA (see POC C 1 TG IATA–UPU CC 2022.1–Doc 8).

The same can be said for rail transport, which is currently under development, as indicated in the UPU guidelines for establishing an international postal rail transport service (see POC C 1 TG UPU–Rail Forum 2022.1–Doc 6. Annex 1).

As noted in section 7, the issues concerning ETOEs that apply to DOs also apply to airlines and the CAAs of UPU member countries.

14 Customs – IMPC codes

Currently, the principal documents and EDI messages used by Customs are the CN 22 and CN 23 forms, the S10 item ID and messages sourced from ITMATT. Thus, IMPC codes are not readily visible to Customs from postal sources. In some cases, Customs may receive receptacle IDs from carriers, but this does not link the S10 item ID with the receptacle ID.

Most postal customs operations share a location with a DO at an IMPC. DOs and Customs can use EDI messages (ITMATT, PREDES, etc.) collaboratively to track or investigate issues such as items not yet received, volumetrics to support staffing levels, or ensuring a focus on specific origins.

The Global Postal Model (GPM) includes a future data flow (flow 6) from the destination DO to the destination Customs, based on the PREDES message from origin DO to destination DO linking the S10 item ID to the receptacle ID. This flow will enhance the Customs' ability to plan and manage customs operations once the business processes have been defined.

The Kyoto Convention Guidelines to Specific Annex J – Chapter 2 – Postal traffic (available on the UPU website at www.upu.int/en/Postal-Solutions/Programmes-Services/Postal-Supply-Chain/Customs) states that “customs offices may be set up at postal offices of exchange, which are responsible for exchanging postal consignments with the appropriate foreign postal services”. Indeed, this is the most common arrangement between DOs and Customs. Thus, in many cases, the IMPC code can be used to determine the location of the Customs operation.

Furthermore, several M40 EMSEVT V3 events showing the movement of mail items to/from Customs include the IMPC code.

With regard to Customs (and also ICAO, which regulates CAAs), ETOEs present a special case. This is covered in the section on ETOEs.

It is worth noting that, at present, the UPU's Customs Declaration System (CDS) does not include GPM data flow 6, i.e. the sending of the receptacle ID and item ID list from the destination DO (based on PREDES messages from the origin DO) to the destination Customs. Furthermore, GPM data flow 8 entails the provision of manifest data by airlines to destination Customs. The manifest is based, in part, on receptacle IDs in the CARDIT sent by the origin DO to the airline. In both cases, the receptacle IDs include IMPC codes, which may include receptacles from ETOEs. Thus, it may be necessary for Customs (as is the case for DOs) to be aware that the country code of the IMPC in the receptacle ID may not be that of the member country of the DO. Also, unlike the ETOE IMPC code, the country code used in an S10 identifier is that of the UPU member country of the DO in question. This implies that the country code at the end of an S10 identifier cannot be used as a reliable indicator of the geographic origin of an item. Thus, an item posted with country code suffix “DE” could be wrongly thought to be posted in Germany, when in fact it was

posted in Australia. This aspect regarding ETOEs may become more relevant as the data flows progress and as the UPU, IATA, ICAO and World Customs Organization (WCO) further develop processes in line with the pre-loading advance cargo information (PLACI) programme.

15 Transit

Freedom of transit is a key principle of the UPU. It is the means by which the concept of the single postal territory is achieved, enabling a person in any member country to reliably send mail to an addressee in any other member country, regardless of the countries involved.

The planning, operation and accounting of these transit operations are facilitated, significantly, by the use of IMPC codes.

How does this work?

Most DOs generally have sufficient mail volumes for dispatch to many partner DOs on a regular and frequent basis, with the origin DO planning the end-to-end transport without the involvement of a transit DO. This scenario typically accounts for the majority of mail volumes from the origin DO. These are called closed dispatches, which may involve direct transport or transshipment by carriers.

An origin DO may have sufficient volumes to prepare closed dispatches to many partner DOs on a regular and frequent basis, but lack the transport logistics to ensure reliable service. In this case, the origin DO may liaise with an intermediate (transit) DO to facilitate transportation to the destination DO. This is called closed transit, whereby the receptacles dispatched to a partner DO are consigned and transported to a transit DO for inclusion along with the transit DO's receptacles to the final DO in a consignment created by the transit DO.

There may also be many other destination DOs to which there are insufficient volumes to enable regular or frequent closed, or even closed transit, dispatches. This may be the case for a significant number of destination DOs but, overall, this typically accounts for a relatively small proportion of an origin DO's mail volumes. In this scenario, known as transit à découvert or open transit, the origin DO may liaise with an intermediate (transit) DO to arrange for mail to the destination DO to be included in the same receptacles as mail destined for the transit DO. The transit DO then includes the mail from the origin DO in its own receptacles to the destination DO.

Diagrams of the closed transit and transit à découvert scenarios are provided at the end of this section.

Closed transit and transit à découvert are key to the concept of the single postal territory, as they enable mail to flow from origin to destination, even in cases where volumes are low and/or transport options are limited.

IMPC codes are used in transit as follows:

- For closed transit, the origin and destination IMPC codes are included in the receptacle ID in the PRECON message to the transit DO and in barcode format on the receptacle label. On arrival, the transit DO can scan the receptacle ID on the label to ascertain origin, destination and weight for operations and accounting purposes, and to send confirmation of arrival back to the origin DO via the RESCON message;
- The CN 69 accounting form uses IMPC codes;
- For both closed transit and transit à découvert, the origin DO can use the QCS CN 68 inbound dispatch series report. This report shows which origin DOs dispatch to the destination, and the frequency, mail class and, importantly, IMPC code. This can assist the origin IMPC in liaising with potential transit DOs to plan transit operations, e.g. for low-volume destinations.
- The example below, using destination operator BTA (Bhutan Post), shows the origin DOs that prepare closed dispatches to Bhutan, including the frequency, mail category, class and origin IMPC codes.



CN68 Inbound Dispatch Series Report

Date: 2022-11-16 09:16 (UTC/GMT)

QCS Mail 2.1 © Copyright UPU 2009 V0.95

Destination operator BTA - Bhutan Post

Period: 20221001 - 20221031

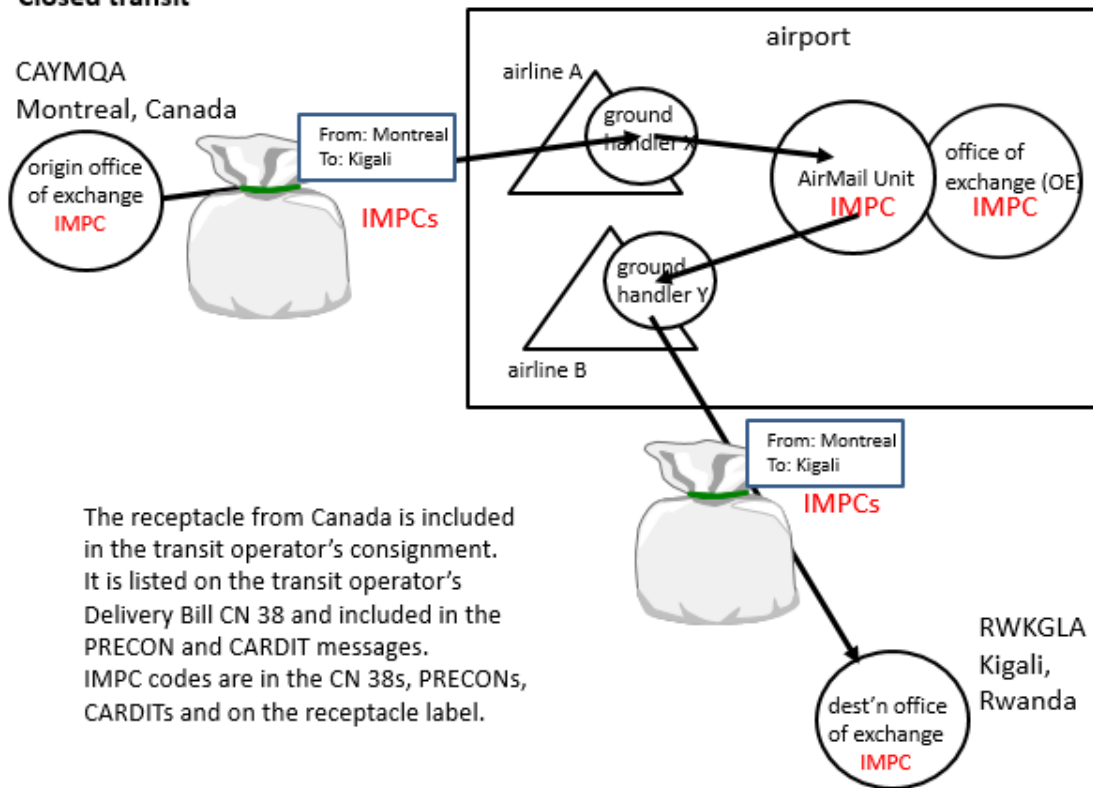
1 / 2

Origin Operator	Operator Name	Dispatch Series	Number of dispatches (PREDES) during period	Origin IMPC Code	Origin IMPC name	Dest'n IMPC Code	Dest'n IMPC name	Mail Category	Mail Class	Mail Sub Class
CHA	Swiss Post	CHGVAC BTTHIA AUN	4	CHGVAC	GENEVE 5 EO	BTTHIA	THIMPHU	A	U	UN
CHA	Swiss Post	CHZRHC BTTHIA ACN	2	CHZRHC	ZURICH 59	BTTHIA	THIMPHU	A	C	CN
GBA	Royal Mail	GBLALA BTTHIA AUN	7	GBLALA	LANGLEY HWDC	BTTHIA	THIMPHU	A	U	UN
INA	India Post	INBOMA BTTHIA AUN	16	INBOMA	MUMBAI AIRPORT SORTING OFFICE	BTTHIA	THIMPHU	A	U	UN
INA	India Post	INBOMA BTTHIA AUJ	1	INBOMA	MUMBAI AIRPORT SORTING OFFICE	BTTHIA	THIMPHU	A	U	UY
INA	India Post	INBOMB BTTHIA AEN	5	INBOMB	MUMBAI EMS SPEED POST CENTRE	BTTHIA	THIMPHU	A	E	EN
INA	India Post	INBOMC BTTHIA ACN	11	INBOMC	MUMBAI FOREIGN POST OFFICE	BTTHIA	THIMPHU	A	C	CN
INA	India Post	INCCUC BTPHUA CCN	5	INCCUC	KOLKATA FOREIGN POST OFFICE	BTPHUA	PHUJENTS HOLING GPO	C	C	CN
INA	India Post	INDELA BTTHIA AUN	24	INDELA	DELHI INTERNATIONAL MAIL CENTRE	BTTHIA	THIMPHU	A	U	UN
INA	India Post	INDELB BTTHIA AEM	17	INDELB	DELHI EMS SPEED POST CENTRE	BTTHIA	THIMPHU	A	E	EM
INA	India Post	INDELC BTTHIA ACN	4	INDELC	DELHI FOREIGN POST OFFICE	BTTHIA	THIMPHU	A	C	CN
INA	India Post	INMAAC BTTHIA ACN	1	INMAAC	CHENNAI FOREIGN POST OFFICE	BTTHIA	THIMPHU	A	C	CN
JPA	Japan Post	JPFUKH BTTHIA AEM	6	JPFUKH	SHIN FUKUOKA BAG	BTTHIA	THIMPHU	A	E	EM
JPA	Japan Post	JKKXKH BTTHIA AED	1	JKKXKH	OSAKA INT BAG	BTTHIA	THIMPHU	A	E	ED
JPA	Japan Post	JKKXKH BTTHIA AEM	34	JKKXKH	OSAKA INT BAG	BTTHIA	THIMPHU	A	E	EM
JPA	Japan Post	JKKXKH BTTHIA AUN	4	JKKXKH	OSAKA INT BAG	BTTHIA	THIMPHU	A	U	UN
JPA	Japan Post	JKKXKH BTTHIA ACN	11	JKKXKH	OSAKA INT BAG	BTTHIA	THIMPHU	A	C	CN
JPA	Japan Post	JPNGOH BTTHIA AEM	31	JPNGOH	CHUBU INT BAG	BTTHIA	THIMPHU	A	E	EM
JPA	Japan Post	JPTYOH BTTHIA AUN	20	JPTYOH	TOKYO INT BAG	BTTHIA	THIMPHU	A	U	UN
JPA	Japan Post	JPTYOH BTTHIA ACN	11	JPTYOH	TOKYO INT BAG	BTTHIA	THIMPHU	A	C	CN
JPA	Japan Post	JPTYOH BTTHIA AEM	25	JPTYOH	TOKYO INT BAG	BTTHIA	THIMPHU	A	E	EM
JPA	Japan Post	JPTYOH BTTHIA AED	6	JPTYOH	TOKYO INT BAG	BTTHIA	THIMPHU	A	E	ED

As can be seen in this example, INA (India Post) IMPC code INDELA sends frequent letter-post dispatches (24 in October 2022) to BTA (Bhutan Post) IMPC code BTTHIA. Similarly, JPA (Japan Post) JPTYOH sent 20 such dispatches. Thus, it may be appropriate for an origin DO to liaise with India Post and/or Japan Post for letter-post transit to Bhutan Post.

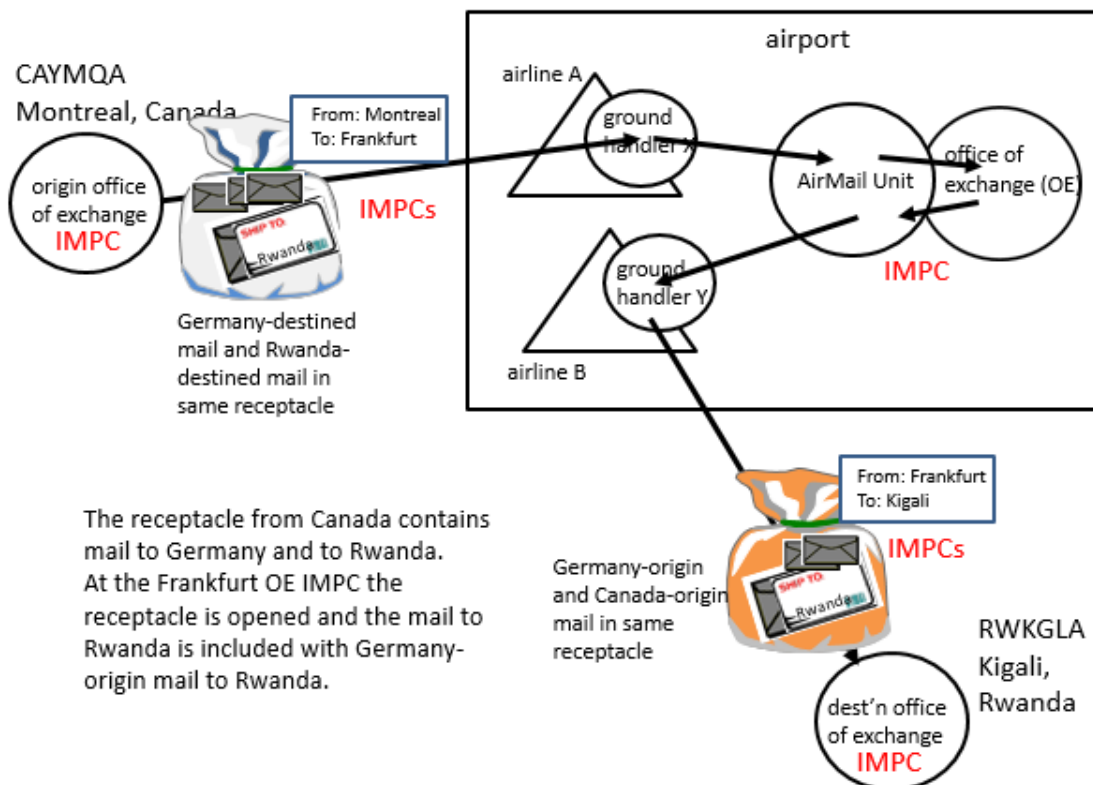
Diagrams showing transit scenarios

Closed transit



The receptacle from Canada is included in the transit operator's consignment. It is listed on the transit operator's Delivery Bill CN 38 and included in the PRECON and CARDIT messages. IMPC codes are in the CN 38s, PRECONS, CARDITs and on the receptacle label.

transit à découvert (open transit)



The receptacle from Canada contains mail to Germany and to Rwanda. At the Frankfurt OE IMPC the receptacle is opened and the mail to Rwanda is included with Germany-origin mail to Rwanda.

16 UPU publications and forums


The **Letter and Parcel Post Compendia** provide a means to publish zoned service standards and other important information by IMPC code, thus enhancing clarity for partner DOs. Some examples include:

Letter Post Compendium Online - Annexes AU - Australia

Australia Post AUA

Letter delivery standards - Air letter

OE Name: Sydney

IMPC Code: **AUSYDA** 

Tel: (+61)292043400

Fax: (+61)292043402

Hours of operation: Monday-Friday 06:00 - 21:51; Closed Saturday and Sunday

From the airport of destination to the addressee


Arrival at the airport		Days of delivery by zone					
Day	Time	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Mon	00:00 - 15:00	Thu	Fri	Mon+1	Tue+1	---	---
Mon	15:01 - 23:59	Fa	Mon+1	Tue+1	Wed+1	---	---
Tue	00:00 - 15:00	Fa	Mon	Tue+1	Wed+1	---	---

Letter Post Compendium Online - Annexes BR - Brazil

Empresa Brasileira de Correios e Telégrafos BRA

Letter delivery standards - Air letter

OE Name: CENTOCURITIBA

IMPC Code: **BRCWBA** 

Tel: (+55)1133346124

Fax: (*)

Hours of operation:

From the airport of destination to the addressee

Arrival at the airport		Days of delivery by zone		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 23:59	Monday+1	---	---
Tuesday	00:00 - 23:59	Tuesday+1	---	---


Letter Post Compendium Canada

Letter Post Compendium Online - Annexes CA - Canada

Canada Post CAA

Letter delivery standards - Air letter

OE Name: Vancouver - Pacific Processing Centre

IMPC Code: **CAYVRA** 

Tel: (*)

Fax: (+1)6042785521

Hours of operation: Mon, Tues, Wed, Thurs, Friday, Sunday - 06:00 - 24:00, Saturday - Closed

From the airport of destination to the addressee


Arrival at the airport		Days of delivery by zone					
Day	Time	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Mon	00:00 - 17:00	Wed	Thu	Fri	Tue+1	Thu+1	---
Mon	17:01 - 23:59	Thu	Fri	Mon	Wed+1	Fri+1	---

Letter Post Compendium Online - Annexes TH - Thailand

Thailand Post Co., Ltd THA

Letter delivery standards - Air letter

OE Name: Lokal Mail Centre

IMPC Code: **THBKND** 

Tel: (+66)29847304-10

Fax: (+66)29847314

Hours of operation: Mon - Sun 08:00 - 16:00 hrs.

From the airport of destination to the addressee

Arrival at the airport		Days of delivery by zone					
Day	Time	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Mon	00:00 - 09:00	Fri	Sat	Mon+1	Tue+1	---	---
Mon	09:01 - 23:59	Sat	Mon+1	Tue+1	Wed+1	---	---

The **Statistics and Accounting Guide** makes extensive use of IMPC codes and IMPC operator codes in examples of completed forms. This enhances clarity and precision.

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Form prepared by: **NLA - Royal PostNL** STATEMENT OF CLOSED TRANSIT MAIL CN 69

Date: **2018-02-05** Return of empty receptacles

Mail owner:	IDA - PT.Pos Indonesia (Persero)	Mail category:	C
Transit operator:	NLA - Royal PostNL	Date from:	2017.10.01
Destination operator:	FRA - LA POSTE, France	Date to:	2017.12.31

List of dispatches handled in closed transit

Origin office	Destination office	Transit date	Dispatch series and number	Number of receptacles in transit	Weight in transit	Observations
IDJKTC	FRCDGA	2017-10-07	C UN 7 0065	2	25.8	
		2017-10-25	C UN 7 0066	3	56.9	
		2017-11-18	C UN 7 0067	3	45.9	
		2017-11-30	C UN 7 0068	3	51.1	
		2017-12-12	C UN 7 0069	4	72.0	
		2017-12-22	C UN 7 0070	4	78.3	
Subtotal IDJKTC-FRCDGA				(19)	(330.0)	
IDJKTC	FRCYMA	2017-10-07	C CN 7 0050	8	125.0	
		2017-10-25	C CN 7 0051	8	95.8	
		2017-11-18	C UN 7 0052	5	67.1	
		2017-11-30	C CN 7 0053	9	95.3	
		2017-12-12	C UN 7 0054	12	135.7	
		2017-12-22	C CN 7 0055	10	106.4	
Subtotal IDJKTC-FRCYMA				(52)	(625.3)	

The **2022 Integrated Index for Postal Development (2IPD)** uses PREDES data to determine “reach”, i.e. the level of postal connectivity of a country with the rest of the world from an outbound perspective. As PREDES is a message sent from origin to destination, including IMPC codes and mail class, and is mandatory (according to UPU regulations), it can be used to determine the destinations to which each origin DO has closed dispatches.

