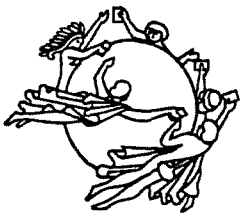
Translation from French



Universal Postal Union

Compendium of Congress decisions (Paris 1947–Seoul 1994)

Valid at end of 1994 Seoul Congress

Berne 1995

International Bureau of the Universal Postal Union

Congress resolutions, decisions, recommendations, formal opinions, etc, should be quoted as follows:

Decision C 1/Paris 1947
Resolution C 1/Brussels 1952
Recommendation C 1/Ottawa 1957
etc

Introduction

1 The present Compendium was prepared in application of resolution C 1/Lausanne 1974, which instructed the Director-General of the International Bureau to update the Compendium of Congress Decisions after each Congress.

2 This Compendium consists of the following parts:

	Page
– Introduction	3
– Classification key	5
– Table of contents of Congress decisions (Paris 1947–Seoul 1994) valid at end of 21st Congress	7–14
– List in chronological order of the decisions valid at end of 21st Congress or adopted at the 1989 Washington or 1994 Seoul Congresses	15–24
– Reproduction of the decisions according to the classification key	25–252

3 In order to prepare this publication, the International Bureau took as a basis the decisions other than those amending the Acts which were published as such in the Final Documents of the 1947 Paris, 1952 Brussels,1957 Ottawa, 1964 Vienna, 1969 Tokyo, 1974 Lausanne, 1979 Rio de Janeiro, 1984 Hamburg, 1989 Washington and 1994 Seoul Congresses, excluding those which were no longer valid at the end of the 1994 Seoul Congress or were no longer of practical use.

In particular, the latter include decisions about the organization of Congress and those by which Congress approved the reports submitted to it. Certain decisions were retained because of their general nature, even if some details are no longer up to date.

4 The decision texts are repoduced in conformity with the classification key (see page 5). To facilitate consultation, the decisions have also been listed in the chronological order in which they were adopted (see pages 15 to 24).

Classification key

1	General affairs of the Union
1.1	Member countries
1.2	Political questions
1.3	General Debate, Action Plan and Postal Strategy
1.4	Miscellaneous
2	Acts of the Union
2.1	General
2.2	Constitution
2.3	General Regulations
2.4	Convention
2.4.1	Questions common to the various international postal services
2.4.2	Letter post
2.4.3	Transit charges and terminal dues
2.4.4	Airmail
2.4.5	EMS
2.5	Postal parcels
2.6	Postal financial services
2.7	Seoul Postal Strategy
3	Union bodies
3.1	General
3.2	Congress
3.3	Executive Council (EC)/Council of Administration (CA)
3.4	Consultative Council for Postal Studies (CCPS)/Postal Operations Council (POC)
3.5	International Bureau
3.5.1	Staff
3.5.2	Documentation and publications
3.5.3	Building
4	Finance
5	Technical cooperation
5.1	General
5.2	United Nations Development Programme (UNDP)
5.3	UPU Special Fund
6	External relations
6.1	Restricted Unions
6.2	United Nations (UN)
6.3	Specialized agencies
6.4	Other organizations
6.5	Public information

Table of contents of Congress decisions (Paris 1947–Seoul 1989) valid at the end of the 21st Congress

Classification key		Subject	Resolution, decision, etc	Page
1	General affairs of the Union			
1.1	Member countries	Removal of the ban on readmission of South Africa to the Universal Postal Union	Resolution C 4/1994	25
		Notification to the International Bureau of information from member countries concerning the designation of the entity or entities to be responsible for fulfilling obligations arising from adherence to the Convention and Agreements and notification of the separation of governmental activities from operational and commercial activities in the case of these countries which apply this separation to the postal services	Resolution C 29/1994	25
1.2	Political questions	Participation by national liberation movements in the meetings of the UPU	Resolution C 3/1974	26
		Assistance to national liberation movements	Resolution C 4/1974	27
		Representation of the Organization of African Unity (OAU)	Decision C 92/1974	28
		Participation by the League of Arab States in the meetings of the UPU	Resolution C 7/1979	28
1.3	General Debate and Postal Strategy	Quality control	Resolution C 30/1984	29
		Permanent control of the quality of service worldwide	Resolution C 5/1989	30
		Permanent project to safeguard and enhance the quality of and to modernize the international postal service	Resolution C 22/1989	31
		Seoul Postal Strategy	Resolution C 95/1994	32
1.4	Miscellaneous	Strategic planning and programme budgeting – roles and responsibilities	Resolution C 46/1994	44
		Postal relations on the Korean peninsula	Resolution C 55/1994	56
		Continuation after the Seoul Congress of the study on improving the management of the Union's work	Resolution C 59/1994	57
		UPU Strategic Plan, Operational Plan and financial plan	Resolution C 76/1994	58
		Study on the Union's language system	Decision C 77/1994	59
		Proposals referred to the CA and the POC	Decision C 89/1994	59
		Financing the priority activities of the Union	Resolution C 91/1994	60
2	Acts of the Union			
2.1	General	Opinions, interpretations and formal opinions adopted by a Congress	Resolution C 1/1952	60
		Accession to the Agreements	Recommendation C 1/1964	61
		Publication of the Resolutions and decisions other than those amending the Acts (recommendations, formal opinions, etc) adopted by Congress	Resolution C 1/1974	61
		Union practice concerning reservations	Resolution C 32/1974	62
		Reservations to the Acts of the Union	Resolution C 73/1984	62
		Summary of the main amendments to the UPU Acts and of the major decisions taken by Congress	Resolution C 74/1984	63

Classification key		Subject	Resolution, decision, etc	Page
2.1	General (cont)	Notification to the International Bureau of information from member countries concerning the designation of the entity or entities to be responsible for fulfilling obligations arising from adherence to the Convention and Agreements and notification of the separation of governmental activities from operational and commercial activities in the case of these countries which apply this separation to the postal services	Resolution C 29/1994	63
		Immediate application of the provisions adopted by Congress concerning the Council of Administration (CA) and the Postal Operations Council (POC)	Resolution C 41/1994	63
		Entry into force of the Acts of the 1994 Seoul Congress	Decision C 54/1994	64
2.2	Constitution	Jurisdiction of the Union – Interpretation of article 3, b, of the Constitution	Decision C 72/1984	64
2.3	General Regulations	Introduction of Chinese, German, Portuguese and Russian for the supply of documents	Resolution C 106/1979	65
		Reproduction of documents in Chinese, German, Portuguese and Russian	Resolution C 63/1984	65
		Study on the Union's language system	Decision C 77/1994	65
2.4	Convention	Recast of the Convention and the Postal Parcels Agreement and their Detailed Regulations	Resolution C 6/1994	66
		Proposals relating to the Detailed Regulations of the Convention referred to the POC for consideration	Resolution C 87/1994	66
		Referral to the POC of proposals concerning the Detailed Regulations considered by Congress	Resolution C 94/1994	68
2.4.1	Questions common to the various international postal services	Sale of or trade in postage stamps	Decision C 16/1947	69
		Perishable biological substances. Instructions and publicity for postal staff and users	Recommendation C 1/1957	69
		Perishable biological substances. Cooperation with WHO	Decision C 2/1957	69
		Exemption form customs duty	Recommendation C 4/1957	70
		Faster mail conveyance	Recommendation C 9/1957	70
		Indications to be given by the date-stamp	Formal opinion C 7/1964	71
		Freedom of transit	Resolution C 23/1964	71
		Uniformity of presentation of figures in accounts	Recommendation C 65/1969	71
		Legal and technical possibilities of maintaining postal relations in cases of disputes, conflict or war	Resolution C 37/1974	72
		Circulation of bags	Formal opinion C 55/1974	73
		Security of valuable items conveyed by the Post: general security and protection measures at offices of exchange and airports	Recommendation C 63/1974	73
		Illegal issue of postage stamps	Resolution C 5/1979	78
		Manufacture and use of international service forms	Formal opinion C 8/1979	79
		Advice of delivery	Formal opinion C 10/1979	79
		Writing of addresses	Formal opinion C 47/1979	80
		Admission of infectious substances	Recommendation C 68/1979	80
		Safety of staff involved in handling items presumed to be dangerous (mail bombs)	Recommendation C 76/1979	81
		UPU member country identification code for postal and other uses	Recommendation C 77/1979	82
		Reproduction of postage stamps already issued by another administration	Recommendation C 85/1979	83
		Shipping infectious substances by post	Formal opinion C 16/1984	84
		Packaging used for the conveyance of postal items	Recommendation C 20/1984	85

Classification key		Subject	Resolution, decision, etc	Page
2.4.1	Questions common to the various international postal services (cont)	Technical assistance with regard to international payments	Recommendation C 23/1984	85
		Postal monopoly	Resolution C 26/1984	86
		Choice of themes for postage stamps	Recommendation C 27/1984	87
		Customs treatment of postal items: International Convention on the Simplification and Harmonization of Customs Procedures (Kyoto Convention)	Formal opinion C 40/1984	88
		Manufacture and use of international service forms	Formal opinion C 78/1984	89
		Action to enhance the security and integrity of international mail	Resolution C 12/1989	89
		Deadlines for replies to questionnaires	Recommendation C 30/1989	90
		Use in the postal services of paper manufactured using non-polluting processes ("ecological" paper)	Recommendation C 31/1989	91
		Items for delivery free of charges and fees	Recommendation C 32/1989	92
		Conclusion of bilateral agreements on service targets	Recommendation C 33/1989	92
		Packaging used for the conveyance of postal items	Recommendation C 34/1989	93
		Use of the EDIFACT electronic message rules of syntax	Recommendation C 36/1989	94
		Use of the UN Trade Data Elements Directory	Recommendation C 37/1989	95
		Closed mails in transit suspected of containing narcotics or psychotropic substances	Formal opinion C 54/1989	96
		Indication of the reason for delayed delivery of items on the C 9 inquiry form	Resolution C 64/1989	97
		Methods for improving the return of empty mailbags	Resolution C 71/1989	97
		Increased containerization of mails	Recommendation C 76/1989	98
		Standardized electronic messages for dispatches	Recommendation C 79/1989	99
		Philatelic code of ethics for the use of UPU member countries	Recommendation C 80/1989	100
		Drawing up and implementation of the new edition of the UPU List of Prohibited Articles	Resolution C 12/1994	102
		Application of a new principle for numbering forms	Resolution C 13/1994	103
		Completion of work on rationalizing UPU forms	Recommendation C 14/1994	104
		Reconstitution of the CCC–UPU (Customs Co-operation Council–Universal Postal Union) Contact Committee	Resolution C 15/1994	104
		Quality of Service Programme – 1995–1999	Resolution C 17/1994	105
		Reconstitution of the Publishers–UPU Contact Committee	Resolution C 20/1994	106
		UPU activities in the field of EDI 1995–1999	Resolution C 27/1994	106
		Improvement of postal services in rural areas	Resolution C 33/1994	108
		UPU environmental protection policy	Resolution C 34/1994	109
		Postal security policy and strategy	Resolution C 35/1994	110
		Liability	Resolution C 36/1994	112
		Exclusion of prohibited and dangerous goods from the postal service	Resolution C 39/1994	113
		Defining a standard for the introduction of an international postal code system	Decision C 40/1994	113
		Postal relations on the Korean peninsula	Resolution C 55/1994	114
		Reconstitution of the Private Operators–UPU Contact Committee	Resolution C 71/1994	114
		Preparation of accounting documents sent between administrations	Recommendation C 82/1994	114
		Expansion of International Bureau offsetting arrangements	Resolution C 83/1994	115
		Preparation and settlement of accounts. Monitoring the system of direct billing with AV 5 and CP 16 accounts	Resolution C 84/1994	115
		Improvement of the quality of service of items sent in transit à découvert	Recommendation C 85/1994	116
		Preparation and settlement of accounts. Reviewing the wording of the Detailed Regulations of the Convention and of the Postal Parcels Agreement. Preparation of an operational compendium on accounting	Decision C 86/1994	117

Classification key		Subject	Resolution, decision, etc	Page
2.4.2	Letter post	Exchange of international reply coupons	Decision C 6/1947	117
		Liability for the loss of a registered item	Recommendation C 7/1947	118
		Exchange of reply coupons for stamps on which a supplement is payable	Decision C 5/1952	118
		Reduction in rate for book catalogues	Recommendation C 6/1964	118
		Measures in favour of teaching by correspondence	Formal opinion C 6/1964	119
		Apportionment of responsibility between postal administrations	Formal opinion C 50/1969	119
		Marking of registered items	Recommendation C 63/1979	120
		Make-up of mails	Resolution C 69/1984	121
		Use of appropriate bundling materials	Recommendation C 75/1989	122
		Reservations to chapter III of the Universal Postal Convention and part III of the Postal Parcels Agreement dealing with liability	Recommendation C 77/1989	122
		Liability	Resolution C 36/1994	123
		Electronic mail services	Resolution C 47/1994	123
		Recorded delivery service	Resolution C 49/1994	124
		Study on international reply coupons	Resolution C 50/1994	124
		International business reply service (IBRS)	Resolution C 51/1994	125
		Redirection and address correction	Resolution C 52/1994	125
		Express items	Recommendation C 53/1994	126
		Undeliverable items	Decision C 65/1994	127
		International household delivery service for unaddressed items	Resolution C 67/1994	127
		International admail (International business reply service: local response)	Resolution C 68/1994	130
		Consignment service	Resolution C 72/1994	133
		Preparation and settlement of accounts. Reviewing the wording of the Detailed Regulations of the Convention and of the Postal Parcels Agreement. Preparation of an operational compendium on accounting	Decision C 86/1994	133
2.4.3	Transit charges and terminal dues	Reserving terminal dues revenue for the purpose of improving the quality of the postal service	Recommendation C 78/1989	134
		Charges for handling air transit mails	Decision C 9/1994	134
		Permanent study of terminal dues	Resolution C 32/1994	135
2.4.4	Airmail	Affirmation of the principles of freedom of transit with regard to so-called "hijacking" activities	Resolution C 60/1974	136
		Security of valuable items conveyed by the Post: general security and protection measures at offices of exchange and airports	Recommendation C 63/1974	137
		Speeding up the handling of airmail on the ground	Recommendation C 70/1979	137
		Speeding up the handling of airmail on the ground	Formal opinion C 71/1979	138
		Airmail correspondence in transit à découvert: number of average rates per group of countries of destination	Recommendation C 43/1984	139
		Speeding up of airmail in transit à découvert	Recommendation C 44/1984	139
		Direct transhipment of airmails between different airlines	Resolution C 70/1984	140
		Settlement of airmail accounts	Recommendation C 71/1984	141
		Exclusion of dangerous goods from airmail	Resolution C 65/1989	142
		Charges for handling air transit mails	Decision C 9/1994	143
		Expansion of International Bureau offsetting arrangements	Resolution C 83/1994	143
		Preparation and settlement of accounts. Monitoring the system of direct billing with AV 5 and CP 16 accounts	Resolution C 84/1994	143
2.4.5	EMS	EMS	Resolution C 48/1994	143
		Draft 1995–1999 study programme	Decision C 69/1994	178

Classification key		Subject	Resolution, decision, etc	Page
2.5	Postal parcels	Revision of the weighted average distance of conveyance of parcels in transit	Resolution C 68/1974	178
		Exception to the principle of liability	Recommendation C 70/1974	179
		Advice of delivery	Formal opinion C 10/1979	179
		Compensation (Postal Parcels Agreement, Final Protocol, article IX)	Decision C 20/1979	180
		Notification by administrations of the information to be supplied on the subject of the execution of the international postal parcels service and applicable from the entry into force of the Postal Parcels Agreement	Resolution C 40/1979	180
		Acceptance of advice of non-delivery	Recommendation C 48/1984	181
		Standardization of the conditions of admission and supplementary services provided in the postal parcels service	Resolution C 15/1989	181
		Recast of the Convention and the Postal Parcels Agreement and their Detailed Regulations	Resolution C 6/1994	182
		Introduction and extension of the postal parcels service	Resolution C 10/1994	182
		Customs clearance of postal parcels containing gifts or souvenirs	Recommendation C 11/1994	183
		Revision of land rates and sea rates	Resolution C 23/1994	183
		Land and sea transit of parcels in closed bags	Resolution C 24/1994	184
		Controlling inward land rates	Resolution C 25/1994	184
		Proposals relating to the Detailed Regulations of the Postal Parcels Agreement referred to the POC	Resolution C 31/1994	185
		Liability	Resolution C 36/1994	185
		International business reply service for goods	Resolution C 66/1994	186
		Consignment service	Resolution C 72/1994	188
		Expansion of International Bureau offsetting arrangements	Resolution C 83/1994	188
		Preparation and settlement of accounts. Monitoring the system of direct billing with AV 5 and CP 16 accounts	Resolution C 84/1994	188
		Preparation and settlement of accounts. Reviewing the wording of the Detailed Regulations of the Convention and of the Postal Parcels Agreement. Preparation of an operational compendium on accounting	Decision C 86/1994	188
		Referral to the POC of proposals concerning the Detailed Regulations considered by Congress	Resolution C 94/1994	188
2.6	Postal financial services	Accession to the Postal Money Orders Agreement	Formal opinion MP 1/1964	189
		Information to be supplied by administrations	Resolution C 11/1979	189
		Development of the postal financial services, particularly the international postal money order service	Recommendation C 13/1984	190
		Postal Financial Services and Subscriptions to Newspapers and Periodicals Agreements abolished. Possibility of their being retained or reintroduced	Resolution C 3/1989	191
		Recasting of the Postal Financial Services Acts	Resolution C 60/1994	191
		Action plan to energize the Postal Financial Services	Resolution C 61/1994	192
		Proposals relating to the Detailed Regulations of the Postal Financial Services Agreements referred to the POC	Resolution C 62/1994	197
		Referral to the POC of proposals concerning the Detailed Regulations considered by Congress	Resolution C 94/1994	197
2.7	Seoul Postal Strategy	Permanent control of the quality of service worldwide	Resolution C 5/1989	198
		Permanent project to safeguard and enhance the quality of and to modernize the international postal service	Resolution C 22/1989	198
		Reserving terminal dues revenue for the purpose of improving the quality of the postal service	Recommendation C 78/1989	198

Classification key		Subject	Resolution, decision, etc	Page
2.7	Seoul Postal Strategy (cont)	Quality of Service Programme – 1995–1999	Resolution C 17/1994	198
		Seoul Postal Strategy	Resolution C 95/1994	198
3	UPU bodies			
3.1	General	Committee to coordinate the work of the Union's permanent bodies	Resolution C 4/1989	199
		Organization of UPU conferences and meetings	Recommendation C 58/1994	199
		Continuation after the Seoul Congress of the study on improving the management of the Union's work	Resolution C 59/1994	200
		Coordination Committee for the Permanent Bodies of the Union	Resolution C 73/1994	200
		Institutionalization of a high-level meeting between Congresses	Resolution C 75/1994	201
		UPU Strategic Plan, Operational Plan and financial plan	Resolution C 76/1994	201
3.2	Congress	Election of the Doyen of Congress	Formal opinion C 34/1969	202
		Participation by national liberation movements in the meetings of the UPU	Resolution C 3/1974	202
		Representation of the Organization of African Unity (OAU)	Decision C 92/1974	202
		Participation by the League of Arab States in the meetings of the UPU	Resolution C 7/1979	202
		Institution of a General Debate	Decision C 48/1989	203
		Study on the possibility of creating a "Customers' Interests Committee" at the next Universal Postal Congress	Decision C 5/1994	203
		Entry into force of the Acts of the 1994 Seoul Congress	Decision C 54/1994	203
		Venue of the 22nd Universal Postal Congress	Decision C 93/1994	204
3.3	Executive Council (EC)/Council of Administration (CA)	Representation of the Organization of African Unity (OAU)	Decision C 92/1974	204
		Participation by the League of Arab States in the meetings of the UPU	Resolution C 7/1979	204
		Number of geographical groups for the distribution of Council of Administration seats	Decision C 18/1994	204
		Distribution of Council of Administration seats	Resolution C 19/1994	205
		Council of Administration and Postal Operations Council – Committee structure	Recommendation C 28/1994	205
		Immediate application of the provisions adopted by Congress concerning the Council of Administration (CA) and the Postal Operations Council (POC)	Resolution C 41/1994	208
		Strategic planning and programme budgeting – roles and responsibilities	Resolution C 46/1994	208
3.4	Consultative Council for Postal Studies (CCPS)/Postal Operations Council (POC)	Representation of the Organization of African Unity (OAU)	Decision C 92/1974	209
		Participation by the League of Arab States in the meetings of the UPU	Resolution C 7/1979	209
		Council of Administration and Postal Operations Council – Committee structure	Recommendation C 28/1994	209
		Composition of the Postal Operations Council	Resolution C 30/1994	209
		Immediate application of the provisions adopted by Congress concerning the Council of Administration (CA) and the Postal Operations Council (POC)	Resolution C 41/1994	210
		Strategic planning and programme budgeting – roles and responsibilities	Resolution C 46/1994	210
		Draft 1995–1999 study programme	Decision C 69/1994	210
		Draft 1995–1999 study programme	Resolution C 70/1994	211

Classification key		Subject	Resolution, decision, etc	Page
3.5	International Bureau	UPU activities in the field of EDI 1995–1999	Resolution C 27/1994	211
		Efficiency of translation services within the Union	Resolution C 74/1994	212
		Study on the Union's language system	Decision C 77/1994	212
3.5.1	Staff	Relief Fund	Resolution C 17/1957	212
		Provident Scheme of the Universal Postal Union	Resolution C 9/1964	213
		Conditions of service of elected officials	Resolution C 51/1979	214
		Retirement pensions of elected officials	Resolution C 52/1979	215
		Election of the Director-General and the Deputy Director-General of the International Bureau of the Universal Postal Union	Decision C 92/1994	215
3.5.2	Documentation and publications	"Union Postale"	Resolution C 7/1957	216
		Periodicals sent to the International Bureau by administrations	Recommendation C 4/1964	216
		List of documents published by the International Bureau	Recommendation C 8/1964	217
		Dispatch of International Bureau circulars to administrations	Recommendation C 9/1964	217
		Preparation of documents published by the International Bureau	Resolution C 32/1969	217
		Publication of the Resolutions and decisions other than those amending the Acts (recommendations, formal opinions, etc) adopted by Congress	Resolution C 1/1974	218
		Information management as a UPU strategic activity	Resolution C 78/1994	218
4	Finance	Financial consequences of proposals involving expenditure for the Union until the next Congress	Resolution C 17/1969	219
		Contributions to the UPU Special Fund	Formal opinion C 20/1969	220
		Clearing up of arrears by means of the International Bureau's clearing system	Recommendation C 36/1984	220
		Clearing up of accounts of all kinds in arrears	Resolution C 61/1989	221
		Financing of UPU technical assistance activities	Resolution C 22/1994	222
		UPU activities in the field of EDI 1995–1999	Resolution C 27/1994	223
		Strategic planning and programme budgeting – roles and responsibilities	Resolution C 46/1994	223
		UPU Strategic Plan, Operational Plan and financial plan	Resolution C 76/1994	223
		Financing Union activities	Decision C 88/1994	224
		Proposals referred to the CA and POC	Decision C 89/1994	224
		Billing date for contributions	Decision C 90/1994	224
		Financing the priority activities of the Union	Resolution C 91/1994	224
		Principle of zero real growth in budget matters	Resolution C 96/1994	225
5	Technical cooperation			
5.1	General	Relations between the UPU and the Restricted Unions	Resolution C 38/1974	225
		Increased participation by developing countries in the preparation and implementation of technical assistance programmes	Recommendation C 79/1974	226
		Recruitment of UPU experts	Recommendation C 86/1974	227
		Functions of the Executive Council, CCPS and International Bureau as regards technical cooperation	Resolution C 43/1979	228
		Technical assistance with regard to international payments	Recommendation C 23/1984	229
		Guidelines to be emphasized in UPU technical assistance activities	Resolution C 29/1989	230
		UPU technical assistance priorities and action principles	Resolution C 16/1994	230
		Strengthening UPU presence in the field	Resolution C 21/1994	232

Classification key		Subject	Resolution, decision, etc	Page
5.1	General (cont)	Financing of UPU technical assistance activities	Resolution C 22/1994	233
		Technical cooperation among developing countries (TCDC)	Resolution C 63/1994	233
		UPU action for the least developed countries (LDCs)	Resolution C 64/1994	234
		Development of human resources and training	Resolution C 79/1994	235
		PDAG work plan 1995–1999	Resolution C 80/1994	236
		Establishment of an institute of higher postal studies under UPU auspices	Resolution C 81/1994	240
5.2	United Nations Development Programme (UNDP)	Faster implementation of UPU projects under the UNDP	Recommendation C 83/1974	240
		Reimbursement of programme support costs resulting from UPU participation in the UNDP	Resolution C 84/1974	241
5.3	UPU Special Fund	Contributions to the UPU Special Fund	Formal opinion C 20/1969	242
6	External relations			
6.1	Restricted Unions	Relations between the UPU and the Restricted Unions	Resolution C 38/1974	242
6.2	United Nations (UN)	Agreement between the UN and the UPU. Interpretation	Decision C 1/1947	243
		Agreement between the UN and the UPU. Article IV – Recommendations of the UN	Decision C 2/1947	243
		Agreement between the UN and the UPU. Article XVI – Revision	Decision C 3/1947	243
		United Nations postal administration	Resolution C 2/1952	244
		Application of the Declaration on the Granting of Independence to Colonial Countries and Peoples	Resolution C 26/1969	244
		Relations with the United Nations and other international organizations	Decision C 56/1994	245
		Implementation by the specialized agencies of the Declaration on the Granting of Independence to Colonial Countries and Peoples	Decision C 57/1994	246
6.3	Specialized agencies	Perishable biological substances. Cooperation with WHO	Decision C 2/1957	246
6.4	Other organizations	Customs treatment of postal items: International Convention on the Simplification and Harmonization of Customs Procedures (Kyoto Convention)	Formal opinion C 40/1984	247
		Use of the EDIFACT electronic message rules of syntax	Recommendation C 36/1989	247
		Use of the UN Trade Data Elements Directory	Recommendation C 37/1989	247
		Reconstitution of the CCC–UPU (Customs Co-operation Council–Universal Postal Union) Contact Committee	Resolution C 15/1994	247
		Reconstitution of the Publishers–UPU Contact Committees	Resolution C 20/1994	247
		Reconstitution of the Private Operators–UPU Contact Committee	Resolution C 71/1994	248
6.5	Public information	International letter-writing week	Recommendation C 13/1957	248
		International letter-writing week	Recommendation C 5/1964	248
		General policy on public information	Resolution C 11/1969	249
		Letter-writing competition for young people	Formal opinion C 67/1969	250
		Letter-writing competition for young people	Formal opinion C 88/1974	250
		General policy on public information	Resolution C 101/1979	251
		World Post Day	Resolution C 32/1984	251

List in chronological order of the decisions valid at end of the 21st Congress or adopted at the 1989 Washington and 1994 Seoul Congresses

Type and number of decision		Title	Page
Paris Congress			
Decision	C 1/1947	Agreement between the UN and the UPU. Interpretation	243
Decision	C 2/1947	Agreement between the UN and the UPU. Article IV – Recommendations of the UN	243
Decision	C 3/1947	Agreement between the UN and the UPU. Article XVI – Revision	243
Formal opinion	C 4/1947	Choice of representatives of member countries of the Executive and Liaison Committee (now EC)	–
Decision	C 6/1947	Exchange of international reply coupons	117
Recommendation	C 7/1947	Liability for the loss of a registered item	118
Decision	C 8/1947	Check of mails	–
Decision	C 11/1947	Air conveyance. Steps to be taken in the event of an accident	–
Formal opinion	C 12/1947	Air conveyance dues	–
Decision	C 14/1947	Interpretation of the expression "offices of exchange in direct contact"	–
Decision	C 16/1947	Sale of or trade in postage stamps	69
Brussels Congress			
Resolution	C 1/1952	Opinions, interpretations and formal opinions adopted by a Congress	60
Resolution	C 2/1952	United Nations postal administration	244
Formal opinion	C 3/1952	Grouping of replies to advertisements	–
Decision	C 5/1952	Exchange of reply coupons for stamps on which a supplement is payable	118
Formal opinion	C 7/1952	Omission of the green label on unsealed items	–
Formal opinion	C 8/1952	Maximum weight of bags	–
Formal opinion	C 9/1952	Acceptance of mails which have arrived in a damaged state	–
Formal opinion	C 11/1952	Administrations' work methods	–
Decision	C 15/1952	Insured articles in roll form	–
Formal opinion	C 16/1952	Cancellation of non-postal charges on parcels for prisoners of war levied by non-postal bodies	–
Formal opinion	C 18/1952	Reduction in the number of customs declarations	–
Decision	C 20/1952	Cumbersome parcels	–
Ottawa Congress			
Recommendation	C 1/1957	Perishable biological substances. Instructions and publicity for postal staff and users	69
Decision	C 2/1957	Perishable biological substances. Cooperation with WHO	69
Recommendation	C 4/1957	Exemption from customs duty	70
Decision	C 5/1957	Reimbursement of the indemnity to the administration which has made the payment	–
Resolution	C 7/1957	"Union Postale"	216
Formal opinion	C 8/1957	Envelopes with transparent panels	–

Type and number of decision		Title	Page
Recommendation	C 9/1957	Faster mail conveyance	70
Recommendation	C 13/1957	International letter-writing week	248
Formal opinion	C 14/1957	Subjects of postage stamps	–
Resolution	C 17/1957	Relief Fund	212
Vienna Congress			
Recommendation	C 1/1964	Accession to the Agreements	61
Formal opinion	C 2/1964	Counterfeit stamps and franking impressions	–
Recommendation	C 4/1964	Periodicals sent to the International Bureau by administrations	216
Recommendation	C 5/1964	International letter-writing week	248
Formal opinion	C 5/1964	Adhesive bands for the sealing of printed papers	–
Recommendation	C 6/1964	Reduction in rate for book catalogues	118
Formal opinion	C 6/1964	Measures in favour of teaching by correspondence	119
Recommendation	C 7/1964	Application of reduced rates to promote the distribution of newspapers, books and magazines	–
Formal opinion	C 7/1964	Indications to be given by the date-stamp	71
Recommendation	C 8/1964	List of documents published by the International Bureau	217
Recommendation	C 9/1964	Dispatch of International Bureau circulars to administrations	217
Resolution	C 9/1964	Provident Scheme of the Universal Postal Union	213
Formal opinion	C 9/1964	Use of form AV 8	–
Recommendation	C 10/1964	Registered items originating abroad	–
Resolution	C 23/1964	Freedom of transit	71
Formal opinion	MP 1/1964	Accession to the Postal Money Orders Agreement	189
Tokyo Congress			
Resolution	C 11/1969	General policy on public information	249
Resolution	C 17/1969	Financial consequences of proposals involving expenditure for the Union until the next Congress	219
Formal opinion	C 20/1969	Contributions to the UPU Special Fund	220
Resolution	C 26/1969	Application of the Declaration on the Granting of Independence to Colonial Countries and Peoples	244
Resolution	C 32/1969	Preparation of documents published by the International Bureau	217
Formal opinion	C 34/1969	Election of the Doyen of Congress	202
Formal opinion	C 50/1969	Apportionment of responsibility between postal administrations	119
Recommendation	C 51/1969	Exception to the principle of liability	–
Recommendation	C 65/1969	Uniformity of presentation of figures in accounts	71
Formal opinion	C 67/1969	Letter-writing competition for young people	250
Formal opinion	C 69/1969	Fifth freedom	–
Recommendation	C 78/1969	Combined charges	–
Lausanne Congress			
Resolution	C 1/1974	Publication of the Resolutions and decisions other than those amending the Acts (recommendations, formal opinions, etc) adopted by Congress	61

Type and number of decision		Title	Page
Resolution	C 2/1974	Exclusion of the Republic of South Africa from the 17th Congress of the UPU and from all other Congresses and meetings of the Universal Postal Union	-
Resolution	C 3/1974	Participation by national liberation movements in the meetings of the UPU	26
Resolution	C 4/1974	Assistance to national liberation movements	27
Resolution	C 11/1974	Distribution of Executive Council seats	-
Resolution	C 18/1974	Representation of the members of the Executive Council and of the Consultative Council for Postal Studies at meetings held during Congress	-
Resolution	C 19/1974	Representation of the Chairman and Vice-Chairmen of the Executive Council at meetings of the Consultative Council for Postal Studies, and conversely, representation of the Chairman and Vice-Chairmen of the Consultative Council for Postal Studies at meetings of the Executive Council	-
Resolution	C 22/1974	Form of the publication "Postal Statistics"	-
Resolution	C 32/1974	Union practice concerning reservations	62
Resolution	C 37/1974	Legal and technical possibilities of maintaining postal relations in cases of disputes, conflict or war	72
Resolution	C 38/1974	Relations between the UPU and the Restricted Unions	225
Formal opinion	C 55/1974	Circulation of bags	73
Formal opinion	C 59/1974	Strengthening the neck-hems of airmail bags	-
Resolution	C 60/1974	Affirmation of the principles of freedom of transit with regard to so-called "hijacking" activities	136
Recommendation	C 63/1974	Security of valuable items conveyed by the Post: general security and protection measures at offices of exchange and airports	73
Resolution	C 68/1974	Revision of the weighted average distance of conveyance of parcels in transit	178
Recommendation	C 70/1974	Exception to the principle of liability	179
Recommendation	C 79/1974	Increased participation by developing countries in the preparation and implementation of technical assistance programmes	226
Recommendation	C 83/1974	Faster implementation of UPU projects under the UNDP	240
Resolution	C 84/1974	Reimbursement of programme support costs resulting from UPU participation in the UNDP	241
Recommendation	C 86/1974	Recruiting of UPU experts	227
Formal opinion	C 88/1974	Letter-writing competition for young people	250
Decision	C 92/1974	Representation of the Organization of African Unity (OAU)	28

Rio de Janeiro Congress

Resolution	C 5/1979	Illegal issue of postage stamps	78
Resolution	C 6/1979	Expulsion of the Republic of South Africa from the UPU	-
Resolution	C 7/1979	Participation by the League of Arab States in the meetings of the UPU	28
Formal opinion	C 8/1979	Manufacture and use of international service forms	79
Formal opinion	C 10/1979	Advice of delivery	79
Resolution	C 11/1979	Information to be supplied by administrations	189
Decision	C 20/1979	Compensation (Postal Parcels Agreement, Final Protocol, article IX)	180
Formal opinion	C 22/1979	Preparation of card money orders	-
Decision	C 32/1979	Air surcharges	-
Resolution	C 34/1979	Priority accorded to airmails by the airlines	-

Type and number of decision		Title	Page
Resolution	C 40/1979	Notification by administrations of the information to be supplied on the subject of the execution of the international postal parcels services and applicable from the entry into force of the Postal Parcels Agreement	180
Resolution	C 43/1979	Functions of the Executive Council, CCPS and International Bureau as regards technical cooperation	228
Formal opinion	C 46/1979	Communications and information to be forwarded to the International Bureau	–
Formal opinion	C 47/1979	Writing of addresses	80
Formal opinion	C 49/1979	List of Addresses, Heads and Senior Officials of Postal Administrations and the Restricted Unions	–
Resolution	C 51/1979	Conditions of service of elected officials	214
Resolution	C 52/1979	Retirement pensions of elected officials	215
Resolution	C 55/1979	Creation of a telegraphic code to announce the suspension or resumption of services	–
Formal opinion	C 61/1979	Information to be supplied by administrations (Postal Parcels Agreement, Detailed Regulations, article 101)	–
Recommendation	C 63/1979	Marking of registered items	120
Recommendation	C 68/1979	Admission of infectious substances	80
Recommendation	C 70/1979	Speeding up of the handling of airmail on the ground	137
Formal opinion	C 71/1979	Speeding up of the handling of airmail on the ground	138
Recommendation	C 72/1979	Settlement of airmail accounts	–
Recommendation	C 76/1979	Safety of staff involved in handling items presumed to be dangerous (mail bombs)	81
Recommendation	C 77/1979	UPU member country identification code for postal and other uses	82
Formal opinion	C 81/1979	Return of C 27 trial notes	–
Resolution	C 82/1979	Future of postal services	–
Recommendation	C 85/1979	Reproduction of postage stamps already issued by another administration	83
Resolution	C 91/1979	Amendment of the UN–UPU Agreement	–
Recommendation	C 93/1979	Choice of themes for postage stamps	–
Formal opinion	C 95/1979	Preparation of AV 3 and AV 4 statements of weight and AV 5 detailed statements	–
Resolution	C 101/1979	General policy on public information	251
Resolution	C 106/1979	Introduction of Chinese, German, Portuguese and Russian for the supply of documents	65

Hamburg Congress

–		Declaration of Hamburg on the role of the UPU in the integration of national postal networks	–
Resolution	C 7/1984	Exclusion of the Republic of South Africa from the UPU	–
Recommendation	C 13/1984	Development of the postal financial services, particularly the international postal money order service	190
Formal opinion	C 16/1984	Shipping infectious substances by post	84
Recommendation	C 20/1984	Packaging used for the conveyance of postal items	85
Recommendation	C 23/1984	Technical assistance with regard to international payments	85
Resolution	C 24/1984	Technical characteristics and information concerning the use of the MP 1bis and MP 12bis forms deposited with the International Bureau	–
Resolution	C 26/1984	Postal monopoly	86
Recommendation	C 27/1984	Choice of themes for postage stamps	87

Type and number of decision		Title	Page
Recommendation	C 29/1984	Greater participation of the developing countries in the work of the Consultative Council for Postal Studies	–
Resolution	C 30/1984	Quality control	29
Resolution	C 32/1984	World Post Day	251
Resolution	C 34/1984	Contacts with international organizations representing customers of the postal services	–
Resolution	C 35/1984	New edition of certain Union publications	–
Recommendation	C 36/1984	Clearing up of arrears by means of the International Bureau's clearing system	220
Formal opinion	C 40/1984	Customs treatment of postal items: International Convention on the Simplification and Harmonization of Customs Procedures (Kyoto Convention)	88
Recommendation	C 43/1984	Airmail correspondence in transit à découvert: number of average rates per group of countries of destination	139
Recommendation	C 44/1984	Speeding up of airmail in transit à découvert	139
Recommendation	C 48/1984	Acceptance of advices of non-delivery	181
Resolution	C 51/1984	Technical characteristics of the postcheque form and postcheque guarantee card deposited with the International Bureau	–
Formal opinion	C 55/1984	Closed mails in transit suspected of containing narcotics or psychotropic substances	–
Resolution	C 56/1984	Study on international postal regulations	–
Resolution	C 63/1984	Reproduction of documents in Chinese, German, Portuguese and Russian	65
Recommendation	C 68/1984	Bundling of standardized items	–
Resolution	C 69/1984	Make-up of mails	121
Resolution	C 70/1984	Direct transhipment of airmails between different airlines	140
Recommendation	C 71/1984	Settlement of airmail accounts	141
Decision	C 72/1984	Jurisdiction of the Union – Interpretation of article 3, b, of the Constitution	64
Resolution	C 73/1984	Reservations to the Acts of the Union	62
Resolution	C 74/1984	Summary of the main amendments to the UPU Acts and of the major decisions taken by Congress	63
Formal opinion	C 76/1984	Checking of mails and use of verification notes	–
Formal opinion	C 78/1984	Manufacture and use of international service forms	89
Resolution	C 81/1984	Forms of the Agreements concerning the postal financial services	–
Resolution	C 83/1984	Address area on the layout key for trade documents	–
Resolution	C 87/1984	Immediate application of the provisions adopted by Congress relating to the Executive Council (EC) and the Consultative Council for Postal Studies (CCPS)	–

Washington Congress

Resolution	C 1/1989	Immediate application of the new legislative powers of the EC	–
Resolution	C 2/1989	Second phase of the transfer to the EC of some of the legislative functions of Congress	–
Resolution	C 3/1989	Postal Financial Services and Subscriptions to Newspapers and Periodicals Agreements abolished. Possibility of their being retained or reintroduced	191
Resolution	C 4/1989	Committee to coordinate the work of the Union's permanent bodies	199
Resolution	C 5/1989	Permanent control of the quality of service worldwide	30

Type and number of decision		Title	Page
Resolution	C 6/1989	UPU technical assistance priorities and principles	–
Resolution	C 7/1989	Financing UPU technical assistance activities	–
Resolution	C 8/1989	Subsequent improvement of the management of the Union's work	–
Resolution	C 9/1989	Approval of the Union's accounts for 1984–1988	–
Resolution	C 10/1989	Regulations for printed papers	–
Resolution	C 11/1989	Reconstitution of the CCC–UPU (Customs Co-operation Council–Universal Postal Union) Contact Committee and establishment of national postal–customs contact committees	–
Resolution	C 12/1989	Action to enhance the security of international mail and to preserve its integrity	89
Resolution	C 13/1989	Universal logo to identify the postal services	–
Resolution	C 14/1989	Study of the structure of the Convention, the Agreements and their Detailed Regulations	–
Resolution	C 15/1989	Standardization of the conditions of admission and supplementary services provided in the postal parcels service	181
Resolution	C 16/1989	Introduction and extension of the postal parcels service	–
Resolution	C 17/1989	Universal rate for land and sea rates	–
Resolution	C 18/1989	Revision of land and sea rates	–
Resolution	C 19/1989	CCPS work programme for 1989–1994	–
Resolution	C 20/1989	Technical cooperation among developing countries (TCDC)	–
Resolution	C 21/1989	Increased UPU presence in the field with regard to technical assistance	–
Resolution	C 22/1989	Permanent project to safeguard and enhance the quality of and to modernize the international postal service	31
Resolution	C 23/1989	Aid provided by the Government of the Swiss Confederation in the field of the Union's finances	–
Resolution	C 24/1989	Cooperation between the Executive Council and the Consultative Council for Postal Studies towards the establishment of telematics in the Universal Postal Union	–
Resolution	C 25/1989	EMS	–
Resolution	C 26/1989	Harmonization of systems of accounting for transit charges for closed surface letter and surface parcel mails	–
Resolution	C 27/1989	Development of a range of postal parcel products/services suited to the demands of the international market	–
Resolution	C 28/1989	UPU action on behalf of the least developed countries (LDCs)	–
Resolution	C 29/1989	Guidelines to be emphasized in UPU technical assistance activities	230
Recommendation	C 30/1989	Deadlines for replies to questionnaires	90
Recommendation	C 31/1989	Use in the postal services of paper manufactured using non-polluting processes ("ecological" paper)	91
Recommendation	C 32/1989	Items for delivery free of charges and fees	92
Recommendation	C 33/1989	Conclusion of bilateral agreements on service targets	92
Recommendation	C 34/1989	Packaging used for the conveyance of postal items	93
Recommendation	C 35/1989	Return to origin of airmail correspondence	–
Recommendation	C 36/1989	Use of the EDIFACT electronic message rules of syntax	94
Recommendation	C 37/1989	Use of the UN Trade Data Elements Directory	95
Decision	C 38/1989	Admission of the Press to the General Debate	–
Decision	C 39/1989	Vice-chairmanships of the 20th Congress	–
Decision	C 40/1989	Chairmanship and vice-chairmanships of the Committees of the 20th Congress	–
Decision	C 41/1989	Members of the restricted Committees	–
Decision	C 42/1989	Approval of the Comprehensive Report on the work of the Executive Council 1984–1989	–

Type and number of decision		Title	Page
Decision	C 43/1989	Approval of the Comprehensive Report on the work of the Consultative Council for Postal Studies 1984–1989	–
Decision	C 44/1989	Approval of the Director-General of the International Bureau's Report 1985–1989	–
Decision	C 45/1989	Relations with the United Nations and other international organizations	–
Decision	C 46/1989	Make-up of items containing goods not to be opened without special precautions	–
Decision	C 47/1989	Marking of parcels containing goods which should not be exposed to radiographic control or to the light	–
Decision	C 48/1989	Institution of a general debate	203
Decision	C 49/1989	Venue of the 21st Universal Postal Congress	–
Decision	C 50/1989	Implementation by the specialized agencies of the Declaration on the Granting of Independence to Colonial Countries and Peoples	–
Decision	C 51/1989	Postal financial service (POSTFIN) telegrams	–
Decision	C 52/1989	Preparation and settlement of parcel-post accounts	–
Formal opinion	C 53/1989	Representation of the members of the Executive Council	–
Formal opinion	C 54/1989	Closed mails in transit suspected of containing narcotics or psychotropic substances	96
Resolution	C 55/1989	New presentation of the List of Prohibited Articles	–
Resolution	C 56/1989	Revision of the scales and permanent study of transit charges	–
Resolution	C 57/1989	Study of a weighted average distance per country for mails in land transit	–
	C 58/1989	Number not allocated	
Resolution	C 59/1989	Study on transit charges for à découvert mail	–
Resolution	C 60/1989	Liquidation of accounts in arrears under the former financing system	–
Resolution	C 61/1989	Clearing up of accounts of all kinds in arrears	221
Resolution	C 62/1989	World Post anthem	–
Resolution	C 63/1989	Use of a symbol for literature for the blind	–
Resolution	C 64/1989	Indication of the reason for delayed delivery of items on the C 9 inquiry form	97
Resolution	C 65/1989	Exclusion of dangerous goods from airmail	142
Resolution	C 66/1989	Basic documents for entering the weights to be taken into consideration for the settlement of accounts of mail subject to transit charges and terminal dues	–
Resolution	C 67/1989	Reinforcement of the priority activities of the Union	–
Resolution	C 68/1989	Preparation and settlement of accounts	–
Resolution	C 69/1989	Improvement of postal services in rural areas	–
Resolution	C 70/1989	Expansion of International Bureau offsetting arrangements	–
Resolution	C 71/1989	Methods for improving the return of empty mailbags	97
Resolution	C 72/1989	Permanent study on terminal dues	–
Resolution	C 73/1989	Basic airmail conveyance rate	–
Recommendation	C 74/1989	Bundling of "flat" envelopes	–
Recommendation	C 75/1989	Use of appropriate bundling materials	122
Recommendation	C 76/1989	Increased containerization of mails	98
Recommendation	C 77/1989	Reservations to chapter III of the Universal Postal Convention and part III of the Postal Parcels Agreement dealing with liability	122
Recommendation	C 78/1989	Reserving terminal dues revenue for the purpose of improving the quality of the postal service	134
Recommendation	C 79/1989	Standardized electronic messages for dispatches	99
Recommendation	C 80/1989	Philatelic code of ethics for the use of UPU member countries	100

Type and number of decision		Title	Page
Decision	C 81/1989	Entry into force of the Acts of the 1989 Washington Congress	–
Decision	C 82/1989	Labelling of mails	–
Decision	C 83/1989	Transfer of mails	–
Decision	C 84/1989	Study on rationalizing UPU forms	–
Decision	C 85/1989	Transit charges for à découvert mail	–
Decision	C 86/1989	Consequences of the use of the SDR as accounting unit	–
Decision	C 87/1989	Preparation and settlement of accounts	–
Decision	C 88/1989	Remailing	–
Decision	C 89/1989	Revision of the Postal Parcels Agreement subsequent to the Washington Congress – References to the Convention	–
Decision	C 90/1989	International business reply service	–
Resolution	C 91/1989	Washington General Action Plan	–
Resolution	C 92/1989	Approval of Detailed Regulations considered by Congress	–
Decision	C 93/1989	Election of the Director-General and the Deputy Director-General of the International Bureau of the UPU	–
Decision	C 94/1989	Use of other methods of transferring funds in the postal financial services	–

Seoul Congress

Decision	C 1	Vice-chairmanships of the 21st Congress	–
Decision	C 2	Chairmanship and vice-chairmanships of the Committees of the 21st Congress	–
Decision	C 3	Members of the restricted Committees	–
Resolution	C 4	Removal of the ban on readmission of South Africa to the Universal Postal Union	25
Decision	C 5	Study on the possibility of creating a "Customers' Interests Committee" at the next Universal Postal Congress	203
Resolution	C 6	Recast of the Convention and the Postal Parcels Agreement and their Detailed Regulations	66
Decision	C 7	Admission of the media to the General Debate	–
Decision	C 8	Attendance of certain Congress Committees by the International Chamber of Commerce, as an observer	–
Decision	C 9	Charges for handling air transit mails	134
Resolution	C 10	Introduction and extension of the postal parcels service	182
Recommendation	C 11	Customs clearance of postal parcels containing gifts or souvenirs	183
Resolution	C 12	Drawing up and implementation of the new edition of the UPU List of Prohibited Articles	102
Resolution	C 13	Application of a new principle for numbering forms	103
Recommendation	C 14	Completion of work on rationalizing UPU forms	104
Resolution	C 15	Reconstitution of the CCC–UPU (Customs Co-operation Council–Universal Postal Union) Contact Committee	104
Resolution	C 16	UPU technical assistance priorities and action principles	230
Resolution	C 17	Quality of Service Programme – 1995–1999	105
Decision	C 18	Number of geographical groups for the distribution of Council of Administration seats	204
Resolution	C 19	Distribution of Council of Administration seats	205
Resolution	C 20	Reconstitution of the Publishers–UPU Contact Committee	106
Resolution	C 21	Strengthening UPU presence in the field	232
Resolution	C 22	Financing of UPU technical assistance activities	222
Resolution	C 23	Revision of land rates and sea rates	183
Resolution	C 24	Land and sea transit of parcels in closed bags	184

Type and number of decision		Title	Page
Resolution	C 25	Controlling inward land rates	184
Resolution	C 26	Exceptional transit land rates	–
Resolution	C 27	UPU activities in the field of EDI 1995–1999	106
Recommendation	C 28	Council of Administration and Postal Operations Council – Committee structure	205
Resolution	C 29	Notification to the International Bureau of information from member countries concerning the designation of the entity or entities to be responsible for fulfilling obligations arising from adherence to the Convention and Agreements and notification of the separation of governmental activities from operational and commercial activities in the case of those countries which apply this separation to postal services	25
Resolution	C 30	Composition of the Postal Operations Council	209
Resolution	C 31	Proposals relating to the Detailed Regulations of the Postal Parcels Agreement referred to the POC	185
Resolution	C 32	Permanent study of terminal dues	135
Resolution	C 33	Improvement of postal services in rural areas	108
Resolution	C 34	UPU environmental protection policy	109
Resolution	C 35	Postal security policy and strategy	110
Resolution	C 36	Liability	112
Resolution	C 37	Approval of the Union's accounts for 1989–1993	–
Resolution	C 38	Aid provided by the Government of the Swiss Confederation in the field of the Union's finances	–
Resolution	C 39	Exclusion of prohibited and dangerous goods from the postal service	113
Decision	C 40	Defining a standard for the introduction of an international postal code system	113
Resolution	C 41	Immediate application of the provisions adopted by Congress concerning the Council of Administration (CA) and the Postal Operations Council (POC)	63
Decision	C 42	Approval of the Comprehensive report on the work of the Executive Council 1989–1994	–
Decision	C 43	Approval of the Comprehensive report on the work of the Consultative Council for Postal Studies 1989–1994	–
Decision	C 44	Approval of the International Bureau Director-General's report 1989–1994	–
Decision	C 45	Mandatory rotation of members of the Council of Administration	–
Resolution	C 46	Strategic planning and programme budgeting – roles and responsibilities	44
Resolution	C 47	Electronic mail services	123
Resolution	C 48	EMS service	143
Resolution	C 49	Recorded delivery service	124
Resolution	C 50	Study on international reply coupons	124
Resolution	C 51	International business reply service (IBRS)	125
Resolution	C 52	Redirection and address correction	125
Recommendation	C 53	Express items	126
Decision	C 54	Entry into force of the Acts of the 1994 Seoul Congress	64
Resolution	C 55	Postal relations on the Korean peninsula	56
Decision	C 56	Relations with the United Nations and other international organizations	245
Decision	C 57	Implementation by the specialized agencies of the Declaration on the Granting of Independence to Colonial Countries and Peoples	246
Recommendation	C 58	Organization of UPU conferences and meetings	199

Type and number of decision		Title	Page
Resolution	C 59	Continuation after the Seoul Congress of the study on improving the management of the Union's work	57
Resolution	C 60	Recasting the Postal Financial Services Acts	191
Resolution	C 61	Action plan to energize the Postal Financial Services	192
Resolution	C 62	Proposals relating to the Detailed Regulations of the Postal Financial Services Agreements referred to the POC	197
Resolution	C 63	Technical cooperation among developing countries (TCDC)	233
Resolution	C 64	UPU action for the least developed countries (LDCs)	234
Decision	C 65	Undeliverable items	127
Resolution	C 66	International business reply service for goods	186
Resolution	C 67	International household delivery service for unaddressed items	127
Resolution	C 68	International admail (International business reply service: local response)	130
Decision	C 69	Draft 1995–1999 study programme	178
Resolution	C 70	Draft 1995–1999 study programme	211
Resolution	C 71	Reconstitution of the Private Operators–UPU Contact Committee	114
Resolution	C 72	Consignment service	133
Resolution	C 73	Coordination Committee for the Permanent Bodies of the Union	200
Resolution	C 74	Efficiency of translation services within the Union	212
Resolution	C 75	Institutionalization of a high-level meeting between Congresses	201
Resolution	C 76	UPU Strategic Plan, Operational Plan and financial plan	58
Decision	C 77	Study on the Union's language system	59
Resolution	C 78	Information management as a UPU strategic activity	218
Resolution	C 79	Development of human resources and training	235
Resolution	C 80	PDAG work plan 1995–1999	236
Resolution	C 81	Establishment of an institute of higher postal studies under UPU auspices	240
Recommendation	C 82	Preparation of accounting documents sent between administrations	114
Resolution	C 83	Expansion of International Bureau offsetting arrangements	115
Resolution	C 84	Preparation and settlement of accounts. Monitoring the system of direct billing with AV 5 and CP 16 accounts	115
Recommendation	C 85	Improvement of the quality of service of items sent in transit à découvert	116
Decision	C 86	Preparation and settlement of accounts. Reviewing the wording of the Detailed Regulations of the Convention and of the Postal Parcels Agreement. Preparation of an operational compendium on accounting	117
Resolution	C 87	Proposals relating to the Detailed Regulations of the Convention referred to the POC for consideration	66
Decision	C 88	Financing Union activities	224
Decision	C 89	Proposals referred to the CA and POC	59
Decision	C 90	Billing date for contributions	224
Resolution	C 91	Financing the priority activities of the Union	60
Decision	C 92	Election of the Director-General and Deputy Director-General of the International Bureau of the Universal Postal Union	215
Decision	C 93	Venue of the 22nd Universal Postal Congress	204
Resolution	C 94	Referral to the POC of proposals concerning the Detailed Regulations considered by Congress	68
Resolution	C 95	Seoul Postal Strategy	32
Resolution	C 96	Principle of zero real growth in budget matters	225

1 General affairs of the Union

1.1 Member countries

Resolution C 4/Seoul 1994

Removal of the ban on readmission of South Africa to the Universal Postal Union

Congress,

Recalling
that the 1984 Hamburg Congress in its resolution C 7/1984:
- reaffirmed the validity of resolution C 6 of the 1979 Rio de Janeiro Congress;
- confirmed the exclusion of the Republic of South Africa from the Universal Postal Union until a future Congress of the UPU decided otherwise; and
- decided that the Republic of South Africa could not take advantage of its status as a member of the United Nations to obtain readmission to the Union as long as it continued to practise its policy of apartheid,

Considering
resolution 48/1 of the United Nations General Assembly of 8 October 1993 through which that body, after noting that the transition to democracy had been incorporated in the legislation of South Africa, removed the sanctions against South Africa,

Noting
the practical implementation of the democratization process by the elections held in April 1994,

Decides

to remove the prohibition imposed on the Republic of South Africa not to take advantage of its status as a member country of the United Nations to obtain readmission to the Union.

