

**LIST OF DECISIONS OTHER THAN THOSE AMENDING THE ACTS**

This CONGRÈS–Doc contains the decisions considered by Committee 9 (Drafting) up to 7 August 2008. They are numbered in the order in which they were examined in plenary or in Committee. Decisions considered after that date will be listed in CONGRÈS–Doc 40.2.

Part I – Numerical list of decisions

<i>Number</i>	<i>Type</i>	<i>Title and references</i>
C 1	Dec	Designation of member countries prepared to assume the vice-chairmanships of Congress and the chairmanships and vice-chairmanships of the Committees and/or to sit on the Restricted Committees
C 2	Dec	Admission of the media to the 24th UPU Congress
C 3	Res	Interpretation of the term "member country" replacing "postal administration" in the Acts of the Union
C 4	Res	Admission of proposals presented between 23 January 2008 and 12 February 2008
C 5	Res	Postal economics
C 6	Res	Development cooperation policy of the Universal Postal Union for the period 2009–2012
C 7	Res	Customer relations and customer service
C 8	Res	Markets and marketing development Building capacity and capabilities in the areas of marketing and sales – assuring sound knowledge of the markets – facilitating access to the broadest knowledge and expertise available within the industry
C 9	Res	Direct mail markets development
C 10	Res	Postal market development
C 11	Res	Future work on development of an action plan for letter post
C 12	Res	Innovation as key to the future of the postal network
C 13	Res	Insured service
C 14	Res	International registered, insured and <i>Expres</i> services (international value-added letter services)
C 15	Res	Quality of Service Fund
C 16	Res	Management of the work of the Union – Further reform of the UPU
C 17	Res	Classification of countries and territories for terminal dues and Quality of Service Fund purposes
C 18	Res	Classification of countries and territories for terminal dues and Quality of Service Fund (QSF) purposes
C 19	Res	Leveraging wider sector involvement to make development cooperation more effective and forward-looking
C 20	Res	Nairobi Postal Strategy

C 21	Res	Continuation of activities to study and refine the Acts of the Union after the 24th Congress
C 22	Res	Study on the topical value of certain provisions of the UPU Acts
C 23	Res	Development of postal security standards
C 24	Res	Future organization of UPU standardization activities
C 25	Res	Continuation of the work of the Operations and Accounting Review Project Group
C 26	Rec	Philatelic Code of Ethics for the use of UPU member countries
C 27	Rec	Initiatives for the sustainable reduction of the negative environmental impact of the postal sector
C 28	Res	Development of E-commerce in developing countries and the least developed countries
C 29	Res	Work relating to customs matters
C 30	Res	Prioritization and funding of market analysis for parcels business
C 31	Res	Future parcel-post development strategies and associated activities
C 32	Res	Address quality strategy, products and services
C 33	Res	Action plan for electronic postal services
C 34	Res	Work on sustainable development
C 35	Res	Relations with the publishing sector
C 36	Res	Development of philately
C 37	Res	Counterfeit and pirated items sent through the post
C 38	Res	The role of the postal sector in the Information Society
C 39	Res	Strategic planning activities
C 40	Res	International law in the field of trade in services. WTO-UPU relations
C 41	Res	Promoting "best practice" experiences on postal regulatory issues
C 42	Res	Study on establishing a permanent Universal Postal Convention and Postal Payment Services Agreement
C 43	Res	Future work on remuneration systems for letter-post items exchanged between the designated operators of UPU member countries. Coordination of work on remuneration for other types of items
C 44	Res	Continuation of universal postal service activities after the 24th Congress
C 45	Res	UPU Global Monitoring System (GMS)
C 46	Res	Survey on quality of service programmes
C 47	Res	Cooperation with the airline industry
C 48	Res	Communication of quality of service measurement results to member countries
C 49	Res	Border control
C 50	Res	Use of Internet-based letter post inquiry processing software
C 51	Res	EMS Cooperative
C 52	Res	Quality of Service Programme for 2009-2012
C 53	Res	Future strategy and activities of the Telematics Cooperative and its financing
C 54	Res	Postal air waybill numbers

- C 55 Rec Developing closer relations with international, regional and national organizations for practical cooperation projects in postal sector development in the field of information and communication technology (ICT)
- C 56 Res Expanded use of electronic data interchange (EDI)
- C 57 Res Consultative Committee – improving the integration of CC members and further strengthening their role in all UPU activities
- C 58 Res Postal accounts – Resolving frequent or extended debts
- C 59 Res Making the wording of reservations more explicit
- C 60 Rec Lack of documentation when handing over airmail and S.A.L. dispatches
- C 61 Rec Council of Administration and Postal Operations Council – Committee Structures
- C 62 Rec Principles for allocation of responsibilities within the Council of Administration and the Postal Operations Council – Code of conduct

Part II – Texts of decisions

Decision C 1/2008

Decision

Designation of member countries prepared to assume the vice-chairmanships of Congress and the chairmanships and vice-chairmanships of the Committees and/or to sit on the Restricted Committees

Congress,

Decides

to approve the following list of member countries, designated by the CA, which are prepared to assume the vice-chairmanships of Congress and the chairmanships and vice-chairmanships of the Committees and/or to sit on the Restricted Committees:

a vice-chairmanships of Congress:

- United States of America (1);
- Russian Federation (2);
- Greece (3);
- India (4),

b Chairmanships and vice-chairmanships of Congress Committees:

	<i>Chairman</i>	<i>Vice-Chairmen</i>
C 1 (Credentials)	Chile (1)	Azerbaijan (2) Austria (3)
C 2 (Finance)	Nigeria (5)	Hungary (Rep.) (2) Korea (Rep.) (4)
C 3 (General Matters and Structure of the Union)	Germany (3)	Barbados (1) Cameroon (5)
C 4 (Convention: Regulatory Issues)	Malaysia (4)	Argentina (1) Portugal (3)
C 5 (Convention: Economic Issues)	Brazil (1)	Finland (3) United Arab Emirates (4)
C 6 (Postal Payment Services)	France (3)	Kazakhstan (2) South Africa (5)
C 7 (Postal Markets and Products)	New Zealand (4)	Cuba (1) Slovakia (2) Japan (4)
C 8 (Development Cooperation)	Ukraine (2)	Spain (3) Benin (5)
C 9 (Drafting)	Tunisia (5)	Poland (2) Belgium (3)

- c Composition of Committee 1 (Credentials):
 - Chile (1) (Chairman), Austria (3) (Vice-Chairman), Azerbaijan (2) (Vice-Chairman), Czech Rep. (2), Ghana (5), Indonesia (4), Jordan (4), Qatar (4), Switzerland (3), Togo (5) and Trinidad and Tobago (1);
- d Composition of Committee 9 (Drafting):
 - Tunisia (Chairman), Belgium (Vice-Chairman), Poland (Vice-Chairman), Algeria, Burkina Faso, Great Britain, Italy, Lebanon, Morocco, Romania, Senegal and Turkey.

(Proposal 04, 1st plenary meeting)

Decision C 2/2008

Admission of the media to the 24th UPU Congress

Congress,

Decides

to allow the media to be present at the meetings of the 24th UPU Congress in the capacity of listeners without the right to speak or to vote. The Chairman of Congress and the Chairmen of each Committee shall have the freedom to exclude the media if this proves necessary for the confidentiality of certain meetings.

(Proposal 43, 1st plenary meeting)

Resolution C 3/2008

Interpretation of the term "member country" replacing "postal administration" in the Acts of the Union

Congress,

In view of

the need to amend the Acts of the Union, including the replacement of the term "postal administration" hitherto used in the Acts of the Union with the terms "member country" and "designated operator", as requested by resolution C 11/2004 adopted by the Bucharest Congress (hereinafter referred to as the "replacement"), as well as the need to prevent an obstacle for each member country to ratify or accept the Acts of the Union which would be caused by the replacement,

Considering

the fact that each member country was allowed to define the term "postal administration" stipulated in the Acts of the Union within the framework of its national legislation before the replacement, based on resolution C 29/1994 adopted by the Seoul Congress, meaning that some member countries interpreted the term "postal administration" as "governmental authorities responsible for postal services which are stipulated in the Acts of the Union" and that this replacement does not intend to change the concept of the aforementioned resolution and the location of power of supervision over postal services stipulated in the Acts of Union,

Declares officially that

without prejudice to the definition provided in the Acts of the Union, the term member country may include, in order to implement the obligations arising from the Acts of the Union, the "governmental authorities responsible for postal services stipulated in the Acts of the Union" within the framework of member countries' national legislation, as the context requires.

(Proposal 21, Committee 3, 1st meeting)

Resolution C 4/2008**Admission of proposals presented between 23 January 2008 and 12 February 2008**

Congress,

Noting

that the decision to bring forward the opening of the 24th Universal Postal Congress from 13 August 2008 to 23 July 2008 was taken by the Council of Administration on 8 February 2008, which is less than six months before the opening of Congress,

Considering

that Union member countries were informed by circular letter No. 2150(DER.POT)1149 of 26 July 2007 and International Bureau circular No. 20 of 21 January 2008 that they could submit proposals for Congress until 12 February 2008, by virtue of article 122, §§ 1 and 2, of the General Regulations,

Taking into account

the impossibility, for member countries and the two Councils, of abiding by a new deadline of 22 January 2008,

Also considering

that the retroactive application of such a new deadline, to the detriment of Union member countries and predating the date of its notification, would go against a fundamental legal principle,

Decides

to accept all proposals that reach the International Bureau by 24.00 hours, Swiss time, on 12 February 2008 as having been presented in time.

(Proposal 38, Committee 3, 1st meeting)

Resolution C 5/2008**Postal economics**

Congress,

Considering

the excellent, internationally recognized research work carried out by the Postal Economics Project Group of the Postal Operations Council during the Bucharest cycle,

Having observed

internal and external sector stakeholders' interest in better understanding the economics of postal infrastructure and networks worldwide,

Acknowledging

that the work conducted by the group sustains development and cooperation policies and regional plans,

Further noting

that research efforts aimed at facilitating the improvement of postal infrastructure in developing countries must be pursued so that the sector contributes to economic and social development and fosters trade,

Recognizing

that the policy issues covered by the research work of the group constitute priorities for governments involved in reform of their postal sector, poverty reduction and economic inclusion strategies, and are therefore of primary interest to the Council of Administration,

Charges

the Council of Administration:

- to further develop the postal economics research work during the Nairobi cycle;
- to determine the relevant economic policy issues to be covered by research;
- to examine regulation models and measure their impact on universal service;
- to invite international donors and other relevant multilateral agencies to participate in the research work and discussions of the group;
- to encourage renowned academic institutions to share their analysis of the postal sector economy with the group;
- to ensure that the results of these research and outreach activities are shared with and taken into consideration by the International Bureau and the relevant Union groups involved in cooperation and universal service activities for the benefit of member countries, especially the developing and least developed countries, in their national development plans.

(Proposal 56, Committee 8, 1st meeting)

Resolution C 6/2008**Development cooperation policy of the Universal Postal Union for the period 2009–2012**

Congress,

Having examined

the joint reports presented by the Council of Administration, the Postal Operations Council and the International Bureau on development cooperation in the Universal Postal Union (CONGRÈS–Docs 29, 30 and 30.Add 1),

Noting

the positive results from the implementation of the development cooperation programme during the period 2005–2008, particularly the achievements within the framework of regionalization of development cooperation and, at national level, the integrated postal reform and development plan (IPDP),

Also noting

the contribution made by Regional Advisers in implementing cooperation policy in the field, particularly by helping developing countries to achieve the objectives of the Bucharest World Postal Strategy,

Aware

that, through the development of a three-dimensional global postal network (physical, electronic and financial), the UPU is called upon to play an even more active role in the service of its member countries,

Convinced

of the need to include UPU development cooperation policy within the framework of the Nairobi Postal Strategy,

Decides

- i to continue to apply the regional approach during the 2009–2012 period, in the form of regional development plans and regional projects, as the main tools for implementing the Nairobi Postal Strategy in the field;
- ii to continue to help developing countries implement postal sector reform by means of integrated postal reform and development plans (IPDPs);

- iii to help designated postal operators acquire the structures needed to provide quality universal postal service and improve their position in the domestic postal market;
- iv to continue to provide UPU assistance to the least developed countries and countries in special situations, in the form of multi-year integrated projects (MIPs), subject to the resources available;
- v to also take account of the priority needs of other developing countries;
- vi to continue the expansion and promotion of distance learning through the TRAINPOST system and the training of experts and further training of managers in the priority areas of the Nairobi Postal Strategy, particularly in the form of regional and international partnerships;
- vii to assign at least 60% of the resources available in the Union's regular budget for development cooperation to assistance projects for developing countries;
- viii to maintain UPU presence in the field by adapting it to the many different needs involved in implementing the regional approach and to the financial options for development cooperation;
- ix to support, in so far as the needed resources are available, the efforts of countries seeking to obtain financial resources for the postal sector from funding institutions to carry out investment projects and projects to modernize postal services;
- x to develop institutional and sectoral partnerships as part of international initiatives (Millennium Development Goals, Aid for Trade, Connect Africa) in order to give the postal sector access to external funding,

Invites

- i countries receiving aid to marshal their human, financial and material resources and, in the spirit of good governance, to make the best possible use of that aid;
- ii the Restricted Unions to support the joint implementation of regional development plans and provide the necessary resources for this;
- iii industrialized countries and other donors to help and support the implementation of regional development plans;
- iv all Union member countries to contribute to the Special Fund, making it possible to finance technical assistance activities, particularly in the area of training,

Instructs

the Council of Administration and the Postal Operations Council to take appropriate measures to ensure the implementation of Union development cooperation policy, and in particular:

- to set the total budgetary credit earmarked for development cooperation in the Programmes and Budgets for the 2009–2010 and 2011–2012 cycles at a level at least equal to that of the 2005–2006 and 2007–2008 cycles;
- to finalize the development cooperation programme for 2009–2012 on the basis of this resolution and the Nairobi Postal Strategy,

Also instructs

the International Bureau:

- to adapt the methods and means of UPU presence in the field to the needs of the regional approach and to the resources available for development cooperation;
- to use the budget credits for development cooperation for financing, as a priority, projects other than those financed by the Quality of Service Fund (QSF); combined QSF/MIP financing based on simplified procedures may be considered for least developed countries with limited QSF resources,

Further charges

the Council of Administration, the Postal Operations Council and the International Bureau, each within its area of expertise, to take into account the transversal role of development cooperation with the aim of further strengthening information exchange and cooperation between the various Union bodies in their work on behalf of Union member countries, particularly developing countries.

(Proposal 39, Committee 8, 2nd meeting)

Resolution C 7/2008**Customer relations and customer service**

Congress,

Conscious

of the importance of making the needs of customers the key focus of all activities of the Post as reflected in the mission and activities of the Union,

Noting

the emphasis placed on customer issues by the 2004 Congress and in the Bucharest World Postal Strategy and,

Stressing

the value of partnerships and partnering between the postal operators and their customers in the customer satisfaction value chain, at international, regional and national levels,

Recognizing

- that weak links in the service delivery value chain will have a strong impact on all of the suppliers and their capacity to provide quality services to customers as promised and expected;
- that despite the efforts being made to increase the focus on customer service, there is not yet universal implementation of standards, guidelines and best practices by all of the service suppliers in the universal service value chain and network;
- the need to share knowledge, best practices and conduct benchmarking to monitor and ensure progress,

Urges

the postal operators of Union member countries to:

- make the needs of customers the key focus of their activities;
- adopt and promulgate a customer service charter;
- commit to act as customers and suppliers to each other;
- share information, resources and experience in targeted customer service areas;
- make customer relations management and customer service a key focus of their training programmes;
- participate in the activities undertaken at Union level,

the Restricted Unions to:

- support the efforts of their members to become customer driven;
- facilitate the development of marketing expertise,

Instructs

the Postal Operations Council, in conjunction with the International Bureau, to ensure that appropriate attention is paid to POC and CA initiatives and proposals that impact on customers, particularly initiatives and proposals that may affect costs and prices, and that, where possible, formal consultation with customer groups is undertaken to gauge external opinion,

Further instructs

the Postal Operations Council, in conjunction with the International Bureau, to:

- assist the postal operators of Union member countries to become more customer oriented, facilitating the sharing of best customer relations practices and developing capacity and capabilities in all areas of customer service relationships;
- monitor developments and participate in the work of other organizations at regional and international levels in the areas of customer services and customer relations;
- include in its work programme the following key issues:
 - a Customer service charter: encourage and facilitate its adoption;
 - b Customer satisfaction surveys: encourage and facilitate the undertaking of surveys which include both end customers and internal customers in the service delivery value chain. Apply benchmarking to monitor progress;
 - c Customer service and complaints management: ensure that continual improvement of the complaints-handling process and the overall quality of service and customer service are a permanent focus and objective of postal organizations;
 - d Training of staff in customer management and service areas: the Union's activities devoted to capacity building, including the related training programmes, should place emphasis on customer issues;
 - e Customer service commitment to build a customer-supplier relationship: all of the postal operators of Union member countries with universal postal service obligations should commit to act on customers' needs and act as customers and suppliers to each other;
 - f Customer day: take steps to encourage member countries to hold a customer day each year to improve interaction with, and seek feedback from, customers,

Invites

the Consultative Committee to participate actively in POC customer relations activities to ensure that customer issues are brought to the fore in POC deliberations.