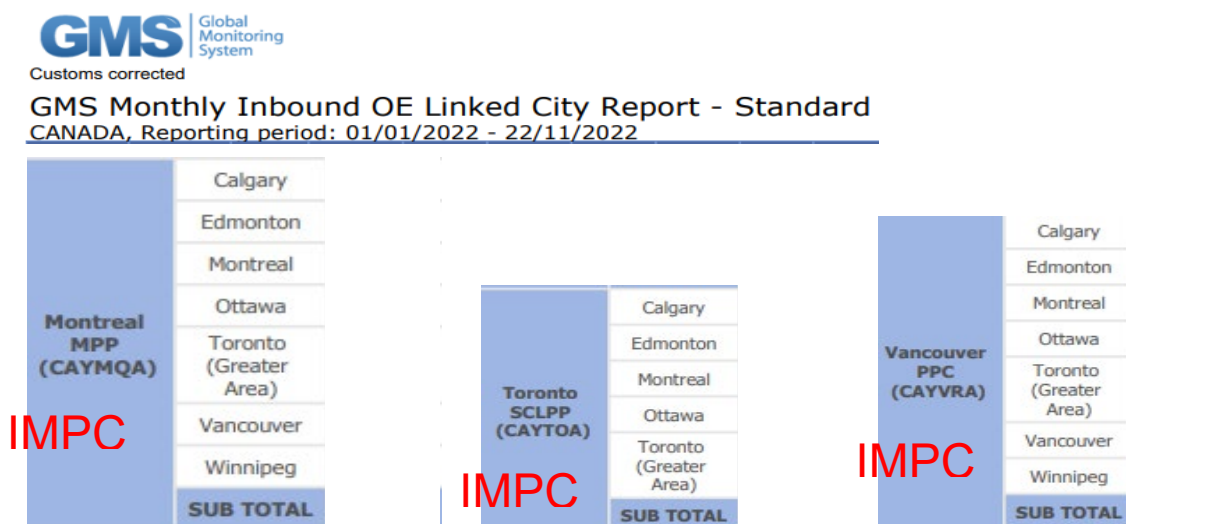
Extract from the 2022 2IPD:

“Postal reach is the second main component of the 2IPD scoring system. Millions of EDI messages related to international postal dispatch information (PREDES) undergo a statistical process and treatment similar to the one applied for the postal reliability component.”

The UPU’s **Global Monitoring System (GMS)** is used to track test letters (which do not have S10 item IDs) and to determine their expected and actual delivery times, from the moment of handover to the DO at an airmail unit (AMU) or OE until the moment of delivery to the recipient. Each test letter contains a radio frequency identification (RFID) tag, which is read by suitable readers installed at the AMU or OE. Data from the readers, together with information on final delivery to the recipient, enables the precise actual delivery time to be determined. This can be used to calculate the quality of service component of terminal dues between DOs.

In order to identify the RFID readers at offices of exchange, the IMPC code is used insofar as possible. Where multiple readers within a facility are required, each reader may be identified by the location component of the IMPC code by means of the sixth character, so that each reader is uniquely identified.

Example:



This use of IMPC codes within GMS also facilitates clarity within communications. An example of the communication of GMS changes can be seen in POC C 2 QLUG 2021.4–Doc 2, an extract of which is reproduced below (IMPC codes highlighted):

- Approval of request by Italy regarding the use of RPs 1 to 16 and 101 to 107 as Customs IN and OUT gates for QS Link purposes at the new Malpensa 2 CSI (ITMXPB) border agency (BA) OE (request G);
- Approval of request by Malta regarding the use of RP 1 as Customs IN, RP 2 as Customs OUT and RP 3 as TD gate at the Valletta OE (MTMARA). Furthermore, Malta Post is required to install a control reading point (CRP) unit inside the mail processing building (request H);
- Approval of request by France regarding the relocation of customs gate RP 55@155 at Roissy PIAC OE (FRROIC) from the date of request (request J);
- Approval of request by New Zealand regarding the relocation of OE and BA activities to a new facility in Auckland (NZAKLA) (request K);

- Approval of request by Switzerland regarding the validation of BA gate RPs 211, 239 and 240 as Customs OUT at the Zurich Mülligen OE (CHZRHB) (request L);
- Approval of request by Finland regarding a new AMU and the validation of TD gates at Rahtitie (FIHELIC) (request N);
- Approval of request by Finland regarding the relocation of OE and BA activities to a new facility and validation of new TD gates at the Tikkurilantie Logistics Centre (FIHELTA) (request O).

17 Communication of information regarding IMPCs – IB circulars

In addition to the IMPC code list, DOs can communicate information about their IMPCs to other DOs via the IB circular process. Information published in circulars may include changes to IMPC status (opening, closure, etc.), or the postcodes or products applicable to each IMPC. Such circulars may contain additional information that is not available on the IMPC code list.

The IB circular system is the mechanism by which DOs should communicate changes to its nodes (i.e. IMPC locations) in the international postal network that may have an impact for all other DOs. **It is important that each DO implement a procedure to recognize and review IB circulars that may (or may not) require adjustments to its systems or processes.**

As the table below illustrates, IB circulars relating to IMPCs represent a relatively small proportion of the total number of IB circulars, and the number is even lower when Emergency Information System (EmIS) messages – which serve to notify DOs of suspensions of services – are taken into account. It should be noted that the EmIS mechanism is not typically used to communicate operational network/IMPC changes, but rather to advise of temporary conditions affecting mail operations.

<i>Year</i>	<i>Total number of IB circulars</i>	<i>Number of IB circulars with DO or IMPC references</i>	<i>Total number of EmIS messages</i>
2022	211	22	218
2021	211	17	304
2020	218	14	654
2019	210	13	161

The content and significance of the information provided in these IB circulars can be quite variable. In some cases, there is no need for action on the part of DOs receiving the circular. In other cases, the change may be significant and DOs may need to adjust their dispatch system tables, plan alternative transportation, notify staff, etc.

Annex 8 contains two tables illustrating the type of information provided in these IB circulars. In order to ensure that all types of information are included, the tables span a lengthy period, namely from 2019 to 2022. This also “bookends” the COVID pandemic. The tables are as follows:

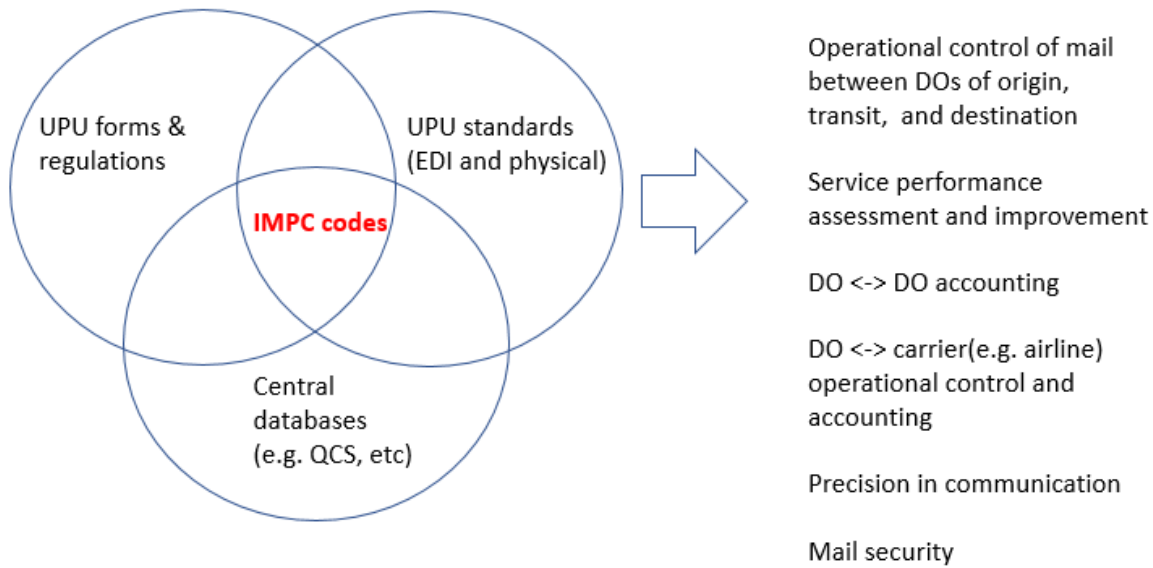
- A summary table showing basic information about each IB circular;
- A table showing the content of the IB circulars in question. This table can be browsed to gain an appreciation of the degree of variability in the circulars, the wording, etc. As can be seen, some circulars are clear and precise, and others are less so.

18 Summary and conclusion

IMPC codes have proven to be a very successful tool within the UPU and even with other organizations, such as IATA.

They provide a precise and descriptive means to identify, manage, measure and communicate regarding nodes within the international postal network.

They are an integral component in the management of the postal supply chain.



Although there are some issues concerning ETOEs, which are currently under review within UPU forums involving IATA and ICAO, the universal adoption of IMPC codes by UPU member countries, DOs and partners (e.g. airlines) provides a successful foundation and opportunities for the UPU to achieve further improvements, such as service performance, business efficiencies, etc.

Annex 1

Navigating code list 108

Code list 108, which defines IMPC codes, is a very important UPU publication with which DOs must be familiar. It is accessible on the UPU website at:

www.upu.int/en/Postal-Solutions/Programmes-Services/Standards#international-mail-processing-centres .

Click on Standards Code List Management System (SCMS).

Scroll to code list 108 and click on International Mail Processing Centre (IMPC) codes – open offices. The initial page shows the date of the last update, as well as a link to a description of the headings in PDF format.

The code list can be browsed directly or downloaded in Excel, fixed text or tab formats. Excel is recommended. In order to facilitate scrolling and selection within Excel, it is recommended to:

With the cursor on cell A1, select Data -> Filter.



Then, moving the cursor to cell B2, select View -> Freeze Panes.



The *filter* setting enables selection based on specific values in each column. For example, filtering on a specific IMPC operator code (column F) will provide a list of all IMPC codes for that operator.

The *freeze panes* setting facilitates scrolling, keeping the column headings and IMPC code visible and scrolling right.

Code list 108c contains all IMPC code registrations and can be used, for example, to view the history of a specific IMPC code. Code list 108d, which is available to registered users, shows the address and longitude/latitude of the IMPC.

Code list 108 (IMPC codes) is intrinsically linked to code list 206 (IMPC operator codes), as defined in standard S62. Code list 206 includes the IMPC operator code and short and long names, as well as the UPU member country two-character ISO code (when the IMPC operator is that of a territory belonging to a UPU member country). For example, the IMPC operator code for Bermuda Post Office is BMA and the UPU member country code is GB.

Typically, IMPC operator codes for DOs are the ISO two-character country code, followed by the letter A. However, there are exceptions.

A DO can request a letter other than A. For example, the code for Royal Gibraltar Post Office is GIB, corresponding to the three-character ISO code for Gibraltar. Furthermore, there currently are two UPU member countries with multiple DOs; the DOs of Bosnia and Herzegovina (ISO code BA) have codes BAA, BAB and BAC, and those of Kyrgyzstan (ISO code KG) have codes KGA and KGB.

The linkage between IMPC codes and IMPC operator codes is also relevant to ETOEs, as described in the relevant section of this document.

Annex 2

Dispatch concept and receptacle ID

One of the most frequent usages of IMPC codes is the receptacle ID, which must feature on all receptacle labels in both human-readable and barcode format.

The image below depicts a typical receptacle label from Switzerland to Canada. The receptacle ID is **CHZRHC CAYTOA ACN 2 0176 003 10 0180** (IMPC codes are **highlighted**).

POSTAL PARCELS		Airmail		CP84
From CHZRHC(CHA)		_____ F		
CH-8059 Zürich 59		To CAYTOA(CAA)		
Swiss Post		Toronto		
Disp Type ACN	Mail No. 176	Canada Post		
Date 2022-10-06		Receptacle ID		
Rec. Type BG	Rec. No. 3	_____		
Format		_____		
Rec. Subcl. CN	No of Items 2	_____		
Gross Kg 18.0	Tare Kg 0.0	_____		
4	SR	Date Flight	Unload	
SPX X-RAY CH/RA/00416-01		06 ZRH LH1197 FRA	YYZ	
CH-8059 Zürich 59 steingrubem steingruberei		07 FRA LH470 YYZ		
06-OCT-2022 07:47				

Receptacle ID

The following is an example of the elements of the receptacle ID from standard S9, with the text slightly modified for illustrative purposes. It shows the dispatch series, the dispatch ID and the receptacle ID with the IMPC codes highlighted

Entity name and example				Data element name	UPU reference or content definition	Position Length Format	Example				
S9 Receptacle Identifier CHZRH CAYTOA ACN 2 0176 003 10 0180	S8 Dispatch-ID CHZRH CAYTOA ACN 2 0176	Dispatch-Series CHZRH CAYTOA ACN		International mail processing centre (IMPC) of origin – code	The origin and destination IMPC codes must be in UPU code list 108	1–6 6 Alpha	CHZRH				
				IMPC of destination – code		7–12 6 Alpha	CAYTOA				
				Dispatch-Type ACN	Mail category code	Must be in UPU code list 115	13 1 Alpha	A			
					Mail sub-class code (dispatch-level) <table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td>Mail class code</td> <td rowspan="2">2nd character of mail sub-class</td> </tr> <tr> <td>Mail class code</td> </tr> </table>	Mail class code	2nd character of mail sub-class	Mail class code	Must be in UPU code list 117 (The 1st character of the mail sub-class is the mail class code - defined in code list 116.)	14–15 2 Alpha	CN
	Mail class code	2nd character of mail sub-class									
	Mail class code										
					Dispatch-year	Last digit of calendar year, e.g. 2 – 1992, 2002, 2012, 2022,2032.	16 1 Numeric	2			
					Dispatch-number	Numeric (0001-9999). For each dispatch-series, the dispatch-number is initialized (typically to 0001) for the 1st dispatch of the calendar year and is incremented by one for each subsequent dispatch throughout the year.	17–20 4 Numeric	0176			
					Receptacle serial number	Numeric (001-999). This is the number of the receptacle within the dispatch.	21–23 3 Numeric	003			
					Highest numbered receptacle indicator (unless bilaterally agreed to use an alternative)	0 – No. 1 – Yes. 9 – No information is available in the bar code	24 1 Numeric	1			
				Registered/insured indicator (unless bilaterally agreed to use an alternative)	0 – No. 1 – Yes. 9 – No information is available in the barcode	25 1 Numeric	0				
				Receptacle weight	Gross weight in 1/10 kilos. The decimal is not included. (If this weight exceeds 999.8 kg, then the value 9999 is included).	26–29 4 Numeric	0180				
29 char	20 char	15 char	3 char								

PREDES message with IMPC codes highlighted (origin, destination)

The following image shows the PREDES message applicable to the above receptacle label with the IMPC codes highlighted. It is an example of an EDI message using the dispatch concept principles. It also shows the nesting of item IDs within PREDES.

```
UNB+UNOA:2+CH101:UP+CA101COPY:C1+221006:0902+INTREF00105524'  
UNH+MESREF1+PREDES:D:06A:UP:PRED21'  
BGM++CHZRHCCAYTOAACN20176+9 ..... S8 dispatch-ID (origin destination)  
DTM+164:2210060747:201'  
DTM+353:221006:101'  
TDT+20+1197+4++LH::3'  
DTM+189:2210061805:201'  
DTM+232:2210061905:201'  
LOC+5+ZRH::3'  
LOC+13+FRA::3'  
TDT+20+470+4++LH::3'  
DTM+189:2210071350:201'  
DTM+232:2210071620:201'  
LOC+5+FRA::3'  
LOC+7+YYZ::3'  
EQD+PWN'  
EQN+000007'  
MEA+WT+AAB+KGM:45.8'  
EQD+Z01'  
EQN+3'  
CNI+001+CHZRHCCAYTOAACN20176001000171' ..... S9 receptacle-ID  
SGP+BG'  
MEA+WT+AAB+KGM:17.1'  
MEA+CT+CT+NMB:2'  
GID++++:CF119773733CH' ..... nested S10 item-ID3  
MEA+WT+AAA+KGM:3.500'  
GID++++:CF119776876CH'  
MEA+WT+AAA+KGM:12.080'  
CNI+002+CHZRHCCAYTOAACN20176002000107' ..... S9 receptacle-ID  
SGP+BG'  
MEA+WT+AAB+KGM:10.7'  
MEA+CT+CT+NMB:3'  
GID++++:CE605397656CH'  
MEA+WT+AAA+KGM:0.900'  
GID++++:CF119733425CH'  
MEA+WT+AAA+KGM:1.203'  
GID++++:CF119778245CH'  
MEA+WT+AAA+KGM:3.141'  
CNI+003+CHZRHCCAYTOAACN20176003100180' ..... S9 receptacle-ID (label on previous page)  
SGP+BG'  
MEA+WT+AAB+KGM:18.0'  
MEA+CT+CT+NMB:2'  
FTX+DOC'  
GID++++:CE725494354CH'  
MEA+WT+AAA+KGM:7.800'  
GID++++:CF119771304CH'  
MEA+WT+AAA+KGM:9.795'  
UNT+47+MESREF1'  
UNZ+1+INTREF00105524'
```

³ CF119773733CH and CF119776876CH are two postal items “nested” in receptacle CHZRHCCAYTOAACN 20176001000171 with origin and destination IMPC codes CHZRHCC and CAYTOA. With this nesting, whenever the receptacle-ID is scanned, such as in RESDIT or RESDES scans, the attributes of the receptacle-level scan (e.g. IMPC code, date/time) can also be linked to the nested item-IDs – such as in track and trace queries or other reporting.

Annex 3

UPU forms and IMPC codes

The following table lists all UPU forms. The IMPC column indicates whether the term “office of exchange” or “IMPC” appears on the form. The FCD column indicates whether a form completion instruction document has been developed for the form.

As noted in section 8, there currently are 89 forms listed on the UPU website. Of these, 53 refer to “office of exchange” or a similar variant. There are currently 31 forms described via FCDs, all of which include the IMPC operator code and of which 21 also refer to IMPC codes.

