



## Annex 5

### Content of the current questionnaire

Item #	Question/Text	Type	Possible values	Example	Comments
1	OPERATOR DETAILS	Header	R/O label	n/a	Static Label in the form
1.1	Country or territory name	String	ALPHANUM	Austria	R/O
1.2	ISO CODE	ALPHA (2)	List_ISO_Codes	AT	R/O
1.3	Geographical location	String	List_Geographical_locations	Europe	R/O
1.4	Operator name	String	List_Operators	Österreichische Post AG	R/O
1.5	Operator code	String	List_Operators code	ATA	R/O
1.6	Member of EMS Cooperative	BOOL	Yes/No	Yes	R/O
1.7	EMS Export	BOOL	Yes/No	Yes	R/O
1.8	Signatory of the EMS Standard Agreement on a multilateral basis	BOOL	Yes/No	Yes	R/O
	If yes, since:	String	ALPHANUM	2012-01-01	R/O
1.9	Signatory of the multilateral PFP agreement	BOOL	Yes/No	Yes	R/O
	If yes, since:	String	ALPHANUM	2012-01-01	R/O
	Joined PFP Plan on a bilateral basis	BOOL	Yes/No	Yes	R/O
1.10	Tracking is provided	BOOL	Yes/No	Yes	R/O
	If yes, the website address for tracking is	String	ALPHANUM	<a href="http://www.post.at">http://www.post.at</a>	R/O
1.11	Last electronic update of this entry	String	ALPHANUM	2015-04-02	R/O
1.12	Quarterly credit indicator for EMS Operational Guide updates	String	ALPHANUM	Q2Y15	R/O

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2	DELIVERY SERVICES	Header	R/O label	n/a	Static Label in the form
2.1	Coverage	Header	R/O label	n/a	Static Label in the form
2.1.1	Entire territory	BOOL	Yes/No	Yes	R/O
2.1.2	If not, a list of locations not covered	Header	R/O label	n/a	Static Label in the form
2.2	Delivery	Header	R/O label	n/a	Static Label in the form
2.2.1	To customer's address for documents and goods	BOOL	Yes/No	Yes	R/O

<i>Item #</i>	<i>Question/Text</i>	<i>Type</i>	<i>Possible values</i>	<i>Example</i>	<i>Comments</i>
2.2.2	To a P.O. Box	BOOL	Yes/No	Yes	R/O
2.2.3	To a Post Office counter	BOOL	Yes/No	Yes	R/O
2.2.4	At office of exchange	BOOL	Yes/No	Yes	R/O
2.2.5	At customs office	BOOL	Yes/No	Yes	R/O
2.2.6	To the pack station/parcel locker	BOOL	Yes/No	Yes	R/O
2.2.7	Other collection points?	BOOL	Yes/No	No	R/O
	If yes, please indicate which ones	String	ALPHANUM	n/a	R/O
2.2.8	Do you offer a delivery choice to customers?	BOOL	Yes/No	Yes	R/O
	Free of charge?	BOOL	Yes/No	Yes	R/O
2.2.9	The customer is contacted before the first delivery attempt	BOOL	Yes/No	No	R/O
	If yes, by	String	ALPHANUM	n/a	R/O
	Telephone	BOOL	Yes/No	Yes	R/O
	SMS	BOOL	Yes/No	Yes	R/O
	E-mail	BOOL	Yes/No	Yes	R/O
	Other means	String	ALPHANUM		R/O
2.2.10	How many attempts at delivery are made?	String	ALPHANUM	1	R/O
2.2.11	Requests for change in delivery	Header	R/O label	n/a	Static Label in the form
	Which requests do you provide?	Header	R/O label	n/a	Static Label in the form
	Stop delivery	BOOL	Yes/No	Yes	R/O
	Return the items	BOOL	Yes/No	Yes	R/O
	Redirect to new address	BOOL	Yes/No	Yes	R/O
	Second delivery	BOOL	Yes/No	Yes	R/O
	Schedule delivery	BOOL	Yes/No	Yes	R/O
2.2.12	Comments	String	ALPHANUM	An Attempted Delivery Card will be left in the event of an unsuccessful delivery attempt.	R/O
2.3	Undeliverable Items	Header	R/O label	n/a	Static Label in the form
2.3.1	When the item cannot be delivered at the first attempt, an advice of arrival is left	BOOL	Yes/No	Yes	R/O