(Proposal 025/Rev 2, 1st plenary meeting)

Resolution C 29/Seoul 1994

Notification to the International Bureau of information from member countries concerning the designation of the entity or entities to be responsible for fulfilling obligations arising from adherence to the Convention and Agreements and notification of the separation of governmental activities from operational and commercial activities in the case of those countries which apply this separation to postal services

Congress,

In view of
the emergence in an increasing number of countries of the situation in which governmental oversight of postal services is being separated from the actual commercial and operational management of postal services, with the body responsible for the former often called the "regulator" and the body responsible for the latter often called the "public operator",

Considering
the circumstance in which a member country may choose to designate more than one entity, public or private, as an operator to be responsible for fulfilling obligations arising from adherence to the Convention and Agreements,

Recommends

in order that the International Bureau may report developments regarding the legal status and organization of the members of the Union:

i that member countries which apply the separation of governmental and regulatory activities from commercial and operational activities notify the International Bureau within six months of signing the Acts of the Union of the name and address of the governmental body responsible for overseeing postal affairs and provide the same information regarding the entity or entities designated to fulfill obligations arising from adherence to the Convention and Agreements;

ii that member countries communicate any change in respect to this information to the International Bureau at least three months prior to the date of implementation of this change,

Decides

that, in the circumstance in which a government formally designates more than one entity to be responsible for fulfilling its obligations arising from adherence to the Convention and Agreements, subject to that country's internal laws and government policies, each such entity may be represented at meetings of the Union's bodies considering services for which it is responsible,

Declares officially that

i the term "postal administration" in the Acts of the Union shall be defined by each member country within the framework of its national legislation;

ii the formal and institutional references contained in the Constitution or the General Regulations and affecting postal administrations will apply to the public service operators and to the governmental authorities, in accordance with the national legislation of each country.

(Proposal 040, Committee 3, 4th meeting)

1.2 Political questions

Resolution C 3/Lausanne 1974

Participation by national liberation movements in the meetings of the UPU

Congress,

Recalling
United Nations General Assembly resolution 3118 (XXVIII) requesting the specialized agencies to take all necessary measures to ensure that national liberation movements are represented at meetings of the specialized agencies,

Recalling further
a resolution 29 of the ITU Plenipotentiary Conference (Malaga–Torremolinos) 1973 agreeing to the participation, as observers, of national liberation movements recognized by the regional inter-governmental organizations in the conference and meetings of the ITU;
b resolution 13/17 of the FAO Conference requesting the Director-General of the FAO to take the necessary measures, through the Organization of African Unity, to facilitate immediate participation by national liberation movements in its meetings;
c resolution A 27/38 of the 27th World Health Assembly extending an invitation to representatives of national liberation movements recognized by the regional inter-governmental organizations concerned,

Convinced
that participation by national liberation movements in the meetings and other activities of the UPU would ensure an improvement in the living conditions of the peoples in liberated areas,

Aware
that such participation would contribute subsequently to the economic and social development of these liberated territories placed under the control of liberation movements,

Decides

that national liberation movements recognized by the Organization of African Unity or by the League of Arab States may attend UPU Congresses as observers.

(Documents of the 1974 Lausanne Congress – volume II: pages 916 to 920)

Resolution C 4/Lausanne 1974

Assistance to national liberation movements

Congress,

Recalling
United Nations General Assembly resolution 3118 (XXVIII) urging all specialized agencies of the United Nations to render, as a matter of urgency, all possible moral and material assistance to the colonial peoples in Africa struggling for their liberation from colonial rule and requesting all specialized agencies in cooperation with the Organization of African Unity and through it, to work out and implement concrete assistance programmes to the peoples of Angola, Mozambique, Southern Rhodesia and Namibia, including in particular the peoples in the liberated areas of those territories and their national liberation movements,

Recalling further
a paragraph 8 of the same resolution recommending all governments to intensify their efforts in the specialized agencies to ensure the full and effective implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples and to accord priority to the question of providing assistance on an emergency basis to peoples in the colonial territories and to their national liberation movements; and
b paragraph 9 urging the executive heads of the specialized agencies to formulate and submit to their respective governing bodies, as a matter of priority and with the active cooperation of the OAU concrete proposals for the full implementation of the relevant United Nations decisions,

Decides

to instruct the Executive Council of the UPU and the International Bureau to take all steps calculated to give concrete material help to those movements.

(Documents of the 1974 Lausanne Congress – volume II: pages 921 to 923)

Decision C 92/Lausanne 1974

Representation of the Organization of African Unity (OAU)

Congress,

Decides

to admit the Organization of African Unity (OAU) to take part, as an observer, in the work of the 17th Universal Postal Congress and in all future meetings of the bodies of the UPU.

(Documents of the 1974 Lausanne Congress – volume II: pages 872 to 875)

Resolution C 7/Rio de Janeiro 1979

Participation by the League of Arab States in the meetings of the UPU

Congress,

Considering
that the League of Arab States is an international organization at Arab government level,

Considering
the collaboration and cooperation which exist between the United Nations and the League of Arab States,

Considering
that participation by the League of Arab States in the work of UPU bodies is of special interest to the UPU, now and in the future,

In view of
resolution C 3 of the 1974 Lausanne Congress concerning national liberation movements recognized by the League of Arab States,

Decides

to agree that the League of Arab States may participate as an observer at all the meetings of UPU bodies, starting with the 18th Congress.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1183, 1212, 1731)

1.3 General Debate and Postal Strategy

Resolution C 30/Hamburg 1984

Quality control

Congress,

Recalling
the deliberations at the 1979 Rio de Janeiro Congress concerning the future of the Post and, in particular, the expressions of concern at the seemingly precarious position of the postal business in the face of technological developments in rival communications businesses as well as direct competition from private organizations providing parallel postal services,

Noting
that in the course of the deliberations at the Congress the view was expressed by a number of administrations that it was necessary to be vigilant in the maintenance and improvement of service standards in order to enhance the reputation of the postal service as a viable and reliable means of communication,

Noting further
that in the subsequent studies carried out by the CCPS concerning the future of the Post, in the execution of the 1979–1984 work programme, a strong view emerged to the effect that the efficient operation of the postal service, at standards coincident with customer expectation, should be of paramount concern to all postal administrations as they survey their business futures,

Considering
the study carried out by the CCPS, in the course of its 1979–1984 work programme, on quality controls in respect of collection, counter, sorting and delivery operations, which set out to determine the nature of work performance monitoring controls employed by administrations,

Noting
that it emerges from the general conclusions reached in the study that, while some administrations have developed quite effective quality control systems in the various operational phases, an alarming absence of effective quality controls was nevertheless also noted,

Being informed
of the view expressed by the CCPS to the effect that administrations have an urgent need to review their quality control policies,

Considering
that the efficiency of the postal operation depends particularly on the accurate execution of basic functions by postal staff and that, in the process of striving to meet service standards, it is vital for postal administrations to utilize effective work performance monitoring controls as a means of maintaining, improving and measuring efficiency,

Urges

postal administrations:

a to recognize the close relationship that exists between effective quality control and the viability of the postal business at all levels of operation, making it possible in particular to meet customer requirements;

b to examine the effectiveness of their various quality control systems (or measures) and their capacity to provide satisfactory results; where necessary, to take steps to strengthen and improve these systems (or measures) in the interests of securing for the Post a stronger position on the communications market.

(Documents of the 1984 Hamburg Congress – volume II: pages 158, 178, 601)

Resolution C 5/Washington 1989

Permanent control of the quality of service worldwide

Congress,

Noting
- the encouraging results of the transmission-time monitoring operations resulting from the implementation of the Declaration of Hamburg;
- the great interest aroused by these operations among the member countries,

Considering
that improving the quality and speed of mail circulation and international exchanges is a priority objective in order to safeguard the public image of the Post, effectively combat competition from private couriers and provide a response to remailing firms,

Convinced
of the ability of administrations to bring about a substantial and lasting improvement in the quality of their mail circulation through increased vigilance in the organization and operation of the services and coordinated monitoring activities,

Requests

all postal administrations urgently:
- to evaluate the effectiveness of their different quality control systems and their capacity to give satisfactory results, and, where applicable, to take steps to strengthen and improve these systems;
- to monitor systematically, with their own facilities, the handling times for international mail (inward and outward) in their services in accordance with a fixed and adequate frequency;
- to take an active part in the monitoring operations organized by the International Bureau;
- to take immediately, where appropriate, such correction measures as may improve the quality of the service, in the interests of ensuring the Post a stronger position on the communications market,

Requests

the Restricted Unions to do everything in their power to facilitate the attainment of the aforementioned objectives,

Instructs

the International Bureau:
- to continue its regular monitoring of mail transmission times worldwide;
- to submit, to this end, for the approval of the CCPS, a methodology based on:

  - the Declaration of Hamburg;
  - the wide experience acquired over the last four years by the UPU, the Restricted Unions and postal administrations, and which will as far as possible lead to the establishment of international mail circulation standards;
- to approach administrations or services responsible for the delays and shortcomings noted in order that the necessary correction measures may be taken quickly;
- if need be, to help administrations improve the situation;
- to establish as soon as possible such a control system for the world EMS network,

Instructs

the Executive Council and the Consultative Council for Postal Studies to follow the work arising from this resolution and to take such measures as they may deem necessary.

(Proposal 013, 10th plenary meeting; Congress – Doc 78.1, 14th meeting)

Resolution C 22/Washington 1989

Permanent project to safeguard and enhance the quality of and to modernize the international postal service

Congress,

Considering
the particularly rapid development of the communications market under the combined effect of technological progress and powerful competition,

Noting
the encouraging results of the efforts made following the Declaration of Hamburg to improve the quality of mail circulation,

Recognizing
the need for the Union to advance further along the path of concrete action in order to enable the Post to safeguard and improve its position on the communications market, thanks to a determined campaign to promote service quality and diversify the services rendered,

Convinced
of the urgent necessity for the Post to respond better to customers' requirements and thereby to combat the competition more vigorously,

Decides

in favour of implementing a permanent project to safeguard and enhance the quality of and to modernize the international postal service, comprising in particular the following activities:
- monitoring the quality of postal exchanges through detailed analysis of transmission times and action by consultants in the field to help solve the problems arising and promote initiatives to improve the performance of the international postal service;
- transport flow studies to rationalize and modernize postal links;
- development of EMS;
- monitoring the competition in order to react appropriately;
- market research enabling administrations to adjust services to customer needs and introduce new services;
- various initiatives dictated by evolving technologies and needs,

Instructs

the Executive Council, in cooperation with the CCPS and the International Bureau, to take the measures necessary to attain meaningful results in the various fields covered by the project and to submit a report to the next Congress,

Exhorts

a the member countries of the Union:
   - to do everything in their power to improve the quality of the postal services rendered and to extend the range of those services in accordance with the customers' needs;
   - to cooperate fully in the project designed to stimulate their initiatives and to reap the maximum benefit from the implementation of the activities undertaken;

b the member countries and the Restricted Unions to give active support to the operations embarked upon under this project, especially those conducted in the field.

(Proposal 010, 10th plenary meeting; Congress – Doc 78.1, 14th meeting)

Resolution C 95/Seoul 1994

Seoul Postal Strategy

Congress,

Taking into account
the conclusions of and views expressed during the General Debate held at Seoul on 24 and 25 August 1994 on the theme "The UPU looks to the future: global strategic planning in a competitive environment",

Considering
- the effect on the postal sector of deregulation of transport and communications and the growth of competition resulting from this;
- the possible consequences for the postal sector of the GATS (General Agreement on Trade in Services) concerning liberalization of international trade in the services sector, and of the establishment of the new World Trade Organization;
- the effect of new technology on the postal services, particularly in the fields of telecommunications and data processing,

Aware
of the development and diversification of domestic and international communications markets and of the considerable expansion of the global international postal market over the past ten years,

Noting with concern
the loss by the postal administrations of UPU member countries of a substantial share of the international market over the past decade, despite the considerable potential of that market,

Taking account of
- the need to continue, within the framework of a new global UPU strategy, to work towards all WGAP objectives and activities that remain current;
- the wishes expressed by various regional authorities and conferences;

- the results of the extraordinary High-level meeting held at UPU headquarters on 14 and 15 May 1992;
- the various decisions made by Congress and in particular those dealing with the Strategic Plan aimed at improving the management of the UPU,

Approves

the attached Seoul Postal Strategy,

Appeals urgently

to the Governments of member countries to:
- improve their domestic postal networks making the international network more competitive;
- give postal administrations sufficient management independence, financial autonomy and accountability, allowing them to adopt a modern management system and the commercial approach needed to respond more effectively to customers' needs;
- redefine the limits of the postal monopoly and the reserved services related to it, bearing in mind the need to provide universal services at affordable prices;
- continue and expand their technical cooperation activities within the framework of the Seoul Postal Strategy,

Urges

postal administrations to make every effort to:
i achieve the objectives of the Seoul Postal Strategy by implementing the actions contained therein as soon as possible;
ii continuously monitor the implementation of the Seoul Postal Strategy; and designate for this purpose, a high-ranking national coordinator, who will be the focal point for the implementation of the Seoul Postal Strategy;
iii take an active part in follow-up and evaluation surveys conducted by the appropriate bodies of the Union;
iv make an effort to ensure financing of programmes and projects within the framework of the Strategy, either from their own resources or by seeking additional external resources through technical cooperation or from financial backers;
v share – in the case of the developed countries – their operational strategies and technological progress in postal affairs with developing postal administrations who may wish to improve their services,

Invites

the Restricted Unions:
i to integrate the Seoul Postal Strategy into their priorities and their postal development programmes;
ii to keep the International Bureau informed of their initiatives and of results obtained in implementing the Seoul Postal Strategy,

Instructs

the permanent bodies of the Union:
- to take without delay, within the framework of their authority, appropriate measures to help administrations to achieve the objectives set by implementing the actions contained in the Seoul Postal Strategy;
- to monitor and encourage application of this Strategy, if need be, by surveys in the field and, if necessary, submitting a report to the government of any particular country, after consultation with the postal administration of that country on the measures needed to help that postal administration to achieve the objectives of the Seoul Postal Strategy;

- to provide postal administrations with support in implementing the Seoul Postal Strategy, particularly by setting in place procedures and by granting the additional resources needed – within agreed financial restraints – to carry out the programmes and projects of the Strategic Plan aimed at achieving the objectives of the Strategy;
- to report to the next Congress on the results and experience gained;
- to submit relevant proposals to the next Congress.

(Congress – Doc 87, 13th plenary meeting)

Annex

I. PRIORITY NATURE OF THE OBJECTIVES AND ACTIONS

1 Congress insists on the need for all action to focus on two key interdependent principles:

- respond effectively to changing market requirements and customer needs;
- monitor and improve the quality of postal products and services.

II. COMPLEMENTARITY BETWEEN THE SEOUL POSTAL STRATEGY AND THE STRATEGIC PLAN – GLOBAL APPROACH TO IMPLEMENTING THE SEOUL POSTAL STRATEGY

2 The Seoul Postal Strategy deals with the objectives and actions which governments, postal administrations and Restricted Unions are called on to implement. Support activities by Union bodies to help postal administrations implement this strategy are contained in the Strategic Plan.

3 Congress is aware that the implementation of a programme centred on customer needs requires the unified commitment of all postal administrations because, at international level, any customer lost by one administration is lost for its partners.

III. OBJECTIVES AND ACTIONS

A. Customer needs and commercial strategies

SITUATION

Over the past decade, considerable growth has taken place in the international postal market as a whole. Over this same period, the volume of international letter-post traffic handled by postal administrations has shown no appreciable growth, while parcel traffic continues to fall.

Postal administrations are facing keener competition and creaming of the market particularly in the most profitable market segments. Most affected are business mail at both domestic and international level, time-certain mail, including express mail, electronic mail, financial services, and direct marketing products and services (ad mail).

Postal administrations' steadily dropping share of the international market shows that, when confronted by constantly changing market needs and competition, many public postal operators have in general been unable to provide the response customers seek. Their commercial activities are often conducted within a restrictive administrative framework. To satisfy their customers' changing requirements and expectations, ensure the necessary turnaround and guarantee their future, public postal operators will have to adopt a more responsive commercial policy based on better knowledge of all aspects of the communications market.

In addition, postal administrations must pay special attention to their customer communication strategies with the aim of making their messages clear, and standardizing them so that they project a positive and unitary image of the organization and of its products and services.

It has to be recognized that written correspondence is a vital link with the customer. A badly written or poorly understood letter is likely to give the reader a negative image, raise doubts in his mind about the quality of the products and services offered to him and to turn his choice towards the competitors.

The main faults to be avoided in correspondence to customers are: postal jargon; high-handed bureaucratic attitude; negative authoritarian style; lack of consideration for the customer's point of view.

In order to make communication a major weapon in their development, postal administrations must develop communication strategies and in particular rethink the correspondence which must form part of their commercial strategies.

OBJECTIVES	ACTIONS
A1 Ensure a better knowledge of the various components of the market	A1.1 Define and monitor the development of customer satisfaction indicators Responsibility: Governments, Administrations
	A1.2 Regularly conduct targeted market research with a view to developing and applying appropriate strategies Responsibility: Administrations
	A1.3 Monitor the activities of competitors to be fully informed on their products and services, prices, strategies and practices Responsibility: Administrations
	A1.4 Cooperate in market research projects conducted at international or regional level Responsibility: Administrations, Restricted Unions

A1.5 Wherever possible, supply the International Bureau with market research findings which could be of interest to other administrations

Responsibility: Administrations, Restricted Unions

A1.6 Develop and implement training programmes for management in gathering information (market research), analyzing and making effective use of it

Responsibility: Administrations, Restricted Unions

A2 Prepare and implement, on the basis of market research, customer-oriented commercial strategies founded, as far as major clients are concerned, on partnership

A2.1 Expand and adapt the range of products and services in response to specific customer needs and changing market requirements

Responsibility: Administrations

A2.2 Facilitate customer access to postal products/services, particularly by simplifying products and services, procedures, regulations and rates, and by adapting the sales and service network to customer needs (eg location, business hours, readily identifiable house-style, etc)

Responsibility: Administrations

A2.3 Rationalize tariffs and adopt a flexible cost-related rates policy, adapted to market conditions (contractual rates for major customers, rebates in cases of preliminary sorting by the customer, etc)

Responsibility: Governments, Administrations

A2.4 Consider joint inter-administration sales promotion campaigns aimed at multinational customers and international organizations

Responsibility: Administrations, Restricted Unions

A2.5 Establish address lists, subject to appropriate safeguards for personal privacy, and if necessary electronic directories for use in direct mail marketing

Responsibility: Administrations

A2.6 Adopt a dynamic policy of external communication aimed at presenting a positive and unified image of the administration as well as of its products and its services

Responsibility: Administrations

A3 Adapt the structural and functional organization to market requirements

A3.1 Promote a commercially-oriented business culture geared to total quality and customer satisfaction

Responsibility: Governments, Administrations

A3.2 Introduce or strengthen the marketing function responsible for preparing marketing plans and commercial strategies

Responsibility: Administrations, Restricted Unions

A3.3 Establish or strengthen the sales function (establishment of a sales force) and adopt sales strategies based on account management for important customers

Responsibility: Administrations

A3.4 Establish a body to respond to the opportunities now presented by the UPU's EDI activities

Responsibility: Administrations

A4 Implement commercial customer relations programmes based on the best existing practices

A4.1 Create customer-care units manned by specialized staff, in order to respond quickly and correctly to customers' inquiries and complaints

Responsibility: Administrations

A4.2 Reduce bureaucratic procedures in relations with customers

Responsibility: Administrations

A4.3 Personalize written communication with customers and use it more effectively to project a unitary and positive image of the organization and of its products and services

Responsibility: Administrations

A4.4 Establish Post–Customer councils at local and national level, as well as consultative committees to act as exchange/resource centres for evaluating and developing products and services

Responsibility: Administrations

B. Quality of service and improvement of operations

SITUATION

As many market research findings show, customers regard reliability as one of the vital characteristics of any postal service. Consequently, service standards for all products and services must be communicated to customers who must be able to rely on the administration's commitment to them.

However, a number of administrations have not yet set end-to-end service standards. Where these standards have been set, they often fail to take account either of customer expectations or of competitor performance. Similarly, it should be noted that quality of service checks at national level are not carried out regularly.

When quality of service standards are fixed and end-to-end quality checks are carried out, administrations do not always evaluate customer satisfaction, which may require the fulfilment of other quality criteria than reliable mail transmission times.

The implementation of a total quality policy must focus on customer care and satisfaction at all stages of a customer's relations with the postal business, ie before (requests for information), during (special customer requirements) and after sales (after-sales service). This policy must be taken to heart by the whole organization – and in particular by its staff for whom it should be a source of additional motivation – at all stages of the production process (implementation of the total quality concept).

OBJECTIVES	ACTIONS
B1 Implement a quality of service policy	B1.1 Define, update and implement quality of service standards on the basis of customer needs and expectations at national and international levels Responsibility: Administrations, Restricted Unions
	B1.2 Establish internal systems for measuring and comparing actual performance against pre-established standards and ideally supplement them with assessment by independent agencies Responsibility: Governments, Administrations
	B1.3 Advertise quality of service externally: implement an external communication programme about quality standards and inform customers of the results of quality monitoring and improvement measures Responsibility: Administrations
	B1.4 Strengthen staff motivation and commitment as regards quality of service by means of an internal communication programme providing regular information about product and service performance at international, national, regional and local level Responsibility: Administrations

B1.5 Adopt an integrated approach to management based on the total quality concept and on the best state-of-the-art business practices, including strategic and operational planning, paying special attention to consistency between marketing plans and operational support

Responsibility: Administrations

B1.6 See that quantified quality of service objectives are included in the information and management control systems

Responsibility: Administrations

B1.7 Set up structures for monitoring quality of service in order to identify, locate and correct weak points, to take preventive action and to correct dysfunctions

Responsibility: Administrations, Restricted Unions

B1.8 Regularly analyze complaints and disputes with customers to identify the problems and their causes, correct them and take preventive action

Responsibility: Administrations

B1.9 Take an active part in international postal service quality tests organized by the International Bureau, by Restricted Unions, and by other multilateral or bilateral arrangements

Responsibility: Administrations

B1.10 Review and implement recommendations made by UPU consultants and Regional Advisers

Responsibility: Governments, Administrations

B1.11 Invest terminal dues revenue in service improvement projects

Responsibility: Governments, Administrations

B2 Adopt and implement a voluntary security-related policy at all stages of postal activity

B2.1 Create a security unit or reinforce the existing one

Responsibility: Administrations, Restricted Unions

B2.2 Introduce appropriate security measures at all stages of operations

Responsibility: Administrations, Restricted Unions

B2.3 Coordinate security policy in areas involving postal interests with the appropriate national authorities (Customs, police, civil aviation, etc)

Responsibility: Administrations, Restricted Unions

B2.4 Increase postal employee awareness of the importance of security through training, regular information and the provision of appropriate documentation

Responsibility: Administrations, Restricted Unions

B3 Expedite customs clearance of items

B3.1 Create national and local Post-Customs contact committees or improve their operation and effectiveness, with a view to simplifying procedures, reducing customs formalities and speeding up the handling of postal traffic

Responsibility: Administrations, Restricted Unions

B3.2 Introduce customs pre-clearance systems, where possible.

Responsibility: Administrations

B4 Make use of dedicated telecommunications networks and systems (such as EDI) aimed at ensuring the effective interconnection of the international postal network

B4.1 Introduce or develop national and international computerized track and trace systems for items and mails and where appropriate connect these systems to regional and international systems

Responsibility: Administrations, Restricted Unions

B4.2 Deploy and support the development and use of UPU EDI products and services designed to introduce new, more efficient means of communication between postal enterprises and between the Post and its partners

Responsibility: Governments, Administrations, Restricted Unions

B5 Adopt cost control policies and measures to improve the efficiency and productivity of operations with the aim of supporting competitive price structures

B5.1 Develop and introduce traffic and work measurement systems for all major operational processes

Responsibility: Administrations, Restricted Unions

B5.2 Introduce targeted management control systems based on work measurement and cost data in order to ensure progressive improvements in labour and financial productivity

Responsibility: Administrations, Restricted Unions

B5.3 Organize and train a corps of central/regional operational inspectors to carry out a programme of regular audits of operational centres/facilities

Responsibility: Administrations, Restricted Unions

B5.4 Introduce a management information system permitting senior managers to review regularly the overall trend of unit costs for all products/services, and the performance against target of major operational facilities, business divisions, regions, etc

Responsibility: Administrations, Restricted Unions

C. Management independence and postal development

SITUATION

Postal administrations have not always been able to react quickly and appropriately to the requirements of their respective domestic markets and to the changing international postal market. Their often bureaucratic management set-up and the administrative constraints imposed on them limit their commercial freedom of manoeuvre and increase their response times to the market's various demands. As a result, their market operating conditions are unfavourable compared with those of their national or multinational private-sector competitors.

Postal public operators must combine their concern for competitiveness and profitability with the need to provide a universal public service. To do so, they must be free to act effectively in order to ensure their development. This management freedom or independence should be exercised in the following fields in particular: service structures and organization, pricing policy, financial management, conditions of service and management of human resources as well as the freedom to enter into strategic alliances.

However, active cooperation on the part of all member countries is needed to accelerate the development of the postal services of developing countries and to strengthen the international postal network in the interests of all customers in developed and developing countries. Consequently, a global, integrated approach within the framework of the UPU is indispensable.

OBJECTIVES	ACTIONS
C1 Secure the administrative and financial management independence needed by public operators to support a commercial style of management responsive to customer needs	C1.1 Acquire a legal status that will provide the management independence, financial autonomy and accountability needed to respond more effectively to the requirements of the market Responsibility: Governments, Administrations, Restricted Unions
C2 Define clearly the privileges and obligations of public postal operators	C2.1 Clearly define the limits and scope of the monopoly or reserved services in consideration of the resources needed to ensure a sound financial base for the Post, which has a public service obligation extending over the entire national territory Responsibility: Governments C2.2 Introduce a system for monitoring the application of reserved service/monopoly provisions Responsibility: Governments, Administrations

C2.3 Define, as necessary, the limits on competition in domestic and international services taking into account the need to ensure that competition is fair and consistent with other obligations such as those that may arise under GATS

Responsibility: Governments, Administrations

C3 Prepare and implement common development strategies at regional level

C3.1 Participate in the preparation and implementation of development strategies at regional level in order to improve quality of service, ensure the promotion of products and services and improve competitivity

Responsibility: Administrations, Restricted Unions

C3.2 Define and apply a policy of cooperation in respect of research and development, the transfer of knowledge (sharing of experience) and technologies, for example by means of the build–lease–transfer system (system for the leasing of technology between administrations)

Responsibility: Governments, Administrations, Restricted Unions

C4 Participate within the UPU in postal development activities in the technical cooperation field in order to improve the performance and competitive position of the world postal network

C4.1 Support postal development programmes by various means, ie the financing of projects, training courses, fellowships, etc

Responsibility: Governments, Administrations

C4.2 Implement recommendations made by the appropriate bodies of the Union

Responsibility: Administrations, Restricted Unions

D. Human resources

SITUATION

The quality and motivation of personnel at all levels is a decisive factor in quality of service. Customer satisfaction, and hence postal administrations' ability to sustain and improve their position in competitive markets, depend on the capability and professionalism of staff and their motivation. The effective mobilization of human resource is a high priority for all postal administrations. Employee performance must be improved by a training policy which is geared to market requirements, takes account of the various postal professions, places emphasis on new management techniques and promotes team work. Pay and conditions of service of postal employees need to be brought into line with those of comparable private sector employees if qualified staff are to be recruited, retained in the organization, and properly motivated.

OBJECTIVES	ACTIONS
D1 Introduce modern human resource development policies	D1.1 Remunerate staff at a level comparable to that in similar sectors of economic activity Responsibility: Governments, Administrations
	D1.2 Recruit and employ qualified staff under the same conditions as those prevailing in industry in general Responsibility: Governments, Administrations
	D1.3 Introduce financial and non-financial incentive mechanisms with a view to increasing productivity and improving quality Responsibility: Governments, Administrations
	D1.4 Make a point of establishing/maintaining good relations with labour unions and seek their cooperation in implementing Seoul Postal Strategy objectives and actions Responsibility: Administrations
D2 Adapt training to the commercial function of the Post	D2.1 Provide permanent and refresher training for staff with a view to obtaining human resources that match corporate objectives and strategies and market requirements Responsibility: Administrations, Restricted Unions
	D2.2 Introduce targeted professional training programmes in the fields of operations, financial management, marketing, sales, public relations, total quality management, planning, use of computerized management aids, etc Responsibility: Administrations
	D2.3 Improve the capability of postal training schools and institutes to enable them to provide appropriate, modern, professional training in all fields Responsibility: Administrations, Restricted Unions
D3 Adopt a management approach that emphasizes the value of team work and staff motivation	D3.1 Introduce where appropriate the "quality circles" system Responsibility: Administrations
	D3.2 Improve management information systems and the flow of information, to promote better work management and prompt response to customer requirements by service units and individuals Responsibility: Administrations

D3.3 Define and periodically analyze indices of employee satisfaction (eg rate of staff turnover, absence statistics, employee attitude surveys, etc)

Responsibility: Administrations

D3.4 Adopt a consistent policy of regular internal communication on corporate objectives, performance, products and services, as well as the results of customer satisfaction measurements

Responsibility: Administrations

1.4 Miscellaneous

Resolution C 46/Seoul 1994

Strategic planning and programme budgeting – roles and responsibilities

Congress,

In view of
the reform of the management of the work of the Union, including the introduction of strategic planning and programme budgeting, and the restructuring of the Union's bodies,

Taking account
of the creation of two new bodies, a Council of Administration and a Postal Operations Council, and the responsibilities which these new bodies will have, with the support and initiative of the International Bureau, to implement the Strategic Plan adopted by Congress, to update that Plan on an annual basis, and to work together in carrying out the new strategic planning and programme-budgeting processes,

Recognizing
that it will be the responsibility of the new Council of Administration and the new Postal Operations Council to organize and adapt their work on the basis of ongoing experience and to consult with the International Bureau on developing and improving the strategic planning and programme-budgeting processes,

Invites

the Council of Administration, the Postal Operations Council and the International Bureau to draw upon the Executive Council recommendations for the conduct of the strategic planning and programme-budgeting processes during the period leading up to the next Congress, as set forth in the attached annexes, namely:

Annex 1 – Strategic planning/Programme budgeting/Roles and responsibilities
Annex 2 – Strategic planning process with new structure
Annex 3 – Strategic planning within UPU – Congress year – New five-year Plan
Annex 4 – Strategic planning within UPU – Annual cycle (non-Congress year) – Annual plan update
Annex 5 – Strategic planning process/Programme budgeting/Calendar of activities relating to roles and responsibilities

(Proposal 020, Committee 3, 5th meeting)

Annex 1

Strategic planning

Programme budgeting

Roles and responsibilities

I. Congress

- Deals, in the General Debate, with key issues facing the UPU for the next five-year period;
- Considers proposals for how the bodies of the Union should respond to key issues and incorporates decisions on these into the draft Strategic Plan;
- Adopts a resolution through which it gives overall approval to the UPU Strategic Plan (SP) for 1995–1999, including:
  - UPU mission statement;
  - objectives, programmes, projects, activities (OPPA);
  - priorities and resources to be allocated to them;
  - allocation of strategic planning projects and activities between the Council of Administration (CA), the Postal Operations Council (POC), and the International Bureau (IB);
  - estimated costs of all activities;
  - authority for the CA and the POC, in consultation with the International Bureau, to update the Plan on an annual basis, including to reallocate resources within annual ceilings and to revise cost estimates;
  - setting of annual budget ceilings and drawing upon mandatory contributions to implement the Strategic Plan;
  - authority to draw upon additional voluntary contributions or other revenues to implement strategic planning activities in accordance with financial procedures to be approved by the CA;
- Adopts annual budget ceilings which govern the expenditure of mandatory contribution in carrying out strategic planning activities;
- Adopts a financial plan, either as an annex to the Strategic Plan or as a separate document, which provides:
  - necessary financial details for all activities included in the Strategic Plan, including all International Bureau basic functions, with clear authority for the CA and the POC, in coordination with the International Bureau, to update the budget annually in accordance with changes in the Strategic Plan;
  - flexibility to incorporate new activities or levels of activity which may be added to the Strategic Plan during the inter-Congress period and all supplementary revenue sources outside the mandatory membership contributions.

II. Council of Administration (CA)

- Meets annually in the autumn and:
  - receives pre-audited reports, evaluates progress in implementing the Strategic Plan for the previous year and considers strategic developments during the year which may affect the Union and its mission and objectives as well as the CA and its programmes, projects and activities;
  - provides guidance and instructions to its Committees and Working Parties and to the International Bureau on the implementation of the Strategic Plan for the coming year;

  - annually updates the Strategic Plan and approves the programme budget for the following year on the basis of proposals submitted by the Postal Operations Council and developed by it in consultation with the CA and with the support and participation of the International Bureau;
  - provides policy guidance, in the form of resolutions or recommendations, to the POC and to the International Bureau on the implementation of studies and activities under the Strategic Plan, in accordance with its responsibilities as set forth in the Constitution and General Regulations;
  - approves inclusion of all voluntary contributions and all revenues from all other sources in the programme budget and approves as well the allocation of these revenues to any new activities or new levels of activity to be carried out under the Strategic Plan, thereby assuring that all activities and their financing are accounted for in the Strategic Plan and its related programme budget;
  - delegates responsibility to its Chairman to approve, between CA meetings, the allocation of any unanticipated additional financial resources which may become available to the Union and which have not been included in the approved Strategic Plan and programme budget and their expenditure for urgent activities, after consultation with the POC Chairman and the International Bureau, and in accordance with such additional financial procedures as it may adopt;
- Entrusts the Management Committee with reviewing in detail the Strategic Plan proposed by the POC and updating the financial plan accordingly;
- Establishes a Strategic Planning Working Party (SPWP) under the Management Committee. The role of this Working Party will be, in particular, to inform the POC about policy and guidelines issued by the CA; it will also provide liaison with the POC Strategic Planning Working Party and the International Bureau; the Chairmen of these Working Parties and the International Bureau together form the joint CA/POC/IB Strategic Planning Group; this Joint Group will deal in particular with issues relating to the annual revision and updating of the SP and the FP;
  (NB: Although the representative of a country appointed to the SPWP should preferably be highly experienced in UPU and international postal activities, it would be helpful to include as well, as the occasion may warrant, the additional support of a planning expert with significant experience in domestic and national strategic planning and programme-budgeting activities.)
- Establishes a CA Management Committee (CA MC), under the chairmanship of the CA Chairman, and made up of CA Committee Chairpersons and the CA SPWP Chairman:
  - to oversee all CA activities carried out under the Strategic Plan;
  - to consider proposals to revise annually CA activities and priorities as set forth in the SP and PB;
  - to meet with the POC Management Committee in a joint Planning Forum as necessary, but at least once prior to the next Congress, to reconsider the mission of the UPU and to contribute to the process of developing the next five-year Plan for submission to Congress.

III. Postal Operations Council (POC)

- Meets annually in the spring and:
  - assumes lead responsibility for overseeing the development and annual updating of the Strategic Plan and programme budget and for their presentation to the CA for approval;
  - receives reports and evaluates progress in implementing the Strategic Plan for the previous year and considers strategic developments during the year which may affect the Union and its mission and objectives as well as the POC and its programmes, projects and activities;
  - evaluates priorities and budget resources allocated to it by the CA for the coming year and consults with the International Bureau and the Chairman of the CA regarding any reallocation of these resources considered necessary to achieve objectives and to carry out POC programmes, projects and activities;

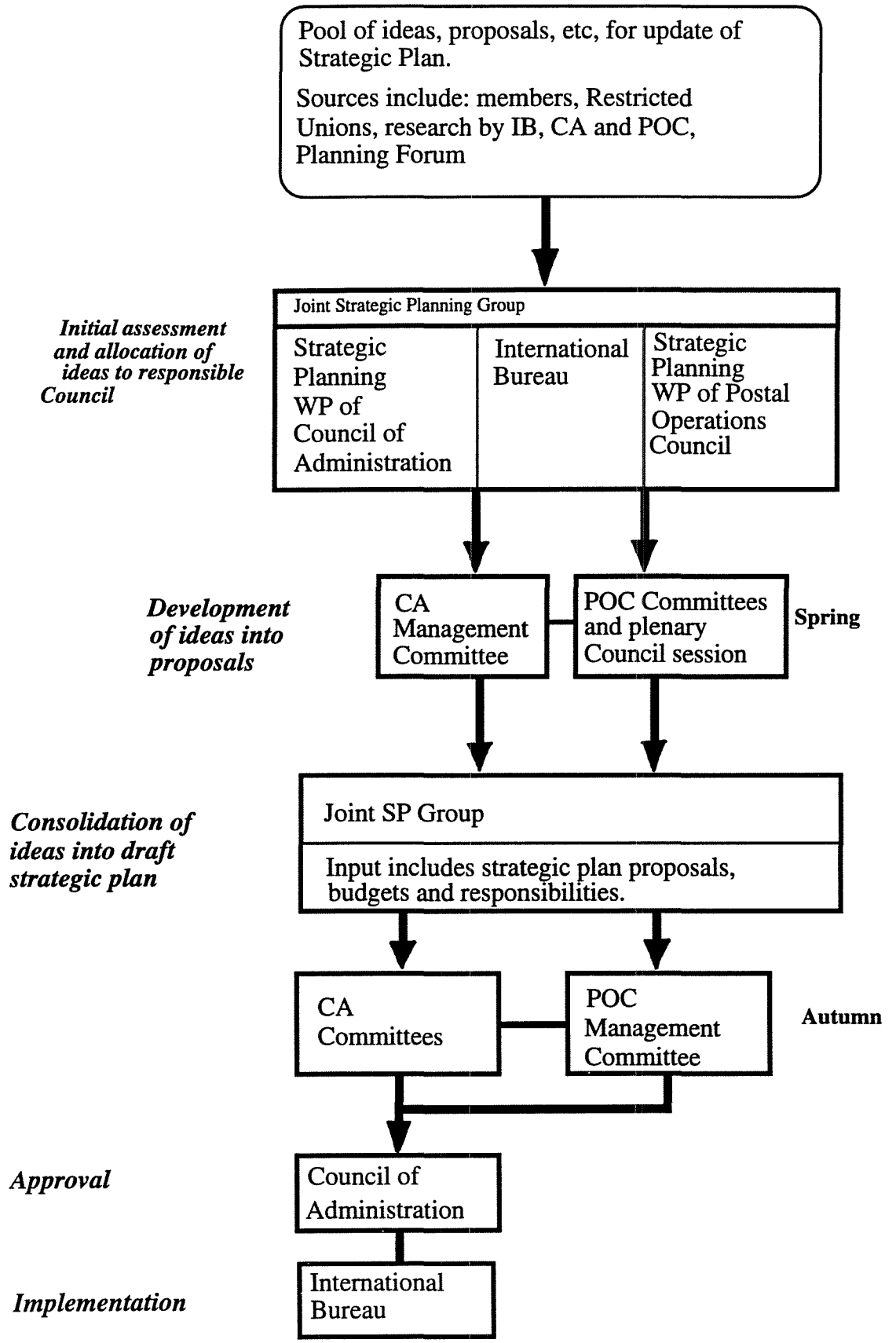
  - receives policy guidance on strategic planning issues from the CA in the form of CA resolutions and decisions and provides guidance and instructions to POC Committees and Working Parties and to the International Bureau on the implementation of the Strategic Plan for the coming year;
  - approves the draft Strategic Plan and its financial implications for the following year, as prepared by the International Bureau, and which are to be submitted for approval to the CA in the autumn;
- Establishes a POC Management Committee (POC MC), under the chairmanship of the POC Chairman, and made up of POC Committee Chairpersons and the Chairman of the POC SPWP:
  - to oversee all POC activities carried out under the Strategic Plan;
  - to consider proposals to revise POC activities and priorities annually as well as to re-allocate budget resources available to the POC for its activities within the framework of the Strategic Plan and programme budget approved previously by the CA;
  - to meet with the CA Management Committee in a joint Planning Forum as necessary, but at least once prior to the next Congress, to reconsider the mission of the UPU and contribute to developing the next five-year Plan for submission to Congress;
- Establishes a Strategic Planning Working Party (SPWP) under the POC Management Committee to liaise with the CA SPWP and with the International Bureau strategic planning service during the period between POC meetings (as noted, the Chairmen of these bodies form the Joint CA/POC/IB Strategic Planning Group) responsible for overseeing the work of the International Bureau in monitoring the implementation of the Strategic Plan and programme budget and developing proposals to revise them annually.
(NB: Although the representative of a country appointed to the SPWP should preferably be highly experienced in UPU and international postal activities, it would be helpful to include as well, as the occasion may warrant, the additional support of a planning expert with significant experience in domestic and national strategic planning and programme-budgeting activities.)

IV. International Bureau

- Provides secretariat support for the Congress, the CA, and the POC for the identification of strategic issues and priorities, for the development of the Strategic Plan and programme budget, for carrying out programmes, projects and activities, and for monitoring progress in achieving objectives;
- Establishes strategic planning and programme-budgeting functions to work with International Bureau Heads of Section and with the IB Strategic Planning Group (SPG – made up of those International Bureau Heads of Section with particular responsibilities to support the strategic planning process) and to take the lead in monitoring progress in implementing the Strategic Plan and programme budget and in advising International Bureau senior management on implementation requirements; these strategic planning and programme-budgeting functions:
  - assure that all activities which require the expenditure of Union funds are identified, make recommendations to the CA and to the POC for the inclusion of these activities in an appropriate programme, project or activity in the Strategic Plan, and develop cost estimates for these activities for inclusion in the Strategic Plan and programme budget;
  - track expenditures against cost estimates and adjust cost data in the annual programme budget to provide reasonably accurate information to the CA, to the POC, and to the International Bureau senior management on the costs of Union activities;
  - collaborate with the POC SPWP, the CA SPWP and the Joint CA/POC/IB Group in the development and implementation of the Strategic Plan and the programme budget;
  - prepare reports on strategic planning and programme-budgeting issues for submission by the IB to the CA and the POC;
- Establishes a strategic planning group (SPG), made up of officials involved in this subject.

Annex 2

STRATEGIC PLANNING PROCESS WITH NEW UPU STRUCTURE



Annex 3

Strategic planning within UPU – Congress year – New five-year plan

	Confirm mission and objectives	Identify relevant issues to UPU	Prioritize issues	Develop five-year Strategic Plan	Approve five-year Strategic Plan*	Approval of five-year budget ceilings
Member countries	A	A	A			
Congress	D				D_2	D
CA	A	A	A		D_1 P_1	P
CA Management Committee	A	A	A	A_1		
CA Committees	A	A	A			
POC	A	A	A	P_3	P_2	
POC Management Committee	A	A	A	P_2	A	A
POC SPWP	O	O	D	O	A	A
POC Committees	A	A	A			
Joint CA/POC/ IB Group	A	A	A	A_1		
Planning Forum	A	A	A	A_1		
IB	C P	C P	C P	C P_1	P_3	A

Key: A = Advisory C = Coordinate D = Decision L = Lead
O = Oversee P = Propose A_1 = Comment on draft SP

* As in a non-Congress year, the Council of Administration will be making a decision on the Strategic Plan to be submitted to Congress and to apply to the next five-year period on the basis of a proposal from the Postal Operations Council. The CA, therefore, will "approve" the Plan for submission to Congress, while the Congress itself will ultimately "approve" the Plan. (*NB: This and other requirements will require at least a brief CA meeting, perhaps immediately following the POC, during the Congress year.*)

Furthermore, in view of the involvement of the International Bureau and the Postal Operations Council in developing the Plan to be submitted to Congress, it also seems appropriate to give them a voice, along with the Council of Administration, in presenting the five-year plan at Congress. The Chairman of the CA could introduce the plan and explain areas and issues for which the CA is responsible; the Chairman of the POC could explain areas and issues for which the POC would be responsible; and the IB could explain implementation and financing implications of the plan for the IB.

Annex 4

Strategic planning within UPU – Annual cycle (non-Congress year) – Annual plan update

	Identify relevant issues to UPU	Prioritize issues	Develop/ review Strategic Plan	Approve annual Strategic Plan	Approval of annual budget	Implement	Monitor and report
Member countries	A	A				L	
CA	A	A		D	D	L	A
CA Management Committee	A	A	A	A			A
CA Committees	A	A				L	A
POC	A	A	P_2			L	A
POC Management Committee	A	A	P_2	P_1**	A		A
POC SPWP*	O	D	O	A	A	O	O
POC Committees	A	A	A			L	A
Joint CA/POC/IB Group*	A	A	A			A	A
IB*	C P	C P	C P_1	C P_2**	P	C L	L

Key: A = Advisory C = Coordinate D = Decision L = Lead
O = Oversee P = Propose

* The CA and POC Strategic Planning Working Parties and the International Bureau will form a Joint Strategic Planning Group with the ability to meet both during and between sessions of the CA and the POC, as necessary, to provide a forum for advice and consultation on the development of the Strategic Plan and financial plan and on monitoring its implementation. The Chairman of the POC SPWP will serve as facilitator of the Joint Group and the IB strategic planning expert will serve as secretary.

** Each autumn the CA will approve the annual updating of the Strategic Plan for the following year on the basis of a proposal arising from the POC the previous spring. It may be helpful to have the POC Chairman and the IB share the presentation at the CA in view of their joint role in developing the proposal.

Annex 5

Strategic planning

Programme budgeting

Process calendar for roles and responsibilities

Calendar	Body	Activity
22 August– 14 September 1994	Seoul Congress	Adopt Strategic Plan, ie, mission and objectives, programmes, projects, activities (OPPA; however, Congress should essentially take note of projects and activities and give general approval without discussion in detail). Set annual ceilings on UPU expenditures for period between Congresses. Authorize CA and POC, in consultation with the International Bureau, to update the Strategic Plan annually, including authority to reallocate resources within annual ceilings and to revise cost estimates. Allocate strategic planning projects and activities between CA and POC in accordance with responsibilities as provided in the General Regulations. Take note of recommendations in SP for allocation of resources among OPPA and further identify, to the extent it chooses to do so, priority programmes, projects or activities and specify minimum resources to be made available to these or other activities within annual ceilings and from mandatory contributions. NB: The Strategic Plan adopted by Congress will apply to the period from 1995 to 1999, although for the first year, 1995, the related programme budget will be implemented on a trial basis alongside the present budget system in order to provide for a transition period for the refinement of the new system.
24 August– 13 September 1994	International Bureau	Monitor results of the General Debate and other decisions taken during Congress which require incorporation into the Strategic Plan and update the Plan, including financial implications and allocation of responsibilities, accordingly for review and adoption by Congress.

Calendar	Body	Activity
12 September 1994	Council of Administration	Constituent meeting. Determine the number of Committees and their duties, taking account of the recommendations from Congress based upon proposals for restructuring. Elect Committee Chairmen and Vice-Chairmen and also designate Chairman and members of Strategic Planning Working Party so that the latter can begin to liaise with the POC Strategic Planning WP and with the International Bureau, as part of the Joint Strategic Planning Group. Circumstances permitting, allocate tasks arising from decisions of Congress and incorporated in the Strategic Plan and all other OPPA tasks included in the Plan among the various Committees.
12 September 1994	Postal Operations Council	Constituent meeting. Determine the number of Committees and their duties, taking account of the recommendations from Congress based upon proposals for restructuring. Elect Chairman, Vice-Chairmen, and Committee Chairmen and Vice-Chairmen and also designate Chairman and members of Strategic Planning Working Party so that the latter can begin to liaise with the CA Strategic Planning WP and with the International Bureau, as part of the Joint Strategic Planning Group. Circumstances permitting, allocate tasks arising from decisions of Congress and incorporated in the Strategic Plan and all other OPPA tasks included in the Plan among the various Committees.
October 1994–January 1995	International Bureau	Review OPPA and, if necessary, develop recommendations for allocation of tasks among CA and POC Committees, in consultation with CA SPWP and POC SPWP Chairmen. Monitor developments following Congress and identify issues which may influence the Strategic Plan and its priorities and resource requirements, particularly for 1995. Continue work on update of Strategic Plan and programme budget for 1995 to be implemented on a trial basis.

