

Universal Postal Union

# Documents of the 1994 Seoul Congress

Volume III

Final text of the Acts signed at Seoul  
Decisions other than those amending the Acts

Berne 1995  
International Bureau of the Universal Postal Union

This volume should be quoted with the following reference:

Documents of the 1994 Seoul Congress, volume III



UNIVERSAL  
POSTAL UNION

Translation from French

Berne, 22 May 1995

International Bureau Circular

**158**

Documents of the 1994 Seoul Congress –  
Volume III (Final Acts)

Dear Sirs

This is to inform you of the dispatch, as a separate registered item, of the copies in French to which your administration is entitled of volume III of the Documents of the 1994 Seoul Congress (Final Acts). Administrations that have ordered this volume in other languages will receive the corresponding versions as and when they appear. In addition, an authentic copy in French – the official language of the UPU – of the Decisions of the 21st Congress, Seoul 1994 is being notified to the Governments of Union member countries. I should be grateful if you would draw the attention of the appropriate national authorities to the fact that these Acts will come into force on 1 January 1996, and to article 26 of the UPU Constitution which lays down that the instruments of ratification and, where appropriate, of approval of the Acts of the Union shall be deposited as *soon as possible* with the Director-General of the International Bureau.

The following corrections have been made to the brochures containing the final text of the Acts adopted by the Seoul Congress which were distributed under cover of circular letter 2300(A)1798 of 18 November 1994:

*Universal Postal Convention*

(Does not affect the English version)

*Final Protocol to the Universal Postal Convention*

Art XV.1, delete “**Congo (Rep),**”

Art XV.2, replace the first sentence with “The postal administrations of **Congo (Rep)**, Djibouti, Guinea, Lebanon **and Madagascar shall** not be obliged to comply with article 37.3 in so far as concerns finally settling a claim within a period of **two** months.”

*Postal Parcels Agreement*

Art 22.4, delete the second sentence

*Final Protocol to the Postal Parcels Agreement*

Art XI.1, replace the first sentence with "The postal administrations of Angola, Guinea and Lebanon shall not be obliged to comply with article 29.3 as regards finally settling a claim within two months."

**Erratum**

A clerical error was discovered after this volume had been printed. The following correction should be made:

*Universal Postal Convention*

Art 34.5, replace "2.1" with "2.2"

A copy of this circular is being enclosed with all the authentic copies of the Decisions of the 21st Universal Postal Congress and with all the copies of volume III of the Documents of that Congress. The above corrections will be taken into account in the Manual of the Universal Postal Convention, which is in preparation.

Yours faithfully,

Thomas E LEAVEY  
Director-General



## Contents

	Page
Contents .....	3
Table of abbreviations (acronyms, symbols, etc) and signs used in the decisions of the 1994 Seoul Congress .....	5
Constitution of the Universal Postal Union <sup>1</sup> .....	9
Fifth Additional Protocol to the Constitution of the Universal Postal Union .....	25
Declarations made on signature of the Acts .....	67
General Regulations of the Universal Postal Union .....	73
Annex: Rules of Procedure of Congresses .....	93
Universal Postal Convention .....	109
Final Protocol .....	147
Postal Paracels Agreement .....	155
Final Protocol .....	211
Money Orders Agreement .....	219
Giro Agreement .....	265
Cash-on-Delivery Agreement .....	313
Decisions of the 1994 Seoul Congress other than those amending the Acts (resolutions, decisions, recommendations, formal opinions, etc) .....	357

<sup>1</sup> The Constitution of the Universal Postal Union as signed at Vienna in 1964 and amended by the 1969 Tokyo, 1974 Lausanne, 1984 Hamburg, 1989 Washington and 1994 Seoul Additional Protocols is reproduced in this volume for information purposes, but does not form part of the Acts signed at Seoul.



## Table of abbreviations (acronyms, symbols, etc) and signs used in the Decisions of the 1994 Seoul Congress

### A. Common abbreviations, etc

administration	postal administration
Agr	Agreement
art	article
c	centime
CA	Council of Administration
CCC	Customs Co-operation Council
CCPS	Consultative Council for Postal Studies
cm	centimetre
COD	Cash-on-Delivery Agreement
col	column
Constitution	Constitution of the Universal Postal Union
Conv or Convention	Universal Postal Convention
Det Regs or RE	Detailed Regulations
dm	decimetre
Doc	Documents (of Congress, Committees, etc)
EC	Executive Council
ECOSOC	Economic and Social Council of the United Nations
EDI	Electronic data interchange
eg	for example
fr	franc
g	gramme
Gen Regs or General Regulations	General Regulations of the Universal Postal Union
Giro	Giro Agreement
h	hour
IATA	International Air Transport Association
IBRS	International business reply service
id	idem
ISO	International Organization for Standardization
ITU	International Telecommunication Union
kg	kilogramme
km	kilometre
lb (16 ounces)	pound avoirdupois (453.59 grammes)
LDC	Least developed country
m	metre
max	maximum
min	minimum
mm	millimetre
mn	minute (of time)
Money Orders	Money Orders Agreement

## Table of abbreviations and signs

---

n.m.	nautical mile (1852 metres)
No	number
oz	ounce (28.3465 grammes) (16th part of a pound avoirdupois)
p	page
Parcels	Postal Parcels Agreement
POC	Postal Operations Council
Prot or Protocol	Final Protocol (to the Act concerned)
s	second (of time)
SDR	Special Drawing Right
t	tonne (1000 kilogrammes)
TCDC	Technical cooperation among developing countries
t-km	tonne-kilometre or kilometric tonne (unit used in connection with conveyance)
UN	United Nations
UNDP	United Nations Development Programme
UPU or Union	Universal Postal Union

### **B. Abbreviations relating to forms**

(These abbreviations are always followed by the number of the form)

AV	Airmail correspondence (Washington 1989)
C	Convention (Washington 1989)
CN	Convention (Seoul 1994)
CP	Parcels
MP	Money orders
R	COD
VD	Insured letters
VP	Giro

# Constitution of the Universal Postal Union

---

as amended by the 1969 Tokyo, 1974 Lausanne, 1984 Hamburg,  
1989 Washington and 1994 Seoul Additional Protocols





## Constitution of the Universal Postal Union

(as amended by the 1969 Tokyo, 1974 Lausanne, 1984 Hamburg, 1989 Washington and 1994 Seoul Additional Protocols<sup>1</sup>)

### Contents

### Preamble

### Section I

### Organic provisions

### Chapter I

### General

#### Art

- 1 Scope and objectives of the Union
- 2 Members of the Union
- 3 Jurisdiction of the Union
- 4 Exceptional relations
- 5 Seat of the Union
- 6 Official language of the Union
- 7 Monetary unit
- 8 Restricted Unions. Special Agreements
- 9 Relations with the United Nations
- 10 Relations with international organizations

<sup>1</sup> For the 1969 Tokyo Additional Protocol, see Documents of the Tokyo Congress, volume III, pp 5–8. For the second Additional Protocol (Lausanne 1974), see Documents of the Lausanne Congress, volume III, pp 23–25. For the third Additional Protocol (Hamburg 1984), see Documents of the Hamburg Congress, volume III, pp 25–28. For the fourth Additional Protocol (Washington 1989), see Documents of the Washington Congress, volume III/1, pp 27–32. For the fifth Additional Protocol (Séoul 1994), see pp 25–29 of this volume.

Chapter II

Accession or admission to the Union. Withdrawal from the Union

- 11    Accession or admission to the Union. Procedure
- 12    Withdrawal from the Union. Procedure

Chapter III

Organization of the Union

- 13    Bodies of the Union
- 14    Congress
- 15    Extraordinary Congresses
- 16    Administrative Conferences (deleted)
- 17    **Council of Administration**
- 18    **Postal Operations Council**
- 19    Special Committees (deleted)
- 20    International Bureau

Chapter IV

Finances of the Union

- 21    Expenditure of the Union. Contributions of member countries

Section II

Acts of the Union

Chapter I

General

- 22    Acts of the Union
- 23    Application of the Acts of the Union to territories for whose international relations a member country is responsible
- 24    National legislation

## Chapter II

### Acceptance and denunciation of the Acts of the Union

- 25 Signature, authentication, ratification and other forms of approval of the Acts of the Union
- 26 Notification of ratifications and other forms of approval of the Acts of the Union
- 27 Accession to the Agreements
- 28 Denunciation of an Agreement

## Chapter III

### Amendment of the Acts of the Union

- 29 Presentation of proposals
- 30 Amendment of the Constitution
- 31 Amendment of the General Regulations, the Convention and the Agreements

## Chapter IV

### Settlement of disputes

- 32 Arbitration

## Section III

### Final provisions

- 33 Coming into operation and duration of the Constitution



## Constitution of the Universal Postal Union

(as amended by the 1969 Tokyo, 1974 Lausanne, 1984 Hamburg, 1989 Washington and 1994 Seoul Additional Protocols)

### Preamble

With a view to developing communications between peoples by the efficient operation of the postal services, and to contributing to the attainment of the noble aims of international collaboration in the cultural, social and economic fields,

the plenipotentiaries of the Governments of the contracting countries have, subject to ratification, adopted this Constitution.

### Section I

#### Organic provisions

#### Chapter I

##### General

##### Article 1

###### Scope and objectives of the Union

1 The countries adopting this Constitution shall comprise, under the title of the Universal Postal Union, a single postal territory for the reciprocal exchange of letter-post items. Freedom of transit shall be guaranteed throughout the entire territory of the Union.

2 The aim of the Union shall be to secure the organization and improvement of the postal services and to promote in this sphere the development of international collaboration.

3 The Union shall take part, as far as possible, in postal technical assistance sought by its member countries.

Article 2

Members of the Union

Member countries of the Union shall be:

- a countries which have membership status at the date on which the Constitution comes into force;
- b countries admitted to membership in accordance with article 11.

Article 3

Jurisdiction of the Union

The Union shall have within its jurisdiction:

- a the territories of member countries;
- b post offices set up by member countries in territories not included in the Union;
- c territories which, without being members of the Union, are included in it because from the postal point of view they are dependent on member countries.

Article 4

Exceptional relations

Postal administrations which provide a service with territories not included in the Union are bound to act as intermediaries for other administrations. The provisions of the Convention and its Detailed Regulations shall be applicable to such exceptional relations.

Article 5

Seat of the Union

The seat of the Union and of its permanent organs shall be at Berne.

Article 6

Official language of the Union

The official language of the Union shall be French.

Article 7<sup>1</sup>

Monetary unit

The monetary unit used in the Acts of the Union shall be the accounting unit of the International Monetary Fund (IMF).

<sup>1</sup> Amended by the 1989 Washington Congress.



## Article 8

### Restricted Unions. Special Agreements

1 Member countries, or their postal administrations if the legislation of those countries so permits, may establish Restricted Unions and make Special Agreements concerning the international postal service, provided always that they do not introduce provisions less favourable to the public than those provided for by the Acts to which the member countries concerned are parties.

2 Restricted Unions may send observers to Congresses, Conferences and meetings of the Union, to the **Council of Administration** and to the **Postal Operations Council**.<sup>1</sup>

3 The Union may send observers to Congresses, Conferences and meetings of Restricted Unions.

## Article 9

### Relations with the United Nations

The relations between the Union and the United Nations shall be governed by the Agreements whose texts are annexed to this Constitution.

## Article 10

### Relations with international organizations

In order to secure close cooperation in the international postal sphere, the Union may collaborate with international organizations having related interests and activities.

## Chapter II

### Accession or admission to the Union. Withdrawal from the Union

## Article 11<sup>2</sup>

### Accession or admission to the Union. Procedure

1 Any member of the United Nations may accede to the Union.

2 Any sovereign country which is not a member of the United Nations may apply for admission as a member country of the Union.

3 Accession or application for admission to the Union must entail a formal declaration of accession to the Constitution and to the obligatory Acts of the Union. It shall be addressed by the Government of the country concerned to the Director-General of the International Bureau, who shall notify the accession or consult the member countries on the application for admission, as the case may be.

<sup>1</sup> Amended by the 1969 Tokyo and 1994 Seoul Congresses.

<sup>2</sup> Amended by the 1969 Tokyo and 1989 Washington Congresses.

4 A country which is not a member of the United Nations shall be deemed to be admitted as a member country if its application is approved by at least two thirds of the member countries of the Union. Member countries which have not replied within a period of four months shall be considered as having abstained.

5 Accession or admission to membership shall be notified by the Director-General of the International Bureau to the Governments of member countries. It shall take effect from the date of such notification.

#### Article 12<sup>1</sup>

##### Withdrawal from the Union. Procedure

1 Each member country may withdraw from the Union by notice of denunciation of the Constitution given by the Government of the country concerned to the Director-General of the International Bureau and by him to the Governments of member countries.

2 Withdrawal from the Union shall become effective one year after the day on which the notice of denunciation provided for in paragraph 1 is received by the Director-General of the International Bureau.

### Chapter III

#### Organization of the Union

#### Article 13<sup>2</sup>

##### Bodies of the Union

1 The Union's bodies shall be Congress, the **Council of Administration**, the **Postal Operations Council** and the International Bureau.

2 The Union's permanent bodies shall be the **Council of Administration**, the **Postal Operations Council** and the International Bureau.

#### Article 14

##### Congress

1 Congress shall be the supreme body of the Union.

2 Congress shall consist of the representatives of member countries.

#### Article 15

##### Extraordinary Congresses

An Extraordinary Congress may be convened at the request or with the consent of at least two thirds of the member countries of the Union.

<sup>1</sup> Amended by the 1989 Washington Congress.

<sup>2</sup> Amended by the 1969 Tokyo, 1984 Hamburg and 1994 Seoul Congresses.

Article 16  
Administrative Conferences

(Deleted)<sup>1</sup>

Article 17<sup>2</sup>  
**Council of Administration**

1 Between Congresses the **Council of Administration (CA)** shall ensure the continuity of the work of the Union in accordance with the provisions of the Acts of the Union.

2 Members of the **Council of Administration** shall carry out their functions in the name and in the interests of the Union.

Article 18<sup>3</sup>  
**Postal Operations Council**

The **Postal Operations Council (POC)** shall be entrusted with **operational, commercial, technical** and economic questions concerning the postal service.

Article 19  
Special Committees

(Deleted)<sup>1</sup>

Article 20<sup>4</sup>  
International Bureau

A central office operating at the seat of the Union under the title of the International Bureau of the Universal Postal Union, directed by a Director-General and placed under the control of the **Council of Administration**, shall serve as an organ of **execution, support**, liaison, information and **consultation**.

<sup>1</sup> By the 1984 Hamburg Congress.

<sup>2</sup> Amended by the 1994 Seoul Congress.

<sup>3</sup> Amended by the 1969 Tokyo and 1994 Seoul Congresses.

<sup>4</sup> Amended by the 1984 Hamburg and 1994 Seoul Congresses.

## Chapter IV

### Finances of the Union

#### Article 21<sup>1</sup>

##### Expenditure of the Union. Contributions of member countries

- 1 Each Congress shall fix the maximum amount which:
  - a the expenditure of the Union may reach annually;
  - b the expenditure relating to the organization of the next Congress may reach.
- 2 The maximum amount for expenditure referred to in paragraph 1 may be exceeded if circumstances so require, provided that the relevant provisions of the General Regulations are observed.
- 3 The expenses of the Union, including where applicable the expenditure envisaged in paragraph 2, shall be jointly borne by the member countries of the Union. For this purpose, each member country shall choose the contribution class in which it intends to be included. The contribution classes shall be laid down in the General Regulations.
- 4 In the case of accession or admission to the Union under article 11, the country concerned shall freely choose the contribution class into which it wishes to be placed for the purpose of apportioning the expenses of the Union.

## Section II

### Acts of the Union

## Chapter I

### General

#### Article 22

##### Acts of the Union

- 1 The Constitution shall be the basic Act of the Union. It shall contain the organic rules of the Union.
- 2 The General Regulations shall embody those provisions which ensure the application of the Constitution and the working of the Union. They shall be binding on all member countries.
- 3 The Universal Postal Convention and its Detailed Regulations shall embody the rules applicable throughout the international postal service and the provisions concerning the letter-post services. These Acts shall be binding on all member countries.

<sup>1</sup> Amended by the 1969 Tokyo, 1974 Lausanne and 1989 Washington Congresses.

4 The Agreements of the Union, and their Detailed Regulations, shall regulate the services other than those of the letter post between those member countries which are parties to them. They shall be binding on those countries only.

5 The Detailed Regulations, which shall contain the rules of application necessary for the implementation of the Convention and of the Agreements, shall be drawn up by the **Postal Operations Council**, bearing in mind the decisions taken by Congress.<sup>1</sup>

6 The Final Protocols annexed to the Acts of the Union referred to in paragraphs 3, 4 and 5 shall contain the reservations to those Acts.

#### Article 23<sup>2</sup>

Application of the Acts of the Union to territories for whose international relations a member country is responsible

1 Any country may declare at any time that its acceptance of the Acts of the Union includes all the territories for whose international relations it is responsible, or certain of them only.

2 The declaration provided for in paragraph 1 must be addressed to the Director-General of the International Bureau.

3 Any member country may at any time address to the Director-General of the International Bureau a notification of its intention to denounce the application of those Acts of the Union in respect of which it has made the declaration provided for in paragraph 1. Such notification shall take effect one year after the date of its receipt by the Director-General of the International Bureau.

4 The declarations and notifications provided for in paragraphs 1 and 3 shall be communicated to member countries by the Director-General of the International Bureau.

5 Paragraphs 1 to 4 shall not apply to territories having the status of a member of the Union and for whose international relations a member country is responsible.

#### Article 24

National legislation

The provisions of the Acts of the Union shall not derogate from the legislation of any member country in respect of anything which is not expressly provided for by those Acts.

<sup>1</sup> Amended by the 1989 Washington and 1994 Seoul Congresses.

<sup>2</sup> Amended by the 1989 Washington Congress.

## Chapter II

### Acceptance and denunciation of the Acts of the Union

#### Article 25<sup>1</sup>

Signature, authentication, ratification and other forms of approval of the Acts of the Union

1 The Acts of the Union arising from the Congress shall be signed by the plenipotentiaries of the member countries.

2 The Detailed Regulations shall be authenticated by the Chairman and the Secretary-General of the **Postal Operations Council**.

3 The Constitution shall be ratified as soon as possible by the signatory countries.

4 Approval of the Acts of the Union other than the Constitution shall be governed by the constitutional regulations of each signatory country.

5 When a country does not ratify the Constitution or does not approve the other Acts which it has signed, the Constitution and other Acts shall be no less valid for the other countries that have ratified or approved them.

#### Article 26<sup>2</sup>

Notification of ratifications and other forms of approval of the Acts of the Union

The instruments of ratification of the Constitution and the Additional Protocols thereto and, where appropriate, of approval of the other Acts of the Union shall be deposited as soon as possible with the Director-General of the International Bureau who shall notify the Governments of the member countries of their deposit.

#### Article 27

Accession to the Agreements

1 Member countries may, at any time, accede to one or more of the Agreements provided for in article 22, paragraph 4.

2 Accession of member countries to the Agreements shall be notified in accordance with article 11, paragraph 3.

#### Article 28

Denunciation of an Agreement

Each member country may cease being a party to one or more of the Agreements, under the conditions laid down in article 12.

<sup>1</sup> Amended by the 1989 Washington and 1994 Seoul Congresses.

<sup>2</sup> Amended by the 1969 Tokyo and 1989 Washington Congresses.



## Chapter III

### Amendment of the Acts of the Union

#### Article 29

##### Presentation of proposals

1 The postal administration of a member country shall have the right to present, either to Congress or between Congresses, proposals concerning the Acts of the Union to which its country is a party.

2 However, proposals concerning the Constitution and the General Regulations may be submitted only to Congress.

#### Article 30

##### Amendment of the Constitution

1 To be adopted, proposals submitted to Congress and relating to this Constitution must be approved by at least two thirds of the member countries of the Union.

2 Amendments adopted by a Congress shall form the subject of an additional protocol and, unless that Congress decides otherwise, shall enter into force at the same time as the Acts renewed in the course of the same Congress. They shall be ratified as soon as possible by member countries and the instruments of such ratification shall be dealt with in accordance with the procedure laid down in article 26.

#### Article 31<sup>1</sup>

##### Amendment of the General Regulations, the Convention and the Agreements

1 The General Regulations, the Convention and the Agreements shall define the conditions to be fulfilled for the approval of proposals which concern them.

2 The Acts referred to in paragraph 1 shall enter into force simultaneously and shall have the same duration. As from the day fixed by Congress for the entry into force of these Acts, the corresponding Acts of the preceding Congress shall be abrogated.

## Chapter IV

### Settlement of disputes

#### Article 32

##### Arbitration

In the event of a dispute between two or more postal administrations of member countries concerning the interpretation of the Acts of the Union or the responsibility imposed on a postal administration by the application of those Acts, the question at issue shall be settled by arbitration.

<sup>1</sup> Amended by the 1984 Hamburg Congress.

## Section III

### Final provisions

#### Article 33

##### Coming into operation and duration of the Constitution

This Constitution shall come into operation on 1 January 1966 and shall remain in force for an indefinite period.

In witness whereof, the plenipotentiaries of the Governments of the contracting countries have signed this Constitution in a single original which shall be deposited in the archives of the Government of the country in which the seat of the Union is situated. A copy thereof shall be delivered to each party by the Government of the country in which Congress is held.

Done at Vienna, 10 July 1964.

# Fifth Additional Protocol to the Constitution of the Universal Postal Union

---



Fifth Additional Protocol to the Constitution  
of the Universal Postal Union

Contents

Art	
I	(art 8 amended) Restricted Unions, Special Agreements
II	(art 13 amended) Bodies of the Union
III	(art 17 amended) <b>Council of Administration</b>
IV	(art 18 amended) <b>Postal Operations Council</b>
V	(art 20 amended) International Bureau
VI	(art 22 amended) Acts of the Union
VII	(art 25 amended) Signature, authentication, ratification and other forms of approval of the Acts of the Union
VIII	Accession to the Additional Protocol and to the other Acts of the Union
IX	Entry into force and duration of the Additional Protocol to the Constitution of the Universal Postal Union





## Fifth Additional Protocol to the Constitution of the Universal Postal Union

The plenipotentiaries of the Governments of the member countries of the Universal Postal Union, met in Congress at Seoul, in view of article 30, paragraph 2, of the Constitution of the Universal Postal Union concluded at Vienna on 10 July 1964, have adopted, subject to ratification, the following amendments to that Constitution.

### Article I

(Article 8 amended)

#### Restricted Unions. Special Agreements

1 Member countries, or their postal administrations if the legislation of those countries so permits, may establish Restricted Unions and make Special Agreements concerning the international postal service, provided always that they do not introduce provisions less favourable to the public than those provided for by the Acts to which the member countries concerned are parties.

2 Restricted Unions may send observers to Congresses, Conferences and meetings of the Union, to **the Council of Administration** and to the **Postal Operations Council**.

3 The Union may send observers to Congresses, Conferences and meetings of Restricted Unions.

### Article II

(Article 13 amended)

#### Bodies of the Union

1 The Union's bodies shall be Congress, **the Council of Administration**, the **Postal Operations Council** and the International Bureau.

2 The Union's permanent bodies shall be **the Council of Administration**, the **Postal Operations Council** and the International Bureau.

Article III

(Article 17 amended)

**Council of Administration**

1 Between Congresses, **the Council of Administration (CA)** shall ensure the continuity of the work of the Union in accordance with the provisions of the Acts of the Union.

2 The members of **the Council of Administration** shall carry out their functions in the name and in the interests of the Union.

Article IV

(Article 18 amended)

**Postal Operations Council**

The **Postal Operations Council (POC)** shall be entrusted **with operational, commercial, technical and** economic questions concerning the postal service.

Article V

(Article 20 amended)

International Bureau

A central office operating at the seat of the Union under the title of the International Bureau of the Universal Postal Union, directed by a Director-General and placed under the control of **the Council of Administration**, shall serve as an organ of **execution, support**, liaison, information and **consultation**.

Article VI

(Article 22 amended)

Acts of the Union

1 The Constitution shall be the basic Act of the Union. It shall contain the organic rules of the Union.

2 The General Regulations shall embody those provisions which ensure the application of the Constitution and the working of the Union. They shall be binding on all member countries.

3 The Universal Postal Convention and its Detailed Regulations shall embody the rules applicable throughout the international postal service and the provisions concerning the letter-post services. These Acts shall be binding on all member countries.

4 The Agreements of the Union, and their Detailed Regulations, shall regulate the services other than those of the letter post between those member countries which are parties to them. They shall be binding on those countries only.

5 The Detailed Regulations, which shall contain the rules of application necessary for the implementation of the Convention and of the Agreements, shall be drawn up by the **Postal Operations Council**, bearing in mind the decisions taken by Congress.

6 The Final Protocols annexed to the Acts of the Union referred to in paragraphs 3, 4 and 5 shall contain the reservations to those Acts.

Article VII

(Article 25 amended)

Signature, authentication, ratification and other forms of approval of the Acts of the Union

- 1 The Acts of the Union arising from the Congress shall be signed by the plenipotentiaries of the member countries.
- 2 The Detailed Regulations shall be authenticated by the Chairman and the Secretary-General of the **Postal Operations Council**.
- 3 The Constitution shall be ratified as soon as possible by the signatory countries.
- 4 Approval of the Acts of the Union other than the Constitution shall be governed by the constitutional regulations of each signatory country.
- 5 When a country does not ratify the Constitution or does not approve the other Acts which it has signed, the Constitution and other Acts shall be no less valid for the other countries that have ratified or approved them.

Article VIII

Accession to the Additional Protocol and to the other Acts of the Union

- 1 Member countries which have not signed the present Protocol may accede to it at any time.
- 2 Member countries which are party to the Acts renewed by Congress but which have not signed them shall accede thereto as soon as possible.
- 3 Instruments of accession relating to the cases set forth in paragraphs 1 and 2 shall be sent to the Director-General of the International Bureau, who shall notify the Governments of the member countries of their deposit.

Article IX

Entry into force and duration of the Additional Protocol to the Constitution of the Universal Postal Union

This Additional Protocol shall come into force on 1 January 1996 and shall remain in force for an indefinite period.

In witness whereof the plenipotentiaries of the Governments of the member countries have drawn up this Additional Protocol, which shall have the same force and the same validity as if its provisions were inserted in the text of the Constitution itself, and they have signed it in a single original which shall be deposited with the Director-General of the International Bureau. A copy thereof shall be delivered to each party by the Government of the country in which Congress is held.

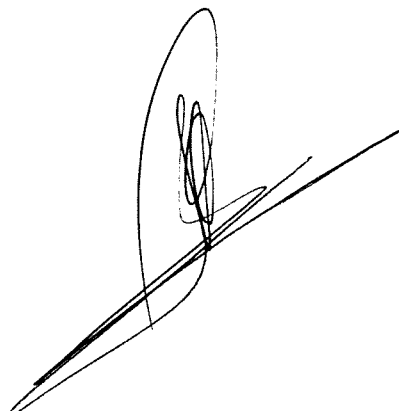
Done at Seoul, 14 September 1994.

*See signatures below.*



POUR  
L'ÉTAT ISLAMIQUE D'AFGHANISTAN:

POUR  
LA RÉPUBLIQUE ALGÉRIENNE  
DÉMOCRATIQUE ET POPULAIRE:



POUR  
LA RÉPUBLIQUE DE L'AFRIQUE DU SUD:

POUR  
LA RÉPUBLIQUE FÉDÉRALE  
D'ALLEMAGNE:

*Handwritten signatures for the Republic of South Africa and Germany*

*Handwritten signatures for the German Republic*

*Rabi. Gasind*

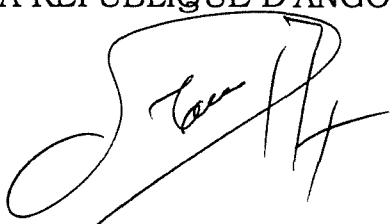
POUR  
LA RÉPUBLIQUE D'ALBANIE:

POUR  
LES ÉTATS-UNIS D'AMÉRIQUE:



*Handwritten signatures for the United States:*  
Thomas J. Flaney  
Michael J. Regan  
James A. Sullivan  
James H. Henneley  
Theresa Parent Quinn  
Blaine H. Wittman  
Charlotte Hilroy

POUR  
LA RÉPUBLIQUE D'ANGOLA:



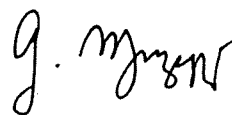
João Pedro Gembol  
João Pedro Gembol

POUR  
ANTIGUA-ET-BARBUDA:

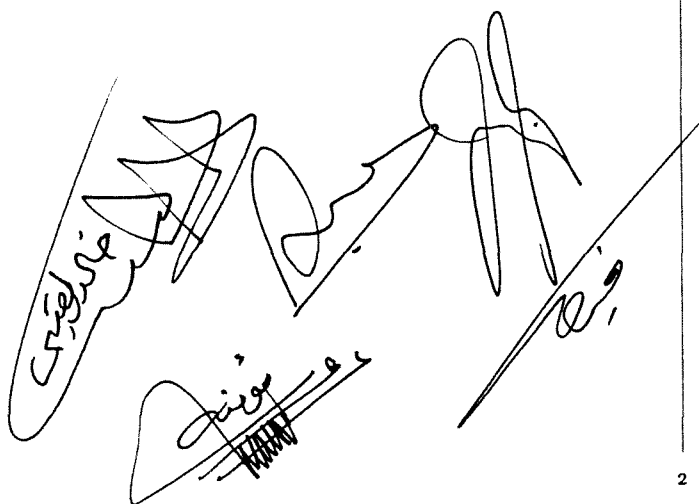
POUR  
LA RÉPUBLIQUE ARGENTINE:



POUR  
LA RÉPUBLIQUE D'ARMÉNIE:



POUR  
LE ROYAUME DE L'ARABIE SAOUDITE:



POUR  
L'AUSTRALIE:



POUR  
LA RÉPUBLIQUE D'AUTRICHE:

*Yannick Urayman*  
*Peter Barisuel*  
*P. Barisuel*

POUR  
LA RÉPUBLIQUE D'AZERBAÏDJAN:

POUR  
LE COMMONWEALTH DES BAHAMAS:

*John F. Anderson*

POUR  
L'ÉTAT DE BAHRAIN:

*A. M. Al-Hamad*

POUR  
LA RÉPUBLIQUE POPULAIRE  
DU BANGLADESH:

*Sultana, the*  
*Y. M. Chowdhury*

POUR  
BARBADE:

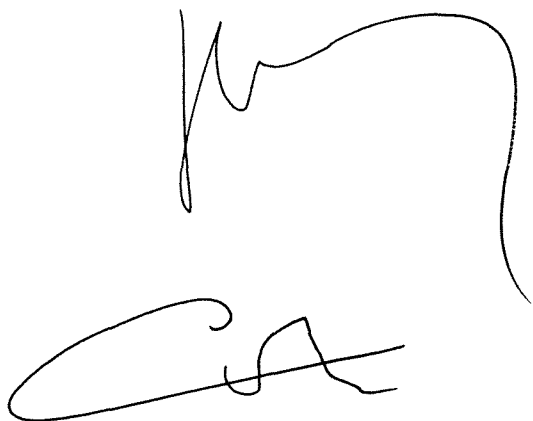
*Debrah P. P. P.*

POUR  
LA RÉPUBLIQUE DU BÉLARUS:



POUR  
LA BELGIQUE:

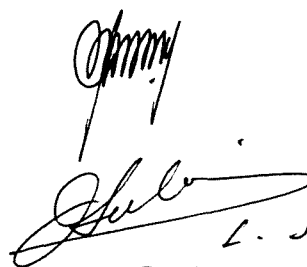
"sous réserve de ratification"



POUR  
BELIZE:



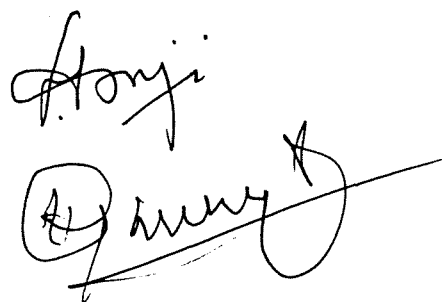
POUR  
LA RÉPUBLIQUE DU BÉNIN:



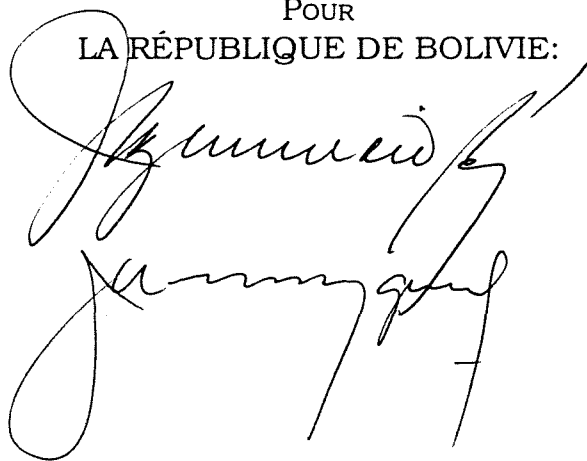
L. SALIOL



POUR  
LE ROYAUME DE BHOUTAN:



POUR  
LA RÉPUBLIQUE DE BOLIVIE:



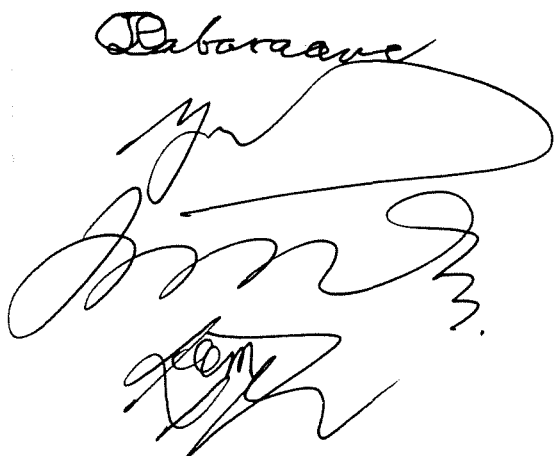


POUR  
LA RÉPUBLIQUE DE  
BOSNIE-HERZÉGOVINE:

POUR  
LE BRUNEI DARUSSALAM:

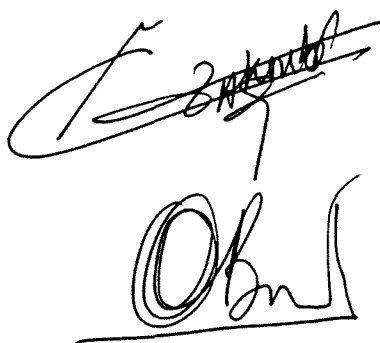
POUR  
LA RÉPUBLIQUE DU BOTSWANA:

POUR  
LA RÉPUBLIQUE DE BULGARIE:

Four handwritten signatures in black ink, stacked vertically. The first signature is 'Mabasa', followed by three more stylized signatures.A single handwritten signature in black ink, appearing to be 'Eliz'.

POUR  
LA RÉPUBLIQUE FÉDÉRATIVE  
DU BRÉSIL:

POUR  
LE BURKINA FASO:

A single handwritten signature in black ink, appearing to be 'Pereira'.Two handwritten signatures in black ink, stacked vertically. The top signature is 'Zakaria' and the bottom one is 'Obi'.

POUR  
LA RÉPUBLIQUE DU BURUNDI:

POUR  
LE ROYAUME DU CAMBODGE:

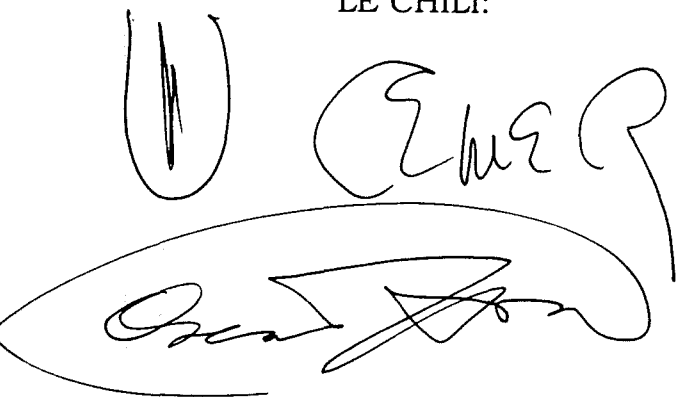
POUR  
LA RÉPUBLIQUE DU CAMEROUN:

POUR  
LE CANADA:

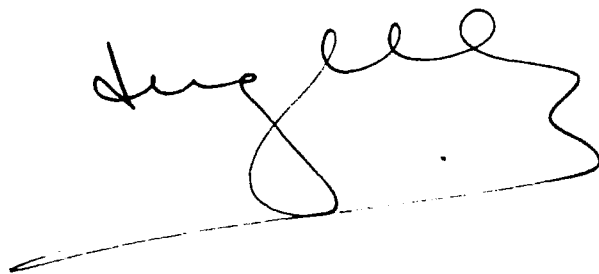
POUR  
LA RÉPUBLIQUE DU CAP-VERT:

POUR  
LA RÉPUBLIQUE CENTRAFRICAINE:

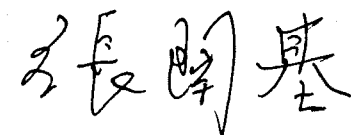
POUR  
LE CHILI:

A handwritten signature in black ink, consisting of a large, stylized 'U' shape followed by a series of loops and a long horizontal stroke.

POUR  
LA RÉPUBLIQUE DE COLOMBIE:

A handwritten signature in black ink, featuring a large, stylized 'C' shape followed by a series of loops and a long horizontal stroke.

POUR  
LA RÉPUBLIQUE POPULAIRE DE CHINE:

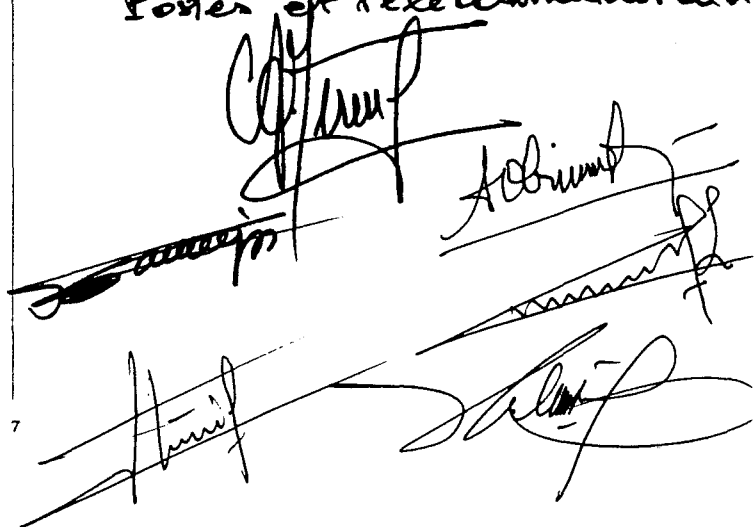
A handwritten signature in black ink, consisting of a large, stylized 'C' shape followed by a series of loops and a long horizontal stroke.A handwritten signature in black ink, consisting of a large, stylized 'C' shape followed by a series of loops and a long horizontal stroke.A handwritten signature in black ink, consisting of a large, stylized 'C' shape followed by a series of loops and a long horizontal stroke.

POUR  
LA RÉPUBLIQUE DE CHYPRE:

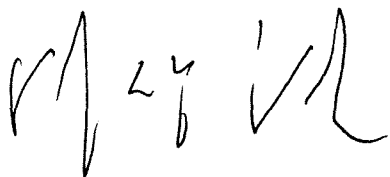
A handwritten signature in black ink, consisting of a large, stylized 'C' shape followed by a series of loops and a long horizontal stroke.

POUR  
LA RÉPUBLIQUE FÉDÉRALE ISLAMIQUE  
DES COMORES:

POUR  
LA RÉPUBLIQUE DU CONGO:  
Le Ministre de la Communication,  
Postes et Télécommunication

A handwritten signature in black ink, consisting of a large, stylized 'C' shape followed by a series of loops and a long horizontal stroke.

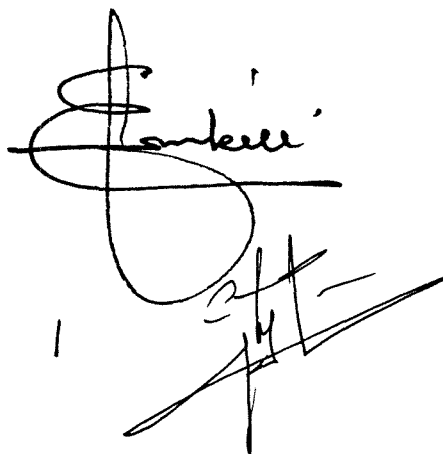
POUR  
LA RÉPUBLIQUE DE CORÉE:

A handwritten signature in black ink, consisting of several stylized, connected strokes.

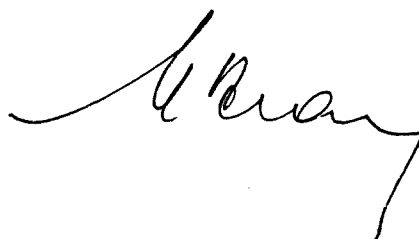
POUR  
LA RÉPUBLIQUE DE COSTA-RICA:

A handwritten signature in black ink, featuring a prominent, flowing cursive style.

POUR  
LA RÉPUBLIQUE DE CÔTE D'IVOIRE:

A handwritten signature in black ink, with a large, bold initial 'S' and a long, sweeping horizontal line.

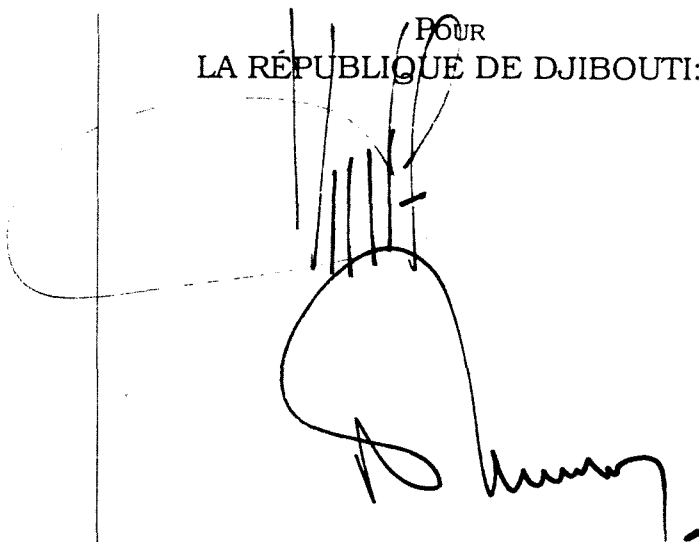
POUR  
LA RÉPUBLIQUE DE CROATIE:

A handwritten signature in black ink, with a large, bold initial 'C' and a long, sweeping horizontal line.

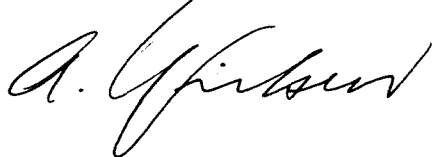
POUR  
LA RÉPUBLIQUE DE CUBA:

A stylized handwritten signature in black ink, featuring a large, sweeping initial 'P' followed by several loops and a final flourish.

POUR  
LA RÉPUBLIQUE DE DJIBOUTI:

A handwritten signature in black ink, consisting of a series of vertical strokes followed by a large, rounded loop and a final horizontal stroke.

POUR  
LE ROYAUME DE DANEMARK:

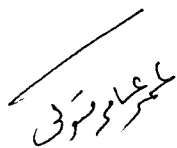
A handwritten signature in black ink, starting with a large 'A' followed by several loops and a final flourish.

POUR  
LA RÉPUBLIQUE DOMINICAINE:

A handwritten signature in black ink, starting with 'Lic.' followed by a series of loops and a final flourish.

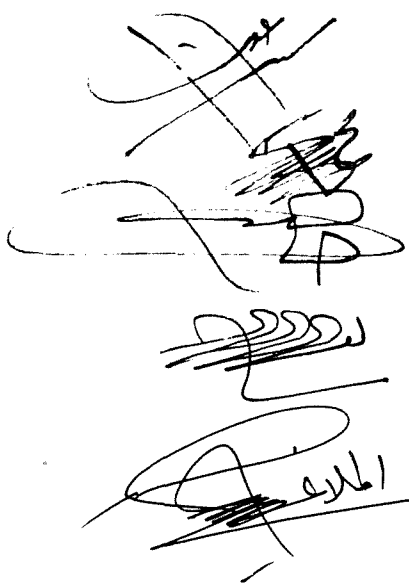
POUR  
LE COMMONWEALTH DE LA DOMINIQUE:

POUR  
LA RÉPUBLIQUE ARABE D'ÉGYPTE:



POUR  
LA RÉPUBLIQUE DE EL SALVADOR:

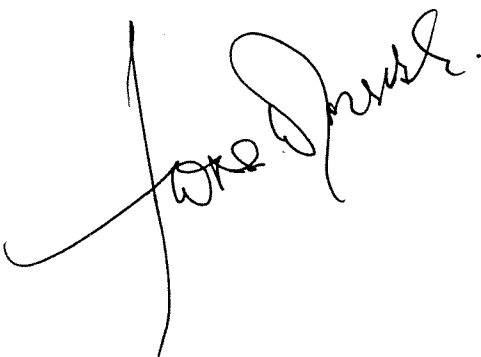
POUR  
LES ÉMIRATS ARABES UNIS:



POUR  
LA RÉPUBLIQUE DE L'ÉQUATEUR:



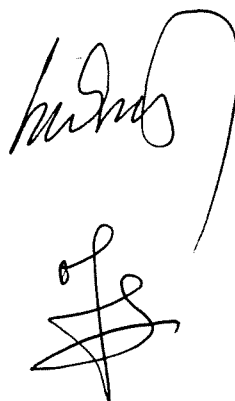
POUR  
L'ÉRYTHRÉE:



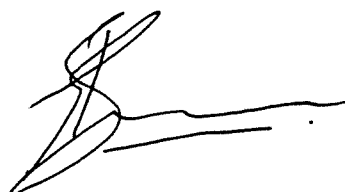
POUR  
L'ESPAGNE:

Ug Pérez

POUR  
L'ÉTHIOPIE:



POUR  
FIDJI:

  
Whomkeya  
Grasada

POUR  
LA RÉPUBLIQUE D'ESTONIE:

Mauri  
Kuluf

POUR  
LA RÉPUBLIQUE DE FINLANDE:

Juho K.  
Jon Salmi  
Kaukula  
Joel Alhelt  
Anne-Marja Kallio  
Antti B.  
Päivi Raananen

POUR  
LA RÉPUBLIQUE FRANÇAISE:

*17*  
*14400*

*Jeune*

*Stef*

POUR  
LA RÉPUBLIQUE GABONAISE:

*A. Moukoko*  
*D. B.*  
*POTRY B. B. B.*  
*Vau*

POUR  
LA GAMBIE:

POUR  
LA RÉPUBLIQUE DE GÉORGIE:

POUR  
LA RÉPUBLIQUE DU GHANA:

*Abba Salie*  
*Isaiah*



POUR  
LE ROYAUME-UNI  
DE GRANDE-BRETAGNE  
ET D'IRLANDE DU NORD,  
ÎLES DE LA MANCHE ET ÎLE DE MAN:

*D. O'm.*

*Keith Cisher.*

POUR  
LES TERRITOIRES D'OUTRE-MER DONT  
LES RELATIONS INTERNATIONALES  
SONT ASSURÉES PAR  
LE GOUVERNEMENT DU ROYAUME-UNI  
DE GRANDE-BRETAGNE  
ET D'IRLANDE DU NORD:

*Anthony*

POUR  
LA GRÈCE:

*G. St. J. P.*

POUR  
GRENADÉ:

*Leo Robert*

POUR  
LA RÉPUBLIQUE DU GUATÉMALA:

POUR  
LA RÉPUBLIQUE DE GUINÉE:

*Y. Zoumanigui*

*[Signature]*

POUR  
LA RÉPUBLIQUE DE GUINÉE-BISSAU:

POUR  
LA RÉPUBLIQUE  
DE GUINÉE ÉQUATORIALE:

*[Signature]*

POUR  
LA GUYANE:

*Edouard Abalo*

*Hyde Hamlet*

POUR  
LA RÉPUBLIQUE D'HAÏTI:

POUR  
LA RÉPUBLIQUE DU HONDURAS:

*[Signature]*

POUR  
LA RÉPUBLIQUE DE HONGRIE:

*Nólu Nagy*  
*dr. János Tóth*

POUR  
L'INDE:

*Surya Sen*

*Man*

POUR  
LA RÉPUBLIQUE D'INDONÉSIE:

*Achmad Soedarto*

POUR  
LA RÉPUBLIQUE ISLAMIQUE D'IRAN:

KARAM POUR  
*[Signature]*  
*.K*

POUR  
LA RÉPUBLIQUE D'IRAQ:

POUR  
L'IRLANDE:

*[Signature]*  
*Patrick Ryan*

POUR  
LA RÉPUBLIQUE D'ISLANDE:

*Alf Einarsson*  
*Handi P. Kristinn*  
*Recepturman*

POUR  
ISRAËL:

*Fanny Edery - 23/22*

POUR  
L'ITALIE:

*Franco Martini*  
*Giuseppe Vallini*  
*Fante Lombacciani*

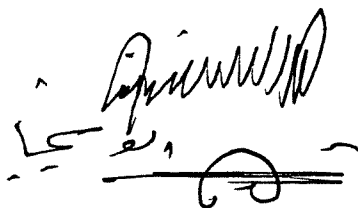
POUR  
(AL) JAMAHIRIYA ARABE LIBYENNE  
POPULAIRE SOCIALISTE:

POUR  
LA JAMAÏQUE:

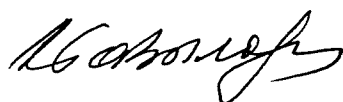
POUR  
LE JAPON:

*Shintaro Yamashita*

POUR  
LE ROYAUME HACHÉMITE  
DE JORDANIE:



POUR  
LA RÉPUBLIQUE DU KAZAKHSTAN:

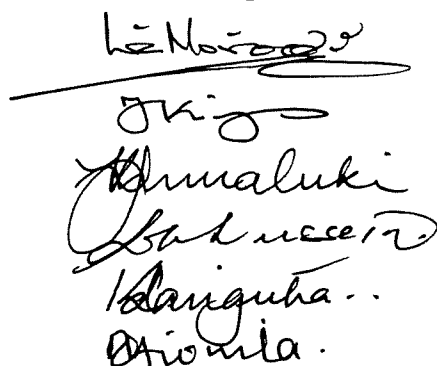


POUR  
LA RÉPUBLIQUE DU KIRGHIZISTAN:



POUR  
LA RÉPUBLIQUE DE KIRIBATI:

POUR  
LA RÉPUBLIQUE DE KENYA:



POUR  
KUWAIT:

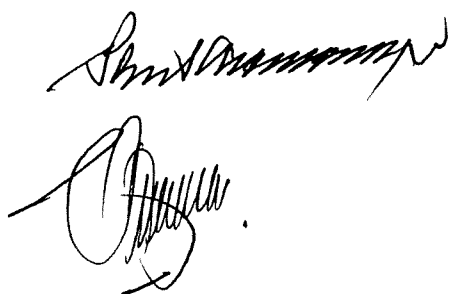


POUR  
LA RÉPUBLIQUE DÉMOCRATIQUE  
POPULAIRE LAO:

POUR  
L'EX-RÉPUBLIQUE YOUGOSLAVE  
DE MACÉDOINE:

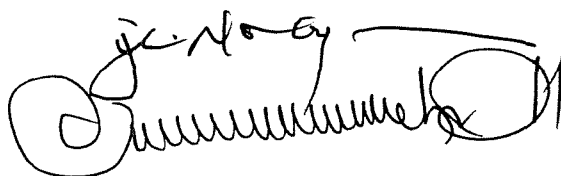
POUR  
LE ROYAUME DU LESOTHO:

POUR  
LA RÉPUBLIQUE LIBANAISE:

Two handwritten signatures in black ink, one above the other, representing the Kingdom of Lesotho.A single handwritten signature in black ink, representing the Lebanese Republic.

POUR  
LA RÉPUBLIQUE DE LETTONIE:

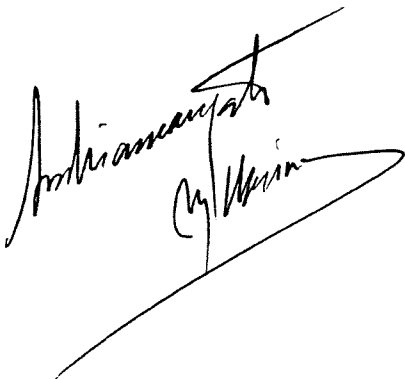
POUR  
LA RÉPUBLIQUE DE LIBÉRIA:

A handwritten signature in black ink, representing the Republic of Latvia.A handwritten signature in black ink, representing the Republic of Liberia.

POUR  
LA PRINCIPAUTÉ DE LIECHTENSTEIN:



POUR  
LA RÉPUBLIQUE DE MADAGASCAR:

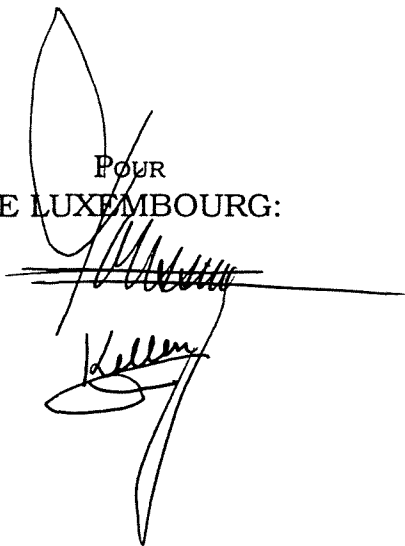


POUR  
LA RÉPUBLIQUE DE LITUANIE:


POUR  
LA MALAISIE:



POUR  
LE LUXEMBOURG:




POUR  
MALAWI:



POUR  
LA RÉPUBLIQUE DES MALDIVES:



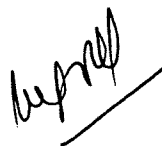
POUR  
LE ROYAUME DU MAROC:

محمد السادس  


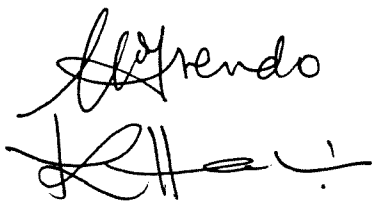
POUR  
LA RÉPUBLIQUE DU MALI:



POUR  
MAURICE:



POUR  
MALTE:



POUR  
LA RÉPUBLIQUE ISLAMIQUE  
DE MAURITANIE:



MAHFOU



Jorge E. Allen

Wilbur  
Foster

Quinn -  
Huntman -  
Brown -

Wilbur  
Foster

888? 2/1/09  
ML 1/1/94

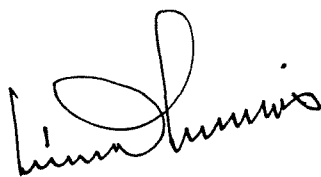
25/01/20

POUR  
LA RÉPUBLIQUE DE NAMIBIE:

POUR  
LA RÉPUBLIQUE DU NICARAGUA:

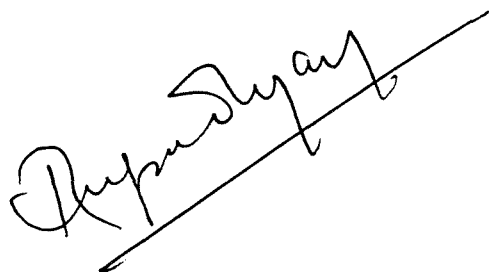
POUR  
LA RÉPUBLIQUE DE NAURU:

POUR  
LA RÉPUBLIQUE DU NIGER:

A handwritten signature in black ink, appearing to be 'Lina Lina' or similar, written in a cursive style.

POUR  
LE NÉPAL:

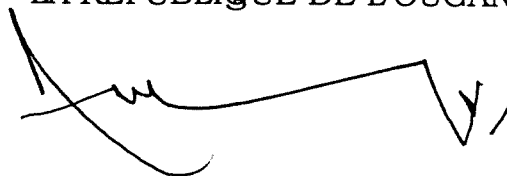
POUR  
LA RÉPUBLIQUE FÉDÉRALE  
DU NIGÉRIA:

A handwritten signature in black ink, appearing to be 'Rupendra' or similar, written in a cursive style and underlined.A handwritten signature in black ink, appearing to be 'O. Lina' or similar, written in a cursive style.

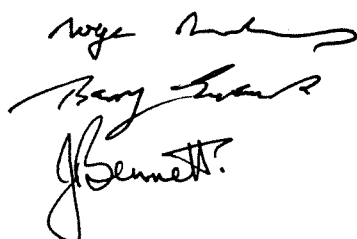
POUR  
LA NORVÈGE:



POUR  
LA RÉPUBLIQUE DE L'OUGANDA:



POUR  
LA NOUVELLE-ZÉLANDE:



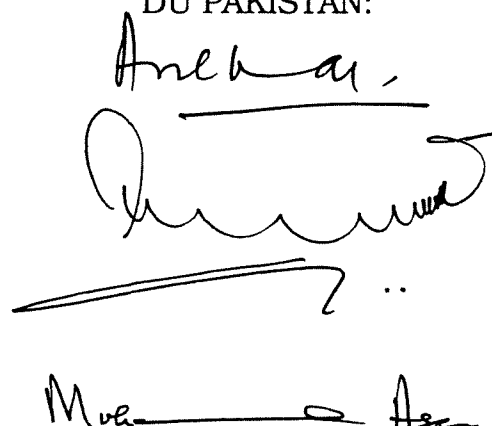
POUR  
LA RÉPUBLIQUE D'OUZBÉKISTAN:



POUR  
LE SULTANAT D'OMAN:



POUR  
LA RÉPUBLIQUE ISLAMIQUE  
DU PAKISTAN:



POUR  
LA RÉPUBLIQUE DE PANAMA:

*Ela Jén de Al la Rosa*

POUR  
LES PAYS-BAS:

*[Signature]*

POUR  
LA PAPOUASIE-NOUVELLE-GUINÉE:

*Bogari*  
*[Signature]*

POUR  
LES ANTILLES NÉERLANDAISES  
ET ARUBA:

*[Signature]*  
*[Signature]*

POUR  
LA RÉPUBLIQUE DE PARAGUAY:

*[Signature]*  
*[Signature]*

POUR  
LA RÉPUBLIQUE DU PÉROU:

*[Signature]*  
*Zamorillo H*

POUR  
LA RÉPUBLIQUE DES PHILIPPINES:

*W. C. / mo*

POUR  
L'ÉTAT DE QATAR:

*عبدالله بن حمد  
الشيخ  
فهد بن عبد الله*

POUR  
LA RÉPUBLIQUE DE POLOGNE:

*Michał  
Głuchowski  
Feria*

POUR  
LA RÉPUBLIQUE POPULAIRE  
DÉMOCRATIQUE DE CORÉE:

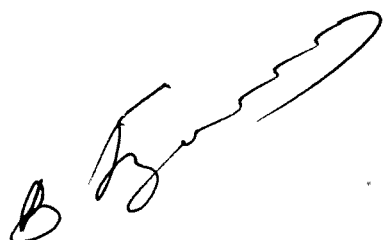
POUR  
LE PORTUGAL:

*Agência  
Fernando  
Almeida  
Ferreira*

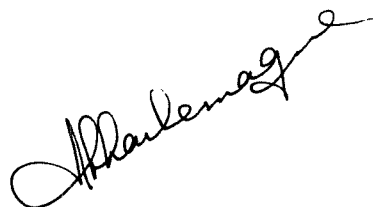
POUR  
LA ROUMANIE:

*Paul Dely*

POUR  
LA FÉDÉRATION DE RUSSIE:

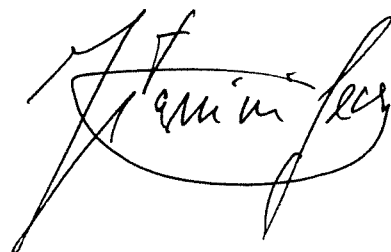
A handwritten signature in black ink, appearing to be a stylized 'B' followed by a long, sweeping horizontal stroke.

POUR  
SAINTE-LUCIE:

A handwritten signature in black ink, appearing to be 'M. Pauline' or similar, written in a cursive style.

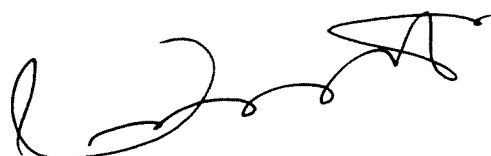
POUR  
LA RÉPUBLIQUE RWANDAISE:

POUR  
LA RÉPUBLIQUE DE SAINT-MARIN:

A handwritten signature in black ink, appearing to be 'St. Marin' or similar, written in a cursive style.

POUR  
SAINT-CHRISTOPHE-ET-NEVIS:

POUR  
SAINT-VINCENT-ET-GRENADINES:

A handwritten signature in black ink, appearing to be a stylized 'V' followed by a long, sweeping horizontal stroke.

POUR  
LES ÎLES SALOMON:

POUR  
LE SAMOA OCCIDENTAL:

POUR  
LA RÉPUBLIQUE DÉMOCRATIQUE  
DE SAO TOMÉ-ET-PRINCIPE:

POUR  
LA RÉPUBLIQUE DU SÉNÉGAL:

POUR  
LA RÉPUBLIQUE DES SEYCHELLES:

POUR  
LA RÉPUBLIQUE DE SIERRA LEONE:

POUR  
LA RÉPUBLIQUE DE SINGAPOUR:

Shallu

POUR  
LA RÉPUBLIQUE SLOVAQUE:

Matthijs  
Raducora

POUR  
LA RÉPUBLIQUE DE SLOVÉNIE:

POUR  
LA RÉPUBLIQUE DÉMOCRATIQUE  
DE SOMALIE:

POUR  
LA RÉPUBLIQUE DU SOUDAN:

Abdelgadir Bahni  
Ahmed Eltigani

POUR  
LA RÉPUBLIQUE SOCIALISTE  
DÉMOCRATIQUE DE SRI LANKA:

Medis  
D. G. M. M.



POUR  
LA SUÈDE:

C. Orel Capellen  
Peh Nih

Jan Ziller  
Guy Jousson  
[Signature]  
[Signature]

POUR  
LA CONFÉDÉRATION SUISSE:

[Signature]

POUR  
LA RÉPUBLIQUE DU SURINAME:

[Signature]  
[Signature]

POUR  
LE ROYAUME DU SWAZILAND:

[Signature]  
[Signature]  
[Signature]

POUR  
LA RÉPUBLIQUE ARABE SYRIENNE:

[Signature]  
[Signature]

POUR  
LA RÉPUBLIQUE DU TADJIKISTAN:

[Signature]

POUR  
LA RÉPUBLIQUE UNIE DE TANZANIE:

*snwofe*

*Atellekambani*

*Mwinyi*

POUR  
LA RÉPUBLIQUE DU TCHAD:

*Ngissat*

*Foufoula*

POUR  
LA RÉPUBLIQUE TCHÈQUE:

*Michal Kupka*

POUR  
LA THAÏLANDE:

*X. J. Khirong*

POUR  
LA RÉPUBLIQUE TOGOLAISE:

*Penny*

*Agbe*

POUR  
LE ROYAUME DES TONGA:

*De*

POUR  
LA RÉPUBLIQUE  
DE TRINITÉ-ET-TOBAGO:

POUR  
LA RÉPUBLIQUE DE TURQUIE:

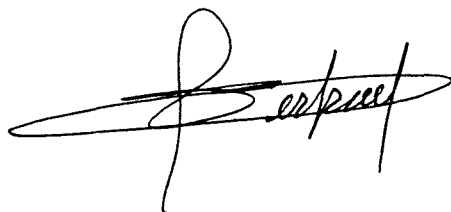


POUR  
LA RÉPUBLIQUE TUNISIENNE:



H. Jhinaoui .

POUR  
TUVALU:

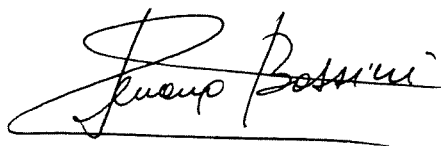


POUR  
LE TURKMÉNISTAN:

POUR  
L'UKRAINE:



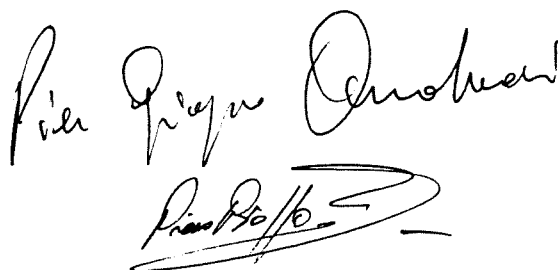
POUR  
LA RÉPUBLIQUE ORIENTALE  
DE L'URUGUAY:



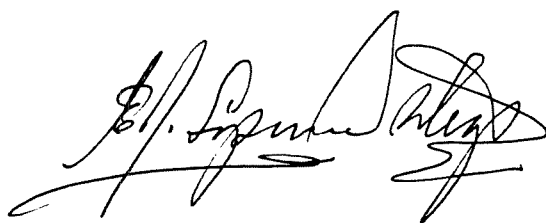
POUR  
LA RÉPUBLIQUE DE VANUATU:



POUR  
L'ÉTAT DE LA CITÉ DU VATICAN:



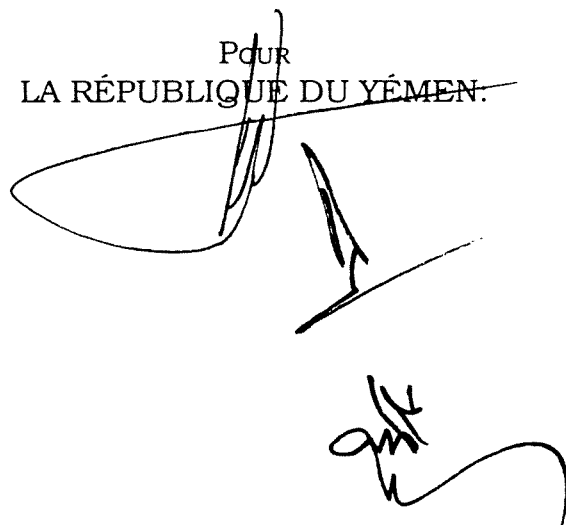
POUR  
LA RÉPUBLIQUE DE VÉNÉZUÉLA:



POUR  
LA RÉPUBLIQUE SOCIALISTE  
DU VIET NAM:

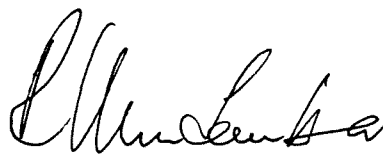


POUR  
LA RÉPUBLIQUE DU YÉMEN:

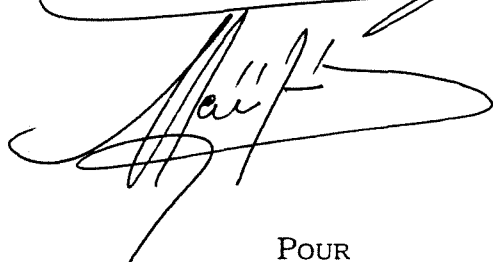
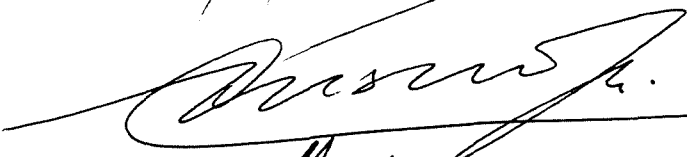
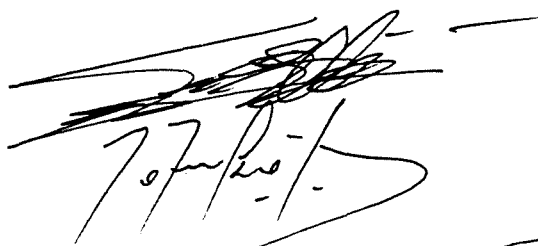


POUR  
LA RÉPUBLIQUE FÉDÉRALE  
DE YOUGOSLAVIE:

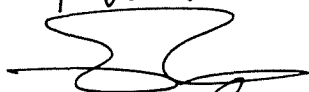
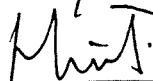
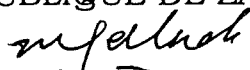
POUR  
LA RÉPUBLIQUE DE ZIMBABWE:



POUR  
LA RÉPUBLIQUE DU ZAÏRE:



POUR  
LA RÉPUBLIQUE DE ZAMBIE:





## Declarations made on signature of the Acts

---





## Declarations made on signature of the Acts

### I

*On behalf of the Argentine Republic:*

"Argentina reiterates the reservation made on ratification of the Constitution of the Universal Postal Union signed in Vienna, Austria, on 10 July 1964, by which the Argentine Government expressly stated that article 23 of the Constitution neither referred to nor included the Islas Malvinas, South Georgia, the South Sandwich Islands or Argentine Antarctica. The Argentine Republic therefore reaffirms its sovereignty over those territories which form an integral part of its national territory. It also recalls that the United Nations General Assembly adopted resolutions 2065 (XX), 3160 (XXVIII), 31/49, 37/9, 38/12, 39/6, 40/21, 41/40, 42/19 and 43/25, in which the existence of a dispute about sovereignty is recognized and in which the Governments of Argentina and the United Kingdom of Great Britain and Northern Ireland are requested to enter into negotiations with a view to settling the dispute and finding a peaceful and final solution to the problems outstanding between the two countries, including all questions concerning the future of the Islas Malvinas, in accordance with the Charter of the United Nations.

"Similarly, the Argentine Republic points out that the provision contained in article 30, paragraph 1, of the Universal Postal Convention on the circulation of postage stamps valid in the country of origin will not be considered obligatory for the Republic where any such postage stamps distort Argentina's geographic and legal reality, without prejudice to the application of paragraph 15 of the joint Argentine-British Declaration of 1 July 1971 on communications and movement between Argentina's continental territory and the Islas Malvinas, approved by exchange of letters between the two Governments on 5 August 1971."

(Congress – Doc 101)

### II

*On behalf of Belgium, the Kingdom of Denmark, the French Republic, the Federal Republic of Germany, the United Kingdom of Great Britain and Northern Ireland, the Channel Islands and the Isle of Man, Greece, Ireland, Italy, Luxembourg, the Netherlands, Portugal and Spain:*

"The delegations of the member countries of the European Community will apply the Acts adopted by this Congress in accordance with their obligations pursuant to the Treaty establishing the European Community."

(Congress – Doc 101/Add 1)

III

*On behalf of Austria, Finland, Iceland, Norway and Sweden:*

"The delegations of Austria, Finland, Iceland, Norway and Sweden will apply the Acts adopted by this Congress in accordance with their obligations pursuant to the agreement establishing the European Economic Area."

(Congress – Doc 101/Add 2)

IV

*On behalf of the People's Democratic Republic of Algeria, the State of Bahrain, the Republic of Indonesia, the Republic of Iraq, the Islamic Republic of Iran, Kuwait, the Lebanese Republic, the Socialist People's Libyan Arab Jamahiriya, Malaysia, the Islamic Republic of Mauritania, the Islamic Republic of Pakistan, the State of Qatar, the Kingdom of Saudi Arabia, the Republic of Sudan, the Syrian Arab Republic, the Republic of Tunisia, the United Arab Emirates and the Republic of Yemen:*

"The above-mentioned delegations,

"Considering  
the fourth Geneva Convention (1949) relative to the Protection of Civilian Persons in Time of War,

"Recalling  
that Zionism exhibits all the characteristics of imperialism owing to the fact that it is a constant source of conflict and of war with the (adjacent) countries of the Middle East,

"Noting  
that, by its basic philosophy, Zionism practises an avowed expansionism because it is occupying territories recognized de facto and de jure as belonging to free and independent countries which are members of the international community,

"Aware  
that the Palestinian people are suffering the horrors of the conditions of occupation which are imposed on them and that, as a consequence, their defence is a just cause as it is designed to restore their human and social rights and their right to self-determination and to construct their own independent State on the territory of Palestine,

"Considering  
that Israel is the spearhead of this philosophy of imperialism, expansionism and racism,

"Confirm

their declaration to No IX made at the 1964 Vienna Congress, their declaration No III made at the 1969 Tokyo Congress, their declaration No III made at the 1974 Lausanne Congress, their declaration No V made at the 1979 Rio de Janeiro Congress, their declaration No XXVII made at the 1984 Hamburg Congress and their declaration No III made at the 1989 Washington Congress

*“And reaffirm*

that their signature to all the Acts of the Universal Postal Union (1994 Seoul Congress) as well as any subsequent ratification of those Acts by their respective Governments are not valid vis-à-vis the member inscribed under the name of Israel and in no way imply its recognition.”

(Congress – Doc 101/Add 3/Rev 2)

V

*On behalf of France:*

“France expresses its disagreement with the decision taken by the 21st Universal Postal Congress concerning the creation of a French language group. It does not recognize the legal validity of this decision from the viewpoint of the letter and the spirit of the Constitution of the Universal Postal Union.

“It therefore does not consider itself bound by any commitment implied by the creation of this group.

“Furthermore, it deeply regrets that this particularly sensitive question has been hastily dealt with, without prior in-depth study or any legal opinion, and without the effort to find the consensus that is essential to giving a ruling on a matter of this importance under proper conditions.”

(Congress – Doc 101/Add 4)

VI

*On behalf of Israel:*

A

“The delegation of Israel to the 21st Congress of the Universal Postal Union rejects unreservedly and in their entirety, all declarations or reservations made by certain member countries of the Union at the Union’s 15th Congress (Vienna 1964), 16th Congress (Tokyo 1969), 17th Congress (Lausanne 1974), 18th Congress (Rio de Janeiro 1979), 19th Congress (Hamburg 1984), 20th Congress (Washington 1989) and 21st Congress (Seoul 1994), purporting to disregard Israel’s rights of membership in the UPU, as incompatible with the status of the State of Israel as a member of the UN and the UPU. Further, these declarations were made with the intention of not applying the provisions of the Acts of the UPU, and therefore contravene the letter and spirit of the Constitution, Convention and Agreements.

“The delegation of Israel accordingly considers these declarations and reservations as illegal and null and void.”

(Congress – Doc 101/Add 5)

B

"In accordance with the letter and spirit of the UPU Constitution, the delegation of Israel considers that the Congress resolution on postal relations on the Korean peninsula is mandatory in universal postal relations."

(Congress – Doc 101/Add 6)

VII

*On behalf of the United Kingdom of Great Britain and Northern Ireland:*

"The Government of the United Kingdom of Great Britain and Northern Ireland has no doubt as to United Kingdom sovereignty over the Falkland Islands, South Georgia and the South Sandwich Islands and the British Antarctic Territory. In this context attention is drawn to article IV of the Antarctic Treaty to which both the United Kingdom and Argentina are parties.

"The United Kingdom Government therefore does not accept the declaration of the Argentine Republic claiming to contest United Kingdom sovereignty over the above-mentioned territories, nor does it accept the declaration of the Argentine Republic concerning article 30, paragraph 1, of the Universal Postal Convention (Congress – Doc 101).

"As regards other matters mentioned in the declaration of the Argentine Republic, the position of the United Kingdom Government is reserved."

(Congress – Doc 101/Add 7)

VIII

*Declaration by the delegation of the former Yugoslav Republic of Macedonia*

"The governmental delegation of the Republic of Macedonia accepts the Final Acts adopted by the 21st UPU Congress held in Seoul from 22 August to 14 September 1994 subject to their official ratification by the Republic of Macedonia."

(Congress – Doc 101/Add 8)



# General Regulations of the Universal Postal Union

---

## General Regulations

### Annex: Rules of Procedure of Congresses



## General Regulations of the Universal Postal Union

### Contents

#### Chapter I

##### Functioning of the Union's bodies

###### Art

- 101 Organization and convening of Congresses and Extraordinary Congresses
- 102 Composition, functioning and meetings of **the Council of Administration**
- 103 Documentation on the activities of **the Council of Administration**
- 104 Composition, functioning and meetings of the **Postal Operations Council**
- 105 Documentation on the activities of the **Postal Operations Council**
- 106 Rules of Procedure of Congresses
- 107 Working languages of the International Bureau**
- 108 Languages used for documentation, for debates and for official correspondence**

#### Chapter II

##### International Bureau

- 109** Election of the Director-General and Deputy Director-General of the International Bureau
- 110** Duties of the Director-General
- 111** Duties of the Deputy Director-General
- 112** Secretariat of the Union's bodies
- 113** List of member countries
- 114** Information. Opinions. Requests for interpretation and amendment of the Acts. Inquiries. Role in the settlement of accounts
- 115** Technical cooperation
- 116** Forms supplied by the International Bureau
- 117** Acts of Restricted Unions and Special Agreements
- 118** Union periodical
- 119** Annual report on the work of the Union

## Chapter III

### Procedure for the submission and consideration of proposals

- 120** Procedure for submitting proposals to Congress
- 121** Procedure for submitting proposals between Congresses
- 122** Consideration of proposals between Congresses
- 123** Notification of decisions adopted between Congresses
- 124** Entry into force of the Detailed Regulations and of the other decisions adopted between Congresses

## Chapter IV

### Finance

- 125** Fixing and regulation of the expenditure of the Union
- 126** Contribution classes
- 127** Payment for supplies from the International Bureau

## Chapter V

### Arbitration

- 128** Arbitration procedure

## Chapter VI

### Final provisions

- 129** Conditions for approval of proposals concerning the General Regulations
- 130** Proposals concerning Agreements with the United Nations
- 131** Entry into force and duration of the General Regulations

## Annex: Rules of Procedure of Congresses



## General Regulations of the Universal Postal Union

The undersigned plenipotentiaries of the Governments of member countries of the Union, having regard to article 22, paragraph 2, of the Constitution of the Universal Postal Union, concluded at Vienna on 10 July 1964, have, by common consent, and subject to article 25, paragraph 4, of the Constitution, drawn up in these General Regulations the following provisions securing the application of the Constitution and the functioning of the Union.

### Chapter I

#### Functioning of the Union's bodies

##### Article 101

##### Organization and convening of Congresses and Extraordinary Congresses

- 1 The representatives of member countries shall meet in Congress not later than five years after the date on which the Acts of the preceding Congress come into operation.
- 2 Each member country shall arrange for its representation at Congress by one or more plenipotentiaries furnished by their Government with the necessary powers. It may, if need be, arrange to be represented by the delegation of another member country. Nevertheless it shall be understood that a delegation may represent only one member country other than its own.
- 3 In debates, each country shall be entitled to one vote.
- 4 In principle, each Congress shall designate the country in which the next Congress will be held. If that designation proves inapplicable, **the Council of Administration** shall be authorized to designate the country where Congress is to meet, after consultation with the latter country.
- 5 After consultation with the International Bureau, the host Government shall fix the definitive date and the precise locality of Congress. In principle one year before that date the host Government shall send an invitation to the Government of each member country of the Union. This invitation may be sent direct or through the intermediary of another Government or through the Director-General of the International Bureau. The host Government shall also be responsible for notifying the decisions taken by Congress to all the Governments of member countries.
- 6 When a Congress has to be convened without a host Government, the International Bureau, with the agreement of **the Council of Administration** and after consultation with the Government of the Swiss Confederation, shall take the necessary steps to convene and organize the Congress in the country in which the seat of the Union is situated. In this event the International Bureau shall perform the functions of the host Government.

7 The meeting place of an Extraordinary Congress shall be fixed, after consultation with the International Bureau, by the member countries which have initiated that Congress.

8 Paragraphs 2 to 6 shall be applicable by analogy to Extraordinary Congresses.

#### Article 102

##### Composition, functioning and meetings of **the Council of Administration**

1 **The Council of Administration** shall consist of **forty-one** members who shall exercise their functions during the period between two successive Congresses.

2 The chairmanship shall devolve by right on the host country of Congress. If that country waives this right, it shall become a de jure member and, as a result, the geographical group to which it belongs shall have at its disposal an additional seat, to which the restrictive provisions of paragraph 3 shall not apply. In that case, **the Council of Administration** shall elect to the chairmanship one of the member countries belonging to the geographical group of the host country.

3 The **forty other** members of **the Council of Administration** shall be elected by Congress on the basis of an equitable geographical distribution. At least a half of the membership shall be renewed at each Congress; no member may be chosen by three successive Congresses.

4 **Each member of the Council of Administration shall appoint its representative, who shall be competent in postal matters.**

5 The office of member of **the Council of Administration** shall be unpaid. The operational expenses of this Council shall be borne by the Union.

6 **The Council of Administration** shall have the following functions:

6.1 **to supervise** the activities of the Union between Congresses, **ensuring compliance with the decisions of Congress, studying questions with respect to governmental policies on postal issues, and taking account of international regulatory developments such as those relating to trade in services and to competition;**

6.2 **to consider and approve, within the framework of its competence,** any action considered necessary to safeguard and enhance the quality of and to modernize the international postal service;

6.3 to promote, coordinate and supervise all forms of postal technical assistance within the framework of international technical cooperation;

6.4 to consider and approve the annual budget and accounts of the Union;

6.5 to authorize the ceiling of expenditure to be exceeded, if circumstances so require, in accordance with article **125**, paragraphs **2bis**, 3, 4 and 5;

6.6 to lay down the Financial Regulations of the UPU;

6.7 to lay down the rules governing the Reserve Fund;

6.8 **to lay down the rules governing the Special Fund;**

6.9 to lay down the rules governing the Special Activities Fund;

6.10 **to lay down the rules governing the Voluntary Fund;**

6.11 to provide control over the activities of the International Bureau;

6.12 to authorize election of a lower contribution class, if it is so requested, in accordance with the conditions set out in article **126**, paragraph 6;

- 6.13** to lay down the Staff Regulations and the conditions of service of the elected officials;
- 6.14** **to create or abolish International Bureau posts taking into account the restrictions imposed by the expenditure ceiling fixed;**
- 6.15** to appoint or promote officials to the grade of Assistant Director-General (D 2);
- 6.16** to lay down the Regulations of the Social Fund;
- 6.17** to approve the annual report on the work of the Union prepared by the International Bureau and where appropriate to furnish observations on it;
- 6.18** to decide on the contacts to be established with postal administrations in order to carry out its functions;
- 6.19** **after consulting the Postal Operations Council**, to decide on the contacts to be established with the organizations which are not de jure observers, to consider and approve the reports by the International Bureau on UPU relations with other international bodies and to take the decisions which it considers appropriate on the conduct of such relations and the action to be taken on them; to designate in due course the intergovernmental and non-governmental international organizations which should be invited to be represented at a Congress and to instruct the Director-General to issue the necessary invitations;
- 6.20** **to establish principles, as may be considered necessary, for the Postal Operations Council to take into account in its study of questions with major financial repercussions (charges, terminal dues, transit charges, basic airmail conveyance rates and the posting abroad of letter-post items), to follow closely the study of these questions, and to review and approve, for conformity with the aforementioned principles, Postal Operations Council proposals relating to these questions;**
- 6.21** to study, at the request of Congress, the **Postal Operations Council** or postal administrations, administrative, legislative and legal problems concerning the Union or the international postal service. It shall be for **the Council of Administration** to decide, **in the above-mentioned fields**, whether it is expedient to undertake the studies requested by postal administrations between Congresses;
- 6.22** **to approve the recommendations of the Postal Operations Council for the amendment**, between two Congresses and in accordance with the procedure laid down in the Universal Postal Convention, **of the postage charges for letter-post items;**
- 6.23** to formulate proposals which shall be submitted for the approval either of Congress or of postal administrations in accordance with article 122;
- 6.24** **to approve, within the framework of its competence, the recommendations of the Postal Operations Council for the adoption, if necessary, of regulations or of a new procedure until such time as Congress takes a decision in the matter;**
- 6.25** to consider the annual report prepared by the **Postal Operations Council** and any proposals submitted by the Council;
- 6.26** to submit subjects for study to the **Postal Operations Council** for examination in accordance with article 104, paragraph 9.17;
- 6.27** to designate the country where the next Congress is to be held in the case provided for in article 101, paragraph 4;
- 6.28** to determine in due course **and after consulting the Postal Operations Council**, the number of Committees required to carry out the work of Congress and to specify their functions;

**6.29** to **designate, after consulting the Postal Operations Council and** subject to the approval of Congress, the member countries prepared:

- to assume the vice-chairmanships of Congress and the chairmanships and vice-chairmanships of the Committees, taking as much account as possible of the equitable geographical distribution of the member countries; and
- to sit on the restricted Committees of Congress;

**6.30** to decide whether minutes of meetings of a Committee of Congress should be replaced by reports;

**6.31** to **review and approve the draft Strategic Plan for presentation to Congress developed by the Postal Operations Council with the support of the International Bureau; to review and approve annual revisions of the Plan approved by Congress on the basis of recommendations from the Postal Operations Council, and to consult with the Postal Operations Council on the development and annual updating of the Plan.**

7 In appointing officials to grade D 2, **the Council of Administration** shall consider the professional qualifications of the candidates recommended by the postal administrations of the member countries of which the candidates are nationals, ensuring that the posts of Assistant Director-General are as far as possible filled by candidates from different regions and from regions other than those from which the Director-General and Deputy Director-General originate, bearing in mind the paramount consideration of the efficiency of the International Bureau, while giving due weight to the Bureau's internal promotion arrangements.

8 At its first meeting, which shall be convened by the Chairman of Congress, **the Council of Administration** shall elect four Vice-Chairmen from among its members and draw up its Rules of Procedure.

9 On convocation by its Chairman, **the Council of Administration** shall meet in principle once a year, at Union headquarters.

**10 The Chairman, the Vice-Chairmen, the Committee Chairmen and the Chairman of the Strategic Planning Working Party of the Council of Administration shall form the Management Committee. This Committee shall prepare and direct the work of each session of the Council of Administration and take on all the tasks which the latter decides to assign to it or the need for which arises in the course of the strategic planning process.**

**11** The representative of each of the members of **the Council of Administration** participating in its meetings, except for meetings which take place during Congress, shall be entitled to reimbursement of the cost of either an economy class return air ticket or first class return rail ticket, or expenses incurred for travel by any other means subject to the condition that the amount does not exceed the price of the economy class return ticket. **The same entitlement shall be granted to each member of its Committees, Working Parties or other bodies when these meet outside Congress and the sessions of the Council.**

**12** The Chairman of the **Postal Operations Council** shall represent that body at meetings of **the Council of Administration** on the agenda of which there are questions of interest to the body which he directs.