(Proposal 31, Committee 7, 1st meeting)

Resolution C 8/2008

Markets and marketing development

Building capacity and capabilities in the areas of marketing and sales – assuring sound knowledge of the markets – facilitating access to the broadest knowledge and expertise available within the industry

Congress,

In view of
the rapid pace of change in the postal industry worldwide in terms of globalization, competition, a new technological environment and more sophisticated and demanding customers,

Noting that
there is in many cases a capacity and capability gap between postal operators and market requirements, particularly in terms of market knowledge,

Noting that
positioning the universal postal network to be an effective and valued infrastructure and a vehicle for economic and social development in all Union member countries requires all of the links in the network to be capable of providing effective solutions to partner postal organizations in the service delivery chain and also to customers,

Acknowledging
the benefits of globally and regionally-focused research activities which enable governments, regulators, the bodies of the Union, and postal operators of member countries to increase knowledge and responsiveness to evolving markets' requirements, customers' needs and current and predicted changes in the postal industry,

Instructs

the Postal Operations Council and the International Bureau to:

- a initiate appropriate research projects concerning part or all of the postal sector and/or business, monitoring changes within the industry and making available to the bodies of the Union and to the member countries the outcomes of the research undertaken or accessed on a partnership basis;
- b develop adequate programmes and projects including the development of management guides and tools (i.e. implementation of a capacity-building approach), with a view to supporting the Posts in building sustainable capacity and capabilities in the various areas of markets, marketing and sales;
- c establish sharing networks and industry partnerships at international, regional and national levels and set up adequate working structures to facilitate the roll-out and implementation of the targeted projects and activities;
- d launch appropriate development projects aimed at facilitating access to markets and making it easier for customers to undertake international trade through the postal network, particularly for small and medium companies and for businesses operating from a "home" environment,

Urges

Postal operators and Restricted Unions to:

- a facilitate capacity-building in the targeted areas;
- b set up adequate working structures and partnerships to manage the targeted activities;
- c contribute to resource networking,

Invites

Governments to:

- a ensure that policy-making and the mechanisms put in place to regulate markets will not constitute barriers to markets development and the effectiveness of the postal network;
- b help build effective infrastructure, capacity and capabilities needed to facilitate markets development and making the postal network a valued infrastructure for economic and social development;
- c pay particular attention to what needs to be done in markets and marketing development to enable countries, particularly in the developing world, to identify and take advantage of the potential for development and be in a position to better serve the different customer groups,

Invites

the Consultative Committee to participate actively in POC markets development through sharing of knowledge and expertise in this field.

(Proposal 32, Committee 7, 1st meeting)

Resolution C 9/2008

Direct mail markets development

Congress,

Taking note

of the activities undertaken during the period 2005–2008 aimed at developing direct mail markets around the world,

Considering

- direct mail's growing importance in terms of overall letter-mail volumes;
- that direct mail is helping to counter the decline of traditional letter mail;
- that the development of direct mail markets encompasses numerous opportunities to increase the volumes, revenues and profitability of the postal services;
- that increased direct mail activities promote the growth of many other traditional and value-added postal products and services, including letters, parcels, logistics and financial services,

Aware

that countries and regions are at different stages of direct mail market development,

Acknowledging

the economic benefits to countries, designated operators and other industry stakeholders in the direct mail value chain,

Convinced

of the value of strengthening relations with these stakeholders for mutual benefit,

Recognizing

the value and positive role of the Union and its Direct Mail Advisory Board in guiding the Postal Operations Council on matters relating to direct mail and in providing valuable industry expertise to postal operators in general,

Urges

Member countries and their designated operators to undertake activities aimed at:

- fostering the development of the local direct mail market as a means of promoting economic and market expansion;
- increasing direct mail volumes domestically and internationally;
- increasing expertise in direct mail marketing as used by businesses to acquire and retain customers;
- educating other stakeholders about direct mail and direct marketing so that they acquire the necessary skills;
- improving knowledge of the direct mail market and developing tools to monitor volume growth and quality,

Instructs

the Postal Operations Council, in conjunction with the International Bureau, to:

- continue the work of the DMAB, aimed at fostering the growth of direct mail as a factor of economic and market expansion, by increasing market knowledge and by developing the expertise of stakeholders at all levels;
- continue to promote the development of direct mail markets worldwide in partnership with the industry,

Also instructs

the International Bureau to maintain at least the current level of resources to manage and implement the activity plans defined by the DMAB.

(Proposal 33, Committee 7, 1st meeting)

Resolution C 10/2008**Postal market development**

Congress,

In view of
the rapidly changing postal environment, including globalization, liberalization, competition, regulation, new technologies and more sophisticated customer demand,

Noting
the urgent need for postal services to become more enterprising, innovative and viable, and the particular need for developing countries to upgrade postal networks and services,

Also noting
the twin imperatives of governments to effect change without impairing the postal services' ability to maintain and improve services, including the provision of high quality universal service,

Recognizing
the gap between UPU designated operators in terms of market knowledge,

Acknowledging
the activities undertaken by the Postal Operations Council (POC) during the 2005–2008 period, directed at facilitating access to knowledge and expertise in market development,

Further noting

the valuable cooperation and results achieved through the work of POC Project Groups,

Also acknowledging

the emphasis placed on postal market development in the Nairobi Postal Strategy,

Mindful that

the market segments of letter post, and value-added letter services, parcels and postal financial services, will continue to be valued businesses of designated operators,

Aware

of the value to the customer and the postal industry of other products and services in the courier, express, logistics and E-business market segments,

Further acknowledging

the benefits of market growth that flow to all postal sector stakeholders,

Urges

governments to:

- provide the necessary framework for the growth of postal markets;
- create a business environment that will enable and encourage the postal services to improve performance and satisfy customer needs,

Invites

designated operators and Restricted Unions to:

- cooperate with the bodies of the Union to increase market knowledge and respond rapidly to the changing business environment;
- take advantage of the postal infrastructure to diversify the portfolio of products and services made available through the postal network;
- improve capabilities in marketing and sales functions,

Instructs

the Postal Operations Council to:

- facilitate the growth of letter post, parcels and postal financial services markets, as well as express services, logistics and E-business, including hybrid mail, E-shopping, electronic postal certification and .post;
- increase market knowledge by monitoring changes and measuring growth within the industry and disseminating the information widely to all stakeholders;
- develop programmes designed to increase capabilities in business development, marketing and sales;
- create or maintain business relationships and partnerships at international level that help meet the market growth objective,

Also invites

the Consultative Committee to participate actively in the work of the POC to facilitate market growth.

(Proposal 37, Committee 7, 1st meeting)

Resolution C 11/2008

Future work on development of an action plan for letter post

Congress,

Conscious

that the mission of the Union, as set out in the Preamble to its Constitution "... is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between inhabitants of the world ...",

Recognizing

that the universal postal service is a core value of the Union and of its members in order to support the single postal territory of the Union, as expressed in article 3 – Universal postal service of the Universal Postal Convention (Bucharest),

Realizing

that the permanent provision of quality basic postal services at all points in the territory of the member countries of the Union, at affordable prices, carries with it the need to "... ensure that the universal postal service is provided on a viable basis, thus guaranteeing its sustainability.", as set out in article 3, paragraph 4, of the Convention, and that basic and supplementary letter-post services constitute a fundamental core of quality basic postal services throughout the world,

Noting however

that, despite specific mandates given by past Congresses to consider how to improve various letter-post services, there is no integrated, forward-looking plan that would address the fundamental needs of the world's inhabitants for modernized letter-post services and the specific challenges and opportunities for letter-post services in a 21st century environment,

Recognizing

that other product and service areas covered under the Acts of the Union, such as postal parcels, postal financial services, electronic products and services and EMS, have benefited from being guided by a similar integrated overall action plan that takes into account all aspects of how the Union and its various stakeholders can mobilize resources and innovate to ensure the continued success of the Union's member countries in these areas, and to foster international trade and postal development,

Exhorts

the Postal Operations Council to:

- support all viable means to foster universal postal service for letter-post services through innovation and appropriate investment in the modernization of basic and supplementary letter-post services so as to ensure its sustainability;
- encourage initiatives to effect the positive changes needed to assure the sustainability of basic and special letter-post services on the territory of their respective member countries,

Further exhorts

the parties concerned to take active steps to invest in modernized basic and supplementary letter-post services, with a view to fostering the sustainability and economic viability of the universal postal service for letter post,

Instructs

the bodies of the Union:

- to all take active steps, in their respective areas of responsibility, to ensure the development of an integrated, forward-looking overall plan for letter-post services within the ambit of the Universal Postal Union, as a critical part of the Union's strategic planning for the future;

- to establish a group responsible for developing such an integrated action plan for the period 2010–2013 and beyond, with emphasis on:
 - market conditions and customer expectations,
 - a strategy for letter-post services,
 - product segmentation (including a review for the classification of mail items within the letter post and parcel post segments), development and improvement plans, and timetables,
 - extending the exchange of electronic data, quality of service measurement and the integration of additional service features and linking them with pay-for-performance incentives where appropriate,
 - a harmonious implementation of the action plan developed through cooperation and coordination between the bodies of the Union;
- to take, prior to the 2012 Congress, specific initiatives within their respective areas of responsibility to put in place elements of the action plan that they have developed and approved;
- to present to the 2012 Congress, as appropriate, proposals designed to ensure the implementation of elements of the overall action plan during the 2014 to 2017 period.

(Proposal 59, Committee 7, 1st meeting)

Resolution C 12/2008

Innovation as key to the future of the postal network

Congress,

Noting

the dramatic changes taking place in the postal environment and the accelerating speed of transformation, which require changes in postal products, business models, solutions and management practices,

Recognizing

the need to keep pace with ongoing developments and to adapt postal products and procedures in line with the new demands arising from recent advancements and transformations,

Re-emphasizing

the mission of the Union to "stimulate the lasting development of efficient and accessible universal services of quality",

Acknowledging

the role of innovation and of innovative postal products, solutions and business models in efforts to maintain and further strengthen the competitiveness of member countries,

Decides

to mark the four-year cycle ending with the 2012 Union Congress by highlighting the theme "Innovation in the postal sector",

Invites

member countries to take account of advances in the development of postal products, solutions and business models, and to endeavour to create new and adaptive services and trends based on those advances,

Instructs

the Postal Operations Council, assisted by the International Bureau, to:

- set up an internal body responsible for conducting regular studies on innovation in the postal sector (innovative postal products, solutions, business models and management practices);
- promote a culture of innovation among member countries;
- formulate measures to promote innovation and evaluate the impact of innovation on quality of service;
- develop a strategy for innovation in the international postal service;
- benchmark innovative products, solutions, business models and management practices;
- submit the results and findings of this work to the Council of Administration.

(Proposal 63, Committee 7, 1st meeting)

Resolution C 13/2008**Insured service**

Congress,

Considering

resolution C 27 of the 2004 Bucharest Congress on customer relations, which focused on helping designated operators to become more customer-oriented and responsive to their changing needs,

Also considering

concepts such as "customer care", which is already included in the Union mission, and the importance given in postal strategies to the role of the customers in promoting postal services and increasing the range of services according to the needs of the customers,

Aware

of the fact that the provision of insured letter-post items is a potential growth area for the international mail services and the existence of the insured service in almost all the Union member countries, especially those with strong labour markets, will not only attract the attention of customers, but also increase the revenue and traffic of designated operators,

Instructs

the Postal Operations Council to study the subject and, in collaboration with the International Bureau, take the necessary action for collecting the views of all the member countries as regards the inclusion of this service among the basic services, and adopt suitable strategies in this regard.

(Proposal 79, Committee 7, 1st meeting)

Resolution C 14/2008**International registered, insured and *Exprès* services (international value-added letter services)**

Congress,

Acknowledging

that the provision of value-added letters is a potential growth area for international mail services because customers have high expectations and need to know quickly, by electronic means, first of all if and when their registered or insured letter or *Exprès* item has arrived in the destination country and, secondly, if it has been delivered or if delivery has been attempted,

Aware

that a number of designated operators are scanning registered, insured and *Exprès* items on receipt so that confirmation of delivery can be transmitted electronically, resulting in designated operators of origin being able to improve their customer service by uploading this information to their domestic websites so that customers can see the information themselves,

Further aware

that this also reduces costs and time, in that it eliminates the need for customers to contact their local customer care service,

Recognizing

that these services have been improved and developed to meet the needs of customers, in particular, the growth in small packets resulting from Internet purchases and business documents,

Noting

that Letter Post Regulations relating to *Exprès* items, registered items and insured items have been amended to facilitate these developments and amended further to facilitate the use of an electronic CN 08,

Instructs

the Postal Operations Council:

- to monitor the further development of these international value-added letter services by seeking progress reports from the designated operators;
- to encourage all Union member countries and their designated operators to exchange data concerning these international value-added letter services, in accordance with the Union's technical standards, by incorporating further provisions for this in the Letter Post Regulations, if necessary.

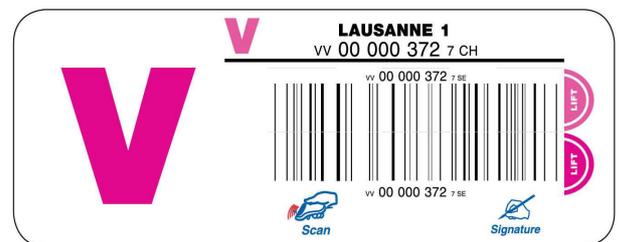
(Proposal 80, Committee 7, 1st meeting)

Prime project – Description of services

International Exprès (international value-added letter service)



International registered and insured – recommended barcodes



1 Background

- 1.1 The Project Manager reports to the Prime Steering Committee. All costs are funded by the Steering Committee members. Currently, 28 designated operators (larger designated posts) contribute. Countries with 0.5 or 1 UPU contribution units do not pay to join the project and there is a nominal charge for developing countries.

2 The objectives of the project are to:

- develop the electronic exchange of delivery data for the international registered and international insured services, and exchange this data between designated operators by agreement;
- improve the quality of service of these value-added letter products by operating a pay-for-performance system between members;
- propose ways in which the registered, insured and Exprès product concepts can be improved to meet customers needs and ensure that the product is competitive in the market place;
- encourage members to use the web-based customer service systems designed for these services for the expedited handling of inquiries and for settlement of indemnities: a fantastic tool for enabling excellent customer service.

3 Description of the products

3.1 Registered and insured services

- Specifications as per the Letter Post Regulations are recommended, including the use of compulsory UPU barcodes, so as to facilitate synergy and international recognition of these products and thus improve and expedite handling.

- The registered letter service provides the sender with a receipt on posting and obtains a signature from the recipient on delivery. It offers minimum cover for compensation of 30 SDR.
- The insured service offers high-security handling with signature on delivery and compensation of up to 4,000 SDR, depending on a particular Post's domestic regulations.
- The provision of a registered service is obligatory under the UPU Regulations.
- The insured and *Exprès* services are optional according to UPU regulations, but EU designated operators must offer their customers the opportunity to insure cash and other high-value items.
- Some EU designated operators participating in the Prime project meet this obligation by offering an enhanced registered service with compensation above the UPU limit of 30 SDR.

3.2 *Exprès product*

- The *Exprès* letter service provides priority delivery within the normal letter-mail stream and Prime designated operators offer electronic delivery confirmation as well.
- Pricing and positioning in the designated operator's portfolio of products between EMS and priority letter, as an upmarket letter service, not as a courier service.
- Service objective: reliable, consistent delivery – not time-certain.
- Contents, weight and size will conform to the UPU regulations for letters.
- Registered or insured service is not included.
- Common branding plus logo.
- Quick customer satisfaction, with agreed response times.
- Barcodes etc. as per agreed UPU standard specifications.

4 **Electronic systems**

Designated operators must adhere to the technical specifications in the UPU Technical Standards Manual. 13-character barcodes and symbology 128 or 39 are used. All that is needed for access to the customer service system is a computer and a web browser. No special hardware or software is required.

5 **Inter-administration payments and settlement of accounts**

Payment for registered and insured services is made in the same way as UPU payments, unless bilateral/multilateral terms are agreed.

In addition, Prime members may sign a registered agreement, which is reciprocal. Members who have signed have agreed to pay each other an enhanced linear payment for performance ranging from 0.2–0.6 SDR, in addition to normal UPU payments. A 60% minimum performance is required. The measurement criteria are scanning on delivery, delivered as per agreed standards, and the timely return of the delivery or attempted delivery information. Members must also use the web-based customer service system for registers.

Countries also pay each other either an enhanced payment of 1.0, 1.5 or 2.0 SDR per item, subject to performance thresholds, in a range from 70% to 95% performance, in addition to the normal terminal dues payment, for *Exprès* items. The measurement criteria are: delivery on time, scanned on delivery, including timely return of the H or I scan (Attempted Delivery or Final Delivery).

These extra payments are for the extra work involved in tracking and tracing and for the return of the scan information. Normal terminal dues cover delivery.

The International Post Corporation (IPC) monitors the performance against standards, and its report shows the percentage of items on time and the length of any delay, together with details as to when the scans were returned. This report forms the basis of a ready reckoner which is used for the settlement of accounts between administrations. This will be carried out bilaterally by the central accounting points in each country.

6 Competition

Customers are buying express and value-added services from other sources because they are guaranteed consistency and reliability from carriers that have a portfolio of "express-type" and delivery confirmation services at the right price.

Prime designated operators wish to extend their portfolio of services so that they can compete. The "international *Exprès*" has an excellent international postal and distribution network. International *Exprès* offers designated operators the opportunity to provide a tracked product at a lower price than courier products.

In addition, by electronically exchanging delivery information about *Exprès*, registered and insured items, plus authorization codes for indemnity settlements, via the web-based customer service system, it is possible to improve customer satisfaction and settle customer complaints much more quickly.

