# Framework for a Service Agreement

# between

# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, an air transport company incorporated under the laws of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, having its principal place of business in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, ("the Carrier"),

# and

# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, a designated operator of

# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (country), incorporated under the laws of

# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and having its principal place of business in

# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, ("the Principal"),

(Collectively hereafter referred to as "the Parties")

# The Service Agreement is applicable to the transportation of international mail

# from (country of Principal) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# to destinations served by (Carrier) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# (Hereafter "the Agreement")

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# Preamble

# WHEREAS the Principal wishes to contract with a Carrier to ensure the air conveyance of postal items;

# WHEREAS the Carrier agrees to provide the conveyance of postal items to the Principal, under the terms and conditions specified in this Agreement;

# The Parties agree:

# Part A – General terms and conditions

# I. Definitions

# Article 1

# Definitions

# 1 As used in this Agreement, the terms stated below are to be interpreted as follows:

# 1.1 Acceptance: Point of time at which the Carrier formally agrees to provide the service in accordance with this Agreement, confirmed by the proof of acceptance provided by the Carrier to the Principal or the DO of origin.

# 1.2 Agent:

# 1.2.1 Representative of the Carrier, including the ground handler performing duty on behalf of the Carrier at the airport of destination and, if relevant, at the airport of transhipment.

# 1.2.2 Representative of the Principal at the airport of destination, as indicated by the Principal to the Carrier.

# 1.3 Airmail: Items conveyed by air with priority.

# 1.4 Airmail routeings: All routes and schedules for the transportation of mail by the Carrier.

# 1.5 Basic airmail conveyance rate (BACR): Rate applicable for the transportation of mail by Carriers on behalf of DOs in the absence of any specific agreement of the latter on a rate. The BACR is determined yearly by the UPU International Bureau and approved by the UPU Postal Operations Council. It is based on International Airline Financial Statistics prepared by the International Civil Aviation Organization.

# 1.6 CARDIT: EDI message sent from a DO originating a consignment to a Carrier that is going to transport that consignment.

# 1.7 Consignment: A set of one or more receptacles of a particular mail category, using a common transport on a particular occasion, from a specific place of loading to a specific place of final destination.

# 1.8 Contracted volumes: The volume of Mail in a consignment handed over by the Principal in accordance with the estimated volumes and/or accepted by the Carrier for the service.

# 1.9 Critical handover time: The latest time at origin the mail has to be handed over to the Carrier or the latest time at destination the mail has to be delivered to the Principal.

1.10 Dangerous goods: The articles covered by the "Recommendations on the Transport of Dangerous Goods" drawn up by the United Nations, with the exception of certain dangerous goods provided for in the existing UPU Regulations, and by the Technical Instructions of the International Civil Aviation Organization (ICAO) and International Air Transport Association (IATA) Dangerous Goods Regulations shall be considered as dangerous goods.

# 1.11 Days: Full calendar days, including legal rest days and public holidays.

# 1.12 Delivery: Handover of mail at the destination, confirmed by the proof of delivery.

# 1.13 Designated operator (DO): Any governmental or non-governmental entity officially designated by the member country to operate postal services and to fulfil the related obligations arising from the Acts of the UPU on its territory.

# 1.14 Destination: Location, normally inside the airport, where the mail is handed over to the DO of destination by the Carrier.

# 1.15 Documents: Documents, including bag tags and labels, issued by the DO according to the UPU provisions and regulations (such as the CN 38 delivery bill for priority and EMS products, or the CN 41 delivery bill for surface air lifted mail products with deferred priority), which, prima facie, give evidence of the contract for the performance of services between the DO and the Carrier. The documents serve, inter alia, as manual proof of acceptance and delivery, as proof of transportation, and as a basis for final billing.

# 1.16 Electronic data interchange (EDI): The exchange of information messages (e.g. CARDIT and RESDIT) as specified in the latest version of the UPU EDI Messaging Standards publication.

1.17 Express Mail Service (EMS): A postal express service for documents and merchandise, and shall whenever possible be the quickest postal service by physical means. This service may be provided on the basis of the EMS Standard Multilateral Agreement or by bilateral agreement.

# 1.18 Handover: Transfer of control/custody of mail by one party to another party.

# 1.18.1 Accepted: Acceptance of the mail by the Carrier for transportation, which takes over its custody from the Principal.

# 1.18.2 Delivered: Delivery of the mail transported by the Carrier to the DO of the country of destination.

# 1.19 International Air Transport Association (IATA): Global trade organization, whose mission is to repre­sent, lead and serve the airline industry.

# 1.20 IATA season:

# 1.20.1 The IATA summer season starts on the last Sunday of March and ends on the last Saturday of October.

# 1.20.2 The IATA winter season starts on the last Sunday of October and ends on the last Saturday of March.

# 1.21 Mail: All postal items as defined in the Universal Postal Convention. Mails are classed as:

# 1.21.1 "Airmails" which are conveyed by air with priority. Airmails may contain airmail items and priority items.

# 1.21.2 "Priority mails" which are conveyed by surface but which have the same priority as airmails. Priority mails may contain priority items and airmail items.

# 1.21.3 "Surface airlifted (S.A.L.) mails" which contain S.A.L. items and non-priority items.

# 1.21.4 "Surface mails" which contain surface mail and non-priority items.

# The mail transported should be divided into priority mail or surface airlifted mail conveyed by air with reduced priority. Any articles lodged on the documents are classified as mail. Cargo or goods which are referred to in the Chicago Convention 1944, Warsaw Convention 1929, Montreal Convention 1999 or any related Protocol or Convention are excluded.

# 1.22 Non-priority item: Item for which the sender has chosen a lower rate, implying a longer delivery time.

# 1.23 Origin: The place of dispatch of the mail, where the Carrier accepts the mail from the Principal to provide the Services.

# 1.24 Postal item: Generic term referring to anything dispatched by the Post's services (letter post, parcel post, money orders, etc.).

# 1.25 Priority item: Item conveyed by the quickest route (air or surface) with priority.

# 1.26 Proof of acceptance ("POA"): A positive check of all mail received by the Carrier by positive data capturing of mail receptacle identifiers enclosed in the proper EDI messages generated by the Carrier, and/or by the signature of the documents, or by other agreed data exchange. Proof of acceptance is subject to the critical handover time specified by the Carrier for a specified volume of mail.

