



## **SCMS – International Mail Processing Centre (IMPC) codes – User guide**

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## I. Introduction to IMPCs

Designated postal operators of UPU member countries establish **offices of exchange** (OEs) from which all outbound mail is dispatched and at which all inbound mail is received. International mail exchanged between countries thus moves between OEs.

Postal operators train and equip staff in OEs to “internationalize” outbound mail based on UPU standards and regulations, and to “domesticate” inbound mail, to the extent possible, based on its own products and processes. An operator in a large country may have only one OE or it may have several.

### *Office of exchange versus mail unit*

In the context of standards, an **OE creates or receives dispatches**. Thus, it creates or receives letter or parcel bills, or the EMS equivalent, as well as receptacles. An OE opens inbound receptacles and creates or receives PREDES and REDES messages.

A **mail unit creates or receives consignments**. Thus, it creates or receives delivery bills such as the CN 37, CN 38 or CN 41. The term “mail unit” is a standards term. It is not used in regulations.

**An international mail processing centre (IMPC) is typically both an OE and a mail unit.** If, however, an OE creates dispatches (and thus receptacles) and forwards them to another office for consolidation onto transport (such as flights), then there is a delineation between the IMPC as OE and as mail unit.

An outbound (export) IMPC that is only a mail unit receives receptacles created by OEs, records them on a delivery bill and manages the handover to the carrier (airline). An inbound (import) IMPC that is only a mail unit receives receptacles from the carrier, endorses their receipt, and forwards them to an OE to be opened, or it may forward them onward in another consignment.

## II. IMPC codes

### *S34, Registration of international mail processing centres*

UPU Technical Standard S34 provides for the maintenance of a register of IMPCs, with each IMPC being identified by a six-character IMPC code.

### *IMPC code and reference list*

IMPCs are published in three lists:

- Code list **108**: all IMPC codes, closed or opened (IMPCs closed more than five years ago are removed from the list)
- Reference list **108a**: expired IMPC code registration entries and closed IMPCs  
*N.B. – If an IMPC attribute changes, then the previous registration with the older attributes will be in 108a. The office itself may not be closed.*
- Reference list **108b**: valid (open) IMPC codes

The contents of reference lists 108a and 108b are subsets of the contents of code list 108.

Code list 108 provides multiple records for IMPC codes: each time the characteristics of an IMPC evolve over time, a new record is added. This way, the history of changes is retained.

**N.B. –** The presence of a particular entry in UPU code list 108 does not imply that mail may be dispatched to the IMPC concerned without prior consultation with the operator of that IMPC.

### III. Editors and identified users

**N.B.** – For information on accessing the SCMS, please see the Standards Code List Management System (SCMS) – User guide.

#### *Editors and identified users – Rights*

There are two types of SCMS users with special rights concerning IMPCs: IMPC identified users and IMPC editors.

IMPC codes are created, modified and closed by an **IMPC editor**. An IMPC editor has the rights to submit requests through the SCMS to request a new IMPC code, the closure of an IMPC, or a change to the attributes of an IMPC code or other information such as contact information.

**IMPC identified users** can access all IMPC code information and can send a request to modify contact information.

It is recommended that there be only one IMPC editor per operator.

#### *Editors and identified users – Credentials and access*

Access to the SCMS for editors or identified users, or applications to become an IMPC editor or identified user, are made through the **SCMS – Registered users** link available on the UPU website at: (see [figure 1](#)): <https://www.upu.int/en/Postal-Solutions/Programmes-Services/Standards>

On the next screen, either log in or click on “No credentials yet? Sign up” ([figure 2a](#)).

**N.B.** – Credentials valid for the Customs Compendium, for example, can be used to access the SCMS application. Unified credentials are used so that users have a single account to access all UPU applications.

Complete the UPU User Registration information. All fields marked with an asterisk (\*) are mandatory.

Under “Organisation”, the **Account Name** is required.

Click on the  icon to search for your organization and enter the **Account Name** in the field ([figure 2b](#)).

### IV. IMPC code requests through the SCMS

#### *Access to “My IMPC”*

Logging in will bring the editor/identified user to the SCMS home page. Click on the  icon on the right-hand side of the screen, ([figure 3](#)) to access “My IMPC”.

