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User Manual

Supplementary Remuneration for Additional Services
– Registered, Insured and Express items

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1 Main elements of the programme

1.1 Regulatory framework

Based on article 27.8 of the Universal Postal Convention, the 2010 Postal Operations Council (POC) approved changes to the Letter Post Regulations introducing supplementary remuneration for registered, insured and express services. The mandating articles from the Letter Post Regulations (articles 213bis and 213ter) are provided below:

Article RL 213bis

Supplementary remuneration for additional service features for registered, insured and express items

1 General principles

1.1 The remuneration provided for in article 27.8 of the UPU Convention in respect of registered or insured items may be supplemented for designated operators opting to associate the remuneration of these items with the offer of additional service features in their relations with other designated operators that also opt to associate the remuneration of these items with the offer of additional service features. In order to qualify for the supplementary remuneration, participating designated operators must fulfil the conditions for each category of items defined in paragraphs 2 and 3.

1.2 Similarly, the per item terminal dues remuneration for express items, which is calculated in accordance with article 28.4 to 8 for the designated operators in the target system, and with article 29.3 for the designated operators in the transition system, may be supplemented for designated operators opting to associate the remuneration of these items with the offer of additional service features in their relations with other designated operators that also opt to associate the remuneration of these items with the offer of additional service features. In order to qualify for the supplementary remuneration, participating designated operators must fulfil the conditions for this category of items defined in paragraphs 2 and 3.

2 Additional service features

2.1 In order for designated operators opting to associate the remuneration of registered, insured or express items with the offer of additional service features to qualify for supplementary remuneration, they should accompany the service for these items with the following service features.

2.1.1 UPU standard S10 barcode

2.1.1.1 The outward registered, insured or express items should carry a barcoded identifier compliant with the S10 UPU standard.

2.1.2 Electronic transmission of information for outward items

2.1.2.1 The information from the mandatory tracking events of outward items (EMC) should be transmitted to the participating designated operators of destination as soon as the dispatch is closed and sent. The required data elements are defined in article RL 185bis.1.1.

2.1.3 Electronic transmission of information for inward items

2.1.3.1 The information from the mandatory tracking events for inward items (EMD, EMH and EMI) should be transmitted to the participating DOs of origin within the timeframe and the quality targets defined in paragraph 3. The required data elements are defined in article RL 185bis.1.1.

3 Deadlines for transmission and quality targets

3.1 In order for the inward registered, insured or express items to qualify for supplementary remuneration in a relation between a designated operator of origin and destination which meet the conditions set in paragraph 2, the designated operator of destination should observe (in this specific relation) the following targets associated with the transmission of item scanning event information:

3.1.1 Seventy percent of items that receive an EMC (departure from office of exchange) event should have both of the following:

- 3.1.1.1 Eighty percent of the items should have an EMD event transmitted within 72 hours of the event time and date; and
 - 3.1.1.2 Eighty percent of the items should have either or both an EMH (unsuccessful delivery attempt) and EMI (final delivery) event, each transmitted within 120 hours of the event time and date.
- 4 Amount of the supplementary remuneration
 - 4.1 For the total number of inward registered, insured or express items in each category exchanged on a given relation between designated operators for which the conditions defined in paragraph 2.1.3.1 and the quality targets defined in paragraph 3 are met, a supplementary remuneration of 0.5 SDR per item will be paid by the designated operator of origin to the designated operator of destination.
- 5 Communication of the offer of additional service features
 - 5.1 The offer of additional service features associated with supplementary remuneration shall be notified to the International Bureau. Relevant information will be presented in the Letter Post Compendium. The reporting and payment of the additional remuneration shall be effective the first quarter after the date of notification but not within less than two months after the date of notification.

Article RL 213ter

Measurement of performance. Reporting and validation

- 1 Measurement
 - 1.1 The performance against quality targets referred to in article RL 213bis shall be measured by a suitable recognized system, which shall make use of the scanning information transmitted.
 - 1.2 Monthly and yearly reports shall be produced and shall be communicated to the designated operators concerned.
- 2 Reporting
 - 2.1 The reports shall present the performance in the transmission of scanning information for the inward items received by each designated operator in its relation with each of the other participating designated operators.
 - 2.2 The International Bureau shall complement the final annual report with a list of relations by category of items on which the inward items qualify for the supplementary remuneration. This shall be communicated to the designated operators concerned by the end of the following January. The reports shall be considered as final if no query has been received by the end of February.
- 3 Treatment of queries
 - 3.1 Designated operators may query the results by bringing evidence to the International Bureau. The POC shall make a decision based on an evaluation carried out by the International Bureau.
- 4 Costs
 - 4.1 The costs of administering these additional service features shall be borne by the participating designated operators.

