CP 78 – VERIFICATION NOTE

Completion instructions

Document version:	1.01
Date:	2014-07-07
UPU form template valid from:	2015-01-01

1. General rules

A CP 78 form is generated to report an anomaly or a set of anomalies with a parcel dispatch or a consignment to a partner postal operator. The two parties may then exchange views and adjust the verification note and finally agree on a resolution. Once a verification note has been accepted, it impacts accounting: values agreed from the verification note are used for accounting instead of the original dispatch/consignment values in operational forms (typically CP 78/CN 38).

The following general display rules apply in the form:

- For visual clarity, it is strongly recommended to display dynamic contents in a font different from the font used for static text (headings, tags…). It is also recommended to display dynamic contents in bold.
- Unless specified otherwise, numbers displayed in the form are right aligned in the cells.
- The decimal separator is a dot (.).
- Unless specified otherwise, numbers are displayed without leading zeroes.
- When no value is available or is zero for a cell, then the cell is left blank.
- For all numbers with four digits or more, a space is used as the thousand separator. (example: 12 345.6)
- All weights reported in the form are in kilograms. Unless specified otherwise, weights are reported with a precision of 1 decimal.
- When the representation of a numeric value includes x decimals, these x decimals are always displayed. For example, with the default weight format (precision of 1 decimal) a weight of 31 kg is displayed as 31.0.

The CP 78 template has two pages and 5 tables. It may happen that it is not possible to report all anomalies with a single form template (for example if more than six parcel irregularities need to be reported: the template only provides room for six parcels). If this occurs, then another CP 78 Verification Note is raised, with another Verification Note number.

In the rest of this document, abbreviation VN is used for Verification Note.

2. Template with zones

The figure below displays the CP 78 template, with numbered tags showing each zone to be completed as well as some sections for which completion instructions are provided in this document.

VN number 1

VERIFICATION NOTE **CP 78**

Date 2

	VN originator	VN destination
Operators	3	4
Office code and name	5	6

Anomalies concern 7	☐ a dispatch ☐ a consignment ☐ other	Dispatch/consignment identifier 8	Document date 9
Dispatching office of exchange 10		Office of exchange of destination 11	

12 **VN summary codes**

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

13 **1. Irregularities concerning documents**

☐ Missing documents (please accept the substitute forms attached) 14

☐ Delivery bill: CN ___ ☐ Parcel bill: CP 87 ☐ Special parcel bill: CP 88

☐ Delivery bill: corrections of total weights 15	CP	Empty receptacles	Total
☐ According to the weights given on the labels (amended as necessary) ☐ Resulting from an error in calculations 16			

☐ Parcel bill: irregularities concerning totals 17	Entered	Received	Observations
☐ Number of parcels			
☐ Gross weight			
☐ Total insured value			
☐ Total number of receptacles			
☐ Total rates (SDR) for column 6			
☐ Total rates (SDR) for column 7			
☐ Total dues (SDR) for column 8			
☐ Total dues (SDR) for column 9			

Size 210 x 297 mm

18 **2. Irregularities concerning receptacles** CP 78 (back)

Receptacle ID or serial number	Description

19 **3. Parcel irregularities**

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

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

20 **4. Parcel errors**

Parcel-ID	Origin	Country of destination	Weight		Credit/debt			Observations
			Entered	Observed	CP 87 column (6 to 9)	Entered	Observed	