**13** To ensure effective liaison between the work of the two bodies, **the Postal Operations Council** may **designate representatives to attend Council of Administration** meetings as observers.

**14** The postal administration of the country in which **the Council of Administration** meets shall be invited to take part in the meetings in the capacity of observer, if that country is not a member of **the Council of Administration**.

**15 The Council of Administration** may invite any international body, **any representative of an association or enterprise**, or any qualified person whom it wishes to associate with its work to its meetings, without the right to vote. It may also invite, under the same conditions, one or more postal administrations of member countries concerned with questions on its agenda.

**16 The members of the Council of Administration shall take an active part in its work. Member countries not belonging to the Council of Administration may, at their request, cooperate in the studies undertaken, subject to such conditions as the Council may establish to ensure the efficiency and effectiveness of its work. They may also be invited to chair Working Parties when their experience or expertise justifies it. The participation of member countries not belonging to the Council of Administration shall be carried out without additional expense for the Union.**

#### Article 103

##### Documentation on the activities of **the Council of Administration**

**1 After each session, the Council of Administration shall inform the** member countries of the Union and **the Restricted Unions about its activities by sending them, inter alia, a** summary record and **its** resolutions and decisions.

**2 The Council of Administration** shall make to Congress a comprehensive report on its work and send it to postal administrations at least two months before the opening of Congress.

#### Article 104

##### Composition, functioning and meetings of the **Postal Operations** Council

**1 The Postal Operations Council** shall consist of **forty** members who shall exercise their functions during the period between successive Congresses.

**2 The members of the Postal Operations Council shall be elected by Congress on the basis of qualified geographical distribution. Twenty-four seats shall be reserved for developing countries and sixteen seats for developed countries. At least half of the members shall be renewed at each Congress.**

**3 The representative of each of the members of the Postal Operations Council shall be appointed by the postal administration of his country. This representative shall be a qualified official of the postal administration.**

**4 The operational expenses of the Postal Operations Council shall be borne by the Union. Its members shall not receive any payment. Travelling and living expenses incurred by representatives of administrations participating in the Postal Operations Council shall be borne by those administrations. However, the representative of each of the countries considered to be disadvantaged according to the lists established by the United Nations shall, except for meetings which take place during Congress, be entitled to reimbursement of the price of an economy class return air ticket or first class return rail ticket, or expenses incurred for travel by any other means, subject to the condition that the amount does not exceed the price of the economy class return air ticket.**

**5 At its first meeting, which shall be convened and opened by the Chairman of Congress, the Postal Operations Council shall choose from among its members a Chairman, a Vice-Chairman, the Committee Chairmen and the Chairman of the Strategic Planning Working Party.**

**6 The Postal Operations Council shall draw up its Rules of Procedure.**

7 In principle, the **Postal Operations** Council shall meet every year at Union headquarters. The date and place of the meeting shall be fixed by its Chairman in agreement with the Chairman of the **Council of Administration** and the Director-General of the International Bureau.

8 The Chairman, the Vice-Chairman, the Committee Chairmen **and the Chairman of the Strategic Planning Working Party** of the **Postal Operations** Council shall form the **Management** Committee. This Committee shall prepare and direct the work of each meeting of the **Postal Operations** Council and take on all the tasks which the latter decides to assign to it **or the need for which arises in the course of the strategic planning process**.

9 The functions of the **Postal Operations** Council shall be the following:

- 9.1 to **conduct** the study of the most important **operational, commercial**, technical, economic and technical cooperation problems which are of interest to postal administrations of all member countries, **including questions with major financial repercussions (charges, terminal dues, transit charges, airmail conveyance rates, parcel-post rates, and the posting abroad of letter-post items)**, and to prepare **information, opinions and recommendations for action** on them;
- 9.2 to revise the Detailed Regulations of the Union within six months following the end of the Congress unless the latter decides otherwise. In case of urgent necessity, the Postal Operations Council may also amend the said Regulations at other sessions. In both cases, the Operations Council shall be subject to Council of Administration guidance on matters of fundamental policy and principle;
- 9.3 to coordinate practical measures for the development and improvement of international postal services;
- 9.4 to take, subject to Council of Administration approval within the framework of the latter's competence, any action considered necessary to safeguard and enhance the quality of and to modernize the international postal service;
- 9.5 to revise and amend, between two Congresses, in accordance with the procedure laid down in the Universal Postal Convention, and subject to Council of Administration approval, the postage charges for letter-post items;
- 9.6 to formulate proposals which shall be submitted for the approval either of Congress or of postal administrations in accordance with article 122; the approval of the Council of Administration is required when these proposals concern questions within the latter's competence;
- 9.7 to examine, at the request of the postal administration of a member country, any proposal which that administration forwards to the International Bureau under article 121, to prepare observations on it and to instruct the International Bureau to annex these observations to the proposal before submitting it for approval to the postal administrations of member countries;
- 9.8 to recommend, if necessary, and where appropriate after approval by the Council of Administration and consultation of all the postal administrations, the adoption of regulations or of a new procedure until such time as Congress takes a decision in the matter;
- 9.9 to prepare and issue, in the form of recommendations to postal administrations, standards for technological, operational and other processes within its competence where uniformity of practice is essential. It shall similarly issue, as required, amendments to standards it has already set;
- 9.10 to develop, with the support of the International Bureau and in consultation with and with the approval of the Council of Administration, the draft Strategic Plan for consideration by Congress, and to revise the Plan approved by Congress on an annual basis, also with the support of the International Bureau and the approval of the Council of Administration;

- 9.11 to approve those parts of the annual report on the work of the Union prepared by the International Bureau which concern the responsibilities and functions of the Postal Operations Council;**
- 9.12 to decide on the contacts to be established with postal administrations in order to carry out its functions;**
- 9.13 to study teaching and vocational training problems of interest to the new and developing countries;**
- 9.14 to take the necessary steps to study and publicize the experiments and progress made by certain countries in the technical, operational, economic and vocational training fields of interest to the postal services;**
- 9.15 to study the present position and needs of the postal services in the new and developing countries and to prepare appropriate recommendations on ways and means of improving the postal services in those countries;**
- 9.16 to take, in consultation with the Council of Administration, appropriate steps in the sphere of technical cooperation with all member countries of the Union and in particular with the new and developing countries;**
- 9.17 to examine any other questions submitted to it by a member of the Postal Operations Council, by the Council of Administration or by any administration of a member country.**

**10** The members of the **Postal Operations Council** shall take an active part in its work. The **postal administrations of member countries** not belonging to the **Postal Operations Council** may, at their request, cooperate in the studies undertaken, **subject to such conditions as the Council may establish to ensure the efficiency and effectiveness of its work. Such postal administrations may also be requested to chair Working Parties where their expertise or experience justify it.**

**11** The **Postal Operations Council** shall, at its last session before Congress, prepare for submission to Congress the draft basic work programme of the next Council, taking into account **the draft Strategic Plan as well as** the requests of member countries of the Union and of **the Council of Administration** and the International Bureau. This basic programme, which shall include a limited number of studies on topical subjects of common interest, shall be subject to review annually in the light of new realities and priorities.

**12** In order to ensure effective liaison between the work of the two bodies, **the Council of Administration may designate representatives to attend Postal Operations Council meetings as observers.**

**13** The **Postal Operations Council** may invite the following to take part in its meetings without the right to vote:

- 13.1** any international body or any qualified person whom it wishes to associate with its work;
- 13.2** postal administrations of member countries not belonging to the **Postal Operations Council**;
- 13.3** any association or enterprise that it wishes to consult with respect to its work.

#### Article 105

##### Documentation on the activities of the **Postal Operations Council**

**1** **After each session, the Postal Operations Council shall inform the member countries of the Union and the Restricted Unions about its activities by sending them, inter alia, a summary record and its resolutions and decisions.**

2 The **Postal Operations** Council shall prepare for **the Council of Administration** an annual report on its work.

3 The **Postal Operations** Council shall prepare for Congress a comprehensive report on its work and send it to postal administrations of member countries at least two months before the opening of Congress.

#### Article 106

##### Rules of Procedure of Congresses

1 For the organization of its work and the conduct of its debates, Congress shall apply the Rules of Procedure of Congresses which are annexed to these General Regulations.

2 Each Congress may amend these rules under the conditions laid down in the Rules of Procedure themselves.

#### Article 107

##### Working languages of the International Bureau

**The working languages of the International Bureau shall be French and English.**

#### Article 108

##### Languages used for documentation, for debates and for official correspondence

1 For the documentation of the Union, the French, English, Arabic and Spanish languages shall be used. The Chinese, German, Portuguese and Russian languages shall also be used provided that only the most important basic documentation is produced in these languages. Other languages may also be used on condition that **the member countries which have made the request shall bear all of the costs involved.**

2 The member country or countries which have requested a language other than the official language constitute a language group. **The member countries using the official language shall constitute the French Language Group.**

3 Documentation shall be published by the International Bureau in the official language and in the languages of the **other** duly constituted language groups, either directly or through the intermediary of the regional offices of those groups in conformity with the procedures agreed with the International Bureau. Publication in the different languages shall be effected in accordance with a common standard.

4 Documentation published directly by the International Bureau shall, **as far as possible**, be distributed simultaneously in the different languages requested.

5 Correspondence between the postal administrations and the International Bureau and between the latter and outside entities may be exchanged in any language for which the International Bureau has available a translation service.

6 The costs of translation into any **language, including** those resulting from the application of paragraph 5, shall be borne by the language group which has asked for that language. The **French Language Group** shall bear the cost of translation into the official language of documents and correspondence received in Arabic, English and Spanish. **All** other costs involved in the supply of documents **shall be borne by the Union.** The ceiling of the costs to be borne by the Union for the production of documents in Chinese, German, Portuguese and Russian shall be fixed by a Congress resolution.



7 The costs to be borne by a language group shall be divided among the members of that group in proportion to their contributions to the expenses of the Union. These costs may be divided among the members of the language group according to another system, provided that the countries concerned agree to it and inform the International Bureau of their decision through the intermediary of the spokesman of the group.

8 The International Bureau shall give effect to any change in the choice of language requested by a member country after a period which shall not exceed two years.

9 For the discussions at meetings of the Union's bodies, the French, English, Spanish and Russian languages shall be admissible, by means of a system of interpretation – with or without electronic equipment – the choice being left to the judgement of the organizers of the meeting after consultation with the Director-General of the International Bureau and the member countries concerned.

10 Other languages shall likewise be admissible for the discussions and meetings mentioned in paragraph 9.

11 Delegations using other languages shall arrange for simultaneous interpretation into one of the languages mentioned in paragraph 9, either by the system indicated in the same paragraph, when the necessary technical modifications can be made, or by individual interpreters.

12 The costs of the interpretation services shall be shared among the member countries using the same language in proportion to their contributions to the expenses of the Union. However, the costs of installing and maintaining the technical equipment shall be borne by the Union.

13 Postal administrations may come to an understanding about the language to be used for official correspondence in their relations with one another. In the absence of such an understanding the language to be used shall be French.

## Chapter II

### International Bureau

#### Article 109

##### Election of the Director-General and Deputy Director-General of the International Bureau

1 The Director-General and the Deputy Director-General of the International Bureau shall be elected by Congress for the period between two successive Congresses, the minimum duration of their term of office being five years. Their term of office shall be renewable once only. Unless Congress decides otherwise, the date on which they take up their duties shall be fixed at 1 January of the year following that in which Congress is held.

2 At least seven months before the opening of Congress, the Director-General of the International Bureau shall send a memorandum to the Governments of member countries inviting them to submit their applications, if any, for the posts of Director-General and Deputy Director-General and indicating at the same time whether the Director-General and Deputy Director-General in office are interested in a renewal of their initial term of office. The applications, accompanied by a

curriculum vitae, must reach the International Bureau at least two months before the opening of Congress. The candidates must be nationals of the member countries which put them forward. The International Bureau shall prepare the election documents for Congress. The election of the Director-General and that of the Deputy Director-General shall take place by secret ballot, the first election being for the post of Director-General.

3 If the post of Director-General falls vacant, the Deputy Director-General shall take over the functions of Director-General until the expiry of the latter's term of office; he shall be eligible for election to that Post and shall automatically be accepted as a candidate, provided that his initial term of office as Deputy Director-General has not already been renewed once by the preceding Congress and that he declares his interest in being considered as a candidate for the post of Director-General.

4 If the posts of Director-General and Deputy Director-General fall vacant at the same time, **the Council of Administration** shall elect, on the basis of the applications received following notification of the vacancies, a Deputy Director-General for the period extending up to the next Congress. With regard to the submission of applications, paragraph 2 shall apply by analogy.

5 If the post of Deputy Director-General falls vacant, **the Council of Administration** shall, on the proposal of the Director-General, instruct one of the Assistant Directors-General at the International Bureau to take over the functions of Deputy Director-General until the following Congress.

#### Article 110

##### Duties of the Director-General

1 The Director-General shall organize, administer and direct the International Bureau, of which he is the legal representative. He shall be empowered to classify posts in grades G 1 to D 1 and to appoint and promote officials in those grades. For appointments in grades P 1 to D 1, he shall consider the professional qualifications of the candidates recommended by the postal administrations of the member countries of which the candidates are nationals **or in which they exercise their professional activities**, taking into account equitable geographical distribution with respect to continents and languages together with all other relevant considerations, while giving due weight to the Bureau's internal promotion arrangements. **However, in the case of posts requiring special qualifications, the Director-General may seek applications from outside.** He shall also consider, **for the appointment of a new official**, that, in principle, persons occupying grade D 2, D 1 and P 5 posts must be nationals of different member countries of the Union. **For the promotion of an official of the International Bureau to grades D 1 and P 5, he shall not be bound to apply that principle. Moreover, the requirements of equitable geographical and language distribution shall rank behind merit in the recruitment process.** **The Director-General** shall inform **the Council of Administration** once a year, in the Report on the work of the Union, of appointments and promotions in grades P 4 to D 1.

2 The Director-General shall have the following duties:

- 2.1 to act as depositary of the Acts of the Union and as intermediary in the procedure of accession and admission to and withdrawal from the Union;
- 2.2 to notify all administrations of the Detailed Regulations drawn up or revised by the **Postal Operations** Council;
- 2.3 to prepare the draft annual budget of the Union at the lowest possible level consistent with the requirements of the Union and to submit it in due course to **the Council of Administration** for consideration; to communicate the budget to the member countries of the Union after approval by **the Council of Administration and to execute it**;
- 2.4 **to execute the specific activities requested by the bodies of the Union and those assigned to him by the Acts**;

- 2.5** to take action to achieve the objectives set by the bodies of the Union, within the framework of the established policy and the funds available;
- 2.6** to submit suggestions and proposals to the Council of Administration or to the Postal Operations Council;
- 2.7** to prepare, for the Postal Operations Council and on the basis of directives issued by the latter, the draft Strategic Plan to be submitted to Congress and the draft annual revision;
- 2.8** to ensure the representation of the Union;
- 2.9** to act as an intermediary in relations between:
  - the UPU and the Restricted Unions;
  - the UPU and the United Nations;
  - the UPU and the international organizations whose activities are of interest to the Union;
  - **the UPU and the international organizations or the associations or enterprises that the bodies of the Union wish to consult or associate with their work;**
- 2.10** to assume the duties of Secretary-General of the bodies of the Union and supervise in this capacity and taking into account the special provisions of these General Regulations, in particular:
  - the preparation and organization of the work of the Union's bodies;
  - the preparation, production and distribution of documents, reports and minutes;
  - the functioning of the secretariat at meetings of the Union's bodies;
- 2.11** to attend the meetings of the bodies of the Union and take part in the discussions without the right to vote, with the possibility of being represented.

#### Article 111

##### Duties of the Deputy Director-General

- 1 The Deputy Director-General shall assist the Director-General and shall be responsible to him.
- 2 If the Director-General is absent or prevented from discharging his duties, the Deputy Director-General shall exercise his functions. The same shall apply in the case of a vacancy in the post of Director-General as mentioned in article **109**, paragraph 3.

#### Article 112

##### Secretariat of the Union's bodies

The secretariat of the Union's bodies shall be provided by the International Bureau under the responsibility of the Director-General. It shall send all the documents published on the occasion of each session to the postal administrations of the members of the body, to the postal administrations of countries which, while not members of the body, cooperate in the studies undertaken, to the Restricted Unions and to postal administrations of other member countries which ask for them.

**Article 113**

List of member countries

The International Bureau shall prepare and keep up to date the list of member countries of the Union showing therein their contribution class, their geographical group and their position with respect to the Acts of the Union.

**Article 114**

Information. Opinions. Requests for interpretation and amendment of the Acts.  
Inquiries. Role in the settlement of accounts

1 The International Bureau shall be at all times at the disposal of **the Council of Administration**, the **Postal Operations Council** and postal administrations for the purpose of supplying them with any necessary information on questions relating to the service.

2 In particular it shall collect, collate, publish and distribute all kinds of information of interest to the international postal service, give an opinion, at the request of the parties involved, on questions in dispute, act on requests for interpretation and amendment of the Acts of the Union and, in general, carry out such studies and editorial or documentary work as are assigned to it by those Acts or as may be referred to it in the interest of the Union.

3 It shall also conduct inquiries requested by postal administrations to obtain the views of other administrations on a particular question. The result of an inquiry shall not have the status of a vote and shall not be formally binding.

4 It shall act as a clearing house in the settlement of accounts of all kinds relating to the international postal service between postal administrations requesting this facility.

**Article 115**

Technical cooperation

The International Bureau shall develop postal technical assistance in all its forms within the framework of international technical cooperation.

**Article 116**

Forms supplied by the International Bureau

The International Bureau shall be responsible for arranging the manufacture **of international** reply coupons and for supplying them, at cost, to postal administrations ordering them.

**Article 117**

Acts of Restricted Unions and Special Agreements

1 Two copies of the Acts of Restricted Unions and of Special Agreements concluded under article 8 of the Constitution shall be sent to the International Bureau by the offices of such Unions, or failing that, by one of the contracting parties.

2 The International Bureau shall see that the Acts of Restricted Unions and Special Agreements do not include conditions less favourable to the public than those which are provided for in the Acts of the Union and shall inform postal administrations of the existence of such Unions and Agreements. The International Bureau shall notify **the Council of Administration** of any irregularity discovered through applying this provision.

**Article 118**

## Union periodical

The International Bureau shall publish, with the aid of the documents made available to it, a periodical in Arabic, Chinese, English, French, German, Russian and Spanish.

**Article 119**

## Annual report on the work of the Union

The International Bureau shall make an annual report on the work of the Union, which shall be sent, after approval by **the Council of Administration**, to postal administrations, the Restricted Unions and the United Nations.

**Chapter III****Procedure for the submission and consideration of proposals****Article 120**

## Procedure for submitting proposals to Congress

1 Subject to the exceptions provided for in paragraphs 2 and 5, the following procedure shall govern the submission of proposals of all kinds to Congress by postal administrations of member countries:

- a proposals which reach the International Bureau at least six months before the date fixed for Congress shall be accepted;
- b no drafting proposal shall be accepted during the period of six months preceding the date fixed for Congress;
- c proposals of substance which reach the International Bureau in the interval between six and four months before the date fixed for Congress shall not be accepted unless they are supported by at least two administrations;
- d proposals of substance which reach the International Bureau in the interval between four and two months preceding the date fixed for Congress shall not be accepted unless they are supported by at least eight administrations. Proposals which arrive after that time shall no longer be accepted;
- e declarations of support shall reach the International Bureau within the same period as the proposals to which they refer.

2 Proposals concerning the Constitution or the General Regulations shall reach the International Bureau not later than six months before the opening of Congress; any received after that date but before the opening of Congress shall not be considered unless Congress so decides by a majority of two thirds of the countries represented at Congress and unless the conditions laid down in paragraph 1 are fulfilled.

3 Every proposal must, as a rule, have only one aim and contain only the changes justified by that aim.

4 Drafting proposals shall be headed "Drafting proposal" by the administrations which submit them and shall be published by the International Bureau under a number followed by the letter R. Proposals which do not bear this indication but which, in the opinion of the International Bureau, deal only with drafting points shall be published with an appropriate annotation; the International Bureau shall draw up a list of these proposals for Congress.

5 The procedure prescribed in paragraphs 1 and 4 shall not apply either to proposals concerning the Rules of Procedure of Congresses or to amendments to proposals already made.

#### Article 121

##### Procedure for submitting proposals between Congresses

1 To be eligible for consideration every proposal concerning the Convention or the Agreements submitted by a postal administration between Congresses shall be supported by at least two other administrations. Such proposals shall lapse if the International Bureau does not receive, at the same time, the necessary number of declarations of support.

2 These proposals shall be sent to other postal administrations through the intermediary of the International Bureau.

3 Proposals concerning the Detailed Regulations shall not require support but shall not be considered by the **Postal Operations** Council unless the latter agrees to the urgent necessity.

#### Article 122

##### Consideration of proposals between Congresses

1 Every proposal concerning the Convention, the Agreements and their Final Protocols shall be subject to the following procedure: a period of two months shall be allowed to postal administrations of member countries for consideration of the proposal notified by an International Bureau circular and for forwarding their observations, if any, to the Bureau. Amendments shall not be admissible. The replies shall be collected by the International Bureau and communicated to postal administrations with an invitation to vote for or against the proposal. Those which have not sent in their vote within a period of two months shall be considered as abstaining. The aforementioned periods shall be reckoned from the dates of the International Bureau circulars.

2 Proposals for amending the Detailed Regulations shall be dealt with by the **Postal Operations** Council.

3 If the proposal relates to an Agreement or its Final Protocol, only the postal administrations of member countries which are parties to that Agreement may take part in the procedure described in paragraph 1.

#### Article 123

##### Notification of decisions adopted between Congresses

1 Amendments made to the Convention, the Agreements and the Final Protocols to those Acts shall be sanctioned by notification thereof to the Governments of member countries by the Director-General of the International Bureau.

2 Amendments made to the Detailed Regulations and their Final Protocols by the **Postal Operations** Council shall be communicated to postal administrations by the International Bureau. The same shall apply to the interpretations referred to in article 59.3.3.2 of the Convention and in the corresponding provisions of the Agreements.

**Article 124**

Entry into force of the Detailed Regulations and of the other decisions adopted between Congresses

1 The Detailed Regulations shall come into force on the same date and shall have the same duration as the Acts laid down by Congress.

2 Subject to paragraph 1, decisions on amending the Acts of the Union which are adopted between Congresses shall not take effect until at least three months after their notification.

## Chapter IV

### Finance

**Article 125**

Fixing and regulation of the expenditure of the Union

1 Subject to the provisions of paragraphs 2 to 6, the annual expenditure relating to the activities of bodies of the Union may not exceed the following sums for **1996** and subsequent years:

**35 278 600** Swiss francs for **1996**;

**35 126 900** Swiss francs for **1997**;

**35 242 900** Swiss francs for **1998**;

**35 451 300** Swiss francs for **1999**;

**35 640 700** Swiss francs for **2000**.

The basic limit for **2000** shall also apply to the following years in case the Congress scheduled for **1999** is postponed.

2 The expenditure relating to the convening of the next Congress (travelling expenses of the secretariat, transport charges, cost of installing simultaneous interpretation equipment, cost of reproducing documents during the Congress, etc) shall not exceed the limit of **3 599 300** Swiss francs.

**2bis The Council of Administration shall be authorized to exceed the limits laid down in paragraph 1 to take account of the publication of the new edition of the International List of Post Offices. The total amount of the overrun authorized for this purpose shall not exceed 900 000 Swiss francs.**

3 **The Council of Administration** shall be authorized to exceed the limits laid down in paragraphs 1 and 2 to take account of increases in salary scales, pension contributions or allowances, including post adjustments, approved by the United Nations for application to its staff working in Geneva.

4 **The Council of Administration** shall also be authorized to adjust, each year, the amount of expenditure other than that relating to staff on the basis of the Swiss consumer price index.

5 Notwithstanding paragraph 1, **the Council of Administration**, or in case of extreme urgency, the Director-General, may authorize the prescribed limits to be exceeded to meet the cost of major and unforeseen repairs to the International Bureau building, provided however that the amount of the increase does not exceed **125 000** Swiss francs per annum.

6 If the credits authorized in paragraphs 1 and 2 prove inadequate to ensure the smooth running of the Union, these limits may only be exceeded with the approval of the majority of the member countries of the Union. Any consultation shall include a complete description of the facts justifying such a request.

7 Countries which accede to the Union or are admitted to the status of members of the Union as well as those which leave the Union shall pay their contributions for the whole of the year during which their admission or withdrawal becomes effective.

8 Member countries shall pay their contributions to the Union's annual expenditure in advance on the basis of the budget laid down by **the Council of Administration**. These contributions shall be paid not later than the first day of the financial year to which the budget refers. After that date, the sums due shall be chargeable with interest in favour of the Union at the rate of 3 percent per annum for the first six months and of 6 percent per annum from the seventh month.

9 **In exceptional circumstances, the Council of Administration may release a member country from all or part of the interest owed if that country has paid the full capital amount of its debts in arrears.**

10 **A member country may also be released, within the framework of an amortization schedule approved by the Council of Administration for its accounts in arrears, from all or part of the interest accumulated or to accrue; such release shall, however, be subject to the full and punctual execution of the amortization schedule within an agreed period of five years at most.**

11 To cover shortfalls in Union financing, a Reserve Fund shall be established the amount of which shall be fixed by **the Council of Administration**. This Fund shall be maintained primarily from budget surpluses. It may also be used to balance the budget or to reduce the amount of member countries' contributions.

12 As regards temporary financing shortfalls, the Government of the Swiss Confederation shall make the necessary short-term advances, on conditions which are to be fixed by mutual agreement. That Government shall supervise, without charge, book-keeping and accounting of the International Bureau within the limits of the credits fixed by Congress.

#### Article 126

##### Contribution classes

1 Member countries shall contribute to defraying Union expenses according to the contribution class to which they belong. These classes shall be the following:

class of 50 units;  
class of 40 units;  
class of 35 units;  
class of 25 units;  
class of 20 units;  
class of 15 units;  
class of 10 units;  
class of 5 units;  
class of 3 units;  
class of 1 unit;

class of 0.5 unit, reserved for the least advanced countries as listed by the United Nations and for other countries designated by **the Council of Administration**.



2 Notwithstanding the contribution classes listed in paragraph 1, any member country may elect to contribute more than 50 units.

3 Member countries shall be included in one of the above-mentioned contribution classes upon their admission or accession to the Union in accordance with the procedure laid down in article 21, paragraph 4, of the Constitution.

4 Member countries may subsequently change contribution class on condition that this change is communicated to the International Bureau before the opening of Congress. This notification, which shall be brought to the attention of Congress, shall take effect on the date of the entry into force of the financial provisions drawn up by Congress.

5 Member countries may not insist on being lowered more than one class at a time. Member countries which have not made known their wish to change contribution class by the opening of Congress shall remain in the class to which they belonged up to that time.

6 Nevertheless, in exceptional circumstances such as natural disasters necessitating international aid programmes, **the Council of Administration** may authorize a reduction in contribution class when so requested by a member country if the said member establishes that it can no longer maintain its contribution at the class originally chosen.

7 Notwithstanding paragraphs 4 and 5, changes to a higher class shall not be subject to any restriction.

#### Article 127

##### Payment for supplies from the International Bureau

Supplies provided by the International Bureau to postal administrations against payment shall be paid for in the shortest possible time and at the latest within six months from the first day of the month following that in which the account is sent by the Bureau. After that period the sums due shall be chargeable with interest in favour of the Union at the rate of 5 percent per annum reckoned from the date of expiry of that period.

## Chapter V

### Arbitration

#### Article 128

##### Arbitration procedure

1 If a dispute has to be settled by arbitration, each of the postal administrations party to the case shall select a postal administration of a member country not directly involved in the dispute. When several administrations make common cause, they shall count only as a single administration for the purposes of this provision.

2 If one of the administrations party to the case does not act on a proposal for arbitration within a period of six months, the International Bureau, if so requested, shall itself call upon the defaulting administration to appoint an arbitrator or shall itself appoint one ex officio.

3 The parties to the case may agree to appoint a single arbitrator which may be the International Bureau.

4 The decision of the arbitrators shall be taken by a majority of votes.

5 In the event of a tie the arbitrators shall select another postal administration, not involved in the dispute either, to settle the matter. Should they fail to agree on the choice, this administration shall be appointed by the International Bureau from among administrations not proposed by the arbitrators.

6 If the dispute concerns one of the Agreements, the arbitrators may be appointed only from among the administrations that are parties to that Agreement.

## Chapter VI

### Final provisions

#### Article 129

Conditions for approval of proposals concerning the General Regulations

To become effective, proposals submitted to Congress relating to these General Regulations shall be approved by a majority of the member countries represented at Congress. At least two thirds of the member countries of the Union shall be present at the time of voting.

#### Article 130

Proposals concerning the Agreements with the United Nations

The conditions of approval referred to in article 129 shall apply equally to proposals designed to amend the Agreements concluded between the Universal Postal Union and the United Nations, in so far as those Agreements do not lay down conditions for the amendment of the provisions they contain.

#### Article 131

Entry into force and duration of the General Regulations

These General Regulations shall come into force on **1 January 1996** and shall remain in operation until the entry into force of the Acts of the next Congress.

In witness whereof the plenipotentiaries of the Governments of the member countries have signed these General Regulations in a single original which shall be deposited with the Director-General of the International Bureau. A copy thereof shall be delivered to each party by the Government of the country in which Congress is held.

Done at **Seoul, 14 September 1994.**

*Signatures: same as on pages 31 to 63.*

## General Regulations of the Universal Postal Union – Annex

### Rules of Procedure of Congresses

#### Summary

##### Art

- 1 General provisions
- 2 Delegations
- 3 Delegates' credentials
- 4 Order of seating
- 5 Observers
- 6 Doyen of Congress
- 7 Chairmanships and vice-chairmanships of Congress and Committees
- 8 Bureau of Congress
- 9 Membership of Committees
- 10 Working parties
- 11 Secretariat of Congress and of Committees
- 12 Languages of debates
- 13 Languages used for drafting Congress documents
- 14 Proposals
- 15 Consideration of proposals in Congress and in Committees
- 16 Debates
- 17 Motions on points of order and procedural motions
- 18 Quorum
- 19 Voting principle and procedure
- 20 Conditions of approval of proposals
- 21 Election of members of **the Council of Administration** or the **Postal Operations Council**
- 22 Election of the Director-General and the Deputy Director-General of the International Bureau
- 23 Minutes
- 24 Approval by Congress of draft decisions (Acts, resolutions, etc)
- 25 Assignment of studies to **the Council of Administration** and the **Postal Operations Council**
- 26 Reservations to Acts
- 27 Signature of Acts
- 28 Amendment of the Rules



## Rules of Procedure of Congresses

### Article 1

#### General provisions

The present Rules of Procedure (hereinafter referred to as “the Rules”) have been drawn up pursuant to the Acts of the Union and are subordinate to them. In the event of a discrepancy between one of their provisions and a provision of the Acts, the latter shall prevail.

### Article 2

#### Delegations

1 The term “delegation” shall denote the person or body of persons designated by a member country to take part in a Congress. The delegation shall consist of a Head of delegation and, if appropriate, his deputy, one or more delegates and, possibly, one or more attached officials (including experts, secretaries, etc).

2 Heads of delegation, their deputies, and delegates shall be representatives of member countries within the meaning of article 14, paragraph 2, of the Constitution if in possession of credentials which comply with the conditions laid down in article 3 of these Rules.

3 Attached officials shall be admitted to meetings, and shall have the right to participate in the proceedings, but they shall not normally have the right to vote. However, they may be authorized by the Head of their delegation to vote on behalf of their country at Committee meetings. Such authorizations shall be handed, in writing, to the Chairman of the Committee concerned, before the beginning of the meeting.

### Article 3

#### Delegates' credentials

1 Delegates' credentials shall be signed by the Head of State, the Head of Government or the Minister for Foreign Affairs of the country concerned. They shall be drawn up in due and proper form. The credentials of delegates entitled to sign the Acts (plenipotentiaries) shall specify the scope of such signature (signature subject to ratification or approval, signature ad referendum, definitive signature). In the absence of such specific information, the signature shall be regarded as being subject to ratification or approval. Credentials authorizing the holder to sign the Acts shall implicitly include the right to speak and to vote. Delegates on whom the relevant authorities have conferred full powers without specifying their scope shall be authorized to speak, to vote and to sign the Acts unless the wording of the credentials is explicitly to the contrary.

2 Credentials shall be deposited at the opening of Congress with the authority designated for that purpose.

3 Delegates who are not in possession of credentials or who have not deposited their credentials may, provided their names have been communicated by their Government to the Government of the host country, take part in the debates and vote from the moment they participate in the work of Congress. The same shall apply to those whose credentials are found to be not in order. Such delegates shall cease to be empowered to vote from the time Congress approves the last report of the Credentials Committee establishing that their credentials have not been received or are not in order until such time as the position is regularized. The last report shall be approved by Congress before any elections other than that of the Chairman of Congress and before approval of the draft Acts.

4 The credentials of a member country which arranges for the delegation of another member country to represent it at Congress (proxy) shall be in the same form as those mentioned in paragraph 1.

5 Credentials and proxies sent by telegram shall not be admissible. However, telegrams sent in reply to requests for information relating to credentials shall be accepted.

6 A delegation which, after it has deposited its credentials, is prevented from attending one or more meetings, may arrange to be represented by the delegation of another country, provided that notice in writing is given to the Chairman of the meeting concerned. However, a delegation may represent only a single country other than its own.

7 The delegates of member countries which are not parties to an Agreement may take part in the debates of Congress concerning that Agreement, without the right to vote.

#### Article 4

##### Order of seating

1 At Congress and Committee meetings, delegations shall be seated in the French alphabetical order of the member countries represented.

2 The Chairman of **the Council of Administration** shall draw lots, in due course, for the name of the country to be placed foremost before the rostrum at Congress and Committee meetings.

#### Article 5

##### Observers

1 Representatives of the United Nations may take part in the debates of Congress.

2 Observers from **intergovernmental organizations** shall be admitted to meetings of Congress or of its Committees when questions of interest to these organizations are being discussed. In the same cases, observers from non-governmental international organizations may be admitted to meetings of Committees at the discretion of the Committee concerned.

3 Qualified representatives of the Restricted Unions established in accordance with article 8, paragraph 1, of the Constitution shall also be admitted as observers when the Unions concerned express a wish to that effect.

4 The observers referred to in paragraphs 1 to 3 shall take part in the debates without the right to vote.

Article 6  
Doyen of Congress

1 The postal administration of the host country of Congress shall suggest the person to be appointed as Doyen of Congress in agreement with the International Bureau. **The Council of Administration** shall approve this appointment in due course.

2 At the opening of the first plenary meeting of each Congress, the Doyen shall act as Chairman until Congress has elected one. He shall also exercise the functions assigned to him under the present Rules.

Article 7  
Chairmanships and vice-chairmanships of Congress and Committees

1 At its first plenary meeting, Congress shall elect, on the proposal of the Doyen, the Chairman of Congress and then approve, on the proposal of **the Council of Administration**, the appointment of the member countries which are to assume the vice-chairmanships of Congress and the chairmanships and vice-chairmanships of the Committees. These posts will be assigned taking as much account as possible of the equitable geographical distribution of the member countries.

2 The Chairmen shall open and close the meetings over which they preside, direct the debates, give speakers the floor, put proposals to the vote and announce what majority is required for their adoption, announce decisions and, subject to the approval of Congress, interpret such decisions if necessary.

3 The Chairmen shall see that the present Rules are observed and that order is maintained at meetings.

4 Any delegation may appeal to Congress or the Committee against a decision taken by the Chairman on the basis of a provision or interpretation of the Rules. The Chairman's decision shall nevertheless hold good unless rescinded by a majority of the members present and voting.

5 Should the member country appointed to the chairmanship be no longer able to exercise this function, one of the Vice-Chairmen shall be appointed by Congress or the Committee to replace it.

Article 8  
Bureau of Congress

1 The Bureau shall be the central body responsible for directing the work of Congress. It shall consist of the Chairman and Vice-Chairmen of Congress and the Chairmen of the Committees. It shall meet periodically to review the progress of the work of Congress and its Committees and to make recommendations designed to facilitate such progress. It shall assist the Chairman in drawing up the agenda of each plenary meeting and in coordinating the work of the Committees. It shall make recommendations relating to the closing of Congress.

2 The Secretary-General of Congress and the Assistant Secretary-General, mentioned in article 11, paragraph 1, shall attend the meetings of the Bureau.

## Article 9

### Membership of Committees

1 The member countries represented in Congress shall, as of right, be members of the Committees responsible for studying proposals relating to the Constitution, the General Regulations, the Convention and its Detailed Regulations.

2 Member countries represented in Congress which are parties to one or more of the optional Agreements shall, as of right, be members of the Committee and/or Committees responsible for the revision of these Agreements. The right to vote of members of the Committee or Committees shall be confined to the Agreement or Agreements to which they are parties.

3 Delegations which are not members of Committees dealing with the Agreements and their Detailed Regulations may attend meetings of those Committees and take part in the debates without the right to vote.

## Article 10

### Working parties

**Congress and** each Committee may set up working parties to study special questions.

## Article 11

### Secretariat of Congress and of Committees

1 The Director-General and the Deputy Director-General of the International Bureau shall act as Secretary-General and Assistant Secretary-General of Congress, respectively.

2 The Secretary-General and the Assistant Secretary-General shall attend the meetings of Congress and of the Bureau of Congress and take part in the debates without the right to vote. They may also attend, under the same conditions, Committee meetings or be represented thereat by a senior official of the International Bureau.

3 The work of the Secretariat of Congress, the Bureau of Congress and the Committees shall be performed by the staff of the International Bureau in conjunction with the administration of the host country.

4 Senior officials of the International Bureau shall act as Secretaries of Congress, of the Bureau of Congress and of the Committees. They shall assist the Chairman during meetings and shall be responsible for writing the minutes or reports.

5 The Secretaries of Congress and of the Committees shall be assisted by Assistant Secretaries.

6 Rapporteurs proficient in French shall take the minutes of Congress and of the Committees.

## Article 12

### Languages of debates

1 Subject to paragraph 2, French, English, Spanish and Russian may be used for debates, by means of a system of simultaneous or consecutive interpretation.

2 The debates of the Drafting Committee shall be held in French.



3 Other languages may also be used for the debates mentioned in paragraph 1. The language of the host country shall have priority in this connection. Delegations using other languages shall arrange for simultaneous interpretation into one of the languages mentioned in paragraph 1, either by means of the simultaneous interpretation system, when the necessary technical alterations can be made, or by special interpreters.

4 The cost of installing and maintaining the technical equipment shall be borne by the Union.

5 The cost of the interpretation services shall be divided among the member countries using the same language in proportion to their contributions to the expenses of the Union.

### Article 13

#### Languages used for drafting Congress documents

1 Documents prepared during Congress including draft decisions submitted to Congress for approval shall be published in French by the Secretariat of Congress.

2 To this end, documents produced by delegations of member countries shall be submitted in French, either direct or through the intermediary of the translation services attached to the Congress Secretariat.

3 The above services, organized at their own expense by the language groups set up in accordance with the relevant provisions of the General Regulations, may also translate Congress documents into their respective languages.

### Article 14

#### Proposals

1 All questions brought before Congress shall be the subject of proposals.

2 All proposals published by the International Bureau before Congress shall be regarded as being submitted to Congress.

3 Two months before Congress opens, no proposal shall be considered except those amending earlier proposals.

4 The following shall be regarded as amendments: any proposal which, without altering the substance of the original proposal, involves a deletion from, addition to or revision of a part of the original proposal. No proposed change shall be regarded as an amendment if it is inconsistent with the meaning or intent of the original proposal. In case of doubt, Congress or the Committee shall decide the matter.

5 Amendments submitted at Congress to proposals already made shall be handed in to the Secretariat in writing, in French, before noon on the day but one before the day on which they will be discussed, so that they can be distributed to delegates the same day. This time limit shall not apply to amendments arising directly from the debates in Congress or in a Committee. In the latter case, if so requested, the author of the amendment shall submit a written version in French, or in case of difficulty, in any other language used for debates. The Chairman concerned shall read it out or have it read out.

6 The procedure laid down in paragraph 5 shall also apply to the submission of proposals that are not designed to amend the text of the Acts (draft resolutions, draft recommendations, draft formal opinions, etc).

7 Any proposal or amendment shall give the final form of the text which is to be inserted in the Acts of the Union, subject, of course to revision by the Drafting Committee.

#### Article 15

##### Consideration of proposals in Congress and in Committees

1 Drafting proposals (the number of which shall be followed by the letter R) shall be assigned to the Drafting Committee either direct, if the International Bureau has no doubt as to their nature (a list of such proposals shall be drawn up for the Drafting Committee by the International Bureau), or, if the International Bureau is in doubt as to their nature, after the other Committees have confirmed that they are purely of a drafting nature (a list of such proposals shall likewise be drawn up for the Committees concerned). If, however, such proposals are linked with other proposals of substance to be considered by Congress or by other Committees, the Drafting Committee shall postpone consideration of them until after Congress or the other Committees have taken a decision on the corresponding proposals of substance. Proposals whose numbers are not followed by the letter R but which, in the opinion of the International Bureau, are of a drafting nature, shall be referred direct to the Committees concerned with the corresponding proposals of substance. When these Committees begin work, they shall decide which of the proposals shall be assigned direct to the Drafting Committee. A list of these proposals shall be drawn up by the International Bureau for the Committees concerned.

2 In principle, proposals for amending the Detailed Regulations which are the consequence of proposals for amending the Convention and the Agreements shall be dealt with by the Committee concerned, unless the latter decides to refer them to the **Postal Operations** Council on the proposal of its Chairman or of a delegation. If there is an objection to such referral, the Chairman shall immediately put the matter to a procedural vote.

3 On the other hand, proposals for amending the Detailed Regulations which are not the consequence of proposals for amending the Convention and the Agreements shall be referred to the **Postal Operations** Council, unless the Committee decides, on the proposal of its Chairman or of a delegation, that they shall be dealt with in Congress. If there is an objection to such referral, the Chairman shall immediately put the matter to a procedural vote. \*

4 If the same question is the subject of several proposals, the Chairman shall decide the order in which they are to be discussed, starting as a rule with the proposal which departs most from the basic text and entails the most significant change in relation to the status quo.

5 If a proposal can be subdivided into several parts, each part may, if the originator of the proposal or the assembly so agrees, be considered and voted upon separately.

6 Any proposal withdrawn in Congress or in Committee by its originator may be resubmitted by the delegation of another member country. Similarly, if an amendment to a proposal is accepted by the originator of the proposal, another delegation may resubmit the original, un-amended proposal.

7 Any amendment to a proposal which is accepted by the delegation submitting the proposal shall be immediately included in the text thereof. If the originator of the original proposal does not accept an amendment, the Chairman shall decide whether the amendment or the proposal shall be voted upon first, starting with whichever departs furthest from the meaning or intent of the basic text and entails the most significant change in relation to the status quo.

8 The procedure described in paragraph 7 shall also apply where more than one amendment to a proposal is submitted.

9 The Chairman of Congress and the Chairmen of Committees shall arrange for the text of the proposals, amendments or decisions adopted to be passed to the Drafting Committee, in writing, after each meeting.

10 At the end of their work, the Committees shall prepare, in respect of the Detailed Regulations concerning them, a two-part resolution consisting of:

- i the numbers of the proposals referred to the **Postal Operations** Council for consideration;
- ii the numbers of the proposals referred to the **Postal Operations** Council for consideration together with guidelines from Congress.

Proposals for amending the Detailed Regulations adopted by a Committee and then referred to the Drafting Committee shall be the subject of a resolution to which the definitive text of the said proposals shall be attached.

## Article 16 Debates

1 Delegates may not take the floor until they have been given permission to do so by the Chairman of the meeting. They shall be urged to speak slowly and distinctly. The Chairman shall afford delegates the possibility of freely and fully expressing their views on the subject discussed, so long as that is compatible with the normal course of the debate.

2 Unless a majority of the members present and voting decides otherwise, speeches shall not exceed five minutes. The Chairman shall be authorized to interrupt any speaker who exceeds the said authorized time. He may also ask the delegate not to depart from the subject.

3 During a debate, the Chairman may, with the agreement of the majority of the members present and voting, declare the list of speakers closed after reading it out. When the list is exhausted, he shall declare the debate closed, although even after the closing of the list he may grant the originator of the proposal under discussion the right to reply to any of the speeches delivered.

4 The Chairman may also, with the agreement of the majority of the members present and voting, limit the number of speeches by any one delegation on a proposal or a certain group of proposals; but the originator of the proposal shall be given the opportunity of introducing it and speaking subsequently if he asks to do so in order to make new points in reply to the speeches of other delegations, so that he may, if he wishes, be the last speaker.

5 With the agreement of the majority of the members present and voting, the Chairman may limit the number of speeches on a proposal or a certain group of proposals; but this limit may not be less than five for and five against the proposal under discussion.

## Article 17 Motions on points of order and procedural motions

1 During the discussion of any question and even, where appropriate, after the closure of the debate, a delegation may submit a motion on a point of order for the purpose of requesting:

- clarification on the conduct of the debates;
- observance of the Rules of Procedure;
- a change in the order of discussion of proposals suggested by the Chairman.

The motion on a point of order shall take precedence over all questions, including the procedural motions set forth in paragraph 3.

2 The Chairman shall immediately give the desired clarifications or take the decision which he considers advisable on the subject of the motion on a point of order. In the event of an objection, the Chairman's decision shall be put to the vote forthwith.

3 In addition, during discussion of a question, a delegation may introduce a procedural motion with a view to proposing:

- a the suspension of the meeting;
- b the closure of the meeting;
- c the adjournment of the debate on the question under discussion;
- d the closure of the debate on the question under discussion.

Procedural motions shall take precedence, in the order set out above, over all other proposals except the motions on points of order referred to in paragraph 1.

4 Motions for the suspension or closure of the meeting shall not be discussed, but shall be put to the vote immediately.

5 When a delegation proposes adjournment or closure of the debate on a question under discussion, only two speakers against the adjournment or the closure of the debate may speak, after which the motion shall be put to the vote.

6 The delegation which submits a motion on a point of order or a procedural motion may not, in its submission, deal with the substance of the question under discussion. The proposer of a procedural motion may withdraw it before it has been put to the vote, and any motion of this kind, whether amended or not, which is withdrawn may be reintroduced by another delegation.

## Article 18

### Quorum

1 Subject to paragraphs 2 and 3, the quorum necessary for the opening of the meetings and for voting shall be half the member countries represented in Congress and having the right to vote.

2 For votes on amending the Constitution and the General Regulations, the quorum required shall be two thirds of the Union member countries.

3 In the case of the Agreements and their Detailed Regulations, the quorum required for the opening of the meetings and for voting shall be half the member countries represented at Congress which are parties to the Agreement concerned and have the right to vote.

4 Delegations which are present but do not take part in a given vote, or which state that they do not wish to take part therein, shall not be considered absent for the purpose of establishing the quorums required under paragraphs 1, 2 and 3.

## Article 19

### Voting principle and procedure

1 Questions which cannot be settled by common consent shall be decided by vote.

2 Votes shall be taken by the traditional system or by the electronic voting system. They shall normally be taken by the electronic system when that system is available to the assembly. However, in the case of a secret ballot, the traditional system may be used if one delegation, supported by a majority of the delegations present and voting, so requests.

- 3 For the traditional system, the methods of voting shall be as follows:
  - a by show of hands. If there is doubt about the result of such a vote, the Chairman, if he so wishes or if a delegation so requests, may arrange for an immediate roll-call vote on the same question;
  - b by roll-call, at the request of a delegation or if so decided by the Chairman. The roll shall be called according to the French alphabetical order of the countries represented, beginning with the country whose name is drawn by lot by the Chairman. The result of the vote, together with a list of the countries grouped according to the way they voted, shall be included in the minutes of the meeting;
  - c by secret ballot, using ballot papers, if requested by two delegations. In this case, the Chairman of the meeting shall appoint three tellers and make the necessary arrangements for the holding of a secret ballot.
- 4 For the electronic system, the methods of voting shall be as follows:
  - a non-recorded vote: it replaces a vote by show of hands;
  - b recorded vote: it replaces a roll-call vote; however, the names of the countries shall not be called unless one delegation, supported by a majority of the delegations present and voting, so requests;
  - c secret ballot: it replaces the secret ballot by ballot papers.
- 5 Regardless of the system of voting used, the secret ballot shall take precedence over any other voting procedure.
- 6 Once the voting has begun, no delegation may interrupt it, except to raise a point of order relating to the way in which the vote is being taken.
- 7 After the vote, the Chairman may permit delegates to explain why they voted as they did.

## Article 20

### Conditions of approval of proposals

- 1 To be adopted, proposals involving amendments to the Acts must:
  - a in the case of the Constitution, be approved by at least two thirds of the member countries of the Union;
  - b in the case of the General Regulations, be approved by a majority of the member countries represented in Congress;
  - c in the case of the Convention and its Detailed Regulations, be approved by a majority of the member countries present and voting;
  - d in the case of the Agreements and their Detailed Regulations, be approved by a majority of the member countries present and voting which are parties to the Agreements.
- 2 Procedural matters which cannot be settled by common consent shall be decided by a majority of the member countries present and voting. The same shall apply to decisions not concerning changes in the Acts, unless Congress decides otherwise by a majority of the member countries present and voting.
- 3 Subject to paragraph 5, "member countries present and voting" shall mean member countries voting "for" or "against", abstentions being disregarded in counting the votes required to constitute a majority, and similarly blank or null and void ballot papers in the case of a secret ballot.

4 In the event of a tie, a proposal shall be regarded as rejected.

5 When the number of abstentions and blank or null and void ballot papers exceeds half the number of votes cast (for, against and abstentions), consideration of the matter shall be deferred until a subsequent meeting, at which abstentions and blank or null and void ballot papers shall be disregarded.

#### Article 21

Election of the members of **the Council of Administration** or the **Postal Operations Council**

In order to decide between countries which have obtained the same number of votes in elections of members of **the Council of Administration** or the **Postal Operations Council**, the Chairman shall draw lots.

#### Article 22

Election of the Director-General and the Deputy Director-General of the International Bureau

1 The elections of the Director-General of the International Bureau and of the Deputy Director-General shall take place by secret ballot successively at one or more meetings held on the same day. The candidate who obtains a majority of the votes cast by the member countries present and voting shall be elected. As many ballots shall be held as are necessary for a candidate to obtain this majority.

2 "Member countries present and voting" shall mean member countries voting for one of the candidates whose applications have been announced in due and proper form, abstentions and blank or null and void ballot papers being ignored in counting the votes required to constitute a majority.

3 If the number of abstentions and blank or null and void ballot papers exceeds half the number of votes cast in accordance with paragraph 2, the election shall be deferred to a later meeting, at which abstentions and blank or null and void ballot papers shall no longer be taken into account.

4 The candidate who obtains the least number of votes in any one ballot shall be eliminated.

5 In the event of a tie, an additional ballot, and if necessary a second additional ballot, shall be held in an attempt to decide between the tying candidates, the vote relating only to these candidates. If the result is inconclusive, the election shall be decided by drawing lots. The lots shall be drawn by the Chairman.

#### Article 23

Minutes

1 The minutes of the meetings of Congress and Committees shall record the course of the meetings, briefly summarize speeches, and mention proposals and the outcome of the debates. Minutes shall be prepared of the plenary meetings and summarized minutes of the Committee meetings.

2 The minutes of Committee meetings may be replaced by reports to Congress if **the Council of Administration** so decides. As a general rule, Working Parties shall prepare a report for the body that set them up.

3 Each delegate, however, shall be entitled to ask for any statement made by him to be included in the minutes or in the report either verbatim or in summary form, provided the French text is handed to the Secretariat not later than two hours after the end of the meeting.

4 Delegates shall be allowed a period of twenty-four hours, from the moment when the draft minutes or the draft report are distributed, in which to make their comments to the Secretariat, which, if necessary, shall act as an intermediary between the party concerned and the Chairman of the meeting in question.

5 As a general rule and subject to the provisions of paragraph 4, at the beginning of each meeting of Congress, the Chairman shall submit the minutes of a previous meeting for approval. The same shall apply in regard to those Committees whose proceedings are recorded in the form of minutes or a report. The minutes or reports of the last meetings which it has not been possible to approve in Congress or in a Committee shall be approved by the respective Chairmen of the meetings. The International Bureau shall also take account of any comments received from delegates of member countries within forty days of the dispatch of the minutes to them.

6 The International Bureau shall be authorized to correct in the minutes or reports of meetings of Congress and Committees any clerical errors which were not brought to light when the minutes were approved in accordance with paragraph 5.

#### Article 24

##### Approval by Congress of draft decisions (Acts, resolutions, etc)

1 As a general rule, each draft Act submitted by the Drafting Committee shall be studied article by article. It can only be regarded as adopted after an overall favourable vote. Article 20, paragraph 1, shall apply to such a vote.

2 During this study, any delegation may reopen a proposal which has been carried or rejected in Committee. An appeal relating to a rejected proposal shall be subject to the delegation's having notified the Chairman of Congress accordingly, in writing, at least one day before the meeting at which the relevant provisions of the draft Act is to be submitted to Congress for approval.

3 Nonetheless, it shall always be possible, if the Chairman considers it desirable for the progress of Congress work, to consider appeals before considering the draft Acts submitted by the Drafting Committee.

4 When a proposal has been adopted or rejected by Congress, it can only be reconsidered by the same Congress if the appeal has been supported by at least ten delegations and approved by a two-thirds majority of the members present and voting. This possibility is limited to proposals submitted direct to plenary meetings, it being understood that a single question cannot give rise to more than one appeal.

5 The International Bureau shall be authorized to correct in the final Acts any clerical errors which have not come to light during the study of the draft Acts, the numbering of articles and paragraphs and references.

6 **The drafts of decisions other than those amending the Acts, submitted by the Drafting Committee, shall as a general rule be considered en bloc.** Paragraphs 2 to 5 shall also apply to **the drafts of these decisions.**

Article 25

Assignment of studies to **the Council of Administration** and the **Postal Operations Council**

On the recommendation of its Bureau, Congress shall assign studies to **the Council of Administration** and the **Postal Operations Council, in accordance with** the respective compositions and responsibilities of these two bodies **as they are set forth in articles 102 and 104 of the General Regulations.**

Article 26

Reservations to Acts

Reservations must be submitted in writing in French (proposals concerning the Final Protocol), in order that they may be considered by Congress before the signing of Acts.

Article 27

Signature of Acts

Acts finally approved by Congress shall be submitted to the plenipotentiaries for signature.

Article 28

Amendment of the Rules

1 Each Congress may amend the Rules of Procedure. In order to be accepted for discussion, proposals to amend the present Rules, unless submitted by a UPU body empowered to put forward proposals, shall be supported in Congress by at least ten delegations.

2 To be adopted, proposals for amendments to the present Rules must be approved by at least two thirds of the member countries represented in Congress.



# Universal Postal Convention

---

Convention  
Final Protocol



## Universal Postal Convention

### Contents

#### Part I

Rules applicable in common throughout the international postal service

#### Sole chapter

#### General provisions

##### Art

- 1 Freedom of transit
- 2 Ownership of postal items
- 3 Creation of new service
- 4 Monetary unit
- 5 Postage stamps
- 6** Charges
- 7** Exemption from postal charges
  - 7.1** Principle
  - 7.2** Postal service
  - 7.3** Prisoners of war and civilian internees
  - 7.4** Literature for the blind

## Part II

### Provisions concerning the letter post: Provision of services

#### Chapter 1

##### Basic services

- 8** Letter-post items
- 9** Postage charges
- 10** Rate-fixing based on method of conveyance or speed
- 11** Preferential rates
- 12** Special charges
- 13** Payment of postage
- 14** Prepayment of letter-post items on board ship
- 15** International reply coupons

#### Chapter 2

##### Special services

- 16** Registered items
- 17** Recorded delivery items
- 18** Insured **items**
- 19** Express items
- 20** Advice of delivery
- 21** Delivery to the addressee in person
- 22** Items for delivery free of charges and fees
- 23** International business reply service
- 24** Perishable biological substances. Radioactive materials

#### Chapter 3

##### Special provisions

- 25** Posting abroad of letter-post items
- 26** Items not admitted. Prohibitions
- 27** Redirection
- 28** Undeliverable items
- 29** Withdrawal from the post. Alteration or correction of address at the sender's request
- 30** Inquiries

#### Chapter 4

##### Customs matters

- 31** Customs control
- 32** Presentation-to-Customs charge
- 33** Customs duty and other fees

## Chapter 5

### Liability

- 34** Liability of postal administrations. Indemnities
  - 34.1** General
  - 34.2** Registered items
  - 34.3** Recorded delivery items
  - 34.4** Insured **items**
- 35** Non-liability of postal administrations
- 36** Sender's liability
- 37** Payment of indemnity
- 38** Possible recovery of the indemnity from the sender or the addressee

## Chapter 6

### Electronic mail

- 39** **General provisions**
- 40** **Facsimile-based services**
- 41** **Text-based services**

## Part III

### Provisions concerning the letter post: Relations between postal administrations

## Chapter 1

### Treatment of letter-post items

- 42** Quality of service targets
- 43** Exchange of items
- 44** Exchange of closed mails with military units
- 45** Temporary suspension of services

## Chapter 2

### Treatment of cases of liability

- 46** Determination of liability between postal administrations

## Chapter 3

### Transit charges and terminal dues

- 47** Transit charges
- 48** Transit charge scales
- 49** Terminal dues
- 50** Exemption from transit charges and terminal dues
- 51** Accounting for transit charges and terminal dues
- 51.1** Transit charges
- 51.2** Terminal dues

## Chapter 4

### Air conveyance dues

- 52** General principles
- 53** Basic rates and calculation of air conveyance dues

## Chapter 5

### Telematic links

- 54** General provisions

## Chapter 6

### Miscellaneous provisions

- 55** Settlement of accounts
- 56** Provision of information, International Bureau publications, retention of documents, forms

## Part IV

### EMS

- 57** EMS

## Part V

### Final provisions

- 58** Undertakings regarding penal measures
- 59** Conditions for approval of proposals concerning the Convention and its Detailed Regulations
- 60** Entry into force and duration of the Convention

Final Protocol to the Universal Postal Convention

Art	
I	Ownership of postal items
<b>II</b>	<b>Charges</b>
<b>III</b>	Exception to the exemption of literature for the blind from postal charges
<b>IV</b>	Small packets
<b>V</b>	<b>Printed papers. Maximum weight</b>
VI	Registered M bags
VII	Posting abroad of letter-post items
VIII	Prohibitions
IX	Articles subject to customs duty
X	Withdrawal from the post. Alteration or correction of address
<b>XI</b>	<b>Inquiries</b>
<b>XII</b>	<b>Presentation-to-Customs charge</b>
<b>XIII</b>	Liability of postal administrations
<b>XIV</b>	Non-liability of postal administrations
<b>XV</b>	Payment of indemnity
<b>XVI</b>	<b>Special transit charges</b>
<b>XVII</b>	Internal air conveyance dues



## Universal Postal Convention

The undersigned, plenipotentiaries of the Governments of the member countries of the Union, having regard to article 22, paragraph 3, of the Constitution of the Universal Postal Union concluded at Vienna on 10 July 1964, have by common consent and subject to article 25, paragraph 4, of the Constitution drawn up in this Convention the rules applicable in common throughout the international postal service and the provisions concerning the letter-post services.

### Part I

#### Rules applicable in common throughout the international postal service

#### Sole chapter

#### General provisions

##### Article 1

##### Freedom of transit

1 The principle of the freedom of transit is set forth in article 1 of the Constitution. It shall carry with it the obligation for each postal administration to forward always by the quickest routes **and the most secure means** which it uses for its own items, closed mails and à découvert letter-post items which are passed to it by another administration.

**2 Member countries which do not participate in the exchange of letters containing perishable biological substances or radioactive substances shall have the option of not admitting these items in transit à découvert through their territory. The same shall apply to letter-post items, other than letters, postcards and literature for the blind which do not satisfy the legal requirements governing the conditions of their publication or circulation in the country crossed.**

**3** Freedom of transit for postal parcels to be forwarded by land and sea routes shall be limited to the territory of the countries taking part in this service.

**4** Freedom of transit for air parcels shall be guaranteed throughout the territory of the Union. **However, member countries which are not parties to the Postal Parcels Agreement shall not be required to forward air parcels by surface.**

**5** If a member country fails to observe the provisions regarding freedom of **transit**, **other** member countries may discontinue their postal service with that country.

## Article 2

### Ownership of postal items

1 A postal item shall remain the property of the sender until it is delivered to the rightful owner, except when the item has been seized in pursuance of the legislation of the country of destination.

## Article 3

### Creation of new service

1 Administrations may by mutual consent create a new service not expressly provided for in the Acts of the Union. Charges for a new service shall be laid down by each administration concerned, having regard to the expenses of operating the service.

## Article 4

### Monetary unit

1 The monetary unit laid down in article 7 of the Constitution and used in the Convention and the Agreements as well as in their Detailed Regulations shall be the Special Drawing Right (SDR).

## Article 5

### Postage stamps

1 Only postal administrations shall issue postage stamps **attesting** payment of postage **according to the Acts of the Union. Postal prepayment impressions, franking machine impressions and impressions made by a printing press or other printing or stamping process in accordance with the provisions of the Detailed Regulations may be used only with the authorization of the postal administration.**

2 The subjects and designs of postage stamps shall be in keeping with the spirit of the Preamble to the UPU Constitution and of decisions taken by the Union's bodies.

## Article 6

### Charges

1 The charges for the various international postal services shall be laid down in the Convention and the Agreements. **The charges shall in principle be related to the costs of providing these services.**

**2 The charges collected, including those laid down for guideline purposes in the Acts, shall be at least equal to those collected on internal service items presenting the same characteristics (category, quantity, handling time, etc).**

3 **Postal** administrations shall be authorized to exceed **any** charges **appearing in** the Convention and the Agreements, **including those laid down for guideline purposes:**

**3.1 if the charges they collect for the same services in their internal service are higher than the ones laid down;**

**3.2** if this is necessary to cover the costs of operating their services **or on any other reasonable grounds.**

4 No postal charge of any kind may be collected **from customers** other than those provided for in the Convention and Agreements.

5 Except where otherwise provided by the Convention and the Agreements, each postal administration shall retain the charges which it has collected.

## Article 7

### Exemption from postal charges

#### 1 Principle

1.1 Cases of exemption from postal charges shall be expressly laid down by the Convention and the Agreements.

#### 2 Postal service

2.1 Letter-post items relating to the postal service sent by postal administrations or their offices shall be exempt from all postal charges.

2.2 Letter-post items relating to the postal service shall be exempt from all postal charges, with the exception of air surcharges, if they are:

2.2.1 exchanged between bodies of the Universal Postal Union and bodies of the Restricted Unions;

2.2.2 exchanged between bodies of those Unions;

2.2.3 sent by such bodies to postal administrations or their offices.

#### 3 Prisoners of war and civilian internees

3.1 Letter-post items, postal parcels and postal financial services items addressed to or sent by prisoners of war, either direct or through the offices mentioned in the Detailed Regulations, shall be exempt from all postal charges, with the exception of air surcharges. Belligerents apprehended and interned in a neutral country shall be classed with prisoners of war proper so far as the application of the foregoing provisions is concerned.

3.2 The provisions set out under 3.1 shall also apply to letter-post items, postal parcels and postal financial services items originating in other countries and addressed to or sent by civilian internees as defined by the Geneva Convention of 12 August 1949 relative to the protection of civilian persons in time of war, either direct or through the offices mentioned in the Detailed Regulations.

3.3 The offices mentioned in the Detailed Regulations shall also enjoy exemption from postal charges in respect of letter-post items, postal parcels and postal financial services items which concern the persons referred to under 3.1 and 3.2, which they send or receive, either direct or as intermediaries.

3.4 Parcels shall be admitted free of postage up to a weight of 5 kilogrammes. The weight limit shall be increased to 10 kilogrammes in the case of parcels the contents of which cannot be split up and of parcels addressed to a camp or the prisoners' representatives there ("*hommes de confiance*") for distribution to the prisoners.

#### 4 Literature for the blind

4.1 Literature for the blind shall be exempt from all postal charges, with the exception of air surcharges.

## Part II

### Provisions concerning the letter post: Provision of services

#### Chapter 1

##### Basic services

###### Article 8

###### Letter-post items

1 Letter-post items shall **be classified according to one of the following two systems. Every postal administration shall be free to choose the system that it applies to its outward traffic.**

2 **The first system shall be based on the speed of treatment of the items. The latter shall therefore be divided into:**

**2.1 priority items, ie items conveyed by the quickest route (air or surface) with priority; weight limits: 2 kilogrammes in general, 5 kilogrammes for items containing books and pamphlets (optional service), 7 kilogrammes for literature for the blind;**

**2.2 non-priority items, ie items for which the sender has chosen a lower rate, implying a longer delivery time; weight limits: same as those in 2.1.**

3 **The second system shall be based on the contents of the items. The latter shall therefore be divided into:**

**3.1** letters and postcards, together called "LC"; weight limit: 2 kilogrammes;

**3.2** printed papers, literature for the blind and small packets together called "AO"; weight limits: 2 kilogrammes for small packets, **5 kilogrammes for printed papers**, 7 kilogrammes for literature for the blind.

4 **In the classification system based on contents:**

**4.1** letter-post items conveyed by air with priority shall be called "airmail **items**";

**4.2** surface items conveyed by air with reduced priority shall be called "S.A.L. **items**".

5 Every administration may admit **priority items and airmail items** consisting of a sheet of paper suitably folded and gummed on all sides. **Such items shall be called "aerogrammes".**

6 **Mail consisting of letter-post items posted in bulk by the same sender and received in the same dispatch or in separate dispatches, in accordance with the conditions specified in the Detailed Regulations, shall be called "bulk mail".**

7 Special bags containing newspapers, periodicals, books and other printed papers for the same addressee at the same address **shall, in both systems, be** called "M bags"; weight limit: 30 kilogrammes.

8 The limits of size and the conditions of admission, as well as particulars regarding the limits of weight, are laid down in the Detailed Regulations.

**Article 9****Postage charges**

1 The administration of origin shall fix the postage charges for the conveyance of letter-post items throughout the entire extent of the Union. The postage charges shall cover delivery of the items to the place of address provided that this delivery service is operated in the country of destination for the items in question. The conditions of application are laid down in the Detailed Regulations.

2 Guideline postage charges are given in the table below:

Items	Weight step	Guideline charges
1	2	3
		SDR
<b>2.1 Charges in the system based on speed:</b>		
<b>Priority items</b>	<b>up to 20 g</b>	<b>0.37</b>
	<b>above 20 g up to 100 g</b>	<b>0.88</b>
	<b>above 100 g up to 250 g</b>	<b>1.76</b>
	<b>above 250 g up to 500 g</b>	<b>3.38</b>
	<b>above 500 g up to 1000 g</b>	<b>5.88</b>
	<b>above 1000 g up to 2000 g</b>	<b>9.56</b>
	<b>per additional step of 1000 g</b>	<b>4.78 (optional)</b>
<b>Non-priority items</b>	<b>up to 20 g</b>	<b>0.18</b>
	<b>above 20 g up to 100 g</b>	<b>0.40</b>
	<b>above 100 g up to 250 g</b>	<b>0.74</b>
	<b>above 250 g up to 500 g</b>	<b>1.32</b>
	<b>above 500 g up to 1000 g</b>	<b>2.21</b>
	<b>above 1000 g up to 2000 g</b>	<b>3.09</b>
	<b>per additional step of 1000 g</b>	<b>1.54 (optional)</b>
<b>2.2 Charges in the system based on contents:</b>		
Letters	up to 20 g	0.37
	above 20 g up to 100 g	0.88
	above 100 g up to 250 g	1.76
	above 250 g up to 500 g	3.38
	above 500 g up to 1000 g	5.88
	above 1000 g up to 2000 g	9.56
Postcards		0.26
Printed papers	up to 20 g	0.18
	above 20 g up to 100 g	0.40
	above 100 g up to 250 g	0.74
	above 250 g up to 500 g	1.32
	above 500 g up to 1000 g	2.21
	above 1000 g up to 2000 g	3.09
	per additional step of 1000 g	1.54

Items	Weight step	Guideline charges
1	2	3
		SDR
Small packets	above 20 g up to 100 g	0.40
	above 100 g up to 250 g	0.74
	above 250 g up to 500 g	1.32
	above 500 g up to 1000 g	2.21
	above 1000 g up to 2000 g	3.09

3 The **Postal Operations** Council shall be authorized to revise and to amend, **subject to Council of Administration approval**, the guideline charges given under **2** between two Congresses. The revised charges shall be based on the median value of the charges fixed by the members of the Union for international items from their **countries**.

4 The administration of origin may allow, **for letter-post items containing:**

- 4.1 newspapers and periodicals published in its country, a reduction of not more than 50 per cent of the tariff applicable to the category of items used;
- 4.2 **books** and pamphlets, music scores and maps, provided they contain no publicity matter or advertisement other than that appearing on the cover or the fly leaves, **the same reduction as that provided for under 4.1.**

5 The charge applicable to M bags shall be calculated by weight steps of 1 kilogramme up to the total weight of each bag. The administration of origin may allow a reduction for such bags of up to 20 percent of the charge payable for the category of item used. This reduction may be independent of the reduction provided for under **4**.

6 The administration of origin may apply to non-standardized items charges different from those applicable to standardized items. Standardized items are defined in the Detailed Regulations.

7 **In the system based on contents**, the combining in one item of articles on which different charges are payable shall be authorized on condition that the total weight does not exceed the maximum weight of the category whose weight limit is the highest. The charge applicable on such an item shall, at the option of the originating administration, be that of the category with the highest rate or the sum of the separate charges applicable to each article in the item. Such items shall bear the endorsement “*Envois mixtes*” (“Combination mailing”).

Article 10  
Rate-fixing based on method of conveyance or speed

1 **The charges applicable to priority items, which shall always be conveyed by the quickest route (air or surface), shall include any additional costs of fast transmission.**

2 **Administrations that apply the system based on contents shall be authorized:**

- 2.1 to collect air surcharges for airmail **items**. The surcharges shall be related to the air conveyance dues and shall be uniform for at least the whole of the territory of each country of destination whatever the route used. In calculating the air surcharge for an **airmail item**, administrations shall be authorized to take into account the weight of any forms used by the public which may be attached to the item;

- 2.2 to collect for S.A.L. items surcharges lower** than those which they collect for airmail items;
- 2.3 to fix combined charges** for the prepayment of airmail **items** and S.A.L. **items**, taking into account the cost of the postal services rendered by them and the cost of the air conveyance.
- 3** The reductions in charges pursuant to **articles 9.4 and 9.5** shall also apply to items conveyed by air, but no reduction shall be granted on the portion of the charge intended to cover the costs of such conveyance.

#### Article 11

##### Preferential rates

- 1 Above the minimum level of charges laid down in article 6.2**, postal administrations may allow reduced charges based on their internal legislation for letter-post items posted in their country. They may, for instance, give preferential rates to major users of the **Post**.

#### Article 12

##### Special charges

- 1 No delivery charge may be collected from the addressee in respect of small packets weighing less than 500 grammes.**
- 2 Where domestic small packet items weighing over 500 grammes are subject to a delivery charge, the same charge may be collected in respect of incoming international small packets.**
- 3** Administrations shall be authorized to collect in the cases mentioned below the same charges as in the domestic service.
- 3.1** Charge on items posted after the latest time for posting, collected from the sender.
- 3.2** Charge on items posted outside normal counter opening hours, collected from the sender.
- 3.3** Charge for collection at the sender's address, collected from the sender.
- 3.4** Charge, for withdrawal outside normal counter opening hours, collected from the addressee.
- 3.5** Poste restante charge collected from the addressee.
- 3.6** A storage charge for any letter-post item weighing more than 500 grammes of which the addressee has not taken delivery within the period during which the item is held at his disposal free of charge. This charge shall not apply to literature for the blind.

#### Article 13

##### Payment of postage

- 1** As a general rule, letter-post items shall be fully prepaid by the sender. The methods of denoting prepayment are defined in the Detailed Regulations.
- 2** The administration of origin may return unpaid or underpaid letter-post items to the sender for the latter to make up the postage himself.

3 The administration of origin may also itself undertake to prepay unpaid letter-post items or make up the postage on underpaid items and collect the missing amount from the sender. In this case, it shall be authorized to also collect a handling charge of 0.33 SDR at most. The missing prepayment shall be denoted by one of the methods defined in the Detailed Regulations.

4 In cases in which the options described under 2 and 3 are not applied, unpaid or underpaid items shall be liable to a special charge, payable by the addressee or, in the case of returned items, by the sender. Calculation of this special charge is defined in the Detailed Regulations.

#### Article 14

##### Prepayment of letter-post items on board ship

1 Items posted on board ship at the two terminal points of the voyage or at any intermediate port of call shall be prepaid by means of postage stamps and according to the rates of the country in whose waters the ship is lying.

2 If the items are posted on board on the high seas, they may be prepaid, in the absence of special agreement between the administrations concerned, by means of the postage stamps and according to the rates of the country to which the ship appertains or is under contract. Items prepaid in this way must be handed over to the post office at the port of call as soon as possible after the arrival of the ship.

#### Article 15

##### International reply coupons

1 Postal administrations shall be permitted to sell international reply coupons issued by the International Bureau and to limit their sale in accordance with their internal legislation.

2 The value of the reply coupon shall be 0.74 SDR. The selling price fixed by the administrations concerned may not be less than this value.

3 Reply coupons shall be exchangeable in any member country for one or more postage stamps representing the minimum postage prepayable **on an unregistered priority item or an unregistered airmail letter sent abroad**. Where not precluded by the internal legislation of the country of exchange, reply coupons shall also be exchangeable for postal stationery or for other postal prepayment marks or impressions.

4 The administration of a member country may, in addition, reserve the right to require the reply coupons and the items to be prepaid in exchange for those reply coupons to be presented at the same time.



## Chapter 2

### Special services

#### Article 16

##### Registered items

- 1 Letter-post items may be sent as registered items.
- 2 The charge on registered items shall be paid in advance. It shall be made up of the postage charge, according to the **classification system and** category of item, and of a fixed registration charge of 1.31 SDR at most. For each M bag, administrations shall collect, instead of the charge per item, a bulk charge not exceeding five times the charge per item.
- 3 In cases where exceptional security measures are required, administrations may collect from the sender or from the addressee, in addition to the charge mentioned under 2, the special charges provided for by their internal legislation.
- 4 Postal administrations prepared to cover risks of force majeure shall be authorized to collect a special charge of 0.13 SDR at most for each registered item.

#### Article 17

##### Recorded delivery items

- 1 Letter-post items may be sent by the recorded delivery items service in relations between administrations which agree to provide this service.
- 2 The charge on recorded delivery items shall be paid in advance. It shall be made up of the postage charge, according to the **classification system and** category of item, and of the recorded delivery charge fixed by the administration of origin. This charge shall be less than the registration charge.

#### Article 18

##### Insured items

- 1 **Priority and non-priority items and** letters containing securities, valuable documents or articles **shall be** called “insured items” and may be exchanged with insurance of the contents for the value declared by the sender. This exchange shall be restricted to those member countries whose postal administrations have declared their willingness to admit such items, whether reciprocally or in one direction only.
- 2 In principle, the amount of the insured value shall be unlimited. Every administration may limit the insured value, so far as it is concerned, to an amount which may not be less than **4000** SDR. However, the limit of insured value adopted in the internal service shall be applicable if it is less than that amount.
- 3 The charge on insured **items** shall be paid in advance. It shall be made up of the ordinary postage charge, the fixed registration charge laid down in article **16.2** and an insurance charge.
- 4 Instead of the fixed registration charge, postal administrations may collect the corresponding charge of their internal service or, exceptionally, a charge of 3.27 SDR at most.

5 The insurance charge shall be at most 0.33 SDR for each 65.34 SDR of insured value or fraction thereof, or 0.5 percent of the scale of the insured value. This charge shall apply whatever the country of destination, even in countries which undertake to cover risks of force majeure.

6 In cases where exceptional security measures are required, administrations may collect from the sender or from the addressee, in addition to the charges mentioned under 3, 4 and 5, the special charges provided for by their internal legislation.

## Article 19

### Express items

1 At the sender's request, letter-post items for countries where the administration performs the service shall be delivered by special messenger as soon as possible after their arrival at the delivery office. Any administration shall have the right to confine this service **to priority items**, to airmail **items** and, when this is the only means used between two administrations, to surface LC items. **Express items may be dealt with in a different manner as long as the overall level of the service provided to the addressee is at least equal to that which would have been obtained through special messenger delivery.**

2 **If the items arrive at the delivery office after the last routine delivery, they shall be delivered by special messenger on the same day and under the same conditions as apply internally, in those countries which provide this facility.**

3 **Administrations which have various streams of letter mail shall enter express items into the fastest internal letters stream upon their arrival at the inward office of exchange and thereafter handle these items in the speediest manner possible.**

4 **Express items** shall be subject, in addition to the postage, to a charge which may not be less than the amount of postage prepayable **on an unregistered priority/non-priority item, as the case may be, or** on an unregistered single rate letter and not more than 1.63 SDR. For each M bag, administrations shall collect, instead of the charge per item, a bulk charge not exceeding five times the charge per item. This charge shall be paid in full in advance.

5 When express delivery involves special demands, an additional charge may be collected in accordance with the provisions relating to items of the same kind in the internal service.

6 If the regulations of the administration of destination permit, addressees may ask the delivery office for express delivery immediately on arrival of items which are intended for them. In that case the administration of destination shall be authorized to collect, on delivery, the charge that applies in its internal service.

## Article 20

### Advice of delivery

1 The sender of a registered item, a recorded delivery item or an insured **item** may apply for an advice of delivery at the time of posting **by paying a charge of 0.98 SDR at most.** This advice of delivery shall be returned to him by the quickest route (air or surface).

2 When the sender inquires about an advice of delivery which he has not received within a normal **period, a second charge shall not** be collected.

**Article 21**

## Delivery to the addressee in person

1 At the sender's request, and in the service between those administrations which have given their consent, registered items, recorded delivery items and insured **items** shall be delivered to the addressee in person. Administrations may agree to allow this option only for such items accompanied by an advice of delivery. In all cases, the sender shall pay a charge for delivery to the addressee in person of 0.16 SDR at most.

**Article 22**

## Items for delivery free of charges and fees

1 In the service between postal administrations which have notified their agreement to that effect senders may, by means of a previous declaration at the office of origin, undertake to pay the whole of the charges and fees to which the items are subject on delivery. So long as an item has not been delivered to the addressee, the sender may ask after posting that the item be delivered free of charges and fees.

2 In the cases provided for in paragraph 1, senders shall undertake to pay the amounts which may be claimed by the office of destination. If necessary, they shall make a provisional payment.

3 The administration of origin shall collect from the sender a charge of 0.98 SDR at most which it shall retain as payment for services rendered in the country of origin.

4 In the case of a request made after posting, the administration of origin shall also collect an additional charge not exceeding 1.31 SDR per request. If the request is to be forwarded by telecommunications, the sender shall pay in addition the corresponding charge.

5 The administration of destination shall be authorized to collect on each item a commission charge not exceeding 0.98 SDR. This charge shall be independent of the presentation-to-Customs charge. It shall be collected from the sender on behalf of the administration of destination.

6 Every administration may restrict to registered items and insured **items** the service of delivery free of charges and fees.

**Article 23**

## International business reply service

1 Administrations may agree with each other to participate in an optional international business reply service (IBRS).

2 Administrations which operate **this** service shall comply with the provisions laid down **in the Detailed Regulations**.

3 Two administrations may, nevertheless, agree bilaterally on another system to be applied between themselves.

4 **Administrations may establish a compensation system that takes account of the costs borne.**

## Article 24

### Perishable biological substances. Radioactive materials

1 Perishable biological substances and radioactive materials made up and packed in accordance with the respective provisions of the Detailed Regulations shall be subject **to the tariff for priority items or** to the tariff for letters and to registration. Their admission shall be restricted to those member countries whose postal administrations have declared their willingness to admit such items, whether reciprocally or in one direction only. Such substances shall be forwarded by the quickest route, normally by air, subject to payment of the corresponding air surcharges.

2 Furthermore, perishable biological substances may be exchanged only between officially recognized qualified laboratories, while radioactive materials may be posted only by duly authorized senders.

## Chapter 3

### Special provisions

## Article 25

### Posting abroad of letter-post items

1 A member country shall not be bound to forward or deliver to the addressee letter-post items which senders **residing** in its territory post or cause to be posted in a foreign country with the object of profiting by the **more favourable rate conditions there**.

2 The provisions set out under 1 shall be applied without distinction both to **letter-post items** made up in the **sender's country of residence** and then carried across the frontier and to letter-post items made up in a foreign country.

3 The administration **of destination may claim from the sender and, failing this, from the administration of posting, payment of the internal rates. If neither the sender nor the administration of posting agrees to pay these rates within a time limit set by the administration of destination, the latter may either return the items to the administration of posting and shall be entitled to claim reimbursement of the redirection costs, or handle them in accordance with its own legislation.**

4 A member country shall not be bound **to forward** or deliver to the addressees letter-post items which senders post or cause to be posted in large quantities in a country other than the country where they reside, **without receiving appropriate remuneration.** The administration **of destination may claim from the administration of posting payment commensurate with the costs incurred and which may not exceed the higher of the following two amounts: either 80 percent of the domestic tariff for equivalent items, or 0.14 SDR per item plus 1 SDR per kilogramme. If the administration of posting does not agree to pay the amount claimed within a time limit set by the administration of destination, the administration of destination may either return the items to the administration of posting and shall be entitled to claim reimbursement of the redirection costs, or handle them in accordance with its own legislation.**

## Article 26

### Items not admitted. Prohibitions

1 Items not fulfilling the conditions laid down in the Convention and its Detailed Regulations shall not be admitted.

2 Items other than insured **items** may not contain coin, bank notes, currency notes or securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver, whether manufactured or not, precious stones, jewels or other valuable articles. However, if the internal legislation of the countries of origin and destination permits this, such articles may be sent **in a closed envelope as registered items**.

3 Letters may not contain documents having the character of current and personal correspondence exchanged between persons other than the sender and the addressee or persons living with them. If the administration of the country of origin or destination discovers the presence of such documents, it shall deal with them according to its legislation.

4 Except as otherwise provided in the Detailed Regulations, printed papers and literature for the blind:

- 4.1 shall not bear any inscription or contain any document having the character of current and personal correspondence;
- 4.2 shall not contain any postage stamp or form of prepayment, whether cancelled or not, or any paper representing a monetary value.

5 The insertion in letter-post items of the following articles shall be prohibited:

- 5.1 narcotics and psychotropic substances;
- 5.2 explosive, flammable or other dangerous substances; nevertheless, the perishable biological substances and radioactive substances mentioned in article 24 shall not come within this prohibition;
- 5.3 obscene or immoral articles;
- 5.4 articles of which the importation and circulation are prohibited in the country of destination.

6 The insertion of live animals in letter-post items shall be prohibited.

6.1 However, the following shall be admitted in letter-post items other than insured **items**:

- 6.1.1 bees, leeches and silk-worms;
- 6.1.2 parasites and destroyers of noxious insects intended for the control of those insects and exchanged between officially recognized institutions.

7 The treatment of items wrongly admitted is set out in the Detailed Regulations. Nevertheless, items containing articles mentioned in 5.1, 5.2 and 5.3 shall in no circumstances be forwarded to their destination, delivered to the addressees or returned to origin.

## Article 27

### Redirection

1 If an addressee changes his address, letter-post items shall be reforwarded to him forthwith, under the conditions prescribed in the internal service.

2 Items shall not however be redirected:

2.1 if the sender has forbidden redirection by means of a note on the address side in a language known in the country of destination;

2.2 if they bear in addition to the addressee's address the expression "or occupant".

3 Administrations which collect a charge for requests for redirection in their internal services shall be authorized to collect this same charge in the international service.

4 Apart from the exceptions provided for in the Detailed Regulations, no additional charge shall be collected for letter-post items redirected from country to country. However, administrations which collect a charge for redirection of items in their internal service shall be authorized to collect this same charge on the international mail redirected within their own countries.

5 The conditions for redirection are set out in the Detailed Regulations.

## Article 28

### Undeliverable items

1 Items which it has not proved possible to deliver to the addressees for whatever reason shall be considered as undeliverable items.

**2 The return of undeliverable items as well as their period of retention are governed by the Detailed Regulations.**

3 Apart from the exceptions provided for in the Detailed Regulations, no additional charge shall be collected for undeliverable items returned to the country of origin. However, administrations which collect a charge for return of items in their internal service shall be authorized to collect this same charge on the international mail returned to them.

## Article 29

### Withdrawal from the post. Alteration or correction of address at the sender's request

1 The sender of a letter-post item may have it withdrawn from the post, or have its address altered or corrected, so long as the item:

1.1 has not been delivered to the addressee;

1.2 has not been confiscated or destroyed by the competent authorities because of infringement of article 26;

1.3 has not been seized by virtue of the legislation of the country of destination.

2 If its legislation permits, each administration shall be bound to accept requests for withdrawal from the post or alteration or correction of the address in respect of any letter-post item posted in the service of other administrations.

3 The sender shall pay, for each request, a special charge of 1.31 SDR at most.

4 The request shall be forwarded by post or by telecommunication at the sender's expense. The forwarding conditions and the provisions relating to the use of telecommunications are set out in the Detailed Regulations.

5 The charges prescribed under 3 and 4 shall be levied only once for each request for withdrawal from the post or alteration or correction of address involving several items posted at the same time, at the same office, by the same sender to the same addressee.