Resolution C 15/2008

Quality of Service Fund

Congress,

Having examined
the report submitted by the Postal Operations Council on the progress of the Quality of Service Fund (CONGRÈS–Doc 31 and Add 1),

Noting
that in its eight years of activity, the QSF has launched more than 400 projects which have had a substantial impact in terms of improving the quality of the mail service in over 150 beneficiary designated operators,

Observing
that, through the volume of financial resources released, the Fund has become a vital component in the Union's development cooperation system,

Aware
that the Fund's innovative structures and operating rules have enabled the Board of Trustees, with the support of the International Bureau and in collaboration with the Restricted Unions, to manage the Fund's financial resources effectively and foster close regional cooperation, as demonstrated by the regional and global projects,

Concerned
that, despite the changes in the method of calculating QSF contributions introduced by the Bucharest Congress, the revenues generated do not appear to adequately address the service quality investment costs of the least developed countries (LDCs) and certain countries in a special position,

Bearing in mind
the need to rationalize and expedite the use of all the resources available, and the ongoing concern about ensuring the overall coherence of the Union's activities, more specifically in the area of development of service quality for international mail with focus on performance measurement and evaluation and enhancement of network operations,

Persuaded
that the efforts made by the Board of Trustees and the Postal Operations Council with the support of the International Bureau to optimize and simplify the Fund's rules must be continued, as must the efforts to coordinate the formulation, monitoring and evaluation of QSF projects,

Also convinced

that extending the Trust's duration and guaranteeing the funding for its activities for 2010 to 2013 would be fully consistent with Objective 1 of the Nairobi Postal Strategy and would constitute a major source of funding for activities related to the fields described in article 7.2.1 of the QSF Deed of Trust,

Further convinced

that, depending on the decisions taken on terminal dues and assuming that international mail flows remain stable, it would be desirable that the level of annual financing generated by the Fund between 2006 and 2009 be maintained, as far as possible, from 2010 to 2013,

Attentive

to the need to hold elections to choose the members of the QSF Board of Trustees, whose current incumbents have remained in place since 2001,

Decides:

- that the date for dissolving the Trust, which is currently set at 31 December 2012, shall therefore be postponed until 31 December 2016;
- that the link between the Fund and terminal dues shall be maintained;
- that QSF projects should continue to focus on improvements in the quality of service of beneficiary designated operators, particularly the quality of the inbound letter-mail flows subject to terminal dues;
- that the Fund's objectives and the fundamental responsibilities of the Board of Trustees as the Trust management body reporting to the POC shall remain unchanged for the period 2010–2013;
- that QSF work on improving the quality of the universal service in the beneficiary designated operators shall continue during the 2010–2013 period;
- that new elections for membership in the QSF Board of Trustees shall take place after the 24th Congress,

Instructs:

- the Postal Operations Council:
 - to modify article 2.3 of the Deed of Trust so that a new QSF Board of Trustees can be elected before the end of the Trust;
 - to propose, at its 2009 session, procedures for electing the members of the QSF Board of Trustees, bearing in mind that the structure and timing of these elections should ensure both the accountability of Board members and a high level of continuity of knowledge and experience within the Board of Trustees itself;
 - to produce, on the basis of recommendations formulated by the Board of Trustees, updates to the Deed of Trust, the Project Management Manual and the Financial Management Manual, bearing in mind the need to:
 - take account of the Congress decisions, in particular those concerning the lists of QSF settlor and beneficiary designated operators, as well as the level and method of calculating QSF contributions,
 - analyze and adapt the rules governing the QSF,
 - facilitate access to Fund resources and accelerate the submission of project proposals and use of available QSF funds by introducing further flexibility in the procedures applicable to the operational and financial management of QSF projects, including regional and global projects,
 - facilitate the submission and implementation of projects relating to quality measurement systems such as the global monitoring system endorsed by the Union which are financially affordable for the beneficiary designated operators;

- the International Bureau:
 - to continue to provide the secretariat for the Board of Trustees and administer the QSF accounts during the 2010–2016 period,
 - in view of the Nairobi Postal Strategy and its implementation, in particular through regional development plans, to take into account the benefits of aligning QSF projects with other projects assisting improvements to the postal networks and the formulation of regional and global QSF projects,
 - to encourage beneficiary designated operators to present projects financed by the QSF and multi-year integrated projects (MIPs).

(Proposal 49, Committee 8, 3rd meeting)

Resolution C 16/2008

Management of the work of the Union – Further reform of the UPU

Congress,

Recalling

that since the 1989 Washington Congress, the Union has been making efforts to keep its mission, structure and working methods constantly under review to adapt itself in the rapidly changing postal environment and to reflect the interest of its member countries and all players in the postal sector,

Noting

that the 1994 Seoul Congress put in place the current structure of the Union, subsequently creating the Consultative Committee under the purview of the Council of Administration as a framework for effective dialogue between stakeholders at the 2004 Bucharest Congress,

Observing

that most member countries have undergone postal sector reform,

Reaffirming

the need to continue the Union reform process with a view to adapting to shifting requirements in a rapidly changing environment which affects the Union and its members, as stated in resolution C 54/2004 of the Bucharest Congress,

Recognizing with appreciation

the work carried out by the Structure and Constituency of the Union Project Group and Committee 1 of the Council of Administration concerning the continuing reform of the Union,

Also recognizing

the work accomplished by the Acts of the Union Project Group to introduce greater precision in the Acts through the expanded use of definitions of the terms "member country" and "designated operator" in place of the term "postal administration",

Acknowledging

the need to further define and more clearly distinguish the proper role of these entities under the Acts and all players within the Union, and to improve its structure and the organization of its work in order to better address a variety of the Union's issues – governmental, legal and regulatory, economic, operational and technical – which have become more and more complex,

Taking into consideration

the vision defined in the Nairobi Postal Strategy of the postal sector as an essential component of the global economy with the three-dimensional strategic direction of the Union – whether in terms of the three aspects of interconnection, development and governance or of the three elements of the worldwide network – physical, electronic and financial,

Keeping in mind

that the Universal Postal Union is an intergovernmental organization and one of the specialized agencies of the United Nations system,

Instructs

the Council of Administration to establish a working group composed of 10 members of the Council of Administration, 10 members of the Postal Operations Council and the Chairman of the Consultative Committee, with fair regard to geographical representation and level of economic development, which will be responsible for:

- conducting a study on the impact of new market players in the postal sector on the Union and its mission and activities;
- studying possible adjustments to the mission of the Union contained in the preamble to the Constitution, including the practical impact, if any, on the Union's status as a UN specialized agency;
- studying ways to better structure and improve the functioning of Union bodies, with a view to facilitating implementation of the strategy, improve the efficiency of the decision-making processes and working methods of Union bodies, and study how to make optimum use of resources;
- studying various issues relating to the organization and financing of Union extrabudgetary activities;
- studying the role of the Restricted Unions in order to maximize existing synergies, thus improving global performance;
- reporting on the progress of work and presenting recommendations to the Council of Administration based on the results of the studies,

Also instructs

the Council of Administration:

- to establish the rules of procedure of the working group and designate its Chairman from among the 10 CA members;
- to formulate proposals for reform, based on the working group's recommendation, for submission to the 25th Congress,

Charges

the Postal Operations Council to designate its representatives for participating in the study on reform,

Encourages

member countries to participate actively in Union reform activities by providing as much input and as many new ideas as possible, to enable the Union to adapt to the rapidly changing and dynamic environment in order to respond effectively to the needs of its membership and maintain its leadership in postal services worldwide.

(Proposal 60, 5th plenary meeting)

Resolution C 17/2008**Classification of countries and territories for terminal dues and Quality of Service Fund purposes**

Congress,

Bearing in mind

the ongoing reform of the Union terminal dues system, which is intended to be country-specific and affordable, and must maintain the universal service obligation of affordable and accessible postal services for all persons,

Taking into account

the classification of countries, which defines member countries and territories as either target, new target or transition countries,

Considering

that the "one size fits all" approach to postal development indicators and the linked country classification will unavoidably result in an extremely limited number of results that might not be equitable,

Conscious

that the growing impact of globalization is resulting in a number of smaller member countries having to make rapid transitions from agricultural economies to service economies,

Also conscious

that certain countries that are mostly dependent on diminishing natural resources are transitioning to service economies,

Aware

that rapid shifts to service economies do not permit the timely but critical social and other infrastructural development for these member countries, or the training and development of their peoples to access the new economic mainstreams of these economies,

Noting

that globalization has seen a growing trend in multinational corporations relocating their operations to these newly established service economies, including the relocation of a vast number of highly paid but transient workers who have the core competencies and skills to support these operations,

Also noting

that several member countries that essentially depend on natural resources in their national economies attract, in a noticeable way, foreign workers from other developing or least developed countries, and that these foreign workers exceed in their numbers the local populations,

Also aware

that these foreign workers can be either highly paid compared to the local population, or lowly paid compared to the local population, either instance creating an imbalance in the purchasing capacity of the populations,

Acknowledging

that in these new markets there will, for the foreseeable future, be a multi-tiered economy which will skew the statistical data and criteria used to classify these member countries, specifically the GNI and GDP,

Realizing

that these data will not accurately reflect the economic realities of the local populations of these member countries,

Observing

that any increases in local postal tariffs have the potential to place these administrations in conflict with the universal service obligation of the Universal Postal Union for their populations,

Instructs

the Council of Administration:

- to develop and implement a process for submission of well argued and evidenced appeals to account for anomalies or inconsistencies in individual country classification cases;
- to reclassify countries which can prove with well argued evidence that there are valid reasons why their right to be kept in the transition system should be preserved;
- to hear any appeals and issue a decision no later than the Council of Administration session of 2009.

(Proposal 71.Rev 1, Committee 5, 2nd meeting)

Resolution C 18/2008

Classification of countries and territories for terminal dues and Quality of Service Fund (QSF) purposes

Congress,

Having adopted
the provisions of the Union's new terminal dues system,

Considering
that Bucharest Congress resolution C 13/2004 instructed the Council of Administration to establish an acceptable system for the classification of countries,

Having observed
that the need for preferential terminal dues rates decreases with the country-specific potential to self-finance postal development and increases with the country-specific difficulties in serving the postal territory and with the postal service level provided,

Noting
that the gross national income per capita reflects the potential to self-finance postal development and that the average costs per letter reflect the difficulties in serving the postal territory,

Bearing in mind
that the special needs of small countries/territories, i.e. small island developing countries/territories and land-locked countries/territories in similar circumstances, have to be fully taken into consideration,

Recognizing
the special needs of least developed countries for preferential treatment,

Decides

- to endorse the methodology for the classification of countries in five groups, as described in CONGRÈS–Doc 19.Rev 1.Annexes 1 and 2, subject to the following adjustments:
 - the maximum value of the postal development indicator (PDI) in Group 5, used for purposes of classification in Group 4, should not include the highest PDI value of countries found to be eligible for graduation from the list of least developed countries (LDCs) prepared by the United Nations Economic and Social Council (UNECOSOC);

- paragraph 24 in CONGRÈS–Doc 19.Rev 1.Annex 2 should be deleted so that countries are not assigned to a different group solely on the basis of not having provided tariff data for purposes of classification;
- to adopt a four-year classification cycle as of 2010;
- on the classification of countries in five groups for terminal dues and quality of service fund purposes, as shown in the lists in Annex 1. The provisions concerning terminal dues rates and levels of contribution and access to QSF funds are specified in the Convention,

Authorizes

the Council of Administration to decide on the temporary downward reclassification of countries due to war or extremely severe economic crisis.

(Proposal 86, Committee 5, 2nd meeting)

Group 1.1

List of countries and territories that were in the target system prior to 2010, that apply the target terminal dues system during the period from 2010 to 2013, and that contribute to the Quality of Service Fund as provided for in article 31 of the Convention

<i>Countries and territories</i>	<i>PDI value</i>
Australia	0.403
– Norfolk Island	–*
Austria	0.623
Belgium	0.594
Canada	0.418
Denmark	0.751
– Farøe Islands	–*
– Greenland	0.294
Finland	0.599
France	0.558
French Overseas Territories coming within the Union's jurisdiction by virtue of article 23 of the Constitution:	
– French Polynesia	0.347
– New Caledonia	0.230
– Wallis and Futuna Islands	0.041
Germany	0.635
Great Britain:	
– United Kingdom of Great Britain and Northern Ireland	0.609
– Guernsey	0.585
– Isle of Man	0.599
– Jersey	0.777
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Falkland Islands (Malvinas)	0.264
– Gibraltar	0.535
– Pitcairn Islands	–*
– Tristan da Cunha	–*
Greece	0.331
Iceland	0.565
Ireland	0.579
Israel	0.311
Italy	0.420
Japan	0.548
Liechtenstein	0.901
Luxembourg	0.937
Monaco	0.551
Netherlands	0.641
New Zealand	0.355
Norway	0.897
Portugal	0.289

* These countries and territories have been classified based on their previous status as target countries and territories and not on their PDI value, due to the unavailability of data.

<i>Countries and territories</i>	<i>PDI value</i>
San Marino	0.684
Spain	0.373
Sweden	0.582
Switzerland	0.853
United States of America	0.648
Vatican	—*

Group 1.2

List of countries and territories that were in the transition system prior to 2010, that apply the target terminal dues system during the period from 2010 to 2013, and that contribute to the Quality of Service Fund as provided for in article 31 of the Convention

<i>Countries and territories</i>	<i>PDI value</i>
Bahamas	0.319
Hong Kong, China	0.428
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Anguilla	0.326
– Bermuda	0.724
– British Virgin Islands	0.714
– Cayman Islands	0.789
– Turks and Caicos Islands	0.341
Kuwait	0.364
Aruba	0.354
Qatar	0.572
Singapore	0.432
Slovenia	0.387
United Arab Emirates	0.389

Group 2

List of countries and territories that apply the transition terminal dues system in 2010 and 2011 and the target terminal dues system in 2012 and 2013, that benefit from and contribute to the Quality of Service Fund as provided for in article 31 of the Convention

<i>Countries and territories</i>	<i>PDI value</i>
Antigua and Barbuda	0.169
Bahrain (Kingdom)	0.248
Barbados	0.225
Brunei Darussalam	0.316
Macao, China	0.277
Croatia	0.163
Cyprus	0.298
Czech Rep.	0.286
Dominica	0.147
Estonia	0.235

<i>Countries and territories</i>	<i>PDI value</i>
Fiji	0.150
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Montserrat	0.142
Grenada	0.175
Hungary (Rep.)	0.220
Korea (Rep.)	0.281
Malta	0.280
Netherlands Antilles	0.242
Territory under New Zealand:	
– Cook Islands	0.191
Poland	0.140
Saint Christopher (St. Kitts) and Nevis	0.155
Saudi Arabia	0.155
Slovakia	0.173
Trinidad and Tobago	0.161

Group 3

List of countries and territories that apply the transition terminal dues system during the period from 2010 to 2013, that benefit from and contribute to the Quality of Service Fund as provided for in article 31 of the Convention

<i>Countries and territories</i>	<i>PDI value</i>
Argentina	0.058
Belarus	0.073
Belize	0.046
Botswana	0.060
Brazil	0.079
Bulgaria (Rep.)	0.057
Chile	0.081
China (People's Rep.)	0.060
Costa Rica	0.064
Cuba	0.049
Gabon	0.056
Jamaica	0.109
Latvia	0.134
Lebanon	0.061
Libyan Jamahiriya	0.076
Lithuania	0.122
Malaysia	0.101
Mauritius	0.097
Mexico	0.088
Montenegro	0.063
Nauru	0.108
Oman	0.126

<i>Countries and territories</i>	<i>PDI value</i>
Panama (Rep.)	0.060
Romania	0.076
Russian Federation	0.069
Saint Lucia	0.094
Saint Vincent and the Grenadines	0.056
Serbia	0.067
Seychelles	0.119
South Africa	0.066
Swaziland	0.046
Thailand	0.057
the former Yugoslav Republic of Macedonia	0.047
Tonga	0.059
Turkey	0.069
Ukraine	0.050
Uruguay	0.058
Venezuela (Bolivarian Rep.)	0.065

Group 4

List of countries and territories that apply the transition terminal dues system during the period from 2010 to 2013, that benefit from and contribute to the Quality of Service Fund as provided for in article 31 of the Convention

<i>Countries and territories</i>	<i>PDI value</i>
Albania	0.032
Algeria	0.035
Armenia	0.021
Azerbaijan	0.020
Bolivia	0.011
Bosnia and Herzegovina	0.045
Cameroon	0.011
Cape Verde	0.024
Colombia	0.033
Congo (Rep.)	0.010
Côte d'Ivoire (Rep.)	0.012
Dem. People's Rep. of Korea	0.014
Dominican Republic	0.030
Ecuador	0.031
Egypt	0.016
El Salvador	0.029
Georgia	0.016
Ghana	0.015
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Ascension	0.033
– St. Helena	0.029

<i>Countries and territories</i>	<i>PDI value</i>
Guatemala	0.029
Guyana	0.013
Honduras (Rep.)	0.013
India	0.015
Indonesia	0.020
Iran (Islamic Rep.)	0.040
Iraq	0.017
Jordan	0.032
Kazakhstan	0.042
Kenya	0.011
Kyrgyzstan	0.007
Moldova	0.018
Mongolia	0.010
Morocco	0.032
Namibia	0.037
Nicaragua	0.011
Nigeria	0.006
Territories under New Zealand:	
– Niue	0.041
– Tokelau	0.018
Pakistan	0.011
Papua New Guinea	0.009
Paraguay	0.014
Peru	0.031
Philippines	0.017
Sri Lanka	0.034
Suriname	0.044
Syrian Arab Rep.	0.016
Tajikistan	0.017
Tunisia	0.043
Turkmenistan	0.016
Territory of the United States of America:	
– Samoa	0.040
Uzbekistan	0.008
Viet Nam	0.015
Zimbabwe	0.006