1.2 UPU conditions governing the supplementary remuneration programme

1.2.1 Purpose of the programme

This programme has been established to give participating designated operators (DOs) the opportunity to exchange barcode scanning data with other participating DOs in order to improve customer visibility, operational visibility and customer service for registered items, express items and/or insured items. If certain

quality targets and conditions are met, then each of the participating DOs can qualify to receive remuneration associated with the inward scanning services that have been provided over the course of the calendar year.

1.2.2 *Options for participation in the programme*

Participation in this scanning programme is voluntary. If a DO wishes to participate, then there are three individual options, and a DO may elect to participate in one, two or all three options:

- a A DO may elect to participate in the programme for exchange of scanning data for registered items;
- b A DO may elect to participate in the programme for exchange of scanning data for express items; and/or
- c A DO may elect to participate in the programme for exchange of scanning data for insured items.

1.2.3 *Conditions of participation in the programme*

Reciprocity principle

If a DO elects to participate in any one of the scanning programmes for registered, express or insured items, then within each option, the DO will be expected to provide both inbound scanning and outbound scanning services as described in the regulations.

In practice, this means that for each service in which the DO elects to participate, the DO must as a minimum offer the inbound scanning service. If the DO offers its customers the outbound service, then the DO must also offer the outbound scanning service to the other participating DOs. If the DO does not offer its customers the outbound service (express and insured items only, since registered service is mandatory for all DOs), then an exception to the reciprocity principle is permitted.

Additional service features

For whichever of the three services in which a DO elects to participate, there are three service features that must be provided in order to qualify for remuneration:

- Outward registered, express or insured items must carry a barcode identifier that is compliant with the UPU S10 standard;
- Outward registered, express or insured items must be scanned at time of dispatch, and the scan information provided to the International Bureau (IB); and
- Inward registered, express or insured items must be scanned at time of arrival and at time of delivery, and the scan information provided to the IB.

1.2.4 *Quality targets*

In order to qualify for remuneration for each of the services in which the DO elects to participate, certain quality targets must be met for the calendar year in question. These targets apply to the destination DO. The DO of destination should observe the following targets associated with the transmission of item scanning information:

- 70% of items that receive an EMC (departure from office of exchange) event should have both of the following:
 - 80% of the items should have an EMD event transmitted within 72 hours of the event time and date; and
 - 80% of the items should have either or both an EMH (unsuccessful delivery attempt) and EMI (final delivery) event, each transmitted within 120 hours of the event time and date.

1.2.5 *Number of items qualifying for supplementary remuneration*

If the destination DO provides the additional service features described above and meets the quality targets described above for a particular service for the calendar year in question, then it will qualify to receive remuneration for that service.

The number of inward items that qualify for remuneration will then be determined. This determination will be based on the requirement in the regulations for inward items to receive both an arrival and delivery scan, and to have these scans transmitted within the specified deadlines. All inward items that receive both the arrival and delivery scans, and which have these scan data transmitted on time, will be eligible for remuneration.

1.2.6 *Amount of remuneration*

For the calendar year in question, and for each service for which the service features have been provided and for which the quality targets have been met, the destination DO will be eligible to receive from the origin DO the sum of 0.5 SDR for each of the inward items for which the arrival and delivery scanning conditions were met.

1.2.7 *Measurement, reporting, queries and costs*

In order to measure performance against the quality targets, a suitable recognized reporting system has been put in place to collect and store scanning data transmitted, as well as to report monthly and yearly performances of the participating DOs.

The reports will present the performance in the transmission of scanning information for the inward items received by each DO in its relations with each of the other participating DOs. Designated operators may query the results by bringing evidence to the IB. The POC will make a decision based on an evaluation carried out by the IB.

1.2.8 *Obligation to provide scanning data to the UPU*

Each DO that elects to participate in one or more of the registered, express or insured services will be obliged to also provide all of the mandatory scanning data that it collects for these services to the UPU on a timely basis, as specified in the regulations. As DOs currently entrust their scanning data to various different organizations, it is necessary to oblige them to make these data available to the UPU.