## Article 30

### Inquiries

1 Inquiries shall be entertained within a period of a year from the day after that on which the item was posted.

2 **Within this timespan, inquiries shall be accepted as soon as the problem is reported by the sender or the addressee. However, where a sender's inquiry concerns an undelivered item and the anticipated transmission time has not expired, the sender should be informed of this transmission time.**

3 Each administration shall be bound to accept inquiries relating to any item posted in the service of another administration.

4 **Inquiries shall be free of charge. However,** if a request is made for transmission by telecommunications or by EMS, the additional costs shall, in principle, be borne by the person making the request. The relevant provisions are set out in the Detailed Regulations.

## Chapter 4

### Customs matters

## Article 31

### Customs control

1 The postal administrations of the countries of origin and destination shall be authorized to submit letter-post items to customs control, according to the legislation of those countries.

## Article 32

### Presentation-to-Customs charge

1 Items submitted to customs control in the country of origin or of destination, as the case may be, may be subjected to a special charge of 2.61 SDR at most as a postal charge. For each M bag, the special charge may be up to 3.27 SDR at most. This charge shall **only be collected for the submission to Customs and customs clearance of items which have attracted customs charges or any other similar charge.**

## Article 33

### Customs duty and other fees

1 Postal administrations shall be authorized to collect from the senders or addressees of items, as the case may be, the customs duty and all other fees which may be due.

## Chapter 5

### Liability

#### Article 34

Liability of postal administrations. Indemnities

##### 1 General

1.1 Except for the cases provided for in article 35, postal administrations shall be liable for:

1.1.1 the loss of, theft from or damage to registered items and insured **items**;

1.1.2 the loss of recorded delivery items.

1.2 Postal administrations may undertake to cover risks arising from a case of force majeure.

##### 2 Registered items

2.1 The sender of a registered item shall be entitled to an indemnity if his item is lost.

2.1.1 The indemnity for the loss of a registered item shall amount to **30 SDR, including the cost of the charges paid on posting the item.**

2.1.2 The indemnity for the loss of a registered M bag **amounts to 150 SDR, including the cost of the charges paid on posting the item.**

2.2 The sender of a registered item shall be entitled to an indemnity if the contents of his item are rifled or damaged. However, the packing must have been recognized as being sufficient to guarantee the contents effectively against accidental risks of theft or damage.

2.2.1 The indemnity for a rifled or damaged registered item shall correspond, in principle, to the actual value of the theft or damage. It may, however, in no case exceed the amounts fixed under 2.1.1 and 2.1.2. Consequential losses or loss of profits shall not be taken into account.

##### 3 Recorded delivery items

3.1 If a recorded delivery item is lost, the sender shall be entitled to refund of the charges paid.

3.2 The sender shall also be entitled to a refund of the charges paid in the event of total theft of or total damage to the contents. However, the packing must have been recognized as being sufficient to guarantee the contents effectively against accidental risks of theft or damage.

##### 4 Insured **items**

4.1 In the event of theft from or damage to an insured **item**, the sender shall be entitled to an indemnity corresponding, in principle, to the actual amount of the loss, theft or damage. Consequential losses or loss of profits shall not be taken into consideration. However, this indemnity may in no case exceed the amount of the insured value in SDRs.

4.2 The indemnity shall be calculated according to the current price, converted into SDRs, of articles of value of the same kind at the place and time at which they were accepted for conveyance. Failing a current price, the indemnity shall be calculated according to the ordinary value of articles whose value is assessed on the same bases.

4.3 When an indemnity is due for the loss of, total theft from or total damage to an insured **item**, the sender, or the addressee, as the case may be, shall also be entitled to repayment of the charges and fees paid. However, the insurance charge shall in no case be repaid; it shall be retained by the administration of origin.



5 Notwithstanding the provisions set out under 2.1 and 4.1, the addressee shall be entitled to the indemnity after delivery of a rifled or damaged registered item or insured **item**.

6 The administration of origin shall have the option of paying senders in its country the indemnities prescribed by its internal legislation for registered items, provided that they are not lower than those laid down in 2.1. The same shall apply to the administration of destination when the indemnity is paid to the addressee. However, the amounts laid down in 2.1 shall remain applicable:

6.1 in the event of recourse against the administration liable; or

6.2 if the sender waives his rights in favour of the addressee or vice versa.

## Article 35

### Non-liability of postal administrations

1 Postal administrations shall cease to be liable for registered items, recorded delivery items and insured **items** which they have delivered according to the conditions laid down in their regulations for items of the same kind. Liability shall, however, be maintained:

1.1 when theft or damage is discovered either prior to or at the time of delivery of the item;

1.2 when, internal regulations permitting, the addressee, or the sender if it is returned to origin, makes reservations on taking delivery of a rifled or damaged item;

**1.3 when, internal regulations permitting, the registered item was delivered to a private mail-box and, in the course of the inquiry, the addressee declares that he did not receive the item;**

**1.4** when the addressee or, in the case of return to origin, the sender of an insured **item**, although having given a proper discharge, notifies the delivery administration without delay that he has found theft or damage. He shall furnish proof that such theft or damage did not occur after delivery.

2 Postal administrations shall not be liable:

2.1 in cases of force majeure, subject to article **34.1.2**;

2.2 when they cannot account for items owing to the destruction of official records by force majeure, provided that proof of their liability has not been otherwise produced;

2.3 when such loss, theft or damage has been caused by the fault or negligence of the sender or arises from the nature of the contents;

2.4 in the case of items whose contents fall within the prohibitions specified in article **26**, in so far as these items have been confiscated or destroyed by the competent authority because of their contents;

2.5 when the items have been seized under the legislation of the country of destination, as notified by the administration of that country;

2.6 in the case of insured items which have been fraudulently insured for a sum greater than the actual value of the contents;

2.7 when the sender has made no inquiry within one year from the day after that on which the item was posted.

3 Postal administrations shall accept no liability for customs declarations in whatever form these are made or for decisions taken by the Customs on examination of items submitted to customs control.

## Article 36

### Sender's liability

- 1 The sender of a letter-post item shall be liable for any damage caused to other postal items as a result of the dispatch of articles not acceptable for conveyance or the non-observance of the conditions of acceptance.
- 2 The sender shall be liable within the same limits as postal administrations.
- 3 The sender shall remain liable even if the office of posting accepts such an item.
- 4 The sender shall not be liable if there has been fault or negligence on the part of administrations or carriers.

## Article 37

### Payment of indemnity

- 1 Subject to the right of recourse against the administration which is liable, the obligation to pay the indemnity shall rest either with the administration of origin or with the administration of destination. The obligation to refund the charges for recorded delivery items shall rest with the administration of origin.
- 2 The sender may waive his rights to the indemnity in favour of the addressee. Conversely, the addressee may waive his rights in favour of the sender. The sender or the addressee may authorize a third party to receive the indemnity if internal legislation allows this.
- 3 The administration of origin or destination, as the case may be, shall be authorized to indemnify the rightful claimant on behalf of the administration which, having participated in the conveyance and having been duly informed, has allowed **two** months to pass without finally settling the matter, or without having reported:
  - 3.1 that the damage appeared to be due to a case of force majeure;
  - 3.2 that the item had been detained, confiscated or destroyed by the competent authority because of its contents or seized under the legislation of the country of destination.
- 4 **The administration of origin or destination, as the case may be, shall be authorized to indemnify the rightful claimant in cases where the inquiry form is not properly completed and has to be returned for additional information, thereby causing the time limit set in 3 to be exceeded.**

## Article 38

### Possible recovery of the indemnity from the sender or the addressee

- 1 If, after payment of the indemnity, a registered item or an insured **item** or part of the contents previously considered as lost is found, the sender or the addressee, as the case may be, shall be advised that the item is being held at his disposal for a period of three months on repayment of the amount of the indemnity paid. At the same time he shall be asked to whom the item is to be delivered. In the event of refusal or failure to reply within the prescribed period, the same approach shall be made to the addressee or the sender as the case may be.
- 2 If the sender and the addressee refuse to take delivery of the item, it shall become the property of the administration or, where appropriate, administrations which bore the loss.

3 In the case of subsequent discovery of an insured **item** the contents of which are found to be of less value than the amount of the indemnity paid, the sender shall repay the amount of this indemnity **against return of the item**, without prejudice to the consequences of fraudulent insurance.

## Chapter 6

### Electronic mail

#### Article 39

##### General provisions

1 Administrations may agree with each other to participate in electronic mail services.

2 Electronic mail is a postal service which uses telecommunications for transmitting within seconds messages true to the original posted by the sender in either a physical or an electronic form for delivery to the addressee in a physical or electronic form. In the case of physical delivery, the information is generally transmitted by electronic means for the longest possible part of the way and reproduced in physical form as near as possible to the addressee. Physical messages are delivered in an envelope to the addressee as a letter-post item.

3 The tariffs applicable to electronic mail are fixed by administrations, taking costs and market requirements into account.

#### Article 40

##### Facsimile-based services

1 The bureaufax range of services permits the transmission of texts and illustrations true to the original by facsimile.

#### Article 41

##### Text-based services

1 The range of text-based services permits the transmission of texts and illustrations produced by means of data-processing equipment (PC, mainframe computer).

## Part III

### Provisions concerning the letter post: Relations between postal administrations

## Chapter 1

### Treatment of letter-post items

#### Article 42

##### Quality of service targets

1 **Administrations shall** fix a service target for the handling of priority **and airmail items and for the handling of surface and non-priority items** addressed to **or sent from** their country. The target shall be no less favourable than those applied to comparable items in their domestic service.

2 Administrations of origin shall **publish** service targets for priority and airmail items for abroad by reference to the targets fixed by the administrations **of origin and destination and including the conveyance time**.

3 **Postal administrations shall undertake to verify periodically that the established times are achieved either within the framework of the surveys organized by the International Bureau or by the Restricted Unions, or on the basis of bilateral agreements.**

4 **It is also desirable that postal administrations should verify periodically that the established times are achieved, using other quality control systems, in particular, external quality control.**

5 **Wherever possible, administrations shall implement quality measurement systems for international mails (both outgoing and incoming); this should, as far as possible, include measurement from posting to delivery (end to end).**

6 **All member countries shall provide the International Bureau with up-to-date information about the latest acceptance times (*heures limites de dépôt*) against which they operate for international postal purposes.**

7 **Where possible, separate information shall be provided for priority and non-priority streams of traffic.**

#### Article 43

##### Exchange of items

1 Administrations may exchange, via one or more of their **number, closed** mails **as well as à découvert** items according to needs and service requirements.

2 **When** the conveyance of mail in transit through a country **takes place** without the participation of the **postal administration of that country, this administration** shall be **informed in advance**. This form of transit shall not involve the liability **of the postal administration of the transit** country.

3 Administrations may send surface mails by air, with reduced priority, subject to the agreement of the administrations which receive such mails at the airports of their country.

4 Exchanges shall take place on the basis of the provisions of the Detailed Regulations.

#### Article 44

##### Exchange of closed mails with military units

1 Closed mails may be exchanged through the intermediary of the land, sea or air services of other countries:

- 1.1 between the post offices of any member country and the commanding officers of military units placed at the disposal of the United Nations;
- 1.2 between the commanding officers of such military units;
- 1.3 between the post offices of any member country and the commanding officers of naval or air units, warships or military aircraft of the same country stationed abroad;
- 1.4 between the commanding officers of naval or air units, warships or military aircraft of the same country.

2 Letter-post items enclosed in the mails referred to under 1 shall be confined to items addressed to or sent by members of military units or the officers and crews of the ships or aircraft to or from which the mails are forwarded. The rates and conditions of dispatch applicable to them shall be fixed, according to its regulations, by the postal administration of the country which has made the military unit available or to which the ships or aircraft belong.

3 In the absence of special agreement, the administration of the country which has made the military unit available or to which the warships or military aircraft belong shall be liable to the administrations concerned for the transit charges for the mails, the terminal dues and the air conveyance dues.

#### Article 45

##### Temporary suspension of services

1 When exceptional circumstances oblige a postal administration temporarily to suspend its services wholly or in part, it shall immediately inform the administrations concerned.

## Chapter 2

### Treatment of cases of liability

#### Article 46

##### Determination of liability between postal administrations

1 Until the contrary is proved, liability shall rest with the postal administration which, having received the item without comment and being furnished with all the prescribed means of inquiry, cannot prove either delivery to the addressee or, where appropriate, correct transfer to another administration.

2 If the loss, theft or damage occurs in course of conveyance without it being possible to establish in which country's territory or service it happened, the administrations concerned shall bear the loss equally.

3 The liability of an administration towards other administrations shall in no case exceed the maximum insured value that it has adopted.

4 Postal administrations not providing the insured **items** service shall assume, in respect of such items conveyed in closed mails, the liability laid down for registered items. This provision shall also apply when postal administrations do not accept liability for insured items carried on board the ships or aircraft used by them.

5 If the loss, theft or damage occurs in the territory or service of an intermediate administration which does not provide the insured **items** service, the administration of origin shall bear the loss not covered by the intermediate administration. The same rule shall apply if the amount of the damage is higher than the maximum insured value adopted by the intermediate administration.

6 Customs duty and other fees of which it has not been possible to secure cancellation shall be borne by the administrations liable for the loss, theft or damage.

7 An administration which has paid the indemnity shall take over the rights, up to the amount of the indemnity, of the person who has received it in any action which may be taken against the addressee, the sender or third parties.

## Chapter 3

### Transit charges and terminal dues

#### Article 47

##### Transit charges

1 Subject to article 50, closed mails exchanged between two administrations or between two offices of the same country by means of the services of one or more other administrations (third party services) shall be subject to the payment of transit charges. The latter shall constitute remuneration for the services rendered in respect of land transit and sea transit.

**2 A découvert items may also be subject to transit charges. The conditions for application are specified in the Detailed Regulations.**

**Article 48**  
**Transit charge scales**

1 The transit charges shall be calculated in accordance with the scales set out in the following table:

Distances traversed 1		Charge per kg gross 2
1.1 Distances traversed by land expressed in kilometres		SDR
Up to 100 km		0.14
Above	100 up to 200	0.17
	200 300	0.20
	300 400	0.22
	400 500	0.24
	500 600	0.26
	600 700	0.27
	700 800	0.29
	800 900	0.31
	900 1 000	0.32
	1 000 1 100	0.34
	1 100 1 200	0.35
	1 200 1 300	0.37
	1 300 1 500	0.39
	1 500 2 000	0.43
	2 000 2 500	0.49
	2 500 2 750	0.53
	2 750 3 000	0.56
	3 000 4 000	0.62
	4 000 5 000	0.72
	5 000 6 000	0.81
	6 000 7 000	0.89
	7 000 8 000	0.97
	8 000 9 000	1.05
	9 000 10 000	1.12
	10 000 11 000	1.19
	11 000 12 000	1.26
	12 000 13 000	1.32
	13 000 14 000	1.39
	14 000	1.45

Distances traversed				Charge per kg gross
1				2
1.2 Distances traversed by sea expressed in nautical miles				SDR
				expressed in kilometres after conversion on the basis of 1 nautical mile = 1.852 km
Up to 100 nautical miles				0.17
Above	100	up to	200	0.19
	200		300	0.21
	300		400	0.22
	400		500	0.23
	500		600	0.24
	600		700	0.24
	700		800	0.25
	800		900	0.25
	900		1 000	0.26
	1 000		1 100	0.26
	1 100		1 200	0.27
	1 200		1 300	0.27
	1 300		1 500	0.28
	1 500		2 000	0.29
	2 000		2 500	0.31
	2 500		2 750	0.32
	2 750		3 000	0.32
	3 000		4 000	0.34
	4 000		5 000	0.36
	5 000		6 000	0.38
	6 000		7 000	0.40
	7 000		8 000	0.41
	8 000		9 000	0.42
	9 000		10 000	0.43
	10 000		11 000	0.45
	11 000		12 000	0.46
	12 000		13 000	0.47
	13 000		14 000	0.48
	14 000			0.49
Up to 185 km				
Above	185	up to	370	
	370		556	
	556		741	
	741		926	
	926		1 111	
	1 111		1 296	
	1 296		1 482	
	1 482		1 667	
	1 667		1 852	
	1 852		2 037	
	2 037		2 222	
	2 222		2 408	
	2 408		2 778	
	2 778		3 704	
	3 704		4 630	
	4 630		5 093	
	5 093		5 556	
	5 556		7 408	
	7 408		9 260	
	9 260		11 112	
	11 112		12 964	
	12 964		14 816	
	14 816		16 668	
	16 668		18 520	
	18 520		20 372	
	20 372		22 224	
	22 224		24 076	
	24 076		25 928	
	25 928			

**2 The Postal Operations Council shall be authorized to revise and amend the scales mentioned under 1 between Congresses. Any revision made, in accordance with a methodology that ensures equitable remuneration for administrations which conduct transit operations, must be based on reliable and representative economic and financial data. Any change decided upon shall enter into force at a date set by the Postal Operations Council.**

#### Article 49

##### Terminal dues

**1 Subject to article 50, each administration which receives letter-post items from another administration shall have the right to collect from the dispatching administration a payment for the costs incurred for the international mail received.**



## 2 Payment

**2.1 Payment for the letter-post items, excluding M bags, shall be 3.427 SDR per kilogramme.**

**2.2** For M bags, the rate to be applied shall be 0.653 SDR per **kilogramme**.

**2.2.1 M bags weighing less than 5 kilogrammes shall be considered as weighing 5 kilogrammes for terminal dues payment purposes.**

## 3 Revision mechanism

**3.1** When, in a given relation, an administration **dispatching or receiving a mail flow of more than 150 tonnes a year (M bags excluded)** establishes that the average number of **items contained** in 1 kilogramme of mail **dispatched or received deviates from** the world average of **17.26 items**, it may have **the rate** revised if, compared with this world average:

**3.1.1** the number of **items** is more **than 21** or

**3.1.2** the number of **items** is **less than 14**.

**3.1.3** In the case provided for under 3.1.2 the revision shall not be applicable if the flow in question is destined for a developing country included in the list approved for this purpose by Congress.

**3.1.4** When an administration requests application of the revision provided for under 3.1, the corresponding administration may do likewise, even if the flow in the other direction is less than 150 tonnes a year.

**3.1.4.1** The provisions under 3.1.4 shall not apply to the developing countries included in the list approved for this purpose by Congress.

**3.2** The revision shall be carried out on the terms specified in the Detailed Regulations.

## 4 Bulk mail

**4.1** For bulk mail, the administration of destination may request specific payment according to one of the following formulas:

**4.1.1** application of the world average rates of 0.14 SDR per item and 1 SDR per kilogramme;

**4.1.2** application of rates per item and per kilogramme reflecting the handling costs in the country of destination. These costs must be in relation with the domestic rates in accordance with the conditions specified in the Detailed Regulations.

**4.2** Subject to the provisions under 3.1.3, when an administration of destination requests specific payment for bulk mail, the dispatching administration shall be entitled to request that the remainder of the flow be subject to the revision provided for under 3.1.

**5** The Postal Operations Council shall be authorized to amend the payments mentioned under 2 and 4.1.1 between Congresses. Any revision carried out shall be based on available economic and financial data. Any amendment decided upon shall come into force at a date set by the Postal Operations Council. The latter shall also be authorized to define the ways and means of implementing the payment system mentioned under 4.1.2.

**6** Any administration may waive wholly or in part the payment provided for under 1.

**7** The administrations concerned may, by bilateral or multilateral agreement, apply other payment systems for the settlement of terminal dues accounts.

## Article 50

### Exemption from transit charges and terminal dues

1 The letter-post items relating to the postal service referred to in article 7.2.2, undelivered postal items returned to origin in closed dispatches and dispatches of empty mailbags shall be exempted from land and sea transit charges and from terminal dues.

## Article 51

### Accounting for transit charges and terminal dues

#### 1 Transit charges

- 1.1 Accounting for surface-mail transit charges shall be done annually by the administration of transit, for each administration of origin. It shall be based on the weight of the mails **sent during the year concerned and received in transit. The** scales laid down in article 48 shall be applied.
- 1.2 The transit charges shall be borne by the administration of origin of the mails. They shall be payable, subject to the exception provided for under 1.4, to the administrations of the countries which are crossed or whose services take part in the land or sea conveyance of the mails.
- 1.3 When the administration of the country which is crossed does not take part in the land or sea conveyance of the mails, the applicable transit charges shall be payable to the administration of destination if it bears the costs related to such transit.
- 1.4 The charges for the sea conveyance of mails in transit may be settled directly between the postal administrations of origin of the mails and the shipping companies or their agents. The postal administration of the port of embarkation concerned shall give its prior agreement.
- 1.5 The debtor administration shall be exempted from payment of transit charges when the annual balance does not exceed 163.35 SDR.

#### 2 Terminal dues

- 2.1 **For letter-post items, with the exception of M bags,** accounting for terminal dues shall be done annually by the creditor administration, according to the actual weight of **the mails received during the year concerned.** The rates laid down in article 49 shall be applied.
- 2.2 **For M bags, accounting for terminal dues shall be done annually by the creditor administration, on the basis of the weight subject to terminal dues in accordance with the conditions laid down in article 49.**
- 2.3 To enable the annual weight to be determined, the administrations of origin of the mails shall permanently indicate, for each **mail:**
  - **the weight of the mail (excluding M bags);**
  - **the weight of the M bags weighing more than 5 kilogrammes;**
  - **the number of M bags weighing less than 5 kilogrammes.**
- 2.4 **When it is necessary to determine the number and weight of bulk items, the modalities indicated in the Detailed Regulations for this category of mail shall be applied.**
- 2.5 The administrations concerned may agree to account for terminal dues in their reciprocal relations by different statistical methods. They may also agree on a different periodicity **from those** laid down in the Detailed Regulations for the statistical period.
- 2.6 The debtor administration shall be exempted from payment of terminal dues when the annual balance does not exceed 326.70 SDR.

3 Every administration shall be authorized to submit for the consideration of a committee of arbitrators any annual results which in its opinion differ too much from reality. The arbitration shall be arranged as laid down in article **128** of the General Regulations. The arbitrators shall be empowered to fix in a fair and reasonable manner the transit charges or terminal dues to be paid.

## Chapter 4

### Air conveyance dues

#### Article 52

##### General principles

- 1 The air conveyance dues for the whole distance flown shall be borne:
  - 1.1 in the case of closed mails, by the administration of the country of origin of the mails;
  - 1.2 in the case of priority items **and airmail items** in transit à découvert, including missent items, by the administration which forwards the **items** to another administration.
- 2 These same regulations shall be applicable to **airmails**, priority items and airmail **items** in transit à découvert exempt from transit charges.
- 3 Each administration of destination which provides air conveyance of international mail within its country shall be entitled to reimbursement of the additional costs incurred for such conveyance provided that the weighted average distance of the sectors flown exceeds 300 kilometres. Unless agreement has been reached that no charge should be made, the dues shall be uniform for all priority mails and airmails originating abroad whether or not this mail is reforwarded by air.
- 4 **However, where the terminal dues levied by the administration of destination are based specifically on costs or on domestic rates, no additional reimbursement for internal air conveyance shall be made.**
- 5 **The administration of destination shall exclude, for the purpose of calculating the weighted average distance, the weight of all mails for which the terminal dues calculation has been based specifically on costs or on the domestic rates of the administration of destination.**
- 6 In the absence of special agreement between the administrations concerned, article **48** shall apply to airmail correspondence for any transit by land or by sea. Nevertheless, no transit charges shall be payable for:
  - 6.1 the transshipment of airmails between two airports serving the same town;
  - 6.2 the conveyance of such mails from an airport serving a town to a depot situated in the same town and the return of the same mails for reforwarding.

#### Article 53

##### Basic rates and calculation of air conveyance dues

- 1 The basic rate applicable to the settlement of accounts between administrations in respect of air conveyance shall be **approved by the Postal Operations Council. It shall be calculated by the International Bureau according to the formula specified in the Detailed Regulations.**

2 The calculation of air conveyance dues on closed mails, priority items **and airmail items** in transit à découvert, as well as the relevant methods of accounting, are set out in the Detailed Regulations.

## **Chapter 5**

### **Telematic links**

#### **Article 54**

##### **General provisions**

1 **Administrations may agree to establish telematic links amongst themselves and with other partners.**

2 **The postal administrations concerned shall be free to choose the suppliers and the technical facilities (hardware and software) to support the exchange of data.**

3 **In consultation with the supplier of network services, postal administrations shall agree bilaterally on the method of payment for these services.**

4 **Postal administrations shall not be financially or legally liable if another administration fails to make the payments owed in respect of services relating to the provision of telematic links.**

## **Chapter 6**

### **Miscellaneous provisions**

#### **Article 55**

##### **Settlement of accounts**

1 Settlements between postal administrations of international accounts arising from postal traffic may be regarded as current transactions and effected in accordance with the current international obligations of the member countries concerned, when there are agreements to this effect. In the absence of such agreements, accounts shall be settled in accordance with the provisions of the Detailed Regulations.

#### **Article 56**

##### **Provision of information, International Bureau publications, retention of documents, forms**

1 The provisions relating to the provision of information concerning the execution of the postal service, International Bureau publications, retention of documents and the forms to be used are set out in the Detailed Regulations.

## Part IV

### EMS

#### Article 57

##### EMS

1 EMS shall be the quickest postal service by physical means. It shall consist of the collection, dispatch and delivery in a very short space of time of correspondence, documents or goods.

**2 EMS shall be regulated on the basis of bilateral agreements. Aspects that are not expressly governed by the latter shall be subject to the appropriate provisions of the Acts of the Union.**

3 This service shall wherever possible be identified by a logo as shown in the specimen below and comprising the following elements:

- an orange wing;
- the letters EMS in blue;
- three horizontal orange stripes.

The logo may be supplemented by adding the name of the national service.



4 Charges for the service shall be set by the administration of origin in consideration of costs and market requirements.

## Part V

### Final provisions

#### Article 58

##### Undertakings regarding penal measures

1 The Governments of member countries shall undertake to adopt, or to propose to the legislatures of their countries, the necessary measures:

- 1.1 for punishing the counterfeiting of postage stamps, even if withdrawn from circulation, **and** of international reply **coupons**;

- 1.2 for punishing the use or uttering:
  - 1.2.1 of counterfeit postage stamps (even if withdrawn from circulation) or used postage stamps, as well as of counterfeit or used impressions of franking machines or printing presses;
  - 1.2.2 of counterfeit international reply coupons;
- 1.3** for prohibiting and suppressing all fraudulent operations of manufacturing and uttering adhesive stamps and stamped impressions in use in the postal service, counterfeited or imitated in such a manner that they could be mistaken for the adhesive stamps and stamped impressions issued by the postal administration of a member country;
- 1.4** for preventing and, if necessary, for punishing the insertion in postal items of narcotics and psychotropic substances, as well as explosive, flammable or other dangerous substances, where their insertion has not been expressly authorized by the Convention and the Agreements.

## Article 59

Conditions for approval of proposals concerning the Convention and its Detailed Regulations

1 To become effective, proposals submitted to Congress relating to this Convention and its Detailed Regulations must be approved by a majority of the member countries present and voting. At least half of the member countries represented at Congress shall be present at the time of voting.

2 To become effective, proposals relating to the Detailed **Regulations which** have been referred by Congress to the **Postal Operations** Council for a decision or which have been introduced between Congresses must be approved by a majority of the members of the **Postal Operations** Council.

3 To become effective, proposals introduced between Congresses relating to this Convention must obtain:

- 3.1 **two thirds of the votes, at least one half of the member countries of the Union having replied to the consultation**, if they involve amendments to articles 1 to 7 (part I), 8 to 11, 13, 16 to 18, 20, 24 to 26, 34 to 38 (part II), 43.2, 44 to 51, 55 (part III) and 58 to 60 (part V) of the Convention or to any of the articles of its Final Protocol;
- 3.2 **a majority of the votes, at least one half of the member countries of the Union having replied to the consultation**, if they involve amendments of substance to provisions other than those mentioned under 3.1;
- 3.3 a majority of the votes if they involve:
  - 3.3.1 drafting amendments to the provisions of the Convention other than those mentioned under 3.1;
  - 3.3.2 interpretation of the provisions of the Convention and its Final Protocol.

**4 Notwithstanding the provisions under 3.1, any member country whose national legislation is as yet incompatible with the proposed amendment may, within ninety days from the date of notification of the latter, make a written declaration to the Director-General of the International Bureau stating that it is unable to accept the amendment.**

## Article 60

Entry into force and duration of the Convention

1 This Convention shall come into force on **1 January 1996** and shall remain in operation until the entry into force of the Acts of the next Congress.

In witness whereof the plenipotentiaries of the Governments of the member countries have signed this Convention in a single original which shall be deposited with the Director-General of the International Bureau. A copy thereof shall be delivered to each party by the Government of the country in which Congress is held.

Done at **Seoul, 14 September 1994.**

*Signatures: same as on pages 31 to 63.*





## Final Protocol to the Universal Postal Convention

At the moment of proceeding to signature of the Universal Postal Convention concluded this day, the undersigned plenipotentiaries have agreed the following:

### Article I

#### Ownership of postal items

1 Article 2 shall not apply to **Antigua and Barbuda**, Australia, Bahrain, Barbados, Belize, Botswana, Brunei Darussalam, Canada, Dominica, Egypt, Fiji, Gambia, Ghana, United Kingdom of Great Britain and Northern Ireland, Overseas Dependent Territories of the United Kingdom, Grenada, Guyana, Ireland, Jamaica, Kenya, Kiribati, Kuwait, Lesotho, Malawi, Malaysia, Mauritius, Nauru, New Zealand, Nigeria, Papua New Guinea, Saint Christopher and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Seychelles, Sierra Leone, Singapore, Solomon Islands, Swaziland, Tanzania (United Rep), Trinidad and Tobago, Tuvalu, Uganda, Vanuatu, Western Samoa, Yemen, Zambia and Zimbabwe.

2 Nor shall **article 2** apply to Denmark, whose internal legislation does not allow withdrawal from the post or alteration of the address of correspondence, at the request of the sender, from the time when the addressee has been informed of the arrival of an item addressed to him.

### Article II

#### Charges

1 **Notwithstanding article 6.4, the administration of Canada shall be authorized to collect postal charges other than those provided for in the Convention and Agreements, when such charges are consistent with the legislation of its country.**

### Article III

#### Exception to the exemption of literature for the blind from postal charges

1 Notwithstanding article **7.4**, the postal administrations of Saint Vincent and the Grenadines, and Turkey, which do not concede exemption from postal charges to literature for the blind in their internal service, may collect the postage and charges for special services which may not, however, exceed those in their internal service.

2 Notwithstanding article **7.4**, the administrations of Canada, Germany, United Kingdom of Great Britain and Northern Ireland, Japan and United States of America may collect the charges for special services which are applied to literature for the blind in their internal service.

#### Article IV

##### Small packets

1 The obligation to participate in the exchange of small packets exceeding 500 grammes in weight shall not apply to the **administrations of Myanmar** and Papua New Guinea which find it impossible to operate such an exchange.

#### Article V

##### Printed papers. Maximum weight

1 **Notwithstanding article 8.3.2, the administrations of Canada and Ireland shall be authorized to limit to 2 kilogrammes the maximum weight of inward and outward printed papers.**

#### Article VI

##### Registered M bags

1 The postal administrations of Canada and United States of America shall be authorized not to accept registered M bags and not to provide registered handling for such bags received from other countries.

#### Article VII

##### Posting abroad of letter-post items

1 The postal **administrations of Greece, United Kingdom of Great Britain and Northern Ireland and United States of America reserve** the right to impose a charge, equivalent to the cost of the work it incurs, on any administration which, under the provisions of article **25.4**, sends to it items for disposal which were not originally dispatched as postal items by **their services**.

2 **Notwithstanding article 25.4, the postal administration of Canada reserves the right to collect from the administration of origin such amount as will ensure recovery of not less than the costs incurred by it in the handling of such items.**

3 **Article 25.4 allows the administration of destination to claim, from the administration of posting, appropriate remuneration for delivering letter-post items posted abroad in large quantities. The United Kingdom of Great Britain and Northern Ireland reserves the right to limit any such payment to the appropriate domestic tariff for equivalent items in the country of destination.**

4 **Article 25.4 allows the administration of destination to claim, from the administration of posting, appropriate remuneration for delivering letter-post items posted abroad in large quantities. The following countries reserve the right to limit any such payment to the limits authorized in the Convention and Detailed Regulations for bulk mail: Australia, Bahamas, Barbados, Brunei Darussalam, United Kingdom of Great Britain and Northern Ireland, Overseas Dependent Territories of the United Kingdom, Grenada, Guyana, India, Malaysia, Nepal, Netherlands, Netherlands Antilles and Aruba, New Zealand, Saint Lucia, Saint Vincent and the Grenadines, Singapore, Sri Lanka, Suriname, Thailand and United States of America.**

**5 Notwithstanding the reservations under 4, the following countries reserve the right to apply in full the provisions of article 25 of the Convention to mail received from Union member countries: Argentina, Benin, Brazil, Burkina Faso, Cameroon, Côte d'Ivoire (Rep), Cyprus, Egypt, France, Germany, Greece, Guinea, Israel, Italy, Japan, Jordan, Lebanon, Mali, Mauritania, Monaco, Portugal, Senegal, Syrian Arab Rep, Togo.**

#### Article VIII Prohibitions

1 Exceptionally, the postal administration of Lebanon shall not accept registered **items** containing coins, bank notes, securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver whether manufactured or not, precious stones, jewels or other valuable articles. It shall not be strictly bound by the provisions of article **35.1** with regard to its liability in cases of theft or damage, or where items containing articles made of glass or fragile articles are concerned.

2 Exceptionally, the postal administrations of Bolivia, China (People's Rep), Iraq, Nepal **and Viet Nam** shall not accept registered **items** containing coins, bank notes, currency notes or securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver whether manufactured or not, precious stones, jewels or other valuable articles.

**3 The postal administration of Myanmar reserves the right not to accept insured items containing the valuable articles listed in article 26.2, as this is contrary to its internal regulations.**

**4 The postal administration of Nepal does not accept registered or insured items containing currency notes or coins, except by special agreement to that effect.**

#### Article IX Articles subject to customs duty

1 With reference to article **26**, the postal administrations of Bangladesh and El Salvador do not accept insured **items** containing articles subject to customs duty.

2 With reference to article **26**, the postal administrations of Afghanistan, Albania, **Azerbaijan, Belarus, Cambodia**, Central African Rep, Chile, Colombia, **Cuba**, Dem People's Rep of Korea, El Salvador, **Estonia**, Ethiopia, Italy, Nepal, Panama (Rep), Peru, San Marino, Saudi Arabia, **Tajikistan, Turkmenistan**, Ukraine, **Uzbekistan and Venezuela** do not accept ordinary and registered letters containing articles subject to customs duty.

3 With reference to article **26**, the postal administrations of Benin, Burkina Faso, Côte d'Ivoire (Rep), Djibouti, Mali, Mauritania, Niger, Oman, Senegal, **Viet Nam** and Yemen do not accept ordinary letters containing articles subject to customs duty.

4 Notwithstanding the provisions set out under 1 to 3, the sending of serums, vaccines and urgently required medicaments which are difficult to procure shall be permitted in all cases.

## Article X

Withdrawal from the post. Alteration or correction of address

1 Article **29** shall not apply to **Antigua and Barbuda**, Bahamas, Bahrain, Barbados, Belize, Botswana, Brunei Darussalam, Canada, Dem People's Rep of Korea, Dominica, Fiji, Gambia, United Kingdom of Great Britain and Northern Ireland, Overseas Dependent Territories of the United Kingdom, Grenada, Guyana, Iraq, Ireland, Jamaica, Kenya, Kiribati, Kuwait, Lesotho, Malawi, Malaysia, Myanmar, Nauru, New Zealand, Nigeria, Papua New Guinea, Saint Christopher and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Seychelles, Sierra Leone, Singapore, Solomon Islands, Swaziland, Tanzania (United Rep), Trinidad and Tobago, Tuvalu, Uganda, Vanuatu, Western Samoa and Zambia, whose legislation does not permit withdrawal from the post or alteration of address of letter-post items at the sender's request.

2 Article **29** shall apply to Australia only in so far as that article is consistent with its domestic legislation.

## Article XI

### Inquiries

1 Notwithstanding article 30.4, the postal administrations of **Cape Verde, Chad, Gabon, Overseas Dependent Territories of the United Kingdom, Greece, Iran (Islamic Rep), Mongolia, Myanmar, Saudi Arabia, Syrian Arab Rep and Zambia** reserve the right to collect from customers charges on inquiries lodged.

2 Notwithstanding article 30.4, the postal administrations of **Argentina, Czech Rep and Slovakia** reserve the right to collect a special charge when, on completion of the investigation conducted in response to the inquiry, it emerges that the latter was unjustified.

## Article XII

### Presentation-to-Customs charge

1 The postal administration of **Gabon** reserves the right to collect a presentation-to-Customs charge from customers.

## Article XIII

### Liability of postal administrations

1 The postal administrations of Bangladesh, Benin, Burkina Faso, **Congo (Rep)**, Côte d'Ivoire (Rep), Djibouti, India, Lebanon, Madagascar, Mali, Mauritania, Nepal, Niger, Senegal, Togo and Turkey shall be authorized not to apply article **34.1.1.1** with respect to liability in cases of theft from or damage to registered items.

2 Notwithstanding articles **34.1.1.1** and **35.1**, the postal administrations of Chile, China (People's Rep) and Colombia shall be liable only for the loss of, total theft of or total damage to the contents of registered items.

3 Notwithstanding article 34, the postal administration of **Saudi Arabia** shall accept no liability in case of loss of or damage to items containing articles mentioned in article 26.2.

**Article XIV****Non-liability of postal administrations**

1 The postal **administration of Bolivia shall** not be required to observe article **35.1** as regards maintenance of **its** liability in case of total theft or total damage of registered items.

**Article XV****Payment of indemnity**

1 The postal administrations of Bangladesh, Bolivia, Guinea, Mexico, Nepal and Nigeria shall not be obliged to comply with article **37.3** in so far as concerns finally settling the matter within a period of **two** months or informing the administration of origin or destination, as the case may be, when a postal item has been detained, confiscated or destroyed by the competent authorities because of the contents, or has been seized by virtue of its domestic legislation.

2 The postal administrations of **Congo (Rep)**, Djibouti, Guinea, Lebanon and Madagascar shall not be obliged to comply with article **37.3** in so far as concerns finally settling a claim within a period of **two** months. Nor do they agree to the rightful claimant's being indemnified, on their behalf, by another administration upon expiry of the above-mentioned period.

**Article XVI****Special transit charges**

1 **The postal administration of Greece reserves the right to raise by 30 percent the land transit charges and by 50 percent the sea transit charges given in article 48.1.**

2 The postal administration of the Russian Federation shall be authorized to collect a supplement of 0.65 SDR in addition to the transit charges indicated in article **48.1.1** for each kilogramme of letter-post items conveyed in transit over the Trans-Siberian route.

3 The postal administrations of Egypt and Sudan shall be authorized to collect a supplement of 0.16 SDR in addition to the transit charges indicated in article **48.1** for each bag of letter post in transit via Lake Nasser between Shallal, Egypt, and Wadi Halfa, Sudan.

4 The postal administration of Panama (Rep) shall be authorized to collect a supplement of 0.98 SDR to the transit charges mentioned in article **48.1** for each bag of letter post in transit through the Isthmus of Panama between the ports of Balboa on the Pacific Ocean and Cristobal on the Atlantic Ocean.

5 Exceptionally, the postal administration of Panama (Rep) shall be authorized to collect a charge of 0.65 SDR per bag for all mails stored or transhipped in the port of Balboa or Cristobal, provided that that administration does not receive any payment in respect of land or sea transit for those mails.

6 Notwithstanding article **48.1**, the postal administration of Afghanistan shall be authorized provisionally, because of its special difficulties as regards means of conveyance and communication, to effect the transit of closed mails and à découvert correspondence across its territory on terms specially agreed with the postal administrations concerned.

7 **Notwithstanding article 48.1, the Syria-Iraq motor services shall be considered** as extraordinary services giving rise to the collection of special transit **charges**.

Article **XVII**

Internal air conveyance dues

1 Notwithstanding article **52.3**, the postal administrations of **Bahamas, Cape Verde, Congo (Rep), Cuba**, Dominican Republic, **Ecuador**, El Salvador, **Gabon, Greece**, Guatemala, **Guyana, Honduras (Rep), Mongolia**, Papua New Guinea, **Saudi Arabia, Solomon Islands** and Vanuatu reserve the right to collect the dues for the air conveyance of international mails within their countries.

2 Notwithstanding article **52.3**, the postal administration of Myanmar reserves the right to collect the dues for the conveyance of international mails within its country whether or not these mails are reforwarded by air.

3 Notwithstanding articles **52.4** and **52.5**, the postal administrations of Canada, Iran (Islamic Rep), Turkey and United States of America shall have the right to recover from the postal administrations concerned, in the form of uniform dues, the internal air conveyance costs they incur for mail received from any administration for which they apply terminal dues compensation based specifically on costs or on internal tariffs.

In witness whereof, the plenipotentiaries below have drawn up this Protocol which shall have the same force and the same validity as if its provisions were inserted in the text of the Convention itself, and they have signed it in a single original which shall be deposited with the Director-General of the International Bureau. A copy thereof shall be delivered to each party by the Government of the country in which Congress is held.

Done at **Seoul, 14 September 1994**.

*Signatures: same as on pages 31 to 63.*



# Postal Parcels Agreement

---

Agreement  
Final Protocol





## Postal Parcels Agreement

### Contents

#### Part I

##### Preliminary provisions

###### Art

- 1 Purpose of the Agreement
- 2 Operation of the service by transport companies

#### Part II

##### Provision of services

#### Chapter 1

##### General provisions

- 3 Principles
- 4 Weight **system**
- 5 Principal charges
- 6 Air surcharges
- 7 Special charges
- 8 Prepayment
- 9 Free postage

## Chapter 2

### Special services

- 10 Express parcels
- 11 Insured parcels
- 12 Cash-on-delivery parcels
- 13 Fragile parcels. Cumbersome parcels
- 14 Consignment service**
- 15 Advice of delivery
- 16 Parcels for delivery free of charges and fees
- 17 Advice of embarkation

## Chapter 3

### Special provisions

- 18 Prohibitions
- 19 Redirection
- 20 Delivery. Undeliverable parcels
- 21 Withdrawal from the post. Alteration or correction of address at the sender's request
- 22 Inquiries

## Chapter 4

### Customs matters

- 23 Customs control
- 24 Presentation-to-Customs charge
- 25 Customs duty and other fees

## Chapter 5

### Liability

- 26 Liability of postal administrations. Indemnities
- 27 Non-liability of postal administrations
- 28 Sender's liability
- 29 Payment of indemnity
- 30 Possible recovery of the indemnity from the sender or from the addressee

## Part III

### Relations between postal administrations

#### Chapter 1

##### Treatment of parcels

- 31** Quality-of-service targets
- 32** Exchange of parcels

#### Chapter 2

##### Treatment of cases of liability

- 33** Determination of liability between postal administrations

#### Chapter 3

##### Rates and air conveyance dues

- 34** **Inward land** rate
- 35** Transit land rate
- 36** Sea rate
- 37** Allocation of rates
- 38** Air conveyance dues

#### Chapter 4

##### Miscellaneous provisions

- 39** Provision of information, retention of documents, forms
- 40** Parcels addressed to or originating in countries not participating in the Agreement
- 41** Application of the Convention

## Part IV

### Final provisions

- 42** Conditions for approval of proposals concerning this Agreement and its Detailed Regulations
- 43** Entry into force and duration of the Agreement

Final Protocol to the Postal Parcels Agreement

Art	
<b>I</b>	<b>Principles</b>
<b>II</b>	<b>Insured parcels</b>
<b>III</b>	Advice of delivery
<b>IV</b>	Prohibitions
<b>V</b>	Withdrawal from the post. Alteration or correction of address <b>at the sender's request</b>
<b>VI</b>	<b>Inquiries</b>
<b>VII</b>	<b>Presentation-to-Customs charge</b>
<b>VIII</b>	Compensation
<b>IX</b>	Exceptions to the principle of liability
<b>X</b>	Non-liability of the postal administration
<b>XI</b>	Payment of indemnity
<b>XII</b>	Exceptional inward land rates
<b>XIII</b>	Exceptional transit land rates
<b>XIV</b>	Sea rates
<b>XV</b>	Supplementary rates
<b>XVI</b>	<b>Air conveyance dues</b>
<b>XVII</b>	Special tariffs

## Postal Parcels Agreement

The undersigned, plenipotentiaries of the Governments of the member countries of the Union, having regard to article 22, paragraph 4, of the Constitution of the Universal Postal Union concluded at Vienna on 10 July 1964, have, by common consent and subject to article 25, paragraph 4, of the Constitution, drawn up the following Agreement.

### Part I

#### Preliminary provisions

##### Article 1

##### Purpose of the Agreement

- 1 This Agreement shall govern the postal parcels service between contracting countries.
- 2 In this Agreement, its Final Protocol and its Detailed Regulations, the abbreviation “parcels” shall apply to all postal parcels.

##### Article 2

##### Operation of the service by transport companies

- 1 Any country whose postal administration does not undertake the conveyance of parcels and which is a party to the Agreement may arrange for its provisions to be implemented by transport companies. It may, at the same time, limit this service to parcels originating in or addressed to places served by these companies. **The postal administration shall remain responsible for the execution of the Agreement.**

## Part II

### Provision of services

#### Chapter 1

#### General provisions

##### Article 3

##### Principles

1 Parcels may be exchanged either direct or via one or more countries. **The exchange of parcels whose individual weight exceeds 10 kilogrammes shall be optional, with a maximum individual weight of 31.5 kilogrammes.**

2 Parcels conveyed by air with priority shall be called "air parcels".

3 Details of limits of weight, limits of size and conditions of acceptance are given in the Detailed Regulations.

##### Article 4

##### Weight **system**

1 **The weight of the parcels shall be expressed in kilogrammes.**

##### Article 5

##### Principal charges

1 Administrations shall set the principal charges to be collected from senders.

2 The principal charges shall be linked with the rates. As a general rule, the sum thereof shall not in total exceed the rates set by administrations under articles **34** to **36**.

##### Article 6

##### Air surcharges

1 Administrations shall set the air surcharges to be collected for air parcels.

2 The surcharges shall be related to the air conveyance dues. As a general rule, the sum thereof shall not in total exceed the costs of such conveyance.

3 Surcharges shall be uniform for the whole of the territory of a country of destination whatever the routeing used.

## Article 7

### Special charges

- 1 Administrations shall be authorized to collect in the cases mentioned below, the same charges as in the domestic service.
  - 1.1 Charge on items posted outside normal counter opening hours, collected from the sender.
  - 1.2 Charge for collection at the sender's address, collected from the sender.
  - 1.3 *Poste restante* charge, collected by the administration of destination at the time of delivery, on every parcel addressed "*poste restante*". In the event of return to sender or redirection, the amount passed on may not exceed 0.49 SDR.
  - 1.4 Storage charge on every parcel which has not been taken possession of within the prescribed period, whether the parcel is addressed "*poste restante*" or to a place of address. This charge shall be collected by the administration which effects the delivery, on behalf of the administration in whose service the parcel has been kept beyond the prescribed periods. In the event of return to sender or redirection, the amount passed on may not exceed 6.53 SDR.
- 2 **Where a parcel is normally delivered to the addressee's address, no delivery charge may be collected from the addressee. Where delivery to the addressee's address is not normally provided, the advice of arrival should be delivered free of charge. In this case, if delivery to the addressee's address is offered as an option in response to the advice of arrival, a delivery charge may be collected from the addressee. This should be the same charge as in the domestic service.**
- 3 Administrations prepared to cover risks of force majeure may collect, in respect of uninsured parcels, a charge for cover against risks of force majeure of a maximum of 0.20 SDR per parcel. In respect of insured parcels, the amount is laid down in article 11.4.

## Article 8

### Prepayment

- 1 Parcels shall be prepaid by means of postage stamps or by any other method authorized by the regulations of the administration of origin.

## Article 9

### Free postage

- 1 Service parcels
  - 1.1 Parcels relating to the postal service, and called "service parcels", shall be exempt from all postal charges if exchanged between the following:
    - 1.1.1 postal administrations;
    - 1.1.2 postal administrations and the International Bureau;
    - 1.1.3 post offices of member countries;
    - 1.1.4 post offices and postal administrations.
  - 1.2 Air parcels, with the exception of those originating from the International Bureau, shall be exempt from air surcharges.

2 Parcels of prisoners of war and civilian internees

2.1 Parcels intended for or sent by the prisoners and organizations mentioned in the Convention shall be called "prisoner-of-war and civilian internee parcels". These parcels shall be exempted from all charges, except for air surcharges.

## Chapter 2

### Special services

#### Article 10

##### Express parcels

1 At the sender's request, parcels for countries where the administration performs the service, shall be delivered to the place of address by special messenger as soon as possible after their arrival at the delivery office. They are then called "express parcels".

2 Express parcels shall be subject to a supplementary charge of not more than 1.63 SDR. This charge must be fully paid in advance. It is payable even if the parcel cannot be delivered by special messenger but only the advice of arrival.

3 When express delivery places special demands on the administration of destination, the latter may collect a supplementary charge under the provisions concerning items of the same type in the internal system. The supplementary charge shall be paid even if the parcel is returned to sender or redirected. However, in such cases, the amount passed on may not exceed 1.63 SDR.

4 If the regulations of the administration of destination permit, addressees may ask the delivery office for express delivery immediately on arrival of parcels which are intended for them. In that case the administration of destination shall be authorized to collect, on delivery, the charge that applies in the internal service.

#### Article 11

##### Insured parcels

1 Any parcel which is insured for a declared value shall be called an "insured parcel". The exchange shall be restricted to those postal administrations which admit insured parcels.

2 Each administration may limit the insured value, so far as it is concerned, to an amount which may not be less than **4000** SDR. However, the limit of insured value adopted in the internal service may be applied if it is less than that amount.

3 The charge on insured parcels shall be paid in advance. It shall be made up of the principal charge, an optional dispatch charge and an ordinary insurance charge.

3.1 Any air surcharges and charges for special services shall be added to the principal charge.

3.2 The dispatch charge shall not exceed the registration charge laid down in the Convention. Instead of the fixed registration charge, postal administrations may collect the corresponding charge of their internal service or, exceptionally, a charge of 3.27 SDR at most.

3.3 The ordinary insurance charge shall be at most 0.33 SDR for each 65.34 SDR or fraction of 65.34 SDR insured value, or 0.5 percent of the insured value step.



4 Administrations which undertake to cover risks of force majeure shall be authorized to collect a charge for cover against risks of force majeure. This shall be set so that the sum of this charge and the ordinary insurance charge do not exceed the maximum prescribed in 3.3.

5 In cases where exceptional security measures are required, administrations may also collect from the sender or from the addressee the special charges provided for by their internal legislation.

## Article 12

### Cash-on-delivery parcels

1 Any parcel subject to a COD charge and covered by the Cash-on-Delivery Agreement shall be called a "cash-on-delivery parcel". The exchange of cash-on-delivery parcels shall require prior agreement between administrations of origin and destination.

## Article 13

### Fragile parcels. Cumbersome parcels

1 Any parcel containing articles which are liable to break easily and which are to be handled with special care shall be called a "fragile parcel".

2 Any parcel whose dimensions exceed the limits laid down in the Regulations or those which administrations may set between themselves shall be called a "cumbersome parcel".

3 Any parcel which, by reason of its shape or structure, does not readily lend itself to loading with other parcels or which requires special precautions shall also be called a "cumbersome parcel".

4 Fragile parcels and cumbersome parcels shall be subject to a supplementary charge equal to not more than 50 percent of the principal charge. If the parcel is both fragile and cumbersome the supplementary charge shall be collected once only. However, the air surcharges in respect of these parcels shall not be increased.

5 The exchange of fragile parcels and cumbersome parcels shall be restricted to those administrations which admit such items.

## Article 14

### Consignment service

1 Administrations may agree among themselves to take part in an optional "Consignment" service for collective items from one consignor sent abroad.

2 Wherever possible, this service shall be identified by a logo consisting of the following components:

- the word "CONSIGNMENT" in blue;
- three horizontal bands (one red, one blue and one green).



**3 The details of this service shall be laid down bilaterally between the administration of origin and the administration of destination on the basis of provisions defined by the Postal Operations Council.**

**Article 15**

Advice of delivery

1 The sender of a parcel may request an advice of delivery under the conditions laid down in the Convention. However, administrations may restrict this service to insured parcels if such restriction is provided for in their internal service.

2 The advice of delivery charge shall be 0.98 SDR at most.

**Article 16**

Parcels for delivery free of charges and fees

1 In relations between postal administrations which have notified their agreement to that effect senders may, by means of a previous declaration at the office of origin, undertake to pay the whole of the charges and fees to which a parcel is subject on delivery. This is a "parcel for delivery free of charges and **fees**".

2 **Senders** shall undertake to pay the amounts which may be claimed by the office of destination. If necessary, they shall make a provisional payment.

3 The administration of origin shall collect from the sender a charge not exceeding 0.98 SDR per parcel which it shall retain as payment for services rendered in the country of origin.

4 The administration of destination shall be authorized to collect a commission charge not exceeding 0.98 SDR per parcel. This charge shall be independent of the presentation-to-Customs charge. It shall be collected from the sender on behalf of the administration of destination.

**Article 17**

Advice of embarkation

1 In relations between administrations which agree to provide this service, the sender may request that an advice of embarkation be sent to him.

2 The advice of embarkation charge shall be 0.36 SDR at most per parcel.

## Chapter 3

### Special provisions

**Article 18**

Prohibitions

1 The insertion of the following articles shall be prohibited in all categories of parcels:

1.1 articles which, by their nature or their packing, may expose officials to danger, or soil or damage other parcels or postal equipment;

- 1.2 narcotics and psychotropic substances;
- 1.3 documents having the character of current and personal correspondence as well as correspondence of any kind exchanged between persons other than the sender and the addressee or persons living with them;
- 1.4 live animals, unless their conveyance by post is authorized by the postal regulations of the countries concerned;
- 1.5 explosive, flammable or other dangerous substances;
- 1.6 radioactive materials;
- 1.7 obscene or immoral articles;
- 1.8 articles of which the importation or uttering is prohibited in the country of destination.

2 It shall be prohibited to insert in uninsured parcels exchanged between two countries which admit insured parcels: coins, bank notes, currency notes, securities of any kind payable to bearer, platinum, gold or silver, whether manufactured or not, precious stones, jewels and other valuable articles. In addition, any administration may prohibit the enclosure of gold bullion in insured or uninsured items originating from or addressed to its territory or sent in transit à découvert across its territory. It may limit the actual value of these items.

3 The exceptions to the prohibitions and the treatment of parcels wrongly admitted are set out in the Detailed Regulations. However, parcels containing articles listed under 1.2, 1.5, 1.6 and 1.7 shall in no circumstances be forwarded to their destination, delivered to the addressees or returned to origin.

## Article 19

### Redirection

1 If an addressee changes his address, a parcel may be redirected either within the country of destination or out of that country. The same applies if an address is altered or corrected in application of article 21.

2 The sender may forbid any redirection.

3 Administrations which collect a charge for requests for redirection in their internal service shall be authorized to collect the same charge in the international service.

4 The conditions for redirection are set out in the Detailed Regulations.

## Article 20

### Delivery. Undeliverable parcels

1 As a general rule, parcels shall be delivered to the addressees as soon as possible and according to the provisions in force in the country of destination. The periods of retention are laid down in the Detailed Regulations. When parcels are not delivered to the addressee's address, the addressee shall, unless this is impossible, be advised of their arrival without delay.

2 If a parcel cannot be delivered or if it is held officially, it shall be dealt with in accordance with the instructions given by the sender within the limits set by the Detailed Regulations.

3 If an advice of non-delivery is made out, the reply to such an advice may give rise to collection of a charge of 0.65 SDR at most. When the advice relates to several parcels posted at the same time at the same office by the same sender and addressed to the same addressee the charge shall be collected once only. In case of transmission by telecommunications, the corresponding charge shall also be collected.

4 Any undeliverable parcel shall be returned to the sender's country of residence. The conditions for return are given in the Detailed Regulations.

5 If the sender has abandoned a parcel which it has not been possible to deliver to the addressee, that parcel shall be treated by the administration of destination according to its own legislation.

6 Articles contained in a parcel whose early deterioration or decay is to be feared, and those articles only, may be sold immediately, without prior notice or legal formality. The sale shall be on behalf of the rightful owner even in course of transmission on either the outward or the return journey. If sale is impossible, the spoilt or decayed articles shall be destroyed.

#### Article 21

Withdrawal from the post. Alteration or correction of address at the sender's request

1 The sender of a parcel may, under the terms set out in the Convention, ask for it to be returned or for its address to be altered. He must guarantee payment of the amounts due for any onward transmission.

2 However, administrations shall have the option of not accepting the requests referred to in 1 when they do not accept them in their internal service.

3 The sender shall pay, for each request, a charge for a request for withdrawal from the post or alteration or correction of address of 1.31 SDR at most. If the request is to be sent by telecommunications, the appropriate charge shall be added to this charge.

#### Article 22

Inquiries

1 Inquiries shall be entertained within a period of a year from the day after that on which the parcel was posted. **Within this period, inquiries shall be accepted as soon as the problem is reported by the sender or the addressee. However, where a sender's inquiry concerns an undelivered parcel and the published anticipated transmission time has not expired, the sender should be informed of this transmission time.**

**2 The processing of inquiries shall be free of charge. However, if, at the request of the customer, inquiries are transmitted by telecommunication or by EMS, they may be subject to a charge equivalent to the price of the service requested.**

3 Each administration shall be bound to accept inquiries relating to any parcel posted in the service of another administration.

4 Separate inquiries shall be made for uninsured and insured parcels.

## Chapter 4

### Customs matters

#### Article 23

##### Customs control

1 The postal administrations of the countries of origin and destination shall be authorized to submit parcels to customs control, according to the legislation of those countries.

#### Article 24

##### Presentation-to-Customs charge

1 Parcels submitted to customs control in the country of origin may be subjected to a presentation-to-Customs charge of 0.65 SDR at most per parcel. As a general rule, the charge shall be collected at the time of posting of the parcel.

2 Parcels submitted to customs control in the country of destination may be subjected to a charge of 3.27 SDR at most per parcel. This charge shall **only** be collected for **the** submission to Customs and customs clearance **of items which have attracted customs charges or any other similar charges**. In the absence of special agreement, the charge shall be collected at the time of delivery of the parcel to the addressee. However, in the case of parcels for delivery free of charges and fees, the presentation-to-Customs charge shall be collected by the administration of origin on behalf of the administration of destination.

#### Article 25

##### Customs duty and other fees

1 Administrations of destination shall be authorized to collect from addressees all fees, especially customs duty, payable on the items in the country of destination.

## Chapter 5

### Liability

#### Article 26

##### Liability of postal administrations. Indemnities

1 Postal administrations shall be liable for the loss of, theft from or damage to parcels, except as provided for in article 27.

2 Administrations may undertake to cover risks arising from a case of force majeure.

3 The sender shall be entitled to an indemnity corresponding, in principle, to the actual amount of the loss, theft or damage. Consequential losses or loss of profits shall not be taken into consideration. However, this indemnity may in no case exceed:

- 3.1 for insured parcels, the amount of the insured value in SDRs;
- 3.2 for other parcels, **amounts calculated by combining the rate of 40 SDR per parcel and the rate of 4.50 SDR per kilogramme.**
- 4 Administrations may agree to apply, in their reciprocal relations, the amount of **130 SDR** per parcel regardless of the weight.
- 5 The indemnity shall be calculated according to the current price, converted into SDRs, of goods of the same kind at the place and time at which the parcel was accepted for conveyance. Failing a current price, the indemnity shall be calculated according to the ordinary value of goods whose value is assessed on the same basis.
- 6 When an indemnity is due for the loss, total theft or total damage of a parcel, the sender or the addressee, as the case may be, shall also be entitled to repayment of the charges paid with the exception of the insurance charge. The same shall apply to items refused by the addressees because of their bad condition if that is attributable to the postal service and involves its liability.
- 7 When the loss, total theft or total damage is due to a case of force majeure for which indemnity is not payable, the sender shall be entitled to repayment of the charges paid, with the exception of the insurance charge.
- 8 Notwithstanding the provisions set out in 3, the addressee shall be entitled to the indemnity after taking delivery of a rifled or damaged parcel.
- 9 The administration of origin shall have the option of paying senders in its country the indemnities prescribed by its internal legislation for uninsured parcels, provided that they are not lower than those laid down in 3.2. The same shall apply to the administration of destination when the indemnity is paid to the addressee. However, the amounts laid down in 3.2 shall remain applicable:
- 9.1 in the event of recourse against the administration liable; or
- 9.2 if the sender waives his rights in favour of the addressee or vice versa.

## Article 27

### Non-liability of postal administrations

- 1 Postal administrations shall cease to be liable for parcels which they have delivered, according to the conditions laid down in their internal regulations for items of the same kind. Liability shall however be maintained:
- 1.1 when theft or damage is discovered either prior to or at the time of delivery of the parcel;
- 1.2 when, internal regulations permitting, the addressee or, the sender if it is returned to origin, makes reservations on taking delivery of a rifled or damaged item;
- 1.3 when the addressee or, in the case of return to origin, the sender, although having given a proper discharge, notifies the delivery administration without delay that he has found theft or damage; he shall furnish proof that such theft or damage did not occur after delivery.
- 2 In the cases listed below, postal administrations shall not be liable:
- 2.1 in cases of force majeure, subject to article **26.2**;
- 2.2 when they cannot account for parcels owing to the destruction of official records by force majeure, provided that proof of their liability has not been otherwise produced;
- 2.3 when such loss, theft or damage has been caused by the fault or negligence of the sender or arises from the nature of the contents;

- 2.4 in the case of parcels whose contents fall within the prohibitions specified in article **18**, in so far as these parcels have been confiscated or destroyed by the competent authority because of their contents;
- 2.5 when the parcels have been seized under the legislation of the country of destination, as notified by the administration of that country;
- 2.6 in the case of insured parcels which have been fraudulently insured for a sum greater than the actual value of the contents;
- 2.7 when the sender has made no inquiry within one year from the day after that on which the parcel was posted;
- 2.8 in the case of prisoner-of-war or civilian internee parcels.

3 Postal administrations shall accept no liability for customs declarations in whatever form these are made or for decisions taken by the Customs on examination of parcels submitted to customs control.

#### Article **28**

##### Sender's liability

- 1 The sender of a parcel shall be liable for any damage caused to other postal items as a result of the dispatch of articles not acceptable for conveyance or the non-observance of the conditions of acceptance.
- 2 The sender shall be liable within the same limits as postal administrations.
- 3 The sender shall remain liable even if the office of posting accepts such a parcel.
- 4 On the other hand, the sender shall not be liable if there has been fault or negligence on the part of administrations or carriers.

#### Article **29**

##### Payment of indemnity

- 1 Subject to the right of recourse against the administration which is liable, the obligation to pay the indemnity and to refund the charges and fees shall rest either with the administration of origin or with the administration of destination.
- 2 The sender may waive his rights to the indemnity in favour of the addressee. Conversely, the addressee may waive his rights in favour of the sender. The sender or the addressee may authorize a third party to receive the indemnity if internal legislation allows this.
- 3 The administration of origin or destination, as the case may be, shall be authorized to indemnify the rightful claimant on behalf of the administration which, having participated in the conveyance and having been duly informed, has allowed **two** months to pass without finally settling the matter, or without having reported:
  - 3.1 that the damage appeared to be due to a case of force majeure;
  - 3.2 that the item had been detained, confiscated or destroyed by the competent authority because of its contents or seized under the legislation of the country of destination.
- 4 The administration of origin or destination, as the case may be, shall be authorized to indemnify the rightful claimant in cases where the inquiry form is not properly completed and has to be returned for additional information, thereby causing the time limit set in paragraph 3 to be exceeded.**

#### Article 30

Possible recovery of the indemnity from the sender or from the addressee

1 If, after payment of the indemnity, a parcel or part of a parcel previously considered lost, is found, the sender or the addressee, as the case may be, shall be informed that he may take delivery of it within a period of three months on repayment of the amount of the indemnity received. If the sender or the addressee, as the case may be, does not claim the parcel within this period, the same approach shall be made to the other party.

2 If the sender and the addressee refuse to take delivery of the parcel, it shall become the property of the administration or, where appropriate, administrations which bore the loss.

3 In the case of subsequent discovery of an insured parcel the contents of which are found to be of less value than the amount of indemnity paid, the sender or the addressee, as the case may be, shall repay the amount of this indemnity. The insured parcel shall be returned to him, without prejudice to the consequences of fraudulent insurance.

### Part III

## Relations between postal administrations

### Chapter 1

#### Treatment of postal parcels

#### Article 31

Quality-of-service targets

1 Administrations of destination shall set a service target for the handling of air parcels addressed to their countries. The target, increased by the time normally required for customs clearance, shall be no less favourable than the target for comparable items in their domestic service.

2 Administrations of destination shall also, as far as possible, set a service target for the handling of surface parcels addressed to their countries.

3 Administrations of origin shall set service targets for air and surface parcels for abroad by reference to the targets set by the administrations of destination.

**4 Administrations shall monitor actual performance against the service targets fixed by them.**

#### Article 32

Exchange of parcels

1 The exchange of parcels shall take place on the basis of the provisions of the Detailed Regulations.



## Chapter 2

### Treatment of cases of liability

#### Article 33

##### Determination of liability between postal administrations

1 Until the contrary is proved, liability shall rest with the postal administration which, having received the parcel without comment and being furnished with all the prescribed means of inquiry, cannot prove either delivery to the addressee or, where appropriate, correct transfer to another administration.

2 If the loss, theft or damage occurs in course of conveyance without it being possible to establish in which country's territory or service it happened, the administrations concerned shall bear the loss equally. However, in the case of an uninsured parcel, when the amount of indemnity does not exceed the amount **calculated** in article 26.3.2, for a parcel **of 1 kilogramme**, this sum shall be borne equally by the administration of origin and the administration of destination, intermediate administrations being excluded.

3 As regards insured parcels, the liability of an administration towards other administrations shall in no case exceed the maximum insured value that it has adopted.

4 If the loss, theft or damage of an insured parcel occurs in the territory or service of an intermediate administration which does not accept insured parcels or which has adopted a maximum insured value lower than the amount of the loss, the administration of origin shall bear the loss not covered by the intermediate administration. The same rule shall apply if the amount of the loss is higher than the maximum insured value adopted by the intermediate administration.

5 The rule laid down in 4 shall also apply in case of sea or air conveyance if the loss, theft or damage occurs in the service of an administration belonging to a contracting country which does not accept the liability laid down for insured parcels. This administration shall nevertheless assume, in respect of the transit of insured parcels in closed mails, the liability laid down for uninsured parcels.

6 Customs duty and other fees of which it has not been possible to secure cancellation shall be borne by the administrations liable for the loss, theft or damage.

7 An administration which has paid the indemnity shall take over the rights, up to the amount of the indemnity, of the person who has received it in any action which may be taken against the addressee, the sender or third parties.

Chapter 3

Rates and air conveyance dues

Article 34  
Inward land rate

1 Parcels exchanged between two administrations shall be subject **to inward** land rates for each country and each parcel **calculated by combining the following guideline rate per parcel and guideline rate per kilogramme:**

**Guideline rate:**

- **per parcel: 2.85 SDR;**
- **per kilogramme of gross weight of the mail: 0.28 SDR.**

2 Bearing in mind the above guideline rates, administrations shall set **their inward** land rates to bring these into relation with the costs of their **service.**

3 The rates mentioned in **1 and 2** shall be payable by the administration of the country of origin, unless this Agreement provides for exceptions to this principle.

4 **The inward** land rates shall be uniform for the whole of the territory of each country.

Article 35  
Transit land rate

1 Parcels exchanged between two administrations or between two offices of the same country by means of the land services of one or more other administrations shall be subject to the transit land rates, payable to the countries whose services take part in the routeing on land, **calculated by combining the rate per parcel and the rate per kilogramme below, according to the distance step applicable:**

Distance steps	Rate per parcel	Rate per kg of gross weight of the mail
1	2	3
	SDR	SDR
Up to 600 km	<b>0.77</b>	<b>0.10</b>
Above 600 up to 1000 km	<b>0.77</b>	<b>0.19</b>
Above 1000 up to 2000 km	<b>0.77</b>	<b>0.29</b>
Above 2000 km	<b>0.77</b>	<b>0.29 + 0.08 for each additional 1000 km</b>

2 For parcels in transit à découvert, intermediate administrations shall be authorized to claim a single rate of **0.40** SDR per item.

3 The rates mentioned in **1 and 2** shall be payable by the administration of the country of origin unless this Agreement provides for exceptions to this principle.

4 **The Postal Operations Council shall be authorized to revise and amend the table mentioned under 1 between Congresses. Any revision made, in accordance with a methodology that ensures equitable remuneration for administrations which conduct transit operations, must be based on reliable and representative economic and financial data. Any change decided upon shall enter into force at a date set by the Postal Operations Council.**

**5 No transit land rate shall be payable for:**

**5.1 the transfer of airmails between two airports serving the same town;**

**5.2 the transport of such mails between an airport serving a town and a warehouse situated in the same town and the return of the same mails for reforwarding.**

**Article 36**

**Sea rate**

1 Each of the countries whose services participate in the sea conveyance of parcels shall be authorized to claim the sea rates mentioned in 2. These rates shall be payable by the administration of the country of origin, unless this Agreement provides for exceptions to this principle.

2 For each sea conveyance used, the sea rate shall be **calculated by combining the rate per parcel and the rate per kilogramme below, according to the distance step applicable:**

**Distance steps**

a expressed in nautical miles	b expressed in km after conversion on the basis of 1 n.m. = 1.852 km	Rate per parcel	Rate per kg of gross weight of the mail
		SDR	SDR
Up to 500 n.m.	Up to 926 km	<b>0.58</b>	<b>0.06</b>
Above 500 up to 1000	Above 926 up to 1852	<b>0.58</b>	<b>0.09</b>
Above 1000 up to 2000	Above 1852 up to 3704	<b>0.58</b>	<b>0.12</b>
Above 2000 up to 3000	Above 3704 up to 5556	<b>0.58</b>	<b>0.14</b>
Above 3000 up to 4000	Above 5556 up to 7408	<b>0.58</b>	<b>0.16</b>
Above 4000 up to 5000	Above 7408 up to 9260	<b>0.58</b>	<b>0.17</b>
Above 5000 up to 6000	Above 9260 up to 11 112	<b>0.58</b>	<b>0.19</b>
Above 6000 up to 7000	Above 11 112 up to 12 964	<b>0.58</b>	<b>0.20</b>
Above 7000 up to 8000	Above 12 964 up to 14 816	<b>0.58</b>	<b>0.21</b>
Above 8000	Above 14 816	<b>0.58</b>	<b>0.21 + 0.01 per additional 1000 nau- tical miles (1852 km)</b>

3 Administrations may increase by 50 percent at most the sea rate **calculated in accordance with article 36.2**. On the other hand, they may reduce it as they wish.

4 **The Postal Operations Council shall be authorized to revise and amend the table mentioned under 2 between Congresses. Any revision made, in accordance with a methodology that ensures equitable remuneration for administrations which conduct transit operations, must be based on reliable and representative economic and financial data. Any change decided upon shall enter into force at a date set by the Postal Operations Council.**

**Article 37**

**Allocation of rates**

1 Allocation of rates to the administrations concerned shall be made, in principle, in respect of each parcel.

2 Rates shall not be allocated for service parcels and for prisoner-of-war and civilian internee parcels, apart from the air conveyance dues applicable to air parcels.

**Article 38**

Air conveyance dues

1 The basic rate applicable to the settlement of accounts between administrations in respect of air conveyance shall be **approved by the Postal Operations Council. It shall be calculated by the International Bureau according to the formula specified in the Detailed Regulations of the Convention.**

2 Transshipment at the same airport, in the course of transmission, of air parcels conveyed successively by several separate air services shall be performed without remuneration.

3 The calculation of air conveyance dues on closed mails and air parcels in transit à découvert is set out in the Detailed Regulations.

Chapter 4

Miscellaneous provisions

**Article 39**

Provision of information, retention of documents, forms

1 The provisions relating to the provision of information concerning the execution of the postal service, retention of documents and the forms to be used are set out in the Detailed Regulations.

**Article 40**

Parcels addressed to or originating in countries not participating in the Agreement

1 The administrations of countries participating in this Agreement which maintain an exchange of parcels with the administrations of non-participating countries shall, in the absence of any objection on the part of the latter, allow the administrations of all the participating countries to avail themselves of these services.

**Article 41**

Application of the Convention

1 The Convention shall be applicable, where appropriate, by analogy, in all cases not expressly governed by this Agreement.

## Part IV

### Final provisions

#### Article 42

Conditions for approval of proposals concerning this Agreement and its Detailed Regulations

1 To become effective, proposals submitted to Congress relating to this Agreement and its Detailed Regulations must be approved by a majority of the member countries present and voting which are parties to the Agreement. At least half of these member countries represented at Congress must be present at the time of voting.

2 To become effective, proposals relating to the Detailed Regulations of this Agreement which have been referred by Congress to the **Postal Operations** Council for a decision or which have been introduced between Congresses must be approved by a majority of the members of the **Postal Operations** Council which are parties to this Agreement.

3 To become effective, proposals introduced between Congresses relating to this Agreement must obtain:

3.1 **two thirds of the votes, at least one half of the member countries which are parties to the Agreement having replied to the consultation**, if they involve either the addition of new provisions or amendments of substance to the articles of this Agreement and of its Final Protocol;

3.2 a majority of the votes if they involve:

3.2.1 interpretation of the provisions of this Agreement and its Final Protocol;

3.2.2 drafting amendments to be made to the Acts specified in 3.2.1.

**4 Notwithstanding the provisions under 3.1, any member country whose national legislation is as yet incompatible with the proposed amendment or addition may, within ninety days from the date of notification of the latter, make a written declaration to the Director-General of the International Bureau stating that it is unable to accept the amendment or addition.**

#### Article 43

Entry into force and duration of the Agreement

1 This Agreement shall come into force on 1 January **1996** and shall remain in operation until the entry into force of the Acts of the next Congress.

In witness whereof, the plenipotentiaries of the Governments of the contracting countries have signed this Agreement in a single original which shall be deposited with the Director-General of the International Bureau. A copy thereof shall be delivered to each party by the Government of the country in which Congress is held.

Done at **Seoul, 14 September 1994.**

*See signatures below.*



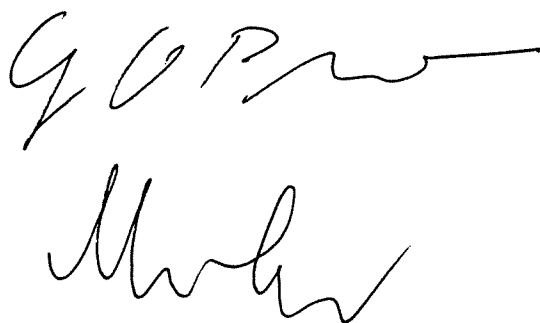
POUR  
L'ÉTAT ISLAMIQUE D'AFGHANISTAN:

POUR  
LA RÉPUBLIQUE ALGÉRIENNE  
DÉMOCRATIQUE ET POPULAIRE:



POUR  
LA RÉPUBLIQUE DE L'AFRIQUE DU SUD:

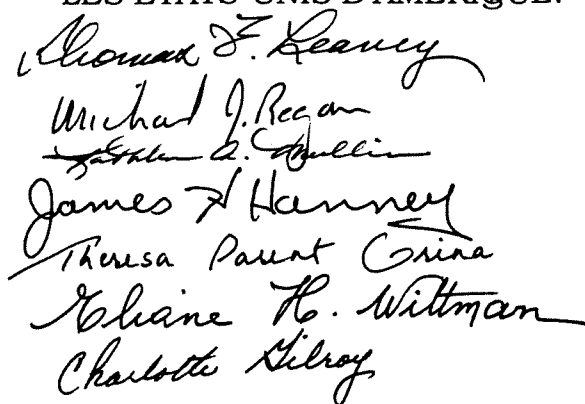
POUR  
LA RÉPUBLIQUE FÉDÉRALE  
D'ALLEMAGNE:



POUR  
LA RÉPUBLIQUE D'ALBANIE:

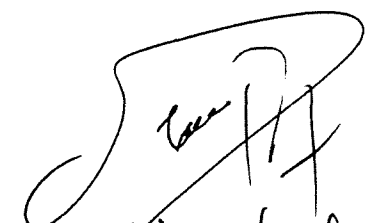


POUR  
LES ÉTATS-UNIS D'AMÉRIQUE:



Thomas F. Keane  
Michael J. Regan  
Gerald A. Quinn  
James J. Hanney  
Theresa Parent Quinn  
Chaine H. Wittman  
Charlotte Kilroy

POUR  
LA RÉPUBLIQUE D'ANGOLA:

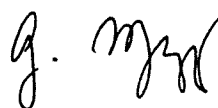
  
João Paulo Gomes  
João Paulo Gomes

POUR  
LA RÉPUBLIQUE ARGENTINE:



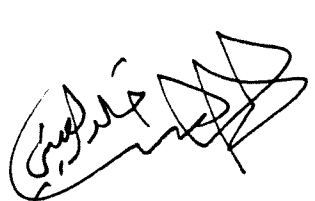
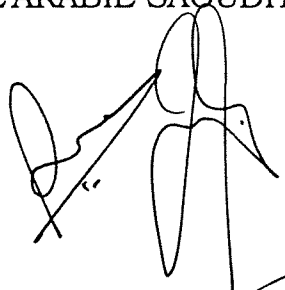
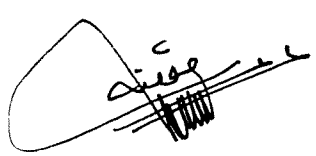

POUR  
ANTIGUA-ET-BARBUDA:

POUR  
LA RÉPUBLIQUE D'ARMÉNIE:



POUR  
LE ROYAUME DE L'ARABIE SAOUDITE:

POUR  
L'AUSTRALIE:

Amabelle  
Stephenson



POUR  
LA RÉPUBLIQUE D'AUTRICHE:

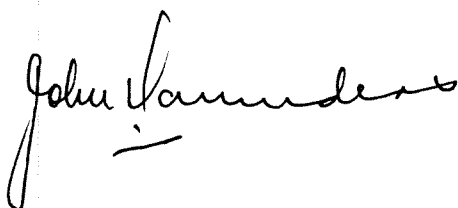


Peter Burianek

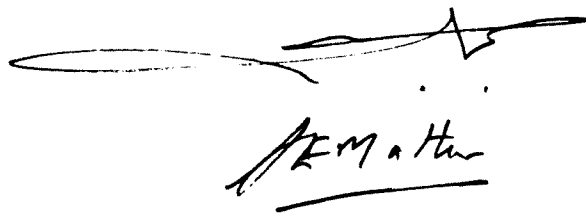


POUR  
LA RÉPUBLIQUE D'AZERBAÏDJAN:

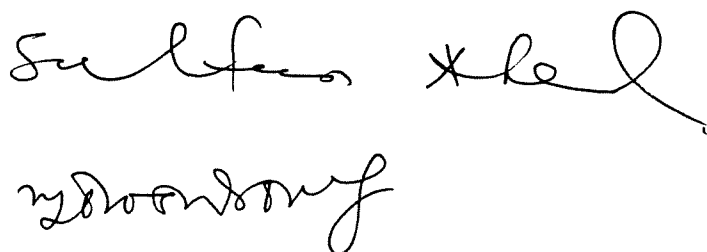
POUR  
LE COMMONWEALTH DES BAHAMAS:



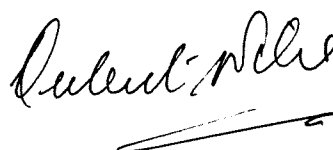
POUR  
L'ÉTAT DE BAHRAIN:

  
H. M. Al-Harbi

POUR  
LA RÉPUBLIQUE POPULAIRE  
DU BANGLADESH:

  
Sheikh Mujibur Rahman

POUR  
BARBADE:

  
Robert White

POUR  
LA RÉPUBLIQUE DU BÉLARUS:



POUR  
LA BELGIQUE:

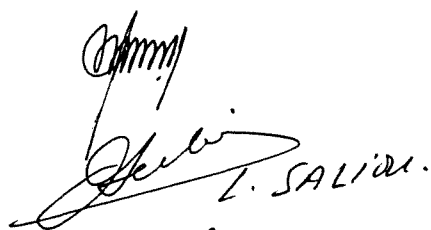
*sans réserve de ratification.*



POUR  
BELIZE:



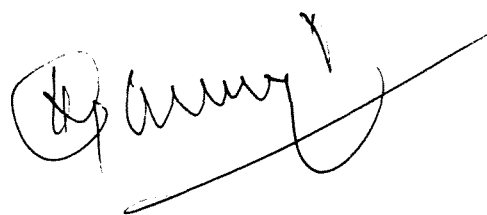
POUR  
LA RÉPUBLIQUE DU BÉNIN:



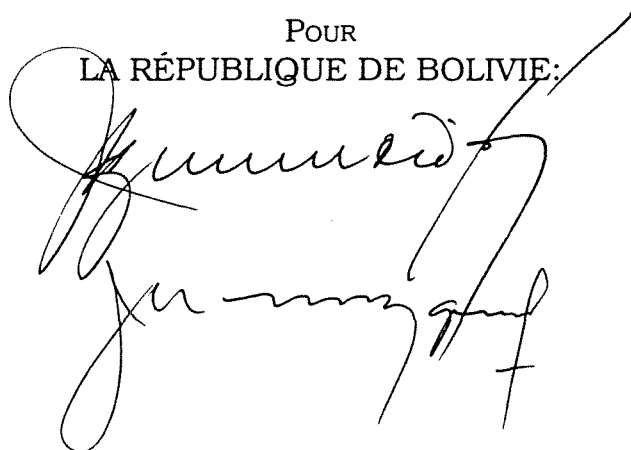
Z. SALIOL.



POUR  
LE ROYAUME DE BHOUTAN:



POUR  
LA RÉPUBLIQUE DE BOLIVIE:



POUR  
LA RÉPUBLIQUE DE  
BOSNIE-HERZÉGOVINE:

POUR  
LE BRUNEI DARUSSALAM:

POUR  
LA RÉPUBLIQUE DU BOTSWANA:

POUR  
LA RÉPUBLIQUE DE BULGARIE:

*Daberaane*  
*for*  
*Heim*

*Feel*

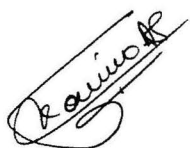
POUR  
LA RÉPUBLIQUE FÉDÉRATIVE  
DU BRÉSIL:

POUR  
LE BURKINA FASO:

*Ruaneiro*

*for*  
*Obul*

POUR  
LA RÉPUBLIQUE DU BURUNDI:



POUR  
LE ROYAUME DU CAMBODGE:



POUR  
LA RÉPUBLIQUE DU CAMEROUN:



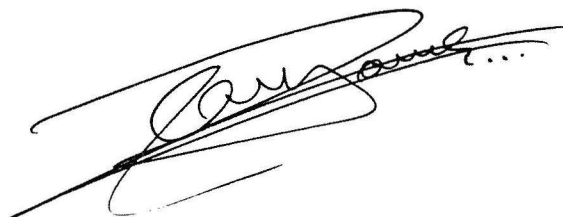
POUR  
LE CANADA:



POUR  
LA RÉPUBLIQUE DU CAP-VERT:



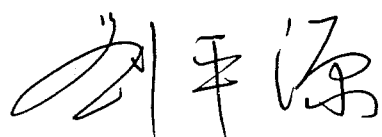
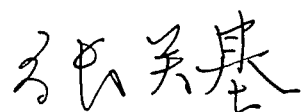
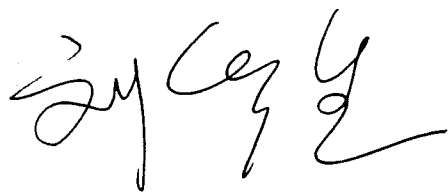
POUR  
LA RÉPUBLIQUE CENTRAFRICAINE:



POUR  
LE CHILI:

A large, stylized handwritten signature in black ink, featuring a prominent loop and a long horizontal stroke.

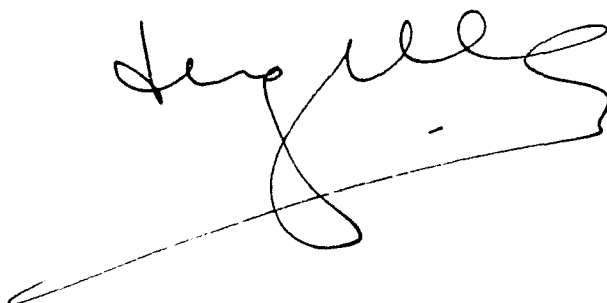
POUR  
LA RÉPUBLIQUE POPULAIRE DE CHINE:

A handwritten signature in Chinese characters, appearing to read '刘平源'.A handwritten signature in Chinese characters, appearing to read '张美基'.A handwritten signature in Chinese characters, appearing to read '刘长江'.

POUR  
LA RÉPUBLIQUE DE CHYPRE:

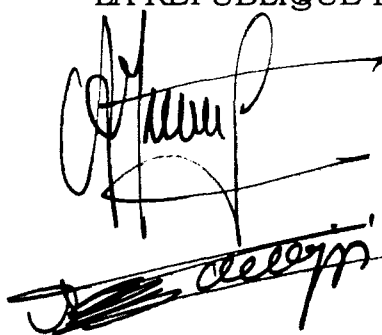
A handwritten signature in black ink, featuring a series of loops and a long horizontal stroke.

POUR  
LA RÉPUBLIQUE DE COLOMBIE:

A handwritten signature in black ink, featuring a large loop and a long horizontal stroke.

