

CN 43 – VERIFICATION NOTE

Completion instructions

Document version:	2.00
Date:	2026-07-01
UPU form template valid from:	2027-01-01

1 General rules

A CN 43 form is generated to report an irregularity or a set of irregularities with a letter mail dispatch or a consignment to a partner postal operator. The two parties may then exchange views and adjust the verification note (VN) and finally agree on a resolution. Once a VN has been accepted, it impacts accounting: values agreed from the VN are used for accounting instead of the original dispatch/consignment values in operational forms (typically CN 31/CN 38).

The following general display rules apply in the form:

- For visual clarity, it is strongly recommended to display dynamic contents in a font different from the font used for static text (headings, tags, etc.). It is also recommended to display dynamic contents in bold.
- Unless specified otherwise, numbers displayed in the form are right-aligned in the cells.
- The decimal separator is a dot (.).
- Unless specified otherwise, numbers are displayed without leading zeros.
- Where no value is available or the value is zero for a cell, the cell is left blank.
- For all numbers with four digits or more, a space is used as the thousand separator. (example: 12 345.6)
- All weights reported in the form are in kilogrammes. Unless specified otherwise, weights are reported with a precision of one decimal place.
- Where the representation of a numeric value includes x decimals, these x decimals are always displayed. For example, with the default weight format (precision of one decimal place), a weight of 31 kg is displayed as 31.0.

The CN 43 template has two pages and five tables. It may be the case that it is not possible to report all irregularities with a single form template (for example, if more than six item irregularities need to be reported: the template only provides room for six items). If this occurs, then another VN is raised, with another VN number.

2 Template with zones

The figure below displays the CN 43 template, with numbered tags showing each zone to be completed, as well as some sections for which completion instructions are provided in this document.

VN number **1**

VERIFICATION NOTE

CN 43

Date **2**

VN originator		VN destination	
Operators	3	4	
Office code and name	5	6	
Anomalies concern	☐ a dispatch ☐ a consignment ☐ other	Dispatch/consignment identifier 8	Document date 9
Dispatching office of exchange 10		Office of exchange of destination 11	

12 VN summary codes

- | | | |
|--|--|--|
| ☐ 10 – Missing document(s) | ☐ 25 – Wrong receptacle type | ☐ 37 – Receptacle or item received unlabelled |
| ☐ 11 – Declared wrong mail class or mail category | ☐ 30 – Weight difference | ☐ 40 – Missing item (barcoded items) |
| ☐ 12 – Missing dispatch | ☐ 31 – Received receptacle/item mislabelled to this location | ☐ 41 – Item in excess (barcoded items) |
| ☐ 20 – Wrong content format | ☐ 32 – Seized by Customs | ☐ 42 – Missing item – evidence of theft |
| ☐ 21 – Missing receptacle | ☐ 33 – Refused by Customs | ☐ 43 – Missent item |
| ☐ 22 – Receptacle received in excess | ☐ 34 – Dangerous contents – not to be flown (will be destroyed) | ☐ 99 – Other |
| ☐ 23 – Misrouted receptacle | ☐ 35 – Damaged item/receptacle | |
| ☐ 24 – Mislabelled receptacle by destination | ☐ 36 – Received with unreadable receptacle/item barcode | |

13 1. Irregularities concerning documents

☐ Missing documents (please accept the substitute forms attached)			
☐ Delivery bill ☐ Letter bill ☐ Special list(s): ☐ A découvert/missent items:	14 CN ____ CN ____ CN ____ CN 65	15	Registered Insured Tracked
☐ Delivery bill: corrections of total weights		16	Letter post Empty receptacles Total
☐ According to the weights given on the labels (amended as necessary) ☐ Resulting from an error in calculations			
☐ Letter bill: irregularities	18	Entered	Received
☐ Number of receptacles			Observations
☐ Weight of receptacles			
☐ Total registered items (R prefix)			
☐ CN 33 special lists			
☐ Total insured items (V prefix)			
☐ CN 16 special lists			
☐ Total tracked items (L prefix)			
☐ Total small packets (U prefix)			
☐ Receptacles being returned			
☐ Total E format items subject to terminal dues			

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2. Irregularities concerning receptacles

CN 43 (back)

Receptacle ID or serial number	Description

20

3. Irregularities concerning mail subject to terminal dues and IBRS

Type of mail		Entered (a)		Received (b)		Difference (b – a)		Observations
		Number	Weight	Number	Weight	Number	Weight	
LC/AO receptacles	Format P or P/G							
	Format G							
	Format E							
	Mixed							
M bags	Up to 5 kg							
	Over 5 kg							
Bulk mail	Total receptacles							
	Total items							
IBRS	Total items							

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4. Item irregularities

Item-ID	Weight	Type of irregularity*	Observations	Item-ID	Weight	Type of irregularity*	Observations

* Allowed values: 1 – missing; 2 – excess; 3 – damaged; 4 – retained; 9 – others.

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5. Other irregularities

This form must be returned to

☐ Accepted☐ Rejected☐ Further information required☐ For information only

23

Origin – Signature

24

Destination – Signature

25

3 Completion instructions for zones shown in the form

The table below lists the zone numbers appearing in the template on the previous pages. For each zone, the label and the completion instructions are indicated.

