

## Instructions for completing the flow survey forms

1 The objective of the flow study is to collect information in support of the work on the development of future proposals for an integrated remuneration system (IRS) in accordance with Abidjan Congress resolution C 13/2021. The information is essential to obtain a representative picture of postal exchanges to, from and between the different groups of the UPU classification system for terminal dues and Quality of Service Fund (QSF) purposes.

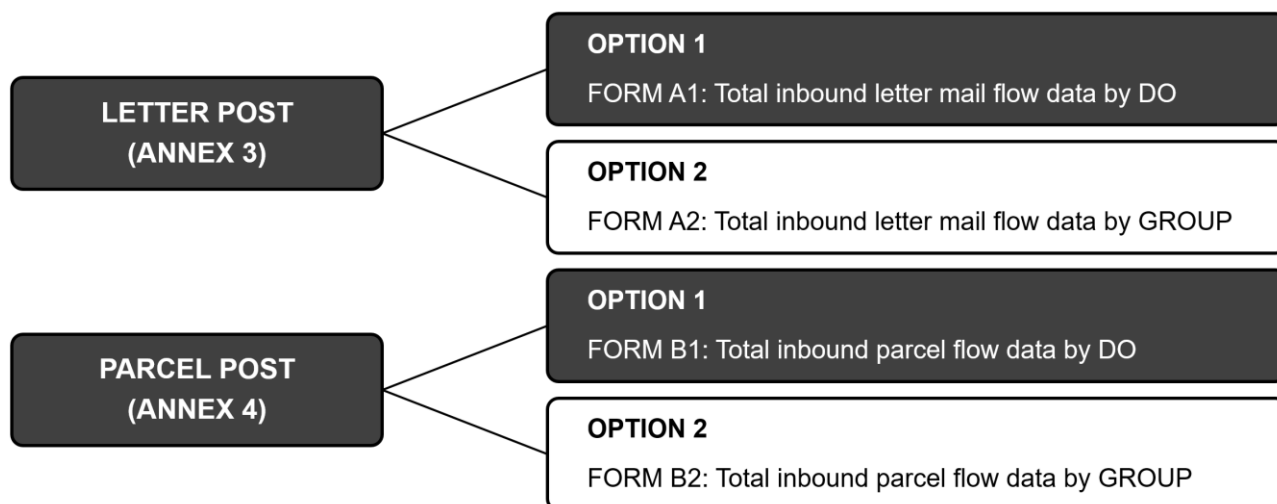
2 The flow study is structured in two main sections, i.e. flow data forms for the letter-post service and for the parcel-post service.

3 For each of these services (letter post and parcel post), total inbound volume data will be collected for each designated operator (DO) flow or for each group (see § 6 onwards) for the 2023 calendar year. Should the data for 2023 not be available at the time of completion of the survey forms, please provide the data for the most recent calendar year available and specify the year in each of the completed survey forms (Annexes 3 and 4).

4 Respondents will have the choice of completing the forms on the basis of inbound flow data separated by DO (Option 1) or by group (Option 2).