POUR  
LA RÉPUBLIQUE FÉDÉRALE ISLAMIQUE  
DES COMORES:

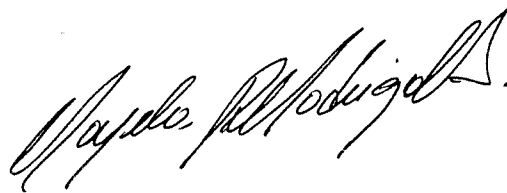
POUR  
LA RÉPUBLIQUE DU CONGO:

A handwritten signature in black ink, featuring a large loop and a long horizontal stroke.A handwritten signature in black ink, featuring a large loop and a long horizontal stroke.A handwritten signature in black ink, featuring a large loop and a long horizontal stroke.

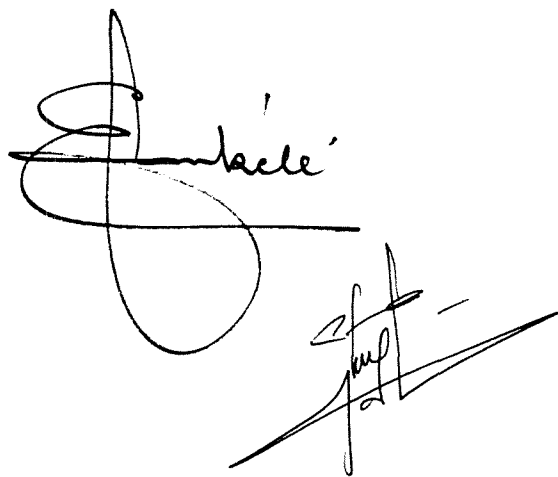
POUR  
LA RÉPUBLIQUE DE CORÉE:



POUR  
LA RÉPUBLIQUE DE COSTA-RICA:



POUR  
LA RÉPUBLIQUE DE CÔTE D'IVOIRE:



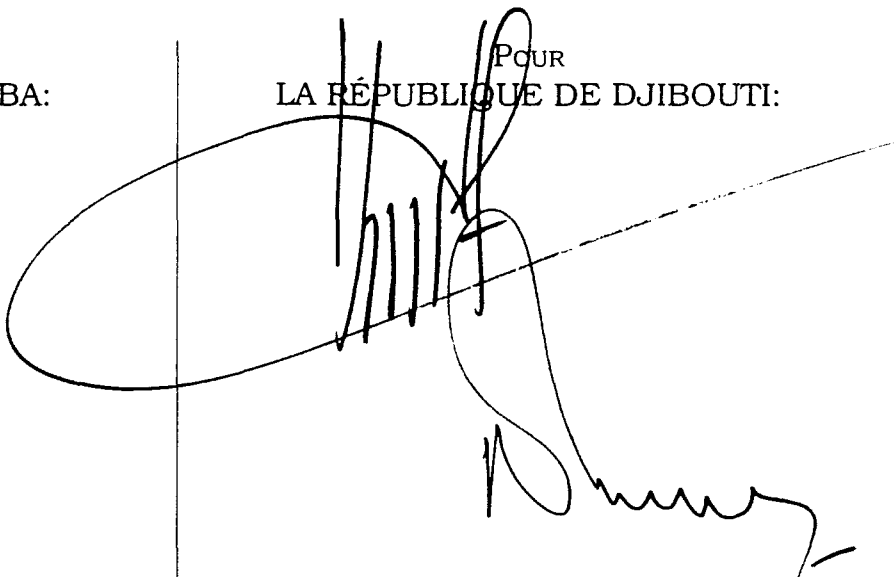
POUR  
LA RÉPUBLIQUE DE CROATIE:



POUR  
LA RÉPUBLIQUE DE CUBA:

A large, stylized handwritten signature in black ink, featuring a prominent loop and a long horizontal stroke.

POUR  
LA RÉPUBLIQUE DE DJIBOUTI:

A large, stylized handwritten signature in black ink, featuring a prominent loop and a long horizontal stroke.

POUR  
LE ROYAUME DE DANEMARK:

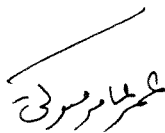
A large, stylized handwritten signature in black ink, featuring a prominent loop and a long horizontal stroke.

POUR  
LA RÉPUBLIQUE DOMINICAINE:

A large, stylized handwritten signature in black ink, featuring a prominent loop and a long horizontal stroke.

POUR  
LE COMMONWEALTH DE LA DOMINIQUE:

POUR  
LA RÉPUBLIQUE ARABE D'ÉGYPTÉ:




POUR  
LA RÉPUBLIQUE DE EL SALVADOR:

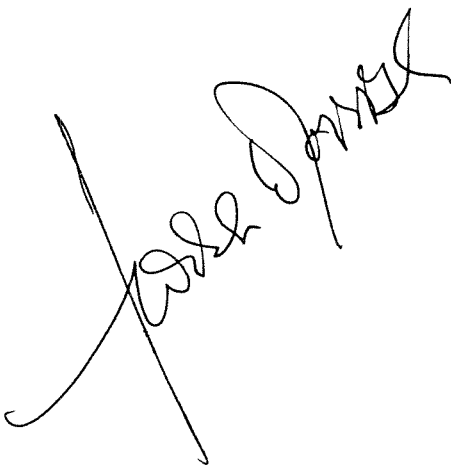
POUR  
LES ÉMIRATS ARABES UNIS:



POUR  
LA RÉPUBLIQUE DE L'ÉQUATEUR:

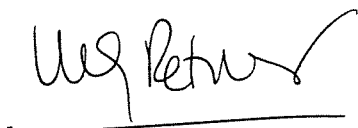


POUR  
L'ÉRYTHRÉE:

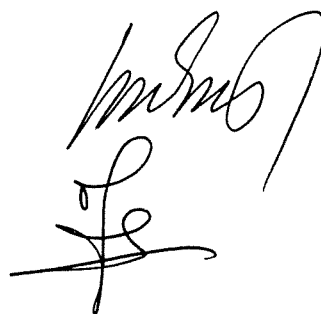




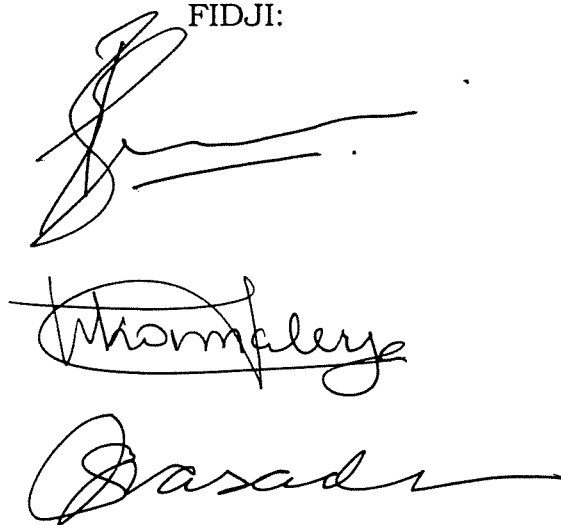
POUR  
L'ESPAGNE:



POUR  
L'ÉTHIOPIE:



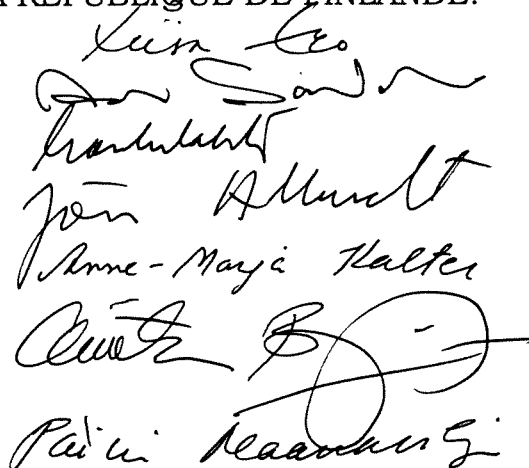
POUR  
FIDJI:



POUR  
LA RÉPUBLIQUE D'ESTONIE:



POUR  
LA RÉPUBLIQUE DE FINLANDE:



POUR  
LA RÉPUBLIQUE FRANÇAISE:

*17 leuor*  
*Jeune*  
*Huef*

POUR  
LA GAMBIE:

POUR  
LA RÉPUBLIQUE DE GÉORGIE:

POUR  
LA RÉPUBLIQUE GABONAISE:

*A. Immanuel*  
*D. R. D.*  
*Patty K. J. M.*  
*Kam*

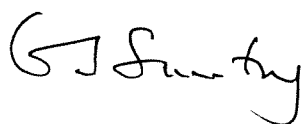
POUR  
LA RÉPUBLIQUE DU GHANA:

*Asa Lali*  
*Isaiah*

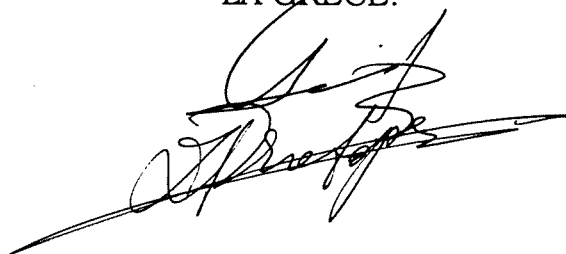
POUR  
LE ROYAUME-UNI  
DE GRANDE-BRETAGNE  
ET D'IRLANDE DU NORD,  
ÎLES DE LA MANCHE ET ÎLE DE MAN:

  
Keith Fisher.

POUR  
LES TERRITOIRES D'OUTRE-MER DONT  
LES RELATIONS INTERNATIONALES  
SONT ASSURÉES PAR  
LE GOUVERNEMENT DU ROYAUME-UNI  
DE GRANDE-BRETAGNE  
ET D'IRLANDE DU NORD:



POUR  
LA GRÈCE:



POUR  
GRENADÉ:



POUR  
LA RÉPUBLIQUE DU GUATÉMALA:

POUR  
LA RÉPUBLIQUE DE GUINÉE:

*Y. Zoumanigui*  
*[Signature]*

POUR  
LA RÉPUBLIQUE DE GUINÉE-BISSAU:

POUR  
LA RÉPUBLIQUE  
DE GUINÉE ÉQUATORIALE:

*[Signature]*

POUR  
LA GUYANE:

*Edmond Abalo*  
*Slyde Hamlet*

POUR  
LA RÉPUBLIQUE D'HAÏTI:

POUR  
LA RÉPUBLIQUE DU HONDURAS:

*[Signature]*

POUR  
LA RÉPUBLIQUE DE HONGRIE:

*Nóta Nagy*  
*dr. Judit Tóth*

POUR  
L'INDE:

*Surajit*

*Men*

POUR  
LA RÉPUBLIQUE D'INDONÉSIE:

*Ambutagal*

POUR  
LA RÉPUBLIQUE ISLAMIQUE D'IRAN:

*KARAM POUR*  
*us*

POUR  
LA RÉPUBLIQUE D'IRAQ:

POUR  
L'IRLANDE:

*Patrick Ryan*

POUR  
LA RÉPUBLIQUE D'ISLANDE:

Heimasson  
Hendi G. Kristin  
Ragn. J. Kristin

POUR  
(AL) JAMAHIRIYA ARABE LIBYENNE  
POPULAIRE SOCIALISTE:

POUR  
ISRAËL:

Fauy Edery - 2/1/2

POUR  
LA JAMAÏQUE:


POUR  
L'ITALIE:

Frieda Murtin  
Duccio Valleri  
Fanto Lombacciani

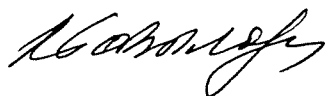
POUR  
LE JAPON:

Shintaro Yamashita

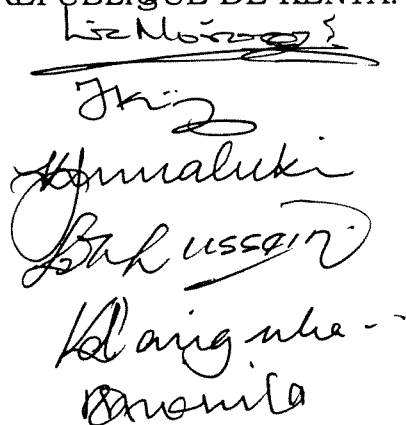
POUR  
LE ROYAUME HACHÉMITE  
DE JORDANIE:



POUR  
LA RÉPUBLIQUE DU KAZAKHSTAN:



POUR  
LA RÉPUBLIQUE DE KENYA:



POUR  
LA RÉPUBLIQUE DU KIRGHIZISTAN:



POUR  
LA RÉPUBLIQUE DE KIRIBATI:

POUR  
KUWAIT:


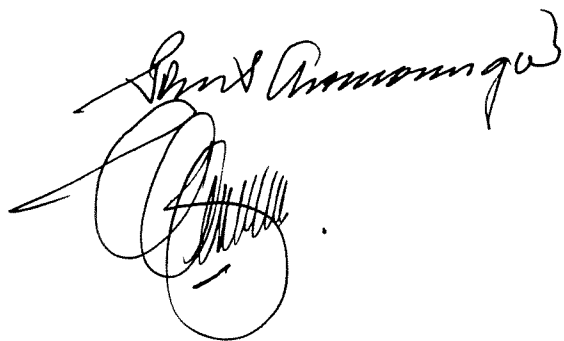


POUR  
LA RÉPUBLIQUE DÉMOCRATIQUE  
POPULAIRE LAO:

POUR  
L'EX-RÉPUBLIQUE YOUGOSLAVE  
DE MACÉDOINE:

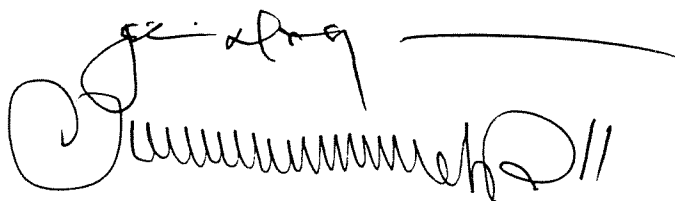
POUR  
LE ROYAUME DU LESOTHO:

POUR  
LA RÉPUBLIQUE LIBANAISE:



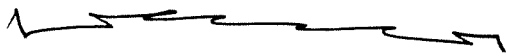
POUR  
LA RÉPUBLIQUE DE LETTONIE:

POUR  
LA RÉPUBLIQUE DE LIBÉRIA:

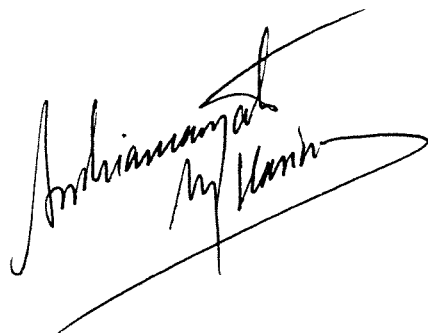




POUR  
LA PRINCIPAUTE DE LIECHTENSTEIN:



POUR  
LA RÉPUBLIQUE DE MADAGASCAR:

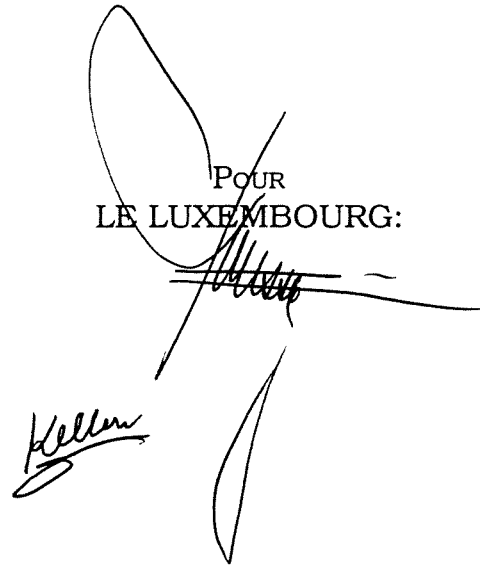


POUR  
LA RÉPUBLIQUE DE LITUANIE:

POUR  
LA MALAISIE:



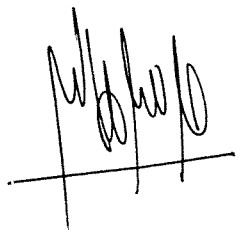
POUR  
LE LUXEMBOURG:



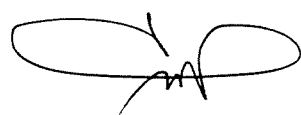
POUR  
MALAWI:



POUR  
LA RÉPUBLIQUE DES MALDIVES:



POUR  
LE ROYAUME DU MAROC:

محمد مراد اقلعي  


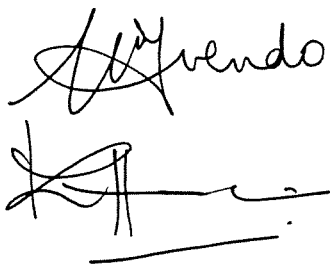
POUR  
LA RÉPUBLIQUE DU MALI:



POUR  
MAURICE:



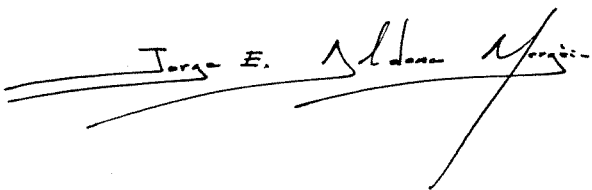
POUR  
MALTE:



POUR  
LA RÉPUBLIQUE ISLAMIQUE  
DE MAURITANIE:



POUR  
LES ÉTATS-UNIS DU MEXIQUE:

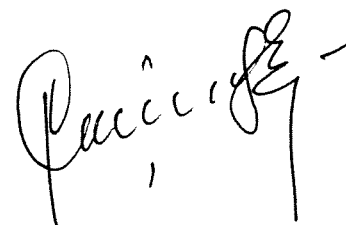
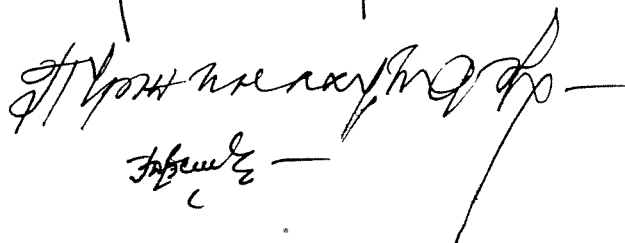
Handwritten signature of Jorge E. Alvarado.

POUR  
LA RÉPUBLIQUE DE MOLDOVA:

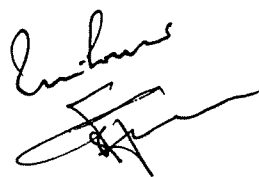
POUR  
LA PRINCIPAUTÉ DE MONACO:

Handwritten signature.

POUR  
LA MONGOLIE:

Handwritten signature.  
Handwritten signature.

POUR  
LA RÉPUBLIQUE DU MOZAMBIQUE:

Handwritten signature.

POUR  
L'UNION DE MYANMAR:

Handwritten signature.  
Handwritten signature.  
Handwritten signature.

POUR  
LA RÉPUBLIQUE DE NAMIBIE:

POUR  
LA RÉPUBLIQUE DU NICARAGUA:


POUR  
LA RÉPUBLIQUE DE NAURU:

POUR  
LA RÉPUBLIQUE DU NIGER:



POUR  
LE NÉPAL:

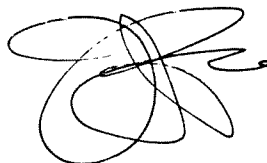
POUR  
LA RÉPUBLIQUE FÉDÉRALE  
DU NIGÉRIA:



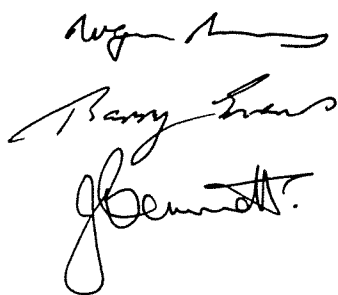
POUR  
LA NORVÈGE:



POUR  
LA RÉPUBLIQUE DE L'OUGANDA:



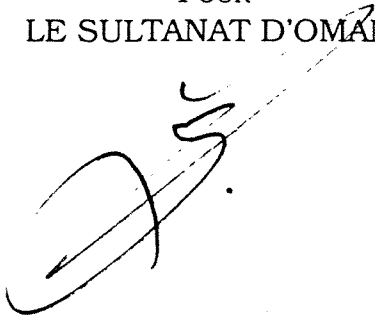
POUR  
LA NOUVELLE-ZÉLANDE:



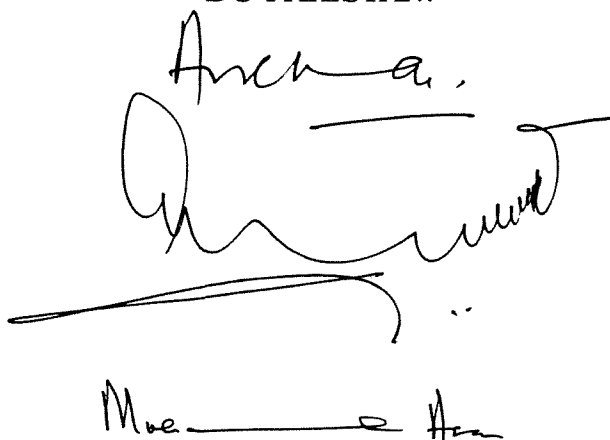
POUR  
LA RÉPUBLIQUE D'OUZBÉKISTAN:



POUR  
LE SULTANAT D'OMAN:



POUR  
LA RÉPUBLIQUE ISLAMIQUE  
DU PAKISTAN:



POUR  
LA RÉPUBLIQUE DE PANAMA:

*Ela Jén de la Rosa*

POUR  
LES PAYS-BAS:

*St. M. Linsch*

POUR  
LA PAPOUASIE-NOUVELLE-GUINÉE:

*Bogan*  
*Sakuni*

POUR  
LES ANTILLES NÉERLANDAISES  
ET ARUBA:

*[Signature]*  
*[Signature]*  
*[Signature]*

POUR  
LA RÉPUBLIQUE DE PARAGUAY:

*[Signature]*  
*[Signature]*

POUR  
LA RÉPUBLIQUE DU PÉROU:

*[Signature]*  
*[Signature]*

POUR  
LA RÉPUBLIQUE DES PHILIPPINES:

*W. Z. / mo*

POUR  
L'ÉTAT DE QATAR:

*عليه السلام*  
*محمد بن*  
*فهد*

POUR  
LA RÉPUBLIQUE DE POLOGNE:

*Włodzisław*  
*Żurawski*  
*Fejg*

POUR  
LA RÉPUBLIQUE POPULAIRE  
DÉMOCRATIQUE DE CORÉE:

POUR  
LE PORTUGAL:

*Agileto*  
*Fejg*  
*J. Norberto Fejg:*  
*Agileto*  
*Fejg.*

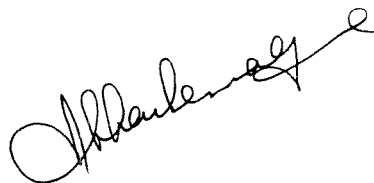
POUR  
LA ROUMANIE:

*Fejg*

POUR  
LA FÉDÉRATION DE RUSSIE:

A stylized handwritten signature in black ink, consisting of several loops and a long horizontal stroke.

POUR  
SAINTE-LUCIE:

A handwritten signature in black ink, featuring a large initial 'O' followed by a series of connected loops.

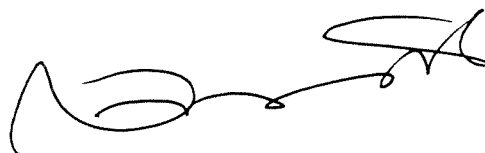
POUR  
LA RÉPUBLIQUE RWANDAISE:

POUR  
LA RÉPUBLIQUE DE SAINT-MARIN:

A handwritten signature in black ink, with a large initial 'F' and a long horizontal stroke.

POUR  
SAINT-CHRISTOPHE-ET-NEVIS:

POUR  
SAINT-VINCENT-ET-GRENADINES:

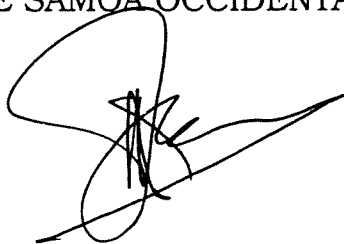
A handwritten signature in black ink, featuring a large initial 'R' followed by a series of connected loops.



POUR  
LES ÎLES SALOMON:

Handwritten signature in black ink, consisting of a vertical stroke with a small loop at the top and a horizontal stroke at the bottom.

POUR  
LE SAMOA OCCIDENTAL:

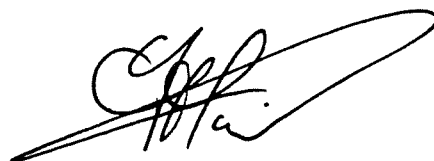
Handwritten signature in black ink, featuring a large, stylized 'S' shape with a horizontal line crossing it.

POUR  
LA RÉPUBLIQUE DÉMOCRATIQUE  
DE SAO TOMÉ-ET-PRINCIPE:

POUR  
LA RÉPUBLIQUE DU SÉNÉGAL:

Handwritten signature in black ink, featuring a large, stylized 'S' shape with a horizontal line crossing it.

POUR  
LA RÉPUBLIQUE DES SEYCHELLES:

Handwritten signature in black ink, featuring a large, stylized 'S' shape with a horizontal line crossing it.

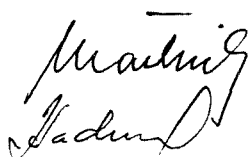
POUR  
LA RÉPUBLIQUE DE SIERRA LEONE:

Handwritten signature in black ink, featuring a large, stylized 'S' shape with a horizontal line crossing it.

POUR  
LA RÉPUBLIQUE DE SINGAPOUR:




POUR  
LA RÉPUBLIQUE SLOVAQUE:




POUR  
LA RÉPUBLIQUE DE SLOVÉNIE:

POUR  
LA RÉPUBLIQUE DÉMOCRATIQUE  
DE SOMALIE:

POUR  
LA RÉPUBLIQUE DU SOUDAN:

  
AHMED ELtigani

POUR  
LA RÉPUBLIQUE SOCIALISTE  
DÉMOCRATIQUE DE SRI LANKA:

  
D. P. M. M.

POUR  
LA SUÈDE:

C. Ord Capellen  
Feh Ni  
im Lile  
Kupum  
L. J. 2  
L. J. 2

POUR  
LA CONFÉDÉRATION SUISSE:

L. J. 2

POUR  
LA RÉPUBLIQUE DU SURINAME:

L. J. 2  
L. J. 2

POUR  
LE ROYAUME DU SWAZILAND:

Sirol  
Blennin

POUR  
LA RÉPUBLIQUE ARABE SYRIENNE:

alad  
shami

POUR  
LA RÉPUBLIQUE DU TADJIKISTAN:

Rusca?

POUR  
LA RÉPUBLIQUE UNIE DE TANZANIE:

*surge*

*Alekaumbani*

*Mungu*

POUR  
LA RÉPUBLIQUE DU TCHAD:

*Diak*

*Hamp*

POUR  
LA RÉPUBLIQUE TCHÈQUE:

*Milov Kupla*

POUR  
LA THAÏLANDE:

*W. Jithirang*

POUR  
LA RÉPUBLIQUE TOGOLAISE:

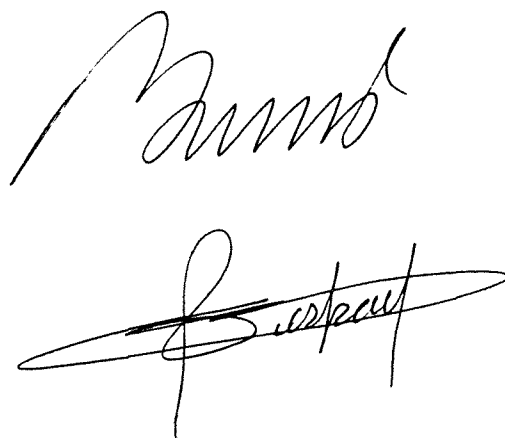
*Amou*  
*M/S*  
*Abou*

POUR  
LE ROYAUME DES TONGA:

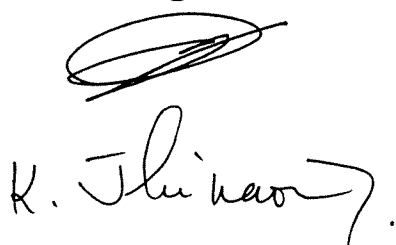
*De*

POUR  
LA RÉPUBLIQUE  
DE TRINITÉ-ET-TOBAGO:

POUR  
LA RÉPUBLIQUE DE TURQUIE:

Two handwritten signatures in black ink. The top signature is a stylized, cursive name. The bottom signature is more complex, featuring a large loop and a horizontal stroke.

POUR  
LA RÉPUBLIQUE TUNISIENNE:

A handwritten signature in black ink, consisting of a large, stylized 'K' followed by 'Jhi' and a long horizontal stroke.

POUR  
TUVALU:

POUR  
LE TURKMÉNISTAN:

A handwritten signature in black ink, featuring a large, stylized 'A' followed by 'H' and a long horizontal stroke.

POUR  
L'UKRAINE:

A handwritten signature in black ink, featuring a large, stylized 'U' followed by 'K' and a long horizontal stroke.

POUR  
LA RÉPUBLIQUE ORIENTALE  
DE L'URUGUAY:



POUR  
LA RÉPUBLIQUE DE VÉNÉZUÉLA:



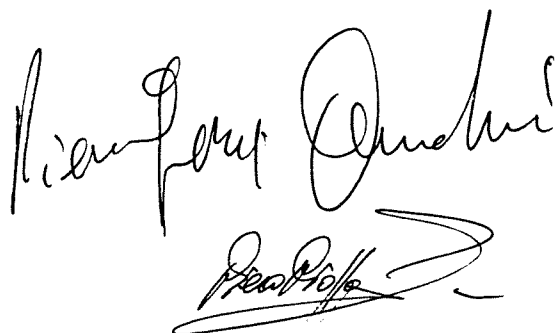
POUR  
LA RÉPUBLIQUE DE VANUATU:



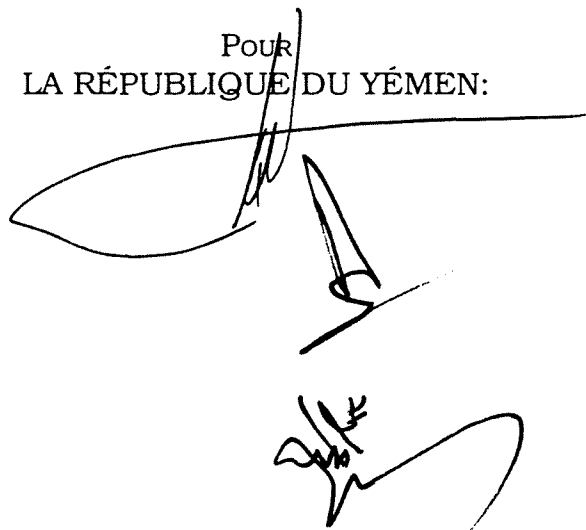
POUR  
LA RÉPUBLIQUE SOCIALISTE  
DU VIET NAM:



POUR  
L'ÉTAT DE LA CITÉ DU VATICAN:



POUR  
LA RÉPUBLIQUE DU YÉMEN:



POUR  
LA RÉPUBLIQUE FÉDÉRALE  
DE YOUGOSLAVIE:

POUR  
LA RÉPUBLIQUE DE ZIMBABWE:

*Munzumba*

POUR  
LA RÉPUBLIQUE DU ZAÏRE:

*[Signature]*  
*[Signature]*  
*[Signature]*  
*[Signature]*

POUR  
LA RÉPUBLIQUE DE ZAMBIE:

*myaloch*  
*[Signature]*  
*[Signature]*  
*[Signature]*  
*[Signature]*





## Final Protocol to the Postal Parcels Agreement

At the moment of proceeding to signature of the Postal Parcels Agreement concluded this day, the undersigned plenipotentiaries have agreed the following:

### **Article I** **Principles**

**1** Notwithstanding article 3, paragraph 1, the postal administration of Canada shall be authorized to limit to 30 kilogrammes the maximum weight of inward and outward parcels.

### **Article II** **Insured parcels**

**1** The postal administration of Sweden reserves the right to provide its customers with the insured parcels service outlined in article 11 in accordance with specifications other than those defined in article 11 and in the relevant articles of the Detailed Regulations.

### **Article III** **Advice of delivery**

**1** The postal administration of Canada shall be authorized not to apply article 15, given that it does not offer the advice of delivery service for parcels in its internal service.

### **Article IV** **Prohibitions**

**1** The postal **administrations** of Canada, **Myanmar and Zambia** shall be authorized not to accept insured parcels containing the valuable articles covered in article 18.2, since this is contrary to **their** internal regulations.

**2** Exceptionally, the postal administration of Lebanon shall not accept parcels containing coins, currency notes or securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver whether manufactured or not, precious stones or other valuable articles, or containing liquids or easily liquefiable elements or articles made of glass or similar or fragile articles. It shall not be bound by the provisions of article 26, including with respect to the cases set forth in articles 27 and 33.

**3** The postal administration of Brazil shall be authorized not to accept insured parcels containing coins and currency notes in circulation, as well as any securities payable to bearer, since this is contrary to its internal regulations.

**4 The postal administration of Ghana shall be authorized not to accept insured parcels containing coins and currency notes in circulation, since this is contrary to its internal regulations.**

**5 In addition to the articles listed in article 18, the postal administration of Saudi Arabia shall be authorized not to accept parcels containing:**

- 5.1 medicines of any kind unless they are accompanied by a medical prescription issued by a competent official authority;**
- 5.2 products designed for extinguishing fires, and chemical liquids;**
- 5.3 articles contrary to the principles of the Islamic religion.**

#### **Article V**

**Withdrawal from the post. Alteration or correction of address at the sender's request**

**1 Notwithstanding article 21, El Salvador, Panama (Rep) and Venezuela shall be authorized not to return postal parcels after the addressee has requested their clearance by Customs, since this is incompatible with those countries' customs legislation.**

#### **Article VI**

##### **Inquiries**

**1 The postal administrations of Afghanistan, Cape Verde, Congo (Rep), Gabon, Iran (Islamic Rep), Mongolia, Myanmar, Saudi Arabia, Suriname, Syrian Arab Rep and Zambia reserve the right to collect an inquiry charge from customers.**

**2 The postal administrations of Argentina, Czech Rep and Slovakia reserve the right to collect a special charge when, on completion of the investigation conducted in response to the inquiry, it emerges that the latter was unjustified.**

#### **Article VII**

##### **Presentation-to-Customs charge**

**1 The postal administrations of Congo (Rep), Gabon and Zambia reserve the right to collect a presentation-to-Customs charge from customers.**

#### **Article VIII**

##### **Compensation**

**1 Notwithstanding article 26, the following administrations shall have the right not to pay compensation for uninsured parcels lost, rifled or damaged in their service: Angola, **Antigua and Barbuda, Australia**, Bahamas, Barbados, Belize, Bolivia, Botswana, Brunei Darussalam, Canada, Dominica, Dominican Republic, El Salvador, Fiji, Gambia, those of the Overseas Dependent Territories of the United Kingdom of Great Britain and Northern Ireland whose internal regulations do not permit them to comply, Grenada, Guatemala, Guyana, Kiribati, Lesotho, Malawi, Malta, Mauritius, Nauru, Nigeria, Papua New Guinea, Saint Christopher and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Seychelles, Sierra Leone, Solomon Islands, Swaziland, Trinidad and Tobago, Uganda, United States of America, Zambia and Zimbabwe.**

**2 Notwithstanding article 26, the administrations of Argentina and Greece shall have the right not to pay compensation for uninsured parcels lost, rifled or damaged in their service to countries which do not pay such compensation in accordance with paragraph 1 of this article.**

**3** Notwithstanding article **26.8**, the United States of America shall be authorized to maintain the sender's right to indemnity for insured parcels after the addressee has taken delivery thereof, unless the sender waives this right in favour of the addressee.

**4** The United States of America, when acting as an intermediate administration, shall be authorized not to indemnify other administrations in the event of loss of, theft from or damage to transit insured parcels conveyed à découvert or forwarded in closed mails.

#### Article **IX**

Exceptions to the principle of liability

**1** Notwithstanding article **26**, Bolivia, Iraq, **Saudi Arabia**, Sudan, Yemen and Zaire shall be authorized to pay no indemnity for damage to parcels coming from any country and addressed to them, containing liquids or substances which easily liquefy, glass articles or articles of a similar fragile or perishable nature.

**2 Notwithstanding article 26, Saudi Arabia shall have the right not to pay compensation for parcels containing articles prohibited under article 18 of the Postal Parcels Agreement.**

#### Article **X**

Non-liability of the postal administration

**1** The postal administration of Nepal shall be authorized not to apply article **27.1.3**.

#### Article **XI**

Payment of the indemnity

**1** The postal administrations of Angola, Guinea and Lebanon shall not be obliged to comply with article **29.3** as regards finally settling a claim within **two** months. Nor do they agree to the rightful claimant's being indemnified, on their behalf, by another administration upon expiry of the above-mentioned period.

#### Article **XII**

Exceptional inward land rates

**1 Notwithstanding article 34, the administration of Afghanistan reserves the right to collect an additional exceptional inward land rate of 7.50 SDR per parcel.**

#### Article **XIII**

Exceptional transit land rates

**1** For the time being, the administrations listed in the table below shall be authorized to collect the exceptional transit land rates indicated therein, in addition to the transit rates mentioned in article **35.1**:

No	Authorized administration	Amount of the exceptional transit land rate	
		Rate per parcel	Rate per kg of gross weight of the mail
1	2	3	4
		SDR	SDR
1	Afghanistan	0.48	0.45
2	Bahrain	0.85	0.55
3	Chile		0.21
4	Egypt	1.00	0.25
5	France	1.00	0.20
6	Greece	1.16	0.29
7	India	0.40	0.51
8	Malaysia	0.39	0.05
9	Russian Federation	0.77	Twice the amount per kg shown in column 3 of the table in article 35.1 for the distance concerned
10	Singapore	0.39	0.05
11	Sudan	1.61	0.65
12	Syrian Arab Rep		0.65
13	Thailand	0.58	0.14
14	United States of America		According to distance step:
			Up to 600 km 0.10
			Above 600 up to 1000 km 0.18
			Above 1000 up to 2000 km 0.25
			Above 2000 km for each additional 1000 km 0.10

Article XIV

Sea rates

1 The following administrations reserve the right to increase by 50 percent at the most the sea rates provided for in article 36: **Antigua and Barbuda**, Argentina, Bahamas, Bahrain, Bangladesh, Barbados, Belgium, Belize, Brazil, Brunei Darussalam, Canada, Chile, Comoros, Congo (Rep), Cyprus, Djibouti, Dominica, Finland, France, Gabon, Gambia, Germany, United Kingdom of Great Britain and Northern Ireland, Overseas Dependent Territories of the United Kingdom, Greece, Grenada, Guyana, India, Italy, Jamaica, Japan, Kenya, Kiribati, Madagascar, Malaysia, Malta, Mauritius, Nigeria, Norway, Oman, Pakistan, Papua New Guinea, Portugal, Qatar, Saint Christopher and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Seychelles, Sierra Leone, Singapore, Solomon Islands, Spain, Sweden, Tanzania (United Rep), Thailand, Trinidad and Tobago, Tuvalu, Uganda, United Arab Emirates, United States of America, Vanuatu, Yemen and Zambia.

Article XV

Supplementary rates

1 Every parcel sent by surface or air addressed **to the** French Overseas Departments, the French Overseas Territories and the Communities of Mayotte and Saint Pierre and Miquelon shall be subject to an inward land rate not exceeding the corresponding rate for France. When such a parcel transits metropolitan France it shall, in addition, give rise to the collection of the following supplementary rates and dues:

1.1 “surface” parcels

1.1.1 the French transit land rate;

1.1.2 the French sea rate corresponding to the distance step between metropolitan France and each of the Departments, Territories and Communities in question;

1.2 air parcels

1.2.1 the French transit land rate for parcels in transit à découvert;

1.2.2 the air conveyance dues corresponding to the airmail distance between metropolitan France and each of the Departments, Territories and Communities in question.

**2** The postal administrations of Egypt and Sudan shall be authorized to collect a supplementary rate of **1 SDR** over and above the transit land rates laid down in article **35.1** for each parcel in transit via Lake Nasser between El Shallal (Egypt) and Wadi Halfa (Sudan).

**3** Every parcel sent in transit between Denmark and the Farøe Islands **or between Denmark and Greenland** shall give rise to the collection of the following supplementary rates:

**3.1** “surface” parcels

**3.1.1** the Danish transit land rate;

**3.1.2** the Danish sea rate corresponding to the distance step between Denmark and the Farøe Islands **or between Denmark and Greenland, respectively**;

**3.2** air parcels

**3.2.1** the air conveyance dues corresponding to the airmail distance between Denmark and the Farøe Islands **or between Denmark and Greenland, respectively**.

**4** The postal administration of Chile shall be authorized to collect a supplementary rate of 2.61 SDR per kilogramme at most for the conveyance of parcels to Easter Island.

**5** Every parcel sent by surface or by air, in transit between metropolitan Portugal and the autonomous regions of Madeira and the Azores, shall give rise to the collection of the following supplementary rates:

**5.1** “surface” parcels

**5.1.1** the Portuguese transit land rate;

**5.1.2** the Portuguese sea rate corresponding to the distance step between metropolitan Portugal and each of the autonomous regions in question;

**5.2** air parcels

**5.2.1** the Portuguese transit land rate;

**5.2.2** the air conveyance dues corresponding to the airmail distance between metropolitan Portugal and each of the autonomous regions in question.

**6** Parcels addressed to the island provinces of Grand Canary and Tenerife and forwarded in transit via metropolitan Spain shall give rise to the collection, in addition to the corresponding inward land rate, of the following supplementary rates:

**6.1** “surface” parcels

**6.1.1** the Spanish transit land rate;

**6.1.2** the Spanish sea rate corresponding to a distance of from 1000 to 2000 nautical miles;

## 6.2 air parcels

**6.2.1** the air conveyance costs corresponding to the airmail distance between metropolitan Spain and each of the island provinces in question.

### Article XVI

#### Air conveyance dues

**1** Afghanistan, Argentina, Australia, Bahamas, Bolivia, Brazil, Canada, Cape Verde, Chad, Chile, China (People's Rep), Colombia, Congo (Rep), Cuba, Ecuador, El Salvador, Gabon, Guyana, Honduras (Rep), India, Indonesia, Iran (Islamic Rep), Kazakhstan, Mexico, Mongolia, Myanmar, New Zealand, Pakistan, Paraguay, Peru, Russian Federation, Saudi Arabia, Sudan, Turkey, Venezuela, Viet Nam, Yemen and Zambia shall be authorized to claim reimbursement of the additional costs incurred for providing air conveyance of foreign-origin air parcels within their country. These air conveyance dues shall be uniform for all mails from abroad whether or not the air parcels are reforwarded by air.

**2** Spain shall be authorized to claim reimbursement, on a reciprocal basis, of the additional costs incurred for providing air conveyance within its country of air parcels received from the administrations listed in paragraph 1 of this article. These air conveyance dues shall be uniform for all mails received, whether or not they are reforwarded by air.

### Article XVII

#### Special tariffs

**1** The administrations of Belgium, France, Norway and **United States of America** may collect higher land rates for air parcels than for surface parcels.

**2** The administration of Lebanon shall be authorized to collect for parcels up to 1 kilogramme the charge applicable to parcels over 1 and up to 3 kilogrammes.

**3** The administration of Panama (Rep) shall be authorized to collect 0.20 SDR per kilogramme for surface airlifted (S.A.L.) parcels in transit.

In witness whereof, the plenipotentiaries below have drawn up this Protocol which shall have the same force and the same validity as if its provisions were inserted in the actual text of the Agreement to which it relates, and they have signed it in a single original which shall be deposited with the Director-General of the International Bureau. A copy thereof shall be delivered to each party by the Government of the country in which Congress is held.

Done at **Seoul, 14 September 1994.**

*Signatures: same as on pages 177 to 209.*



# Money Orders Agreement

---





## Money Orders Agreement

### Contents

#### Art

- 1 Purpose of the Agreement
- 2 Categories of money order
- 3 Issue of money orders (currency, conversion, amount)
- 4 Charges
- 5 Conditions of exchange
- 6 Payment of money orders
- 7 Redirection
- 8 Inquiries
- 9 Liability
- 10 Remuneration of the paying administration
- 11 Preparation of accounts
- 12 Settlement of accounts
- 13 Final provisions



## Money Orders Agreement

The undersigned, plenipotentiaries of the Governments of the member countries of the Union, having regard to article 22, paragraph 4, of the Constitution of the Universal Postal Union concluded at Vienna on 10 July 1964, have, by common consent and subject to article 25, paragraph 4, of the Constitution, drawn up the following Agreement:

### Article 1

#### Purpose of the Agreement

1 This Agreement shall govern the exchange of postal money orders which contracting countries agree to set up in their reciprocal relations.

2 Non-postal organizations may participate through the postal administration in the exchange governed by the provisions of this Agreement. Such organizations shall come to an agreement with the postal administration of their country to ensure full implementation of all clauses of the Agreement and under such agreement shall exercise rights and perform duties as postal organizations defined by this Agreement. The postal administration shall act as their intermediary in their relations with the postal administrations of the other contracting countries and with the International Bureau.

### Article 2

#### Categories of money order

#### 1 Ordinary money order

The sender hands over funds at a post office counter or orders his postal giro account to be debited and requests outpayment of the amount to the payee in cash. An ordinary money order is sent by post. An ordinary telegraph money order is sent by telecommunication.

#### 2 Inpayment money order

The sender hands over funds at a post office counter and requests entry of the amount to the credit of the payee's account managed by the Post. An inpayment money order is sent by post. A telegraph inpayment money order is sent by telecommunication.

#### 3 Other services

Postal administrations may agree in their bilateral or multilateral relations to establish other services the conditions of which shall be defined between the administrations concerned.

Article 3

Issue of money orders (currency, conversion, amount)

1 In the absence of special agreement, the amount of the money order shall be expressed in the currency of the paying country.

2 The issuing administration shall fix the conversion rate of its currency into that of the paying country.

3 The maximum amount of an ordinary money order shall be set by mutual agreement between the administrations concerned.

4 The amount of an inpayment money order shall be unlimited. However, each administration may limit the total amount of the inpayment money orders that any depositor may order either in one day or during a specified period.

5 Telegraph money orders shall be subject to the provisions of the **International Telecommunication Regulations**.

Article 4

Charges

1 The issuing administration shall freely decide, subject to paragraphs 2 and 3 below, the charge to be collected at the time of issue. To this principal charge, it shall add any charges pertaining to special services (request for advice of payment or of entry, for express delivery, etc).

2 The amount of the principal charge for an ordinary money order may not exceed 22.86 SDR.

3 The charge for an inpayment money order shall be lower than the charge for an ordinary money order of the same amount.

4 Money orders exchanged between a contracting country and a non-contracting country, through the intermediary of a country party to this Agreement, may be subjected by the intermediary administration to an **additional charge determined by the latter on the basis of the costs generated by the operations it carries out**; however, this charge may be collected from the sender and allocated to the administration of the intermediary country if the administrations concerned have so agreed.

5 The following optional charges may be collected from the payee:

- a a delivery charge, when payment is made at the place of address;
- b a charge when the amount is entered to the credit of a giro account;
- c if appropriate, the charge for authorization to extend the period of validity provided for in article 6, paragraph 4;
- d the charge laid down in article **12.3.5** of the Convention, when the money order is addressed poste restante;
- e if appropriate, the additional express charge.

6 In cases where payment authorizations are required under the provisions of the Detailed Regulations of this Agreement, and if no service error was committed, a "payment authorization" charge **of 0.65 SDR at most** may be collected from either the sender or the payee, except if the charge has already been collected **in respect of** the advice of payment.

7 Money orders may not be subjected either at the time of issue or at the time of payment to any charge or fee other than those provided for in this Agreement.

8 **Money orders exchanged** under the terms of **article 7.2 and 7.3.1 to 7.3.3** of the Convention shall be exempt from all charges.

## Article 5

### Conditions of exchange

1 Exchange by post shall be carried out, as administrations prefer, either by means of ordinary or inpayment money orders direct between the issuing office and the paying office or by means of lists through the intermediary of offices called "offices of exchange" designated by the administration of each of the contracting countries.

2 Exchanges by telegraph shall be carried out by money order telegram sent direct to the paying office. However, the administrations concerned may also agree to use a means of telecommunication other than the telegraph for the transmission of telegraph money orders.

3 Administrations may also reach agreement on a combined system of exchange if the internal organization of their respective services so requires. In this case, the exchange shall be effected by means of cards direct between post offices of one of the administrations and the office of exchange of the corresponding administration.

4 The money orders referred to in paragraphs 1 and 3 may be submitted to the country of destination on magnetic tape or any other medium agreed between the administrations. Administrations of destination may use their internal service forms to represent the money orders issued. The conditions of exchange shall then be fixed in special agreements adopted by the administrations concerned.

5 Administrations may agree to use methods of exchange other than those provided for in paragraphs 1 to 4.

## Article 6

### Payment of money orders

1 The validity of money orders shall extend:

- a as a general rule, until expiry of the first month following that of issue;
- b upon agreement between the administrations concerned, until expiry of the third month following that of issue.

2 After that period, money orders sent direct to the paying offices shall be paid only if they bear an authorization to extend the period of validity (*visa pour date*) given at the request of the paying office by the service designated by the issuing administration. Money orders sent to administrations of destination in accordance with article 5, paragraph 4, may not have their period of validity extended.

3 Authorization to extend the period of validity shall confer upon money orders a new validity running from the day it is granted for the same duration as that which a money order issued on the same day would have.

4 Unless non-payment before expiry of validity is due to a service error, an "authorization to extend the period of validity" charge **of 0.65 SDR at most** may be collected.

5 When a single sender has had several money orders issued on the same day to the order of the same payee for a total amount exceeding the maximum adopted by the paying administration, the latter shall be authorized to space out the payment of the instruments so that the sum paid to the payee on a single day shall not exceed that maximum.

6 Money orders shall be paid according to the regulations of the paying country.

#### Article 7 Redirection

1 If a payee changes his address, any money order may be redirected by post or telegraph at the request of either the sender or the payee, within the limitations of the money order service which operates between the reforwarding country and the country of new destination. In this case, **article 27.1, 27.2 and 27.3** of the Convention shall be applicable by analogy.

2 In the event of redirection, the *poste restante* charge and the additional express charge shall be **cancelled**.

3 Reforewarding of an inpayment money order to another country of destination shall not be permitted.

#### Article 8 Inquiries

The provisions of article **30** of the Convention shall apply.

#### Article 9 Liability

##### 1 Principle

Postal administrations shall be liable for the sums paid in until such time as the money orders have been duly paid.

##### 2 Exceptions

Postal administrations shall be relieved of all liability:

- a for delays in the transmission and payment of money orders;
- b when, owing to the destruction of official records by force majeure, they cannot account for the payment of a money order, unless proof of their liability is otherwise produced;
- c upon expiry of the prescription period referred to in article RE 612;
- d in the case of a dispute as to the validity of a payment, upon expiry of the period prescribed in article **30.1** of the Convention.

##### 3 Determination of liability

3.1 Subject to paragraphs 3.2 to 3.5 below, liability shall rest with the issuing administration.

3.2 Liability shall rest with the paying administration if it cannot establish that payment was made under the terms prescribed in its regulations.

- 3.3 Liability shall rest with the postal administration of the country where the error occurred:
  - a if it is a service error, including an error of conversion;
  - b if it is an error in telegraphic transmission occurring within the issuing country or the paying country.
- 3.4 Liability shall rest with the issuing administration and the paying administration equally:
  - a if the error is attributable to both administrations or if it is not possible to establish in which country the error occurred;
  - b if an error in telegraphic transmission occurs in an intermediary country;
  - c if it is not possible to establish the country in which such error of transmission occurred.
- 3.5 Subject to paragraph 3.2, liability shall rest:
  - a in the case of payment of a spurious money order, with the administration of the country on whose territory the money order was introduced into the service;
  - b in the case of payment of a money order whose amount has been increased fraudulently, with the administration of the country in which the money order was falsified; however, the loss shall be borne equally by the issuing and paying administrations when it is not possible to establish the country in which the falsification occurred or when it is not possible to obtain compensation for a falsification committed in an intermediary country which does not participate in the money order service on the basis of this Agreement.
- 4 Refund of amounts owing. Recourse
  - 4.1 The obligation to indemnify the claimant shall rest with the paying administration if the funds are to be delivered to the payee; it shall rest with the issuing administration if they are to be repaid to the sender.
  - 4.2 Regardless of the reason for the refund, the amount refunded may not exceed that paid in.
  - 4.3 The administration which indemnified the claimant shall have the right of recourse against the administration responsible for the incorrect payment.
  - 4.4 The administration which ultimately bears the loss shall have the right of recourse, up to the amount paid, against the sender, against the payee or against third parties.
- 5 Time allowed for payment
  - 5.1 Payment of amounts owing to a claimant shall be made as soon as possible and not later than **three** months from the day following the day of inquiry.
  - 5.2 The administration which is required to indemnify the claimant under article 9, paragraph 4.1 may, exceptionally, postpone payment beyond that period if, despite every effort made in the investigation of the matter, the said period is not sufficient to establish liability.
  - 5.3 The administration to which the claim has been made shall be authorized to indemnify the claimant on behalf of the administration which was liable when the latter, although duly informed, has allowed **two** months to pass without finally settling the claim.
- 6 Reimbursement of the administration that paid the indemnity
  - 6.1 The administration on whose behalf the claimant was indemnified shall reimburse the administration which made the payment the amount of its disbursement within four months of the dispatch of the advice of payment.

- 6.2 This reimbursement shall be made without charge to the creditor administration:
- a by one of the payment procedures outlined **in the** Detailed Regulations of the Convention **(Rules for payment)**;
  - b subject to agreement, by an entry to the credit of the administration of that country in the money order account. This entry shall be made automatically if no reply has been received to the request for agreement within the time limit specified in paragraph 6.1.
- 6.3 After the four-month period, the amount due to the creditor administration shall be chargeable with interest at the rate of 6 percent per annum, reckoned from the date of expiry of that period.

## Article 10

### Remuneration of the paying administration

1 The issuing administration shall allocate to the paying administration for each ordinary money order paid a remuneration the rate of which shall be fixed, on the basis of the average amount of the money orders included in one and the same monthly account, at:

- **0.82** SDR up to 65.34 SDR;
- **0.98** SDR over 65.34 SDR and up to 130.68 SDR;
- **1.21** SDR over 130.68 SDR and up to 196.01 SDR;
- **1.47** SDR over 196.01 SDR and up to 261.35 SDR;
- **1.73** SDR over 261.35 SDR and up to 326.69 SDR;
- **2.09** SDR over 326.69 SDR **and up to 392.02 SDR**;
- **2.52 SDR over 392.02 SDR.**

2 However, the administrations concerned may, at the request of the paying administration, agree on a higher remuneration than that which is fixed in paragraph 1 when the charge collected on issue is higher than 8.17 SDR.

3 Inpayment money orders and money orders issued free of charge shall give rise to no remuneration.

4 For money orders exchanged by means of lists, a supplementary remuneration of 0.16 SDR shall be allocated to the paying administration over and above the remuneration provided for in paragraph 1. Paragraph 2 shall apply by analogy to money orders exchanged by means of lists.

5 The issuing administration shall allocate to the paying administration a supplementary remuneration of 0.13 SDR for each money order paid to the addressee only.

## Article 11

### Preparation of accounts

1 Each paying administration shall prepare for each issuing administration a monthly **account showing** the sums paid for ordinary money orders or a monthly **account showing** the amount of the lists received during the month for money orders exchanged by means of lists. **These** monthly accounts shall be **in the form of the specimens annexed to the Detailed Regulations; they shall be** incorporated, periodically, in a general offset account giving rise to the determination of a balance.



2 Where the combined system of exchange provided for in article RE 503 applies, each paying administration shall prepare a monthly account of the sums paid if money orders are sent direct from the issuing administration to its paying offices or a monthly account of the amount of the money orders received during the month if money orders are sent from the post offices of the issuing administration to its office of exchange.

3 When money orders have been paid in various currencies, the lower credit shall be converted into the currency of the higher credit, using as a conversion basis the average official rate of exchange in the country of the debtor administration during the period to which the account pertains; this average rate shall be invariably calculated to four decimal places.

4 The settlement of accounts may also be made on the basis of monthly accounts, without offsetting, **or by means of a liaison giro account.**

## Article 12

### Settlement of accounts

1 In the absence of special agreement, payment of the balance of the general account or of the amount of monthly accounts shall be made in the currency that the creditor administration uses for payment of money orders.

2 Any administration may maintain with the administration of the corresponding country a credit from which the sums due shall be deducted **or a liaison giro account to which amounts owed in respect of the money orders service shall be debited.**

3 Any administration which finds another administration overdrawn by a sum exceeding the limits fixed by the Regulations may ask for a payment on account.

4 In cases of non-payment within the periods fixed by the Regulations, sums due shall be chargeable with interest at the rate of 6 percent per annum, reckoned from the date of expiry of those periods to the day of payment.

5 No unilateral measure, such as a moratorium, prohibition of transfer, etc, may interfere with the implementation of the provisions of this Agreement and its Detailed Regulations respecting the preparation and settlement of accounts.

## Article 13

### Final provisions

1 The Convention shall be applicable, where appropriate, by analogy, in all cases not expressly governed by this Agreement.

2 Article 4 of the Constitution shall not apply to this Agreement.

3 Conditions for approval of proposals concerning this Agreement.

3.1 To become effective, proposals submitted to Congress relating to this Agreement and its Detailed Regulations must be approved by a majority of the member countries present and voting, which are parties to the Agreement. At least half of these member countries represented at Congress shall be present at the time of voting.

3.2 To become effective, proposals relating to the Detailed Regulations of this Agreement which have been referred by Congress to the **Postal Operations** Council for a decision or which are introduced between two Congresses shall be approved by a majority of the members of the **Postal Operations** Council which are parties to the Agreement.

3.3 To become effective, proposals introduced between two Congresses relating to this Agreement must obtain:

**3.3.1 two thirds of the votes, at least one half of the member countries party to the Agreement having replied to the consultation,** if they involve the addition of new provisions;

**3.3.2 a majority of the votes, at least one half of the member countries party to the Agreement having replied to the consultation,** if they involve amendments to provisions of this Agreement;

**3.3.3** a majority of the votes, if they involve interpretation of the provisions of this Agreement.

**3.4 Notwithstanding the provisions under 3.3.1, any member country whose national legislation is as yet incompatible with the proposed addition may, within 90 days from the date of notification of the latter, make a written declaration to the Director-General of the International Bureau stating that it is unable to accept the addition.**

4 This Agreement shall come into force on 1 January **1996** and shall remain in operation until the entry into force of the Acts of the next Congress.

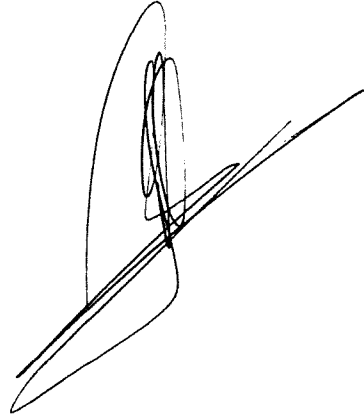
In witness whereof, the plenipotentiaries of the governments of the contracting countries have signed this Agreement in a single original which shall be deposited with the Director-General of the International Bureau. A copy thereof shall be delivered to each party by the Government of the country in which Congress is held.

Done at **Seoul, 14 September 1994.**

*See signatures below.*

POUR  
L'ÉTAT ISLAMIQUE D'AFGHANISTAN:

POUR  
LA RÉPUBLIQUE ALGÉRIENNE  
DÉMOCRATIQUE ET POPULAIRE:



POUR  
LA RÉPUBLIQUE DE L'AFRIQUE DU SUD:

POUR  
LA RÉPUBLIQUE FÉDÉRALE  
D'ALLEMAGNE:



POUR  
LA RÉPUBLIQUE D'ALBANIE:



POUR  
LES ÉTATS-UNIS D'AMÉRIQUE:

Thomas F. Keane  
Michael J. Regan  
Steven A. Eshel  
James H. Hanner  
Theresa Parent Corina  
Elaine H. Wittman  
Charlotte Hilroy

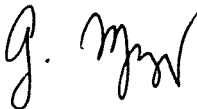
POUR  
LA RÉPUBLIQUE D'ANGOLA:

POUR  
LA RÉPUBLIQUE ARGENTINE:



POUR  
ANTIGUA-ET-BARBUDA:

POUR  
LA RÉPUBLIQUE D'ARMÉNIE:



POUR  
LE ROYAUME DE L'ARABIE SAOUDITE:

POUR  
L'AUSTRALIE:

POUR  
LA RÉPUBLIQUE D'AUTRICHE:

*Samir Haymanif*

*Peter Bunciel*

*Prav*

POUR  
LA RÉPUBLIQUE D'AZERBAÏDJAN:

POUR  
LE COMMONWEALTH DES BAHAMAS:

POUR  
L'ÉTAT DE BAHRAIN:

POUR  
LA RÉPUBLIQUE POPULAIRE  
DU BANGLADESH:

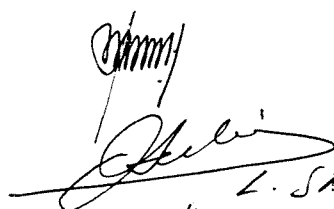
*Sulfaan Akel*

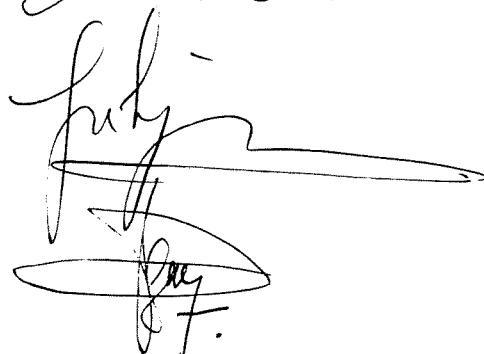
*Abdussoy*

POUR  
BARBADE:

POUR  
LA RÉPUBLIQUE DU BÉLARUS:

POUR  
LA RÉPUBLIQUE DU BÉNIN:

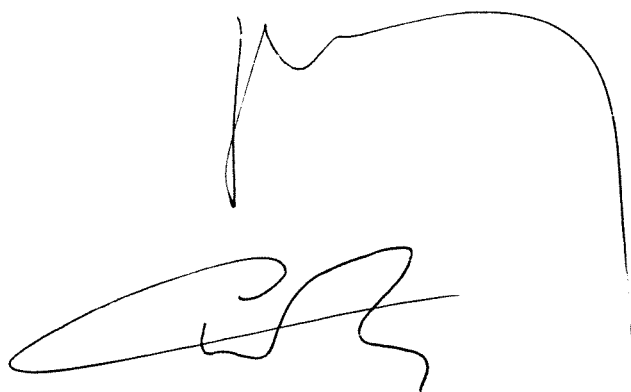
  
L. SALIOL -



POUR  
LA BELGIQUE:

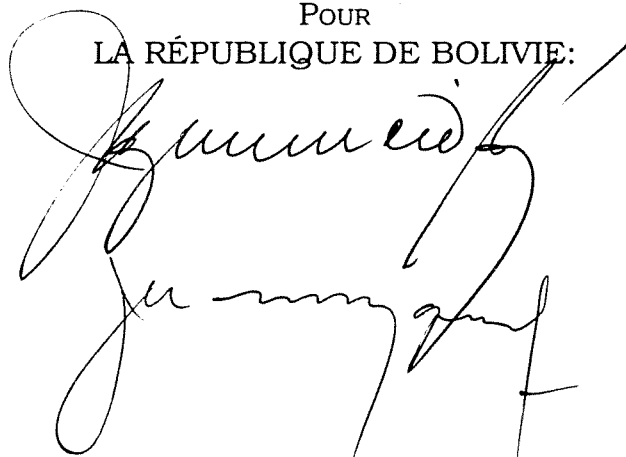
POUR  
LE ROYAUME DE BHOUTAN:

"Don rescue de réification."



POUR  
BELIZE:

POUR  
LA RÉPUBLIQUE DE BOLIVIE:



POUR  
LA RÉPUBLIQUE DE  
BOSNIE-HERZÉGOVINE:

POUR  
LE BRUNEI DARUSSALAM:

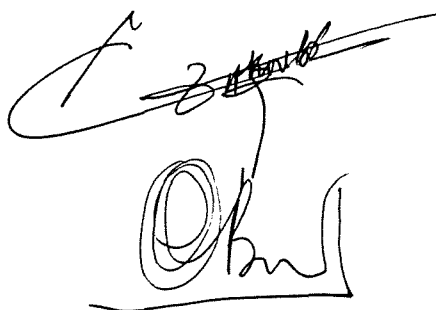
POUR  
LA RÉPUBLIQUE DU BOTSWANA:

POUR  
LA RÉPUBLIQUE DE BULGARIE:


A handwritten signature in black ink, consisting of a stylized 'F' followed by a long, vertical stroke.

POUR  
LA RÉPUBLIQUE FÉDÉRATIVE  
DU BRÉSIL:

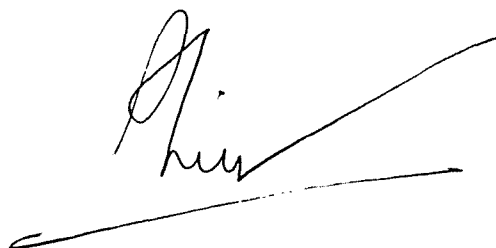
POUR  
LE BURKINA FASO:

A handwritten signature in black ink, featuring a large, stylized 'F' followed by a series of loops and a horizontal line.

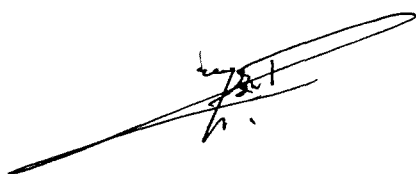
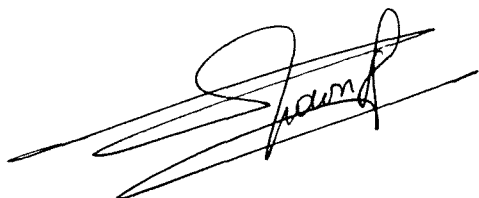
POUR  
LA RÉPUBLIQUE DU BURUNDI:



POUR  
LE ROYAUME DU CAMBODGE:

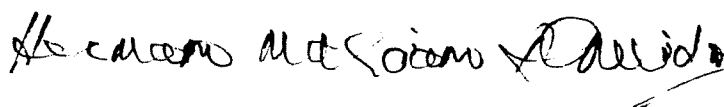


POUR  
LA RÉPUBLIQUE DU CAMEROUN:

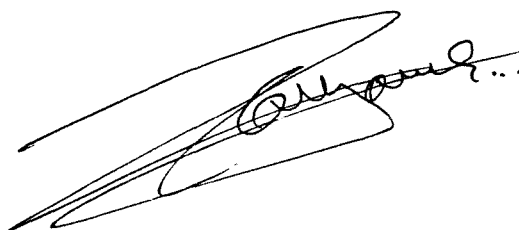
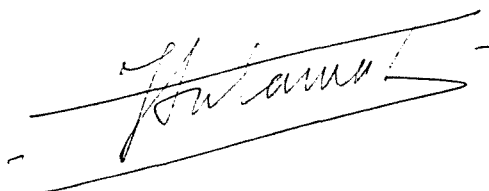


POUR  
LE CANADA:

POUR  
LA RÉPUBLIQUE DU CAP-VERT:



POUR  
LA RÉPUBLIQUE CENTRAFRICAINE:





POUR  
LE CHILI:

(1)   


POUR  
LA RÉPUBLIQUE POPULAIRE DE CHINE:

刘平源

张英基

刘长江

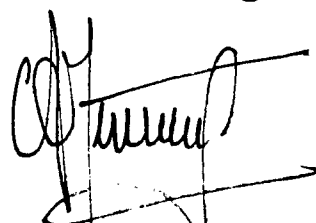
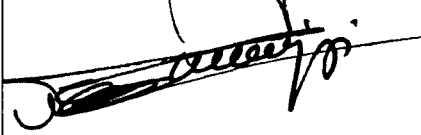
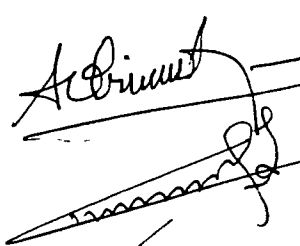
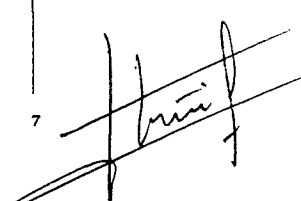
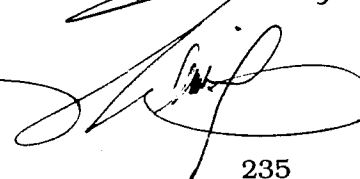
POUR  
LA RÉPUBLIQUE DE CHYPRE:



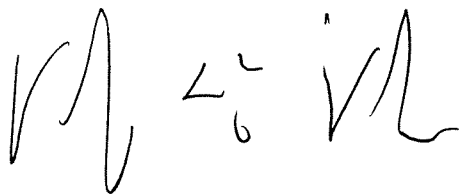
POUR  
LA RÉPUBLIQUE DE COLOMBIE:

POUR  
LA RÉPUBLIQUE FÉDÉRALE ISLAMIQUE  
DES COMORES:

POUR  
LA RÉPUBLIQUE DU CONGO:

POUR  
LA RÉPUBLIQUE DE CORÉE:

A handwritten signature in black ink, consisting of stylized, flowing characters that appear to be 'M', 'L', and 'V'.

POUR  
LA RÉPUBLIQUE DE COSTA-RICA:

POUR  
LA RÉPUBLIQUE DE CÔTE D'IVOIRE:

A handwritten signature in black ink, featuring a large, stylized 'S' shape with a horizontal line across it, and a smaller, more complex signature below it.

POUR  
LA RÉPUBLIQUE DE CROATIE:

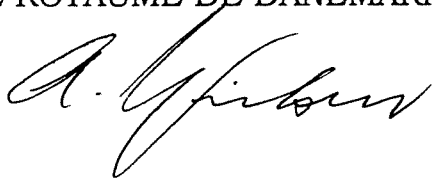
A handwritten signature in black ink, consisting of a series of stylized, flowing characters that appear to be 'M', 'K', and 'Z'.

POUR  
LA RÉPUBLIQUE DE CUBA:

POUR  
LA RÉPUBLIQUE DE DJIBOUTI:

A large, stylized handwritten signature in black ink, featuring a prominent loop at the top and a series of vertical strokes in the middle.

POUR  
LE ROYAUME DE DANEMARK:

A handwritten signature in black ink, appearing to be 'A. G. Jensen' in a cursive script.

POUR  
LA RÉPUBLIQUE DOMINICAINE:

POUR  
LE COMMONWEALTH DE LA DOMINIQUE:

POUR  
LA RÉPUBLIQUE ARABE D'ÉGYPTÉ:

عبد الرحمن منسى

POUR  
LA RÉPUBLIQUE DE EL SALVADOR:

POUR  
LES ÉMIRATS ARABES UNIS:

محمد بن راشد آل مكتوم

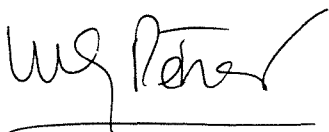
محمد بن راشد آل مكتوم

POUR  
LA RÉPUBLIQUE DE L'ÉQUATEUR:

Abdullah A. Arango

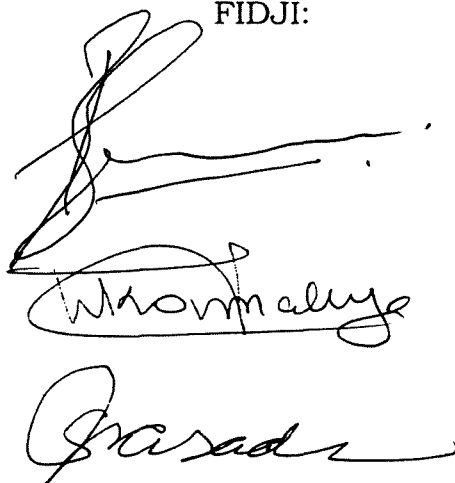
POUR  
L'ÉRYTHRÉE:

POUR  
L'ESPAGNE:



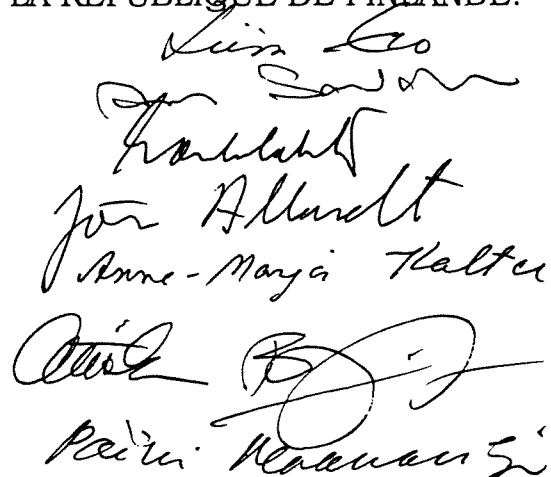
POUR  
L'ÉTHIOPIE:

POUR  
FIDJI:

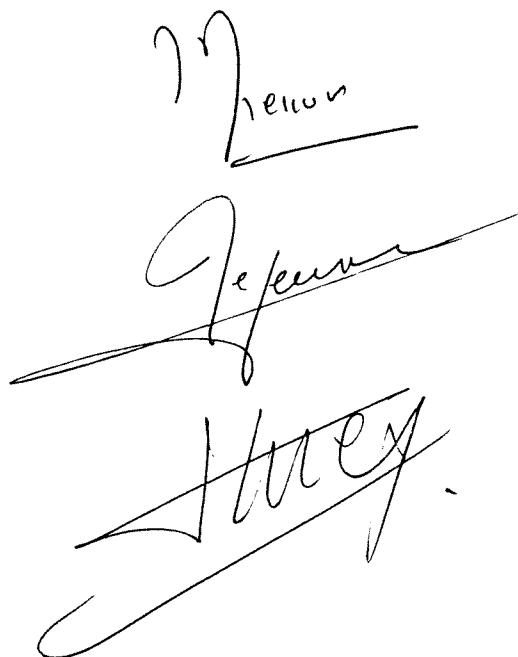


POUR  
LA RÉPUBLIQUE D'ESTONIE:

POUR  
LA RÉPUBLIQUE DE FINLANDE:



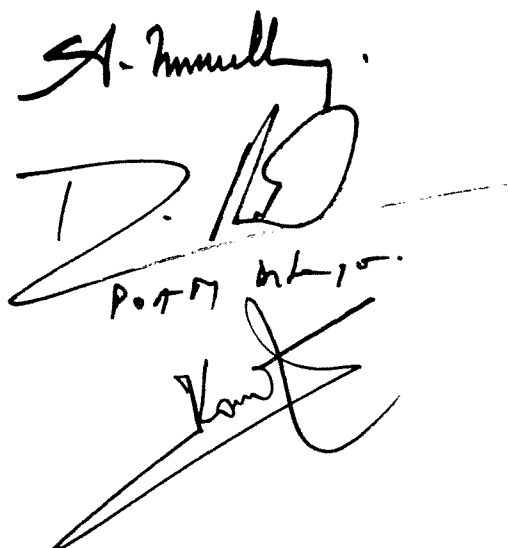
POUR  
LA RÉPUBLIQUE FRANÇAISE:

  
The first signature is a stylized 'M' with 'Mellon' written below it.  
The second signature is 'Lefevre' written in a cursive script.  
The third signature is 'Lucey' written in a cursive script.

POUR  
LA GAMBIE:

POUR  
LA RÉPUBLIQUE DE GÉORGIE:

POUR  
LA RÉPUBLIQUE GABONAISE:

  
The first signature is 'A. Moukoko' written in a cursive script.  
The second signature is 'D. B' written in a cursive script.  
The third signature is 'Kou' written in a cursive script.

POUR  
LA RÉPUBLIQUE DU GHANA:

  
The first signature is 'Kofi Lahe' written in a cursive script.  
The second signature is 'Kwame Saahene' written in a cursive script.

POUR  
LE ROYAUME-UNI  
DE GRANDE-BRETAGNE  
ET D'IRLANDE DU NORD,  
ÎLES DE LA MANCHE ET ÎLE DE MAN:

POUR  
LES TERRITOIRES D'OUTRE-MER DONT  
LES RELATIONS INTERNATIONALES  
SONT ASSURÉES PAR  
LE GOUVERNEMENT DU ROYAUME-UNI  
DE GRANDE-BRETAGNE  
ET D'IRLANDE DU NORD:

POUR  
LA GRÈCE:

A handwritten signature in dark ink, appearing to be 'G. J. J.' with a long horizontal stroke underneath.

POUR  
GRENADÉ:

A handwritten signature in dark ink, appearing to be 'Leo Robert' with a long horizontal stroke underneath.

POUR  
LA RÉPUBLIQUE DU GUATÉMALA:

POUR  
LA RÉPUBLIQUE DE GUINÉE:

*J. Zoumanigui*

*J. Lucas*

POUR  
LA RÉPUBLIQUE DE GUINÉE-BISSAU:

POUR  
LA RÉPUBLIQUE  
DE GUINÉE ÉQUATORIALE:

*Ham*

POUR  
LA GUYANE:

*Edmond Abalo*  
*Edy de Hamet*

POUR  
LA RÉPUBLIQUE D'HAÏTI:

POUR  
LA RÉPUBLIQUE DU HONDURAS:



POUR  
LA RÉPUBLIQUE DE HONGRIE:

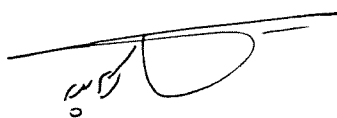
*András Székely*  
*ds. János Tóth*

POUR  
L'INDE:

POUR  
LA RÉPUBLIQUE D'INDONÉSIE:

*Arubetazal*

POUR  
LA RÉPUBLIQUE ISLAMIQUE D'IRAN:

*KAR AM POOR*  


POUR  
LA RÉPUBLIQUE D'IRAQ:

POUR  
L'IRLANDE:

POUR  
LA RÉPUBLIQUE D'ISLANDE:

*Atteintasseu*  
*Handi P. Kirtan*  
*Tapir Peltun*

POUR  
ISRAËL:

POUR  
(AL) JAMAHIRIYA ARABE LIBYENNE  
POPULAIRE SOCIALISTE:

POUR  
LA JAMAÏQUE:

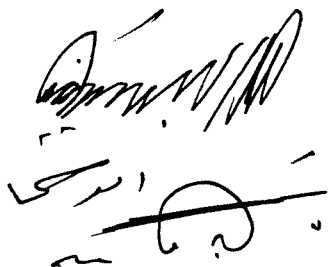
POUR  
L'ITALIE:

*Luigi Morini*  
*Luigi Allen*  
*Fante Gambaciani*

POUR  
LE JAPON:

*Shintaro Yamashita*

POUR  
LE ROYAUME HACHÉMITE  
DE JORDANIE:



POUR  
LA RÉPUBLIQUE DU KAZAKHSTAN:

POUR  
LA RÉPUBLIQUE DU KIRGHIZISTAN:

POUR  
LA RÉPUBLIQUE DE KIRIBATI:

POUR  
LA RÉPUBLIQUE DE KENYA:

POUR  
KUWAIT:

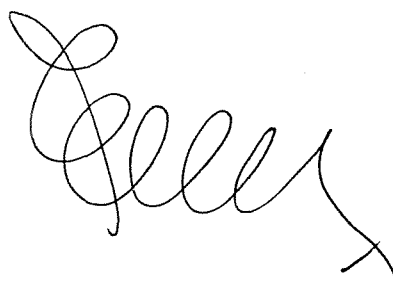


POUR  
LA RÉPUBLIQUE DÉMOCRATIQUE  
POPULAIRE LAO:

POUR  
L'EX-RÉPUBLIQUE YOUGOSLAVE  
DE MACÉDOINE:

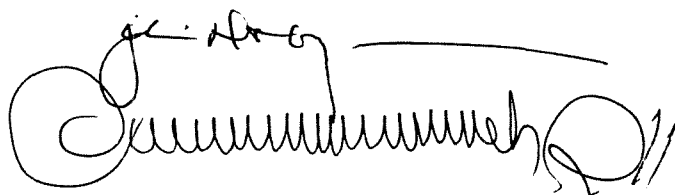
POUR  
LE ROYAUME DU LESOTHO:

POUR  
LA RÉPUBLIQUE LIBANAISE:


A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke at the end.

POUR  
LA RÉPUBLIQUE DE LETTONIE:

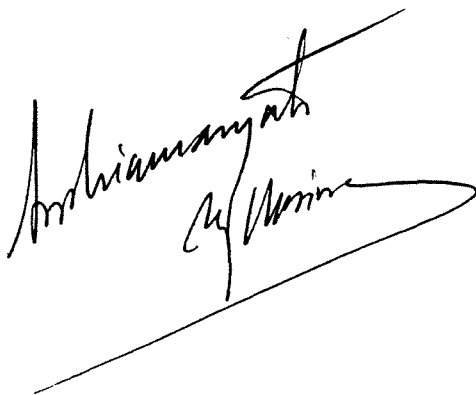
POUR  
LA RÉPUBLIQUE DE LIBÉRIA:

A handwritten signature in black ink, featuring a large circular loop on the left and a series of horizontal strokes on the right.

POUR  
LA PRINCIPAUTÉ DE LIECHTENSTEIN:



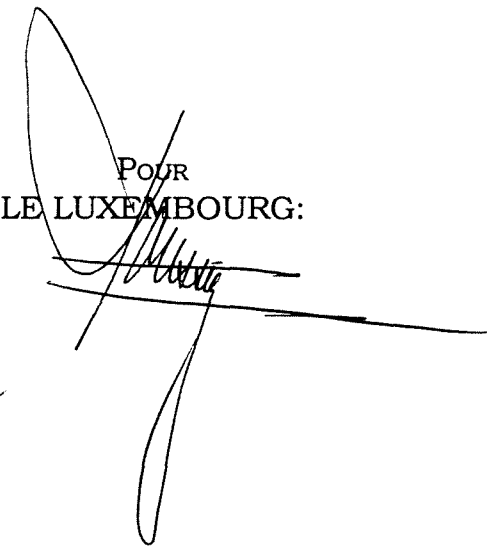
POUR  
LA RÉPUBLIQUE DE MADAGASCAR:



POUR  
LA RÉPUBLIQUE DE LITUANIE:

POUR  
LA MALAISIE:

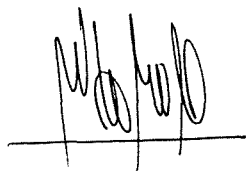
POUR  
LE LUXEMBOURG:



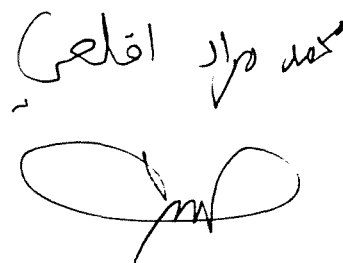
POUR  
MALAWI:



POUR  
LA RÉPUBLIQUE DES MALDIVES:



POUR  
LE ROYAUME DU MAROC:



POUR  
LA RÉPUBLIQUE DU MALI:



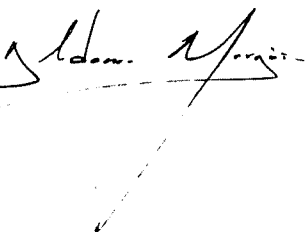
POUR  
MAURICE:

POUR  
MALTE:

POUR  
LA RÉPUBLIQUE ISLAMIQUE  
DE MAURITANIE:



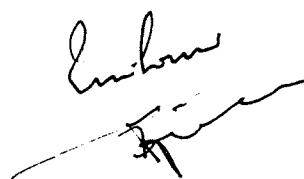
POUR  
LES ÉTATS-UNIS DU MEXIQUE:

Jorge E. 

POUR  
LA RÉPUBLIQUE DE MOLDOVA:

POUR  
LA MONGOLIE:

POUR  
LA RÉPUBLIQUE POPULAIRE  
DU MOZAMBIQUE:



POUR  
LA PRINCIPAUTÉ DE MONACO:



POUR  
L'UNION DE MYANMAR:

POUR  
LA RÉPUBLIQUE DE NAMIBIE:

POUR  
LA RÉPUBLIQUE DU NICARAGUA:

POUR  
LA RÉPUBLIQUE DE NAURU:

POUR  
LA RÉPUBLIQUE DU NIGER:

POUR  
LE NÉPAL:

POUR  
LA RÉPUBLIQUE FÉDÉRALE  
DU NIGÉRIA:

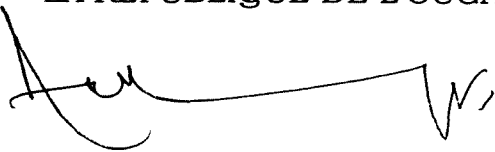
A handwritten signature in black ink, consisting of a large initial 'D' followed by a series of loops and a final dot.



POUR  
LA NORVÈGE:



POUR  
LA RÉPUBLIQUE DE L'UGANDA:



POUR  
LA NOUVELLE-ZÉLANDE:

POUR  
LA RÉPUBLIQUE D'OUZBÉKISTAN:

POUR  
LE SULTANAT D'OMAN:

POUR  
LA RÉPUBLIQUE ISLAMIQUE  
DU PAKISTAN:

POUR  
LA RÉPUBLIQUE DE PANAMA:

*Cela Jaïn de Lle la Rosa.-*

POUR  
LES PAYS-BAS:

*[Signature]*

POUR  
LA PAPOUASIE-NOUVELLE-GUINÉE:

*[Signature]*  
*[Signature]*

POUR  
LES ANTILLES NÉERLANDAISES  
ET ARUBA:

*[Signature]*  
*[Signature]*  
*[Signature]*

POUR  
LA RÉPUBLIQUE DE PARAGUAY:

*[Signature]*  
*[Signature]*

POUR  
LA RÉPUBLIQUE DU PÉROU:

*[Signature]*  
*[Signature]*

POUR  
LA RÉPUBLIQUE DES PHILIPPINES:

*W. J. imo*

POUR  
L'ÉTAT DE QATAR:

*AP* *عليه تبارك وتعالى*  
*سعيد الرحيم*  
*مستشاره* *Just*

POUR  
LA RÉPUBLIQUE DE POLOGNE:

*W. J. imo*  
*Just*  
*feriy*

POUR  
LA RÉPUBLIQUE POPULAIRE  
DÉMOCRATIQUE DE CORÉE:

POUR  
LE PORTUGAL:

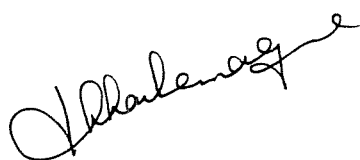
*W. J. imo*  
*Just*  
*J. Norberto Soares*  
*Alvaro*  
*Pres.*

POUR  
LA ROUMANIE:

*W. J. imo*

POUR  
LA FÉDÉRATION DE RUSSIE:

POUR  
SAINTE-LUCIE:

A handwritten signature in cursive script, likely reading 'Phalenaque', written diagonally across the page.