21 **5. Other irregularities**

This form must be returned to

22

23 ☐ Accepted ☐ Rejected

☐ Further information required ☐ For information only

Origin – Signature

24

Destination – Signature

3. Completion instructions for zones shown in the form

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

Zone No.	Label	Completion instructions
1	VN number	Unique numeric identifier of the VN, with up to 5 digits. The minimum value is 1 (zero is not permitted). The VN number shall be unique for a year, origin office and form type (CP 78/CN 43). The VN destination cannot expect VN received from a particular office to have incremental VN numbers, although many postal operators number their VNs sequentially.
2	Date	Date when the form is generated, in format yyyy-mm-dd
3	Origin operator	Code and name of the operator generating the VN. The code is the 3-character operator code from UPU code list 206. The name is the 35-character operator name, or, if it does not fit, the 12-character operator name, from UPU code list 206. The code and name are separated with space hyphen space.
4	Destination operator	Code and name of the destination operator. The instructions provided for zone No. 3 also apply here.
5	Origin office	Code and name of the office of exchange generating the VN. The code is the 6 character IMPC code from UPU code list 108. The name is the 35-character office name, or, if it does not fit, the 12-character office name. The code and name are separated with space hyphen space.
6	Destination office	Code and name of the destination office. The instructions provided for zone No. 5 concerning the representation of the office also apply here.
7	Anomalies concern (check boxes)	This cell contains 3 check-boxes. One and only one shall be crossed, to indicate if the VN is about a dispatch, a consignment or something else.
8	Dispatch/consignment identifier	Linked to the check boxes in zone 7: - if the VN is about a dispatch, then this zone displays the S8 dispatch identifier, preferably in its human readable form (i.e. with a space after the origin and destination office, and before and after the year digit); - if the VN is about a consignment, then this zone displays the S32 consignment identifier.
9	Document date	Linked to the check boxes in zone 7, indicates the date of the document to which the VN applies. The date format is yyyy-mm-dd
10	Dispatching office of exchange	Code and name of the office that sent the mail on which an anomaly is being reported. The instructions provided for zone No. 5 concerning the representation of the office also apply here.
11	Office of exchange of destination	Code and name of the office of destination of the mail on which an anomaly is being reported. The instructions provided for zone No. 5 concerning the representation of the office also apply here.
12	VN summary codes	This zone provides a list of check boxes corresponding each to a VN summary code. At least one box should be checked in the list. A VN may report more than one anomaly. In this case, more than one check box is normally completed.
13	1. Irregularities concerning documents	This table reports irregularities concerning documents, with 3 sub-sections for: - Missing documents (see zone 14) - Irregularities concerning weights of the delivery bill (see zone 15) - Irregularities concerning totals of the parcel bill (see zone 17)
14	Missing documents	If this sub-section is used, then the box ‘Missing documents’ is checked. 3 check boxes are provided for 3 documents. In the case of the delivery bill, the exact form number shall be completed when the corresponding

Zone No.	Label	Completion instructions
		box is checked. Possibly delivery bill forms are: CN 37/38/41/47.
15	Delivery bill: correction of total weights	If this sub-section is used, then the box 'Delivery bill: …' is checked. This section is used when the total weights of the delivery bill require a correction. Two check boxes are provided to indicate the type of error. One and only one of them shall be checked.
16	Table: weights	Goes together with zone 15 and is completed when zone 15 is used: provides the total weight in the delivery bill for parcel post, empty receptacles and the total. The weight precision is one decimal.
17	Parcel bill: irregularities concerning totals	If this sub-section is used, then the box 'Parcel bill: irregularities…' is checked. For each anomaly reported, the table gives room to provide the information 'Entered' (= in the form), 'Received' and 'Observations'. Column 'Observations' is meant to be completed rarely, with valuable free text information. For each line, the anomaly reported may be an excess (received > entered) or missing (received < entered). Line 'Total insured value' is in SDR, displayed with 2 decimals. Lines 'Total rates (SDR) for column 6', column 7, 8 and 9 all refer to CP 87. SDR values are displayed with 2 decimals.
18	2. Irregularities concerning receptacles	This table is used to report any irregularity concerning receptacles. Each line has room to provide the S9 receptacle ID (29 characters), or its serial number (4 digits) and a free text description of the irregularity.
19	3. Parcel irregularities	Structured table for reporting irregularities on identified items. The item-ID is normally an S10 identifier and is represented with spaces to facilitate reading, as follows: AA NNN NNN NNN AA. The weight is provided if relevant. The types of irregularities are coded, as indicated in the template itself. Observations are free text to complement the type of irregularity, if necessary.
20	Parcel errors	Parcels appear in this table when the weight, or credit/debt information observed differs from information in the form received. For each parcel in the table, only differences observed are displayed. For example, if the weight observed=weight entered (in the form), then it is not displayed. A parcel may be displayed more than once in the table, in case more than one column (columns 6 to 9 of CP 87) has an error. In this case, all lines are grouped, ordered in the ascending column order, and the parcel ID, origin, destination, and any weight differences are only displayed for the first line.
21	5. Other irregularities	Free text zone to report any other irregularity.
22	This form must be returned to	To be completed in case the VN should be returned to an office other than the one generating the VN, or to provide detailed information to facilitate the return of the VN form.
23	Acceptance check boxes	To be completed by the VN destination with the decision on the VN. One and only one check box shall be checked.
24	Signature	Signature of the person preparing the form. If the form is generated by an IT system, the signature may be replaced by a printed name or any identifier that allows tracing the person who generated the form.