Calendar	Body	Activity
		Continue preparing to implement the Strategic Plan and programme budget for 1995, assuring that the computerized budget and accounting management information system is available to support the programme budget to be introduced in 1995 on a trial basis alongside the present budget system.
January 1995	POC SPWP, POC MC and plenary; CA SPWP and CA MC	Review the Joint SP Group recommendations to finish allocation of OPPA among the various Committees, if necessary, and consider further proposals for implementing the SP in 1995 or for updating the SP for 1996, including identification of new issues, changes in priorities, or reallocation of resources. Committees will determine requirements for Working Parties and reporting countries and allocate OPPA among them, taking account of recommendations from Joint SP Group. Reporting countries and Working Parties begin organizing to implement the Strategic Plan for 1995. As the programme budget will replace the traditional budget in 1996, the POC Strategic Plan (SP) and programme budget (PB) recommendations for 1996 must identify all POC programmes, projects and activities to be carried out within the framework of the mandatory budget and the budgetary resources required for these activities and must separately identify potential further activities requiring additional resources outside the mandatory budget and possible sources of financing for them. POC will finally approve proposals to update the SP for 1996 for consideration by the CA.
February 1995–October 1995	Joint SP Group	Monitor implementation of SP by POC and by International Bureau, perform research and collect data as required by SP projects and activities, meet as necessary, and prepare reports and recommendations for CA.
February 1995–October 1995	CA and POC Committees and WPs; International Bureau	Implement Strategic Plan for 1995. Identify issues with potential policy implications for which CA guidance may be required and begin consultation with CA Committee and WP counterparts which may already have been established during the CA constituent meeting at Congress; otherwise, note such issues for consideration at the October CA and bring to the attention of POC MC and of Joint SP Group.

Calendar	Body	Activity
October 1995	CA SPWP, CA MC and CA plenary	Review Joint SP Group recommendations to finish allocation of OPPA among the various Committees, if this has not been accomplished during the constituent meeting at Congress, and consider further proposals for implementing and financing the SP in 1996. Committees will determine requirements for Working Parties and reporting countries and allocate OPPA among them, taking account of recommendations from Joint SP Group. Reporting countries and Working Parties begin organizing to implement the Strategic Plan for 1996. (As the CA will not meet until the autumn of 1995, a year after Congress, ideally the CA will have allocated its work, designated the reporting countries and created the Working Parties, at least for key oversight areas such as terminal dues, the strategic planning and programme budgeting functions, and perhaps security and postal development, at its constituent meeting during Congress, or at latest at a CA Management Committee meeting during the January 1995 POC.) Consider POC proposals for updating the SP and PB for 1996, including identification of new issues, changes in priorities, or reallocation of resources. As previously noted, the programme budget submitted to the CA for consideration will replace the traditional budget in 1996, and the Strategic Plan (SP) and programme budget (PB) recommendations for 1996, therefore, must identify all POC and CA programmes, projects and activities to be carried out within the framework of the mandatory budget and the budgetary resources required for these activities and must separately identify potential further activities requiring additional resources outside the mandatory budget and possible sources of financing for them; furthermore, both the SP and the PB must also assure that all International Bureau basic functions have been identified and included within the OPPA framework. The Strategic Plan and programme budget for 1996 must also clearly distinguish resources to be made available to the POC for activities for which it is responsible from resources to be made available to the CA.

Calendar	Body	Activity
		Within the framework of the resources allocated to the POC for 1996, therefore, the POC should be able to reallocate resources during 1996 as it considers necessary, after consultation with the International Bureau and the Chairman of the CA to assure that this does not adversely affect activities they must carry out in 1996. With respect to potential activities which could be carried out in 1996 on the basis of resources obtained from voluntary contributions or from other sources outside the mandatory budget, all such extra-mandatory budget financial resources known at the time of the October 1995 CA must also be included in the programme budget for 1996 and their allocation to specific activities must be approved by the CA.
1996–1999	CA, POC and IB	Although 1995 will not be a typical inter-Congress year, as it is the first year after a Congress when the work of implementing the Strategic Plan is just getting organized and new Committees and Working Parties are just being designated, a process similar to that described above for 1995 will be required for each subsequent year up to the next Congress. During this period, the draft Strategic Plan and programme budget for the next five-year period, 2000–2004, will have to be developed and approved for recommendation to Congress.
February/March 1999	Final POC	Approve both the recommendation to the CA for annual update of SP for 2000 and the recommendation to the CA for next five-year SP to be proposed to Congress.
February/March 1999	Final CA	Consider and approve both POC recommendation for annual update of SP for 2000 and also POC recommendation for next five-year SP and PB to be proposed to Congress. NB: During a Congress year it is recommended that the CA hold at least a brief meeting immediately following the final POC to consider final proposals to Congress and to approve the draft SP to be proposed to Congress.

Resolution C 55/Seoul 1994

Postal relations on the Korean peninsula

Congress,

Recognizing
the spirit of the Constitution which calls for the member countries to develop communications between their peoples through the efficient operation of postal services and to contribute to the attainment of the noble aims of international collaboration in the cultural, social and economic fields,

Reaffirming
the scope of the Union as defined in article 1 of the Constitution according to which the member countries shall comprise a single postal territory for the reciprocal exchange of letter-post items and according to which freedom of transit shall be guaranteed throughout the entire territory of the Union,

Recalling
the urgent appeal made in resolution C 37/Lausanne 1974 to the Governments of the member countries to refrain as far as possible from interrupting or hindering postal traffic, especially the exchange of correspondence containing messages of a personal nature, in the event of dispute, conflict or war,

Noting
that the direct exchange of postal items does not exist within the Korean peninsula,

Seizing
the opportunity of its meeting in Seoul,

Requests

the Democratic People's Republic of Korea and the Republic of Korea to institute postal exchanges between them as soon as possible,

Instructs

the Director-General of the International Bureau to take such action as he may consider appropriate in this area,

Also requests

the member countries of the Union to support the full implementation of the Constitution on the Korean peninsula, including the freedom of postal exchanges between the North and the South.

(Congress – Doc 93, 10th plenary meeting)

Resolution C 59/Seoul 1994

Continuation after the Seoul Congress of the study on improving the management of the Union's work

Congress,

In view of
the report submitted by the Executive Council on the management of the Union's work (Congress – Doc 70),

Noting
the improvements introduced by the Executive Council within the scope of its powers,

Recognizing
the fundamental changes the international postal sector is currently experiencing, such as the expansion of competition, the liberalization of exchanges of services, and the growing need to take into consideration the interests of all participants in postal activity,

Considering
that Congress has approved proposals for substantial changes in the organization, responsibilities and functioning of the Union's bodies,

Considering also
that Congress has approved proposals aimed at streamlining the Union's Acts (Congress – Doc 60),

Convinced
of the need for this review process to be continued,

Instructs

the Council of Administration, in consultation with the Postal Operations Council and the International Bureau, to:

i continue seeking as a matter of priority ways of improving all aspects of the Union's structure and of the management of its work;
ii continue reviewing the Union and its activities, particularly as regards:
  a the Union's mission, which should be examined in depth;
  b the system of financing of the different types of Union activity;
  c the functioning of the Councils, with a view to increasing their effectiveness;
  d the status of members, and in particular the possibility for representatives of parties concerned by international postal activity to participate in certain Union work;
  e the implementation of strategic planning and programme-budgeting systems;
  f the organization structure of the International Bureau;
  g further recasting of the Acts;
iii formulate proposals for reform based on the results of the work described above:
  a for implementation as soon as possible and prior to the next Congress, as appropriate;
  b for submission to the next Congress for approval;
iv see to it that all UPU members wishing to do so have the opportunity to participate effectively in the work described above.

(Proposal 043/Rev 1, Committee 3, 6th meeting)

Resolution C 76/Seoul 1994

UPU Strategic Plan, Operational Plan and financial plan

Congress,

Following
the decision of the Executive Council to introduce a system of strategic planning and programme budgeting, as part of the general improvements in the management of the Union's work arising out of Washington Congress resolution C 8/1989,

Recognizing
the need, explicit in that decision, for a fully coordinated and comprehensive system for planning all of the Union's activities and finances, and for greater financial and managerial transparency in the decision-making processes of all of the Union's bodies,

Acknowledging
the need for the Seoul Postal Strategy and the UPU Strategic Plan to be fully compatible and consistent with each other,

Adopts in principle

- the UPU Strategic Plan 1995–1999 as the document containing the programme of activities intended to ensure that the Union's bodies can fulfil the Union's objectives;
- the UPU Operational Plan 1995–1999, with the financial implications set out in the financial plan, as the key document for encompassing all the activities, as well as the costs and resources necessary to implement the activities, of the UPU and its bodies,

Instructs

the Council of Administration and the Postal Operations Council, in collaboration with the International Bureau:

a to implement the Strategic Plan and the Operational Plan in the manner they consider most appropriate, incorporating suitable performance measures;

b to take account of the need for flexibility of procedures, in the light of the new structures of the two Councils;

c to amend and update the Operational Plan and the financial plan each year in the light of changing circumstances, while:
   - recognizing the objectives outlined in the Seoul Postal Strategy;
   - taking account of the overall strategic direction and priorities indicated by Congress in the Strategic Plan;
   - taking into account the results, as they arise, from the continuation of the study on improving the management of the Union's work;
   - reallocating resources if necessary;
   - observing the budget ceilings fixed by Congress;

d to review the financial results and analysis, the categorization of activities, and the allocation of resources shown in Docs 74/Annex 2 and Add 1, recognizing that these are illustrative and indicative only, and do not limit the authority of the Council of Administration and the Postal Operations Council with regard to the amount and allocation of expenditure and to sources of financing within the framework of their respective powers;

e to approve each year the allocation of any financial resources additional to the regular budget which may be made available to the Union;

f to ensure that all the activities and finances of the Union and its bodies, including the updating of the plans, are conducted in accordance with the processes laid down in resolution C 46/Seoul 1994 "Strategic planning and programme budgeting – roles and responsibilities".

(Proposal 048, Committee 3, 7th meeting)

Decision C 77/Seoul 1994

Study on the Union's language system

Congress

Instructs

the Council of Administration:

i to conduct a comprehensive study of the Union's language system for the purpose of finding a global solution, acceptable to all member countries, taking special account of proposals 15. 106.94 and 15. 106.95, as well as other languages, particularly Chinese, German and Russian, and drawing on the systems adopted by the other specialized agencies of the United Nations;

ii also to analyze the definition of the concepts of official language and working language and the relationships between the two;

iii to consider all the consequences, including the financial ones, of introducing other working languages;

iv to submit relevant proposals to the next Congress.

(Committee 3, 7th meeting)

Decision C 89/Seoul 1994

Proposals referred to the CA and the POC

Congress

Instructs

the Council of Administration, in conjunction with the Postal Operations Council and the International Bureau, to consider the following proposals:

- establish a Working Party made up of a number of member countries and the International Bureau to make an in-depth study of extra-budgetary financing of Union activities;
- consult all member countries about extra-budgetary financing of the Union's reinforcement activities so that their views can be taken into account in a study conducted by the above-mentioned Working Party;
- base the study on the principles contained in Congress – Doc 19 and also consider the possibility of defining new means of extra-budgetary financing;
- consider and take account of the practices of the other specialized agencies of the United Nations common system for dealing with financial constraints,

Also instructs

the Council of Administration and the Postal Operations Council to study the possibility of extra-budgetary financing of Union activities, case by case, on the basis of the Union's current practice and the results of the above-mentioned study by the Working Party.

(Congress – Doc 19, Committee 2, 3rd meeting)

Resolution C 91/Seoul 1994

Financing the priority activities of the Union

Congress,

Concerned
at the level of the Union's Voluntary Fund for the 1996–2000 financial period,

Considering it necessary
to urgently reinforce the sources of funding for priority Union activities,

Considering
the urgent appeals made by the Executive Council and the International Bureau to all Union member countries during the period from 1992 to 1994, asking them to make a voluntary contribution in addition to their contribution to the regular budget of the Union,

Taking due account
of a decision by the Executive Council (CE 7/1994) instructing the International Bureau to prepare a draft Congress resolution along these lines,

Invites

all Union member countries to make extra-budgetary contributions for financing the priority activities of the Union,

Instructs

the Council of Administration, the Postal Operations Council and the International Bureau to take appropriate measures, each within its own sphere of responsibility, for the maintenance of an extra-budgetary fund.

(Congress – Doc 19, Committee 2, 3rd meeting)

2 Acts of the Union

2.1 General

Resolution C 1/Brussels 1952

Opinions, interpretations and formal opinions adopted by a Congress

The 13th Congress, meeting at Brussels, considers and formally declares that the opinions, interpretations and formal opinions relating to the Acts of the Union, adopted by various Congresses and referred to in the minutes of the meetings, do not have the same legal value as the Acts to which they apply. The purpose of these opinions, interpretations, etc, is to facilitate, where necessary, the interpretation of the Convention and the Agreements.

(French Documents of the 1952 Brussels Congress – volume II: pages 141, 317, 318)

Recommendation C 1/Vienna 1964

Accession to the Agreements

A number of member countries do not sign the UPU Agreements relating to certain optional services even though these services exist in their countries. Instead they conclude bilateral Agreements with other member countries in order to regulate this service at the international level. There results from this, rules which differ from those of of the UPU and a certain slowing down in the performance of postal operations. Congress therefore recommends that member countries should consistently sign all the Acts of the Union which concern a branch of the postal service existing in these countries.

(French Documents of the 1964 Vienna Congress – volume II: pages 658, 1347)

Resolution C 1/Lausanne 1974

Publication of the Resolutions and decisions other than those amending the Acts (recommendations, formal opinions, etc) adopted by Congress

Congress,

Recalling
the interpretation of the Vienna Congress that the expression "decisions taken by Congress" in article 101, paragraph 5, end, of the General Regulations, includes not only decisions which are the subject of a provision introduced into the Acts but also any other form of decision, such as opinions, formal opinions, resolutions and interpretations concerning the application of the Acts and the operation of the bodies of the Union,

Considering
resolution C 1 of the 1969 Tokyo Congress, by virtue of which the International Bureau published a Compendium of Congress decisions (Paris 1947–Tokyo 1969),

Recommends

the Government of the host country of Congress to notify to the Governments of the member countries of the Union at the same time as the definitive Acts of Congress the other decisions adopted by the latter,

Instructs

the Director-General of the International Bureau:
a to publish in the definitive documents of each Congress all the decisions adopted by that Congress;
b to bring the Compendium of Congress decisions up to date after each Congress.

(Documents of the 1974 Lausanne Congress – volume II: pages 959 and 960)

Resolution C 32/Lausanne 1974

Union practice concerning reservations

Congress,

Considering
on the one hand, article 22, paragraph 6, of the Constitution and, on the other hand, the practice observed thus far in the matter of reservations,

Confirms

the principle according to which reservations to the Acts of the Union must be made in the Final Protocols to these Acts, either on the basis of a proposal approved by Congress, or in accordance with the procedure governing the amendment of the Acts between Congresses, and that, upon admission or accession to the Union, new member countries may continue to benefit from reservations in the Final Protocols which were applicable to them previously in their capacity as part of a Union member country or because they were attached to the Union under article 3, b and c, of the Constitution.

(Documents of the 1974 Lausanne Congress – volume II: pages 989, 1244 to 1246)

Resolution C 73/Hamburg 1984

Reservations to the Acts of the Union

Congress,

Concerned
to ensure that international postal services are provided in so far as possible in all member countries in accordance with the uniform regulations and conditions prescribed in the Acts of the Union,

Recognizing
the inalienable right of member countries to formulate reservations to the said Acts within the framework of the provisions in effect, in order to take account of their national peculiarities or other considerations,

Convinced
that minimizing the number of reservations would be in the interest of the member countries of the Union, as a whole,

Requests

the member countries of the Union to resort to the possibility of formulating reservations to the Acts only in cases of absolute necessity,

Instructs

the International Bureau to invite the member countries, before each Congress, to reconsider their reservations appearing in the Final Protocols to the Acts of the Union.

(Documents of the 1984 Hamburg Congress – volume II; pages 191, 339)

Resolution C 74/Hamburg 1984

Summary of the main amendments to the UPU Acts and of the major decisions taken by Congress

Congress,

Considering
the large number of decisions adopted by every Congress which have subsequently to be incorporated in the postal legislation or regulations of all Union member countries,

Noting
that this represents a heavy workload, in particular for the postal administrations of the developing countries,

Taking the view
that it is greatly desirable to make means of facilitating this work available to administrations,

Instructs

the International Bureau to publish a summary of the main amendments to the UPU Acts and of the major decisions taken by Congress.

(Documents of the 1984 Hamburg Congress – volume II: pages 191, 339)

Resolution C 29/Seoul 1994

Notification to the International Bureau of information from member countries concerning the designation of the entity or entities to be responsible for fulfilling obligations arising from adherence to the Convention and Agreements and notification of the separation of governmental activities from operational and commercial activities in the case of those countries which apply this separation to the postal services

(For the text, see page 25.)

Resolution C 41/Seoul 1994

Immediate application of the provisions adopted by Congress concerning the Council of Administration (CA) and the Postal Operations Council (POC)

Congress,

In view of
the fact that it is the responsibility of the Council of Administration (CA) and the Postal Operations Council (POC), each in its own sphere, to ensure the continuity of the UPU's work between Congresses,

Considering
that the term of office of these two bodies coincides with the period between Congresses,

Noting
that some time elapses between the closing of Congress and the entry into force of the Acts concluded at that Congress,

Bearing in mind
the composition and powers adopted by Congress for the Council of Administration and the Postal Operations Council,

Considering
that the Council of Administration and the Postal Operations Council must operate without delay and must meet before the closing of Congress,

Decides

to bring into force immediately the provisions relating to the Council of Administration and the Postal Operations Council.

(Proposal 023, 8th plenary meeting)

Decision C 54/Seoul 1994

Entry into force of the Acts of the 1994 Seoul Congress

Congress

Decides

to set at 1 January 1996 the date of entry into force of the Acts of the 21st Congress.

(Proposal 02, 10th plenary meeting)

2.2 Constitution

Decision C 72/Hamburg 1984

Jurisdiction of the Union – Interpretation of article 3, b, of the Constitution

Congress

Decides

that the term "post offices set up by member countries in territories not included in the Union" contained in article 3, b, of the Constitution shall henceforth designate post offices established by member countries in territories which are uncontrolled or jointly possessed, or internationalized by the international community.

(Documents of the 1984 Hamburg Congress – volume II: pages 191, 335 to 339)

2.3 General Regulations

Resolution C 106/Rio de Janeiro 1979

Introduction of Chinese, German, Portuguese and Russian for the supply of documents

Congress,

In view of
article 107, paragraphs 1 and 6, of the General Regulations,

Decides

i that the costs to be borne by the Union for the reproduction of documents in Chinese, German, Portuguese and Russian shall not exceed 50 000 Swiss francs a year for each language group;

ii that, within the limits of the ceiling thus fixed, the said language groups may use the services of the International Bureau in so far as this does not entail major complications for the reproduction of documents in French, Arabic, English and Spanish.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1093, 1094, 1252, 1410, 1417)

Resolution C 63/Hamburg 1984

Reproduction of documents in Chinese, German, Portuguese and Russian

Congress,

In view of
article 107[1], paragraphs 1 and 6, of the General Regulations,

Taking into account
the genuine need for the reproduction of documents in Chinese, German, Portuguese and Russian,

Decides

that the amount of costs to be borne by the Union for the reproduction of documents in these languages shall not exceed the sum of 150 000 Swiss francs a year per language group.

(Documents of the 1984 Hamburg Congress – volume II: pages 191, 322, 323)

[1] Gen Regs (Seoul 1994), art 108.

Decision C 77/Seoul 1994

Study on the Union's language system

(For the text, see page 59.)

2.4 Convention

Resolution C 6/Seoul 1994

Recast of the Convention and the Postal Parcels Agreement and their Detailed Regulations

Congress,

In view of
1989 Washington Congress resolutions C 2 and C 14 concerning the second phase of the transfer to the EC of some of the legislative functions of Congress and the study on the structure of the Convention, the Agreements and their Detailed Regulations,

Having noted with satisfaction
the result of the EC study on the recast of the Convention and the Postal Parcels Agreement and their Detailed Regulations,

Bearing in mind the fact
that, in consultations ordered by the EC, all Union member countries had an opportunity to make observations on the recast texts,

Noting
that the new texts take into account the observations made by member countries,

Decides

to adopt as the basis for its discussions the final drafts of the following revised Acts:
- Universal Postal Convention (Congress – Doc 60/Add 1);
- Detailed Regulations of the Universal Postal Convention (Congress – Doc 60/Add 2);
- Postal Parcels Agreement (Congress – Doc 60/Add 3);
- Detailed Regulations of the Postal Parcels Agreement (Congress – Doc 60/Add 4).

(Proposal 01, 3rd plenary meeting)

Resolution C 87/Seoul 1994

Proposals relating to the Detailed Regulations of the Convention referred to the POC for consideration

Congress,

By virtue of
article 15, paragraphs 2, 3 and 10, of the Rules of Procedure of Congresses,

Instructs

the Postal Operations Council to consider the following proposals concerning the Detailed Regulations of the Convention:

25. RE 101.1
25. RE 901.1
25. RE 902.1
25. RE 903.1
25. RE 903.2/Rev 1
25. RE 903.3
25. RE 903.4
25. RE 904.1
25. RE 904.2
25. RE 904.3
25. RE 904.5
25. RE 904.6
25. RE 905.1
25. RE 907.1/Rev 1
25. RE 1401.1
25. RE 1403.1
25. RE 1405.1
25. RE 1405.2
25. RE 1601.1
25. RE 1901.1
25. RE 1901.2
25. RE 1901.3
25. RE 1902.1
25. RE 1902.2
25. RE 1902.3
25. RE 1903.1
25. RE 2001.1
25. RE 2002.1
25. RE 2102.1
25. RE 2303.1
25. RE 2701.1
25. RE 2902.1
25. RE 2902.2
25. RE 2903.1/Rev 1
25. RE 3001.1
25. RE 3001.2
25. RE 3001.3
25. RE 3001.4
25. RE 3101.1/Rev 1
25. RE 3101.2
25. RE 3101.3
25. RE 3101.4/Rev 1
25. RE 3101.5
25. RE 3101.6
25. RE 3101.7
25. RE 3101.8
25. RE 3101.9
25. RE 3101.10
25. RE 3101.11
25. RE 3102.1
25. RE 3102.2
25. RE 3201.1
25. RE 3601.1
25. RE 3601.2
25. RE 3801.1
25. RE 3801.4
25. RE 3801.5
25. RE 3802.1
25. RE 3802.2
25. RE 4001.1
25. RE 4101.1
25. RE 4102.1
25. RE 4102.2
25. RE 4102.3
25. RE 4104.1
25. RE 4104.2
25. RE 4105.1
25. RE 4105.2
25. RE 4105.3
25. RE 4105.4
25. RE 4105.5
25. RE 4106.1
25. RE 4106.2
25. RE 4106.3
25. RE 4106.4
25. RE 4106.5
25. RE 4107.1
25. RE 4109.1
25. RE 4109.2
25. RE 4111.1
25. RE 4111.2
25. RE 4112.91
25. RE 4113.1
25. RE 4113.2
25. RE 4113.3
25. RE 4113.4
25. RE 4114.1
25. RE 4115.1
25. RE 4117.1
25. RE 4117.2
25. RE 4117.3
25. RE 4118.1
25. RE 4118.2
25. RE 4118.3
25. RE 4119.1
25. RE 4119.2
25. RE 4119.3
25. RE 4119.4
25. RE 4120.1
25. RE 4121.1
25. RE 4121.2
25. RE 4122.1
25. RE 4122.2
25. RE 4122.3
25. RE 4124.1
25. RE 4126.1
25. RE 4127.1
25. RE 4127.2
25. RE 4127.3
25. RE 4127.4
25. RE 4127.5
25. RE 4127.6
25. RE 4128.1
25. RE 4401.1
25. RE 4401.2
25. RE 4403.1
25. RE 4405.1/Rev 2
25. RE 4405.2
25. RE 4405.3
25. RE 4501.1
25. RE 4501.2
25. RE 4501.3
25. RE 4602.1
25. RE 4602.2
25. RE 4604.1
25. RE 4604.2
25. RE 4701.1
25. RE 4701.2
25. RE 4702.1
25. RE 4703.1
25. RE 4704.1
25. RE 4705.1
25. RE 4706.1
25. RE 4707.1
25. RE 4708.1/Rev 1
25. RE 4708.92
25. RE 5001.1
25. RE 5001.2
25. RE 5002.1
25. RE 5003.1
25. RE 5003.91
25. RE 5006.1
25. RE 5006.2
25. RE 5006.3
25. RE 5007.1
25. RE 5008.1
25. RE 5008.2
25. RE 5009.1
25. RE 5009.2
25. RE 5201.3
25. RE 5202.1
25. RE 5202.2
25. RE 5204.1
25. RE 5204.2
25. RE 5204.3
25. RE 5205.1/Rev 2
25. RE 5205.2
25. RE 5206.1/Rev 2
25. RE 5206.2
25. RE 5208.1
25. RE 5208.2/Rev 1
25. RE 5210.91
25. RE 5301.1/Rev 2
25. RE 5301.2
25. RE 5301.3
25. RE 5303.1
25. RE 5401.1
25. RE 5406.1
25. RE 5407.1
25. RE 5408.1
25. RE 5501.1
25. RE 5501.2
25. RE 5501.3
27. RE 0.91
27. RE 4.1
27. RE 5.1
27. RE 7.1
29. 0.1
29. 3.1
29. 7.1
29. 9.1
29. 12.1
29. 14.1
29. 18.1
29. 18.2
29. 18.3
29. 18.4
29. 18.91

(Committee 4, 10th meeting; Committee 5, 3rd meeting; Committee 6, 3rd meeting)

Resolution C 94/Seoul 1994

Referral to the POC of proposals concerning the Detailed Regulations considered by Congress

Congress,

By virtue of
article 15, paragraph 10, of the Rules of Procedure of Congresses,

Instructs

the Postal Operations Council to incorporate in the appropriate Detailed Regulations the proposals considered by Congress, the approved texts of which are as follows:

Detailed Regulations of the Convention

25. RE 601.1, 25. RE 601.2, 25. RE 904.7, 25. RE 4128.2: adopted without amendment.

25. RE 4708.91: in paragraph 1.1.2, "Executive Council" is replaced by "**Postal Operations Council**".

25. RE 5201.1/Rev 1, 25. RE 5801.2: adopted without amendment.

Detailed Regulations of the Postal Parcels Agreement

35. RE 201.1: paragraph 1, line 3 (amendment applicable to the French version only).

35. RE 301.1, 35. RE 401.1, 35. RE 3103.1, 35. RE 3401.1: adopted without amendment.

35. RE 3401.2: paragraph 2, line 1, read "by the **postal** services".

35. RE 3601.1, 35. RE 3603.1, 35. RE 3701.1, 35. RE 3801.1, 35. RE 4201.2: adopted without amendment.

Detailed Regulations of the Money Orders Agreement

45. RE 1303.2: adopted without amendment.

Detailed Regulations of the Giro Agreement

55. RE 1702.2: adopted without amendment.

Detailed Regulations of the Cash-on-Delivery Agreement

65. RE 903.2: adopted without amendment.

(Committee 10, 13th meeting)

2.4.1 Questions common to the various international postal services

Decision C 16/Paris 1947

Sale of or trade in postage stamps

The sale of and trade in postage stamps is a purely internal matter. Each State shall make provision for it in the light of its own position in this matter.

(French Documents of the 1947 Paris Congress – volume II: pages 323, 1115)

Recommendation C 1/Ottawa 1957

Perishable biological substances. Instructions and publicity[1] for postal staff and users

1 Administrations are recommended to issue clear and appropriate instructions or directives and if necessary to arrange for simple publicity or instructional campaigns in order to:

a explain to postal, transport and customs officials the nature and principal characteristics of perishable biological substances, and the precautions to be taken in handling them and to prevent, where necessary, any contamination during conveyance;

b ask the personnel concerned to avoid any delay at any stage of the conveyance of the said products.

2 Furthermore, the officials concerned must inform senders of perishable biological substances and any other persons involved as to:

a the marking, packing and labelling of such substances as prescribed in the Acts of the Universal Postal Union and, where applicable, in the internal regulations of the countries concerned;

b methods of dispatch or routeing which, in each specific case, would best ensure speed and safety, for example for registered airmail letters and items;

c the advantages of airmail and "express" services to ensure rapid distribution of the said products;

d the advantages offered by the "free of duty" procedure in speeding up formalities regarding postal or customs duties payable on the substances in question.

(French Documents of the 1957 Ottawa Congress – volume II: pages 63, 453, 761)

[1] Conv (Seoul 1994), art 24.

Decision C 2/Ottawa 1957

Perishable biological substances. Cooperation with WHO[1]

1 Congress repeats the recommendations of the 1952 Brussels Congress, asking WHO to inform the public health services of its Member States that the difficulties noted in connection with the postal conveyance of perishable biological substances might be solved or more clearly

defined if details were communicated to their postal administration and, where necessary, to the UPU and possibly to WHO.

2 It considers that, as a result of consequent cooperation both at national and international levels between the administrations concerned as well as with medical and scientific circles, these recommendations remain valid not only for the purposes of the inquiry opened by the UPU, but also for the solution of all difficulties which may arise in future in the conveyance of the products in question.

3 Congress decides, consequently, that the insertion into the UPU Acts of the note stating the terms of the recommendations concerned should be maintained as one of the means of furthering the solution of the problem and, in particular, the application of the provisions governing perishable biological substances adopted by the Ottawa Congress.

(French Documents of the 1957 Ottawa Congress – volume II: pages 63, 453, 761)

[1] Conv (Seoul 1994), art 24.

Recommendation C 4/Ottawa 1957

Exemption from customs duty[1]

Administrations undertake to use their good offices with the appropriate national authorities to ensure that books, catalogues, newspapers and periodicals shall not, in view of their cultural value, be subject to customs duty.

(French Documents of the 1957 Ottawa Congress – volume II: pages 64, 458)

[1] Conv (Seoul 1994), art 33.

Recommendation C 9/Ottawa 1957

Faster mail conveyance[1]

In order to speed up the transport of mails, postal administrations may make use of direct mail vans whenever they consider this service necessary. Details on the running of these vans shall be contained in the respective agreements between the administrations concerned.

(French Documents of the 1957 Ottawa Congress – volume II: pages 65, 514)

[1] Conv (Seoul 1994), art 1.1.

Formal opinion C 7/Vienna 1964

Indications to be given by the date-stamp

Congress expresses the formal opinion that correspondence should be stamped on the front by the office of origin with the imprint of a date-stamp showing the place of origin in Roman letters and the date of posting in Arabic numerals.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 1121, 1370)

Resolution C 23/Vienna 1964

Freedom of transit[1]

Congress,

Considering
that freedom of transit is one of the essential and fundamental principles of the Universal Postal Union,

Appeals

to the good faith and solidarity of all the member countries of the Union to ensure, in all circumstances, strict respect for the application of this principle, without which the Universal Postal Union cannot completely fulfil its mission and thus contribute as much as could be wished to the strengthening of the bonds of international friendship.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 874, 1322)

[1] Conv (Washington 1989), art 1.

Recommendation C 65/Tokyo 1969

Uniformity of presentation of figures in accounts

Congress,

Having noted
that there are different ways of presenting figures in the accounts,

Aware of
the standardization work being performed in this field by the ISO which has found expression in its draft proposal ISO/TC 12(Secretariat – 196) 562 F and,

Considering
that figures in the settlement of accounts of every kind relating to the international postal service should be entered uniformly,

Recommends

that postal administrations of member countries adopt the uniform presentation for entries in accounts set down by the ISO as shown in the following example: 2 123 456.78 when there are centimes and 2 123 456 when there are no centimes (in documents in English, the comma is usually replaced by a point).

(Documents of the 1969 Tokyo Congress – volume II: pages 321, 1477)

Resolution C 37/Lausanne 1974

Legal and technical possibilities of maintaining postal relations in cases of disputes, conflict or war

Congress,

Considering
the peaceful and humanitarian role played by the Universal Postal Union in helping to bring peoples and individuals together,

Convinced
of the need to maintain postal exchanges, as far as possible, with or between regions afflicted by disputes, disturbances, conflicts or wars, and

In view of
the initiatives taken and the experience of certain Governments or humanitarian organizations in this field,

Appeals urgently

to the Governments of member countries, as far as possible and unless the United Nations General Assembly or Security Council has decided otherwise (in accordance with article 41 of the United Nations Charter), not to interrupt or hinder postal traffic – especially the exchange of correspondence containing messages of a personal nature in the event of dispute, conflict or war, the efforts made in this direction being applicable even to the countries directly concerned, and

Authorizes

the Director-General of the International Bureau of the UPU:

i to take what initiatives he considers advisable to facilitate, while respecting national sovereignties, the maintenance or re-establishment of postal exchanges with or between the parties to a dispute, conflict or war;

ii to offer his "good offices" to find a solution to postal problems which may arise in the event of a dispute, conflict or war.

(Documents of the 1974 Lausanne Congress – volume II: pages 989, 1243)

Formal opinion C 55/Lausanne 1974

Circulation of bags

Congress,

...[1]

Considering
it important that the circulation of bags be speeded up and that it is not sufficient that administrations owning bags which have been withheld, mislaid or misused should simply be reimbursed their value,

Invites

the postal administrations of Union member countries to take within their services such measures as may ensure the rapid circulation and frequent return of all empty bags belonging to other administrations.

(Documents of the 1974 Lausanne Congress – volume II: pages 971, 974, 975, 1344)

[1] Lapsed.

Recommendation C 63/Lausanne 1974

Security of valuable items conveyed by the Post: general security and protection measures at offices of exchange and airports

Congress,

Having noted
the findings of the priority study carried out in accordance with resolution C 55 of the 1969 Tokyo Congress,

Noting
the increasingly frequent use of the postal service for the conveyance of valuable items,

Aware
of the growing number of criminal acts committed against the postal service, which are directed at valuable items and endanger the lives of the personnel responsible for handling them,

Wishing
to offer users of the Post a service guaranteeing maximum security in every respect during the transmission of items of all kinds, but especially of registered and insured airmail items,

Anxious
to give the personnel responsible for handling these items adequate protection against the risk of criminal attacks,

Recommends

postal administrations:

a to review periodically, in close consultation with their countries' airlines, security arrangements for the conveyance by their services of international registered and insured airmail items; and

b to apply as far as possible and as the volume of traffic requires the security measures listed in annex 1 below covering in particular:
   i constructional and technical protection measures (air and surface traffic); and
   ii security measures during the performance of postal operations at offices of exchange and airports.

(Documents of the 1974 Lausanne Congress – volume II: pages 974, 975, 1116 to 1119)

Annex 1

1 Constructional and technical protection measures (air and surface traffic)

1.1 *Constructional measures in regard to offices*

1.1.1 *Armoured premises or strong-room for safekeeping of mails*

Appropriate strong-rooms should be provided in large offices of exchange for the safekeeping of mails and bulky insured items. These strong-rooms should be constructed of reinforced concrete and should have no windows or other openings. The doors should be fitted with electronic locking mechanisms. The installation of lock-chambers will protect strong-room opening operations.

1.1.2 *Special lockable room reserved for sorting and dispatch of mails*

Rooms for sorting and dispatching mails and for processing insured items should be separated from other operational premises and should be lockable. Access to such rooms should only be allowed to a specified number of employees.

1.1.3 *Metal doors*

- with cylindrical safety locks
- with double-bit lock
- with letters or figures combination lock

Doors should be constructed of metal or wood, depending on the importance of the service premises. The type of lock fitted should be in keeping with the strength of the door. The advantage of a double-bit lock as compared with a cylindrical safety lock is that the closing of the door actuates additional safety bolts which afford better protection against burglary.

1.1.4 *Protection of windows by:*

- a grille
- laminated safety glass
- bullet-proof armoured glass

Window grilles and the use of laminated safety glass, depending on the circumstances, are recommended if the windows are in particularly exposed positions. Extra protection is obtained by the use of alarm glass.

1.1.5 *Other measures*

Special importance should be attached to security measures regarding the construction of service buildings and premises. The installation of alarm devices makes for greater security. Surveillance by the Post or by police is desirable provided such personnel have an appropriate alarm call system at their disposal if necessary.

1.2 *Special fittings and aids for the protection of valuable items*

1.2.1 *Safes*

Administrations are obliged to provide for the security of valuable items by storing them in safes at offices of exchange. Items in the international service should be protected in the same way as those in the internal service.

1.2.2 *Armoured safes*

The installation of armoured safes is determined by the degree of security provided by the arrangements made to protect the premises of buildings themselves. Where the traffic in valuable items is heavy, it is preferable to build premises which are sufficiently well protected to make the use of safes unnecessary; this greatly facilitates the execution of postal operations.

1.2.3 *Special vehicles for conveying mails in airports*

Despite the security guaranteed at airports by the presence of police and customs, the valuable nature of airmail generally warrants specially secure methods of transport, and for this reason postal administrations should, as far as possible, encourage the transport of airmails within the airport precincts in special lockable vehicles. Conveyance in lockable vehicles also enables a clear demarcation to be made between airlines' and postal administrations' responsibility.

1.3 *Electrical protective installations at offices of exchange*

1.3.1 *Alarm device in the event of attack*

Alarm devices should be installed in service premises handling large volumes of airmail traffic. Alarm contacts should be installed at a number of points. If possible, provision should be made for direct communication with the police in cases of emergency.

1.3.2 *Burglar alarm, mains or battery operated*

Where alarm devices are used a combined system against attack and burglary should be installed. Strong-rooms, and safes whether armoured or not are connected to the burglar alarm and are thus electrically protected against attack. To keep the alarm in readiness for operation, provision should be made for it to be powered by battery in case the electric current is cut off.

1.3.2.1 *Elements of the telephone exchange protected from deliberate damage*

An alarm can only be effective if it is protected against sabotage; it should therefore be impossible to put it out of action by any means whatsoever without simultaneously triggering off the alarm. Relative security can be obtained if the triggering device operates by a release mechanism and if the signal cannot thereafter be easily interrupted. In addition, the conductor wires should be buried or sheathed over their whole length.

1.3.2.2 *Protection of the object itself by acoustic detector or surface protection*

As a rule, it is sufficient to connect the safes directly to the alarm. The ceilings and walls of strong-rooms can be electrically protected (surface protection).

1.3.3 *Surveillance of premises by:*

- ultrasonic device, radar, light rays
- electrical contacts on doors, windows and ground
- alarm glass

Wherever staff is absent from sorting centres during specific hours, it is advisable to protect premises against burglary by electrical means – either by devices which monitor and protect whole rooms, or by electrical contacts which protect safes directly (protection of the object itself).

1.3.4 *Acoustic (sirens) or optical (light signal) alarms*

In the event of a break-in or attack, an acoustic or silent alarm, or a combination of both, will be set off depending on local conditions and in close collaboration with the police. The alarm-triggering point should be identified by means of a special light signal in the police premises.

1.3.5 *Automatic police call (telephone, radio, etc)*

An alarm device serves a useful purpose only if it is directly connected to the police or some other surveillance service operating continuously day and night.

1.3.6 *Closed-circuit television (industrial television)*

Television surveillance is justified in big sorting centres when it is simultaneously used for monitoring service operations.

1.3.7 *Other measures*

Depending on the circumstances, illumination of the building and its immediate vicinity by electric light constitutes an additional security measure.

2 Security measures during the performance of postal operations at offices of exchange and airports

2.1 *Dispatch of mails (registered items, insured parcels, insured letters and boxes)*

2.1.1 *Opening of internal mails*

During the opening of internal mails it is necessary to ensure the continued security of items by appropriate means (immediate checking, qualified staff).

2.1.2 *Methods of handing over insured items*

It is essential that the handing over of insured items for further processing should be receipted at the office of exchange. Wherever possible, such items should be stored in safes and delivered by special vehicle. Care should be taken to see that the various work areas are not too far apart (short transport sectors).

2.1.3 *Handing over of items to the Customs, where appropriate, and their return against receipt*

Postal administrations must in particular come to an agreement with the customs authorities on arrangements for the handing over and treatment of registered and insured items, so that during customs treatment a degree of security at least equal to that maintained during postal operations is guaranteed.

2.1.4 *Entering on forms CP 20 (Air parcel bill) and VD 3 (Dispatch list)*[1]

Insured items must be immediately entered on forms CP 20 and VD 3.

[1] CP 20 and CN 16 (Seoul 1994).

2.1.5 *Sealing*

It is recommended that sealing material be kept under lock and key.

2.1.6 *Witness*

The presence of a witness during bagging and sealing is essential.

2.1.7 *Use of bags in perfect condition and possibly of containers*

The condition of the bags used for making up the mails must be checked, if possible by a special service or by the employee responsible for making up the mails.

2.2 *Reception of mails from abroad*

2.2.1 *Custody of items in the safe until conveyed to destination by internal mails*

Safekeeping of insured items under lock and key is essential. In addition, such items should be entered on an appropriate delivery document. Corresponding measures should if possible be taken for registered items.

2.3 *Delivery of outward mails to the airline or the airport ground staff*

2.3.1 *Personal handover*

Checking of the mails by both parties at the outward post office of exchange and their simultaneous loading into trolleys in the same premises offers the advantage of making a clear demarcation between the postal administration's responsibility and that of the airline, and of speeding up aircraft loading operations.

2.4 *Acceptance by the airlines of mails arriving from abroad*

2.4.1 *Offloading of airmails by ground staff under supervision*

It is up to postal administrations to reach agreement with the ground staff with a view to the satisfactory performance of the operations in question, particularly as regards the security measures to be observed.

2.4.2 *Acceptance of airmails by postal staff at the office of exchange*

Since mails must normally be accepted and checked at the post offices of exchange, the latter should be appropriately equipped as regards both premises and staff. Opening hours will be adapted to the airline timetable so that incoming mails can, as far as possible, be delivered direct to the postal services. Moreover, it will be useful to take the opening hours of exchange offices into account when drawing up the mail dispatch schedule, in agreement with the administration of destination.

2.4.3 *Checking of inward mails against the AV 7 delivery bills*[1]

Checking against the inward AV 7 delivery bills must be done when the mails are handed over to the postal service, as the latter is obliged to check the condition and sealing of the receptacles. Serious irregularities should be recorded in the presence of a witness.

[1] CN 38 (Seoul 1994).

2.4.4 *Placing of transit mails under special guard*

Airmails in transit should be subject to the same security measures as mails originating from or addressed to the administration concerned.

2.5 *Transhipment of mails from one aircraft to another on the basis of direct AV 7 delivery bills*

2.5.1 *Special arrangements made by the airline responsible for transhipment*

Although direct transhipment is normally carried out by the airline concerned or by the ground service company, postal administrations must ensure, in consultation with these companies, that an adequate degree of security is guaranteed for registered and insured mails transhipped directly. If necessary, the services of the airport police should be called upon.

2.6 *Special security measures*

2.6.1 *Permanent watch on runways by airport police or customs authorities*

There should be a close link between the security measures operated by the postal services and those covering the whole territory of a given airport which are provided by the police or customs authorities. It is up to postal administrations to keep a watch on the effectiveness of these measures as a whole in so far as they concern registered and insured mail.

2.6.2 *Police escort of registered and insured items between the office of exchange and the aircraft, and vice versa*

The assistance of the police may be requested for the transmission of specific registered and insured mails containing valuable items. For a large proportion of airmail, the general supervision carried out by police and customs authorities within the airport precincts may be regarded as sufficient protection. In cases where the post office of exchange is located away from the airport there is a greater need for police assistance or radio control.

Resolution C 5/Rio de Janeiro 1979

Illegal issue of postage stamps

Congress,

In view of
- the illegal issue of postage stamps by the so-called "Turkish Cypriot Postal Administration" of the so-called "Turkish Federated State of Cyprus" contrary to article 9 of the Universal Postal Convention (Lausanne 1974);
- the clarification in footnote 1 to the aforementioned article in the Annotated Acts, volume 2, which sanctions the principle that postal administrations only are competent to issue stamps denoting payment of postage;
- the fact that, according to this clarification, such postal administrations must be those of "UPU member countries" and those of "countries" which are not members, as well as the postal adinistrations of the United Nations (1964 Vienna Congress Documents, vol II, page 1010, proposal 1822, Argentina),

In view also of
the provision of article 2 of the Constitution of the Union that "member countries of the Union" are:

a "Countries" which have membership status at the date on which the Constitution came into force;

b "Countries" admitted to membership in accordance with article 11, which stipulates that only members of the United Nations and sovereign countries which are not members of the United Nations are eligible to accede to or be admitted as "member countries" of the Union,

Decides

a to declare illegal and of no validity the stamps issued or to be issued by the so-called "Turkish Cypriot Postal Administration" of the so-called "Turkish Federated State of Cyprus;

b to instruct the International Bureau of the UPU to call upon the member countries of the Union to refuse to handle any mail bearing the illegal postage stamps issued or to be issued by the so-called "Turkish Cypriot Postal Administration" of the so-called "Turkish Federated State of Cyprus".

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1186, 1194, 1729)

Formal opinion C 8/Rio de Janeiro 1979

Manufacture and use of international service forms

Congress,

Noting
that the forms used in the international service are not always manufactured in accordance with the specimens given in the Acts of the Universal Postal Union, in particular in the List of UPU Forms,

Considering
that the use of standard forms greatly facilitates postal operations and helps to avoid mistakes and misunderstanding,

Calls on

administrations to use forms in accordance with the specimens given in the Acts of the Universal Postal Union, particularly as regards size, layout, consistency of the paper and colour.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1263, 1435, 1731)

Formal opinion C 10/Rio de Janeiro 1979

Advice of delivery[1]

Congress,

Noting
that not all administrations of member countries admit the advice of delivery for ordinary parcels,

Considering
that this service is frequently requested by senders to certify the posting or receipt of registered items and ordinary or insured parcels,

Requests

postal administrations to make a general practice of using the advice of delivery for all the above-mentioned items and to execute this service with the full attention which it requires.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1263, 1640, 1733)

[1] (Conv (Seoul 1994), art 20.

Formal opinion C 47/Rio de Janeiro 1979

Writing of addresses

Congress,

Noting
that postal items, the address on which is incorrect, incomplete, illegible or written in letters other than roman and figures other than arabic, seriously hamper the delivery service,

Considering
the number of items posted with incorrect addresses,

Urges

administrations to recommend users to write the addressee's address on all items in conformity with the relevant provisions of the Convention.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1163, 1530, 1765)

Recommendation C 68/Rio de Janeiro 1979

Admission of infectious substances

Congress,

Having decided
to amend the provisions of the Convention and its Detailed Regulations in order to take account of the new WHO regulations on the admission of infectious substances,

Recommends

that administrations which agree to accept postal items containing infectious substances should conform to the following conditions recommended by the WHO and required by IATA for safety reasons:

a The shipper (an officially recognized qualified laboratory) must, when presenting an item containing infectious substances for conveyance by post, provide a shipper's certification as prescribed by IATA in duplicate, one copy for the airline and the other to accompany the consignment.

b If postal administrations discover that a consignment of infectious substances is not correctly labelled or accompanied by the required documentation, or is badly packed or damaged in any way, they must immediately inform the public health authorities or, as the case may be, the veterinary authorities, as well as:
   i the shipper (in the case of the postal administration of origin);
   ii the administrations of origin and destination (in the case of the administration of transit); and
   iii the addressee and the administration of origin (in the case of the administration of destination).

   In this connection, postal administrations shall, in agreement with the appropriate local authorities, issue adequate instructions to all post offices concerned specifying, among other things, which local public health authority and local veterinary authority are to be called upon in the event of damage to or leakage of the contents of items containing infectious substances.

c *Unsealed* mailbags, enclosing *exclusively* items containing infectious substances and identified by special labels marked "Infectious substance" shall be handed to the airlines with the appropriate documentation for conveyance to destination. Postal administrations shall authorize the air carriers to inspect, *if necessary*, the contents of such bags while they are in their custody, in accordance with IATA air transport safety regulations and WHO recommendations on this subject.

(Documents of the 1979 Rio de Janeiro Congress – volume II: page 1558)

Recommendation C 76/Rio de Janeiro 1979

Safety of staff involved in handling items presumed to be dangerous (mail bombs)

Congress,

Having noted
the findings of the study on the protective measures to be applied in order to ensure the safety of postal staff involved in handling items presumed to be dangerous, undertaken in accordance with decision C 56 of the 1974 Lausanne Congress,

Aware
of the danger that mail bombs represent for postal staff involved in handling them,

Concerned
to protect postal staff in every way possible from the risks of explosion of dangerous objects,

Recommends

to postal administrations that they:

a as preventive measures:
   i establish permanent liaison with the competent authorities of their countries (police, Customs, national security committees, etc) in order:
      – to be informed of any threats or of signs indicating the dispatch of dangerous items;
      – to settle questions concerning the examination of items and the destruction of dangerous articles;

ii issue directives for their services based in particular on the information contained in the CCPS study on the measures to be taken to detect mail bombs and to protect staff against the risk of explosion when such items are discovered in the mail;
iii ensure that the examination of items presumed to be dangerous is carried out by the most appropriate methods;
iv have their national legislation adapted or supplemented, if necessary, with a view to authorizing operations enabling mail bombs to be detected;
v in conjunction with the competent authorities, alert the public with as much information as possible, subject to any security restrictions, so that they can take all necessary precautions for their personal safety;

b as soon as dangerous items are reported or their presence presumed:
i give the staff concerned full particulars concerning the external appearance of these items and the need to handle them with particular caution;
ii inform immediately and as fully as possible, by telex or by telegraph, the International Bureau of the UPU and the foreign postal administrations directly threatened; and

Instructs

the International Bureau to inform immediately the postal administrations of all member countries of the Union and to send them any information which may be of interest to them.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1344, 1345)

Recommendation C 77/Rio de Janeiro 1979

UPU member country identification code for postal and other uses

Congress,

In view of
1964 Vienna Congress formal opinion C 1 on an identification code for administrations,

In view of
1969 Tokyo Congress resolution C 85 instructing the Consultative Council for Postal Studies (CCPS) to proceed with the study on the coding of countries at a general level,

In view of
the decision by the 1974 Lausanne Congress to refer this study to the next CCPS,

Having noted
the report submitted by the CCPS on study 301 "UPU member country identification code for postal and other uses",

Considering that,
for technical and practical reasons, the adoption of a code for international mail was uninteresting for the postal administrations of Union member countries,

Considering,
however, that in administrative and accounting operations and the international monetary articles service the rational use of electronic installations may require the use of coding,

Bearing in mind
that the International Organization for Standardization (ISO) has prepared international standard ISO 3166 "Code for the representation of names of countries and related entities" consisting of the (two-letter) Alpha-2 and (three-letter) Alpha-3 codes and a three-digit numeric code,

Considering that
the UPU, through the CCPS, has cooperated with the ISO in particular on the preparation of international standard ISO 3166 and that in addition, the UPU has been appointed with other international organizations as a member of the Maintenance Agency for that standard (ISO 3166 MA) by the ISO Council,

Adopts

the following recommendation:

i in principle, no international code will be used for sorting mail;

ii postal administrations are completely free to use any code they choose in areas other than mail sorting (statistics, international accounting, monetary articles service, etc), unless the use of a common code for a special purpose is considered essential. In the latter case, preference would be given to the codes appearing in international standard ISO 3166, particularly the ISO Alpha-2 code (two letters) and the ISO three-digit numerical code,

Instructs

the International Bureau to continue to monitor the activities of the ISO with regard to international codes for the identification of names of countries.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1264, 1345, 1794)

Recommendation C 85/Rio de Janeiro 1979

Reproduction of postage stamps already issued by another administration

Congress,

Having noted
the result of the study on postage stamps and postal franking impressions carried out in accordance with 1974 Lausanne Congress resolution C 45, as a result which is given in the reasons for proposal 2578.1,

Noting
the support given to a suggestion that an administration wishing to reproduce in one of its issues a postage stamp already issued by another administration should notify the latter of this intention beforehand,

Referring
to article 9 of the Universal Postal Convention[1], according to which "postage stamps for denoting payment of postage shall be issued by postal administrations only",

Recommends

that any postal administration wishing to reproduce in one of its issues a postage stamp already issued by another administration should obtain the consent of the latter beforehand.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1265, 1584, 1798)

[1] Conv (Seoul 1994), art 5.1.