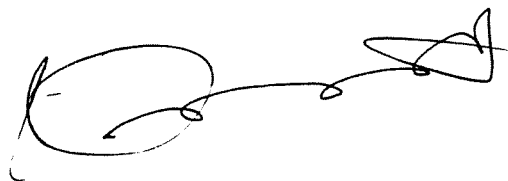
POUR  
LA RÉPUBLIQUE RWANDAISE:

POUR  
LA RÉPUBLIQUE DE SAINT-MARIN:

A handwritten signature in cursive script, possibly reading 'A. J. J. J.', written diagonally across the page.

POUR  
SAINT-CHRISTOPHE-ET-NEVIS:

POUR  
SAINT-VINCENT-ET-GRENADINES:

A handwritten signature in cursive script, possibly reading 'O. J. J. J.', written diagonally across the page.

POUR  
LES ÎLES SALOMON:

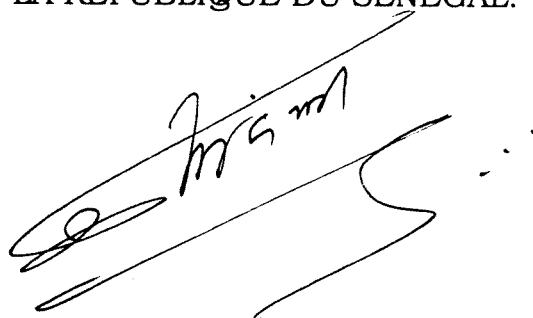


POUR  
LE SAMOA OCCIDENTAL:



POUR  
LA RÉPUBLIQUE DÉMOCRATIQUE  
DE SAO TOMÉ-ET-PRINCIPE:

POUR  
LA RÉPUBLIQUE DU SÉNÉGAL:



POUR  
LA RÉPUBLIQUE DES SEYCHELLES:

POUR  
LA RÉPUBLIQUE DE SIERRA LEONE:



POUR  
LA RÉPUBLIQUE DE SINGAPOUR:

POUR  
LA RÉPUBLIQUE DÉMOCRATIQUE  
DE SOMALIE:

POUR  
LA RÉPUBLIQUE SLOVAQUE:

*Lucy*  
*Radu*

POUR  
LA RÉPUBLIQUE DU SOUDAN:

*Abdelgadir Bakari*  
AHMED ELtigani

POUR  
LA RÉPUBLIQUE DE SLOVÉNIE:

POUR  
LA RÉPUBLIQUE SOCIALISTE  
DÉMOCRATIQUE DE SRI LANKA:

*Medin*  
*D. Pann*

POUR  
LA SUÈDE:

C. ord Capellen  
Re Ni

Jan Rie

K. C. J. J. J.

St. J. J. J.

POUR  
LA CONFÉDÉRATION SUISSE:

St. J. J. J.

POUR  
LE ROYAUME DU SWAZILAND:

POUR  
LA RÉPUBLIQUE ARABE SYRIENNE:

St. J. J. J.

POUR  
LA RÉPUBLIQUE DU SURINAME:

St. J. J. J.

POUR  
LA RÉPUBLIQUE DU TADJIKISTAN:

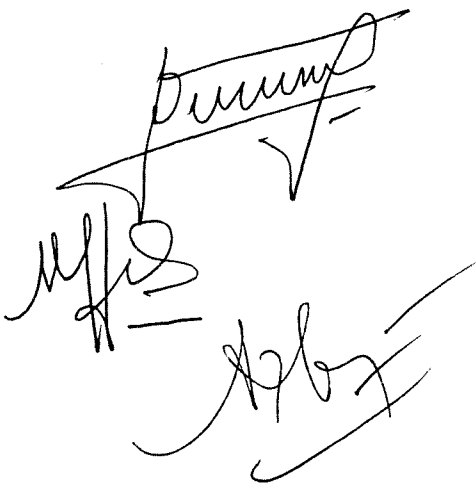
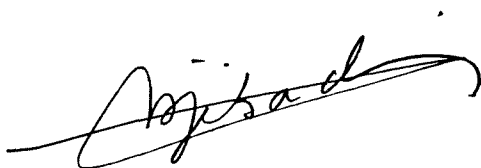
POUR  
LA RÉPUBLIQUE UNIE DE TANZANIE:

POUR  
LA THAÏLANDE:



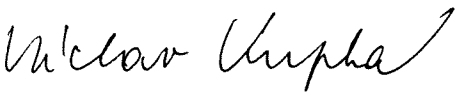
POUR  
LA RÉPUBLIQUE DU TCHAD:

POUR  
LA RÉPUBLIQUE TOGOLAISE:



POUR  
LA RÉPUBLIQUE TCHÈQUE:


POUR  
LE ROYAUME DES TONGA:






POUR  
LA RÉPUBLIQUE  
DE TRINITÉ-ET-TOBAGO:

POUR  
LA RÉPUBLIQUE DE TURQUIE:



POUR  
LA RÉPUBLIQUE TUNISIENNE:

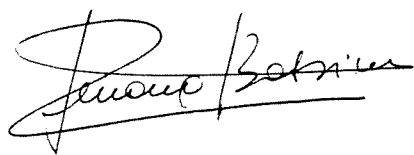
  
K. Thineour

POUR  
TUVALU:

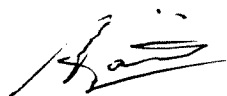
POUR  
LE TURKMÉNISTAN:

POUR  
L'UKRAINE:

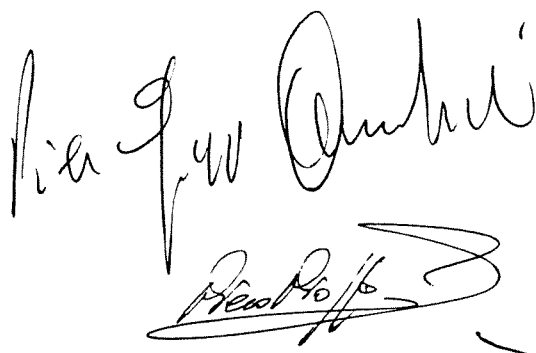
POUR  
LA RÉPUBLIQUE ORIENTALE  
DE L'URUGUAY:



POUR  
LA RÉPUBLIQUE DE VANUATU:



POUR  
L'ÉTAT DE LA CITÉ DU VATICAN:

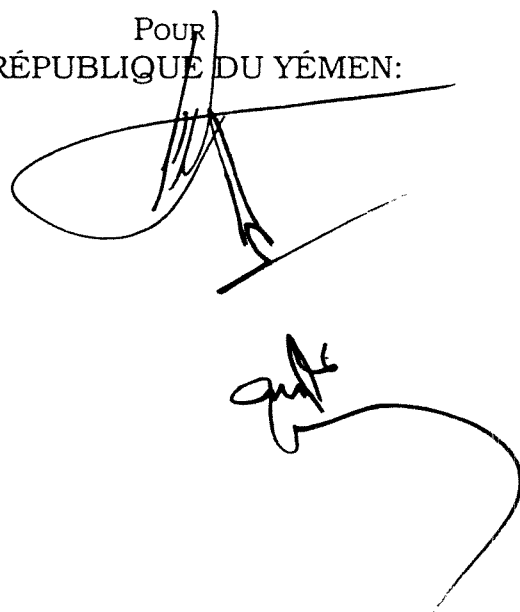


POUR  
LA RÉPUBLIQUE DE VÉNÉZUÉLA:

POUR  
LA RÉPUBLIQUE SOCIALISTE  
DU VIET NAM:

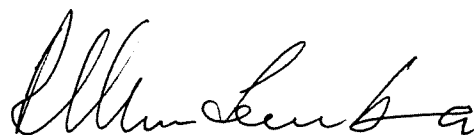


POUR  
LA RÉPUBLIQUE DU YÉMEN:

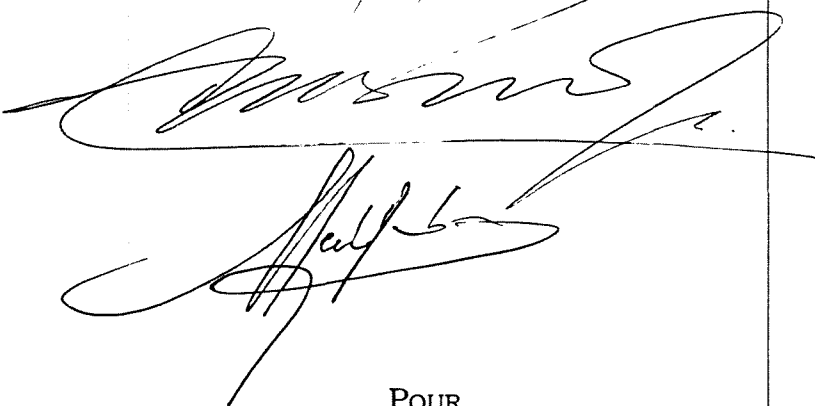
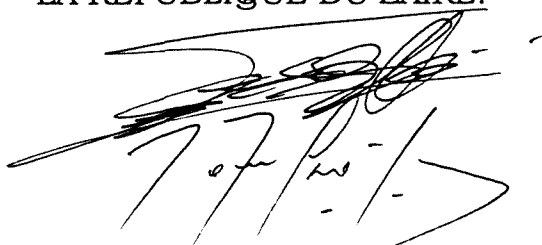


POUR  
LA RÉPUBLIQUE FÉDÉRALE  
DE YOUGOSLAVIE:

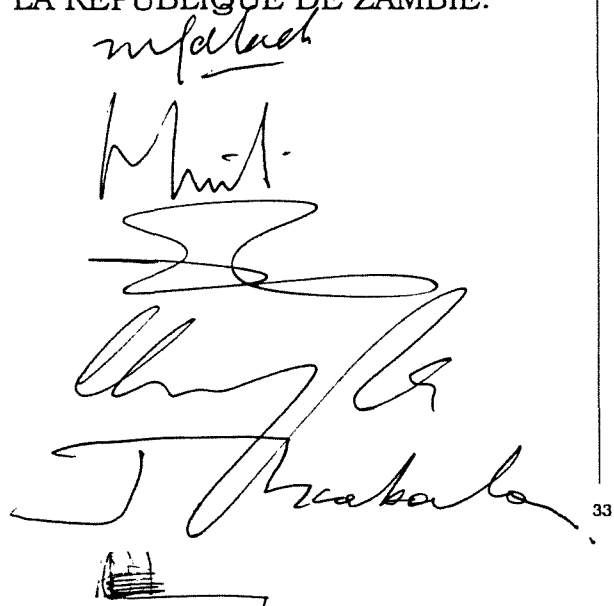
POUR  
LA RÉPUBLIQUE DE ZIMBABWE:



POUR  
LA RÉPUBLIQUE DU ZAÏRE:



POUR  
LA RÉPUBLIQUE DE ZAMBIE:





# Giro Agreement

---



## Giro Agreement

### Contents

#### Chapter I

##### Preliminary provisions

###### Art

- 1 Purpose of the Agreement
- 2 Categories of service offered by the giro service

#### Chapter II

##### Transfers

- 3 Conditions for the acceptance and execution of transfer orders
- 4 Liability

#### Chapter III

##### Inpayments

- 5 Inpayments

#### Chapter IV

##### Payment by money order

- 6 Methods of making payments by money order

## Chapter V

### Payment by outpayment cheque

- 7 Issue of outpayment cheques
- 8 Payment of outpayment cheques
- 9 Liability
- 10 Remuneration of the paying administration

## Chapter VI

### Other methods of exchanging payments

- 11 Other methods of exchanging payments

## Chapter VII

### Postcheques

- 12 Issue of postcheques
- 13 Payment
- 14 Liability
- 15 Remuneration of the paying administration

## **Chapter VIII**

### **POSTNET network**

- 16 Conditions of accession and participation**

## Chapter **IX**

### Miscellaneous provisions

- 17** Miscellaneous provisions

## Chapter **X**

### Final provisions

- 18** Final provisions



## Giro Agreement

The undersigned, plenipotentiaries of the Governments of the member countries of the Union, having regard to article 22, paragraph 4, of the Constitution of the Universal Postal Union concluded at Vienna on 10 July 1964, have, by common consent and subject to article 25, paragraph 4, of the Constitution, drawn up the following Agreement:

### Chapter I

#### Preliminary provisions

##### Article 1

###### Purpose of the Agreement

1 This Agreement shall govern all the services which the giro service is able to provide for users of giro accounts and which contracting countries agree to set up in their reciprocal relations.

2 Non-postal organizations may participate, through the giro service, in the exchange governed by the provisions of this Agreement. Such organizations shall come to an agreement with the postal administration of their country to ensure full implementation of all clauses of the Agreement and under such agreement shall exercise rights and perform duties as postal organizations defined by this Agreement. The postal administration shall act as their intermediary in their relations with the postal administrations of the other contracting countries and with the International Bureau.

##### Article 2

###### Categories of service offered by the giro service

###### 1 Transfer

1.1 The holder of a giro account asks for an amount to be debited to his account and credited to the payee's giro account or, where there is an agreement to that effect between the administrations concerned, to other types of account.

1.2 An ordinary transfer is transmitted by post.

1.3 A telegraph transfer is transmitted by telecommunication.

2 Inpayment into a giro account

2.1 The sender hands the funds in at the counter of a post office and asks for the amount to be credited to the payee's giro account or, where there is an agreement to that effect between the administrations concerned, to other types of account.

2.2 An ordinary inpayment is transmitted by post.

2.3 A telegraph inpayment is transmitted by telecommunication.

3 Payment by money order or by outpayment cheque

3.1 The holder of a giro account asks for an amount to be debited to his account and paid in cash to the payee.

3.2 An ordinary payment shall use the post.

3.3 A telegraph payment shall use telecommunications.

4 Postcheque

4.1 The postcheque is an international instrument issued to holders of giro accounts and payable on sight in the post offices of countries participating in the service.

4.2 A postcheque may also be given as payment to third parties where there is agreement to that effect between the contracting administrations.

**5 Withdrawal through the POSTNET network of cash dispensers**

**5.1 Postal financial institutions which have acceded by agreement to the POSTNET network may offer holders of their cards the possibility of withdrawing cash from POSTNET network cash dispensers.**

6 Other services

Postal administrations may agree in their bilateral or multilateral relations to establish other services the conditions of which shall be defined amongst the administrations concerned.

## Chapter II

### Transfers

#### Article 3

##### Conditions for the acceptance and execution of transfer orders

1 In the absence of special agreement, the amount of the transfer shall be expressed in the currency of the country of destination.

2 The administration of origin shall fix the conversion rate of its currency into that of the country of destination.

3 The issuing administration shall decide what charge it shall collect from the payer of a giro transfer and shall retain that sum in its entirety.

4 The administration of destination may determine the charge which it collects for the entry of a postal transfer to the credit of a giro account.

5 Transfers relating to the postal service exchanged under the terms of **article 7.2 and 7.3.1 to 7.3.3** of the Convention shall be exempt from all charges.

6 Advices of ordinary transfers shall be sent free of charge to the payee after the amounts transferred have been credited to their accounts. If they do not contain any personal message, they may be replaced by an annotation on the statement of account enabling the payee to identify the payer.

7 Telegraph transfers shall be subject to the provisions of the **International Telecommunication Regulations**. In addition to the charge provided for in paragraph 3 above, the payer of a telegraph transfer shall pay the charge stipulated for transmission by telecommunication, including any charge for a personal message to the payee. For each telegraph transfer the giro centre of destination shall prepare an advice of arrival or an advice of transfer of the internal or international service and forward it free of charge to the payee. If the telegram transfer does not contain any personal message, the advice of arrival or the advice of transfer may be replaced by an annotation on the statement of account enabling the payee to identify the payer.

#### Article 4 Liability

##### 1 Principle and extent of liability

- 1.1 Administrations shall be liable for amounts debited against the payer's account until such time as the transfer has been duly effected.
- 1.2 Administrations shall be liable for erroneous information supplied by their service in ordinary transfer lists or telegraph transfers. Liability shall extend to errors of conversion and transmission errors.
- 1.3 Administrations shall assume no liability for delays which may occur in the transmission and execution of transfers.
- 1.4 Administrations may also agree among themselves to apply broader conditions of liability which are suited to the requirements of their internal services.
- 1.5 Administrations shall be relieved of all liability:
  - a when, owing to the destruction of official records by force majeure, they cannot account for the execution of a transfer, unless proof of their liability is otherwise produced; or
  - b when the payer has made no claim within the period prescribed in article **30.1** of the Convention.

##### 2 Determination of liability

Except where the terms of article 9, paragraphs 3.2 to 3.5, of the Money Orders Agreement apply, liability shall rest with the administration of the country where the error occurs.

##### 3 Refund of amounts owing. Recourse

- 3.1 The obligation to indemnify the claimant shall rest with the administration to which the inquiry is addressed.
- 3.2 Regardless of the reason for the refund, the amount refunded to the payer of a transfer may not exceed that debited against his account.
- 3.3 The administration which indemnified the claimant shall have the right of recourse against the administration which is liable.
- 3.4 The administration which ultimately bears the loss shall have the right of recourse, up to the amount paid, against the person benefiting from the error.

4 Time allowed for payment

- 4.1 Payment of amounts owing to a claimant shall be made as soon as the liability of the service has been established and not later than six months from the day following the day of inquiry.
- 4.2 If the administration presumed to be liable, although duly informed, has allowed five months to pass without finally settling a claim, the administration to which the inquiry was made shall be authorized to indemnify the claimant on behalf of the other administration.

5 Reimbursement of the administration that paid the indemnity

- 5.1 The administration which was liable shall be bound to reimburse the administration which indemnified the claimant within four months of the dispatch of the advice of payment.
- 5.2 At the end of that period, the amount due to the administration which reimbursed the claimant shall be chargeable with interest on overdue payments at the rate of 6 percent per annum.

## Chapter III

### Inpayments

#### Article 5

##### Inpayments

1 Administrations shall agree to adopt for the exchange of postal inpayments the type of form and the regulations best suited to the organization of their service.

2 Inpayment by inpayment money orders

Subject to the special provisions of articles RE 501 and RE 502, inpayment by inpayment money orders shall be carried out in accordance with the provisions of the Money Orders Agreement.

3 Inpayment by inpayment advice

- 3.1 Subject to the special provisions below, all that is expressly provided for giro transfers shall apply equally to inpayments.
- 3.2 The issuing administration shall decide what charge it shall collect from the sender of an inpayment and shall retain that sum in its entirety. The charge for an inpayment shall not be higher than the charge collected for an ordinary money order.
- 3.3 A receipt shall be given free of charge to the inpayer at the time the money is paid in.

## Chapter IV

### Payment by money order

#### Article 6

##### Methods of making payments by money order

- 1 International payments made by debiting giro accounts may be made by means of ordinary money orders.
- 2 Ordinary money orders issued to represent sums debited from giro accounts shall be subject to the provisions of the Money Orders Agreement.

## Chapter V

### Payment by outpayment cheque

#### Article 7

##### Issue of outpayment cheques

- 1 International payments made by debiting giro accounts may be made by means of outpayment cheques.
- 2 Paragraphs 1 and 2 of article 3 shall apply to outpayment cheques.
- 3 The administration of origin shall decide what charge it shall collect from the payer of an outpayment cheque.
- 4 Outpayment cheques may be sent by telecommunication, either between the office of exchange of the administration of origin and the office of exchange of the paying administration, or between the office of exchange of the administration of origin and the post office designated for payment, when administrations agree to use this method of transmission.
- 5 Articles 3 of the Money Orders Agreement and RE 402 of its Detailed Regulations shall apply to telegraph outpayment cheques.

#### Article 8

##### Payment of outpayment cheques

- 1 Administrations shall agree to adopt for the payments service the regulations best suited to the organization of their service. They may use their internal service forms to represent outpayment cheques sent to them.
- 2 The paying administration shall not be obliged to make payment at the addressee's address of outpayment cheques whose amount exceeds that of postal money orders normally paid at the addressee's address.

3 As regards the duration of validity, authorization to extend the period of validity, general rules for payment, express delivery, charges which may be collected from the payee and special provisions regarding payment of telegraph money orders, article 4, paragraph 5, and article 6, of the Money Orders Agreement and RE 604, paragraphs 2 to 4, and RE 606 of its Detailed Regulations shall apply to outpayment cheques except where precluded by the rules of the internal service.

#### Article 9 Liability

1 Administrations shall be liable for amounts debited against the payer's account until such time as the outpayment cheque has been duly paid.

2 Administrations shall be liable for erroneous information supplied by their service in lists of outpayment cheques or in telegraph outpayment cheques. Liability shall extend to errors of conversion and transmission errors.

3 Administrations shall assume no liability for delays which may occur in the transmission or payment of outpayment cheques.

4 Administrations may also agree among themselves to apply broader conditions of liability which are suited to the requirements of their internal services.

5 Article 9 of the Money Orders Agreement shall apply to outpayment cheques.

#### Article 10 Remuneration of the paying administration

1 The issuing administration shall allocate to the paying administration for each outpayment cheque a remuneration the rate of which shall be fixed, on the basis of the average amount of the outpayment cheques included in the summary lists sent in the course of each month, at:

- 0.59 SDR up to 65.34 SDR;
- 0.72 SDR above 65.34 SDR and up to 130.68 SDR;
- 0.88 SDR above 130.68 SDR and up to 196.01 SDR;
- 1.08 SDR above 196.01 SDR and up to 261.35 SDR;
- 1.31 SDR above 261.35 SDR and up to 326.69 SDR;
- 1.57 SDR above 326.69 SDR.

2 Instead of the rates set out at paragraph 1, administrations may agree to allocate a standard remuneration in SDRs or in the currency of the paying country irrespective of the amount of the outpayment cheques.

3 The remuneration due to the paying administration shall be determined each month as follows:

- a the rate of remuneration in SDRs to be applied for each outpayment cheque shall be determined after conversion into SDRs of the average amount of the outpayment cheques on the basis of the average value of the SDR in the currency of the paying country as laid down in **the Detailed Regulations of the Convention (Equivalents)**;

- b the total amount in SDRs obtained for the remuneration in respect of each account shall be converted into the currency of the paying country on the basis of the actual value of the SDR operative on the last day of the month to which the account relates;
- c when the standard remuneration provided for in paragraph 2 is fixed in SDRs, it shall be converted into the currency of the paying country as described in subparagraph b.

## Chapter VI

### Other methods of exchanging payments

#### Article 11

##### Other methods of exchanging payments

- 1 International payments to be made by debiting giro accounts may also be made by magnetic tape or any other medium agreed on by administrations.
- 2 Administrations of destination may use their internal service forms to represent payment orders sent to them by these methods. The conditions of exchange shall then be settled in special agreements adopted by the administrations concerned.

## Chapter VII

### Postcheques

#### Article 12

##### Issue of postcheques

- 1 Each administration may issue postcheques to holders of giro accounts.
- 2 Holders of giro accounts to whom postcheques have been issued shall also be furnished with a postcheque guarantee card which must be produced at the time of payment.
- 3 The maximum amount guaranteed shall be printed on the back of each postcheque or in an annex in the currency agreed between the contracting countries.
- 4 In the absence of a specific agreement with the paying administration the issuing administration shall fix the conversion rate of its currency into that of the paying country.
- 5 The issuing administration may collect a charge from the payer of a postcheque.
- 6 If need be, the duration of validity of postcheques shall be fixed by the issuing administration. It shall be shown on the postcheque by printing the last date of validity. In the absence of such indication, the validity of postcheques shall be unlimited.

Article 13  
Payment

1 The amount of postcheques shall be paid to the payee in legal currency of the paying country at post office counters.

2 The maximum amount which may be paid by means of a postcheque shall be fixed by common agreement among the contracting countries.

Article 14  
Liability

1 The paying administration shall be relieved of all liability when it can prove that payment was made under the conditions prescribed in articles RE 1301 and RE 1302.

2 The issuing administration shall not be bound to honour fraudulent or counterfeit postcheques returned to it after the period provided for in article RE 1303, paragraph 4.

Article 15  
Remuneration of the paying administration

The administrations which agree to participate in the postcheque service shall fix by common agreement the amount of the remuneration which shall be allocated to the paying administration.

## **Chapter VIII**

### **POSTNET network**

**Article 16**

**Conditions of accession and participation**

**1 Accession of an institution to the network shall be subject to signature of the POSTNET agreement and the payment of an entry fee.**

**2 The conditions of accession to and participation in the service shall be defined in the POSTNET agreement.**



## Chapter IX

### Miscellaneous provisions

#### Article 17

##### Miscellaneous provisions

- 1 Application to open a giro account abroad
  - 1.1 Where an application is made to open a giro account in a country with which the applicant's country of residence exchanges giro transfers, the administration of the country of residence shall be bound, in verifying the application, to cooperate fully with the administration responsible for keeping the account.
  - 1.2 Administrations shall undertake to carry out this verification with all due care and diligence, without thereby, however, assuming any liability.
  - 1.3 At the request of the administration which keeps the account, the administration of the country of residence shall also undertake, as far as possible, to verify information about any change in the legal capacity of the account holder.
- 2 Free postage
  - 2.1 Envelopes containing account statements addressed by giro centres to account holders shall be sent by the quickest route (air or surface) and forwarded postage-free in every country of the Union.
  - 2.2 The redirection of these envelopes in any country of the Union shall not, in any circumstances, deprive them of the benefit of this exemption.

## Chapter X

### Final provisions

#### Article 18

##### Final provisions

- 1 The Convention, the Money Orders Agreement and its Detailed Regulations shall be applicable, where appropriate, by analogy, in all cases not expressly governed by this Agreement.
- 2 Article 4 of the Constitution shall not apply to this Agreement.
- 3 Conditions for approval of proposals concerning this Agreement
  - 3.1 To become effective, proposals submitted to Congress relating to this Agreement and its Detailed Regulations must be approved by a majority of the member countries present and voting which are parties to the Agreement. At least half of these member countries represented at Congress shall be present at the time of voting.
  - 3.2 To become effective, proposals relating to the Detailed Regulations of this Agreement which have been referred by Congress to the **Postal Operations** Council for a decision or which are introduced between two Congresses shall be approved by a majority of the members of the **Postal Operations** Council which are parties to the Agreement.

3.3 To become effective, proposals introduced between two Congresses relating to this Agreement shall obtain:

**3.3.1 two thirds of the votes, at least one half of the member countries party to the Agreement having replied to the consultation,** if they involve the addition of new provisions;

**3.3.2 a majority of the votes, at least one half of the member countries party to the Agreement having replied to the consultation,** if they involve amendments to the provisions of this Agreement;

**3.3.3** a majority of the votes, if they involve interpretation of the provisions of this Agreement.

**3.4 Notwithstanding the provisions under 3.3.1, any member country whose national legislation is as yet incompatible with the proposed addition may, within 90 days from the date of notification of the latter, make a written declaration to the Director-General of the International Bureau stating that it is unable to accept the addition.**

4 This Agreement shall come into force on 1 January **1996** and shall remain in operation until the entry into force of the Acts of the next Congress.

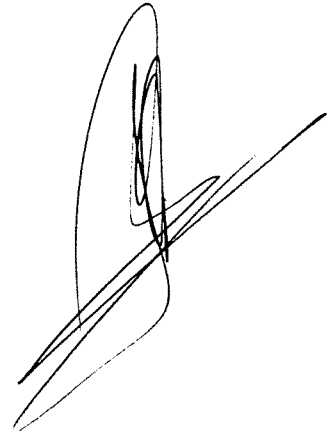
In witness whereof, the plenipotentiaries of the Governments of the contracting countries have signed this Agreement in a single original which shall be deposited with the Director-General of the International Bureau. A copy thereof shall be delivered to each party by the Government of the country in which Congress is held.

Done at **Seoul, 14 September 1994.**

*See signatures below.*

POUR  
L'ÉTAT ISLAMIQUE D'AFGHANISTAN:

POUR  
LA RÉPUBLIQUE ALGÉRIENNE  
DÉMOCRATIQUE ET POPULAIRE:



POUR  
LA RÉPUBLIQUE DE L'AFRIQUE DU SUD:

POUR  
LA RÉPUBLIQUE FÉDÉRALE  
D'ALLEMAGNE:



POUR  
LA RÉPUBLIQUE D'ALBANIE:



POUR  
LES ÉTATS-UNIS D'AMÉRIQUE:

Thomas F. Leaney  
Michael J. Ryan  
James A. Sullivan  
James N. Hanney  
Theresa Parent Grira  
Ediane H. Wittman  
Charlotte Gilroy

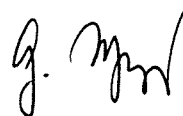
POUR  
LA RÉPUBLIQUE D'ANGOLA:

POUR  
LA RÉPUBLIQUE ARGENTINE:

A large, stylized handwritten signature in black ink, likely belonging to a representative of Argentina.

POUR  
ANTIGUA-ET-BARBUDA:

POUR  
LA RÉPUBLIQUE D'ARMÉNIE:

A handwritten signature in black ink, likely belonging to a representative of Armenia.

POUR  
LE ROYAUME DE L'ARABIE SAOUDITE:

POUR  
L'AUSTRALIE:

POUR  
LA RÉPUBLIQUE D'AUTRICHE:

*Sumir Hayman*  
*Belue Baruael*  
*Roma*

POUR  
LA RÉPUBLIQUE D'AZERBAÏDJAN:

POUR  
L'ÉTAT DE BAHRAIN:

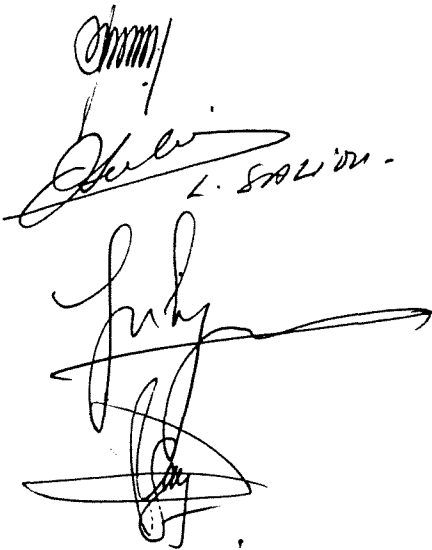
POUR  
LA RÉPUBLIQUE POPULAIRE  
DU BANGLADESH:

POUR  
LE COMMONWEALTH DES BAHAMAS:

POUR  
BARBADE:

POUR  
LA RÉPUBLIQUE DU BÉLARUS:

POUR  
LA RÉPUBLIQUE DU BÉNIN:



POUR  
LA BELGIQUE:

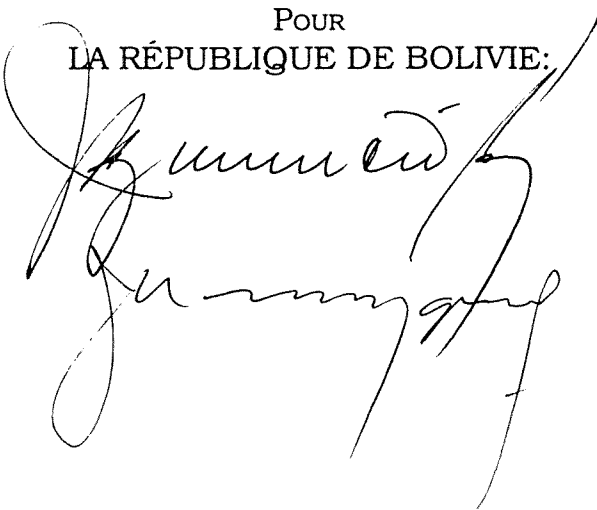
POUR  
LE ROYAUME DE BHOUTAN:

" sans recevoir de ratification "



POUR  
BELIZE:

POUR  
LA RÉPUBLIQUE DE BOLIVIE:




POUR  
LA RÉPUBLIQUE DE  
BOSNIE-HERZÉGOVINE:

POUR  
LE BRUNEI DARUSSALAM:

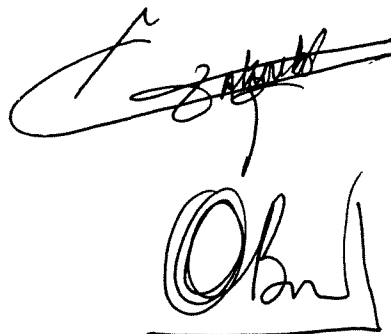
POUR  
LA RÉPUBLIQUE DU BOTSWANA:

POUR  
LA RÉPUBLIQUE DE BULGARIE:

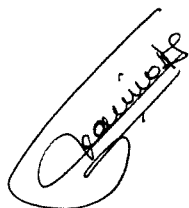
A handwritten signature in black ink, consisting of a stylized 'F' followed by a long, sweeping horizontal stroke and a vertical line at the end.

POUR  
LA RÉPUBLIQUE FÉDÉRATIVE  
DU BRÉSIL:

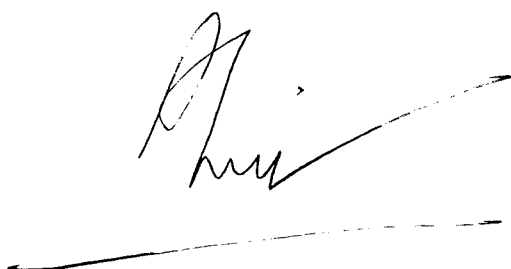
POUR  
LE BURKINA FASO:

Two handwritten signatures in black ink. The top signature is a stylized 'L' followed by a horizontal line and a vertical line. The bottom signature is a stylized 'O' followed by a horizontal line and a vertical line.


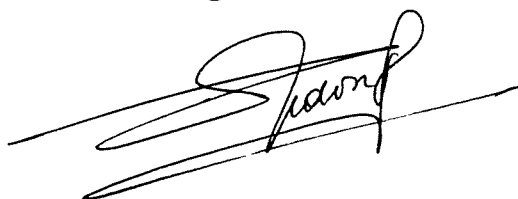
POUR  
LA RÉPUBLIQUE DU BURUNDI:



POUR  
LE ROYAUME DU CAMBODGE:



POUR  
LA RÉPUBLIQUE DU CAMEROUN:

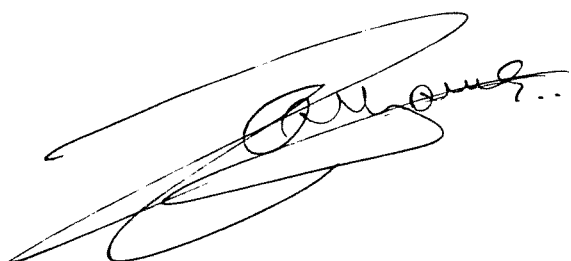
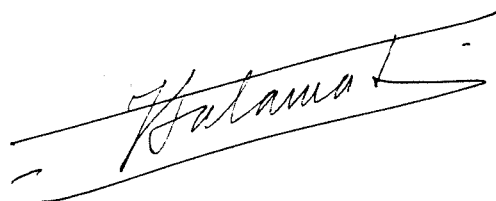


POUR  
LE CANADA:

POUR  
LA RÉPUBLIQUE DU CAP-VERT:

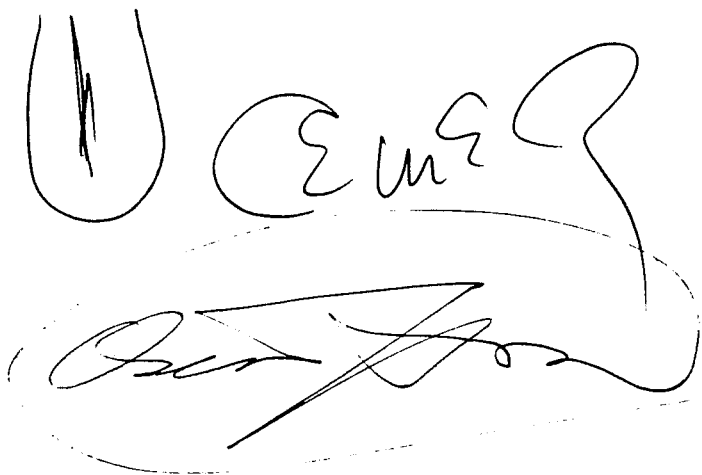


POUR  
LA RÉPUBLIQUE CENTRAFRICAINE:

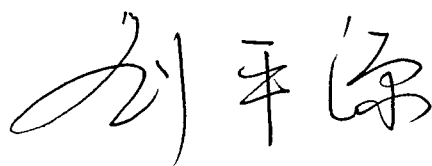
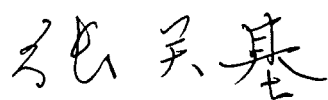




POUR  
LE CHILI:

A handwritten signature in black ink, consisting of a large, stylized 'U' followed by a series of loops and a long horizontal stroke.

POUR  
LA RÉPUBLIQUE POPULAIRE DE CHINE:

A handwritten signature in black ink, featuring a large, stylized 'U' followed by a series of loops and a long horizontal stroke.A handwritten signature in black ink, featuring a large, stylized 'U' followed by a series of loops and a long horizontal stroke.A handwritten signature in black ink, featuring a large, stylized 'U' followed by a series of loops and a long horizontal stroke.

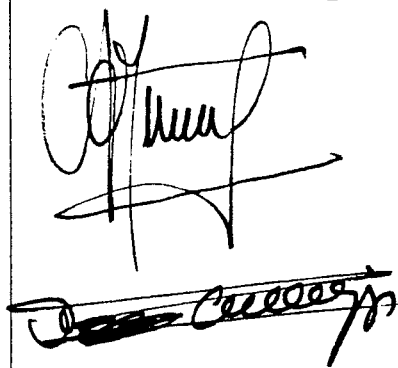
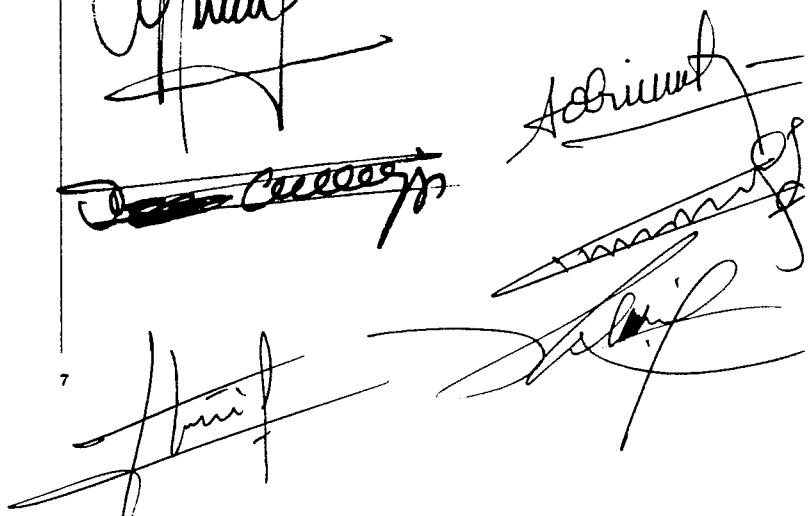
POUR  
LA RÉPUBLIQUE DE CHYPRE:

A handwritten signature in black ink, consisting of a large, stylized 'U' followed by a series of loops and a long horizontal stroke.

POUR  
LA RÉPUBLIQUE DE COLOMBIE:

POUR  
LA RÉPUBLIQUE FÉDÉRALE ISLAMIQUE  
DES COMORES:

POUR  
LA RÉPUBLIQUE DU CONGO:

A handwritten signature in black ink, consisting of a large, stylized 'U' followed by a series of loops and a long horizontal stroke.A handwritten signature in black ink, consisting of a large, stylized 'U' followed by a series of loops and a long horizontal stroke.

POUR  
LA RÉPUBLIQUE DE CORÉE:

17 0 12

POUR  
LA RÉPUBLIQUE DE COSTA-RICA:

POUR  
LA RÉPUBLIQUE DE CÔTE D'IVOIRE:

Sankele

POUR  
LA RÉPUBLIQUE DE CROATIE:

Ukray

POUR  
LA RÉPUBLIQUE DE CUBA:

POUR  
LA RÉPUBLIQUE DE DJIBOUTI:

POUR  
LE ROYAUME DE DANEMARK:



POUR  
LA RÉPUBLIQUE DOMINICAINE:

POUR  
LE COMMONWEALTH DE LA DOMINIQUE:

POUR  
LA RÉPUBLIQUE ARABE D'ÉGYPTE:

محمد مرسي

POUR  
LA RÉPUBLIQUE DE EL SALVADOR:

POUR  
L'ÉRYTHRÉE:

Chirchir

POUR  
LES ÉMIRATS ARABES UNIS:

محمد بن راشد

الملك

POUR  
L'ESPAGNE:

Ug Retu

POUR  
L'ÉTHIOPIE:

POUR  
FIDJI:

POUR  
LA RÉPUBLIQUE D'ESTONIE:

POUR  
LA RÉPUBLIQUE DE FINLANDE:

Kuim Leo  
Jou Sander  
Korhonen  
Jou Allardt  
Anne-Margi Kallio  
Aune B  
Päivi Kananen G

POUR  
LA RÉPUBLIQUE FRANÇAISE:

*97*  
*141100*

*Jeune*

*Huey*

POUR  
LA GAMBIE:

POUR  
LA RÉPUBLIQUE DE GÉORGIE:

POUR  
LA RÉPUBLIQUE GABONAISE:

*A. Immanuel*

*D. RO*  
*P. 111 111 111*

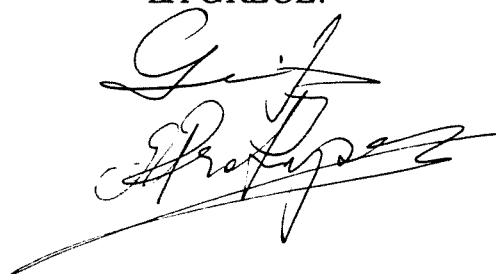
*Vans*

POUR  
LA RÉPUBLIQUE DU GHANA:

POUR  
LE ROYAUME-UNI  
DE GRANDE-BRETAGNE  
ET D'IRLANDE DU NORD,  
ÎLES DE LA MANCHE ET ÎLE DE MAN:

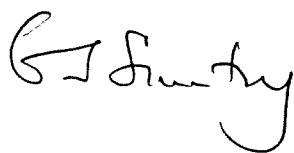
A handwritten signature in black ink, consisting of a stylized 'D' followed by a cursive 'S' and 'M'.

POUR  
LA GRÈCE:

A handwritten signature in black ink, featuring a large, stylized 'G' followed by a cursive 'P' and 'P'.

POUR  
GRENADE:

POUR  
LES TERRITOIRES D'OUTRE-MER DONT  
LES RELATIONS INTERNATIONALES  
SONT ASSURÉES PAR  
LE GOUVERNEMENT DU ROYAUME-UNI  
DE GRANDE-BRETAGNE  
ET D'IRLANDE DU NORD:

A handwritten signature in black ink, consisting of a stylized 'G' followed by a cursive 'S' and 'M'.

POUR  
LA RÉPUBLIQUE DU GUATÉMALA:

POUR  
LA RÉPUBLIQUE DE GUINÉE:

*F. Zoumanigui*

*[Signature]*

*[Signature]*

POUR  
LA RÉPUBLIQUE DE GUINÉE-BISSAU:

POUR  
LA RÉPUBLIQUE  
DE GUINÉE ÉQUATORIALE:

*[Signature]*

POUR  
LA GUYANE:

*Edouard Nto*

*Glyde Hamlet*

POUR  
LA RÉPUBLIQUE D'HAÏTI:

POUR  
LA RÉPUBLIQUE DU HONDURAS:



POUR  
LA RÉPUBLIQUE DE HONGRIE:

170 km 22  
dr. Judit Tóth

POUR  
L'INDE:

POUR  
LA RÉPUBLIQUE D'INDONÉSIE:

Arubutagel

POUR  
LA RÉPUBLIQUE ISLAMIQUE D'IRAN:

KARAM POUR  
                    

POUR  
LA RÉPUBLIQUE D'IRAQ:

POUR  
L'IRLANDE:

POUR  
LA RÉPUBLIQUE D'ISLANDE:

*Atteintasse*  
*Haraldur P. Hilmarsson*  
*Ragnfríður*

POUR  
ISRAËL:

POUR  
L'ITALIE:

*Luigi Martini*  
*Giuseppe Valente*  
*Fausto Lombardelli*

POUR  
(AL) JAMAHIRIYA ARABE LIBYENNE  
POPULAIRE SOCIALISTE:

POUR  
LA JAMAÏQUE:

POUR  
LE JAPON:

*Shintaro Yamashita*

POUR  
LE ROYAUME HACHÉMITE  
DE JORDANIE:

POUR  
LA RÉPUBLIQUE DU KIRGHIZISTAN:

POUR  
LA RÉPUBLIQUE DU KAZAKHSTAN:

POUR  
LA RÉPUBLIQUE DE KIRIBATI:

POUR  
LA RÉPUBLIQUE DE KENYA:

POUR  
KUWAIT:

POUR  
LA RÉPUBLIQUE DÉMOCRATIQUE  
POPULAIRE LAO:

POUR  
L'EX-RÉPUBLIQUE YOUGOSLAVE  
DE MACÉDOINE:

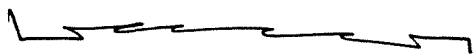
POUR  
LE ROYAUME DU LESOTHO:

POUR  
LA RÉPUBLIQUE LIBANAISE:

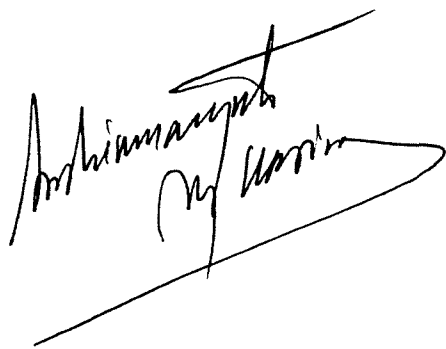
POUR  
LA RÉPUBLIQUE DE LETTONIE:

POUR  
LA RÉPUBLIQUE DE LIBÉRIA:

POUR  
LA PRINCIPAUTÉ DE LIECHTENSTEIN:




POUR  
LA RÉPUBLIQUE DE MADAGASCAR:



POUR  
LA RÉPUBLIQUE DE LITUANIE:

POUR  
LA MALAISIE:

POUR  
LE LUXEMBOURG:



POUR  
MALAWI:

POUR  
LA RÉPUBLIQUE DES MALDIVES:

POUR  
LE ROYAUME DU MAROC:

Handwritten signature in Arabic script, likely representing the Moroccan representative.

POUR  
LA RÉPUBLIQUE DU MALI:

POUR  
MAURICE:

Handwritten signature, likely representing the Malian representative.

POUR  
MALTE:

POUR  
LA RÉPUBLIQUE ISLAMIQUE  
DE MAURITANIE:

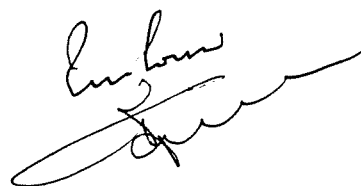
Handwritten signature and the word "MAURITANIE" in capital letters, likely representing the Islamic Republic of Mauritania.

POUR  
LES ÉTATS-UNIS DU MEXIQUE:

POUR  
LA MONGOLIE:

POUR  
LA RÉPUBLIQUE DE MOLDOVA:

POUR  
LA RÉPUBLIQUE DU MOZAMBIQUE:

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke.

POUR  
LA PRINCIPAUTÉ DE MONACO:

POUR  
L'UNION DE MYANMAR:

A handwritten signature in black ink, featuring a large, sweeping horizontal stroke with a vertical line intersecting it from the left.

POUR  
LA RÉPUBLIQUE DE NAMIBIE:

POUR  
LA RÉPUBLIQUE DU NICARAGUA:

POUR  
LA RÉPUBLIQUE DE NAURU:

POUR  
LA RÉPUBLIQUE DU NIGER:

POUR  
LE NÉPAL:

POUR  
LA RÉPUBLIQUE FÉDÉRALE  
DU NIGÉRIA:



POUR  
LA NORVÈGE:

A large, flowing handwritten signature in black ink, likely belonging to a Norwegian official.

POUR  
LA RÉPUBLIQUE DE L'UGANDA:

Two handwritten signatures in black ink. The top one is long and horizontal, while the bottom one is more compact and circular.

POUR  
LA NOUVELLE-ZÉLANDE:

POUR  
LA RÉPUBLIQUE D'OUBÉKISTAN:

POUR  
LE SULTANAT D'OMAN:

POUR  
LA RÉPUBLIQUE ISLAMIQUE  
DU PAKISTAN:

POUR  
LA RÉPUBLIQUE DE PANAMA:

*Ela Ján de la Rosa.-*

POUR  
LES PAYS-BAS:

*[Signature]*

POUR  
LA PAPOUASIE-NOUVELLE-GUINÉE:

*[Signature]*  
*[Signature]*

POUR  
LES ANTILLES NÉERLANDAISES  
ET ARUBA:

*[Signature]*  
*[Signature]*  
*[Signature]*

POUR  
LA RÉPUBLIQUE DE PARAGUAY:

*[Signature]*  
*[Signature]*

POUR  
LA RÉPUBLIQUE DU PÉROU:

*[Signature]*  
*[Signature]*  
*[Signature]*

POUR  
LA RÉPUBLIQUE DES PHILIPPINES:

*W. Z. imo*

POUR  
LA RÉPUBLIQUE DE POLOGNE:

POUR  
LE PORTUGAL:

POUR  
L'ÉTAT DE QATAR:

POUR  
LA RÉPUBLIQUE POPULAIRE  
DÉMOCRATIQUE DE CORÉE:

POUR  
LA ROUMANIE:

*Th. I. I. I.*

POUR  
LA FÉDÉRATION DE RUSSIE:

POUR  
SAINTE-LUCIE:

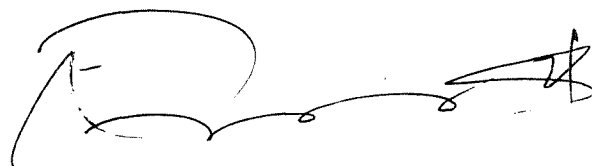
POUR  
LA RÉPUBLIQUE RWANDAISE:

POUR  
LA RÉPUBLIQUE DE SAINT-MARIN:

A stylized, handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke.

POUR  
SAINT-CHRISTOPHE-ET-NEVIS:

POUR  
SAINT-VINCENT-ET-GRENADINES:

A handwritten signature in black ink, featuring a large, rounded initial 'R' followed by a series of connected loops and a final vertical stroke.

POUR  
LES ÎLES SALOMON:

POUR  
LA RÉPUBLIQUE DU SÉNÉGAL:

Two handwritten signatures in black ink, one above the other, representing the Republic of Senegal.

POUR  
LE SAMOA OCCIDENTAL:

POUR  
LA RÉPUBLIQUE DES SEYCHELLES:

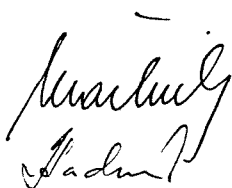
POUR  
LA RÉPUBLIQUE DÉMOCRATIQUE  
DE SAO TOMÉ-ET-PRINCIPE:

POUR  
LA RÉPUBLIQUE DE SIERRA LEONE:

POUR  
LA RÉPUBLIQUE DE SINGAPOUR:

POUR  
LA RÉPUBLIQUE DÉMOCRATIQUE  
DE SOMALIE:

POUR  
LA RÉPUBLIQUE SLOVAQUE:



POUR  
LA RÉPUBLIQUE DU SOUDAN:

POUR  
LA RÉPUBLIQUE DE SLOVÉNIE:

POUR  
LA RÉPUBLIQUE SOCIALISTE  
DÉMOCRATIQUE DE SRI LANKA:

POUR  
LA SUÈDE:

C. ord Capellen  
Peh Ki  
Linn Ziller

Yvon Jumeau  
[Signature]  
[Signature]

POUR  
LA CONFÉDÉRATION SUISSE:

[Signature]

POUR  
LA RÉPUBLIQUE DU SURINAME:

[Signature]  
[Signature]

POUR  
LE ROYAUME DU SWAZILAND:

POUR  
LA RÉPUBLIQUE ARABE SYRIENNE:

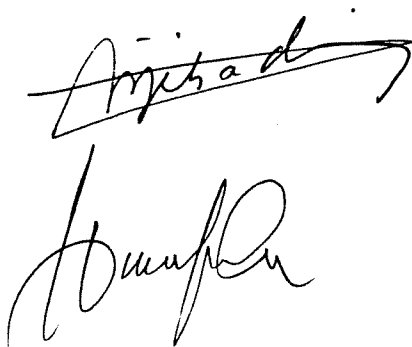
[Signature]  
[Signature]

POUR  
LA RÉPUBLIQUE DU TADJIKISTAN:

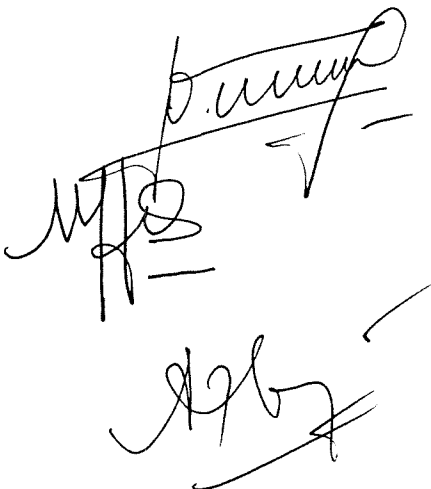
POUR  
LA RÉPUBLIQUE UNIE DE TANZANIE:

POUR  
LA THAÏLANDE:

POUR  
LA RÉPUBLIQUE DU TCHAD:

Handwritten signature in black ink, consisting of a stylized 'A' followed by 'm' and 'a' and a long horizontal stroke.

POUR  
LA RÉPUBLIQUE TOGOLAISE:

Handwritten signature in black ink, featuring a large 'B' and 'u' followed by a horizontal line and a checkmark.

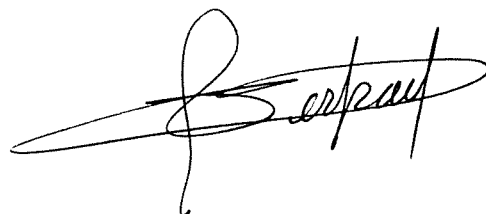
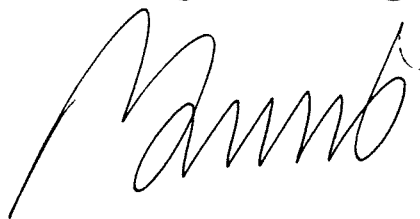
POUR  
LA RÉPUBLIQUE TCHÈQUE:

POUR  
LE ROYAUME DES TONGA:

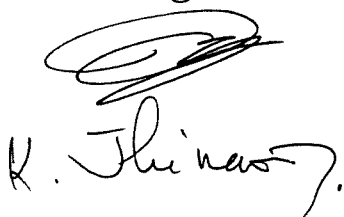


POUR  
LA RÉPUBLIQUE  
DE TRINITÉ-ET-TOBAGO:

POUR  
LA RÉPUBLIQUE DE TURQUIE:



POUR  
LA RÉPUBLIQUE TUNISIENNE:

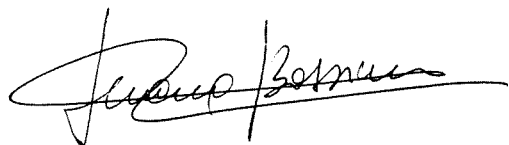


POUR  
TUVALU:

POUR  
LE TURKMÉNISTAN:

POUR  
L'UKRAINE:

POUR  
LA RÉPUBLIQUE ORIENTALE  
DE L'URUGUAY:

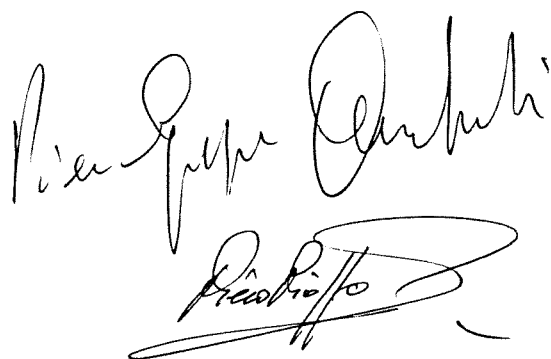


POUR  
LA RÉPUBLIQUE DE VANUATU:

POUR  
LA RÉPUBLIQUE DE VÉNÉZUÉLA:

POUR  
LA RÉPUBLIQUE SOCIALISTE  
DU VIET NAM:

POUR  
L'ÉTAT DE LA CITÉ DU VATICAN:

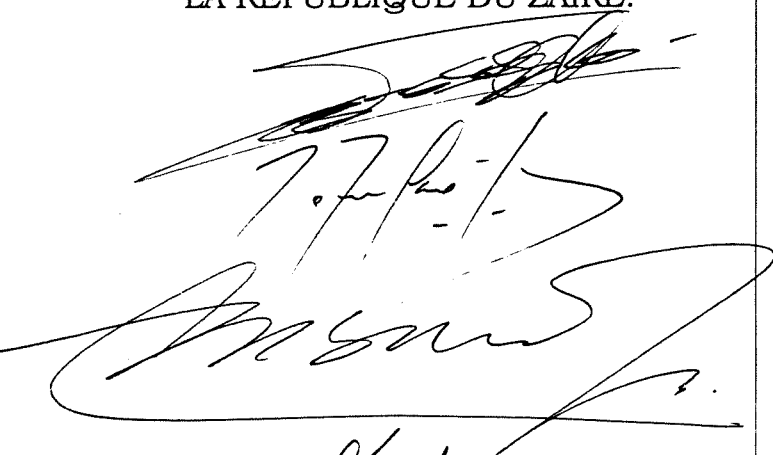
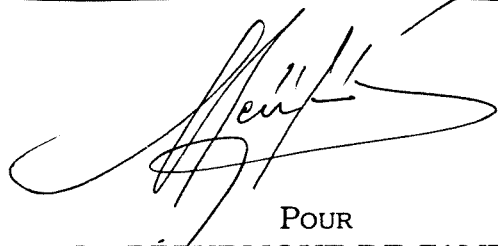


POUR  
LA RÉPUBLIQUE DU YÉMEN:

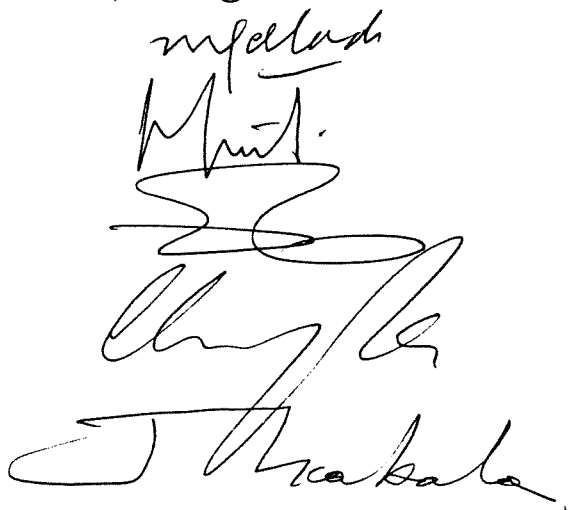
POUR  
LA RÉPUBLIQUE FÉDÉRALE  
DE YOUGOSLAVIE:

POUR  
LA RÉPUBLIQUE DE ZIMBABWE:

POUR  
LA RÉPUBLIQUE DU ZAÏRE:

A large, stylized handwritten signature in black ink, appearing to be a cursive representation of a name.A handwritten signature in black ink, featuring a prominent loop and a trailing flourish.

POUR  
LA RÉPUBLIQUE DE ZAMBIE:

A series of handwritten signatures in black ink, including the name 'Mint.' and 'Thabata'.



# Cash-on-Delivery Agreement

---



## Cash-on-Delivery Agreement

### Contents

#### Art

- 1 Purpose of the Agreement
- 2 Definition of the service
- 3 Role of the office of posting of the items
- 4 Role of the office of destination of the items
- 5 Transmission of COD money orders
- 6 Settling with senders of items
- 7 Remuneration. Preparation and settlement of accounts
- 8 Liability
- 9 Final provisions





## Cash-on-Delivery Agreement

The undersigned, plenipotentiaries of the Governments of the member countries of the Union, having regard to article 22, paragraph 4, of the Constitution of the Universal Postal Union concluded at Vienna on 10 July 1964, have, by common consent and subject to article 25, paragraph 4, of the Constitution, drawn up the following Agreement:

### Article 1

#### Purpose of the Agreement

This Agreement shall govern the exchange of cash-on-delivery (COD) items which contracting countries agree to set up in their reciprocal relations.

### Article 2

#### Definition of the service

- 1 Certain letter-post and parcel-post items may be sent cash-on-delivery.
- 2 The funds intended for the sender of the items may be sent to him:
  - a by COD money order, the amount of which shall be paid in cash in the country of origin of the item; however, if the regulations of the paying administration so permit, this amount may be paid into a postal giro account held in that country;
  - b by COD inpayment money order, the amount of which shall be entered to the credit of a postal giro account held in the country of origin of the item, if the regulations of that country's administration so permit;
  - c by transfer or inpayment to a postal giro account held either in the collecting country or in the country of origin of the item if the administrations concerned allow such procedures.

### Article 3

#### Role of the office of posting of the items

- 1 In the absence of special agreement, the COD amount shall be expressed in the currency of the country of origin of the item; however, if the COD amount is to be paid in or transferred to a postal giro account held in the country of destination, it shall be expressed in the currency of that country.

2 When the COD amount is paid by COD money order, the amount of the latter may not exceed the maximum adopted in the country of destination for the issue of money orders intended for the country of origin of the item. However, when payment is made to the sender by COD inpayment money order or by transfer, the maximum amount may be adjusted to the amount fixed for inpayment money orders or transfers. In both cases, a higher maximum may be mutually agreed on.

3 The administration of origin of the item shall freely decide the charge to be paid by the sender, in addition to the postal charges payable on the category to which the item belongs, when payment is made by COD money order or COD inpayment money order. The charge payable on a COD item paid for by COD inpayment money order shall be lower than that which would be payable on an item of the same amount paid for by COD money order.

4 The sender of a COD item may, under the conditions prescribed in article **29** of the Convention, ask for the COD amount to be cancelled, reduced or increased. If the COD amount is increased, the sender shall pay, on the increase, the charge mentioned in paragraph 3 above; this charge shall not be collected when the amount is to be credited to a postal giro account by means of an inpayment form or an advice of inpayment or transfer.

5 If the COD amount is to be paid by means of an inpayment form or an advice of inpayment or transfer to be credited to a postal giro account either in the collecting country or in the country of origin of the item, a set charge of 0.16 SDR at most shall be collected from the sender.

#### Article 4

##### Role of the office of destination of the items

1 Subject to the reservations made in the Detailed Regulations, COD money orders and COD inpayment money orders shall be subject to the provisions laid down in the Money Orders Agreement.

2 COD money orders and COD inpayment money orders shall automatically be sent by the quickest route (air or surface) to the paying office or to the giro centre responsible for crediting the accounts.

3 Furthermore, for the transfers or inpayments mentioned in article 3, paragraph 5, the administration of the country of destination shall collect on the COD amount the following charges:

- a a set charge of 0.65 SDR at most;
- b any internal charge payable on transfers or inpayments when they are made to the credit of a postal giro account held in the country of destination;
- c the charge payable on international transfers or inpayments when they are made to the credit of a postal giro account in the country of origin of the item.

#### Article 5

##### Transmission of COD money orders

COD money orders may be transmitted either direct between the issuing office and the paying office or by means of lists, as administrations prefer.

## Article 6

## Settling with senders of items

1 COD money orders relating to COD items shall be paid to senders under the conditions laid down by the administration of origin of the item.

2 The amount of a COD money order which, for any reason, has not been paid to the payee shall be kept at his disposal by the administration of the country of origin of the item; it shall be permanently acquired by that administration upon expiry of the legal prescription period in force in that country. When, for any reason, the inpayment or transfer to a postal giro account requested under article 2, b, cannot be carried out, the administration which collected the funds shall prepare a COD money order for the corresponding amount made out to the sender of the item.

## Article 7

## Remuneration. Preparation and settlement of accounts

1 The administration of origin of the item shall allocate to the administration of destination, on the amount of the charges that it has collected in application of article 3, paragraphs 3, 4 and 5, a remuneration the amount of which shall be fixed at 0.98 SDR.

2 COD items paid for by COD inpayment money order shall give rise to the allocation of the same remuneration as that which is allocated when payment is made by COD money order.

## Article 8

## Liability

1 Administrations shall be liable for the funds collected until the COD money order has been duly paid or until due entry to the credit of the payee's postal giro account. Furthermore, administrations shall be liable, up to the COD amount, for the delivery of items without collection of funds or against collection of a sum lower than the COD amount. Administrations shall assume no liability for delays which may occur in the collection and dispatch of funds.

2 No indemnity shall be payable in respect of the COD amount:

- a if the failure to collect is due to an error or negligence on the part of the sender;
- b if the item has not been delivered because it falls within the prohibitions specified in the Convention (**article 26.1, 26.2 and 26.4.2**) or in the Postal Parcels Agreement (**article 18.1.2, 1.4, 1.5, 1.6, 1.7, 1.8 and 18.2**) and the provisions of its Detailed Regulations relating to the insured value;
- c if no inquiry has been made within the period specified in article **30.1** of the Convention.

3 The obligation to pay the indemnity shall rest with the administration of origin of the item; that administration may exercise its right of recourse against the administration which was liable and which shall be bound to reimburse it, under the terms laid down in **the Detailed Regulations** of the Convention (**Reimbursement of the indemnity to the paying administration; settlement of indemnities between postal administrations**), the sums paid out on its behalf. The administration which finally bore the payment of the indemnity shall have the right of recourse, up to the amount of that indemnity, against the addressee, against the sender or against third parties. Article **37** of the Convention **and the corresponding articles of its Detailed Regulations**, relating to the time allowed for payment of the indemnity for the loss of a registered item, shall apply, for all categories of COD items, to the payment of the sums collected or the indemnity.

4 The administration of destination shall not be liable for irregularities committed when it can:

- a prove that the error was due to the non-observance of a statutory provision by the administration of the country of origin;
- b establish that, at the time of transfer to its service, the item and, in the case of a postal parcel, the dispatch note relating thereto did not bear the regulation endorsements. When liability cannot be clearly assigned to one of the two administrations, they shall bear the loss equally.

5 When the addressee returns an item which has been delivered to him without collection of the COD amount, the sender shall be advised that he may take possession of it within a period of three months, on condition that he drop all claim to payment of the COD amount or return the amount received by virtue of paragraph 1 above. If the sender takes delivery of the item, the amount reimbursed shall be repaid to the administration or administrations which bore the loss. If the sender does not take delivery of the item, it shall become the property of the administration or administrations which bore the loss.

## Article 9

### Final provisions

1 The Convention, the Money Orders Agreement, the Giro Agreement and the Postal Parcels Agreement shall be applicable, where appropriate, in all cases which do not run counter to this Agreement.

2 Conditions for approval of proposals concerning this Agreement and its Detailed Regulations

2.1 To become effective, proposals submitted to Congress relating to this Agreement and its Detailed Regulations shall be approved by a majority of the member countries present and voting which are parties to the Agreement. At least half of these member countries represented at Congress shall be present at the time of voting.

2.2 To become effective, proposals relating to the Detailed Regulations of this Agreement which have been referred by Congress to the **Postal Operations** Council for a decision or which are introduced between two Congresses shall be approved by a majority of the members of the **Postal Operations** Council which are parties to the Agreement.

2.3 To become effective, proposals introduced between two Congresses relating to this Agreement shall obtain:

**2.3.1 two thirds of the votes, at least one half of the member countries party to the Agreement having replied to the consultation,** if they involve the addition of new provisions;

**2.3.2 a majority of the votes, at least one half of the member countries party to the Agreement having replied to the consultation,** if they involve amendments to the provisions of this Agreement;

**2.3.3 a majority of the votes,** if they involve interpretation of the provisions of this Agreement.

**2.4 Notwithstanding the provisions under 2.3.1, any member country whose national legislation is as yet incompatible with the proposed addition may, within 90 days from the date of notification of the latter, make a written declaration to the Director-General of the International Bureau stating that it is unable to accept the addition.**

3 This Agreement shall come into force on 1 January **1996** and shall remain in operation until the entry into force of the Acts of the next Congress.

In witness whereof, the plenipotentiaries of the Governments of the contracting countries have signed this Agreement in a single copy which shall be deposited with the Director-General of the International Bureau. A copy thereof shall be delivered to each party by the Government of the country in which Congress is held.

Done at **Seoul, 14 September 1994.**

*See signatures below.*



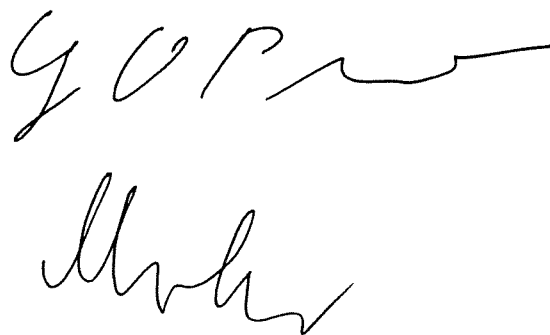
POUR  
L'ÉTAT ISLAMIQUE D'AFGHANISTAN:

POUR  
LA RÉPUBLIQUE ALGÉRIENNE  
DÉMOCRATIQUE ET POPULAIRE:



POUR  
LA RÉPUBLIQUE DE L'AFRIQUE DU SUD:

POUR  
LA RÉPUBLIQUE FÉDÉRALE  
D'ALLEMAGNE:



POUR  
LA RÉPUBLIQUE D'ALBANIE:

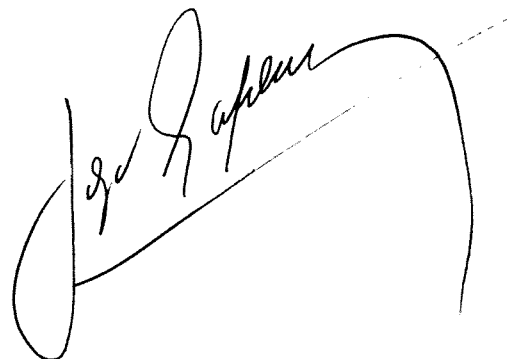


POUR  
LES ÉTATS-UNIS D'AMÉRIQUE:

Thomas F. Leancy  
Michael J. Regan  
~~John A. Miller~~  
James D. Hanner  
Theresa Parent Crina  
Eoline H. Wittman  
Charlotte Hilroy

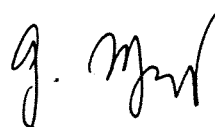
POUR  
LA RÉPUBLIQUE D'ANGOLA:

POUR  
LA RÉPUBLIQUE ARGENTINE:

A large, stylized handwritten signature in black ink, likely belonging to a representative of Argentina.

POUR  
ANTIGUA-ET-BARBUDA:

POUR  
LA RÉPUBLIQUE D'ARMÉNIE:

A handwritten signature in black ink, likely belonging to a representative of Armenia.

POUR  
LE ROYAUME DE L'ARABIE SAOUDITE:

POUR  
L'AUSTRALIE:



POUR  
LA RÉPUBLIQUE D'AUTRICHE:

*Günther Uaymann*

*Belue Baruael*

*Popm*

POUR  
LA RÉPUBLIQUE D'AZERBAÏDJAN:

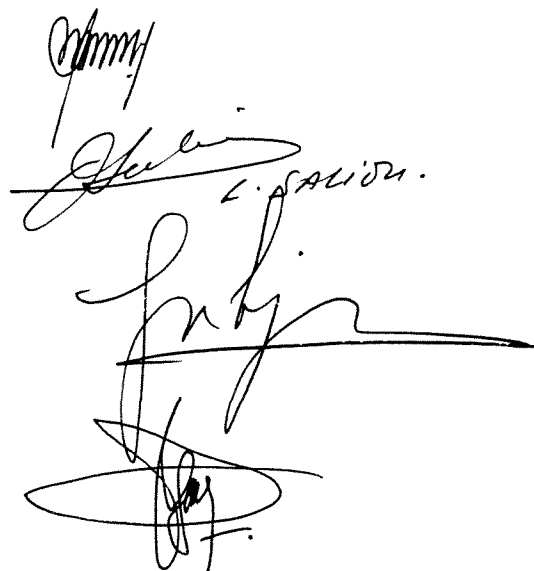
POUR  
LA RÉPUBLIQUE POPULAIRE  
DU BANGLADESH:

POUR  
LE COMMONWEALTH DES BAHAMAS:

POUR  
BARBADE:

POUR  
LA RÉPUBLIQUE DU BÉLARUS:

POUR  
LA RÉPUBLIQUE DU BÉNIN:



Légation.

POUR  
LA BELGIQUE:

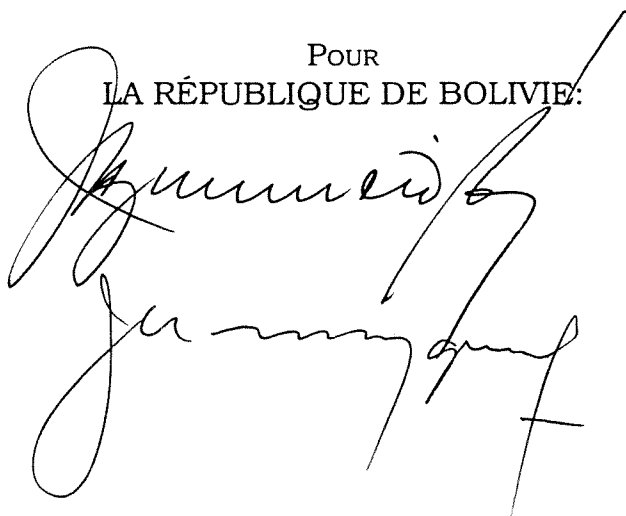
POUR  
LE ROYAUME DE BHOUTAN:

"sans réserve de ratification."



POUR  
BELIZE:

POUR  
LA RÉPUBLIQUE DE BOLIVIE:



POUR  
LA RÉPUBLIQUE DE  
BOSNIE-HERZÉGOVINE:

POUR  
LE BRUNEI DARUSSALAM:

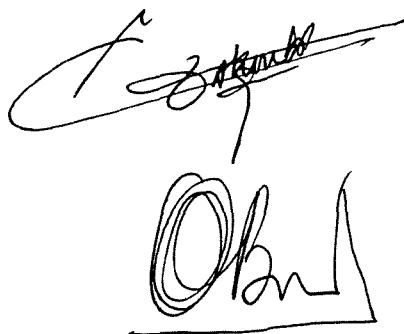
POUR  
LA RÉPUBLIQUE DU BOTSWANA:

POUR  
LA RÉPUBLIQUE DE BULGARIE:

POUR  
LA RÉPUBLIQUE FÉDÉRATIVE  
DU BRÉSIL:



POUR  
LE BURKINA FASO:



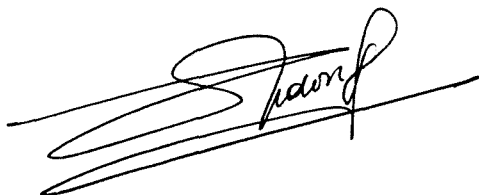
POUR  
LA RÉPUBLIQUE DU BURUNDI:



POUR  
LE ROYAUME DU CAMBODGE:

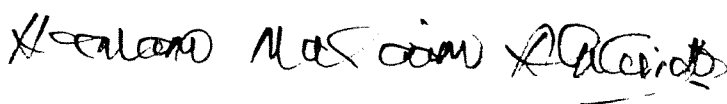


POUR  
LA RÉPUBLIQUE DU CAMEROUN:

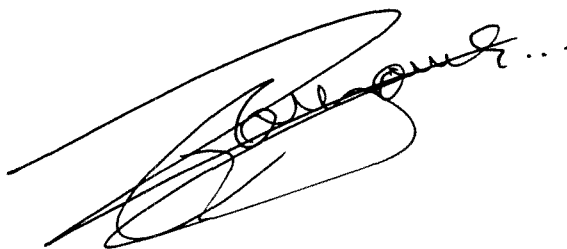


POUR  
LE CANADA:

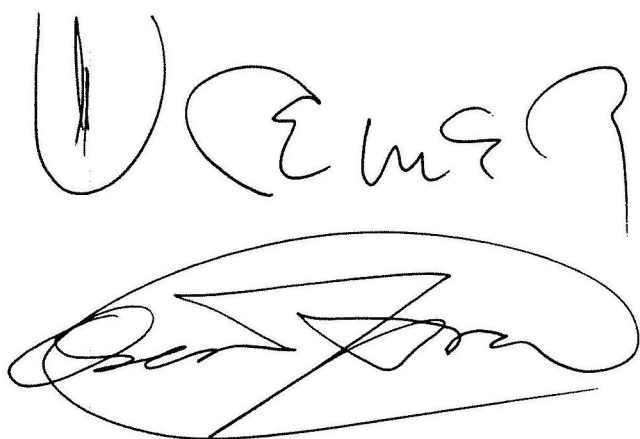
POUR  
LA RÉPUBLIQUE DU CAP-VERT:



POUR  
LA RÉPUBLIQUE CENTRAFRICAINE:



POUR  
LE CHILI:

A handwritten signature in black ink, consisting of a large 'U' shape followed by a series of loops and a long horizontal stroke.

POUR  
LA RÉPUBLIQUE POPULAIRE DE CHINE:

A handwritten signature in black ink, featuring stylized Chinese characters.A handwritten signature in black ink, featuring stylized Chinese characters.A handwritten signature in black ink, featuring stylized Chinese characters.

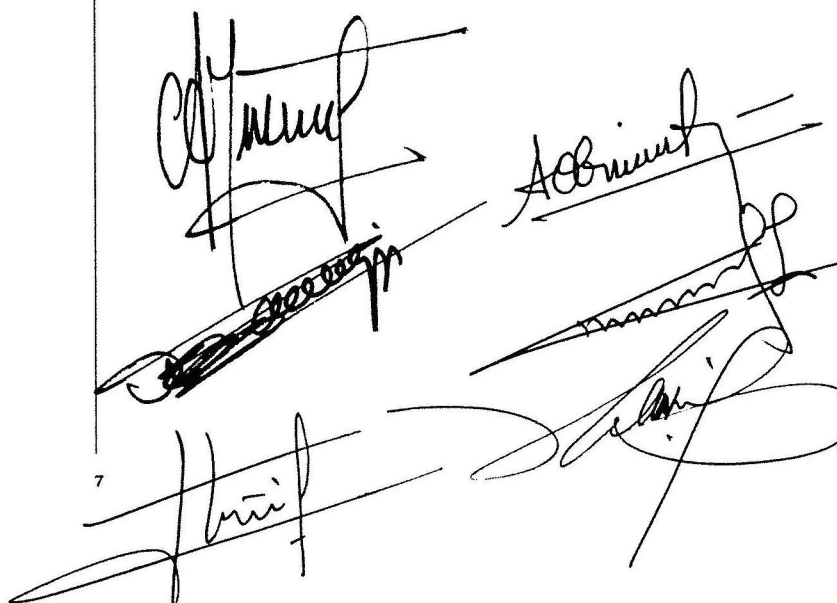
POUR  
LA RÉPUBLIQUE DE CHYPRE:

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke.

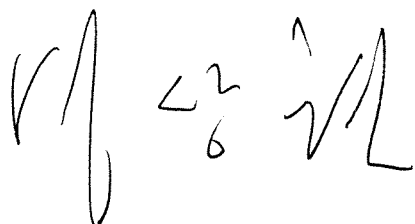
POUR  
LA RÉPUBLIQUE DE COLOMBIE:

POUR  
LA RÉPUBLIQUE FÉDÉRALE ISLAMIQUE  
DES COMORES:

POUR  
LA RÉPUBLIQUE DU CONGO:

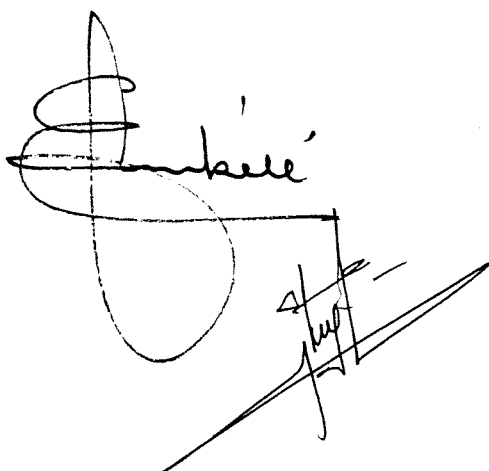
A collection of handwritten signatures in black ink, including several names and a large, stylized signature.

POUR  
LA RÉPUBLIQUE DE CORÉE:

A handwritten signature in black ink, consisting of stylized, cursive characters.

POUR  
LA RÉPUBLIQUE DE COSTA-RICA:

POUR  
LA RÉPUBLIQUE DE CÔTE D'IVOIRE:

A handwritten signature in black ink, featuring a large, stylized initial 'S' followed by cursive script.

POUR  
LA RÉPUBLIQUE DE CROATIE:

A handwritten signature in black ink, consisting of a series of fluid, cursive strokes.

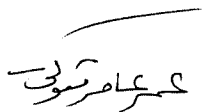
POUR  
LA RÉPUBLIQUE DE DJIBOUTI:

POUR  
LA RÉPUBLIQUE DOMINICAINE:

*A. G. Fisher*

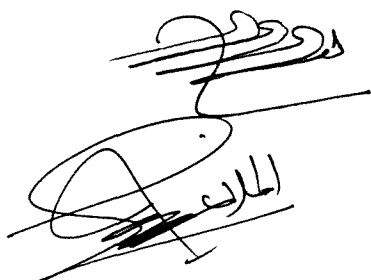
POUR  
LE COMMONWEALTH DE LA DOMINIQUE:

POUR  
LA RÉPUBLIQUE ARABE D'ÉGYPTE:



POUR  
LA RÉPUBLIQUE DE EL SALVADOR:

POUR  
LES ÉMIRATS ARABES UNIS:



POUR  
LA RÉPUBLIQUE DE L'ÉQUATEUR:



POUR  
L'ÉRYTHRÉE:




POUR  
L'ESPAGNE:

Weg Peter

POUR  
L'ÉTHIOPIE:

POUR  
FIDJI:

  
Whomfry  
Grasade

POUR  
LA RÉPUBLIQUE D'ESTONIE:

POUR  
LA RÉPUBLIQUE DE FINLANDE:

Leim Leo  
Jon Sam  
Umbrecht  
Jon Alharet  
Anne-Margi Kalter  
Quith B. J.  
Päivi Alasvare Gi

POUR  
LA RÉPUBLIQUE FRANÇAISE:

*98*  
*Heur*  
*Je pour*  
*Huey*

POUR  
LA GAMBIE:

POUR  
LA RÉPUBLIQUE DE GÉORGIE:


POUR  
LA RÉPUBLIQUE GABONAISE:

*A. Murelly*  
*D. B.*  
*P. T. T. T. T.*  
*Vant*

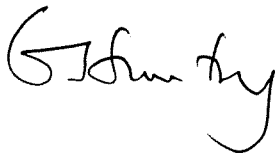
POUR  
LA RÉPUBLIQUE DU GHANA:

*Abu Sahi*  
*Isaiah*

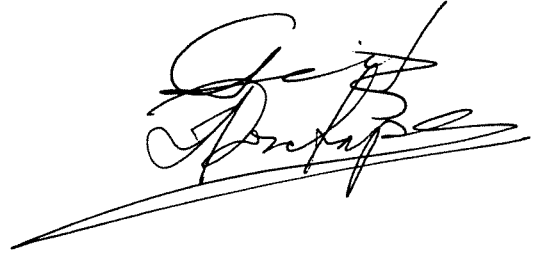
POUR  
LE ROYAUME-UNI  
DE GRANDE-BRETAGNE  
ET D'IRLANDE DU NORD,  
ÎLES DE LA MANCHE ET ÎLE DE MAN:

  
Keith Fisher.