4. Sample completed form

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

Please note that the values are fictive and do not correspond to any valid calculation or any valid rate.

VN number **554**

VERIFICATION NOTE

CP 78

Date **2015-02-05**

	VN originator	VN destination
Operators	**CAA – Canada Post**	**GRA – HELLENIC POST (ELTA)**
Office code and name	**CAYTOA – TORONTO-A**	**GRATHA – ATHENS AMU**

Anomalies concern		Dispatch/consignment identifier	Document date
	[X] a dispatch [ ] a consignment [ ] other	**GRATHA CAYTOA ACN 5 0019**	**2015-01-31**

Dispatching office of exchange	Office of exchange of destination
GRATHA – ATHENS AMU	**CAYTOA – TORONTO-A**

VN summary codes

- [ ] 10 – Missing document(s)
- [ ] 11 – Declared wrong mail class or mail category
- [ ] 12 – Missing dispatch
- [ ] 21 – Missing receptacle
- [ ] 22 – Receptacle received in excess
- [ ] 23 – Misrouted receptacle
- [ ] 24 – Mislabelled receptacle by destination
- [ ] 25 – Wrong receptacle type
- [X] 30 – Weight difference
- [ ] 31 – Received receptacle/item mislabelled to this location
- [ ] 32 – Seized by Customs
- [ ] 33 – Refused by Customs
- [ ] 34 – Dangerous contents – not to be flown (will be destroyed)
- [ ] 35 – Damaged item/receptacle
- [ ] 36 – Received with unreadable receptacle/ item barcode
- [ ] 37 – Receptacle or item received unlabelled
- [ ] 40 – Missing item (barcoded items)
- [ ] 41 – Item in excess (barcoded items)
- [ ] 42 – Missing item – evidence of theft
- [ ] 43 – Missent item
- [X] 44 – Wrong parcel rates
- [ ] 99 – Other

1. Irregularities concerning documents

[ ] Missing documents (please accept the substitute forms attached)

[ ] Delivery bill: CN ___ [ ] Parcel bill: CP 87 [ ] Special parcel bill: CP 88

[ ] Delivery bill: corrections of total weights [ ] According to the weights given on the labels (amended as necessary) [ ] Resulting from an error in calculations	CP	Empty receptacles	Total

[X] Parcel bill: irregularities concerning totals	Entered	Received	Observations
[ ] Number of parcels			
[X] Gross weight	**52.1**	**53.1**	
[ ] Total insured value			
[ ] Total number of receptacles			
[ ] Total rates (SDR) for column 6			
[X] Total rates (SDR) for column 7	**26.12**	**27.00**	
[ ] Total dues (SDR) for column 8			
[X] Total dues (SDR) for column 9	**11.90**	**12.43**	

Size 210 x 297 mm

2. Irregularities concerning receptacles

CP 78 (back)

Receptacle ID or serial number	Description

3. Parcel irregularities

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

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

4. Parcel errors

Parcel-ID	Origin	Country of destination	Weight		Credit/debt			Observations
			Entered	Observed	CP 87 column (6 to 9)	Entered	Observed	
CP 020 030 405 CA	**CA**		**7.1**	**8.1**	**7**	**2.30**	**3.18**	Wrong weight -> wrong amounts
					9	**1.79**	**2.32**	

5. Other irregularities

This form must be returned to

☐ Accepted ☐ Rejected

☐ Further information required ☐ For information only

Origin – Signature

CAYTOA – CPC1234

Destination – Signature