



NEWSLETTER

on postal regulation (No. 2)

The main news from European postal ministries and regulators for January to April 2026, compiled by CEPT-CERP and the UPU

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Council of the European Union

Council gives final green light to new customs duty rules for small parcels

The interim flat-rate customs duty of 3 euros will be levied on each item category contained in a small parcel entering the European Union. The levy will apply from 1 July 2026 to 1 July 2028 and may be extended as appropriate. Once the new EU customs data hub is operational, this interim duty will be replaced by normal customs tariffs.

Date: 11 February 2026
Source: European Council

Greece – EETT

Postal services: decision on the maximum flat-rate compensation to users

The Hellenic Telecommunications and Post Commission (EETT) issued a new decision specifying the cases in which compensation is due owing to substandard provision of postal services. The key points include the following:

- The decision covers different cases of compensation for courier and traditional mail.
- In the event that the postal item is delivered to a different location (e.g. automated mailbox, post office) than the one agreed upon, without proven consent of the user, compensation equal to twice the postage fee is paid.
- Special contracts must provide for compensation, the amount of which may differ from that specified in the EETT decision. In the absence of such a provision, the decision applies.

Date: 10 February 2026
Source: EETT

*Germany – Bundeskartellamt***Bundeskartellamt approves the plans of the Fit-For-Future working group to reform the press distribution system**

According to the proposed model, a press wholesale alliance, Presse-Grosso-Allianz (PGA), will operate as a central press wholesale company in Germany. It is set to replace the 13 wholesalers that have so far been operating as regional distribution monopolists. The PGA will be owned by a holding company of press publishers and wholesalers. In the future, the PGA will be responsible for purchasing and selling press products, and it will outsource logistics to various regional partners.

The extensive press wholesale system is used to deliver newspapers and magazines to retailers across the country. In terms of competition law, this system is particularly relevant as it is based on industry-wide agreements between publishers and wholesalers concerning matters such as supply, terms and conditions, and territorial allocation, which can generally fall under the prohibition of restrictive agreements.

Privileges for print media wholesalers were introduced under competition law (section 30(2a) of the German Competition Act (GWB)) as early as 2013 with the aim of ensuring press diversity and nationwide coverage. These are based on the condition that the wholesale system actually ensures comprehensive supply across the country, is designed in a non-discriminatory manner and provides fair access to all publishers, and that restrictions on competition are kept to the necessary minimum.

Date: 11 February 2026
Source: Bundeskartellamt

*Switzerland – Federal Council***Digital letters included in the universal postal service**

The Federal Council approved a partial revision of the Postal Services Ordinance at its meeting on 19 December. Swiss Post is to gain more flexibility in the delivery of letters and parcels as the universal service will be supplemented by the provision of digital letters.

From Wednesday, 1 April 2026, digital letters will be part of Swiss Post's universal service. Use of the service is voluntary and will allow customers to send and receive electronic consignments.

Through the revision, the digital letter becomes part of the statutory universal service obligation. By making this change, the Federal Council is responding to a key customer need and expanding the public service with a secure solution for sending and receiving letters digitally. The service will allow Swiss Post customers to choose whether they receive their mail physically or digitally – with the highest level of security and convenience.

Date: 31 March 2026
Source: blue News (Swisscom)

*Europe – Copenhagen Economics***The case for a universal postal digital mailbox**

Digital communication has become the primary channel for official and legally significant interaction in many countries. However, it lacks the universal structure that has governed physical mail. Instead of one recognized delivery point per recipient, digital communication now operates through parallel systems, including e-mail, proprietary customer portals and public-sector inboxes, each governed by different standards and frameworks. The system has shifted from a single, shared infrastructure to a fragmented model.

Postal operators are well-positioned to provide a universal structure owing to their high levels of public trust, regulatory role and nationwide presence. They can leverage existing infrastructure and relationships to scale efficiently and support inclusive access. At the same time, market incentives are mixed: senders, operators and policymakers face trade-offs that constrain coordination and slow adoption. As a result, the emergence of a universal digital mailbox depends on aligning policy frameworks and market incentives.