# 1.27 Proof of delivery ("POD"): A positive check of all mail received by the DO at destination or by its agent by positive data capturing of receptacle identifiers enclosed in the proper EDI messages generated by the Carrier, and/or by the signature of the documents, or by other agreed data exchange. Proof of delivery is subject to the critical handover time specified by the Carrier for a specified volume of mail, and to the local DO's availability to sign or exchange a POD.

1.28 Receptacle: A unit of a dispatch and of a consignment. The receptacle is typically a bag or a tray containing postal items. Receptacles are a physical entity handled by carriers such as airlines. When air transport is involved, a receptacle can also be an airline container with loose-loaded parcels, or a pallet of mail. An individual parcel or EMS item too large to fit in a mailbag can also be a receptacle. Each receptacle has a standard 29-character barcoded receptacle ID. The receptacle ID is used by carriers, as well as by Posts. The applicable UPU standard for receptacle ID is S9.

# 1.29 Rates: Service fee as stated in Annex 2 to this Agreement.

# 1.30 RESDIT: A RESDIT message is the message sent by a carrier of a consignment (such as an airline) to the DO. A RESDIT message is normally sent in response to a CARDIT. However, if no CARDIT is received, a RESDIT message can also be sent if a suitable message standard is used between a DO and a carrier. There can be several RESDIT messages for a single CARDIT as the receptacles in a consignment are transported along the supply chain from origin to destination.

# 1.31 Routeing plan: The list of airmail routeings that shall be used for the service as agreed between the Carrier and the Principal, as specified in Annex 1.

# 1.32 S.A.L. (surface airlifted) item: Any surface item conveyed by air with reduced priority.

# 1.33 Special Drawing Right (SDR): The SDR is an international reserve asset created by the International Monetary Fund (IMF) in 1969 as a supplement to existing reserve assets. Its value is based on a basket of currencies whose weight is adjusted at regular intervals. The SDR is used by the UPU and several other international organizations as an accounting unit.

# 1.34 Services: All services related to the transportation of mail, such as loading, unloading, ground handling, security, transportation, distribution and documentation.

# 1.35 Transportation: The actual transport and physical movement by air, sea or road, as the case may be.

# 1.36 Universal Postal Union (UPU): Specialized agency of the United Nations, whose aim shall be to secure the organization and improvement of the postal services and to promote the development of international collaboration in this sphere.

# 1.37 Universal Postal Convention: International treaty containing the rules applicable throughout the international postal service.

# II. Objectives and scope of the Agreement

# Article 2

# Objectives and scope of the Agreement

# 1 This Agreement describes the conditions pursuant to which the Carrier shall provide Services to the Principal from the point of origin to the point(s) of destination, in conformity with applicable rates, the routeing plan and the estimated volumes as mentioned in the Annexes.

# 2 This Agreement applies to the provision of the Services relating to the following categories of mail mentioned in the Universal Postal Convention:

# 2.1 EMS;

# 2.2 priority mail: airmail (letter post, parcel post, money orders);

# 2.3 non-priority mail: S.A.L. items (letter post and parcel post);

# 2.4 empty bags (SV).

# III. The Carrier's obligations

# Article 3

# Service

# 1 The Carrier shall provide the Services for the Principal in accordance with this Agreement.

# Article 4

# Integrity of mail

# 1 The Carrier shall handle the mail as specified in this Agreement in accordance with the levels of performance detailed in Annex 4.

# 2 The Carrier shall, to the best of its abilities and as far as may reasonably be expected, provide necessary protection for all mail in its possession from weather, dust, damage, loss or theft while in its custody.

# Article 5

# Refusal of handover

# 1 The Carrier may refuse to accept handover of the mail (handover failure), including under the following circumstances as examples:

# 1.1 mail placed in damaged bags or receptacles;

# 1.2 mailbags or individual receptacles weighing more than the weight limit laid down in the UPU Acts, prior to delivery to the Carrier;

# 1.3 loose parcels weighing more than the weight limit laid down in the UPU Acts and/or exceeding UPU–IATA standard dimensions or (\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) metres for the sum of the length and greatest cir­cumference measured in a direction other than that of the length;

# 1.4 receptacles with unreadable or poorly attached labels;

1.5 handover of the mail after the agreed time and/or at a location different from the one agreed, subject to article 11.1 of the Agreement;

1.6 mail tendered in excess of the agreed allocation, subject to article 23.1 of the Agreement.

# 2 The Carrier has the right to refuse the handover of mail at origin or to hand over the mail at destination and shall return such mail at the Principal's expense, or hold such mail at any point, at its discretion, in the following cases:

# 2.1 the Carrier has objective and reasonable reasons to perceive its contents to be illegal, or of a dangerous nature or otherwise, and that its contents are likely, in the sole judgement of the Carrier, to damage or affect other mail, goods or equipment belonging to the Carrier, its employees or third parties;

# 2.2 a visual inspection indicates that the mail to be uplifted appears to be improperly packed, wrapped or labelled or is in a condition indicating suspected damage, tampering or pilferage at the moment of handover and before proof of acceptance from the Carrier. In this case, the Carrier shall notify the Principal of the reasons for refusal. The Carrier shall provide the Principal with the opportunity to correct the defects when the handover and handling time allows;

# 2.3 the Principal fails to meet or is likely not to meet its financial obligations stipulated under this Agreement.

3 The Carrier should not refuse to hand over mail at destination because of an accounting dispute or any other type of dispute between the Principal and the Carrier.

# Article 6

# Custody of the mail

# 1 Mail shall be considered to be in the custody of the Carrier, from the proof of acceptance of the mail until proof of delivery.

# 2 Without limitation, proof of acceptance and proof of delivery may be provided either in writing (by signing the documents) or by an electronic acknowledgement of receipt. The availability of manual proof of acceptance or delivery is subject to local conditions that apply to the Carrier and/or the Principal. Where EDI messaging is used, the Principal and the Carrier shall agree on the scope, timing and source location of such messages in accordance with article 18 of the present agreement.

# Article 7

# Performance

# 1 The Carrier shall use its best efforts to uplift mail accepted for transportation to the destination without delay.

# 2 If the transportation chain is interrupted through the fault of the Carrier, the Carrier shall be responsible for the return of the mail to origin or for its storage until the transportation is resumed. If the transportation chain is interrupted through no fault of the Carrier, the Carrier shall immediately contact the Principal for further instructions.

