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# Electronic postal payment services quality of service standards

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## 1 Introduction

This document defines the minimum quality of service standards for postal payment orders sent by electronic means in accordance with the provisions of article RP 1101 (Quality of service for postal payment orders sent by electronic means) of the Postal Payment Services Regulations (PPSR), as follows:

- updating of the International Bureau database;
- timely processing of postal payment orders;
- timely cancellation;
- percentage of inquiries dealt with on time;
- percentage of claims dealt with on time.

### *Postal payment orders*

This document sets the minimum quality of service standards to be applied to electronic postal payment orders corresponding to the following postal payment services (PPS):

- money order in cash (C2C – cash to cash);
- outpayment money order (A2C – account to cash);
- inpayment money order (C2A – cash to account); and
- postal account transfer (A2A – account to account).

For the above electronic postal payment services where payment is made in cash (i.e. money order in cash and outpayment money order), two different time frames are defined according to the speed at which each service is offered to the clients:

- normal;
- urgent (available only for payment in cash).

### *Cancellation*

This document defines the time frame for cancelling electronic postal payment orders, in accordance with article RP 1704 (Treatment of requests for revocation) of the PPSR.

### *Inquiries*

This document also indicates the percentage of inquiries related to electronic postal payment orders to be dealt with on time under article RP 2002 (Time limits for processing) of the PPSR.

In addition, Annex 1 provides the measurement standards for evaluating the quality of the electronic postal payment services provided by the designated operator (DO) or wider postal sector player (WPSP), as set out in this document.

## 2 Scope

This document defines the quality of service standards for electronic postal payment orders which are applicable to the entire worldwide electronic postal payment network (WEPPN). It includes the minimum requirements and measurements.

The quality of service standards for electronic postal payment orders described herein may also be applicable to cash on delivery (COD) money orders, depending on the service chosen by the recipient of the COD item to pay the amount charged by the sender of the COD item.

## 3 Normative references

The following referenced documents are required to implement the standards defined in this document:

- Postal Payment Services Agreement (PPSA);
- Postal Payment Services Regulations (PPSR).

## 4 Terms and definitions

A number of common terms used in this document are defined in the PPSA and PPSR, the UPU Standards Glossary and documents referred to in the normative references and in the bibliography.

## 5 Postal Payment Services (PPS)

The following principles lay the foundation for the development of quality of service standards: Given that the transmission time of the electronic postal payment orders from the sending DO/WPSP to the paying DO/WPSP involves the interaction of both DOs/WPSPs, at each end, the total service speed set for each PPS should be divided into two time frames, one corresponding to the sending DO/WPSP and one to the paying DO/WPSP.

### 5.1 Money order in cash (C2C – cash to cash)

#### 5.1.1 Definition (PPSA, article 1.1.1)

“Money order in cash: the sender hands over funds at the service access point and asks for the full amount to be paid to the payee in cash, with no deductions.”

#### 5.1.2 Service speed

The C2C service speed is the elapsed time between the issuing of the money order in cash at the sending DO/WPSP's C2C service access point and the availability of the electronic postal payment order (registered in the UPU Interconnection Platform (UPU-IP) database) for payout by the paying DO/WPSP.

For money orders in cash, two service speeds are defined:

- Normal – The money order in cash is available the same day, in 4 hours maximum;
- Urgent – The money order in cash is available in 15 minutes maximum.

Two time frames per service per DO/WPSP:

<i>Operator</i> <i>Service</i>	<i>Sending DO/WPSP</i> <i>(A)</i>	<i>Paying DO/WPSP</i>	<i>Total</i>
Normal	4 h max	–	4 h max
Urgent	15 minutes max	–	15 minutes max

A: Postal payment order issued (registered in the UPU-IP database) and available for payout.

**N.B.** – “h” is the working hours. Time is shown in absolute values without including time zones. Only banking days and hours are accounted for.

### 5.2 Outpayment money order (A2C – account to cash)

#### 5.2.1 Definition (PPSA, article 1.1.2)

“Outpayment money order: the sender gives instructions for his account to be debited and asks for the payee to be paid the full amount in cash, with no deductions.”