Formal opinion C 16/Hamburg 1984

Shipping infectious substances by post

Congress,

Considering
that the measures worked out jointly with the World Health Organization (WHO) and the International Air Transport Association (IATA), as set out in article 119 of the Detailed Regulations of the Convention[1] and in recommendation C 68 of the 1979 Rio de Janeiro Congress, enable items containing infectious substances to be exchanged without risk between officially recognized qualified laboratories,

Considering
that the Post is particularly suitable for the transmission of such substances (speed, extent of the postal network and low cost compared with that of other methods of transport),

Noting however
that the number of postal administrations which participate in the conveyance of infectious substances is very small,

In view of the fact
that the WHO has stated that the international exchange of diagnostic specimens is hampered for this reason,

Convinced
that for humanitarian reasons, it is the mission of the Post to participate in the conveyance of infectious substances, on the basis of the rules laid down in agreement with the WHO and IATA,

Expresses the formal opinion

that those postal administrations which do not yet participate in the exchange of infectious substances should examine the possibility of doing so and that they should reply favourably to any request to this effect made by the public health authorities of their country.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 493)

[1] 1984 Hamburg text.

Recommendation C 20/Hamburg 1984

Packaging used for the conveyance of postal items

Congress,

Noting
that the use of packs sold by postal administrations is on the increase,

Noting however
that users of such packs tend to neglect the interior packing,

Invites

postal administrations to inform users employing the packs sold by postal services of the need:
- to use appropriate interior packing as well; and
- to make sure that the outside wrapping is properly closed;

so that the items concerned can be processed and conveyed satisfactorily.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 519)

Recommendation C 23/Hamburg 1984

Technical assistance with regard to international payments

Congress,

Considering
resolution C 45 of the 1979 Rio de Janeiro Congress instructing the Executive Council to carry out a study on the preparation of effective means of expediting the settlement of accounts for the various international postal services and to submit the results of this study to Congress with a proposal to that effect,

Noting
that there are in fact certain postal administrations in respect of which delays in payment have been noted which appear in part to be due to lack of knowledge of the regulations and non-adaptation of the services responsible for international payments,

Taking the view
that technical assistance in this area can bring very considerable improvements,

Noting
that initiatives have already been taken by the UPU to help administrations which desire to improve the organization and functioning of their international payments services, but that it is necessary to step up this assistance by implementing a specific action in the field concerned,

Recommends

i postal administrations which feel the need:
  a to size up accurately the inadequacies which may exist in their international payments services;
  b to take account, in cooperation projects submitted to the international bodies, of the training needs, satisfaction of which could improve their payments services;

c to ask postal administrations with experienced payments services, under bilateral aid, for all information and technical aid likely to improve the organization of the service and the knowledge and implementation of the regulations concerning international payments;

ii all postal administrations which are able to do so, to send the International Bureau in good time the names of qualified officials available for experts' and consultants' missions, and also to give favourable consideration to any request for bilateral aid in the field concerned,

Instructs

the International Bureau:

i to continue the efforts already undertaken to prepare and implement a specific technical assistance action in the form of consultants' missions, training activities and distribution of documentation relating to international payments, through existing or new resources;

ii to programme as from 1985 a priority action to inform administrations on the problems of international payments after having carried out a survey to identify the needs in this area and the possible contributions of administrations to this action;

iii to approach certain countries which are technically advanced in this field in order to obtain greater assistance from them on behalf of countries requesting technical support as regards the organization of the international payments service;

iv to facilitate the contacts between administrations for bilateral aid and, to that end, to gather and make available in the field of international payments all information concerning administrations in a position to provide technical aid.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 558)

Resolution C 26/Hamburg 1984

Postal monopoly

Congress,

In view of
the results of the study arising from 1979 Rio de Janeiro Congress resolution C 78 which instructed the CCPS to study the situation regarding the postal monopoly in the countries of the Union and means of combating competition from private undertakings in the conveyance of documents,

Considering
that the postal service is based in particular on the efficiency and reliability of the services rendered, on the one hand, and on the financial capacities of postal administrations on the other,

Stressing
that the Post, as a universal service, is bound to offer all users, equally, the possibility of communicating on the same conditions, inter alia, by paying the same postal rate regardless of whether they live in urban or rural areas,

Persuaded
that this public service mission would not be taken into account by a collection of private networks, the operation of which, based mainly on profitability, would give preference to heavy traffic flows,

Noting
the efforts and sizeable investments made by Union member countries to maintain, improve and expand a postal infrastructure designed to serve all their citizens and, consequently, to promote economic, social and cultural development in their countries,

Aware
that it is not for the UPU to prepare protective legislation in this field since the postal monopoly does not have a definition common to all countries and is essentially a matter of national legal concern,

Considering, however
the serious consequences for the postal services and, ultimately, for national and international postal communications networks which would result from the elimination or weakening of the postal monopoly,

Appeals

to the governments of Union member countries:
a to maintain the postal monopoly in order to ensure that all of their citizens have equal access to a universal postal service;
b to define clearly the items which fall within the scope of the postal monopoly; and
c where appropriate, to instruct the Customs and other national authorities to assist the postal authorities in enforcing the postal monopoly.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 347)

Recommendation C 27/Hamburg 1984

Choice of themes for postage stamps

Congress,

Having noted
the Executive Council discussions on the subject of the issue by certain administrations of postage stamps considered by other administrations to be offensive,

Referring
to article 9 of the Universal Postal Convention[1], according to which "postage stamps for denoting payment of postage shall be issued by postal administrations only",

Recalling
formal opinion C 14 of the 1957 Ottawa Congress and recommendations C 85 and C 93 of the 1979 Rio de Janeiro Congress, concerning the choice of themes for postage stamps,

Considering
the solemn affirmation of the purpose of the Union and the aims which it pursues, set out in the Preamble to and article 1 of the Constitution and in article 1 of the Convention,

Aware
of the need for postal administrations to avoid any action likely to disturb the operation of the international postal service,

Considering
the United Nations resolutions concerning understanding among mankind and the establishment of a lasting peace in the world,

Recommends

that postal administrations, in choosing themes for their issues of postage stamps, should:
- make every attempt to avoid topics or designs of an offensive nature in respect of a person or a country; and
- choose themes calculated to contribute to the dissemination of culture, the strengthening of bonds of friendship among peoples and the establishment and maintenance of peace in the world.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 349)

[1] Conv (Seoul 1994), art 5.

Formal opinion C 40/Hamburg 1984

Customs treatment of postal items: International Convention on the Simplification and Harmonization of Customs Procedures (Kyoto Convention)

Congress,

In view of
the results of the study undertaken by the Executive Council together with the Customs Cooperation Council (CCC)[1], which are summarized in the Comprehensive Report on the work of the Executive Council 1979–1984 (Congress – Doc 1), and resolution C 49 authorizing the Executive Council to reconstitute the CCC–UPU Contact Committee to deal with the continued study of common problems,

Noting
- that the CCC–UPU Contact Committee and the Executive Council considered it necessary, among other things, to make better known the existence of Annex F 4 to the International Convention on the Simplification and Harmonization of Customs Procedures (known as the Kyoto Convention), whose application would make it possible to facilitate the customs treatment of postal items; and
- that by the aforesaid annex the CCC once again wished to help to facilitate the flow of postal traffic,

Noting
that Annex F 4 to the Kyoto Convention has been ratified by only 11 countries out of the 95 members of the Customs Cooperation Council,

Taking account
of the suggestion by the CCC–UPU Contact Committee,

Expresses the formal opinion

that postal administrations should approach the authorities in charge of customs questions in their countries to request that they take steps to speed up the ratification of Annex F 4 to the Kyoto Convention.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 359)

[1] The CCC has become the World Customs Organization.

Formal opinion C 78/Hamburg 1984

Manufacture and use of international service forms

Congress,

Noting
that the paper used in the manufacture of international service forms is not always of acceptable quality, making it difficult to read entries and complicating all operations,

Considering
that the manufacture of forms in good quality paper facilitates postal operations and helps to prevent mistakes,

Calls on

all postal administrations, in accordance with 1979 Rio de Janeiro Congress formal opinion C 8, to have international service forms manufactured in good quality paper.

(Documents of the 1984 Hamburg Congress – volume II: pages 191, 385)

Resolution C 12/Washington 1989

Action to enhance the security and integrity of international mail

Congress,

In view of
- the fundamental responsibility of postal administrations to assure the inviolability of postal items;
- the need to develop international policies, standards and programmes to assist administrations in their joint efforts to fulfil this responsibility and to maintain the integrity of the international postal system;
- the desirability of updating the measures referred to in Lausanne Congress recommendation C 63;
- the role which the UPU can play with a view to coordinating this effort;
- 1987 UN General Assembly resolution 42/159 requesting that certain organizations in the UN system, including the UPU, consider what further measures could be taken to combat and eliminate terrorism,

Considering
- the increase in criminal acts committed against the international mails;
- the vulnerability of the international postal system to criminal acts committed through or against the posts (theft, fraud, traffic in drugs, pornography);
- the specialized knowledge and skills required to counter criminal activity directed against the posts and the limited resources available to counter this activity,

Aware
- of the social and business importance of maintaining public confidence in the security of postal items;
- of the advantages postal administrations with governmental status and public service orientation should have over private sector competition in assuring the security of mail,

Noting
recent trends towards increasing international cooperation to improve understanding of international mail security issues, including:
- the international study of postal crime conducted by INTERPOL between 1984 and 1986;
- the 1987 conference in Vienna on narcotics trafficking by all means, including the international post, sponsored by the United Nations Fund for Drug Abuse CONTROL (UNFDAC);
- the joint UPU–Customs Cooperation Council efforts relating to the conduct of seminars for postal staff on the detection of narcotics trafficking through the post, and the conduct of the first seminar, funded by the UNFDAC, in Bangkok in October of 1988;
- the PUAS-sponsored conference on mail security held in Mexico City in August 1988, the resulting Declaration on Mail Security which was adopted by the PUAS Consultative and Executive Council in September 1988, and the follow-up conference in Rio de Janeiro in August 1989,

Urges

members to assess the adequacy of national policies and current legislation governing the security and integrity of mail and to adopt appropriate changes as necessary to achieve improvements in this area,

Instructs

the Executive Council (EC) and the Consultative Council for Postal Studies (CCPS), within their respective areas of responsibility, and with the support of the International Bureau, to convene a group of experts in postal security and to develop and adopt initiatives regarding international policies, standards and programmes which can be undertaken prior to the next Congress.

(Proposal 2000.5, Committee 4, 1st meeting; Congress – Doc 78.1, 14th meeting)

Recommendation C 30/Washington 1989

Deadlines for replies to questionnaires

Congress,

Considering
the very important role of questionnaires for collecting the data required for studies conducted in the form of inquiries by various Union bodies and for the compendia and statistics published by the International Bureau,

Since
it is vital that the data supplied by postal administrations in reply to questionnaires should be as reliable and complete as possible to ensure that the studies and publications concerned produce good results and are effective,

Recognizing
that the postal administrations of member countries must have enough time – varying between one month for simple questionnaires and three months for complicated questionnaires (net time calculated from the date of receipt of the questionnaires until that of their return) – to be able to provide cogent replies to questionnaires,

Invites

- the permanent bodies of the Union to take account of the above-mentioned minimum times in preparing their work timetables whenever it proves necessary to use the questionnaire method to seek information from some or all of the postal administrations of member countries;
- the member countries of the Union to meet the deadlines set in the questionnaires,

Instructs

the International Bureau to ensure that the deadlines for replies to questionnaires are set in accordance with the desiderata set out in this recommendation.

(Proposal 07, Committee 3, 3rd meeting; Congress – Doc 78.1, 14th meeting)

Recommendation C 31/Washington 1989

Use in the postal services of paper manufactured using non-polluting processes ("ecological" paper)

Congress,

Noting
that postal administrations are using an ever-increasing amount of paper,

Considering
that the environment is deteriorating throughout the world because of water and air pollution,

Recognizing
that the discharge of chloride causes serious damage to fish, algae, seaweed and other marine organisms,

Aware
of the need to reduce the use of products the manufacture of which is a source of pollution, for instance, paper bleached with chlorine,

Recommends

postal administrations to select for the needs of the postal services paper manufactured by processes that cause as little pollution as possible.

(Proposal 2000.2, Committee 4, 1st meeting; Congress – Doc 78.1, 14th meeting)

Recommendation C 32/Washington 1989

Items for delivery free of charges and fees

Congress,

Considering
that the service for delivery of items free of charges and fees (FDD) is a valuable service for large business customers of the Post, which can use the service for mailing products to their customers, without the need for the addressees to pay customs fees and similar charges,

Noting
that, although many administrations offer the FDD service for postal parcels, not all of them also offer the service for customers in the letter-post services,

Considering
that, for customers of the Post, the letter-post services often offer a service that is quicker, and especially simpler, in terms of customs documentation and procedures,

Recognizing
therefore, that this service in the letter post is an attractive service especially for customers who wish to send low value goods within the limits of the C 1 green label[1],

Recommends

postal administrations to include the service for delivery of items free of charges and fees as widely as possible in their range of letter-post services, and in their relations with other administrations that already offer the service.

(Proposal 2000.17, Committee 4, 5th meeting)

[1] CN 22 (Seoul 1994).

Recommendation C 33/Washington 1989

Conclusion of bilateral agreements on service targets[1]

Congress,

Noting
the efforts to improve the quality of international postal service resulting from the Declaration of Hamburg,

Having noted
that the Executive Council has acknowledged the necessity of incorporating quality of service targets in the Convention,

Aware
of the importance of rapid and reliable postal transport in order to compete with private transport companies,

Recommends

- administrations of origin and destination to conclude a bilateral agreement regarding service targets for letter-post items based on a detailed analysis of operational and transport arrangements between the two administrations;
- administrations to agree on the measures that each will take in order to achieve the ultimate service targets;
- administrations to set up monitoring systems in order to identify where problems are occurring;
- administrations to conduct regular reviews of the bilateral agreements in order to monitor progress towards the ultimate target and to agree on what, if any, further measures are needed.

(Proposal 2000.21, Committee 4, 1st meeting; Congress – Doc 78.1, 14th meeting)

[1] See recommendation C 85/Seoul 1994.

Recommendation C 34/Washington 1989

Packaging used for the conveyance of postal items

Congress,

In view of
decision C 21 of the 1984 Hamburg Congress instructing the Consultative Council for Postal Studies to examine with the International Organization for Standardization (ISO) the possibility of laying down norms concerning the packaging sold by postal administrations,

Considering
the provisions of article 20, paragraph 1, c, of the Universal Postal Convention and of article 113, paragraphs 1, c, and 2, of its Detailed Regulations (Hamburg 1984),

Basing itself
on the results of study 635 conducted by the CCPS,

Aware
of the difficulties involved in providing the packaging issue with greater standardization than currently exists,

Noting
the possibilities available to the administrations for applying the standards defined by the ISO,

Concerned to
facilitate the identification of postal markings as well as the handling and sorting of packing bags, cartons and boxes,

Recommends

that the postal administrations:

a use, for the closing of packing bags, either an adhesive or a self-adhesive closing mechanism, particularly for reasons of labour protection, the latter method to be used especially in cases where it is required that control of the content of an item shall be possible;

b ensure that the markings conform to the relevant provisions of the Universal Postal Convention and its Detailed Regulations with regard to the address area on packing bags, cartons and boxes;
c provide an area for stamps on packing bags, for technical and work method reasons, in accordance with the provisions of the Detailed Regulations of the Universal Postal Convention;
d provide, by mutual agreement, areas for markings and imprints on packing bags, cartons and boxes, in accordance with the provisions of the Detailed Regulations of the Universal Postal Convention, viz:
   - a specific area for technical postal markings;
   - a specific area for the postal category of the items;
e use a single common colour combination on packing bags, cartons and boxes making as big a contrast as possible between the colour of the packaging and the printed markings;
f should it be possible to standardize the address area on packing bags, cartons and boxes, study the possibilities of using packing bags, cartons and boxes without any text printings;
g not require a separate wrapping in the international postal traffic for packing cartons and boxes;
h bring the above recommendations to the attention of their customers.

(Proposal 2500.5, Committee 4, 1st meeting; Congress – Doc 78.1, 14th meeting)

Recommendation C 36/Washington 1989

Use of the EDIFACT electronic message rules of syntax

Congress,

Wishing
to facilitate the international interchange of data between postal administrations and Customs and between postal administrations and the carriers or other trade partners,

Considering
that it is desirable to use for these trade data interchanges a series of data structure rules agreed upon internationally and applicable universally,

Noting
that the United Nations Economic Commission for Europe (UN/ECE) has developed a series of syntax rules for messages to be used for electronic interchanges, under the name of EDIFACT (Electronic data interchange for administration, commerce and transport),

Aware
that the syntax rules for EDIFACT messages can be used regardless of their field of application and that their widespread use in international relations will facilitate to a large extent the circulation of postal items,

Noting
that EDIFACT has been accepted by the International Organization for Standardization as international standard ISO 9735,

Recommends

that all postal administrations of member countries should apply the syntax rules for EDIFACT messages, as well as the updates to be issued later, for the preparation of electronic messages to be

exchanged between postal administrations and Customs and between postal administrations and carriers or other trade partners.

(Proposal 5000.4, 10th plenary meeting; Congress – Doc 78.1, 14th meeting)

Recommendation C 37/Washington 1989

Use of the UN Trade Data Elements Directory

Congress,

Wishing
to facilitate the international interchange of data between postal administrations and Customs and between postal administrations and carriers or other trade partners,

Considering
that it is desirable, with regard to the data elements of such trade data interchanges, to use names, descriptions and modes of representation agreed upon at international level and universally applicable,

Deeming
it desirable that these names, descriptions and modes of representation be used for data elements regardless of the context in which the trade data are interchanged,

Noting
that these standardized data elements can be used, with all information interchange methods, on paper as well as with other means of communication, that they may be selected and transmitted one to one or used within the framework of a specific system of interchange rules such as, for example, the EDIFACT (Electronic data interchange for administration, commerce and transport) standard,

In view of
the fact that the directory has been approved by the International Organization for Standardization as international standard ISO 7372,

Recommends

that all postal administrations of member countries should use the names, descriptions and modes of representation of data elements shown in the UN Trade Data Elements Directory, and in the updates to that directory which will be issued subsequently, in data interchanges with Customs and with carriers or other trade partners.

(Proposal 5000.5, 10th plenary meeting; Congress – Doc 78.1, 14th meeting)

Formal opinion C 54/Washington 1989

Closed mails in transit suspected of containing narcotics or psychotropic substances

Congress,

Having noted
- that the illicit transmission of narcotics and psychotropic substances through the post is on the increase;
- that, in operations carried out on the requisition of the Customs, the presence of items containing narcotics and psychotropic substances has been detected in closed mails through the use of new techniques (dogs belonging to the Customs, X-rays, etc),

In view of
article 1 of the Constitution of the Union and article 1 of the Universal Postal Convention which enshrine freedom of transit for postal items forwarded in transit by closed mails or à découvert as one of the essential and fundamental principles of the Universal Postal Union,

In view of
article 36 of the Universal Postal Convention[1] dealing with prohibitions,

Considering
- that postal administrations are aware of the importance to be placed on combating the traffic in narcotics and psychotropic substances;
- that postal administrations must act within the framework of the provisions prescribed in the Acts of the Universal Postal Union and in their national legislation;
- that the technique known as "controlled delivery" is an effective means of helping to identify persons involved in trafficking,

Invites

postal administrations:

i
- to cooperate in combating the traffic in narcotics and psychotropic substances whenever they are legally required to do so by their national authorities responsible for this matter;
- to ensure respect for the fundamental principles of the international Post, in particular, the freedom of transit (article 1 of the Constitution and of the Convention);

ii to make all appropriate arrangements with the relevant authorities of their countries to ensure that bags of mail in transit suspected of enclosing items containing narcotics or psychotropic substances are not opened, but to advise:
   a by the quickest means, at the request of their customs authorities the administration of destination so that the suspected bags can easily be identified on arrival;
   b by verification note, the administration of origin of the mail;

iii to approach the legislative authorities, in consultation with the customs services, to ensure that laws and regulations do not prevent the use of the technique known as "controlled delivery"; the Customs of the transit country, if necessary with the agreement of the competent authorities, must take appropriate measures to inform the customs authorities of the country of destination and, possibly, of the country of origin of the suspect mails.

(Proposal 2500.2, Committee 4, 5th meeting; Congress – Doc 78.1, 14th meeting)

[1] Conv (Seoul 1994), art 26.

Resolution C 64/Washington 1989

Indication of the reason for delayed delivery of items on the C 9 inquiry form[1]

Congress,

Referring
to article 147, paragraph 7, of the Detailed Regulations of the Universal Postal Convention[2], according to which "if ... the office of destination or the central administration of the country of destination or the specially appointed office, as the case may be, is able to say what finally happened to the item, it shall complete part 3 of the form. In cases of delayed delivery, retention or return to origin the reason shall be shown briefly on the C 9 form",

Aware
of the importance of indicating the reason for the delayed delivery of a registered item or an insured letter on the C 9 form, in order to give a full and appropriate reply to the inquirer and avoid the detriment such delay is likely to cause both to the inquirer and to the administrations, which may well see their customers turn to other firms that offer them a better service,

Noting
that it is very common to receive C 9 forms stating that the item has been delivered 30 days or more after the date of dispatch without any reason for the delay being given,

Considering
that this lack of information gives rise to a new delay because it obliges the administrations to investigate the reason for the delay and thus further postpones the time when the inquirer can receive a full reply,

Recommends

the postal administrations of member countries to instruct their offices on the need to complete all parts of the C 9 form and, in particular, to give the reason for the delayed delivery, retention or return to origin, in order to provide the inquirer with precise information.

(Proposal 2500.3, Committee 4, 7th meeting; Congress – Doc 78.2, 14th meeting)

[1] CN 08 (Seoul 1994).
[2] 1984 Hamburg text.

Resolution C 71/Washington 1989

Methods for improving the return of empty mailbags

Congress,

Recognizing
that mailbags remain, and are likely to remain for some time, the principal means by which mail is carried throughout the world,

Noting
that the non-return of international mailbags can be for many countries, both developed and developing, detrimental to the efficient provision of services,

Urges

all administrations to return empty mailbags, both efficiently and promptly, to the countries to which they belong, by rigorously observing the requirements of article 168 of the Detailed Regulations of the Convention,

Invites

all administrations to consider the conclusions and recommendations contained in the report of study 625 as carried out by the Consultative Council for Postal Studies and intended for publication as a Collection of Postal Studies brochure,

Recommends

a those administrations which have problems caused by the non-return of mailbags to consider setting up simple but cost-effective recording systems in order to ascertain:
   - the proportion of bags which are not returned;
   - whether that proportion can be considered as an acceptable loss;
   - which administrations may be principally responsible for the failure to return bags;

b those administrations which have such problems to make direct contact with the administrations concerned to seek the return of their bags or, failing that, applying the provisions of article 168, paragraphs 6 and 7[1], in order to obtain reimbursement;

c all administrations to consider the use of schemes for bag-sharing, or the reciprocal use of mailbags, as well as the use of one-trip mailbags, in order to increase the availability of mailbags;

d all administrations to consider the more extensive use of containers for conveying loose-loaded parcels, letters in letter trays or boxes and similar types of mail which do not require the use of mailbags.

(Proposal 2500.1, Committee 4, 9th meeting; Congress – Doc 78.2, 14th meeting)

[1] 1984 Hamburg text.

Recommendation C 76/Washington 1989

Increased containerization of mails

Congress,

Noting
the results of CCPS study 626 (CCEP 1988/C 2 – Doc 3.6a),

Recognizing
that bilateral tests have effectively demonstrated the benefits of using receptacles other than bags (such as trays) in the exchange of mails,

Urges

administrations to proceed with the development and use of such receptacles in their service for both internal and international operations, and

Recommends

that administrations which are already implementing or developing a containerization programme actively seek bilateral agreements for use of these receptacles in their international service.

(Proposal 2000.9, Committee 4, 8th meeting; Congress – Doc 78.2, 14th meeting)

Recommendation C 79/Washington 1989

Standardized electronic messages for dispatches

Congress,

Recognizing
the advantages of receiving and utilizing advance information on dispatches to enhance the procedures for tendering, transferring, receiving and verifying mail dispatches by both the postal administrations and the airlines,

Desiring
to define standardized formats for electronically transmitting the information pertaining to dispatches exchanged between postal administrations and the airlines,

Noting
that the frequent non-receipt of the delivery bill at the final destination gives rise to unnecessary staff expenditure for receiving the mail and processing inquiries,

Recommends

the use of the IATA IMP cargo standard as an intermediate format for the electronic transmission of dispatch messages, until such time as messages in the UN EDIFACT standard can be developed and approved,

Instructs

the Executive Council, on the basis of the recommendations of the IATA–UPU Contact Committee, to finalize development of standardized message formats, to be disseminated through the International Bureau, comprising the following data elements:

- administration of origin of the AV 7;[1]
- exchange office of origin of the AV 7;[1]
- exchange office of destination of the AV 7;[1]
- AV 7 number (control mechanism generated by computer);
- transportation/routeing information:
  - air carrier(s);
  - flight number(s);
  - date;
  - origin/destination/transfer points;
- dispatch details:
  - dispatch number;
  - office of origin of the mail;
  - office of destination of the mail;
  - bag number (computer-generated control number);
  - mail class and special category;
  - weight of the bag;

- total number of bags by class;
- total weight by class,

Further instructs

the Executive Council to determine and specify the data to be included in:
a messages exchanged between the postal administrations of origin and the airlines;
b messages exchanged between postal administrations of origin, transit and destination.

(Proposals 4000.2 and 4000.5, Committee 6, 2nd meeting; Congress – Doc 78.2, 14th meeting)

[1] CN 38 (Seoul 1994).

Recommendation C 80/Washington 1989

Philatelic code of ethics for the use of UPU member countries

Congress,

Referring
- to article 9 of the Convention[1], which specifies the terms under which postage stamps shall be issued;
- to article 192 of the Convention[2], Detailed Regulations, which specifies the characteristics of postage stamps,

Considering
the purpose of the Union and the aims which it pursues as expressed in the Preamble to and in article 1 of the Constitution,

Observing
- that postage stamps and postal products have a specific value when used for normal postal purposes;
- that they may also have a commercial value when used for philatelic purposes,

Recognizing
that the philatelic value of postage stamps and postal products depends:
- on the exclusive rights of postal administrations to issue postage stamps, as recognized by the Universal Postal Union;
- on the due observance, by administrations, of the relevant Acts of the Union;
- on the application by administrations of proper postal procedures in their services,

Noting
the desire expressed on various occasions by postal administrations for there to be available a recognized code of practice to be observed in regard to the issue and provision of postage stamps and products for philatelic purposes,

Recommends

the administrations of member countries of the UPU to observe the procedures described in the attached philatelic code of ethics for the use of member countries when issuing and providing postage stamps and postal items for philatelic purposes.

(Proposal 2000.18/Rev 1, Committee 4, 2nd meeting; Congress – Doc 78.2, 14th meeting)

[1] Conv (Seoul 1994), art 5.
[2] 1984 Hamburg text.

Philatelic code of ethics for the use of UPU member countries

The philatelic code of ethics for the use of member countries comprises the following recommendations:

1 Administrations creating philatelic products shall ensure that the use of the postage stamps and other means of denoting payment of postage does not lead to the creation of such postal products as would not result from the exercise of proper postal procedures.

The following shall be recognized as philatelic products within the scope of this code:
- maximum cards;
- first day covers;
- presentation packs or albums;
- envelopes with embossed or preprinted stamps;
- cachets for special occasions and events and related products;
- stamps with surcharges, in conformity with article 192 of the Detailed Regulations of the Convention.

2 Administrations shall not authorize such use of cancellation dies, handstamps or other official informative or operational markings as would not result from the exercise of proper postal procedures.

2.1 Administrations shall not permit the use of such cancelling or marking devices by persons other than their own employees.

2.2 In certain exceptional cases and provided that direct supervision is exercised by their employees, administrations may authorize the use of these cancelling or marking devices by persons other than their own employees.

2.3 Where administrations contract out part of their operational activity and in particular cancellation, the contract shall specify that the cancelling and marking devices shall be used for operational purposes only and in strict accord with the proper postal procedures of the administration concerned, which shall ensure that this rule is strictly observed.

3 In the sale of products for philatelic purposes incorporating postage stamps, administrations shall ensure that the handling of the postage stamp itself and the use of cancellation dies, handstamps, cachets and other marking devices are in conformity with their respective postal procedures.

4 For each issue of postage stamps, administrations shall ensure that these are printed in sufficient quantity to meet potential operational requirements and foreseeable philatelic needs. In employing cancellation dies, handstamps and cachets for special occasions or events, administrations shall ensure that a sufficient quantity of philatelic products is available to meet requirements.

5 Administrations shall not permit or facilitate the sale to the public of postage stamps or philatelic products incorporating postage stamps in the country of issue at other than face value. Nor shall they sell such postage stamps in territories other than the territory of issue below face value.

6 Administrations shall, wherever possible, ensure that products for philatelic purposes incorporating postage stamps are available in sufficient quantity to satisfy the requirements of all those wishing to purchase them.

7 Whilst administrations have no control over the use of postage stamps or articles entrusted to the postal service for postal or philatelic purposes once they have been sold, they shall nevertheless:

7.1 Not support or acquiesce in any artifice intended to enhance sales of their postage stamps or products incorporating postage stamps by suggesting a potential scarcity of these products.

7.2 Avoid any action which might be taken as declaring approval of or conferring official status on products of unofficial origin incorporating postage stamps.

7.3 In the event that they appoint agents to market their philatelic products, instruct such agents to observe the same procedures and practices as those of the administrations themselves. Administrations shall not permit agents to operate or alter their proper postal procedures nor to control philatelic procedures.

7.4 Specifically prohibit the sale or disposal by their agents of their postage stamps or products incorporating postage stamps below face value. In remunerating their agents, administrations shall obviate as far as possible any need for agents to sell postage stamps or philatelic products incorporating postage stamps above face value. Due allowance may be made for national or local variations in sales and other taxes which may be pertinent.

Resolution C 12/Seoul 1994

Drawing up and implementation of the new edition of the UPU List of Prohibited Articles

Congress,

Noting
the work in progress on preparing and implementing a new edition of the UPU List of Prohibited Articles on the basis of a new model approved by the 1989 Washington Congress,

Convinced
of the need to make this new List available to the postal administrations of UPU member countries to facilitate execution of international postal service operations,

Aware
of the expediency of computerizing certain UPU publications, including the UPU List of Prohibited Articles,

Invites

the postal administrations of Union member countries:

- to draw up, as soon as possible, their list of prohibited articles on the basis of the model approved by the 1989 Washington Congress and with the assistance of their customs administration;
- to send their list to the International Bureau so that a new edition of the List of Prohibited Articles within the UPU, containing data about the maximum number of Union member countries, can be prepared and facilitated,

Instructs

the UPU International Bureau to continue work on drawing up the new edition of the List of Prohibited Articles,

Instructs

the Postal Operations Council, assisted by the International Bureau:
- to study the possibilities of computerizing the new presentation of the List of Prohibited Articles;
- to carry out, as appropriate, the work of computerizing the List.

(Proposal 20. 0.10, Committee 4, 2nd meeting)

Resolution C 13/Seoul 1994

Application of a new principle for numbering forms

Congress,

Noting
the results of the EC study on rationalizing UPU forms (CE 1993/C 4 – Doc 4a),

Considering
that the effects of the abolition of certain provisions of the Convention (Washington 1989), of proposals on merging or abolishing certain forms and EC work on recasting the Acts will call into question or even disrupt the consecutive numbering of UPU forms,

Aware
of the need to standardize wherever possible the presentation of the recast texts of the Acts of the Union,

Instructs

the Postal Operations Council to apply the new principle for numbering UPU forms, which consists in:
i rearranging the existing series "C", "AV" and "VD" series of forms in the Convention as a single series running from "CN 1 to CN XX", without the addition of "bis", "ter" and "S", in which the "XX" numbers correspond to a specific serial number indicating the order in which the forms will appear in the future Acts of the Union;
ii introducing some flexibility in the new numbering of the forms; two free numbers in each group of ten are set aside; they could be used later if new forms are introduced, without having to change the numbering of existing forms;
iii keeping the old number in small characters between brackets below the new number for all forms for a transitional period up to the year 2001,

Instructs

the International Bureau accordingly:
- to adapt the texts of the recast Acts following application of the new principle for renumbering forms;
- to renumber the forms in the final stage of the project when the new text of the recast Acts has been adopted by Congress.

(Proposal 20. 0.13, Committee 4, 2nd meeting)

Recommendation C 14/Seoul 1994

Completion of work on rationalizing UPU forms

Congress,

Having noted with satisfaction
the result of the EC study on rationalizing UPU forms,

Stressing
the importance of the objectives laid down in 1989 Washington Congress decision C 84 aimed at reducing the number of UPU forms, simplifying them and adapting them to new technologies,

Recognizing
that the final decisions of the discussions on the general problems of postal operations, mainly the introduction of a new terminal dues system, and other proposals to Congress could entail numerous changes in the forms,

Considering
that it is preferable, under these circumstances, that the forms should be adapted in a coherent manner immediately after Congress,

Recommends

- that the work on rationalizing UPU forms should be continued after Congress up to the first session of the Postal Operations Council, with the aim of adapting UPU forms in line with Congress decisions;
- that this work should be assigned to the reporting country of the study previously carried out by the EC, assisted by the International Bureau;
- that rationalizing forms should continue to be studied by the Postal Operations Council, particularly in respect of the use of dynamic bar codes.

(Proposal 20. 0.12, Committee 4, 2nd meeting)

Resolution C 15/Seoul 1994

Reconstitution of the CCC–UPU (Customs Co-operation Council[1]–Universal Postal Union) Contact Committee

Congress,

In view of
the positive results of the work done by the CCC–UPU Contact Committee,

Considering
that efforts to speed up and simplify customs treatment of postal items should be continued,

Taking account
of questions whose study must be developed,

Considering
that the cooperation between the UPU and the CCC which has existed since 1965 is in the best interests of both organizations,

Authorizes

the Postal Operations Council to reconstitute the CCC–UPU Contact Committee in order to continue the study of common problems.

(Proposal 20. 0.17, Committee 4, 2nd meeting)

[1] The Customs Co-operation Council has become the World Customs Organization.

Resolution C 17/Seoul 1994

Quality of Service Programme – 1995–1999

Congress,

Considering
that improving quality by reducing transmission times in international mail exchanges and by enhancing the security of the world postal network and of postal items constitute an objective of primary importance for safeguarding the image of the Post in the eyes of the public,

Taking note of
the encouraging results achieved by the Permanent Project to Safeguard and Enhance the Quality of and to Modernize the International Postal Service (Washington Congress resolution C 22),

Noting
the need for the Union to continue its work relating to the improvement of quality,

Decides

on the implementation of a Quality of Service Programme for the period 1995–1999 for the purpose of achieving a significant improvement in the quality of the international postal service, more specifically by taking the following action:
- raising the consciousness of administrations regarding the implementation of quality standards in the international postal service;
- permanent monitoring of the quality of the international postal service worldwide;
- implementation of additional end-to-end testing of the quality of the international postal service;
- missions by quality of service consultants in the field;
- permanent monitoring of the effectiveness of the world postal network;
- permanent updating of a data base concerning the results of quality control worldwide;
- creation of an information and resource centre on international mail circulation,

Approves

the ceiling of the credits necessary for execution of the above plan, set at 3 688 000 CHF for the period 1995–1999,

Instructs

the Executive Council, in conjunction with the Consultative Council for Postal Studies and the International Bureau, to take the necessary measures to achieve significant results in the various areas covered by the Quality of Service Programme and to submit a report on its execution to the next Congress,

Urges

a the member countries of the Union:
   - to do their utmost to improve the quality of the postal services offered, particularly by applying the quality standards already established or to be established;
   - to cooperate fully in any project designed to stimulate their initiatives and to draw maximum advantage from the realization of the activities initiated;

b the member countries and the Restricted Unions to provide active support for the operations initiated within the framework of the Quality of Service Programme.

(Proposal 037, Committee 6, 1st meeting)

Resolution C 20/Seoul 1994

Reconstitution of the Publishers–UPU Contact Committee

Congress,

Having noted
the results of the Publishers–UPU Contact Committee,

Considering
that the efforts aimed at modernizing and simplifying the regulations for printed papers should be continued,

Taking account
of questions whose study should be developed,

Considering
that the cooperation initiated between the UPU and the Publishers is in the interest of both organizations,

Considering
that relations between the two organizations should adopt a more commercial approach,

Authorizes

the Postal Operations Council to reconstitute the Publishers–UPU Contact Committee in order to continue the study of common problems.

(Committee 4, 3rd meeting)

Resolution C 27/Seoul 1994

UPU activities in the field of EDI, 1995–1999

Congress,

Recalling
the Washington Congress resolutions aimed at introducing telematics in the Union,

In view of
the Executive Council and Consultative Council for Postal Studies report on the activities undertaken in the UPU in the field of telematics (Congress – Doc 75a),

Noting
that a telematics project has been established in the UPU, consisting, in particular, of a global postal telecommunication network and associated network services, for the benefit of all postal enterprises,

Considering
that the vast majority of the postal administrations of member countries that took part in inquiries conducted by the International Bureau expressed a keen interest in participating in the project and in accessing the telematics network and services made available to them,

Aware
of the strategic importance of the UPU telematics project for all Union member countries,

Convinced
that this telematics project will make it possible to speed up considerably activities designed to improve telematic communication facilities between postal enterprises, to reduce the technological gap between them, to raise the quality of global postal services and to facilitate expansion of existing products and the creation of new products,

Taking into account
the Executive Council report on UPU activities in the field of EDI, 1995–1999 and its conclusions (Congress – Doc 75b),

Urges

the postal administrations of member countries and the Restricted Unions to participate in the UPU telematics project and to make voluntary contributions to that project,

Instructs

the Postal Operations Council:
- to establish an EDI Advisory Board under its authority, consisting of representatives of member countries and in whose work the International Bureau will participate. The EDI Advisory Board will be assigned responsibility for carrying out the following broad objectives:
  - a establish the policies and guidelines for activities in the area of EDI, in line with the principles and objectives approved by the Postal Operations Council;
  - b secure the necessary funds allowing continued activities in the area of EDI, including mandatory funding by all postal administrations participating in the telematics project, the income from fees calculated on the basis of the cost of the products and services provided under the project and voluntary contributions paid under the head of development activities and special projects;
  - c propose to the Postal Operations Council financial procedures applicable to EDI activities;
- to take any action considered useful for efficient operation of the UPU telematics project,

Instructs

the International Bureau to maintain the EDI Development Unit as a business unit under the authority of the Director-General of the International Bureau and with responsibility for:
- a conducting the telematics project in an efficient and flexible manner and according to the principles and objectives approved by the Postal Operations Council;
- b reporting regularly to the EDI Advisory Board on its results and performance, in accordance with procedures in force at the International Bureau;
- c preparing EDI Advisory Board meetings,

Invites

the Council of Administration to co-finance EDI activities by a contribution taken from the regular budget of a sum equivalent to at least one million Swiss francs a year, increasing annually in line with the inflation rate applicable to the budget, until other income covers expenses.

(Proposal 010, Committee 6, 2nd meeting)

Resolution C 33/Seoul 1994

Improvement of postal services in rural areas

Congress,

In view of
article 1, paragraph 2, of the Constitution, laying down the aim of the Union, which is "to secure the organization and improvement of the postal services and to promote in this sphere the development of international collaboration",

Noting
that the majority of the population in many countries lives in rural areas,

Noting further
that the quality of the postal services provided in rural areas of these countries is well below expectations,

Considering
that the world's postal services will fall short of their targets if the quality of postal services in the rural areas of member countries is not brought up to the mark,

Admitting
that there is an urgent need to improve postal services in the rural areas of member countries,

Considering
that there are many factors of a substantial nature that stand in the way of improving these services,

Considering further
that it is beyond the capability of a single postal administration to surmount many of these obstacles,

Recognizing
that a united global approach is essential in order to overcome the difficulties and attain the targets,

Instructs

the Postal Operations Council:
a to undertake an in-depth study of the present state of the rural postal services in member countries;
b to identify the obstacles to improvement of the rural postal services;
c to recommend ways and means of overcoming these obstacles and achieving the targets;

d to submit, to this end, proposals to the next Congress;
e to recommend, if appropriate, interim measures to the Executive Council, which will request their implementation.

(Proposal 09, Committee 6, 3rd meeting)

Resolution C 34/Seoul 1994

UPU environmental protection policy

Congress,

Recalling
the 1992 Rio de Janeiro Declaration pursuant to the "Earth Summit" organized by the United Nations under the auspices of the United Nations Conference on Trade and Development (UNCTAD), which constitutes a blueprint for an environmental protection and development strategy in the 21st century, and also stresses the fundamental role to be played by all United Nations bodies, therefore including the Universal Postal Union,

Aware
a of the imperative need to reduce pollution and to recycle waste materials,
b that postal administrations, which every day handle products of all kinds that must be discarded after use, have a unique opportunity to introduce internal and external environmental changes:
- by reducing pollution;
- by purchasing and marketing environmentally designed products so as to preserve the commonwealth of natural resources;
- by using energy efficiently and cost-effectively; and
- by promoting sustainable economic and resource development initiatives,

Taking account of
a proposal submitted by the Chairman of the Executive Council urging the CCPS to undertake a study on the Post and the environment before the 21st Congress,

Noting
decision CCEP 7/1992 initiating this study and appointing the United States of America reporting country,

Considering
a the results of the 1993 Symposium on the "Post and the environment" as reported in document CCEP 1993 – Doc 17 and its annexes;
b the conclusions reached by the Working Party created by decision CCEP 1/1993, stressing the need to develop a postal environmental protection policy;
c that the environment issue has been included in the UPU's future study programme;
d that the environment protection policy for postal administrations has been included in the UPU's strategic planning process,

Instructs

the two Councils of the UPU, each within its respective area of responsibility:
a to develop and adopt initiatives, standards, and programmes regarding the implementation of the following environmental protection policy for postal administrations:

Policy

Environmental protection is sound business practice. The economies realized by good environmental policies have proven benefits to business, industry, and government, including postal administrations. Fundamental to the Universal Postal Union's environmental commitment is that it will contribute to a sustainable development of society. This commitment will be carefully planned and implemented, consistent with technical and economic realities.

Guiding principles

- responsibility to public expectations and otherwise meeting or exceeding all applicable environmental laws and regulations;
- incorporating environmental considerations, at an early stage and at all levels in postal administrations, as an integral part of the planning, budgeting, and decision-making process;
- encouraging the sustainable use of natural resources by promoting pollution prevention, reducing waste, reusing and recycling materials;
- improving environmental performance on a continuing basis, as new knowledge about the environment becomes available and as resources permit;
- measuring and communicating on postal administrations' progress in protecting the environment through various established methods;
- encouraging all postal employees to consider the environment in all aspects of their professional and daily lives;
- working closely with customers, suppliers, utilities, industry, governments, associations, and other interest groups to promote environmentally-sound practices;

b to set up a group of experts on the environment to provide guidance, recommend actions, and monitor the implementation of the proposals;

c to ensure that adequate human and financial resources are made available to implement the UPU environmental policy; and

d to ensure that the International Bureau includes the environmental policy amongst its priority activities and undertakes all necessary steps to provide the assistance required,

Strongly recommends

member countries:

a to become familiar with the environmental policy of the UPU;

b to actively pursue the immediate implementation of this policy to the extent possible in their area of responsibility;

c to maintain regular contact with the International Bureau on steps taken and assistance needed or available as well as with the national authorities responsible for environmental protection;

d to use the tools made available by the International Bureau (manuals, operational data sheets, etc).

(Proposal 07, Committee 6, 3rd meeting)

Resolution C 35/Seoul 1994

Postal security policy and strategy

Congress,

Recalling
Washington Congress resolution C 12/1989 calling on administrations to take action to enhance the security and integrity of international mails,

Considering
- the need to safeguard the quality of the postal services;
- that, to remain competitive in world postal markets, the Posts must include a guarantee of security in their postal activities;
- the vulnerability of the international postal system to criminal acts committed in the postal services or against them (theft, fraud, traffic in drugs, pornography, etc);
- the specialized knowledge and skill required to counter criminal activity directed against the Post and the limited resources available to counter this activity,

Aware
- of the social and business importance of maintaining public confidence in the security of postal items;
- of the fact that the problems of postal security are so significant and complex that at both the management policy and operational levels, the need exists for security to be a distinct focus of activity;
- of the urgency with which postal security actions must be undertaken,

Taking account of
- the results of the two postal security symposia conducted in April 1990 and May 1991 and the creation of the UPU Postal Security Action Group (PSAG);
- the successes achieved through the numerous security-related decisions and recommendations taken by the EC and CCPS as a result of PSAG's work as detailed in Congress – Doc 23, in the following areas:
  - quality of service;
  - setting of security standards and policies;
  - establishment of postal security networks;
  - improvements in aviation security measures;
  - arranging and promoting training and technical assistance activities;
  - increased revenue protection and generation;
  - improved contacts with Restricted Unions, international organizations and other organizations concerned with security;
- the fact that postal security issues cover both the regulatory and operational aspects of the postal business and that their development and follow-up would need attention by both the Council of Administration and the Postal Operations Council, each within its own area of responsibility,

Noting
- that the Executive Council has endorsed the study on restructuring the Union, one of whose recommendations calls for the establishment of a Committee to deal with security matters;
- that security activities have been incorporated into the UPU's strategic planning process for the future;
- that security has been included in the future UPU study programme;
- the considerable progress already made by the UPU Postal Security Action Group as regards raising awareness of the importance of security within the Union,

Urges

postal administrations:
- to adopt a security strategy at all levels of postal operations in order to maintain and increase their competitive edge in the market and enhance their public image;
- to develop regional security training courses and networks to further spread the security message;
- to use the available tools prepared by the International Bureau of the UPU (Manuals, implementation guides, directories, binders and Operational Binders, etc) to improve security of the Post,

Decides

to reconstitute the UPU Postal Security Action Group which would report directly to the plenary meetings of the Council of Administration and the Postal Operations Council,

Instructs

the Council of Administration, the Postal Operations Council and the International Bureau, each within its own area of responsibility, to ensure that appropriate measures are taken in the field of postal security by providing adequate human and financial resources to implement security-related activities.

(Proposal 046, Committee 6, 3rd meeting)

Resolution C 36/Seoul 1994

Liability

Congress,

Referring
to the provisions covering different kinds of liability matters appearing in articles 34 to 38 and 46 of the Convention as well as to articles 26 to 30 and 33 of the Postal Parcels Agreement,

Aware of the fact
that postal operators must provide high-quality services to customers,

Considering
that postal liability regulations ought to be adapted to the demands of the delivery market in general,

Recognizing
that all postal procedures for establishing liability should be simplified to reduce administrative work and the cost of such work,

Urges

postal operators to respond to legitimate customer expectations and to speed up the treatment of customers' claims as well as of the resultant settlement,

Instructs

the Postal Operations Council to study and to present to the competent body, proposals for approval concerning all aspects of postal operators' accepting liability for postal items.

(Proposal 20. 0.3, Committee 4, 6th meeting)

Resolution C 39/Seoul 1994

Exclusion of prohibited and dangerous goods from the postal service

Congress,

Considering
the provisions of the relevant articles of the Convention pertaining to the prohibition of mailing certain dangerous substances and articles,

Having taken note of
the proceedings of the Postal Security Action Group (PSAG) and the IATA–UPU/PSAG Joint Working Party concerning prohibited and dangerous goods, proceedings which once again underscored the gravity of the particular risks attendant upon transport by air,

Taking note
of the measures advocated by the Postal Security Action Group and the "Dangerous Goods" Subgroup of the IATA–UPU/PSAG Working Party and endorsed by the Executive Council with a view to excluding the insertion of prohibited and dangerous goods in postal items through enhanced education and awareness activities for the benefit of postal staff and customers, among other means through the organization of displays, the distribution of films, and the production of posters and literature dealing with dangerous goods,

Aware
of the work that remains to be done by postal administrations in their activities to combat the mailing of prohibited and dangerous goods,

Aware
that dangerous and prohibited items continue to circulate in postal items and that serious incidents involving loss of property and life continue to take place,

Urges

postal administrations, with the assistance of the UPU International Bureau, to:

a strengthen measures aimed at preventing and detecting the insertion of prohibited and dangerous articles in postal items;
b develop to this end educational measures suited to the local situation, for the benefit of postal customers and staff;
c ensure wide dissemination of these measures and appropriate training for the staff, using the most effective modern technical methods.

(Proposal 028, Committee 6, 3rd meeting)

Decision C 40/Seoul 1994

Defining a standard for the introduction of an international postal code system

Congress

Instructs

the Postal Operations Council to continue the study on defining a standard for the introduction of an international postal code system, bearing in mind, on the one hand, the results of CCPS

sub-study 741.1, and, on the other, the reservations and recommendations made in this respect at Congress.

(Proposal 20. 0.14, Committee 6, 3rd meeting)

Resolution C 55/Seoul 1994

Postal relations on the Korean peninsula

(For the text, see page 56.)

Resolution C 71/Seoul 1994

Reconstitution of the Private Operators–UPU Contact Committee

Congress,

In view of
the increasingly competitive operational environment of the postal services, particularly the express services,

Recognizing
that a contact committee could be the proper forum for the exchange of views between postal administrations and private operators on matters of common interest to both parties,

Considering
that efforts to find common solutions to issues of interest to both private operators and postal administrations should be continued, particularly as regards questions relating to Customs and security,

Authorizes

the Council of Administration to reconstitute the Private Operators–UPU Contact Committee with a view to continuing the study of common technical, commercial and operational problems.

(Proposal 011, Committee 5, 3rd meeting)

Recommendation C 82/Seoul 1994

Preparation of accounting documents sent between administrations

Congress,

Aware
of the problems that often arise as a result of the illegibility of accounting documents filled out by hand,

Recommends

administrations to avoid as far as possible filling out by hand accounting documents that are to be sent to other administrations and, to that end, to use typewriters or computer printers to ensure the legibility of these documents.

(Proposal 20. 0.18, Committee 4, 10th meeting)

Resolution C 83/Seoul 1994

Expansion of International Bureau offsetting arrangements

Congress,

Taking account
of the results of CCPS study 751 "International accounting – Modernization of billing systems and settlement of accounts", expanded by the 1993 EC to include all administrations, and in particular of the large majority of administrations in favour of settling AV 5[1] airmail accounts and CP 16[2] parcel-post accounts on the basis of monthly, quarterly, half-yearly or annual billing,

Convinced
of the advantages of multilateral offsetting offered by the UPU general liquidation account in terms of the efficiency, speed and low cost of settling accounts,

Instructs

the International Bureau to make known the advantages of the general liquidation account and to encourage administrations to make use of it, and to do its best to improve the system.

(Proposal 20. 0.9/Rev 1, Committee 4, 10th meeting)

[1] CN 51 (Seoul 1994).
[2] CP 75 (Seoul 1994).

Resolution C 84/Seoul 1994

Preparation and settlement of accounts. Monitoring the system of direct billing with AV 5 and CP 16 accounts[1]

Congress,

Considering
the need to modernize as far as possible the preparation and settlement of accounts between administrations,

Taking account
of the results of CCPS study 751 "International accounting – Modernization of billing systems and settlement of accounts" relating to letter post and to the parcel-post service,

Having adopted
direct billing with AV 5 and CP 16 accounts,

Instructs

the Postal Operations Council to monitor and assess the operation of the new system within three years of the entry into force of the Seoul Acts and, if necessary, to adopt any actions considered necessary for the ongoing adjustment of the accounting systems in question.

(Proposal 20. 0.8/Rev 1, Committee 4, 10th meeting)

[1] CN 51 and CP 75 (Seoul 1994).