Group 5

List of countries and territories that apply the transition terminal dues system during the period from 2010 to 2013 and that benefit from the Quality of Service Fund as provided for in article 31 of the Convention

<i>Countries and territories</i>	<i>PDI value</i>
Afghanistan	0.002
Angola	0.020

<i>Countries and territories</i>	<i>PDI value</i>
Bangladesh	0.006
Benin	0.007
Bhutan	0.016
Burkina Faso	0.004
Burundi	0.001
Cambodia	0.004
Central African Rep.	0.003
Chad	0.004
Comoros	0.009
Democratic Republic of the Congo	0.000
Djibouti	0.011
Equatorial Guinea	0.095
Eritrea	0.002
Ethiopia	0.002
Gambia	0.002
Guinea	0.004
Guinea-Bissau	0.002
Haiti	0.004
Kiribati	0.014
Lao People's Dem. Rep.	0.004
Lesotho	0.012
Liberia	0.001
Madagascar	0.003
Malawi	0.007
Maldives	0.033
Mali	0.004
Mauritania	0.007
Mozambique	0.003
Myanmar	0.007
Nepal	0.006
Niger	0.002
Rwanda	0.005
Samoa	0.029
Sao Tomé and Príncipe	0.013
Senegal	0.008
Sierra Leone	0.002
Solomon Islands	0.008
Somalia	0.002
Sudan	0.007
Tanzania (United Rep.)	0.005
Timor-Leste (Dem. Rep.)	0.021
Togo	0.006
Tuvalu	0.041
Uganda	0.004
Vanuatu	0.018
Yemen	0.007
Zambia	0.007

Resolution C 19/2008**Leveraging wider sector involvement to make development cooperation more effective and forward-looking**

Congress,

Considering

- that two important programmes of the Nairobi Postal Strategy aim, respectively, at "improving access to universal postal service" and "embracing new technologies to help universal service providers to be more efficient";
- that modernization of designated operators and the development of innovative products are among the conditions for achieving the main objectives of postal development,

Recognizing

the functions of the International Bureau in the area of development cooperation, set out in the General Regulations,

Also recognizing:

- that a wide range of technologies that facilitate access to the postal network, protect revenue collection, optimize postal operations and reduce the cost of processing mail are currently available and are being continuously improved;
- that the needs of mailers, large and small, need to be effectively addressed by Posts in terms of products, services and prices,

Acknowledging:

- that the Union plays a key role in helping member countries get acquainted with new technologies as they become available;
- that the Union has developed effective principles and mechanisms (regional development plans, IPDPs) which help member countries define their reform and modernization priorities;
- that country priorities, as defined at the regional level, include areas of improvement such as "a secure physical network", "secure tracking of movements of mail" (Africa), "creation of the conditions to maximize the use of new technologies so as to enhance performance and meet customers' changing needs" (Latin America and the Caribbean), and the development of cost accounting systems, cost studies, kiosks or telecentres (Asia Pacific),

Affirms

- that effective partnerships between Union member countries and third parties can facilitate dissemination of a wide range of postal technologies, and help Posts meet the challenges of liberalizing markets and the changing needs of customers;
- that effective partnerships between postal operators and their clients (the postal users) can help to secure the future of the wider postal sector;
- that the Union, following in the footsteps of other organizations of the U.N. system, benefits from a gradual and controlled involvement of the wider postal sector in the Union's development cooperation activities,

Instructs

the Postal Operations Council and the Council of Administration, when implementing the Union cooperation policy:

- to encourage their members, and in particular those from the least developed countries, to avail themselves of cost-effective, affordable technologies that preserve the postal network, facilitate the secure collection of revenues, and enhance the value of postal services;

- to seek as needed the advice and expertise of the members of the Consultative Committee and member countries in the formulation and evaluation of development cooperation projects for the ultimate benefit of Posts and users/customers;
- to examine, in liaison with the Consultative Committee, the possibilities of launching public/private partnerships in the context of the Union, with a view to allowing the development of projects which are designed to help universal service providers be more efficient, in accordance with CA decisions and the rules applicable to cooperation development.

(Proposal 88, Committee 8, 3rd meeting)

Resolution C 20/2008

Nairobi Postal Strategy

Congress,

Taking account of:

- the fruitful and intensive discussions which took place during the UPU's Strategy Conference in Dubai in November 2006;
- the work of the Council of Administration and the Postal Operations Council in the area of strategic planning;
- the conclusions and views expressed during a series of regional round tables, held throughout 2007, which provided over 150 countries with the opportunity to discuss the draft Nairobi Postal Strategy while outlining their own regional priorities;
- the results of the work of Congress as a whole,

Also taking account of

the draft Nairobi Postal Strategy, prepared collaboratively by the CA, the POC and the International Bureau, which takes into consideration the views expressed during a general consultation of the Chairmen of the CA and POC Committees, Action Groups and Project Groups, all Union member countries, and the Restricted Unions,

Aware

of the continuing need to adapt the provision of postal services to developments in the postal environment and the changing needs of customers,

Approves

the Nairobi Postal Strategy,

Appeals urgently

to governments, designated operators and the Restricted Unions to take all necessary action to implement the Nairobi Postal Strategy, adapting it as necessary to their regional, national and legislative particularities,

Invites

the regions and the Restricted Unions to integrate the relevant elements of the Nairobi Postal Strategy into their respective priorities and action programmes,

Instructs

the permanent bodies of the Union, in accordance with the provisions set out in its General Regulations:

- to implement the objectives and programmes defined in the Nairobi Postal Strategy;
- to take without delay, within the framework of their respective competencies, all appropriate measures to attain the objectives set and, to this end, determine means of implementing the strategies to achieve the expected results;
- to regularly examine the state of implementation of the Nairobi Postal Strategy and, following this examination, to:
 - make whatever changes in direction and adjustments that are necessary;
 - reassign available resources, whilst noting that the degree of implementation of the Nairobi Postal Strategy will be subject to the ceiling of expenses set and approved by Congress as well as by the budget established and approved by the newly-elected CA;
- to support member countries in the implementation of the Nairobi Postal Strategy, in particular by establishing procedures for carrying out the strategies;
- to regularly disseminate the results achieved to Union member countries;
- to report to the next Congress on the results achieved and the experiences recorded.

(CONGRÈS–Doc 38.Add 2, 5th plenary meeting)

Resolution C 21/2008

Continuation of activities to study and refine the Acts of the Union after the 24th Congress

Congress,

Commending

the Acts of the Union Project Group and Committee 2 of the Council of Administration for their accomplishments during the four-year cycle from 2005 to 2008,

Observing

that the Acts of the Union Project Group undertook to study measures to introduce greater precision in the Acts through the expanded use of definitions and differentiation between the terms "postal administration", "member country" and "designated operator",

Considering

that the effort to review, clarify, and harmonize the Acts of the Union will promote their readability and thereby simplify interpretation of the Acts,

Noting with satisfaction

that the UPU practical guide for drafting legislative texts was published as a result of the work carried out by the Acts of the Union Project Group,

Anticipating

that the introduction and adoption of amendments to the Acts at this Congress may require further substantive review of the texts,

Convinced

that the provisions of the Acts of the Union as well as other legal texts of the Union should be further reviewed and refined in order to ensure the coherence and harmonization of the texts of the UPU Acts during the next four-year cycle after the 24th Congress,

Instructs

the Council of Administration, with the support of the International Bureau:

- to review the Acts of the Union in order to identify inconsistencies and enhance the clarity of these Acts;

– to submit proposals to modify the Acts of the Union to the next Congress.

(Proposal 06, Committee 3, 2nd meeting)

Resolution C 22/2008

Study on the topical value of certain provisions of the Acts of the Union

Congress,

Aware

that the Convention of the Universal Postal Union came into force on 1 July 1875, that the regulatory framework of the Union has since then undergone numerous changes, and that it has been adapted from time to time over the years,

Noting

that in spite of all these changes certain provisions of the Acts of the Union may have become obsolete or may no longer meet the realities of the present day,

Also aware

that the international postal market is changing rapidly and that international universal postal services nowadays compete with other forms of communication, notably electronic services, which are often considered to be more modern and more efficient,

Acknowledging

that an initiative for updating the Acts of the Union will be considered as another sign that the world's postal services are going along with such developments and are making serious efforts to align the regulations for the exchange of international mail with trends in society and technical progress,

Also acknowledging

that such an initiative is not intended to redo all the good work carried out in the recent past for the recast of the Acts of the Union, and will have no influence whatsoever on the guiding principles of the Acts of the Union, but has to be considered as a logical next step in the continuous process of bringing the provisions of the Acts of the Union up to date in order to maintain and enhance their value for optimal regulation of the exchange of international mail,

Convinced

that the awareness that the topical value of the provisions of the Acts of the Union is under permanent scrutiny will contribute to the recognition of the Acts of the Union as the undisputed base for the regulation of the exchange of international mail now and in the future,

Also convinced

that a broadly based initiative will ensure an integral approach and will thus prevent Union members from each submitting proposals for certain areas of interest only, which could result in a lack of coherence,

Instructs

The Council of Administration and the Postal Operations Council to take the necessary initiatives for undertaking a common study for the determination of those provisions of the Convention and the Letter Post and Parcel Post Regulations which may have become obsolete or may need to be adapted or completed to align them with related developments, and giving guidance to the realization of solutions on the basis of the findings.

(Proposal 46, Committee 3, 2nd meeting)

Resolution C 23/2008**Development of postal security standards**

Congress,

Acknowledging

that the provision of quality universal postal services relies upon a secure and efficient postal network,

Further acknowledging

that the modern Post will be dependent on a harmonized approach to the protection of employees, property and mail,

Noting

the need to develop and maintain consumer trust and to secure interagency electronic communications,

Further noting

that the development of standards is an integral component in improving the interoperability, quality and efficiency of the three-dimensional postal network,

Aware

of the World Customs Organization's development of the SAFE Framework of Standards to Facilitate Global Trade,

Also aware

of the development of regional and international cargo supply chain security models which do not adequately address the operational needs for the postal sector,

Understanding

the complexity of the international mail transportation network and endorsing the development of security measures based upon a risk analysis of the current threats and vulnerabilities and the certification and accreditation of systems,

Recognizing

the need for the Universal Postal Union and its members to be proactive in the development of security-related standards which are dedicated to the postal sector,

Endorses

the development of minimum security standards and procedures to facilitate the overall security of the international mail transportation network,

Charges

the Council of Administration, the Postal Operations Council and the International Bureau, each within its own area of responsibility, to manage the development of physical and process security standards which are sufficiently flexible and possess the ability to be adapted within the existing operational risk management framework of each designated operator. The minimum security standards should include the broad areas of mail transportation equipment, access control, personnel security and screening, physical and procedural security, information technology security and training.

(Proposal 05.Rev 1, Committee 7, 3rd meeting)

Resolution C 24/2008

Future organization of UPU standardization activities

Congress,

Having considered
the report of the Postal Operations Council on Union standardization activities (CONGRÈS–Doc 22),

Having noted
the considerable achievements resulting from the activities of the Union's Standards Board (SB) during the 2005–2008 period,

Aware
that standardization is considered as a core activity of the Union and a vital part of the functioning of the Union,

Recognizing
that standards will be a key pillar of the Nairobi Postal Strategy,

Further recognizing
the need to strengthen the role of the Union in the development of standards for the postal sector,

Convinced
that the Union should continue to play a leading role in postal standardization activities and should adopt a proactive approach in facilitating developments in this area,

Stressing
the importance of maintaining the Union as the worldwide authority on postal standards,

Aware
that standards are an important part of the field of interest of government representatives/regulators in Union activities,

Invites

governments:

- to recognize the usefulness of Union standards for improving the quality of postal services for their citizens;
- to participate actively in the Union standards development process,

Also invites

designated operators:

- to use Union standards in their daily mail handling operations;
- to participate actively in the Union's standards development process,

Charges

the Postal Operations Council with re-establishing the Standards Board, empowering it:

- to manage the process of development and approval of Union standards;
- to enable postal services to raise their quality and efficiency and to increase interconnection between designated operators through the continued development, publication and implementation of new and existing standards;

- to increase the visibility of Union standards among designated operators, especially those of developing countries, through the publication and wide circulation of Union standards, and through targeted information campaigns;
- to provide solutions which can be applied both to designated operators and other organizations in accordance with commercial, regulatory or legal decisions taken by the Union's Councils and by Congress;
- to adapt its working methodologies so as to promote greater openness, and wider participation by users, manufacturers, Consultative Committee members and other stakeholders, in its work,

Further invites

the Postal Operations Council:

- to maintain the Standards Board, reporting direct to Committee 1 (Standards and Procedures), and entrust it with the handling of all Union standardization activities (in cooperation with the other bodies of the Union);
- to maintain, on an as-needed basis, a reporting link to the Council of Administration;
- to maintain the basic operating policies for standardization activities, approved by the POC, and to have these carried out by the Standards Board;
- to ensure the synergies between the various bodies of the Postal Operations Council and the Standards Board through continued participation by the Standards Board Chairman in Management Committee meetings,

Instructs

the International Bureau:

- to ensure the appropriate organizational structure within the International Bureau to carry out all the necessary activities in support of the Standards Board and other activities related to standardization.

(Proposal 09, Committee 7, 3rd meeting)

Resolution C 25/2008

Continuation of the work of the Operations and Accounting Review Project Group

Congress,

In view of
the work and findings of the Operations and Accounting Review Project Group, created in response to Bucharest Congress resolution C 33/2004,

Recognizing

the urgent need to modernize processes relating to operations and accounting between designated operators and between designated operators and carriers, for all classes of mail (letter post, postal parcels and EMS) and for both terminating and transit/transport accounting processes,

Noting

the relevance of the related work being done in the area of data governance and data systems and in many other areas of Union activity,

Further noting

that any modernization of operational and accounting processes will involve an extensive review and possible recast of the relevant regulations, requiring close collaboration between the groups involved,

Instructs

- the Postal Operations Council to continue the work of the Operations and Accounting Review Project Group, focusing on efforts to:
 - ensure close cooperation with groups operating in the area of regulations;
 - establish a close liaison with the work being done in the area of data governance and data systems;
 - develop cost/benefit information regarding a centralized system of accounting between designated operators and between designated operators and carriers,
- the Director General of the International Bureau to continue to give priority to the work of the Operations and Accounting Review Project Group.

(Proposal 18, Committee 7, 4th meeting)

Recommendation C 26/2008

Philatelic Code of Ethics for the use of UPU member countries

Congress,

Referring

- to article 8 of the Universal Postal Convention (Bucharest 2004), which establishes the status of the postage stamp;
- to article RL 115 of the Bucharest Letter Post Regulations, which specifies the characteristics of postage stamps and postal prepayment impressions; and
- to the Philatelic Code of Ethics adopted by the Bucharest Congress under recommendation C 26/2004,

Observing

that postage stamps continue to have a commercial value when used for philatelic purposes,

Recognizing

that the Philatelic Code of Ethics as adopted by the Bucharest Congress has provided valuable guidance to the issuing postal authorities of UPU member countries in maximizing the value of postage stamps to collectors and issuing postal authorities,

Reaffirms

its commitment to the production of high quality, ethical stamps, and to a vibrant philatelic market,

Recommends

that all issuing postal authorities observe the procedures set out in the attached revised Philatelic Code of Ethics when issuing and supplying postage stamps and postal products.

(Proposal 36.Rev 1, Committee 7, 2nd meeting)

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 Issuing postal authorities 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.

1.1 Philatelic products within the scope of this code include, but are not limited to:

- postage stamps, as defined in article 8 of the Universal Postal Convention (Bucharest 2004);
- cards and first day covers;
- presentation packs and albums;
- stamp yearbooks;
- envelopes with embossed or pre-cancelled/pre-printed stamps;
- cachets for special occasions and events and related products;
- stamps with surcharges, in conformity with article RE 306 of the Regulations of the Beijing Convention.

1.2 Other means of indicating payment (e.g. franking marks, postage paid indicia and other labels) are permitted in accordance with article 8 of the Bucharest Convention, but are not considered to be postage stamps.

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

2.1 Issuing postal authorities 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, issuing postal authorities may authorize the use of these cancelling or marking devices by persons other than their own employees.

2.3 Where issuing postal authorities 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 issuing postal authority concerned, which shall ensure that this rule is strictly observed.

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

4 For each issue of postage stamps, issuing postal authorities shall ensure that these are printed in sufficient quantity to meet potential operational requirements and foreseeable philatelic needs. In employing cancellation dies, hand stamps and cachets for special occasions or events, issuing postal authorities shall ensure that a sufficient quantity of philatelic products is available to meet requirements. Although issuing postal authorities may not be able to make every stamp issue available from every outlet, they must nonetheless make sure that their customers and philatelists are well-informed at all times where each postage stamp issue is available for postal and philatelic purposes.

4.1 Issues of postage stamps depicting particular regions of a country or territory may be produced, so long as they comply with the requirements of this Code of Ethics and that customers and philatelists are well-informed at all times of their availability for postal purposes.

