

UPU International Bureau

Weltpoststrasse 4
3015 BERNE
SWITZERLAND

T +41 31 350 31 11
F +41 31 350 31 10
www.upu.int

Contact: Mr Vytis Staskevicius
vytis.staskevicius@upu.int

To: The designated operators of Union
member countries

Berne, 9 May 2024

Reference: 0426(DPRM.PPRE.RDI)1055
Subject: Flow study

Dear Sir/Madam,

The Abidjan Congress in 2021 adopted the Integrated Remuneration Plan (IRP) through Congress resolution C 13/2021, which instructed the Postal Operations Council and the Council of Administration to implement the IRP with a view to developing proposals for a modern, forward-looking integrated remuneration system (IRS), to be submitted to the 2025 Congress.

In support of the development of IRS proposals, a flow study will provide insight into the flow volumes and profiles of all designated operators (DOs) on the basis of each DO's 2023 inward flows. This 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.

/ All designated operators of UPU member countries are therefore encouraged to provide information on the flows of their letter-post and parcel-post services in accordance with the instructions contained in Annex 1. Please consider these instructions very carefully, and contact the International Bureau (IB) for any assistance in relation to the preparation and completion of the relevant forms.

/ As explained in Annex 1, respondents will have the choice of *either* completing the forms on the basis of inbound flow data for all origin countries separately (option 1), *or* compiling all data by group (option 2) – but not both together. In the latter case, i.e. flow data provided by group, please refer to the UPU country classification system for terminal dues and Quality of Service Fund purposes; these country groupings are provided in Annex 2. It is recommended that respondents select option 1 (by DO) wherever possible, as the data provided will be crucial in defining the future thresholds for remuneration and operational purposes.

You are kindly asked to download the electronic survey from the UPU website, complete it, and return it to the IB in MS Excel format **by 12 July 2024**. The questionnaire in electronic format (Excel), together with other supporting documents, can be found on the UPU website at www.upu.int/en/Postal-Solutions/Programmes-Services/Remuneration/Research-and-Publications.

On the UPU website, you will find the following forms:

- / – Annex 3 contains the forms for collecting inbound letter-post flow data;
- / – Annex 4 contains the forms for collecting inbound parcel-post flow data;

I would like to stress the importance of collecting all flow data, and I encourage all countries to provide the requested data to the IB. The data will be handled in strict confidence by IB staff who have signed confidentiality and non-disclosure agreements.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Siva', with a stylized flourish extending to the right.

Siva Somasundram
Director of Policy, Regulation and Markets