<i>Zone</i>	<i>Label</i>	<i>Completion instructions</i>
1	VN number	Unique numeric identifier of the VN, with up to five digits. The minimum value is 1 (zero is not permitted). The VN number must be unique for a year, origin office and form type (CP 78/CN 43). The destination of the VN cannot expect VNs received from a particular office to have incremental VN numbers, although many postal operators number their VNs sequentially.
2	Date	Date when the form is generated, in format yyyy-mm-dd.
3	Origin operator	Code and name of the operator generating the VN. The code is the 3-character operator code from UPU code list 206. The name is the 35-character operator name, or, if it does not fit, the 12-character operator name, from UPU code list 206. The code and name are separated with space hyphen space.
4	Destination operator	Code and name of the destination operator. The instructions provided for zone 3 also apply here.
5	Origin office	Code and name of the office of exchange generating the VN. The code is the 6-character IMPC code from UPU code list 108. The name is the 35-character office name, or, if it does not fit, the 12-character office name. The code and name are separated with space hyphen space.
6	Destination office	Code and name of the destination office. The instructions provided for zone 5 concerning the representation of the office also apply here.
7	Irregularities concern (check boxes)	This cell contains three check boxes. One and only one must be checked, to indicate whether the VN concerns a dispatch, a consignment or something else.
8	Dispatch/consignment identifier	Linked to the check boxes in zone 7: – if the VN concerns a dispatch, this zone displays the S8 dispatch identifier, preferably in its human-readable form (i.e. with a space after the origin and destination office, and before and after the year digit); – if the VN concerns a consignment, this zone displays the S32 consignment identifier.
9	Document date	Linked to the check boxes in zone 7, indicates the date of the document to which the VN applies. The date format is yyyy-mm-dd
10	Dispatching office of exchange	Code and name of the office that sent the mail for which an irregularity is being reported. The instructions provided for zone 5 concerning the representation of the office also apply here.
11	Office of exchange of destination	Code and name of the office of destination of the mail on which an irregularity is being reported. The instructions provided for zone 5 concerning the representation of the office also apply here.

<i>Zone</i>	<i>Label</i>	<i>Completion instructions</i>
12	VN summary codes	This zone provides a list of check boxes each corresponding to a VN summary code. At least one box should be checked in the list. A VN may report more than one irregularity. In this case, more than one check box is normally completed.
13	1 Irregularities concerning documents	This table reports irregularities concerning documents, with three sub-sections for: – Missing documents (see zone 14) – Irregularities concerning weights of the delivery bill (see zone 16) – Irregularities concerning the letter bill (see zone 18)
14	Missing documents	If this sub-section is used, then the box “Missing documents” is checked. Four check boxes are provided for four types of documents. A box is checked for each type of document missing. The corresponding document name must be completed: – Delivery bill: CN 37/38/41/47 – Letter bill: CN 31/32 – Special list(s): CN 16/33 – A découvert/missent items: CN 65 (already completed in the form)
15	Table: number of identified items received	This table must be completed when the missing document is the letter bill. It provides the total number of registered, insured and express items in the dispatch.
16	Delivery bill: correction of total weights	If this sub-section is used, then the box “Delivery bill: ...” is checked. This section is used when the total weights of the delivery bill require a correction. Two check boxes are provided to indicate the type of error. One and only one of them must be checked.
17	Table: weights	Goes together with zone 16 and is completed when zone 16 is used: provides the total weight in the delivery bill for letter post, empty receptacles and the total. The weight precision is to one decimal place.
18	Letter bill: irregularities	If this sub-section is used, the box “Letter bill: irregularities” is checked. For each irregularity reported, the table gives room to provide the information “Entered” (= in the form), “Received” and “Observations”. The “Observations” column is meant to be completed only rarely, with relevant free-text information. For each line, the irregularity reported may be an excess (received > entered) or missing (received < entered).
19	2 Irregularities concerning receptacles	This table is used to report any irregularity concerning receptacles. Each line has room to provide the S9 receptacle ID (29 characters), or its serial number (four digits) and a free-text description of the irregularity.