- 4.2 Issuing postal authorities shall take care to ensure that they issue stamps which help meet market demands. They shall ensure that the number of stamps issued each year is limited to that which their market will accept. If policies are still to be decided, issuing postal authorities should respond cautiously to market demand to avoid oversupply. They shall not saturate the market and thus drive philatelists and collectors away from the hobby.
- 5 In choosing themes, logos, emblems and other design elements for their issues of postage stamps, issuing postal authorities shall, at all times, respect intellectual property rights.
- 6 If issuing postal authorities offer their customers personalized stamps, they shall establish a legal framework to protect the latter's status, in accordance with their national law.
- 7 Whilst issuing postal authorities have no control over the use of postage stamps or articles entrusted to the postal service for postal 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 issuing postal authorities themselves, to respect the provisions of the Philatelic Code of Ethics and of the issuing postal authority's national postal legislation. Issuing postal authorities 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, issuing postal authorities 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, including at international philatelic exhibitions.
- 7.5 Issuing postal authorities shall retain full responsibility for the printing and delivery of postage stamps and related philatelic products, either directly, or by making sure that all contractual obligations are fully respected and fulfilled by the agent, in order to avoid any misunderstanding between partners.
- 7.6 Establish separate contractual provisions for the printers entrusted with producing the stamps and the agents responsible for marketing them.
- 7.7 Printing of postage stamps should only be awarded to security printers that have signed up to the Code of Ethics for postage stamp security printers and that have achieved or undertaken to achieve certification as a security printer.
- 8 Issuing postal authorities shall not produce postage stamps or philatelic products that are intended to exploit customers.
- 9 Issuing postal authorities shall acknowledge in all their philatelic activities that, while their stamps represent symbols of national identity and culture, such stamps retain a secondary value beyond face value only because philatelists and collectors choose to purchase them. Issuing postal authorities pledge to abide by this code of conduct in order to ensure the long-term survival of the philatelic market in each country.

Recommendation C 27/2008

Initiatives for the sustainable reduction of the negative environmental impact of the postal sector

Congress,

Recalling

the adoption of recommendation C 15/1999 entitled "Environment – Adoption, in the context of the Post, of a policy on sustainable development" and resolution C 16/1999 entitled "Beijing Declaration on Environmental Protection" at the 22nd Congress in Beijing in 1999, and the adoption of resolutions C 64/2004 entitled "Work relating to the environment" and C 67/2004 entitled "The role of Posts in environmental matters" at the 23rd Congress in Bucharest in 2004,

Recognizing

that the impact of postal operations on the environment has been studied and analyzed in detail through a number of beneficial studies conducted by the Sustainable Development Project Group, through the regular updating of the Post and the Environment Operational Guide, through the organizing of a sustainable development symposium, through closer cooperation with the United Nations Environment Programme, and so forth,

Welcoming

the efforts made to increase awareness of the importance of environmental issues and to cultivate a common awareness concerning the specific measures at the seminar held in Dakar in July 2006 and the symposium on sustainable development held in Berne in April 2007,

Taking into account

the fact that specific programmes to reduce the Post's negative impact on the environment, implemented by designated operators or member countries, are more likely to have a broad positive impact,

Recommends

that the designated operators of member countries promote initiatives such as those listed below, aimed at reducing the negative impact on the environment, and to inform the public of progress with these initiatives in their own country:

- initiatives to save energy and natural resources, including cutting down the volume of CO₂ emissions, electric power consumption, fuel consumption, copy paper consumption, and water and sewerage use, resulting from postal service activities;
- initiatives to build, expand and/or remodel post office buildings by taking into consideration methods for the reduction of CO₂ emissions per unit area, through post office buildings that are environment-friendly;
- initiatives for the procurement of environmentally friendly articles, reduction in stocks of printed matter and uniforms, reduction of materials used for packing and packaging, etc.;
- initiatives in connection with logistics, for the introduction of low-emission vehicles and the reduction of CO₂ emissions per tonne of postal items as an effort to promote the protection of the environment in terms of logistics by converting their systems, reduction in the total emission volume of NO_x, the introduction of fuel-efficient and super low-emission gas vehicles, the promotion of driving techniques that are environment-friendly, etc.;
- initiatives in connection with the reduction of waste materials, including the formulation of manual procedures on waste disposal, taking into consideration the control of waste production, the reuse and recycling of articles, and 100% recycling of postage stamps and postcards that are destroyed by Posts because of printing errors, etc.;

- initiatives in connection with socially beneficial activities in the environmental sector as a part of activities to protect the environment in communities, including cleaning on a volunteer basis, construction of flowerbeds, tree planting, and organizing seminars and lectures on the environment.

(Proposal 51, Committee 7, 3rd meeting)

Resolution C 28/2008

Development of E-commerce in developing countries and the least developed countries

Congress,

Noting

Bucharest Congress resolution C 15/2004 on the development of E-shopping through designated operators,

Further noting

the subsequent work by the International Bureau arising from the Congress resolution,

Considering

the key objectives of the Nairobi Postal Strategy and its strategic programmes,

Further considering

the work of the Telematics Cooperative and the invaluable efforts by the Union to support the growth of E-shopping worldwide,

Bearing in mind

the rising costs of providing postal services in developing countries and the least developed countries,

Also considering

the declining volumes in traditional mail products,

Recognizing

- the digital divide between the least developed countries, developing countries and industrialized countries;
- the special challenges facing the least developed countries and developing countries (funding E-commerce, providing an effective infrastructure, enforcing technical and operational standards, eliminating potential fraud and creating an enabling legal environment),

Urges

the Council of Administration to implement a special programme aimed at assisting developing countries and the least developed countries to successfully meet the five challenges mentioned above and enable designated operators to take full advantage of the abundant opportunities offered by E-commerce.

(Proposal 70, Committee 7, 3rd meeting)

Resolution C 29/2008

Work relating to customs matters

Congress,

Noting

that customs processes form an integral and important part of the entire postal logistics chain which facilitates free and secure global trade,

Further noting

the important nature of the work being carried out by the Customs Support Project Group since its creation by the 2003 POC as a forum where specialists of Posts can work on customs-related matters, and by the WCO–UPU Contact Committee, which enables strong ongoing collaboration between the two organizations to address issues of common interest,

Considering

that in the area of customs matters, there is a need:

- to closely follow new developments relating to customs regulations for international mail shipments impacting upon Union customs procedures;
- to develop and maintain standards for Union customs EDI messaging and to promote exchange of EDI messaging data among designated operators and between designated operators and customs authorities;
- to complete the Postal Export Guide, which is an information system to provide UPU member countries and their designated operators with electronic access in order to carry out searches to ascertain whether the intended exports are prohibited, restricted or admitted in the country of destination;
- to further improve compliance with customs declarations, and Union customs procedures;
- to pursue development of joint WCO–UPU guidelines for closer coordination between national customs and designated operators on a range of operational issues, including security of the mails and improved efficiency and speed of customs clearance processes;
- to strengthen capacity-building actions among Union member countries by developing E-learning courses and implementing training workshops at the regional level;
- to address safety and security concerns, including the monitoring of the situation regarding infringements of intellectual property rights in relation to postal traffic,

Convinced

that achieving these objectives should be considered as a high priority in the Nairobi Postal Strategy,

Further convinced

that continuously having a group of postal specialists as the Union authority on customs matters under the name of the UPU Customs Group and the WCO–UPU Contact Committee as the joint forum between Posts and customs authorities will facilitate achieving the objectives,

Charges

the Postal Operations Council, in collaboration with the International Bureau, to take all measures to attain the objectives by creating the UPU Customs Group within its structure and re-establishing the UPU–WCO Contact Committee to continue collaboration between the two organizations and pursue joint actions in areas of common interest.

(Proposal 89, Committee 7, 4th meeting)

Resolution C 30/2008**Prioritization and funding of market analysis for parcels business**

Congress,

In view of
the changes in the international markets, with rising demand for services relating to the movement of goods and merchandise,

Considering
that the postal service is a player in the international movement of goods and merchandise,

Acknowledging
the objective of the Nairobi Postal Strategy of fostering growth of the postal market and services,

Noting
that designated operators must respond appropriately to the increased demand for services that facilitate and develop international commercial exchanges through the movement of goods and merchandise,

Also acknowledging
that the availability to customers of a network whose service features and pricing are compatible with the realities and needs of the market is of fundamental importance,

Also noting
that designated operators cannot achieve optimum focus for developmental work on service features and pricing aspects without due reference to the market and customers,

Stressing
that designated operators will benefit from better understanding best practice customer services, pricing and products offered in the market and benchmarking against best practice service providers,

Further noting
that official international development assistance for trade facilitation purposes is expected to be increased in order to foster inclusive globalization, and could represent an opportunity for expansion of the postal market,

Aware
that certain initiatives, particularly those that impact on costs, can translate into customer issues which adversely impact upon the international movement of goods and merchandise,

Instructs

the Postal Operations Council, in collaboration with the International Bureau, to undertake appropriate external research and robust analysis to better inform on those activities and initiatives which are regarded as impacting upon customers and markets, particularly where adverse implications are foreseen, in terms of aspects such as changes in costs to customers,

Also instructs

the Council of Administration to allocate priority funding to those initiatives and activities that are designed to retain and develop the postal market for the international movement of goods and merchandise in order to enable designated operators to respond effectively to the increasing demand for services and facilitate global growth in exports for small and medium-sized businesses,

Urges

member countries, their designated operators and Restricted Unions to:

- consider customer and market impacts when formulating proposals for national and regional application, particularly for inbound traffic;
- utilize external research and market analysis as a prerequisite step in any activity or proposal to modify service features or pricing for the international movement of goods and merchandise;
- consider the development of parcels as a priority within the framework of the regional development plans.

(Proposal 07, Committee 7, 2nd meeting)

Resolution C 31/2008**Future parcel-post development strategies and associated activities**

Congress,

Having considered

the report of the Postal Operations Council on future parcel post development strategies and associated activities (CONGRÈS–Doc 24), and the objectives of the Nairobi Postal Strategy,

Having noted

the considerable achievements that have been obtained from the activities of the POC Parcels Group during the 2005–2008 period (CONGRÈS–Doc 24. Annex 1),

Aware

that parcel post development activities are a core activity of the Union and a vital part of its functioning,

Convinced

that the UPU should continue to play a leading role in parcel post development activities and should adopt a pro-active approach in facilitating development in this area, and should provide adequate funding within the regular budget of the Union to meet the requirements detailed in CONGRÈS–Doc 24, section VIII,

Stressing

the importance of raising the profile of the postal parcel service within the context of the Union,

Considering

the need to take action to increase the designated operators' share of ordinary parcels in the growing global parcels market,

Recognizing

the need to convince the customer that the designated operators can provide a parcel product which offers competitive quality of service and fully meets the demands of the marketplace,

Also aware

of the urgent need to review and re-invigorate the postal parcel product in order to make it more competitive and capitalize on market growth opportunities, including the use of new technologies such as E-business,

Further aware

of the complexity of the Parcel Post Regulations and the importance of the clarity of their content to designated operators,

Invites

member countries:

- to take measures to enable designated operators to provide a good quality parcel service as part of the universal service, to stimulate the economy and reinforce social cohesion;
- to acknowledge the role that Union parcel post development activities play in enhancing and improving the quality of the postal parcel service for their citizens and businesses, and more particularly small and medium-sized businesses;
- to ensure that their designated operators better manage the relationship with their customers and become as commercial, competitive and efficient;
- to ensure that their designated operators focus both on the challenges facing the international postal parcels industry and on implementing the strategies required to meet these challenges,

Also invites

designated operators to participate actively in the Union parcel post development process,

Instructs

the Council of Administration to provide adequate resource and funding for the Union's parcel post development activities as described in CONGRÈS–Doc 24,

Also instructs

the Postal Operations Council:

- to review the Parcel Post Regulations to adapt the text according to the Practical formal legislative drafting guide for UPU texts;
- to manage and facilitate the implementation of the future recommended parcel-post development strategies and associated activities, including those described in CONGRÈS–Doc 24.

(Proposal 08, Committee 7, 2nd meeting)

Resolution C 32/2008**Address quality strategy, products and services**

Congress,

Considering

that establishing a quality addressing and postcode system is an essential part of the socio-economic infrastructure of member countries, which contributes not only to improving the efficiency and quality of postal services but also to facilitating business and trade activities and, consequently, national development,

Noting

that, based on Bucharest Congress resolution C 49, considerable efforts have been made by the Union in this area, including:

- helping developing countries to develop a quality addressing and/or postcode system, by encouraging them to draw up national or regional projects;
- raising the profile of improved address quality, particularly through designing, improving and promoting addressing products and services (POST*CODE) with a view to improving the quality of service of international mail by enabling the senders of postal items to format

addresses as accurately as possible and in accordance with the rules laid down by the Union;

- developing and promoting addressing standards, such as S42 on international address components and formats and P14 on international electronic name and address presentation exchange, working closely with the ISO and the other international, regional and national organizations,

Considering

that many member countries, particularly developing countries, have not yet established a quality addressing and/or postcode system, or have not used them accordingly,

Considering also

the need to include the technical assistance activities regarding the promotion of a quality addressing and/or postcode system for developing countries within the framework of the regional development plan as a means of implementing the Nairobi World Postal Strategy,

Considering further

that profile raising of improved address quality and further development and promotion of addressing standards are vital to improving the efficiency and quality of postal services, to facilitating trade by growing mail, small packets and parcels circulation, to reducing costs for customers, designated operators and other delivery operators as well as transaction costs in a broader economic sense for the provision of public and private services, to contributing to environmental protection by reducing the number of undeliverable postal items, and to facilitating the introduction of more reliable identity verification systems for electronic and online financial transactions,

Convinced

that the further promotion of quality addressing and postcode systems and the profile raising of improved address quality, including the development of addressing standards should be considered as strategically important Union activities,

Urges

the governments of member countries which have not yet established and made effective use of a quality addressing and/or postcode system:

- to take necessary measures to develop a quality addressing and/or postcode system by creating a working structure composed of relevant national authorities, designated operators and any other important stakeholders;
- to allocate the funds necessary to achieving this goal wherever possible and seek necessary funding from international, regional and national aid organizations;
- to cooperate with the Union towards this end, wherever necessary drawing up national projects or taking part in regional technical assistance projects,

Urges also

the designated operators of member countries:

- to actively promote, in cooperation with the relevant national organizations, better quality addressing among customers, particularly by making national postcode files available to them;
- to actively equip themselves, through the increased use of addressing techniques by customers, which includes setting up and maintaining postcode databases to locality and street level and, if possible, to delivery point level, providing the data in both Latin and national characters where necessary;
- to continue to cooperate with the Union's profile-raising activity of improved address quality, particularly by further developing and promoting addressing products and services, includ-

ing the provision to the International Bureau of postcode data and files and other relevant data, wherever possible free of charge;

- to actively participate and implement the S42 and P14 addressing standards, as well as other standards where possible;
- to share, where possible through the Union, with other designated operators practical information on international changes of address, domestic changes of address, mail redirection (moved, not known) data, if possible using a secure Internet domain,

Charges

the Postal Operations Council, in conjunction with the International Bureau, to:

- establish clear policy guidelines for implementing sound addressing systems through a national or regional approach;
- foster continuous dialogue with relevant international donor agencies and other intergovernmental organizations for pursuing consistent, coherent and coordinated addressing system policies;
- seek partnerships with relevant international donor agencies and other intergovernmental organizations in relevant projects aimed at implementing and improving addressing systems at the national or regional level;
- take necessary measures to provide technical assistance to the governments of Union member countries towards the establishment and effective use of a quality addressing and/or postcode system, particularly by developing a national project or participating in a specific regional project;
- take necessary measures to raise the profile of improved addressing quality, enabling the continued development and technological evolution of addressing products and services;
- further develop and promote standards on addressing, with particular attention to the postal sector needs for physical and electronic aspects of addressing, in cooperation with the ISO and other international, regional and national organizations;
- promote, where possible, the practical exchange of information on address changes and any other relevant information, in close cooperation with the Consultative Committee and other appropriate bodies;
- inform and consult the Council of Administration and the Consultative Committee on developments with respect to addressing-related activities,

Charges further

the Council of Administration:

- to assess the economic and social benefits of improved addressing systems;
- to examine the report from the Postal Operations Council to formulate guidelines for achieving the goals set out in this resolution and fund-raising actions, particularly in order to assist developing countries in developing a quality addressing and/or postcode system,

Invites

the Consultative Committee:

- to contribute actively to the achievement of the goals set out in this resolution, including the provision of knowledge and expertise from the perspective of customers and mailers;
- to propose solutions for the funding of projects carried out in this field.