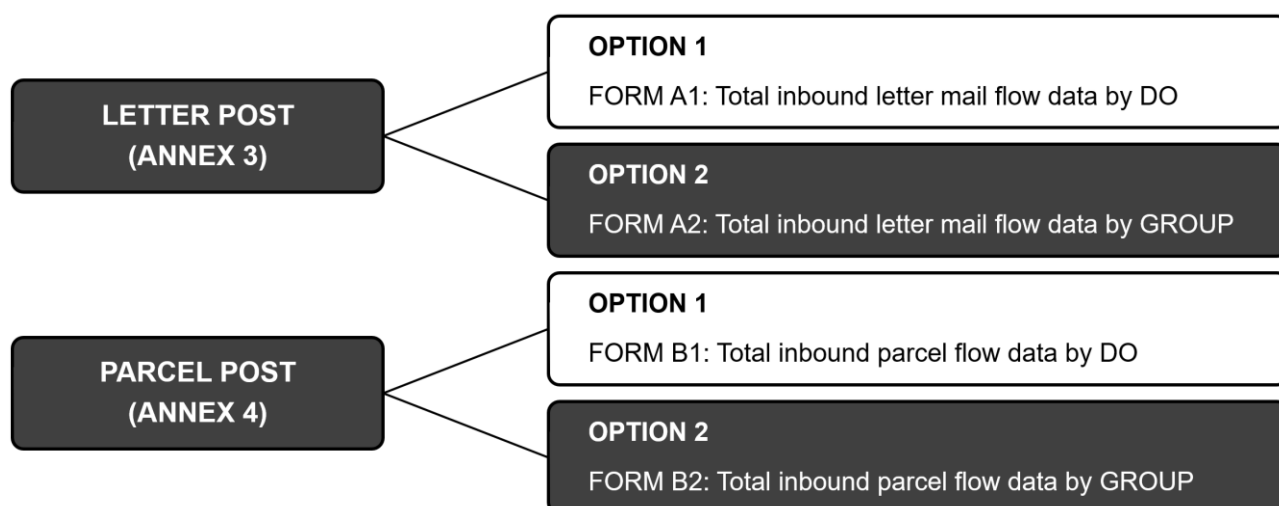
### *Option 1 – Providing flow data by designated operator*

5 Respondents are encouraged to choose this option as it provides the possibility for further analysis, e.g. flow analysis by geographical region. Under this option, the annual inbound volume data is specified for each DO separately. The respondent completes the following forms (shaded):



### *Option 2 – Providing flow data by group*

6 The groups refer to the groups of the UPU classification system for terminal dues and QSF purposes. A list of these groups is provided in Annex 2. Respondents providing data by group should report flow data of least developed countries (LDCs) separately from the other group IV countries, as indicated in the forms to be completed under this option (shaded):



### Annex 3 – Letter-post flow data

7 The following instructions concern FORMS A1 and A2 provided in Annex 3 of the survey.

#### Total inbound letter-post flow data (FORMS A1, A1.1 and A2)

8 Respondents are requested to complete and return only one of the two forms, according to whether the letter-post flow data is provided by DO (FORM A1) or by group of countries (FORM A2). The following data is to be provided through the survey:

Worksheets: A1_Letters_DO_Total and A2_Letters_GROUP_Total		
	Field	Description
	DO code	DO code already provided (FORM A1 only).
	Name	English name already provided (FORM A1 only).
	Classification	Country classification already provided.
(1)	Priority mail (kg)	FORM A1: Fill in the total number of kilogrammes received from this DO for priority mail, comprising mail categories: A – Airmail or priority mail; and D – Priority mail sent by surface transportation (optional code); the weight data should be based on the information received in PREDES messages subject to terminal dues. FORM A2: Same information as in FORM A1, but by group.
(2)	Tracked mail (UX dispatches) (kg)	FORM A1: Fill in the total number of kilogrammes received from this DO for tracked mail (UX dispatches); the weight data should be based on the information received in PREDES messages subject to terminal dues. FORM A2: Fill in the total number of kilogrammes received by group for tracked mail (UX dispatches); the weight data should be based on the information received in PREDES messages subject to terminal dues.
(3)	Registered mail (UR dispatches) (kg)	FORM A1: Fill in the total number of kilogrammes received from this DO for registered mail (UR dispatches); the weight data should be based on the information received in PREDES messages subject to terminal dues. FORM A2: Fill in the total number of kilogrammes received by group for registered mail (UR dispatches); the weight data should be based on the information received in PREDES messages subject to terminal dues.
(5)	Non-priority mail (kg)	FORM A1: Fill in the total number of kilogrammes received from this DO for non-priority mail, comprising mail categories: B – S.A.L. mail/non-priority mail; and C – Surface mail/non-priority mail; the weight data should be based on the information received in PREDES messages subject to terminal dues. FORM A2: Same information as in FORM A1, but by group.

<i>Worksheets: A1_Letters_DO_Total and A2_Letters_GROUP_Total</i>		
	<i>Field</i>	<i>Description</i>
(7)	Tracked mail (UX dispatches) (items)	FORM A1: Fill in the total number of items received from this designated operator for tracked mail (UX dispatches).  FORM A2: Fill in the total number of items received by group for tracked mail (UX dispatches).
(8)	Registered mail (UR dispatches) (items)	FORM A1: Fill in the total number of items received from this DO for registered mail (UR dispatches).  FORM A2: Fill in the total number of items received by group for registered mail (UR dispatches).