2.3.2	A second attempt at delivery is available	BOOL	Yes/No	Yes	R/O
	Upon request?	BOOL	Yes/No	Yes	R/O
2.3.3	An undeliverable EMS item is held back for a period of days	String	ALPHANUM	14	R/O

Item #	Question/Text	Type	Possible values	Example	Comments
2.4	Offices of Exchange (OEs)	Header	R/O label	n/a	Static Label in the form
2.4.1	IMPC codes for EMS Export	String	ALPHANUM	n/a	R/O
	IMPC codes for EMS Import	String	ALPHANUM	ATVIEB	R/O
2.4.2	Validated export standards	BOOL	Yes/No	2014-12-01	R/O
	Date of last update	String	ALPHANUM	2014-12-01	R/O
	Comments				
2.4.3	Validated transport standards	BOOL	Yes/No	2014-12-01	R/O
	Date of last update	String	ALPHANUM	2014-12-01	R/O
2.4.4	Validated delivery standards	BOOL	Yes/No	Yes	R/O
	Date of last update	String	ALPHANUM	2014-12-01	R/O
2.4.5	Custom clearance average time for	Header	R/O label	n/a	Static Label in the form
	Items subject to duty	String	ALPHANUM	2 Hours	R/O
	Items no subject to duty	String	ALPHANUM	1 Hour	R/O
	Comment	String	ALPHANUM	All EMS items inbound to Great Britain are subject to customs inspection	R/O
2.4.6	Delivery standards	Header	R/O label	n/a	Static Label in the form
	OE Name	String	ALPHANUM	ATVIEB	R/O
	OE Code	String	ALPHANUM	ATVIEB	R/O
	Airport	String	ALPHANUM	Vienna International Airport - VIE	R/O
	Address	String	ALPHANUM	ATVIEB Halban Kurz Strasse 5 A-1230 Wien AUSTRIA	R/O
	Hours of operation	String	ALPHANUM	Mon 06:00-20:30 Tue 06:00-20:30 Wed 06:00-20:30 Thu 06:00-20:30 Fri 06:00-16:00 Sat (Closed)- Sun 06:00-14:00	R/O
	GMT	String	ALPHANUM	+02:00	R/O
	Telephone	String	ALPHANUM	(+43 ) 577 67 24228	R/O

Fax	String	ALPHANUM	(+43 1) 400 222 330	R/O
E-mail	String	ALPHANUM	robert.barisits@pos t.at	R/O
From the airport of destination to the addressee	Header	R/O label	n/a	Static Label in the form

<i>Item #</i>	<i>Question/Text</i>	<i>Type</i>	<i>Possible values</i>	<i>Example</i>	<i>Comments</i>
2.4.6 Cont'd	Comments (TABLE)	String	ALPHANUM	All EMS items inbound to Great Britain are subject to customs inspection	R/O
	Zone classification	Header	R/O label	n/a	Static Label in the form
	(TABLE)				
	Comments	String	ALPHANUM	All EMS items inbound to Great Britain are subject to customs inspection	R/O
2.4.7	Days of the week on which EMS items are delivered	Header	R/O label	n/a	Static Label in the form
2.4.8	Export standards	Header	R/O label	n/a	Static Label in the form
	OE Name	String	ALPHANUM	ATVIEB	R/O
	OE Code	String	ALPHANUM	ATVIEB	R/O
	Airport	String	ALPHANUM	Vienna International Airport - VIE	R/O
	Address	String	ALPHANUM	ATVIEB Halban Kurz Strasse 5 A-1230 Wien AUSTRIA	R/O
	Hours of operation	String	ALPHANUM	Mon 06:00-20:30 Tue 06:00-20:30 Wed 06:00-20:30 Thu 06:00-20:30 Fri 06:00-16:00 Sat (Closed)- Sun 06:00-14:00	R/O
	GMT	String	ALPHANUM	+02:00	R/O
	Telephone	String	ALPHANUM	(+43 ) 577 67 24228	R/O
	Fax	String	ALPHANUM	(+43 1) 400 222 330	R/O
	E-mail	String	ALPHANUM	robert.barisits@post.at	R/O
	Standards from posting of an item to arrival at Outward OE	Header	R/O label	n/a	Static Label in the form
	(TABLE)				
Zone classification	Header	R/O label	n/a	Static Label in the form	