Form number and name/ description	Reference to OE (i.e. IMPC) or to DO	IMPC	FCD	Comments
CN 01 International reply coupon				
CN 02bis Detailed statement Reply coupons	Creditor DO DO which issued the reply coupons			
CN 03 Detailed statement Reply coupons exchanged	DO and postal address			
CN 03bis Recapitulative statement Reply coupons	Creditor DO Debtor DO DO which issued the coupons DO which exchanged the coupons			
CN 04 CN 05bis CN 06 Labels for registered, recorded delivery and insured delivery items				
CN 07 Advice of receipt/of delivery/of payment/of entry	DO of origin			
CN 08 Inquiry	DO of origin Dispatching OE OE of destination DO of destination	IMPC		IMPC codes are used to establish the location of the last event registered for the item.
CN 08bis Receipt for CN 08 inquiry lodged				
CN 09 Statement of IBRS items sent	Dispatching DO DO of destination Dispatching OE OE of destination	IMPC	FCD	IMPC codes are drawn from CN 31 (Letter bill) and are used to support accounting of IBRS items.
CN 10 Recapitulative statement of IBRS items	Dispatching DO DO of destination Office of origin Office of destination	IMPC	FCD	IMPC codes are used to summarize the CN 09 statements for annual accounting.
CN 11 Franking note				

Form number and name/ description	Reference to OE (i.e. IMPC) or to DO	IMPC	FCD	Comments
CN 12 Detailed monthly account Customs, etc., charges	Creditor DO Debtor DO			
CN 13 Report Information about a seized postal item	DO initiating the report DO to which the report is directed Dispatching OE Destination OE	IMPC		IMPC codes are used to identify the dispatch containing the seized postal item.
CN 14 Collective envelope Redirection of letter-post items	DO of origin			
CN 15 Return label				
CN 16 Special list Insured items	DOs of origin and destination Origin OE and IMPC code Destination OE and IMPC code	IMPC	FCD	IMPC codes are used to identify the dispatch containing the insured items for operational control purposes. The totals are posted on to CN 31 (Letter bill) for accounting. (CN 16, CN 33, CN 31, CN 32 and CP 87 all use a common format consistent with standards such as PREDES.)
CN 17 Request – withdrawal, correction of address, cancellation or alternation of COD amount	DO of origin Dispatching OE OE of destination	IMPC		IMPC codes are used to identify the dispatch in which the item in question was sent.
CN 18 Declaration concerning non-receipt (or receipt) of a postal item	DO			
CN 19 Detailed account IBRS charges	Creditor DO Debtor DO		FCD	
CN 20 Statement IBRS charges	DO DO preparing the statement			
CN 21 Advice Redirection of a CN 08 form	DO of origin DO of origin of the inquiry Dispatching OE OE of destination	IMPC		
CN 22 Customs declaration	DO			
CN 23 Customs declaration	DO			
CN 24 Report (irregularities in respect of insured letter-post items and postal parcels)	DO Dispatching office Office of destination	IMPC		

Form number and name/ description	Reference to OE (i.e. IMPC) or to DO	IMPC	FCD	Comments
CN 25 Bundle label (items à découvert) CN 26 Bundle label	Dispatching DO Dispatching office Office of destination	IMPC		
CN 27 Table Routes and methods of transmission of insured items	DO			
CN 29 COD label CN 29bis Label for COD items				
CN 31 Letter bill Exchange of mails CN 32 Letter bill Bulk mail CN 33 Special list Registered items	DOs of origin and destination Origin OE and IMPC code Destination OE and IMPC code	IMPC	FCD	IMPC codes, as part of the dispatch ID, are used to identify the dispatch, for both operational control and accounting. (CN 16, CN 33, CN 31, CN 32 and CP 87 all use a common format consistent with standards such as PREDES.)
CN 34 Receptacle label – surface mail CN 35 Receptacle label – airmail CN 36 Receptacle label – Surface airlifted (S.A.L.) mail	From To Receptacle ID	IMPC		IMPC codes, in both human- readable and barcode format, are used to identify the origin and destination of the receptacle for handling by origin, transit and destination postal operators and carriers.
CN 37 Delivery bill Surface mail CN 38 Delivery bill Airmail CN 41 Delivery bill Surface airlifted (S.A.L.) mail	DO of origin OE of origin of the bill Office of destination of the bill Entry: Office of origin Office of destination	IMPC		IMPC codes are used to identify the contents of the consignment, at receptacle level, on handover from the origin DO to the carrier or from the carrier to the destination DO. It is the UPU-defined delivery bill that identifies the consignment as mail (as opposed to cargo). The delivery bill may be used for accounting between the origin DO and the carrier.
CN 42 Direct transshipment label				
CN 43 Verification note	VN originator: DO Office code and name VN destination: DO Office code and name	IMPC	FCD	IMPC codes are used to identify the dispatch with the anomaly described in the verification note.
CN 44 Trial note	Dispatching DO Dispatching office Office of destination	IMPC		IMPC codes are used to identify the dispatch to which the trial note relates.

Form number and name/ description	Reference to OE (i.e. IMPC) or to DO	IMPC	FCD	Comments
CN 45 Transmission envelope for CN 38, CN 41 and CN 47 bills	Airport of offloading			
CN 46 Substitute delivery bill	Airline originating substitute bill Airport of origin of substitute bill DO of origin of mails Entry: Office of origin Office of destination	IMPC		The IMPC codes from receptacle labels are used to identify anomalies, such as misrouted receptacles, for operational control between origin DO and airlines.
CN 47 Delivery bill Mails of empty receptacles	DO of origin Office of origin of the bill Office of destination DO to which receptacles belong Entry: Office of origin Office of destination	IMPC		IMPC codes are used to identify the contents of the consignment of empty receptacles (e.g. empty bags) on handover from the origin DO to the carrier or from the carrier to the destination DO.
CN 48 Statement Amounts due in respect of indemnity	Creditor DO Debtor DO office of origin Destination	IMPC		IMPC codes are used to support accounting of indemnities.
CN 51 Detailed account Transit charges	Creditor DO Debtor DO			
CN 52 General account	DO preparing the account Corresponding DO Name of creditor DO			
CN 53 Statement of sampling	Origin: DO Office Destination: DO Office	IMPC	FCD	IMPC codes are used to document the sampling results at receptacle level for terminal dues accounting.
CN 54 Recapitulative statement of sampling	Origin DO Destination DO Origin office Destination office	IMPC	FCD	IMPC codes are used for CN 54, which is a summary of CN 53s and used for terminal dues accounting.
CN 54bis Annual recapitulative statement of sampling	Origin DO Destination DO		FCD	
CN 55 Statement of mails	Origin: DO Office Destination: DO Office	IMPC	FCD	The IMPC codes from CN 31 (Letter bill) are used to determine mail volumes as the basis for terminal dues accounting.
CN 56 Recapitulative statement of mails	Origin DO Destination DO Origin office Destination office	IMPC	FCD	The IMPC codes from CN 55 are used for this summary for terminal dues accounting.

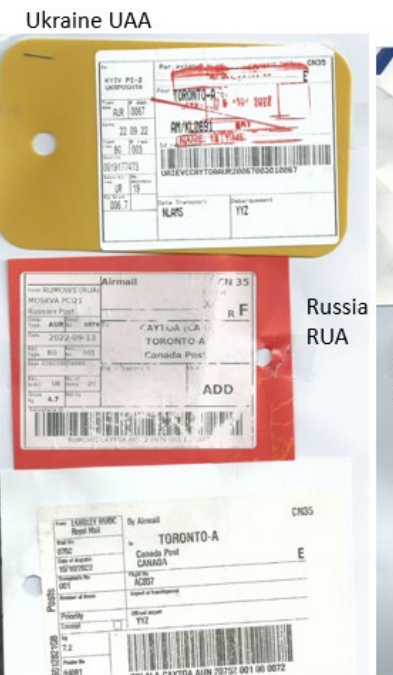
Form number and name/ description	Reference to OE (i.e. IMPC) or to DO	IMPC	FCD	Comments
CN 57 Account Bulk mail received	Origin DO Destination DO Origin office Destination office	IMPC	FCD	The IMPC codes from CN 32 (Letter bill. Bulk mail) are used to determine bulk mail volumes as the basis for terminal dues accounting.
CN 57bis Final account Bulk mail	Origin DO Destination DO		FCD	
CN 60 Detailed account Supplementary remuneration programme quarterly statement	Origin DO Destination DO		FCD	
CN 61 Detailed account Terminal dues	Creditor DO Debtor DO		FCD	
CN 62 Detailed account Transit charges – surface mail	Creditor DO Debtor DO DO of destination of mails		FCD	
CN 62bis Detailed account Additional sea transit charges	Creditor DO Debtor DO			
CN 64 Statement Terminal dues	DO DO preparing the statement			
CN 64bis Detailed statement Quality of Service Fund	Registered office of issuing organization Debtor DO Corresponding DO DO preparing the statement			
CN 64ter Detailed statement Quality of Service Fund	Registered office of issuing organization Debtor DO			
CN 65 Bill Weight of missent and à découvert items	Dispatching DO Dispatching OE OE of destination DO of destination	IMPC	FCD	IMPC codes are used to determine the dispatch ID and volumes of missent or à découvert items for accounting.
CN 66 Statement of weights Airmails and S.A.L. mails	DO reforwarding the mails OE reforwarding the mails DO dispatching the mails Dispatching office Office of destination	IMPC		IMPC codes are used to identify the receptacles forwarded in closed transit for accounting.
CN 67 Statement of weights À découvert priority/airmail items À découvert non-priority/surface items	DO preparing the form DO of destination OE of destination of mails DO dispatching the mails OE dispatching the mails	IMPC	FCD	IMPC codes are used to summarize CN 65 bills for accounting of à découvert items.

Form number and name/ description	Reference to OE (i.e. IMPC) or to DO	IMPC	FCD	Comments
CN 69 Statement of closed transit mail	Form prepared by Mail owner Transit DO Destination DO Origin office Destination office	IMPC	FCD	IMPC codes are used for accounting of receptacles in closed transit.
CN 70 Consignment security declaration	Origin Destination			(Note: Model form not in document database)
CN 71 Quarterly account Non-sampled mail flows received	Form prepared by: Origin DO Destination DO		FCD	
CN 71bis Final account Non-sampled mail flows received	Form prepared by: Origin DO Destination DO		FCD	
CN 72 Statement Return of undeliverable items	Origin DO Destination DO Transport details: Origin Destination Dispatch ID	IMPC	FCD	IMPC codes are used to support the accounting of returned undeliverable letter post.
CN 73 Account Return of undeliverable items	Origin DO Destination DO		FCD	
CP 71 Dispatch note	DO			
CP 72 Manifold set	DO			
CP 73 Parcel label CP 74 Insured parcel label				
CP 75 Summarized account	DO preparing account Dispatching DO of parcels Origin office Destination office Creditor DO	IMPC	FCD	IMPC codes are used to support the accounting of inward land rates for parcels. (Note: Model form in document database differs from FCD).
CP 77 Statement of charges	DO of origin OE of origin	IMPC		IMPC codes of origin are used to support charges for return parcels.
CP 78 Verification note	VN originator: DO Office code and name VN destination: DO Office code and name Dispatching OE OE of destination	IMPC	FCD	IMPC codes are used to identify the dispatch with the anomaly described in the verification note.
CP 81 Table Surface parcels	DO Country of destination		FCD	The country of destination is indicated using the ISO two-character country code and ISO name.
CP 82 Table Air parcels	DO Country of destination		FCD	The country of destination is indicated using the ISO two-character country code and ISO name.

Form number and name/ description	Reference to OE (i.e. IMPC) or to DO	IMPC	FCD	Comments
CP 83 Receptacle label for surface parcel mail CP 84 Receptacle label for air parcel mail CP 85 Receptacle label for S.A.L. parcel mail	From To Receptacle ID	IMPC		IMPC codes, in both human-readable and barcode format, are used to identify the origin and destination of the receptacle for handling by origin, transit and destination Posts and carriers.
CP 87 Parcel bill	DOs of origin and destination Origin OE and IMPC code Destination OE and IMPC code	IMPC	FCD	IMPC codes, as part of the dispatch ID, are used to identify the dispatch, for both operational control and accounting. (CN 16, CN 33, CN 31, CN 32 and CP 87 all use a common format consistent with standards such as PREDES.)
CP 88 Special parcel bill Payment of rates due for the transit of parcels	Dispatching OE Intermediate OE Transit DO Office of destination of the mail	IMPC		IMPC codes are used for accounting of parcel receptacles in closed transit.
CP 91 CP 92 Envelope for transmission of dispatch note, customs, etc., documents				
CP 94 Statement of amounts due	DO of office preparing the statement OE of destination of the mail Dispatching DO Dispatching OE of the mail	IMPC	FCD	IMPC codes are used for accounting of inward land rates for parcels.
CP 94bis Statement of amounts due with weight brackets	Origin: DO Office Destination: DO Office	IMPC	FCD	IMPC codes are used for accounting of inward land rates for parcels, where inward land rates are based on weight categories (e.g. 0–2 kg, 2–5 kg, 5–30 kg).
CP 95 COD label				

Annex 4

Receptacle labels



Germany DEA



United Arab Emirates UAE

Belarus BYA



Hong Kong HKA



Rwanda RWA



Poland PLA



Georgia GEA



Moldova (MDA)



Greece (GRA)



Annex 5

UPU standards and IMPC codes

The following table includes standards that either contain IMPC codes or can be linked to IMPC codes. For each standard, the status is 0 (working draft), 1 (tested draft) or 2 (POC-approved).

This annex also lists the EMSEVT V3 events and provides some item trace histories to illustrate the relationship between standards.

Standard (status)	Name (code list reference)	Summary of function
S34 (2)	Registration of international mail processing centres (CLs 108, 108c and 108d)	Defines the structure, processes and attributes related to IMPC codes. Code list 108 links IMPC codes to DO codes (see S62).
S62 (0)	International mail processing centres: assignment and use of operator codes (CL 206)	Defines the structure, processes and attributes related to IMPC operator codes.
S8 (2)	Postal dispatch identifier	Defines the postal dispatch identifier, which includes origin and destination IMPC codes and is included in M41 PREDES V2.1 and M13 RESEDES. This identifier is also included in both human-readable and barcode format on dispatch-level forms (e.g. CN 31 Letter bill).
S9 (2)	Postal receptacle identifier	Defines the postal receptacle identifier, which includes the S8 identifier, which itself includes origin and destination IMPC codes. The S9 identifier is included in messages and in human-readable and barcode format on all postal receptacle labels.
S47 (1)	Postal receptacle labels	Defines the data content and layout of the physical label. The label includes the S9 receptacle ID, which includes origin and destination IMPC codes in human-readable and barcode format. It also includes the origin and destination IMPC operator codes.
M41 (2)	PREDES V2.1	Defines a dispatch-level message from origin DO to destination DO that includes S8 dispatch ID and S9 receptacle IDs, both of which include origin and destination IMPC codes.
M13 (2)	RESEDES V1.1	Defines a dispatch-level message in response to M41 PREDES V2.1 that includes S9 receptacle IDs, which include IMPC codes.
M10 (2)	PRECON V1.1	Defines a consignment-level message from origin DO to destination DO that includes S9 receptacle IDs, which include IMPC codes.
M12 (2)	RESCON V1.1	Defines a consignment-level message from destination DO to origin DO in response to M10 PRECON that includes S9 receptacle IDs, which include IMPC codes.
M48 (1)	CARDIT V2.1	Defines a consignment-level message from origin DO to carrier (e.g. airline) that includes S9 receptacle IDs, which include IMPC codes.

Standard (status)	Name (code list reference)	Summary of function
M49 (1)	RESBIT V1.1 (CL 100)	Defines a consignment-level response message from carrier to origin DO that includes S9 receptacle IDs, which include IMPC codes.
S32 (2)	Postal consignments	Defines the consignment ID for use in consignment messages. The consignment ID does not specify the IMPC code, but some DOs use the origin IMPC code as part of the consignment ID. S9 receptacle IDs are included in all consignment-level messages.
S10 (2)	Identification of postal items – 13-character identifier	Defines the 13-character item-level identifier that does not, in itself, include an IMPC code but is nested to S9 in M41 PREDES V2.1. Thus, an S10 item ID can be linked to origin and destination IMPC codes, e.g. for tracking.
M40 (2)	EMSEVT V3	Defines an event-based item-level message used for tracking, customer service and quality of service measurement. Several of the events include IMPC codes, such as event C (departure from origin IMPC) and event D (arrival at destination IMPC).
M33 (2)	ITMATT V1 – Electronic communication of item information	Defines a customs-related message from origin DO to destination DO, which is the electronic equivalent of CN 22/CN 23. The message does not include IMPC codes, but includes S10 item IDs, which are linked to S9 receptacle ID via M41 PREDES V2.1.
M43 (0)	CUSITM V1	Defines a message sending M33 ITMATT data from destination DO to destination Customs. The message does not include IMPC codes, but includes S10 item IDs, which are linked to S9 receptacle ID via M41 PREDES V2.1.
M44 (0)	CUSRSP V1	Defines a response to M43 from destination Customs to destination DO. The message does not include IMPC codes, but includes S10 item IDs, which are linked to S9 receptacle ID via M41 PREDES V2.1.
M53 (1)	ITMREF V1	Defines a message from destination DO to origin DO advising of customs-related status of item.
M54 (1)	REFRSP V1	Defines a response to M53 ITMREF from origin DO to destination DO.
M50 (2)	e53 – electronic statement of sampling	Defines an accounting message that includes IMPC codes as an integral part of the process.
M51 (0)	e55 – electronic terminal dues statement	Defines an accounting message that includes IMPC codes as an integral part of the process.
S66 (0)	Postal EDI addresses (CLs 160 and 160a)	Applicable at the EDI level. Defines EDI mailboxes linked to each DO by message type and, where applicable, IMPC codes.
S70 (0)	Assignment and use of designated operator codes (CL 211)	Links DO codes to UPU member country codes and names.
S26 (0)	Unique identification of postal items	Potential replacement of S10 – under development.

Standard (status)	Name (code list reference)	Summary of function
M37 (1)	EVTRPT V1 – event reporting	Defines an event report that includes IMPC codes, but is not extensively used.
M42 (0)	eVN – electronic verification notes	Defines an electronic equivalent of CN 43 and CP 78 verification notes that includes IMPC codes but is not extensively used.
M52 (0)	ITMATT V2	Defines a customs-related message that is an enhancement of M33.
M55 (0)	CUSITM V2	Defines an enhancement of M43 CUSITM V1, which can be used for PLACI.
M56 (0)	CUSRSP V2	Defines an enhancement of M44.

N.B. – Global Postal Model data flow 6 – The GPM includes a data flow from the destination operator to the destination Customs that includes the S10 item ID and S9 receptacle ID.

M40 EMSEVT comprises up to 25 events and separates legs 1, 2 and 3, as shown in the table below:

Tracking event	IMPC code included?	Comments
EMA – Posting/collection		Start of leg 1
EMB – Arrival at outward office of exchange	IMPC	
EXA – Item presented to export Customs/ Security		
EXB – Item held by export Customs/Security		
EXC – Item returned from export Customs/ Security		
EXD – Item held at outward office of exchange	IMPC	
EXX – Export cancellation		
EMC – Departure from outward office of exchange	IMPC	End of leg 1 / start of leg 2
EMJ – Arrival at transit office of exchange	IMPC	(Used exceptionally – only in the case of open transit)
EMK – Departure from transit office of exchange	IMPC	(Used exceptionally – only in the case of open transit)
EMD – Arrival at inward office of exchange	IMPC	End of leg 2 / Start of leg 3
EDA – Held at inward office of exchange	IMPC	
EDB – Item presented to import Customs	IMPC	
EME – Item held by import Customs	IMPC	
EDC – Item returned from import Customs	IMPC	
EMF – Departure from inward office of exchange	IMPC	
EDD – Item into sorting centre		
EDE – Item out of sorting centre		
EMG – Arrival at delivery office		
EDF – Item held at delivery depot		
EDG – Item out for physical delivery		
EDH – Item arrival at collection point for pick-up		
EDX – Import terminated		
EMH – Attempted/unsuccessful (physical) delivery		H or I – end of leg 3
EMI – Final delivery		

An example of item-level track and trace from posting in Switzerland to delivery in Canada, showing the application of UPU standards as items progress along the supply chain, is provided below. IMPC codes are highlighted in **red**, messages between Posts and airlines are in **blue**, and messages related to Customs are in **green**. (Source: CAPE)

