CN 43 – VERIFICATION NOTE

Completion instructions

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

1. General rules

A CN 43 form is generated to report an anomaly or a set of anomalies with a letter mail 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 CN 31/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 zeros.
- 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 CN 43 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 item irregularities need to be reported: the template only provides room for six items). If this occurs, then another 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 CN 43 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

CN 43

Date 2

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

Anomalies concern		Dispatch/consignment identifier	Document date
	☐ a dispatch 7	8	9
	☐ a consignment		
	☐ other		

Dispatching office of exchange	Office of exchange of destination
10	11

12 VN summary codes

- ☐ 10 – Missing document(s)
- ☐ 11 – Declared wrong mail class or mail category
- ☐ 12 – Missing dispatch
- ☐ 20 – Wrong content format
- ☐ 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
- ☐ 99 – Other

13 1. Irregularities concerning documents

☐ Missing documents (please accept the substitute forms attached)

14

- ☐ Delivery bill CN ___
- ☐ Letter bill CN ___
- ☐ Special list(s): CN ___
- ☐ A découvert/missent items: CN 65

15	Registered	Insured	Express
Number of identified items received			

☐ Delivery bill: corrections of total weights 16

- ☐ According to the weights given on the labels (amended as necessary)
- ☐ Resulting from an error in calculations

17	Letter post	Empty receptacles	Total

☐ Letter bill: irregularities 18

	Entered	Received	Observations
☐ Number of receptacles			
☐ Weight of receptacles			
☐ Total registered items			
☐ CN 33 special lists			
☐ Total insured items			
☐ CN 16 special lists			
☐ Total express items			
☐ Receptacles being returned			

19 **2. Irregularities concerning receptacles** CN 43 (back)

Receptacle ID or serial number	Description

20 **3. Irregularities concerning mail subject to terminal dues and IBRS**

Type of mail		Entered (a)		Received (b)		Difference (b – a)		Observations
		Number	Weight	Number	Weight	Number	Weight	
LC/AO recep-tacles	Format P or P/G							
	Format G							
	Format E							
	Mixed							
M bags	Up to 5 kg							
	Over 5 kg							
Bulk mail	Total receptacles							
	Total items							
IBRS	Total items							

21 **4. Item irregularities**

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

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

22 **5. Other irregularities**

This form must be returned to

23

24 ☐ Accepted ☐ Rejected

☐ Further information required ☐ For information only

Origin – Signature

25

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 16) - Irregularities concerning the letter bill (see zone 18)
14	Missing documents	If this sub-section is used, then the box 'Missing documents' is checked. 4 check boxes are provided for 4 types of documents. A box is checked for each type of document missing. The corresponding document name

Zone No.	Label	Completion instructions
		shall be completed: - Delivery bill: CN 37/38/41/47 - Letter bill: CN 31/32 - Special list(s): CN 16/33 - A découvert/missent items: CN 65 (already complete in the form)
15	Table: number of identified items received	This table shall be completed when the missing document is the letter bill. It provides the total number of registered, insured and express items in the dispatch.
16	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.
17	Table: weights	Goes together with zone 16 and is completed when zone 16 is used: provides the total weight in the delivery bill for letter post, empty receptacles and the total. The weight precision is one decimal.
18	Letter bill: irregularities	If this sub-section is used, then the box 'Letter 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).
19	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.
20	3. Irregularities concerning mail subject to terminal dues and IBRS	This table is used to report an irregularity that affects terminal dues or IBRS calculations. It is made of four sections (1st column): - LC/AO receptacles - M bags - Bulk mail - IBRS For each mail type, the type(s) of anomaly is provided in the 2nd column. The remaining columns provide room for pairs of values (number / weight) corresponding to mail entered (in the letter bill), mail received, difference between the two, and observations. A line is completed only when there is a difference between information 'entered' and 'received'. When a line is completed, then both the number and the weight shall be provided (except lines 'Total items': no weight is reported for these lines). When mail separation is performed, lines corresponding to formats are completed. Otherwise, line 'Mixed' is used.
21	4. Item 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.
22	5. Other irregularities	Free text zone to report any other irregularity.
23	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

Zone No.	Label	Completion instructions
		facilitate the return of the VN form.
24	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.
25	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.

VN number **47**

VERIFICATION NOTE

CN 43

Date **2014-11-01**

	VN originator	VN destination
Operators	**INA – Department of Posts (India)**	**GBA – Royal Mail Great Britain**
Office code and name	**INDELA – DEHLI IMC**	**GBLALB - LANGLEY 2**

Anomalies concern		Dispatch/consignment identifier	Document date
	[X] a dispatch	**GBLALB INDELA AUN 4 0132**	**2014-10-25**
	[ ] a consignment		
	[ ] other		

Dispatching office of exchange	Office of exchange of destination
GBLALB - LANGLEY 2	**INDELA – DEHLI IMC**

VN summary codes

- [X] 10 – Missing document(s)
- [ ] 11 – Declared wrong mail class or mail category
- [ ] 12 – Missing dispatch
- [ ] 20 – Wrong content format
- [X] 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
- [X] 40 – Missing item (barcoded items)
- [ ] 41 – Item in excess (barcoded items)
- [ ] 42 – Missing item – evidence of theft
- [ ] 43 – Missent item
- [ ] 99 – Other

1. Irregularities concerning documents

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

- [ ] Delivery bill — CN ___
- [ ] Letter bill — CN ___
- [ ] Special list(s): — CN ___
- [X] A découvert/missent items: — CN 65

	Registered	Insured	Express
Number of identified items received			

[ ] Delivery bill: corrections of total weights

- [ ] According to the weights given on the labels (amended as necessary)
- [ ] Resulting from an error in calculations

	Letter post	Empty receptacles	Total

[X] Letter bill: irregularities

	Entered	Received	Observations
[X] Number of receptacles	**8**	**9**	
[X] Weight of receptacles	**123.5**	**151.9**	
[X] Total registered items	**153**	**152**	
[ ] CN 33 special lists			
[ ] Total insured items			
[ ] CN 16 special lists			
[ ] Total express items			
[ ] Receptacles being returned			

2. Irregularities concerning receptacles

CN 43 (back)

Receptacle ID or serial number	Description
GBLALB INDELA AUN 4 0132 003 00 0100	Actual weight is 20.0 kg, not 10.0 kg as indicated in the identifier
GBLALB INDELA AUN 4 0132 004 00 0184	Not preadvised (PREDES) and weight not counted in CN31 totals

3. Irregularities concerning mail subject to terminal dues and IBRS

Type of mail		Entered (a)		Received (b)		Difference (b – a)		Observations
		Number	Weight	Number	Weight	Number	Weight	
LC/AO recep-tacles	Format P or P/G							
	Format G							
	Format E							
	Mixed	**8**	**123.5**	**9**	**151.9**	**1**	**28.4**	
M bags	Up to 5 kg							
	Over 5 kg							
Bulk mail	Total receptacles							
	Total items							
IBRS	Total items							

4. Item irregularities

Item-ID	Weight	Type of irregularity*	Observations	Item-ID	Weight	Type of irregularity*	Observations
RR 020 030 405 GB		**1**	Listed in CN33 for receptacle #9				

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

5. Other irregularities

This form must be returned to

INDELA, preferably by email only to test@test.in

☐ Accepted ☐ Rejected

☐ Further information required ☐ For information only

Origin – Signature

INDELA#12345

Destination – Signature