	(TABLE)				
	Comments	String	ALPHANUM	All EMS items inbound to Great Britain are subject to customs inspection	R/O
2.4.9	The transmitted export office codes and delivery office codes are the postcodes?	BOOL	Yes/No	n/a	R/O



Item #	Question/Text	Type	Possible values	Example	Comments
2.5	National Holidays	Header	R/O label	n/a	Static Label in the form
2.5.1	National holidays on which EMS items are not delivered	Header	R/O label	n/a	Static Label in the form
2.6	Admissibility of items	Header	R/O label	n/a	Static Label in the form
2.6.1	Do you have any Prohibited items in addition to the UPU list of Prohibited items?	BOOL	Yes/No	Yes	R/O
	If yes, add list	String	ALPHANUM	indecent or immoral items;  infringing and piracy items;	R/O
	Link to the UPU website's List of Prohibited items	String	ALPHANUM	<a href="https://www.upu.int/en/Postal-Solutions/Programmes-Services/Postal-Supply-Chain/Customs">https://www.upu.int/en/Postal-Solutions/Programmes-Services/Postal-Supply-Chain/Customs</a>	R/O
2.6.2	When an item containing a prohibited article has been wrongly admitted, the following action takes place	Header	R/O label	n/a	Static Label in the form
	The item is returned to the origin operator	BOOL	Yes/No	Yes	R/O
	The item is destroyed	BOOL	Yes/No	Yes	R/O
	Other	String	ALPHANUM	Turn over to the Customs Authority	R/O
	If not, the item is dealt with according to the National legislation	BOOL	Yes/No	Yes	R/O
2.6.3	The limit of weight and size of an item is in accordance with article 11 A of the EMS Standard Agreement: "EMS items shall be admitted up to a maximum weight of 30 kilogrammes. In addition, EMS items shall not normally exceed 1.50 metres for any one dimension or three metres for the sum of the length and the greatest circumference	BOOL	Yes/No	Yes	R/O

	measured in a direction other than length".				
	If not, the limits are	Header	R/O label	n/a	Static Label in the form
	Max Weight	String	ALPHANUM	n/a	R/O
	Max Dimensions	String	ALPHANUM	n/a	R/O
	Comments	String	ALPHANUM		R/O
Item #	Question/Text	Type	Possible values	Example	Comments
3	CUSTOMER CARE	Header	R/O label	n/a	Static Label in the form
3.1	Customer Care to Operators	Header	R/O label	n/a	Static Label in the form
3.1.1	EMS customer service system user	BOOL	Yes/No	Yes	R/O
	How long are you accepting inquires after the delivery or return of the item?	String	ALPHANUM	3 Months	R/O
	WPOD includes the following details	Header	R/O label	n/a	Static Label in the form
	Date of delivery	BOOL	Yes/No	Yes	R/O
	Time of delivery	BOOL	Yes/No	Yes	R/O
	Name of the recipient	BOOL	Yes/No	Yes	R/O
	Signature of recipient	BOOL	Yes/No	Yes	R/O
	The WPOD is provided within three business days	BOOL	Yes/No	Yes	R/O
	If no, is provided within	String	ALPHANUM	5 Days	R/O
	The records of a WPOD are retained for the following period	String	ALPHANUM	3 Months	R/O
3.2	Call centres	Header	R/O label	n/a	Static Label in the form
3.2.1	Call centre to operators	Header	R/O label	n/a	Static Label in the form
	Name of the call centre	String	ALPHANUM	EMS Customer Service Centre	R/O
	Address and street no	String	ALPHANUM	Halban-Kurz-Strasse 10	R/O
	City and postcode	String	ALPHANUM	A-1230 VIENNA	R/O
	Telephone	String	ALPHANUM	(+43 ) 577 67 95313	R/O
	Fax	String	ALPHANUM	(+43 1) 400 222 361	R/O
	E-mail	String	ALPHANUM	ems.customerservice@post.at	R/O
	Website	String	ALPHANUM	http://www.post.at	R/O