(Proposal 15, Committee 7, 3rd meeting)

Resolution C 33/2008

Action plan for electronic postal services

Congress,

Aware

of the United Nations recognition of the essential role of the postal sector in the development of the information society, to bring the information society to the people and connect the unconnected in order to close the digital divide,

Acknowledging

the economic benefits to member countries, designated operators and other industry stakeholders in the use of ICT in electronic postal services and their contribution towards bridging the digital divide,

Convinced

of the benefit of investment in ICT to strengthen the core business of designated operators and to improve the modernization of the sector,

Noting in particular

the significant investment being made in the postal sector in the application of ICT to the postal business and in the development of hybrid mail and electronic postal services,

Recognizing

the progress made by the Postal Operations Council since the Bucharest Congress on matters relating to the awareness and development of ICT and electronic postal services by its development and approval of a comprehensive strategy for electronic postal services,

Recognizing also

the growth in customer demand for postal services to be available via the Internet in many member countries, and the increasing number of designated operators that provide postal services via the Internet,

Considering

that five programmes of the draft Nairobi Postal Strategy are aimed at transforming and modernizing postal structures and increasing capabilities in the area of E-services,

Urges

governments of member countries to undertake activities aimed at:

- developing a sector strategy for electronic postal services for their country supporting the recognition by the United Nations of the essential role of the postal sector in the development of the information society;
- developing an action plan for the implementation of their E-services strategy which takes into account an increase in the amounts able to be invested in the modernization of postal processes using ICTs;
- exploring the use of ICTs to fulfil universal service obligations;
- increasing the amounts to be invested in network technologies to link all post offices in a global network, for improved security and customer service;
- increasing policy cooperation, technical cooperation and development projects between local Customs, telecommunications and postal agencies in order to strengthen the local economy;
- creating the appropriate regulatory framework to enhance the role of designated operators as trusted third parties in the world of electronic communications, as they are in that of physical communications,

Also urges

governments of member countries to encourage designated operators to undertake activities aimed at:

- developing electronic postal services on both a domestic and an international scale, as a means of bringing about economic benefits and market expansion, and improving the cross-border flow of postal and financial items;
- increasing the use of ICT for the modernization of postal processes, for example, counter automation systems, automated sorting and mailing machines, computer systems for enterprise resource planning, management information systems, and general administration;
- exploring the use of ICTs to fulfill universal service obligations;
- working with the International Bureau to support the development of the .post opportunity in their country which could link all post offices in a global network, for improved security and customer service;
- improving knowledge of the impact of ICT and electronic services on the local market and developing tools to monitor volume growth and quality;
- using post offices as communication centres,

Instructs

the bodies of the Union to:

- establish an E-services group with adequate support from the International Bureau to enable the implementation of the action plan defined in CONGRÈS–Doc 27b;
- provide an adequate framework to support the mobilization of external resources, of a physical, financial and technical nature, to aid in the development of E-services within the Union and with the ICT industry;
- develop critical success factors and establish a related research capability to monitor progress with the deployment of E-services and ICTs and provide benchmarking and best practice information;
- develop a communications programme to inform the sector of E-services, their benefits and industry best practices;
- work with governments and key stakeholders in helping them to develop an E-services strategy and action plan for their country;
- study the implications and potential of the use of electronic postal services to fulfil universal service obligations;
- develop necessary policy and regulations concerning E-products and services in the Acts of the Union;
- continue to define Union standards and/or continue collaboration with other standards bodies in areas affecting ICTs and electronic services, such as hybrid mail, electronic registered mail, secure electronic postal services, .post, E-shopping, and other electronic postal services;
- complete a report which reviews the relevant electronic services standards needs, and propose standards to be developed and their appropriate prioritization;
- promote quality of service and the global interoperability of postal services related to the growth of E-commerce, such as international parcels and express mail, payments, and electronic marketplaces, and address E-commerce market needs from both the buyer's and the seller's standpoint;
- implement greater flexibility in extrabudgetary funding models for postal ICT and E-services developments;

- facilitate and improve the international and cross-border flow of postal items through increased emphasis on electronic activities designated for this purpose;
- foster the establishment of voluntary funds to finance the registration, governance and maintenance of the global trustmarks for electronic postal services;
- establish a group to improve the network connectivity of post offices, connecting other sector networks such as Customs and airlines, and also to govern .post and be responsible for its financing and implementation.

(Proposal 16, Committee 7, 2nd meeting)

Resolution C 34/2008

Work on sustainable development

Congress,

In view of
the positive results of the work of the Sustainable Development Project Group,

Bearing in mind
that sustainable development has become an indispensable element of postal development,

Considering
that there is a need to continue efforts to promote sustainable development and social responsibility in the postal sector by conducting campaigns to raise awareness of environmental issues, developing actions to encourage social dialogue and to protect the health of postal staff, and advocating the adoption of ethical operating practices, and that the activities of the network of national correspondents need to be maintained,

Aware
that cooperation with the specialized agencies of the United Nations, such as the United Nations Environment Programme (UNEP), the International Labour Organization (ILO), the World Health Organization (WHO) and the Joint United Nations Programme on HIV/AIDS is of paramount importance for the achievement of the objectives set in the area concerned,

Convinced
of the need to strengthen relations with the Restricted Unions, and in particular with PostEurop, in order to promote the social responsibility of the postal sector,

Recognizing
the importance of adopting a programme for the postal sector to cut greenhouse gas emissions, in line with the spirit and principles of the United Nations Framework Convention on Climate Change (UNFCCC) and the Kyoto Protocol, with the initial objective of mapping CO₂ emissions, after which the results of the actions put in place to cut these emissions will be measured,

Also recognizing
the need to look after postal workers' health, in particular by implementing a campaign to raise awareness of how AIDS is transmitted,

Taking into account
the urgent need to significantly improve the management of postal services and to strengthen the performance and operation of the postal network in the least developed countries,

Instructs

the Council of Administration and the Postal Operations Council to take the necessary measures to achieve the above-mentioned objectives.

(Proposal 30.Rev 1, Committee 7, 3rd meeting)

Resolution C 35/2008**Relations with the publishing sector**

Congress,

Noting

the activities undertaken during the period 2005–2008 aimed at improving relations between the Union and the publishing sector,

Considering

the changes in the publishing mail markets in the last few years and the importance of good relations between Posts and their customers in the publishing sector,

Further considering

- that publishing mail represents an opportunity for achieving regular, periodic mail volumes;
- that the Union constitutes an appropriate forum for collecting and providing knowledge on the publishing mail market,

Acknowledging

the economic benefits to member countries, their designated operators and other industry stakeholders in fostering the growth of publishing mail for the dissemination of news, information and literature,

Convinced

of the value of strengthening relations with these stakeholders for mutual benefit,

Charges

the Postal Operations Council, in conjunction with the International Bureau, to:

- provide an adequate framework for the continued improvement of relations between Posts and their customers in the publishing sector;
- continue to ensure interaction and coordination with partners in the publishing industry through the dissemination of best practices;
- encourage the development of publishing mail markets as a source of revenue for designated operators;
- develop related activities on the basis of extrabudgetary funds,

Further charges

the International Bureau to assist in managing and implementing the activities covered by this resolution.

(Proposal 34, Committee 7, 2nd meeting)

Resolution C 36/2008

Development of philately

Congress,

Noting

that sales of postage stamps and philatelic products generate significant revenue for many issuing postal authorities, particularly those in developing countries,

Noting further

that the support and involvement of the partners of the philatelic sector and close cooperation between them are integral to the success of philately,

Recalling

that the Bucharest Congress, in resolution C 50/2004, established an action plan for the development of philately because:

- philately constitutes an important part of the business of the Post and provides appreciable support for the Post and for postal development in general;
- postage stamps and philatelic products continue to represent a considerable source of revenue for the Post, both when used for normal postal purposes, and from the commercial and philatelic points of view;
- postage stamps represent a specific brand image distinguishing the postal service from private sector delivery services;
- postage stamps continue to serve as ambassadors for countries and their postal services, both nationally and internationally;
- the increased use of postage stamps by the private sector, particularly the direct marketing sector, and the use of personalized stamps represent additional advantages for the promotion of the postal service,

Aware

that many governments are transforming their designated operators into commercial entities, and introducing competition into the letter-post market, but that few have really considered the question of philately during this process,

Considering

that the experiences of postal enterprises whose governments have already moved in this direction can provide valuable lessons to others,

Recognizing

that the issuing of postage stamps as the symbols and brand image of the country and issuing postal authority calls for particular attention and the designation of a single official authority for this purpose,

Noting with satisfaction

the introduction and development of the world stamp numbering system (WNS) as a tool for registering and verifying legal stamp issues,

Urges

- the governments of member countries to:
 - request issuing postal authorities, when issuing stamps, to take into consideration the needs of consumers of basic postal services and collectors, as well as the social and cultural value of the stamps;
 - give due consideration to regulatory questions associated with stamp issuing and philately, including copyright and intellectual property laws;

- put in place legal mechanisms to guarantee the right of designated operators to issue postage stamps in accordance with the UPU Convention;
 - contribute to the maintenance of tied contributions for the development of philately in order to meet urgent needs, primarily in the area of training,
- issuing postal authorities to:
- participate fully in the world postage stamp numbering system (WNS);
 - monitor the philatelic market to ensure compliance with national laws on the issuing of stamps and to do their utmost to eliminate or prevent abuses;
 - provide the UPU with information at their discretion on the development of the market;
 - adopt and implement best practices to ensure the participation of industry stakeholders at national level and their cooperation and support at international level;
 - participate more in youth philately activities,

Instructs

the Postal Operations Council to:

- pursue dialogue with partners in the philatelic sector and coordinate philatelic development activities;
- continue its work on determining the most effective and efficient means of informing the members and the philatelic industry about postage stamps officially issued by issuing postal authorities;
- continue to promote the application of best practices and sound business principles in the philatelic sector through targeted activities and training;
- pursue the implementation of training programmes for issuing postal authorities, including innovation, techniques for developing the philatelic market, the use of new technologies and improved security techniques for the issue of postage stamps;
- reflect on the creation of a model database for the online sale of postage stamps for developing and least developed countries;
- define a joint strategy with the International Federation of Philately (FIP) to help issuing postal authorities to implement programmes aimed specifically at young people;
- implement a strategy encouraging UPU member countries to include in their annual philatelic programmes global themes requested by United Nations agencies;
- define a flexible and consistent policy within the framework of the philately development plan, so as to preserve the unique characteristics of the postage stamp, protecting its intrinsic collector value and attributes that distinguish it from other forms of postal prepayment;
- adopt flexible and innovative approaches to the marketing positioning of philatelic products, in keeping with the unique profile of the postage stamp as the core philatelic product.

(Proposal 35, Committee 7, 2nd meeting)

Resolution C 37/2008

Counterfeit and pirated items sent through the post

Congress,

Noting

that the postal channel is used, together with other distribution channels, for the sending of counterfeit and pirated items,

Notwithstanding
the work on intellectual property under way at other competent international organizations,

Noting further
that the POC Committee 3 Customs Support Project Group has carried out a study on customs and security-related issues concerning intellectual property matters in the Union,

Realizing
that the results of the study revealed that the designated operators have no legal competence in determining whether an item is counterfeit or whether a customs declaration has been falsely completed,

Considering
that it is the responsibility of the competent national authorities to define counterfeit items in accordance with their national legislation,

Also realizing
that the legislation of member countries on how to deal with counterfeit and pirated items varies from country to country,

Aware
that the above problems cause operational difficulties and legal problems for the countries concerned,

Urges

UPU member countries, in the context of their national legislation, to encourage their designated operators to:

- take all reasonable and practical measures to support Customs in their role in identifying counterfeit and pirated items in the postal network;
- cooperate with the relevant national and international authorities to the maximum possible extent in awareness-raising initiatives aimed at preventing the illegal circulation of counterfeit goods, particularly through postal services.

(Proposal 40, Committee 4, 3rd meeting)

Resolution C 38/2008

The role of the postal sector in the Information Society

Congress,

Noting
governments' commitment at the World Summit on the Information Society (WSIS) to using information and communication technologies (ICTs) to achieve internationally agreed development goals, including those contained in the Millennium Declaration,

Also noting
the commitments within the WSIS outcome documents related to the worldwide postal network:

- the commitment of WSIS stakeholders to "building ICT capacities to improve access and use of postal networks and services" (WSIS outcome paragraph 90h);
- the need to "establish sustainable multi-purpose community public access points, providing affordable or free-of-charge access to the various communications resources, notably the Internet, that should have sufficient capacity to provide assistance to users in post offices, with special emphasis on rural and underserved areas" (WSIS outcome paragraph 10d);

- the necessity to "design specific training programmes in the use of ICTs in order to meet the educational needs of information professionals such as postal workers" (WSIS outcome paragraph 11k);
- that "in disadvantaged areas, the establishment of ICT public access points in places such as post offices can provide effective means for ensuring universal access to the infrastructure and services of the Information Society" (WSIS outcome paragraph 23);
- that "in the context of national E-strategies, ICT connectivity should be provided and improved for all post offices by 2015" (WSIS outcome paragraphs 6d and 9c),

Aware

of the role of the postal sector and the Union as facilitators of E-business as defined in the WSIS outcome (Action Line C7),

Taking into account

that Objective 2 of the draft Nairobi Postal Strategy includes a programme aimed at increasing awareness of the role of the postal sector in the Information Society,

Recognizing

the increased cooperation activities of the Union with organizations such as the World Trade Organization (WTO), the United Nations Conference on Trade and Development (UNCTAD), the International Labour Organization (ILO), the International Organization for Migration (IOM) and the International Telecommunication Union (ITU) that have resulted from the participation of the Union at the WSIS,

Also recognizing

the status of the Union as an official member of the UN Group on the Information Society (UNGIS),

Further noting

the participation of the Union in the ITU "Connect the World" initiative, the Connect Africa Summit and other relevant UN meetings,

Taking into consideration

the role played by the postal sector in E-government facilitation in many countries and its potential role in E-health and E-learning projects and policies,

Noting

the importance of modernizing postal networks – with less than half of post offices worldwide still not connected to the Internet,

Observing

the transforming influence of ICTs on the postal sector,

Invites

all Union member countries:

- to include utilization of postal networks and services when formulating national ICT policies;
- to consider the contribution of the postal network when developing policies and strategies in the area of E-business and E-government;
- to take into account the electronic dimension of postal services when legislating the postal sector;
- to encourage cooperation between postal operators and external partners to enable developing countries to equip themselves with the necessary infrastructure, technology and know-how and thus contribute to reducing the digital divide,

Instructs

the bodies of the Union:

- to support the participation of the Union in relevant Information Society events;
- to encourage the creation of a postal modernization fund aimed at helping the Union and the postal sector fulfil the mandate bestowed upon them by the WSIS;
- to develop policies on the Union's participation in the Information Society,

Charges

the International Bureau:

- to monitor the development of ICT-related products and services by postal operators and to create a comprehensive database in that connection;
- to develop training programmes to educate postal sector workers in the use of ICTs;
- to prepare benchmarks and share best practices in the area of new technologies;
- to develop closer links with the Global Alliance for ICTs and Development and other relevant UN and development organizations as well as with donors to mobilize resources in the implementation of Information Society capacity-building projects in the postal networks;
- to advocate for the role of the postal sector in the Information Society.

(Proposal 14, 6th plenary meeting)

Resolution C 39/2008**Strategic planning activities**

Congress,

Recalling

the progressive establishment of a strategic planning process within the Union, starting with the Declaration of Hamburg in 1984, and continuing with the Washington General Action Plan, the Seoul Postal Strategy, the Beijing Postal Strategy and the Bucharest World Postal Strategy at successive Congresses,

In view of

the report on the implementation of the Bucharest World Postal Strategy (CONGRÈS–Doc 16) and the presentation of the Nairobi Postal Strategy (CONGRÈS–Doc 38),

Aware

of the need for flexible strategic planning in order to guide the Union's activities in a changing postal environment,

Recognizing

that strategic planning helps the postal services of member countries to better meet the needs of their customers,

Noting with satisfaction:

- the steady progress made toward implementing a strategic planning process in the Union that is based on results obtained;
- the continued improvements made to the Union's Programme and Budget, which allows for better and more transparent planning of the Union's activities, in accordance with available resources,

Acknowledging

the work of the combined CA and POC Strategic Planning Group, particularly in the areas of establishing guidelines for the setting of priorities for implementation of the Nairobi Postal Strategy, developing future scenarios for the postal sector, and results-based management,

Urges

member countries to adopt a strategic planning process as a way to provide improved postal services to their citizens,

Invites

member countries to participate fully in the Union's strategic planning process through regular reporting on results obtained in achieving the objectives of the Nairobi Postal Strategy,

Charges

the Council of Administration and the Postal Operations Council, in accordance with the provisions set out in the Union's General Regulations, and, as appropriate, in consultation with the Consultative Committee, with:

- providing advice on current strategic planning methodologies;
- coordinating analysis work, or gathering existing analyses, on the postal environment, with a view to integrating the findings into the Union's strategic planning process;
- continuing to develop, in conjunction with the International Bureau, quantifiable and independently verifiable information, ideally in the form of annual report cards, about member countries' attainment of the objectives of the Nairobi Postal Strategy;
- in conjunction with the International Bureau, regularly updating the Programme and Budget on the basis of results obtained, of the setting of priorities, of available financing and of changes in the postal environment;
- continuing the development of a results-based management concept in its strategic planning process;
- developing and carrying out, in cooperation with the International Bureau, methodologies, including annual or biennial surveys, to seek the views of member countries on the priorities for the strategic plan of the 2012 Congress and all projects, programmes and activities to be included in the 2011–2012 and 2013–2014 Union Programmes and Budgets;
- developing and implementing a methodology for reordering the Union Programme and Budget by priorities, as these priorities are expressed by member countries,

Instructs

the International Bureau, in accordance with the provisions of the Union's General Regulations, to:

- carry out regular monitoring and dissemination of the results obtained through implementation of the NPS, and to make an annual report to the Councils, and a final report to the 2012 Congress, that focus on quantifiable results;
- make use of analyses of the postal environment in order to make proposals to the Councils on the content of the strategic plan;
- prepare, for the Council of Administration and on the basis of directives issued by the Councils, the draft Strategy to be submitted to Congress;
- develop and recommend adjustments to the Programme and Budget.