#### 5.2.2 Service speed

The A2C service speed is the elapsed time between the debiting of the amount from the client's account at the sending DO/WPSP's A2C service access point and the availability of the electronic postal payment order (registered in the UPU-IP database) for payout by the paying DO/WPSP.

For the outpayment money order, two service speeds are defined:

- Normal – The outpayment money order in cash is available the same day, in 4 hours maximum;
- Urgent – The outpayment money order is available in 15 minutes maximum.

Two time frames per service per DO/WPSP:

<i>Operator</i> <i>Service</i>	<i>Sending DO/WPSP</i> <i>(A)</i>	<i>Paying DO/WPSP</i>	<i>Total</i>
Normal	4 h max	-	4 h max
Urgent	15 minutes max	-	15 minutes max

A: Outpayment money order issued (registered in the UPU-IP database) and amount debited from the client's account.  
**N.B.** – “h” is the working hours. Time is shown in absolute values without including time zones. Only banking days and hours are accounted for.

### 5.3 *Inpayment money order (C2A – cash to account)*

#### 5.3.1 *Definition (PPSA article 1.1.3)*

“Inpayment money order: the sender hands over funds at the service access point and asks for them to be paid into the payee’s account, with no deductions.”

#### 5.3.2 *Service speed*

The C2A service speed is the elapsed time frame between the issuing of the postal payment order at the sending DO/WPSP’s C2A service access point and the availability of the electronic postal payment order (registered in the UPU-IP database) for crediting by the paying DO/WPSP to the payee’s account.

For the inpayment money order, one service speed is defined: Normal – The inpayment money order funds are credited to the payee’s account in 16 hours maximum.

One time frame per service per DO/WPSP:

<i>Operator</i> <i>Service</i>	<i>Sending DO/WPSP</i> <i>(A)</i>	<i>Paying DO/WPSP</i> <i>(B)</i>	<i>Total</i>
Normal	4 h max	12 h max	16 h max

A: Inpayment money order issued (registered in the UPU-IP database) for crediting of the amount into an account.  
 B: Funds credited to payee’s account.  
**N.B.** – “h” is the working hours. Time is shown in absolute values without including time zones. Only banking days and hours are accounted for.

### 5.4 *Postal account transfers (A2A – account to account)*

#### 5.4.1 *Definition (PPSA, article 1.1.4)*

“Postal account transfer: the sender gives instructions for his account to be debited and asks for the payee’s account to be credited with the equivalent amount, with no deductions.”

#### 5.4.2 *Service speed*

The A2A service speed is the time elapsed between the debiting of the amount from the client’s account at the sending DO/WPSP’s A2A service access point and the availability of the electronic postal payment order (registered in the UPU-IP database) for crediting by the paying DO/WPSP to the payee’s account.

For postal account transfers, one service speed is defined: Normal – The postal account transfer funds are credited to the payee’s account in 16 h maximum.

One time frame per service per DO/WPSP:

<i>Service</i> \ <i>Operator</i>	<i>Sending DO/WPSP (A)</i>	<i>Paying DO/WPSP (B)</i>	<i>Total</i>
Normal	4 h max	12 h max	16 h max
<p>A: Postal account transfer issued (registered in the UPU-IP database) and amount debited from the client's account).</p> <p>B: Funds credited to payee's account</p> <p><b>N.B.</b> – "h" is the working hours. Time is shown in absolute values without including time zones. Only banking days and hours are accounted for.</p>			

## 6 Cancellation

### 6.1 Definition

Article RP 1610 (Request for revocation) of the PPSR:

"The sender of a postal payment order may request the withdrawal of a money order in cash or an outpayment money order, except in the case of a COD money order."

### 6.2 Service speed

Article RP 1704 (Treatment of requests for revocation) of the PPSR, § 2.2:

"Where the funds have not been paid to the payee or the payee's account has not yet been credited, the issuing designated operator shall record the revocation in the UPU-IP."

The total elapsed time for the treatment of a cancellation and reimbursement of the sender for postal payment orders sent by electronic means should not exceed 15 minutes.