Hours/days of operation (local time)	String	ALPHANUM	Mon 07:00-18:00 Tue 07:00-18:00 Wed 07:00-18:00 Thu 07:00-18:00 Fri 07:00-18:00 Sat (Closed)- Sun (Closed)-	R/O
GMT	String	ALPHANUM	+1	R/O
Comments	String	ALPHANUM	n/a	R/O
Languages	Header	R/O label	n/a	Static Label in the form
English	BOOL	Yes/No	Yes	R/O
French	BOOL	Yes/No	Yes	R/O

<i>Item #</i>	<i>Question/Text</i>	<i>Type</i>	<i>Possible values</i>	<i>Example</i>	<i>Comments</i>
3.2.1 Cont'd	Spanish	BOOL	Yes/No	Yes	R/O
	Portuguese	BOOL	Yes/No	Yes	R/O
	Russian	BOOL	Yes/No	Yes	R/O
	Others	BOOL	Yes/No	Yes	R/O
	Other languages	String	ALPHANUM	Estonian	R/O
3.2.2	Call centre to customers	Header	R/O label	n/a	Static Label in the form
	Name of the call centre	String	ALPHANUM	EMS Customer Service Centre	R/O
	Address and street no	String	ALPHANUM	Halban-Kurz-Strasse 10	R/O
	City and postcode	String	ALPHANUM	A-1230 VIENNA	R/O
	Telephone	String	ALPHANUM	(+43 ) 577 67 95313	R/O
	Fax	String	ALPHANUM	(+43 1) 400 222 361	R/O
	E-mail	String	ALPHANUM	ems.customerservice@post.at	R/O
	Website	String	ALPHANUM	http://www.post.at	R/O
	Hours/days of operation (local time)	String	ALPHANUM	Mon 07:00-18:00 Tue 07:00-18:00 Wed 07:00-18:00 Thu 07:00-18:00 Fri 07:00-18:00 Sat (Closed)- Sun (Closed)-	R/O
	GMT	String	ALPHANUM	+1	R/O
	Comments	String	ALPHANUM	n/a	R/O
	Languages	Header	R/O label	n/a	Static Label in the form
English	BOOL	Yes/No	Yes	R/O	

	French	BOOL	Yes/No	Yes	R/O
	Spanish	BOOL	Yes/No	Yes	R/O
	Portuguese	BOOL	Yes/No	Yes	R/O
	Russian	BOOL	Yes/No	Yes	R/O
	Others	BOOL	Yes/No	Yes	R/O
	Other languages	String	ALPHANUM	Estonian	R/O
3.2.3	Which of the following channels of communication do you have?	Header	R/O label	n/a	Static Label in the form
	Automatic Voice Response (IVR) touchtone	BOOL	Yes/No	Yes	R/O
	Automatic Voice Response (IVR) speech	BOOL	Yes/No	Yes	R/O
	Internet website (peer-to-peer systems)	BOOL	Yes/No	Yes	R/O
	Social Media: Twitter, Facebook etc.	BOOL	Yes/No	Yes	R/O
	SMS text/instant message	BOOL	Yes/No	Yes	R/O