(Proposal 75 amended by proposal 83, 6th plenary meeting)

Resolution C 40/2008**International law in the field of trade in services. WTO–UPU relations**

Congress,

Conscious

of the influence that developments in the World Trade Organization will continue to have on postal policy making within the Union and at the national level,

Aware

of the fact that certain rules in the field of trade in services within the WTO may already apply to postal services in so far as such services are not provided in the exercise of governmental authority as laid down in article I.3 of the General Agreement on Trade in Services (GATS),

Noting

that services negotiations under the Doha Development Agenda have incorporated discussions on new rules that could relate to postal services, and that the outcome of such discussions may be reflected in the final text of the agreement,

Acknowledging

that cooperation between the Union and the WTO is necessary to ensure coherence between their activities, and that, to this end, the Union became an ad hoc observer of the WTO Council for Trade in Services (CTS) in April 2006,

Convinced

- of the need for the Union to inform its member countries of the implications of World Trade Organization agreements on the postal sector, both at national and international levels;
- of the benefit of harmonizing the interests of the postal sector with applicable rules of other international organizations,

Instructs

the Council of Administration, in conjunction with the International Bureau, and in the context of the Union's ad hoc observer status in the CTS, to:

- monitor developments in the WTO service negotiations under the Doha Round relating to postal services and keep Union members informed of developments in this field;
- provide information, as appropriate, to Union members concerning compatibility between the rules of the Union and those of the World Trade Organization.

(Proposal 47.Rev 1, Committee 3, 5th meeting)

Resolution C 41/2008**Promoting "best practice" experiences on postal regulatory issues**

Congress,

Considering

that, with the fast changing internal and external environment, postal reform in member countries has been accelerated in recent years, and more and more member countries have separated regulatory and operational functions, meaning that ensuring the sustainable development of the postal service in the new environment has become an important issue for the Union,

Recognizing

that member countries' postal reform aims to promote postal development and guarantee the implementation of efficient and accessible universal postal service, so as to better enhance regulatory and operational functions and better adapt the universal service to the demands of the public and of social-economic development,

Also recognizing

that, in the context of the opening up of postal markets, protecting fair competition and improving service quality has become a common concern for governments and regulators, meaning that it is important to exchange regulatory experiences among the postal regulators in different countries worldwide,

Instructs

the Council of Administration, in conjunction with the International Bureau, to:

- organize postal regulation forums or seminars during the annual meetings of the Council of Administration;
- collect and publish each year information related to universal service, postal reform and legislation, as well as market regulation of member countries.

(Proposal 66, Committee 3, 5th meeting)

Resolution C 42/2008

Study on establishing a permanent Universal Postal Convention and Postal Payment Services Agreement

Congress,

Considering

the benefit of ensuring the legal stability of the international postal service between member countries by establishing a permanent Universal Postal Convention and Postal Payment Services Agreement (hereinafter referred to as "Convention" and "Agreement", respectively),

Recognizing

the amount of work of the member countries, due to the present procedure on the Convention and Agreement, which requires the existing Convention and Agreement to be wholly replaced by the new ones adopted at each Congress,

Also taking into account

the time necessary for the member countries to consider the effect of having such a permanent Convention and Agreement,

Instructs

the Council of Administration, in conjunction with the International Bureau, to:

- undertake a study with the purpose of determining whether it would be beneficial to establish a permanent Convention and Agreement;
- draft any proposals that are necessary as a result of the study and submit them to the 25th Congress;
- ensure that all interested member countries have the opportunity to take part in the aforementioned study.

(Proposal 87.Rev 1, Committee 3, 5th meeting)

Resolution C 43/2008**Future work on remuneration systems for letter-post items exchanged between the designated operators of UPU member countries. Coordination of work on remuneration for other types of items**

Congress,

Considering

the mandates given by the Bucharest Congress to ensure that the remuneration systems to be proposed to the 24th Congress promote fulfilment of the obligation to provide universal service and preserve the integrity of the postal network,

Recalling

that the provisions of the Bucharest Convention concerning terminal dues contain transitional arrangements leading to the adoption of a country-specific cost-based remuneration system,

Recognizing

that the financial relations between designated operators should be governed by existing principles and objectives (i.e. based on elements specific to each country and linked to the quality of the services rendered), and should take into account the environment in which the Posts operate, particularly as regards the opening of postal markets to competition,

Noting

the results of the extensive studies on market conditions, country classification, customer needs, quality of service and remuneration conducted by the Council of Administration and the Postal Operations Council in the lead-up to the 24th Congress,

Acknowledging

the positive impact of the linking of terminal dues to the quality of service, with a measurement system that began in 2005 and now has 29 participants from both target and transition countries,

Also acknowledging

that the Union's Quality of Service Fund is an important resource for improving the quality of the letter-post service in developing countries,

Taking into account

regulatory requirements and customer interests,

Mindful

of the need to seek compatibility between the remuneration aspects of letter-post services and the rules of the World Trade Organization,

Recognizing also

the need to review the state of various letter-post services (including letters, small packets, direct access and supplementary services) and product development/enhancement opportunities based on market positioning,

Further acknowledging

that, in order to develop market-oriented letter-post services that are subject to country-specific, cost-based remuneration systems before the end of the transition period, all member countries and/or designated operators need to have, and provide, relevant and reliable information on:

- their domestic market, tariff and cost conditions, with the continuing assistance of the International Bureau in the area of cost accounting development for developing countries;
- the statistical data used to classify member countries,

Also taking into account
the modifications to the terminal dues system adopted by the 24th Congress,

Considering also
that these modifications represent an additional step in the process of bringing a country-specific cost-based system into general use,

Believing
that notwithstanding the provisions to be adopted by the 24th Congress, there is still much to do to provide market-oriented letter-post services which are subject to country-specific and cost-based remuneration,

Recognizing further
that the objective of bringing all member countries into a country-specific, cost-based remuneration system by the recommended deadline of 31 December 2013 cannot be achieved without placing a serious financial burden on some developing countries,

Also believing
that questions regarding the levels of remuneration applied to the different types of postal items exchanged between member countries (letters, parcels, EMS items) are a concern of the Union and that effective coordination will lead to greater consistency of treatment,

Considering further
that the Union's work on remuneration systems should be organized under conditions that will help to contain the associated costs,

Instructs

the Council of Administration:

- to ensure that affordable universal service and the integrity of the postal network are maintained;
- to ensure that, allowing for exceptions, the application of country-specific, cost-based remuneration principles will be universal by 31 December 2017;
- to ensure that, to the greatest extent possible, there is a gradual transition of all countries not presently applying country-specific, cost-based remuneration to this state during the period 2014–2017; to that end, a proposal should be submitted to the 25th Congress taking into account:
 - changes in the market, including the regulatory and postal environment, at national and international levels;
 - the experience gained from the transition of countries in 2010 and 2012, and the market, customer and financial impacts involved;
- to formalize the process of collecting the following national data:
 - applicable tariffs;
 - statistical data used for classification;
 - delivery standards for inward mail and the corresponding quality targets;
- to approve the terms of reference of a Postal Operations Council study to establish the relationship between domestic tariffs and the cost of processing inward international mail,

Also instructs

the Postal Operations Council to carry out the following work:

- Letter-post market and remuneration systems:
 - conduct a study to review the market conditions, including relevant economic studies such as comparative price levels and price elasticities, with special focus on product

segmentation; the results of the study should be available by the end of the first year of the cycle;

- assess the impact on markets and on designated operators of the new terminal dues rates implemented by the 24th Congress;
- identify the improvements required to the current remuneration system in order to meet the needs of the market and of member countries;
- propose remuneration for other supplementary services (e.g., registered and insured letters);
- conduct a study for modelling the relationship between domestic tariffs and the cost of processing inward international mail, and propose to the 2012 Congress a methodology for applying the resulting rate(s) at national, regional or worldwide level;
- determine whether it is appropriate to devise a formula for converting the domestic tariffs of the destination country into terminal dues rates and, if so, devise such a formula, taking into account, where applicable:
 - a multiple-tariff referencing system in order to develop an accurate linearization methodology and business rules to produce terminal dues rates that are closest to actual costs; and
 - the special situation of countries whose domestic tariffs are set on a social basis and do not cover the costs of providing inbound letter-post delivery services;
- review and update the postal development indicator for all member countries;
- conduct a study of the cost of handling inbound mail during 2009 and 2010; if this study reveals a percentage different from the 70% set out in Convention article 29.2, the POC may consider revising the percentage applied for 2012 and 2013;
- review whether it is appropriate to adjust the 100-tonne threshold for the application of the revision mechanism as set out in article 30 of the Convention and, if so, make a recommendation on this adjustment;
- Statistics, accounting and operations:
 - develop and promote automated statistical, accounting and operational systems that can lead to economic and commercial improvements to remuneration systems;
 - further develop the statistical, accounting and operational procedures for direct access;
- Quality of service link:
 - continue to implement the link between quality of service and terminal dues on the basis of principles established by Congress and ensure that appropriate and affordable monitoring systems are available;
 - propose tools to assess the performance of quality of service measurement systems against fixed objectives (cost, reliability, return on investment);
 - propose a timetable for the participation of designated operators in the measurement system based on Congress decisions regarding classification;
- Direct access:
 - review the conditions for offering this service;
- Internal air conveyance dues:
 - review whether it is appropriate and, if so, how to incorporate internal air conveyance dues into base letter-post remuneration, to allow this remuneration system to be eliminated;
 - report the study results to the next Congress and recommend any necessary changes;

- Quality of Service Fund:
 - ensure that appropriate levels of contribution are assigned to the countries most in need;
- Report to the Council of Administration on progress with the terminal dues work.

(Proposal 25.Rev 1, Committee 5, 4th meeting)

Resolution C 44/2008

Continuation of universal postal service activities after the 24th Congress

Congress,

Reaffirming

that the mission of the Union is to stimulate the sustainable development of efficient and accessible universal postal services of quality in order to facilitate communication for every citizen in the world,

Recognizing

that one of the most important objectives of the UPU Nairobi Postal Strategy is to promote a universal postal service adapted to the social, economic and technological environment,

Considering

that actions to facilitate access to the postal service support the efforts of the international community to tackle poverty, since they provide more opportunities, more independence and more security for the poor,

Recognizing

the role of the Union as a specialized agency of the UN to actively develop various activities with a view to sharing responsibility for achieving the United Nations Millennium Development Goals by 2015,

Also recognizing

that the Post plays a pivotal role in a nation's economic development by providing a basic infrastructure for communication and distribution of goods, thus contributing to the development of the world economy,

Instructs

the Council of Administration, in cooperation with the Postal Operations Council and the International Bureau, to continue the following activities concerning the universal postal service after the 24th Congress:

- conduct studies with a view to understanding the options for financing the universal postal service, particularly in an environment characterized by the gradual liberalization of the postal market, and communicate the study results to all Union member countries;
- promote "best practice" experiences gained by member countries in their provision of sustainable postal services, in terms of governance and particularly by combining new technology with the postal network and services;
- develop projects to help member countries or regional groups to define a sustainable universal postal service taking into account various indicators;

- continue to monitor, on a yearly basis, the progress made by member countries and their designated operators in providing the universal postal service, using a monitoring/measurement system for the application of standards in the five main areas of the universal postal service, and inform Union member countries on a regular basis of the evolution of the universal postal service in the different regions of the Union.

(Proposal 02, Committee 3, 5th meeting)

Resolution C 45/2008

UPU Global Monitoring System (GMS)

Congress,

Confident

that improvement of international postal service quality is of primary importance for the Universal Postal Union,

Taking into account

- the decision of the Beijing Congress to develop an operational and implementation plan to link quality of service to terminal dues, in conformity with the conditions of each designated operator, for the purpose of improving the quality of the international postal service;
- the decision of the Bucharest Congress to implement the link between quality of service and terminal dues, and in particular to see to it that appropriate monitoring systems are made available;
- the decision of the Bucharest Congress to evaluate the quality of service measurement systems and propose the necessary improvements to enable the maximum number of countries to participate,

Convinced

that the system for monitoring quality of service results, which will form the basis for the terminal dues remuneration, should be uniform, credible and accessible to all designated operators of Union member countries,

Recognizing

that this system shall be based on external measurements, with testing independent of designated operators,

Aware

that the results of the monitoring system will enable designated operators to take appropriate actions to rectify weaknesses identified in their operations to improve quality,

Also recognizing

the need to evaluate the achievements of designated operators in implementing projects financed through the Quality of Service Fund,

Noting

the need to supplement the provisions of the Letter Post Regulations, particularly the part dealing with performance indicators and the monitoring system,

Taking note of

the UPU Global Monitoring System (GMS) design as set forth in the technical specifications developed by the Bucharest Postal Operations Council,

Further recognizing

that the key principles of the GMS are that the system should be:

- customer-driven;

- globally applicable;
- affordable;
- transparent;
- sufficiently accurate and reliable;
- external to UPU members;
- diagnostic;
- locally relevant;
- continuous,

Also noting

that the GMS can be used by designated operators as the core system for monitoring service quality and quality of service linked to terminal dues, and can also serve as a tool for evaluating the achievements of designated operators in implementing projects financed through the Quality of Service Fund,

Instructs

the Postal Operations Council:

- to develop and pursue a GMS pilot programme in order to test the technical specifications and make appropriate revisions, in accordance with the findings and the input of the member designated operators;
- to coordinate agreement on the GMS ready for implementation, taking into account the Congress decisions on the transition of countries to the target system;
- to continue refinement and development of the technical design, financing arrangements, governance structure, legal issues and other elements needed for implementing the GMS;
- to ensure that the GMS can be used for the quality of service terminal dues link;
- to implement the GMS as a Union global system,

Also instructs

the International Bureau, to lend its full support to the effective implementation of the GMS,

Encourages

designated operators to participate in the implementation of the GMS.

(Proposal 45, Committee 7, 5th meeting)

Resolution C 46/2008

Survey on quality of service programmes

Congress,

Bearing in mind

that the International Bureau, through its Quality of Service Unit, serves as a key resource for member countries and their designated operators in improving their quality of service,

Noting

that the success of the quality of service programmes carried out by the Quality of Service Unit depends on the resources available to it, which are limited,

Aware

that the Global Monitoring System, and new quality of service programmes regarding parcels, will require significant resources to plan, implement and maintain,

Taking into account

that the current quality of service programmes cover a wide range of projects that include continuous testing, sequential testing, consultancy missions, quality certification and pilot projects,

Informed

that available data show that member countries do not take full advantage of the performance results provided by the International Bureau regarding end-to-end quality of service measurement,

Considering

that by far the most important objective of the Nairobi Postal Strategy is "enhancing quality of service and efficiency of the postal network",

Convinced

that successful implementation and management of the Global Monitoring System will require urgent prioritization of available resources,

Recognizing

that the capabilities of the Global Monitoring System may replace those of current quality of service testing programmes,

Instructs

the International Bureau:

- to issue a survey to seek the views of member countries and their designated operators about whether the current quality of service programmes managed by the International Bureau meet their needs and which programmes are most beneficial;
- to make recommendations to the 2009 Postal Operations Council, based on the results of the survey, about which quality of service programmes should be maintained and how those to be maintained should be prioritized.

(Proposal 53.Rev 1, Committee 7, 5th meeting)

Resolution C 47/2008

Cooperation with the airline industry

Congress,

Recalling

that the cooperation between the Universal Postal Union and the International Air Transport Association (IATA), which has existed for more than half a century, is in the best interests of both organizations,

Aware

that the Union signed a new Memorandum of Understanding (MOU) with IATA in March 2007, laying a strategic and solid partnership between the two organizations,

Noting

that a comprehensive Airmail Work Plan has been designed by the IATA-UPU Contact Committee in the light of the above MOU,

Noting also

that studies are being carried out by the IATA–UPU Contact Committee to realize the objectives set out in the Airmail Work Plan,

Considering

that efforts to speed up and simplify the transmission and handling of airmail should be continued,

Realizing

that airlines and designated operators should focus more on standardization and an increased use of electronic data interchange (EDI) to improve the quality of service and security of international mail,

Recognizing

that the rapid and reliable movement of mail and the consistent and accurate reporting of mail movement status are in the common interest of both designated operators and airlines,

Certain

that the important work being undertaken by the IATA–UPU Contact Committee will yield beneficial results for both organizations, thus bringing about qualitative changes in the airmail sector,

Charges

the Postal Operations Council to continue collaboration with the airline industry, to find common opportunities for improvement and to undertake new initiatives.

(Proposal 55, Committee 7, 5th meeting)

Resolution C 48/2008

Communication of quality of service measurement results to member countries

Congress,

Bearing in mind

the work accomplished by the Strategic Planning Group to develop report cards that show the degree to which member countries and designated operators have achieved the objectives of the Nairobi Postal Strategy,

Taking into account

the fact that a central purpose of these report cards is to indicate, in quantifiable terms, progress made by individual member countries in implementing the Nairobi Postal Strategy, and that the measurements of the quality of service attained by designated operators of destination in delivering inward letter-post and parcel-post items are key indicators for this purpose,

Recognizing

that quality of service measurements form, in part, the basis for terminal dues payments for letter-post items provided for in the Universal Postal Convention,

Aware

that serious efforts are underway to develop methodologies to link quality of service measurement results and inward land rates for parcels,

Noting

the considerable financial and management resources invested by the Union to develop and deploy systems to measure quality of service,

Convinced

that the publication of measurement results is essential to ensure transparency and produce tangible evidence that the investments made to measure quality of service contribute to the overall improvement in quality,

Instructs

the Council of Administration and the Postal Operations Council to:

- determine the most appropriate manner to publish the results of letter-post and parcel-post quality of service measurements attained by individual designated operators of destination in accordance with the provisions of the Universal Postal Convention; and
- decide whether these results should be published in the annual report cards on implementation of the Nairobi Postal Strategy.