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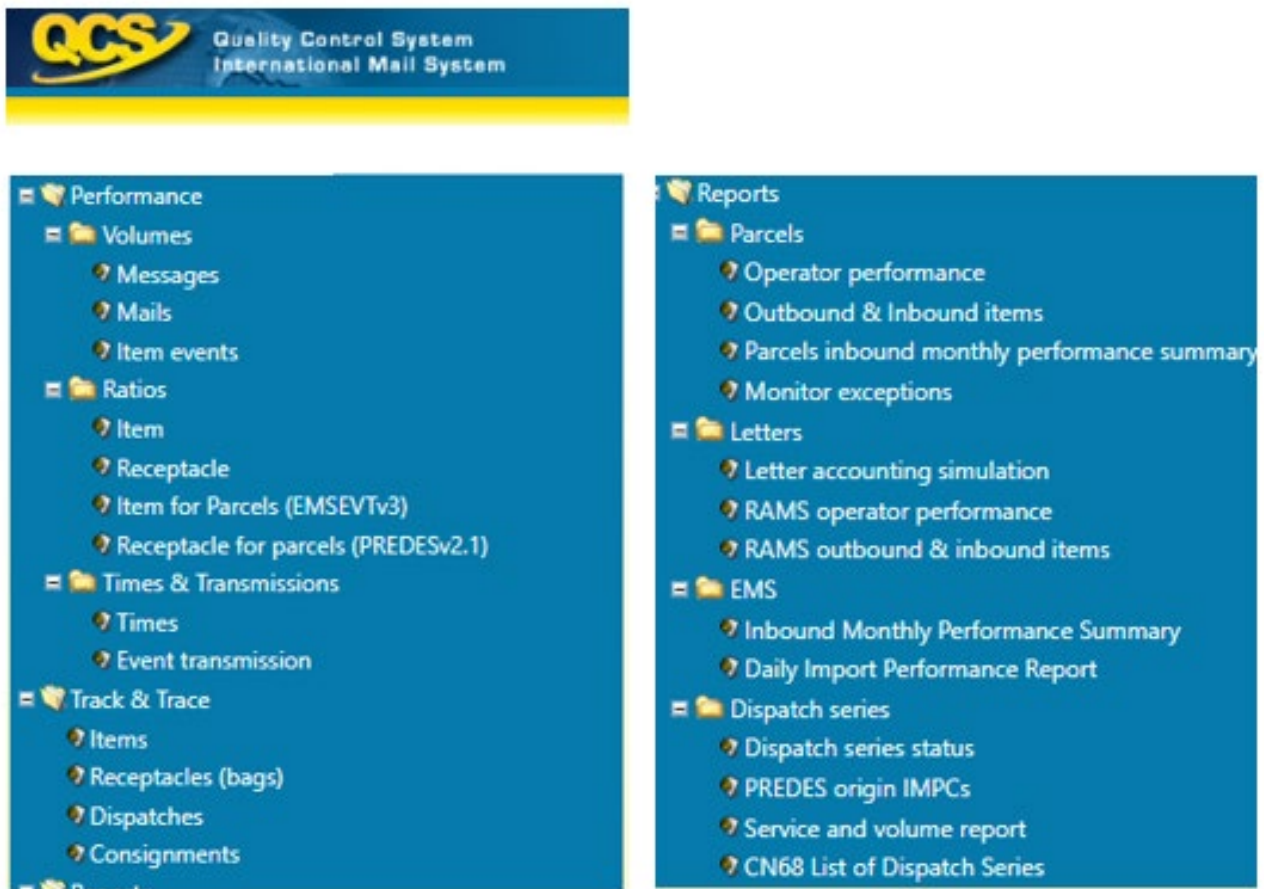
1	Date	Type	Description	Location	Receiptacle-ID	
2	24/10/2022 14:15	EMI	Final delivery	J2B		Leg 3 end
3	24/10/2022 09:00	EDG	Item out for physical delivery	J2B		
4	24/10/2022 01:22	EMG	Arrival at delivery office	J2B		
5	21/10/2022 09:43	EDD	Item into sorting centre	H4T		
6	21/10/2022 09:43	EMF	Departure from inward office of exchange	CAYMQA		
7	21/10/2022 09:42	EDC	Item returned from import Customs	CAYMQA		
8	21/10/2022 07:37	EDB	Item presented to import Customs	CAYMQA		
9	21/10/2022 07:37	EMD	Arrival at inward (destination) office of exchange	CAYMQA		Leg 2 end; Leg 3 start
10	21/10/2022 07:34	RESDES	Received for processing	CAYMQA	CHZRHCAYMQAACN20206001100114	
11	21/10/2022 07:34	RESCON	Received from carrier		CHZRHCAYMQAACN20206001100114	
12	20/10/2022 17:53	RESBIT 14	Transport leg completed	YUL	CHZRHCAYMQAACN20206001100114	
13	20/10/2022 16:15	RESBIT 24	Uplift	CDG	CHZRHCAYMQAACN20206001100114	
14	20/10/2022 14:57	RESBIT 6	Assigned to load plan	CDG	CHZRHCAYMQAACN20206001100114	
15	20/10/2022 13:29	RESBIT 40	Mail arrived	CDG	CHZRHCAYMQAACN20206001100114	
16	20/10/2022 07:48	CARDIT 47	Consignment completed - 47 Definitive	ZRH	CHZRHCAYMQAACN20206001100114	
17	20/10/2022 07:48	PRECON	Consignment completed	ZRH	CHZRHCAYMQAACN20206001100114	
18	20/10/2022 07:46	RESBIT 74	Received	ZRH	CHZRHCAYMQAACN20206001100114	
19	20/10/2022 07:12	PREDES	Despatch Closed	CHZRHC	CHZRHCAYMQAACN20206001100114	
20	20/10/2022 07:12	EMC	Departure from outward office of exchange	CHZRHC		Leg 1 end; Leg 2 start
21	20/10/2022 06:20	EXC	Item returned from export Customs/Security			
22	20/10/2022 05:58	EXA	Item presented to export Customs/Security			
23	20/10/2022 05:58	EMB	Arrival at outward (origin) office of exchange	CHZRHC		
24	19/10/2022 15:07	ITMATT	ITMATT is created for the Item			
25	19/10/2022 14:26	EMA	Posting / Collection	1907		Leg 1 start

Annex 6

QCS reports

The Quality Control System (QCS) and QCS Mail Big Data systems enable users to generate reports from EDI message data. This annex shows the reports available from QCS. Annex 7 shows the reports available from QCS Mail Big Data.

The QCS menu of reports typically available to a DO user includes:



These QCS reports are primarily based on EMSEVT item-level tracking messages, as well as PREDES and, in some cases, REDES.

The following table illustrates the use of IMPC codes in QCS reporting.

	EMSEVT	PREDES / RESDES	DO or IMPC in selection criteria	IMPC code displayed in report
Volumes				
Messages	Yes	Yes	DO	No
Mails	Yes	Yes	DO and IMPC	Yes
Item events	Yes	No	DO	No
Ratios				
Item	Yes	No	DO and IMPC	Yes
Receptacle	No	Yes	IMPC (own)	Yes
Item for parcels	Yes	No	IMPC (own)	Yes
Receptacle for parcels	No	Yes	IMPC (own)	Yes
Times and transmissions				
Times	Yes	No	IMPC (own)	Yes
Event transmission	Yes	No	No	No
Track and trace				
Items	Yes	Yes	N/A	Yes
Receptacles	N/A	Yes	IMPC	Yes
Dispatches	N/A	Yes	IMPC	Yes
Consignments	N/A	Yes	No	Yes
Reports – parcels				
Operator performance	Yes	Yes	No	No
Outbound and inbound items	Yes	Yes	No	No
Inbound monthly performance summary	Yes	No	DO and IMPC	Yes
Monitor exceptions	Yes	Yes	No	No
Reports – letters				
Letter accounting simulation	Yes	No	No	No
Registered Article Measurement System (RAMS) operator performance	Yes	Yes	No	No
RAMS outbound and inbound items	Yes	Yes	No	No
Reports – EMS				
Inbound monthly performance summary	Yes	No	DO and IMPC	Yes
Daily inbound performance report	Yes	No	DO and IMPC	Yes
Reports – dispatch series				
Dispatch series status	No	PREDES	DO and IMPC	Yes
PREDES origin IMPCs	No	PREDES	DO	Yes
Service and volume report	No	PREDES RESDES	DO	Yes
CN 68 list of dispatch series	No	PREDES	DO	Yes

Each of the dispatch series reports makes extensive use of IMPC codes, as follows:

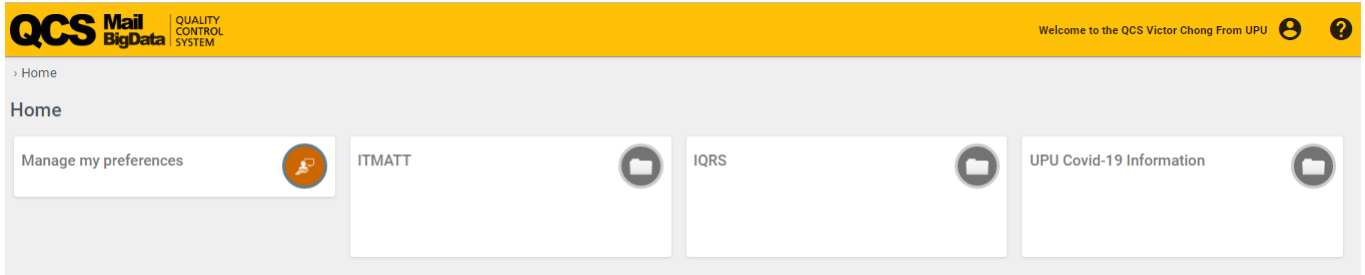
- *Dispatch series status* shows the number of dispatches between IMPCs for each dispatch series and identifies gaps in dispatch numbering, which can be used to analyze the cause of such anomalies;

- *PREDES origin IMPCs* shows the origin IMPC codes used by a DO for each mail class and can be a useful reference document enabling analysis of used vs unused IMPC codes;
- *Service and volume report* can be used for service and volume analysis. It is available in PDF format, which can be used for e-mail communications between origin and destination, and in Excel format, which can serve for extensive and in-depth analysis of service issues and/or volumetrics, for example by using Excel pivot tables;
- *CN 68 list of dispatch series* can be used to plan transit (either closed or à découvert) to determine potential transit operators.

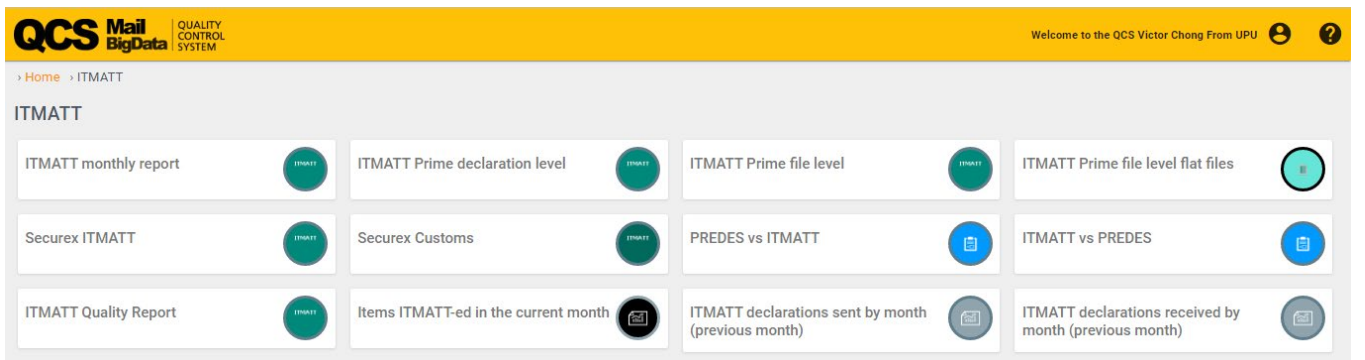
Annex 7

QCS Mail Big Data

QCS Mail Big Data, as applied to DOs, offers reports categorized into three areas – ITMATT, Integrated Quality Reporting System (IQRS) and UPU COVID-19 information.



QCS ITMATT offers 12 report options:

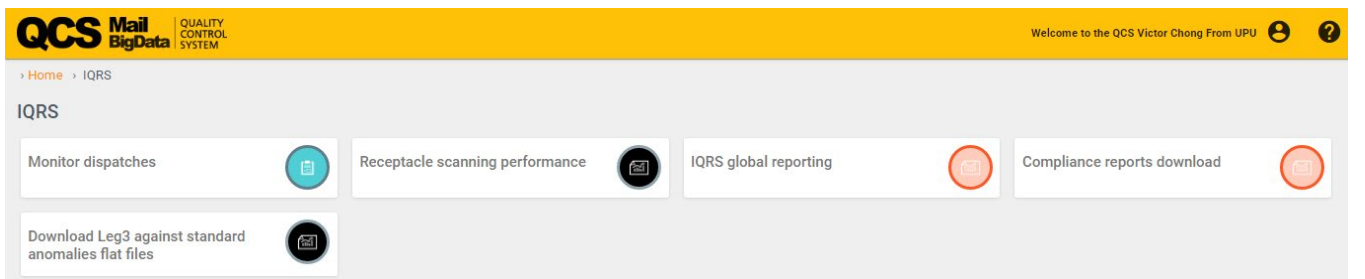


These reports typically provide volumetric data at DO (or DO-to-DO) level, using IMPC operator codes (e.g. Australia Post – AUA, Canada Post – CAA).

Three reports, namely Securex Customs, PREDES vs ITMATT and ITMATT vs PREDES, make use of IMPC codes. The Securex Customs report measures time lapses (to/from Customs) based on EMSEVT messages, displaying the IMPC code on drill-down to item-ID level.

The PREDES vs ITMATT and ITMATT vs PREDES reports measure the extent of nesting of items with ITMATT in PREDES. IMPC codes are therefore used, as the origin and destination IMPC codes are elements of the receptacle ID (see S9 standard). Drill-down to the “details” level shows the IMPC codes.

IQRS has five components, as follows:



- i Monitor dispatches;
- ii Receptacle scanning performance;
- iii IQRS global reporting;
- iv Download of leg 3 against standard anomalies flat files;
- v Download of compliance reports.

Monitor dispatches

This set of reports provides information, including leg 2 performance, based on the PREDES/RESDES message set and, in some cases, the CARDIT/RESBIT set. It makes extensive use of IMPC codes, including in the selection criteria. It includes drill-down from dispatch level to receptacle level and item level. It also includes track-and-trace data at the dispatch, receptacle and item levels.

There are eight reports:

- i Scanning around critical scan time. This is the default report;
- ii Transport (e.g. displays planned arrival flight/time);
- iii Receptacle type;
- iv Content/format;
- v Contents;
- vi CARDIT–RESBIT performance;
- vii Receptacles;
- viii Receptacle handover performance.

Each of these reports can be downloaded as an Excel file for further analysis. The IMPC codes can be seen in the dispatch ID or receptacle ID. The origin and destination IMPC codes are also displayed in separate columns.

Receptacle scanning performance

This report uses the PREDES/RESDES message set to provide receptacle scanning rates. It also shows the RESDES scan time lapse relative to the planned arrival times in PREDES. Initial reporting is at partner DO level, by DO code. Using drill-down to the “details” level, reporting by specific IMPC codes is supported. The report uses the IMPC codes in the PREDES message to determine the operator code. It enables either the inclusion or exclusion of planned Friday/Saturday arrivals, so as to exclude arrivals on days when weekend staffing at the inward IMPC may have an impact.

The report can be downloaded as an Excel file for further analysis. In the “details” display, the origin and destination IMPC codes are shown in separate columns, enabling analysis using Excel.

Reporting is by week – from Monday to Sunday regardless of the from/to dates in the selection criteria – and then, in the “details” view, by dispatch series. If the selected period spans more than one week, each week is reported separately.

IQRS global reporting

IQRS global reporting comprises two report format options, namely dashboard (graphs) and reporting (tables). For each of these, five reports can be generated:

- i Last 13-month trend;
- ii Customs and EAD (under development);
- iii End-to-end service reliability by month;
- iv Monthly volume statistics;
- v Transport performance.

Report	Contents	Selection criteria
Last 13-month trend	Outbound and inbound: <ul style="list-style-type: none"> – elapsed days – scanning performance – top 10 partners (DO code) 	Product <ul style="list-style-type: none"> – Parcels (C) – EMS (E) – ECOMPRO (H) – Tracked letters (L) – Registered letters (R) – Small packets (U)
Customs and EAD <i>(under development)</i>		
End-to-end service reliability by month	Global average elapsed days and ratios: <ul style="list-style-type: none"> – Leg 1 – Outbound Customs – Leg 2 – Leg 3 – Inbound Customs – End-to-end Charts: <ul style="list-style-type: none"> – Top partners (by DO code and IMPC code) – Measurable vs non-measurable volume – Global partners by volume for leg 1 (in map format) – Cumulative total of volume and percentage delivered – Volumes between operator and partner – Measurable volume vs non-measurable volume by partner offices (e.g. IMPC code) for leg 1 	<ul style="list-style-type: none"> – Product (as above) – Month – Direction (outbound or inbound) (The measurable vs non-measurable report also enables selection on the user's own IMPC code.) Partners can be selected via the map for the subsequent charts.

Report	Contents	Selection criteria
Monthly volume statistics (also called country volume statistics)	Three-year volume profile for the months selected	<ul style="list-style-type: none"> – Partner DO code – Product (as above) – Month (from and to) – Direction (outbound and inbound)
Transport performance	<i>In either chart or table formats:</i> <ul style="list-style-type: none"> – Average number of days by transport segment – DOs – measurability – Carrier scanning – Receptacle events against receptacles outbound 	<ul style="list-style-type: none"> – Mail category, class and subclass – Transport mode – Month – Direction

In general, with the exception of item iii above (end-to-end service reliability by month), IQRS global reporting makes extensive use of IMPC codes, such as those in the EMC and EMD events in order to calculate durations, but does not support reporting at IMPC level. Reporting is at DO level by IMPC operator code and, in some cases, the selection criteria include the partner DO (e.g. item iv – monthly volume statistics). However, item iii (end-to-end service reliability by month) includes a chart showing volume profile by IMPC code.

Download of leg 3 against standard anomalies flat files

This option creates four flat files at item level for analysis of abnormal conditions:

- i no delivery events;
- ii no EMD (arrival at inward IMPC) event;
- iii outbound customs event;
- iv inbound customs event.

These reports make extensive use of the IMPC codes from EMSEVT messaging, as well as from PREDES messages. The origin and destination IMPC codes from EMSEVT, as well as those from PREDES, are displayed in separate columns, thus facilitating analysis using Excel.

Download of compliance reports

QCS Mail Big Data enables reports from the compliance programme to be viewed.

File Name	File size
EDI CARDIT_2022_09_CAA.pdf	69 KB
EDI common_2022_09_CAA.pdf	57 KB
Compliance_dashboard_2022_09_CAA.pdf	12 KB
other Disp_duplicates_2022_09_CAA.pdf	4 KB
other EDI_connectivity_2022_09_CAA.pdf	53 KB
other EMA EMC_mismatch_2022_09_CAA.pdf	41 KB
EDI EMSEVT_2022_09_CAA.pdf	181 KB
other EMSEVT_unique_events_2022_09_CAA.pdf	83 KB
other Flight_quality_2022_09_CAA.pdf	97 KB
other IMPC_partner_2022_09_CAA.pdf	32 KB
other addr_ITMATT_dest_2022_09_CAA.pdf	388 KB
EDI ITMATT_2022_09_CAA.pdf	124 KB
other upgrades_2022_09_CAA.pdf	5 KB
EDI PRECON_2022_09_CAA.pdf	57 KB
EDI PREDES_2022_09_CAA.pdf	67 KB
EDI rcv_ITMATT_2022_09_CAA.pdf	566 KB
other addr_rcv_ITMATT_dest_2022_09_CAA.pdf	70 KB
EDI RESCON_2022_09_CAA.pdf	67 KB
EDI RESEDES_2022_09_CAA.pdf	70 KB

The *partner IMPC compliance* report is one such compliance report that includes IMPC codes.

partner IMPC compliance - September 2022

Operator: CAA Canada

Compliance summary:

dispatches sent: 13 074 OE issues: 28 percent OE compliant: 99.79

1 Mail sent not compatible with destination IMPC characteristics

1.1 Offices of exchange (usage for dispatches)

Dispatches sent (during full month)					Issues with usage of partner IMPCs					
orig IMPC	dest IMPC	categ ¹	class	no. disp	non-existent	flow	categ	class	function	possible IMPC
CAYMQA	CNSHAD	A	U	4				x		CNSHAA
CAYMQA	PLPZGA	B	C	4			x			PLWAWA
CAYMQA	PLPZGA	B	U	4			x			PLWAWA
CAYTOA	CNSHAD	A	U	5				x		CNSHAA
CAYTOA	EGCAIC	A	U	10	x					EGCAIB
CAYVRA	CNSHAD	A	U	1				x		CNSHAA

1: categ: A-airmail, B-S.A.L., C-surface, D-prio by surface

In the example above, the destination IMPC code used by the origin DO is not consistent with the category/class attributes of the IMPC as per code list 108.

Annex 8

International Bureau circulars

This annex provides two tables illustrating the type of information concerning IMPC codes contained in International Bureau circulars. In order to ensure that all types of information from IB circulars are included, the tables span a lengthy period, namely from 2019 to 2022. This also “bookends” the COVID pandemic.

The tables are as follows:

- A summary table showing basic information about each IB circular.
- A table showing the content of the IB circulars in question. This table can be browsed to gain an appreciation of the degree of variability in the circulars, the wording, etc. As can be seen, some circulars are clear and precise, and others are less so.