Recommendation C 85/Seoul 1994

Improvement of the quality of service of items sent in transit à découvert

Congress,

Aware
of the importance of reducing transmission times for all airmail items so that the quality of the service is improved,

Noting
that items loose in transit à découvert may incur delay because of the handling operations in intermediate offices,

Considering
that there are fewer handling operations and resulting delays when à découvert items are put into separate bundles for each country of destination, the bundles are labelled, and the bundles are put into one or more "Transit" bags which are themselves distinctively labelled "Transit",

Urges

administrations of origin always to make up à découvert airmail items into labelled bundles and to insert them in a "Transit" bag, in accordance with the provisions of the article of the Detailed Regulations of the Convention relating to transit à découvert,

Recommends

that those administrations which conclude bilateral agreements on quality of service targets (see Washington recommendation C 33/1989) should incorporate into these agreements appropriate references to handling and transmission time targets for mails sent in transit à découvert.

(Proposal 25. RE 0.1, Committee 4, 10th meeting)

Decision C 86/Seoul 1994

Preparation and settlement of accounts.
Reviewing the wording of the Detailed Regulations of the Convention and of the Postal Parcels Agreement. Preparation of an operational compendium on accounting

Congress,

Considering
that accounting for letter post and for the parcel-post service could be facilitated by a review of the relevant texts contained in the Detailed Regulations of the Convention and of the Postal Parcels Agreement, as well as by the publication of an operational compendium,

Instructs

the Postal Operations Council:
- to conduct a study to further simplify letter-post and parcel-post accounting procedures;
- to consider the possibility of facilitating international settlements by using the most efficient means at the International Bureau and in all the postal administrations concerned,

Also instructs

the International Bureau:
- to examine the wording of the articles dealing with accounting contained in the Detailed Regulations of the Convention and of the Postal Parcels Agreement with the aim of making them easier to understand and to submit relevant proposals to the Postal Operations Council by 1997;
- to prepare an operational compendium on accounting which would take over a part of the Operational Guide on Terminal Dues and Transit Charges and would be based on practical examples, thus providing accounting services with one single reference document.

(Proposal 25. RE 0.4, Committee 4, 10th meeting)

2.4.2 Letter post

Decision C 6/Paris 1947

Exchange of international reply coupons[1] [2]

Reply coupons intended for exchange against the postage stamps necessary for prepaying letters to be sent to countries with which an administration has an agreement on reduced charges must be exchanged against the value of the postage prepayable for countries with which no agreement on reduced charges exists.

(French Documents of the 1947 Paris Congress – volume II: pages 474, 1110)

[1] Conv (Seoul 1994), art 15.3.
[2] See also decision C 5/Brussels 1952.

Recommendation C 7/Paris 1947

Liability for the loss of a registered item

Any country which, under article 60, d, of the Convention[1], is exempt from all responsibility for the loss of a registered item, may decline to invoke this clause where satisfactory proof is furnished that the delay was inevitable.

(French Documents of the 1947 Paris Congress – volume II: pages 482, 1110)

[1] Conv (Seoul 1994), art 35.2.7.

Decision C 5/Brussels 1952

Exchange of reply coupons for stamps on which a supplement is payable[1] [2]

If, instead of asking for a stamp or stamps representing the postage on an unregistered single-rate letter for abroad from that country, the sender asks – in exchange for a reply coupon – for a commemorative stamp or stamps on which a supplement is payable, he will have to pay the supplement himself.

(French Documents of the 1952 Brussels Congress – volume II: pages 142, 143, 506)

[1] Conv (Seoul 1994), art 15.3.
[2] See also decision C 6/Paris 1947.

Recommendation C 6/Vienna 1964

Reduction in rate for book catalogues

Congress,

Taking into consideration
the advantages to the distribution of information, science and culture derived from the publication of book catalogues edited either by cultural organizations or by publishing houses themselves,

Recommends

postal administrations of member countries to conclude between themselves, within the framework of the provisions of article 8 of the Constitution, agreements for the reciprocal acceptance of book catalogues at the rate which is applied to books, magazines and newspapers, namely

50 percent of the general printed papers rate, under article 16, paragraphs 6 and 7[1], of the Universal Postal Convention.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 1077, 1340)

[1] Conv (Seoul 1994), art 9.4.

Formal opinion C 6/Vienna 1964

Measures in favour of teaching by correspondence

Congress,

Taking into consideration
the benefits at international level of the development of teaching by correspondence,

Recommends

postal administrations of member countries of the Universal Postal Union to encourage to the utmost teaching by correspondence, particularly by reducing rates applicable to students' homework, corrected exercises and work syllabuses sent by educational institutions responsible for correspondence courses.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 1110, 1360)

Formal opinion C 50/Tokyo 1969

Apportionment of responsibility between postal administrations

(Formal opinion regarding paragraph 3 of article 42 of the Vienna Convention – article 43 of the Tokyo Convention)[1]

A corollary of the bulk advice system in the exchange of registered items is that administrations of origin and destination each pay half the indemnity due in case of loss. This division is the rule and one or other administration cannot avoid its share of responsibility by citing unilateral proofs based on an entry or an individual acknowledgement, accidental or otherwise, made by its services.

Certain countries which have subscribed to the bulk advice system in their mutual exchanges have, however, for reasons of their own, fallen into the habit of entering in detail certain registered items which thus escape the bulk advice system. In principle, there is nothing to distinguish these registered items from all the others.

Although these procedures are a distortion of the bulk advice principle, there would be no need to oppose them if they only represented a method for the administration of origin to trace the path of its registered items better, to fix their route of dispatch with accuracy. Although some administrations have never quoted these entries in an attempt to throw full responsibility for the loss on to the destination country, this is not the case with certain others, which have invoked these

detailed entries in order to refuse, or try to refuse, to accept their share of responsibility in the absence of any verification on arrival in the country of destination.

Seeing that some administrations put forward demands which are incompatible with the Convention texts, the inference is that these texts are not precise or complete enough, and their scope should therefore be better defined, to avoid any ambiguities and any possibility of disagreement between administrations.

The principle of shared responsibility is, however, so absolute that the wording does not even allow for full responsibility on the part of the administration that admits or discovers that the loss occurred in its own services, as required by fairness and equity. This is a gap that should be filled.

Accordingly, Congress has adopted the formal opinion by Belgium and expressed the following opinion:
"When the exchange of registered articles takes place under the bulk advice system, by agreement in accordance with the provisions of article 153, paragraph 2, e, of the Detailed Regulations of the Vienna Convention, the responsibility for paying the indemnity which may be due for the loss of an article shall be shared equally between the administrations of origin and destination of the dispatch presumed to have contained the lost item, unless the responsibility of an intermediate administration can be established, or unless either the administration of origin or the administration of destination admits or discovers that the loss occurred in its own services.
"Administrations which have subscribed to an agreement to deal with registered articles on the bulk advice system cannot be relieved of their responsibility by citing unilateral proofs based on an entry or an individual acknowledgement, accidental or otherwise, made by their services.
"The entry in detail of some registered items, in particular, constitutes a unilateral derogation of the bulk advice principle and cannot be invoked by the administration which had practised it in order to be relieved of its share of responsibility."

(Documents of the 1969 Tokyo Congress – volume II: pages 1109, 1464)

[1] Conv (Seoul 1994), art 46.2.

Recommendation C 63/Rio de Janeiro 1979

Marking of registered items

Congress,

Referring
to the results of the study on the marking of registered items carried out by the CCPS in implementation of 1974 Lausanne Congress decision C 47, which are embodied in proposal 2530.1,

Recalling
that the marking of registered items must be clear and not give rise to any misunderstanding,

Considering
that the labels in the form of the C 4[1] specimen provided for in article 1311 of the Detailed Regulations of the Convention[2] best meet this requirement,

Bearing in mind
however, the position of administrations whose internal system prevents the use of C 4[1] labels and which have the option of replacing these labels by a stamp clearly reproducing the particulars on the C 4 labels,

Aware
of the difficulties, in the operational services and with regard to liability, which inadequate marking of registered items may cause postal administrations,

Concerned
to ensure the proper operation of the international postal service,

Urgently recommends

that postal administrations which apply the option provided for in article 131, paragraph 5, of the Detailed Regulations of the Convention[2], of using a stamp reproducing the particulars on the C 4[1] label to mark registered items should:

a take the necessary measures, particularly by giving their operational services precise instructions, to ensure that such marking is clear and in accordance with that of the specimen C 4[1] label;

b consider the possibility of using, as soon as possible, labels completely in accordance with the C 4[1] specimen (article 131, paragraph 4[2]), or, if this is impossible containing only the printed letter R (article 131, paragraph 5[2]), instead of stamps reproducing the particulars on the C 4[1] labels.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1541, 1784)

[1] CN 04 (Seoul 1994).
[2] 1979 Rio de Janeiro text.

Resolution C 69/Hamburg 1984

Make-up of mails

Congress,

Aware of
the physiological importance of facilitating as much as possible, during the manual loading or unloading operations, the handling of bags used for conveying mails,

Noting
that the way in which bags are closed often allows the contents to shift inside them,

Concerned
with ensuring the maximum protection of postal staff responsible for handling such bags against any risk of injury resulting from their instability,

Recommends

administrations to prescribe that bags be closed as near as possible to the contents in order to ensure maximum stability of the latter.

(Documents of the 1984 Hamburg Congress – volume II: pages 191, 365)

Recommendation C 75/Washington 1989

Use of appropriate bundling materials

Congress,

Aware
that some bundling materials such as slippery twine are inadequate, particularly since this becomes brittle with use and breaks, resulting in extensive mail preparation in the country of destination,

Recommends

that administrations make use of more appropriate bundling materials.

(Proposal 2000.8, Committee 4, 8th meeting; Congress – Doc 78.2, 14th meeting)

Recommendation C 77/Washington 1989

Reservations to chapter III of the Universal Postal Convention[1] and part III of the Postal Parcels Agreement dealing with liability

Congress,

Noting
that reservations have been made with regard to the provisions of chapter III of the Universal Postal Convention and part III of the Postal Parcels Agreement dealing with liability,

Concerned
at the fact that these reservations not only are detrimental to postal administrations, in that they endanger their interests, but are especially and directly detrimental to users of the post, to whom these administrations are accountable,

Recognizing
the sovereign right of countries to submit reservations to the Acts, in accordance with UPU practice in the matter,

Keeping in mind
that, despite this sovereign right, countries must endeavour to refrain from submitting reservations of this kind,

Aware of the fact
that such reservations are dictated by internal contingencies or by the legislation of the countries submitting them,

Considering
recommendation C 51/Tokyo 1969, recommendation C 70/Lausanne 1974, decision C 20/Rio de Janeiro 1979 and resolution C 73/Hamburg 1984,

Recommends

i postal administrations to refrain from submitting reservations concerning the provisions of chapter III of the Universal Postal Convention and of part III of the Postal Parcels Agreement dealing with liability;
ii postal administrations which uphold the reservations they make to these provisions to do their utmost to get their appropriate national authorities to remedy their domestic problems or to adapt their national legislation leading to the submission of such reservations, so that the latter can be reviewed and withdrawn from the Final Protocols to the UPU Acts.

(Proposal 2000.11, Committee 4, 6th meeting; Congress – Doc 78.2, 14th meeting)

[1] Conv (Seoul 1994), chap 5, part II.

Resolution C 36/Seoul 1994

Liability

(For the text, see page 112.)

Resolution C 47/Seoul 1994

Electronic mail services

Congress,

Noting with satisfaction
i the significant development of electronic mail services in certain countries;
ii the work done by the CCPS in the field of electronic mail,

Aware of the fact
- that, except as regards the bureaufax type services, the number of administrations offering electronic mail services is still relatively small;
- that there is, however, a growing demand by customers for development of these services at international level;
- that in some countries 70 percent of letter-post items are computer-generated;
- that electronic mail services are strategically important to the Post,

Instructs

the Postal Operations Council to prepare, distribute and update:
i one or more model framework agreements and regulations to facilitate the conclusion of bilateral agreements relating to electronic mail services;
ii recommendations concerning the operation of electronic mail services.

(Proposal 20. 0.25, Committee 5, 2nd meeting)

Resolution C 49/Seoul 1994

Recorded delivery service

Congress,

Recognizing
that the 1989 Washington Congress introduced a new optional service for "Recorded delivery items" which, in the range of postal products, fills a customer need between ordinary items and registered items,

Noting
the majority of administrations have not adopted this optional service and that this makes it difficult for those administrations offering the service to provide it,

Instructs

the Postal Operations Council to:
- make an in-depth study of this recorded delivery service;
- submit appropriate proposals to the next Congress.

(Proposal 20. 0.4, Committee 4, 8th meeting)

Resolution C 50/Seoul 1994

Study on international reply coupons

Congress,

Considering
that the international reply coupons service is used less and less in some countries, although the total number of coupons exchanged worldwide is increasing,

Noting
that, since the exchange of international reply coupons is compulsory, all postal administrations are required to establish control, accounting and insurance systems which are expensive in relation to the volume of items handled,

Taking into account
the cost incurred by the International Bureau of the UPU in producing international reply coupons, as well as in handling all stages of forwarding, control and final settlement of accounts for the service,

Instructs

the Postal Operations Council:
- to make an in-depth study of reply coupons so as to analyze all aspects of this service, including its accounting;
- to present appropriate proposals to the next Congress.

(Proposal 20. 0.5, Committee 4, 8th meeting)

Resolution C 51/Seoul 1994

International business reply service (IBRS)

Congress,

following the successful establishment of IBRS as a useful value-added service for business customers,

In view of
the increasing number of administrations which are operating the service, either as a full service or a one-way service, based on the provisions laid down in the Convention and in Washington Congress decision C 90,

Recognizing
- that many administrations are aware that competitors offer services similar to IBRS;
- that there is an increasing demand from business customers for this type of service;
- that the best way this demand can be met is by extending the service to as many administrations as possible,

Urges

- all administrations to consider the possibility of joining IBRS, either to offer a full service or a one-way service, in order that the Post may maintain its competitive advantage;
- Restricted Unions to encourage their members to join, with the aim of increasing traffic growth between their members,

Instructs

the Postal Operations Council to take such measures as are necessary and to conduct studies to adapt the regulations and operational procedures of IBRS to changing customers' needs.

(Proposal 20. 0.11, Committee 4, 8th meeting)

Resolution C 52/Seoul 1994

Redirection and address correction

Congress,

Referring
to the provisions of article 27 of the Convention covering redirection and reforwarding of mail to an addressee who has changed his address,

Aware of the fact
that postal administrations provide publishers and other business mailers with means of promoting their services and of communicating with their subscribers and customers which are in competition with other means of communication and promotion,

Mindful of
the importance to large volume mailers of having items forwarded to addressees who have moved and of receiving change-of-address information in order to keep mailing lists current and to promote and expand their services,

Considering
that reforwarding and change-of-address notification services should be offered as widely as possible and should also be provided as efficiently and as effectively as possible,

Recognizing
that internal regulations and conditions may affect the extent to which such services can be provided at the domestic level and may also be extended to the international level,

Urges

postal administrations to introduce forwarding and change-of-address notification services if they do not already provide them and to take steps to improve the efficiency and effectiveness of these services where they do provide them,

Instructs

the Postal Operations Council to study forwarding and change-of-address notification services and procedures in member countries, including privacy constraints and other conditions, and develop recommendations for:
- the improvement of these services where they are offered at the domestic level;
- the introduction of these services where they are not yet offered at the domestic level;
- the expansion of change-of-address notification procedures to the international level if appropriate.

(Proposal 20. 0.19, Committee 4, 8th meeting)

Recommendation C 53/Seoul 1994

Express items

Congress,

Bearing in mind
the articles of the Detailed Regulations of the Convention relating to the treatment of express items,

Noting
that the majority of postal administrations do not use any special wrapping for items of this kind when making up the mails, thus exposing these items to the risks of theft or damage during conveyance and making them difficult to recognize,

Considering
that the priority treatment of express mail will help to improve the quality of service,

Recommends

to all postal administrations that they place their express items in bundles and insert them in a special envelope, preferably plasticized, in order to preserve their integrity and make them easy to recognize.

(Proposal 25. RE 0.3, Committee 4, 8th meeting)

Decision C 65/Seoul 1994

Undeliverable items

Congress,

Having examined
the question of the collection of a charge in respect of undelivered bulk items which are returned to the sender in a country other than the one in which they were posted,

Considering
that no charge should be set until after a study covering the new provisions of the terminal dues system, with special reference to bulk mail,

Instructs

the Postal Operations Council:
- to study the possibility of setting a charge to be collected from the sender of such items;
- to prepare, as required, appropriate proposals for the relevant bodies.

(Proposal 20. 29.4, Committee 4, 9th meeting)

Resolution C 67/Seoul 1994

International household delivery service for unaddressed items

Congress,

Aware
that a number of postal administrations in POSTEUROP have established, on a trial basis, an international service for the delivery of unaddressed letter-post items, linked to their equivalent national services,.

Recognizing
that this service has been developed to meet the needs of customers, in particular those involved in the international direct mail industry, who seek an inexpensive means for delivering promotional material and expanding their mailing lists,

Notes

the description of the trial service contained in the annex,

Instructs

the Postal Operations Council:
- to monitor the development of this service by seeking progress reports from the administrations which operate it;
- to consider, once the trial service has been operating successfully for a suitable period of time, whether it would be appropriate to introduce it as a new UPU service on an optional basis, if necessary by incorporating provisions for it in the Detailed Regulations.

(Proposal 20. 0.21, Committee 5, 3rd meeting)

Annex

GREAT BRITAIN

International household delivery service for unaddressed items

I. Background

1.1 The international unaddressed mail service, known internationally by postal administrations as *"Envois Sans Adresse"* (ESA), was developed and launched by Denmark, France, Germany, Netherlands and Switzerland. Great Britain, after conducting several trials of ESA with France and the Netherlands, introduced the service for United Kingdom customers during August 1993. The service was further expanded in September 1993 by the inclusion of Portugal in the number of participating administrations.

II. Description of the service

2.1 An international unaddressed mail service provides for the hand delivery of *unaddressed* mailshots, leaflets and other promotional literature directly to homes and businesses, along with the regular mail, in any area(s) of the country selected. It is a form of advertising that can be used by businesses to develop mailing lists and test new markets for their products.

2.2 An international unaddressed mail service can only be provided to those countries that operate a domestic unaddressed mail service. International unaddressed mail has to conform to the domestic service requirements and tariffs of individual administrations.

2.3 A core specification has been agreed as follows, although exceptions to these specifications are allowed by bilateral agreement.

- Maximum weight 100 g
- Maximum length 300 mm
- Maximum width 210 mm
- Maximum thickness 17 mm
- Minimum length 140 mm
- Minimum width 90 mm
- Minimum mailing 1000 items

III. Operation of the service

3.1 A central booking centre in country A processes an order from a customer. This will typically involve country A contacting and liaising with country B to confirm delivery dates, acceptability and postcode targeting advice.

3.2 For each mailing for a customer requested by country A, country B will confirm to country A its service standards governing the days of the week it delivers unaddressed items, the deadline by which all items will be delivered and the charge it will make.

3.3 The customer bundles and labels the items for distribution, stipulates the target postal zone required and the desired delivery period, for delivery in country B. Payment is made by the customer, to the postal administration of country A in advance of the service being provided.

IV. Inter-administration rates and settlement of accounts

4.1 Rates comprise payment to the administration of destination for handling and delivery, and payment for the collection, handling and conveyance of unaddressed items in the country of origin.

4.2 The settlement of accounts between administrations is carried out bilaterally by designated central accounting points in each country.

4.3 The process of inter-administration accounting is by means of a form which is forwarded with the dispatch bundles. The receiving office of exchange, once satisfied that the correct number of notified items has been received, then forwards a copy of the form to its central accounting point for billing purposes.

4.4 The charges which country A pays to country B will be based principally on the public tariffs which country B fixes for its domestic service for unaddressed items.

V. Current status

5.1 Traffic for the ESA service, known as "International Household Delivery Service IHDS" in Great Britain, has as yet been slow to develop.

5.2 So far, only a small number of administrations provide the service.

5.3 Geodemographic profiling is a vital component for the viability of the service. This is a marketing technique whereby a company attempts to identify particular areas of a city or region containing the private individuals or businesses most likely to buy the company's products. Targeting for ESA is currently limited to a general selection of residential or business addresses (PO boxes) within specific postcode areas in the country of destination.

VI. Competition

6.1 Two associations for international unaddressed direct mail services are known to have been set up by independent companies which have formed a network across Europe. The only companies known to be providing a service from Great Britain are Circle Distributors representing the European Letterbox Marketing Association (ELMA) and MRM Distributors acting for the European Household Delivery Association (EHDA). Geodemographic targeting requirements can be met where local facilities exist, but customers must arrange their own transportation of the items from Great Britain to the countries of destination and must pay the end carrier directly.

6.2 These services are not as yet widely used or advertised and do not involve postal administrations. Both ELMA and EHDA provide an agency coordinating role, "all in" prices and a central end-to-end coordinating point. Customers have the confidence of the items being handled and delivered with the same reliability as that associated with official postal networks.

VII. Market research

7.1 Extensive market research by Great Britain has indicated a limited but definite requirement for an ESA/IHDS service.

7.2 The main target market is small to medium sized companies engaged in marketing mass consumer products. In particular, this means companies without their own branches in the

destination country. Large international businesses are likely to have local branches or agents capable of accessing either domestic PTT unaddressed services or the facilities offered by local providers of door-to-door services.

7.3 ESA/IHDS has been identified as being especially useful for:
- *promoting goods with a low unit value*;
- *helping customers without mailing lists or whose mailing lists are of poor quality* to set up a data base of their own with an eye to future addressed direct mail activity, combining them with IBRS maps to increase response rates;
- *making an initial assessment of foreign markets or conducting market tests.*

ESA/IHDS can serve as a cost-effective starting point, since it does not require the purchase of individual mailing lists or the renting of external ones.

Resolution C 68/Seoul 1994

International admail
(international business reply service: local response)

Congress,

Acknowledging
that international direct mail is one of the expanding areas for international mail services, and that it has been assisted by the successful growth and development of the international business reply service since its introduction at the Washington Congress in 1989,

Aware
that a number of postal administrations in POSTEUROP are in the process of introducing, on a trial basis, an extension of this service, whereby the reply items are initially delivered to a local address in the country of destination,

Recognizing
that this service has been developed to meet the needs of customers, in particular those involved in the international direct mail industry, who wish to have a more flexible range of services,

Notes

the description of the trial service contained in the annex,

Instructs

the Postal Operations Council:
- to monitor the development of this service by seeking progress reports from the administrations which operate it;
- to consider, once the trial service has been operating successfully for a suitable period of time, whether it would be appropriate to introduce it as a new UPU service on an optional basis, if necessary by incorporating provisions for it in the Detailed Regulations of the Convention.

(Proposal 20. 0.22, Committee 5, 3rd meeting)

Annex

GREAT BRITAIN

International admail
(international business reply service: local response)

I. Background

1.1 The existing IBRS service, an international equivalent of domestic business reply services, is growing both in volume (Great Britain forecasts 500 000 inward items for 1993/1994) and in the number of postal administrations participating, ie from 12 countries in 1987 to the present more than 40 countries and territories worldwide.

1.2 The international business reply service (IBRS) offers the facility, to companies marketing overseas, of a convenient means of obtaining replies back from their customers. By the use of an internationally recognized IBRS design, international mailers can include a response/reply device that allows their customers to respond free of charge to themselves, simply by posting the reply device in their local postal system.

II. Description of the service

2.1 Local IBRS is a development of the existing IBRS service. It is currently being developed by member countries of the Postal Direct Marketing Service (PDMS) and will be marketed as a distinct service to be known as *International Admail (IA)*. The Postal Direct Marketing Service (PDMS) is a European association of postal authorities with a remit to develop the market and promote products related to direct mail for the international direct marketing industry. Current member countries are Belgium, Denmark, Finland, France, Germany, Great Britain, Ireland, Norway, Portugal, Spain, Sweden, Switzerland.

2.2 The postal administrations of PDMS planned to introduce this service by the end of April 1994.

2.3 The proposed IA service will enhance or build on the existing IBRS service by providing the facility of prepaid reply items (up to 50 grammes) which are initially delivered to a local address in country B, for subsequent onward transmission to the country or origin (country A). It will thus enable companies mailing from country A to have a perceived local presence in country B when carrying out international bulk mailings.

III. Operation of the service

3.1 International admail may be best described by the simple example of a British customer using the service for France:

- The British Post Office provides customers with design details for a French domestic business reply envelope or card. (A different design will be required for each country.)
- The British customer prints cards/envelopes using the design of the French domestic reply service, and incorporating the company name.

- The customer dispatches his items in bulk to France enclosing in each item the preprinted, prepaid reply item which is valid for use in the French domestic reply-paid service. The addressees of these items then mail the replies, which are delivered to the address on the reply card, which is a PO box at or near the office of exchange (OE) in Paris. (One PO box is allocated to each country.)
- Each day, the Paris OE forwards these reply items to the British OE (in London), by airmail, together with normal IBRS items (ie in the final bag).
- At the London OE, the replies will be sorted according to customer, put into a first class envelope and forwarded to the customer.

IV. Inter-administration rates and settlement of accounts

4.1 The rates comprise payment to the administration (in country B) for the domestic circulation and handling of items to a PO box, plus conveyance back to the country of origin. It has been provisionally agreed amongst the PDMS members that the inter-administration charges should be cost-based.

4.2 Costing work undertaken by the British Post Office suggests that charges should, at the most, be some 50 percent of domestic tariffs for business reply items, as a significant element of postal costs are the delivery costs. This cost is not incurred with IA by country B.

4.3 The settlement of accounts between administrations will be carried out bilaterally by designated central accounting points in each country.

4.4 The process of inter-administration accounting will be by means of a form which will be forwarded (along with a copy of the C 12, on which IA items will be recorded) to the dispatching country's central accounting point. The receiving office of exchange, once satisfied that the correct number of notified items has been received, then forwards a copy of the form to its own central accounting point for bill matching and payment purposes.

V. Current status

5.1 At the time this proposal was prepared, the service was about to be introduced. Great Britain will be able to give a verbal progress report during Congress.

VI. Competition

6.1 Several international couriers (notably TNT) advertise and operate an international reply service. This typically involves the courier taking out a PO box on behalf of a customer and returning the replies via its own international network. This operation will be comparable to that offered by PDMS members.

6.2 Currently, competitor offerings appear to be expensive; however, it is likely that keen price competition will develop once international admail is introduced amongst PDMS members.

VII. Market research

7.1 A market research survey commissioned by the British Post Office during December 1992 amongst 428 companies engaged in international marketing (across four European countries

including Great Britain) clearly established a customer requirement for a *range* of international response services specifically including international admail ("local" IBRS).

7.2 Market research shows that companies and individuals who receive direct mail items are much more likely to use a response item if it is addressed to a local national address, rather than an address in another country. Although the basic IBRS service has been quite successful, the addition of this local response facility will help to break down this reluctance by some addressees to respond to international mail. Market research shows that the local response facility will help to expand the use of IBRS even further.

7.3 Of companies already using IBRS, 66 percent said they would also take up a local response facility (IA). A quarter of international direct mail users think mail is taken more seriously with a local address.

Resolution C 72/Seoul 1994

Consignment service

Congress,

Having introduced
into the Postal Parcels Agreement the basic provisions concerning the Consignment service,

Aware
that administrations wishing to perform this service need more detailed provisions,

Considering
that this service could later be offered for the conveyance of letter-post items,

Instructs

the Postal Operations Council:

i to prepare the provisions that postal administrations need to perform the Consignment service;

ii to study the question of extending this service to the conveyance of letter-post items and, if applicable, to submit appropriate proposals to the next Congress.

(Committee 5, 3rd meeting)

Decision C 86/Seoul 1994

Preparation and settlement of accounts.
Reviewing the wording of the Detailed Regulations of the Convention and of the Postal Parcels Agreement. Preparation of an operational compendium on accounting

(For the text, see page 117.)

2.4.3 Transit charges and terminal dues

Recommendation C 78/Washington 1989

Reserving terminal dues revenue for the purpose of improving the quality of the postal service

Congress,

Considering
- that the Constitution of the UPU is the fundamental Act of the Union;
- that article 1, paragraph 2, of the Constitution of the Union stipulates that the aim of the Union shall be to secure the organization and improvement of the postal services;
- that the UPU Congress meeting in Tokyo in 1969 established the principle of payment of terminal dues as remuneration for the costs incurred by the administrations of destination in assuming management of the traffic in imbalance;
- that the said remuneration implicitly entails for the postal administrations the obligation to endeavour to achieve the highest standards of quality of service;
- that, as a result, the costs of managing the traffic in imbalance must include the implementation of programmes for the organization, expansion and improvement of the postal service as a whole;
- that it is necessary to continue to strive to ensure that the revenue generated through the application of the terminal dues system is used to achieve the purposes for which the system was created,

Recommends

the Governments of Union member countries:
- to recognize the principle providing that the monies received as terminal dues be allocated in their entirety to the postal service of the country of destination, regardless of the legal status of that service, whether or not it holds assets in its own name, and irrespective of its autonomy of management, and, consequently, that the revenue derived from terminal dues be used exclusively as reimbursement for handling costs and for the constitution of the reserve funds required for replacement and improvement of the postal infrastructures of the countries;
- to establish procedures that will make it possible with the utmost expediency to transfer all revenue derived from terminal dues to the budget of their postal service, once the formalities required by domestic legislation have been observed.

(Proposal 3000.4, Committee 5, 5th meeting; Congress – Doc 78.2, 14th meeting)

Decision C 9/Seoul 1994

Charges for handling air transit mails

Congress,

Having accepted
the principle of paying the transit administration enough to cover the cost of handling airmails in transit through it,

Instructs

the Postal Operations Council:
- to set an appropriate rate after study;
- to prepare the methods of application to be inserted in the Detailed Regulations.

(Proposal 20. 46.91, Committee 4, 1st meeting)

Resolution C 32/Seoul 1994

Permanent study of terminal dues

Congress,

Having taken note
of the work done by the Executive Council,

Considering
that the problems associated with remuneration for services rendered by countries of destination are among the major concerns of the Union,

Believing
that the financial relations between countries of dispatch and countries of destination must be founded on economic criteria that take account not only of costs and of the services rendered, but also of the environment in which the Posts operate, particularly with regard to the competition,

Noting
that some administrations have for this reason introduced in their reciprocal relations a terminal dues system other than that provided for in the Convention and that these administrations, which have been joined by other administrations subjected to similar pressures of a commercial and regulatory nature, are endeavouring to improve this system so that it reflects the specific costs in each country of destination,

Observing
that these systems, based on the principle of a calculation of terminal dues comprising two elements (a rate per kilogramme and a rate per item), by taking account of delivery costs linked to the number of items, allow the countries of destination to ensure better coverage of their costs and the countries of dispatch to assume only those costs associated with the items they dispatch, and that, moreover, the principle underlying these systems has been refined so as to allow the establishment of rates even more closely approximating costs as a function of the various shapes, letters, flats, and bulky items,

Noting
that the work of the Executive Council included preliminary studies aimed at linking the costs of delivery and terminal dues compensation to the shapes of mail,

Considering
that it is of the utmost importance to adopt provisions aimed at increasing the allocation of all revenue generated by terminal dues to remuneration for handling of the mail in the country of arrival and to the reimbursement, in particular, of the costs chargeable to the implementation of programmes for replacing and improving postal infrastructures, and to use those same revenues to organize and improve the international postal service, in accordance with article 1, paragraph 2, of the Constitution of the Union,

Further considering
that the terminal dues systems adopted by the Union must protect the integrity of the entire international postal network, while safeguarding the financial and economic interests of the developing countries as well as of the developed countries, concerned about retaining their share of the domestic postal market in a commercial and competitive environment,

Instructs

the Council of Administration and the Postal Operations Council, in so far as each of them is concerned:

- to continue the study of the terminal dues question with a view to ensuring that administrations of destination receive equitable remuneration for handling foreign-origin mail, taking account of the elements set out in the foregoing preamble;
- to consider the possibility of establishing remuneration based on the costs specific to items which have been the subject of a special service, with priority being given to a study on registered items;
- to continue studying the possibility of establishing a specific link between the costs and the shapes of mail and of determining how that link can be taken into account in connection with terminal dues remuneration, bearing in mind the operational systems of the developing countries;
- to consider the operation of the accounting process applicable to bulk mail and to recommend amendments to be made to it between Congresses;
- to determine whether the accounting system applicable to bulk mail remains appropriate, so as to counter any abuse of the terminal dues system;
- to monitor the operation of the statistical and accounting systems used for the calculation and billing of terminal dues and to decide on amendments to be made to them between Congresses in order to improve their rules;
- to submit, if need be, to each Congress their recommendations concerning adjustments to be made to the terminal dues system along with proposals for amending the corresponding Acts.

(Proposal 039, Committee 4, 5th meeting)

2.4.4 Airmail

Resolution C 60/Lausanne 1974

Affirmation of the principles of freedom of transit with regard to so-called "hijacking" activities

Congress,

Having noted
that so-called "hijacking" activities perpetrated throughout the world may directly or indirectly affect the principles of freedom of transit and the inviolability of postal items,

Wishing
to affirm these principles and to retain complete effectiveness in the face of new facts or acts which may infringe them,

Declares

that mails, regardless of what they may be or to which category they may belong, affected by so-called "hijacking" activities are inviolable, and that the subsequent forwarding of the said mails must be assured on a priority basis by the country where the aircraft landed or was freed, even if this aircraft is the subject of disputes of a non-postal nature.

(Documents of the 1974 Lausanne Congress – volume II: pages 974, 975, 1382)

Recommendation C 63/Lausanne 1974

Security of valuable items conveyed by the Post: general security and protection measures at offices of exchange and airports

(For the text, see page 73.)

Recommendation C 70/Rio de Janeiro 1979

Speeding up the handling of airmail on the ground[1]

Congress,

Having noted
the results of the study carried out in accordance with resolution C 62 of the 1974 Lausanne Congress on speeding up the handling of airmail on the ground,

Noting
the importance of rapid and efficient performance of operations at airports in order to maintain the advantages offered to mail by the speed and regularity of air conveyance,

Aware
that a shortage of postal facilities at airports or a lack of space in such premises – especially at airports handling transit mails – may delay the forwarding of current mail and present an obstacle to the increased use of air transport for conveying mail,

Considering
that, to ensure continuity in transmission and the safety of mail, postal services at airports must be in operation when the mails depart and arrive,

Recommends

postal administrations:

i to ensure in good time that they have at their disposal, at their countries' airports and/or elsewhere, facilities enabling them to take delivery of and handle efficiently:
   a present and anticipated volumes of airmail, including foreign-origin airmail, arriving at destination or to be reforwarded;
   b any surface mail conveyed by air under maximization-oriented services, including foreign-origin surface mail, arriving at destination or to be reforwarded;
   c any containerized mail;

ii to ensure, as far as possible, that postal facilities at airports are located in a position allowing easy access to the airport apron and to the passenger and cargo services;
iii to ensure that the working hours of their services at airports coincide with the arrival and departure times of flights used for conveying mail; and
iv to ensure that the transport facilities used between airports and city postal establishments are sufficiently quick, reliable and frequent, especially where airports are far from the city.

(Documents of the 1979 Rio de Janeiro Congress – volume II: page 1626)

[1] Cf CL 3410/1520 of 5 June 1989.

Formal opinion C 71/Rio de Janeiro 1979

Speeding up the handling of airmail on the ground[1]

Congress,

Having noted
the results of the study carried out in accordance with resolution C 62 of the 1974 Lausanne Congress on speeding up the handling of airmail on the ground,

Noting
the importance of rapid and efficient performance of operations at airports in order to maintain the advantages offered to mail by the speed and regularity of air conveyance,

Aware
that a shortage of postal facilities at airports or a lack of space in such premises – especially at airports handling transit mails – may delay the forwarding of current mail and present an obstacle to the increased use of air transport for conveying mail,

Desirous
that postal administrations should be able to make their requirements regarding airport facilities known to the appropriate authorities of their countries at each stage of the construction or enlargement of airports,

Considering
that the mail must be taken in charge by the airlines on departure, and delivered to the postal services on arrival, under optimum conditions,

Expresses the formal opinion:

i that the International Civil Aviation Organization (ICAO) should be asked to take appropriate steps to ensure that postal administrations are consulted from the initial stage of the planning of new airports and the enlargement of existing ones, and that administrations are invited to participate in the work of the National Facilitation Committees (FAL) where such committees exist;
ii that the International Air Transport Association (IATA) should be asked to take similar measures, in particular so that postal administrations can be represented on any Consultative Committees for the planning of airports that may be set up;

iii that IATA should be asked to remind its members of the desirability of cooperating with postal administrations at national level with a view to:
   a fixing reasonable close-out times for handing over mails to the airlines; and
   b expediting the handover of mails to the postal services upon arrival.

(Documents of the 1979 Rio de Janeiro Congress – volume II: page 1626)

[1] Cf CL 3410/1520 of 5 June 1989.

Recommendation C 43/Hamburg 1984

Airmail correspondence in transit à découvert: number of average rates per group of countries of destination

Congress,

Having taken note
of the study carried out by the Executive Council in pursuance of resolution C 33 of the 1979 Rio de Janeiro Congress, including the result of the consultation of administrations carried out by circular letter No 3410.12(C)975 of 15 August 1980,

Noting
that the majority of administrations participating in this consultation are of the opinion that a reduction in the number of average rates per group of countries of destination laid down in article 80, paragraph 1, of the Rio de Janeiro Convention (which may not exceed 10) is likely to simplify the accounting of air conveyance dues and the dispatch operations relating to airmail correspondence in transit à découvert,

Noting
that some intermediate administrations have already reduced the number of average rates,

Recommends

intermediate administrations which have not yet done so to examine he possibility of reducing the number of rates per group of countries of destination for the next edition of the General List of Airmail Services (List AV 1).[1]

(Documents of the 1984 Hamburg Congress – volume II: pages 503, 626)

[1] List CN 68 (Seoul 1994).

Recommendation C 44/Hamburg 1984

Speeding up of airmail in transit à découvert

Congress,

Recalling
recommendation C 70 and formal opinion C 71 of the 1979 Rio de Janeiro Congress,

Considering
that airmail in transit à découvert suffers excessive delays in forwarding and that such delays can be avoided if transit countries give a true picture of their forwarding facilities,

Bearing in mind
that à découvert exchanges form a large percentage of airmail traffic and for many developing countries provide the only means of forwarding airmail to most destinations,

Recommends

i that transit administrations undertake the reforwarding of à découvert mail only if they are making up direct closed dispatches for the countries of destination;
ii that postal administrations endeavour to minimize the number of transmissions à découvert;
iii that the advertising of such transit facilities in the General List of Airmail Services (AV 1 List)[1] be realistic and aligned on existing transport outlets.

(Documents of the 1984 Hamburg Congress – volume II: pages 503, 626)

[1] List CN 68 (Seoul 1994).

Resolution C 70/Hamburg 1984

Direct transhipment of airmails between different airlines

Congress,

In view of
the provisions of article 74, paragraph 4, of the Convention (Rio de Janeiro 1979)1 according to which "If the administration of the country of origin so wishes, its mails shall be transhipped directly, at the transit airport, between two different airlines, provided that the airlines concerned agree to make the transhipment and that the administration of the transit country is informed of it beforehand",

Recalling
that this rule which was introduced by the 1979 Rio de Janeiro Congress dispensed with the obligation to obtain the prior agreement of the intermediate administration to facilitate the direct transhipment of airmails between different airlines,

Recalling further
that, for this purpose, Congress approved the "practical application formula for the direct transhipment of airmails by the airlines" agreed between the Executive Council and IATA,

Noting
that these provisions are fairly frequently lost sight of and that, in particular, because they are not clearly informed by the dispatching administrations of their intentions, the administrations of the intermediate countries do not always know whether they should intervene in respect of the mails in transit, and this causes delays in forwarding and disputes with the airline representatives, as well as difficulties in the event of subsequent inquiries,

Noting
that the absence from the "practical application formula" of provisions governing the handling of airmails normally intended for direct transhipment, but from which the AV 7[1] delivery bill is

missing, gives rise to costly inquiries and delays the settlement of accounts where the airmails are not handed over to the postal administration at the airport of transhipment but are forwarded by an airline by the first appropriate flight to destination,

Instructs

...[2]

Requests

administrations:
- to see that the "practical application formula for the direct transhipment of airmails by the airlines" is observed, in particular as regards the prior informing of the administrations of the intermediate countries at the time of establishing connections involving direct transhipment of mails between two different airlines (B, iv and viii, of the formula);
- to ensure that the outward airlines (first carriers) do in fact make all the arrangements laid down in the "application formula" for the proper execution of the direct transhipment with the airlines flying the subsequent parts of the route (second and, if applicable, third carriers), without the intervention of administrations of the intermediate countries, even in cases where the airlines operate at different air terminals or airports;
- to accept, for accounting purposes, the "replacement AV 7 bill"[3] upon its approval by the EC.

(Documents of the 1984 Hamburg Congress – volume II: pages 506, 639)

[1] CN 38 (Seoul 1994).
[2] Has become null and void.
[3] CN 46 (Seoul 1994).

Recommendation C 71/Hamburg 1984

Settlement of airmail accounts

Congress,

Noting
that the delays in the settlement of airmail accounts continue to cause serious inconvenience to most airlines,

Considering
that the inclusion of airmail accounts in general accounts settled by offsetting which contain debts of different kinds may contribute to delaying the payment of the amounts due to the airlines,

Recommends

that administrations wishing to settle airmail accounts by offsetting should include them preferably in an AV 11 airmail general account[1],

Reminds

administrations of 1979 Rio de Janeiro Congress recommendation C 72 which asks them to pay their national airline, without delay, the sums due to it as soon as the relative accounts are settled by the debtor administrations, possibly by offsetting.

(Documents of the 1984 Hamburg Congress – volume II: pages 508, 639)

[1] CN 52 (Seoul 1994).

Resolution C 65/Washington 1989

Exclusion of dangerous goods from airmail

Congress,

Considering
the provisions of article 36 of the Convention (especially paragraph 4, d)[1] pertaining to the prohibition of transport of dangerous substances,

Having taken note
of the proceedings of the IATA–UPU Contact Committee concerning airmail conveyance of dangerous goods, proceedings which once again underscored the gravity of the risks attendant upon such transport,

Taking note
of the measures advocated by that Contact Committee and endorsed by the Executive Council with a view to excluding the insertion of dangerous goods in postal items through enhanced educational and awareness activities for the benefit of postal staff and users, among other means through the organization of displays, the distribution of films and the production of posters dealing with dangerous goods,

Aware
of the work that remains to be done by postal administrations in their activities to combat the transport of dangerous goods,

Urges

postal administrations:
- to strengthen measures aimed at preventing the insertion of dangerous articles in postal items and, where appropriate, at detecting at the time of posting items containing such articles;
- to develop to this end educational measures suited to the local situation, for the benefit of postal users and staff;
- to ensure wide dissemination of these measures and appropriate training of the staff, using the most effective modern technical methods (audiovisual or others),

Instructs

...[2]

(Proposal 4000.3, Committee 6, 2nd meeting; Congress – Doc 78.2, 14th meeting)

[1] Conv (Seoul 1994), art 26.5.2.
[2] Has become null and void.

Decision C 9/Seoul 1994

Charges for handling air transit mails

(For the text, see page 134.)

Resolution C 83/Seoul 1994

Expansion of International Bureau offsetting arrangements

(For the text, see page 115.)

Resolution C 84/Seoul 1994

Preparation and settlement of accounts. Monitoring the system of direct billing with AV 5 and CP 16 accounts

(For the text, see 115.)

2.4.5 EMS

Resolution C 48/Seoul 1994

EMS

Congress,

Noting with satisfaction
the progress made since the 1989 UPU Congress on the development of EMS as a world-class international postal express product/service,

Noting further
- the significant expansion in the number of EMS partners and in the size of the domestic and international networks, and consequently in the accessibility of the EMS service to customers throughout the world;
- the steady increase in EMS traffic and revenues and their growing importance for the profitability of postal services,

Conscious
of the need for postal administrations to maintain the competitiveness of EMS in the marketplace and to satisfy growing customer needs and expectations,

Convinced
of the value of continuing the development of the EMS product/service within postal administrations and at UPU level,

Decides

to approve continuation of the EMS activities carried out by the CCPS in pursuance of Washington Congress resolution C 25, activities for which the Postal Operations Council will be responsible with the participation and support of the International Bureau,

Endorses

the existing CCPS recommendations and the Framework Agreement on EMS items and its Regulations, attached hereto,

Instructs

the CCPS (or Postal Operations Council):
- to make further recommendations on EMS issues and to amend existing recommendations as necessary;
- to monitor the quality of EMS once a year by means of tests organized by the International Bureau and by making greater use of computerized track and trace systems;
- to organize annual meetings for all administrations providing the EMS service,

Instructs

the International Bureau to lend its full support to the development of EMS and to continue distributing and updating the publications concerning this service.

(Proposals 20. 0.2, 20. 0.23 and 20. 0.24, Committee 5, 2nd meeting)

Recommendation	Reference documents and provisions
1	CCEP 3/1986
2	CCEP 4/1986
	CCEP 2/1990
	CCEP 3/1992
3	CCEP 10/1987
	EMS Framework Regulations, article 103
4	CCEP 9/1986
	CCEP 2/1992
5	CCEP 2/1986
6	CCEP 2/1986
7	CCEP 10/1986
8	CCEP 4/1986
9	CCEP 8/1987
10	CCEP 2/1986
11	CCEP 9/1986
	EMS Framework Agreement, article 12
12	CCEP 11/1986
	EMS Framework Agreement, article 11
13	CCEP 4/1986
	CCEP 9/1987
	CCEP 2/1988
14	CCEP 6/1986
	CCEP 2/1988
15	CCEP 1/1990
16	CCEP 1/1991
	CCEP 1/1992
17	CCEP 3/1991

Framework Agreement on EMS items

Article 1
Definition

The EMS service shall be the quickest postal service by physical means. It shall consist of the collection, dispatch and delivery in a very short space of time of correspondence, documents or goods.

Article 2
International EMS within the meaning of the present agreement

Contracting administrations may operate the following types of EMS:
- programmed items;
- on-demand items.

Article 3
Programmed items

Programmed items shall be accepted on the basis of a contract between the administration of posting and the sender. This contract shall lay down the timetable for posting and conveying EMS items as well as their frequency.

Article 4
On-demand items

On-demand items shall be accepted without any contractual arrangement and without any previously laid down frequency.

Article 5
Goods

Unless the contrary is specified, EMS items may contain goods.

Article 6
Customs clearance

Each administration shall make all arrangements necessary for the fastest possible customs clearance of EMS items.

Article 7
Limits of weight and size

EMS items shall be admitted up to a maximum weight of 20 kg. They may not exceed 1.50 metres for any one dimension or 3 metres for the sum of the length and the greatest circumference measured in a direction other than the length. Administrations may adopt other limits of weight and size.

Article 8
Charges

The charges shall be set by the administration of posting of the EMS items.

Article 9
Prohibited articles

The prohibitions provided for in the UPU Convention shall apply to EMS items as shall the restrictions on importation and transit given in the List of Prohibited Articles published by the International Bureau of the Universal Postal Union. Valuable articles as defined in the Universal Postal Convention shall not be admitted.

Article 10
Forwarding

EMS items shall be sent by the fastest pre-arranged means of transport from the time of posting (or from the time they are collected from the sender) to delivery. Administrations shall consult one another on this.

Article 11
Compensation in the event of imbalance in exchanges

Terminal dues as defined in the Universal Postal Convention shall not apply to EMS items. Each administration shall set, in the event of imbalance in exchanges, a unit rate of compensation per item corresponding to the costs. Administrations shall agree in their reciprocal relations on the number of excess items above which the unit rate of compensation shall be collected.

Article 12
Liability

On introducing the service, administrations shall agree on liability.

Article 13
Undeliverable items

An item refused by the addressee or an undeliverable item shall be returned to the sender by EMS at no extra charge.

Article 14
Reforwarding of mis-sent items or bags

Every mis-sent EMS item or bag shall be reforwarded to its proper destination by the most direct means used for the EMS by the administration which received it.

Article 15
Inquiries

Each administration shall reply as soon as possible to requests for information in respect of EMS items. The reply shall normally be sent by the same means as that used for the corresponding request for information (ie, by telex, telephone, EMS, electronic mail, etc).

Article 16
Temporary suspension of service

Where justified by extraordinary circumstances, an administration may temporarily suspend the service. The other administrations shall be informed immediately of such suspension and of the resumption of the service, if need be by telegram, telex, electronic mail or telephone.

Article 17
Application of the Universal Postal Convention

The Universal Postal Convention and its Detailed Regulations shall be applicable by analogy in all cases not expressly governed by this Agreement and its Framework Regulations.

Framework Regulations concerning EMS items

Article 101
Communications and information to be sent to the International Bureau

Administrations shall notify the International Bureau of:
a the name of the service in their country;
b the types of service available;
c whether goods are accepted;
d the maximum limits of weight and size;
e the charges set;
f the countries with which they exchange EMS items;
g the places in their country in which the service is operated;
h the offices of exchange to which the mails may be sent and the area served by those offices;
i the latest times of acceptance of an item at their offices of exchange for it to be delivered:
  - the same day,
  - the following day,
  - the next day but one;
j the time taken for customs clearance of items:
  - subject to customs duty,
  - not liable to customs duty;
k acceptance of advice of delivery or equivalent service;
l the amount requested per additional item in the event of imbalance in exchanges.

Article 102
Introduction of the programmed items service

1 Before the conclusion of any contract, the administration of destination shall be consulted on the possibility of providing the service. The administration of origin shall obtain for the administration of destination the following information, at least 10 days before the service comes into operation:
a the names and addresses of the sender and of the addressee;
b the days on which items are to be dispatched and the conditions of transport;
c the date set for the dispatch of the first item.
2 The administrations concerned shall be notified of any variation in the operation of an exchange or the termination thereof.

Article 103
Special address labels

It is recommended that the logo and the 13-character item identifier adopted by the CCPS be printed on the label, and that provision be made on the label for the following data fields at least, if at all possible:

Data field[1]	Description
1	Logo, name of the administration of origin and national name of the service
2	13-character EMS alphanumeric identifier in bar-code form
3	13–character EMS alphanumeric identifier in block characters
4	Date of posting
5	Time of posting
8	Sender's name and address
9	Sender's postcode
12	Addressee's name and address
14	Addressee's postcode
20	Dispatch charge
21	Description of contents
22	Gift
23	Sample of merchandise
24	Value of contents
25	Weight in kg
27	Name in block characters of the person taking delivery of the item
28	Signature
29	Date of delivery
30	Time of delivery

Article 104
General conditions of dispatch

1 The items shall be placed in blue and orange EMS bags.
2 Each bag shall bear a blue and orange label clearly showing the office of exchange of destination.
3 A special document or a C 12 form to which the indication EMS has been added shall be sent with each mail.
4 Each item or EMS direct bag shall be entered separately on the form.

Article 105
Delivery bill

1 An AV 7 or C 18 delivery bill, depending on whether it is an airmail or surface consignment, shall be sent with each mail.
2 The AV 7 or C 18 delivery bill shall show clearly that the mail contains EMS items.

Article 106
Checking of mails

On receipt of an EMS mail, the administration of destination shall check whether the mail is in conformity with the particulars recorded on the AV 7 or C 18 delivery bill.

[1] The data field numbers correspond to those given in recommendation 3 hereafter.

Article 107
Notification of irregularities

The administration of origin shall be notified at once by telex, telephone, electronic mail or telegram of any missing, mis-sent or damaged bag or item. The irregularity shall be confirmed in writing.

Article 108
Return of items

Each administration which returns an item shall give the reason for non-delivery on the item, either written by hand, by means of a stamped impression or by a label.

Article 109
Accounting and settlement of accounts

The procedure for accounting and settlement of accounts for the payment of an indemnity in the event of imbalance in exchanges shall be as follows:

a each administration shall prepare, at a frequency agreed on in advance, a recapitulation of the items received;

b the administration of destination shall inform the dispatching administration of the number of items received. Discrepancies shall be cleared up by correspondence;

c the liquidation account shall be prepared annually. The annual period shall begin on a mutually agreed date;

d the creditor administration shall prepare a detailed account, showing:
- the total number of items received,
- the total number of items dispatched,
- the imbalance,
- the charge payable per item,
- the total amount payable in respect of compensation;

e the accounts shall be prepared within six months of the last day of the period concerned.