<i>Zone</i>	<i>Label</i>	<i>Completion instructions</i>
20	3 Irregularities concerning mail subject to terminal dues and IBRS	This table is used to report an irregularity that affects terminal dues or IBRS calculations. It is made up of four sections (first column): – LC/AO receptacles – M bags – Bulk mail – IBRS For each mail type, the type(s) of irregularity are provided in the second column. The remaining columns provide room for pairs of values (number/weight) corresponding to mail entered (in the letter bill), mail received, difference between the two, and observations. A line is completed only when there is a difference between information “entered” and “received”. When a line is completed, both the number and the weight must be provided (except for “Total items” lines, in which case no weight is reported). When mail separation is performed, lines corresponding to formats are completed. Otherwise, the line “Mixed” is used.
21	4 Item irregularities	Structured table for reporting irregularities on identified items. The item-ID is normally an S10 identifier and is represented with spaces to facilitate reading, as follows: AA NNN NNN NNN AA. The weight is provided if relevant. The types of irregularities are coded, as indicated in the template itself. Observations are free text to complement the type of irregularity, if necessary.
22	5 Other irregularities	Free text zone to report any other irregularity.
23	This form must be returned to	To be completed in the event that the VN should be returned to an office other than the one generating the VN, or to provide detailed information to facilitate the return of the VN form.
24	Acceptance check boxes	To be completed by the VN destination with the decision on the VN. One and only one check box must be checked. The usage of the check boxes is as follows: – “Accepted”: the VN is accepted by the destination, with the potential impact on accounting/liabilities; – “Rejected”: the VN is rejected by the destination; – “Further information required”: this is normally accompanied by the indication, somewhere in the form or separately, of what information is required, in order to justify the request in the VN; it means that the VN is not yet accepted or rejected; – “For information only”: this is normally accompanied by the indication, somewhere in the form or separately, of what activities are still ongoing; the main purpose is to inform the VN origin that the VN has been received but more time is required to analyze it and make a decision. It therefore means that the VN has not yet been accepted or rejected.
25	Signature	Signature of the person preparing the form. If the form is generated by an IT system, the signature may be replaced by a printed name or any identifier that allows tracing of the person who generated the form.

4 Sample completed form

A form completed with fictitious data is provided below to illustrate a number of completion options based on the instructions.

VN number

1234

VERIFICATION NOTE

CN 43

Date

2027-05-25

	VN originator	VN destination	
Operators	HKA - Hongkong Post	JPA - Japan Post Co., Ltd	
Office code and name	HKHKG - HK AMC	JPKIXK - OSAKA INTVB1	
Anomalies concern	☒ a dispatch ☐ a consignment ☐ other	Dispatch/consignment identifier JPKIXK HKHKG AUN 7 0022	Document date 2027-05-21
Dispatching office of exchange JPKIXK - OSAKA INTVB1		Office of exchange of destination HKHKG - HK AMC	

VN summary codes

- | | | |
|--|--|--|
| ☐ 10 – Missing document(s) | ☐ 25 – Wrong receptacle type | ☐ 37 – Receptacle or item received unlabelled |
| ☐ 11 – Declared wrong mail class or mail category | ☒ 30 – Weight difference | ☐ 40 – Missing item (barcoded items) |
| ☐ 12 – Missing dispatch | ☐ 31 – Received receptacle/item mislabelled to this location | ☐ 41 – Item in excess (barcoded items) |
| ☐ 20 – Wrong content format | ☐ 32 – Seized by Customs | ☐ 42 – Missing item – evidence of theft |
| ☐ 21 – Missing receptacle | ☐ 33 – Refused by Customs | ☐ 43 – Missent item |
| ☒ 22 – Receptacle received in excess | ☐ 34 – Dangerous contents – not to be flown (will be destroyed) | ☐ 99 – Other |
| ☐ 23 – Misrouted receptacle | ☐ 35 – Damaged item/receptacle | |
| ☐ 24 – Mislabelled receptacle by destination | ☐ 36 – Received with unreadable receptacle/item barcode | |

1. Irregularities concerning documents

☐ Missing documents (please accept the substitute forms attached)				
☐ Delivery bill ☐ Letter bill ☐ Special list(s): ☐ A découvert/missent items:	CN ____ CN ____ CN 65	☐ Registered ☐ Insured ☐ Tracked	Number of identified items received	
☐ Delivery bill: corrections of total weights ☐ According to the weights given on the labels (amended as necessary) ☐ Resulting from an error in calculations		Letter post	Empty receptacles	Total
☒ Letter bill: irregularities				
	Entered	Received	Observations	
☒ Number of receptacles	7	8		
☒ Weight of receptacles	133.5	151.9		
☐ Total registered items (R prefix)				
☐ CN 33 special lists				
☐ Total insured items (V prefix)				
☐ CN 16 special lists				
☐ Total tracked items (L prefix)				
☒ Total small packets (U prefix)	32	49		
☐ Receptacles being returned				
☒ Total E format items subject to terminal dues	39	56		

2. Irregularities concerning receptacles

CN 43 (back)

Receptacle ID or serial number	Description

3. Irregularities concerning mail subject to terminal dues and IBRS

Type of mail		Entered (a)		Received (b)		Difference (b – a)		Observations
		Number	Weight	Number	Weight	Number	Weight	
LC/AO receptacles	Format P or P/G							
	Format G							
	Format E	1	17.6	2	36.0	1	18.4	
	Mixed							
M bags	Up to 5 kg							
	Over 5 kg							
Bulk mail	Total receptacles							
	Total items							
IBRS	Total items							

4. Item irregularities

Item-ID	Weight	Type of irregularity*	Observations	Item-ID	Weight	Type of irregularity*	Observations

* Allowed values: 1 – missing; 2 – excess; 3 – damaged; 4 – retained; 9 – others.

5. Other irregularities

The dispatch arrived with one more E format bag (bag #008) not pre-advised in PREDES

This form must be returned to

☐ Accepted☐ Rejected☐ Further information required☐ For information only

Origin – Signature

Destination – Signature

HKHKGGA / user1