Summary table



Circular number	Date	UPU member country	DO or IMPC(s) referenced	Nature of change or notification
2022				
9	24 Jan 2022	Uruguay	UYMVDH	Reminder of prior circular (No. 3 of 2018) regarding inbound IMPC
22	14 Feb 2022	Ecuador	Empresa Pública Servicios Postales del Ecuador – SPE EP	DO name change
24	14 Feb 2022	Spain	ESMADC	Return of empty bags
25	21 Feb 2022	France	FRWSSB	Return of undeliverable EMS items
64	25 Apr 2022	Guatemala	Non-use of UPU forms (<i>and therefore non-use of IMPC codes</i>) by origin DOs	Notification of issues regarding use of cargo forms (air waybills) rather than UPU delivery bill CN 38
95	13 Jun 2022	Palestine	PSRMHA PSJRHA	New IMPC for parcels and EMS
104	27 Jun 2022	Ireland	IEDUBB IEAHEA IEDUBG	Clarification – inbound IMPCs
109	27 Jun 2022	Thailand	THBKKA THBKKC	Relocation of outbound IMPC <i>Thailand also sent an EmIS message – 116/2022</i>
111	27 Jun 2022	Germany	DEFRAA	Change to inbound handover process
119	11 Jul 2022	Ethiopia	ETADDP	Opening of new IMPC for transit mail
124	25 Jul 2022	Honduras (Rep.)	HNTGUA	Change to inbound handover process
133	8 Aug 2022	Iraq	IQBGWA	Notification of IMPC code and DO name
134	15 Aug 2022	Ecuador	ECUIOA ECGYEA ECUIOB ECGYEB	IMPC address and contact information

Circular number	Date	UPU member country	DO or IMPC(s) referenced	Nature of change or notification
135	15 Aug 2022	Ukraine	UAIEVK UAIEVM UALWOA UAODSA UACOPA	Return of empty bags
139	15 Aug 2022	Egypt	EGCAIB EGCAIF EGCAID EGCAIC EGCAIA EGALYA	Notification that EGCAIB is the only IMPC to be used following closure of five other IMPCs
144	29 Aug 2022	Central African Rep.	Société Centrafricaine des Postes (SOCAPOST)	DO name change
153	19 Sept 2022	Spain	ESMADC	Return of empty bags and reminder of circular No. 24 of 2022
169	3 Oct 2022	Czech Rep.	CZBVAA CZPRGA	Closure of CZBVAA IMPC
192	28 Nov 2022	United Kingdom	GBCVTA GBTYFA	Empty bags
193	28 Nov 2022	Australia	AUSYDE	Resumption of sea mail services
204	12 Dec 2022	Finland	Posti Jakelu Ltd.	Change to designation of the postal operator
205	12 Dec 2022	Australia	AUPERA AUPERB	Items for Perth office of exchange
2021				
7	11 Jan 2021	Kiribati	KITRWA KICXIA	Sorting of mail for Kiribati by island name, postcode and IMPC
15	18 Jan 2021	Comoros	KMYVAA KMYVAB KMYVAE KMMUTA	Notification of IMPC codes for dispatches originating in and destined for Comoros for each mail class
20	25 Jan 2021	Czech Rep.	CZPRGA	Relocation of CZPRGA office of exchange
34	1 Mar 2021	Thailand	THBKKA THBKKB THBKKC THBKKD	Reminder of IMPC codes
38	22 Mar 2021	United Kingdom	GBLGWA GBLALA GBCVTA	Closure of GBLGWA IMPC
55	29 Mar 2021	United States of America	San Francisco OE	Notification of planned closure of San Francisco ISC (IMPC codes not specified)
70	10 May 2021	Italy	ITMILR ITMXPB ITLINA ITMILA	Reorganization of IMPCs
81	17 May 2021	Ukraine	UAIEVM	IMPC code for EMS items
92	17 Jun 2021	Czech Rep.	CZCHBA CZULNA	Closure of Cheb OE
125	26 Jul 2021	Armenia	AMEVNA AMEVNB AMEVNC AMEVND	IMPC mail classes – inbound and outbound
131	2 Aug 2021	Costa Rica	Non-use of UPU forms (and therefore non-use of IMPC codes) by origin DOs	Notification of issues regarding use of cargo forms (air waybills) rather than UPU delivery bills e.g. CN 38
137	13 Sept 2021	Moldova	MDKIVA	IMPC name change

Circular number	Date	UPU member country	DO or IMPC(s) referenced	Nature of change or notification
139	13 Sept 2021	Finland	FIHELK FIHELA	Change of address of AMU and OE for parcels and EMS
173	1 Nov 2021	United States of America	San Francisco OE	Update on planned closure of San Francisco OE (<i>reference to circular No. 55 of 2021</i>)
176	8 Nov 2021	Australia	AUBNEA	Transit à découvert mail and mail intended for transit to Pacific Island nations
192	22 Nov 2021	Brazil	BRSAOD	Return of empty bags
204	20 Dec 2021	Pakistan	PKKHID	Return of empty bags
2020				
19	27 Jan 2020	Kyrgyzstan	KGFRUP KGFRUA KGFRUB KGFRUC KGFRUD	IMPC code to be used for bulk mail and other mail class dispatches
25	24 Feb 2020	Poland	PLWAWB	Relocation of Warsaw AMU
42	16 Mar 2020	Viet Nam	VNDADA	New IMPC code
48	28 Mar 2020	Latvia	LVRIXA LVRIXB LVRIXC LVRIXD LVRIXF	Single IMPC (LVRIXA) for all international mail. Other IMPCs continuing to operate on bilateral basis or dedicated to e-commerce
49	23 Mar 2020	Ukraine	UAIEVM	Change of DO for EMS
86	22 Jun 2020	Ireland	IEPTLC IEDUBG	Change of IMPC code for inbound parcels, EMS and empty bags
103	20 Jul 2020	Poland		New policy regarding items received from ETOEs
128	21 Sept 2020	Pakistan	PKISBA PKLHEA PKKHID PKKHIA PKKHIB	IMPCs for inbound letters, parcels and EMS items with applicable postcode ranges
131	21 Sept 2020	United Kingdom	GBLALA GBLALT	IMPC to be used for à découvert for letter-post items. Clarification of policy/process
162	2 Nov 2020	Australia	AUBNEA	Management of open transit mail, including mail intended for transit to Pacific Island nations
197	14 Dec 2020	United Kingdom	GBTYFA GBCVTA	Return of empty bags
201	21 Dec 2020	France	11 ETOEs and FRROIC	Changes to the names and IMPC codes of 11 ETOEs (<i>not specified</i>). Reminder regarding FRROIC
204	21 Dec 2020	Germany	DEFRAA DENIAA	Changes at the OEs in Frankfurt and Niederaula
205	21 Dec 2020	France	FRROIC	Reminder concerning IMPC codes for inbound letter-post dispatches (<i>reference to circular No. 165 of 2019</i>)

Circular number	Date	UPU member country	DO or IMPC(s) referenced	Nature of change or notification
2019				
2	14 Jan 2019	Kazakhstan	KZURAA KZURAB KZABEA KZABEB KZABEC KZABED KZABEE	Replacement of OEs KZURAA KZURAB
51	25 Mar 2019	Kazakhstan	KZALAA KZALAB KZALAC KZALAD KZALAE KZASTA KZASTB KZASTC KZASTE KZABEA KZABEB KZABEC KZABED KZABEE	Clarification of inbound OEs by city or region
86	20 May 2019	Iraq	IQEBLA	Reopening of IMPC
94	3 Jun 2019	Netherlands	NLAMSA NLRTMA NLHAGI	Replacement of two IMPC codes owing to opening of new inbound IMPC
103	17 Jun 2019	Estonia	EETLLA EETLLB EETLLC EETLLD EETLLE	Reorganization of IMPCs (outbound and inbound)
127	29 Jul 2019	Germany	DEHAMB	Closure of IMPC
142	9 Sept 2019	Iraq	IQEBLA IQBGWA IQBGWB IQBGWC IQBGWD	Clarification of inbound OEs
145	16 Sept 2019	Ukraine		Notification of update to information published in IMPC code list (<i>IMPCs changed not specified in circular</i>)
160	7 Oct 2019	United Kingdom	GBMNCA	New outbound IMPC for some destinations
163	7 Oct 2019	France	DEDIEY GBHOUY	Replacement of ETOE IMPC codes in Germany and the United Kingdom
165	7 Oct 2019	France	FRROIC	Change to IMPC codes for inbound letter-post dispatches
193	25 Nov 2019	Indonesia	IDJKTA IDJKTB IDJKTC	Change of IMPCs owing to restructure of processes
204	16 Dec 2019	Netherlands	NLHAGI NLRTMA NLAMSA NLHAGA NLHAGB NLHAGD NLHAGE NLHAGF NLHAGO NLHAGS	Reminder of circular No. 94 of 2019. Closure of NLRTMA

Referenced circulars

	<p>2022</p>						
<p>9</p>	<div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="display: flex; align-items: center;">  <div style="display: flex; flex-direction: column; justify-content: center;"> <div style="display: flex; flex-direction: column; align-items: center; margin-right: 5px;"> UPU </div> <div style="display: flex; flex-direction: column; align-items: center;"> UNIVERSAL POSTAL UNION </div> </div> </div> <div style="text-align: right; margin-top: 10px;"> <p>Berne, 24 January 2022 International Bureau Circular Uruguay – International mail processing centre – REMINDER</p> <p style="font-size: 1.5em; font-weight: bold; margin-top: 10px;">9</p> </div> </div> <p style="margin-top: 20px;">Dear Sir/Madam,</p> <p>With reference to circular 3 of 22 January 2018, the designated operator of URUGUAY, Correo Uruguayo, wishes to remind designated operators of Union member countries that all LC/AO items should be sent to the office of exchange with IMPC code UYMVDH.</p> <p>For incoming mail to Uruguay, the following office of exchange should be used:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="text-align: left; padding: 5px;">Office of exchange</th> <th style="text-align: left; padding: 5px;">Code</th> <th style="text-align: left; padding: 5px;">Mail category/categories</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">MONTEVIDEO CP INT EMS LC/AO</td> <td style="padding: 5px;">UYMVDH</td> <td style="padding: 5px;"> <ul style="list-style-type: none"> – Small packets and parcels (airmail and S.A.L.) – Letters and printed papers (airmail and S.A.L.) – EMS – CP </td> </tr> </tbody> </table> <p style="text-align: right; margin-top: 20px;">Yours faithfully,</p> <p style="text-align: right; margin-top: 10px;">Abdel Ilah Bousseta Director of Postal Operations</p>	Office of exchange	Code	Mail category/categories	MONTEVIDEO CP INT EMS LC/AO	UYMVDH	<ul style="list-style-type: none"> – Small packets and parcels (airmail and S.A.L.) – Letters and printed papers (airmail and S.A.L.) – EMS – CP
Office of exchange	Code	Mail category/categories					
MONTEVIDEO CP INT EMS LC/AO	UYMVDH	<ul style="list-style-type: none"> – Small packets and parcels (airmail and S.A.L.) – Letters and printed papers (airmail and S.A.L.) – EMS – CP 					
<p>22</p>	<div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="display: flex; align-items: center;">  <div style="display: flex; flex-direction: column; justify-content: center;"> <div style="display: flex; flex-direction: column; align-items: center; margin-right: 5px;"> UPU </div> <div style="display: flex; flex-direction: column; align-items: center;"> UNIVERSAL POSTAL UNION </div> </div> </div> <div style="text-align: right; margin-top: 10px;"> <p>Berne, 14 February 2022 International Bureau Circular Ecuador – Designation of postal operator</p> <p style="font-size: 1.5em; font-weight: bold; margin-top: 10px;">22</p> </div> </div> <p style="margin-top: 20px;">Dear Sir/Madam,</p> <p>The Ministry of Telecommunications and Information Society of ECUADOR asks us to draw the attention of other Union member countries and their designated operators to the fact that, with effect from 15 December 2021, the designated postal operator of Ecuador is Empresa Pública Servicios Postales del Ecuador – SPE EP, following the dissolution of Empresa Pública Correos del Ecuador – CDE EP. Union member countries are therefore requested to stop sending postal items (letters and parcels) to Empresa Pública Correos del Ecuador.</p> <p style="text-align: right; margin-top: 20px;">Yours faithfully,</p> <p style="text-align: right; margin-top: 10px;">Siva Somasundram Director of Policy, Regulations and Markets</p>						

24



UPU UNIVERSAL
POSTAL
UNION

Berne, 14 February 2022
International Bureau Circular
Spain – Return of empty bags

24

Dear Sir/Madam,

The designated operator of **SPAIN**, S.E. Correos y Telégrafos S.A., S.M.E., wishes to request that the designated operators of other Union member countries return all empty bags belonging to the Madrid office of exchange (IMPC code ESMADC, Madrid Cambio Superficie) as soon as possible, in accordance with articles 17-144 and 17-241 (Return of empty receptacles) of the Convention Regulations.

Dispatches of empty bags should bear mail subclass code TT.

Special dispatches made up solely of returned empty receptacles must be accompanied by CN 31 letter bills and CN 47 delivery bills.

Designated operators may also use empty bags belonging to Correos y Telégrafos to make up their own airmail dispatches destined for Spain.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

25



UPU UNIVERSAL
POSTAL
UNION

Berne, 21 February 2022
International Bureau Circular
France – Process for the return of
undeliverable EMS items

25

Dear Sir/Madam,

Further to International Bureau circular No. 68 of 10 May 2021, the designated operator of **FRANCE**, La Poste, wishes to inform the designated operators of Union member countries that undeliverable EMS items to be returned to France should be sent to international mail processing centre WISSOUS CENTRE ECHANGES INT (IMPC code: FRWSSB).

For more information, please contact Mr Laurent Declémy (laurent.declémy@laposte.fr) or Ms Aline Francisco-Mellerin (aline.francisco-mellerin@chronopost.fr).

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations



Dear Sir/Madam,

The designated operator of **GUATEMALA**, the Dirección General de Correos y Telégrafos, would like to inform the designated operators of other UPU member countries that some designated operators are still sending certain international dispatches by means of airway bills rather than the relevant UPU documentation (such as CN forms).

This has led to many problems in the warehouses at La Aurora International Airport, with Guatemalan customs authorities treating postal dispatches as cargo. Customers in Guatemala have had to pay extra administrative expenses, substantial duties, VAT and other charges applicable to cargo (including storage charges), as well as payments to airlines for the release of the air waybills in order to remove dispatches and pass them to the designated operator's custody for further treatment.

Therefore, in order to expedite the seamless exchange of international postal dispatches, the Dirección General de Correos y Telégrafos wishes to remind designated operators of other Union member countries that the relevant UPU delivery bill (CN 37, CN 38, CN 41 or CN 47) must be used when sending the aforementioned dispatches to Guatemala, in accordance with the Acts of the Union.

Origin designated operators should make their carriers aware of the importance of the CN documentation, and ensure that the proper CN form is used when handing over mail to a destination country. In the absence of such mandatory documentation, the Dirección General de Correos y Telégrafos will not be in a position to consider and process any such dispatches as UPU-compliant international postal flows.

The Dirección General de Correos y Telégrafos thanks all Union member countries and their designated operators for their understanding.

Yours faithfully,

Abdel Ilah Bousseta
 Director of Postal Operations



Dear Sir/Madam,

Pursuant to Congress resolution C 115/1999 as well as Council of Administration resolutions 4/2008.3, 1/2012.1 and 2/2020.1, **PALESTINE**, as an observer of the UPU's work with the right to directly exchange postal services with Union member countries, has asked the International Bureau to inform Union member countries and their designated operators of the establishment of a new international mail processing centre (IMPC) in Ramallah – IMPC code PSRMHA – to process inbound parcel-post and EMS items. The IMPC in Jericho – IMPC code PSJRHA – has been updated to reflect the establishment of the Ramallah IMPC and will process inbound letter-post items.

Details for the two IMPCs are as follows:

IMPC code	PSJRHA	PSRMHA
12-char. IMPC name	JERICHO A	RAMALLAH
35-char. IMPC name	JERICHO A	RAMALLAH INTERNATIONAL MAIL CENTRE
Mail flow	I, E, T	I, T
Mail category inbound	A, B, C, D	A, B, C, D
Mail category outbound	A, B, C, D	–
Mail class inbound	U, T	C, E
Mail class outbound	U, C, E, T	–

The purpose of the new IMPC is to expedite mail sorting and delivery processes in Palestine. Designated operators are advised to contact the focal point, focalpoint@palpost.ps, regarding bilateral agreements, routing and mechanisms for the sending of dispatches to the Palestinian regions.

Yours faithfully,

Abdel Ilah Bousseta
 Director of Postal Operations

104



UPU UNIVERSAL
POSTAL
UNION

Berne, 27 June 2022
International Bureau Circular **104**
Ireland – international mail processing centre
codes to be used for inbound dispatches

Dear Sir/Madam,

The designated operator of **IRELAND**, An Post, wishes to ask designated operators of other Union member countries to ensure that their dispatches are sent to the following offices of exchange, in order to speed up the delivery of international postal items and ensure data compliance and quality:

IMPC code	IMPC name	Mail category/categories
IEDUBB	DUBLIN, FORWARD	Letter post
IEAHEA	ATHLONE	Surface mail
IEDUBG	DUBLIN PARCELS INBOUND	Parcel post EMS

Detailed information about each of the above-mentioned international mail processing centres is available in UPU standards code list 108, accessible at:
support.ptc.post/scms/show_codelist.html?codeListId=108

The Letter Post Compendium, Parcel Post Compendium and EMS Operational Guide have been updated accordingly.

An Post thanks all Union member countries and their designated operators for their cooperation.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

109



UPU UNIVERSAL
POSTAL
UNION

Berne, 27 June 2022
International Bureau Circular **109**
Thailand – international mail processing
centres

Dear Sir/Madam,

The designated operator of **THAILAND**, Thailand Post, would like to inform other Union member countries and their designated operators that, with a view to making internal improvements to operating processes, mail routing and processing operations relating to outbound airmail, S.A.L. letter-post and S.A.L. parcel-post items at the Bangkok international mail processing centre (IMPC code: THBKKA) have been relocated to the Suvarnabhumi IMPC (THBKKC) with effect from 13 June 2022. Initially, this relocation may affect the exchange of electronic data relating to postal operations and the processing of outbound mail.

All other functions of the Bangkok IMPC (THBKKA) remain unchanged.

Thailand Post thanks all Union member countries and their designated operators for their understanding.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

Thailand also sent an EMIS – 2022-116

111



UPU UNIVERSAL
POSTAL
UNION

Berne, 27 June 2022
International Bureau Circular
Germany – Changes to airmail handover
procedures at Frankfurt Airport

111

Dear Sir/Madam,

The designated operator of **GERMANY**, Deutsche Post, wishes to inform other Union member countries and their designated operators of operational changes relating to the handover of inbound airmail (letter-post, parcel-post and EMS items) at its office of exchange at Frankfurt Airport (IMPC code: DEFRAA), effective from 1 September 2022.

Following the redesign of import and transit processes, Deutsche Post requests that all airmail items destined for or transiting through Germany be handed over directly to Deutsche Post at the following location at Frankfurt Airport:

Deutsche Post AG
Gebäude 190 (yard across the street)
60549 FRANKFURT
GERMANY

Please note that this change affects imports to Germany and postal transit only. The handling of airline transshipment (also known as airline transfer) will remain unchanged.

Any questions relating to the new process should be sent to transportinternational@deutschepost.de.

Deutsche Post will also provide this information to the airlines, but kindly asks all designated operators to be proactive in notifying their partner airlines in order to ensure the smooth implementation of this operational change.

Deutsche Post wishes to thank all designated operators for their support and understanding.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

119



UPU UNIVERSAL
POSTAL
UNION

Berne, 11 July 2022
International Bureau Circular
Ethiopia – Opening of new office of exchange

119

Dear Sir/Madam,

The designated operator of **ETHIOPIA**, Ethiopost, would like to inform other Union member countries and their designated operators that it has opened a new office of exchange at Bole International Airport in Addis Ababa (IMPC code: ETADDP) to handle international transit mail (letters, parcels and EMS). In addition to handling transit mail, this office of exchange will also be used for processing international outbound mail along with the Addis Ababa office of exchange (IMPC code: ETADDA).

In this regard, Ethiopost would therefore like to inform other Union member countries and their designated operators that all transit items sent via Ethiopia should be directed to the office of exchange at Bole International Airport (IMPC code: ETADDP).

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

124



UPU | UNIVERSAL
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UNION

Berne, 25 July 2022
International Bureau Circular
Honduras (Rep.) – Processing of inbound
international mail

124

Dear Sir/Madam,

The designated operator of **HONDURAS (REP.)**, Empresa de Correos de Honduras (HONDUCOR), asks us to inform other Union member countries and their designated operators that HONDUCOR has been working jointly with the customs authorities to establish arrangements for the processing of postal items, and can now accept postal items destined for Honduras.

For the time being, inbound and outbound international mail will continue to be processed at the Tegucigalpa office of exchange (IMPC code: HNTGUA). Designated operators are also requested to inform the airlines carrying their postal items that the airport for the offloading of dispatches will be Ramón Villeda Morales International Airport (IATA code SAP), located in Lima, San Pedro Sula, Cortes.