<i>Item #</i>	<i>Question/Text</i>	<i>Type</i>	<i>Possible values</i>	<i>Example</i>	<i>Comments</i>
3.2.3 Cont'd	Call back option	BOOL	Yes/No	Yes	R/O
	Web chat	BOOL	Yes/No	Yes	R/O
	Video chat	BOOL	Yes/No	Yes	R/O
	Smartphone application	BOOL	Yes/No	Yes	R/O
3.2.4	Proactive monitoring of customer items - SMS/e-mail	Header	R/O label	n/a	Static Label in the form
	Do you send SMS to customers informing of the status of the item?	BOOL	Yes/No	Yes	R/O
	Do you send e-mails to customers informing of the status of the item?	BOOL	Yes/No	Yes	R/O
3.3	Liability between non-signatories of the EMS Standard Multilateral Agreement	Header	R/O label	n/a	Static Label in the form
3.3.1	Indemnity is paid to the administration of origin in event of loss, theft or damage to inward EMS items	BOOL	Yes/No	Yes	R/O
	For documents	String	ALPHANUM	30.00 SDR	R/O
	For goods	String	ALPHANUM	130.00 SDR	R/O
	If yes, does the amount correspond to the origin operator`s indemnity to the sender of the item	BOOL	Yes/No	No	R/O
	If not, the limit amount is	String	ALPHANUM	130.00 SDR	R/O
	If indemnity is paid to the operator of origin in event of loss, theft or damage to inward EMS items, the claim from the origin operator is accepted within three months from the date of event D	BOOL	Yes/No	Yes	R/O
	If not, the time limit to accept the claim is:	String	ALPHANUM	150.00 SDR	R/O
4	CUSTOMS	Header	R/O label	n/a	Static Label in the form
4.1	Do you require ITMATT from the origin country?	BOOL	Yes/No	Yes	R/O
	Are you capable to send ITMATT?	BOOL	Yes/No	Yes	R/O
	Are you capable to receive ITMATT?	BOOL	Yes/No	Yes	R/O

	Do you exchange CUSITM?	BOOL	Yes/No	Yes	R/O
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<i>Item #</i>	<i>Question/Text</i>	<i>Type</i>	<i>Possible values</i>	<i>Example</i>	<i>Comments</i>
4.1 Cont'd	The threshold (item value) exempt from the customs duty for private customers (SDR) is	String	ALPHANUM	17.66 SDR	R/O
	The threshold (item value) exempt from the customs duty for business customers (local currency) is	String	ALPHANUM	22.00 SDR	R/O
	The threshold (item value) exempt from the customs duty for business customers (SDR) is	String	ALPHANUM	17.66 SDR	R/O
	How many copies of CN 23 are required?	String	ALPHANUM	2	R/O
	Other required documents	String	ALPHANUM	Phytosanitary certificate of origin	R/O
	Comments	String	ALPHANUM	Commercial or proforma invoice is necessary if it is a commercial shipment (not a gift).	R/O
	Does your organization perform customs clearance on behalf of your local customs?	BOOL	Yes/No	No	R/O
	Comments	String	ALPHANUM	n/a	R/O
4.2	National customs authority website	String	ALPHANUM	www.bmf.gv.at	R/O
4.3	A customs broker is used	BOOL	Yes/No	No	R/O
	If yes, the customs broker contact information is	Header	R/O label	n/a	Static Label in the form
	Name	String	ALPHANUM	n/a	R/O
	Address	String	ALPHANUM	Postal Forwarding	R/O
	Telephone number	String	ALPHANUM	Zollamt Klagenfurt Villach, Ackerweg 19 A-9500 Villach	R/O
	Fax number	String	ALPHANUM	(+43 1) 51433 564053	R/O
E-mail	String	ALPHANUM	(+43 1) 51433 564053	R/O	
4.4	The addressee is charged for the	BOOL	Yes/No	Yes	R/O

	presentation of the item to Customs				
	If yes, just for items subject to duty	BOOL	Yes/No	Yes	R/O
	The rate is	Header	R/O label	n/a	Static Label in the form
	Local currency	String	ALPHANUM	9.00 EUR	R/O
	SDR	String	ALPHANUM	7.00	R/O
	Comments	String	ALPHANUM	15.00 € if the value is over 150 €	R/O

