**Questionnaire on UPU member countries’ policies concerning ETOEs**

Member countries are invited to complete the following questionnaire regarding their policies and legislation on extraterritorial offices of exchange (ETOEs), pursuant to article 13 of the UPU Convention.

This questionnaire should be returned **no later than 16 September 2022** to the following contact person at the International Bureau (preferably by e-mail):

Mr Shuangming Han

Universal Postal Union

3015 BERNE

SWITZERLAND

Tel: +41 31 350 35 49

Fax: +41 31 350 31 10

E-mail: [CA.C2.secretariat@upu.int](mailto:CA.C2.secretariat@upu.int)

|  |  |  |
| --- | --- | --- |
| Member country | | |
| Full name (person completing the questionnaire) | | Mr  Ms |
| Position/title/organization | | |
| Tel. | | |
| E-mail | | |
| Place/date | Signature | |

**Questionnaire concerning the national policies of UPU member countries on extraterritorial offices of exchange**

**Part 1 – National ETOEs policies in member countries**

**I. As the member country in which an ETOE might be established for outbound operations:**

*Question Response*

Yes No

1 Does your country allow the establishment of ETOEs on its territory? ❑ ❑

If you answered no, please move to question 2.

1.1 If you answered yes, please specify the classes of mail allowed:

– Letter post ❑ ❑

– Parcels ❑ ❑

– EMS ❑ ❑

1.2 If you answered yes to question 1, does your country allow the operation of ETOEs on its territory *with no conditions*? ❑ ❑

1.3 If you answered no to question 1.2, please specify the conditions that your country applies:

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1.3.1 UPU documentation is allowed for all outbound ETOE mail ❑ ❑

1.3.2 UPU documentation may only be used for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts ❑ ❑

1.3.3 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs declaration, CN 38 delivery bill) ❑ ❑

1.3.4 Bilateral agreements are required with destination designated operators in countries that have declared a policy to apply the UPU Acts to items received ❑ ❑

Other additional conditions (please explain):

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1.3.5 UPU documentation is not allowed for outbound ETOE mail ❑ ❑

Yes No

**II. Treatment of inbound items tendered by ETOEs**

2 Does your designated operator accept inbound items tendered by ETOEs? ❑ ❑

If you answered no, please move to question 5.

2.1 If you answered yes, please specify the classes of mail allowed:

– Letter post ❑ ❑

– Parcels ❑ ❑

– EMS ❑ ❑

2.2 If you answered yes to question 2, does your designated operator accept ETOE items *with no conditions*? ❑ ❑

2.3 If you answered no to question 2.2, please specify the conditions that are applied:

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2.3.1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance for domestic postal products ❑ ❑

2.3.2 UPU documentation is allowed ❑ ❑

2.3.3 Postal customs clearance procedures are allowed ❑ ❑

2.3.4 UPU terminal dues rates apply ❑ ❑

2.3.5 Bilateral agreements are required with the ETOE operator of origin ❑ ❑

2.3.6 Reciprocity agreements are required with the country in which an ETOE is located (that is, your country agrees to accept ETOE items provided that the country in which an ETOE is located also accepts ETOE items under the same conditions) ❑ ❑

Other additional conditions (please explain):

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**Part 2 – Future of ETOEs policies**

**III. Regulatory issues on ETOEs**

3 Which of these statements about the future of ETOEs policy does your country agree with?

3.1 The current UPU policy on ETOEs should be maintained and each member country should be free to determine its own ETOEs policy ❑ ❑

3.2 The current UPU rules should be changed and the UPU should put in place new rules regarding the definition and operation of ETOEs ❑ ❑

If you answered yes to question 3.1, please move to question 5.

Yes No

3.3 Does your country agree that the following issues should be reviewed?

3.3.1 Establishment of ETOEs on its territory ❑ ❑

3.3.2 Acceptance of inbound items tendered by ETOEs ❑ ❑

3.4 If you answered yes to question 3.3.1, does your country agree that the following conditions for establishment of ETOEs should be redefined?

3.4.1 Use of UPU documentation ❑ ❑

3.4.2 Requirement for bilateral agreements with destination designated operators ❑ ❑

3.5 If you answered yes to question 3.3.2, does your country agree that the following conditions for acceptance of inbound items tendered by ETOEs should be redefined?

3.5.1 The rates, terms and conditions of acceptance of inbound ETOE items ❑ ❑

3.5.2 UPU documentation ❑ ❑

3.5.3 Postal customs clearance procedures ❑ ❑

3.5.4 Application of UPU terminal dues rates ❑ ❑

3.5.5 Bilateral agreements with the ETOE operator of origin ❑ ❑

3.6 Does your country encounter the following issues in relation to ETOEs?

3.6.1 Remailing (as specified in article 12 of the UPU Convention) ❑ ❑

3.6.2 Hybrid scenarios (dispatch of items from ETOEs as “cargo” and receipt at destination DO as “postal items”) ❑ ❑

Please specify the impacts, if any:

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**IV. Operational issues with ETOEs**

4 Have you ever encountered the following operational problems with respect to the handling of items received from ETOEs: ❑ ❑

4.1 Issues identifying the operator sending the mail ❑ ❑

If you answered yes, please specify

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4.2 Issues in handling returned mail ❑ ❑

If you answered yes, please specify:

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Yes No

4.3 Issues with return of verification notes and undeliverable items? ❑ ❑

If you answered yes, please specify:

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4.4 Issues in relation to remuneration for the delivery of items received? ❑ ❑

If you answered yes, please specify:

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4.5 Transport, security and customs clearance ❑ ❑

4.5.1 Do you have issues identifying permitted dangerous goods? ❑ ❑

If you answered yes, please describe specific dangerous goods and your response to this issue:

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4.5.2 Have you experienced issues with lithium batteries? ❑ ❑

If you answered yes, please describe the issues and your response:

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4.5.3 Have you experienced issues with transport and customs clearance? ❑ ❑

If you answered yes, please describe the issues and your response:

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4.6 If you have other operational issues on ETOEs, please specify:

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**V. Contact**

5 Please provide a governmental contact for all questions relating to ETOE policies in your country:

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| --- | --- | --- |
| Organization | | |
| Full name | | Mr  Ms |
| Position/title | | |
| Address | | |
| Tel. | | |
| E-mail | | |
| Date | Signature | |