# 3 The Carrier shall provide the Services for the Principal's mail for the agreed quantities set out in Annex 3.

# 4 The Carrier shall ensure that the Services meet the following level of performance:

# 4.1 the Carrier shall achieve the agreed percentage performance success level specified for each mail category in Annex 4, and defined as the ratio of the contracted volumes for each consignment accepted by the Carrier at origin and handed over before the critical handover time at destination, over a period of six months or whatever different time period is agreed between the Parties.

# 5 The Principal and the Carrier shall meet at agreed intervals to review and discuss all issues arising from the performance of this Agreement. Each party shall provide the other party with information/data concerning the carriage of mail under this Agreement, as and when requested, to review each party's performance. Upon notification by one party to the other that it is not performing according to the agreed levels, the non-performing party will provide the other party with an action plan to remedy any performance deficiency within a specified timeframe.

6 The Principal and the Carrier shall establish contingency plans to take account of possible unplanned events or circumstances, such as those listed in Annex 9.

# Article 8

# Subcontractors

# 1 The Carrier is authorized to use other carriers or non-carrier sub-contractors if necessary to provide the Services and guarantee the required performance success level under this Agreement. It is the Carrier's responsibility to inform the Principal and manage the performance of such sub-contractors to the performance levels stipulated in this Agreement.

# Article 9

# Routeing

# 1 The Carrier shall provide to the Principal the new airmail routeings, including the specification of the restrictions of the mail load capacity per flight, at least (\_\_\_\_\_\_\_\_\_\_) before the start of the new IATA season so as to enable the latter to provide a routeing plan and estimated volumes per flight to the Carrier in accordance with article 15 of the present Agreement.

# 2 The Carrier shall notify the Principal, as soon as possible and if possible a week before the implementation date, of any schedule changes to its flights or any other known issues that are relevant to the smooth performance of the Services. When possible, revised flight schedules should be provided to the Principal 30 days before the publication of the seasonal timetables.

# Article 10

# Critical handover times

# 1 The critical handover time at origin and at destination which the Parties have agreed shall be as shown in Annex 4.

2 For performance measurement purposes, should the DO of destination be unable or unprepared to accept handover of the Principal's mail at the time when the Carrier arrives at the DO of destination's facility and is prepared to perform the handover, the Carrier shall be entitled to record and report the delivery time of the mail to be the time the Carrier was prepared to effect the handover and without accounting for delays incurred resulting for any reason from the DO of destination being unable to accept the mail at the time when the Carrier first attempted handover.

# 3 The Carrier's performance shall be measured against the above service criteria.

# Article 11

# Handover failure

# 1 In the event of handover failure by the Principal, the Carrier shall use reasonable endeavours to uplift, in whole or in part, the mail on the planned flight, but cannot guarantee to transport it without delay. If mail cannot be uplifted, the Carrier shall contact the Principal as soon as practical for further instructions.

# Article 12

# Access of the Principal to Carrier's premises

# 1 Subject to the Carrier's policy and aviation security requirements, the Carrier or its agent may provide the Principal with access to the Carrier's premises and aircraft with a view to exercising control over the security of dispatches during their transport. The Carrier shall be informed in advance as soon as possible of the number and identity of any of the DO's staff accessing airline premises and aircraft. The Principal's staff may need to be accompanied by the Carrier's staff.

# Article 13

# Delivery failure and possible remedy

# 1 In the event that the mail cannot be delivered to the agreed location at destination, it shall be stored, subject to local regulations, at the Carrier's mail handling unit, and the DO of destination shall be contacted for an alternative handover location. The Principal shall be notified of the measures taken thereon within 24 hours and shall bear the additional costs incurred by the Carrier, except in the case of delivery failure attributable to the Carrier.

# 2 The Carrier shall notify the situation to the Principal within 24 hours and comply with any reasonable instructions from the Principal, if the DO of destination:

# 2.1 refuses or fails to take possession of the mail;

# 2.2 refuses or fails to deliver proof of delivery after its arrival at the place of delivery.

# 3 In the absence of instructions from the DO of destination or if such instructions cannot reasonably be complied with, the Carrier shall inform the Principal and have the right to return such mail to the Principal at the Principal's expense, after having notified such event to the Principal within \_\_\_\_ business days.

# Article 14

# Handover[[1]](#footnote-2)

# 1 Subject to article 5, the Carrier shall accept for transportation any mail whose contents are admissible for carriage under the UPU Acts and which complies with the packaging and labelling requirements laid down.

# 2 The Carrier shall check mail and documents at handover. From the moment the Carrier accepts the consignment, the mail shall be considered to be in the custody of the Carrier until its handover at destination or at the airport of transhipment.

# 3 Where a Carrier has accepted mail within the agreed time limits, the Carrier shall check the mail against the documents or the EDI message. Where there is a discrepancy, the staff of the Principal or the Carrier shall prepare documents and/or provide EDI messages to cover the discrepancy accordingly. The Parties shall agree and sign the new documents and/or confirm the updated EDI message.

# 4 The Carrier is authorized to examine (screen) the receptacles, without opening them, visually or using technology (e.g. X-ray, explosive trace detection (ETD)) for the purposes of clearing the articles for uplift under aviation security regulations and if allowed by national legislation.

# 5 After accepting the mail and before forwarding it, the Carrier may, at its own expense, correct any packaging and labelling irregularities discovered at its premises. Otherwise, the Carrier shall inform the Principal as soon as practicable for instructions regarding the items.

# 6 Where the Carrier has elected to withhold mail in case of suspected damage, pilferage or tampering, the Carrier shall forward the remainder of the consignment that is not affected and amend the documents accordingly. The Carrier shall inform the Principal as soon as practicable for instructions in regard to the item suspected of pilferage or tampering, and allow on request, inspection of the mail at the premises of the Carrier. The Carrier shall make a record concerning affected mail and give a copy of it to the Principal.

# 7 In the event that mail is returned or held by the Carrier, the Carrier shall notify the Principal of the details within 24 hours.

# 8 Subject to the above paragraphs of this article, mail shall be held by the Carrier if the transport of such mail constitutes a danger to other mail, goods or equipment belonging to the Carrier, its employees or third parties. The costs of such storage or subsequent disposal shall be borne by the Principal. Alternatively, the Carrier shall hand over such mail to the authorities.

9 The Principal shall provide consignment security declaration information to the Carrier in conformity with UPU standards and regulations.

# IV. The Principal's obligations

# Article 15

# Operational aspects

# 1 The Principal shall give an estimate by route, flight and day of the week, of the volume of mail that it wishes to be transported by the Carrier. This estimate shall be provided by the Principal no later than\_\_\_\_\_ days/weeks in advance of the needed schedule/capacity and agreed by the Parties.