Item #	Question/Text	Type	Possible values	Example	Comments
4.5	The addressee is charged for the customs clearance	BOOL	Yes/No	Yes	R/O
	If yes, just for items subject to duty	BOOL	Yes/No	Yes	R/O
	The rate is:	Header	R/O label	n/a	Static Label in the form
	Local currency	String	ALPHANUM	9.00 EUR	R/O
	SDR	String	ALPHANUM	7.00	R/O
	Comments	String	ALPHANUM	15.00 € if the value is over 150 €	R/O
4.6	Local customs contacts:	Header	R/O label	n/a	Static Label in the form
	Location	String	ALPHANUM	Zollamt Klagenfurt Villach, Ackerweg 19 A-9500 Villach	R/O
	Telephone	String	ALPHANUM	(+43 1) 51433 564053	R/O
	Fax	Fax:	String	ALPHANUM	(+43 1) 51433 564053
	National customs authority website	www.bmf.gv.at	R/O	www.bmf.gv.at	R/O
	E-mail	String	ALPHANUM	zollinfo@bmf.gv.at	R/O
	Hours/days of operation (local time)	String	ALPHANUM	Mon 06:00-22:00 Tue 06:00-22:00 Wed 06:00-22:00 Thu 06:00-22:00 Fri 06:00-22:00 Sat (Closed)- Sun (Closed)-	R/O
	GMT	String	ALPHANUM	+1	R/O
	Comments	String	ALPHANUM	All items originating from outside the EU are subject to customs inspection	R/O
5	DELIVERY PAYMENTS	Header	R/O label	n/a	Static Label in the form
5.1	Rates for Signatories of the Standard Agreement on multilateral basis	Header	R/O label	n/a	Static Label in the form
	Single rate	String	ALPHANUM	9.00 SDR	R/O
	Documents	String	ALPHANUM	n/a	R/O
	Goods	String	ALPHANUM	n/a	R/O
	Per item	String	ALPHANUM	n/a	R/O
	Per kg	String	ALPHANUM	n/a	R/O



Item #	Question/Text	Type	Possible values	Example	Comments
5.2	Rates for operators without any agreement	Header	R/O label	n/a	Static Label in the form
	Single rate	String	ALPHANUM	9.00 SDR	R/O
	Documents	String	ALPHANUM	n/a	R/O
	Goods	String	ALPHANUM	n/a	R/O
	Per item	String	ALPHANUM	n/a	R/O
	Per kg	String	ALPHANUM	n/a	R/O
5.3	Do you have special rates based on bilateral basis?	BOOL	Yes/No	Yes	R/O
5.4	Do you have special rates for your PFP partners?	BOOL	Yes/No	Yes	R/O
	Single rate	String	ALPHANUM	9.00 SDR	R/O
	Documents	String	ALPHANUM	n/a	R/O
	Goods	String	ALPHANUM	n/a	R/O
	Per item	String	ALPHANUM	n/a	R/O
	Per kg	String	ALPHANUM	n/a	R/O
5.5	Rates for return	String	ALPHANUM	9.00 SDR	R/O
5.6	Rates for handling and forwarding of missent items	String	ALPHANUM	9.00 SDR	R/O
5.7	Rates for Special Destinations	String	ALPHANUM	9.00 SDR	R/O
5.8	Rates for Transit a Decouvert service	String	ALPHANUM	9.00 SDR	R/O
	Comments	String	ALPHANUM	n/a	R/O
6	OTHER SERVICES	Header	R/O label	n/a	Static Label in the form
6.1	À découvert service is available	BOOL	Yes/No	Yes	R/O
	If yes, to the following destinations	String	ALPHANUM	Liberia, Israel, Sri Lanka	R/O
6.2	A COD service is available	BOOL	Yes/No	No	R/O
	For more information, contact the contact person for Agreements	String	ALPHANUM	n/a	R/O
6.3	An inward time-certain service is available	BOOL	Yes/No	No	R/O
	For more information, contact the contact person for Agreements	String	ALPHANUM	n/a	R/O

6.4	An inward Multi parcels shipments (MPS) in EMS is available	BOOL	Yes/No	No	R/O
	For more information, contact the contact person for Agreements	String	ALPHANUM	n/a	R/O