Date: 2026
Source: Copenhagen Economics

Slovenia – AKOS

New General Act on the Quality of Universal Postal Service Provision

The Agency for Communication Networks and Services of Slovenia (AKOS) adopted a new General Act on the Quality of Universal Postal Service Provision, which entered into force on 1 January 2026 and repealed the previous General Act published in the Official Gazette of the Republic of Slovenia, No. 173/2020 (applicable until 31 December 2025). Key changes for end users compared to the rules applicable until 31 December 2025 include:

- Transit-time standards for domestic correspondence have been revised. Under the previous Act, priority correspondence targets were 95% D+1, 99.5% D+2 and 100% D+3, while non-priority correspondence had a single target of 99% D+3. Under the new Act, priority correspondence targets are set at 90% D+1, 95% D+2 and 99% D+3, while non-priority correspondence targets are 95% D+3 and 99% D+4.
- Transit-time targets for EU cross-border correspondence remain unchanged (in one month: 85% D+3 and 97% D+5).
- Domestic parcel transit-time targets also remain unchanged (in one month: 80% D+2 and 95% D+3).

Automated contact points have been introduced into the contact-point framework. The new Act defines an “automated contact point” as a standalone device for acceptance and delivery, accessible from a public area and operating 24/7, and clarifies that it may constitute a special organizational form of a contact point.

The previous Act recognized contact points as post offices, permanent post agencies managed by third parties, or another special organizational form, but did not include this explicit concept and definition of “automated contact point”. Use of automated contact points is linked to user consent. Where an automated contact point is installed and the user agrees to its use, it may be used for the provision of universal services.

Date: 1 January 2026
Source: AKOS

Latvia – Public Utilities Commission

More than half of all parcels received by residents in 2025 were delivered via parcel lockers

The Public Utilities Commission (PUC) has compiled data on the operation of the postal sector in Latvia in 2025. The total number of postal items in 2025 reached 62.8 million, while the sector’s total revenue increased by 3%, reaching 182.5 million euros. More than half of all items were delivered to residents via parcel lockers, showing that parcel lockers are the most popular way to receive items.

Date: 20 March 2026
Source: PUC

Denmark – Trafikstyrelsen

New rules for handling mail under extraordinary circumstances

The new rules mean that in exceptional cases, the Minister of Transport can designate specific postal companies to deliver physical mail from authorities, public institutions or private companies that perform essential functions. This may be relevant, for example, in situations where digital communication solutions are out of service for a shorter or longer period. The purpose is to ensure that the authorities can transmit important information to citizens and businesses in a crisis situation.

The changes also mean that postal companies must have a contingency plan for how to deliver mail at short notice in extraordinary cases. The purpose of the contingency plan is for postal companies to introduce procedures in advance that enable them – at short notice – to deliver physical mail from authorities, public institutions or private companies that perform essential functions, physically or digitally, with the highest level of security and convenience.

Date: 31 March 2026
Source: Trafikstyrelsen

Spain – CNMC

CNMC reviews the quality of the universal postal service provided by Correos in 2024

As the universal postal service provider in Spain, Correos must comply with quality standards approved by the government.

The National Markets and Competition Commission (CNMC) assessed its performance, discounting some measurements affected by the severe weather events of October and November 2024.

According to the CNMC resolution (STP/DTSP/069/24), Correos met the targets for response time to complaints and claims, as well as the delivery times for some types of standard mail and parcels (D+3). However, it failed to meet the indicators for shipment security, the ratio of complaints and claims to total shipments, and waiting times at post offices, among others.