POUR  
LES TERRITOIRES D'OUTRE-MER DONT  
LES RELATIONS INTERNATIONALES  
SONT ASSURÉES PAR  
LE GOUVERNEMENT DU ROYAUME-UNI  
DE GRANDE-BRETAGNE  
ET D'IRLANDE DU NORD:



POUR  
LA GRÈCE:



POUR  
GRENADE:

POUR  
LA RÉPUBLIQUE DU GUATÉMALA:

POUR  
LA RÉPUBLIQUE DE GUINÉE:

*Y. J. Moukoko*

*[Signature]*

POUR  
LA RÉPUBLIQUE DE GUINÉE-BISSAU:

POUR  
LA GUYANE:

*Edouard Nkasi*  
*Allyde Hamlet*

POUR  
LA RÉPUBLIQUE D'HAÏTI:

POUR  
LA RÉPUBLIQUE  
DE GUINÉE ÉQUATORIALE:

*[Signature]*

POUR  
LA RÉPUBLIQUE DU HONDURAS:

POUR  
LA RÉPUBLIQUE DE HONGRIE:

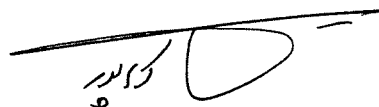
*Nóla M  
dr. Judit Tóth*

POUR  
L'INDE:

POUR  
LA RÉPUBLIQUE D'INDONÉSIE:

*Anker Agard*

POUR  
LA RÉPUBLIQUE ISLAMIQUE D'IRAN:

KARAN POOR  


POUR  
LA RÉPUBLIQUE D'IRAQ:

POUR  
L'IRLANDE:

POUR  
LA RÉPUBLIQUE D'ISLANDE:

- *Steinasson*  
*Handi P. P. P.*  
*Ragnfridsson*

POUR  
ISRAËL:

POUR  
(AL) JAMAHIRIYA ARABE LIBYENNE  
POPULAIRE SOCIALISTE:

POUR  
LA JAMAÏQUE:

POUR  
L'ITALIE:

*Luigi Martini*  
*Giuseppe Volpi*  
*Fausto Gambacciani*

POUR  
LE JAPON:

POUR  
LE ROYAUME HACHÉMITE  
DE JORDANIE:

POUR  
LA RÉPUBLIQUE DU KIRGHIZISTAN:

POUR  
LA RÉPUBLIQUE DU KAZAKHSTAN:

POUR  
LA RÉPUBLIQUE DE KIRIBATI:

POUR  
LA RÉPUBLIQUE DE KENYA:

POUR  
KUWAIT:

POUR  
LA RÉPUBLIQUE DÉMOCRATIQUE  
POPULAIRE LAO:

POUR  
L'EX-RÉPUBLIQUE YOUGOSLAVE  
DE MACÉDOINE:

POUR  
LE ROYAUME DU LESOTHO:

POUR  
LA RÉPUBLIQUE LIBANAISE:

POUR  
LA RÉPUBLIQUE DE LETTONIE:

POUR  
LA RÉPUBLIQUE DE LIBÉRIA:



POUR  
LA PRINCIPAUTE DE LIECHTENSTEIN:



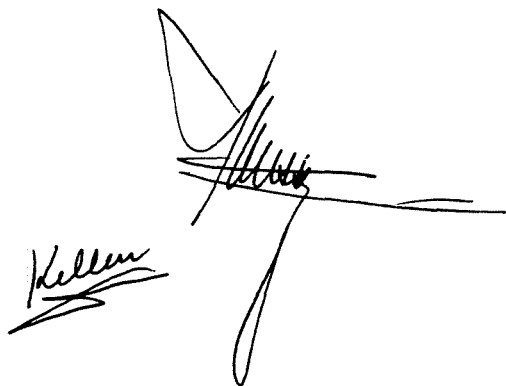
POUR  
LA RÉPUBLIQUE DE MADAGASCAR:

POUR  
LA RÉPUBLIQUE DE LITUANIE:

POUR  
LA MALAISIE:

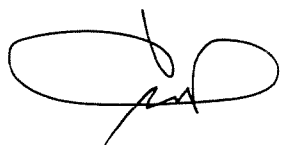
POUR  
LE LUXEMBOURG:

POUR  
MALAWI:



POUR  
LA RÉPUBLIQUE DES MALDIVES:

POUR  
LE ROYAUME DU MAROC:

محمد السادس  


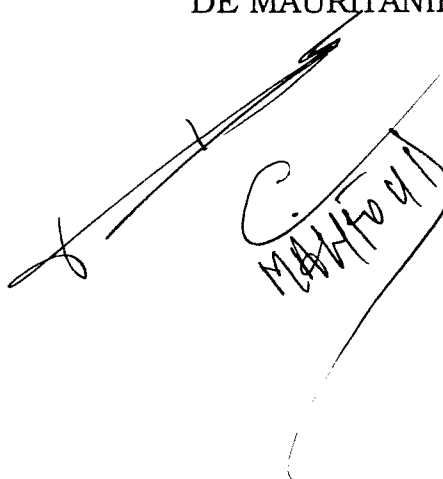
POUR  
LA RÉPUBLIQUE DU MALI:

POUR  
MAURICE:



POUR  
MALTE:

POUR  
LA RÉPUBLIQUE ISLAMIQUE  
DE MAURITANIE:

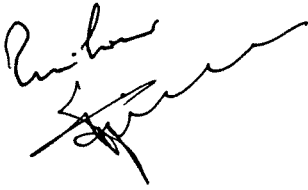
  
C. MAHFOUZI

POUR  
LES ÉTATS-UNIS DU MEXIQUE:

POUR  
LA MONGOLIE:

POUR  
LA RÉPUBLIQUE DE MOLDOVA:

POUR  
LA RÉPUBLIQUE DU MOZAMBIQUE:

A handwritten signature in black ink, consisting of several fluid, connected strokes.

POUR  
LA PRINCIPAUTÉ DE MONACO:

POUR  
L'UNION DE MYANMAR:

A handwritten signature in black ink, featuring a long horizontal line with a curved stroke crossing it from below.

POUR  
LA RÉPUBLIQUE DE NAMIBIE:

POUR  
LA RÉPUBLIQUE DU NICARAGUA:

POUR  
LA RÉPUBLIQUE DE NAURU:

POUR  
LA RÉPUBLIQUE DU NIGER:

A handwritten signature in black ink, featuring a large, stylized initial 'P' followed by several loops and a final flourish.

POUR  
LE NÉPAL:

POUR  
LA RÉPUBLIQUE FÉDÉRALE  
DU NIGÉRIA:

POUR  
LA NORVÈGE:



POUR  
LA NOUVELLE-ZÉLANDE:

POUR  
LE SULTANAT D'OMAN:

POUR  
LA RÉPUBLIQUE DE L'UGANDA:



POUR  
LA RÉPUBLIQUE D'OUZBÉKISTAN:

POUR  
LA RÉPUBLIQUE ISLAMIQUE  
DU PAKISTAN:

POUR  
LA RÉPUBLIQUE DE PANAMA:

*Ela Jaén de De la Rosa.-*

POUR  
LES PAYS-BAS:

*A. M. Lindorke*

POUR  
LA PAPOUASIE-NOUVELLE-GUINÉE:

*Bogani*

*De la Rosa*

POUR  
LES ANTILLES NÉERLANDAISES  
ET ARUBA:

*[Signature]*  
*[Signature]*  
*[Signature]*

POUR  
LA RÉPUBLIQUE DE PARAGUAY:

*[Signature]*

*[Signature]*

POUR  
LA RÉPUBLIQUE DU PÉROU:

*[Signature]*  
*[Signature]*

POUR  
LA RÉPUBLIQUE DES PHILIPPINES:

*W. Z. Lim*

POUR  
LA RÉPUBLIQUE DE POLOGNE:

POUR  
LE PORTUGAL:

*Angela*  
*[Signature]*  
*J. Norberto Silva*  
*Alfredo*  
*Spes.*

POUR  
L'ÉTAT DE QATAR:

POUR  
LA RÉPUBLIQUE POPULAIRE  
DÉMOCRATIQUE DE CORÉE:

POUR  
LA ROUMANIE:

*Thuy*

POUR  
LA FÉDÉRATION DE RUSSIE:

POUR  
SAINTE-LUCIE:

POUR  
LA RÉPUBLIQUE RWANDAISE:

POUR  
LA RÉPUBLIQUE DE SAINT-MARIN:

A handwritten signature in black ink, featuring a large, stylized initial 'A' followed by a series of loops and a long, sweeping tail that curves back towards the main body of the signature.


POUR  
SAINT-CHRISTOPHE-ET-NEVIS:

POUR  
SAINT-VINCENT-ET-GRENADINES:



POUR  
LES ÎLES SALOMON:

POUR  
LA RÉPUBLIQUE DU SÉNÉGAL:

Two handwritten signatures in black ink, one above the other, slanted to the right.

POUR  
LE SAMOA OCCIDENTAL:

POUR  
LA RÉPUBLIQUE DES SEYCHELLES:

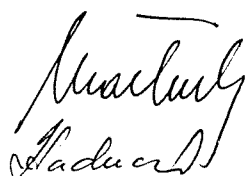
POUR  
LA RÉPUBLIQUE DÉMOCRATIQUE  
DE SAO TOMÉ-ET-PRINCIPE:

POUR  
LA RÉPUBLIQUE DE SIERRA LEONE:

POUR  
LA RÉPUBLIQUE DE SINGAPOUR:

POUR  
LA RÉPUBLIQUE DÉMOCRATIQUE  
DE SOMALIE:

POUR  
LA RÉPUBLIQUE SLOVAQUE:

A handwritten signature in black ink, appearing to read "Miroslav Hladký". The signature is written in a cursive style with a horizontal line above the first part.

POUR  
LA RÉPUBLIQUE DU SOUDAN:

POUR  
LA RÉPUBLIQUE DE SLOVÉNIE:

POUR  
LA RÉPUBLIQUE SOCIALISTE  
DÉMOCRATIQUE DE SRI LANKA:

POUR  
LA SUÈDE:

Cord Capellen  
Tel N°

*James E. Little*

Kickburr

POUR

POUR  
LA CONFÉDÉRATION SUISSE:

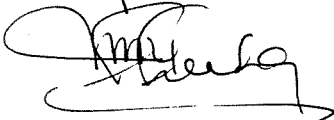


POUR  
LE ROYAUME DU SWAZILAND:

POUR  
LA RÉPUBLIQUE ARABE SYRIENNE:

Palau  
Shawin

POUR  
LA RÉPUBLIQUE DU SURINAME:



POUR  
LA RÉPUBLIQUE DU TADJIKISTAN:

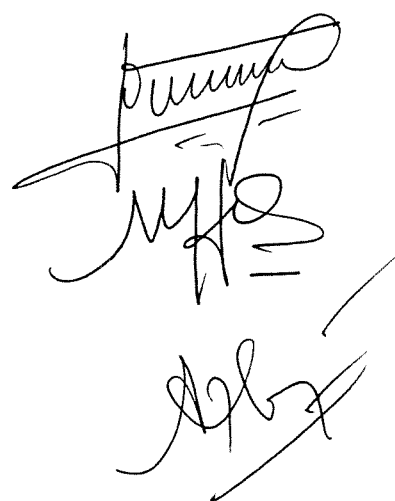
POUR  
LA RÉPUBLIQUE UNIE DE TANZANIE:

POUR  
LA THAÏLANDE:



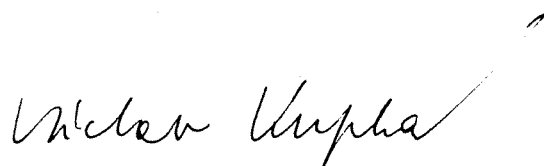
POUR  
LA RÉPUBLIQUE DU TCHAD:

POUR  
LA RÉPUBLIQUE TOGOLAISE:



POUR  
LA RÉPUBLIQUE TCHÈQUE:

POUR  
LE ROYAUME DES TONGA:



POUR  
LA RÉPUBLIQUE  
DE TRINITÉ-ET-TOBAGO:

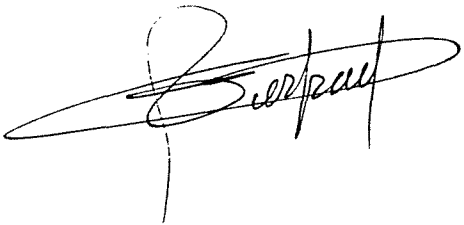
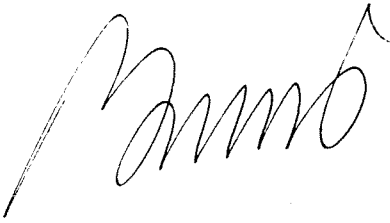
POUR  
LA RÉPUBLIQUE TUNISIENNE:



H. Jhinaoui

POUR  
LE TURKMÉNISTAN:

POUR  
LA RÉPUBLIQUE DE TURQUIE:



POUR  
TUVALU:

POUR  
L'UKRAINE:

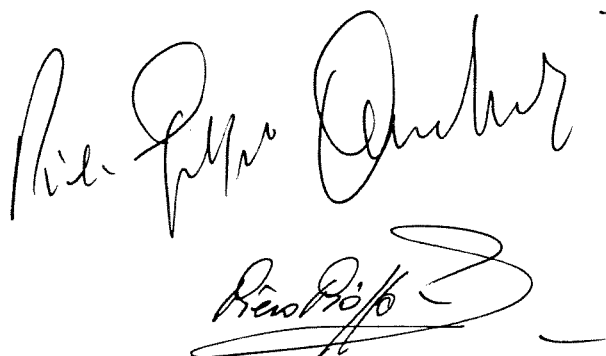
POUR  
LA RÉPUBLIQUE ORIENTALE  
DE L'URUGUAY:

POUR  
LA RÉPUBLIQUE DE VÉNÉZUÉLA:

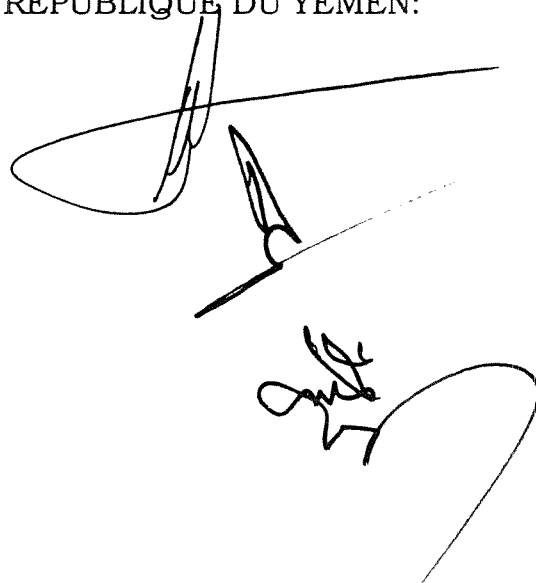
POUR  
LA RÉPUBLIQUE DE VANUATU:

POUR  
LA RÉPUBLIQUE SOCIALISTE  
DU VIET NAM:

POUR  
L'ÉTAT DE LA CITÉ DU VATICAN:

Two handwritten signatures in black ink. The top signature is a cursive script, and the bottom signature is a more stylized, bold cursive script.

POUR  
LA RÉPUBLIQUE DU YÉMEN:

Three handwritten signatures in black ink. The top signature is a large, sweeping cursive stroke. The middle signature is a smaller, more compact cursive stroke. The bottom signature is a stylized cursive stroke.

POUR  
LA RÉPUBLIQUE FÉDÉRALE  
DE YOUGOSLAVIE:

POUR  
LA RÉPUBLIQUE DE ZIMBABWE:

*Chenumba*

POUR  
LA RÉPUBLIQUE DU ZAÏRE:

*[Signature]*  
*7.7.81*  
*[Signature]*  
*[Signature]*

POUR  
LA RÉPUBLIQUE DE ZAMBIE:

*mfalasi*  
*Mint.*  
*[Signature]*  
*Ching*  
*J. Kabata*





# Decisions other than those amending the Acts

---



## Classification Key

---

1	General affairs of the Union
1.1	Member countries
1.2	Political questions
1.3	General Debate, action plan and postal strategy
1.4	Miscellaneous

---

2	Acts of the Union
2.1	General
2.2	Constitution
2.3	General Regulations
2.4	Convention
2.4.1	Questions common to the various international postal services
2.4.2	Letter post
2.4.3	Transit charges and terminal dues
2.4.4	Airmail
2.4.5	EMS
2.5	Postal parcels
2.6	Postal financial services
2.7	Washington General Action Plan (WGAP) and Seoul Postal Strategy

---

3	Union bodies
3.1	General
3.2	Congress
3.3	Executive Council (EC)/Council of Administration (CA)
3.4	Consultative Council for Postal Studies (CCPS)/Postal Operations Council (POC)
3.5	International Bureau
3.5.1	Staff
3.5.2	Documents and publications
3.5.3	Building

---

4	Finance
---	---------

---

---

5	Technical cooperation
5.1	General
5.2	United Nations Development Programme (UNDP)
5.3	UPU Special Fund

---

6	External relations
6.1	Restricted Unions
6.2	United Nations (UN)
6.3	UN specialized agencies
6.4	Other organizations
6.5	Public information

---

## Table of contents of the resolutions, decisions, recommendations, formal opinions, etc., of the 1994 Seoul Congress

Classification key	Subject	Type and number of decision	Page
1	General affairs of the Union		
1.1	Member countries		
	Removal of the ban on readmission of South Africa to the Universal Postal Union	Resolution C 4	373
	Notification to the International Bureau of information from member countries concerning the designation of the entity or entities to be responsible for fulfilling obligations arising from adherence to the Convention and Agreements and notification of the separation of governmental activities from operational and commercial activities in the case of those countries which apply this separation to postal services	Resolution C 29	394
1.3	General Debate, action plan and postal strategy		
	Admission of the media to the General Debate	Decision C 7	375
	Seoul Postal Strategy	Resolution C 95	503
1.4	Miscellaneous		
	Strategic planning and programme budgeting – roles and responsibilities	Resolution C 46	408
	Postal relations on the Korean peninsula	Resolution C 55	461
	Continuation after the Seoul Congress of the study on improving the management of the Union's work	Resolution C 59	463
	UPU Strategic Plan, Operational Plan and financial plan	Resolution C 76	488
	Study on the Union's language system	Decision C 77	489
	Proposals referred to the CA and the POC	Decision C 89	500
	Financing the priority activities of the Union	Resolution C 91	501

Classification key	Subject	Type and number of decision	Page
2	Acts of the Union		
2.1	General		
	Notification to the International Bureau of information from member countries concerning the designation of the entity or entities to be responsible for fulfilling obligations arising from adherence to the Convention and Agreements and notification of the separation of governmental activities from operational and commercial activities in the case of those countries which apply this separation to postal services	Resolution C 29	394
	Immediate application of the provisions adopted by Congress concerning the Council of Administration (CA) and the Postal Operations Council (POC)	Resolution C 41	406
	Entry into force of the Acts of the 1994 Seoul Congress	Decision C 54	460
2.3	General Regulations		
	Study on the Union's language system	Decision C 77	489
2.4	Convention		
	Recast of the Convention and the Postal Parcels Agreement and their Detailed Regulations	Resolution C 6	374
	Proposals relating to the Detailed Regulations of the Convention referred to the POC for consideration	Resolution C 87	498
	Referral to the POC of proposals concerning the Detailed Regulations considered by Congress	Resolution C 94	502
2.4.1	Questions common to the various international postal services		
	Drawing up and implementation of the new edition of the UPU List of Prohibited Articles	Resolution C 12	377
	Application of a new principle for numbering forms	Resolution C 13	378
	Completion of work on rationalizing UPU forms	Recommendation C 14	379
	Reconstitution of the CCC-UPU (Customs Co-operation Council-Universal Postal Union) Contact Committee	Resolution C 15	380
	Quality of Service Programme – 1995–1999	Resolution C 17	382
	Reconstitution of the Publishers-UPU Contact Committee	Resolution C 20	384
	UPU activities in the field of EDI 1995–1999	Resolution C 27	389
	Improvement of postal services in rural areas	Resolution C 33	398
	UPU environmental protection policy	Resolution C 34	399
	Postal security policy and strategy	Resolution C 35	401
	Liability	Resolution C 36	403
	Exclusion of prohibited and dangerous goods from the postal service	Resolution C 39	405
	Defining a standard for the introduction of an international postal code system	Decision C 40	406
	Postal relations on the Korean peninsula	Resolution C 55	461

Classification key	Subject	Type and number of decision	Page
2.4.1 Questions common to the various international postal services (cont)	Reconstitution of the Private Operators–UPU Contact Committee	Resolution C 71	485
	Preparation of accounting documents sent between administrations	Recommendation C 82	495
	Expansion of International Bureau offsetting arrangements	Resolution C 83	496
	Preparation and settlement of accounts. Monitoring the system of direct billing with AV 5 and CP 16 accounts	Resolution C 84	496
	Improvement of the quality of service of items sent in transit à découvert	Recommendation C 85	497
	Preparation and settlement of accounts. Reviewing the wording of the Detailed Regulations of the Convention and of the Postal Parcels Agreement. Preparation of an operational compendium on accounting	Decision C 86	498
2.4.2 Letter post	Liability	Resolution C 36	403
	Electronic mail service	Resolution C 47	421
	Recorded delivery service	Resolution C 49	457
	Study on international reply coupons	Resolution C 50	457
	International business reply service (IBRS)	Resolution C 51	458
	Redirection and address correction	Resolution C 52	459
	Express items	Recommendation C 53	460
	Undeliverable items	Decision C 65	474
	International household delivery service for unaddressed items	Resolution C 67	477
	International admail (International business reply service: local response)	Resolution C 68	480
	Consignment service	Resolution C 72	485
	Preparation and settlement of accounts. Reviewing the wording of the Detailed Regulations of the Convention and of the Postal Parcels Agreement. Preparation of an operational compendium on accounting	Decision C 86	498
2.4.3 Transit charges and terminal dues	Charges for handling air transit mails	Decision C 9	376
	Permanent study of terminal dues	Resolution C 32	397
2.4.4 Airmail	Charges for handling air transit mails	Decision C 9	376
	Expansion of International Bureau offsetting arrangements	Resolution C 83	496
	Preparation and settlement of accounts. Monitoring the system of direct billing with AV 5 and CP 16 accounts	Resolution C 84	496

Classification key	Subject	Type and number of decision	Page
2.4.5 EMS	EMS service	Resolution C 48	422
	Draft 1995–1999 study programme	Decision C 69	483
2.5 Postal parcels	Recast of the Convention and the Postal Parcels Agreement and their Detailed Regulations	Resolution C 6	374
	Introduction and extension of the postal parcels service	Resolution C 10	376
	Customs clearance of postal parcels containing gifts or souvenirs	Recommendation C 11	377
	Revision of land rates and sea rates	Resolution C 23	387
	Land and sea transit of parcels in closed bags	Resolution C 24	388
	Controlling inward land rates	Resolution C 25	388
	Exceptional transit land rates	Resolution C 26	389
	Proposals relating to the Detailed Regulations of the Postal Parcels Agreement referred to the POC	Resolution C 31	396
	Liability	Resolution C 36	403
	International business reply service for goods	Resolution C 66	475
	Consignment service	Resolution C 72	485
	Expansion of International Bureau offsetting arrangements	Resolution C 83	496
	Preparation and settlement of accounts. Monitoring the system of direct billing with AV 5 and CP 16 accounts	Resolution C 84	496
	Preparation and settlement of accounts. Reviewing the wording of the Detailed Regulations of the Convention and of the Postal Parcels Agreement. Preparation of an operational compendium on accounting	Decision C 86	498
	Referral to the POC of proposals concerning the Detailed Regulations considered by Congress	Resolution C 94	502
2.6 Postal financial services	Recasting of the Postal Financial Services Acts	Resolution C 60	465
	Action plan to energize the Postal Financial Services	Resolution C 61	465
	Proposals relating to the Detailed Regulations of the Postal Financial Services Agreements referred to the POC	Resolution C 62	471
	Referral to the POC of proposals concerning the Detailed Regulations considered by Congress	Resolution C 94	502
2.7 Washington General Action Plan (WGAP) and Seoul Postal Strategy	Quality of Service Programme – 1995–1999	Resolution C 17	382
	Seoul Postal Strategy	Resolution C 95	503



Classification key	Subject	Type and number of decision	Page
3	Union bodies		
3.1	General		
	Organization of UPU conferences and meetings	Recommendation C 58	463
	Continuation after the Seoul Congress of the study on improving the management of the Union's work	Resolution C 59	463
	Coordination Committee for the Permanent Bodies of the Union	Resolution C 73	486
	Institutionalization of a high-level meeting between Congresses	Resolution C 75	487
	UPU Strategic Plan, Operational Plan and financial plan	Resolution C 76	488
3.2	Congress		
	Vice-chairmanships of the 21st Congress	Decision C 1	371
	Chairmanship and vice-chairmanships of the Committees of the 21st Congress	Decision C 2	371
	Members of the restricted Committees	Decision C 3	372
	Study on the possibility of creating a "Customers' Interests Committee" at the next Universal Postal Congress	Decision C 5	374
	Admission of the media to the General Debate	Decision C 7	375
	Attendance of certain Congress Committees by the International Chamber of Commerce, as an observer	Decision C 8	375
	Entry into force of the Acts of the 1994 Seoul Congress	Decision C 54	460
	Venue of the 22nd Universal Postal Congress	Decision C 93	502
3.3	Executive Council (EC)/Council of Administration (CA)		
	Number of geographical groups for the distribution of Council of Administration seats	Decision C 18	383
	Distribution of Council of Administration seats	Resolution C 19	383
	Council of Administration and Postal Operations Council – Committee structure	Recommendation C 28	391
	Immediate application of the provisions adopted by Congress concerning the Council of Administration (CA) and the Postal Operations Council (POC)	Resolution C 41	406
	Approval of the Comprehensive report on the work of the Executive Council 1989–1994	Decision C 42	407
	Mandatory rotation of members of the Council of Administration	Decision C 45	408
	Strategic planning and programme budgeting – roles and responsibilities	Resolution C 46	408
3.4	Consultative Council for Postal Studies (CCPS)/Postal Operations Council (POC)		
	Council of Administration and Postal Operations Council – Committee structure	Recommendation C 28	391
	Composition of the Postal Operations Council	Resolution C 30	395
	Immediate application of the provisions adopted by Congress concerning the Council of Administration (CA) and the Postal Operations Council (POC)	Resolution C 41	406

Classification key	Subject	Type and number of decision	Page
3.4	Consultative Council for Postal Studies (CCPS)/Postal Operations Council (POC) (cont)	Approval of the Comprehensive report on the work of the Consultative Council for Postal Studies 1989–1994	Decision C 43 407
		Strategic planning and programme budgeting – roles and responsibilities	Resolution C 46 408
		Draft 1995–1999 study programme	Decision C 69 483
		Draft 1995–1999 study programme	Resolution C 70 484
3.5	International Bureau	UPU activities in the field of EDI 1995–1999	Resolution C 27 389
		Approval of the International Bureau Director-General's report 1989–1994	Decision C 44 407
		Efficiency of translation services within the Union	Resolution C 74 487
		Study on the Union's language system	Decision C 77 489
3.5.1	Staff	Election of the Director-General and Deputy Director-General of the International Bureau of the Universal Postal Union	Decision C 92 502
3.5.2	Documents and publications	Efficiency of translation services within the Union	Resolution C 74 487
		Information management as a UPU strategic activity	Resolution C 78 489
4	Finance	Financing of UPU technical assistance activities	Resolution C 22 386
		UPU activities in the field of EDI 1995–1999	Resolution C 27 389
		Approval of the Union's accounts for 1989–1993	Resolution C 37 404
		Aid provided by the Government of the Swiss Confederation in the field of the Union's finances	Resolution C 38 404
		Strategic planning and programme budgeting – roles and responsibilities	Resolution C 46 408
		Strategic planning and programme budgeting – roles and responsibilities	Resolution C 76 488
		Financing Union activities	Decision C 88 500
		Proposals referred to the CA and POC	Decision C 89 500
		Billing date for contributions	Decision C 90 501
		Financing the priority activities of the Union	Resolution C 91 501
		Principle of zero real growth in budget matters	Resolution C 96 517

Classification key	Subject	Type and number of decision	Page
5	Technical cooperation		
5.1	General		
	UPU technical assistance priorities and action principles	Resolution C 16	380
	Strengthening UPU presence in the field	Resolution C 21	385
	Financing of UPU technical assistance activities	Resolution C 22	386
	UPU environmental protection policy	Resolution C 34	399
	Technical cooperation among developing countries (TCDC)	Resolution C 63	472
	UPU action for the least developed countries (LDCs)	Resolution C 64	473
	Development of human resources and training	Resolution C 79	490
	PDAG work plan 1995–1999	Resolution C 80	491
	Establishment of an institute of higher postal studies under UPU auspices	Resolution C 81	495
6	External relations		
6.2	United Nations (UN)		
	Relations with the United Nations and other international organizations	Decision C 56	462
	Implementation by the specialized agencies of the Declaration on the Granting of Independence to Colonial Countries and Peoples	Decision C 57	462
6.4	Other organizations		
	Attendance of certain Congress Committees by the International Chamber of Commerce, as an observer	Decision C 8	375
	Reconstitution of the CCC–UPU (Customs Co-operation Council–Universal Postal Union) Contact Committee	Resolution C 15	380
	Reconstitution of the Publishers–UPU Contact Committee	Resolution C 20	384
	Reconstitution of the Private Operators–UPU Contact Committee	Resolution C 71	485



List of resolutions, decisions, recommendations, formal opinions, etc  
(in numerical order)

Type and number of decision		Title	Page
Decision	C 1	Vice-chairmanships of the 21st Congress	371
Decision	C 2	Chairmanship and vice-chairmanships of the Committees of the 21st Congress	371
Decision	C 3	Members of the restricted Committees	372
Resolution	C 4	Removal of the ban on readmission of South Africa to the Universal Postal Union	373
Decision	C 5	Study on the possibility of creating a "Customers' Interests Committee" at the next Universal Postal Congress	374
Resolution	C 6	Recast of the Convention and the Postal Parcels Agreement and their Detailed Regulations	374
Decision	C 7	Admission of the media to the General Debate	375
Decision	C 8	Attendance of certain Congress Committees by the International Chamber of Commerce, as an observer	375
Decision	C 9	Charges for handling air transit mails	376
Resolution	C 10	Introduction and extension of the postal parcels service	376
Recommendation	C 11	Customs clearance of postal parcels containing gifts or souvenirs	377
Resolution	C 12	Drawing up and implementation of the new edition of the UPU List of Prohibited Articles	377
Resolution	C 13	Application of a new principle for numbering forms	378
Recommendation	C 14	Completion of work on rationalizing UPU forms	379
Resolution	C 15	Reconstitution of the CCC-UPU (Customs Co-operation Council-Universal Postal Union) Contact Committee	380
Resolution	C 16	UPU technical assistance priorities and action principles	380
Resolution	C 17	Quality of Service Programme – 1995–1999	382
Decision	C 18	Number of geographical groups for the distribution of Council of Administration seats	383
Resolution	C 19	Distribution of Council of Administration seats	383
Resolution	C 20	Reconstitution of the Publishers-UPU Contact Committee	384

Type and number of decision		Title	Page
Resolution	C 21	Strengthening UPU presence in the field	385
Resolution	C 22	Financing of UPU technical assistance activities	386
Resolution	C 23	Revision of land rates and sea rates	387
Resolution	C 24	Land and sea transit of parcels in closed bags	388
Resolution	C 25	Controlling inward land rates	388
Resolution	C 26	Exceptional transit land rates	389
Resolution	C 27	UPU activities in the field of EDI 1995–1999	389
Recommendation	C 28	Council of Administration and Postal Operations Council – Committee structure	391
Resolution	C 29	Notification to the International Bureau of information from member countries concerning the designation of the entity or entities to be responsible for fulfilling obligations arising from adherence to the Convention and Agreements and notification of the separation of governmental activities from operational and commercial activities in the case of those countries which apply this separation to postal services	394
Resolution	C 30	Composition of the Postal Operations Council	395
Resolution	C 31	Proposals relating to the Detailed Regulations of the Postal Parcels Agreement referred to the POC	396
Resolution	C 32	Permanent study of terminal dues	397
Resolution	C 33	Improvement of postal services in rural areas	398
Resolution	C 34	UPU environmental protection policy	399
Resolution	C 35	Postal security policy and strategy	401
Resolution	C 36	Liability	403
Resolution	C 37	Approval of the Union's accounts for 1989–1993	404
Resolution	C 38	Aid provided by the Government of the Swiss Confederation in the field of the Union's finances	404
Resolution	C 39	Exclusion of prohibited and dangerous goods from the postal service	405
Decision	C 40	Defining a standard for the introduction of an international postal code system	406
Resolution	C 41	Immediate application of the provisions adopted by Congress concerning the Council of Administration (CA) and the Postal Operations Council (POC)	406
Decision	C 42	Approval of the Comprehensive report on the work of the Executive Council 1989–1994	407
Decision	C 43	Approval of the Comprehensive report on the work of the Consultative Council for Postal Studies 1989–1994	407
Decision	C 44	Approval of the International Bureau Director-General's report 1989–1994	407
Decision	C 45	Mandatory rotation of members of the Council of Administration	408

Type and number of decision		Title	Page
Resolution	C 46	Strategic planning and programme budgeting – roles and responsibilities	408
Resolution	C 47	Electronic mail service	421
Resolution	C 48	EMS service	422
Resolution	C 49	Recorded delivery service	457
Resolution	C 50	Study on international reply coupons	457
Resolution	C 51	International business reply service (IBRS)	458
Resolution	C 52	Redirection and address correction	459
Recommendation	C 53	Express items	460
Decision	C 54	Entry into force of the Acts of the 1994 Seoul Congress	460
Resolution	C 55	Postal relations on the Korean peninsula	461
Decision	C 56	Relations with the United Nations and other international organizations	462
Decision	C 57	Implementation by the specialized agencies of the Declaration on the Granting of Independence to Colonial Countries and Peoples	462
Recommendation	C 58	Organization of UPU conferences and meetings	463
Resolution	C 59	Continuation after the Seoul Congress of the study on improving the management of the Union's work	463
Resolution	C 60	Recasting the Postal Financial Services Acts	465
Resolution	C 61	Action plan to energize the Postal Financial Services	465
Resolution	C 62	Proposals relating to the Detailed Regulations of the Postal Financial Services Agreements referred to the POC	471
Resolution	C 63	Technical cooperation among developing countries (TCDC)	472
Resolution	C 64	UPU action for the least developed countries (LDCs)	473
Decision	C 65	Undeliverable items	474
Resolution	C 66	International business reply service for goods	475
Resolution	C 67	International household delivery service for unaddressed items	477
Resolution	C 68	International admail (International business reply service: local response)	480
Decision	C 69	Draft 1995–1999 study programme	483
Resolution	C 70	Draft 1995–1999 study programme	484
Resolution	C 71	Reconstitution of the Private Operators–UPU Contact Committee	485
Resolution	C 72	Consignment service	485
Resolution	C 73	Coordination Committee for the Permanent Bodies of the Union	486
Resolution	C 74	Efficiency of translation services within the Union	487
Resolution	C 75	Institutionalization of a high-level meeting between Congresses	487

Type and number of decision		Title	Page
Resolution	C 76	UPU Strategic Plan, Operational Plan and financial plan	488
Decision	C 77	Study on the Union's language system	489
Resolution	C 78	Information management as a UPU strategic activity	489
Resolution	C 79	Development of human resources and training	490
Resolution	C 80	PDAG work plan 1995–1999	491
Resolution	C 81	Establishment of an institute of higher postal studies under UPU auspices	495
Recommendation	C 82	Preparation of accounting documents sent between administrations	495
Resolution	C 83	Expansion of International Bureau offsetting arrangements	496
Resolution	C 84	Preparation and settlement of accounts. Monitoring the system of direct billing with AV 5 and CP 16 accounts	496
Recommendation	C 85	Improvement of the quality of service of items sent in transit à découvert	497
Decision	C 86	Preparation and settlement of accounts. Reviewing the wording of the Detailed Regulations of the Convention and of the Postal Parcels Agreement. Preparation of an operational compendium on accounting	498
Resolution	C 87	Proposals relating to the Detailed Regulations of the Convention referred to the POC for consideration	498
Decision	C 88	Financing Union activities	500
Decision	C 89	Proposals referred to the CA and POC	500
Decision	C 90	Billing date for contributions	501
Resolution	C 91	Financing the priority activities of the Union	501
Decision	C 92	Election of the Director-General and Deputy Director-General of the International Bureau of the Universal Postal Union	502
Decision	C 93	Venue of the 22nd Universal Postal Congress	502
Resolution	C 94	Referral to the POC of proposals concerning the Detailed Regulations considered by Congress	502
Resolution	C 95	Seoul Postal Strategy	503
Resolution	C 96	Principle of zero real growth in budget matters	517



Decisions of the 1994 Seoul Congress  
other than those amending the Acts  
(resolutions, decisions, recommendations,  
formal opinions, etc)

**Decision C 1/1994**

**Vice-chairmanships of the 21st Congress**

Congress

*Decides*

to approve the following list of member countries designated by the EC as prepared to assume vice-chairmanships of Congress:

- Ethiopia;
- Italy;
- Russian Federation;
- Venezuela.

(Proposal 012, 1st plenary meeting)

**Decision C 2/1994**

**Chairmanship and vice-chairmanships of the Committees of the 21st Congress**

Congress

*Decides*

to approve the following list of member countries designated by the EC as prepared to assume the chairmanship and vice-chairmanships of the Committees of Congress:

Committees		Chairmanship	Vice-chairmanships
1	Credentials	Poland (Rep)	Ecuador Spain Tunisia
2	Finance	Germany	Kuwait Mongolia Senegal
3	General Matters and Structure of the Union	Australia	Bolivia Denmark Egypt
4	Convention	Jordan	Latvia Peru San Marino
5	New Services and Markets	Brazil	Costa Rica Singapore Ukraine
6	Quality of Service	Great Britain	Malaysia Slovenia Zimbabwe
7	Parcel Post	China (People's Rep)	El Salvador Kenya Norway
8	Postal Financial Services	Morocco	Qatar Sweden Uruguay
9	Technical Cooperation	Zambia	Georgia Greece Lebanon
10	Drafting	Belgium	Central African Rep Romania Thailand

(Proposal 013, 1st plenary meeting)

### **Decision C 3/1994**

#### **Members of the restricted Committees**

Congress

*Decides*

to approve the following list of member countries designated by the EC as prepared to be members of the following restricted Committees:

*Committee 1 (Credentials)*

Chairmanship: Poland (Rep)  
Vice-chairmanships: Ecuador, Spain, Tunisia  
Members: Chile, Equatorial Guinea, Ethiopia, Ireland, Singapore, Slovakia, United Arab Emirates

*Committee 10 (Drafting)*

Chairmanship: Belgium  
Vice-chairmanships: Central African Rep, Romania, Thailand  
Members: Algeria, Benin, France, Great Britain, Italy, Switzerland, Togo, Tunisia

(Proposal 014, 1st plenary meeting)

**Resolution C 4/1994**

**Removal of the ban on readmission of South Africa to the Universal Postal Union**

Congress,

Recalling

that the 1984 Hamburg Congress in its resolution C 7/1984:

- reaffirmed the validity of resolution C 6 of the 1979 Rio de Janeiro Congress;
- confirmed the exclusion of the Republic of South Africa from the Universal Postal Union until a future Congress of the UPU decided otherwise; and
- decided that the Republic of South Africa could not take advantage of its status as a member of the United Nations to obtain readmission to the Union as long as it continued to practise its policy of apartheid,

Considering

resolution 48/1 of the United Nations General Assembly of 8 October 1993 through which that body, after noting that the transition to democracy had been incorporated in the legislation of South Africa, removed the sanctions against South Africa,

Noting

the practical implementation of the democratization process by the elections held in April 1994,

*Decides*

to remove the prohibition imposed on the Republic of South Africa not to take advantage of its status as a member country of the United Nations to obtain readmission to the Union.

(Proposal 025/Rev 2, 1st plenary meeting)

#### **Decision C 5/1994**

##### **Study on the possibility of creating a “Customers’ Interests Committee” at the next Universal Postal Congress**

Congress

*Instructs*

the Council of Administration to undertake a study on the possibility of creating a “Customers’ Interests Committee” at the next Universal Postal Congress.

(Proposal 038, 2nd plenary meeting)

#### **Resolution C 6/1994**

##### **Recast of the Convention and the Postal Parcels Agreement and their Detailed Regulations**

Congress,

In view of

1989 Washington Congress resolutions C 2 and C 14 concerning the second phase of the transfer to the EC of some of the legislative functions of Congress and the study on the structure of the Convention, the Agreements and their Detailed Regulations,

Having noted with satisfaction

the result of the EC study on the recast of the Convention and the Postal Parcels Agreement and their Detailed Regulations,

Bearing in mind the fact

that, in consultations ordered by the EC, all Union member countries had an opportunity to make observations on the recast texts,

Noting

that the new texts take into account the observations made by member countries,

*Decides*

to adopt as the basis for its discussions the final drafts of the following revised Acts:

- Universal Postal Convention (Congress – Doc 60/Add 1);
- Detailed Regulations of the Universal Postal Convention (Congress – Doc 60/Add 2);
- Postal Parcels Agreement (Congress – Doc 60/Add 3);
- Detailed Regulations of the Postal Parcels Agreement (Congress – Doc 60/Add 4).

(Proposal 01, 3rd plenary meeting)

**Decision C 7/1994**

**Admission of the media to the General Debate**

Congress

*Decides*

to admit the media to the General Debate of the 21st Congress as listeners without the right of speaking.

(Proposal 026, 3rd plenary meeting)

**Decision C 8/1994**

**Attendance of certain Congress Committees by the International Chamber of Commerce, as an observer**

Congress

*Decides*

- i to admit the International Chamber of Commerce, as an observer without the right to vote, to sittings of the following Congress Committees, if the Committee concerned agreed to this:
  - Committee 3 (General Matters and Structure of the Union);
  - Committee 4 (Convention);
  - Committee 5 (New Services and Markets);
  - Committee 6 (Quality of Service);
  - Committee 7 (Parcel Post);
- ii to instruct the Committees concerned to lay down the conditions for such attendance, namely the dates of the sittings and the agenda items for which the International Chamber of Commerce was admitted.

(Congress – Doc 91, 3rd plenary meeting)

## **Decision C 9/1994**

### **Charges for handling air transit mails**

Congress,

Having accepted  
the principle of paying the transit administration enough to cover the cost of handling airmails in transit through it,

*Instructs*

the Postal Operations Council:

- to set an appropriate rate after study;
- to prepare the methods of application to be inserted in the Detailed Regulations.

(Proposal 20. 46.91, Committee 4, 1st meeting)

## **Resolution C 10/1994**

### **Introduction and extension of the postal parcels service**

Congress,

Noting  
the results of the study conducted by the Executive Council in execution of 1989 Washington Congress resolution C 16,

Noting  
that, according to the results of this study, 22 of the 189<sup>1</sup> Union member countries have not acceded to the Postal Parcels Agreement,

Convinced  
of the need to create a universal postal parcels service in order to serve postal customers better and to combat competition,

*Renews*

its invitation to the administrations of member countries which have not yet acceded to the Agreement to introduce this service in their international postal exchanges,

*Instructs*

the International Bureau to continue the activities undertaken pursuant to 1989 Washington Congress resolution C 16 by encouraging member countries which are not party to the Postal Parcels Agreement to accede to it.

(Proposal 30. 0.1/Rev 1, Committee 7, 1st meeting)

<sup>1</sup> At 22 August 1994.

## **Recommendation C 11/1994**

### **Customs clearance of postal parcels containing gifts or souvenirs**

Congress,

Aware  
of the possible advantages of applying to postal parcels the customs clearance procedures applied to travellers' baggage,

*Recommends*

all administrations of member countries to approach their national customs authority with a view to extending to postal parcels containing gifts or souvenirs the customs clearance procedures applied to travellers' baggage, providing these procedures are more liberal than the rules applying to postal parcels.

(Proposal 30. 0.6, Committee 7, 1st meeting)

## **Resolution C 12/1994**

### **Drawing up and implementation of the new edition of the UPU List of Prohibited Articles**

Congress,

Noting  
the work in progress on preparing and implementing a new edition of the UPU List of Prohibited Articles on the basis of a new model approved by the 1989 Washington Congress,

Convinced  
of the need to make this new List available to the postal administrations of UPU member countries to facilitate execution of international postal service operations,

Aware  
of the expediency of computerizing certain UPU publications, including the UPU List of Prohibited Articles,

*Invites*

the postal administrations of Union member countries:

- to draw up, as soon as possible, their list of prohibited articles on the basis of the model approved by the 1989 Washington Congress and with the assistance of their customs administration;
- to send their list to the International Bureau so that a new edition of the List of Prohibited Articles within the UPU, containing data about the maximum number of Union member countries, can be prepared and facilitated,

*Instructs*

the UPU International Bureau to continue work on drawing up the new edition of the List of Prohibited Articles,

*Instructs*

the Postal Operations Council, assisted by the International Bureau:

- to study the possibilities of computerizing the new presentation of the List of Prohibited Articles;
- to carry out, as appropriate, the work of computerizing the List.

(Proposal 20. 0.10, Committee 4, 2nd meeting)

## **Resolution C 13/1994**

### **Application of a new principle for numbering forms**

Congress,

Noting

the results of the EC study on rationalizing UPU forms (CE 1993/C 4 – Doc 4a),

Considering

that the effects of the abolition of certain provisions of the Convention (Washington 1989), of proposals on merging or abolishing certain forms and EC work on recasting the Acts will call into question or even disrupt the consecutive numbering of UPU forms,

Aware

of the need to standardize wherever possible the presentation of the recast texts of the Acts of the Union,

*Instructs*

the Postal Operations Council to apply the new principle for numbering UPU forms, which consists in:

- i rearranging the existing series “C”, “AV” and “VD” series of forms in the Convention as a single series running from “CN 1 to CN XX”, without the addition of “bis”, “ter” and “S”, in which the “XX” numbers correspond to a specific serial number indicating the order in which the forms will appear in the future Acts of the Union;
- ii introducing some flexibility in the new numbering of the forms; two free numbers in each group of ten are set aside; they could be used later if new forms are introduced, without having to change the numbering of existing forms;
- iii keeping the old number in small characters between brackets below the new number for all forms for a transitional period up to the year 2001,



*Instructs*

The International Bureau accordingly:

- to adapt the texts of the recast Acts following application of the new principle for renumbering forms;
- to renumber the forms in the final stage of the project when the new text of the recast Acts has been adopted by Congress.

(Proposal 20. 0.13, Committee 4, 2nd meeting)

**Recommendation C 14/1994**

**Completion of work on rationalizing UPU forms**

Congress,

Having noted with satisfaction  
the result of the EC study on rationalizing UPU forms,

Stressing  
the importance of the objectives laid down in 1989 Washington Congress decision C 84 aimed at reducing the number of UPU forms, simplifying them and adapting them to new technologies,

Recognizing  
that the final decisions of the discussions on the general problems of postal operations, mainly the introduction of a new terminal dues system, and other proposals to Congress could entail numerous changes in the forms,

Considering  
that it is preferable, under these circumstances, that the forms should be adapted in a coherent manner immediately after Congress,

*Recommends*

- that the work on rationalizing UPU forms should be continued after Congress up to the first session of the Postal Operations Council, with the aim of adapting UPU forms in line with Congress decisions;
- that this work should be assigned to the reporting country of the study previously carried out by the EC, assisted by the International Bureau;
- that rationalizing forms should continue to be studied by the Postal Operations Council, particularly in respect of the use of dynamic bar codes.

(Proposal 20. 0.12, Committee 4, 2nd meeting)

## **Resolution C 15/1994**

### **Reconstitution of the CCC-UPU (Customs Co-operation Council-Universal Postal Union) Contact Committee**

Congress,

In view of  
the positive results of the work done by the CCC-UPU Contact Committee,

Considering  
that efforts to speed up and simplify customs treatment of postal items should be continued,

Taking account  
of questions whose study must be developed,

Considering  
that the cooperation between the UPU and the CCC which has existed since 1965 is in the best interests of both organizations,

*Authorizes*

the Postal Operations Council to reconstitute the CCC-UPU Contact Committee in order to continue the study of common problems.

(Proposal 20. 0.17, Committee 4, 2nd meeting)

## **Resolution C 16/1994**

### **UPU technical assistance priorities and action principles**

Congress,

In view of  
the reports presented by the Executive Council on UPU technical assistance,

Aware  
of the importance and urgency for the developing countries to continue efforts to modernize their postal services which are currently operating in a difficult economic climate,

Convinced  
of the need for the UPU:

- a to increase its aid to the developing countries by stepping up its technical assistance actions in areas regarded as having priority, particularly to promote implementation of the activities identified in the Strategic Plan;
- b to concentrate its aid on a limited number of countries for which aid is vital and urgent,

Concerned  
to guarantee that technical assistance is even more effective thanks to contractual arrangements made between the Union and the beneficiary countries,

*Convinced*

of the need to include UPU aid within the general framework of United Nations strategy and within that of the United Nations Development Programme, while giving preference to implementation of the objectives of the UPU Strategic Plan,

*Decides*

- i to draw up the groups of beneficiary countries as follows:
  - the least developed countries: first priority;
  - the remaining low-income countries and the lower middle-income countries according to the World Bank's classification: second priority;
- ii to recognize as having priority for all developing countries objectives aimed at:
  - improving the international accounts system;
  - improving operations and quality of service;
  - identifying markets and customer needs in order to satisfy them;
  - strengthening and modernizing structures and operational methods,

*Instructs*

the UPU body concerned:

- i to direct UPU technical assistance actions on the basis of the priorities established with regard to the beneficiary countries and objectives described above;
- ii to programme UPU technical assistance actions by including them in coherent development programmes put into effect by the beneficiary countries;
- iii to ensure that the following action principles are applied:
  - make the countries benefiting from the aid aware of the need for a close relationship between their national programme and postal sector objectives;
  - prepare a special programme for the least developed countries in which other countries could take part in well-defined cases;
  - take steps to ensure realistic and effective decentralization of technical assistance activities;
  - encourage efforts aimed at increasing technical cooperation among developing countries;
  - maintain and improve the system of development contracts concluded in the form of multi-year integrated projects financed within the framework of the UPU's own resources;
  - ensure that the UPU's technical assistance partners contribute towards setting up efficient machinery for coordinating and marshalling resources;
  - continue to strengthen project evaluation and follow-up as well as the monitoring of projects' real impact on the operation of the services;
  - increase existing lines of cooperation between the UPU and the Restricted Unions in the spirit of the agreements concluded with those regional organizations;
  - maintain and develop relations with the UN Regional Economic Commissions;
  - keep postal administrations informed about the sources of funding for technical assistance, other than those of the UPU and the UNDP, as well as about the procedures for obtaining funds from these sources,

*Instructs*

the Director-General of the International Bureau to make every effort to ensure proper implementation of the activities identified within the framework of the priority objectives and action principles drawn up by Congress and in accordance with the directives given by the Executive Council.

(Proposal 029, Committee 9, 2nd meeting)

**Resolution C 17/1994**

**Quality of Service Programme – 1995–1999**

Congress,

Considering

that improving quality by reducing transmission times in international mail exchanges and by enhancing the security of the world postal network and of postal items constitute an objective of primary importance for safeguarding the image of the Post in the eyes of the public,

Taking note of

the encouraging results achieved by the Permanent Project to Safeguard and Enhance the Quality of and to Modernize the International Postal Service (Washington Congress resolution C 22),

Noting

the need for the Union to continue its work relating to the improvement of quality,

*Decides*

on the implementation of a Quality of Service Programme for the period 1995–1999 for the purpose of achieving a significant improvement in the quality of the international postal service, more specifically by taking the following action:

- raising the consciousness of administrations regarding the implementation of quality standards in the international postal service;
- permanent monitoring of the quality of the international postal service worldwide;
- implementation of additional end-to-end testing of the quality of the international postal service;
- missions by quality of service consultants in the field;
- permanent monitoring of the effectiveness of the world postal network;
- permanent updating of a data base concerning the results of quality control worldwide;
- creation of an information and resource centre on international mail circulation,

*Approves*

the ceiling of the credits necessary for execution of the above plan, set at 3 688 000 CHF for the period 1995–1999,

*Instructs*

the Executive Council, in conjunction with the Consultative Council for Postal Studies and the International Bureau, to take the necessary measures to achieve significant results in the various areas covered by the Quality of Service Programme and to submit a report on its execution to the next Congress,

*Urges*

- a the member countries of the Union:
  - to do their utmost to improve the quality of the postal services offered, particularly by applying the quality standards already established or to be established;
  - to cooperate fully in any project designed to stimulate their initiatives and to draw maximum advantage from the realization of the activities initiated;
- b the member countries and the Restricted Unions to provide active support for the operations initiated within the framework of the Quality of Service Programme.

(Proposal 037, Committee 6, 1st meeting)

**Decision C 18/1994**

**Number of geographical groups for the distribution of Council of Administration seats**

Congress

*Decides*

to refer to the Council of Administration for study proposal 05/Rev 1 concerning the number of geographical groups for the distribution of Council of Administration seats.

(Proposal 05/Rev 1, Committee 3, 2nd meeting)

**Resolution C 19/1994**

**Distribution of Council of Administrations seats**

Congress,

Having approved

article 102 of the General Regulations, which lays down the composition of the Council of Administration,

*Decides*

- i to distribute the seats of that Council among the various geographical groups in the following manner:

Western hemisphere	8 seats
Eastern Europe and Northern Asia	5 seats
Western Europe	6 seats
Asia and Oceania	10 seats
Africa	11 seats

plus one seat for the chairmanship of the host country of Congress. If that country waives that right, the geographical group to which it belongs shall have an additional seat, in accordance with article 102, paragraph 2, of the General Regulations;

- ii to abrogate resolution C 11/Lausanne 1974.

(Proposal 15. 102.5/Rev 1, Committee 3, 2nd meeting)

**Resolution C 20/1994**

**Reconstitution of the Publishers–UPU Contact Committee**

Congress,

Having noted  
the results of the Publishers–UPU Contact Committee,

Considering  
that the efforts aimed at modernizing and simplifying the regulations for printed papers should be continued,

Taking account  
of questions whose study should be developed,

Considering  
that the cooperation initiated between the UPU and the Publishers is in the interest of both organizations,

Considering  
that relations between the two organizations should adopt a more commercial approach,

*Authorizes*

the Postal Operations Council to reconstitute the Publishers–UPU Contact Committee in order to continue the study of common problems.

(Committee 4, 3rd meeting)

## **Resolution C 21/1994**

### **Strengthening UPU presence in the field**

Congress,

In view of  
the report submitted by the Executive Council on increased UPU presence in the field with regard to technical assistance (Congress – Doc 54),

Noting  
that the 1993 Executive Council has considered the report on the evaluation of the results of implementing the system and has agreed to the continuation of these activities,

Considering  
that the great majority of the developing countries that participated in the survey conducted by the International Bureau consider that the presence of a UPU Regional Adviser in the field provides them with an opportunity to discuss their problems with a sufficiently competent and easily accessible partner,

Aware

- of the significant political changes in the countries of Central and Eastern Europe and of the importance and urgency of the needs of these countries' postal administrations;
- and also of the special needs of the Sub-region of the Caribbean and of the burden that responsibility for all the countries of Latin American and the Caribbean places on the Regional Adviser,

Convinced

that, in addition to the tasks already under their responsibility, the Regional Advisers should in future play a more active role in promoting and managing the postal sector as a global enterprise, particularly in helping developing countries to implement the UPU Strategic Plan,

*Instructs*

the Director-General of the International Bureau:

- to bring up to eight the number of Regional Adviser posts by creating one for the countries of Central and Eastern Europe and one for the Sub-region of the Caribbean, in the latter case, by converting a P 3 post in the International Bureau Development Cooperation Division into a Regional Adviser's post;
- to take the necessary measures for strengthening and enlarging the Regional Advisers' offices, in particular through the services of associate experts or volunteers and of task forces,

*Also instructs*

the Council of Administration:

- to provide the necessary guidance with a view to making the UPU presence in the field as effective as possible;
- to allocate the appropriate additional financial resources.

(Proposal 034, Committee 9, 3rd meeting)

## **Resolution C 22/1994**

### **Financing of UPU technical assistance activities**

Congress,

In view of  
the reports presented by the Executive Council on financing technical assistance activities,

Aware  
of the fact that, while being an essential source of finance for the UPU technical assistance programme, the UNDP provides fewer and fewer possibilities for the postal sector, both because of the reduction in the financial capability of that body and because of the change in the statutory relations between national Posts and governments,

Bearing in mind  
the growing priority needs of the developing countries,

Concerned  
by the fact that the additional resources available under the head of the UPU to cover aid needs not met by the UNDP are still inadequate despite the efforts made by certain donor countries,

Taking account  
of the need to help the developing countries to implement the objectives, programmes and projects identified as having priority within the framework of the UPU Strategic Plan and the guideline document produced by the Seoul General Debate,

#### *Decides*

- i to concentrate resources on the countries for which aid is necessary;
- ii to give priority to implementation of the objectives of the 1995–1999 Strategic Plan and to provide appropriate financial resources for that purpose;
- iii to offset the inflation recorded since the 1989 Washington Congress by setting the budgetary credit earmarked for technical assistance at 2 290 000 Swiss francs in 1996, this amount to be adjusted annually in accordance with the same rate of inflation as that taken into consideration in adjusting the budget of the Union,

#### *Recommends*

- i to countries benefiting from the aid:
  - a that they stand, depending on the resources available to them, some of the costs relating to technical assistance activities, in line with UNDP practice (cost-sharing);
  - b that they pay 25 to 50 percent, depending on their resources, of the cost of multi-year integrated projects implemented for their benefit out of UPU resources;
- ii to all countries:
  - a that they participate on a multi-year basis in maintaining the UPU Special Fund through voluntary contributions, the amount of which needs to be increased to meet increasing requirements, particularly in training;
  - b that they redouble efforts to persuade their governmental authorities to increase the resources allocated to technical assistance so that they have funds to help improve the postal services of the developing countries, either direct or through the UPU;



- c that they use the inter-administration partnership system to transfer technology on pre-arranged financing terms and applying the so-called “Build – Lease – Transfer” method,

*Instructs*

the Director-General of the International Bureau:

- i to make full use of the facilities offered by decentralization to increase consciousness-raising activities among donors and backers for postal services modernization projects in developing countries;
- ii to make approaches to donors and backers with a view to increasing financial resources for UPU technical assistance activities;
- iii to focus budgetary resources allocated to technical assistance on objectives, programmes and projects promoting implementation of priority activities identified in the UPU Strategic Plan;
- iv to encourage efforts by administrations wishing to put the partnership concept into practice within the framework of technology transfer in the postal field.

(Proposal 035, Committee 9, 3rd meeting)

**Resolution C 23/1994**

**Revision of land rates and sea rates**

Congress,

Having adopted

the new land rates and sea rates proposed by the Executive Council in conclusion of the studies pursuant to 1989 Washington Congress resolutions C 17 and C 18,

Considering

- that the system of land rates and sea rates set according to rates per parcel and per kg of gross weight of the mail allows the real cost to be better reflected, as well as simplifying calculation of those rates;
- that the guideline rates applicable to inward land rates were established in such a way that the rates enable administrations to cover the cost of handling inward parcels while ensuring that the parcel-post service remains competitive;
- that the transit land rates and sea rates were set by reference to the letter-post transit charges in accordance with the “comparative parcel-post/letter-post” method described in 1969 Tokyo Congress – Doc 13 (1969 Tokyo Documents, volume II, pages 483 to 486),

*Instructs*

the Postal Operations Council:

- i to carry out a fresh study on the amounts of the guideline rates applicable to inward land rates laid down in article 34 of the Postal Parcels Agreement (Seoul 1994), and to submit any proposals resulting from this study to the next Congress;

- ii to adjust, in accordance with articles 35.4 and 36.4 of the Agreement, the transit land rates and sea rates laid down in articles 35 and 36 of that Agreement in the event of a revision of the letter-post transit charges.

(Proposal 30. 0.3, Committee 7, 2nd meeting)

### **Resolution C 24/1994**

#### **Land and sea transit of parcels in closed bags**

Congress,

Bearing in mind

the consequences that the number and volume of bags have for the costs of land and sea transit of parcels in closed bags,

Aware

of the possible simplification of accounting procedures that would result from the adoption of a rate per kg for this traffic,

*Instructs*

the Postal Operations Council:

- to carry out a study on the possibility of introducing a rate per kilogramme for the land and sea transit of parcels in closed bags which would take account of the number of bags and their volume;
- to submit any proposals resulting from this study to the next Congress.

(Committee 7, 2nd meeting)

### **Resolution C 25/1994**

#### **Controlling inward land rates**

Congress,

Having abolished

the control ratio between outward and inward land rates,

Aware

of the competitive situation on the parcels market and of the vital need to avoid excessive prices,

*Instructs*

the Postal Operations Council:

- to consider ways of discouraging any possible excess in regard to inward land rates;
- to submit any proposals resulting from this study to the next Congress.

(Committee 7, 2nd meeting)

**Resolution C 26/1994**

**Exceptional transit land rates**

Congress,

Having adopted  
proposal 30. 34.1 calling for land rates calculated by combining a rate per parcel and a rate per  
kilogramme,

Considering  
that the reservations appearing in articles IX and XI, paragraph 2, of the Final Protocol to the  
Postal Parcels Agreement and based on the weight steps laid down in article 34, paragraph 1, of  
the Agreement (Congress – Doc 60/Add 3) have become unsuitable,

*Decides*

to abolish these reservations while inviting the administrations of Union member countries that  
truly need supplementary rates to cover their costs to submit new reservations on the basis of the  
updated system.

(Proposal 33. 0.2, Committee 7, 2nd meeting)

**Resolution C 27/1994**

**UPU activities in the field of EDI, 1995–1999**

Congress,

Recalling  
the Washington Congress resolutions aimed at introducing telematics in the Union,

In view of  
the Executive Council and Consultative Council for Postal Studies report on the activities under-  
taken in the UPU in the field of telematics (Congress – Doc 75a),

*Noting*

that a telematics project has been established in the UPU, consisting, in particular, of a global postal telecommunication network and associated network services, for the benefit of all postal enterprises,

*Considering*

that the vast majority of the postal administrations of member countries that took part in inquiries conducted by the International Bureau expressed a keen interest in participating in the project and in accessing the telematics network and services made available to them,

*Aware*

of the strategic importance of the UPU telematics project for all Union member countries,

*Convinced*

that this telematics project will make it possible to speed up considerably activities designed to improve telematic communication facilities between postal enterprises, to reduce the technological gap between them, to raise the quality of global postal services and to facilitate expansion of existing products and the creation of new products,

*Taking into account*

the Executive Council report on UPU activities in the field of EDI, 1995–1999 and its conclusions (Congress – Doc 75b),

*Urges*

the postal administrations of member countries and the Restricted Unions to participate in the UPU telematics project and to make voluntary contributions to that project,

*Instructs*

the Postal Operations Council:

- to establish an EDI Advisory Board under its authority, consisting of representatives of member countries and in whose work the International Bureau will participate. The EDI Advisory Board will be assigned responsibility for carrying out the following broad objectives:
  - a establish the policies and guidelines for activities in the area of EDI, in line with the principles and objectives approved by the Postal Operations Council;
  - b secure the necessary funds allowing continued activities in the area of EDI, including mandatory funding by all postal administrations participating in the telematics project, the income from fees calculated on the basis of the cost of the products and services provided under the project and voluntary contributions paid under the head of development activities and special projects;
  - c propose to the Postal Operations Council financial procedures applicable to EDI activities;
- to take any action considered useful for efficient operation of the UPU telematics project,

*Instructs*

the International Bureau to maintain the EDI Development Unit as a business unit under the authority of the Director-General of the International Bureau and with responsibility for:

- a conducting the telematics project in an efficient and flexible manner and according to the principles and objectives approved by the Postal Operations Council;

- b reporting regularly to the EDI Advisory Board on its results and performance, in accordance with procedures in force at the International Bureau;
- c preparing EDI Advisory Board meetings,

*Invites*

the Council of Administration to co-finance EDI activities by a contribution taken from the regular budget of a sum equivalent to at least one million Swiss francs a year, increasing annually in line with the inflation rate applicable to the budget, until other income covers expenses.

(Proposal, 010, Committee 6, 2nd meeting)

**Recommendation C 28/1994**

**Council of Administration and Postal Operations Council – Committee structure**

Congress,

In view of  
the reform of the management of the work of the Union and the restructuring of its bodies,

Taking account

of the creation of the two new bodies, the Council of Administration and the Postal Operations Council, and the responsibilities which each of these bodies will have to organize its own work and establish its own structure of Committees, Working Parties and other bodies, in accordance with the duties and responsibilities of these bodies as set forth in the relevant provisions of the Acts of the Union and also as may be supplemented by decisions of Congress,

Also taking account

of the recommendations of the Executive Council based on its studies of the management of the Union,

*Invites*

the Council of Administration and the Postal Operations Council to consider Congress – Doc 70, in so far as they deem it desirable, and to draw upon the Executive Council's views set out in annexes 1 and 2 hereto concerning the composition and functions of the Committees and Working Parties.

(Proposal 017, Committee 3, 4th meeting)

## **COUNCIL OF ADMINISTRATION**

### **CA Management Committee**

(made up of CA Chairman and Committee Chairmen plus Chairman of Strategic Planning Working Party)

- Coordinate work of CA
- Oversee all CA activities carried out under the strategic plan, draw up annual agenda and meet as necessary with POC Management Committee in joint Planning Forum
- Supervise strategic and financial plans
- Consider annually proposals on revision of CA activities and priorities
- Consider any other issue entrusted to it by the CA or the other Union bodies

### **Committee structure**

- 1 General Matters and Structure of the Union
- 2 Finance
- 3 Human Resources
- 4 Services and Standards (questions of policy and principle)
- 5 Technical Cooperation
- 6 Seoul Postal Strategy

### **Functions**

- Constitution and structure of the Union
- Public policy (trade in services, competition oversight)
- Continue the study on the management of the Union's work
- Programme budget based on the strategic plan
- Consider the annual financial report
- Resources
- Application of UN Common System to staff
- International Bureau training and management development
- International Bureau working methods
- Staff requirements
- Mandatory services (Convention)
- Optional services (Agreements)
- Quality of service
- Technical standards (implications for others potentially affected by postal standards)
- Policy and review
- UNDP programmes
- Postal Development Action Group (PDAG)
- Review member country implementation

**POSTAL OPERATIONS COUNCIL****POC Management Committee**

(made up of POC Chairman, and Vice-Chairman, Committee Chairmen and Chairman of Strategic Planning Working Party)

- Coordinate work of POC
  - Coordinate all POC activities carried out under the strategic plan and meet as necessary with CA Management Committee in joint Planning Forum
  - Consider the draft strategic and financial plans prepared by the WP and the IB
  - Contact with private couriers
- 1 Letter Post
    - Convention (commercial and operational issues)
    - Accounts, statistics, charges, terminal dues and transit charges
    - Customs, CCC-UPU contact
    - Airmail, IATA-UPU contact
    - Detailed Regulations
  - 2 Parcel Post
    - Agreement and Detailed Regulations
    - Charges
    - Service development
  - 3 Financial Services
    - Giro
    - Cash-on-Delivery
    - Money Orders
  - 4 EMS
    - Service development
    - Model agreement
  - 5 Quality of Service
    - Development of standards
    - Monitoring
    - Corrective measures
  - 6 Security
    - Security standards
    - Training and technical assistance
    - Contacts with other organizations
  - 7 Marketing and Product Development
    - Market research
    - Customer relations
    - New products
    - Press and publishing

- |   |   |
|---|---|
| 8 Modernization                                   | <ul style="list-style-type: none"><li>- ETSG</li><li>- EDI Unit</li><li>- Electronic mail, ITU-UPU contact</li><li>- ISO-UPU contact</li><li>- Automation</li><li>- Postal technology</li></ul> |
| 9 Postal Development and Seoul<br>Postal Strategy | <ul style="list-style-type: none"><li>- Global network development</li><li>- Technical cooperation support</li><li>- Strategy</li><li>- Environment</li></ul>                                   |

#### **Resolution C 29/1994**

**Notification to the International Bureau of information from member countries concerning the designation of the entity or entities to be responsible for fulfilling obligations arising from adherence to the Convention and Agreements and notification of the separation of governmental activities from operational and commercial activities in the case of those countries which apply this separation to postal services**

Congress,

In view of  
the emergence in an increasing number of countries of the situation in which governmental oversight of postal services is being separated from the actual commercial and operational management of postal services, with the body responsible for the former often called the “regulator” and the body responsible for the latter often called the “public operator”,

Considering  
the circumstance in which a member country may choose to designate more than one entity, public or private, as an operator to be responsible for fulfilling obligations arising from adherence to the Convention and Agreements,

#### *Recommends*

in order that the International Bureau may report developments regarding the legal status and organization of the members of the Union:

- i that member countries which apply the separation of governmental and regulatory activities from commercial and operational activities notify the International Bureau within six months of signing the Acts of the Union of the name and address of the governmental body responsible for overseeing postal affairs and provide the same information regarding the entity or entities designated to fulfill obligations arising from adherence to the Convention and Agreements;



- ii that member countries communicate any change in respect to this information to the International Bureau at least three months prior to the date of implementation of this change,

*Decides*

that, in the circumstance in which a government formally designates more than one entity to be responsible for fulfilling its obligations arising from adherence to the Convention and Agreements, subject to that country's internal laws and government policies, each such entity may be represented at meetings of the Union's bodies considering services for which it is responsible,

*Declares officially that*

- i the term "postal administration" in the Acts of the Union shall be defined by each member country within the framework of its national legislation;
- ii the formal and institutional references contained in the Constitution or the General Regulations and affecting postal administrations will apply to the public service operators and to the governmental authorities, in accordance with the national legislation of each country.

(Proposal 040, Committee 3, 4th meeting)

**Resolution C 30/1994**

**Composition of the Postal Operations Council**

Congress,

Considering  
the revision of article 104, paragraph 2, of the General Regulations,

*Recalling*

that postal administrations not belonging to the Postal Operations Council may, at their request, collaborate in the studies undertaken, while complying with such conditions as the Council may lay down in order to ensure the efficiency and effectiveness of its work and that they may also be called upon to chair Working Parties when their knowledge or experience warrants this,

*Decides*

that under the geographical distribution mentioned in article 104, paragraph 2, of the General Regulations, 60 percent of the Council of Administration (CA) seats allocated to each group will be reserved for the same group in the Postal Operations Council. The distribution of seats reserved by geographical distribution in the Postal Operations Council will therefore be as follows:

*Number of POC seats reserved by geographical distribution*

Group	CA	60% of CA (rounded off to the next higher unit)	Minimum guaranteed to developing countries
1 Western Hemisphere	8	5	(3)
2 Eastern Europe and Northern Asia	5	3	(3)
3 Western Europe	6	4	(0)
4 Southern Asia and Oceania	10	6	(3)
5 Africa	11	7	(7)
Total number of seats reserved by geographical distribution	40	25	(16)

(Proposal 016, Committee 3, 4th meeting)

**Resolution C 31/1994**

**Proposals relating to the Detailed Regulations of the Postal Parcels Agreement referred to the POC**

Congress,

By virtue of article 15, paragraphs 2, 3 and 10, of the Rules of Procedure of Congresses,

*Instructs*

the Postal Operations Council to consider the following proposals relating to the Detailed Regulations of the Postal Parcels Agreement:

35. RE 306.1	35. RE 1902.1	35. RE 2801.5	35. RE 3203.1
35. RE 306.2	35. RE 1902.2	35. RE 2802.1	35. RE 3205.1
35. RE 306.3	35. RE 1903.1	35. RE 3106.1	35. RE 3604.1/Rev 2
35. RE 306.4	35. RE 1904.1	35. RE 3107.1	35. RE 3604.2
35. RE 307.1	35. RE 1904.3	35. RE 3110.1	35. RE 3604.3
35. RE 307.2	35. RE 1904.4	35. RE 3111.1	35. RE 3605.1/Rev 2
35. RE 307.3	35. RE 1904.5	35. RE 3112.1	35. RE 3605.2
35. RE 307.4	35. RE 2101.1	35. RE 3112.2	35. RE 3803.1
35. RE 307.5	35. RE 2601.1	35. RE 3114.1	39. 0.1
35. RE 307.6	35. RE 2602.1	35. RE 3115.1	39. 0.2.
35. RE 1102.1	35. RE 2801.1	35. RE 3116.1	39. 2.1
35. RE 1503.1/Rev 2	35. RE 2801.2	35. RE 3117.1/Rev 1	39. 20.1
35. RE 1503.2	35. RE 2801.3	35. RE 3118.1	
35. RE 1601.1	35. RE 2801.4	35. RE 3118.2	

(Congress – Doc 13/Rev 2/Annex 1, Committee 7, 3rd meeting)

## **Resolution C 32/1994**

### **Permanent study of terminal dues**

Congress,

Having taken note  
of the work done by the Executive Council,

Considering  
that the problems associated with remuneration for services rendered by countries of destination are among the major concerns of the Union,

Believing  
that the financial relations between countries of dispatch and countries of destination must be founded on economic criteria that take account not only of costs and of the services rendered, but also of the environment in which the Posts operate, particularly with regard to the competition,

Noting  
that some administrations have for this reason introduced in their reciprocal relations a terminal dues system other than that provided for in the Convention and that these administrations, which have been joined by other administrations subjected to similar pressures of a commercial and regulatory nature, are endeavouring to improve this system so that it reflects the specific costs in each country of destination,

Observing  
that these systems, based on the principle of a calculation of terminal dues comprising two elements (a rate per kilogramme and a rate per item), by taking account of delivery costs linked to the number of items, allow the countries of destination to ensure better coverage of their costs and the countries of dispatch to assume only those costs associated with the items they dispatch, and that, moreover, the principle underlying these systems has been refined so as to allow the establishment of rates even more closely approximating costs as a function of the various shapes, letters, flats, and bulky items,

Noting  
that the work of the Executive Council included preliminary studies aimed at linking the costs of delivery and terminal dues compensation to the shapes of mail,

Considering  
that it is of the utmost importance to adopt provisions aimed at increasing the allocation of all revenue generated by terminal dues to remuneration for handling of the mail in the country of arrival and to the reimbursement, in particular, of the costs chargeable to the implementation of programmes for replacing and improving postal infrastructures, and to use those same revenues to organize and improve the international postal service, in accordance with article 1, paragraph 2, of the Constitution of the Union,

Further considering  
that the terminal dues systems adopted by the Union must protect the integrity of the entire international postal network, while safeguarding the financial and economic interests of the developing countries as well as of the developed countries, concerned about retaining their share of the domestic postal market in a commercial and competitive environment,

*Instructs*

the Council of Administration and the Postal Operations Council, in so far as each of them is concerned:

- to continue the study of the terminal dues question with a view to ensuring that administrations of destination receive equitable remuneration for handling foreign-origin mail, taking account of the elements set out in the foregoing preamble;
- to consider the possibility of establishing remuneration based on the costs specific to items which have been the subject of a special service, with priority being given to a study on registered items;
- to continue studying the possibility of establishing a specific link between the costs and the shapes of mail and of determining how that link can be taken into account in connection with terminal dues remuneration, bearing in mind the operational systems of the developing countries;
- to consider the operation of the accounting process applicable to bulk mail and to recommend amendments to be made to it between Congresses;
- to determine whether the accounting system applicable to bulk mail remains appropriate, so as to counter any abuse of the terminal dues system;
- to monitor the operation of the statistical and accounting systems used for the calculation and billing of terminal dues and to decide on amendments to be made to them between Congresses in order to improve their rules;
- to submit, if need be, to each Congress their recommendations concerning adjustments to be made to the terminal dues system along with proposals for amending the corresponding Acts.

(Proposal 039, Committee 4, 5th meeting)

**Resolution C 33/1994**

**Improvement of postal services in rural areas**

Congress,

In view of  
article 1, paragraph 2, of the Constitution, laying down the aim of the Union, which is "to secure the organization and improvement of the postal services and to promote in this sphere the development of international collaboration",

Noting  
that the majority of the population in many countries lives in rural areas,

Noting further  
that the quality of the postal services provided in rural areas of these countries is well below expectations,

Considering  
that the world's postal services will fall short of their targets if the quality of postal services in the rural areas of member countries is not brought up to the mark,

*Admitting*

that there is an urgent need to improve postal services in the rural areas of member countries,

*Considering*

that there are many factors of a substantial nature that stand in the way of improving these services,

*Considering further*

that it is beyond the capability of a single postal administration to surmount many of these obstacles,

*Recognizing*

that a united global approach is essential in order to overcome the difficulties and attain the targets,

*Instructs*

the Postal Operations Council:

- a to undertake an in-depth study of the present state of the rural postal services in member countries;
- b to identify the obstacles to improvement of the rural postal services;
- c to recommend ways and means of overcoming these obstacles and achieving the targets;
- d to submit, to this end, proposals to the next Congress;
- e to recommend, if appropriate, interim measures to the Executive Council, which will request their implementation.

(Proposal 09, Committee 6, 3rd meeting)

## **Resolution C 34/1994**

### **UPU environmental protection policy**

Congress,

*Recalling*

the 1992 Rio de Janeiro Declaration pursuant to the "Earth Summit" organized by the United Nations under the auspices of the United Nations Conference on Trade and Development (UNCTAD), which constitutes a blueprint for an environmental protection and development strategy in the 21st century, and also stresses the fundamental role to be played by all United Nations bodies, therefore including the Universal Postal Union,

*Aware*

- a of the imperative need to reduce pollution and to recycle waste materials,
- b that postal administrations, which every day handle products of all kinds that must be discarded after use, have a unique opportunity to introduce internal and external environmental changes:

- by reducing pollution;
- by purchasing and marketing environmentally designed products so as to preserve the commonwealth of natural resources;
- by using energy efficiently and cost-effectively; and
- by promoting sustainable economic and resource development initiatives,

Taking account of

a proposal submitted by the Chairman of the Executive Council urging the CCPS to undertake a study on the Post and the environment before the 21st Congress,

Noting

decision CCEP 7/1992 initiating this study and appointing the United States of America reporting country,

Considering

- a the results of the 1993 Symposium on the "Post and the environment" as reported in document CCEP 1993 – Doc 17 and its annexes;
- b the conclusions reached by the Working Party created by decision CCEP 1/1993, stressing the need to develop a postal environmental protection policy;
- c that the environment issue has been included in the UPU's future study programme;
- d that the environment protection policy for postal administrations has been included in the UPU's strategic planning process,

*Instructs*

the two Councils of the UPU, each within its respective area of responsibility:

- a to develop and adopt initiatives, standards, and programmes regarding the implementation of the following environmental protection policy for postal administrations:

*Policy*

Environmental protection is sound business practice. The economies realized by good environmental policies have proven benefits to business, industry, and government, including postal administrations. Fundamental to the Universal Postal Union's environmental commitment is that it will contribute to a sustainable development of society. This commitment will be carefully planned and implemented, consistent with technical and economic realities.

*Guiding principles*

- responsibility to public expectations and otherwise meeting or exceeding all applicable environmental laws and regulations;
- incorporating environmental considerations, at an early stage and at all levels in postal administrations, as an integral part of the planning, budgeting, and decision-making process;
- encouraging the sustainable use of natural resources by promoting pollution prevention, reducing waste, reusing and recycling materials;
- improving environmental performance on a continuing basis, as new knowledge about the environment becomes available and as resources permit;
- measuring and communicating on postal administrations' progress in protecting the environment through various established methods;

- encouraging all postal employees to consider the environment in all aspects of their professional and daily lives;
  - working closely with customers, suppliers, utilities, industry, governments, associations, and other interest groups to promote environmentally-sound practices;
- b to set up a group of experts on the environment to provide guidance, recommend actions, and monitor the implementation of the proposals;
- c to ensure that adequate human and financial resources are made available to implement the UPU environmental policy; and
- d to ensure that the International Bureau includes the environmental policy amongst its priority activities and undertakes all necessary steps to provide the assistance required,

*Strongly recommends*

member countries:

- a to become familiar with the environmental policy of the UPU;
- b to actively pursue the immediate implementation of this policy to the extent possible in their area of responsibility;
- c to maintain regular contact with the International Bureau on steps taken and assistance needed or available as well as with the national authorities responsible for environmental protection;
- d to use the tools made available by the International Bureau (manuals, operational data sheets, etc).

(Proposal 07, Committee 6, 3rd meeting)

## **Resolution C 35/1994**

### **Postal security policy and strategy**

Congress,

Recalling

Washington Congress resolution C 12/1989 calling on administrations to take action to enhance the security and integrity of international mails,

Considering

- the need to safeguard the quality of the postal services;
- that, to remain competitive in world postal markets, the Posts must include a guarantee of security in their postal activities;
- the vulnerability of the international postal system to criminal acts committed in the postal services or against them (theft, fraud, traffic in drugs, pornography, etc);
- the specialized knowledge and skill required to counter criminal activity directed against the Post and the limited resources available to counter this activity,

Aware

- of the social and business importance of maintaining public confidence in the security of postal items;
- of the fact that the problems of postal security are so significant and complex that at both the management policy and operational levels, the need exists for security to be a distinct focus of activity;
- of the urgency with which postal security actions must be undertaken,

Taking account of

- the results of the two postal security symposia conducted in April 1990 and May 1991 and the creation of the UPU Postal Security Action Group (PSAG);
- the successes achieved through the numerous security-related decisions and recommendations taken by the EC and CCPS as a result of PSAG's work as detailed in Congress – Doc 23, in the following areas:
  - quality of service;
  - setting of security standards and policies;
  - establishment of postal security networks;
  - improvements in aviation security measures;
  - arranging and promoting training and technical assistance activities;
  - increased revenue protection and generation;
  - improved contacts with Restricted Unions, international organizations and other organizations concerned with security;
- the fact that postal security issues cover both the regulatory and operational aspects of the postal business and that their development and follow-up would need attention by both the Council of Administration and the Postal Operations Council, each within its own area of responsibility,

Noting

- that the Executive Council has endorsed the study on restructuring the Union, one of whose recommendations calls for the establishment of a Committee to deal with security matters;
- that security activities have been incorporated into the UPU's strategic planning process for the future;
- that security has been included in the future UPU study programme;
- the considerable progress already made by the UPU Postal Security Action Group as regards raising awareness of the importance of security within the Union,

Urges

postal administrations:

- to adopt a security strategy at all levels of postal operations in order to maintain and increase their competitive edge in the market and enhance their public image;
- to develop regional security training courses and networks to further spread the security message;
- to use the available tools prepared by the International Bureau of the UPU (Manuals, implementation guides, directories, binders and Operational Binders, etc) to improve security of the Post,



*Decides*

to reconstitute the UPU Postal Security Action Group which would report directly to the plenary meetings of the Council of Administration and the Postal Operations Council,

*Instructs*

the Council of Administration, the Postal Operations Council and the International Bureau, each within its own area of responsibility, to ensure that appropriate measures are taken in the field of postal security by providing adequate human and financial resources to implement security-related activities.

(Proposal 046, Committee 6, 3rd meeting)

**Resolution C 36/1994**

**Liability**

Congress,

Referring

to the provisions covering different kinds of liability matters appearing in articles 34 to 38 and 46 of the Convention as well as to articles 26 to 30 and 33 of the Postal Parcels Agreement,

Aware of the fact

that postal operators must provide high-quality services to customers,

Considering

that postal liability regulations ought to be adapted to the demands of the delivery market in general,

Recognizing

that all postal procedures for establishing liability should be simplified to reduce administrative work and the cost of such work,

*Urges*

postal operators to respond to legitimate customer expectations and to speed up the treatment of customers' claims as well as of the resultant settlement,

*Instructs*

the Postal Operations Council to study and to present to the competent body, proposals for approval concerning all aspects of postal operators' accepting liability for postal items.

(Proposal 20. 0.3, Committee 4, 6th meeting)

## **Resolution C 37/1994**

### **Approval of the Union's accounts for 1989–1993**

Congress,

In view of

- a the Director-General's report on the finances of the Union (Congress – Doc 19);
- b the report of its Finance Committee (Congress – Doc 83),

*Approves*

the accounts of the Universal Postal Union for 1989–1993.

(Congress – Doc 19, Committee 2, 1st meeting)

## **Resolution C 38/1994**

### **Aid provided by the Government of the Swiss Confederation in the field of the Union's finances**

Congress,

Having considered

the report submitted by the Director-General on the Union's finances (Congress – Doc 19),

*Expresses*

its gratitude to the Government of the Swiss Confederation:

- i for its generous contribution to the Special Activities Fund following its waiver of reimbursement by the Union of advances made under the former financial system, which ended at 31 December 1990;
- ii for the generous aid it provides to the Union in the field of finance by supervising the keeping of the International Bureau accounts and by acting as external auditor of the Union's accounts;
- iii for its willingness to cover temporary financing shortfalls by making the necessary short-term advances, on conditions which are to be fixed by mutual agreement.

(Congress – Doc 19, Committee 2, 1st meeting)

## **Resolution C 39/1994**

### **Exclusion of prohibited and dangerous goods from the postal service**

Congress,

Considering

the provisions of the relevant articles of the Convention pertaining to the prohibition of mailing certain dangerous substances and articles,

Having taken note of

the proceedings of the Postal Security Action Group (PSAG) and the IATA-UPU/PSAG Joint Working Party concerning prohibited and dangerous goods, proceedings which once again underscored the gravity of the particular risks attendant upon transport by air,

Taking note

of the measures advocated by the Postal Security Action Group and the "Dangerous Goods" Subgroup of the IATA-UPU/PSAG Working Party and endorsed by the Executive Council with a view to excluding the insertion of prohibited and dangerous goods in postal items through enhanced education and awareness activities for the benefit of postal staff and customers, among other means through the organization of displays, the distribution of films, and the production of posters and literature dealing with dangerous goods,

Aware

of the work that remains to be done by postal administrations in their activities to combat the mailing of prohibited and dangerous goods,

Aware

that dangerous and prohibited items continue to circulate in postal items and that serious incidents involving loss of property and life continue to take place,

*Urges*

postal administrations, with the assistance of the UPU International Bureau, to:

- a strengthen measures aimed at preventing and detecting the insertion of prohibited and dangerous articles in postal items;
- b develop to this end educational measures suited to the local situation, for the benefit of postal customers and staff;
- c ensure wide dissemination of these measures and appropriate training for the staff, using the most effective modern technical methods.

(Proposal 028, Committee 6, 3rd meeting)

## **Decision C 40/1994**

### **Defining a standard for the introduction of an international postal code system**

Congress

*Instructs*

the Postal Operations Council to continue the study on defining a standard for the introduction of an international postal code system, bearing in mind, on the one hand, the results of CCPS sub-study 741.1, and, on the other, the reservations and recommendations made in this respect at Congress.

(Proposal 20. 0.14, Committee 6, 3rd meeting)

## **Resolution C 41/1994**

### **Immediate application of the provisions adopted by Congress concerning the Council of Administration (CA) and the Postal Operations Council (POC)**

Congress,

In view of  
the fact that it is the responsibility of the Council of Administration (CA) and the Postal Operations Council (POC), each in its own sphere, to ensure the continuity of the UPU's work between Congresses,

Considering  
that the term of office of these two bodies coincides with the period between Congresses,

Noting  
that some time elapses between the closing of Congress and the entry into force of the Acts concluded at that Congress,

Bearing in mind  
the composition and powers adopted by Congress for the Council of Administration and the Postal Operations Council,

Considering  
that the Council of Administration and the Postal Operations Council must operate without delay and must meet before the closing of Congress,

*Decides*

to bring into force immediately the provisions relating to the Council of Administration and the Postal Operations Council.