One time frame for all services per DO/WPSP:

<i>Service</i> \ <i>Operator</i>	<i>Sending DO/WPSP (A)</i>	<i>Paying DO/WPSP</i>	<i>Total</i>
Cancellation	15 minutes max	–	15 minutes max
<p>A: Sending DO/WPSP to consult the UPU-IP database, mark the electronic postal payment order as reimbursed and make the amount available to the sender.</p> <p><b>N.B.</b> – "h" is the working hours. Time is shown in absolute values without including time zones. Only banking days and hours are accounted for.</p>			

## 7 Inquiries

### 7.1 Definition

Article 20 (Inquiries) of the PPSA:

"Inquiries shall be entertained within a period of six months from the day after that on which the postal payment order was accepted, as set out in the Regulations."

Article RP 2001 (Inquiries) of the PPSR, § 1 and § 4:

"1 The sender or the payee may lodge an inquiry with his designated operator.

[...]

4 Inquiries shall be entertained within a period of six months from the day on which the postal payment order was issued."

## 7.2 Service speed

Article RP 2002 (Time limits for processing) of the PPSR, § 1 and § 3.1:

“1 The inquiry shall be processed immediately by the designated operator that received it from the customer. If the matter cannot be resolved by that designated operator, the other designated operator concerned shall be informed at the latest by the next working day following receipt of the inquiry. The designated operator concerned shall provide a preliminary (or definitive) response within one working day for electronic postal payment orders, and within 10 working days for letter-post postal payment orders.

[...]

3 A definitive reply to the inquiry shall be given no later than:

3.1 three working days after the arrival of the inquiry concerning a postal payment order sent by electronic means in the country of destination; [...]”

One time frame for all services per DO/WPSP:

<i>Operator</i> <i>Service</i>	<i>Sending DO/WPSP</i> <i>(A)</i>	<i>Paying DO/WPSP</i> <i>(B/C)</i>	<i>Paying DO/WPSP</i> <i>(D)</i>	<i>Total</i>
Inquiries	1 day max	1 day max	1 day max	d+3 max
<p>A: Inquiry request received from customer by sending DO/WPSP.            B: Inquiry request shared with the paying DO/WPSP.            C: Preliminary answer to the sending DO/WPSP.            D: Final answer to the sending DO/WPSP.  <b>N.B.</b> – “d” is the day of receipt of the inquiry from the sending customer. Only banking days and hours are accounted for.</p>				

## Quality of service measurements

### 1 Accessibility by type of service

Description:	Percentage of contact points providing each type of postal payment service.
Reference:	Preamble to the Postal Payment Services Agreement and article 10.1 of the PPSA.
Type of indicator:	Strategic

#### Definitions

Functional: For each type of service (money orders in cash (cash to cash), outpayment money orders (account to cash), inpayment money orders (cash to account) and postal account transfers (account to account)), number of postal contact points providing the service as a percentage of the total number of postal contact points under the aegis of the DO/WPSP.

Purpose:	<ul style="list-style-type: none"> <li>– Allows the signatory government to ascertain the geographical distribution of the contact points providing postal payment services, and the way the geographical distribution evolves over time.</li> <li>– Allows other governments to ascertain the status of the postal payment services offering of the country concerned.</li> <li>– Allows DOs/WPSPs to measure the level of implementation of the PPS offering in other countries and develop their business.</li> <li>– Allows the UPU to measure the level of implementation in each country and at global level, and to accurately define the worldwide network.</li> </ul>
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#### Properties

Unit of measurement:	Percentage
Frequency:	Twice yearly
Mode of dissemination:	Electronic Postal Payment Services Compendium, Quality of service control (Quality Control System – QCS)

Calculation formula:

$$QSM_1 = \frac{\text{No. of postal contact points providing the type of service}}{\text{Total No. of postal contact points}} \times 100$$

**N.B.** – One indicator for each type of service

Sources of information:	DO/WPSP
Breakdown of indicator:	By type of service, by country and globally
Responsible for defining the indicator:	Postal Payment Services User Group (PPSUG)
Objective set by the POC:	80%

## 2 Efficiency of the service

Description:	Percentage of postal payment orders paid.
Reference:	Resolution C 74/2008 (adopted by the 24th Congress).
Type of indicator:	Activity, efficiency

### Definitions

Functional: For each type of service (money orders in cash (cash to cash), outpayment money orders (account to cash), inpayment money orders (cash to account) and postal account transfers (account to account)), and overall, the number of postal payment orders paid in relation to the number of postal payment orders issued (see the second calculation formula below).