Recommendation 1

EMS logo

It is recommended that postal administrations should:

i use the technical specifications for the EMS logo which appear in the EMS House-style Manual for the marketing and operation of their EMS, including the possible development of a uniform packaging system for EMS items;

ii take appropriate measures at national level to protect the EMS name and logo.

Recommendation 2

Unique identifier

It is recommended that postal administrations should use the following specifications for the unique identification of EMS items and of bags, containers or receptacles containing EMS items.

Specifications for the EMS unique identifier

Number of characters: 13

Disposition from the left:

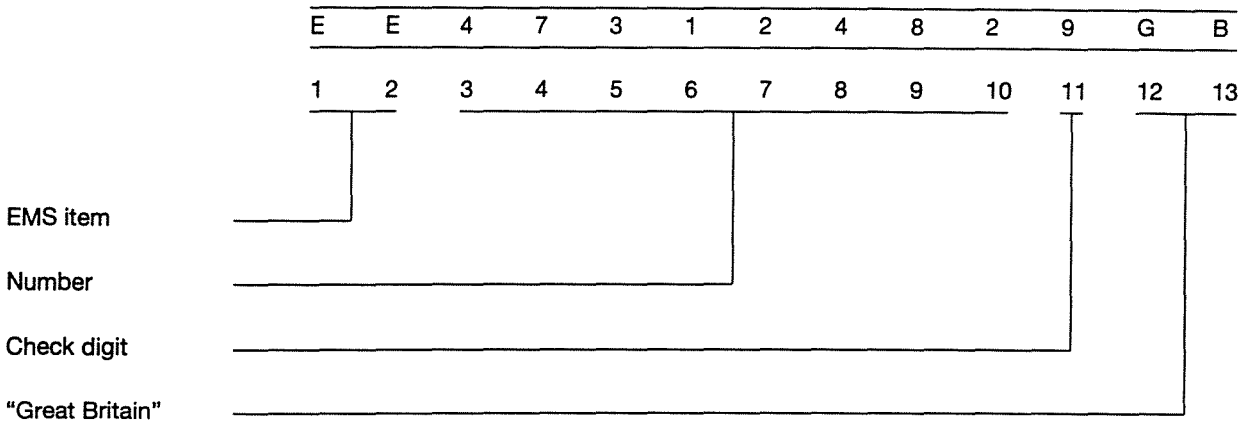
- Positions 1 and 2: the characters "EE" (or "EA", "EB", "EC", etc, up to "EM", if necessary) to indicate EMS items[1] or the characters "ES" to indicate an EMS bag/container/receptacle;
- Positions 3 to 10 inclusive: serial number;
- Position 11: a check digit, computer-generated to "weighted modulus 11";[2]
- Positions 12 and 13: ISO Alpha-2 country code to designate the postal administration of origin.[3]

[1] In its original recommendation regarding unique identifiers (CCEP 1/1988), the 1988 CCPS provided for a series of two-character prefixes from "EA" to "EM" to be reserved for future use in the international postal services after allocation by the CCPS. The 1992 CCPS has therefore decided to allocate this series of prefixes as prefixes to be used, in addition to the prefix "EE" for the identification of EMS items, by administrations dispatching sufficiently large EMS volumes to warrant the use of additional prefixes. Administrations that have not yet allowed for the possible use of the reserved prefix series "EA" to "EM" in their track and trace systems should now proceed with the necessary amendments.

[2] The original standard allowed administrations to use a meaningless alpha character "X". The CCPS has agreed that all bar codes used in the EMS service must comply with this revised standard by the end of 1992 (see also weighted modulus 11 formula in annex 1).

[3] The Alpha-2 codes of countries and territories coming under the Union's jurisdiction are published in the preface of the EMS Operational Guide in two lists: one in the alphabetical order of country or territory name, and one in the alphabetical order of the codes.

Example:



When a bar code is used to represent a unique identifier for an international EMS item, the system of symbols to be used is code 39 in accordance with European standard EN 800 and the AIM Uniform Symbology Specification Code 39 standard. This code must, however, correspond to the parameters described below. The bar code symbol must include, at position 11 (from the left), a check digit, computer-generated to "weighted modulus 11". The letters and digits of the bar code must also be printed in the usual manner, above or below the bar code symbol.

Parameters for code 39 symbols[1]

Dimension X (nominal width of narrow element): between 0.25 and 0.43 mm.
Dimension N (ratio between width of wide element and width of narrow element): minimum of 2.5 to 1 and maximum of 3.0 to 1. Ratio of 3.0 to 1 to be used wherever possible.
Space between characters: minimum of 1X; maximum of 1.524 mm when $X \geq 0.287$ mm or 5.3X when $X < 0.287$ mm.
Height of bars: 15 percent of width of entire symbol or 9.0 mm, whichever value is greater.
The print quality will have to be assessed according to standard ANSI X3.182-1990, which specifies a reader light beam diameter of 0.127 mm and a light beam wavelength of 630 or 660 nanometers. The minimum level of print quality shall correspond to letter "B" according to the notation of this standard.

[1] Examples of dimensions for these parameters are given in annex 3 to this recommendation.

Annex 1 to recommendation 2

Code 39 bar-code characteristics

1 The bars and spaces in code 39 bar-code are binary in width: the narrow bars/spaces represent a binary zero and the wide bars/spaces represent a binary one.
2 Each character is made up of 9 elements; five bars and four spaces. Three of these elements are wide and six are narrow, hence, the name code 39 bar-code (3 of 9). The figure below illustrates the character structure.
3 The primary algorithm is binary and is applied to both the bars and the spaces in the code. Narrow bars or spaces represent binary zero and wide bars or spaces represent binary one.

Code 39 bar code



Symbol for the character "6"

0 1 1 0 0 Bars

0 1 0 0 Spaces



These bars and spaces equal binary "Zeros"



These bars and spaces equal binary "Ones"

Weighted modulus 11 formula

The formula is as follows:

i Apply weighting factors to basic number using the following weighting factors 86423597.
ii Obtain the sum of these numbers.
iii Divide sum by 11 (eleven).
iv If the remainder is 0 (zero) use 5 (five) as the check digit. If the remainder is 1 (one) use 0 (zero) as the check digit.
v If applicable, subtract remainder from 11. The result is the check digit.

Example:

Number	4		7		3		1		2		4		8		2	
Weighting factors	× 8		× 6		× 4		× 2		× 3		× 5		× 9		× 7	
	32	+	42	+	12	+	2	+	6	+	20	+	72	+	14	= 200

200 : 11 = 18 Remainder 2
11 – 2 = 9 Check digit

Complete self-checking number: 473124829

Annex 2 to recommendation 2

Examples of dimensions for code 39 parameters

Note: In columns [3] to [7], minimum values appear in ordinary characters while maximum values are shown in italics.

[1] Dimension X	[2] Dimension N	[3] Space between characters	[4] Width of character	[5] Number of characters per inch	[6] Width of symbol	[7] Minimum height of bars	[8] Print tolerance (+ or –)
0.25	**2.5**	0.250 *1.325*	3.625 *4.700*	7.01 *5.40*	54.13 *69.18*	9.0 *10.4*	**0.068**
	3.0	0.250 *1.325*	4.000 *5.075*	6.35 *5.00*	59.75 *74.80*	9.0 *11.2*	**0.086**
0.30	**2.5**	0.300 *1.524*	4.350 *5.574*	5.84 *4.56*	64.95 *82.09*	9.8 *12.3*	**0.082**
	3.0	0.300 *1.524*	4.800 *6.024*	5.29 *4.22*	71.70 *88.84*	10.8 *13.3*	**0.104**
0.33	**2.5**	0.330 *1.524*	4.785 *5.979*	5.31 *4.25*	71.45 *88.16*	10.7 *13.2*	**0.090**
	3.0	0.330 *1.524*	5.280 *6.474*	4.81 *3.92*	78.87 *95.59*	11.8 *14.3*	**0.114**
0.43	**2.5**	0.430 *1.524*	5.805 *6.899*	4.38 *3.68*	86.65 *101.96*	13.0 *15.3*	**0.117**
	3.0	0.430 *1.524*	6.450 *7.544*	3.94 *3.37*	96.32 *111.64*	14.4 *16.7*	**0.148**

Notes:
All dimensions are in millimeters.
Dimension X represents the nominal width of the narrow element.
Dimension N represents the ratio between the width of a wide element and the width of a narrow element.
The indicated width of the character includes the space between the characters.
The width of the symbol includes 13 characters as well as the first and last characters but does not include the blank areas, which should be a minimum of 5 mm on either side of the symbol.
The height of the bars is 15% of the width of the symbol or 9 mm, whichever value is greater.
The "print tolerance" refers to the element width tolerance and is intended to allow printing variations.

Recommendation 3

Labelling

In addition to the provisions of article 103 of the EMS Framework Regulations, it is recommended that administrations should:

i number each data field used on their EMS labels according to the system shown below;

ii note the positioning of the numbered data fields as shown on the attached model E 1;

iii use EMS manifold labels so as to have sufficient copies to accommodate customs, tracking and tracing, and confirmation and proof of delivery requirements.

Numbering system for data fields on EMS labels

Number	*Designation*
1	– EMS logo and house-style – Name of the origin administration – Name of the EMS service in the origin administration (if desired)
2	13-character EMS alphanumeric identifier adopted by the CCPS, in bar-code form
3	13-character EMS alphanumeric identifier adopted by the CCPS (in block characters)
4	Date mailed
5	Time mailed
6	Account number of the sender
7	Telephone number of the sender
8	Name and address of the sender
9	Postal code of the sender
10	Account number of the addressee
11	Telephone number of the addressee
12	Name and address of the addressee
13	Contract link (to be used only when an administration makes a distinction between an account number and the number used to identify a given link)
14	Postal code of the addressee
15	Pieces in shipment (quantity)
16	This piece number (No)
17	Product type
18	Method of payment
19	Insurance fee
20	Dispatch charge
21	Description of contents. The use of the harmonized customs number is highly recommended
22	Gift (or)
23	Sample merchandise
24	Value of the contents
25	Weight (kg). Rounded upward to nearest half kilogramme (ex: 3.2 kg to read 3.5 kg)
26	Special handling instructions
27	Name in print of the person taking delivery of the item
28	Signature
29	Date of delivery
30	Time of delivery
31	Office of origin
32	Delivered or delivery attempt
33	Permit number (for postage paid in cash in advance)
34	Serial number (for postage paid in cash in advance)
35	Pick-up fee
36	Total charges
37	Accepted by (accepting employee's signature)
38	Office of origin number
39	Sender's signature

However, any additional data field retained by the CCPS should be numbered in accordance with the sequence adopted (ie 40, 41, etc). In the event of the deletion of a data field, the corresponding number would lapse and the other fields would keep their numbers.

Recommendation 4

Computerized track and trace systems

It is recommended that administrations should establish a computerized EMS track and trace system at the local level and link it to the international track and trace system (electronic mail-box), and should implement the following requirements[1].

EMS tracking and tracing systems' specifications

A. Objectives

By recording precise information about the events which occur during the transmission of EMS items from the time they are posted until they are delivered, electronic tracking and tracing systems shall have as their objective to:

1 enable administrations to respond to requests for information and inquiries concerning individual EMS items made by customers;
2 advise other interconnected administrations of incidents affecting traffic flows, for example, strikes, airport closed because of bad weather, etc;
3 provide statistics about performance measurement and traffic and customer patterns, to be used for EMS operational and marketing purposes.

B. General characteristics

1 Administrations with electronic EMS tracking and tracing systems linked to the electronic mail-box can conduct research only on items posted or delivered within their territory.
2 The confidentiality of the information available in these systems is protected by passwords.
3 These systems shall operate 24 hours a day.

C. Format for the exchange of data between administrations linked to the electronic mail-box

This format and the message syntax are based on the ISO EDIFACT (Electronic Data Interchange for Administration, Commerce and Transport) standard. Each message consists of segments providing information about events to be transmitted. Any given segment (event description) consists of three different parts:

1	Identification of the type of event according to the list hereunder		an3
2	Mandatory information for event identification:		
	a	Item identifier including country of origin	an13
	b	Country of destination	a2
	c	Date and local time of event (YYMMDDHHMM)	n10
3	Optional information		

For every type of event, additional information such as indicated in the list hereunder may be transmitted.

NB: a = Alpha; an = alphanumeric; n = numeric.

[1] These requirements apply both to postal administrations and non-postal partners subcontracted to deliver EMS.

Event type	Event description	Narrative field	Format[1]
EMA	Posting/collection	Office of origin ID	an..9
		Customer's account number	an..17
		Sender's postcode	an..9
		Place of origin (sender)	a..6
		Addressee's postcode	an..9
		Place of destination	a..6
EMB	Arrival at outward office of exchange	Office of exchange ID	a6
EMC	Departure from outward office of exchange	Office of exchange ID	an..6
		Dispatch number	an..4
		Dispatch address[2]	an..6
		Flight number[3]	an..6
		Departure date/first flight	n6
EMJ	Arrival at transit office of exchange	Transit office of exchange ID	an..6
		Office of exchange of origin ID	an..6
		Dispatch number	an..4
EMK	Departure from transit office of exchange	Transit office of exchange ID	an..6
		Dispatch number generated by transit office of exchange	an..4
		Dispatch address[2]	an..6
		Flight number[3]	an..6
		Departure date/first flight	n6
EMD	Arrival at inward office of exchange	Inward office of exchange ID	an..6
		Office of exchange of origin or of transit ID	an..6
		Dispatch number	an..4
EME	Handed over to Customs	Office of exchange ID	an..6
		Retention code when held by Customs[4]	n2
EMF	Departure from inward office of exchange	Office of exchange ID	an..6
		Dutiable/non-dutiable (D or N)	a1
EMG	Arrival at delivery office	Delivery office ID	an..9
EMH	Unsuccessful delivery	Delivery office ID	an..9
		Unsuccessful delivery code[5]	an3
EMI	Final delivery	Delivery office ID	an..9
		Name of signatory recipient	a..17
EMX	Information in free alphanumeric form		

[1] This format is coded as follows:
a: alpha;
an: alphanumeric;
n: numeric.
NB: The two dots mean "up to". Eg, an..9 means "up to 9 alphanumeric characters".
[2] Inward or transit office of exchange.
[3] This is a composite data element which may consist of up to six flight numbers.
[4] This can be a series of data. See annex 1 to this recommendation.
[5] See annex 2 to this recommendation.

D. Inquiry system functions

The inquiry system functions are the following:

i message switching for management purposes (urgent/broadcast information);

ii inquiries based on item identifiers (specifying either a single item or a list of items by identity number);

iii inquiries based on item or event characteristics: these inquiries are based on designated values of the following parameters:
- dispatch number;
- place of origin;
- place of delivery;
- event date;
- message date and time;
- event type;

iv bulk information transfer capability allowing local data processing.

Annex 1 to recommendation 4

Retention code for EMS items held by Customs

Code	*Reason*
19	Prohibited articles
20	Articles whose importation is subject to restrictions – import licence required
50	Invoice missing
51	Inappropriate invoice
52	Certificate of origin missing
53	Certificate of origin inappropriate
54	C 2/CP 3 missing
55	C 2/CP 3 inappropriate
56	High-value goods – official Customs declaration required
57	Impossible to contact addressee for information concerning importation
58	Awaiting presentation to customs commissioner
59	VAT or import No necessary
60	Certificate of returned goods required
61	Transfer form requested from bank
62	Incomplete shipment
99	Other

Annex 2 to recommendation 4

Code for non-delivery of EMS items

1 Measures taken

Code	*Measures*
A	Attempted delivery today
B	Will attempt delivery on next working day
C	Item being held, addressee being notified
D	Sender contacted, awaiting reply
E	Item returned to sender
F	Item reforwarded
G	Item held for inspection
H	Item seized or destroyed because of nature of content

2 Reasons for non-delivery

Code	*Reasons*
10	Incorrect address
11	Addressee cannot be located
12	Addressee not at address indicated; addressee's office closed
13	Item refused by addressee
14	Sender requested later delivery
15	Addressee on strike
16	Missed delivery
17	Item wrongly directed
18	Damage – item not delivered
19	Prohibited articles – item not delivered
20	Importation restricted – item not delivered
21	Payment of charges
99	Other

3 Possible combinations[1]

Measure	Reason												
	10	11	12	13	14	15	16	17	18	19	20	21	99
A	●	●	●	●	●	●	●		●			●	●
B	●		●		●		●	●					
C	●	●	●			●			●	●	●	●	
D	●	●		●					●	●	●		
E	●	●		●					●		●		
F	●							●					
G									●				
H									●	●			

Annex 3 to recommendation 4

Standards for the transmission of data to the electronic mail-box

I. Target levels for transmission of data

Event	Administrations are required to transmit data to the electronic mail-box for these events according to the following standards
Event EMC Departure from outward office of exhange	Data for 100% of items
Event EMD Arrival at inward office of exchange	Data for 100% of items
Event EMH Unsuccessful delivery	An agreed and achievable target level that takes into account delivery in urban and non-urban areas
Event EMI Proof of delivery	An agreed and achievable target level that takes into account delivery in urban and non-urban areas

[1] Example: A13 means that delivery was attempted today, but that the addressee refused the item.

II. Deadlines for transmission of data

Event	Destination administration must transmit data for these events to the electronic mail-box by the following times
Event EMD Arrival at inward office of exchange	Within 12 hours of the event
Event EMH Unsuccessful delivery	Within 24 hours of the event
Event EMI Proof of delivery	Within 24 hours of the event

III. Timing schedule for transmission of data

Administrations should transmit data to the electronic mail-box according to the following timing schedule

Time	Event
Between 0900 and 1000	EMD (Arrival at inward office of exchange of traffic from a hub or on commercial flights) EMH (Unsuccessful delivery from previous day) EMI (Proof of delivery from previous day)
Between 1300 and 1400	EMD (Arrival at inward office of exchange of traffic on commercial flights) EMH (Unsuccessful delivery) EMI (Proof of delivery for items delivered earlier in the day)
Between 1700 and 1800	EMD (Arrival at inward office of exchange of traffic on commercial flights) EMH (Unsuccessful delivery) EMI (Proof of delivery for items delivered earlier in the day)
Between 2100 and 2200	EMD (Arrival at inward office of exchange of traffic on commercial flights) EMH (Unsuccessful delivery) EMI (Proof of delivery for remaining items delivered that day)

Recommendation 5

Notification of dispatch

It is recommended that postal administrations should notify the administration of destination of the arrival of EMS dispatches by computer link, telephone, telex, telefax or electronic mail.

Recommendation 6

Monitoring of airline handling

It is recommended that postal administrations should monitor the quality of airline handling of EMS items and take whatever corrective steps are necessary in the local context.

Recommendation 7

Customs clearance

Postal administrations are encouraged to speed up customs clearance of EMS items by every means at their disposal, including:

i national contact committees;

ii thorough studies of the organization of services at airports, in liaison with the local customs services, the airlines and the airport authorities;

iii prior transmission, especially by electronic means, of information required by the customs authorities for clearance of EMS items from the manifest, prior to arrival of the items.

Recommendation 8

Delivery of items

It is recommended that postal administrations should:

i deliver EMS items by a mail network that permits the attainment of a competitive performance level;

ii deliver all incoming EMS items by either special or scheduled courier.

Recommendation 9

Performance measurement

It is recommended that postal administrations should:

i set up a regular system of EMS performance measurement;

ii use, for this system, the most convenient method, it being understood that administrations should give preference to adopting an electronic EMS tracking and tracing system.

Recommendation 10

Operational centres

It is recommended that postal administrations should set up an operational centre which can be called upon, 24 hours a day, to resolve EMS-related problems, including inquiries.

Recommendation 11

Liability

It is recommended that postal administrations should:

i assume liability and pay an indemnity corresponding to the actual amount of the loss of, theft from or damage to EMS items;

ii if necessary establish, for such an indemnity, a maximum limit, providing this maximum amount is not less than 30 SDR for items containing only documents, and 130 SDR for those containing other articles;

iii reimburse, in addition, all of the postal charges paid, either when an indemnity is to be paid because of loss, total theft or total damage, or in the case of late delivery, with payment of the indemnity and refund of postal charges being made promptly by the administration of origin after acknowledgement of the irregularities;

iv agree that the administration which is liable pay the indemnity owed and the postal charges to be refunded to the sender;

v ascertain the irregularities by means of a special verification note, corresponding to model E 2 attached hereto, and follow up inquiries in accordance with the provisions of article 15 of the Framework Agreement;

vi decide as to the liability of administrations, if need be, by analogy with the provisions of the Convention or the Postal Parcels Agreement.

Recommendation 12

Compensation for imbalances in exchanges

It is recommended that postal administrations should, in addition to the provisions of article 11 of the EMS Framework Agreement, provide for compensation when the annual imbalance of exchanges is 100 items or more.

Recommendation 13

Customer service standards

It is recommended that postal administrations should:

i take the following measures representing necessary or desirable EMS service elements for adoption in the short term:

Information

a issue an EMS customer service guide,
b distribute promotional materials such as direct mail, leaflets, and brochures,
c publish telephone numbers as contact points for sales and information,

Accessibility

d make EMS acceptance post offices recognizable from the outside,
e introduce special EMS counters,
f offer pick-up service for certain customers,
g supply free dispatch materials, such as labels and customs forms, at the customer's request,

Reliability

h develop a fast and reliable system for handling inquiries and complaints,
i set guaranteed delivery times with refunds for delayed items,
j confirm delivery on request,
k offer proof of delivery (addressee's signature) on request,
l publish explicit terms and conditions concerning transport and liability in EMS documentation,
m introduce a manual track and trace system,

Attitudes towards customers

n promote positive attitudes towards EMS by counter staff, delivery staff and managers;

ii take, to the extent possible, the following measures representing additional EMS service elements for adoption in the medium term:

Information

o use sales representatives as contact points for sales and information,

Accessibility

p while taking security factors into account, place special EMS counters at airports where last-minute EMS items can be posted,

Reliability

q develop an electronic track and trace system;

iii take note of the following possible additional measures with a view to considering whether they are desirable and feasible for adoption in their national EMS service:

r offer special introductory prices,

s offer pick-up service for all customers,

t place special EMS mail-boxes on the street and in buildings in business areas,

u prepare EMS for dispatch at the customer's request, either free of charge or against payment,

v bill customers by invoice, monthly account, or detailed invoicing,

w offer special customer care in difficult cases, such as delivery on request outside the service area, non-standard dimensions and weights, and special pick-up arrangements;

iv pay particular attention to the service elements offered by competitors.

Recommendation 14

Customer information

It is recommended that postal administrations should:

i in the course of collecting the information needed to analyze the competition and plan commercial strategies, establish and maintain up-to-date profiles of existing EMS customers, both senders and addressees, and potential target groups;

ii categorize the information by type of activity and volume of traffic;

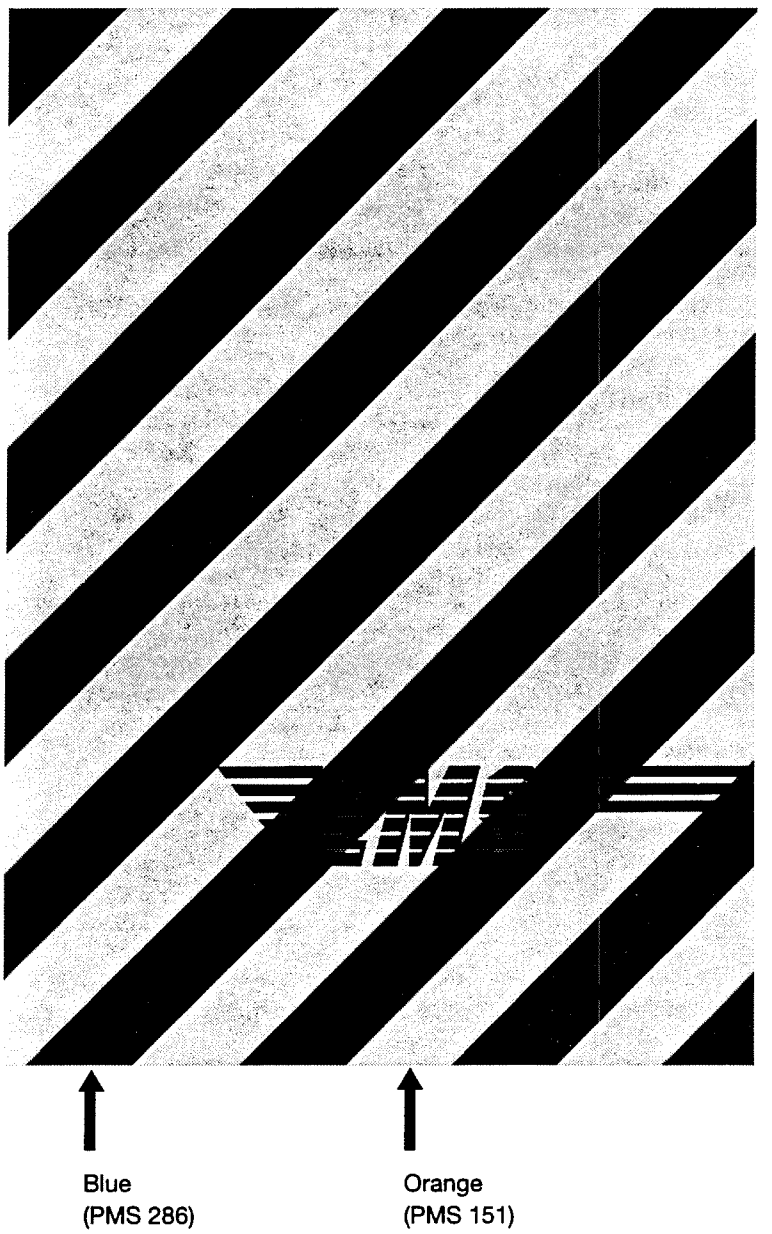
iii make the relevant information available on request to other administrations seeking to locate potential customers.

Recommendation 15

EMS bags

It is recommended that postal administrations should adopt, for their EMS bags, the specifications of the following "EMS model bag".

EMS model bag



Colour of bands: Pantone Matching System 286 (blue) and 151 (orange).
Vertical, horizontal or diagonal bands may be used.
Width of bands: 5.5 cm.
Colour of logo: white or black.
The EMS logo may be reproduced several times on both sides of the bags.
The name of the postal administration must appear on the bag.

Recommendation 16

Model bilateral agreement on EMS quality of service

It is recommended that postal administrations should use the provisions of the attached model agreement as a point of reference for their bilateral agreements on EMS quality of service with other administrations.

Model bilateral agreement on EMS quality of service

Article 1
Purpose of the agreement

This agreement sets service standards and quality targets for end-to-end transmission times in the exchange of EMS items between administration A and administration B.

Article 2
Definitions

1 A "service standard" is the optimum standard of service achievable from posting to delivery. Service standards are expressed in days.
2 A "quality target" is the level of performance in fulfilling service standards to which an administration is committed. Quality targets are expressed in percentages.
3 "J" means day of posting, "J+1" means one working day after posting, and so on.
4 The arrival time of an aircraft, upon which service standards are based, is the "block time".
5 Each administration sets the service standards and quality targets for the stages of transmission for which it is responsible.
6 The "airline transit time" is the time elapsed between the date and time of dispatch from the origin office of exchange and the block time at the airport of destination.
7 A "delivery standard", which is provided by the destination administration, specifies the day of delivery to the addressee. The delivery standard is based on the critical entry time at the destination office of exchange.

Article 3
Dispatches and flights

1 Items from administration A are dispatched in unsorted mails for "administration B" to the exchange office(s) of [ ].
2 Items from administration B are dispatched in unsorted mails for "administration A" to the exchange office(s) of [ ].
3 The flights used for conveyance are listed in table 1 below. Both administrations will exchange revised flight schedules before they become effective.
4 Items arriving on these flights are sorted and forwarded for delivery by the earliest available connections.
5 Each administration monitors the time that the carrier (or designated handling agent) takes to hand over the items from incoming flights to the destination administration. If the performance of the carrier is unsatisfactory, the destination administration will contact the carrier with a view to obtaining satisfactory performance and send copies of the correspondence to the origin administration.

Article 4
Delivery standards

The delivery standards for exchange offices are set out in the Supplement to the EMS Operational Guide.

Article 5
End-to-end standards

The end-to-end standards from posting to delivery for EMS items exchanged between administrations A and B are set out in table 2 below.

Article 6
Priority

At all stages of transmission and delivery, each administration will treat the items of the other administration with the same priority that it treats domestic EMS items.

Article 7
Quality targets[1]

1 From administration A to administration B

Type	*Percentage*[2]
Items dispatched from administration A	100–a
Items delivered by administration B	100–b
Total quality target	(100–a) × (100–b)

2 From administration B to administration A

Type	*Percentage*[2]
Items dispatched from administration B	100–c
Items delivered by administration A	100–d
Total quality target	(100–c) × (100–d)

[1] Quality targets are used primarily to monitor performance and facilitate logistical planning.
[2] "a" and "d" are defined by administration A; "b" and "c" are defined by administration B. The following is an example of a hypothetical article 7:

From administration A to administration B

Items dispatched from administration A	99%
Items delivered by administration B	97%
Total quality target	99% x 97% = 96%

From administration B to administration A

Items dispatched from administration B	99%
Items delivered by administration A	98%
Total quality target	99% x 98% = 97%

These quality targets could also be expressed in the following way:

From administration A to administration B

J 100 items posted in administration A
J+1 99 out of 100 items (99%) are dispatched by administration A and 99 out of 100 items (99%) arrive in administration B
J+2 96 out of 99 items (97%) are delivered by administration B

Total quality target from administration A to administration B is 96% of items delivered on J+2.

From administration B to administration A

J 100 items posted in administration B
J+1 99 out of 100 items (99%) are dispatched by administration B and 99 out of 100 items (99%) arrive in administration A
J+2 97 out of 99 items (98%) are delivered by administration A

Total quality target from administration B to administration A is 97% of items delivered on J+2.

Article 8
Quality control

1 Both administrations will arrange for end-to-end testing using the following methods:
- quality measurements conducted by postal administrations (such as computerized track and trace systems or the quality of service tests organized by the UPU, by Restricted Unions, or bilaterally);
- quality measurements conducted by non-postal organizations.

2 Each administration will make the results of its quality measurements freely available to the other administration.
3 The percentage in article 4 will be compared against the results of the quality measurements available to both administrations.

Article 9
Inquiries

1 The administration that initiates the inquiry shall use the attached form E 3 "Inquiry EMS item" or a form containing the minimum data fields shown in table 3 below. The inquiry form shall be sent by fax.
2 Each administration will reply within six hours by fax to inquiries from the other administration.[1] As appropriate, the reply will indicate the status of events EMD, EME, EMH and EMI. Information about these events shall be made available to the other administration according to the standards below. For administrations in column [2], the information shall be available at the national inquiry centre; for administrations in column [3], the information shall reside in the electronic mailbox or be available at local inquiry centres.

[1] Event	[2] Administrations without a computerized EMS track and trace system	[3] Administrations with a computerized EMS track and trace system
Event EMD Arrival at inward office of exchange	Within 24 hours	Within 6 hours
Event EME Handed over to Customs	Within 24 hours	Within 6 hours
Event EMH Unsuccessful delivery	Within 24 hours	Within 24 hours
Event EMI Proof of delivery	Within 48 hours	Within 24 hours

Article 10
Contact points

The following telephone, telex, and telefax numbers can be contacted in the event of serious irregularities (such as strikes, natural disasters, or acute operational problems) that affect the postal service of either administration:

Administration A	Administration B
Telephone:	Telephone:
Telex:	Telex:
Telefax:	Telefax:

[1] In any event the reply should be communicated to the administration that initiated the inquiry before the close of the same business day.

Article 11
Review of agreement

This agreement will be reviewed every six months. During each review, the results of quality measurements will be taken into account before adopting any modifications of the service standards or quality targets.

Article 12
Effective date

This agreement is effective from [ ].

For administration A:

.....

For administration B:

.....

Table 1

Flights used for EMS dispatches

Example:

Origin administration: New Zealand *Destination administration: Denmark*

Origin exchange office (airport)	Dispatch day	Flight time	Flight No(s)	Destination exchange office (airport)	Arrival day	Arrival time	Airline transit times (days)
Auckland (AKL)	1	1225	BA 12/BA 806	Copenhagen (CPH)	2	1650	1
	3	1400	SQ 286/SQ 328		4	0815	1
	4	2000	NZ 2/BA 810		5	1810	1
	6	1400	SQ 286/SQ 328		7	0815	1

Origin administration: Denmark *Destination administration: New Zealand*

Origin exchange office (airport)	Dispatch day	Flight time	Flight No(s)	Destination exchange office (airport)	Arrival day	Arrival time	Airline transit times (days)
Copenhagen (CPH)	1	1225	SK 931/NZ 55	Auckland (AKL)	3	0705	2
	2	1225	SK 931/NZ 5		4	0600	2
	3	1225	SK 931/NZ 19		5	0615	2
	4	1225	SK 931/NZ 1		6	0600	2
	5	1225	SK 931/NZ 1		7	0600	2
	6	1430	SK 633/NZ 19		1	0600	2
	7	1225	SK 931/NZ 1		2	0600	2

Table 2

End-to-end standards

EMS items containing documents

Note: An extra 24 hours may be required for customs clearance of items containing merchandise.

Example:

Origin office: Copenhagen *Destination office: Auckland*

1	2	3	4	5	6	7	8	9	10	11
Day of posting	Time of posting	Posting area	Day of dispatch	Flight time	Flight N°	Day of arrival	Scheduled time of arrival (CET)	Delivery area	Day of delivery	End-to-end standard
1	0001–1100	Copenhagen	1	1225	SK 931/CO 00	3	0810	Auckland city	3	J+2
	0001–0930	Rest of DK						Rest of NZ	4	J+3
	1101–2400	Copenhagen	2	1225	SK 931/CO 00	4	0810	Auckland city	4	J+3
	0931–2400	Rest of DK						Rest of NZ	5	J+4
2	0001–1100	Copenhagen	2	1225	SK 931/CO 00	4	0810	Auckland city	4	J+2
	0001–0930	Rest of DK						Rest of NZ	5	J+3
	1101–2400	Copenhagen	3	1205	BA 805/011	5	0720	Auckland city	5	J+3
	0931–2400	Rest of DK						Rest of NZ	6	J+4
3	0001–1100	Copenhagen	3	1205	BA 805/011	5	0720	Auckland city	5	J+2
	0001–0930	Rest of DK						Rest of NZ	6	J+3
	1101–2400	Copenhagen	4	1205	BA 805/011	6	0615	Auckland city	6	J+3
	0931–2400	Rest of DK						Rest of NZ	1	J+5
4	0001–1100	Copenhagen	4	1205	BA 805/011	6	0615	Auckland city	1	J+4
	0001–0930	Rest of DK						Rest of NZ	1	J+4
	1101–2400	Copenhagen	5	1225	SK 931/CO 00	7	0810	Auckland city	1	J+4
	0931–2400	Rest of DK						Rest of NZ	1	J+4
5	0001–1100	Copenhagen	5	1225	SK 931/CO 00	7	0810	Auckland city	1	J+3
	0001–0930	Rest of DK						Rest of NZ	1	J+3
	1101–2400	Copenhagen	6	1205	BA 805/011	1	0720	Auckland city	1	J+3
	0931–2400	Rest of DK						Rest of NZ	2	J+4
6	0001–1300	Copenhagen	6	1205	BA 805/011	1	0720	Auckland city	1	J+2
	0001–1100	Rest of DK						Rest of NZ	2	J+3
	1301–2400	Copenhagen	7	1225	SK 931/CO 00	2	0810	Auckland city	2	J+3
	1101–2400	Rest of DK						Rest of NZ	3	J+4
7*	0001–2400	Copenhagen	1	1225	SK 931/CO 00	3	0810	Auckland city	3	J+2
		Rest of DK						Rest of NZ	4	J+3

* No acceptance

Table 3

Minimum data fields for EMS inquiry forms

1	Date of inquiry	
2	Case/file number	
3	Reply to: name, address, number(s)	
4	Sender: name, complete address, number(s)	
5	Addressee: name, complete address, number(s)	
6	EMS item number	
7	Date of posting	
8	Posting office	
9	Dispatch details:	Dispatch date
		Dispatch number, bag number
		Destination exchange office
		Departure exchange office
		Complete flight/routeing details
10	Content description:	Document/merchandise/gift
		Weight
		Value
11	Reason for inquiry	
12	Name of inquirer	
13	Response information:	Item not received
		Item delivered
		Item attempted delivery
		Item returned to sender
		Item held in Customs
14	Explanation/remarks space	

INQUIRY
EMS Item

E 3

1 No

2 Date

Reply

3 From (Administration of origin and country name)

8 For (Administration of destination)

4 Address

9 Address

5 Telephone

6 Telefax

7 Telex

10 Telephone

11 Telefax

12 Telex

Details on the item

13 No

14 Posting date

15 Posting office

Sender's address

16 Name

Address

City

17 Telephone

18 Postal code

19 Name

Address

City

20 Telephone

21 Postal code

Contents

22 ☐ Gift

23 ☐ Document

24 ☐ Merchandise

25 Weight

26 Value

Details on the dispatch

27 Date of dispatch

28 Dispatch No

29 Office of exchange of destination

30 Bag No

31 Flight No

32 First transhipment flight No

33 Second transhipment flight No

Reasons for inquiry

34 ☐ Not arrived

35 ☐ Returned

36 ☐ Delayed

37 ☐ Other

38 Signature of employee (office of origin)

Arrival details

39 ☐ Not arrived

40 Flight No

41 Date

42 Time

Delivery details

43 ☐ Attempted delivery (addressee notified)

44 Date

45 Time

46 Signature of recipient

Details of attempted delivery

47 ☐ Attempted delivery (addressee notified)

48 Date

49 Time

50 Awaiting collection of (delivery office)

Customs

51 ☐ Held in Customs

52 ☐ Addressee notified

53 ☐ Delayed in Customs

54 Reason for delay/holding

Item

55 ☐ Returned

Date

56 ☐ Dispatched

57 New item No if overlabelled

Observations

58

59 Signature of employee (office of destination)

Recommendation 17

Insurance

It is recommended that postal administrations should:

i adopt insurance coverage as part of their basic EMS service, if necessary through a private insurance company, which offers the sender:
   a compensation, up to a specified limit, in the event of the total loss of an item;
   b an indemnity, up to a specified limit, in the event of consequential loss due to non-delivery or delay in delivery of an item;
   c compensation, up to a specified limit, in the event of damage to the contents of an item;

ii adopt insurance coverage as an optional service feature, if necessary through a private insurance company, which offers the sender compensation or an indemnity, upon payment of an appropriate additional fee, for loss or damage exceeding the limits in paragraphs a, b and c;

iii take into account the insurance service offered by the competition in setting limits for compensation and indemnities.

EMS LABEL

E 1

EMS

1 Name of administration of origin
National name of the service

2

3 EE 473124829 CA

31 Office of origin

4 Date mailed — Year Month Day

5 Time mailed — Hour Minutes

Sender

6 Account No

7 Telephone No

8 Name and address of sender

9 Postal code

38 No of office of origin

39 Signature of sender

15 Number of pieces in item

16 This piece No

17 Product type

18 Method of payment 1 2 3

Customs declaration

21 Description of contents

22 Gift

23 Sample of merchandise

24 Value

25 Weight in kg

32 Delivered

Delivery attempt

37 Signature of employee accepting the item

Addressee

10 Account No

11 Telephone No

12 Name and address of addressee

13 Contract link

14 Postal code

33 Permit No

34 Serial No

20 Dispatch charge

19 Insurance fee

35 Pick-up fee

36 Total charges

27 Name in print of the person taking delivery of the item

28 Signature

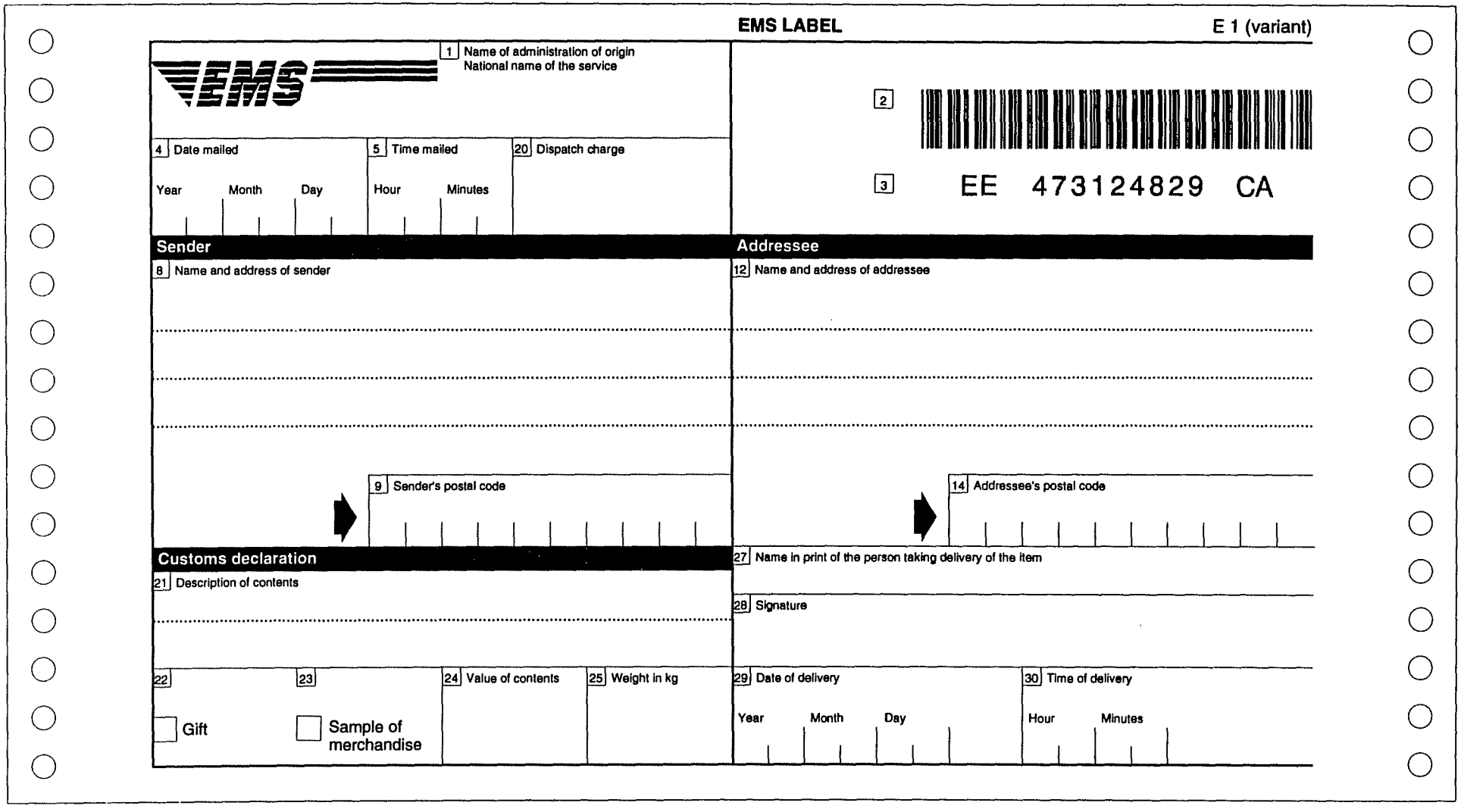
26 Special handling instructions

29 Date of delivery — Year Month Day

30 Time of delivery — Hour Minutes

Recommendation 3 on EMS – Size: 140 x 254 mm; colours: data fields 21 to 25 on green background, EMS logo blue and orange

EMS LABEL E 1 (variant)



EMS Framework Agreement, article 103 – Size: 140 x 254 mm; colours: data fields 21 to 25 on green background, EMS logo blue and orange

VERIFICATION NOTE FOR EMS ITEMS

Office of origin of note	Date of note	No	Dispatch No
	Date of dispatch	Time	
Office of destination of note	Name of ship or flight No, etc		EMS manifest No
	Dispatch office of exchange		
	Office of exchange of destination		
	Date of arrival of mail	Date of opening of mail	

1 Missing items

Number		Office of origin	Address (as full as possible)	Observations
serial	of EMS items			

2 Excess items

Number		Office of origin	Address	
serial	of EMS items		of the sender	of the addressee

3 Rifled or damaged items

Number		Office of origin	Address		Contents
serial	of EMS items		of the sender	of the addressee	

Description and apparent cause of rifling or damage; other observations

Estimate of loss

4 Delayed items

Number		Office of origin	Address		Contents
serial	of EMS items		of the sender	of the addressee	

Description and apparent cause of delay

5 Irregularities

Missing EMS manifest, insufficient packing or fastening, etc

6 Subsequent treatment of the EMS item

☐ After repacking and weighing, the item has been forwarded to its destination

New weight

☐ The contents have been destroyed by the undersigned office

☐ The packing is held here

☐ The addressee refuses the item

☐ The sender refuses the item

☐ The addressee has accepted the item

☐ The sender has accepted the item

7 Carrier or carriers' representative

Name and capacity	Signature

Stamp of the office preparing the note Official's signature	Seen and accepted Stamp of the office of destination of the note and date Official's signature

Decision C 69/Seoul 1994

Draft 1995–1999 study programme

Congress

Instructs

the Postal Operations Council to include in the 1995–1999 study programme a sub-study entitled "Delivery of EMS items by private enterprises" with a view to:

i preparing a draft framework agreement between postal administrations and private companies providing delivery of EMS items;

ii developing an operational guide to delivery of EMS items by private enterprises.

(Proposal 03, Committee 5, 3rd meeting)

2.5 Postal Parcels

Resolution C 68/Lausanne 1974

Revision of the weighted average distance of conveyance of parcels in transit

Congress,

Referring
to Tokyo Congress resolution C 80, subparagraph 2, b, which instructs the International Bureau to revise, on the occasion of each Congress and by the procedure prescribed in the annex to the resolution, the weighted average distance of transit parcel conveyance of the countries concerned,

Having noted
that by its resolution CE 8/1972 the Executive Council authorized the International Bureau not to carry out this revision before the 1974 Congress,

Sharing
the view of the Executive Council that the revision should take place only when requested by an administration concerned (administration of transit or any other administration) and only for the countries for which it is requested,

Decides

to leave it to the International Bureau to revise a country's weighted average distance of transit parcels conveyance when such revision is requested by an administration, subject to the following guidelines; the revision shall be carried out as prescribed in paragraphs 5 and 6[1] of the annex to Tokyo Congress resolution C 80, provided that the statistical period shall be fixed by the International Bureau and notified to administrations at least three months in advance. If the revised weighted average distance does not fall within the same distance step (article 47, paragraph 1, of the Agreement)[2] as the distance before revision, the new transit land rates to which the country is

entitled can only take effect on 1 January or 1 July, and must be notified to administrations at least two months before these dates (article 48, paragraph 2, a and c, of the Agreement).[3]

(Documents of the 1974 Lausanne Congress – volume II: pages 974, 975, 1402)

[1] Documents of the 1969 Tokyo Congress – volume III: pages 758 and 759.
[2] Parcels, Agr (Washington 1989), art 48, para 1.
[3] Parcels, Agr (Washington 1989), art 47, para 5.

Recommendation C 70/Lausanne 1974

Exception to the principle of liability[1]

Congress,

Noting
that the response to Tokyo Congress recommendation C 51 is disappointing,

Considering
that the provisions of article 39 of the Postal Parcels Agreement[2] are essential to users,

Convinced
that all the administrations of countries signatories to the Postal Parcels Agreement should assume, without reservation, the liability provided for in the above-mentioned article,

Urges

postal administrations of member countries which made reservations to article 39 to reconsider their position with a view to applying the provisions of that article.

(Documents of the 1974 Lausanne Congress – volume II: pages 974, 975, 1399 and 1400)

[1] See decision C 20/Rio de Janeiro 1979.
[2] Parcels, Agr (Seoul 1994), art 26, Prot, art IX.

Formal opinion C 10/Rio de Janeiro 1979

Advice of delivery

(For the text, see page 79.)

Decision C 20/Rio de Janeiro 1979

Compensation (Postal Parcels Agreement, Final Protocol, article IX[1])

Congress,

Noting
that postal administrations of some member countries have reserved the right, notwithstanding article 39, not to pay compensation for uninsured parcels lost, stolen or damaged in their services,

Considering
that it is not expressly stated in the Postal Parcels Agreement that member countries exercising this right should not be entitled to receive compensation for uninsured parcels, lost, stolen or damaged in the services of other member countries which accept liability under article 39,

Recognizing
that there should be reciprocity in the matter of payment of compensation,

Decides

that member countries which exercise the right not to pay compensation for uninsured parcels lost, stolen or damaged in their services shall not be entitled to receive compensation for their uninsured parcels lost, stolen or damaged in the services of other member countries which accept liability under article 39.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1263, 1644, 1743)

[1] Parcels, Prot (Seoul 1994), art VIII.

Resolution C 40/Rio de Janeiro 1979

Notification by administrations of the information to be supplied on the subject of the execution of the international postal parcels service and applicable from the entry into force of the Postal Parcels Agreement

Congress,

Referring
to article 101 of the Detailed Regulations of the Postal Parcels Agreement, under which every administration must notify the other administrations, through the intermediary of the International Bureau, of certain information which is essential to the efficient execution of the international postal parcels service,

Considering
that numerous changes are made in this information, particularly as regards rates, after each Congress when the Postal Parcels Agreement goes into force,

Anxious
to facilitate the work of administrations and to ensure the smooth functioning of the international parcel post service from the entry into force of the new Agreement,

Recognizing
that the attainment of this objective depends on the communication of such information in good time to the administrations,

Invites

the administrations of member countries signatories of the Postal Parcels Agreement to notify the International Bureau of the information required in article 101 of the Detailed Regulations of the Agreement at least six months before the Agreement enters into force so as to enable the International Bureau to communicate them to the other administrations sufficiently in advance of the date of implementation of the Agreement.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1263, 1653, 1760)

Recommendation C 48/Hamburg 1984

Acceptance of advices of non-delivery

Congress,

Considering
the vital interest for a sender to be informed as quickly as possible of the non-delivery of his parcel to the addressee,

Feeling
that administrations must do everything in their power to ensure delivery of the parcels which are entrusted to them in order to avoid returning them to the sender,

Bearing in mind
the costs incurred by returning parcels to the sender,

Recommends

that Union administrations should accept advices of non-delivery.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 533)

Resolution C 15/Washington 1989

Standardization of the conditions of admission and supplementary services provided in the postal parcels service

Congress,

Noting
the vast differences which exist at present between the postal administrations of member countries with regard to the conditions of admission and supplementary services provided in the postal parcels service,

Considering
that these differences are difficult for customers to understand, complicate the work of the operational services and are a source of many service errors,

Aware
of the need for postal administrations to urgently take all appropriate measures to retain or recover their share of the market in the highly competitive carriage of small goods sector,

Calls on

the postal administrations of member countries to admit for all categories of postal parcel:
- a maximum weight of at least 20 kg;
- the limits of size laid down in article 20, paragraph 1, of the Postal Parcels Agreement (Hamburg 1984), viz 1.50 metres for any one dimension or 3 metres for the sum of the length and the greatest circumference measured in a direction other than that of the length;
- insured parcels;
- express parcels;
- correspondence and documents of any kind having the character of current and personal correspondence as per article 19, a, iii, third subparagraph, of the Postal Parcels Agreement (Hamburg 1984);
- advice of delivery;
- dispatch of an advice of non-delivery in accordance with article 22, paragraph 2, a or b, of the Postal Parcels Agreement (Hamburg 1984).

(Proposal 5000.1, Committee 7, 2nd meeting; Congress – Doc 78.1, 14th meeting)

Resolution C 6/Seoul 1994

Recast of the Convention and the Postal Parcels Agreement and their Detailed Regulations

(For the text, see page 66.)