The next screen is a list of all IMPC codes owned/operated by the editors/identified users organization.

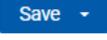
#### *Modification, closure or new IMPC code requests*

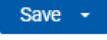
Click on the  icon at the top of the page to request a **new IMPC code** (see [figure 4](#)).

Click on the  icon on the left-hand side of the screen ([figure 4](#)) to access the record that requires **modification** or **closure**.

### New IMPC request

The new IMPC code icon  opens the request page (figure 5). All fields marked with an asterisk (\*) are mandatory.

After completion click  and the draft request will be stored in the system.

To send the request to the IB for validation and publication, open the record again and change **IMPC Status\*** to **Create Requested** and then .

### IMPC modification or closure request

The edit icon  opens the screen of the IMPC record to be edited. The editor chooses one of the following from IMPC Status (figure 6):

- Close requested
- Change requested
- Reopen requested

Complete the new attributes and click .

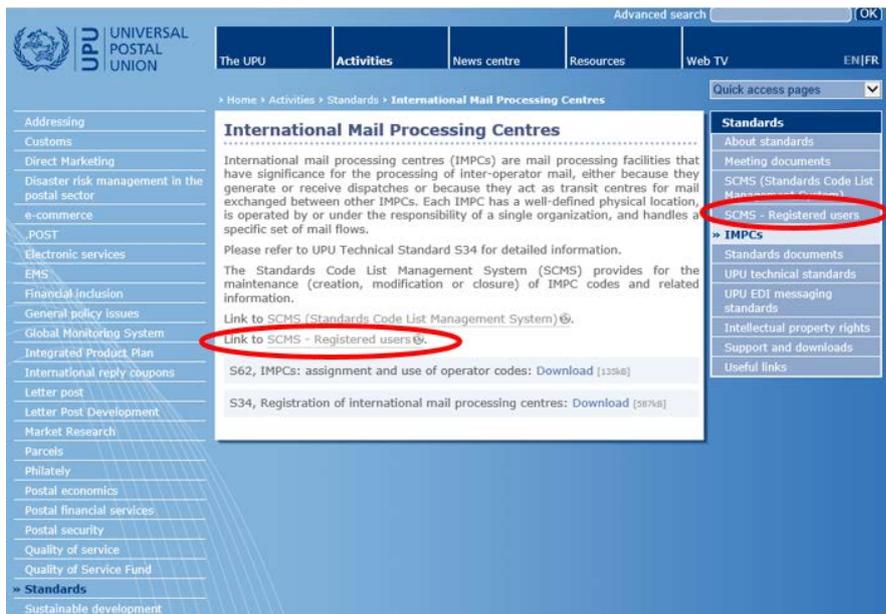
To close an IMPC code, select **IMPC Status\*** **Close Requested** and .

## V. IMPC code contacts

Click on the  icon (right-hand side of the page just under “My IMPC”) to access the list of IMPC contacts and their details.

The list can be sorted using the column names at the top of the list.

## VI. Figures



The screenshot shows the UPU website interface. The main content area is titled "International Mail Processing Centres" and contains text explaining what IMPCs are and how they operate. Below the text, there are two links: "Link to SCMS (Standards Code List Management System)" and "Link to SCMS - Registered users". The "Link to SCMS - Registered users" link is circled in red. In the right-hand sidebar, under the "Standards" section, there is a sub-section for "IMPCs" which includes a link to "SCMS - Registered users", also circled in red. The sidebar also lists other standards documents and useful links.

Figure 1 – Application to become an IMPC editor or a registered user

The image shows a sign-in interface for 'UPU Standards'. At the top is a blue header with the text 'UPU Standards'. Below it is the title 'Sign in'. There are two input fields: 'Username' with a person icon and 'Password' with a lock icon. Below the password field is an eye icon for toggling visibility. A blue 'LOGIN' button is centered below the fields. At the bottom, a link that says 'NO CREDENTIALS YET? SIGN UP' is circled in red. Below this link is the text 'Contact support'.