# 2 The Principal shall provide the Carrier with a mail routeing plan, not later than two weeks after the publication of the Carrier's new IATA season's timetable applicable for cargo and mail, but in any case before the change of the current schedule.

# 3 The Principal shall ensure that all mail is packed and labelled in accordance with the applicable provi­sions of the UPU Acts before it is handed over to the Carrier.

# 4 The Principal shall sort the mail by flight number for handover to the Carrier.

5 The Principal shall provide the Carrier with planned handover and delivery points and times.

# Article 16

# Documentation

# 1 The handover of all mail to the Carrier shall be accompanied by proper airmail documentation, as specified by the UPU Acts.

# 2 Priority mail shall always be shipped with a minimum of six (copies of the) CN 38 delivery bills. Priority receptacles shall carry the prescribed CN 35 airmail bag label and CP 84 air parcel label.

# 3 Non-priority mail shall always be shipped with a minimum of six (copies of the) CN 41 delivery bills. Non-priority receptacles shall carry the prescribed CN 36 S.A.L. bag label and CP 83 surface parcel label.

# 4 Empty mailbag consignments shall be covered by the CN 47 documents.

# 5 The writing on all documents and labels furnished by the Principal shall be readable and unambiguous, and in a language whose script is recognized internationally.

# V. Obligations common to both Parties

# Article 17

# Dangerous goods and UPU wrongly admitted articles

1 The Parties shall comply with the limitations on the transport of dangerous goods.

2 The Services may only be provided in respect of mail permissible under the provisions of the International Air Transport Association (IATA), International Civil Aviation Organization (ICAO) and the UPU Acts.

3 With respect to 17.1 and 17.2 herein, the Parties shall take all reasonable measures accordingly. They shall not subject their performance hereunder to safety and security measures other than those provided by local legislation, the requirements of the civil aviation authority and the UPU Acts. Specific measures and specific tasks related to the transport of dangerous goods that each Party is responsible for are specified in Annex 7 to this Agreement.

4 The Parties shall observe the following prohibitions in all categories of postal items:

4.1 The insertion of the following articles shall be prohibited in all categories of items: narcotics and psychotropic substances, as defined by the International Narcotics Control Board, or other illicit drugs which are prohibited in the country of destination.

4.2 The insertion of explosive, flammable or other dangerous goods as well as radioactive materials shall be prohibited in all categories of items.

4.3 The insertion of replica and inert explosive devices and military ordnance, including replica and inert grenades, inert shells and the like, shall be prohibited in all categories of items.

5 The Parties shall ensure that protocols for alarm resolution are in place.

# Article 18

# EDI messaging

# 1 In case of use of CARDIT/RESDIT messaging between the Parties:

# 1.1 the Principal shall transmit a CARDIT message, in conformity with UPU EDI messaging standards, to the Carrier for every consignment handed over;

# 1.2 the Carrier shall transmit RESDIT messages, in conformity with UPU EDI messaging standards, to the Principal;

# 1.3 the technical arrangements, as well as the events and locations covered for CARDIT/RESDIT, shall be agreed between the Parties and shall be documented separately in accordance with the principles set forth in Annex 8 to this document.

# VI. Rates

# Article 19

# Rates

# 1 The Principal shall pay for the Services according to the rates which have been agreed between the Parties, and set out in Annex 2 of this Agreement.

# 2 Rates are set on an origin–destination basis (from the agreed handover location at the airport of origin to the agreed handover location at the airport of destination). If a destination is not mentioned in Annex 2, the applicable basic airmail conveyance rate, also described in Annex 2, will be applied. The distance for the origin–destination pair concerned shall be calculated according to the applicable procedure for calculating airmail distances contained in the List of Airmail Distances published by the UPU International Bureau in col­laboration with IATA, or any other official publication if the distance data is not covered in this List.

# 3 In the event that the Principal uses a flight segment for which the Carrier did not give prior confirma­tion of acceptance, the Carrier has no obligation to carry the mail. In cases where mail is uplifted, the Carrier reserves the right to charge the applicable basic airmail conveyance rate calculated on the applicable airmail distance or the rates defined in Annex 2.

# ~~4~~ Rates are expressed and paid in a currency agreed between the Parties, on an origin–destination basis for the various categories of mail involved.

# 5 If services of other carriers are used as explicitly laid out in the airmail routeings, the rates include the charges of the services of those other carriers.

# VII. Terms of payment

# Article 20

# Invoice

# 1 The Carrier shall invoice the Principal for the Services rendered under this Agreement on a (\_\_\_\_\_\_\_\_\_\_\_) basis.

# 2 All invoices shall be based on the applicable UPU airmail documents (or postal airway bill) submitted to the Carrier by the Principal upon acceptance of the mail, and shall be submitted by the Carrier to the Principal in duplicate or in electronic format.

# 3 The Carrier shall have the following billing options:

# 3.1 On the physically captured document accompanying the mail consignment.

# 3.2 On the Carrier's own (substitute) documents, either obtained manually, or from positive data capturing of the receptacle identifiers enclosed in proper EDI messages.

# Article 21

# Payment

# 1 The payment as per invoice is due within (\_\_\_\_\_\_\_\_\_\_\_) business days following the date of receipt of the invoice.

# 2 In the event of a discrepancy, the Principal may withhold the payment of the disputed amount only.

# 3 In such case, the Principal shall inform the Carrier within (\_\_\_\_\_\_\_\_\_\_\_) business days specifying which items it disputes, by returning the invoice to the Carrier accompanied by its attachments or any other means to that effect.

# 4 The undisputed amount stated on the invoice is to be paid as stipulated in article 21.1.

# Article 22

# Billing dispute

# 1 By failure to comply with its obligation under article 21, the Principal waives its right to withhold payment.

# 2 The Carrier may notify the Principal of its official reply concerning the acceptance or rejection of the discrepancy within (\_\_\_\_\_\_\_\_\_\_\_) business days following receipt of the disputed invoice.

# 3 If the Carrier does not accept the discrepancy, it shall send a supplementary invoice, including proof of carriage or service, which has to be settled within (\_\_\_\_\_\_\_\_\_\_\_) business days. The Carrier may present such undisputable proof of physical carriage or service by means of:

# 3.1 a substitute delivery bill established by the Carrier, with appropriate signature by the destination DO, containing the full details of a mail consignment as specified on CN documentation;

# 3.2 an EDI scanning track record established by the Carrier at the airport of destination containing the full details of a mail.