Purpose:

- Allows the signatory government to ascertain the overall efficiency of the service and the efficiency of the service by paying country of destination.
- Allows DOs/WPSPs to evaluate the efficiency of the PPS offering in other countries and take necessary measures.
- Allows the UPU to evaluate the efficiency of the service by paying country and overall (in relation to the worldwide network), and to draw lessons.

### Properties

Unit of measurement:	Percentage
Frequency:	Monthly
Mode of dissemination:	QCS

Calculation formula:

$$QSM_2 = \frac{\text{No. of postal payment orders paid by country of destination}}{\text{No. of postal payment orders issued by partner of country of destination}} \times 100$$

- N.B. –**
- 1 One indicator for each type of service and by country.
  - 2 The postal payment orders “issued” are those that were not rejected at destination (missing fields, etc.).
  - 3 Ratios should be based on the validity period of the electronic postal payment orders (and not on a consecutive period)
  - 4 Present an aggregate annual figure.

Sources of information: UPU-IP

Breakdown of indicator:

- a By type of service and by country and globally
- b On a bilateral basis, as a sub-indicator of the above:
  - Postal payment orders issued by country “A” and paid by country “B”
  - Postal payment orders issued by country “B” and paid by country “A”

Calculation formula:

$$QSM_{2a} = \frac{\text{No. of postal payment orders issued by country “A” and paid by country “B”}}{\text{No. of postal payment orders issued by country “A”}} \times 100$$

$$QSM_{2b} = \frac{\text{No. of postal payment orders issued by country "B" and paid by country "A"}}{\text{No. of postal payment orders issued by country "B"}} \times 100$$

Responsible for defining the indicator: PPSUG

Objective set by the POC: 90%

**N.B.** – In addition to the bilateral standpoint, it is interesting to see the efficiency of a DO/WPSP's service in relation to that of all the DOs/WPSPs with which it exchanges postal payment orders.

### 3 Development of the service

Description: Percentage increase in the number (No.) of postal payment orders issued.

Type of indicator: Activity

#### Definitions

Functional: Year-on-year increase in the total number of postal payment orders issued (monthly comparison)

Purpose:

- Allows the signatory government to ascertain the development of the service on the basis of the two preceding indicators (accessibility and efficiency).
- Allows DOs/WPSPs to evaluate the development of the service on the basis of the two preceding indicators (accessibility and efficiency) and take necessary measures.
- Allows the UPU to monitor, by country and globally, the evolution of postal payment order volumes.

#### Properties

Unit of measurement: Percentage

Frequency: Monthly

Mode of dissemination: QCS

Calculation formula:

$$QSM_3 = \frac{\text{No. of postal payment orders issued month (m) in year (n)} - \text{No. of postal payment orders issued month (m) in year (n - 1)}}{\text{No. of postal payment orders issued in month (m) in year (n - 1)}} \times 100$$

**N.B.** – The postal payment orders “issued” are those that were not rejected at destination (missing fields, etc.).

Sources of information: UPU-IP

Breakdown of indicator: By country and overall, to be monitored monthly on a year-on-year basis

Responsible for defining the indicator: PPSUG

Objective set by the POC: 5% to 10%

#### 4 On-time processing of inquiries

Description:	Percentage of inquiries processed within 10 days.
Reference:	Article 20 of the Postal Payment Services Agreement; articles RP 2001 and RP 2002.
Type of indicator:	Efficiency, quality

##### Definitions

Functional:	<ul style="list-style-type: none"> <li>– Conformity of the processing of inquiries with an objective set by the POC.</li> <li>– For each type of service (money orders in cash (cash to cash), outpayment money orders (account to cash), inpayment money orders (cash to account) and postal account transfers (account to account)), and overall, the percentage of inquiries processed within the deadlines set.</li> </ul>
Purpose:	<ul style="list-style-type: none"> <li>– This indicator allows governments to ascertain whether inquiries are processed within the deadline stipulated in the PPSR (three days). This deadline can be reviewed by the POC each year, as can the deadline for each bilateral relationship.</li> <li>– Allows DOs/WPSPs to evaluate the development of the service rendered to customers and take necessary measures.</li> <li>– This indicator allows the UPU to monitor conformity in the processing of inquiries, at both individual country and global levels.</li> </ul>