Item #	Question/Text	Type	Possible values	Example	Comments
6.5	A receiver- pays service in EMS is available	BOOL	Yes/No	Yes	R/O
	For more information, contact the contact person for Agreements	String	ALPHANUM	n/a	R/O
6.6	The EMS Goods return service (MRS) involves the return of goods by the addressee to the original seller by EMS, with the latter's authorization. Designated operators may bilaterally agree to offer this supplementary service for parcels. Do you provide this service as	Header	R/O label	n/a	Static Label in the form
	A distant seller designated operator?	BOOL	Yes/No	Yes	R/O
	A distant buyer designated operator?	BOOL	Yes/No	Yes	R/O
	A DDP (delivery duties paid) system is available?	BOOL	Yes/No	Yes	R/O
6.7	List all airlines that have agreed to exchange CARDIT/RESBIT messages with your organization	String	ALPHANUM	Swiss Airlines (LX), Emirates Airlines (EK), AirFrance (AF), KLM (KL), Lufthansa (LH)	R/O
7	CONTACTS	Header	R/O label	n/a	Static Label in the form
7.1	Postal address of your organization	String	ALPHANUM	Österreichische Post AG Unternehmenszentrale Rochusplatz 1 1030 Vienna, Austria	R/O
7.2	Agreements contacts	Header	R/O label	n/a	Static Label in the form
	Name	String	ALPHANUM	Siegfried Völkl	R/O
	Function	String	ALPHANUM	Parcels & Logistics Operation	R/O
	Telephone	String	ALPHANUM	(+43) 664 624 2258	String
	E-mail	String	ALPHANUM	siegfried.voelkl@post.at	R/O
7.3	<i>Operational contact</i>	Header	R/O label	n/a	Static Label in the form
	Name	String	ALPHANUM	Siegfried Völkl	R/O
	Function	String	ALPHANUM	Parcels & Logistics Operation	R/O

	Telephone	String	ALPHANUM	(+43) 664 624 2258	String
	E-mail	String	ALPHANUM	siegfried.voelkl@post.at	R/O
	Skype name	String	ALPHANUM	n/a	R/O
<i>Item #</i>	<i>Question/Text</i>	<i>Type</i>	<i>Possible values</i>	<i>Example</i>	<i>Comments</i>
7.4	Emergency contact				
	Name	String	ALPHANUM	Siegfried Völkl	R/O
	Function	String	ALPHANUM	Parcels & Logistics Operation	R/O
	Telephone (s) which is also available after work hours	String	ALPHANUM	(+43) 664 624 2258	String
	E-mail	String	ALPHANUM	siegfried.voelkl@post.at	R/O
	Skype name	String	ALPHANUM	n/a	R/O
7.5	Financial contact	Header	R/O label	n/a	Static Label in the form
	Name	String	ALPHANUM	Siegfried Völkl	R/O
	Function	String	ALPHANUM	Parcels & Logistics Operation	R/O
	Telephone	String	ALPHANUM	(+43) 664 624 2258	String
	E-mail	String	ALPHANUM	siegfried.voelkl@post.at	R/O

### Preset Query

Shows a list of predefined queries to be quickly performed when needed. Possibility to download the result in 3 document types: Excel, PDF and Word.

### Operational contacts

Excel result

Operational contacts					
Operator Details		Contacts			
Country or territory name	Operator code	Operational contact			
		Name	Function	Telephone	E-mail
United Arab Emirates	AEA	Mr. Marwan Raafat	Senior Director Operations	(+971 52) 433 1160	marwanrafat10@emiratespost.ae
Anguilla	AIA	Miss Ashona Desouza	Supervisor Counter Operations / EMS	(+1 264) 287 3648	ashona_souza@anpost.ai
		Olgerta Mileti	EMS Specialist		olgerta10@albapost.al
Albania	ALA	Dritan Monka	Postal Services Department Director		dritan10@albapost.al
Armenia	AMA	Yuri Hayrapetyan	Responsible for EMS	(+374 10) 41 89 10	yuri_operations@haypost.am
		Joaquim R. de Figueiredo	EMS National Director	(+244) 416431327	joaquim300@angolapost.ao
Angola	AOA	Horácio Lucamba	Division Chief	(+244) 416431327	horacio200@angolapost.ao
Argentina	ARA	Mr. Luis Brodin	Gerencia Ingeniería Internacional	(+54 11) 4512 3511	luis100@argentinpost.ar
Austria	ATA	Mr. Siegfried Völkl	Parcel Austria - Partner Management	(+43) 324 624 7758	siegfried21@austriapost.at