Resolution C 10/Seoul 1994

Introduction and extension of the postal parcels service

Congress,

Noting
the results of the study conducted by the Executive Council in execution of 1989 Washington Congress resolution C 16,

Noting
that, according to the results of this study, 22 of the 189[1] Union member countries have not acceded to the Postal Parcels Agreement,

Convinced
of the need to create a universal postal parcels service in order to serve postal customers better and to combat competition,

Renews

its invitation to the administrations of member countries which have not yet acceded to the Agreement to introduce this service in their international postal exchanges,

Instructs

the International Bureau to continue the activities undertaken pursuant to 1989 Washington Congress resolution C 16 by encouraging member countries which are not party to the Postal Parcels Agreement to accede to it.

(Proposal 30. 0.1/Rev 1, Committee 7, 1st meeting)

[1] At 22 August 1994.

Recommendation C 11/Seoul 1994

Customs clearance of postal parcels containing gifts or souvenirs

Congress,

Aware
of the possible advantages of applying to postal parcels the customs clearance procedures applied to travellers' baggage,

Recommends

all administrations of member countries to approach their national customs authority with a view to extending to postal parcels containing gifts or souvenirs the customs clearance procedures applied to travellers' baggage, providing these procedures are more liberal than the rules applying to postal parcels.

(Proposal 30. 0.6, Committee 7, 1st meeting)

Resolution C 23/Seoul 1994

Revision of land rates and sea rates

Congress,

Having adopted
the new land rates and sea rates proposed by the Executive Council in conclusion of the studies pursuant to 1989 Washington Congress resolutions C 17 and C 18,

Considering
- that the system of land rates and sea rates set according to rates per parcel and per kg of gross weight of the mail allows the real cost to be better reflected, as well as simplifying calculation of those rates;

- that the guideline rates applicable to inward land rates were established in such a way that the rates enable administrations to cover the cost of handling inward parcels while ensuring that the parcel-post service remains competitive;
- that the transit land rates and sea rates were set by reference to the letter-post transit charges in accordance with the "comparative parcel-post/letter-post" method described in 1969 Tokyo Congress – Doc 13 (1969 Tokyo Documents, volume II, pages 483 to 486),

Instructs

the Postal Operations Council:

i to carry out a fresh study on the amounts of the guideline rates applicable to inward land rates laid down in article 34 of the Postal Parcels Agreement (Seoul 1994), and to submit any proposals resulting from this study to the next Congress;

ii to adjust, in accordance with articles 35.4 and 36.4 of the Agreement, the transit land rates and sea rates laid down in articles 35 and 36 of that Agreement in the event of a revision of the letter-post transit charges.

(Proposal 30. 0.3, Committee 7, 2nd meeting)

Resolution C 24/Seoul 1994

Land and sea transit of parcels in closed bags

Congress,

Bearing in mind
the consequences that the number and volume of bags have for the costs of land and sea transit of parcels in closed bags,

Aware
of the possible simplification of accounting procedures that would result from the adoption of a rate per kg for this traffic,

Instructs

the Postal Operations Council:

- to carry out a study on the possibility of introducing a rate per kilogramme for the land and sea transit of parcels in closed bags which would take account of the number of bags and their volume;
- to submit any proposals resulting from this study to the next Congress.

(Committee 7, 2nd meeting)

Resolution C 25/Seoul 1994

Controlling inward land rates

Congress,

Having abolished
the control ratio between outward and inward land rates,

Aware
of the competitive situation on the parcels market and of the vital need to avoid excessive prices,

Instructs

the Postal Operations Council:
- to consider ways of discouraging any possible excess in regard to inward land rates;
- to submit any proposals resulting from this study to the next Congress.

(Committee 7, 2nd meeting)

Resolution C 31/Seoul 1994

Proposals relating to the Detailed Regulations of the Postal Parcels Agreement referred to the POC

Congress,
By virtue of article 15, paragraphs 2, 3 and 10, of the Rules of Procedure of Congresses,

Instructs

the Postal Operations Council to consider the following proposals relating to the Detailed Regulations of the Postal Parcels Agreement:

35. RE 306.1	35. RE 1902.1	35. RE 2801.5	35. RE 3203.1
35. RE 306.2	35. RE 1902.2	35. RE 2802.1	35. RE 3205.1
35. RE 306.3	35. RE 1903.1	35. RE 3106.1	35. RE 3604.1/Rev 2
35. RE 306.4	35. RE 1904.1	35. RE 3107.1	35. RE 3604.2
35. RE 307.1	35. RE 1904.3	35. RE 3110.1	35. RE 3604.3
35. RE 307.2	35. RE 1904.4	35. RE 3111.1	35. RE 3605.1/Rev 2
35. RE 307.3	35. RE 1904.5	35. RE 3112.1	35. RE 3605.2
35. RE 307.4	35. RE 2101.1	35. RE 3112.2	35. RE 3803.1
35. RE 307.5	35. RE 2601.1	35. RE 3114.1	39. 0.1
35. RE 307.6	35. RE 2602.1	35. RE 3115.1	39. 0.2.
35. RE 1102.1	35. RE 2801.1	35. RE 3116.1	39. 2.1
35. RE 1503.1/Rev 2	35. RE 2801.2	35. RE 3117.1/Rev 1	39. 20.1
35. RE 1503.2	35. RE 2801.3	35. RE 3118.1	
35. RE 1601.1	35. RE 2801.4	35. RE 3118.2	

(Congress – Doc 13/Rev 2/Annex 1, Committee 7, 3rd meeting)

Resolution C 36/Seoul 1994

Liability

(For the text, see page 112.)

Resolution C 66/Seoul 1994

International business reply service for goods

Congress,

Acknowledging
that international direct mail is one of the expanding areas for international mail services, and that it has been assisted by the successful growth and development of the international business reply service since the latter's introduction at the Washington Congress in 1989,

Recognizing
that, with the continuing expansion of international trade through the Post, a demand may exist for companies to be able to offer services which allow their customers to return goods through the international Post with the postage already prepaid,

Noting
that the postal administrations in POSTEUROP are constantly reviewing the possibilities for different types of response services to meet the evolving needs of their customers, and that a number of administrations are planning to conduct market research in this area,

Instructs

the Postal Operations Council:
- to monitor developments in the situation (as described in the annex) by seeking progress reports from the administrations which will be examining this issue;
- to consider in due course, depending on the progress made, whether it would be appropriate to introduce such a service as a new UPU service on an optional basis, if necessary by incorporating provisions for it in the Detailed Regulations.

(Proposal 20. 0.20, Committee 5, 3rd meeting)

Annex

International business reply service for goods

I. Background

1.1 International direct marketing, a prime application for response services, has grown considerably over the last ten years, and with it international direct mail as its prime marketing tool. This growth has been a direct result of a combination of factors, including the increasing globalization of the marketplace and the growing sophistication of direct marketing techniques.

1.2 Postal administrations worldwide will need to support this growth of international mail stemming from the direct marketing sectors, tailoring response services to their requirements. Whilst both IBRS and International Admail will play an important part in providing a range of response services, the needs of the mail order industry (a prime user of direct mail and response services) will need to be particularly addressed. The mail order industry is recognized as a sector set to expand with the ongoing dismantlement of European cross-border tariff and trade

restrictions and the expected expansion of the European Union (EU) to include several EFTA countries, notably Switzerland, Austria, Norway, Sweden, Finland and Iceland.

1.3 A known requirement of the mail order industry is an international reply-paid packet and goods service. In the longer term, it is envisaged that response services will need to provide a comprehensive range of mailing products, to include new products encompassing both international COD, international Freepost, and IBRS with value-added facilities such as registration, insurance and priority handling.

II. Case examples

2.1 The postal administration of Great Britain has been approached by several United Kingdom customers for combinations of the above response services. Notably, film processing laboratories have been demanding higher weight limits for IBRS items to accommodate one or more film rolls. A case in point is one British film processor already using IBRS for returning film rolls. A bilateral agreement is already in place with one administration to ensure the return of these items.

2.2 Other examples include a British dental manufacturer who requires the facility of prepaid labels to apply to returned dental casts, and another British customer who has a requirement for the prepaid return of small amounts of precious metals from overseas.

2.3 The 1994 Executive Council has already decided to add to the IBRS operating conditions the facility of returning items of no commercial value up to 250 g, as from 1 January 1995. However, a more thorough examination of market demand and possible service options is needed in order to cover the full range of goods which customers of all sorts may wish to send by prepaid international services.

2.4 Obviously, if postal administrations do not adapt to this market demand for flexible response services, this will only be to the advantage of commercial competitors such as TNT.

III. Market research

3.1 Market research has not as yet been undertaken in this area of value-added services. However, the evidence suggests a definite market demand for an increased range of response services.

3.2 Britain proposes to pursue this area through the PDMS (Postal Direct Marketing Service) New Product Development group, and as a first step, include questions on response services within the ongoing PDMS research project.

IV. Action plan

4.1 Through the PDMS New Product Development subgroup, Great Britain will explore with its postal partners the viability of providing response services as described above.

4.2 All-too-familiar customs problems (outside Europe) and inter-administration charges for handling goods of a non pre-determined size (as in the case of items with prepaid labels) will be investigated.

4.3 Great Britain will be pleased to submit to the UPU more detailed information on these issues as the work progresses.

Resolution C 72/Seoul 1994

Consignment service

(For the text, see page 133.)

Resolution C 83/Seoul 1994

Expansion of International Bureau offsetting arrangements

(For the text, see page 115.)

Resolution C 84/Seoul 1994

Preparation and settlement of accounts. Monitoring the system of direct billing with AV 5 and CP 16 accounts

(For the text, see page 115.)

Decision C 86/Seoul 1994

Preparation and settlement of accounts. Reviewing the wording of the Detailed Regulations of the Convention and of the Postal Parcels Agreement. Preparation of an operational compendium on accounting

(For the text, see page 117.)

Resolution C 94/Seoul 1994

Referral to the POC of proposals concerning the Detailed Regulations considered by Congress

(For the text, see page 68.)

2.6 Postal financial services

Formal opinion MP 1/Vienna 1964

Accession to the Postal Money Orders Agreement[1]

Congress urgently draws the attention of Union member countries which are not parties to the Postal Money Orders and Postal Travellers' Cheques Agreement[2] to the value of their adhering to the said Agreement insofar as the development of international exchanges is concerned. While testifying to the quality of the Acts of the Universal Postal Union, such rationalization of exchanges would greatly facilitate the work of developing countries; it would also most certainly be welcomed by all Union members on whom the existence of separate conventions imposes revision work which could be avoided without the countries traditionally using exchanges by list having to change the internal rules to which it is normal for them to remain faithful.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 1268, 1322)

[1] See recommendation C 1/Vienna 1964; resolution C 88/Tokyo 1969; resolution C 12/Rio de Janeiro 1979; recommendation C 13/Hamburg 1984.
[2] See resolution C 3/Washington 1989 abolishing postal travellers' cheques.

Resolution C 11/Rio de Janeiro 1979

Information to be supplied by administrations

Congress,

Referring
to article 101 of the Detailed Regulations of the Money Orders and Postal Travellers' Cheques, Giro, COD, Collection of Bills, International Savings and Subscriptions to Newspapers and Periodicals Agreements, under which every administration must give the other administrations, through the International Bureau, certain information on the execution of the services governed by those Agreements,

Considering
that numerous amendments have to be made to this information after each Congress, when the Agreements go into force,

Anxious
to facilitate the work of administrations and to ensure the smooth functioning of the international service from the entry into force of a new Agreement,

Recognizing
that the attainment of this objective depends on the communication of this information to administrations in good time,

Invites

the administrations of member countries signatories of any of the above Agreements to notify the International Bureau of the information required in article 101 of the Detailed Regulations of

each Agreement at least six months before the Agreements go into force, so that the International Bureau can publish it well before the date on which they take effect.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1263, 1672)

Recommendation C 13/Hamburg 1984

Development of the postal financial services, particularly the international postal money order service

Congress,

Basing itself on
resolution C 12 of the 1979 Rio de Janeiro Congress which instructs the Executive Council to carry out a study on defining ways of introducing or developing postal monetary articles services, particularly the postal money order service, in all Union countries,

Bearing in mind
the results of the study carried out on this matter,

Considering
that the reasons which prevent administrations from introducing or developing postal financial services are due for the most part to legal, economic or institutional difficulties peculiar to each country,

Noting
that a large number of administrations have succeeded in overcoming these difficulties by adapting their services to the requirements of the legal or financial authorities,

Convinced
that administrations still experiencing difficulties of the same kind in introducing financial services can be guided by similar methods and initiatives,

Aware
that the development of the postal financial services can make a major contribution to the economic development of countries,

Recommends

i administrations which have not yet introduced postal financial services internationally, to make the necessary approaches to the appropriate national authorities in order to convince them of the need and the usefulness of allowing funds to be transferred through the post;
ii administrations which operate the postal money order service at national level only to agree to pay postal money orders issued in other countries to payees in their country;
iii all administrations to take appropriate steps to promote the postal money order service internationally by all available means, while improving the quality of these services and speeding up the settlement of interadministration accounts.

(Documents of the 1984 Hamburg Congress – volume II: pages 547, 598)

Resolution C 3/Washington 1989

Postal Financial Services and Subscriptions to Newspapers and Periodicals Agreements abolished. Possibility of their being retained or reintroduced

Congress,

Noting
that member countries of the UPU either do not participate in the postal travellers' cheques, giro travellers' cheques, instruments payable at giro centres, collection of bills, savings and subscriptions to newspapers and periodicals services, or execute these services on the basis of bilateral agreements which differ greatly from one another,

Believing
that, under those circumstances, regulation of these services by the UPU is no longer justified,

Decides

i to delete from the Money Orders Agreement all provisions concerning postal travellers' cheques;
ii to delete from the Giro Agreement the provisions concerning "Giro travellers' cheques" and those concerning "Negotiation by giro transfer of instruments payable at giro centres";
iii to abolish the Collection of Bills Agreement, the International Savings Agreement and the Subscriptions to Newspapers and Periodicals Agreement;
iv to leave administrations the possibility of retaining or subsequently reintroducing between themselves all or part of the provisions relating to the above-mentioned services,

Accordingly instructs

the International Bureau to distribute by means of circulars, as the need arises and at the request of the countries concerned, a list of the countries participating in these services, as well as certain information of a general nature.

(Proposal 05, Committee 8, 1st meeting; Congress – Doc 78.1, 14th meeting)

Resolution C 60/Seoul 1994

Recasting the Postal Financial Services Acts

Congress,

Noting
the urgent need to improve the postal financial services and the desire expressed by administrations to have a new recast made of the relevant Acts,

Bearing in mind
the assertion that the essential tasks to ensure a future for the postal financial services must, with the development of international exchanges in this field, be based on international profitability and competitiveness,

Observing
that some administrations prefer, for the sake of flexibility, to continue to provide the services on the basis of bilateral agreements and that the substantial revision of the Postal Financial

Services Agreements made in 1984–1989 has not had the expected effect of persuading more postal administrations to join these Agreements and provide financial services,

Anxious
to encourage as many administrations as possible to provide these services on the basis of the new Agreement which takes account of the development of international postal financial services,

Recognizing
that the initial study undertaken within the framework of the 1993 Execut ive Council culminated in the adoption of the principles of this recast and of the draft structure of the future Acts,

Instructs

the Council of Administration and the Postal Operations Council, in collaboration with the International Bureau, to continue a study aimed at recasting the Postal Financial Services Acts in order to provide a normative reference framework while simplifying to the maximum the prescribed procedures and to submit to the next Congress the necessary draft amendments to the Acts.

(Proposal 40. 0.2, Committee 8, 2nd meeting)

Resolution C 61/Seoul 1994

Action plan to energize the postal financial services

Congress,

In view of
the Seoul expanded debate held by Congress Committee 8 on 2 September 1994 on the subject "Future of the postal financial services",

Considering
- the overriding importance of extending the postal financial services so as to achieve better coverage and universality of the world network of international postal payments systems;
- the need to safeguard and improve the quality of the postal financial services;
- the development of telematic applications for transferring postal financial services funds and the use of computerized systems as an essential condition for operationally effective services;
- the magnitude of the revenue expected from postal financial exchanges and the need to develop customer loyalty at both the national and the international level;
- that, if they are to remain competitive, the services must quickly adapt to the changing environment and more particularly to developments on the international financial payments market,

Noting
the absence of international postal financial services in many UPU member countries,

Deeming
this situation unsatisfactory for the pursuit of efficient financial exchanges between partners on the different continents,

Deeming
on the one hand that existing regulations are ill-suited to the economic rules in force and, on the other, that they do not allow the flexibility required in the field of production,

Aware
of the fact that by itself, a development policy is not sufficient to ensure the establishment of reliable, modern and economically viable financial services,

Taking account
of the value of a common commitment founded on recognized principles of action,

Approves

the attached Action Plan to energize the postal financial services (PFSAP),

Urges

postal administrations to develop their postal financial exchanges by drawing on the objectives of the PFSAP, particularly with a view to the worldwide extension of the postal financial services,

Invites

the Restricted Unions to take extensive account of the PFSAP in their regional programmes and to define priorities at their level,

Instructs

the Postal Operations Council:
i to take measures to:
- urge the member countries of the Union to create services that, in the first instance, will permit the transfer of funds;
- facilitate the modernization of such transfers;
- promote flexibility in exchanges;
- simplify reciprocal payment methods;
- foster technical exchanges in the area of postal financial services;
- ensure appropriate promotion of the services;

ii to adapt existing regulations to those measures;
iii to ensure that application of the PFSAP is monitored;
iv to report to the next Congress on the execution of the PFSAP,

Also instructs

the International Bureau to monitor these activities and, where appropriate, to propose adjustments to this Action Plan to the Postal Operations Council.

(Proposal 40. 0.1, Committee 8, 2nd meeting)

Annex 1

Action Plan to energize the postal financial services (PFSAP)

Objectives		Projects/Actions/Activities	Responsibility[1]
Strategy	**A.**	**Develop postal financial exchanges by establishing a universal, progressive and operational network of postal financial payments systems (services) at international level**	
A 1	Extension worldwide of the postal financial services; universality of postal financial payments systems	*A 1.1 Increase the number of countries actively participating in the postal financial services in order to expand the coverage of services worldwide*	
		A 1.1.1 Urge the Union member countries and States, as appropriate, to establish postal financial services primarily for the transfer of funds in the international service.	POC, RU
		A 1.1.2 Give priority to the establishment of postal financial services within those administrations that do not at present offer services in this area.	Adm, RU
		A 1.2 Simplify the current regulations and the conditions governing execution of the services to encourage many administrations to participate in and to join international postal financial payment systems	
		A 1.2.1 Recast the Postal Financial Services Acts with a view to simplifying the conditions governing execution of the postal financial services and making them more flexible.	POC, RU
		A 1.3 Support accession to the postal financial services on the basis of the UPU Agreements in force	
		A 1.3.1 Consider measures for encouraging those administrations that provide services on the basis of bilateral agreements to subscribe to the UPU Agreements in force.	POC, RU
		A 1.3.2 Identify the reasons preventing administrations from subscribing to the UPU's universal Postal Financial Services Agreements and taking measures to adapt to the conditions of universal service on the basis of those UPU Agreements.	Adm, POC, RU
A 2	Develop and improve traditional and computerized postal financial services	*A 2.1 Develop and optimize the internal organization of postal financial institutions so as to achieve an even more effective postal financial services network for long-distance and direct-contact payments*	
		A 2.1.1 Increase the number of post offices providing postal financial services in all rural regions and zones, taking the cost/benefit ratio into account.	Adm
		A 2.1.2 Computerize post offices and procedures for internal processing of instruments at the counters, using the most efficient exchange methods and procedures	Adm, POC

[1] This column indicates the entities responsible for the actions. The following abbreviations have been used:
Adm = Administrations
IB = International Bureau
POC = Postal Operations Council
RU = Restricted Unions

Objectives	Projects/Actions/Activities	Responsibility
	A 2.2 Improve the money orders service	
	A 2.2.1 Improve money order transmission times.	Adm, POC
	A 2.2.2 Improve the security of the service and reduce inquiry response time.	Adm, POC
	A 2.2.3 Urge countries with no inward money order service to serve as intermediaries by issuing cheques payable to the beneficiaries.	Adm, POC POC
	A 2.2.4 Assign a group of experts to study measures for improving the international money orders service.	POC
	A 2.3 Improve the giro service	
	A 2.3.1 Expand the issue of withdrawal cards and equip post offices with terminals and cash dispensers	Adm, POC Adm, POC
	A 2.3.2 Increase the number of countries agreeing to pay postcheques in post offices.	POC
	A 2.3.3 Assign a group of experts to study measures for improving the giro service.	
	A 2.4 Simplify the methods of exchanging money orders and giro cheques as well as cashing and payment procedures	
	A 2.4.1 Conduct a study aimed at simplifying operating methods, cashing and payment procedures and methods for exchanging international money orders and giro cheques.	POC
	A 2.5 Simplify reciprocal methods of account billing and settlement	
	A 2.5.1 Promote the use of the liaison giro account.	Adm, POC
	A 2.5.2 Introduce the use of computers for issuing and verifying account statements, establishing and electronically transmitting monthly accounts and summary lists for money orders.	Adm, POC
A 3 Establish the future configuration of the universal computerized network for electronic transmission of funds by the postal financial services	*A 3.1 Develop telematic applications for the transfer of postal financial services funds*	
	A 3.1.1 Promote the introduction, expansion and development of the electronic transfer system for postal financial funds worldwide in order to create a computerized international payments network with EUROGIRO as its linchpin.	Adm, POC
	A 3.1.2 Evaluate the criteria for participation of postal financial institutions in the EUROGIRO system as well as costs and installation and participation charges and fees in relation to benefits.	Adm, POC
	A 3.1.3 Encourage postal financial services capable of offering a transfer service to join the EUROGIRO system as users.	POC
	A 3.1.4 Promote cashing of money orders and international exchange of money orders through the EUROGIRO network.	Adm
	A 3.1.5 Promote the implementation of a new concept of computerized payment network that would provide an inexpensive electronic system for transfer of instruments to postal financial institutions with a low volume of transactions and/or that do not have a data processing system.	Adm, POC
A 4 Implement programmes for quality control of the postal financial services	*A 4.1 Provide computerized control of the quality of transactions*	
	A 4.1.1 Support the introduction of the means of ensuring computerized control of on-line postal financial operations from the post offices and make advantageous use of the EUROGIRO system.	Adm, POC
	A 4.1.2 Consider measures for establishing permanent quality control of postal financial services operations and in due course conduct studies for improving it.	Adm, POC

Objectives	Projects/Actions/Activities	Responsibility
A 5 Intensify co-ordination, cooperation and collaboration between UPU member countries, postal financial institutions	*A 5.1 Continue the partnership in respect of conventional services on the basis of bilateral and multilateral agreements relating to postal financial services*	
	A 5.1.1 Develop the exchange of information with administrations that provide these services on a bilateral (multilateral) basis only.	POC
	A 5.2 Support contacts and cooperation between countries wishing to develop new postal financial services systems	
	A 5.2.1 Encourage technical exchanges in the postal financial services field.	Adm, POC, RU
	A 5.2.2 Establish permanent technical assistance cooperation programmes focussing on the establishment of postal financial services centres and the introduction of the money orders and giro services.	POC, RU
Strategy	**B.** Adapt the postal financial services to market developments, customer needs, technological developments and means of communication in order to make them more profitable and competitive at international level	
B 1 Work out a better definition of the postal financial services market	*B 1.1 Achieve a better knowledge of the postal financial services market*	
	B 1.1.1 Conduct studies to define: – market structures and products to be developed; – customer groups, user requirements and degree of satisfaction; – competition: methods and market shares; – service trends and development potential.	Adm, RU, POC
	B 1.1.2 Introduce customer relations programmes.	Adm
B 2 Adapt the postal financial services to changing customer needs	*B 2.1 Expand and standardize the range of postal financial services/products at national and international level*	
	B 2.1.1 Take measures to ensure that the range of postal financial services/products is expanded in all countries to allow long-distance and direct-contact payments and to encourage the introduction of basic services to enhance the universal nature of the services available to customers.	Adm, RU, POC
	B 2.1.2 Develop postal financial services in response to specific customer needs, such as deposit of salaries, automatic debit transfers, automatic transactions by means of withdrawal cards at cash dispensers, savings bank book, automatic deposit of dividends, indemnities, etc.	Adm, POC
	B 2.1.3 Ensure adequate promotion of traditional services and new postal financial payment products by implementing commercial marketing policies and using new technologies and procedures.	Adm, RU, POC
	B 2.1.4 Urge administrations to take all necessary measures to adapt the postal financial services to commercial and technical developments.	POC
	B 2.2 Facilitate inter-administration relations by adopting more flexible conditions for executing the services	
	B 2.2.1 Amend the provisions in effect within the framework of the study on recasting the Postal Financial Services Acts	POC
	B 2.2.2 Adopt practical measures at bilateral level.	Adm
	B 2.3 Apply provisions between administrations calling for equitable, cost-related remuneration/compensation	Adm, POC

Objectives	Projects/Actions/Activities	Responsibility
B 3 Ensure adequate management independence for postal financial services (postal financial institutions)	*B 3.1 Ensure that long-term corporate plans and policies have been worked out in respect of the development of the postal financial services*	
	B 3.1.1 Prepare and implement plans setting out clearly-defined actions, complete with objectives, costs and quantified time frames to allow investments to be sought.	Adm
B 4 Increase the role of the UPU in adapting the postal financial services to a new world	*B 4.1 Ensure implementation of the PFSAP in consideration of the authority granted and the means available*	
	B 4.1.1 Allocate responsibilities and PFSAP operational and monitoring procedures between the permanent bodies of the UPU	
	B 4.1.2 Define practical measures and studies relating to implementation of the PFSAP	POC, IB
	B 4.1.3 Consult administrations about monitoring the execution of the PFSAP	POC, IB
	B 4.1.4 Manage the financial resources allocated to PFSAP implementing and monitoring activities	POC

Resolution C 62/Seoul 1994

Proposals relating to the Detailed Regulations of the Postal Financial Services Agreements referred to the POC

Congress,

In accordance
with article 15, paragraphs 2, 3 and 10, of the Rules of Procedures of Congresses,

Instructs

the Postal Operations Council to consider the following proposals relating to the Detailed Regulations of the Postal Financial Services Agreements:

45. RE 605.1
45. RE 801.1
45. RE 1101.1
45. RE 1105.91
45. RE 1202.91
45. RE 1202.92
45. RE 1202.93
55. RE 201.1
55. RE 317.1
55. RE 1302.1
55. RE 1304.91
55. RE 1304.92
55. RE 1304.93

(Committee 8, 2nd meeting)

Resolution C 94/Seoul 1994

Referral to the POC of proposals concerning the Detailed Regulations considered by Congress

(For the text, see page 68.)

2.7 Seoul Postal Strategy

Resolution C 5/Washington 1989

Permanent control of the quality of service worldwide

(For the text, see page 30.)

Resolution C 22/Washington 1989

Permanent project to safeguard and enhance the quality of and to modernize the international postal service

(For the text, see page 31.)

Recommendation C 78/Washington 1989

Reserving terminal dues revenue for the purpose of improving the quality of the postal service

(For the text, see page 134.)

Resolution C 17/Seoul 1994

Quality of Service Programme – 1995–1999

(For the text, see page 105.)

Resolution C 95/Seoul 1994

Seoul Postal Strategy

(For the text, see page 32.)

3 UPU bodies

3.1 General

Resolution C 4/Washington 1989

Committee to coordinate the work of the Union's permanent bodies

Congress,

In view of
- decision CE 11/1986 through which the Executive Council decided to establish a Coordination Committee made up of the Chairman of the EC, the Chairman of the CCPS and the Secretary-General of those two bodies;
- the new policies being adopted by the Union,

Considering
the usefulness of the role played by the Coordination Committee established to follow up and coordinate the work concerning the Declaration of Hamburg,

Aware of
the need to strengthen cooperation among the UPU's permanent bodies,

Decides

- to give a permanent character to the Coordination Committee;
- to instruct that Committee to ensure permanent consultation between the Executive Council, the Consultative Council for Postal Studies and the International Bureau.

(Proposal 012, 10th plenary meeting; Congress – Doc 78.1, 14th meeting)

Recommendation C 58/Seoul 1994

Organization of UPU conferences and meetings

Congress,

In view of
the report submitted by the Executive Council on the management of the Union's work,

Aware
of the need to identify opportunities for streamlining the work that may help in introducing more up-to-date management at the International Bureau,

Recalling
that the conference and meeting services are among the main products offered by the International Bureau,

Mindful
that a detailed analysis of the tasks entrusted to the International Bureau would enable part of the capacities of its staff to be released for use on more operational activities,

Recommends

the various bodies of the Union to consider:
i the desirability of limiting the holding of meetings to those that are really essential, by assessing their effectiveness (cost/benefit);
ii the usefulness of giving preference to holding smaller meetings, restricted to specialists, when the subjects are technical;
iii the desirability of holding as many meetings as possible at UPU headquarters, with a view to savings in respect of secretariat travel costs;
iv the need to avoid altering the timetables of meetings at a late stage in order to avoid having to pay interpreters who have already been engaged compensation for cancellation of contracts.

(Proposal 024, Committee 3, 6th meeting)

Resolution C 59/Seoul 1994

Continuation after the Seoul Congress of the study on improving the management of the Union's work

(For the text, see page 57.)

Resolution C 73/Seoul 1994

Coordination Committee for the Permanent Bodies of the Union

Congress,

In view of
resolution C 4/Washington 1989 concerning the Committee to coordinate the work of the Union's permanent bodies,

Bearing in mind
the work that the Coordination Committee has accomplished since the last Congress,

Recognizing
a that the Committee is a coordination body within the Union, made up of the Chairman of the Council of Administration, the Chairman of the Postal Operations Council and the Director-General of the International Bureau;
b that the Committee is convened by the Chairman of the Council of Administration and that it must normally meet on the occasion of the annual sessions of the two Councils and when the need arises,

Taking into account
that the Executive Council has recommended the introduction of a system of strategic planning which will improve the coordination and planning of the Union's activities,

Considering
that it is necessary to review the status, the functions and the work method of the Committee, in the light of the new strategic planning process,

Decides

i to lay down the function of the Coordination Committee for the Permanent Bodies of the Union as follows:
- to contribute to the coordination of the work of the permanent bodies of the Union;
- to meet, when needed, in order to discuss important questions relating to the Union and the international postal service;
- to provide the Union's bodies with an evaluation of such questions and the implications for their work;
- to ensure the proper implementation of the strategic planning process so that all decisions on the Union's activities are taken by the appropriate bodies in accordance with their responsibilities as specified in the Acts;

ii to instruct the Council of Administration, in collaboration with the Postal Operations Council and the International Bureau, to review further, within the future study on improving the management of the Union's work, both the role and functions of the Coordination Committee and its relationship with the strategic planning process.

(Proposal 041/Rev 2, Committee 3, 8th meeting)

Resolution C 75/Seoul 1994

Institutionalization of a high-level meeting between Congresses

Congress,

In view of
the results of the extraordinary high-level meeting held in 1992,

Aware
of the need to cope with the rapidly changing postal environment and to monitor the implementation of postal strategies adopted at the previous Congress and to discuss the future direction to be taken to make the international postal services successful,

Invites

the Council of Administration, in consultation with the Postal Operations Council and the International Bureau, to consider the usefulness of holding a high-level meeting, in principle, in the third year following the Congress, attended by high-level officials.

(Proposal 042, Committee 3, 7th meeting)

Resolution C 76/Seoul 1994

UPU Strategic Plan, Operational Plan and financial plan

(For the text, see page 58.)

3.2 Congress

Formal opinion C 34/Tokyo 1969

Election of the Doyen of Congress

Congress expresses the formal opinion that article 6 of the Rules of Procedure of Congresses should be applied so as to make provision for the geographical regions which have not yet had the honour of having a Doyen elected from among the nations of the countries belonging to those regions.

(Documents of the 1969 Tokyo Congress – volume II: pages 1109, 1368)

Resolution C 3/Lausanne 1974

Participation by national liberation movements in the meetings of the UPU

(For the text, see page 26.)

Decision C 92/Lausanne 1974

Representation of the Organization of African Unity (OAU)

(For the text, see page 28.)

Resolution C 7/Rio de Janeiro 1979

Participation by the League of Arab States in the meetings of the UPU

(For the text, see page 28.)

Decision C 48/Washington 1989

Institution of a general debate

Congress

Decides

- to provide, within the framework of the proceedings of each Congress, for the holding of a general debate on one or more topical questions concerning the Post;
- that, at the end of this debate, a resolution shall be adopted laying down general policies for the next five-year period,

Instructs

the Executive Council to choose the topic or topics for this debate in consideration of the concerns of the majority of the postal administrations and to make the necessary arrangements to ensure that the debate takes place under the most effective conditions,

Further instructs

the International Bureau to organize the debate in cooperation with the host country of Congress.

(Proposal 011, 10th plenary meeting; Congress – Doc 78.1, 14th meeting)

Decision C 5/Seoul 1994

Study on the possibility of creating a "Customers' Interests Committee" at the next Universal Postal Congress

Congress

Instructs

the Council of Administration to undertake a study on the possibility of creating a "Customers' Interests Committee" at the next Universal Postal Congress.

(Proposal 038, 2nd plenary meeting)

Decision C 54/Seoul 1994

Entry into force of the Acts of the 1994 Seoul Congress

(For the text, see page 64.)

Decision C 93/Seoul 1994

Venue of the 22nd Universal Postal Congress

Congress

Decides

to accept the invitation from the Government of the People's Republic of China to hold the 22nd Congress in that country in 1999.

(Congress – Doc 80, 13th plenary meeting)

3.3 Executive Council (EC)/Council of Administration (CA)

Decision C 92/Lausanne 1974

Representation of the Organization of African Unity (OAU)

(For the text, see page 28.)

Resolution C 7/Rio de Janeiro 1979

Participation by the League of Arab States in the meetings of the UPU

(For the text, see page 28.)

Decision C 18/Seoul 1994

Number of geographical groups for the distribution of Council of Administration seats

Congress

Decides

to refer to the Council of Administration for study proposal 05/Rev 1 concerning the number of geographical groups for the distribution of Council of Administration seats.

(Proposal 05/Rev 1, Committee 3, 2nd meeting)

Resolution C 19/Seoul 1994

Distribution of Council of Administration seats

Congress,

Having approved
article 102 of the General Regulations, which lays down the composition of the Council of Administration,

Decides

i to distribute the seats of that Council among the various geographical groups in the following manner:

Western hemisphere	8 seats
Eastern Europe and Northern Asia	5 seats
Western Europe	6 seats
Asia and Oceania	10 seats
Africa	11 seats

plus one seat for the chairmanship of the host country of Congress. If that country waives that right, the geographical group to which it belongs shall have an additional seat, in accordance with article 102, paragraph 2, of the General Regulations;

ii to abrogate resolution C 11/Lausanne 1974.

(Proposal 15. 102.5/Rev 1, Committee 3, 2nd meeting)

Recommendation C 28/Seoul 1994

Council of Administration and Postal Operations Council – Committee structure

Congress,

In view of
the reform of the management of the work of the Union and the restructuring of its bodies,

Taking account
of the creation of the two new bodies, the Council of Administration and the Postal Operations Council, and the responsibilities which each of these bodies will have to organize its own work and establish its own structure of Committees, Working Parties and other bodies, in accordance with the duties and responsibilities of these bodies as set forth in the relevant provisions of the Acts of the Union and also as may be supplemented by decisions of Congress,

Also taking account
of the recommendations of the Executive Council based on its studies of the management of the Union,

Invites

the Council of Administration and the Postal Operations Council to consider Congress – Doc 70, in so far as they deem it desirable, and to draw upon the Executive Council's views set out in

annexes 1 and 2 hereto concerning the composition and functions of the Committees and Working Parties.

(Proposal 017, Committee 3, 4th meeting)

Annex 1

COUNCIL OF ADMINISTRATION

CA Management Committee (made up of CA Chairman and Committee Chairmen plus Chairman of Strategic Planning Working Party)	– Coordinate work of CA – Oversee all CA activities carried out under the strategic plan, draw up annual agenda and meet as necessary with POC Management Committee in joint Planning Forum – Supervise strategic and financial plans – Consider annually proposals on revision of CA activities and priorities – Consider any other issue entrusted to it by the CA or the other Union bodies
Committee structure	**Functions**
1 General Matters and Structure of the Union	– Constitution and structure of the Union – Public policy (trade in services, competition oversight) – Continue the study on the management of the Union's work
2 Finance	– Programme budget based on the strategic plan – Consider the annual financial report – Resources
3 Human Resources	– Application of UN Common System to staff – International Bureau training and management development – International Bureau working methods – Staff requirements
4 Services and Standards (questions of policy and principle)	– Mandatory services (Convention) – Optional services (Agreements) – Quality of service – Technical standards (implications for others potentially affected by postal standards)

5 Technical Cooperation	– Policy and review – UNDP programmes – Postal Development Action Group (PDAG)
6 Seoul Postal Strategy	– Review member country implementation

Annex 2

POSTAL OPERATIONS COUNCIL

POC Management Committee (made up of POC Chairman, and Vice-Chairman, Committee Chairmen and Chairman of Strategic Planning Working Party)	– Coordinate work of POC – Coordinate all POC activities carried out under the strategic plan and meet as necessary with CA Management Committee in joint Planning Forum – Consider the draft strategic and financial plans prepared by the WP and the IB – Contact with private couriers
1 Letter Post	– Convention (commercial and operational issues) – Accounts, statistics, charges, terminal dues and transit charges – Customs, CCC–UPU contact – Airmail, IATA–UPU contact – Detailed Regulations
2 Parcel Post	– Agreement and Detailed Regulations – Charges – Service development
3 Financial Services	– Giro – Cash-on-Delivery – Money Orders
4 EMS	– Service development – Model agreement
5 Quality of Service	– Development of standards – Monitoring – Corrective measures

6 Security	– Security standards – Training and technical assistance – Contacts with other organizations
7 Marketing and Product Development	– Market research – Customer relations – New products – Press and publishing
8 Modernization	– ETSG – EDI Unit – Electronic mail, ITU–UPU contact – ISO–UPU contact – Automation – Postal technology
9 Postal Development and Seoul Postal Strategy	– Global network development – Technical cooperation support – Strategy – Environment

Resolution C 41/Seoul 1994

Immediate application of the provisions adopted by Congress concerning the Council of Administration (CA) and the Postal Operations Council (POC)

(For the text, see page 63.)

Resolution C 46/Seoul 1994

Strategic planning and programme budgeting – roles and responsibilities

(For the text, see page 44.)

3.4 Consultative Council for Postal Studies (CCPS)/ Postal Operations Council (POC)

Decision C 92/Lausanne 1974

Representation of the Organization of African Unity (OAU)

(For the text, see page 28.)

Resolution C 7/Rio de Janeiro 1979

Participation by the League of Arab States in the meetings of the UPU

(For the text, see page 28.)

Recommendation C 28/Seoul 1994

Council of Administration and Postal Operations Council – Committee structure

(For the text, see page 205.)

Resolution C 30/Seoul 1994

Composition of the Postal Operations Council

Congress,

Considering
the revision of article 104, paragraph 2, of the General Regulations,

Recalling
that postal administrations not belonging to the Postal Operations Council may, at their request, collaborate in the studies undertaken, while complying with such conditions as the Council may lay down in order to ensure the efficiency and effectiveness of its work and that they may also be called upon to chair Working Parties when their knowledge or experience warrants this,

Decides

that under the geographical distribution mentioned in article 104, paragraph 2, of the General Regulations, 60 percent of the Council of Administration (CA) seats allocated to each group will be reserved for the same group in the Postal Operations Council. The distribution of seats reserved by geographical distribution in the Postal Operations Council will therefore be as follows:

Number of POC seats reserved by geographical distribution

Group		CA	60% of CA (rounded off to the next higher unit)	Minimum guaranteed to developing countries
1	Western Hemisphere	8	5	(3)
2	Eastern Europe and Northern Asia	5	3	(3)
3	Western Europe	6	4	(0)
4	Southern Asia and Oceania	10	6	(3)
5	Africa	11	7	(7)
Total number of seats reserved by geographical distribution		40	25	(16)

(Proposal 016, Committee 3, 4th meeting)

Resolution C 41/Seoul 1994

Immediate application of the provisions adopted by Congress concerning the Council of Administration (CA) and the Postal Operations Council (POC)

(For the text, see page 63.)

Resolution C 46/Seoul 1994

Strategic planning and programme budgeting – roles and responsibilities

(For the text, see page 44.)

Decision C 69/Seoul 1994

Draft 1995–1999 study programme

(For the text, see page 178.)

Resolution C 70/Seoul 1994

Draft 1995–1999 study programme

Congress,

In view of
article 104, paragraph 9, of the General Regulations relating to the functions of the Postal Operations Council,

Also in view of
the consultation of the Union member countries and the Restricted Unions undertaken pursuant to article 104, paragraph 13, of the General Regulations,

Noting
the large amount of preparatory work done by the outgoing CCPS,

Conscious
of the need to establish a basic programme of studies to be undertaken, one that shall include a limited number of studies on topical subjects of common interest and be subject to review annually in the light of new realities and priorities,

Taking the view that
the capability of the Council that will be responsible for the studies must be reserved first and foremost for the sectors of activity considered by postal administrations to be important or even a matter of priority,

Decides

to leave it to that Council, within the framework of the Strategic Plan, to:

a organize and arrange, as it sees fit, its work relating to the studies to be undertaken;
b decide which permanent studies to resume;
c ensure that the studies are completed within the shortest time frames possible and that their results are distributed immediately to all administrations while they are still of maximum use;
d ensure that the results obtained at the end of certain studies can be widely used in the field for the benefit of the most disadvantaged countries;
e regularly modify certain studies, if necessary, so as to bring them into line with such new realities and priorities as may emerge;
f employ working methods which are best suited to the subjects to be dealt with, so as to achieve the best results.

(Proposal 04, Committee 5, 3rd meeting)

3.5 International Bureau

Resolution C 27/Seoul 1994

UPU activities in the field of EDI, 1995–1999

(For the text, see page 106.)

Resolution C 74/Seoul 1994

Efficiency of translation services within the Union

Congress,

Noting
the examination of the language issue during the work of Executive Council Working Party WP 3/3, aimed at improving the efficiency of the management of the Union,

Recognizing
that any international organization which receives and produces documents in a variety of languages faces a major managerial and logistical task in ensuring that translations are produced promptly, accurately, efficiently, and with the most cost-effective use of available resources,

Instructs

the Council of Administration, in collaboration with the International Bureau:
- to undertake a study on the translation and typing services' working methods and procedures used both within the International Bureau and by the language groups, as well as on the preparation and distribution of documents, with a view to determining the effect these procedures have on the efficiency of the management of the Union's work, and to make recommendations for appropriate improvements, to be implemented as quickly as possible;
- to include in its study the costs of translating documents into the offical language.

(Proposal 021/Rev 1, Committee 3, 7th meeting)

Decision C 77/Seoul 1994

Study on the Union's language system

(For the text, see page 59.)

3.5.1 Staff

Resolution C 17/Ottawa 1957

Relief Fund[1] [2]

The Universal Postal Congress of Ottawa,

Having regard to
- the report of the Director of the International Bureau on the finances of the Union; and
- the report of its Finance Committee,

Agrees

to the creation of a new Relief Fund in favour of the staff of the International Bureau to be supplied from monies accruing to the Union by virtue of the Agreement between the Directorate of the Swiss postal administration and the Director of the International Bureau concerning the issue of Swiss postage stamps for the use of the International Bureau of the Universal Postal Union, and

Charges

the Executive and Liaison Committee[3] to adopt the statutory provisions concerning the use of the monies of this Fund.

(French Documents of the 1957 Ottawa Congress – volume II: pages 68, 1152 to 1155)

[1] Financial Regulations, art 23.
[2] Present name: Social Fund for the staff of the International Bureau.
[3] New name: Council of Administration.

Resolution C 9/Vienna 1964

Provident Scheme of the Universal Postal Union[1]

Congress,

Considering
i that since 1 January 1964, the Pension Fund, created in accordance with the decision of the Congress of Paris 1878, has been replaced by the "Provident Scheme of the Universal Postal Union";
ii that by reason of the new method of financing this Scheme through periodic contributions payable by the members of the said Scheme and by the Union, it is necessary to change the form of guarantee instituted by different Congresses and in particular by the Congress of Ottawa 1957 in the decision appearing under b of the resolution relating to the Pension Fund (Congress of Ottawa – Doc 2/Rev/Annex 4),

In view of
- the proposals presented by the Director of the International Bureau in the report on the finances of the Union prepared for Congress (Congress – Doc 2/Rev); and
- the report of its Finance Committee,

Confirms

the decision taken in 1963 by the Executive and Liaison Committee[1], namely that "The Union grants the following guarantees to the Provident Scheme:
a guarantee of a rate of interest corresponding to the technical rate on the whole of the acturial reserve of the Provident Scheme;
b cover, by means of appropriate payments, of any technical deficit in the Provident Scheme",

Charges

the Director of the International Bureau if need be to provide in the ordinary budget of the Union, after taking the advice of the Executive Council, for the sums that would be required:

a if the yield on the funds of the Provident Scheme is not likely to reach the amount corresponding to the technical interest on the whole of the actuarial reserve;
b in order to amortize in an appropriate way any technical deficit in the Provident Scheme.

(French Documents of the 1964 Vienna Congress – volume II: pages 715 to 724, 797)

[1] See resolution CEL 1/1963; decision CEL 1/1964.

Resolution C 51/Rio de Janeiro 1979

Conditions of service of elected officials

Congress,

In view of
the decision of the 1974 Lausanne Congress to the effect that the Director-General and Deputy Director-General of the International Bureau shall be elected by Congress for the period between two successive Congresses, the minimum duration of their term of office being five years (General Regulations of the Universal Postal Union, article 108, paragraph 1),

In view also of
the competence of the Executive Council to ensure:
- the continuity of the Union's work in accordance with the provisions of the Acts of the Union (Constitution of the Universal Postal Union, article 17, paragraph 1), and
- control of the activities of the International Bureau (General Regulations, article 102, paragraph 6, j)[1],

Taking into account
resolution C 35 of the 1969 Tokyo Congress, whereby the Executive Council was authorized to lay down, in Staff Regulations of the International Bureau, the conditions of service of all staff members of the Bureau, in the light of the principles and practice followed by the other specialized agencies,

Bearing in mind
the practical need for that competence to be retained in respect of the Director-General and Deputy Director-General as well,

In consideration of
resolution CE 2/1973, replaced by resolution CE 1/1977, concerning the conditions of service of the elected officials (Director-General and Deputy Director-General) of the International Bureau,

Decides

i that the Executive Council shall be authorized to lay down, in a resolution, the remuneration and other conditions of service of the elected officials, in the light of the principles adopted in the United Nations common system and taking into account the practice followed in the other specialized agencies;
ii that after their election by Congress, the Director-General and Deputy Director-General shall receive a letter of appointment, signed by the Chairman of Congress, stating the duration of their term of office and specifying their remuneration and other conditions of service in accordance with the Executive Council resolution mentioned in paragraph 1 above;

iii that in the case mentioned in article 108, paragraph 4, of the UPU General Regulations, the letter of appointment of the Deputy Director-General elected by the Executive Council for the period extending up to the following Congress shall be signed by the Chairman of the Executive Council.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1264, 1399, 1764)

[1] Gen Regs (Seoul 1994), art 102, para 6.11.

Resolution C 52/Rio de Janeiro 1979

Retirement pensions of elected officials

Congress,

In view of
the decision taken by the 17th Congress (Lausanne 1974) to elect the Director-General and Deputy Director-General of the International Bureau for a five-year term of office, renewable once only (article 108, paragraph 1, of the General Regulations of the Universal Postal Union),

Aware
of the social security problems resulting therefrom for these two senior officials on the expiration of their term of office,

Bearing in mind
the fact that the International Bureau Staff Regulations and Rules do not apply to them and that their conditions of service are regulated separately, as the United Nations common system covers only the grades up to D 2 (Assistant Director-General),

Decides, with immediate effect,

to guarantee those elected officials (Director-General and Deputy Director-General) who have not completed five years' service at the International Bureau at the beginning of their term of office a retirement pension of 20 percent of the final average remuneration after five years' service at the International Bureau, increased by two percent for each additional year of service, this pension to serve also as the basis for calculating survivors' pensions. The difference between the amount of the pension actually paid to the elected officials and that of the pension to which they would be entitled under the Regulations of the UPU Provident Scheme shall be chargeable to the Union's budget.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1264, 1399 to 1401, 1764)

Decision C 92/Seoul 1994

Election of the Director-General and Deputy Director-General of the International Bureau of the Universal Postal Union

Congress,

In view of
article 108, paragraph 1, of the General Regulations,

Elects

- to the post of Director-General of the International Bureau Mr Thomas E Leavey (United States of America), Senior Director, International Postal Affairs, United States Postal Service (USPS);
- to the post of Deputy Director-General of the International Bureau Mr Moussibahou Mazou (Congo (Rep)), Assistant Director-General at the International Bureau.

This decision takes effect on 1 January 1995.

(Congress – Doc 40, 12th plenary meeting)

3.5.2 Documentation and publications

Resolution C 7/Ottawa 1957

"Union Postale"[1]

With a view to furthering the exchange of experience and scientific, technical and economic progress in postal communications, and in order increasingly to improve international cooperation and relations between all the member countries of the Union in this field, Congress charges the International Bureau to see that more space in the journal "Union Postale" is devoted to present-day postal problems in connection with experiments, scientific and technical progress in various countries, mechanization and automation of production processes and basic postal economic problems, and to include in the journal extracts from specialist literature, book reviews, reviews of handbooks and other publications.
It appeals for the cooperation of the administrations of the Union, to the Consultative Committee for Postal Studies[2] and to the Executive and Liaison Committee[3] to this end.

(French Documents of the 1957 Ottawa Congress – volume II: pages 64, 395, 396)

[1] See also decisions CE 10/1968, CE 11/1973, CE 25/1976, CE 19/1981, CE 15/1987, CE 17/1987, CE 19/1987 and CE 29/1991.
[2] New name: Postal Operations Council.
[3] New name: Council of Administration.

Recommendation C 4/Vienna 1964

Periodicals sent to the International Bureau by administrations

Postal administrations are invited to send with the periodicals which they send to the International Bureau a translation in French or, failing that, in one of the other languages used for the journal "Union Postale", of the table of contents and, if possible, of a summary of the articles which they consider important.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 808, 994, 1368)

Recommendation C 8/Vienna 1964

List of documents published by the International Bureau

It is desirable that the International Bureau should draw up at the beginning of each year the list of all the documents published during the past year in order that administrations may order those which they lack.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 1018, 1372)

Recommendation C 9/Vienna 1964

Dispatch of International Bureau circulars to administrations

It is suggested that all International Bureau circulars be sent to member administrations of the Union at all times by the most rapid route, air or surface.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 808, 1017, 1372)

Resolution C 32/Tokyo 1969

Preparation of documents published by the International Bureau[1]

Congress,

In view of
report A/6343 of the Ad Hoc Committee of Experts for Examining the Finances of the UN and the Specialized Agencies and in particular, the recommendation attached hereto appearing in paragraph 104, f, of the said report,

In view of
resolution No 9 formulated by the Executive Council during its 1966 session (Compendium of resolutions and decisions of the Executive Council, 1966), recommending that reports and documents of any kind should be written as briefly and concisely as possible,

Noting
that measures had been taken by the Executive Council to rationalize several compendiums published by the International Bureau and to replace the minutes by simple reports (Congress – Doc 9, paragraph 32),

Considering nonetheless,
that the volume of documentation placed at the disposal of the administrations make it difficult to consider it in a thorough manner, particularly with regard to administrations which do not have specialized personnel,

Requests

the Director-General of the International Bureau to take the necessary steps so that:

i the documents he publishes are prepared in a manner conforming to resolution No 9/1966 of the Executive Council;
ii these documents will include only the data essential for comprehension of the problem in question, excluding in particular the background material which, in most cases, could be replaced by simple references,

Instructs

the Executive Council to see to the application of these recommendations.

(Documents of the 1969 Tokyo Congress – volume II: page 1137)

[1] See resolution CE 6/1970 and decision CE 25/1971.