# 4 Both proof of carriage or service described in paragraphs 3.1 and 3.2, when presented together, will unconditionally overrule any third party carrier's payment claim for the same mail consignment, on the basis of the original documents only.

# 5 In the circumstances provided for in paragraphs 3.1 and 3.2, and considering paragraph 4, the Principal shall settle the invoice with the Carrier delivering proof of carriage or service.

# 6 If payment has not been made within a maximum of (\_\_\_\_\_\_\_\_\_\_\_) business days following the date of acceptance of the invoice, the Principal shall be obliged to pay the interest due on the amount, in accordance with the amount specified in Annex 2 to this Agreement.

# 7 If payment has not been made within the period stipulated in paragraph 6, the Carrier shall have the right to refuse and suspend all transportation of mail, without being in breach of the Agreement, until all overdue debts are paid.

# VIII. Irregularities and liability

# Article 23

# Irregularities

# 1 If the volume of mail exceeds (\_\_\_\_\_\_\_\_\_\_\_) percent of the estimated volume as set out in Annex 3, the Principal shall contact the Carrier in the shortest possible time in advance in order to enable the Carrier to try to accommodate the transportation of such extra volume.

# 2 In the event that the volume by route, flight and day of the week does not meet the estimated volume by (\_\_\_\_\_\_\_\_\_\_\_) percent less than the estimated volume, the Principal shall inform the Carrier no later than \_\_\_\_\_\_hours in advance.

# 3 The Principal shall always notify the Carrier as soon as possible of any irregularities that could endanger the proper transportation of mail under this Agreement.

# 4 At the point of origin, in the event of a failure to uplift mail or in case of anticipated delays, the Carrier shall notify the Principal as soon possible before the scheduled flight departure so that further instructions may be given. Where the routeing plan already provides for alternative routes, they should be used.

# 5 The Carrier shall always notify the Principal within 24 hours of any irregularities, such as delay, loss or theft of, or damage to, mail discovered during transportation under this Agreement.

6 The Carrier shall always notify the Principal within 24 hours when postal items face events which prevent the continuation of conveyance, such as when wrongly admitted items are discovered at an intermediate location. Upon notification of a retained item, the Principal shall provide specific instructions for resolving the incident. An initial response shall be made within 24 hours following receipt of the report. The initial response from the Principal may not necessarily resolve the reported event, but rather serve as an acknowledgement that it has been reported and that further investigation is under way. Updated reports shall be provided by the Principal every 72 hours until resolution of the event. These guidelines for the timeframe are based in terms of normal business days and take account of holidays, time zone differences and weekends.

# 7 In the event that the mail cannot be delivered to the designated destination, the Carrier shall advise the Principal and request advice as to what action the Principal requires the Carrier to take. Subject to the rea­sons for non-delivery, the Parties will agree on the cost of remedying the situation.

# 8 Each party shall send notice of irregularity to the other party in writing, by mail, fax or e-mail, accompa­nied by available copies of the applicable mail documents and attachments, such as proof of damage or misrouteing by the Principal. Such notice shall be addressed to the Carrier's or the Principal's responsible department (whose contact details are provided in Annexes 5 and 6 respectively). No action is to be taken in the case of any irregularity regarding mail unless a prior complaint is made to the Carrier or the Principal, as applicable.

9 In the event that dangerous goods or prohibited, inadmissible or wrongly admitted items are discovered in a receptacle in transhipment, the carrier should refer to AHM Section 350. This section addresses "Alarm Resolution", which refers to occurrences during conveyance that raise suspicion in the supply chain wherein the article cannot advance until it is resolved. In cases of transhipment, the carrier at the intermediate site should independently manage the situation and make earnest efforts to resolve the alarm. As a final resort, the alarm incident should be reported to the DO of the intermediate location, which may then render assistance as needed – such as contacting the responsible designated operator of origin to coordinate a resolution. Final dispositions (such as disposal, return to transport stream, or release of custody to the DO of the intermediate location) may vary according to the circumstances.

# Article 24

# Liability

# 1 The Carrier shall be liable for the delay, loss or theft of, or damage to~~,~~ mail in its custody which occurs during the Services provided under this Agreement.

# 2 Each party shall assume the same contractual liability towards the other for the acts of agents as for its own performance under this Agreement.

3 The Principal shall be liable for any actual damage caused by mail handed over to the Carrier by the Principal under this Agreement in accordance with the applicable national law, ICAO International Convention and the UPU Acts.

# 4 Subject to articles 5 and 17, if the Carrier fails to uplift the mail on the scheduled transportation the Principal shall have the right to use an alternative means of transportation or carrier. Except when the Carrier has notified the Principal of a flight cancellation or change of aircraft, it shall be liable for any additional costs incurred in dispatching mail by alternative carriers. Supporting documentary evidence shall be produced if available.

# 5 The Principal shall be liable for all the expenses and costs resulting from failure by the DO of destination to take over delivery of the mail, provided that the Carrier has duly performed its obligations under this Agreement.

# 6 Subject to articles 5 and 17, the Carrier shall be liable for reasonable storage costs if it fails to hand over or accept compliant mail for transportation at the time and place agreed.

# 7 In case of misrouteing of any category of mail, the Carrier shall refund the actual transportation costs claimed by the Principal concerned, provided that such misrouteing is not caused by the Principal.

# 8 When mail cannot be delivered by the Carrier to the original designated destination, the Principal shall pay the Carrier only the mail transportation rates for the section over which the mail was originally to be transported according to the CN 38 delivery bill. When the sum of the above transportation rates and the transit charges paid by the Principal to any other airlines or to any designated operators for the subsequent transit of the mail to the intended destination exceeds the cost of transportation payable for normal transportation of such mail, the Carrier shall be responsible for the difference.

9 In the case of damage to mail, the Principal must complain to the Carrier forthwith after the discovery of the damage, and at the latest, within 14 days from the date of handover at destination. In the case of delay in the carriage of mail, the Principal must complain to the Carrier forthwith, and at the latest, within 21 days from the date of handover at destination.

10 Every complaint must be made in writing.

1. If no complaint is made within the times set out in paragraph 9, no action shall lie against the Carrier, save in the case of fraud on its part.

12 The Principal's right to damages shall be extinguished if an action is not brought within a period of two years, reckoned from the date of handover at destination or from the date on which the carriage stopped.