Designated operators should ensure that their postal authorities liaise with the transport providers contracted to transport mails to Ramón Villeda Morales International Airport, where they will be received.

HONDUCOR will inform other Union member countries and their designated operators should the customs authorities require additional information regarding the receipt of postal items.

For further information, please write to ginternacional@honducor.gob.hn.

HONDUCOR thanks UPU member countries and their designated operators for their understanding and cooperation.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

133



UPU | UNIVERSAL
POSTAL
UNION

Berne, 8 August 2022
International Bureau Circular
Iraq – Correct office of exchange

133

Dear Sir/Madam,

The designated operator of **IRAQ**, the Iraq Post and Savings Company, asks the designated operators of Union member countries to ensure that all postal items (letters, parcels, EMS items) addressed to Iraq are sent to the Baghdad office of exchange (IMPC code: IQBGWA). This is the only office of exchange handling international mail to and from Iraq.

The Iraqi designated operator would also like to take this opportunity to point out that its official name is the Iraq Post and Savings Company.

The Iraq Post and Savings Company thanks all Union member countries and their designated operators for their cooperation in this matter.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU | UNIVERSAL
POSTAL
UNION

Berne, 15 August 2022
International Bureau Circular
Ecuador – International mail processing
centres

134

Dear Sir/Madam,

The designated operator of **ECUADOR**, Empresa Pública Servicios Postales del Ecuador, asks us to inform other Union member countries and their designated operators of the following contact information for its international mail processing centres (IMPCs).

Offices of exchange:

- IMPC: ECUIOA (QUITO OFFICE D'ECHANGE INTERNATIONAL) for all services
Address: Conector Alpachaca, 170183 QUITO, ECUADOR
Contact: Ángel Gómez, angel.gomez@serviciopostal.gob.ec
- IMPC: ECGYEA (GUAYAQUIL OFFICE D'ECHANGE INTERNATIONAL) for all services
Address: Av. de las Américas, 090513 GUAYAQUIL, ECUADOR
Contacts: Douglas Alay, douglas.alay@serviciopostal.gob.ec
Samantha Vinueza, samantha.vinueza@serviciopostal.gob.ec

Airmail units:

- IMPC: ECUIOB (QUITO CENTRO NACIONAL DE CLASSIFICA)
Address: Avenida Manuel Córdova Galarza y Alborada (Pusuqui), 170308 QUITO, ECUADOR
Contact: Ángel Gómez, angel.gomez@serviciopostal.gob.ec
- IMPC: ECGYEB (GUAYAQUIL B)
Address: Ciudadela Sauces 7, entre Av. José María Egas y Calle 13, 090505 GUAYAQUIL, ECUADOR
Contacts: Douglas Alay, douglas.alay@serviciopostal.gob.ec
Samantha Vinueza, samantha.vinueza@serviciopostal.gob.ec

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU | UNIVERSAL
POSTAL
UNION

Berne, 15 August 2022
International Bureau Circular
Ukraine – Return of empty bags

135

Dear Sir/Madam,

The designated operator of **UKRAINE**, Joint Stock Company "Ukrposhta", would like to ask the designated operators of other Union member countries to return any empty bags belonging to it that they may have in their possession, in accordance with articles 17-142 and 17-238 (Return of empty receptacles) of the Convention Regulations.

Any empty bags should be returned to the following offices of exchange:

- UAIEVK Kyiv PI-15
- UAIEVM Kyiv M EMS
- UALWOA Lviv PI-1
- UAODSA Odessa PI-1
- UACOPA Chop PI-1

Ukrposhta thanks all designated operators for their support and cooperation in this matter.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 15 August 2022
International Bureau Circular
Egypt – Correct international mail processing
centre (IMPC) code

139

Dear Sir/Madam,

The designated operator of **EGYPT**, Egypt Post, asks us to inform the designated operators of other Union member countries that the Cairo Airport Exchange Office (IMPC code: EGCAIB) is to be used for all dispatches.

Please note that the offices of exchange with IMPC codes EGCAIF, EGCAID, EGCAIC, EGCAIA and EGALYA are closed.

Egypt Post would like to thank all Union member countries and their designated operators for their cooperation in this matter.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 29 August 2022
International Bureau Circular
Central African Rep. – Changes to the
officially designated operator

144

Dear Sir/Madam,

The **CENTRAL AFRICAN REP.** wishes to inform other Union member countries and their designated operators that, as part of governmental reforms in the postal sector, changes have been made to the name and legal status of the Office National des Postes et de l'Épargne (ONPE), the former designated operator of the Central African Rep.

By virtue of law No. 22.012 of 29 June 2022, the ONPE has been replaced by a new industrial and commercial corporation, known as the Société Centrafricaine des Postes (SOCAPOST). SOCAPOST is now the designated operator of the Central African Rep.

In the light of the above and in accordance with article 2 of the Universal Postal Convention, Union member countries and their designated operators are henceforth requested to exchange all international postal items addressed to and received from the Central African Rep. with SOCAPOST, instead of the ONPE.

Yours faithfully,

Siva Somasundram
Director of Policy, Regulation and Markets

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UPU UNIVERSAL
POSTAL
UNION

Berne, 19 September 2022
International Bureau Circular
Spain – Return of empty bags

153

Dear Sir/Madam,

The designated operator of **SPAIN**, S.E. Correos y Telégrafos S.A., S.M.E., wishes to reiterate the request made in circular No. 24 of 2022 that the designated operators of other Union member countries return all empty bags belonging to the Madrid office of exchange (IMPC code ESMADC, Madrid Cambio Superficie) as soon as possible, in accordance with articles 17-142 and 17-238 (Return of empty receptacles) of the Convention Regulations.

Dispatches of empty bags should bear mail subclass code TT.

Special dispatches made up solely of returned empty receptacles must be accompanied by CN 31 letter bills and CN 47 delivery bills.

Designated operators may also use empty bags belonging to Correos y Telégrafos to make up their own airmail dispatches destined for Spain.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 3 October 2022
International Bureau Circular
Czech Rep. – Closure of Břeclav office of
exchange

169

Dear Sir/Madam,

The designated operator of the **CZECH REP.**, Česká pošta, s.p., wishes to inform the designated operators of other Union member countries of the closure of the Břeclav 120 office of exchange (IMPC code CZBVAA).

Designated operators are kindly asked to send all international mail previously directed to CZBVAA to the Praha office of exchange (IMPC code CZPRGA).

For further information, please contact Mr Pavel Mandík (e-mail: mandik.pavel@cpost.cz).

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations



Dear Sir/Madam,

The designated operator of the **UNITED KINGDOM**, Royal Mail, would like to remind the designated operators of UPU member countries that they are kindly asked to return all empty parcel bags and blue Royal Mail bags to the United Kingdom at their earliest convenience.

Returned bags should be sent to the relevant office of exchange using the following IMPC codes:

- For return of Parcelforce bags by sea: GBCVTA (Coventry PF);
- For return of blue Royal Mail (MB4L and MB4) bags by sea: GBTYFA (Twyford).

Designated operators are requested to separate bags into the following three types: **Parcelforce**, **MB4L** and **MB4**, with the quantity of each stated on the accompanying CN 47 bills, with the labels for receptacles of empty bags endorsed "sacs vides" (empty bags).

Pre-advice for both products should be sent to:

The Material Handling Manager
Royal Mail HWDC
Axis Park
Sutton Lane
Langley
SLOUGH
SL3 8AQ
UNITED KINGDOM

Tel: +44 1753 484843
Fax: +44 1753 484840
E-mail: nalin.h.mandalia@royalmail.com
nick.huliat@royalmail.com

Inquiries regarding the procedure for return of empty bags should be directed to the above contacts.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 28 November 2022
International Bureau Circular
Australia – Resumption of sea mail services
at AUSYDE IMPC

193

Dear Sir/Madam,

The designated operator of **AUSTRALIA**, Australia Post, asks us to inform the designated operators of other Union member countries that inbound operations at its Sydney sea mail office of exchange (IMPC code: AUSYDE) have resumed with effect from 21 November 2022.

Therefore, sea mail can once again be sent to Sydney. All items containing goods sent to Australia must be accompanied by electronic advance data.

Designated operators wishing to send sea mail items to Sydney must contact Australia Post at internationaloperations@auspost.com.au for confirmation of acceptance, prior to the dispatch of items.

Australia Post also wishes to remind other designated operators of the rules governing the import into Australia of mail items containing tobacco, drugs and narcotics, as set out in International Bureau circular 149 of 19 September 2022. Australia Post requests the assistance of other designated operators to ensure that customers do not lodge items containing prohibited articles destined for Australia, unless they are products exempt from the requirements.

Australia Post thanks all Union member countries and their designated operators for their understanding.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 12 December 2022
International Bureau Circular
Finland – Change to designation of the postal
operator

204

Dear Sir/Madam,

The Ministry of Transport and Communications of **FINLAND** wishes to inform other Union member countries and their designated operators that the name of the designated postal operator of Finland (currently Posti Ltd.) will change to Posti Jakelu Ltd. with effect from 1 January 2023.

Union member countries and their designated operators are therefore requested to use the new name – Posti Jakelu Ltd. – when sending postal items (letters and parcels) to Finland with effect from that date.

Yours faithfully,

Siva Somasundram
Director of Policy, Regulation and Markets

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UPU UNIVERSAL
POSTAL
UNION

Berne, 12 December 2022
International Bureau Circular **205**
Australia – Items for Perth office of exchange

Dear Sir/Madam,

The designated operator of **AUSTRALIA**, Australia Post, asks us to inform the designated operators of other Union member countries that all international items destined for postcode areas 6000–6999 should be sent to its Perth offices of exchange (IMPC codes: AUPERA – PERTH and AUPERB – PERTH EMS). This will ensure efficient processing and delivery of these items to customers.

Australia Post thanks all Union member countries and their designated operators for their cooperation.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

2021

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UPU UNIVERSAL
POSTAL
UNION

Berne, 11 January 2021
International Bureau Circular **7**
Kiribati – IMPC codes for dispatches sent to
Kiribati

Dear Sir/Madam,

The designated operator of **KIRIBATI**, Kiribati Postal Services, invites the designated operators of Union member countries that are able to sort mail destined for Kiribati by island name and postcode to dispatch all mail items, i.e. letters, parcels and EMS items, to the correct office of exchange using the international mail processing centre (IMPC) codes provided in the table below. This will enable Kiribati Postal Services to speed up its delivery of inbound international postal items.

Table 1 – For parcels and EMS items for the Gilbert (Kiribati) island group

Name of office of exchange	IMPC code	Name of island	Postcode
Tarawa office of exchange	KITRWA	Makin	KI0101
		Butantari	KI0102
		Marakei	KI0103
		Abaiang	KI0104
		North Tarawa	KI0105
		South Tarawa	KI0106, KI0107, KI0108
		Maiana	KI0109
		Kuria	KI0110
		Aranuka	KI0111
		Abemama	KI0112
		Nonouti	KI0113
		Tabnorth	KI0114
		Tabsoth	KI0115
		Onotoa	KI0116
		Beru	KI0117
		Nikunau	KI0118
		Tamana	KI0119
		Arorae	KI0120
		Banaba	KI0121

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Table 2 – For parcels and EMS items for the Line and Phoenix island groups

Name of office of exchange	IMPC code	Name of island	Postcode
Christmas Island Airmail Centre	KICXIA	Christmas Island (Kiritimati)	KI0303
		Fanning Island (Tabueraan)	KI0302
		Washington Island (Teraina)	KI0301
		Canton Island (Canton)	KI0201
		McKean	KI0205
		Nikumaroro	KI0206
		Orona	KI0207
		Rawaki	KI0208
		Malden	KI0304
		Starbuck	KI0305
		Millennium	KI0306
		Vostock	KI0307
		Berrie	KI0202
		Enderbury	KI0203
		Manra	KI0204

Table 3 – For letter items only

Name of office of exchange	IMPC code	Name of island	Postcode
Tarawa office of exchange	KITRWA	All islands as stated above (Tables 1 & 2)	All postcodes as stated above (Tables 1 & 2)

Kiribati Postal Services requests that the designated operators of Union member countries that are able to sort mail destined for Kiribati by island name and postcode inform their staff of these instructions, which are effective from 1 February 2021.

The Letter Post Compendium, Parcel Post Compendium and EMS Operational Guide will be updated accordingly.

For further information, designated operators are invited to contact Mr Willie Tekanene (willie.tekanene@mnictd.gov.ki or +686 75021048).

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 18 January 2021
International Bureau Circular
Comoros – Changes to international mail
processing centres

15

Dear Sir/Madam,

The designated operator of the **COMOROS**, Société nationale des postes et services financiers, wishes to inform the designated operators of other Union member countries that, as of 1 January 2021, the international mail processing centre (IMPC) codes to be used for dispatches originating in and destined for the Comoros are the following:

IMPC code	Name	Dispatch type
KMYVAA	Moroni-Centre National Tri Postal	Letter post
KMYVAB	Moroni Centre de Colis Postaux	Parcels
KMYVAE	Moroni EMS	EMS
KMMUTA	Mutsamudu-Centre de Tri-RP	Letter post/parcels/EMS

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 25 January 2021
International Bureau Circular
Czech Rep. – Relocation of office of
exchange

20

Dear Sir/Madam,

The designated operator of the **CZECH REPUBLIC**, Česká pošta s.p., wishes to inform the designated operators of other Union member countries of the relocation of its office of exchange CZPRGA. The relocation took place on 23 and 24 January 2021. During this period, the operations at CZPRGA were suspended as notified through the UPU Emergency Information System (EmlS).

The new address for postal operations and documentation is as follows:

K Hrušovu 293/2
220 00 PRAGUE 10
CZECH REPUBLIC

The address has been updated in the Letter Post and Parcel Post Compendia.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 1 March 2021
International Bureau Circular
Thailand – IMPC codes

34

Dear Sir/Madam,

The designated operator of **THAILAND**, Thailand Post, wishes to inform UPU member countries and their designated operators that it sometimes receives dispatches with incorrect international mail processing centre (IMPC) codes. This situation causes delays to inbound international mail processing and problems with data exchange.

Thailand Post therefore reminds designated operators that the IMPC codes indicated below are to be used for inbound and outbound dispatches. This information is also available on the UPU website in [code list 108](#) (IMPC codes).

IMPC name	IMPC code	Inbound	Outbound
Bangkok Mail Centre	THBKKA	Parcel post (air, surface airifted (S.A.L.), surface)	– Parcel post (air, S.A.L., surface) – Letter post (S.A.L. and surface)
Bangkok EMS Centre	THBKKB	EMS	–
Suvarabhumi Mail Centre	THBKKC	–	– Letter post (air) – EMS
Laksi Mail Centre	THBKKD	Letter post (air, S.A.L., surface)	Letter post (air, S.A.L., surface)

Dispatches received with the correct IMPC codes will enable Thailand Post to expedite delivery of inbound international postal items.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 22 March 2021
International Bureau Circular
United Kingdom – Closure of Gatwick office
of exchange

38

Dear Sir/Madam,

The designated operator of the **UNITED KINGDOM**, Royal Mail Group (including Parcelforce), would like to inform other Union member countries and their designated operators of the following change to its airmail acceptance points.

On 30 April 2021, Gatwick Airmail Unit (IMPC code GBLGWA) will close. This closure is due to the significant impact of the COVID-19 pandemic on passenger airlines and airfreight carriers and the level of services operating in and out of Gatwick Airport, with some major airlines withdrawing their operations on a permanent basis.

For airmail dispatches arriving via London Heathrow Airport, there will be no changes to the operations of the London Airmail Unit (LAMU). Union members may also continue sending letter-post items to Langley HWDK (IMPC code GBLALA), and parcel-post items to Coventry PF (IMPC code GBCVTA).

For further information, please contact Andrew Armitage (andrew.armitage@royalmail.com).

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UNIVERSAL
POSTAL
UNION

Berne, 29 March 2021
International Bureau Circular
United States of America – Closing of
San Francisco office of exchange

55

Dear Sir/Madam,

The designated operator of the **UNITED STATES OF AMERICA**, the United States Postal Service (USPS), wishes to inform UPU member countries that the lease for its office of exchange, San Francisco ISC (USPS), at the San Francisco International Airport (SFO), will not be renewed. The current lease expires in 2022. Although USPS does not foresee any impacts on inbound or outbound flows of international mail in 2021, designated operators should factor this upcoming change into their future planning. USPS will continue to provide updates as additional information becomes available.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UNIVERSAL
POSTAL
UNION

Berne, 10 May 2021
International Bureau Circular
Italy –Reorganization of international mail
processing centres

70

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Dear Sir/Madam,

The designated operator of **ITALY**, Poste Italiane, wishes to inform other Union member countries and their designated operators (DOs) of the following general reorganization of Italy's international mail processing centres (IMPCs). The reorganization is necessary to allow Poste Italiane to comply with the new European VAT Directive entering into force on 1 July 2021, and the consequent abolishment of the VAT exception threshold for B2C low-value consignments (currently 22 EUR).

As a consequence of these regulatory changes, all inbound parcels and small packets will be presented to Customs electronically and customs cleared in Italy based on the information contained in the ITMATT message provided by the DO of origin.

In preparation for these important regulatory changes, Poste Italiane has invested in the automation of IMPCs dealing with the customs clearance of small-packet items, ensuring customs presentation while sorting, based on ITMATT data. Optical character recognition (OCR) of CN 22s and remote video encoding complete the improvements to Italy's IMPCs devoted to customs clearance, to speed up the customs process and minimize manual sorting.

Moreover, Poste Italiane and the Italian customs authority (Agenzia dei Monopoli e delle Dogane) have established a new electronic protocol to exchange data, aimed at minimizing the number of physical checks of items (parcels and small packets) subject to preventive controls by the Ministry of Health.

The office of exchange Milano Roserio CSI (IMPC code ITMILR) will be dedicated to processing inbound tracked delivery and registered items from non-EU countries (S10 prefix starting with L and R).

A new IMPC, Malpensa 2 CSI (IMPC code ITMXPB), will be opened as of 1 July 2021, which will be dedicated to processing small packets from non-EU countries (S10 prefix starting with U).

IMPC Milano P Borromeo CSI (IMPC code ITLINA) will process small packets from EU member countries, as well as P format (small letters) and G format (large letters) letter-post items, regardless of their origin (EU or non-EU countries).

Furthermore, operations at the IMPC Milano Roserio Dogana (IMPC code ITMILA) will gradually be wound down, but the centre will remain open to clear the local customs warehouse. In view of the COVID-19 pandemic, Poste Italiane may, however, continue to use Milano Roserio Dogana as a back-up inbound IMPC, but only in case of emergency (until the pandemic is over).

Consequently, Poste Italiane requests all UPU members and their DOs to implement the following changes in their dispatch addressing, to allow airmail units to forward items to the appropriate office of exchange as from 1 July 2021:

- P and G format letters containing documents only, to be included in dispatches of UL mail class/sub-class, addressed to Milano P. Borromeo (IMPC code ITLINA);
- E format small packets containing goods (barcode prefix starting with U) to be included in dispatches of UN/UA mail class/sub-class, addressed to Malpensa CSI 2 (IMPC code ITMXPB);
- Registered (barcode prefix starting with R) and tracked delivery service items (barcode prefix starting with L) to be included in dispatches of UR and UX mail class/sub-class, respectively, addressed to Milano Roserio CSI (IMPC code ITMILR).

DOs are requested to cease their current dispatches to Milano Roserio Dogana (IMPC code ITMILA) at the end of June 2021.

Please be informed that delays will continue to be experienced with P and G format items included in UN mixed-format dispatches, as this kind of dispatch will always be forwarded to and opened at Malpensa 2 CSI (IMPC code ITMXPB) before the items are separated and forwarded to Milano Peschiera Borromeo (IMPC code ITLINA). To avoid such delays, Poste Italiane recommends that DOs include P and G format items containing documents in UL dispatches addressed to Milano Peschiera Borromeo (IMPC code ITLINA).

Poste Italiane further informs that, in order for duties and taxes to be collected at the time of delivery, as is currently the case, all small packets subject to duties and/or taxes will continue to be treated as registered domestic items. Consequently, their inbound delivery standard will be J+4, after the customs clearance process is completed.

At present, no changes are foreseen for IMPCs dedicated to the processing of parcels and EMS, which remains at Malpensa Lonate Pozzolo (IMPC code ITMXPA).