Annex to resolution C 32

Recommendations of the Ad Hoc Committee

Para 104 – The Committee recommends:

.....

f Member countries of the UN or members of the specialized agencies should be urged to spare no effort considerably to reduce their requests for documents for all conferences, *so that those documents may be submitted at the most appropriate time, in a concise form and in the most economical manner, thus avoiding all superfluous expense ...*

Resolution C 1/Lausanne 1974

Publication of the Resolutions and decisions other than those amending the Acts (recommendations, formal opinions, etc) adopted by Congress

(For the text, see page 61.)

Resolution C 78/Seoul 1994

Information management as a UPU strategic activity

Congress,

Having taken note
of the Secretary-General's report on information management as a UPU strategic activity (Congress – Doc 71),

Decides

- to recognize information management, and more specifically computerized information management, as a strategic activity of the UPU;
- to take note of the progress made in connection with establishment of the data base for the benefit of postal administrations and the International Bureau.

(Committee 3, 8th meeting)

4 Finance

Resolution C 17/Tokyo 1969

Financial consequences of proposals involving expenditure for the Union until the next Congress

Congress,

Bearing in mind
- the tendency for the expenses of the Union to increase constantly;
- the need to ensure the best use of the funds devoted to the activities of the Union;
- the advantage of being able to choose between prospective activities with a view to keeping to the maximum annual expenditure of the Union,

Considering
the need for the Committees of Congress, including the Finance Committee, to know as accurately as possible the financial repercussions of the proposals submitted to them,

Charges

the Secretary-General, for each proposal likely to involve financial consequences for the Union until the next Congress, to assess the annual amount of the expenditure concerned in order to permit:
a the Committee of Congress concerned to take its decision with a full knowledge of the facts;
b the Finance Committee better to assess the amount of expenditure attaching to each proposal in order to facilitate for Congress as well as other organs of the Union the choice or priorities as between the activities to be undertaken should it be desirable to limit the financial burden of the Union.

(Documents of the 1969 Tokyo Congress – volume II: pages 987 and 988)

Formal opinion C 20/Tokyo 1969

Contributions to the UPU Special Fund

Congress,

Recognizing
the insufficiency of the credits allocated to postal administrations from the UNDP funds,

Considering
that the UNDP should remain the main source of finance for technical cooperation activities,

Considering nevertheless
the interest which the UPU Special Fund, maintained by voluntary contributions, has for the developing countries,

Expresses the formal opinion

that such gestures of generosity should become more numerous and frequent in the future so that the Union can have its own five-year technical cooperation programme.

(Documents of the 1969 Tokyo Congress – volume II: pages 1109, 1278)

Recommendation C 36/Hamburg 1984

Clearing up of arrears by means of the International Bureau's clearing system

Congress,

Having taken note
of the result of the study undertaken on arrears of contributions pursuant to resolution C 89 of the 1979 Rio de Janeiro Congress,

Bearing in mind
that some member countries are having serious difficulties in paying off their arrears of contributions to the UPU by the usual methods,

In view of
the role of clearing house conferred on the International Bureau for the liquidation of accounts of all kinds (General Regulations, article 113, paragraph 5; Detailed Regulations of the Convention, article 101, paragraph 3),

Considering
that the International Bureau prepares the annual general liquidation account of transit charges and surface-mail terminal dues,

Urgently invites

member countries which experience major difficulties in paying off their arrears of contributions to the Universal Postal Union to have recourse to the International Bureau's clearing system used for transit charges and surface-mail terminal dues[1], by assigning to the Union the credit balance to which they would be entitled under the general liquidation account prepared in this connection by the International Bureau,

Requests

member countries entered as debtors of the member countries in question in the general liquidation account of transit charges and terminal dues to agree to such a clearing procedure and to remit the sums agreed to the International Bureau as soon as possible.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 314, 315, 624)

[1] The general liquidation account has been expanded.

Resolution C 61/Washington 1989

Clearing up of accounts of all kinds in arrears

Congress,

In view of
the statement of accounts in arrears,

Considering
that it is in the interests of the Union and its member countries to put the Union's finances in order,

Urges

member countries which have accounts in arrears to make every effort to settle them as soon as possible and reminds them in this connection that they may make use of the International Bureau's clearing system in accordance with recommendation C 36 of the 1984 Hamburg Congress,

Informs

member countries which have large accounts in arrears that they may be placed in a lower contribution class than their normal one during the repayment period if they undertake to pay off their debts to the Union in accordance with a schedule approved by the Executive Council,

Decides

to transfer to a special account debtors covered by an individual agreement on the lines mentioned above,

Instructs

the Director-General of the International Bureau to negotiate with the countries having the biggest arrears draft agreements which will be submitted to the Executive Council for approval,

Instructs

the Executive Council to approve such amortization schedules as are negotiated by the International Bureau with countries having large accounts in arrears taking into account both the economic situation of the countries concerned and the interests of the Union,

Invites

the Executive Council:
i to take all relevant measures to facilitate the application of this resolution;
ii to report to the next Congress on the results obtained by this resolution.

(Proposal 04, Committee 3, 6th meeting; Congress – Doc 78.2, 14th meeting)

Resolution C 22/Seoul 1994

Financing of UPU technical assistance activities

Congress,

In view of
the reports presented by the Executive Council on financing technical assistance activities,

Aware
of the fact that, while being an essential source of finance for the UPU technical assistance programme, the UNDP provides fewer and fewer possibilities for the postal sector, both because of the reduction in the financial capability of that body and because of the change in the statutory relations between national Posts and governments,

Bearing in mind
the growing priority needs of the developing countries,

Concerned
by the fact that the additional resources available under the head of the UPU to cover aid needs not met by the UNDP are still inadequate despite the efforts made by certain donor countries,

Taking account
of the need to help the developing countries to implement the objectives, programmes and projects identified as having priority within the framework of the UPU Strategic Plan and the guideline document produced by the Seoul General Debate,

Decides

i to concentrate resources on the countries for which aid is necessary;
ii to give priority to implementation of the objectives of the 1995–1999 Strategic Plan and to provide appropriate financial resources for that purpose;
iii to offset the inflation recorded since the 1989 Washington Congress by setting the budgetary credit earmarked for technical assistance at 2 290 000 Swiss francs in 1996, this amount to be adjusted annually in accordance with the same rate of inflation as that taken into consideration in adjusting the budget of the Union,

Recommends

i to countries benefiting from the aid:
  a that they stand, depending on the resources available to them, some of the costs relating to technical assistance activities, in line with UNDP practice (cost-sharing);
  b that they pay 25 to 50 percent, depending on their resources, of the cost of multi-year integrated projects implemented for their benefit out of UPU resources;

ii to all countries:
   a that they participate on a multi-year basis in maintaining the UPU Special Fund through voluntary contributions, the amount of which needs to be increased to meet increasing requirements, particularly in training;
   b that they redouble efforts to persuade their governmental authorities to increase the resources allocated to technical assistance so that they have funds to help improve the postal services of the developing countries, either direct or through the UPU;
   c that they use the inter-administration partnership system to transfer technology on pre-arranged financing terms and applying the so-called "Build – Lease – Transfer" method,

Instructs

the Director-General of the International Bureau:
i to make full use of the facilities offered by decentralization to increase consciousness-raising activities among donors and backers for postal services modernization projects in developing countries;
ii to make approaches to donors and backers with a view to increasing financial resources for UPU technical assistance activities;
iii to focus budgetary resources allocated to technical assistance on objectives, programmes and projects promoting implementation of priority activities identified in the UPU Strategic Plan;
iv to encourage efforts by administrations wishing to put the partnership concept into practice within the framework of technology transfer in the postal field.

(Proposal 035, Committee 9, 3rd meeting)

Resolution C 27/Seoul 1994

UPU activities in the field of EDI, 1995–1999

(For the text, see page 106.)

Resolution C 46/Seoul 1994

Strategic planning and programme budgeting – roles and responsibilities

(For the text, see page 44.)

Resolution C 76/Seoul 1994

UPU Strategic Plan, Operational Plan and financial plan

(For the text, see page 58.)

Decision C 88/Seoul 1994

Financing Union activities

Congress

Expresses

its agreement with the broad policy lines on financing Union activities, indicated in part III of Congress – Doc 19, taking into account resolution C 59/Seoul 1994.

(Congress – Doc 19, Committee 2, 3rd meeting)

Decision C 89/Seoul 1994

Proposals referred to the CA and the POC

(For the text, see page 59.)

Decision C 90/Seoul 1994

Billing date for contributions

Congress

Authorizes

the International Bureau to submit, in June of each year, the bill for the contribution based on the budget of the preceding financial year taking into account the inflation rate set by the Consultative Committee on Administrative Questions of the United Nations common system, it being understood that the bill could be adjusted at the conclusion of the autumn Council of Administration.

(Congress – Doc 19, Committee 2, 3rd meeting)

Resolution C 91/Seoul 1994

Financing the priority activities of the Union

(For the text, see page 60.)

Resolution C 96/Seoul 1994

Principle of zero real growth in budget matters

Congress,

Noting
that adherence to the principle of "zero real growth" in the Union's budget has helped maintain strong budgetary discipline and has limited the financial burden on member countries of financing the budget through their unit contribution,

Aware
that there is now a desire among member countries to undertake new postal development activities within the UPU,

Accepts
a degree of flexibility in the establishment of the ceilings which have been approved by Congress,

Requests

the Council of Administration to continue the existing practice of adhering to zero real growth principles in the budget whenever possible,

Urges

the Council of Administration and the Postal Operations Council to explore new avenues for financing the diversification and development of the Union's activities.

(Congress – Doc 83, 15th plenary meeting)

5 Technical cooperation

5.1 General

Resolution C 38/Lausanne 1974

Relations between the UPU and the Restricted Unions

Congress,

In view of
article 8 of the Constitution, which authorizes the establishment of Restricted Unions within the framework of the Universal Postal Union,

Aware
of the important contribution which the Restricted Unions make to the development of the postal services and the desire which they have to ease the work of the UPU in their region and to ensure its success,

Wishing
for ever fuller and more fruitful cooperation to develop between the UPU and the Restricted Unions, while observing the spirit and the letter of article 1 of the Constitution of the Universal Postal Union,

Notes

the measures and decisions taken by the Executive Council with a view to developing and extending relations between the UPU and the Restricted Unions (resolution CE 5/1972 and decision CE 17/1972),

Asks the Restricted Unions and instructs the Executive Council, the Consultative Council for Postal Studies and the International Bureau

to take, within the framework of their competence, any measures which seem desirable to them for achieving this aim and which are compatible with the Acts of the Union and the decisions of the Executive Council, and

Wishes

more particularly that steps be taken to clarify and strengthen the role of the Restricted Unions in the field of technical assistance, in the light especially of the procedures established by the United Nations Development Programme.

(Documents of the 1974 Lausanne Congress – volume II: pages 989, 1242)

Recommendation C 79/Lausanne 1974

Increased participation by developing countries in the preparation and implementation of technical assistance programmes

Congress,

Noting
the determinant character, in the new procedures set out by the UNDP, of the activities of national authorities in relation to the preparation of country technical assistance programmes,

Considering
the persisting difficulties which the International Bureau encounters when collecting the information necessary for working on country programmes (cf resolution CE 14/1972), and the observations made regarding technical assistance activity evaluation, and

Convinced
that it would be in the interest of the administrations of developing countries to take appropriate measures, not only to facilitate acceptance of their requests for assistance, but also to increase even further the effectiveness of the aid received,

Appeals

to the Governments of the developing countries to give favourable consideration to postal projects as regards the order of priority to be given to them in the preparation of country programmes for submission to the UNDP or for implementation by means of other sources of finance, thus taking

account of the "Memorandum on the role of the Post as a factor in economic, social and cultural development" published by the UPU within the framework of the Second United Nations Development Decade, and

Recommends

to the administrations of the developing countries:

i that they draft plans or define priorities for the development of their services in such a way as to make it easier for the national authorities to take the needs of the Post into consideration;

ii that they supply the International Bureau systematically with all the data it requires in order to play an effective part in preparing the relevant UNDP programmes;

iii that they endeavour to derive maximum possible benefit from available aid and that in order to do so they:
- allow local officials to work more closely with the postal development experts and specialists;
- designate qualified counterparts to be attached to the experts throughout their missions, so as to ensure that these counterparts are trained and that the experts' work is continued;
- increase their participation in the training or specialization courses organized nationally or internationally;
- make the best use of the knowledge and skills acquired by those officials who have followed the courses in question;

iv that they make every effort to give experts every possible assistance in the accomplishment of their work, thereby encouraging postal officials from developed countries to undertake missions in developing countries; and

v that they approach the competent authorities of their countries with a view to their paying special attention to the development of the transport infrastructure.

(Documents of the 1974 Lausanne Congress – volume II: pages 979, 1469, 1470)

Recommendation C 86/Lausanne 1974

Recruitment of UPU experts

Congress,

Considering
the development of UPU technical cooperation activities and especially the increase in the need for the services of experts to do work in the field,

Aware
of the difficulties of various kinds encountered by the International Bureau in seeking experts to meet these needs,

Convinced
that these difficulties seriously hinder the development of the activities in question and mar the effectiveness sought in the application of technical cooperation programmes,

Recommends

postal administrations:

a to take all necessary steps to help the International Bureau as much as possible, especially by seeking among their own staff, whenever the Union's headquarters so requests, those officials who would be interested in undertaking a technical assistance mission and who would be likely to fulfil the functions mentioned efficiently;

b to send the International Bureau all relevant data concerning the applications received;

c to take steps to ensure that experts engaged for projects do not lose their entitlement to promotion and other benefits in their national administrations owing to their absence on mission; and

d to afford experts about to depart on mission opportunities for acquiring such additional knowledge as is necessary to ensure their optimum adaptation to the working conditions in the mission countries.

(Documents of the 1974 Lausanne Congress – volume II: pages 979, 1469)

Resolution C 43/Rio de Janeiro 1979

Functions of the Executive Council, CCPS and International Bureau as regards technical cooperation

Congress,

Having regard
to the steps already taken by the Tokyo Congress (resolution C 6) in the sphere of technical cooperation, from which it is clear that each body has acquitted itself well of its duties in this field in accordance with the functions assigned to it by the Acts of the Union,

Recognizing
the need to confirm in the UPU a general policy which will permit both the closest coordination of all activities relating to technical assistance and the best use of the various facilities of the bodies in question,

Considering
that the UNDP should remain the principal source of finance for technical assistance activities, without prejudice to the efforts to be made to increase supplementary sources, in particular the UPU Special Fund,

Convinced
that it is necessary, in order to achieve the maximum results from the Union's technical cooperation activities, clearly to define the respective functions of the Executive Council, the Consultative Council for Postal Studies and the International Bureau, in conformity with the Acts and principles set out above,

Instructs

i the Executive Council to:

  a promote, coordinate and supervise all forms of postal technical assistance in the context of international technical cooperation;

  b draw up immediately, after every Congress, on the basis of the general policy laid down by that body and the priorities decided on by the countries, a general framework of technical assistance, which shall be submitted to the CCPS for its opinion;

c give the Director-General of the International Bureau directives for the planning, programming, execution and evaluation of technical assistance projects on which the CCPS can express opinions when it considers the periodical reports relating to technical assistance, submitted to the Executive Council;
d undertake, on the proposal of the International Bureau, the apportionment of the resources of the Special Fund, supervise the management and use of the funds concerning technical assistance and approve the accounts relating thereto;

ii the Consultative Council for Postal Studies to:
a undertake, within the framework of the general policy mentioned in i, b and c, studies of a general nature dealing with the needs of postal services in the developing countries and investigate the most effective means of meeting those needs;
b study technical, economic, operational and vocational training problems, priority being given to the subjects which are of the greatest interest to the developing countries;
c submit, where appropriate, to the Executive Council suggestions based on the results of its studies which, as far as possible, should culminate in concrete guidance or conclusions;
d communicate the results of its studies to the member countries of the Union;
e formulate, when necessary, proposals for Congress deriving directly from the activities defined in article 104 of the General Regulations, by agreement with the Executive Council when matters within the competence of the latter are concerned;

iii the Director-General of the International Bureau to:
a implement the general policy laid down in the sphere of technical cooperation, within the framework of the principles mentioned in i, b and c;
b take, according to the Executive Council directives, the necessary measures to prepare, execute and evaluate the UNDP or UPU technical assistance programmes taking account of the principles laid down by the UNDP in this respect;
c implement the directives of the Executive Council and collaborate with the latter and the Consultative Council for Postal Studies within the scope of their functions mentioned in i and ii;
d seek methods of financing, in order to supplement the funds available under the UNDP;
e maintain relations by way of cooperation and information with the other organizations of the United Nations system in the sphere of technical cooperation.

(Documents of the 1979 Rio de Janeiro Congress – volume II: page 1759)

Recommendation C 23/Hamburg 1984

Technical assistance with regard to international payments

(For the text, see page 85.)

Resolution C 29/Washington 1989

Guidelines to be emphasized in UPU technical assistance activities

Congress,

Considering
that the resources of the UPU member countries should be used in the most efficient manner when recruiting consultants/experts to carry out missions within the framework of technical cooperation,

Considering also
that the training of individual Fellows requires the same amount of input as for a greater number of Fellows,

Noting
that it is possible to improve the results obtained in the above-mentioned fields,

Asks

beneficiary countries to adopt a policy of selecting local counterparts capable of supporting consultants/experts in their work and of carrying it on,

Instructs

the International Bureau to base the recruiting of consultants/experts as well as the placing of UPU Fellows on the following guidelines:

- when recruiting consultants/experts, consideration should be given to candidates' total capabilities, but more emphasis should be laid on professional competence and practical experience, as well as the ability to transfer knowledge/know-how to other persons;
- in selecting competent, qualified and experienced consultants/experts, account should be taken of candidates from developing countries;
- administrations should be given more time for nominating their candidates;
- candidates should be informed as rapidly as possible of the decision made in order to keep up their motivation;
- the conclusions contained in consultants/experts' reports should be followed up to ensure that they are implemented as fully as possible;
- group training should be given priority over the placing of individual Fellows;
- visits by Fellows should be planned in close cooperation with the receiving administration.

(Proposal 021, Committee 9, 5th meeting; Congress – Doc 78.1, 14th meeting)

Resolution C 16/Seoul 1994

UPU technical assistance priorities and action principles

Congress,

In view of
the reports presented by the Executive Council on UPU technical assistance,

Aware
of the importance and urgency for the developing countries to continue efforts to modernize their postal services which are currently operating in a difficult economic climate,

Convinced
of the need for the UPU:
a to increase its aid to the developing countries by stepping up its technical assistance actions in areas regarded as having priority, particularly to promote implementation of the activities identified in the Strategic Plan;
b to concentrate its aid on a limited number of countries for which aid is vital and urgent,

Concerned
to guarantee that technical assistance is even more effective thanks to contractual arrangements made between the Union and the beneficiary countries,

Convinced
of the need to include UPU aid within the general framework of United Nations strategy and within that of the United Nations Development Programme, while giving preference to implementation of the objectives of the UPU Strategic Plan,

Decides

i to draw up the groups of beneficiary countries as follows:
  - the least developed countries: first priority;
  - the remaining low-income countries and the lower middle-income countries according to the World Bank's classification: second priority;

ii to recognize as having priority for all developing countries objectives aimed at:
  - improving the international accounts system;
  - improving operations and quality of service;
  - identifying markets and customer needs in order to satisfy them;
  - strengthening and modernizing structures and operational methods,

Instructs

the UPU body concerned:
i to direct UPU technical assistance actions on the basis of the priorities established with regard to the beneficiary countries and objectives described above;
ii to programme UPU technical assistance actions by including them in coherent development programmes put into effect by the beneficiary countries;
iii to ensure that the following action principles are applied:
  - make the countries benefiting from the aid aware of the need for a close relationship between their national programme and postal sector objectives;
  - prepare a special programme for the least developed countries in which other countries could take part in well-defined cases;
  - take steps to ensure realistic and effective decentralization of technical assistance activities;
  - encourage efforts aimed at increasing technical cooperation among developing countries;
  - maintain and improve the system of development contracts concluded in the form of multi-year integrated projects financed within the framework of the UPU's own resources;
  - ensure that the UPU's technical assistance partners contribute towards setting up efficient machinery for coordinating and marshalling resources;
  - continue to strengthen project evaluation and follow-up as well as the monitoring of projects' real impact on the operation of the services;
  - increase existing lines of cooperation between the UPU and the Restricted Unions in the spirit of the agreements concluded with those regional organizations;
  - maintain and develop relations with the UN Regional Economic Commissions;

- keep postal administrations informed about the sources of funding for technical assistance, other than those of the UPU and the UNDP, as well as about the procedures for obtaining funds from these sources,

Instructs

the Director-General of the International Bureau to make every effort to ensure proper implementation of the activities identified within the framework of the priority objectives and action principles drawn up by Congress and in accordance with the directives given by the Executive Council.

(Proposal 029, Committee 9, 2nd meeting)

Resolution C 21/Seoul 1994

Strengthening UPU presence in the field

Congress,

In view of
the report submitted by the Executive Council on increased UPU presence in the field with regard to technical assistance (Congress – Doc 54),

Noting
that the 1993 Executive Council has considered the report on the evaluation of the results of implementing the system and has agreed to the continuation of these activities,

Considering
that the great majority of the developing countries that participated in the survey conducted by the International Bureau consider that the presence of a UPU Regional Adviser in the field provides them with an opportunity to discuss their problems with a sufficiently competent and easily accessible partner,

Aware
- of the significant political changes in the countries of Central and Eastern Europe and of the importance and urgency of the needs of these countries' postal administrations;
- and also of the special needs of the Sub-region of the Caribbean and of the burden that responsibility for all the countries of Latin American and the Caribbean places on the Regional Adviser,

Convinced
that, in addition to the tasks already under their responsibility, the Regional Advisers should in future play a more active role in promoting and managing the postal sector as a global enterprise, particularly in helping developing countries to implement the UPU Strategic Plan,

Instructs

the Director-General of the International Bureau:
- to bring up to eight the number of Regional Adviser posts by creating one for the countries of Central and Eastern Europe and one for the Sub-region of the Caribbean, in the latter case, by converting a P 3 post in the International Bureau Development Cooperation Division into a Regional Adviser's post;

- to take the necessary measures for strengthening and enlarging the Regional Advisers' offices, in particular through the services of associate experts or volunteers and of task forces,

Also instructs

the Council of Administration:
- to provide the necessary guidance with a view to making the UPU presence in the field as effective as possible;
- to allocate the appropriate additional financial resources.

(Proposal 034, Committee 9, 3rd meeting)

Resolution C 22/Seoul 1994

Financing of UPU technical assistance activities

(For the text, see page 222.)

Resolution C 63/Seoul 1994

Technical cooperation among developing countries (TCDC)

Congress,

In view of
the report submitted by the Executive Council on technical cooperation among developing countries (TCDC),

Referring to
resolution 1992/41 adopted by ECOSOC, calling on all parties concerned to give TCDC first consideration when selecting the modality of execution of their programmes,

Considering
the precise definition of TCDC given by the High-level Committee, stressing the paramount role that the Governments and institutions concerned of the developing countries should themselves play in this area,

Noting
that the UPU Regional Advisers are already striving to promote TCDC in the countries under their jurisdiction,

Nevertheless convinced
of the need for even more meaningful measures to be taken in promoting this form of South–South cooperation in all regions of the world,

Noting also
the related activities included in the UPU Strategic Plan for the next five-year period,

Calls upon

- the administrations of the developing countries and the Restricted Unions to make further efforts to mobilize the necessary resources and to create an appropriate environment for fostering the widespread use of TCDC;
- the administrations of the developing countries to identify the fields most suited to application of TCDC;
- the administrations of the industrialized countries to continue in particular to support the country and intercountry institutions of developing countries wishing to play a role in implementing activities under TCDC,

Instructs

the appropriate bodies of the UPU to issue the necessary policy guidelines and take the required initiatives with a view to making TCDC the general practice,

Also instructs

the Director-General of the International Bureau:
- to effectively initiate the TCDC-related activities called for in the UPU Strategic Plan, in conjunction with the appropriate bodies of the United Nations system, including the UNDP;
- to initiate, through the Regional Advisers and in close cooperation with the postal administrations and the Restricted Unions, a series of regional pilot studies for the purpose of identifying the fields, staff, and modalities of execution with a view to the practical and effective implementation of TCDC;
- to make a periodic evaluation of the impact of TCDC on the scope and quality of all technical cooperation programmes and to report to the Union bodies concerned on this subject.

(Proposal 031, Committee 9, 4th meeting)

Resolution C 64/Seoul 1994

UPU action for the least developed countries (LDCs)

Congress,

In view of
the report submitted by the Executive Council on the subject of UPU action for the least developed countries (LDCs),

Considering
United Nations General Assembly resolution 45/206 of 21 December 1990 on the Paris Declaration and the Programme of Action for the Least Developed Countries for the 1990s,

Recalling
resolutions C 87 of the 1974 Lausanne Congress, C 37 of the 1979 Rio de Janeiro Congress, C 66 of the 1984 Hamburg Congress and C 28 of the 1989 Washington Congress,

Recognizing
the importance of the role of the postal services in the development of the LDCs and the shortcomings of the Post in most of these countries,

Bearing in mind
the need to reinforce the postal services in the LDCs,

Invites

the least developed countries to:
- marshall all the human, financial and material resources available on the spot and obtain the greatest possible benefit from the assistance provided to them in the postal sector;
- identify and reinforce activities calculated to increase their sources of revenue, such as philately and international accounting, and develop new commercial strategies,

Also invites

the Restricted Unions to increase assistance provided to LDCs,

Instructs

the bodies of the Union:
- to take the necessary measures for the Union to be able to continue providing development aid to the postal services of the LDCs;
- to devote to the countries in that category as large a portion as possible of UPU resources;
- to follow closely the development of the general situation of the Post in the LDCs and to submit a report thereon to the next Congress;
- to help the LDCs to increase their ability to obtain additional revenue from activities such as philately, international accounting and the new services,

Also instructs

the Director-General of the International Bureau:
- to continue paying more marked priority attention to the postal needs of the LDC administrations;
- to propose to the bodies of the UPU a programme of activities based on the priority sectors and specific needs of the countries concerned, in particular in the areas in which growth of sources of revenue is possible.

(Proposal 030, Committee 9, 4th meeting)

Resolution C 79/Seoul 1994

Development of human resources and training

Congress,

In view of
the report submitted by the Executive Council on the development of human resources (Congress – Doc 53),

Aware
of the important structural and technological changes which have taken place in the sector and of their effects on the organization and management of the postal services,

Convinced
that the training and qualifying of staff are still the best way of making postal administrations more competitive,

Considering
the economic and instructional benefits of the modular training system and its adaptability to each country's needs, and bearing in mind its proven efficacy in other agencies of the United Nations system,

Noting
the importance and urgency of aid to the developing countries in the fields of human resources and training to cope with changes in the postal sector,

Urges

postal authorities to reserve a percentage of their wage bill or operational revenue for training,

Instructs

the Director-General of the International Bureau:
- to take the necessary steps to help member countries in the fields of human resources and training;
- to seek the appropriate resources for implementing the modular training system,

Also instructs

the UPU bodies concerned to issue the necessary policy guidelines and take the required action to make technical assistance in the field of human resources and training more efficient, in order to promote the development of postal services worldwide.

(Proposal 032, Committee 9, 5th meeting)

Resolution C 80/Seoul 1994

PDAG work plan 1995–1999

Congress,

Taking account
of Executive Council resolution 34/1991 in which that body adopted an Action Plan for development, supplementing the Washington General Action Plan, in order to expand interaction between postal administrations and the international development banks, and established a Postal Development Action Group,

Having considered
the joint Executive Council and Consultative Council of Postal Studies' report on the activities of the Postal Development Action Group (PDAG) (Congress – Doc 56),

Aware
of the fact that despite the efforts of the developing countries and the international community the postal services of the countries concerned are not progressing sufficiently, which in some cases results in a decline in the quality of service and a decrease in traffic,

Noting
that the postal administrations are unable to marshall sufficient internal investment capital to improve the operating level of their services appreciably,

Having observed
that multilateral investors, including the World Bank, are potential sources of financing for investments in the postal field,

Approves

- the work done by PDAG since its creation to increase the amount of the funds granted by development investment banks for postal projects, as described in the Executive Council and Consultative Council for Postal Studies report on the activities of the Postal Development Action Group (PDAG);
- the continuing effort to involve multilateral investors in postal development projects,

Decides

to adopt the Postal Development Action Group work plan for 1995–1999 (annexed hereto).

(Proposal 036, Committee 9, 5th meeting)

Annex

POSTAL DEVELOPMENT ACTION GROUP WORK PLAN 1995–1999

PROJECT 1 – Involve governments in postal development

Description

Postal services are normally not very high on the priority list for national development plans. This project would inform governments of the contributions that postal services make to economic development in their countries and inform them through statistics of the services which only the Posts can provide. It would also provide information concerning the support which the Posts give for national development priorities such as rural development, education, small business development, etc. Finally, it would encourage governments to include postal services as a priority in national development plans and to support postal projects that are submitted to multilateral investors.

Activities

- Publish and distribute promotional brochures and other media which provide statistics showing governments the contributions made by postal services.
- Visit government ministries responsible for national development plans and for contact with multilateral investors to familiarize these ministries with postal development.
- Ensure that postal development is promoted at regional-level meetings attended by ministers responsible for postal services.
- Elevate postal development projects to ministry level attention through advice and assistance given to postal administrations.
- Ensure inter-governmental participation in the 1995 Postal Development Symposium.
- Establish contact with ministers in a number of countries to promote postal development.
- Encourage governments to make all resources necessary for postal development, including terminal dues, available to postal administrations.

PROJECT 2 – Familiarize multilateral investors with postal services

Description

Multilateral investors are not aware of the nature of postal services and frequently lack the technical expertise to evaluate postal projects. Some of these institutions, including the World Bank, have recently shown an interest in increasing their store of information on the role and contributions of postal sectors both at the national and at the global level. This interest should be encouraged and used as a means of increasing multilateral investor support for postal projects.

Activities

- Distribute promotional brochures and other media to inform multilateral investors of the contributions of postal services and to increase their support for the sector.
- Provide information to multilateral investors concerning the role and activities of the PDAG so that they are aware of the progress of the postal development concept.
- Participate with multilateral investors in studies, surveys, and questionnaires designed to increase those institutions' awareness of and support for the postal sector.
- Develop "models" based on successful postal development projects and ensure that multilateral investors are aware of these.
- Provide technical expertise upon the request of multilateral investors to complete the postal portion of country projects.
- Take an active part in donor conferences and other financial backer meetings.
- Monitor changes in goals, policies and procedures being utilized within the multilateral investor community.
- Ensure multilateral investor participation in the 1995 Development Symposium.

PROJECT 3 – Utilize postal development to modernize postal services

Description

In order to remain competitive in today's postal marketplace, national postal administrations must transform themselves into corporations capable of acting in a commercially viable fashion. This level of change requires resources beyond those available from self-financing. The multilateral investor community is an excellent source for such development financing, but it places certain conditions on such loans, the most important being that they require recipients to restructure their operations along financially profitable lines and to repay the investment loan. This project would make postal administrations aware of both the evaluation criteria utilized by these investors and the responsibilities inherent in accepting development loans.

Activities

- Encourage postal services to utilize multilateral investors as a source of postal development resources.
- Update and circulate Congress documents on postal development.
- Organize postal development workshops in conjunction with Restricted Union meetings.
- Update and circulate the Procedural Model.
- Organize and hold a Postal Development Symposium during 1995.
- Conduct consultant missions under the PDAG to individual postal administrations to assist these administrations in learning how to acquire outside resources for postal development.
- Ensure participation by postal administrations in the 1995 Development Symposium.

PROJECT 4 – Research further availability of outside resources for postal development

Description

In order to sustain the continued growth in the number and scope of postal development projects, the PDAG, in conjunction with the International Bureau, must continue to find resources for conducting development projects. As part of this same project, the International Bureau and PDAG should expand the range of working contacts with the multilateral investor community to include investors in addition to the World Bank.

Activities

- Monitor and update the five-year work plan.
- Hold regular PDAG meetings to examine mission results and progress on the Action Plan.
- Actively seek to expand investor community contacts and involve new investors in postal development projects.
- Identify additional resources for conducting missions under the PDAG.
- Avoid duplication of effort and optimize use of resources allocated to postal development by coordinating PDAG projects with:
  - the Development Cooperation Division, International Bureau;
  - the Regional Advisers;
  - the Restricted Unions;
  - UNDP sectoral support function.

PROJECT 5 – Assist postal administrations in preparing a development or restructuring plan

Description

One of the reasons why the postal services are not given sufficient priority in their country's development plans seems to be the fact that postal administrations either do not submit any project, or propose incomplete or ill-conceived ones.

Indeed, on various occasions, experience has shown that a correctly prepared project can receive sufficient priority from government to be financed by one or several lenders of funds.

The PDAG could once again offer to help the senior officials of the postal administrations of developing countries to design "bankable" projects, ie projects likely to be well received by the supervisory government bodies and thus to be submitted to the lenders of funds.

Activities

- Dispatch of a personalized memorandum, signed by the PDAG Chairman, offering the services of PDAG experts or consultants.
- Organization of technical support by correspondence.
- Experts'/consultants' missions.

Resolution C 81/Seoul 1994

Establishment of an institute of higher postal studies under UPU auspices

Congress,

Noting
that, under UPU auspices, with UNDP financing and with the cooperation of the Restricted Unions, intercountry schools have been established in most regions to contribute to the staff training efforts made by the postal administrations of the developing countries,

Aware
of the need to have high-level postal staff capable of coping with the development of the environment in which Post operates,

Bearing in mind
the value of harmonizing the operational and work systems of the postal services with a view to achieving a common vision of the new postal professions so as to attain an appropriate quality of international service,

Convinced
of the need to strengthen the spirit of solidarity in the UPU, to teach new management skills and make postal professionals capable of disseminating the noble aims of the UPU,

Instructs

the Postal Operations Council to study, in conjunction with the International Bureau, the possibility of establishing a higher postal studies institute under UPU auspices, taking into account the facilities and potential of existing postal management schools and of management training schools generally throughout the world. The study should include a detailed assessment of the financial consequences of any proposal, as well as an analysis of the experiences of other international organizations with similar initiatives.

(Proposal 045, Committee 9, 5th meeting)

5.2 United Nations Development Programme (UNDP)

Recommendation C 83/Lausanne 1974

Faster implementation of UPU projects under the UNDP

Congress,

Aware of
the need to provide beneficiary countries rapidly with the aid granted to them, particularly in the form of experts' missions, while striving to improve the efficiency of activities undertaken under this head,

Noting
the drawbacks of all kinds arising both for administrations and the International Bureau from the delays occurring in the implementation of approved projects,

Considering
the efforts made by the UNDP to speed up the start and continuation of activities under the head of projects financed by that body in order to use during the programming period the resources made available to Governments,

Recommends

- the Executive Council and International Bureau to support UNDP efforts in respect of the execution of technical assistance projects and to make every effort to cut out the delays observed, in particular, between the approval of projects and the starting up of the corresponding activities, while leaving enough time to the administrations to which appeals have been made for experts;
- the administrations of developing countries to take at a local level all the necessary steps for the competent national authorities to choose without delay from the applications of experts submitted to them; and
- the administrations providing experts to make appropriate arrangements for the quick release of the selected applicants.

(Documents of the 1974 Lausanne Congress – volume II: pages 979, 1475)

Resolution C 84/Lausanne 1974

Reimbursement of programme support costs resulting from Universal Postal Union participation in the United Nations Developing Programme (UNDP)

Congress,

Having examined
the report by the Director-General of the International Bureau concerning the reimbursement of programme support costs resulting from UPU participation in the UNDP (Congress – Doc 32),

Taking account
a of the fact that, because of the special nature of the UPU and of the projects that it implements for the UNDP, actual support costs exceed the amount which the UNDP reimburses to the UPU, even when the "flexibility" allowance is included; and
b of the financial burden already undertaken by the UPU in order to cover that portion of expenditure which is left to be covered by the limited possibilities of the UPU budget,

Aware of
the need to lighten the burden which the implementation of UNDP projects imposes on the UPU, by obtaining from the UNDP the reimbursement of a larger part of the expenditure thus incurred while at the same time trying to reduce the said expenditure by applying every measure of economy and rationalization which the working methods of the International Bureau allow,

Expresses

to the UNDP Governing Council its satisfaction with the understanding it shows of the special situation of certain organizations and with the action taken on UPU requests by annually granting it the supplementary allowance requested,

Instructs

i the Director-General:
  a to ensure that full account is taken of the principles of economy and rationalization when carrying out technical cooperation activities, as is the case with all activities of the International Bureau;
  b as part of the study currently being made on the method of measuring overheads in the United Nations family, to continue his efforts to have the special situation of the UPU taken into consideration, especially in so far as concerns decisions to be taken on organizations with small programmes; and
  c to keep the Executive Council informed on the matter;

ii the Executive Council:
in view of the instructions given in paragraph 1 above, to continue making representations to the UNDP asking it to favour the UPU with the reimbursement of a higher proportion of its support costs, including the administrative and technical costs relating to technical cooperation, by availing itself of the provisions resulting from the flexibility allowance hitherto granted or of special direct agreements to be negotiated with the UNDP where necessary.

(Documents of the 1974 Lausanne Congress – volume II: pages 993, 1072 to 1075)

5.3 UPU Special Fund

Formal opinion C 20/Tokyo 1969

Contributions to the UPU Special Fund

(For the text, see page 220.)

6 External relations

6.1 Restricted Unions

Resolution C 38/Lausanne 1974

Relations between the UPU and the Restricted Unions

(For the text, see page 225.)

6.2 United Nations (UN)

Decision C 1/Paris 1947

Agreement between the UN and the UPU. Interpretation[1]

The minutes of the discussions with the Negotiations Committee of the United Nations are official and are the authentic text for future interpretations.

(French Documents of the 1947 Paris Congress – volume II: pages 437, 1108)

[1] Const, art 9.

Decision C 2/Paris 1947

Agreement between the UN and the UPU. Article IV – Recommendations of the UN[1]

The United Nations specified that in all cases UPU members to which recommendations were sent would always be free to accept them or refuse them, since they were only recommendations. The Universal Postal Union, its Bureau or any directing body of the Union do not have to intervene in any problem of sanctions.

(French Documents of the 1947 Paris Congress – volume II: pages 432, 454, 1108)

[1] Const, art 9.

Decision C 3/Paris 1947

Agreement between the UN and the UPU. Article XVI – Revision[1]

The expression "revision" may be considered as including the possibility of abrogation since it is possible to revise an agreement to such an extent that nothing or very little of it remains.

(French Documents of the 1947 Paris Congress – volume II: pages 440, 441, 1108)

[1] Const, art 9.

Resolution C 2/Brussels 1952

United Nations postal administration[1] [2]

The XIIIth Congress of the Universal Postal Union,

Having noted
the letter and memorandum of the Secretary-General of the United Nations concerning the United Nations postal administration,

i Recognizes, as regards postal matters, the establishment of a United Nations postal administration, in conformity with the provisions of the resolution of the General Assembly of the United Nations of 16 November 1950 (p 454, vol V) and the agreement concluded between the postal administration of the United Nations and the United States of America;

ii Notes with satisfaction that the Secretary-General is prepared to make a declaration undertaking to respect the provisions of the Convention of the Universal Postal Union as well as the Regulations applicable to the postal operations of the United Nations;

iii Notes that the postal administration of the United Nations is an administrative unit of the United Nations Secretariat, placed under the authority of the Secretary-General, and, consequently, bears in mind that the United Nations, as regards postal and all other matters shall be represented at the Congresses and Conferences of the Union in accordance with the provisions of article II of the Agreement concerning relations between the United Nations and the Universal Postal Union;

iv Expresses its general agreement with the suggestion of the Administrative Committee on Coordination that the United Nations should act on behalf of the specialized agencies in respect of all subsequent postal activity;

v Recommends to the member countries of the Universal Postal Union that all subsequent postal activity envisaged by the United Nations or by a specialized agency be subject to consultation with the UPU through the intermediary of Congress or of the Executive and Liaison Committee[3] and that after such consultation no agreement be concluded without a favourable recommendation by the United Nations General Assembly.

(French Documents of the 1952 Brussels Congress – volume II: pages 96 to 103, 142, 379, 1351)

[1] Const, art 9.
[2] See resolutions CEL 1/1951 and CE 8/1968.
[3] New name: Council of Administration.

Resolution C 26/Tokyo 1969

Application of the Declaration on the Granting of Independence to Colonial Countries and Peoples – Implementation of resolutions 2311 (XXII), 2426 and 2465 (XXIII) of the UN General Assembly and 1450 (XLVII) of the UN Economic and Social Council[1]

Congress,

In view of
article IV of the Agreement between the United Nations and the Universal Postal Union,

Recalling
- United Nations General Assembly resolution 1514 (XV) of 14 December 1960; and
- resolutions 2311 (XXII), 2426 and 2465 (XXIII) submitted to the Executive Council in 1968 and 1969,

Having examined
a Congress – Doc 2/Add 1;
b Economic and Social Council resolution 1450 (XLVII) of 13 August 1969, and in particular its operative paragraphs 3 to 7,

Instructs the Director-General of the International Bureau

i to collaborate fully with the United Nations High Commissioner for Refugees (UNHCR), especially:
   - by giving opinions and possibly approaching member countries of the Union to ensure that they furnish, if possible, postal technical aid to the representatives of the High Commissioner;
   - by promoting the participation in the vocational training courses sponsored by the UPU of refugees holding fellowships made available by the UNDP or other organizations;

ii to consider with the United Nations Secretary-General other measures which could be taken by the headquarters of the Union under the Acts of the Universal Postal Union to secure implementation of General Assembly resolutions 2311 (XXII), 2426 and 2465 (XXIII), or other similar resolutions;
iii to report to the Executive Council on the measures he has been able to take with regard to subparagraphs i and ii, above,

Invites the member countries of the Union

a to respond whenever possible to the appeals contained in the above-mentioned General Assembly resolutions;
b to assist the Director-General, at his request, in supplying the aid mentioned in subparagraph 1 of the present resolution,

Further charges the Director-General of the International Bureau

to communicate the text of the present resolution to the United Nations Secretary-General, the Directors and Secretaries-General of the specialized agencies and the International Atomic Energy Agency, the United Nations High Commissioner for Refugees and the members of the Universal Postal Union.

(Documents of the 1969 Tokyo Congress – volume II: page 987)

[1] See resolutions CE 2/1970, 20/1971, 1/1972, 1/1973 and decision CE 5/1971.

Decision C 56/Seoul 1994

Relations with the United Nations and other international organizations

Congress

Notes

the Director-General's report on relations with the United Nations and other international organizations,

Invites

the Director-General of the International Bureau to:
- maintain and intensify relations with the United Nations and other international organizations;
- continue to follow the development of the questions outlined in his report;
- take whatever action he deems necessary in the interests of the Union and its members, subject to any instructions from the Council of Administration;
- to report to the Council of Administration every year to an appropriate extent.

(Congress – Doc 24, 10th plenary meeting)

Decision C 57/Seoul 1994

Implementation by the specialized agencies of the Declaration on the Granting of Independence to Colonial Countries and Peoples

Congress

Notes

- the Director-General's report on implementation by the specialized agencies of the Declaration on the Granting of Independence to Colonial Countries and Peoples;
- the efforts made by the UPU to aid refugees and non-self-governing territories as well as the newly independent countries and the least developed countries (LDCs);

Decides

to step up efforts to the extent of its possibilities and available resources to increase assistance to these countries, adapting its activities to changes in the situation in the regions concerned and as part of a coordinated action plan.

(Congress – Doc 25, 10th plenary meeting)

6.3 Specialized agencies

Decision C 2/Ottawa 1957

Perishable biological substances. Cooperation with WHO

(For the text, see page 69.)

6.4 Other organizations

Formal opinion C 40/Hamburg 1984

Customs treatment of postal items: International Convention on the Simplification and Harmonization of Customs Procedures (Kyoto Convention)

(For the text, see page 88.)

Recommendation C 36/Washington 1989

Use of the EDIFACT electronic message rules of syntax

(For the text, see page 94.)

Recommendation C 37/Washington 1989

Use of the UN Trade Data Elements Directory

(For the text, see page 95.)

Resolution C 15/Seoul 1994

Reconstitution of the CCC–UPU (Customs Co-operation Council–Universal Postal Union) Contact Committee

(For the text, see page 104.)

Resolution C 20/Seoul 1994

Reconstitution of the Publishers–UPU Contact Committee

(For the text, see page 106.)

Resolution C 71/Seoul 1994

Reconstitution of the Private Operators–UPU Contact Committee

(For the text, see page 114.)

6.5 Public information

Recommendation C 13/Ottawa 1957

International Letter-writing Week[1]

The XIVth Congress of the Universal Postal Union urges all member countries of the Union to consider the possibility of making the week in which 9 October falls International Letter-writing week. It expressed the formal opinion that the United Nations and specialized agencies, whose aims and objects coincide with those to be achieved by the said International Week, should assist effectively in introducing it.

(French Documents of the 1957 Ottawa Congress – volume II: pages 66, 309)

[1] See recommendation C 5/Vienna 1964; resolution C 11/Tokyo 1969; resolution C 32/Hamburg 1984.

Recommendation C 5/Vienna 1964

International Letter-writing Week[1]

In view of the importance of International Letter-writing Week and of the success it meets with, it is suggested that all member countries of the Union should choose the same day as the first day of the week in question, namely, the Sunday beginning the week in which 9 October falls.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 1074, 1340)

[1] See recommendation C 13/Ottawa 1957; resolution C 11/Tokyo 1969; resolution C 32/Hamburg 1984.

Resolution C 11/Tokyo 1969

General policy on public information[1]

Congress,

In view of
the important part played by postal services in cultural, economic and social development,

Bearing in mind
a the coordination to be instituted among the specialized agencies of the United Nations family;
b the contribution which the postal administrations of member countries will be able to make towards the attainment of the objectives in view by offering the services of their own publicity media, whereby the cost of the information activities will be reduced,

Decides

that the Universal Postal Union's public information programme will be aimed at making known, internationally and nationally, through measures carried out in concert with postal administrations:
a the importance of postal services for the cultural, economic and social development of peoples;
b the action undertaken with regard to the organization, mechanization and automation of services and the resulting benefits to users;
c the work and achievements of the UPU and its contribution towards international technical cooperation,

Recommends

UPU member countries:
a to take advantage of every opportunity, in particular "International Letter-writing Week", to make postal users better acquainted with the Union's aims and with the results already achieved;
b to observe 9 October each year as "UPU Day" [2];
c to contribute to the implementation of the information programme by putting the services of their publicity media at the Union's disposal;
d to place more emphasis on publicizing the international postal service at the national level,

Instructs

the Executive Council to ensure that the resources to be devoted annually, within the ceiling imposed by Congress, to UPU public information activities are determined in the light of:
a the essentially operational character of the Union's activities, most of which are undertaken by the member countries;
b the manifest publicity value of efficient international postal services;
c the primary need to publicize the international postal services at the national level,

and to ensure that any such resources are expended in the most efficient and economical manner.

(Documents of the 1969 Tokyo Congress – volume II: pages 1111, 1368)

[1] See decision CE 28/1971; recommendations C 13/Ottawa 1957 and C 5/Vienna 1964, resolution C 101/Rio de Janeiro 1979.
[2] "UPU Day" has been renamed "World Post Day" (resolution C 32/Hamburg 1984).

Formal opinion C 67/Tokyo 1969

Letter-writing competition for young people[1]

Giving children the habit of writing is considered very useful in that it develops the delicacy of their thought, improves their style and incidentally contributes to the use of the postal services. To that end, the Japanese administration holds a letter-writing competition for young people every year and thus obtains the desired results.

As the UPU already organizes International Letter-writing Week, it is desirable that it should also lay on periodically an international letter-writing competition. In that way the UPU, whose mission is to promote cooperation between the various countries in the cultural, social and economic fields, could contribute further to the strengthening of international links.

As regards the concrete arrangements, we think such a competition could be organized as follows:

i only young people of not more than fifteen would be eligible;

ii the letters (of approximately 1000 words) would be written in their mother tongue;

iii each administration would select what it considered the best letter of all those it received and, after it had been translated into French, would send it to the International Bureau of the UPU;

iv the Bureau, in cooperation with a competent body, would study the letters submitted to it and choose ten for publication in "Union Postale". Also, sumptuous albums containing stamps of participating countries would be offered for all letters submitted to the International Bureau for consideration and presented at ceremonies in each country on 9 October, the anniversary of the foundation of the UPU.

The Executive Council is charged with studying the practical application of this formal opinion.

(Documents of the 1969 Tokyo Congress – volume II: page 1136)

[1] See formal opinion C 88/Lausanne 1974, resolution CE 7/1971, decisions CE 36/1977, CE 16/1989 and CE 19/1989.

Formal opinion C 88/Lausanne 1974

Letter-writing competition for young people[1]

Congress

Expresses the formal opinion

that all postal administrations should take part in the letter-writing competitions for young people, instituted as a result of formal opinion C 67 of the 1969 Tokyo Congress, in order to inculcate the letter-writing habit in children so as to develop the delicacy of their thought and improve their style, as well as contributing thereby to the use of the postal services.

(Documents of the 1974 Lausanne Congress – volume II: page 969)

[1] See formal opinion C 67/Tokyo 1969, resolution CE 7/1971, decisions CE 36/1977, CE 16/1981 and CE 19/1986.

Resolution C 101/Rio de Janeiro 1979

General policy on public information[1]

Congress,

Considering
a the key role that information can play in enabling governments clearly to perceive the importance of the Post;
b the urgent need for postal administrations to maintain an open and systematic policy on information in their relations with the public for the sake of the future welfare of the Post,

Considering further
a that the general policy on public information decided on by the Tokyo Congress in resolution C 11 is still valid;
b that the range of the International Bureau's activities in this area meets the present and foreseeable needs of the Union,

Confirms

resolution C 11 of the Tokyo Congress,

Instructs

the International Bureau, subject to Executive Council approval, to intensify its present information activities in accordance with the aforesaid resolution C 11 and within the annual ceilings imposed by Congress,

Invites

the CCPS to include public information policy among the various aspects of the future development of the Post which it has been instructed to deal with and to report periodically to the administrations of the Union.

(Documents of the 1979 Rio De Janeiro Congress – volume II: pages 973 to 980, 1246 to 1248)

[1] See resolutions C 11/Tokyo 1969 and C 32/Hamburg 1984.

Resolution C 32/Hamburg 1984

Word Post Day[1]

Congress,

In view of
the role played by information in the effort to convince governments and the public of the importance of the Post,

Taking into account
a resolution C 11 of the 1969 Tokyo Congress recommending that 9 October (the anniversary of the founding of the Union) each year be observed as UPU Day;
b the contribution which the postal administrations of member countries should make to the implementation of the Union's information activities by making their own information media available to it,

Considering
a that the title "UPU Day" might not have the desired impact on the authorities and the public, to whom the information campaign on behalf of the Post is directed;
b that a title for this Day containing the word "Post" would be more likely to increase awareness,

Decides

a to change the title "UPU Day" to "World Post Day";
b to observe 9 October each year as "World Post Day",

Requests

the member countries of the Union to celebrate this Day and to take advantage of it (and of International Letter-Writing Week in which 9 October falls) to familiarize the authorities and the public with the Universal Postal Union's aims and work, with the Post's vital role in the social, cultural and economic development of countries and with the various services made available to the public, by postal administrations,

Instructs

the Executive Council to choose the theme of World Post Day each year, on the proposal of the Director-General of the International Bureau,

Instructs

the International Bureau of the UPU:
a to communicate the theme chosen by the Executive Council to the postal administrations of member countries;
b to take the necessary action with a view to organizing this Day at world level, highlighting in particular the role of the UPU;
c to coordinate the activities to be conducted by postal administrations in celebrating the Day in question.

(Documents of the 1984 Hamburg Congress – volume II: pages 158, 159, 178, 601)

[1] See recommendations C 13/Ottawa 1957 and C 5/Vienna 1964, resolutions C 11/Tokyo 1969, C 101/Rio de Janeiro 1979, CE 7/1971.