13 The method of calculating the period set out in paragraph 12 shall be determined by the law of the court seized of the case.

# Article 25

# Limitation of liability

1 Subject to article 25.2 below, the liability of the Parties towards each other shall be as follows:

1.1 the liability of the Carrier towards the Principal shall be limited to \_\_\_\_\_ monetary units but shall not exceed the Principal's liability towards its customer, as specified in the UPU Acts;

1.2 the liability of the Principal towards the Carrier shall be limited to \_\_\_\_\_ monetary units.

2 The limitations of liability set out in paragraphs 1.1 and 1.2 shall not apply to loss or damages caused intentionally or by gross negligence of a party or its agents or to claims arising under article 24.3 and 24.4 above, liability for which shall be unlimited unless otherwise specifically excluded or limited by applicable national law, and then only to the extent of such exclusion or limitation.

# Article 26

# Exemption of liability

# 1 In the event that the Principal/the DO at destination (or its nominated agents) refuse or fail to hand over the mail/take possession of the mail and/or refuse to sign for acceptance of the mail, the Carrier shall not incur any liability for failure or delay if:

# 1.1 it has complied with the agreed handover procedure as specified in the appendices, which includes handover at the agreed location at the stipulated processing times with the complete and proper documents, and/or EDI transmission; and

# 1.2 it has provided the Principal with proper notification, in the shortest possible lead time, including the date and time of attempted handover/delivery, where applicable and supported if available by a confirmation of the DO at destination, confirming refusal and/or providing reasons for refusal to take possession of the mail.

# 2 In the circumstances described in paragraph 1, the Principal shall be liable for any additional costs incurred for the additional handling performed by the Carrier according to article 11 of this Agreement. Supporting documentary evidence shall be provided if requested.

# 3 Neither party shall be liable towards the other party for any delays or failure in the performance of its obligations due to any reason beyond its control or the control of its agents, so long as such party continues to be affected by such events of force majeureas defined in article 31.

# 4 A party seeking to rely on the provisions of this clause shall promptly give notice thereof to the other party, and shall endeavour to perform its obligations as soon as possible.

5 If any event of force majeure prevents a party from fulfilling its obligations for a continuous period exceeding one month, the other party shall have the right to terminate this Agreement with immediate effect following receipt of written notification by the other party.

# 6 The Carrier shall not be liable under any circumstances for the delay, loss or theft of, or damage to, or destruction of, mail or any other property caused by, or resulting from:

# 6.1 inherent defect, quality or vice of its content;

# 6.2 defective packing of the mail;

# 6.3 an act of war or armed conflict;

# 6.4 an act of public authority carried out in connection with the entry, exit or transhipment of the mail.

# IX. Duration and termination of the Agreement

# Article 27

# Entry into force and duration of the Agreement

# 1 This Agreement shall enter into force on (starting date) and shall expire on (ending date) unless termi­nated earlier pursuant to article 28 hereof. The Parties may agree on an extension of this Agreement at least (\_\_\_\_\_\_\_\_\_\_\_) days before the date of expiry.

# Article 28

# Termination of the Agreement

# 1 The Agreement may be terminated, in whole or in part, by either party before the expiry date of the contract by giving written termination notice to the other party at least (\_\_\_\_\_\_\_\_\_\_\_) days before such termi­nation takes effect.

# 2 If, for a specific destination, the Carrier does not meet the agreed performance level or has changed its schedule so that the Principal's requirements are not fulfilled, the Agreement may be partially terminated for that specific destination.

# 3 If a party is in material breach of any of its obligations stated in the Agreement and this breach is not remedied within (\_\_\_\_\_\_\_\_\_) days upon receipt of written notification thereof, the non-breaching party may terminate this Agreement immediately by notifying the other party in writing, without observance of any notice period.

# 4 Without prejudice to the other provisions of this Agreement, each party is empowered to terminate this Agreement with immediate effect, without any further establishment of default in the event of and at the time when:

# 4.1 the other party applies for suspension of payments;

# 4.2 the other party has filed for bankruptcy, insolvency or similar proceeding, or is declared bankrupt;

# 4.3 the other party is a body corporate and is dissolved.

# X. Disputes

# Article 29

# Governing law and jurisdiction

# 1 This Agreement is governed and construed in accordance with the laws of \_\_\_\_\_\_\_\_\_, without regard to principles of conflict of laws.

# 2 All disputes or disagreements arising from this Agreement should be negotiated and settled between the Parties in a constructive and reasonable manner.

# 3 Any disputes or disagreements that cannot be settled amicably shall be referred to the competent tribu­nal in (country \_\_\_\_\_\_\_\_\_\_\_\_\_) or, at the discretion of the Parties, shall be settled by arbitration.

# XI. Final provisions

# Article 30

# Confidential information

# 1 The Parties shall recognize that this Agreement contains commercially sensitive information, and shall agree to treat the entire contents of this Agreement, its appendixes and any information provided hereunder as strictly confidential. They shall refrain from disclosing any such information to third parties, unless prior written consent is obtained from the other party. This shall be subject to the laws applicable in (country \_\_\_\_\_\_\_\_\_\_\_\_\_).

# Article 31

# Force majeure

# 1 Neither party shall be liable towards the other party for any delays or defect in the performance of its obligations or duties due to any unforeseen reason, including but not limited to acts of God, fires, floods, riots, epidemics, quarantine restrictions, government acts, political uprising, freight embargoes, or any other such causes beyond such party's control.

# Article 32

# Amendments

# 1 This Agreement represents the entire understanding between the Parties and may only be amended if such amendments are made in writing and signed by both Parties to the Agreement.

# 2 All appendices to this Agreement form an integral part thereof.

# Article 33

# Severability

# 1 Should any provision of this Agreement be held invalid, or prohibited, such provision shall be ineffective only to the extent of such invalidity or prohibition and shall not invalidate the remainder of such provision or the remaining provisions of this Agreement.