Date: 1 April 2026
Source: [CNMC](#)

Serbia – Ratel

Results of the satisfaction survey on the needs of postal service users

The majority of users of the universal postal service in Serbia (87%) are satisfied with the proximity of the post office, and 74% of users believe that the working hours of the post office where they most often receive services are in line with their needs. A total of 70% of individuals see the need for the post office to open on Saturdays, especially employed persons and users from urban areas.

A proportion of 72% of express parcels containing goods are delivered to recipients at their home address. If they are not around for home delivery, they either pick up the parcel at the post office or postal operator branch (nearly 10%), from a parcel locker (9%), at a work address (more than 8%), or at an address near their home, such as from a neighbour or shop (1%).

For over 69% of respondents, it is important that there be an option to schedule the delivery of express shipments on a specific day, as well as a specific delivery time during the day for an additional fee.

A significant percentage of respondents (75%) order and make purchases in online stores. Most of them (81%) consider it important to be able to choose between several postal operators for delivery when ordering. Regarding payment methods, 61% of respondents consider it important to have the option of paying postage and cash-on-delivery amounts by card when sending or receiving parcels.

Negative experiences with postal operators were reported by 25% of express service users – primarily related to sending parcels, followed by delivery delays, couriers not delivering parcels to their door, and damaged parcels.

Date: 3 April 2026
Source: [Ratel](#)

United Kingdom – Department for
Business and Trade

Government response: future of the post office

The government will implement five key objectives for the Post for the next 5–10 years and beyond:

- 1 For the post office network to provide postal and other critical services – currently including cash and banking, government and utility bill payment – to those who cannot or will not get them elsewhere. The government will retain the 11,500 minimum branch requirement.
- 2 For the Post to maintain a network made up mostly of full-time and full-service branches. The Post should ensure at least 50% of the network comprises full-time and full-service branches.
- 3 For the post office network to support high streets as visible economic stimulants and hubs for local activity.
- 4 For the Post to be an organization with a positive culture, that is run in an accountable and transparent way, and delivers benefits for and represents the interests of postmasters, partners, their customers, employees and communities.
- 5 For the Post to become an organization that adapts to changing markets and is financially sustainable, with lower reliance on government funding for investment costs.

Backed by over 500 million pounds sterling of investment funding from the sitting Parliament, the Post will modernize operations and reduce reliance on government funding by 2030.

Date: 25 February 2026

Source: Department for Business and Trade



UPU launches Postal Reform Plan

At the spring session of the UPU Council of Administration (CA), the UPU officially launched the Postal Reform Plan (PRP) as the UPU's main framework for policy advisory assistance for countries rethinking their postal sector policy.

Through policy advisory assistance, the UPU supports member countries in designing, implementing and evaluating postal sector policies, and provides practical tools for planning and reform.

A central strength of the PRP is its results framework, which links reform goals to objectives, policy measures, indicators and impacts.

The PRP is supported by the Postal Reform Guide, which covers 19 thematic policy modules and serves as the primary reference for postal reform, providing both practical and conceptual guidance.

Learn more about the UPU's policy advisory assistance and the PRP at www.upu.int/en/prp.



Upcoming events

61st CERP Plenary

The 61st CERP Plenary will be held in Mainz, Germany, on 17 and 18 June 2026.

Next UPU CA session (S2)

The 2026.2 CA session will take place from 26 to 30 October 2026.

Azerbaijan and El Salvador selected as Co-Chairs of the Postal Sector Reform Standing Group

The Postal Sector Reform Standing Group (PSR SG) was created by the UPU CA at its session in November 2025, to report to Committee 2 (Policy and Regulation).

The first meeting was held on 18 March 2026 to discuss and organize its work into four different workstreams: workstream 1 (Postal sector definitions); workstream 2 (Conceptions of the universal postal service); workstream 3 (Customs policy and regulatory framework); and workstream 4 (Data protection and cybersecurity).

At its spring session, the CA approved the organization of the group's work and also endorsed the selection of Azerbaijan and El Salvador as the Co-Chairs.

For more information about the PSR SG, please contact: ca.c2.secretariat@upu.int.