(Proposal 023, 8th plenary meeting)

**Decision C 42/1994**

**Approval of the Comprehensive report on the work of the Executive Council 1989–1994**

Congress

*Decides*

to approve the Comprehensive report on the work of the Executive Council 1989–1994.

(Congress – Doc 16, 8th plenary meeting)

**Decision C 43/1994**

**Approval of the Comprehensive report on the work of the Consultative Council for Postal Studies 1989–1994**

Congress

*Decides*

to approve the Comprehensive report on the work of the Consultative Council for Postal Studies 1989–1994.

(Congress – Doc 17, 8th plenary meeting)

**Decision C 44/1994**

**Approval of the International Bureau Director-General's report 1989–1994**

Congress

*Decides*

to approve the International Bureau Director-General's report 1989–1994.

(Congress – Doc 18, 8th plenary meeting)

## **Decision C 45/1994**

### **Mandatory rotation of members of the Council of Administration**

Congress

*Decides*

to reject the appeal by Japan asking for proposal 015 concerning the temporary non-application of the mandatory rotation of members of the Council of Administration to be considered in plenary meeting.

(Congress – Doc 92, proposal 015, 9th plenary meeting)

## **Resolution C 46/1994**

### **Strategic planning and programme budgeting – roles and responsibilities**

Congress,

In view of  
the reform of the management of the work of the Union, including the introduction of strategic planning and programme budgeting, and the restructuring of the Union's bodies,

Taking account  
of the creation of two new bodies, a Council of Administration and a Postal Operations Council, and the responsibilities which these new bodies will have, with the support and initiative of the International Bureau, to implement the Strategic Plan adopted by Congress, to update that Plan on an annual basis, and to work together in carrying out the new strategic planning and programme-budgeting processes,

Recognizing  
that it will be the responsibility of the new Council of Administration and the new Postal Operations Council to organize and adapt their work on the basis of ongoing experience and to consult with the International Bureau on developing and improving the strategic planning and programme-budgeting processes,

*Invites*

the Council of Administration, the Postal Operations Council and the International Bureau to draw upon the Executive Council recommendations for the conduct of the strategic planning and programme-budgeting processes during the period leading up to the next Congress, as set forth in the attached annexes, namely:

Annex 1 – Strategic planning/Programme budgeting/Roles and responsibilities

Annex 2 – Strategic planning process with new structure

Annex 3 – Strategic planning within UPU – Congress year – New five-year Plan

Annex 4 – Strategic planning within UPU – Annual cycle (non-Congress year) – Annual plan update

Annex 5 – Strategic planning process/Programme budgeting/Calendar of activities relating to roles and responsibilities

(Proposal 020, Committee 3, 5th meeting)

*Annex 1*

## **Strategic planning**

### **Programme budgeting**

### **Roles and responsibilities**

#### **I. Congress**

- Deals, in the General Debate, with key issues facing the UPU for the next five-year period;
- Considers proposals for how the bodies of the Union should respond to key issues and incorporates decisions on these into the draft Strategic Plan;
- Adopts a resolution through which it gives overall approval to the UPU Strategic Plan (SP) for 1995–1999, including:
  - UPU mission statement;
  - objectives, programmes, projects, activities (OPPA);
  - priorities and resources to be allocated to them;
  - allocation of strategic planning projects and activities between the Council of Administration (CA), the Postal Operations Council (POC), and the International Bureau (IB);
  - estimated costs of all activities;
  - authority for the CA and the POC, in consultation with the International Bureau, to update the Plan on an annual basis, including to reallocate resources within annual ceilings and to revise cost estimates;
  - setting of annual budget ceilings and drawing upon mandatory contributions to implement the Strategic Plan;
  - authority to draw upon additional voluntary contributions or other revenues to implement strategic planning activities in accordance with financial procedures to be approved by the CA;
- Adopts annual budget ceilings which govern the expenditure of mandatory contribution in carrying out strategic planning activities;

- Adopts a financial plan, either as an annex to the Strategic Plan or as a separate document, which provides:
  - necessary financial details for all activities included in the Strategic Plan, including all International Bureau basic functions, with clear authority for the CA and the POC, in coordination with the International Bureau, to update the budget annually in accordance with changes in the Strategic Plan;
  - flexibility to incorporate new activities or levels of activity which may be added to the Strategic Plan during the inter-Congress period and all supplementary revenue sources outside the mandatory membership contributions.

## **II. Council of Administration (CA)**

- Meets annually in the autumn and:
  - receives pre-audited reports, evaluates progress in implementing the Strategic Plan for the previous year and considers strategic developments during the year which may affect the Union and its mission and objectives as well as the CA and its programmes, projects and activities;
  - provides guidance and instructions to its Committees and Working Parties and to the International Bureau on the implementation of the Strategic Plan for the coming year;
  - annually updates the Strategic Plan and approves the programme budget for the following year on the basis of proposals submitted by the Postal Operations Council and developed by it in consultation with the CA and with the support and participation of the International Bureau;
  - provides policy guidance, in the form of resolutions or recommendations, to the POC and to the International Bureau on the implementation of studies and activities under the Strategic Plan, in accordance with its responsibilities as set forth in the Constitution and General Regulations;
  - approves inclusion of all voluntary contributions and all revenues from all other sources in the programme budget and approves as well the allocation of these revenues to any new activities or new levels of activity to be carried out under the Strategic Plan, thereby assuring that all activities and their financing are accounted for in the Strategic Plan and its related programme budget;
  - delegates responsibility to its Chairman to approve, between CA meetings, the allocation of any unanticipated additional financial resources which may become available to the Union and which have not been included in the approved Strategic Plan and programme budget and their expenditure for urgent activities, after consultation with the POC Chairman and the International Bureau, and in accordance with such additional financial procedures as it may adopt;
- Entrusts the Management Committee with reviewing in detail the Strategic Plan proposed by the POC and updating the financial plan accordingly;
- Establishes a Strategic Planning Working Party (SPWP) under the Management Committee. The role of this Working Party will be, in particular, to inform the POC about policy and guidelines issued by the CA; it will also provide liaison with the POC Strategic Planning Working Party and the International Bureau; the Chairmen of these Working Parties and the International Bureau together form the joint CA/POC/IB Strategic Planning Group; this Joint Group will deal in particular with issues relating to the annual revision and updating of the SP and the FP;



(NB: Although the representative of a country appointed to the SPWP should preferably be highly experienced in UPU and international postal activities, it would be helpful to include as well, as the occasion may warrant, the additional support of a planning expert with significant experience in domestic and national strategic planning and programme-budgeting activities.)

- Establishes a CA Management Committee (CA MC), under the chairmanship of the CA Chairman, and made up of CA Committee Chairpersons and the CA SPWP Chairman:
  - to oversee all CA activities carried out under the Strategic Plan;
  - to consider proposals to revise annually CA activities and priorities as set forth in the SP and PB;
  - to meet with the POC Management Committee in a joint Planning Forum as necessary, but at least once prior to the next Congress, to reconsider the mission of the UPU and to contribute to the process of developing the next five-year Plan for submission to Congress.

### **III. Postal Operations Council (POC)**

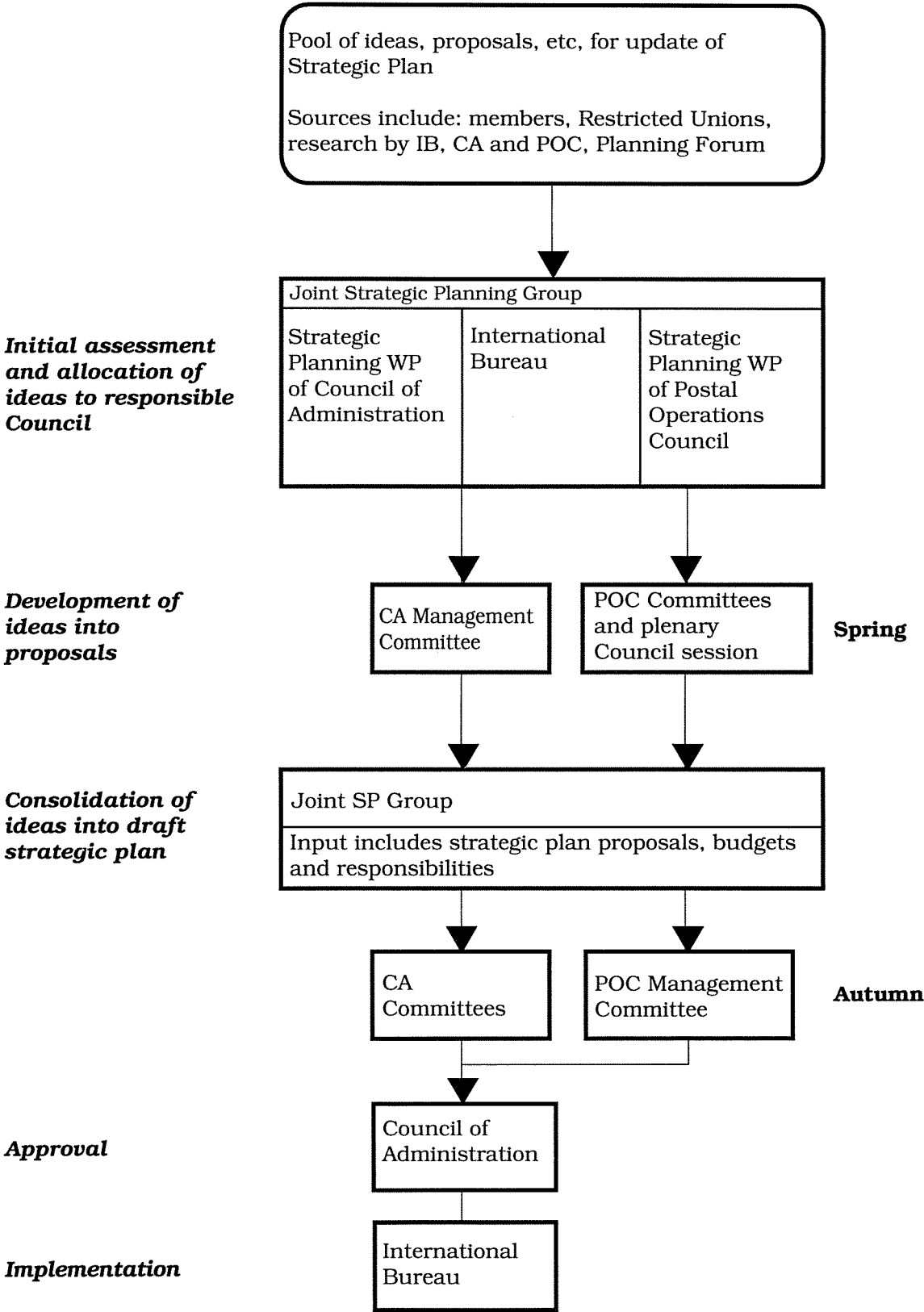
- Meets annually in the spring and:
  - assumes lead responsibility for overseeing the development and annual updating of the Strategic Plan and programme budget and for their presentation to the CA for approval;
  - receives reports and evaluates progress in implementing the Strategic Plan for the previous year and considers strategic developments during the year which may affect the Union and its mission and objectives as well as the POC and its programmes, projects and activities;
  - evaluates priorities and budget resources allocated to it by the CA for the coming year and consults with the International Bureau and the Chairman of the CA regarding any reallocation of these resources considered necessary to achieve objectives and to carry out POC programmes, projects and activities;
  - receives policy guidance on strategic planning issues from the CA in the form of CA resolutions and decisions and provides guidance and instructions to POC Committees and Working Parties and to the International Bureau on the implementation of the Strategic Plan for the coming year;
  - approves the draft Strategic Plan and its financial implications for the following year, as prepared by the International Bureau, and which are to be submitted for approval to the CA in the autumn;
- Establishes a POC Management Committee (POC MC), under the chairmanship of the POC Chairman, and made up of POC Committee Chairpersons and the Chairman of the POC SPWP:
  - to oversee all POC activities carried out under the Strategic Plan;
  - to consider proposals to revise POC activities and priorities annually as well as to re-allocate budget resources available to the POC for its activities within the framework of the Strategic Plan and programme budget approved previously by the CA;
  - to meet with the CA Management Committee in a joint Planning Forum as necessary, but at least once prior to the next Congress, to reconsider the mission of the UPU and contribute to developing the next five-year Plan for submission to Congress;

- Establishes a Strategic Planning Working Party (SPWP) under the POC Management Committee to liaise with the CA SPWP and with the International Bureau strategic planning service during the period between POC meetings (as noted, the Chairmen of these bodies form the Joint CA/POC/IB Strategic Planning Group) responsible for overseeing the work of the International Bureau in monitoring the implementation of the Strategic Plan and programme budget and developing proposals to revise them annually.  
(NB: Although the representative of a country appointed to the SPWP should preferably be highly experienced in UPU and international postal activities, it would be helpful to include as well, as the occasion may warrant, the additional support of a planning expert with significant experience in domestic and national strategic planning and programme-budgeting activities.)

#### **IV. International Bureau**

- Provides secretariat support for the Congress, the CA, and the POC for the identification of strategic issues and priorities, for the development of the Strategic Plan and programme budget, for carrying out programmes, projects and activities, and for monitoring progress in achieving objectives;
- Establishes strategic planning and programme-budgeting functions to work with International Bureau Heads of Section and with the IB Strategic Planning Group (SPG – made up of those International Bureau Heads of Section with particular responsibilities to support the strategic planning process) and to take the lead in monitoring progress in implementing the Strategic Plan and programme budget and in advising International Bureau senior management on implementation requirements; these strategic planning and programme-budgeting functions:
  - assure that all activities which require the expenditure of Union funds are identified, make recommendations to the CA and to the POC for the inclusion of these activities in an appropriate programme, project or activity in the Strategic Plan, and develop cost estimates for these activities for inclusion in the Strategic Plan and programme budget;
  - track expenditures against cost estimates and adjust cost data in the annual programme budget to provide reasonably accurate information to the CA, to the POC, and to the International Bureau senior management on the costs of Union activities;
  - collaborate with the POC SPWP, the CA SPWP and the Joint CA/POC/IB Group in the development and implementation of the Strategic Plan and the programme budget;
  - prepare reports on strategic planning and programme-budgeting issues for submission by the IB to the CA and the POC;
- Establishes a strategic planning group (SPG), made up of officials involved in this subject.

STRATEGIC PLANNING PROCESS WITH NEW UPU STRUCTURE



**Strategic planning within UPU – Congress year – New five-year plan**

	Confirm mission and objectives	Identify relevant issues to UPU	Prioritize issues	Develop five-year Strategic Plan	Approve five-year Strategic Plan*	Approval of five-year budget ceilings
Member countries	A	A	A			
Congress	D				D <sub>2</sub>	D
CA	A	A	A		D <sub>1</sub> P <sub>1</sub>	P
CA Management Committee	A	A	A	A <sub>1</sub>		
CA Committees	A	A	A			
POC	A	A	A	P <sub>3</sub>	P <sub>2</sub>	
POC Management Committee	A	A	A	P <sub>2</sub>	A	A
POC SPWP	O	O	D	O	A	A
POC Committees	A	A	A			
Joint CA/POC/IB Group	A	A	A	A <sub>1</sub>		
Planning Forum	A	A	A	A <sub>1</sub>		
IB	C P	C P	C P	C P <sub>1</sub>	P <sub>3</sub>	A

Key: A = Advisory C = Coordinate D = Decision L = Lead  
O = Oversee P = Propose A<sub>1</sub> = Comment on draft SP

\* As in a non-Congress year, the Council of Administration will be making a decision on the Strategic Plan to be submitted to Congress and to apply to the next five-year period on the basis of a proposal from the Postal Operations Council. The CA, therefore, will “approve” the Plan for submission to Congress, while the Congress itself will ultimately “approve” the Plan. (NB: *This and other requirements will require at least a brief CA meeting, perhaps immediately following the POC, during the Congress year.*)

Furthermore, in view of the involvement of the International Bureau and the Postal Operations Council in developing the Plan to be submitted to Congress, it also seems appropriate to give them a voice, along with the Council of Administration, in presenting the five-year plan at Congress. The Chairman of the CA could introduce the plan and explain areas and issues for which the CA is responsible; the Chairman of the POC could explain areas and issues for which the POC would be responsible; and the IB could explain implementation and financing implications of the plan for the IB.

**Strategic planning within UPU – Annual cycle (non-Congress year) – Annual plan update**

	Identify relevant issues to UPU	Prioritize issues	Develop/review Strategic Plan	Approve annual Strategic Plan	Approval of annual budget	Implement	Monitor and report
Member countries	A	A				L	
CA	A	A		D	D	L	A
CA Management Committee	A	A	A	A			A
CA Committees	A	A				L	A
POC	A	A	P <sub>2</sub>			L	A
POC Management Committee	A	A	P <sub>2</sub>	P <sub>1</sub> **	A		A
POC SPWP*	O	D	O	A	A	O	O
POC Committees	A	A	A			L	A
Joint CA/POC/IB Group*	A	A	A			A	A
IB*	C P	C P	C P <sub>1</sub>	C P <sub>2</sub> **	P	C L	L

Key: A = Advisory C = Coordinate D = Decision L = Lead  
O = Oversee P = Propose

\* The CA and POC Strategic Planning Working Parties and the International Bureau will form a Joint Strategic Planning Group with the ability to meet both during and between sessions of the CA and the POC, as necessary, to provide a forum for advice and consultation on the development of the Strategic Plan and financial plan and on monitoring its implementation. The Chairman of the POC SPWP will serve as facilitator of the Joint Group and the IB strategic planning expert will serve as secretary.

\*\* Each autumn the CA will approve the annual updating of the Strategic Plan for the following year on the basis of a proposal arising from the POC the previous spring. It may be helpful to have the POC Chairman and the IB share the presentation at the CA in view of their joint role in developing the proposal.

**Strategic planning****Programme budgeting****Process calendar for roles and responsibilities**

Calendar	Body	Activity
22 August– 14 September 1994	Seoul Congress	<p>Adopt Strategic Plan, ie, mission and objectives, programmes, projects, activities (OPPA; however, Congress should essentially take note of projects and activities and give general approval without discussion in detail).</p> <p>Set annual ceilings on UPU expenditures for period between Congresses.</p> <p>Authorize CA and POC, in consultation with the International Bureau, to update the Strategic Plan annually, including authority to reallocate resources within annual ceilings and to revise cost estimates.</p> <p>Allocate strategic planning projects and activities between CA and POC in accordance with responsibilities as provided in the General Regulations.</p> <p>Take note of recommendations in SP for allocation of resources among OPPA and further identify, to the extent it chooses to do so, priority programmes, projects or activities and specify minimum resources to be made available to these or other activities within annual ceilings and from mandatory contributions.</p> <p>NB: The Strategic Plan adopted by Congress will apply to the period from 1995 to 1999, although for the first year, 1995, the related programme budget will be implemented on a trial basis alongside the present budget system in order to provide for a transition period for the refinement of the new system.</p>
24 August– 13 September 1994	International Bureau	Monitor results of the General Debate and other decisions taken during Congress which require incorporation into the Strategic Plan and update the Plan, including financial implications and allocation of responsibilities, accordingly for review and adoption by Congress.

Calendar	Body	Activity
12 September 1994	Council of Administration	<p>Constituent meeting.</p> <p>Determine the number of Committees and their duties, taking account of the recommendations from Congress based upon proposals for restructuring.</p> <p>Elect Committee Chairmen and Vice-Chairmen and also designate Chairman and members of Strategic Planning Working Party so that the latter can begin to liaise with the POC Strategic Planning WP and with the International Bureau, as part of the Joint Strategic Planning Group.</p> <p>Circumstances permitting, allocate tasks arising from decisions of Congress and incorporated in the Strategic Plan and all other OPPA tasks included in the Plan among the various Committees.</p>
12 September 1994	Postal Operations Council	<p>Constituent meeting.</p> <p>Determine the number of Committees and their duties, taking account of the recommendations from Congress based upon proposals for restructuring.</p> <p>Elect Chairman, Vice-Chairmen, and Committee Chairmen and Vice-Chairmen and also designate Chairman and members of Strategic Planning Working Party so that the latter can begin to liaise with the CA Strategic Planning WP and with the International Bureau, as part of the Joint Strategic Planning Group.</p> <p>Circumstances permitting, allocate tasks arising from decisions of Congress and incorporated in the Strategic Plan and all other OPPA tasks included in the Plan among the various Committees.</p>
October 1994–January 1995	International Bureau	<p>Review OPPA and, if necessary, develop recommendations for allocation of tasks among CA and POC Committees, in consultation with CA SPWP and POC SPWP Chairmen.</p> <p>Monitor developments following Congress and identify issues which may influence the Strategic Plan and its priorities and resource requirements, particularly for 1995.</p>

Calendar	Body	Activity
		<p>Continue work on update of Strategic Plan and programme budget for 1995 to be implemented on a trial basis.</p> <p>Continue preparing to implement the Strategic Plan and programme budget for 1995, assuring that the computerized budget and accounting management information system is available to support the programme budget to be introduced in 1995 on a trial basis alongside the present budget system.</p>
January 1995	POC SPWP, POC MC and plenary ; CA SPWP and CA MC	<p>Review the Joint SP Group recommendations to finish allocation of OPPA among the various Committees, if necessary, and consider further proposals for implementing the SP in 1995 or for updating the SP for 1996, including identification of new issues, changes in priorities, or reallocation of resources.</p> <p>Committees will determine requirements for Working Parties and reporting countries and allocate OPPA among them, taking account of recommendations from Joint SP Group.</p> <p>Reporting countries and Working Parties begin organizing to implement the Strategic Plan for 1995.</p> <p>As the programme budget will replace the traditional budget in 1996, the POC Strategic Plan (SP) and programme budget (PB) recommendations for 1996 must identify all POC programmes, projects and activities to be carried out within the framework of the mandatory budget and the budgetary resources required for these activities and must separately identify potential further activities requiring additional resources outside the mandatory budget and possible sources of financing for them.</p> <p>POC will finally approve proposals to update the SP for 1996 for consideration by the CA.</p>
February 1995– October 1995	Joint SP Group	<p>Monitor implementation of SP by POC and by International Bureau, perform research and collect data as required by SP projects and activities, meet as necessary, and prepare reports and recommendations for CA.</p>



Calendar	Body	Activity
February 1995– October 1995	CA and POC Committees and WPs; International Bureau	<p>Implement Strategic Plan for 1995.</p> <p>Identify issues with potential policy implications for which CA guidance may be required and begin consultation with CA Committee and WP counterparts which may already have been established during the CA constituent meeting at Congress; otherwise, note such issues for consideration at the October CA and bring to the attention of POC MC and of Joint SP Group.</p>
October 1995	CA SPWP, CA MC and CA plenary	<p>Review Joint SP Group recommendations to finish allocation of OPPA among the various Committees, if this has not been accomplished during the constituent meeting at Congress, and consider further proposals for implementing and financing the SP in 1996.</p> <p>Committees will determine requirements for Working Parties and reporting countries and allocate OPPA among them, taking account of recommendations from Joint SP Group.</p> <p>Reporting countries and Working Parties begin organizing to implement the Strategic Plan for 1996.</p> <p>(As the CA will not meet until the autumn of 1995, a year after Congress, ideally the CA will have allocated its work, designated the reporting countries and created the Working Parties, at least for key oversight areas such as terminal dues, the strategic planning and programme budgeting functions, and perhaps security and postal development, at its constituent meeting during Congress, or at latest at a CA Management Committee meeting during the January 1995 POC.)</p> <p>Consider POC proposals for updating the SP and PB for 1996, including identification of new issues, changes in priorities, or reallocation of resources.</p>

Calendar	Body	Activity
		<p>As previously noted, the programme budget submitted to the CA for consideration will replace the traditional budget in 1996, and the Strategic Plan (SP) and programme budget (PB) recommendations for 1996, therefore, must identify all POC and CA programmes, projects and activities to be carried out within the framework of the mandatory budget and the budgetary resources required for these activities and must separately identify potential further activities requiring additional resources outside the mandatory budget and possible sources of financing for them; furthermore, both the SP and the PB must also assure that all International Bureau basic functions have been identified and included within the OPPA framework.</p> <p>The Strategic Plan and programme budget for 1996 must also clearly distinguish resources to be made available to the POC for activities for which it is responsible from resources to be made available to the CA.</p> <p>Within the framework of the resources allocated to the POC for 1996, therefore, the POC should be able to reallocate resources during 1996 as it considers necessary, after consultation with the International Bureau and the Chairman of the CA to assure that this does not adversely affect activities they must carry out in 1996.</p> <p>With respect to potential activities which could be carried out in 1996 on the basis of resources obtained from voluntary contributions or from other sources outside the mandatory budget, all such extra-mandatory budget financial resources known at the time of the October 1995 CA must also be included in the programme budget for 1996 and their allocation to specific activities must be approved by the CA.</p>
1996-1999	CA, POC and IB	<p>Although 1995 will not be a typical inter-Congress year, as it is the first year after a Congress when the work of implementing the Strategic Plan is just getting organized and new Committees and Working Parties are just being designated, a process similar to that described above for 1995 will be required for each subsequent year up to the next Congress.</p>

Calendar	Body	Activity
		During this period, the draft Strategic Plan and programme budget for the next five-year period, 2000–2004, will have to be developed and approved for recommendation to Congress.
February/ March 1999	Final POC	Approve both the recommendation to the CA for annual update of SP for 2000 and the recommendation to the CA for next five-year SP to be proposed to Congress.
February/ March 1999	Final CA	Consider and approve both POC recommendation for annual update of SP for 2000 and also POC recommendation for next five-year SP and PB to be proposed to Congress.
		NB: During a Congress year it is recommended that the CA hold at least a brief meeting immediately following the final POC to consider final proposals to Congress and to approve the draft SP to be proposed to Congress.

## Resolution C 47/1994

### Electronic mail services

Congress,

Noting with satisfaction

- i the significant development of electronic mail services in certain countries;
- ii the work done by the CCPS in the field of electronic mail,

Aware of the fact

- that, except as regards the bureaufax type services, the number of administrations offering electronic mail services is still relatively small;
- that there is, however, a growing demand by customers for development of these services at international level;
- that in some countries 70 percent of letter-post items are computer-generated;
- that electronic mail services are strategically important to the Post,

*Instructs*

the Postal Operations Council to prepare, distribute and update:

- i one or more model framework agreements and regulations to facilitate the conclusion of bilateral agreements relating to electronic mail services;
- ii recommendations concerning the operation of electronic mail services.

(Proposal 20. 0.25, Committee 5, 2nd meeting)

**Resolution C 48/1994**

**EMS**

Congress,

Noting with satisfaction

the progress made since the 1989 UPU Congress on the development of EMS as a world-class international postal express product/service,

Noting further

- the significant expansion in the number of EMS partners and in the size of the domestic and international networks, and consequently in the accessibility of the EMS service to customers throughout the world;
- the steady increase in EMS traffic and revenues and their growing importance for the profitability of postal services,

Conscious

of the need for postal administrations to maintain the competitiveness of EMS in the marketplace and to satisfy growing customer needs and expectations,

Convinced

of the value of continuing the development of the EMS product/service within postal administrations and at UPU level,

*Decides*

to approve continuation of the EMS activities carried out by the CCPS in pursuance of Washington Congress resolution C 25, activities for which the Postal Operations Council will be responsible with the participation and support of the International Bureau,

*Endorses*

the existing CCPS recommendations and the Framework Agreement on EMS items and its Regulations, attached hereto,

*Instructs*

the CCPS (or Postal Operations Council)

- to make further recommendations on EMS issues and to amend existing recommendations as necessary;
- to monitor the quality of EMS once a year by means of tests organized by the International Bureau and by making greater use of computerized track and trace systems;
- to organize annual meetings for all administrations providing the EMS service,

*Instructs*

the International Bureau to lend its full support to the development of EMS and to continue distributing and updating the publications concerning this service.

(Proposals 20. 0.2, 20. 0.23 and 20. 0.24, Committee 5, 2nd meeting)

Recommendation	Reference documents and provisions
1	CCEP 3/1986
2	CCEP 4/1986
	CCEP 2/1990
	CCEP 3/1992
3	CCEP 10/1987
	EMS Framework Regulations, article 103
4	CCEP 9/1986
	CCEP 2/1992
5	CCEP 2/1986
6	CCEP 2/1986
7	CCEP 10/1986
8	CCEP 4/1986
9	CCEP 8/1987
10	CCEP 2/1986
11	CCEP 9/1986
	EMS Framework Agreement, article 12
12	CCEP 11/1986
	EMS Framework Agreement, article 11
13	CCEP 4/1986
	CCEP 9/1987
	CCEP 2/1988
14	CCEP 6/1986
	CCEP 2/1988
15	CCEP 1/1990
16	CCEP 1/1991
	CCEP 1/1992
17	CCEP 3/1991

## **Framework Agreement on EMS items**

### *Article 1*

#### *Definition*

The EMS service shall be the quickest postal service by physical means. It shall consist of the collection, dispatch and delivery in a very short space of time of correspondence, documents or goods.

### *Article 2*

#### *International EMS within the meaning of the present agreement*

Contracting administrations may operate the following types of EMS:

- programmed items;
- on-demand items.

### *Article 3*

#### *Programmed items*

Programmed items shall be accepted on the basis of a contract between the administration of posting and the sender. This contract shall lay down the timetable for posting and conveying EMS items as well as their frequency.

### *Article 4*

#### *On-demand items*

On-demand items shall be accepted without any contractual arrangement and without any previously laid down frequency.

### *Article 5*

#### *Goods*

Unless the contrary is specified, EMS items may contain goods.

### *Article 6*

#### *Customs clearance*

Each administration shall make all arrangements necessary for the fastest possible customs clearance of EMS items.

### *Article 7*

#### *Limits of weight and size*

EMS items shall be admitted up to a maximum weight of 20 kg. They may not exceed 1.50 metres for any one dimension or 3 metres for the sum of the length and the greatest circumference measured in a direction other than the length. Administrations may adopt other limits of weight and size.

### *Article 8*

#### *Charges*

The charges shall be set by the administration of posting of the EMS items.

*Article 9*

*Prohibited articles*

The prohibitions provided for in the UPU Convention shall apply to EMS items as shall the restrictions on importation and transit given in the List of Prohibited Articles published by the International Bureau of the Universal Postal Union. Valuable articles as defined in the Universal Postal Convention shall not be admitted.

*Article 10*

*Forwarding*

EMS items shall be sent by the fastest pre-arranged means of transport from the time of posting (or from the time they are collected from the sender) to delivery. Administrations shall consult one another on this.

*Article 11*

*Compensation in the event of imbalance in exchanges*

Terminal dues as defined in the Universal Postal Convention shall not apply to EMS items. Each administration shall set, in the event of imbalance in exchanges, a unit rate of compensation per item corresponding to the costs. Administrations shall agree in their reciprocal relations on the number of excess items above which the unit rate of compensation shall be collected.

*Article 12*

*Liability*

On introducing the service, administrations shall agree on liability.

*Article 13*

*Undeliverable items*

An item refused by the addressee or an undeliverable item shall be returned to the sender by EMS at no extra charge.

*Article 14*

*Reforwarding of mis-sent items or bags*

Every mis-sent EMS item or bag shall be reforwarded to its proper destination by the most direct means used for the EMS by the administration which received it.

*Article 15*

*Inquiries*

Each administration shall reply as soon as possible to requests for information in respect of EMS items. The reply shall normally be sent by the same means as that used for the corresponding request for information (ie, by telex, telephone, EMS, electronic mail, etc).

*Article 16*

*Temporary suspension of service*

Where justified by extraordinary circumstances, an administration may temporarily suspend the service. The other administrations shall be informed immediately of such suspension and of the resumption of the service, if need be by telegram, telex, electronic mail or telephone.

*Article 17*

*Application of the Universal Postal Convention*

The Universal Postal Convention and its Detailed Regulations shall be applicable by analogy in all cases not expressly governed by this Agreement and its Framework Regulations.

.

**Framework Regulations concerning EMS items**

*Article 101*

*Communications and information to be sent to the International Bureau*

Administrations shall notify the International Bureau of:

- a the name of the service in their country;
- b the types of service available;
- c whether goods are accepted;
- d the maximum limits of weight and size;
- e the charges set;
- f the countries with which they exchange EMS items;
- g the places in their country in which the service is operated;
- h the offices of exchange to which the mails may be sent and the area served by those offices;
- i the latest times of acceptance of an item at their offices of exchange for it to be delivered:
  - the same day,
  - the following day,
  - the next day but one;
- j the time taken for customs clearance of items:
  - subject to customs duty,
  - not liable to customs duty;
- k acceptance of advice of delivery or equivalent service;
- l the amount requested per additional item in the event of imbalance in exchanges.

*Article 102*

*Introduction of the programmed items service*

1 Before the conclusion of any contract, the administration of destination shall be consulted on the possibility of providing the service. The administration of origin shall obtain for the administration of destination the following information, at least 10 days before the service comes into operation:

- a the names and addresses of the sender and of the addressee;
- b the days on which items are to be dispatched and the conditions of transport;
- c the date set for the dispatch of the first item.

2 The administrations concerned shall be notified of any variation in the operation of an exchange or the termination thereof.



*Article 103**Special address labels*

It is recommended that the logo and the 13-character item identifier adopted by the CCPS be printed on the label, and that provision be made on the label for the following data fields at least, if at all possible:

Data field <sup>1</sup>	Description
1	Logo, name of the administration of origin and national name of the service
2	13-character EMS alphanumeric identifier in bar-code form
3	13-character EMS alphanumeric identifier in block characters
4	Date of posting
5	Time of posting
8	Sender's name and address
9	Sender's postcode
12	Addressee's name and address
14	Addressee's postcode
20	Dispatch charge
21	Description of contents
22	Gift
23	Sample of merchandise
24	Value of contents
25	Weight in kg
27	Name in block characters of the person taking delivery of the item
28	Signature
29	Date of delivery
30	Time of delivery

*Article 104**General conditions of dispatch*

- 1 The items shall be placed in blue and orange EMS bags.
- 2 Each bag shall bear a blue and orange label clearly showing the office of exchange of destination.
- 3 A special document or a C 12 form to which the indication EMS has been added shall be sent with each mail.
- 4 Each item or EMS direct bag shall be entered separately on the form.

*Article 105**Delivery bill*

- 1 An AV 7 or C 18 delivery bill, depending on whether it is an airmail or surface consignment, shall be sent with each mail.
- 2 The AV 7 or C 18 delivery bill shall show clearly that the mail contains EMS items.

*Article 106**Checking of mails*

On receipt of an EMS mail, the administration of destination shall check whether the mail is in conformity with the particulars recorded on the AV 7 or C 18 delivery bill.

<sup>1</sup> The data field numbers correspond to those given in recommendation 3 hereafter.

*Article 107*

*Notification of irregularities*

The administration of origin shall be notified at once by telex, telephone, electronic mail or telegram of any missing, mis-sent or damaged bag or item. The irregularity shall be confirmed in writing.

*Article 108*

*Return of items*

Each administration which returns an item shall give the reason for non-delivery on the item, either written by hand, by means of a stamped impression or by a label.

*Article 109*

*Accounting and settlement of accounts*

The procedure for accounting and settlement of accounts for the payment of an indemnity in the event of imbalance in exchanges shall be as follows:

- a each administration shall prepare, at a frequency agreed on in advance, a recapitulation of the items received;
- b the administration of destination shall inform the dispatching administration of the number of items received. Discrepancies shall be cleared up by correspondence;
- c the liquidation account shall be prepared annually. The annual period shall begin on a mutually agreed date;
- d the creditor administration shall prepare a detailed account, showing:
  - the total number of items received,
  - the total number of items dispatched,
  - the imbalance,
  - the charge payable per item,
  - the total amount payable in respect of compensation;
- e the accounts shall be prepared within six months of the last day of the period concerned.

## **Recommendation 1**

### *EMS logo*

It is recommended that postal administrations should:

- i use the technical specifications for the EMS logo which appear in the EMS House-style Manual for the marketing and operation of their EMS, including the possible development of a uniform packaging system for EMS items;
- ii take appropriate measures at national level to protect the EMS name and logo.

## **Recommendation 2**

### *Unique identifier*

It is recommended that postal administrations should use the following specifications for the unique identification of EMS items and of bags, containers or receptacles containing EMS items.

### *Specifications for the EMS unique identifier*

Number of characters: 13

Disposition from the left:

- Positions 1 and 2: the characters “EE” (or “EA”, “EB”, “EC”, etc, up to “EM”, if necessary) to indicate EMS items<sup>1</sup> or the characters “ES” to indicate an EMS bag/container/receptacle;
- Positions 3 to 10 inclusive: serial number;
- Position 11: a check digit, computer-generated to “weighted modulus 11”;<sup>2</sup>
- Positions 12 and 13: ISO Alpha-2 country code to designate the postal administration of origin.<sup>3</sup>

<sup>1</sup> In its original recommendation regarding unique identifiers (CCEP 1/1988), the 1988 CCPS provided for a series of two-character prefixes from “EA” to “EM” to be reserved for future use in the international postal services after allocation by the CCPS. The 1992 CCPS has therefore decided to allocate this series of prefixes as prefixes to be used, in addition to the prefix “EE” for the identification of EMS items, by administrations dispatching sufficiently large EMS volumes to warrant the use of additional prefixes. Administrations that have not yet allowed for the possible use of the reserved prefix series “EA” to “EM” in their track and trace systems should now proceed with the necessary amendments.

<sup>2</sup> The original standard allowed administrations to use a meaningless alpha character “X”. The CCPS has agreed that all bar codes used in the EMS service must comply with this revised standard by the end of 1992 (see also weighted modulus 11 formula in annex 1).

<sup>3</sup> The Alpha-2 codes of countries and territories coming under the Union’s jurisdiction are published in the preface of the EMS Operational Guide in two lists: one in the alphabetical order of country or territory name, and one in the alphabetical order of the codes.

Example:

	E	E	4	7	3	1	2	4	8	2	9	G	B
	1	2	3	4	5	6	7	8	9	10	11	12	13
EMS item													
Number													
Check digit													
"Great Britain"													

When a bar code is used to represent a unique identifier for an international EMS item, the system of symbols to be used is code 39 in accordance with European standard EN 800 and the AIM Uniform Symbology Specification Code 39 standard. This code must, however, correspond to the parameters described below. The bar code symbol must include, at position 11 (from the left), a check digit, computer-generated to "weighted modulus 11". The letters and digits of the bar code must also be printed in the usual manner, above or below the bar code symbol.

Parameters for code 39 symbols<sup>1</sup>

Dimension X (nominal width of narrow element): between 0.25 and 0.43 mm.  
Dimension N (ratio between width of wide element and width of narrow element): minimum of 2.5 to 1 and maximum of 3.0 to 1. Ratio of 3.0 to 1 to be used wherever possible.  
Space between characters: minimum of 1X; maximum of 1.524 mm when X ≥ 0.287 mm or 5.3X when X < 0.287 mm.  
Height of bars: 15 percent of width of entire symbol or 9.0 mm, whichever value is greater.  
The print quality will have to be assessed according to standard ANSI X3.182-1990, which specifies a reader light beam diameter of 0.127 mm and a light beam wavelength of 630 or 660 nanometers. The minimum level of print quality shall correspond to letter "B" according to the notation of this standard.

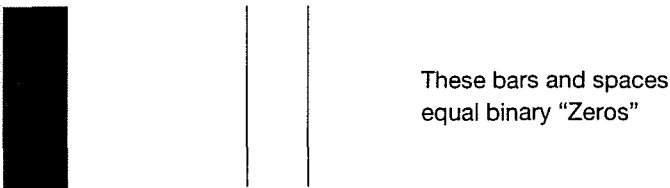
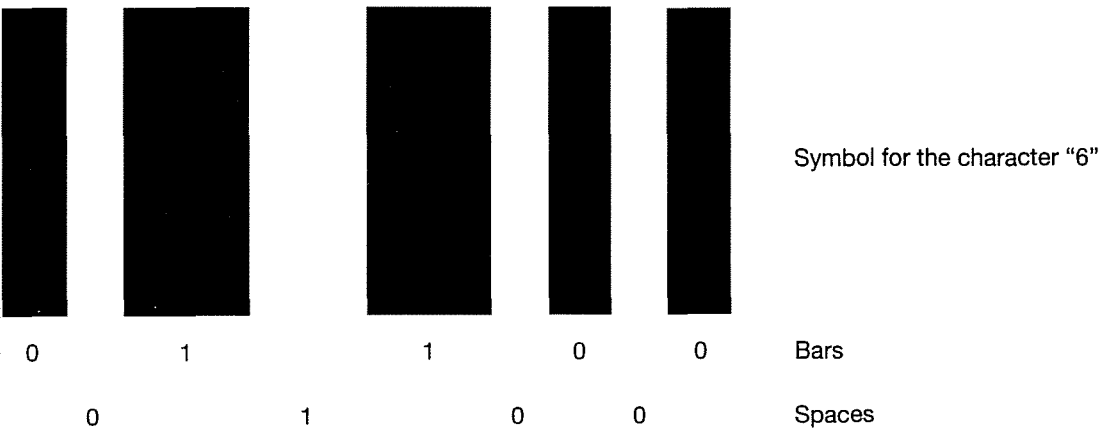
<sup>1</sup> Examples of dimensions for these parameters are given in annex 3 to this recommendation.

Annex 1 to recommendation 2

Code 39 bar-code characteristics

- 1 The bars and spaces in code 39 bar-code are binary in width: the narrow bars/spaces represent a binary zero and the wide bars/spaces represent a binary one.
- 2 Each character is made up of 9 elements; five bars and four spaces. Three of these elements are wide and six are narrow, hence, the name code 39 bar-code (3 of 9). The figure below illustrates the character structure.
- 3 The primary algorithm is binary and is applied to both the bars and the spaces in the code. Narrow bars or spaces represent binary zero and wide bars or spaces represent binary one.

Code 39 bar code



*Weighted modulus 11 formula*

The formula is as follows:

- i Apply weighting factors to basic number using the following weighting factors 86423597.
- ii Obtain the sum of these numbers.
- iii Divide sum by 11 (eleven).
- iv If the remainder is 0 (zero) use 5 (five) as the check digit. If the remainder is 1 (one) use 0 (zero) as the check digit.
- v If applicable, subtract remainder from 11. The result is the check digit.

Example:

Number	4	7	3	1	2	4	8	2								
Weighting factors	× 8	× 6	× 4	× 2	× 3	× 5	× 9	× 7								
	32	+	42	+	12	+	2	+	6	+	20	+	72	+	14	= 200
	200 : 11 = 18		Remainder 2													
	11 - 2 = 9		Check digit													

Complete self-checking number: 473124829

**Annex 2 to recommendation 2**

*Examples of dimensions for code 39 parameters*

Note: In columns [3] to [7], minimum values appear in ordinary characters while maximum values are shown in *italics*.

[1] Dimension X	[2] Dimension N	[3] Space between characters	[4] Width of character	[5] Number of characters per inch	[6] Width of symbol	[7] Minimum height of bars	[8] Print tolerance (+ or -)
<b>0.25</b>	<b>2.5</b>	0.250	3.625	7.01	54.13	9.0	<b>0.068</b>
		1.325	4.700	5.40	69.18	10.4	
	<b>3.0</b>	0.250	4.000	6.35	59.75	9.0	<b>0.086</b>
		1.325	5.075	5.00	74.80	11.2	
<b>0.30</b>	<b>2.5</b>	0.300	4.350	5.84	64.95	9.8	<b>0.082</b>
		1.524	5.574	4.56	82.09	12.3	
	<b>3.0</b>	0.300	4.800	5.29	71.70	10.8	<b>0.104</b>
		1.524	6.024	4.22	88.84	13.3	
<b>0.33</b>	<b>2.5</b>	0.330	4.785	5.31	71.45	10.7	<b>0.090</b>
		1.524	5.979	4.25	88.16	13.2	
	<b>3.0</b>	0.330	5.280	4.81	78.87	11.8	<b>0.114</b>
		1.524	6.474	3.92	95.59	14.3	
<b>0.43</b>	<b>2.5</b>	0.430	5.805	4.38	86.65	13.0	<b>0.117</b>
		1.524	6.899	3.68	101.96	15.3	
	<b>3.0</b>	0.430	6.450	3.94	96.32	14.4	<b>0.148</b>
		1.524	7.544	3.37	111.64	16.7	

**Notes:**

All dimensions are in millimeters.

Dimension X represents the nominal width of the narrow element.

Dimension N represents the ratio between the width of a wide element and the width of a narrow element.

The indicated width of the character includes the space between the characters.

The width of the symbol includes 13 characters as well as the first and last characters but does not include the blank areas, which should be a minimum of 5 mm on either side of the symbol.

The height of the bars is 15% of the width of the symbol or 9 mm, whichever value is greater.

The "print tolerance" refers to the element width tolerance and is intended to allow printing variations.

### Recommendation 3

#### Labelling

In addition to the provisions of article 103 of the EMS Framework Regulations, it is recommended that administrations should:

- i number each data field used on their EMS labels according to the system shown below;
- ii note the positioning of the numbered data fields as shown on the attached model E 1;
- iii use EMS manifold labels so as to have sufficient copies to accommodate customs, tracking and tracing, and confirmation and proof of delivery requirements.

#### Numbering system for data fields on EMS labels

Number	Designation
1	– EMS logo and house-style – Name of the origin administration – Name of the EMS service in the origin administration (if desired)
2	13-character EMS alphanumeric identifier adopted by the CCPS, in bar-code form
3	13-character EMS alphanumeric identifier adopted by the CCPS (in block characters)
4	Date mailed
5	Time mailed
6	Account number of the sender
7	Telephone number of the sender
8	Name and address of the sender
9	Postal code of the sender
10	Account number of the addressee
11	Telephone number of the addressee
12	Name and address of the addressee
13	Contract link (to be used only when an administration makes a distinction between an account number and the number used to identify a given link)
14	Postal code of the addressee
15	Pieces in shipment (quantity)
16	This piece number (No)
17	Product type
18	Method of payment
19	Insurance fee
20	Dispatch charge
21	Description of contents. The use of the harmonized customs number is highly recommended
22	Gift (or)
23	Sample merchandise
24	Value of the contents
25	Weight (kg). Rounded upward to nearest half kilogramme (ex: 3.2 kg to read 3.5 kg)
26	Special handling instructions
27	Name in print of the person taking delivery of the item
28	Signature
29	Date of delivery
30	Time of delivery
31	Office of origin
32	Delivered or delivery attempt
33	Permit number (for postage paid in cash in advance)
34	Serial number (for postage paid in cash in advance)
35	Pick-up fee
36	Total charges
37	Accepted by (accepting employee's signature)
38	Office of origin number
39	Sender's signature



However, any additional data field retained by the CCPS should be numbered in accordance with the sequence adopted (ie 40, 41, etc). In the event of the deletion of a data field, the corresponding number would lapse and the other fields would keep their numbers.

**Recommendation 4**

*Computerized track and trace systems*

It is recommended that administrations should establish a computerized EMS track and trace system at the local level and link it to the international track and trace system (electronic mail-box), and should implement the following requirements<sup>1</sup>.

*EMS tracking and tracing systems' specifications*

*A. Objectives*

By recording precise information about the events which occur during the transmission of EMS items from the time they are posted until they are delivered, electronic tracking and tracing systems shall have as their objective to:

- 1 enable administrations to respond to requests for information and inquiries concerning individual EMS items made by customers;
- 2 advise other interconnected administrations of incidents affecting traffic flows, for example, strikes, airport closed because of bad weather, etc;
- 3 provide statistics about performance measurement and traffic and customer patterns, to be used for EMS operational and marketing purposes.

*B. General characteristics*

- 1 Administrations with electronic EMS tracking and tracing systems linked to the electronic mail-box can conduct research only on items posted or delivered within their territory.
- 2 The confidentiality of the information available in these systems is protected by passwords.
- 3 These systems shall operate 24 hours a day.

*C. Format for the exchange of data between administrations linked to the electronic mail-box*

This format and the message syntax are based on the ISO EDIFACT (Electronic Data Interchange for Administration, Commerce and Transport) standard. Each message consists of segments providing information about events to be transmitted. Any given segment (event description) consists of three different parts:

- |   |   |      |
|---|---|------|
| 1 | Identification of the type of event according to the list hereunder | an3  |
| 2 | Mandatory information for event identification:                     |      |
|   | a Item identifier including country of origin                       | an13 |
|   | b Country of destination  | a2   |
|   | c Date and local time of event (YYMMDDHHMM)                         | n10  |
| 3 | Optional information  |      |

For every type of event, additional information such as indicated in the list hereunder may be transmitted.

**NB:** a = Alpha; an = alphanumeric; n = numeric.

<sup>1</sup> These requirements apply both to postal administrations and non-postal partners subcontracted to deliver EMS.

## Decisions other than those amending the Acts

Event type	Event description	Narrative field	Format <sup>1</sup>
EMA	Posting/collection	Office of origin ID Customer's account number Sender's postcode Place of origin (sender) Addressee's postcode Place of destination	an..9 an..17 an..9 a..6 an..9 a..6
EMB	Arrival at outward office of exchange	Office of exchange ID	a6
EMC	Departure from outward office of exchange	Office of exchange ID Dispatch number Dispatch address <sup>2</sup> Flight number <sup>3</sup> Departure date/first flight	an..6 an..4 an..6 an..6 n6
EMJ	Arrival at transit office of exchange	Transit office of exchange ID Office of exchange of origin ID Dispatch number	an..6 an..6 an..4
EMK	Departure from transit office of exchange	Transit office of exchange ID Dispatch number generated by transit office of exchange Dispatch address <sup>2</sup> Flight number <sup>3</sup> Departure date/first flight	an..6 an..4 an..6 an..6 n6
EMD	Arrival at inward office of exchange	Inward office of exchange ID Office of exchange of origin or of transit ID Dispatch number	an..6 an..6 an..4
EME	Handed over to Customs	Office of exchange ID Retention code when held by Customs <sup>4</sup>	an..6 n2
EMF	Departure from inward office of exchange	Office of exchange ID Dutiable/non-dutiable (D or N)	an..6 a1
EMG	Arrival at delivery office	Delivery office ID	an..9
EMH	Unsuccessful delivery	Delivery office ID Unsuccessful delivery code <sup>5</sup>	an..9 an3
EMI	Final delivery	Delivery office ID Name of signatory recipient	an..9 a..17
EMX	Information in free alphanumeric form		

<sup>1</sup> This format is coded as follows:

a: alpha;

an: alphanumeric;

n: numeric.

NB: The two dots mean "up to". Eg, an..9 means "up to 9 alphanumeric characters".

<sup>2</sup> Inward or transit office of exchange.

<sup>3</sup> This is a composite data element which may consist of up to six flight numbers.

<sup>4</sup> This can be a series of data. See annex 1 to this recommendation.

<sup>5</sup> See annex 2 to this recommendation.

*D. Inquiry system functions*

The inquiry system functions are the following:

- i message switching for management purposes (urgent/broadcast information);
- ii inquiries based on item identifiers (specifying either a single item or a list of items by identity number);
- iii inquiries based on item or event characteristics: these inquiries are based on designated values of the following parameters:
  - dispatch number;
  - place of origin;
  - place of delivery;
  - event date;
  - message date and time;
  - event type;
- iv bulk information transfer capability allowing local data processing.

**Annex 1 to recommendation 4***Retention code for EMS items held by Customs*

<i>Code</i>	<i>Reason</i>
19	Prohibited articles
20	Articles whose importation is subject to restrictions – import licence required
50	Invoice missing
51	Inappropriate invoice
52	Certificate of origin missing
53	Certificate of origin inappropriate
54	C 2/CP 3 missing
55	C 2/CP 3 inappropriate
56	High-value goods – official Customs declaration required
57	Impossible to contact addressee for information concerning importation
58	Awaiting presentation to customs commissioner
59	VAT or import No necessary
60	Certificate of returned goods required
61	Transfer form requested from bank
62	Incomplete shipment
99	Other

**Annex 2 to recommendation 4***Code for non-delivery of EMS items*

## 1 Measures taken

<i>Code</i>	<i>Measures</i>
A	Attempted delivery today
B	Will attempt delivery on next working day
C	Item being held, addressee being notified
D	Sender contacted, awaiting reply
E	Item returned to sender
F	Item reforwarded
G	Item held for inspection
H	Item seized or destroyed because of nature of content

Decisions other than those amending the Acts

2 Reasons for non-delivery

Code	Reasons
10	Incorrect address
11	Addressee cannot be located
12	Addressee not at address indicated; addressee's office closed
13	Item refused by addressee
14	Sender requested later delivery
15	Addressee on strike
16	Missed delivery
17	Item wrongly directed
18	Damage – item not delivered
19	Prohibited articles – item not delivered
20	Importation restricted – item not delivered
21	Payment of charges
99	Other

3 Possible combinations<sup>1</sup>

Measure	Reason												
	10	11	12	13	14	15	16	17	18	19	20	21	99
A	●	●	●	●	●	●	●		●			●	●
B	●		●		●		●	●					
C	●	●	●			●			●	●	●	●	
D	●	●		●					●	●	●		
E	●	●		●					●		●		
F	●							●					
G									●				
H									●	●			

Annex 3 to recommendation 4

Standards for the transmission of data to the electronic mail-box

1. Target levels for transmission of data

Event	Administrations are required to transmit data to the electronic mail-box for these events according to the following standards
Event EMC Departure from outward office of exchange	Data for 100% of items
Event EMD Arrival at inward office of exchange	Data for 100% of items
Event EMH Unsuccessful delivery	An agreed and achievable target level that takes into account delivery in urban and non-urban areas
Event EMI Proof of delivery	An agreed and achievable target level that takes into account delivery in urban and non-urban areas

<sup>1</sup> Example: A13 means that delivery was attempted today, but that the addressee refused the item.

*II. Deadlines for transmission of data*

Event	Destination administration must transmit data for these events to the electronic mail-box by the following times
Event EMD Arrival at inward office of exchange	Within 12 hours of the event
Event EMH Unsuccessful delivery	Within 24 hours of the event
Event EMI Proof of delivery	Within 24 hours of the event

*III. Timing schedule for transmission of data*

Administrations should transmit data to the electronic mail-box according to the following timing schedule

Time	Event
Between 0900 and 1000	EMD (Arrival at inward office of exchange of traffic from a hub or on commercial flights) EMH (Unsuccessful delivery from previous day) EMI (Proof of delivery from previous day)
Between 1300 and 1400	EMD (Arrival at inward office of exchange of traffic on commercial flights) EMH (Unsuccessful delivery) EMI (Proof of delivery for items delivered earlier in the day)
Between 1700 and 1800	EMD (Arrival at inward office of exchange of traffic on commercial flights) EMH (Unsuccessful delivery) EMI (Proof of delivery for items delivered earlier in the day)
Between 2100 and 2200	EMD (Arrival at inward office of exchange of traffic on commercial flights) EMH (Unsuccessful delivery) EMI (Proof of delivery for remaining items delivered that day)

**Recommendation 5***Notification of dispatch*

It is recommended that postal administrations should notify the administration of destination of the arrival of EMS dispatches by computer link, telephone, telex, telefax or electronic mail.

**Recommendation 6***Monitoring of airline handling*

It is recommended that postal administrations should monitor the quality of airline handling of EMS items and take whatever corrective steps are necessary in the local context.

## **Recommendation 7**

### *Customs clearance*

Postal administrations are encouraged to speed up customs clearance of EMS items by every means at their disposal, including:

- i national contact committees;
- ii thorough studies of the organization of services at airports, in liaison with the local customs services, the airlines and the airport authorities;
- iii prior transmission, especially by electronic means, of information required by the customs authorities for clearance of EMS items from the manifest, prior to arrival of the items.

## **Recommendation 8**

### *Delivery of items*

It is recommended that postal administrations should:

- i deliver EMS items by a mail network that permits the attainment of a competitive performance level;
- ii deliver all incoming EMS items by either special or scheduled courier.

## **Recommendation 9**

### *Performance measurement*

It is recommended that postal administrations should:

- i set up a regular system of EMS performance measurement;
- ii use, for this system, the most convenient method, it being understood that administrations should give preference to adopting an electronic EMS tracking and tracing system.

## **Recommendation 10**

### *Operational centres*

It is recommended that postal administrations should set up an operational centre which can be called upon, 24 hours a day, to resolve EMS-related problems, including inquiries.

## **Recommendation 11**

### *Liability*

It is recommended that postal administrations should:

- i assume liability and pay an indemnity corresponding to the actual amount of the loss of, theft from or damage to EMS items;
- ii possibly establish, for such indemnity, a maximum limit, providing this maximum amount is not less than 30 SDR for items containing only documents, and 130 SDR for those containing other articles;

- iii reimburse, in addition, all of the postal charges paid, either when an indemnity is to be paid because of loss, total theft or total damage, or in the case of late delivery, with payment of the indemnity and refund of postal charges being made promptly by the administration of origin after acknowledgement of the irregularities;
- iv agree that the administration which is liable pay the indemnity owed and the postal charges to be refunded to the sender;
- v ascertain the irregularities by means of a special verification note, corresponding to model E 2 attached hereto, and follow up inquiries in accordance with the provisions of article 15 of the Framework Agreement;
- vi decide as to the liability of administrations, if need be, by analogy with the provisions of the Convention or the Postal Parcels Agreement.

## Recommendation 12

### *Compensation for imbalances in exchanges*

It is recommended that postal administrations should, in addition to the provisions of article 11 of the EMS Framework Agreement, provide for compensation when the annual imbalance of exchanges is 100 items or more.

## Recommendation 13

### *Customer service standards*

It is recommended that postal administrations should:

- i take the following measures representing necessary or desirable EMS service elements for adoption in the short term:

#### *Information*

- a issue an EMS customer service guide,
- b distribute promotional materials such as direct mail, leaflets, and brochures,
- c publish telephone numbers as contact points for sales and information,

#### *Accessibility*

- d make EMS acceptance post offices recognizable from the outside,
- e introduce special EMS counters,
- f offer pick-up service for certain customers,
- g supply free dispatch materials, such as labels and customs forms, at the customer's request,

#### *Reliability*

- h develop a fast and reliable system for handling inquiries and complaints,
- i set guaranteed delivery times with refunds for delayed items,
- j confirm delivery on request,
- k offer proof of delivery (addressee's signature) on request,
- l publish explicit terms and conditions concerning transport and liability in EMS documentation,
- m introduce a manual track and trace system,

#### *Attitudes towards customers*

- n promote positive attitudes towards EMS by counter staff, delivery staff and managers;

- ii take, to the extent possible, the following measures representing additional EMS service elements for adoption in the medium term:

#### *Information*

- o use sales representatives as contact points for sales and information,

*Accessibility*

- p while taking security factors into account, place special EMS counters at airports where last-minute EMS items can be posted,

*Reliability*

- q develop an electronic track and trace system;
- iii take note of the following possible additional measures with a view to considering whether they are desirable and feasible for adoption in their national EMS service:
- r offer special introductory prices,
  - s offer pick-up service for all customers,
  - t place special EMS mail-boxes on the street and in buildings in business areas,
  - u prepare EMS for dispatch at the customer's request, either free of charge or against payment,
  - v bill customers by invoice, monthly account, or detailed invoicing,
  - w offer special customer care in difficult cases, such as delivery on request outside the service area, non-standard dimensions and weights, and special pick-up arrangements;
- iv pay particular attention to the service elements offered by competitors.

**Recommendation 14**

*Customer information*

It is recommended that postal administrations should:

- i in the course of collecting the information needed to analyze the competition and plan commercial strategies, establish and maintain up-to-date profiles of existing EMS customers, both senders and addressees, and potential target groups;
- ii categorize the information by type of activity and volume of traffic;
- iii make the relevant information available on request to other administrations seeking to locate potential customers.

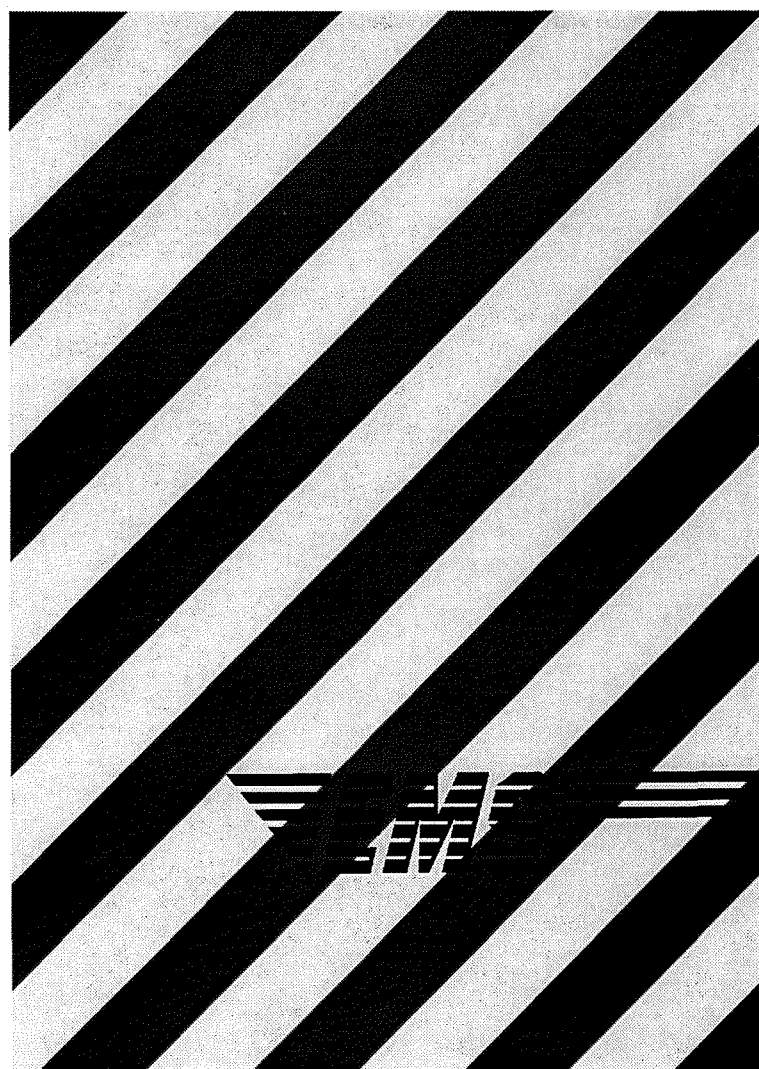
**Recommendation 15**

*EMS bags*

It is recommended that postal administrations should adopt, for their EMS bags, the specifications of the following "EMS model bag".



## EMS model bag



Blue  
(PMS 286)



Orange  
(PMS 151)

Colour of bands: Pantone Matching System 286 (blue) and 151 (orange).

Vertical, horizontal or diagonal bands may be used.

Width of bands: 5.5 cm.

Colour of logo: white or black.

The EMS logo may be reproduced several times on both sides of the bags.

The name of the postal administration must appear on the bag.

**Recommendation 16**

*Model bilateral agreement on EMS quality of service*

It is recommended that postal administrations should use the provisions of the attached model agreement as a point of reference for their bilateral agreements on EMS quality of service with other administrations.

## **Model bilateral agreement on EMS quality of service**

### *Article 1*

#### *Purpose of the agreement*

This agreement sets service standards and quality targets for end-to-end transmission times in the exchange of EMS items between administration A and administration B.

### *Article 2*

#### *Definitions*

- 1 A “service standard” is the optimum standard of service achievable from posting to delivery. Service standards are expressed in days.
- 2 A “quality target” is the level of performance in fulfilling service standards to which an administration is committed. Quality targets are expressed in percentages.
- 3 “J” means day of posting, “J+1” means one working day after posting, and so on.
- 4 The arrival time of an aircraft, upon which service standards are based, is the “block time”.
- 5 Each administration sets the service standards and quality targets for the stages of transmission for which it is responsible.
- 6 The “airline transit time” is the time elapsed between the date and time of dispatch from the origin office of exchange and the block time at the airport of destination.
- 7 A “delivery standard”, which is provided by the destination administration, specifies the day of delivery to the addressee. The delivery standard is based on the critical entry time at the destination office of exchange.

### *Article 3*

#### *Dispatches and flights*

- 1 Items from administration A are dispatched in unsorted mails for “administration B” to the exchange office(s) of [ ].
- 2 Items from administration B are dispatched in unsorted mails for “administration A” to the exchange office(s) of [ ].
- 3 The flights used for conveyance are listed in table 1 below. Both administrations will exchange revised flight schedules before they become effective.
- 4 Items arriving on these flights are sorted and forwarded for delivery by the earliest available connections.
- 5 Each administration monitors the time that the carrier (or designated handling agent) takes to hand over the items from incoming flights to the destination administration. If the performance of the carrier is unsatisfactory, the destination administration will contact the carrier with a view to obtaining satisfactory performance and send copies of the correspondence to the origin administration.

### *Article 4*

#### *Delivery standards*

The delivery standards for exchange offices are set out in the Supplement to the EMS Operational Guide.

### *Article 5*

#### *End-to-end standards*

The end-to-end standards from posting to delivery for EMS items exchanged between administrations A and B are set out in table 2 below.

Article 6  
Priority

At all stages of transmission and delivery, each administration will treat the items of the other administration with the same priority that it treats domestic EMS items.

Article 7  
Quality targets<sup>1</sup>

1	From administration A to administration B	
	Type	Percentage <sup>2</sup>
	Items dispatched from administration A	100–a
	Items delivered by administration B	100–b
	Total quality target	(100–a) × (100–b)
2	From administration B to administration A	
	Type	Percentage <sup>2</sup>
	Items dispatched from administration B	100–c
	Items delivered by administration A	100–d
	Total quality target	(100–c) × (100–d)

<sup>1</sup> Quality targets are used primarily to monitor performance and facilitate logistical planning.  
<sup>2</sup> “a” and “d” are defined by administration A; “b” and “c” are defined by administration B. The following is an example of a hypothetical article 7:

From administration A to administration B	
Items dispatched from administration A	99%
Items delivered by administration B	97%
Total quality target	99% × 97% = 96%
From administration B to administration A	
Items dispatched from administration B	99%
Items delivered by administration A	98%
Total quality target	99% × 98% = 97%

These quality targets could also be expressed in the following way:

From administration A to administration B	
J	100 items posted in administration A
J+1	99 out of 100 items (99%) are dispatched by administration A and 99 out of 100 items (99%) arrive in administration B
J+2	96 out of 99 items (97%) are delivered by administration B
Total quality target from administration A to administration B is 96% of items delivered on J+2.	
From administration B to administration A	
J	100 items posted in administration B
J+1	99 out of 100 items (99%) are dispatched by administration B and 99 out of 100 items (99%) arrive in administration A
J+2	97 out of 99 items (98%) are delivered by administration A
Total quality target from administration B to administration A is 97% of items delivered on J+2.	

*Article 8**Quality control*

- 1 Both administrations will arrange for end-to-end testing using the following methods:
- quality measurements conducted by postal administrations (such as computerized track and trace systems or the quality of service tests organized by the UPU, by Restricted Unions, or bilaterally);
  - quality measurements conducted by non-postal organizations.
- 2 Each administration will make the results of its quality measurements freely available to the other administration.
- 3 The percentage in article 4 will be compared against the results of the quality measurements available to both administrations.

*Article 9**Inquiries*

- 1 The administration that initiates the inquiry shall use the attached form E 3 "Inquiry EMS item" or a form containing the minimum data fields shown in table 3 below. The inquiry form shall be sent by fax.
- 2 Each administration will reply within six hours by fax to inquiries from the other administration.<sup>1</sup> As appropriate, the reply will indicate the status of events EMD, EME, EMH and EMI. Information about these events shall be made available to the other administration according to the standards below. For administrations in column [2], the information shall be available at the national inquiry centre; for administrations in column [3], the information shall reside in the electronic mail-box or be available at local inquiry centres.

[1] Event	[2] Administrations without a computerized EMS track and trace system	[3] Administrations with a computerized EMS track and trace system
Event EMD Arrival at inward office of exchange	Within 24 hours	Within 6 hours
Event EME Handed over to Customs	Within 24 hours	Within 6 hours
Event EMH Unsuccessful delivery	Within 24 hours	Within 24 hours
Event EMI Proof of delivery	Within 48 hours	Within 24 hours

*Article 10**Contact points*

The following telephone, telex, and telefax numbers can be contacted in the event of serious irregularities (such as strikes, natural disasters, or acute operational problems) that affect the postal service of either administration:

Administration A	Administration B
Telephone:	Telephone:
Telex:	Telex:
Telefax:	Telefax:

<sup>1</sup> In any event the reply should be communicated to the administration that initiated the inquiry before the close of the same business day.

Article 11  
Review of agreement

This agreement will be reviewed every six months. During each review, the results of quality measurements will be taken into account before adopting any modifications of the service standards or quality targets.

Article 12  
Effective date

This agreement is effective from [ ].

For administration A:  
.....

For administration B:  
.....

Table 1

Flights used for EMS dispatches

Example:

Origin administration: New Zealand

Destination administration: Denmark

Origin exchange office (airport)	Dispatch day	Flight time	Flight No(s)	Destination exchange office (airport)	Arrival day	Arrival time	Airline transit times (days)
Auckland (AKL)	1	1225	BA 12/BA 806	Copenhagen (CPH)	2	1650	1
	3	1400	SQ 286/SQ 328		4	0815	1
	4	2000	NZ 2/BA 810		5	1810	1
	6	1400	SQ 286/SQ 328		7	0815	1

Origin administration: Denmark

Destination administration: New Zealand

Origin exchange office (airport)	Dispatch day	Flight time	Flight No(s)	Destination exchange office (airport)	Arrival day	Arrival time	Airline transit times (days)
Copenhagen (CPH)	1	1225	SK 931/NZ 55	Auckland (AKL)	3	0705	2
	2	1225	SK 931/NZ 5		4	0600	2
	3	1225	SK 931/NZ 19		5	0615	2
	4	1225	SK 931/NZ 1		6	0600	2
	5	1225	SK 931/NZ 1		7	0600	2
	6	1430	SK 633/NZ 19		1	0600	2
	7	1225	SK 931/NZ 1		2	0600	2

**Table 2***End-to-end standards**EMS items containing documents*

Note: An extra 24 hours may be required for customs clearance of items containing merchandise.

Example:

*Origin office: Copenhagen**Destination office: Auckland*

1	2	3	4	5	6	7	8	9	10	11
Day of posting	Time of posting	Posting area	Day of dispatch	Flight time	Flight N°	Day of arrival	Scheduled time of arrival (CET)	Delivery area	Day of delivery	End-to-end standard
1	0001–1100	Copenhagen	1	1225	SK 931/CO 00	3	0810	Auckland city	3	J+2
	0001–0930	Rest of DK						Rest of NZ	4	J+3
	1101–2400	Copenhagen	2	1225	SK 931/CO 00	4	0810	Auckland city	4	J+3
	0931–2400	Rest of DK						Rest of NZ	5	J+4
2	0001–1100	Copenhagen	2	1225	SK 931/CO 00	4	0810	Auckland city	4	J+2
	0001–0930	Rest of DK						Rest of NZ	5	J+3
	1101–2400	Copenhagen	3	1205	BA 805/011	5	0720	Auckland city	5	J+3
	0931–2400	Rest of DK						Rest of NZ	6	J+4
3	0001–1100	Copenhagen	3	1205	BA 805/011	5	0720	Auckland city	5	J+2
	0001–0930	Rest of DK						Rest of NZ	6	J+3
	1101–2400	Copenhagen	4	1205	BA 805/011	6	0615	Auckland city	6	J+3
	0931–2400	Rest of DK						Rest of NZ	1	J+5
4	0001–1100	Copenhagen	4	1205	BA 805/011	6	0615	Auckland city	1	J+4
	0001–0930	Rest of DK						Rest of NZ	1	J+4
	1101–2400	Copenhagen	5	1225	SK 931/CO 00	7	0810	Auckland city	1	J+4
	0931–2400	Rest of DK						Rest of NZ	1	J+4
5	0001–1100	Copenhagen	5	1225	SK 931/CO 00	7	0810	Auckland city	1	J+3
	0001–0930	Rest of DK						Rest of NZ	1	J+3
	1101–2400	Copenhagen	6	1205	BA 805/011	1	0720	Auckland city	1	J+3
	0931–2400	Rest of DK						Rest of NZ	2	J+4
6	0001–1300	Copenhagen	6	1205	BA 805/011	1	0720	Auckland city	1	J+2
	0001–1100	Rest of DK						Rest of NZ	2	J+3
	1301–2400	Copenhagen	7	1225	SK 931/CO 00	2	0810	Auckland city	2	J+3
	1101–2400	Rest of DK						Rest of NZ	3	J+4
7*	0001–2400	Copenhagen	1	1225	SK 931/CO 00	3	0810	Auckland city	3	J+2
		Rest of DK						Rest of NZ	4	J+3

\* No acceptance

Table 3

*Minimum data fields for EMS inquiry forms*

1	Date of inquiry	
2	Case/file number	
3	Reply to: name, address, number(s)	
4	Sender: name, complete address, number(s)	
5	Addressee: name, complete address, number(s)	
6	EMS item number	
7	Date of posting	
8	Posting office	
9	Dispatch details:	Dispatch date Dispatch number, bag number Destination exchange office Departure exchange office Complete flight/routeing details
10	Content description:	Document/merchandise/gift Weight Value
11	Reason for inquiry	
12	Name of inquirer	
13	Response information:	Item not received Item delivered Item attempted delivery Item returned to sender Item held in Customs
14	Explanation/remarks space	



INQUIRY  
EMS item

E 3

1 No

2 Date

## Reply

3 From (Administration of origin and country name)

8 For (Administration of destination)

4 Address

9 Address

5 Telephone

6 Telefax

10 Telephone

11 Telefax

7 Telex

12 Telex

## Details on the item

13 No

14 Posting date

15 Posting office

## Sender's address

16 Name

19 Name

Address

Address

City

City

17 Telephone

18 Postal code

20 Telephone

21 Postal code

## Contents

22

23

24

25 Weight

26 Value

☐ Gift☐ Document☐ Merchandise

## Details on the dispatch

27 Date of dispatch

28 Dispatch No

29 Office of exchange of destination

30 Bag No

31 Flight No

32 First transshipment flight No

33 Second transshipment flight No

## Reasons for inquiry

34

35

☐ Not arrived☐ Returned

36

37

38 Signature of employee (office of origin)

☐ Delayed☐ Other

## Arrival details

39

40 Flight No

41 Date

42 Time

☐ Not arrived

## Delivery details

43

44 Date

45 Time

46 Signature of recipient

☐ Attempted delivery  
(addressee notified)

## Details of attempted delivery

47

48 Date

49 Time

50 Awaiting collection of (delivery office)

☐ Attempted delivery  
(addressee notified)

## Customs

51

52

53

54 Reason for delay/holding

☐ Held in Customs☐ Addressee notified☐ Delayed in Customs

## Item

55

Date

56

57 New item No if overlabelled

☐ Returned☐ Dispatched

## Observations

58

59 Signature of employee (office of destination)

## **Recommendation 17**


### *Insurance*

It is recommended that postal administrations should:



- i adopt insurance coverage as part of their basic EMS service, if necessary through a private insurance company, which offers the sender:
  - a compensation, up to a specified limit, in the event of the total loss of an item;
  - b an indemnity, up to a specified limit, in the event of consequential loss due to non-delivery or delay in delivery of an item;
  - c compensation, up to a specified limit, in the event of damage to the contents of an item;
- ii adopt insurance coverage as an optional service feature, if necessary through a private insurance company, which offers the sender compensation or an indemnity, upon payment of an appropriate additional fee, for loss or damage exceeding the limits in paragraphs a, b and c;
- iii take into account the insurance service offered by the competition in setting limits for compensation and indemnities.

## EMS LABEL

E 1

		1 Name of administration of origin National name of the service		2 	
31 Office of origin	4 Date mailed Year    Month    Day		5 Time mailed Hour    Minutes		3 EE 473124829 CA
<b>Sender</b>			<b>Addressee</b>		
6 Account No		7 Telephone No		10 Account No	
8 Name and address of sender				11 Telephone No	
		9 Postal code		13 Contract link	
				14 Postal code	
38 No of office of origin		39 Signature of sender		33 Permit No	
				34 Serial No	
15 Number of pieces in item		16 This piece No		17 Product type	
				18 Method of payment	
				1 2 3	
<b>Customs declaration</b>			20 Dispatch charge		
21 Description of contents			19 Insurance fee		
			35 Pick-up fee		
			36 Total charges		
22 <input type="checkbox"/> Gift			23 <input type="checkbox"/> Sample of merchandise		
24 Value			25 Weight in kg		
32 <input type="checkbox"/> Delivered <input type="checkbox"/> Delivery attempt			37 Signature of employee accepting the item		
			26 Special handling instructions		
			27 Name in print of the person taking delivery of the item		
			28 Signature		
			29 Date of delivery		
			30 Time of delivery		
			Year    Month    Day    Hour    Minutes		

Recommendation 3 on EMS – Size: 140 × 254 mm; colours: data fields 21 to 25 on green background, EMS logo blue and orange

EMS LABEL										E 1 (variant)	
					<div>1 Name of administration of origin National name of the service</div>					<div>2</div> 	
<div>4 Date mailed</div> <div>Year    Month    Day</div>			<div>5 Time mailed</div> <div>Hour    Minutes</div>		<div>20 Dispatch charge</div>					<div>3</div> <div>EE 473124829 CA</div>	
<b>Sender</b>					<b>Addressee</b>						
<div>8 Name and address of sender</div>					<div>12 Name and address of addressee</div>						
<div>9 Sender's postal code</div>					<div>14 Addressee's postal code</div>						
<b>Customs declaration</b>					<div>27 Name in print of the person taking delivery of the item</div>						
<div>21 Description of contents</div>					<div>28 Signature</div>						
<div>22</div> <div><input type="checkbox"/> Gift</div>		<div>23</div> <div><input type="checkbox"/> Sample of merchandise</div>		<div>24 Value of contents</div>		<div>25 Weight in kg</div>		<div>29 Date of delivery</div> <div>Year    Month    Day</div>		<div>30 Time of delivery</div> <div>Hour    Minutes</div>	

## VERIFICATION NOTE FOR EMS ITEMS

Office of origin of note	Date of note	No	Dispatch No
	Date of dispatch	Time	
Office of destination of note	Name of ship or flight No, etc		EMS manifest No
	Dispatch office of exchange		
	Office of exchange of destination		
	Date of arrival of mail	Date of opening of mail	

## 1 Missing items

Number		Office of origin	Address (as full as possible)	Observations
serial	of EMS items			

## 2 Excess items

Number		Office of origin	Address	
serial	of EMS items		of the sender	of the addressee

## 3 Rifled or damaged items

Number		Office of origin	Address		Contents
serial	of EMS items		of the sender	of the addressee	

Description and apparent cause of rifling or damage; other observations


Estimate of loss

4 Delayed items

E 2 (Back)

Number		Office of origin	Address		Contents
serial	of EMS items		of the sender	of the addressee	
Description and apparent cause of delay					

5 Irregularities

Missing EMS manifest, insufficient packing or fastening, etc

6 Subsequent treatment of the EMS item

☐ After repacking and weighing, the item has been forwarded to its destination

New weight

☐ The contents have been destroyed by the undersigned office

☐ The packing is held here

☐ The addressee refuses the item

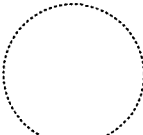
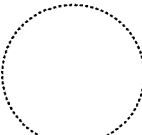
☐ The sender refuses the item

☐ The addressee has accepted the item

☐ The sender has accepted the item

7 Carrier or carriers' representative

Name and capacity	Signature

Stamp of the office preparing the note Official's signature	Seen and accepted Stamp of the office of destination of the note and date Official's signature
	

## **Resolution C 49/1994**

### **Recorded delivery service**

Congress,

Recognizing

that the 1989 Washington Congress introduced a new optional service for "Recorded delivery items" which, in the range of postal products, fills a customer need between ordinary items and registered items,

Noting

the majority of administrations have not adopted this optional service and that this makes it difficult for those administrations offering the service to provide it,

*Instructs*

the Postal Operations Council to:

- make an in-depth study of this recorded delivery service;
- submit appropriate proposals to the next Congress.

(Proposal 20. 0.4, Committee 4, 8th meeting)

## **Resolution C 50/1994**

### **Study on international reply coupons**

Congress,

Considering

that the international reply coupons service is used less and less in some countries, although the total number of coupons exchanged worldwide is increasing,

Noting

that, since the exchange of international reply coupons is compulsory, all postal administrations are required to establish control, accounting and insurance systems which are expensive in relation to the volume of items handled,

Taking into account

the cost incurred by the International Bureau of the UPU in producing international reply coupons, as well as in handling all stages of forwarding, control and final settlement of accounts for the service,

*Instructs*

the Postal Operations Council:

- to make an in-depth study of reply coupons so as to analyze all aspects of this service, including its accounting;
- to present appropriate proposals to the next Congress.

(Proposal 20. 0.5, Committee 4, 8th meeting)

**Resolution C 51/1994**

**International business reply service (IBRS)**

Congress,

following the successful establishment of IBRS as a useful value-added service for business customers,

In view of  
the increasing number of administrations which are operating the service, either as a full service or a one-way service, based on the provisions laid down in the Convention and in Washington Congress decision C 90,

Recognizing

- that many administrations are aware that competitors offer services similar to IBRS;
- that there is an increasing demand from business customers for this type of service;
- that the best way this demand can be met is by extending the service to as many administrations as possible,

*Urges*

- all administrations to consider the possibility of joining IBRS, either to offer a full service or a one-way service, in order that the Post may maintain its competitive advantage;
- Restricted Unions to encourage their members to join, with the aim of increasing traffic growth between their members,

*Instructs*

the Postal Operations Council to take such measures as are necessary and to conduct studies to adapt the regulations and operational procedures of IBRS to changing customers' needs.

(Proposal 20. 0.11, Committee 4, 8th meeting)



## **Resolution C 52/1994**

### **Redirection and address correction**

Congress,

Referring

to the provisions of article 27 of the Convention covering redirection and reforwarding of mail to an addressee who has changed his address,

Aware of the fact

that postal administrations provide publishers and other business mailers with means of promoting their services and of communicating with their subscribers and customers which are in competition with other means of communication and promotion,

Mindful of

the importance to large volume mailers of having items forwarded to addressees who have moved and of receiving change-of-address information in order to keep mailing lists current and to promote and expand their services,

Considering

that reforwarding and change-of-address notification services should be offered as widely as possible and should also be provided as efficiently and as effectively as possible,

Recognizing

that internal regulations and conditions may affect the extent to which such services can be provided at the domestic level and may also be extended to the international level,

*Urges*

postal administrations to introduce forwarding and change-of-address notification services if they do not already provide them and to take steps to improve the efficiency and effectiveness of these services where they do provide them,

*Instructs*

the Postal Operations Council to study forwarding and change-of-address notification services and procedures in member countries, including privacy constraints and other conditions, and develop recommendations for:

- the improvement of these services where they are offered at the domestic level;
- the introduction of these services where they are not yet offered at the domestic level;
- the expansion of change-of-address notification procedures to the international level if appropriate.

(Proposal 20. 0.19, Committee 4, 8th meeting)

### **Recommendation C 53/1994**

#### **Express items**

Congress,

Bearing in mind  
the articles of the Detailed Regulations of the Convention relating to the treatment of express items,

Noting  
that the majority of postal administrations do not use any special wrapping for items of this kind when making up the mails, thus exposing these items to the risks of theft or damage during conveyance and making them difficult to recognize,

Considering  
that the priority treatment of express mail will help to improve the quality of service,

#### *Recommends*

to all postal administrations that they place their express items in bundles and insert them in a special envelope, preferably plasticized, in order to preserve their integrity and make them easy to recognize.

(Proposal 25. RE 0.3, Committee 4, 8th meeting)

### **Decision C 54/1994**

#### **Entry into force of the Acts of the 1994 Seoul Congress**

Congress

#### *Decides*

to set at 1 January 1996 the date of entry into force of the Acts of the 21st Congress.

(Proposal 02, 10th plenary meeting)

**Resolution C 55/1994**

**Postal relations on the Korean peninsula**

Congress,

Recognizing

the spirit of the Constitution which calls for the member countries to develop communications between their peoples through the efficient operation of postal services and to contribute to the attainment of the noble aims of international collaboration in the cultural, social and economic fields,

Reaffirming

the scope of the Union as defined in article 1 of the Constitution according to which the member countries shall comprise a single postal territory for the reciprocal exchange of letter-post items and according to which freedom of transit shall be guaranteed throughout the entire territory of the Union,

Recalling

the urgent appeal made in resolution C 37/Lausanne 1974 to the Governments of the member countries to refrain as far as possible from interrupting or hindering postal traffic, especially the exchange of correspondence containing messages of a personal nature, in the event of dispute, conflict or war,

Noting

that the direct exchange of postal items does not exist within the Korean peninsula,

Seizing

the opportunity of its meeting in Seoul,

*Requests*

the Democratic People's Republic of Korea and the Republic of Korea to institute postal exchanges between them as soon as possible,

*Instructs*

the Director-General of the International Bureau to take such action as he may consider appropriate in this area,

*Also requests*

the member countries of the Union to support the full implementation of the Constitution on the Korean peninsula, including the freedom of postal exchanges between the North and the South.

(Congress – Doc 93, 10th plenary meeting)

## **Decision C 56/1994**

### **Relations with the United Nations and other international organizations**

Congress

*Notes*

the Director-General's report on relations with the United Nations and other international organizations,

*Invites*

the Director-General of the International Bureau to:

- maintain and intensify relations with the United Nations and other international organizations;
- continue to follow the development of the questions outlined in his report;
- take whatever action he deems necessary in the interests of the Union and its members, subject to any instructions from the Council of Administration;
- to report to the Council of Administration every year to an appropriate extent.

(Congress – Doc 24, 10th plenary meeting)

## **Decision C 57/1994**

### **Implementation by the specialized agencies of the Declaration on the Granting of Independence to Colonial Countries and Peoples**

Congress

*Notes*

- the Director-General's report on implementation by the specialized agencies of the Declaration on the Granting of Independence to Colonial Countries and Peoples;
- the efforts made by the UPU to aid refugees and non-self-governing territories as well as the newly independent countries and the least developed countries (LDCs);

*Decides*

to step up efforts to the extent of its possibilities and available resources to increase assistance to these countries, adapting its activities to changes in the situation in the regions concerned and as part of a coordinated action plan.