##### Properties

Unit of measurement:	Percentage
Frequency:	Monthly
Mode of dissemination:	QCS

Calculation formula:

$$QSM_5 = \frac{\text{Number of inquiries processed within the deadlines set by the UPU}}{\text{Total number of inquiries}} \times 100$$

- N.B. –**
- 1 One indicator for each type of service, as well as a global indicator.
  - 2 Presentation of the annual aggregate results.

Sources of information:	DO/WPSP and UPU-IP
Breakdown of indicator:	By type of service and overall, and by country and overall
Responsible for defining the indicator:	PPSUG
Objective set by the POC:	80%

#### 5 Customer satisfaction

Description:	Volume of inquiries as a percentage of total orders issued.
Reference:	Article 20 of the Postal Payment Services Agreement; articles RP 2001 and RP 2002.
Type of indicator:	Quality

*Definitions*

- Functional: – Monitoring of “non-quality” of service.
- For each bilateral relationship and overall, for each type of service (money orders in cash (cash to cash), outpayment money orders (account to cash), inpayment money orders (cash to account) and postal account transfers (account to account)), the volume of inquiries as a percentage of the total orders issued.
- Purpose: – Allows each signatory government to ascertain the status and evolution of the overall quality, the quality of each type of service and the quality of incoming and outgoing traffic.
- Allows DOs/WPSPs to monitor “non-quality” of the service rendered to customers and take necessary measures.
- Allows the UPU to monitor “non-quality” in relation to the objectives set by the POC, by country and globally.

*Properties*

Unit of measurement: Percentage

Frequency: Monthly

Mode of dissemination: QCS

Calculation formula:

For incoming postal payment orders

$$QSM_{6a} = \frac{\text{No. of inquiries}}{\text{No. of postal payment orders issued}} \times 100$$

For outgoing postal payment orders

$$QSM_{6b} = \frac{\text{No. of inquiries}}{\text{No. of postal payment orders issued}} \times 100$$

- N.B. –**
- 1 Two indicators for each type of service.
  - 2 Presentation of the annual aggregate results.
  - 3 The postal payment orders “issued” are those that were not rejected at destination (missing fields, etc.).

Sources of information: UPU-IP and DO/WPSP

Breakdown of indicator: By type of service and overall, and by country and overall

Responsible for defining the indicator: PPSUG

Objective set by the POC: 80%

**6 Total payout time**

Description: Percentage of postal payment orders paid out within the time limits corresponding to the quality of service standards.

Type of indicator: Quality, efficiency

*Definitions*

Functional: For each bilateral relationship and overall, for each type of service (money orders in cash (cash to cash), outpayment money orders (account to cash), inpayment money orders (cash to account) and postal account transfers (account to account)), measurement of the share of payments within the time limits corresponding to the quality of service standards.

Purpose: – Allows DOs/WPSPs to measure the actual level of payments within the time limits corresponding to the quality of service standards.  
– Allows the UPU to measure the actual level of payments within the time limits corresponding to the quality of service standards.

*Properties*

Unit of measurement: Percentage of payment within the time limits corresponding to the quality of service standards

Frequency: Monthly

Mode of dissemination: QCS

Calculation formula:

$$QSM_{11} = \frac{\text{No. of postal payment orders paid within the set time frame at destination DO}}{\text{No. of postal payment orders sent by the sending DO to the receiving DO}} \times 100$$

Unit of measurement: Percentage by delay of payment

Frequency: Monthly

Mode of dissemination: QCS

Calculation formula:  $QSM_{12} = 100 - QSM_{11}$

**N.B. –** 1 Delay of payment means the number of days between the purchase date and the payout date.  
2 One indicator for each type of service and service speed.

Sources of information: UPU-IP

Breakdown of indicator: By type of service, by country and globally

Responsible for defining the indicator: PPSUG

Objective set by the POC:

- 1 Urgent postal payment orders: 80% within 4 working days
- 2 Normal postal payment orders: 80% within 10 working days