Figure 2a – Request credentials or sign in

— UPU User Registration

The image shows a user registration profile form. At the top left are 'Save' and 'Cancel' buttons. The page title is 'Profile' with navigation arrows and a printer icon. The form is divided into two sections: 'User Photo' and 'Organisation'. The 'User Photo' section includes an 'Attach/Manage' link and a 'Drag&Drop files' box. The 'Organisation' section includes a 'Country' dropdown menu with 'Choose one' selected. Other fields include 'Gender:\*' (dropdown with 'Mr' selected), 'First Name:\*', 'Last Name:\*', 'Telephone', 'Email:\*', 'Language:\*' (dropdown with 'English' selected), and 'Title:'. At the bottom are 'Save', 'Cancel', and navigation arrows.

Figure 2b – User registration

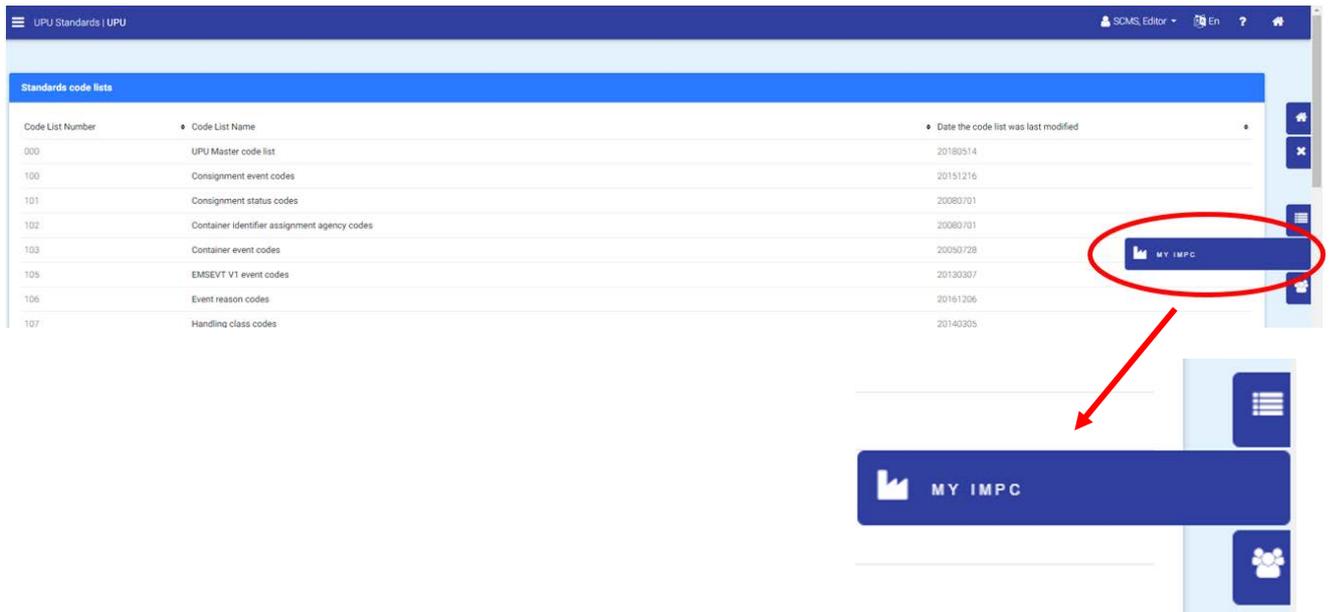


Figure 3 – Access to own IMPC code information

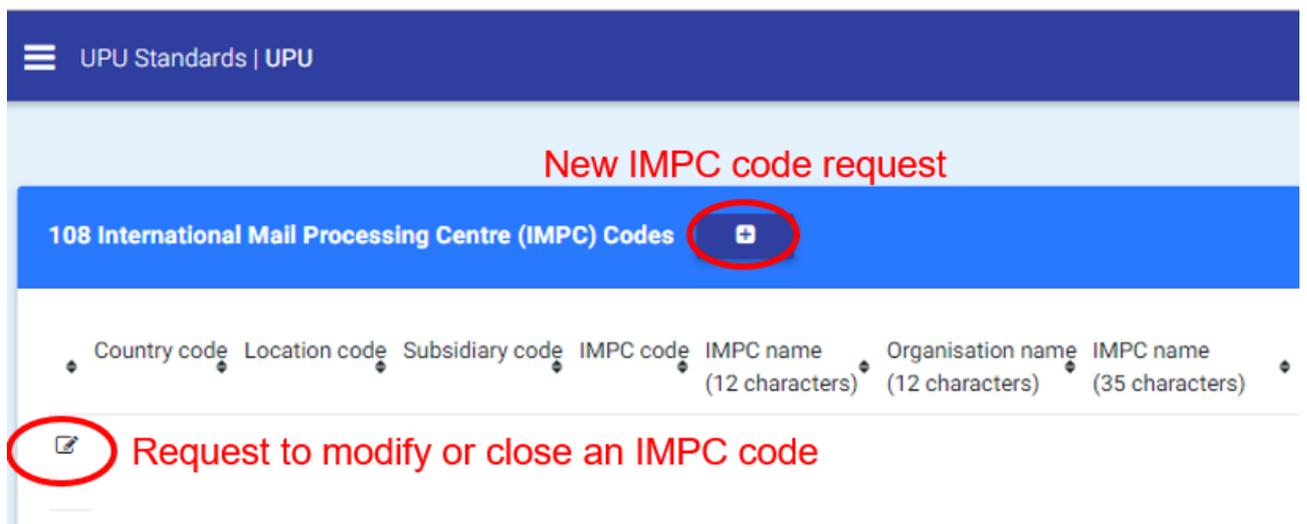


Figure 4 – Access for requests

UPU Standards | UPU

Create Record: Impc

Save Cancel IMPC Parameters

IMPC

IMPC Country Code\* IMPC Country\*  
 IMPC Location Code\* IMPC Subsidiary Code\*  
 IMPC Code IMPC 12-character name\*  
 IMPC 35-character name\*

IMPC Operator

IMPC S35 party identifier\* IMPC operator 12-character name  
 IMPC Operator Code S62\* IMPC operator 35-character name\*

IMPC Contact

IMPC Contact Name IMPC Contact Function  
 IMPC Contact Country Name IMPC Contact Email  
 IMPC Contact Telephone IMPC Contact Fax

IMPC Modification

IMPC Last Modified On\* Jun 06 2018 IMPC Status\* New

IMPC Parameters