# As agreed and signed in duplicate on:

# Carrier Principal

# Name: Name:

# Title: Title:

# Details: Details

# Part B – List of Annexes

# *Annex 1 Routeing plan*

# *Annex 2 Rates*

# *Annex 3 Estimated tonnage*

# *Annex 4 Performance success level and critical handover times*

# *Annex 5 Contact list of the Principal*

*Annex 6 Contact list of the Carrier*

# *Annex 7 Specific measures and tasks related to dangerous goods*

*Annex 8 Exchange of CARDIT/RESDIT for carrier contracts*

*Annex 9 Contingency plan scenarios*

*Annex 1 Routeing plan*

The following lists possible headings in an Excel spreadsheet to plan routeings:

| *Column heading* | *Interpretation* | *Example* |
| --- | --- | --- |
| Destination country | The name of the destination country |  |
| Dest. IATA code | IATA airport code for the destination airport |  |
| IMPC | Destination IMPC code |  |
| Mail category | Air or S.A.L |  |
| Mail product | U (letters), C (parcels), E (EMS) |  |
| Accounting partner | The name of the contracted carrier (the carrier who is paid) |  |
| Sending IMPC | The IMPC code of the dispatching office of exchange (in case there are two or more routes to one destination) |  |
| Valid from | Start date of the routeing plan |  |
| Valid to | End date of the routeing plan |  |
|  |  |  |
| 1st flight | The flight number of the 1st flight |  |
| From | IATA airport code of the origin airport of the 1st flight |  |
| To | IATA airport code of the destination airport of the 1st flight |  |
| Dep. | Planned departure time of the 1st flight |  |
| Arr. | Planned arrival time of the 1st flight |  |
| Flight operational day | Weekdays when the 1st flight operates |  |
| Mail sent from xxx on day | Weekdays when the 1st flight is used for mail (xxx is the IATA airport code of the airport of origin) |  |
|  |  |  |
| 2nd flight | If 2 legs, the flight number of the 2nd flight |  |
| From | IATA airport code of the origin airport of the 2nd flight |  |
| To | IATA airport code of the destination airport of the 2nd flight |  |
| Dep. | Planned departure time of the 2nd flight |  |
| Arr. | Planned arrival time of the 2nd flight; if the flight arrives the day after, indicate it by adding +1 |  |
| Flight operational day | Weekdays when the 2nd flight operates |  |
|  |  |  |
| 3rd flight | If 3 legs, the flight number of the 3rd flight |  |
| From | IATA airport code of the origin airport of the 3rd flight |  |
| To | IATA airport code of the destination airport of the 3rd flight |  |
| Dep. | Planned departure time of the 3rd flight |  |
| Arr. | Planned arrival time of the 3rd flight; if the flight arrives the day after, indicate it by adding +1 |  |
| Flight operational day | Weekdays when the 3rd flight operates |  |

An example of how the Excel spreadsheet might look is given below:



# *Annex 2 Rates*

Below is an example of a rates file (to be maintained, for example, in Excel).

It is recommended that the title of the file or the title of the Excel spreadsheet be the IATA code of the airport of origin.

It is further recommended that the estimated volumes be based on actual volumes for a specific period. This should be mentioned at the top of the page (Excel spreadsheet).

Estimated volumes are based on actual volumes from dd.mm.yyyy to dd.mm.yyyy.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | *Priority letter mail and EMS* | *S.A.L. letter mail* | *Parcels* | *Remarks* |
| *Country of destination*  | *ISO 3166 2-character country code* | *IATA code of airport of destination* | *Estimate (kg)* | *Rate (currency code/kg)* | *Estimate (kg)* | *Rate (currency code/kg)* | *Estimate (kg)* | *Rate (currency code/kg)* |  |
|  |  |  |  |  |  |  |  |  |  |

*Annex 3 Estimated tonnage*

Below is an example of a layout for the maintenance of expected volumes per year.

It is recommended that the estimated volumes be based on actual volumes for a specific period. This should be mentioned at the top of the page (Excel spreadsheet)

Estimated volumes are based on actual volumes from dd.mm.yyyy to dd.mm.yyyy.

|  |  |  |  |
| --- | --- | --- | --- |
|  | *Priority letter mail and EMS* | *S.A.L. letter mail* | *Parcels* |
| *Country of destination* | *ISO 3166 2-character country code* | *IATA code of airport of destination* | *Estimate kg per year* | *Estimate kg per year* | *Estimate kg per year* |
|  |  |  |  |  |  |

# *Annex 4 Performance success level and critical handover times*

This annex contains examples of information related to performance success levels and critical handover times.

*The Carrier shall handle the mail in accordance with the following agreed levels of performance:*

Performance – mail

– On-time target (\_\_\_%) per mail category (per destination – if relevant)

– Measurement and monitoring of on-time performance

– Measures regarding offloads

Performance – EDI

– Quality targets (is the EDI message sent on time; is the content based on correct information, etc.)

– Measurement and monitoring of quality

– Specific requirements – for example, "Automatically generated RESDIT messages are not accepted"

*The critical handover time at origin and at destination to which the Parties agree are:*

– Latest handover time at origin

– Latest handover time at destination

# *Annex 5 Contact list of the Principal*

# Principal purchasing (contractual issues):

# Tel:

# Mobile:

# Fax:

# E-mail:

# Principal airmail management (contractual issues):

# Tel:

# Mobile:

# Fax:

# E-mail:

# Principal route management (planning, allotments, security issues, etc.):

# Tel:

# Mobile:

# Fax:

# E-mail:

# Principal EDI contact:

# Tel:

# Mobile:

# Fax:

# E-mail:

# Principal operations (daily operations issues):

# Tel:

# Mobile:

# Fax:

# E-mail:

# *Annex 6 Contact list of the Carrier*

# Carrier's airmail management:

# Tel:

# Mobile:

# Fax:

# E-mail:

# Carrier's EDI contact:

# Tel:

# Mobile:

# Fax:

# E-mail:

# Carrier's airmail operations:

# Tel:

# Mobile:

# Fax:

# E-mail:

# Carrier's accounting:

# Tel:

# Mobile:

# Fax:

# E-mail:

# Carrier's operations at xx airport:

# Tel:

# Mobile:

# Fax:

# E-mail:

*Annex 7 Specific measures and tasks related to dangerous goods*

To be completed

*Annex 8 Exchange of CARDIT/RESDIT for carrier contracts*

*Background*

Designated operators (DOs) follow a message exchange protocol developed by the UPU. Electronic messages are exchanged between the DO of origin, the Carrier and the DO of destination, to pre-advise on mail shipments and provide feedback on processing.

The UPU has defined two electronic data interchange (EDI) message formats for use and exchange between DOs and Carriers:

– the CARDIT (CARrier Documents International Transport advice); and

– the RESDIT (RESponse Documents International Transport advice).

All transport EDI messages use the UN/EDIFACT standard. The detailed specifications for these two message sets are available from the UPU.