PDF result

## Operational contacts

United Arab Emirates		AEA
Mr. Marwan Raafat		
Name	Mr. Marwan Raafat	
Function	Senior Director Operations	
Telephone		
E-mail		
Afghanistan		AFA
Mohammad Sharif Fahez		
Name	Mohammad Sharif Fahez	
Function	General Manager of Postal Modern Services	
Telephone		
E-mail		

Word result

## Operational contacts

United Arab Emirates		AEA
Mr. Marwan Raafat		
Name	Mr. Marwan Raafat	
Function	Senior Director Operations	
Telephone	(+971 52) 433 1160	
E-mail	marwanrafat10@emiratespost.ae	
Afghanistan		AFA
Mohammad Sharif		
Name	Mohammad Sharif	
Function	General Manager of Postal Modern Services	
Telephone	(+93) 301 204328	
E-mail	marketing@afghanpost.af	

Editable

### Flexible Query

Allows selecting any section or subsection of the questionnaire for selected EMS Operators and creating a query.

**Region** x Latin America

**Operator** x AR - (ARA) - Argentina x CL - (CLA) - Chile x CR - (CRA) - Costa Rica x MX - (MXA) - Mexico

**Fields** Expand

3.1 Customer Care to Operators

Allows to select any section and subsections

Allows to select different Regions and specific Operators

Allows to select parameters

3.1 Customer Care to Operators

3.1.1 EMS customer service system user  Yes  No  Either

How long are you accepting inquires after the delivery or return of the item?  Yes  No  Either

WPOD includes the following details

Date of delivery  Yes  No  Either

Time of delivery  Yes  No  Either

Name of the recipient  Yes  No  Either

Signature of recipient  Yes  No  Either

The WPOD is provided within three business days  Yes  No  Either

If no, is provided within

The records of a WPOD are retained for the following period  Yes  No  Either

Excel result

Flexible Query								
Operator Details		Customer Care						
Country or territory name	Operator code	Customer Care to Operators						
		EMS customer service system user	How long are you accepting inquires after the delivery or return of the item?		Date of delivery	Time of delivery	Name of the recipient	Signature of recipient
			Amount	Unit				
Argentina	ARA	Yes	3	Months	No	No	No	No
Chile	CLA	Yes	24	Hours	No	No	Yes	Yes
Costa Rica	CRA	Yes	1	Days	Yes	No	Yes	Yes
Mexico	MXA	Yes	4	Months	Yes	No	Yes	Yes

PDF result

## Flexible Query

Argentina		ARA
3.1.1	EMS customer service system user	Yes
	How long are you accepting inquires after the delivery or return of the item?	3 Months
	WPOD includes the following details	
	Date of delivery	No
	Time of delivery	No
	Name of the recipient	No
	Signature of recipient	No
Chile		CLA
3.1.1	EMS customer service system user	Yes
	How long are you accepting inquires after the delivery or return of the item?	24 Hours
	WPOD includes the following details	
	Date of delivery	No
	Time of delivery	No
	Name of the recipient	Yes
	Signature of recipient	Yes
Costa Rica		CRA
3.1.1	EMS customer service system user	Yes
	How long are you accepting inquires after the delivery or return of the item?	1 Days
	WPOD includes the following details	
	Date of delivery	Yes
	Time of delivery	No
	Name of the recipient	Yes
	Signature of recipient	Yes

Word result

## Flexible Query

Argentina		ARA
3.1.1	EMS customer service system user	Yes
	How long are you accepting inquiries after the delivery or return of the item?	3 Months
	WPOD includes the following details	
	Date of delivery	No
	Time of delivery	No
	Name of the recipient	No
	Signature of recipient	No
Chile		CLA
3.1.1	EMS customer service system user	Yes
	How long are you accepting inquiries after the delivery or return of the item?	24 Hours
	WPOD includes the following details	
	Date of delivery	No
	Time of delivery	No
	Name of the recipient	Yes
	Signature of recipient	Yes
Costa Rica		CRA
3.1.1	EMS customer service system user	Yes
	How long are you accepting inquiries after the delivery or return of the item?	1 Days
	WPOD includes the following details	
	Date of delivery	Yes
	Time of delivery	No
	Name of the recipient	Yes
	Signature of recipient	Yes


 Editable