IMPC Valid From\* IMPC Valid To  
 IMPC Special Type IMPC Bilateral Agreement Requirement  
 IMPC Function\* IMPC Special Restrictions  
 IMPC Mail Flow\* IMPC Mail Flow A IMPC Mail Flow E IMPC Mail Flow I IMPC Mail Flow T

When creating an IMPC, it is by default in the **Draft** state. You need to save first the push it in the **Created Requested** state to have it processed.  
 IMPC Status\* Registered

Figure 5 – Request a new IMPC code

UPU Standards | UPU

SOMS Editor En ?

Edit Record: Impc (Id=58852)

Save Cancel IMPC Parameters

IMPC

IMPC Country Code\* CH IMPC Country\* Switzerland  
 IMPC Location Code\* GVA IMPC Subsidiary Code\* A  
 IMPC Code CHGVAA IMPC 12-character name\* GENEVA 5  
 IMPC 35-character name\* GENEVA 5

IMPC Operator

IMPC S35 party identifier\* JTCCHA IMPC operator 12-character name Swiss Post  
 IMPC Operator Code S62\* CHA IMPC operator 35-character name\* Swiss Post

IMPC Contact

IMPC Contact Name Nicholas Hawkes IMPC Contact Function Operations Manager  
 IMPC Contact Country Name Switzerland IMPC Contact Email nicholas.hawkes@swisspost.com  
 IMPC Contact Telephone + 41 31 338 34 20 IMPC Contact Fax

IMPC Modification

IMPC Last Modified On\* Apr 17 2008 IMPC Status\* Registered

IMPC Parameters

IMPC Valid From\* Apr 01 2008 IMPC Valid To  
 IMPC Special Type IMPC Bilateral Agreement Requirement  
 IMPC Function\* 0 IMPC Special Restrictions

Registered  
 Registered  
 Close Requested  
 Change Requested  
 Reopen Requested

Figure 6 – Status request (close, change, reopen)