Briefly, the two message formats are as follows:

– The CARDIT message contains information about the receptacles and containers in a consignment of mail which is, or is intended to be, handed over to a Carrier for transportation and provides corresponding transporting instructions and transport service requirements. It is, or should be, sent before physical hand over of the mail to the Carrier. It contains information similar in content to the CN 38, CN 41 or CN 47 delivery bill.

– The RESDIT message contains information about a consignment of mail as it is received by the Carrier. RESDIT messages report on events which occur to the receptacles or containers within one or more consignments. Such events include confirmation that receptacles or containers have been received from the origin DO by the Carrier, assignment of receptacles to one or more flights, acceptance for service, loading, transhipment and unloading of receptacles and delivery to the destination DO.

CARDIT and RESDIT messages are normally used together, with CARDIT representing the DO's view or intent and RESDIT reporting what the Carrier actually received. However, RESDIT may be used alone if the Carrier receives receptacles or containers which were not pre-advised in a CARDIT message.

DOs and Carriers using the specified messages are required to agree which version of the CARDIT message to use.

Receptacles associated with a dispatch are identified with receptacle ID barcoded labels. A receptacle label (CN 35) is attached to each mailbag, tray or loose-loaded container containing mail, and to individual large parcel items. Receptacle IDs are scanned by the DO of origin at the time of dispatch, and these IDs are included in the CARDIT message to the Carrier, along with all other transportation instructions and transportation service requirements, including a reference to the postal consignment number, which is also provided on a CN 38, CN 41 or CN 47.

As receptacles are received and loaded by the Carrier, receptacle IDs should be scanned.[[2]](#footnote-3) During subse­quent scan events, individual receptacles should be scanned. The RESDIT message provides receptacle-level scanning information to confirm that all receptacles have been accounted for, assigned to the planned transport, transported then delivered.

*Requirements for scanning of receptacles and EDI message exchange*

The Carrier will work with the DO to support a paperless documentation (equivalent of CN 38) environment and exchange EDI messages to the extent possible. Where the Carrier faces obstacles to paper-free transactions with the DO of destination, the DO of origin will endeavour to facilitate the discussions.

Where a Carrier has accepted mail within the agreed tender time limit, the Carrier will verify the mail against the documents (CN 35 and CN 38) or the EDI message. Where there is a discrepancy, the DO or the Carrier will correct the documents and/or the EDI message to fix the discrepancy.

It is recommended that Carriers be in compliance with the most up-to-date EDI messaging standards. In the case of use of CARDIT/RESDIT messaging between the parties:

* The DO of origin will transmit a CARDIT message, in conformity with UPU EDI messaging standards, to the Carrier for every consignment tendered.
* The Carrier will transmit RESDIT messages, in conformity with UPU EDI messaging standards, to the DO of origin for every consignment received.
* The technical arrangements, as well as the events and locations covered for CARDIT/RESDIT, will be agreed and documented separately between the parties.

At least 98% of all RESDIT receptacle scan data must be transmitted by the Carrier via EDI to the DO of origin's EDI mailbox as soon as possible but no later than eight hours of the actual scanning event. RESDIT scanning required will be performed by the Carrier and/or its agent, such as ground handlers at destination, as part of the services provided at the all-inclusive rate. Compliance with this requirement will be measured on a monthly basis by the DO of origin and/or the Carrier.

The Carrier will be responsible for performing the following scans on the receptacle of the DO of origin:

* An acceptance and/or load transfer scan and a delivery scan for all mail tendered by the DO of origin or its designated agent.
* Any handover from the Carrier to another Carrier or delivery to the destination Post.

EDI messaging is through CARDIT and RESDIT.

The scanning is done at the receptacle or container level, where the receptacles can be nested within a container for tracking and visibility.

All EDI messages are sent and received through the EDI networks: OpenText Business Network and POST\*Net. All costs for data sent or received by the Carrier through the EDI networks are the responsibility of the Carrier.

The RESDIT message makes use of a code list (code list 100 – Consignment event codes) that defines the codes used to report events associated with transport of consignments and the receptacles and containers within them.

Not all the events defined in code list 100 are necessarily reported on by the Carrier.

See the UPU website for further details: [www.upu.int/uploads/tx\_sbdownloader/100.txt](http://www.upu.int/uploads/tx_sbdownloader/100.txt)

| *Event code* | *Interpretation* | *Event explanation* |
| --- | --- | --- |
| 1 | Transport arrived | Arrival at destination location, touchdown |
| 5 | Accepted | Accepted for service as booked |
| 6 | Assigned to load plan | Carrier enters assignment in load plan |
| 7 | Removed from load plan | Carrier cancels assignment from load plan |
| 14 | Transport leg completed | Arrival at dock or gate, wheels on block |
| 21 | Delivered | Carrier surrenders control/custody to consignee or agent |
| 23 | Mail at destination | Available for release/collection/delivery to consignee or agent, attempted delivery |
| 24 | Uplift | Departure from dock or gate, pushback |
| 31 | En route | Departure from origin location, wheels up |
| 40 | Mail arrived | Mail arrived at Carrier facility at transport leg destination |
| 41 | Transhipment | Transfer from one flight or conveyance to another, same Carrier. Event being phased out |
| 42 | Handover delivered | Transfer control/custody of mail by Carrier to other Carrier, according to the first |
| 43 | Handover received | Carrier takes control/custody of mail from other Carrier, according to the second |
| 48 | Loaded | Loading has taken place, load plan closed |
| 57 | Not loaded | Carrier realizes loading did not take place according to the load plan or will not take place |
| 59 | Off loaded | Removal from means of transport |
| 74 | Received | Carrier takes control/custody by reception/pick-up |
| 82 | Returned | Return of the consignment to the consignor, or, in case of collection, notification of availability for pick-up |

*Annex 9 Contingency plan scenarios*

The following is a non-exhaustive list of scenarios for which plans should be in place:

1 Production system is temporarily unavailable

2 No EDI exchange from the origin DO

3 eCSD data elements are incorrect or incomplete

1. Handover (acceptance and delivery) may be facilitated by a Mail Registration Device (MRD) that allows a quick and simple registration of mail handovers from and to postal operators at postal facilities situated in airports. [↑](#footnote-ref-2)
2. Based on CARDIT V2.1, it is technically possible to avoid scanning each receptacle and to scan only a "nest" instead (an identified container: possibly a trolley, not necessarily an airline container), provided the sending Post makes use of this feature. [↑](#footnote-ref-3)