(Congress – Doc 25, 10th plenary meeting)

## **Recommendation C 58/1994**

### **Organization of UPU conferences and meetings**

Congress,

In view of  
the report submitted by the Executive Council on the management of the Union's work,

Aware  
of the need to identify opportunities for streamlining the work that may help in introducing more up-to-date management at the International Bureau,

Recalling  
that the conference and meeting services are among the main products offered by the International Bureau,

Mindful  
that a detailed analysis of the tasks entrusted to the International Bureau would enable part of the capacities of its staff to be released for use on more operational activities,

#### *Recommends*

the various bodies of the Union to consider:

- i the desirability of limiting the holding of meetings to those that are really essential, by assessing their effectiveness (cost/benefit);
- ii the usefulness of giving preference to holding smaller meetings, restricted to specialists, when the subjects are technical;
- iii the desirability of holding as many meetings as possible at UPU headquarters, with a view to savings in respect of secretariat travel costs;
- iv the need to avoid altering the timetables of meetings at a late stage in order to avoid having to pay interpreters who have already been engaged compensation for cancellation of contracts.

(Proposal 024, Committee 3, 6th meeting)

## **Resolution C 59/1994**

### **Continuation after the Seoul Congress of the study on improving the management of the Union's work**

Congress,

In view of  
the report submitted by the Executive Council on the management of the Union's work (Congress – Doc 70),

Noting  
the improvements introduced by the Executive Council within the scope of its powers,

Recognizing

the fundamental changes the international postal sector is currently experiencing, such as the expansion of competition, the liberalization of exchanges of services, and the growing need to take into consideration the interests of all participants in postal activity,

Considering

that Congress has approved proposals for substantial changes in the organization, responsibilities and functioning of the Union's bodies,

Considering also

that Congress has approved proposals aimed at streamlining the Union's Acts (Congress – Doc 60),

Convinced

of the need for this review process to be continued,

*Instructs*

the Council of Administration, in consultation with the Postal Operations Council and the International Bureau, to:

- i continue seeking as a matter of priority ways of improving all aspects of the Union's structure and of the management of its work;
- ii continue reviewing the Union and its activities, particularly as regards:
  - a the Union's mission, which should be examined in depth;
  - b the system of financing of the different types of Union activity;
  - c the functioning of the Councils, with a view to increasing their effectiveness;
  - d the status of members, and in particular the possibility for representatives of parties concerned by international postal activity to participate in certain Union work;
  - e the implementation of strategic planning and programme-budgeting systems;
  - f the organization structure of the International Bureau;
  - g further recasting of the Acts;
- iii formulate proposals for reform based on the results of the work described above:
  - a for implementation as soon as possible and prior to the next Congress, as appropriate;
  - b for submission to the next Congress for approval;
- iv see to it that all UPU members wishing to do so have the opportunity to participate effectively in the work described above.

(Proposal 043/Rev 1, Committee 3, 6th meeting)

\*

## **Resolution C 60/1994**

### **Recasting the Postal Financial Services Acts**

Congress,

Noting

the urgent need to improve the postal financial services and the desire expressed by administrations to have a new recast made of the relevant Acts,

Bearing in mind

the assertion that the essential tasks to ensure a future for the postal financial services must, with the development of international exchanges in this field, be based on international profitability and competitiveness,

Observing

that some administrations prefer, for the sake of flexibility, to continue to provide the services on the basis of bilateral agreements and that the substantial revision of the Postal Financial Services Agreements made in 1984–1989 has not had the expected effect of persuading more postal administrations to join these Agreements and provide financial services,

Anxious

to encourage as many administrations as possible to provide these services on the basis of the new Agreement which takes account of the development of international postal financial services,

Recognizing

that the initial study undertaken within the framework of the 1993 Executive Council culminated in the adoption of the principles of this recast and of the draft structure of the future Acts,

*Instructs*

the Council of Administration and the Postal Operations Council, in collaboration with the International Bureau, to continue a study aimed at recasting the Postal Financial Services Acts in order to provide a normative reference framework while simplifying to the maximum the prescribed procedures and to submit to the next Congress the necessary draft amendments to the Acts.

(Proposal 40. 0.2, Committee 8, 2nd meeting)

## **Resolution C 61/1994**

### **Action plan to energize the postal financial services**

Congress,

In view of

the Seoul expanded debate held by Congress Committee 8 on 2 September 1994 on the subject "Future of the postal financial services",

*Considering*

- the overriding importance of extending the postal financial services so as to achieve better coverage and universality of the world network of international postal payments systems;
- the need to safeguard and improve the quality of the postal financial services;
- the development of telematic applications for transferring postal financial services funds and the use of computerized systems as an essential condition for operationally effective services;
- the magnitude of the revenue expected from postal financial exchanges and the need to develop customer loyalty at both the national and the international level;
- that, if they are to remain competitive, the services must quickly adapt to the changing environment and more particularly to developments on the international financial payments market,

*Noting*

the absence of international postal financial services in many UPU member countries,

*Deeming*

this situation unsatisfactory for the pursuit of efficient financial exchanges between partners on the different continents,

*Deeming*

on the one hand that existing regulations are ill-suited to the economic rules in force and, on the other, that they do not allow the flexibility required in the field of production,

*Aware*

of the fact that by itself, a development policy is not sufficient to ensure the establishment of reliable, modern and economically viable financial services,

*Taking account*

of the value of a common commitment founded on recognized principles of action,

*Approves*

the attached Action Plan to energize the postal financial services (PFSAP),

*Urges*

postal administrations to develop their postal financial exchanges by drawing on the objectives of the PFSAP, particularly with a view to the worldwide extension of the postal financial services,

*Invites*

the Restricted Unions to take extensive account of the PFSAP in their regional programmes and to define priorities at their level,

*Instructs*

the Postal Operations Council:

- i to take measures to:
  - urge the member countries of the Union to create services that, in the first instance, will permit the transfer of funds;
  - facilitate the modernization of such transfers;



- promote flexibility in exchanges;
  - simplify reciprocal payment methods;
  - foster technical exchanges in the area of postal financial services;
  - ensure appropriate promotion of the services;
- ii to adapt existing regulations to those measures;
- iii to ensure that application of the PFSAP is monitored;
- iv to report to the next Congress on the execution of the PFSAP,

*Also instructs*

the International Bureau to monitor these activities and, where appropriate, to propose adjustments to this Action Plan to the Postal Operations Council.

(Proposal 40. 0.1, Committee 8, 2nd meeting)

**Action Plan to energize the postal financial services (PFSAP)**

Objectives		Projects/Actions/Activities	Responsibility <sup>1</sup>
<b>Strategy</b>		<b>A.</b> Develop postal financial exchanges by establishing a universal, progressive and operational network of postal financial payments systems (services) at international level	
<b>A 1</b> Extension worldwide of the postal financial services; universality of postal financial payments systems	<b>A 1.1</b> Increase the number of countries actively participating in the postal financial services in order to expand the coverage of services worldwide		
	<b>A 1.1.1</b> Urge the Union member countries and States, as appropriate, to establish postal financial services primarily for the transfer of funds in the international service.		POC, RU
	<b>A 1.1.2</b> Give priority to the establishment of postal financial services within those administrations that do not at present offer services in this area.		Adm, RU
	<b>A 1.2</b> Simplify the current regulations and the conditions governing execution of the services to encourage many administrations to participate in and to join international postal financial payment systems		
	<b>A 1.2.1</b> Recast the Postal Financial Services Acts with a view to simplifying the conditions governing execution of the postal financial services and making them more flexible.		POC, RU
	<b>A 1.3</b> Support accession to the postal financial services on the basis of the UPU Agreements in force		
<b>A 2</b> Develop and improve traditional and computerized postal financial services	<b>A 1.3.1</b> Consider measures for encouraging those administrations that provide services on the basis of bilateral agreements to subscribe to the UPU Agreements in force.		POC, RU
	<b>A 1.3.2</b> Identify the reasons preventing administrations from subscribing to the UPU's universal Postal Financial Services Agreements and taking measures to adapt to the conditions of universal service on the basis of those UPU Agreements.		Adm, POC, RU
	<b>A 2.1</b> Develop and optimize the internal organization of postal financial institutions so as to achieve an even more effective postal financial services network for long-distance and direct-contact payments		
	<b>A 2.1.1</b> Increase the number of post offices providing postal financial services in all rural regions and zones, taking the cost/benefit ratio into account.		Adm
	<b>A 2.1.2</b> Computerize post offices and procedures for internal processing of instruments at the counters, using the most efficient exchange methods and procedures		Adm, POC

<sup>1</sup> This column indicates the entities responsible for the actions. The following abbreviations have been used:

Adm = Administrations  
 IB = International Bureau  
 POC = Postal Operations Council  
 RU = Restricted Unions

Objectives	Projects/Actions/Activities	Responsibility
	<p><i>A 2.2 Improve the money orders service</i></p> <p>A 2.2.1 Improve money order transmission times.</p> <p>A 2.2.2 Improve the security of the service and reduce inquiry response time.</p> <p>A 2.2.3 Urge countries with no inward money order service to serve as intermediaries by issuing cheques payable to the beneficiaries.</p> <p>A 2.2.4 Assign a group of experts to study measures for improving the international money orders service.</p>	<p>Adm, POC</p> <p>Adm, POC</p> <p>Adm, POC</p> <p>POC</p> <p>POC</p>
	<p><i>A 2.3 Improve the giro service</i></p> <p>A 2.3.1 Expand the issue of withdrawal cards and equip post offices with terminals and cash dispensers</p> <p>A 2.3.2 Increase the number of countries agreeing to pay postcheques in post offices.</p> <p>A 2.3.3 Assign a group of experts to study measures for improving the giro service.</p>	<p>Adm, POC</p> <p>Adm, POC</p> <p>POC</p>
	<p><i>A 2.4 Simplify the methods of exchanging money orders and giro cheques as well as cashing and payment procedures</i></p> <p>A 2.4.1 Conduct a study aimed at simplifying operating methods, cashing and payment procedures and methods for exchanging international money orders and giro cheques.</p>	<p>POC</p>
	<p><i>A 2.5 Simplify reciprocal methods of account billing and settlement</i></p> <p>A 2.5.1 Promote the use of the liaison giro account.</p> <p>A 2.5.2 Introduce the use of computers for issuing and verifying account statements, establishing and electronically transmitting monthly accounts and summary lists for money orders.</p>	<p>Adm, POC</p> <p>Adm, POC</p>
<b>A 3</b> Establish the future configuration of the universal computerized network for electronic transmission of funds by the postal financial services	<p><i>A 3.1 Develop telematic applications for the transfer of postal financial services funds</i></p> <p>A 3.1.1 Promote the introduction, expansion and development of the electronic transfer system for postal financial funds worldwide in order to create a computerized international payments network with EUROGIRO as its linchpin.</p> <p>A 3.1.2 Evaluate the criteria for participation of postal financial institutions in the EUROGIRO system as well as costs and installation and participation charges and fees in relation to benefits.</p> <p>A 3.1.3 Encourage postal financial services capable of offering a transfer service to join the EUROGIRO system as users.</p> <p>A 3.1.4 Promote cashing of money orders and international exchange of money orders through the EUROGIRO network.</p> <p>A 3.1.5 Promote the implementation of a new concept of computerized payment network that would provide an inexpensive electronic system for transfer of instruments to postal financial institutions with a low volume of transactions and/or that do not have a data processing system.</p>	<p>Adm, POC</p> <p>Adm, POC</p> <p>POC</p> <p>Adm</p> <p>Adm, POC</p>
<b>A 4</b> Implement programmes for quality control of the postal financial services	<p><i>A 4.1 Provide computerized control of the quality of transactions</i></p> <p>A 4.1.1 Support the introduction of the means of ensuring computerized control of on-line postal financial operations from the post offices and make advantageous use of the EUROGIRO system.</p> <p>A 4.1.2 Consider measures for establishing permanent quality control of postal financial services operations and in due course conduct studies for improving it.</p>	<p>Adm, POC</p> <p>Adm, POC</p>

Objectives	Projects/Actions/Activities	Responsibility
<b>A 5</b> Intensify co-ordination, cooperation and collaboration between UPU member countries, postal financial institutions	<b>A 5.1</b> <i>Continue the partnership in respect of conventional services on the basis of bilateral and multilateral agreements relating to postal financial services</i> <b>A 5.1.1</b> Develop the exchange of information with administrations that provide these services on a bilateral (multilateral) basis only.	POC
	<b>A 5.2</b> <i>Support contacts and cooperation between countries wishing to develop new postal financial services systems</i> <b>A 5.2.1</b> Encourage technical exchanges in the postal financial services field. <b>A 5.2.2</b> Establish permanent technical assistance cooperation programmes focussing on the establishment of postal financial services centres and the introduction of the money orders and giro services.	Adm, POC, RU POC, RU
<b>Strategy</b>	<b>B.</b> Adapt the postal financial services to market developments, customer needs, technological developments and means of communication in order to make them more profitable and competitive at international level	
<b>B 1</b> Work out a better definition of the postal financial services market	<b>B 1.1</b> <i>Achieve a better knowledge of the postal financial services market</i> <b>B 1.1.1</b> Conduct studies to define: – market structures and products to be developed; – customer groups, user requirements and degree of satisfaction; – competition: methods and market shares; – service trends and development potential. <b>B 1.1.2</b> Introduce customer relations programmes.	Adm, RU, POC  Adm
	<b>B 2</b> Adapt the postal financial services to changing customer needs <b>B 2.1</b> <i>Expand and standardize the range of postal financial services/products at national and international level</i> <b>B 2.1.1</b> Take measures to ensure that the range of postal financial services/products is expanded in all countries to allow long-distance and direct-contact payments and to encourage the introduction of basic services to enhance the universal nature of the services available to customers. <b>B 2.1.2</b> Develop postal financial services in response to specific customer needs, such as deposit of salaries, automatic debit transfers, automatic transactions by means of withdrawal cards at cash dispensers, savings bank book, automatic deposit of dividends, indemnities, etc. <b>B 2.1.3</b> Ensure adequate promotion of traditional services and new postal financial payment products by implementing commercial marketing policies and using new technologies and procedures. <b>B 2.1.4</b> Urge administrations to take all necessary measures to adapt the postal financial services to commercial and technical developments. <b>B 2.2</b> <i>Facilitate inter-administration relations by adopting more flexible conditions for executing the services</i> <b>B 2.2.1</b> Amend the provisions in effect within the framework of the study on recasting the Postal Financial Services Acts <b>B 2.2.2</b> Adopt practical measures at bilateral level. <b>B 2.3</b> <i>Apply provisions between administrations calling for equitable, cost-related remuneration/compensation</i>	Adm, RU, POC  Adm, POC  Adm, RU, POC POC  POC  Adm Adm, POC

Objectives	Projects/Actions/Activities	Responsibility
<b>B 3</b> Ensure adequate management independence for postal financial services (postal financial institutions)	<i>B 3.1 Ensure that long-term corporate plans and policies have been worked out in respect of the development of the postal financial services</i>	Adm
	B 3.1.1 Prepare and implement plans setting out clearly-defined actions, complete with objectives, costs and quantified time frames to allow investments to be sought.	
<b>B 4</b> Increase the role of the UPU in adapting the postal financial services to a new world	<i>B 4.1 Ensure implementation of the PFSAP in consideration of the authority granted and the means available</i>	POC, IB
	B 4.1.1 Allocate responsibilities and PFSAP operational and monitoring procedures between the permanent bodies of the UPU	
	B 4.1.2 Define practical measures and studies relating to implementation of the PFSAP	
	B 4.1.3 Consult administrations about monitoring the execution of the PFSAP	
	B 4.1.4 Manage the financial resources allocated to PFSAP implementing and monitoring activities	

**Resolution C 62/1994****Proposals relating to the Detailed Regulations of the Postal Financial Services Agreements referred to the POC**

Congress,

In accordance  
with article 15, paragraphs 2, 3 and 10, of the Rules of Procedures of Congresses,

*Instructs*

the Postal Operations Council to consider the following proposals relating to the Detailed Regulations of the Postal Financial Services Agreements:

45. RE 605.1	45. RE 1202.91	55. RE 201.1	55. RE 1304.91
45. RE 801.1	45. RE 1202.92	55. RE 317.1	55. RE 1304.92
45. RE 1101.1	45. RE 1202.93	55. RE 1302.1	55. RE 1304.93
45. RE 1105.91			

(Committee 8, 2nd meeting)

## **Resolution C 63/1994**

### **Technical cooperation among developing countries (TCDC)**

Congress,

In view of  
the report submitted by the Executive Council on technical cooperation among developing countries (TCDC),

Referring to  
resolution 1992/41 adopted by ECOSOC, calling on all parties concerned to give TCDC first consideration when selecting the modality of execution of their programmes,

Considering  
the precise definition of TCDC given by the High-level Committee, stressing the paramount role that the Governments and institutions concerned of the developing countries should themselves play in this area,

Noting  
that the UPU Regional Advisers are already striving to promote TCDC in the countries under their jurisdiction,

Nevertheless convinced  
of the need for even more meaningful measures to be taken in promoting this form of South-South cooperation in all regions of the world,

Noting also  
the related activities included in the UPU Strategic Plan for the next five-year period,

#### *Calls upon*

- the administrations of the developing countries and the Restricted Unions to make further efforts to mobilize the necessary resources and to create an appropriate environment for fostering the widespread use of TCDC;
- the administrations of the developing countries to identify the fields most suited to application of TCDC;
- the administrations of the industrialized countries to continue in particular to support the country and intercountry institutions of developing countries wishing to play a role in implementing activities under TCDC,

#### *Instructs*

the appropriate bodies of the UPU to issue the necessary policy guidelines and take the required initiatives with a view to making TCDC the general practice,

#### *Also instructs*

the Director-General of the International Bureau:

- to effectively initiate the TCDC-related activities called for in the UPU Strategic Plan, in conjunction with the appropriate bodies of the United Nations system, including the UNDP;

- to initiate, through the Regional Advisers and in close cooperation with the postal administrations and the Restricted Unions, a series of regional pilot studies for the purpose of identifying the fields, staff, and modalities of execution with a view to the practical and effective implementation of TCDC;
- to make a periodic evaluation of the impact of TCDC on the scope and quality of all technical cooperation programmes and to report to the Union bodies concerned on this subject.

(Proposal 031, Committee 9, 4th meeting)

## **Resolution C 64/1994**

### **UPU action for the least developed countries (LDCs)**

Congress,

In view of  
the report submitted by the Executive Council on the subject of UPU action for the least developed countries (LDCs),

Considering  
United Nations General Assembly resolution 45/206 of 21 December 1990 on the Paris Declaration and the Programme of Action for the Least Developed Countries for the 1990s,

Recalling  
resolutions C 87 of the 1974 Lausanne Congress, C 37 of the 1979 Rio de Janeiro Congress, C 66 of the 1984 Hamburg Congress and C 28 of the 1989 Washington Congress,

Recognizing  
the importance of the role of the postal services in the development of the LDCs and the shortcomings of the Post in most of these countries,

Bearing in mind  
the need to reinforce the postal services in the LDCs,

*Invites*

the least developed countries to:

- marshall all the human, financial and material resources available on the spot and obtain the greatest possible benefit from the assistance provided to them in the postal sector;
- identify and reinforce activities calculated to increase their sources of revenue, such as philately and international accounting, and develop new commercial strategies,

*Also invites*

the Restricted Unions to increase assistance provided to LDCs,

*Instructs*

the bodies of the Union:

- to take the necessary measures for the Union to be able to continue providing development aid to the postal services of the LDCs;
- to devote to the countries in that category as large a portion as possible of UPU resources;
- to follow closely the development of the general situation of the Post in the LDCs and to submit a report thereon to the next Congress;
- to help the LDCs to increase their ability to obtain additional revenue from activities such as philately, international accounting and the new services,

*Also instructs*

the Director-General of the International Bureau:

- to continue paying more marked priority attention to the postal needs of the LDC administrations;
- to propose to the bodies of the UPU a programme of activities based on the priority sectors and specific needs of the countries concerned, in particular in the areas in which growth of sources of revenue is possible.

(Proposal 030, Committee 9, 4th meeting)

**Decision C 65/1994**

**Undeliverable items**

Congress,

Having examined  
the question of the collection of a charge in respect of undelivered bulk items which are returned to the sender in a country other than the one in which they were posted,

Considering  
that no charge should be set until after a study covering the new provisions of the terminal dues system, with special reference to bulk mail,

Instructs

the Postal Operations Council:

- to study the possibility of setting a charge to be collected from the sender of such items;
- to prepare, as required, appropriate proposals for the relevant bodies.

(Proposal 20. 29.4, Committee 4, 9th meeting)



## **Resolution C 66/1994**

### **International business reply service for goods**

Congress,

#### **Acknowledging**

that international direct mail is one of the expanding areas for international mail services, and that it has been assisted by the successful growth and development of the international business reply service since the latter's introduction at the Washington Congress in 1989,

#### **Recognizing**

that, with the continuing expansion of international trade through the Post, a demand may exist for companies to be able to offer services which allow their customers to return goods through the international Post with the postage already prepaid,

#### **Noting**

that the postal administrations in POSTEUROP are constantly reviewing the possibilities for different types of response services to meet the evolving needs of their customers, and that a number of administrations are planning to conduct market research in this area,

#### **Instructs**

the Postal Operations Council:

- to monitor developments in the situation (as described in the annex) by seeking progress reports from the administrations which will be examining this issue;
- to consider in due course, depending on the progress made, whether it would be appropriate to introduce such a service as a new UPU service on an optional basis, if necessary by incorporating provisions for it in the Detailed Regulations.

(Proposal 20. 0.20, Committee 5, 3rd meeting)

*Annex*

### **International business reply service for goods**

#### **I. Background**

1.1 International direct marketing, a prime application for response services, has grown considerably over the last ten years, and with it international direct mail as its prime marketing tool. This growth has been a direct result of a combination of factors, including the increasing globalization of the marketplace and the growing sophistication of direct marketing techniques.

1.2 Postal administrations worldwide will need to support this growth of international mail stemming from the direct marketing sectors, tailoring response services to their requirements. Whilst both IBRS and International Admail will play an important part in providing a range of response services, the needs of the mail order industry (a prime user of direct mail and response services) will need to be particularly addressed. The mail order industry is recognized as a sector set to expand with the ongoing dismantlement of European cross-border tariff and trade restrictions and the expected expansion of the European Union (EU) to include several EFTA countries, notably Switzerland, Austria, Norway, Sweden, Finland and Iceland.

1.3 A known requirement of the mail order industry is an international reply-paid packet and goods service. In the longer term, it is envisaged that response services will need to provide a comprehensive range of mailing products, to include new products encompassing both international COD, international Freepost, and IBRS with value-added facilities such as registration, insurance and priority handling.

## **II. Case examples**

2.1 The postal administration of Great Britain has been approached by several United Kingdom customers for combinations of the above response services. Notably, film processing laboratories have been demanding higher weight limits for IBRS items to accommodate one or more film rolls. A case in point is one British film processor already using IBRS for returning film rolls. A bilateral agreement is already in place with one administration to ensure the return of these items.

2.2 Other examples include a British dental manufacturer who requires the facility of prepaid labels to apply to returned dental casts, and another British customer who has a requirement for the prepaid return of small amounts of precious metals from overseas.

2.3 The 1994 Executive Council has already decided to add to the IBRS operating conditions the facility of returning items of no commercial value up to 250 g, as from 1 January 1995. However, a more thorough examination of market demand and possible service options is needed in order to cover the full range of goods which customers of all sorts may wish to send by prepaid international services.

2.4 Obviously, if postal administrations do not adapt to this market demand for flexible response services, this will only be to the advantage of commercial competitors such as TNT.

## **III. Market research**

3.1 Market research has not as yet been undertaken in this area of value-added services. However, the evidence suggests a definite market demand for an increased range of response services.

3.2 Britain proposes to pursue this area through the PDMS (Postal Direct Marketing Service) New Product Development group, and as a first step, include questions on response services within the ongoing PDMS research project.

#### **IV. Action plan**

4.1 Through the PDMS New Product Development subgroup, Great Britain will explore with its postal partners the viability of providing response services as described above.

4.2 All-too-familiar customs problems (outside Europe) and inter-administration charges for handling goods of a non pre-determined size (as in the case of items with prepaid labels) will be investigated.

4.3 Great Britain will be pleased to submit to the UPU more detailed information on these issues as the work progresses.

#### **Resolution C 67/1994**

##### **International household delivery service for unaddressed items**

Congress,

Aware

that a number of postal administrations in POSTEUROP have established, on a trial basis, an international service for the delivery of unaddressed letter-post items, linked to their equivalent national services,

Recognizing

that this service has been developed to meet the needs of customers, in particular those involved in the international direct mail industry, who seek an inexpensive means for delivering promotional material and expanding their mailing lists,

*Notes*

the description of the trial service contained in the annex,

*Instructs*

the Postal Operations Council:

- to monitor the development of this service by seeking progress reports from the administrations which operate it;
- to consider, once the trial service has been operating successfully for a suitable period of time, whether it would be appropriate to introduce it as a new UPU service on an optional basis, if necessary by incorporating provisions for it in the Detailed Regulations.

(Proposal 20. 0.21, Committee 5, 3rd meeting)

**GREAT BRITAIN**

**International household delivery service for unaddressed items**

**I. Background**

1.1 The international unaddressed mail service, known internationally by postal administrations as “*Envois Sans Adresse*” (ESA), was developed and launched by Denmark, France, Germany, Netherlands and Switzerland. Great Britain, after conducting several trials of ESA with France and the Netherlands, introduced the service for United Kingdom customers during August 1993. The service was further expanded in September 1993 by the inclusion of Portugal in the number of participating administrations.

**II. Description of the service**

2.1 An international unaddressed mail service provides for the hand delivery of *unaddressed* mailshots, leaflets and other promotional literature directly to homes and businesses, along with the regular mail, in any area(s) of the country selected. It is a form of advertising that can be used by businesses to develop mailing lists and test new markets for their products.

2.2 An international unaddressed mail service can only be provided to those countries that operate a domestic unaddressed mail service. International unaddressed mail has to conform to the domestic service requirements and tariffs of individual administrations.

2.3 A core specification has been agreed as follows, although exceptions to these specifications are allowed by bilateral agreement.

- Maximum weight                      100 g
- Maximum length                      300 mm
- Maximum width                        210 mm
- Maximum thickness                    17 mm
- Minimum length                        140 mm
- Minimum width                         90 mm
- Minimum mailing                       1000 items

**III. Operation of the service**

3.1 A central booking centre in country A processes an order from a customer. This will typically involve country A contacting and liaising with country B to confirm delivery dates, acceptability and postcode targeting advice.

3.2 For each mailing for a customer requested by country A, country B will confirm to country A its service standards governing the days of the week it delivers unaddressed items, the deadline by which all items will be delivered and the charge it will make.

3.3 The customer bundles and labels the items for distribution, stipulates the target postal zone required and the desired delivery period, for delivery in country B. Payment is made by the customer, to the postal administration of country A in advance of the service being provided.

#### **IV. Inter-administration rates and settlement of accounts**

4.1 Rates comprise payment to the administration of destination for handling and delivery, and payment for the collection, handling and conveyance of unaddressed items in the country of origin.

4.2 The settlement of accounts between administrations is carried out bilaterally by designated central accounting points in each country.

4.3 The process of inter-administration accounting is by means of a form which is forwarded with the dispatch bundles. The receiving office of exchange, once satisfied that the correct number of notified items has been received, then forwards a copy of the form to its central accounting point for billing purposes.

4.4 The charges which country A pays to country B will be based principally on the public tariffs which country B fixes for its domestic service for unaddressed items.

#### **V. Current status**

5.1 Traffic for the ESA service, known as "International Household Delivery Service IHDS" in Great Britain, has as yet been slow to develop.

5.2 So far, only a small number of administrations provide the service.

5.3 Geodemographic profiling is a vital component for the viability of the service. This is a marketing technique whereby a company attempts to identify particular areas of a city or region containing the private individuals or businesses most likely to buy the company's products. Targeting for ESA is currently limited to a general selection of residential or business addresses (PO boxes) within specific postcode areas in the country of destination.

#### **VI. Competition**

6.1 Two associations for international unaddressed direct mail services are known to have been set up by independent companies which have formed a network across Europe. The only companies known to be providing a service from Great Britain are Circle Distributors representing the European Letterbox Marketing Association (ELMA) and MRM Distributors acting for the European Household Delivery Association (EHDA). Geodemographic targeting requirements can be met where local facilities exist, but customers must arrange their own transportation of the items from Great Britain to the countries of destination and must pay the end carrier directly.

6.2 These services are not as yet widely used or advertised and do not involve postal administrations. Both ELMA and EHDA provide an agency coordinating role, "all in" prices and a central end-to-end coordinating point. Customers have the confidence of the items being handled and delivered with the same reliability as that associated with official postal networks.

#### **VII. Market research**

7.1 Extensive market research by Great Britain has indicated a limited but definite requirement for an ESA/IHDS service.

7.2 The main target market is small to medium sized companies engaged in marketing mass consumer products. In particular, this means companies without their own branches in the destination country. Large international businesses are likely to have local branches or agents capable of accessing either domestic PTT unaddressed services or the facilities offered by local providers of door-to-door services.

7.3 ESA/IHDS has been identified as being especially useful for:

- *promoting goods with a low unit value;*
- *helping customers without mailing lists or whose mailing lists are of poor quality to set up a data base of their own with an eye to future addressed direct mail activity, combining them with IBRS maps to increase response rates;*
- *making an initial assessment of foreign markets or conducting market tests.*

ESA/IHDS can serve as a cost-effective starting point, since it does not require the purchase of individual mailing lists or the renting of external ones.

## **Resolution C 68/1994**

### **International admail (international business reply service: local response)**

Congress,

Acknowledging

that international direct mail is one of the expanding areas for international mail services, and that it has been assisted by the successful growth and development of the international business reply service since its introduction at the Washington Congress in 1989,

Aware

that a number of postal administrations in POSTEUROP are in the process of introducing, on a trial basis, an extension of this service, whereby the reply items are initially delivered to a local address in the country of destination,

Recognizing

that this service has been developed to meet the needs of customers, in particular those involved in the international direct mail industry, who wish to have a more flexible range of services,

Notes

the description of the trial service contained in the annex,

Instructs

the Postal Operations Council:

- to monitor the development of this service by seeking progress reports from the administrations which operate it;

- to consider, once the trial service has been operating successfully for a suitable period of time, whether it would be appropriate to introduce it as a new UPU service on an optional basis, if necessary by incorporating provisions for it in the Detailed Regulations of the Convention.

(Proposal 20. 0.22, Committee 5, 3rd meeting)

*Annex*

## **GREAT BRITAIN**

### **International admail (international business reply service: local response)**

#### **I. Background**

1.1 The existing IBRS service, an international equivalent of domestic business reply services, is growing both in volume (Great Britain forecasts 500 000 inward items for 1993/1994) and in the number of postal administrations participating, ie from 12 countries in 1987 to the present more than 40 countries and territories worldwide.

1.2 The international business reply service (IBRS) offers the facility, to companies marketing overseas, of a convenient means of obtaining replies back from their customers. By the use of an internationally recognized IBRS design, international mailers can include a response/reply device that allows their customers to respond free of charge to themselves, simply by posting the reply device in their local postal system.

#### **II. Description of the service**

2.1 Local IBRS is a development of the existing IBRS service. It is currently being developed by member countries of the Postal Direct Marketing Service (PDMS) and will be marketed as a distinct service to be known as *International Admail (IA)*. The Postal Direct Marketing Service (PDMS) is a European association of postal authorities with a remit to develop the market and promote products related to direct mail for the international direct marketing industry. Current member countries are Belgium, Denmark, Finland, France, Germany, Great Britain, Ireland, Norway, Portugal, Spain, Sweden, Switzerland.

2.2 The postal administrations of PDMS planned to introduce this service by the end of April 1994.

2.3 The proposed IA service will enhance or build on the existing IBRS service by providing the facility of prepaid reply items (up to 50 grammes) which are initially delivered to a local address in country B, for subsequent onward transmission to the country or origin (country A). It will thus enable companies mailing from country A to have a perceived local presence in country B when carrying out international bulk mailings.

### **III. Operation of the service**

3.1 International admail may be best described by the simple example of a British customer using the service for France:

- The British Post Office provides customers with design details for a French domestic business reply envelope or card. (A different design will be required for each country.)
- The British customer prints cards/envelopes using the design of the French domestic reply service, and incorporating the company name.
- The customer dispatches his items in bulk to France enclosing in each item the preprinted, prepaid reply item which is valid for use in the French domestic reply-paid service. The addressees of these items then mail the replies, which are delivered to the address on the reply card, which is a PO box at or near the office of exchange (OE) in Paris. (One PO box is allocated to each country.)
- Each day, the Paris OE forwards these reply items to the British OE (in London), by airmail, together with normal IBRS items (ie in the final bag).
- At the London OE, the replies will be sorted according to customer, put into a first class envelope and forwarded to the customer.

### **IV. Inter-administration rates and settlement of accounts**

4.1 The rates comprise payment to the administration (in country B) for the domestic circulation and handling of items to a PO box, plus conveyance back to the country of origin. It has been provisionally agreed amongst the PDMS members that the inter-administration charges should be cost-based.

4.2 Costing work undertaken by the British Post Office suggests that charges should, at the most, be some 50 percent of domestic tariffs for business reply items, as a significant element of postal costs are the delivery costs. This cost is not incurred with IA by country B.

4.3 The settlement of accounts between administrations will be carried out bilaterally by designated central accounting points in each country.

4.4 The process of inter-administration accounting will be by means of a form which will be forwarded (along with a copy of the C 12, on which IA items will be recorded) to the dispatching country's central accounting point. The receiving office of exchange, once satisfied that the correct number of notified items has been received, then forwards a copy of the form to its own central accounting point for bill matching and payment purposes.

### **V. Current status**

5.1 At the time this proposal was prepared, the service was about to be introduced. Great Britain will be able to give a verbal progress report during Congress.

### **VI. Competition**

6.1 Several international couriers (notably TNT) advertise and operate an international reply service. This typically involves the courier taking out a PO box on behalf of a customer and returning the replies via its own international network. This operation will be comparable to that offered by PDMS members.



6.2 Currently, competitor offerings appear to be expensive; however, it is likely that keen price competition will develop once international admail is introduced amongst PDMS members.

## **VII. Market research**

7.1 A market research survey commissioned by the British Post Office during December 1992 amongst 428 companies engaged in international marketing (across four European countries including Great Britain) clearly established a customer requirement for a *range* of international response services specifically including international admail ("local" IBRS).

7.2 Market research shows that companies and individuals who receive direct mail items are much more likely to use a response item if it is addressed to a local national address, rather than an address in another country. Although the basic IBRS service has been quite successful, the addition of this local response facility will help to break down this reluctance by some addressees to respond to international mail. Market research shows that the local response facility will help to expand the use of IBRS even further.

7.3 Of companies already using IBRS, 66 percent said they would also take up a local response facility (IA). A quarter of international direct mail users think mail is taken more seriously with a local address.

## **Decision C 69/1994**

### **Draft 1995–1999 study programme**

Congress

*Instructs*

the Postal Operations Council to include in the 1995–1999 study programme a sub-study entitled "Delivery of EMS items by private enterprises" with a view to:

- i preparing a draft framework agreement between postal administrations and private companies providing delivery of EMS items;
- ii developing an operational guide to delivery of EMS items by private enterprises.

(Proposal 03, Committee 5, 3rd meeting)

## **Resolution C 70/1994**

### **Draft 1995–1999 study programme**

Congress,

In view of  
article 104, paragraph 9, of the General Regulations relating to the functions of the Postal Operations Council,

Also in view of  
the consultation of the Union member countries and the Restricted Unions undertaken pursuant to article 104, paragraph 13, of the General Regulations,

Noting  
the large amount of preparatory work done by the outgoing CCPS,

Conscious  
of the need to establish a basic programme of studies to be undertaken, one that shall include a limited number of studies on topical subjects of common interest and be subject to review annually in the light of new realities and priorities,

Taking the view that  
the capability of the Council that will be responsible for the studies must be reserved first and foremost for the sectors of activity considered by postal administrations to be important or even a matter of priority,

*Decides*

to leave it to that Council, within the framework of the Strategic Plan, to:

- a organize and arrange, as it sees fit, its work relating to the studies to be undertaken;
- b decide which permanent studies to resume;
- c ensure that the studies are completed within the shortest time frames possible and that their results are distributed immediately to all administrations while they are still of maximum use;
- d ensure that the results obtained at the end of certain studies can be widely used in the field for the benefit of the most disadvantaged countries;
- e regularly modify certain studies, if necessary, so as to bring them into line with such new realities and priorities as may emerge;
- f employ working methods which are best suited to the subjects to be dealt with, so as to achieve the best results.

(Proposal 04, Committee 5, 3rd meeting)

## **Resolution C 71/1994**

### **Reconstitution of the Private Operators–UPU Contact Committee**

Congress,

In view of  
the increasingly competitive operational environment of the postal services, particularly the express services,

Recognizing  
that a contact committee could be the proper forum for the exchange of views between postal administrations and private operators on matters of common interest to both parties,

Considering  
that efforts to find common solutions to issues of interest to both private operators and postal administrations should be continued, particularly as regards questions relating to Customs and security,

*Authorizes*

the Council of Administration to reconstitute the Private Operators–UPU Contact Committee with a view to continuing the study of common technical, commercial and operational problems.

(Proposal 011, Committee 5, 3rd meeting)

## **Resolution C 72/1994**

### **Consignment service**

Congress,

Having introduced  
into the Postal Parcels Agreement the basic provisions concerning the Consignment service,

Aware  
that administrations wishing to perform this service need more detailed provisions,

Considering  
that this service could later be offered for the conveyance of letter-post items,

*Instructs*

the Postal Operations Council:

- i to prepare the provisions that postal administrations need to perform the Consignment service;
- ii to study the question of extending this service to the conveyance of letter-post items and, if applicable, to submit appropriate proposals to the next Congress.

(Committee 5, 3rd meeting)

## **Resolution C 73/1994**

### **Coordination Committee for the Permanent Bodies of the Union**

Congress,

In view of  
resolution C 4/Washington 1989 concerning the Committee to coordinate the work of the Union's permanent bodies,

Bearing in mind  
the work that the Coordination Committee has accomplished since the last Congress,

Recognizing

- a that the Committee is a coordination body within the Union, made up of the Chairman of the Council of Administration, the Chairman of the Postal Operations Council and the Director-General of the International Bureau;
- b that the Committee is convened by the Chairman of the Council of Administration and that it must normally meet on the occasion of the annual sessions of the two Councils and when the need arises,

Taking into account

that the Executive Council has recommended the introduction of a system of strategic planning which will improve the coordination and planning of the Union's activities,

Considering

that it is necessary to review the status, the functions and the work method of the Committee, in the light of the new strategic planning process,

*Decides*

- i to lay down the function of the Coordination Committee for the Permanent Bodies of the Union as follows:
  - to contribute to the coordination of the work of the permanent bodies of the Union;
  - to meet, when needed, in order to discuss important questions relating to the Union and the international postal service;
  - to provide the Union's bodies with an evaluation of such questions and the implications for their work;
  - to ensure the proper implementation of the strategic planning process so that all decisions on the Union's activities are taken by the appropriate bodies in accordance with their responsibilities as specified in the Acts;
- ii to instruct the Council of Administration, in collaboration with the Postal Operations Council and the International Bureau, to review further, within the future study on improving the management of the Union's work, both the role and functions of the Coordination Committee and its relationship with the strategic planning process.

(Proposal 041/Rev 2, Committee 3, 8th meeting)

## **Resolution C 74/1994**

### **Efficiency of translation services within the Union**

Congress,

Noting

the examination of the language issue during the work of Executive Council Working Party WP 3/3, aimed at improving the efficiency of the management of the Union,

Recognizing

that any international organization which receives and produces documents in a variety of languages faces a major managerial and logistical task in ensuring that translations are produced promptly, accurately, efficiently, and with the most cost-effective use of available resources,

*Instructs*

the Council of Administration, in collaboration with the International Bureau:

- to undertake a study on the translation and typing services' working methods and procedures used both within the International Bureau and by the language groups, as well as on the preparation and distribution of documents, with a view to determining the effect these procedures have on the efficiency of the management of the Union's work, and to make recommendations for appropriate improvements, to be implemented as quickly as possible;
- to include in its study the costs of translating documents into the official language.

(Proposal 021/Rev 1, Committee 3, 7th meeting)

## **Resolution C 75/1994**

### **Institutionalization of a high-level meeting between Congresses**

Congress,

In view of

the results of the extraordinary high-level meeting held in 1992,

Aware

of the need to cope with the rapidly changing postal environment and to monitor the implementation of postal strategies adopted at the previous Congress and to discuss the future direction to be taken to make the international postal services successful,

*Invites*

the Council of Administration, in consultation with the Postal Operations Council and the International Bureau, to consider the usefulness of holding a high-level meeting, in principle, in the third year following the Congress, attended by high-level officials.

(Proposal 042, Committee 3, 7th meeting)

## **Resolution C 76/1994**

### **UPU Strategic Plan, Operational Plan and financial plan**

Congress,

Following

the decision of the Executive Council to introduce a system of strategic planning and programme budgeting, as part of the general improvements in the management of the Union's work arising out of Washington Congress resolution C 8/1989,

Recognizing

the need, explicit in that decision, for a fully coordinated and comprehensive system for planning all of the Union's activities and finances, and for greater financial and managerial transparency in the decision-making processes of all of the Union's bodies,

Acknowledging

the need for the Seoul Postal Strategy and the UPU Strategic Plan to be fully compatible and consistent with each other,

*Adopts in principle*

- the UPU Strategic Plan 1995–1999 as the document containing the programme of activities intended to ensure that the Union's bodies can fulfil the Union's objectives;
- the UPU Operational Plan 1995–1999, with the financial implications set out in the financial plan, as the key document for encompassing all the activities, as well as the costs and resources necessary to implement the activities, of the UPU and its bodies,

*Instructs*

the Council of Administration and the Postal Operations Council, in collaboration with the International Bureau:

- a to implement the Strategic Plan and the Operational Plan in the manner they consider most appropriate, incorporating suitable performance measures;
- b to take account of the need for flexibility of procedures, in the light of the new structures of the two Councils;
- c to amend and update the Operational Plan and the financial plan each year in the light of changing circumstances, while:
  - recognizing the objectives outlined in the Seoul Postal Strategy;
  - taking account of the overall strategic direction and priorities indicated by Congress in the Strategic Plan;
  - taking into account the results, as they arise, from the continuation of the study on improving the management of the Union's work;
  - reallocating resources if necessary;
  - observing the budget ceilings fixed by Congress;
- d to review the financial results and analysis, the categorization of activities, and the allocation of resources shown in Docs 74/Annex 2 and Add 1, recognizing that these are illustrative and indicative only, and do not limit the authority of the Council of Administration and the Postal Operations Council with regard to the amount and allocation of expenditure and to sources of financing within the framework of their respective powers;

- e to approve each year the allocation of any financial resources additional to the regular budget which may be made available to the Union;
- f to ensure that all the activities and finances of the Union and its bodies, including the updating of the plans, are conducted in accordance with the processes laid down in resolution C 46/Seoul 1994 "Strategic planning and programme budgeting – roles and responsibilities".

(Proposal 048, Committee 3, 7th meeting)

### **Decision C 77/1994**

#### **Study on the Union's language system**

Congress

*Instructs*

the Council of Administration:

- i to conduct a comprehensive study of the Union's language system for the purpose of finding a global solution, acceptable to all member countries, taking special account of proposals 15. 106.94 and 15. 106.95, as well as other languages, particularly Chinese, German and Russian, and drawing on the systems adopted by the other specialized agencies of the United Nations;
- ii also to analyze the definition of the concepts of official language and working language and the relationships between the two;
- iii to consider all the consequences, including the financial ones, of introducing other working languages;
- iv to submit relevant proposals to the next Congress.

(Committee 3, 7th meeting)

### **Resolution C 78/1994**

#### **Information management as a UPU strategic activity**

Congress,

Having taken note  
of the Secretary-General's report on information management as a UPU strategic activity  
(Congress – Doc 71),

*Decides*

- to recognize information management, and more specifically computerized information management, as a strategic activity of the UPU;
- to take note of the progress made in connection with establishment of the data base for the benefit of postal administrations and the International Bureau.

(Committee 3, 8th meeting)

**Resolution C 79/1994**

**Development of human resources and training**

Congress,

In view of  
the report submitted by the Executive Council on the development of human resources (Congress – Doc 53),

Aware  
of the important structural and technological changes which have taken place in the sector and of their effects on the organization and management of the postal services,

Convinced  
that the training and qualifying of staff are still the best way of making postal administrations more competitive,

Considering  
the economic and instructional benefits of the modular training system and its adaptability to each country's needs, and bearing in mind its proven efficacy in other agencies of the United Nations system,

Noting  
the importance and urgency of aid to the developing countries in the fields of human resources and training to cope with changes in the postal sector,

*Urges*

postal authorities to reserve a percentage of their wage bill or operational revenue for training,

*Instructs*

the Director-General of the International Bureau:

- to take the necessary steps to help member countries in the fields of human resources and training;
- to seek the appropriate resources for implementing the modular training system,



*Also instructs*

the UPU bodies concerned to issue the necessary policy guidelines and take the required action to make technical assistance in the field of human resources and training more efficient, in order to promote the development of postal services worldwide.

(Proposal 032, Committee 9, 5th meeting)

**Resolution C 80/1994**

**PDAG work plan 1995–1999**

Congress,

Taking account

of Executive Council resolution 34/1991 in which that body adopted an Action Plan for development, supplementing the Washington General Action Plan, in order to expand interaction between postal administrations and the international development banks, and established a Postal Development Action Group,

Having considered

the joint Executive Council and Consultative Council of Postal Studies' report on the activities of the Postal Development Action Group (PDAG) (Congress – Doc 56),

Aware

of the fact that despite the efforts of the developing countries and the international community the postal services of the countries concerned are not progressing sufficiently, which in some cases results in a decline in the quality of service and a decrease in traffic,

Noting

that the postal administrations are unable to marshal sufficient internal investment capital to improve the operating level of their services appreciably,

Having observed

that multilateral investors, including the World Bank, are potential sources of financing for investments in the postal field,

*Approves*

- the work done by PDAG since its creation to increase the amount of the funds granted by development investment banks for postal projects, as described in the Executive Council and Consultative Council for Postal Studies report on the activities of the Postal Development Action Group (PDAG);
- the continuing effort to involve multilateral investors in postal development projects,

*Decides*

to adopt the Postal Development Action Group work plan for 1995–1999 (annexed hereto).

(Proposal 036, Committee 9, 5th meeting)

## **POSTAL DEVELOPMENT ACTION GROUP WORK PLAN 1995–1999**

### **PROJECT 1 – Involve governments in postal development**

#### *Description*

Postal services are normally not very high on the priority list for national development plans. This project would inform governments of the contributions that postal services make to economic development in their countries and inform them through statistics of the services which only the Posts can provide. It would also provide information concerning the support which the Posts give for national development priorities such as rural development, education, small business development, etc. Finally, it would encourage governments to include postal services as a priority in national development plans and to support postal projects that are submitted to multilateral investors.

#### *Activities*

- Publish and distribute promotional brochures and other media which provide statistics showing governments the contributions made by postal services.
- Visit government ministries responsible for national development plans and for contact with multilateral investors to familiarize these ministries with postal development.
- Ensure that postal development is promoted at regional-level meetings attended by ministers responsible for postal services.
- Elevate postal development projects to ministry level attention through advice and assistance given to postal administrations.
- Ensure inter-governmental participation in the 1995 Postal Development Symposium.
- Establish contact with ministers in a number of countries to promote postal development.
- Encourage governments to make all resources necessary for postal development, including terminal dues, available to postal administrations.

### **PROJECT 2 – Familiarize multilateral investors with postal services**

#### *Description*

Multilateral investors are not aware of the nature of postal services and frequently lack the technical expertise to evaluate postal projects. Some of these institutions, including the World Bank, have recently shown an interest in increasing their store of information on the role and contributions of postal sectors both at the national and at the global level. This interest should be encouraged and used as a means of increasing multilateral investor support for postal projects.

#### *Activities*

- Distribute promotional brochures and other media to inform multilateral investors of the contributions of postal services and to increase their support for the sector.

- Provide information to multilateral investors concerning the role and activities of the PDAG so that they are aware of the progress of the postal development concept.
- Participate with multilateral investors in studies, surveys, and questionnaires designed to increase those institutions' awareness of and support for the postal sector.
- Develop "models" based on successful postal development projects and ensure that multilateral investors are aware of these.
- Provide technical expertise upon the request of multilateral investors to complete the postal portion of country projects.
- Take an active part in donor conferences and other financial backer meetings.
- Monitor changes in goals, policies and procedures being utilized within the multilateral investor community.
- Ensure multilateral investor participation in the 1995 Development Symposium.

### **PROJECT 3 – Utilize postal development to modernize postal services**

#### *Description*

In order to remain competitive in today's postal marketplace, national postal administrations must transform themselves into corporations capable of acting in a commercially viable fashion. This level of change requires resources beyond those available from self-financing. The multilateral investor community is an excellent source for such development financing, but it places certain conditions on such loans, the most important being that they require recipients to restructure their operations along financially profitable lines and to repay the investment loan. This project would make postal administrations aware of both the evaluation criteria utilized by these investors and the responsibilities inherent in accepting development loans.

#### *Activities*

- Encourage postal services to utilize multilateral investors as a source of postal development resources.
- Update and circulate Congress documents on postal development.
- Organize postal development workshops in conjunction with Restricted Union meetings.
- Update and circulate the Procedural Model.
- Organize and hold a Postal Development Symposium during 1995.
- Conduct consultant missions under the PDAG to individual postal administrations to assist these administrations in learning how to acquire outside resources for postal development.
- Ensure participation by postal administrations in the 1995 Development Symposium.

#### **PROJECT 4 – Research further availability of outside resources for postal development**

##### *Description*

In order to sustain the continued growth in the number and scope of postal development projects, the PDAG, in conjunction with the International Bureau, must continue to find resources for conducting development projects. As part of this same project, the International Bureau and PDAG should expand the range of working contacts with the multilateral investor community to include investors in addition to the World Bank.

##### *Activities*

- Monitor and update the five-year work plan.
- Hold regular PDAG meetings to examine mission results and progress on the Action Plan.
- Actively seek to expand investor community contacts and involve new investors in postal development projects.
- Identify additional resources for conducting missions under the PDAG.
- Avoid duplication of effort and optimize use of resources allocated to postal development by coordinating PDAG projects with:
  - the Development Cooperation Division, International Bureau;
  - the Regional Advisers;
  - the Restricted Unions;
  - UNDP sectoral support function.

#### **PROJECT 5 – Assist postal administrations in preparing a development or restructuring plan**

##### *Description*

One of the reasons why the postal services are not given sufficient priority in their country's development plans seems to be the fact that postal administrations either do not submit any project, or propose incomplete or ill-conceived ones.

Indeed, on various occasions, experience has shown that a correctly prepared project can receive sufficient priority from government to be financed by one or several lenders of funds.

The PDAG could once again offer to help the senior officials of the postal administrations of developing countries to design "bankable" projects, ie projects likely to be well received by the supervisory government bodies and thus to be submitted to the lenders of funds.

##### *Activities*

- Dispatch of a personalized memorandum, signed by the PDAG Chairman, offering the services of PDAG experts or consultants.
- Organization of technical support by correspondence.
- Experts'/consultants' missions.

## **Resolution C 81/1994**

### **Establishment of an institute of higher postal studies under UPU auspices**

Congress,

Noting

that, under UPU auspices, with UNDP financing and with the cooperation of the Restricted Unions, intercountry schools have been established in most regions to contribute to the staff training efforts made by the postal administrations of the developing countries,

Aware

of the need to have high-level postal staff capable of coping with the development of the environment in which Post operates,

Bearing in mind

the value of harmonizing the operational and work systems of the postal services with a view to achieving a common vision of the new postal professions so as to attain an appropriate quality of international service,

Convinced

of the need to strengthen the spirit of solidarity in the UPU, to teach new management skills and make postal professionals capable of disseminating the noble aims of the UPU,

*Instructs*

the Postal Operations Council to study, in conjunction with the International Bureau, the possibility of establishing a higher postal studies institute under UPU auspices, taking into account the facilities and potential of existing postal management schools and of management training schools generally throughout the world. The study should include a detailed assessment of the financial consequences of any proposal, as well as an analysis of the experiences of other international organizations with similar initiatives.

(Proposal 045, Committee 9, 5th meeting)

## **Recommendation C 82/1994**

### **Preparation of accounting documents sent between administrations**

Congress,

Aware

of the problems that often arise as a result of the illegibility of accounting documents filled out by hand,

*Recommends*

administrations to avoid as far as possible filling out by hand accounting documents that are to be sent to other administrations and, to that end, to use typewriters or computer printers to ensure the legibility of these documents.

(Proposal 20. 0.18, Committee 4, 10th meeting)

**Resolution C 83/1994**

**Expansion of International Bureau offsetting arrangements**

Congress,

Taking account  
of the results of CCPS study 751 "International accounting – Modernization of billing systems and settlement of accounts", expanded by the 1993 EC to include all administrations, and in particular of the large majority of administrations in favour of settling AV 5 airmail accounts and CP 16 parcel-post accounts on the basis of monthly, quarterly, half-yearly or annual billing,

Convinced  
of the advantages of multilateral offsetting offered by the UPU general liquidation account in terms of the efficiency, speed and low cost of settling accounts,

*Instructs*

the International Bureau to make known the advantages of the general liquidation account and to encourage administrations to make use of it, and to do its best to improve the system.

(Proposal 20. 0.9/Rev 1, Committee 4, 10th meeting)

**Resolution C 84/1994**

**Preparation and settlement of accounts. Monitoring the system  
of direct billing with AV 5 and CP 16 accounts**

Congress,

Considering  
the need to modernize as far as possible the preparation and settlement of accounts between administrations,

Taking account  
of the results of CCPS study 751 "International accounting – Modernization of billing systems and settlement of accounts" relating to letter post and to the parcel-post service,

Having adopted  
direct billing with AV 5 and CP 16 accounts,

*Instructs*

the Postal Operations Council to monitor and assess the operation of the new system within three years of the entry into force of the Seoul Acts and, if necessary, to adopt any actions considered necessary for the ongoing adjustment of the accounting systems in question.

(Proposal 20. 0.8/Rev 1, Committee 4, 10th meeting)

**Recommendation C 85/1994**

**Improvement of the quality of service of items sent in transit à découvert**

Congress,

Aware  
of the importance of reducing transmission times for all airmail items so that the quality of the service is improved,

Noting  
that items loose in transit à découvert may incur delay because of the handling operations in intermediate offices,

Considering  
that there are fewer handling operations and resulting delays when à découvert items are put into separate bundles for each country of destination, the bundles are labelled, and the bundles are put into one or more "Transit" bags which are themselves distinctively labelled "Transit",

*Urges*

administrations of origin always to make up à découvert airmail items into labelled bundles and to insert them in a "Transit" bag, in accordance with the provisions of the article of the Detailed Regulations of the Convention relating to transit à découvert,

*Recommends*

that those administrations which conclude bilateral agreements on quality of service targets (see Washington recommendation C 33/1989) should incorporate into these agreements appropriate references to handling and transmission time targets for mails sent in transit à découvert.

(Proposal 25. RE 0.1, Committee 4, 10th meeting)

## **Decision C 86/1994**

### **Preparation and settlement of accounts.**

#### **Reviewing the wording of the Detailed Regulations of the Convention and of the Postal Parcels Agreement. Preparation of an operational compendium on accounting**

Congress,

Considering

that accounting for letter post and for the parcel-post service could be facilitated by a review of the relevant texts contained in the Detailed Regulations of the Convention and of the Postal Parcels Agreement, as well as by the publication of an operational compendium,

*Instructs*

the Postal Operations Council:

- to conduct a study to further simplify letter-post and parcel-post accounting procedures;
- to consider the possibility of facilitating international settlements by using the most efficient means at the International Bureau and in all the postal administrations concerned,

*Also instructs*

the International Bureau:

- to examine the wording of the articles dealing with accounting contained in the Detailed Regulations of the Convention and of the Postal Parcels Agreement with the aim of making them easier to understand and to submit relevant proposals to the Postal Operations Council by 1997;
- to prepare an operational compendium on accounting which would take over a part of the Operational Guide on Terminal Dues and Transit Charges and would be based on practical examples, thus providing accounting services with one single reference document.

(Proposal 25. RE 0.4, Committee 4, 10th meeting)

## **Resolution C 87/1994**

### **Proposals relating to the Detailed Regulations of the Convention referred to the POC for consideration**

Congress,

By virtue of

article 15, paragraphs 2, 3 and 10, of the Rules of Procedure of Congresses,



*Instructs*

the Postal Operations Council to consider the following proposals concerning the Detailed Regulations of the Convention:

25. RE 101.1	25. RE 3101.10	25. RE 4119.1	25. RE 5006.1
25. RE 901.1	25. RE 3101.11	25. RE 4119.2	25. RE 5006.2
25. RE 902.1	25. RE 3102.1	25. RE 4119.3	25. RE 5006.3
25. RE 903.1	25. RE 3102.2	25. RE 4119.4	25. RE 5007.1
25. RE 903.2/Rev 1	25. RE 3201.1	25. RE 4120.1	25. RE 5008.1
25. RE 903.3	25. RE 3601.1	25. RE 4121.1	25. RE 5008.2
25. RE 903.4	25. RE 3601.2	25. RE 4121.2	25. RE 5009.1
25. RE 904.1	25. RE 3801.1	25. RE 4122.1	25. RE 5009.2
25. RE 904.2	25. RE 3801.4	25. RE 4122.2	25. RE 5201.3
25. RE 904.3	25. RE 3801.5	25. RE 4122.3	25. RE 5202.1
25. RE 904.5	25. RE 3802.1	25. RE 4124.1	25. RE 5202.2
25. RE 904.6	25. RE 3802.2	25. RE 4126.1	25. RE 5204.1
25. RE 905.1	25. RE 4001.1	25. RE 4127.1	25. RE 5204.2
25. RE 907.1/Rev 1	25. RE 4101.1	25. RE 4127.2	25. RE 5204.3
25. RE 1401.1	25. RE 4102.1	25. RE 4127.3	25. RE 5205.1/Rev 2
25. RE 1403.1	25. RE 4102.2	25. RE 4127.4	25. RE 5205.2
25. RE 1405.1	25. RE 4102.3	25. RE 4127.5	25. RE 5206.1/Rev 2
25. RE 1405.2	25. RE 4104.1	25. RE 4127.6	25. RE 5206.2
25. RE 1601.1	25. RE 4104.2	25. RE 4128.1	25. RE 5208.1
25. RE 1901.1	25. RE 4105.1	25. RE 4401.1	25. RE 5208.2/Rev 1
25. RE 1901.2	25. RE 4105.2	25. RE 4401.2	25. RE 5210.91
25. RE 1901.3	25. RE 4105.3	25. RE 4403.1	25. RE 5301.1/Rev 2
25. RE 1902.1	25. RE 4105.4	25. RE 4405.1/Rev 2	25. RE 5301.2
25. RE 1902.2	25. RE 4105.5	25. RE 4405.2	25. RE 5301.3
25. RE 1902.3	25. RE 4106.1	25. RE 4405.3	25. RE 5303.1
25. RE 1903.1	25. RE 4106.2	25. RE 4501.1	25. RE 5401.1
25. RE 2001.1	25. RE 4106.3	25. RE 4501.2	25. RE 5406.1
25. RE 2002.1	25. RE 4106.4	25. RE 4501.3	25. RE 5407.1
25. RE 2102.1	25. RE 4106.5	25. RE 4602.1	25. RE 5408.1
25. RE 2303.1	25. RE 4107.1	25. RE 4602.2	25. RE 5501.1
25. RE 2701.1	25. RE 4109.1	25. RE 4604.1	25. RE 5501.2
25. RE 2902.1	25. RE 4109.2	25. RE 4604.2	25. RE 5501.3
25. RE 2902.2	25. RE 4111.1	25. RE 4701.1	27. RE 0.91
25. RE 2903.1/Rev 1	25. RE 4111.2	25. RE 4701.2	27. RE 4.1
25. RE 3001.1	25. RE 4112.91	25. RE 4702.1	27. RE 5.1
25. RE 3001.2	25. RE 4113.1	25. RE 4703.1	27. RE 7.1
25. RE 3001.3	25. RE 4113.2	25. RE 4704.1	29. 0.1
25. RE 3001.4	25. RE 4113.3	25. RE 4705.1	29. 3.1
25. RE 3101.1/Rev 1	25. RE 4113.4	25. RE 4706.1	29. 7.1
25. RE 3101.2	25. RE 4114.1	25. RE 4707.1	29. 9.1
25. RE 3101.3	25. RE 4115.1	25. RE 4708.1/Rev 1	29. 12.1
25. RE 3101.4/Rev 1	25. RE 4117.1	25. RE 4708.92	29. 14.1
25. RE 3101.5	25. RE 4117.2	25. RE 5001.1	29. 18.1
25. RE 3101.6	25. RE 4117.3	25. RE 5001.2	29. 18.2
25. RE 3101.7	25. RE 4118.1	25. RE 5002.1	29. 18.3
25. RE 3101.8	25. RE 4118.2	25. RE 5003.1	29. 18.4
25. RE 3101.9	25. RE 4118.3	25. RE 5003.91	29. 18.91

(Committee 4, 10th meeting; Committee 5, 3rd meeting; Committee 6, 3rd meeting)

## **Decision C 88/1994**

### **Financing Union activities**

Congress

*Expresses*

its agreement with the broad policy lines on financing Union activities, indicated in part III of Congress – Doc 19, taking into account resolution C 59/Seoul 1994.

(Congress – Doc 19, Committee 2, 3rd meeting)

## **Decision C 89/1994**

### **Proposals referred to the CA and the POC**

Congress

*Instructs*

the Council of Administration, in conjunction with the Postal Operations Council and the International Bureau, to consider the following proposals:

- establish a Working Party made up of a number of member countries and the International Bureau to make an in-depth study of extra-budgetary financing of Union activities;
- consult all member countries about extra-budgetary financing of the Union's reinforcement activities so that their views can be taken into account in a study conducted by the above-mentioned Working Party;
- base the study on the principles contained in Congress – Doc 19 and also consider the possibility of defining new means of extra-budgetary financing;
- consider and take account of the practices of the other specialized agencies of the United Nations common system for dealing with financial constraints,

*Also instructs*

the Council of Administration and the Postal Operations Council to study the possibility of extra-budgetary financing of Union activities, case by case, on the basis of the Union's current practice and the results of the above-mentioned study by the Working Party.

(Congress – Doc 19, Committee 2, 3rd meeting)

## **Decision C 90/1994**

### **Billing date for contributions**

Congress

*Authorizes*

the International Bureau to submit, in June of each year, the bill for the contribution based on the budget of the preceding financial year taking into account the inflation rate set by the Consultative Committee on Administrative Questions of the United Nations common system, it being understood that the bill could be adjusted at the conclusion of the autumn Council of Administration.

(Congress – Doc 19, Committee 2, 3rd meeting)

## **Resolution C 91/1994**

### **Financing the priority activities of the Union**

Congress,

Concerned

at the level of the Union's Voluntary Fund for the 1996–2000 financial period,

Considering it necessary

to urgently reinforce the sources of funding for priority Union activities,

Considering

the urgent appeals made by the Executive Council and the International Bureau to all Union member countries during the period from 1992 to 1994, asking them to make a voluntary contribution in addition to their contribution to the regular budget of the Union,

Taking due account

of a decision by the Executive Council (CE 7/1994) instructing the International Bureau to prepare a draft Congress resolution along these lines,

*Invites*

all Union member countries to make extra-budgetary contributions for financing the priority activities of the Union,

*Instructs*

the Council of Administration, the Postal Operations Council and the International Bureau to take appropriate measures, each within its own sphere of responsibility, for the maintenance of an extra-budgetary fund.

(Congress – Doc 19, Committee 2, 3rd meeting)

**Decision C 92/1994**

**Election of the Director-General and Deputy Director-General of the International Bureau of the Universal Postal Union**

Congress,

In view of  
article 108, paragraph 1, of the General Regulations,

*Elects*

- to the post of Director-General of the International Bureau Mr Thomas E Leavey (United States of America), Senior Director, International Postal Affairs, United States Postal Service (USPS);
- to the post of Deputy Director-General of the International Bureau Mr Moussibahou Mazou (Congo (Rep)), Assistant Director-General at the International Bureau.

This decision takes effect on 1 January 1995.

(Congress – Doc 40, 12th plenary meeting)

**Decision C 93/1994**

**Venue of the 22nd Universal Postal Congress**

Congress

*Decides*

to accept the invitation from the Government of the People's Republic of China to hold the 22nd Congress in that country in 1999.

(Congress – Doc 80, 13th plenary meeting)

**Resolution C 94/1994**

**Referral to the POC of proposals concerning the Detailed Regulations considered by Congress**

Congress,

By virtue of  
article 15, paragraph 10, of the Rules of Procedure of Congresses,

*Instructs*

the Postal Operations Council to incorporate in the appropriate Detailed Regulations the proposals considered by Congress, the approved texts of which are as follows:

**Detailed Regulations of the Convention**

25. RE 0.1, 25. RE 0.3, 25. RE 601.1, 25. RE 601.2, 25. RE 904.7, 25. RE 4128.2: adopted without amendment.

25. RE 4708.91: in paragraph 1.1.2, "Executive Council" is replaced by "**Postal Operations Council**".

25. RE 5201.1/Rev 1, 25. RE 5801.2: adopted without amendment.

**Detailed Regulations of the Postal Parcels Agreement**

35. RE 201.1: paragraph 1, line 3 (amendment applicable to the French version only).

35. RE 301.1, 35. RE 401.1, 35. RE 3103.1, 35. RE 3401.1: adopted without amendment.

35. RE 3401.2: paragraph 2, line 1, read "by the **postal** services".

35. RE 3601.1, 35. RE 3603.1, 35. RE 3701.1, 35. RE 3801.1, 35. RE 4201.2: adopted without amendment.

**Detailed Regulations of the Money Orders Agreement**

45. RE 1303.2: adopted without amendment.

**Detailed Regulations of the Giro Agreement**

55. RE 1702.2: adopted without amendment.

**Detailed Regulations of the Cash-on-Delivery Agreement**

65. RE 903.2: adopted without amendment.

(Committee 10, 13th meeting)

**Seoul Postal Strategy**

**Resolution C 95/1994**

Congress,

Taking into account

the conclusions of and views expressed during the General Debate held at Seoul on 24 and 25 August 1994 on the theme "The UPU looks to the future: global strategic planning in a competitive environment",

Considering

- the effect on the postal sector of deregulation of transport and communications and the growth of competition resulting from this;

- the possible consequences for the postal sector of the GATS (General Agreement on Trade in Services) concerning liberalization of international trade in the services sector, and of the establishment of the new World Trade Organization;
- the effect of new technology on the postal services, particularly in the fields of telecommunications and data processing,

*Aware*

of the development and diversification of domestic and international communications markets and of the considerable expansion of the global international postal market over the past ten years,

*Noting with concern*

the loss by the postal administrations of UPU member countries of a substantial share of the international market over the past decade, despite the considerable potential of that market,

*Taking account of*

- the need to continue, within the framework of a new global UPU strategy, to work towards all WGAP objectives and activities that remain current;
- the wishes expressed by various regional authorities and conferences;
- the results of the extraordinary High-level meeting held at UPU headquarters on 14 and 15 May 1992;
- the various decisions made by Congress and in particular those dealing with the Strategic Plan aimed at improving the management of the UPU,

*Approves*

the attached Seoul Postal Strategy,

*Appeals urgently*

to the Governments of member countries to:

- improve their domestic postal networks making the international network more competitive;
- give postal administrations sufficient management independence, financial autonomy and accountability, allowing them to adopt a modern management system and the commercial approach needed to respond more effectively to customers' needs;
- redefine the limits of the postal monopoly and the reserved services related to it, bearing in mind the need to provide universal services at affordable prices;
- continue and expand their technical cooperation activities within the framework of the Seoul Postal Strategy,

*Urges*

postal administrations to make every effort to:

- i achieve the objectives of the Seoul Postal Strategy by implementing the actions contained therein as soon as possible;
- ii continuously monitor the implementation of the Seoul Postal Strategy; and designate for this purpose, a high-ranking national coordinator, who will be the focal point for the implementation of the Seoul Postal Strategy;
- iii take an active part in follow-up and evaluation surveys conducted by the appropriate bodies of the Union;

- iv make an effort to ensure financing of programmes and projects within the framework of the Strategy, either from their own resources or by seeking additional external resources through technical cooperation or from financial backers;
- v share – in the case of the developed countries – their operational strategies and technological progress in postal affairs with developing postal administrations who may wish to improve their services,

*Invites*

the Restricted Unions:

- i to integrate the Seoul Postal Strategy into their priorities and their postal development programmes;
- ii to keep the International Bureau informed of their initiatives and of results obtained in implementing the Seoul Postal Strategy,

*Instructs*

the permanent bodies of the Union:

- to take without delay, within the framework of their authority, appropriate measures to help administrations to achieve the objectives set by implementing the actions contained in the Seoul Postal Strategy;
- to monitor and encourage application of this Strategy, if need be, by surveys in the field and, if necessary, submitting a report to the government of any particular country, after consultation with the postal administration of that country on the measures needed to help that postal administration to achieve the objectives of the Seoul Postal Strategy;
- to provide postal administrations with support in implementing the Seoul Postal Strategy, particularly by setting in place procedures and by granting the additional resources needed – within agreed financial restraints – to carry out the programmes and projects of the Strategic Plan aimed at achieving the objectives of the Strategy;
- to report to the next Congress on the results and experience gained;
- to submit relevant proposals to the next Congress.

(Congress – Doc 87, 13th plenary meeting)

## **I. PRIORITY NATURE OF THE OBJECTIVES AND ACTIONS**

- 1 Congress insists on the need for all action to focus on two key interdependent principles:
  - respond effectively to changing market requirements and customer needs;
  - monitor and improve the quality of postal products and services.

## **II. COMPLEMENTARITY BETWEEN THE SEOUL POSTAL STRATEGY AND THE STRATEGIC PLAN – GLOBAL APPROACH TO IMPLEMENTING THE SEOUL POSTAL STRATEGY**

- 2 The Seoul Postal Strategy deals with the objectives and actions which governments, postal administrations and Restricted Unions are called on to implement. Support activities by Union bodies to help postal administrations implement this strategy are contained in the Strategic Plan.
- 3 Congress is aware that the implementation of a programme centred on customer needs requires the unified commitment of all postal administrations because, at international level, any customer lost by one administration is lost for its partners.



### III. OBJECTIVES AND ACTIONS

#### A. Customer needs and commercial strategies

#### SITUATION

Over the past decade, considerable growth has taken place in the international postal market as a whole. Over this same period, the volume of international letter-post traffic handled by postal administrations has shown no appreciable growth, while parcel traffic continues to fall.

Postal administrations are facing keener competition and creaming of the market particularly in the most profitable market segments. Most affected are business mail at both domestic and international level, time-certain mail, including express mail, electronic mail, financial services, and direct marketing products and services (ad mail).

Postal administrations' steadily dropping share of the international market shows that, when confronted by constantly changing market needs and competition, many public postal operators have in general been unable to provide the response customers seek. Their commercial activities are often conducted within a restrictive administrative framework. To satisfy their customers' changing requirements and expectations, ensure the necessary turnaround and guarantee their future, public postal operators will have to adopt a more responsive commercial policy based on better knowledge of all aspects of the communications market.

In addition, postal administrations must pay special attention to their customer communication strategies with the aim of making their messages clear, and standardizing them so that they project a positive and unitary image of the organization and of its products and services.

It has to be recognized that written correspondence is a vital link with the customer. A badly written or poorly understood letter is likely to give the reader a negative image, raise doubts in his mind about the quality of the products and services offered to him and to turn his choice towards the competitors.

The main faults to be avoided in correspondence to customers are: postal jargon; high-handed bureaucratic attitude; negative authoritarian style; lack of consideration for the customer's point of view

In order to make communication a major weapon in their development, postal administrations must develop communication strategies and in particular rethink the correspondence which must form part of their commercial strategies.

OBJECTIVES	ACTIONS
<b>A1 Ensure a better knowledge of the various components of the market</b>	A1.1 Define and monitor the development of customer satisfaction indicators Responsibility: Governments, Administrations
	A1.2 Regularly conduct targeted market research with a view to developing and applying appropriate strategies Responsibility: Administrations
	A1.3 Monitor the activities of competitors to be fully informed on their products and services, prices, strategies and practices Responsibility: Administrations
	A1.4 Cooperate in market research projects conducted at international or regional level Responsibility: Administrations, Restricted Unions
	A1.5 Wherever possible, supply the International Bureau with market research findings which could be of interest to other administrations Responsibility: Administrations, Restricted Unions
	A1.6 Develop and implement training programmes for management in gathering information (market research), analyzing and making effective use of it Responsibility: Administrations, Restricted Unions
<b>A2 Prepare and implement, on the basis of market research, customer-oriented commercial strategies founded, as far as major clients are concerned, on partnership</b>	A2.1 Expand and adapt the range of products and services in response to specific customer needs and changing market requirements Responsibility: Administrations
	A2.2 Facilitate customer access to postal products/services, particularly by simplifying products and services, procedures, regulations and rates, and by adapting the sales and service network to customer needs (eg location, business hours, readily identifiable house-style, etc) Responsibility: Administrations
	A2.3 Rationalize tariffs and adopt a flexible cost-related rates policy, adapted to market conditions (contractual rates for major customers, rebates in cases of preliminary sorting by the customer, etc) Responsibility: Governments, Administrations
	A2.4 Consider joint inter-administration sales promotion campaigns aimed at multinational customers and international organizations Responsibility: Administrations, Restricted Unions
	A2.5 Establish address lists, subject to appropriate safeguards for personal privacy, and if necessary electronic directories for use in direct mail marketing Responsibility: Administrations
	A2.6 Adopt a dynamic policy of external communication aimed at presenting a positive and unified image of the administration as well as of its products and its services Responsibility: Administrations

**A3 Adapt the structural and functional organization to market requirements**

- A3.1 Promote a commercially-oriented business culture geared to total quality and customer satisfaction  
Responsibility: Governments, Administrations
- A3.2 Introduce or strengthen the marketing function responsible for preparing marketing plans and commercial strategies  
Responsibility: Administrations, Restricted Unions
- A3.3 Establish or strengthen the sales function (establishment of a sales force) and adopt sales strategies based on account management for important customers  
Responsibility: Administrations
- A3.4 Establish a body to respond to the opportunities now presented by the UPU's EDI activities  
Responsibility: Administrations

**A4 Implement commercial customer relations programmes based on the best existing practices**

- A4.1 Create customer-care units manned by specialized staff, in order to respond quickly and correctly to customers' inquiries and complaints  
Responsibility: Administrations
- A4.2 Reduce bureaucratic procedures in relations with customers  
Responsibility: Administrations
- A4.3 Personalize written communication with customers and use it more effectively to project a unitary and positive image of the organization and of its products and services  
Responsibility: Administrations
- A4.4 Establish Post-Customer councils at local and national level, as well as consultative committees to act as exchange/resource centres for evaluating and developing products and services  
Responsibility: Administrations

**B. Quality of service and improvement of operations**

**SITUATION**

As many market research findings show, customers regard reliability as one of the vital characteristics of any postal service. Consequently, service standards for all products and services must be communicated to customers who must be able to rely on the administration's commitment to them.

However, a number of administrations have not yet set end-to-end service standards. Where these standards have been set, they often fail to take account either of customer expectations or of competitor performance. Similarly, it should be noted that quality of service checks at national level are not carried out regularly.

When quality of service standards are fixed and end-to-end quality checks are carried out, administrations do not always evaluate customer satisfaction, which may require the fulfilment of other quality criteria than reliable mail transmission times.

The implementation of a total quality policy must focus on customer care and satisfaction at all stages of a customer's relations with the postal business, ie before (requests for information), during (special customer requirements) and after sales (after-sales service). This policy must be taken to heart by the whole organization – and in particular by its staff for whom it should be a source of additional motivation – at all stages of the production process (implementation of the total quality concept).

**OBJECTIVES**

**B1 Implement a quality of service policy**

**ACTIONS**

- B1.1 Define, update and implement quality of service standards on the basis of customer needs and expectations at national and international levels  
Responsibility: Administrations, Restricted Unions
- B1.2 Establish internal systems for measuring and comparing actual performance against pre-established standards and ideally supplement them with assessment by independent agencies  
Responsibility: Governments, Administrations
- B1.3 Advertise quality of service externally: implement an external communication programme about quality standards and inform customers of the results of quality monitoring and improvement measures  
Responsibility: Administrations
- B1.4 Strengthen staff motivation and commitment as regards quality of service by means of an internal communication programme providing regular information about product and service performance at international, national, regional and local level  
Responsibility: Administrations

- B1.5 Adopt an integrated approach to management based on the total quality concept and on the best state-of-the-art business practices, including strategic and operational planning, paying special attention to consistency between marketing plans and operational support
- Responsibility: Administrations
- B1.6 See that quantified quality of service objectives are included in the information and management control systems
- Responsibility: Administrations
- B1.7 Set up structures for monitoring quality of service in order to identify, locate and correct weak points, to take preventive action and to correct dysfunctions
- Responsibility: Administrations, Restricted Unions
- B1.8 Regularly analyze complaints and disputes with customers to identify the problems and their causes, correct them and take preventive action
- Responsibility: Administrations
- B1.9 Take an active part in international postal service quality tests organized by the International Bureau, by Restricted Unions, and by other multi-lateral or bilateral arrangements
- Responsibility: Administrations
- B1.10 Review and implement recommendations made by UPU consultants and Regional Advisers
- Responsibility: Governments, Administrations
- B1.11 Invest terminal dues revenue in service improvement projects
- Responsibility: Governments, Administrations

**B2 Adopt and implement a voluntary security-related policy at all stages of postal activity**

- B2.1 Create a security unit or reinforce the existing one
- Responsibility: Administrations, Restricted Unions
- B2.2 Introduce appropriate security measures at all stages of operations
- Responsibility: Administrations, Restricted Unions
- B2.3 Coordinate security policy in areas involving postal interests with the appropriate national authorities (Customs, police, civil aviation, etc)
- Responsibility: Administrations, Restricted Unions
- B2.4 Increase postal employee awareness of the importance of security through training, regular information and the provision of appropriate documentation
- Responsibility: Administrations, Restricted Unions

**B3 Expedite customs clearance of items**

B3.1 Create national and local Post-Customs contact committees or improve their operation and effectiveness, with a view to simplifying procedures, reducing customs formalities and speeding up the handling of postal traffic

Responsibility: Administrations, Restricted Unions

B3.2 Introduce customs pre-clearance systems, where possible.

Responsibility: Administrations

**B4 Make use of dedicated telecommunications networks and systems (such as EDI) aimed at ensuring the effective interconnection of the international postal network**

B4.1 Introduce or develop national and international computerized track and trace systems for items and mails and where appropriate connect these systems to regional and international systems

Responsibility: Administrations, Restricted Unions

B4.2 Deploy and support the development and use of UPU EDI products and services designed to introduce new, more efficient means of communication between postal enterprises and between the Post and its partners

Responsibility: Governments, Administrations, Restricted Unions

**B5 Adopt cost control policies and measures to improve the efficiency and productivity of operations with the aim of supporting competitive price structures**

B5.1 Develop and introduce traffic and work measurement systems for all major operational processes

Responsibility: Administrations, Restricted Unions

B5.2 Introduce targeted management control systems based on work measurement and cost data in order to ensure progressive improvements in labour and financial productivity

Responsibility: Administrations, Restricted Unions

B5.3 Organize and train a corps of central/regional operational inspectors to carry out a programme of regular audits of operational centres/facilities

Responsibility: Administrations, Restricted Unions

B5.4 Introduce a management information system permitting senior managers to review regularly the overall trend of unit costs for all products/services, and the performance against target of major operational facilities, business divisions, regions, etc

Responsibility: Administrations, Restricted Unions

### C. Management independence and postal development

#### SITUATION

Postal administrations have not always been able to react quickly and appropriately to the requirements of their respective domestic markets and to the changing international postal market. Their often bureaucratic management set-up and the administrative constraints imposed on them limit their commercial freedom of manoeuvre and increase their response times to the market's various demands. As a result, their market operating conditions are unfavourable compared with those of their national or multinational private-sector competitors.

Postal public operators must combine their concern for competitiveness and profitability with the need to provide a universal public service. To do so, they must be free to act effectively in order to ensure their development. This management freedom or independence should be exercised in the following fields in particular: service structures and organization, pricing policy, financial management, conditions of service and management of human resources as well as the freedom to enter into strategic alliances.

However, active cooperation on the part of all member countries is needed to accelerate the development of the postal services of developing countries and to strengthen the international postal network in the interests of all customers in developed and developing countries. Consequently, a global, integrated approach within the framework of the UPU is indispensable.

#### OBJECTIVES

#### ACTIONS

**C1 Secure the administrative and financial management independence needed by public operators to support a commercial style of management responsive to customer needs**

C1.1 Acquire a legal status that will provide the management independence, financial autonomy and accountability needed to respond more effectively to the requirements of the market

Responsibility: Governments, Administrations, Restricted Unions

**C2 Define clearly the privileges and obligations of public postal operators**

C2.1 Clearly define the limits and scope of the monopoly or reserved services in consideration of the resources needed to ensure a sound financial base for the Post, which has a public service obligation extending over the entire national territory

Responsibility: Governments

C2.2 Introduce a system for monitoring the application of reserved service/monopoly provisions

Responsibility: Governments, Administrations

- C2.3 Define, as necessary, the limits on competition in domestic and international services taking into account the need to ensure that competition is fair and consistent with other obligations such as those that may arise under GATS

Responsibility: Governments, Administrations

**C3 Prepare and implement common development strategies at regional level**

- C3.1 Participate in the preparation and implementation of development strategies at regional level in order to improve quality of service, ensure the promotion of products and services and improve competitiveness

Responsibility: Administrations, Restricted Unions

- C3.2 Define and apply a policy of cooperation in respect of research and development, the transfer of knowledge (sharing of experience) and technologies, for example by means of the build-lease-transfer system (system for the leasing of technology between administrations)

Responsibility: Governments, Administrations, Restricted Unions

**C4 Participate within the UPU in postal development activities in the technical cooperation field in order to improve the performance and competitive position of the world postal network**

- C4.1 Support postal development programmes by various means, ie the financing of projects, training courses, fellowships, etc

Responsibility: Governments, Administrations

- C4.2 Implement recommendations made by the appropriate bodies of the Union

Responsibility: Administrations, Restricted Unions



## D. Human resources

### SITUATION

**The quality and motivation of personnel at all levels is a decisive factor in quality of service. Customer satisfaction, and hence postal administrations' ability to sustain and improve their position in competitive markets, depend on the capability and professionalism of staff and their motivation. The effective mobilization of human resource is a high priority for all postal administrations. Employee performance must be improved by a training policy which is geared to market requirements, takes account of the various postal professions, places emphasis on new management techniques and promotes team work. Pay and conditions of service of postal employees need to be brought into line with those of comparable private sector employees if qualified staff are to be recruited, retained in the organization, and properly motivated.**

### OBJECTIVES

### ACTIONS

#### **D1 Introduce modern human resource development policies**

- D1.1 Remunerate staff at a level comparable to that in similar sectors of economic activity  
Responsibility: Governments, Administrations
- D1.2 Recruit and employ qualified staff under the same conditions as those prevailing in industry in general  
Responsibility: Governments, Administrations
- D1.3 Introduce financial and non-financial incentive mechanisms with a view to increasing productivity and improving quality  
Responsibility: Governments, Administrations
- D1.4 Make a point of establishing/maintaining good relations with labour unions and seek their cooperation in implementing Seoul Postal Strategy objectives and actions  
Responsibility: Administrations

#### **D2 Adapt training to the commercial function of the Post**

- D2.1 Provide permanent and refresher training for staff with a view to obtaining human resources that match corporate objectives and strategies and market requirements  
Responsibility: Administrations, Restricted Unions
- D2.2 Introduce targeted professional training programmes in the fields of operations, financial management, marketing, sales, public relations, total quality management, planning, use of computerized management aids, etc  
Responsibility: Administrations
- D2.3 Improve the capability of postal training schools and institutes to enable them to provide appropriate, modern, professional training in all fields  
Responsibility: Administrations, Restricted Unions

<b>D3    Adopt a management approach that emphasizes the value of team work and staff motivation</b>	D3.1    Introduce where appropriate the “quality circles” system
	Responsibility: Administrations
	D3.2    Improve management information systems and the flow of information, to promote better work management and prompt response to customer requirements by service units and individuals
	Responsibility: Administrations
	D3.3    Define and periodically analyze indices of employee satisfaction (eg rate of staff turnover, absence statistics, employee attitude surveys, etc)
	Responsibility: Administrations
	D3.4    Adopt a consistent policy of regular internal communication on corporate objectives, performance, products and services, as well as the results of customer satisfaction measurements
	Responsibility: Administrations

**Resolution C 96/1994**

**Principle of zero real growth in budget matters**

Congress,

Noting

that adherence to the principle of “zero real growth” in the Union’s budget has helped maintain strong budgetary discipline and has limited the financial burden on member countries of financing the budget through their unit contribution,

Aware

that there is now a desire among member countries to undertake new postal development activities within the UPU,

Accepts

a degree of flexibility in the establishment of the ceilings which have been approved by Congress,

*Requests*

the Council of Administration to continue the existing practice of adhering to zero real growth principles in the budget whenever possible,

*Urges*

the Council of Administration and the Postal Operations Council to explore new avenues for financing the diversification and development of the Union’s activities.

(Congress – Doc 83, 15th plenary meeting)