In case of inquiries regarding the above, please contact:
Ms Anna Lanfranco at anna.lanfranco@posteitaliane.it and
Ms Cinzia Matteo at cinzia.matteo@posteitaliane.it.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 17 May 2021
International Bureau Circular
Ukraine – IMPC code for EMS items

81

Dear Sir/Madam,

The designated operator of **UKRAINE**, Stock Company Ukrposhta, would like to inform the designated operators of other Union member countries that it is receiving dispatches with EMS items addressed to Ukraine bearing the wrong international mail processing centre (IMPC) code, which causes difficulties in data exchange. Therefore, in accordance with UPU code list 108, Ukrposhta is asking designated operators to indicate the following information for dispatches with international EMS items:

- IMPC code: UAIEVM
- IMPC name: KYIV M EMS

Ukrposhta would also like to remind designated operators of the addresses for sending statements, accounts and verification notes for EMS.

CN 55/56 and CN 61/51 forms should be sent to:

International Accounting Division
Financial Department
Stock Company Ukrposhta
22 Khreshchatyk St.
01001 KYIV
UKRAINE

E-mail: vumr@ukrposhta.com/kovalinko-ov@ukrposhta.ua

CN 43 (E2) verification notes should be sent to:

KIEV PI-1
DOPP, SC UKRPOSHTA
2 Heorhiya Kyrpy St.
03999 KYIV
UKRAINE

E-mail: mmpo_verificationnotes@ukrposhta.com/
kyiv_verificationnotes@ukrposhta.com/epost@ukrposhta.com

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 7 June 2021
International Bureau Circular
Czech Rep. – Closure of Cheb office of
exchange

92

Dear Sir/Madam,




The designated operator of the **CZECH REPUBLIC**, Česká pošta, wishes to inform the designated operators of UPU member countries of the closure of the Cheb 120 office of exchange (IMPC code CZCHBA).

From 1 June 2021 onwards, designated operators are kindly asked to send all international mail previously directed to CZCHBA to the new office of exchange at Ústí nad Labem (IMPC code CZULNA – see code list 108).

For further information, please contact Ms Jana Jezkova at jezkova.jana.2@cpost.cz.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

<p>125</p>	 <p>UPU UNIVERSAL POSTAL UNION</p> <p>Berne, 26 July 2021 International Bureau Circular Armenia – Offices of exchange</p> <p style="text-align: right;">125</p> <p>Dear Sir/Madam,</p> <p>The designated operator of ARMENIA, Haypost, wishes to inform the designated operators of other Union member countries that all mail destined to Armenia should be sent to the Yerevan A office of exchange (IMPC code AMEVNA).</p> <p>For information, Haypost will send outbound dispatches from the following offices of exchange:</p> <ul style="list-style-type: none"> – Letter post: Yerevan PI-2 (IMPC code AMEVNB); – Parcel post: Yerevan PI-3 (IMPC code AMEVNC); – EMS: Yerevan EMS (IMPC code AMEVND). <p>Haypost thanks designated operators for their cooperation.</p> <p style="text-align: right;">Yours faithfully, Abdel Ilah Bousseta Director of Postal Operations</p>
<p>131</p>	 <p>UPU UNIVERSAL POSTAL UNION</p> <p>Berne, 2 August 2021 International Bureau Circular Costa Rica – Consolidation of postal receptacles destined for Costa Rica</p> <p style="text-align: right;">131</p> <p>Dear Sir/Madam,</p> <p>The designated operator of COSTA RICA, Correos de Costa Rica, requests that the designated operators of other Union member countries ensure that their postal receptacles destined for Costa Rica are accompanied by the relevant UPU delivery bill (CN 37, CN 38, CN 41 or CN 47) in compliance with UPU regulations, and are not combined with other commercial goods.</p> <p>Origin designated operators should inform their carriers of the importance of using CN documentation and ensure that the correct CN form is used for the handover of mail in the destination country. In addition to contravening UPU regulations, combining postal receptacles with other commercial goods incurs extra costs and leads to logistical complications that are liable to cause delays in the processing of mail flows.</p> <p>Any questions regarding the sending of postal receptacles to Costa Rica should be e-mailed to:</p> <p>rcarvajal@correos.go.cr, internacionalctp@correos.go.cr, and ggrin@correos.go.cr.</p> <p>Correos de Costa Rica thanks the designated operators of other Union member countries for their cooperation and understanding.</p> <p style="text-align: right;">Yours faithfully, Abdel Ilah Bousseta Director of Postal Operations</p>
<p>137</p>	 <p>UPU UNIVERSAL POSTAL UNION</p> <p>Berne, 13 September 2021 International Bureau Circular Moldova – Name change of international office of exchange</p> <p style="text-align: right;">137</p> <p>Dear Sir/Madam,</p> <p>The designated operator of MOLDOVA, Poșta Moldovei, wishes to inform the designated operators of other Union member countries of the following change in the name of its international office of exchange, which took effect on 1 July 2021:</p> <p>Former name (no longer in use): Centre de Traitement et de Transportation de la Poste (MDKIVA);</p> <p>New name (since 1 July 2021): Centre National de Transit (MDKIVA).</p> <p>Consequently, all inbound and outbound dispatches and accompanying documents must be sent to the following address:</p> <p>Centre National de Transit (MDKIVA) rue Piata Garii nr. 3 MD-2001, CHISISNAU MOLDOVA</p> <p>Poșta Moldovei thanks the designated operators of other Union member countries for their cooperation and understanding.</p> <p style="text-align: right;">Yours faithfully, Abdel Ilah Bousseta Director of Postal Operations</p>

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UPU UNIVERSAL
POSTAL
UNION

Berne, 13 September 2021
International Bureau Circular
Finland – Change of address of airmail unit
and office of exchange for parcels and EMS

139

Dear Sir/Madam,

The designated operator of **FINLAND**, Posti Ltd, wishes to inform the designated operators of other Union member countries of the following in respect of the postal operations under its authority:

1 From 15 August 2021, the address and IMPC code of the Helsinki airmail unit will change as follows:

- New IMPC code: FIHELCL
- New address:

Posti Oy
AMU Helsinki
Rahtitie 1, doors 12 and 13
01530 VANTAA
FINLAND

2 From 15 August 2021, the address of the office of exchange for parcels and EMS will change as follows:

- The IMPC code for parcels and EMS will continue to be FIHELA
- New address:

Posti Palvelut Oy
Logistiikkakeskus
Tikkurilantie 148
01530 VANTAA
FINLAND

- Non-EU surface mail should be addressed to FIHELA at the same address as for parcels.

All queries should be addressed to the usual operational contacts at Posti Ltd.

Posti Ltd thanks designated operators for their cooperation and understanding

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 1 November 2021
International Bureau Circular
United States of America – Update on clo-
sure of San Francisco office of exchange

173

Dear Sir/Madam,

Further to circular 55/2021, the designated operator of the **UNITED STATES OF AMERICA**, the United States Postal Service (USPS), wishes to inform UPU member countries that, with effect from 22 January 2022, the USPS office of exchange at San Francisco will no longer accept incoming dispatches of international mail. USPS accordingly recommends that designated operators transition to alternative USPS offices of exchange for their international mails and refrain from sending dispatches to the San Francisco ISC after 14 January 2022. Alternative USPS offices of exchange for air transportation include Los Angeles (LAX), Chicago (ORD), New York (JFK) and Miami (MIA).

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 8 November 2021
International Bureau Circular
Australia – transit à découvert mail

176

Dear Sir/Madam,

The designated operator of **AUSTRALIA**, Australia Post, asks us to request the assistance of other Union member countries and their designated operators in handling transit à découvert (open transit) mail.

With particular reference to ongoing limited routeing availability and capacity, Australia Post reminds all countries that wish to use its open/closed transit services to consult and receive prior confirmation from it before sending any postal receptacles, in accordance with articles 17-115 and 17-117 of the UPU Convention Regulations.

Australia Post also asks that wherever possible, mail intended for transiting to Pacific Island nations, including Nauru, Fiji, and Papua New Guinea, be dispatched through its Brisbane office of exchange (AUBNEA), unless otherwise agreed with it.

Mail received for destinations not agreed for carriage as transit, or that exceeds the open transit weight threshold, may be treated and invoiced as missent in accordance with articles 17.117.2, 17-117.4 and 27-106.1.5 of the Convention Regulations.

To discuss the open transit services that Australia Post can provide, please contact it before November of the year preceding the commencement of traffic by e-mail at ditransitrequestaustralia@auspost.com.au.

Australia Post requests advice in advance in relation to any open transit dispatches to European Union countries.

Australia Post thanks member countries for their understanding and cooperation.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 22 November 2021
International Bureau Circular
Brazil – Return of empty bags

192




Dear Sir/Madam,

The designated operator of **BRAZIL**, Empresa Brasileira de Correios e Telegráfos, wishes to remind the designated operators of other Union member countries that, in accordance with articles 17-144 and 17-241 (Return of empty receptacles) of the Convention Regulations:

- All its empty bags in the services of other designated operators should be returned to Brazil as quickly as possible;
- The Brazilian office of exchange responsible for receiving and returning empty bags is that of São Paulo (international mail processing centre code BRSAOD, São Paulo);
- Dispatches of empty bags should bear mail sub-class code TT;
- Special dispatches containing only returned empty receptacles must be accompanied by CN 31 and CN 47 bills;
- Designated operators may use empty bags belonging to Empresa Brasileira de Correios e Telegráfos to make up their own airmails to Brazil.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

<p>204</p>	 <p>UNIVERSAL POSTAL UNION</p> <p>Berne, 20 December 2021 International Bureau Circular Pakistan – Return of empty bags</p> <p style="text-align: right;">204</p> <p>Dear Sir/Madam,</p> <p>The designated operator of PAKISTAN, Pakistan Post, would like to request designated operators of other UPU member countries to return any empty bags belonging to it as soon as possible to the Karachi International Mail Office (IMPC code: PKKHID, KARACHI IMOP), using the following airlines:</p> <ul style="list-style-type: none"> – Pakistan International Airlines; – Etihad Airlines; – Qatar Airways. <p>With regard to any empty bags not returned to its services within the required period for their transmission (round trip), Pakistan Post will be obliged to claim reimbursement of the values provided for in articles 17-144 and 17-241 of the Convention Regulations.</p> <p style="text-align: right;">Yours faithfully, Abdel Ilah Bousseta Director of Postal Operations</p>																		
	<p style="text-align: center;">2020</p>																		
<p>19</p>	 <p>UNIVERSAL POSTAL UNION</p> <p>Berne, 27 January 2020 International Bureau Circular Kyrgyzstan – IMPC codes</p> <p style="text-align: right;">19</p> <p>Dear Sir/Madam,</p> <p>The designated operator of KYRGYZSTAN, State Enterprise “Kyrgyz Pochtasy”, would like to inform the designated operators of other UPU member countries that, as from 1 January 2020, IMPC code KGFRUP is the IMPC code to be used for bulk mail dispatches.</p> <p>For information, the following is the list of IMPC codes to be used for dispatches to Kyrgyzstan:</p> <table border="1" data-bbox="300 1182 687 1346"> <thead> <tr> <th>IMPC code</th> <th>Name</th> <th>Dispatch</th> </tr> </thead> <tbody> <tr> <td>KGFRUA</td> <td>BICHKEK PI-1</td> <td>Letter post</td> </tr> <tr> <td>KGFRUB</td> <td>BICHKEK PI-2</td> <td>Parcel post</td> </tr> <tr> <td>KGFRUC</td> <td>BICHKEK PI-3</td> <td>EMS</td> </tr> <tr> <td>KGFRUD</td> <td>BICHKEK PI-4</td> <td>Empty bags</td> </tr> <tr> <td>KGFRUP</td> <td>BICHKEK PI-5</td> <td>Bulk mail</td> </tr> </tbody> </table> <p>The physical address of the IMPC is:</p> <p>Orozbekova Street 1A 720085 Bishkek KYRGYZSTAN</p> <p style="text-align: right;">Yours faithfully, Abdel Ilah Bousseta Director of Postal Operations</p>	IMPC code	Name	Dispatch	KGFRUA	BICHKEK PI-1	Letter post	KGFRUB	BICHKEK PI-2	Parcel post	KGFRUC	BICHKEK PI-3	EMS	KGFRUD	BICHKEK PI-4	Empty bags	KGFRUP	BICHKEK PI-5	Bulk mail
IMPC code	Name	Dispatch																	
KGFRUA	BICHKEK PI-1	Letter post																	
KGFRUB	BICHKEK PI-2	Parcel post																	
KGFRUC	BICHKEK PI-3	EMS																	
KGFRUD	BICHKEK PI-4	Empty bags																	
KGFRUP	BICHKEK PI-5	Bulk mail																	
<p>25</p>	 <p>UNIVERSAL POSTAL UNION</p> <p>Berne, 24 February 2020 International Bureau Circular Poland – Relocation of Warsaw airmail unit</p> <p style="text-align: right;">25</p> <p>Dear Sir/Madam,</p> <p>The designated operator of POLAND, Poczta Polska S.A., would like to inform the designated operators of other Union member countries that, owing to the relocation of the Warsaw airmail unit (IMPC code: PLWAWB) to a new location at Warsaw Airport, some disruption to foreign mail services (import/acceptance and export/sending) may be expected until 10 March 2020.</p> <p style="text-align: right;">Yours faithfully, Abdel Ilah Bousseta Director of Postal Operations</p>																		

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UPU UNIVERSAL
POSTAL
UNION

Berne, 16 March 2020
International Bureau Circular
Viet Nam – New IMPC code

42

Dear Sir/Madam,

The designated operator of **VIET NAM**, VNPost, wishes to inform the designated operators of other Union member countries that, in order to ensure effective procedures and the timely delivery of international mail items, airmail dispatches, including items addressed to the central region of Viet Nam, should be sent to its new office of exchange DANANG ND (IMPC code: VNDADA) with effect from 1 March 2020, as shown in Annex 1.

The postal address of this office is as follows:

Name: DANANG ND
IMPC code: VNDADA
Address: Lot U1-U3, 7B Road
Hoa Khanh Industrial Area
Lien Chieu District
DA NANG CITY

All other mail for other destinations in Viet Nam should continue to be addressed using the appropriate IMPC codes.

VNPost asks all designated operators to pass on the necessary instructions to their staff for the processing of mail to Viet Nam.

The Letter Post and Parcel Post Compendia will be updated accordingly.

For further information, please do not hesitate to contact Ms Thuy (thuynt1@vnpost.vn).

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 23 March 2020
International Bureau Circular
Latvia – IMPC codes

48

Dear Sir/Madam,

The designated operator of **LATVIA**, SJSC "Latvijas Pasts", wishes to inform designated operators of UPU member countries, that from 15 April 2020 onwards, owing to changes in operations, there will be a single mail processing centre LVRIXA for all international inbound and outbound mail (U, C, E, T) in all mail categories (A, B, C, D).

Other existing mail processing centres (LVRIXB, LVRIXC and LVRIXD) will continue to operate only on a bilateral basis, subject to signature of an agreement.

The LVRIXF mail processing centre will be reserved for dedicated e-commerce flows.

From 15 April 2020 onwards, designated operators are therefore kindly asked to send all international mail in all categories destined for Latvia to LVRIXA.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UNIVERSAL
POSTAL
UNION

Berne, 23 March 2020
International Bureau Circular
Ukraine – New EMS designated operator

49

Dear Sir/Madam,

The designated operator of **UKRAINE**, Stock Company "Ukrposhta", would like to inform the designated operators of other UPU member countries that it has been designated by the Government of Ukraine to provide the Express Mail Service (EMS) as from 1 April 2020.

EMS items will be processed for delivery in Ukraine through the Kyiv 1 international postal exchange office (IMPC code UAIEVM), based on the multilateral agreement on the exchange of EMS items.

A rate of 12.00 SDR per item will be applied.

EDI message exchanges will take place through the following mailboxes:

- UA001 for EMSEVT class E;
- UA101 for PREDES/RESEDES/PRECON/RESCON/CARDIT;
- UA501 for ITMATT.

Inquiries will be processed manually until the new operator becomes a member of the EMS Cooperative. Its contact details are as follows:

Stock Company (SC) "Ukrposhta"
Claims Department, Directorate of Handling and Transportation of Post
Ms Valentyna Klymenko
Head of the Claims Department
2 Heorhiiia Kirpy Street
03999 KYIV
UKRAINE

Tel: +380 44 284 36 47

Tel: +380 44 289 04 74

Fax: +380 44 220 85 01

E-mail: cbr_general@ukrposhta.com

E-mail: klymenko-vo@ukrposhta.com

E-mail: ua_cn08_cbr@ukrposhta.com

2

Accounts for any EMS items sent in the transition period, before 1 April 2020, should be settled with the previous EMS operator (State Enterprise of Special Post, UAB), using the following account details:

Bank: State Savings Bank of Ukraine
Address: 27, Volodymyrska Str.
01034 KYIV
UKRAINE
Tel: +380 44 247 29 02
Fax: +380 44 247 29 82
Payee: State Enterprise of Special Post
3, Vokzalna Sq.
01032 KYIV
UKRAINE
IBAN: UA2632266900000260073011058
SWIFT code: COSBUAUK

Correspondent bank for settlement of EMS accounts in USD

Correspondent bank: Deutsche Bank Trust Company Americas
Address: NEW YORK
UNITED STATES OF AMERICA
SWIFT code: BKTRUS33
Account number: 04-095-334

Correspondent bank for settlement of EMS accounts in EUR

Correspondent bank: Deutsche Bank AG
Address: FRANKFURT AM MAIN
GERMANY
SWIFT code: DEUTDEFF
Account number: 947057610

For any further questions relating the operation of EMS in Ukraine, please contact Mr Oleksandr Pertsovskiy, First Deputy Director General for Operations, SC "Ukrposhta" (pertsovskiy-os@ukrposhta.ua).

Yours faithfully,

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UNIVERSAL
POSTAL
UNION

Berne, 22 June 2020
International Bureau Circular
Ireland – IMPC codes

86

Dear Sir/Madam,

The designated operator of **IRELAND**, An Post, would like to inform the designated operators of other Union member countries that, since 1 April 2020, IMPC code IEPTLC is no longer valid for use as an inbound office of exchange for parcels, EMS and empty bags. IEPTLC continues, however, to be a valid code for the international processing of outbound mail.

Since 1 April 2020, IMPC code IEDUBG should be used for inbound parcels, EMS and empty bags.

There are no changes to latest arrival times and no variance in service quality is to be expected.

Please also note that all existing IMPC codes for letter mail remain unchanged.

For any queries regarding this matter, designated operators may contact An Post's International Services Manager, Mr Sean O'Toole, at sean.otoole@anpost.ie.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 20 July 2020
International Bureau Circular
Poland – New policy regarding the
acceptance and handling of postal items
received from extraterritorial offices of
exchange (ETOE)

103

Dear Sir/Madam,

The designated operator of **POLAND**, Poczta Polska S.A., wishes to inform other UPU member countries and their designated operators of its policy for the acceptance and handling of postal items received from extraterritorial offices of exchange (ETOE).

Poczta Polska S.A. accepts items originating from ETOEs dispatched to it on UPU documentation for processing and delivery in Poland. However, it is only able to do so if it receives the appropriate remuneration. Poczta Polska S.A. requires designated operators dispatching ETOE-originating postal items to Poland to have in place with it a bilateral agreement stipulating the terms, conditions and rates applicable to ETOE-originating postal items.

For ETOE postal items dispatched to Poland without a supporting agreement in place, Poczta Polska S.A. reserves the right to decline these items and to return them to the dispatching designated operator, and to impose a charge to recover, as a minimum, the associated costs incurred by it.

The policy applies to:

- a All postal items dispatched from an ETOE, including items originating from an ETOE but routed through an office of exchange prior to reaching Poland (re-routed ETOE items);
- b All postal items destined for delivery addresses in Poland;
- c All postal items carrying the postage payment indicia of a country other than that in which the sender resides.

This ETOE policy is effective immediately.

Yours faithfully,

Siva Somasundram
Director of Policy, Regulations and Markets

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UPU UNIVERSAL
POSTAL
UNION

Berne, 21 September 2020
International Bureau Circular
Pakistan – IMPC codes for dispatches sent
to Pakistan

128

Dear Sir/Madam,

The designated operator of **PAKISTAN**, Pakistan Post, invites those designated operators of other UPU member countries that are able to sort mail destined to Pakistan by postcode range and dispatch it to the various offices of exchange in Pakistan to dispatch such mail to the correct office of exchange as shown in the table below. This will enable Pakistan Post to speed up its delivery of inbound international postal items.