- 9 Furthermore, respondents are requested to observe the following criteria for providing mail flow data:
- For UY dispatches (i.e. those “reserved for multilateral usage within designated projects”): use UX if the service includes tracking, UR if the service includes signature, and UR if the service includes both tracking and signature;
  - Include mail flows received from extraterritorial offices of exchange (ETOE), as well as mail settled outside the UPU framework (multilateral or bilateral agreements);
  - Data must include bulk mail. However, M bags, international business reply service (IBRS) and mail exempt from terminal dues are not to be included;
  - If data for 2023 is not available, use the most recent calendar year for which the data is available (and indicate the year used).

#### *Annex 4 – Parcel-post flow data*

10 The following instructions concern FORMS B1 and B2 provided in Annex 4 of the survey. Respondents are requested to complete and return *only one* of the two forms, according to whether the parcel flow data is provided by DO (FORM B1) or by group of countries (FORM B2). The following data is to be provided through the survey:

<i>Worksheets: B1_Parcels_DO_Total and B2_Parcels_GROUP_Total</i>		
	<i>Field</i>	<i>Description</i>
	ISO code	DO code already provided (FORM B1 only).
	Name	English name already provided (FORM B1 only).
	Classification	Country classification already provided.
(1)	A: Airmail priority (kg)	FORM B1: Fill in the total number of kilogrammes received from this DO for A: Airmail priority subject to inward land rates (ILRs).  FORM B2: Same information as in FORM B1, but by group.
(2)	B: S.A.L. non-priority (kg)	FORM B1: Fill in the total number of kilogrammes received from this DO for B: S.A.L. non-priority; the weight data should be based on the information received in PREDES messages subject to ILRs.  FORM B2: Same information as in FORM B1, but by group.
(3)	C: Surface non-priority (kg)	FORM B1: Fill in the total number of kilogrammes received from this DO for C: Surface non-priority; the weight data should be based on the information received in PREDES messages subject to ILRs.  FORM B2: Same information as in FORM B1, but by group.
(4)	D: Surface priority (kg)	FORM B1: Fill in the total number of kilogrammes received from this DO for D: Surface priority; the weight data should be based on the information received in PREDES messages subject to ILRs.  FORM B2: Same information as in FORM B1, but by group.

<i>Worksheets: B1_Parcels_DO_Total and B2_Parcels_GROUP_Total</i>		
	<i>Field</i>	<i>Description</i>
(5)	A: Airmail priority (No. of parcels)	FORM B1: Fill in the total number of items received from this DO for A: Airmail priority. FORM B2: Same information as in FORM B1, but by group.
(6)	B: S.A.L. non-priority (No. of parcels)	FORM B1: Fill in the total number of items received from this DO for B: S.A.L. non-priority. FORM B2: Same information as in FORM B1, but by group.
(7)	C: Surface non-priority (No. of parcels)	FORM B1: Fill in the total number of items received from this designated operator for C: Surface non-priority. FORM B2: Same information as in FORM B1, but by group.
(8)	D: Surface priority (No. of parcels)	FORM B1: Fill in the total number of items received from this DO for D: Surface priority. FORM B2: Same information as in FORM B1, but by group.

11 Furthermore, respondents are requested to observe the following criteria for providing parcel flow data:

- For designated operators that do not separate their flows into the four product definitions or into priority and non-priority, please indicate the weight of your airmail and surface (including S.A.L.) flows;
- If data for 2023 is not available, use the most recent calendar year for which the data is available (and indicate year used).

#### *Confidentiality of data*

12 The data will be handled in strict confidence by International Bureau staff who have signed confidentiality/non-disclosure agreements.

13 DOs of Union member countries are asked to return this form by e-mail as soon as possible, but **by 12 July 2024 at the latest**, to vytis.staskevicius@upu.int (with a copy to virginia.espinosa@upu.int).