If a participating DO is not currently maintaining its scanning data at the UPU Postal Technology Centre (PTC), then it must complete a form authorizing the organization that currently maintains the data to transfer these data to the PTC on a regular and timely basis.

1.2.9 *Example of the application of the provisions in article RL 213bis*

- a) Country A's DO and country B's DO have elected to participate in the reciprocal exchange of scanning data for registered items.
- b) During the course of the year, each country provides outward (EMC) scan event data to the IB for its outward registered items based on the use of S10 barcode identifiers, and each DO provides inward (EMD, EMH and EMI) scan event data to the IB for its inward registered items.
- c) Country B receives 100 registered items from country A in the calendar year 2011. Out of the 100 items, 80 receive an EMC (departure from outward office of exchange) event in country A. In country B, the scanning and transmission of destination events are performed as follows:
 - Of the 80 items with an EMC event, 70 items have an EMD (arrival at inward office of exchange) event transmitted within 72 hours of the event time and date.
 - Of the 80 items with an EMC event, 65 items have either or both an EMH (attempted/ unsuccessful delivery attempt) and EMI (final delivery) event, each transmitted within 120 hours of the event time and date.
 - Sixty-eight items also have an EMD (arrival at inward office of exchange) event transmitted within 72 hours of the event time and date and either or both an EMH

(attempted/unsuccessful delivery attempt) and EMI (final delivery) event, each transmitted within 120 hours of the event time and date.

In order for country B to qualify for supplementary remuneration, the following two quality targets must be met:

- an EMD (arrival at inward office of exchange) event transmitted within 72 hours of the event time and date for 80% of 70% of the items that received an EMC (departure from outward office of exchange) event in country A, i.e. $80 \text{ items} \times 0.70 \times 0.80 = \text{minimum of } 44.8 \text{ items}$, and
- either or both an EMH (attempted/unsuccessful delivery attempt) and EMI (final delivery) event, each transmitted within 120 hours of the event time and date for 80% of 70% of the items that received an EMC (departure from outward office of exchange) event in country A, i.e. $80 \text{ items} \times 0.70 \times 0.80 = \text{minimum of } 44.8 \text{ items}$.

In this case, it can be seen that:

- Country B has actual on-time transmission of EMD events for 70 items. This is higher than the minimum of 44.8 items. Therefore it has met the first condition.
- Country B also has on-time transmission of EMH or EMI events for 65 items. This is higher than the minimum of 44.8 items. Therefore it has met the second condition.
- d) Based on the above information, it can also be seen that the number of items which received both on-time arrival scans and on-time delivery scans is 68 items. Therefore, the number of items qualifying for remuneration is 68 items.
- e) Therefore, as country B has qualified for supplementary remuneration, and 68 items have D and H or I scans transmitted on time, country B is then eligible for supplementary remuneration which is calculated as follows:
 $0.5 \text{ SDR} \times 68 \text{ registered items} = 34.00 \text{ SDR}$.

1.3 General rules of participation

Participation

A designated operator may elect to participate in the supplementary remuneration programme by selecting at least one of the additional services for participation. The designated operator wishing to participate in the UPU supplementary remuneration programme must give notice of its intention to the IB Secretariat.

Multilateral agreements

DOs participating in multilateral agreements of postal operators outside the UPU are also invited to participate in the programme. In accordance with the Constitution and the General Regulations, members are free to conclude multilateral agreements. However, participation in the UPU programme can by no means be made conditional on participation in such multilateral agreements.

DOs participating in multilateral agreements can elect not to disclose data exchanges with other participants in the same multilateral agreement. In this situation, the DO elects to disclose the scanning data in the UPU programme to the extent that it does not concern exchanges between the participants in the multilateral agreement. Participants in multilateral agreements should inform the IB of this request.

Participation and provision of scanning data

If a DO elects to participate in any one of the scanning programmes for registered, insured or express items, then within each option, the DO will be expected to provide both inbound scanning and outbound scanning events as described in the regulations. For each service in which the DO participates, the DO must at a minimum offer the inbound scanning service. If the DO offers its customers the outbound service, then the DO must also offer the outbound scanning service to the other participating DOs.

The scanned data is collected by the PTC, which manages the database systems. For each service in which a DO elects to participate, the DO will in principle be obliged to exchange the scanning information with every other participating DO through the PTC. This includes data currently maintained by organizations other than the PTC, which should be transferred on a regular basis to the PTC.

However, instead of full participation, a DO can decide to extend its participation to a selection of mail flows. On the basis of the reciprocity principle the exchange of scanning data through the PTC, the reporting and the qualification for supplementary remuneration would be limited to the selected mail flows only. At the start of its participation, the DO indicates with which of the UPU system participants it wishes to exchange scanning data for quality of service reporting and supplementary terminal dues purposes.

2 Basic principles

2.1 Service indicators

In order to distinguish between letter items, the service indicator, comprising the first two characters of the S10 identifier, will be used.

Based on the UPU Standard 124 code list (www.upu.int/nc/en/activities/standards/code-lists/standards-code-lists-detailed-page/showuid/4178/pointer/1.html), the assignment is as follows:

<i>Letter type</i>	<i>Service indicators</i>
Registered letters	RA–RZ
Insured letters	VA–VZ
Express letters	LA–LZ

Letter items having a service indicator other than those listed above will not be covered by this report; items having service indicators other than the ones in the table above will not show up in the evaluation reports.

2.2 Calculation of transmission time

For the arrival time of the message, the real physical arrival time on the network will be used (timestamp). This time will be "converted" back to local time using the time zone of the exchange office (OE) scanning the C (for outbound) or D (for inbound) as reference. Therefore the office's time zone (+DST) must be known. This method is the same as used by EMS.

NB. – This approach requires the maintenance of OE time zones by the IB. The timestamp for non-POST*Net countries (GXS) must be provided.

2.3 Cut-off date

A cut-off date is the day in the month for which incoming EDI data will not be considered for items "belonging" to the report month. Given the nature of sending items and EDI transmissions (it will take time to deliver), operators should be given additional time in the following months to receive and deliver letter items and to transmit the respective EDI information.

Events that reach the system after the cut-off date will not be included in the performance reports for the report month.

The cut-off date for the letter report will be two months (end of month) after the end of the report month (C event date).

<p>Remark: At the cut-off date the reports will be generated and archived: subscriber operators will receive the generated reports by e-mail and can access the archived PDF via the QCS web interface.</p>
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2.4 Performance levels

To calculate the possible supplementary remuneration of items, a two-way approach is used. First, the overall performance for all items from the sending to the receiving operator will be evaluated. If the receiving operator matches the criteria, individual items will be evaluated, if they qualify for supplementary remuneration. For these qualifying items the remuneration supplement will be calculated.

Operator-to-operator performance level

To evaluate whether the DO qualifies for supplementary remuneration, the following criteria will be used.

<i>Product requirements description</i>	<i>QCS ratio</i>	<i>Threshold level</i>
Checklist of items sent by the DO: – Did the sending DO use S10 barcode? () Yes () No – Did the sending DO provide outbound scans of C events to the central database? () Yes () No	 Yes Yes	At least one outbound scan (EMSEVT C) to each partner operator during the reporting month
Seventy percent of all items received from country A with an outbound scan event provided to the central database receive an inbound arrival scan transmitted to the central database within 72 hours of the event.	(D <= 72 hrs)/C	Minimum 80% (Resulting in 56% of all items received from country A)
Seventy percent of all items received from country A with an outbound scan event provided to the central database receive a corresponding delivery scan event transmitted to the central database within 120 hours of the event.	(H/I <= 120 hrs)/C	Minimum 80% (Resulting in 56% of all items received from country A)

2.5 Compensation rates

The supplementary remuneration amount will be 0.50 SDR per item. Items qualifying for supplementary remuneration will be those having a D scan transmitted to the central database within 72 hours and an H/I scan transmitted to the central database within 120 hours of the respective scan events.

Whenever there are changes in the rates, the PTC needs to be informed and the rates will be updated accordingly.

2.6 Reporting period

The reporting period determines the time span for which the items will be selected to show up in the report.

<i>Period</i>	<i>Data included</i>
Monthly	Data affected by the reporting month only
Year to date (YTD)	Aggregation of monthly data from the beginning of the year up to the report month (inclusive)

2.7 Ratio calculation

All ratios in the letter measurement reports will be *item specific*:

- *Item specific*: We measure single events that can be linked to individual items. This means that events sent multiple times will be linked to the respective item based on the item ID. Multiple events will not lead to duplicate counting.

3 Reports

One report needs to be created:

- *Letters measurement and accounting simulation reports*: The performance of each operator in its relations with its partner plus the calculation of the potential remuneration each operator may have to pay or to receive from its partner operator.

3.1 General

The reports will follow the general layout of QCS reports (for example parcel reports).

For this report, it will be permitted to choose the reporting month and the reporting period (monthly or year to date).

The report will be split into two general sections – *inbound* and *outbound*. An additional sub-grouping by service type (express, insured and registered) will be performed under the outbound and inbound section.

IMPORTANT: *Recorded letters and letter items other than express, insured, registered will not be covered by the reports: items having these service indicators will not show up in the report.*

This will lead to the following report structure:

- Inbound item report
 - Express
 - Insured
 - Registered
- Outbound item report
 - Express
 - Insured
 - Registered

The example below shows the column headers for the three letter services (registered, insured, express):

Express:

A18 - Outbound Letters Accounting Simulation Report, March 2009

Express	Items	Scanning performance	Transmission performance (%)	Target met	Overall compensation calculation
Requirement			70% 80%	80%	

Insured:

A18 - Outbound Letters Accounting Simulation Report YTD, March 2009

Insured	Items	Scanning performance	Transmission performance (%)	Target met	Overall compensation calculation
Requirement			70% 80%	80%	

Registered:**A18 - Outbound Letters Accounting Simulation Report YTD, March 2009**

Registered	Items	Scanning performance	Transmission performance (%)	Target met	Overall compensation calculation

3.2 Letters measurement and accounting simulation report

This report will be specific and dedicated only to the operators participating in the letter-post scanning programme. It will show the overall (aggregated) item performance for incoming and outgoing items according to service type and each partner operator participating in the letter-post scanning programme.

We can distinguish between the "monthly" and "year to date" letters measurement reports.

The two reports will have the same structure and layout, but the period selected will be different. In the following paragraphs, the two reports will be treated as one, except that two reports with different periods are created.

From the layout, the two versions (monthly and YTD) will look the same, except that some labels are adapted and the figures reflect the respective period.

The report will be divided into an inbound/outbound section and sub-grouped by the letter service types.

For both directions, the selection criteria for outbound event scans will be the *item send date*: the last C event date of the items will be used; for example, if an item has been sent in January (C event) and the received event (D event) in February or later, the item will be considered for the ratios in the January report.

IMPORTANT: the *item send date* is the one recorded for the last outbound event (A, B, C).

3.3 Inbound report section

The inbound report section will group all items that are received by the destination operator. It will list all partner operators that have sent items to the destination operator.

The layout of the report will be as follows:

ABC - Inbound Letters Accounting Simulation Report, July 2011

Express	ABC provided at least 1 item		Items C Scans	Performance thresholds		Criteria met	Accounting simulation		
	S10 compliant	with C scan		D <= 72 hrs over C	H or I <= 120hrs over C		Items qualifying for compensation D <= 72h + HI <= 120h	Rate per item(SDR)	Potential compensation (SDR)
CDE	Yes	Yes	100	80	70	Yes	74	0.5	37
EFG	Yes	Yes	150	90	80	No		0.5	
FGH	No	Yes	100	75	71	No		0.5	
GHI	Yes	Yes	122	100	101	Yes	90	0.5	45
HIJ	No	Yes	203	101	80	No		0.5	
IJK	No	No	20	3	3	No		0.5	
JKL	Yes	Yes	305	210	205	Yes	200	0.5	100
KLN	Yes	Yes	22	18	17	Yes	16	0.5	8
Totals			1022	677	627		380	0.5	190

This will lead to the following columns and calculations:

<i>Section</i>	<i>Column name</i>	<i>Description</i>
	Items received from	The sender operator from which the destination operator has received the letter items.
	(Operator) uses S10 barcode for item sender	Set to Yes if the destination operator provided at least one S10-compliant outbound scan to item sender operator during the reporting month.
	(Operator) provides outbound scans for item sender	Set to Yes if the destination operator provided at least one outbound scan (EMSEVT C) to item sender operator during the reporting month.
Items	C items (reference items)	Total number of items with event C sent by the sender operator having the item send date during the selected period. These items will be the reference for checking if the QS objectives are met.
	D <= 72 hrs over C	Out of the C items above (reference items) this column shows the percentage of all D events (first D event in case of duplicates) sent within 72 hours. For calculation method refer to: 2.2 – Calculation of transmission time
Performance thresholds	H or I <= 120 hrs over C	Out of the C items above (reference items) this column shows the percentage of all H/I events (first H or I event in case of duplicates) sent within 120 hours. For calculation method refer to: 2.2 – Calculation of transmission time
	Criteria met	If the inbound operator meets the criteria and reaches the threshold detailed in "2.4 – Operator to Operator performance level" for items from the partner operator this column will show "Yes" and the background will be coloured green. If the criteria are not met it will show "No" and the background will be red.
Accounting simulation	Items qualifying for compensation D <= 72h + HI <= 120h	If the destination operator qualifies for compensation from the partner this column shows the number of items qualifying for compensation, namely the inward items having both D and H/I events transmitted on time (D<=72h and HI <= 120h, respectively), regardless of whether these items have C events transmitted. Consequently, the number of items qualifying for compensation may be higher than the number of items with C events in some cases. If the criterion is not met, this column will be blank even if there can be items having both D and HI events transmitted on time (D<=72h and HI <= 120h)
	Rate per item (SDR)	Supplementary remuneration in SDR (0.5 SDR as of January 2011)
	Supplementary remuneration (SDR)	If the destination operator qualifies for compensation from the partner this column shows the supplementary remuneration in SDR. If operator qualifies: Supplementary remuneration = Items qualifying for compensation * Rate per item Otherwise, compensation = 0.00 SDR

IMPORTANT NOTE:

The following criteria will be used to check compliance with the S10 standard:

- 1 ItemID must have 13 characters with the following structure:

Character No	Data format	Component
1 and 2	a2	Service indicator
3 to 10	n8	Serial number
11	n1 or a1	Check digit or check digit absence indicator
12 and 13	a2	Country code

3.4 Outbound report section

The outbound report will be similar to the inbound section of the report, except that sender and recipient are switched. For the ratios, the last C event date of the items will remain as the selection criterion for the period; this is different from the current parcel report, which uses, also for the ratios, the item sent date (for outbound events) and item received date (for inbound events).

The layout will be as follows:

ABC - Outbound Letters Accounting Simulation Report, July 2011

Express	Item recipient sent at least 1 item to ABC		Items	Performance thresholds		Criteria met	Accounting simulation		
	S10 compliant	with C scan		C Scans	D ≤ 72 hrs over C		H or I ≤ 120hrs over C	Items qualifying for compensation D ≤ 72h + HI ≤ 120h	Rate per item(SDR)
CDE	Yes	Yes	112	10	10	No		0.5	
EFG	Yes	Yes	250	220	230	Yes	200	0.5	100
FGH	No	No	120	75	71	No		0.5	
GHI	Yes	Yes	322	300	101	No		0.5	
IJK	No	No	85	79	81	Yes	75	0.5	40
JKL	Yes	Yes	215	210	205	Yes	210	0.5	110
Totals			912	800	715		490	0.5	250

4 Generation of reports

Once the cut-off date for a report month has been reached, the PTC will generate the reports (for both monthly and YTD) and send them the C 1 PDMG Secretariat via e-mail. Users must sign up to the supplementary remuneration program to be eligible to receive the letter measurement and accounting simulation report. As the reports are specific to each operator and might contain confidential information these reports will be sent only to these operators. The C 1 PDMG Secretariat will maintain the list of subscribed users and will send regular updates before the cut-off date.

Cut-off day

The cut-off day of the letter report in this current version will be two months after the end of the month being reported. Taking the C event into consideration, the receiving operators will have at least two full calendar months to deliver the items and send the corresponding events. Once the report has been generated, new events concerning these items will not be taken into consideration.

The report will be created two months after the reporting period. This means that if you want to create the January report you will have to wait two full calendar months to allow the items to be delivered and the events to arrive. So the January report can be run in April.

4.1 Report format

The reports will be sent out in PDF format.

4.2 Authorized users

Authorized users can be allowed to retrieve the letter reports from within QCS. For this, the "saved" letter report will be retrieved and provided to the user.

5 Anomalies in the reports (problem escalation)

Point of contact

In case of discrepancies in the figures in the report, a designated operator is required to first contact the person responsible for the letter report within the measurement system provider. This responsible person will then try to resolve the technical issues. In cases where the operator is not satisfied with the technical solution, it may make a request for review to the C 1 PDMG Secretary. The Secretary should take the necessary measures to ensure that the request is properly assessed by the C 1 PDMG, which should issue a recommendation to C 1 for decision. Issues arising within multilateral agreements outside of the UPU cannot be dealt with in this way.