For parcels

Office of exchange	IMPC	Postcode range
Islamabad International Mail Office	PKISBA	10010–30160 41000–49764
Lahore International Mail Office	PKLHEA	31000–40620 50000–64470
Karachi International Mail Office (Parcels)	PKKHID	65010–96100

For letters

Office of exchange	IMPC	Postcode range
Islamabad International Mail Office	PKISBA	10010–30160 41000–49764
Karachi International Mail Office (Letters)	PKKHIA	65010–96100

For EMS

Office of exchange	IMPC	Postcode range
Islamabad International Mail Office	PKISBA	10010–30160 41000–49764
Lahore International Mail Office	PKLHEA	31000–40620 50000–64470
Karachi EMS Centre	PKKHIB	65010–96100

Yours faithfully,

Abdel Iliah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 21 September 2020
International Bureau Circular **131**
United Kingdom – Offer of transit à découvert
(open transit) for letter-post items

2

Transit Compendium, will be considered missent, in accordance with article 17-117.2 of the Convention Regulations.

In order to arrange or amend a bilateral agreement for 2021 for the handling of transit à découvert mail, designated operators are invited to contact Royal Mail at karandeep.bumrah@royalmail.com by 30 November 2020, so that any changes can be reflected in the following year's transit à découvert mail statistics. Any inquiries about this circular should be directed to John Davies, Head of Revenue Protection and Postal Administration, at john.a.davies3@royalmail.com.

Dear Sir/Madam,

The designated operator of the **UNITED KINGDOM**, Royal Mail, wishes to remind other Union member countries and their designated operators that all categories of letter-post items for delivery in the United Kingdom by Royal Mail should be addressed to its Heathrow Worldwide Distribution Centre in Langley (HWDC – IMPC code: GBLALA).

Royal Mail requests that designated operators sending LC/AO mail in transit à découvert via the United Kingdom present such mail in dedicated transit à découvert dispatches under the UE dispatch mail subclass, addressed to the HWDC transit office of exchange (GBLALT). This will expedite the processing and forwarding of transit à découvert mail and facilitate the accounting process. Royal Mail also wishes to remind designated operators that its offer of transit for transit à découvert letter-post items is published in the Transit Compendium, available on the UPU website.

Royal Mail will be carrying out the standard UPU sampling and accounting procedures for the handling of transit à découvert mail in 2020. Furthermore, Royal Mail wishes to remind designated operators that the Crown Dependencies of Guernsey, Jersey and the Isle of Man have their own designated operators (respectively Guernsey Post, Jersey Post and the Isle of Man Post Office), which are independent of Royal Mail; consequently, any international letter-post items addressed to the Crown Dependencies but received by Royal Mail will be treated as transit à découvert or missent items, as appropriate. Likewise, transit mail to these areas will be treated as transit à découvert or missent items, according to the relevant UPU regulations and other agreements in place with designated operators for the transmission of transit à découvert mail.

Royal Mail also wishes to point out that, in accordance with the Convention Regulations, the rules related to transit à découvert for letter-post mail will continue to be strictly applied:

- The rates applicable and list of destinations to which transit à découvert is offered are those published in the Transit Compendium;
- Any existing bilateral agreements with Royal Mail remain valid in 2020 in respect of those agreed destinations to which transit à découvert is offered.

Items weighing in total more than three kilogrammes per mail or per day (when several dispatches are made in a day) destined for countries for which no agreement is in place, and irrespective of whether or not the country of destination is listed in the

Yours faithfully,

Siva Somasundram
Director of Policy, Regulation and Markets

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UPU UNIVERSAL
POSTAL
UNION

Berne, 2 November 2020
International Bureau Circular **162**
Australia – Management of open transit mail

Dear Sir/Madam,

The designated postal operator of **AUSTRALIA**, Australia Post, wishes to request the assistance of other Union member countries and their designated operators in handling transit à découvert (open transit) mail.

Australia Post reminds operators that any Posts wishing to forward mail for open transit should discuss the arrangement with Australia Post prior to dispatching.

It also asks that, wherever possible, mail intended to be transited for Pacific Island nations, including Fiji, Nauru and Papua New Guinea, be dispatched through its Brisbane office of exchange (AUBNEA), unless otherwise agreed with Australia Post.

Mail received for destinations for which there is no agreement to provide transit, or which exceeds the open transit weight threshold, may be treated and invoiced as missent, in accordance with articles 17-117.4, 17-240.4 and 27-106.1.5 of the Convention Regulations.

Designated operators wishing to discuss the open transit services that Australia Post can provide are asked to contact dtransitrequestaustralia@auspost.com.au by November of the year preceding the commencement of traffic.

Australia thanks member countries for their understanding and cooperation.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 14 December 2020
International Bureau Circular
United Kingdom – Return of empty bags

197

Dear Sir/Madam,

The designated operator of the **UNITED KINGDOM**, Royal Mail, wishes to ask the designated operators of other UPU member countries to return to it all empty blue Royal Mail bags (types MB4L and MB4) at their earliest convenience.

The following international mail processing centre codes are to be used for returns:

- For letter-mail dispatches by sea: GBTYFA (Twyford A Empty Bag Depot);
- For parcel dispatches by sea: GBCVTA (Coventry PF).

Royal Mail requests that, if possible, the bags be separated by type, namely, MB4L and MB4, and that the quantity of each type of bag be stated on the accompanying CN forms.

Pre-advise for such dispatches, as well as any queries regarding these operational changes, should be sent to:

The Material Handling Manager
Royal Mail HWDC
Axis Park
Sutton Lane
Langley
SLOUGH
SL3 8AQ
UNITED KINGDOM

Tel: +44 1753 484843
Fax: +44 1753 484840
E-mail: nalin.h.mandalia@royalmail.com
nick.huliat@royalmail.com

Finally, Royal Mail would like to remind designated operators that dispatches by sea can be handed over only at Southampton. Ports other than Southampton should not be used.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 21 December 2020
International Bureau Circular
France – Changes to IMPC codes

201

Dear Sir/Madam,

The designated operator of **FRANCE**, La Poste, wishes to inform the designated operators of other Union member countries of changes to the names and international mail processing centre (IMPC) codes of 11 extraterritorial offices of exchange (ETOE).

The new names and codes will become active from 1 January 2021 and will be applied for all letter-post dispatches issued by these ETOEs from 28 March 2021.

The former names and codes will be deactivated on 31 March 2021. The modifications, which are presented in the table annexed hereto, have already been incorporated into UPU Code List 108.

In addition, La Poste wishes to remind designated operators that, as indicated in Circular 165 of 7 October 2019, designated operators should send letter-post dispatches (class U) destined for France to the ROISSY PIAC IMPC (code FRROIC).

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU | UNIVERSAL
POSTAL
UNION

Berne, 21 December 2020
International Bureau Circular **204**
Germany – Changes in the offices of
exchange in Frankfurt and Niederaula from
January 2021

Dear Sir/Madam,

The designated operator of **GERMANY** wishes to inform designate operators of Union member countries that, from January 2021, the Customs office located at Deutsche Post's office of exchange in Frankfurt (DEFRAA) will no longer be able to accept and clear inbound items arriving by surface transport. Customs clearance at DEFRAA will therefore be limited to items arriving by air transport.

As a consequence, the following applies:

- Airmail or priority mail or S.A.L. mail/non-priority mail can continue to be dispatched to DEFRAA;
- Priority mail sent by surface transportation can only be dispatched to DEFRAA if it has already been cleared by Customs (sending designated operator is from the European Union (EU), excluding certain territories where EU rules regarding customs, VAT and excise do not apply).

The office of exchange in Niederaula (DENIAA) is only able to accept surface mail/non-priority letter (LC/AO) dispatches. For items not cleared by Customs, a bilateral agreement is required to dispatch priority mail sent by surface transportation to DENIAA. A bilateral agreement is also required to dispatch parcels to DENIAA.

Deutsche Post apologises for any inconvenience these changes, which are necessary as a result of a decision by the Frankfurt Airport Customs Office, may cause.

In case of further questions, please contact Mr Jürgen Schlak (j.schlak@deutschepost.de).

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU | UNIVERSAL
POSTAL
UNION

Berne, 21 December 2020
International Bureau Circular **205**
France – Reminder concerning IMPC codes
for inbound letter-post dispatches

Dear Sir/Madam,

The designated operator of **FRANCE**, La Poste, wishes to inform the designated operators of other Union member countries that it continues to receive inbound letter-post dispatches with the wrong IMPC code. It therefore wishes to remind them of International Bureau Circular 165 of 7 October 2019, which provides that designated operators must send letter-post dispatches (class U) destined for France to the ROISSY PIAC IMPC (code FRROIC).

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

2019

2



UNIVERSAL
POSTAL
UNION

Berne, 14 January 2019
International Bureau Circular
Kazakhstan – Changes to offices of
exchange

2

Dear Sir/Madam,

The designated operator of **KAZAKHSTAN**, Kazpost, would like to inform the designated operators of other Union member countries that offices of exchange URALSK PI-1 B (IMPC code: KZURAA) and URALSK PI-2 B (IMPC code: KZURAB) in Uralsk have been closed since 1 December 2018. They have been replaced with the following offices of exchange:

KZABEA AKTOBE PCI-5 (letters)
KZABEB AKTOBE PCI-3 (parcels)
KZABEC AKTOBE PCI-7 (empty bags)
KZABED AKTOBE IUPD (intra-Eurasian Economic Union postal departures – letters and parcels)
KZABEE AKTOBE EMS

These changes apply for all mail arriving in the western region of Kazakhstan.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UNIVERSAL
POSTAL
UNION

Berne, 25 March 2019
International Bureau Circular
Kazakhstan – International offices of
exchange

51

Dear Sir/Madam,

The designated operator of **KAZAKHSTAN**, "Kazpost", would like to inform the designated operators of Union member countries that, in order to ensure quick processing and timely delivery of international mail items, their dispatches should be sent to three main IMPCs – Almaty, Astana and Aktobe – according to administrative-territorial division, as shown in the table below:

IMPC code/name	Receiving exchange office
KZALAA/ALMATY PCI-5 KZALAB/ALMATY PCI-3 KZALAC/ALMATY PCI-7 KZALAD/ALMATY PCI-1 KZALAE/ALMATY EMS	Almaty city, Shymkent city Almaty region, East Kazakhstan region, Zhambyl region, Turkestan region
KZASTA/ASTANA PCI-2 KZASTB/ASTANA PCI-3 KZASTC/ASTANA PCI-4 (bilateral agreement required) KZASTE/ASTANA EMS	Astana city Akmola region, Kostanay region, North Kazakhstan region, Karaganda region, Pavlodar region
KZABEA/AKTOBE PCI-5 KZABEB/AKTOBE PCI-3 KZABEC/AKTOBE PCI-7 KZABED/AKTOBE IUPD KZABEE/AKTOBE EMS	Aktobe region, West Kazakhstan region, Mangystau region, Atyrau region, Kyzylorda region

The addresses of the three IMPCs that will receive international mail items are as follows:

- 1 Almaty IMPC (ALA)
4/2, Berezhinsky Street, Ili District, Almaty 050017, Kazakhstan
- 2 Astana IMPC (AST)
45 Highway Astana-Karaganda, Astana 010000, Kazakhstan
- 3 Aktobe IMPC (ABE)
1 Sankibay Batyr Street, Aktobe 030000, Kazakhstan

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU | UNIVERSAL
POSTAL
UNION

Berne, 20 May 2019
International Bureau Circular
Iraq – Reopening of the IQEBLA international
mail exchange centre

86

Dear Sir/Madam,

With reference to International Bureau circular 146 of 13 November 2017 regarding the closure of the international mail exchange centre in Erbil, the designated operator of **IRAQ**, Iraqi Post, wishes to inform the designated operators of other UPU member countries that, after addressing a number of technical issues, it has decided to reopen the international mail centre in Erbil (IQEBLA–ERBIL).

Designated operators of UPU member countries are therefore requested to send postal items addressed to Kurdistan Region to the Erbil office of exchange (IQEBLA–ERBIL) only. All postal items addressed to other regions in Iraq, including Baghdad, are to be sent, as usual, to the Baghdad office of exchange.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU | UNIVERSAL
POSTAL
UNION

Berne, 3 June 2019
International Bureau Circular
Netherlands – New IMPC codes

94

Dear Sir/Madam,

The designated operator of the **NETHERLANDS**, PostNL, would like to inform the designated operators of other Union member countries that, as from 1 July 2019, the IMPC codes NLAMSA and NLRMTA may no longer be used as the office of destination for any mail categories (A, B, C, D) or classes (C, E, U, T) to the Netherlands. From 1 July, the IMPC codes NLAMSA and NLRMTA will be replaced by the IMPC code NLHAGI.

Only surface mail dispatches arriving by sea (mail category C, transport mode 1 (sea)) may still be addressed via NLRMTA.

The latest arrival time (LAT) for NLHAGI will be the same as the current LATs for NLAMSA and NLRMTA.

The physical address of the office of exchange will remain unchanged:

Loire 1
2491 AN THE HAGUE
THE NETHERLANDS

Designated operators may contact Mr Rob Arkenbout, Operational Partnerships Manager (rob.arkenbout@postnl.nl), with any questions regarding this matter.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 17 June 2019
International Bureau Circular
Estonia – International mail processing
centre changes

103

Dear Sir/Madam,

The designated operator of **ESTONIA** would like to inform the designated operators of other UPU member countries that it is reorganizing its international mail processing centres (IMPCs) as of 1 July 2019.

The following IMPCs will be closed:

- 1 EETLLC – TALLINN EMS;
- 2 EETLLD – TALLINN PI-5 (CP);
- 3 EETLLE – TALLINN PI-9 (EMPTY BAGS).

The EETLLB IMPC (currently called "TALLINN PI-3 (CP)") will be renamed "TALLINN EXPORT" and will be used for export only.

Starting from 1 July 2019, all operators that are using the aforementioned IMPCs are asked to send their dispatches (all mail classes) to EETLLA – TALLINN IMPORT.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
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Berne, 29 July 2019
International Bureau Circular
Germany – Closure of the DEHAMB
international mail processing centre

127

Dear Sir/Madam,

The designated operator of **GERMANY**, Deutsche Post AG, would like to inform the designated operators of other UPU member countries of the closure of the HAMBURG B DEA ISPS international mail processing centre (IMPC) in Hamburg Altona (DEHAMB).

During the fourth quarter of 2019, the leasing contract for the Deutsche Post facility in Hamburg Altona, where the postal customs office is also located, will expire. Unfortunately, owing to Hamburg's urban management, it has not been possible to extend the lease and no suitable alternative locations are available.

Consequently, Deutsche Post regrets that it will no longer be able to receive and accept surface dispatches at the DEHAMB IMPC, nor will presentation to Customs be possible at that location.

The DEHAMB IMPC will therefore close, with operations to cease on 30 September 2019.

Designated operators of UPU member countries are therefore kindly asked to stop dispatching non-priority surface mail to the DEHAMB IMPC with immediate effect, in order to allow sufficient time for inbound dispatches to be processed by 30 September 2019.

Deutsche Post thanks all designated operators for their understanding in this matter and apologizes for any inconvenience these changes may cause.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
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Berne, 9 September 2019
International Bureau Circular
Iraq – International mail processing and
routeing centre

142

Dear Sir/Madam,

With reference to International Bureau circulars 146 of 13 November 2017 and 86 of 20 May 2019 regarding the closure and reopening of the international mail processing centre (IMPC) in Erbil, the designated operator of **IRAQ**, the General Post and Savings Company, wishes to inform the designated operators of other UPU member countries that the IMPC in Erbil (IQEBLA – ERBIL) has been designated for the processing and routeing of international mail originating in the Kurdistan region only.

Designated operators of UPU member countries are therefore requested to send all postal items addressed to Iraq to the IMPC in Baghdad, as follows:

IQBGWA – BAGHDAD
IQBGWB – BAGHDAD SURFACE
IQBGWC – SVLC
IQBGWD – SVCP

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU UNIVERSAL
POSTAL
UNION

Berne, 16 September 2019
International Bureau Circular
Ukraine – Update of international mail
processing centre codes

145

Dear Sir/Madam,

The designated operator of **UKRAINE**, Stock Company Ukrposhta, asks us to inform the designated operators of other UPU member countries that, on 1 August 2019, the data on Ukrposhta's international mail processing centres (IMPCs) was updated in UPU code list 108b.

Designated operators are kindly requested to refer to that code list for the updated information about Ukrposhta's IMPCs and their use.

IMPCs with the function of mail units (marked as "M") should not be used as offices of exchange of destination for international mail dispatches sent to Ukraine.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU | UNIVERSAL
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Berne, 7 October 2019
International Bureau Circular
United Kingdom – New IMPC code GBMNCA
– export only

160

Dear Sir/Madam,

The designated operator of the **UNITED KINGDOM**, Royal Mail Group, would like to inform the designated operators of Union member countries of the following change effective 12 September 2019.

To improve the service levels for export items, Royal Mail is setting up a new international mail processing centre code GBMNCA for items dispatched to a small number of restricted destinations. This new office of exchange will be for exporting EMS and parcels from the United Kingdom only, and will not be able to accept any import parcels.

Contact for any clarifications: Mr Sebastien Potts, International Mail Service Manager (Sebastien.Potts@Royalmail.com).

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UPU | UNIVERSAL
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Berne, 7 October 2019
International Bureau Circular
France – Update of IMPC codes for
extraterritorial offices of exchange

163

Dear Sir/Madam,

The designated operator of **FRANCE**, La Poste, wishes to inform the designated operators of other UPU member countries that the international mail processing centre (IMPC) codes of its extraterritorial offices of exchange in Germany and the United Kingdom will change as of 1 October 2019.

In Germany, the IMPC code DEDIEF will be replaced by DEDIEY. In the United Kingdom, the IMPC code GBHOUD will be replaced by GBHOUY.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UNIVERSAL
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Berne, 7 October 2019
International Bureau Circular
France – IMPC codes for inbound letter-post
dispatches **165**

Dear Sir/Madam,

The designated operator of **FRANCE**, La Poste, wishes to inform the designated operators of UPU member countries that the international mail processing centre (IMPC) code for all letter-post dispatches coming from abroad (inbound) to France will change as of 22 October 2019.

From that date onwards, designated operators should send letter-post dispatches (class U) destined for France to **FRROIC**.

The IMPC code for outbound letter-post dispatches (class U) from France to other countries remains unchanged.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations

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UNIVERSAL
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Berne, 25 November 2019
International Bureau Circular
Indonesia – Changes to offices of exchange **193**

Dear Sir/Madam,

The designated operator of **INDONESIA**, Pos Indonesia, would like to inform the designated operators of Union member countries that Pos Indonesia has been restructuring its operational processes at the office of exchange (OE) in Jakarta, effective from 28 October 2019, as follows:

IMPC code/name	Mail flows	Mail categories	Mail classes
IDJKA/Jakarta Soekarno-Hatta OE	Outbound	Airmail S.A.L.	Letter post Parcel post EMS Empty bags
IDJKB/Jakarta Tanjung Priok OE	Outbound	S.A.L. Surface	Parcel post Empty bags
IDJKC/Jakarta Mail Processing Centre OE	Inbound	Airmail S.A.L. Surface Priority surface	Letter post Parcel post EMS Empty bags

The OEs with International Mail Processing Centre (IMPC) codes IDSUBA, IDMAKA, IDBPNA and IDPKUA are no longer to be used as the office of destination for any mail categories (A,B,C,D) or classes (C,E,U,T) to Indonesia.

Designated operators may contact Mr Ahmad Setiadi, Manager of the International Processing and Transportation Service (ahmad.setiadi@posindonesia.com.id), with any questions regarding this matter.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations



UPU | UNIVERSAL
POSTAL
UNION

Berne, 16 December 2019
International Bureau Circular
Netherlands – IMPC codes

204

Dear Sir/Madam,

The designated operator of the **NETHERLANDS**, PostNL, would like to inform the designated operators of other UPU member countries that, following the relocation of its offices of exchange, **NLHAGI** (Den Haag Inbound) is the IMPC code to be used for all dispatches to the Netherlands (see circular 94 of 3 June 2019).

The office used for dispatches arriving by sea, NLRMTA, will be closed on 31 December 2019. As of 1 January 2020, dispatches arriving by sea should also be sent to NLHAGI (Den Haag Inbound).

PostNL continues to receive dispatches sent to IMPC code NLAMSA, which is no longer valid for inbound mail flows. All mail should be sent to NLHAGI (Den Haag Inbound).

As of 1 January 2020, the following IMPC codes will be used for outbound mail flows: NLHAGA, NLHAGB, NLHAGD, NLHAGE, NLHAGF, NLHAGO and NLHAGS.

Designated operators may contact Mr Rob Arkenbout (rob.arkenbout@postnl.nl) or Mr Kees Bak (kees.bak@postnl.nl) with any questions regarding this matter.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations