



Dear Sir/Madam,

At its October 2019 session, the Postal Operations Council (POC), in accordance with article 113.1.13 of the General Regulations, as well as article 17 of the POC Rules of Procedure, examined and approved certain proposed amendments to the Convention Regulations; these are set out in Annex 1.

The following table shows the numbers and titles of the articles concerned, as shown in Annex 1 (articles presented in numerical order and by volume number). The amendments enter into force on the dates indicated below.

## Convention Regulations

### Volume I

#### Rules in common

| <i>Article</i> | <i>Subject</i>                  | <i>Entry into force</i> |
|----------------|---------------------------------|-------------------------|
| 13-003         | Forms for the use of the public | 1 February 2020         |
| 21-003         | Inquiries when using IBIS       | 1 February 2022         |

### Volume II

#### Letter Post Regulations

| <i>Article</i> | <i>Subject</i>   | <i>Entry into force</i> |
|----------------|--|-------------------------|
| 17-119         | Make-up of mails   | 1 March 2020            |
| 30-104         | Supplementary remuneration for registered, insured and tracked items | 1 January 2021          |
| 33-107         | Payment of air conveyance dues                                       | 1 March 2020            |

**Volume III**  
**Parcel Post Regulations**

| <i>Article</i> | <i>Subject</i>                                | <i>Entry into force</i> |
|----------------|---|-------------------------|
| 17-210         | Formalities to be complied with by the sender | 1 February 2020         |
| 17-212         | Sender's instructions at the time of posting  | 1 February 2020         |
| 19-205         | Return to sender of undelivered parcels       | 1 February 2020         |

Yours faithfully,

Bishar A. Hussein  
Director General

## Convention Regulations

### Volume I

#### Rules in common

##### Article 13-003

Forms for the use of the public

Paragraph 1 has been amended as follows:

1 For the purpose of applying article 13-002.3, the following shall be considered as forms for the use of the public:

| <i>Form</i>      | <i>Title</i>  |
|------------------|---|
| CN 01            | International reply coupon  |
| CN 07            | Advice of receipt/of delivery/of payment/of entry   |
| CN 08            | Inquiry – letter-post items only  |
| CN 11            | Franking note   |
| CN 14            | Collective envelope   |
| CN 17            | Request for withdrawal from the post, alteration or correction of address, cancellation or alteration of the COD amount |
| CN 18            | Declaration concerning the non-receipt (or receipt) of a postal item  |
| CN 22            | Customs declaration label   |
| CN 23            | Customs declaration   |
| CN 29            | COD label   |
| <del>CP 71</del> | <del>Dispatch note</del>  |
| CP 72            | Manifold set. Customs declaration/Dispatch note   |
| CP 95            | COD label   |

Date of entry into force: 1 February 2020.

##### Article 21-003

Inquiries when using IBIS

Paragraph 7.5 has been amended as follows:

7.5 For letter post, a minimum performance target of 80% of on-time responses, as defined in paragraph 8.1, is required for any designated operator that participates in the supplementary remuneration programme described in article 30-104. For parcel post, a minimum performance target of 90% of on-time responses, as well as an average maximum time of ~~46~~ eight working hours to open the requests and replies received, as defined in paragraphs 8.1 to 8.3, are required for any designated operator to be eligible to receive the IBIS inward land rate bonus referred to in article 32-201. Nevertheless, designated

operators are encouraged to observe the 95% target for the two-level inquiry workflow defined in paragraph 3.

Date of entry into force: 1 February 2022.

## **Volume II**

### **Letter Post Regulations**

Article 17-119  
Make-up of mails

Paragraph 2 has been amended as follows:

2 Making up of mixed mail receptacles

2.1 to (No change.)

2.10

2.11 In order to be exempt from terminal dues payments, the exempt items referred to in article 30-101.3 (other than IBRS items) shall be packed in separate receptacles.

Date of entry into force: 1 March 2020.

Article 30-104  
Supplementary remuneration for registered, insured and tracked items

Paragraph 3 has been amended as follows:

3 Deadlines for transmission and quality targets

3.1 (No change.)

3.1.1 ~~Seventy~~ Fifty-six percent of the items that receive an EMC (departure from office of exchange) event shall have ~~both of the following:~~ an EMD (arrival at inward office of exchange) event transmitted within 24 hours of the event time and date;

3.1.1.1 ~~Eighty~~ Eighty percent of the items shall have an EMD event transmitted within 72 hours of the event time and date; ~~and~~ The target in 3.1.1 shall be considered as achieved in cases where the number of items that receive an EMD event within the respective transmission time set out in paragraph 3.1.1 exceeds the number of items that receive an EMC event;

3.1.1.2 ~~Eighty~~ Fifty-six percent of the items that receive an EMD shall have ~~either or both~~ an EDH (arrival at collection point for pick up by recipient) or EMH (attempted/unsuccessful delivery) and/or an EMI (final delivery) event, each transmitted within 24 hours of the event time and date.

Date of entry into force: 1 January 2021.

## Article 33-107

## Payment of air conveyance dues

The article has been amended as follows:

1 Air conveyance dues shall be payable by a designated operator to the airline conveying the airmails for all or part of the distance flown. In this regard, the designated operator shall, unless otherwise bilaterally agreed with the airline concerned, pay any undisputed air conveyance dues amounts no later than two months following receipt of the relevant invoice from the airline.

2 Notwithstanding ~~this rule the foregoing~~, the airline conveying the airmails may request that the air conveyance dues be paid to any ~~postal~~ designated operator with which the airline has concluded an agreement to this effect.

3 Air conveyance dues for priority items, airmail items and S.A.L. items when transported by air in transit à découvert shall be paid to the designated operator which reforwards these items.

4 Unless other arrangements have been made, air conveyance dues for airmails directly transhipped between two different airlines shall be settled by the designated operator of origin:

- 4.1 either with the first carrier airline, which shall then be responsible for paying the subsequent airline carrier;
- 4.2 or with each carrier airline involved in the transhipment.

Date of entry into force: 1 March 2020.

**Volume III****Parcel Post Regulations**

## Article 17-210

## Formalities to be complied with by the sender

Paragraphs 2 and 2bis have been amended as follows:

2 A CP 72 manifold set, or a CN 23 customs declaration (in duplicate where requested by the destination designated operator), shall accompany each parcel, either as a single form or as part of a CP 72 manifold set. The contents of the parcel shall be shown in detail on the customs declaration and indications of a general kind shall not be admitted. The CP 72 manifold set, or the CN 23 customs declaration or CP 72 manifold set (in duplicate where requested), shall be attached to the outside of the parcel, in such a way as to prevent its loss.

2bis The standard number of copies of CN 23 customs declarations to accompany a parcel (or letter-post item whose contents exceed 300 SDR in value) shall be limited to two. Where designated operators agree in advance, ~~or if the item is accompanied~~

~~by CN 23 customs declaration data electronically transmitted from the designated operator of origin to a designated operator of destination able to accept this information for its processing~~, a single CN 23 customs declaration may accompany the parcel (or letter-post item) and shall, in this case, be affixed directly to the outside of the item.

Date of entry into force: 1 February 2020.

#### Article 17-212

Sender's instructions at the time of posting

The article has been amended as follows:

1 At the time of posting of a parcel, the sender shall be required to indicate the treatment to be given in case of non-delivery. For this purpose ~~he~~ the sender shall insert a cross in the appropriate box of the CN 23 customs declaration or the CP 72 manifold set.

2 ~~He~~ The sender may give only one of the following instructions:

2.1 return ~~forthwith~~ to the sender, in accordance with the period of retention prescribed by the regulations of the country of destination, by the most economical route or by air;

2.2 (Deleted.)

2.3 (Deleted.)

2.4 abandonment of the parcel by the sender.

3 (No change.)

4 If the sender wishes to request redirection in case of non-delivery, the parcel ~~must~~ shall bear the indication "Réexpédition demandée" (Redirection requested) in either French or English or in a language known in the country of destination. If the sender wishes to forbid any redirection, the parcel (or letter-post item whose contents exceed 300 SDR in value) ~~must~~ shall bear the indication "Ne pas réexpédier" (Do not redirect) in either French or English or in a language known in the country of destination. The destination designated operator's efforts to comply with such instructions and to prevent the redirection shall be considered as a "good faith" endeavour and not subject to penalty or liability.

5 (No change.)

6 Designated operators may delete from the CN 23 form sender's instructions that are applicable only to parcels whenever such a form is used for postal items other than parcels.

Date of entry into force: 1 February 2020.

## Article 19-205

## Return to sender of undelivered parcels

Paragraph 3 has been amended as follows:

3 (No change.)

~~3.1 of the period, if any, fixed by the sender;~~

3.2 of the periods of retention laid down in article 19-203, ~~if the sender has not complied with article 17-212. In this case, however, the sender may be asked for instructions by any convenient means;~~

3.3 (No change.)

Date of entry into force: 1 February 2020.