(Proposal 57.Rev 1, Committee 7, 5th meeting)

Resolution C 49/2008

Border control

Congress,

Noting

that not only Customs, but also other border agencies may be involved in the control of items at a country's borders,

Considering

that the word "Customs" as used in article 18 of the Universal Postal Convention as well as in the Letter Post and Parcel Post Regulations is to be interpreted in a wide sense and is to cover all officially authorized border agencies associated with the control of postal items at a country's borders, in accordance with the national legislation of each country,

Recognizing

the need to identify these agencies and their competence as specified in the national legislation of each country,

Invites

the member countries to provide the International Bureau with information about the competencies of their border agencies,

Instructs

the International Bureau

- to maintain a global register of the responsible agencies of each country;
- to insert appropriate comments under article 18 of the Convention and under the relevant articles of the Regulations.

(Proposal 68, Committee 7, 5th meeting)

Resolution C 50/2008**Use of Internet-based letter post inquiry processing software**

Congress,

Conscious
of the need to process letter-post inquiries at the speed required by customers,

Having noted
that the standard means of transmitting customer inquiries do not meet existing needs in terms of speed,

Considering
that the Internet is extensively used as a working tool at all levels worldwide,

Instructs

the Postal Operations Council:

- to conduct a study with a view to introducing letter-post inquiry processing software that incorporates the CN 08 forms provided by countries (of origin and of destination) and generates periodic reports and statistics that will allow the inquiry processing times of designated operators to be measured;
- to ascertain whether new software needs to be developed, or if the technological platform could be shared with an existing system;
- to propose a solution for designated operators wishing to use a system with the above-mentioned features,

The system adopted should allow:

- a inquiry-processing times to be shortened;
- b inquiry response times between designated operators to be monitored, which would prevent the payment of excessive amounts in compensation solely in order to comply with deadlines but without resolving the inquiry;
- c undue recourse to compensation to be monitored, and a record to be kept of individuals/institutions that make abusive use of the compensation mechanism.

(Proposal 78, Committee 7, 5th meeting)

Resolution C 51/2008**EMS Cooperative**

Congress,

Recognizing

- that EMS is offered, on the basis of article 14 of the Universal Postal Convention, and the EMS Standard Agreement (CONGRÈS–Doc 26), by the great majority of designated operators of member countries and territories as an integral element of the postal offer effectively complementing the traditional range of letter-post and parcel-post services;
- that EMS has considerable commercial and strategic importance for postal services and for their customers;
- that in most member countries and territories EMS is the only practical and affordable means of providing universal access to international express services for the private customer and many small enterprises,

Noting

the progress and achievements of the EMS Cooperative, as a structure within the POC, providing a global focus to allow the worldwide EMS network to better meet the needs of postal customers,

Accepting

the need for the Union to continue to support ongoing EMS activities, particularly for those Union members that are not members of the EMS Cooperative,

Acknowledging

that the EMS Cooperative is financed by its members and that it pays for all EMS programmes and activities, including all direct staff costs, from its own budget,

Further acknowledging

that non-members of the EMS Cooperative also benefit directly from the programmes and developments of the EMS Cooperative,

Decides

to continue to finance, through the Union budget, the institutional and other support costs of maintaining the EMS Unit at the International Bureau. The costs to be supported shall include those for the accommodation of the EMS Unit (at its current staffing level); its office and IT services; logistic support – including production and distribution of documents; translation and interpretation for Union meetings; personnel and financial management support; legal advice, and any other costs incurred by the International Bureau in respect of the EMS Unit which are not currently allocated to EMS chapters in the Union's Programme and Budget,

Charges

- the EMS Cooperative, under the POC:
 - a to maintain within the framework of the UPU strategy its responsibilities for all operational, commercial, technical and economic matters concerning EMS, having authority to make and amend EMS recommendations and establish EMS standards in all these areas, taking into account directives from the Union bodies;
 - b to present an annual report to the POC and, where appropriate, to the CA;
- the POC to present a report to the next Congress on the progress of EMS activities and their financing,

Instructs

the International Bureau to:

- a continue to provide the EMS Unit (at its 2003 staffing level) with office accommodation, furniture and equipment, free of any rent or other accommodation charges;
- b continue to provide support to the EMS Cooperative by covering all its institutional and other support costs as specified in this resolution, without cost to the Cooperative;
- c ensure that designated operators which are not members of the EMS Cooperative continue to benefit from established Union EMS programmes and publications;
- d continue to promote EMS activities for those designated operators which are not members of the Cooperative.

Asks

member countries and territories whose designated operators are not EMS Cooperative members to join the Cooperative on the basis of the excellent results achieved (see CONGRÈS–Doc 26).

(Proposal 84, Committee 7, 5th meeting)

Resolution C 52/2008**Quality of Service Programme for 2009–2012**

Congress,

Considering

the improvement of international postal service quality to be a key objective for the Union,

Taking into account

- the encouraging results achieved by implementing the Quality of Service Programme 2005–2008;
- a number of problems observed with the results of the implementation of resolution C 29/2004, including the fact that the worldwide aggregate results for the J + 5 standard and the 65% performance target were misleading (instability of the links to be tested), and the inconsistency in the number of days required by the different mail distribution networks for the end-to-end transmission of mail);
- the need to set a service standard and quality target in the international quality of service field;
- the fact that the customer's main focus is on reliability,

Noting

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

Decides

- to implement a Quality of Service Programme for the period 2009–2012 as set out in CONGRÈS–Doc 21a;
- to set the global quality of service standard at J + 5 (the fifth working day after the day of posting) and the target for attainment of this standard at 80%, which should be achieved by 2012 by progressively raising the annual target;
- that this standard and target shall apply to the international priority letter post between those areas and/or cities that are most important in terms of international postal exchanges in each member country,

Instructs

the Postal Operations Council, in cooperation with the Council of Administration, the Consultative Committee 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 submit a report on its execution to the next Congress;
- establish a bottom-up approach based on process mapping in order to set bilateral and regional service standards for all member countries in order to maximize involvement and commit themselves to the work necessary to reach the agreed standard and target;
- weight and aggregate the bilateral and regional service standards, quality targets and measurement results to truly reflect the performance of the bilateral links within the region as well as global Union performance;
- organize and coordinate continuous measurement of compliance with the service standard and quality target,
- set appropriate targets for 2009, 2010 and 2011 with a view to achieving 80% by 2012,

Urges

- a governments and regulators to:
- provide active support for the implementation of the Quality of Service Programme;
 - set national quality standards;
 - ensure compliance with these standards by the designated postal operator;
 - define conditions for compliance with the worldwide quality standard;
 - participate in the activities of the Union and Restricted Unions in the field of quality of service,
- b the designated postal operators to:
- actively participate in implementation of the Quality of Service Programme;
 - do their utmost to improve the quality of the postal services offered;
 - set bilateral and regional service standards and quality targets;
 - continuously measure compliance with these bilateral and regional service standards and quality targets, through at least one of the tests organized by the Union or by the Restricted Unions, or on the basis of bilateral and multilateral agreements;
 - continuously analyze the results of these tests and take measures to help achieve the objective of compliance with these bilateral and regional service standards and quality targets;
 - use the country-specific and regional measurement reporting as a tool for quality analysis and improvement,
- c the Restricted Unions to:
- participate in the activities initiated in the framework of the Quality of Service Programme;
 - coordinate the setting of the bilateral and regional service standards and quality targets;
 - lend their support to regional actions to improve compliance with these bilateral and regional service standards and quality targets.

(Proposal 85, Committee 7, 5th meeting)

Resolution C 53/2008**Future strategy and activities of the Telematics Cooperative and its financing**

Congress,

Recalling:

- resolution C 27 of the 1994 Seoul Congress, resolution C 52 of the 1999 Beijing Congress and resolution C 66 of the 2004 Bucharest Congress concerning Union activities in the field of EDI exchanges from 1995 to 2008;
- the success of telematics activities since 1994;
- the widespread adoption of Postal Technology Centre (PTC) software among all members, from the least developed countries to the industrialized countries,

Bearing in mind

the report of the Postal Operations Council concerning Union telematics activities (CONGRÈS-
Doc 25a),

Aware:

- of the strategic importance of Union telematics activities for all Union member countries;
- that the telematics network infrastructure and activities are crucial for further improving postal products and services, for maintaining a quality universal service obligation, for further postal developments in the information society, for reducing the digital divide between members and for helping to solve some important problems such as the future universal service and the question of remittances for migrant workers;
- that, to be most effective, the use of technology has to be embedded in a common approach of business, operational and technical measures combined with a continuous evaluation and improvement cycle,

Noting:

- that a Telematics Cooperative was established within the POC with the aim of developing synergies between Posts and stimulating the development of the postal service through the use of modern technologies;
- that an electronic network infrastructure and state-of-the-art IT solutions owned by the Union and affordable for all members ensures electronic exchange capability between all members and the automation of important postal operational processes irrespective of their postal development status, and hence provides the possibility of further quality and service enhancements of postal services that would not otherwise be possible;
- that for all data transported through the Union's electronic network and processed by its own solutions on its own premises, confidentiality and protection are guaranteed;
- that the Union's electronic network infrastructure and software solutions have open interfaces to guarantee interoperability with other postal networks and systems;
- that the Telematics Cooperative is carrying out significant work to support members not only in areas closely related to the use of PTC software but also in the field of operational consulting and EDI monitoring to maintain and improve electronic infrastructure, alert members of exchange problems, and improve operational processes, quality of service and performance of postal operations, mainly in the developing and least developed countries;
- that the work in the advanced electronic services (AES) area also ensures know-how transfer, which promotes the availability of new technologies for all members, such as S43 and EPCM, RFID standards, E-shopping, global hybrid mail and the .post electronic infrastructure allowing for electronic delivery of universal services;
- that the Telematics Cooperative is supporting the IB in strategic areas such as the development of EDI standards, relations with important postal partners such as airlines (IATA), Customs and other international organizations, and the Union's involvement in the information society,

Further noting:

- the inability of the Telematics Cooperative to finance tasks not directly related to development, deployment, operation and support of PTC software solutions from fees received for product maintenance, network services, assistance missions, product development or the member contributions;
- the attractiveness of the postal market for venture capital and other market financing mechanisms for investments in global postal services;
- that the required funds to enable research, development and commercialization of new high-potential postal products and services may need to come from external resources,

Considering:

- the digital divide in terms of operational development and differences in the development levels of members;

- the large number of designated operators that have willingly joined the Telematics Cooperative,

Recognizing:

- the achievements of the Cooperative to date and its efforts aimed at improving and developing postal services (CONGRÈS–Doc 25a);
- that the strategy of the Telematics Cooperative (CONGRÈS–Doc 25b) is closely linked to the Nairobi Postal Strategy and that the activities of the Telematics Cooperative are essential for the implementation of the Nairobi Postal Strategy,

Convinced:

- that the development gap can be reduced by:
 - making the same state-of-the art IT solutions and infrastructure usable by, and affordable to, all members;
 - providing ongoing support and advice on business and operational matters;
 - providing a worldwide electronic infrastructure such as .post to give every citizen and small, medium or large business the possibility of participating in global trade without discrimination and in a trusted environment verified by the Union members' designated operators;
- that the Telematics Cooperative will do all it can to considerably speed up the introduction of telematics and other technologies designed to improve communications between designated operators and their partners, narrow the technology gap between them and with other market players, raise the quality of the international postal service and facilitate the expansion of current services and the development of new ones,

Decides:

- to approve the strategy of the Telematics Cooperative 2009–2012 (CONGRÈS–Doc 25);
- to continue to finance, through the Union budget, the institutional costs connected with maintaining the PTC at the International Bureau (IB), which cover use of the PTC's premises, the PTC's administrative and logistical services, including translation services, interpretation services during UPU meetings, the production and dispatch of documents, staff management and financial management, and legal services;
- to finance Telematics Cooperative activities not closely linked to the use of PTC standard software but supporting business development, operational process improvement, quality initiatives, adoption of new technologies, development of postal products, standards and other support tasks for the IB,

Charges

- the POC:
 - with assuming competency for all strategic, operational and technical matters concerning Telematics Cooperative activities;
 - with presenting a report to the next Congress on the progress of telematics activities;
- the Telematics Cooperative with assuming competency for strategy execution, operation, and technical and economic telematics aspects, giving it the authority to make and amend telematics recommendations,

Further charges

- the CA with supervising Telematics Cooperative finances through the examination and approval of the IB budget and annual accounts;
- the CA with presenting a report to the next Congress on the financing of the Telematics Cooperative;

- the Telematics Cooperative with presenting an annual report to the POC and the CA;
- the CA with supporting arrangements that will allow the Telematics Cooperative to fund development projects such as .post, PREM (postal registered e-mail), etc.,

Instructs

- the International Bureau:
 - to maintain the Postal Technology Centre as a service provider with responsibility for implementing the strategies approved by Congress and by the Telematics Cooperative in the field of telematics and technology;
 - to continue providing financial support to the Telematics Cooperative in line with resolution C 66/2004;
 - to support policy developments and arrangements required to enable the use of external financing of developments in the area of E-services;
 - to ensure relevant cooperation between Telematics Cooperative activities and IB processes and programmes;
 - to continue to promote the activities of the Telematics Cooperative and encourage designated operators to join it and to contribute actively to its activities,
- the Telematics Cooperative:
 - to cooperate closely with the IB in order to make the most efficient use of available resources and expertise,

Invites

the CA to co-finance the Telematics Cooperative by covering Telematics Cooperative costs which are related to the IB support activities.

(Proposal 44, Committee 7, 5th meeting)

Resolution C 54/2008

Postal air waybill numbers

Congress,

Reiterating

its considerations and its will expressed in resolution C 33/2004,

Aware

that information technology developments combined with stringent operational processes now enable traceability of postal receptacles during their end-to-end international transportation,

Highlighting

the fact that postal receptacles' traceability during their end-to-end international transportation is a determining factor in the improvement of service quality and security for postal consignments,

Noting

- that the IATA-UPU Contact Committee has approved the use of the postal air waybill number combined with a product code enabling the identification of postal consignments and the application of processes that are specific to them;
- that the work of the IATA-UPU Group on EDI issues has led to the adoption by the Standards Board of standard M39 on EDI messages exchanged between designated operators and between these operators and air carriers;
- that standard M39 allows the exchange of postal air waybill numbers between stakeholders;

- that designated operators which modified their CARDIT system to include the postal airway bill number and product code to enable the identification of postal consignments can receive the relevant tracking data on the aforementioned topics from the airlines concerned,

Also noting

- that the use of postal air waybill numbers combined with the postal product code enabling the identification of postal consignments and the application of processes that are specific to them is a beneficial element in the interoperability of air transportation systems;
- that it affords uninterrupted traceability in cases where successive flights of the same airline or of different airlines are used;
- that it also enables the booking of capacity with air carriers, thus contributing to the sustainable availability of transport capacity which enables the reliability of postal flows;
- that it will also help to bring about paper-free transport of postal consignments in the future. In the effort to realize paper-free transport of postal consignments in the future, securing a clear record of each delivery is indispensable,

Convinced

- that the use of postal air waybill numbers combined with the postal product code will only produce its full benefits if all stakeholders in the international postal flow processing chain are able to use this number and this code to identify postal consignments as such in order to apply the required processes and if the various authorities concerned facilitate this use;
- that the designated operators would, in their contacts with customs authorities and border protection agencies or any other agency taking part in the postal processing chain in their respective countries, benefit from resolutions taken by the main international organizations involved with international air transport,

Endorses

the results of the work of the IATA–UPU Contact Committee, the IATA–UPU Group on EDI issues and the Standards Board concerning the use of postal air waybill numbers combined with the postal product code,

Invites

designated operators to use postal air waybill numbers combined with the postal product code with a view to improving traceability of postal flows,

Urges

member countries:

- to inform their respective authorities involved in the postal flow processing chain about the use of postal air waybill numbers combined with the postal product code and to ask them to make the necessary arrangements to facilitate this use;
- to encourage the international organizations, whether with regional or worldwide coverage, in which they are involved, to acknowledge the use of postal air waybill numbers combined with the postal product code and to facilitate this use by all operators concerned,

Instructs

- the Postal Operations Council:
 - in close cooperation with the IATA–UPU Contact Committee and the WCO–UPU Contact Committee, and with the support of the International Bureau, to undertake all necessary discussions with the World Customs Organization (WCO), with a view to obtaining from the latter acknowledgement of the use of the postal air waybill number combined with the postal product code, in addition, as the case may be, to the usual

practices for postal identification and processing, without this use causing any change in the applicable customs procedures;

- in close cooperation with the IATA–UPU Contact Committee, and with the support of the International Bureau, to undertake all necessary discussions with the International Civil Aviation Organization (ICAO), with a view to obtaining from this organization acknowledgement of the use of the postal air waybill number combined with the postal product code, in addition, as the case may be, to the usual practices for postal consignments identification and processing, ensuring that this use does not interfere with the postal legal status;
- the IATA–UPU Contact Committee:
- in close cooperation with the International Bureau, and in the light of the Memorandum of Understanding signed between the UPU and the International Air Transport Association (IATA), to undertake all necessary discussions with IATA, with a view to disseminating information about the postal air waybill number combined with the postal product code to its members and promoting its use by them,

Decides

that any change to the UPU Regulations related to the exchange of international postal flows must lead to the gradual elimination of the use of paper-based documentation and promote procedures based on electronic data capture and electronic data interchange (EDI),

Consequently instructs

the Postal Operations Council to ensure strict enforcement of the aforementioned decision.

(Proposal 62.Rev 1, Committee 7, 5th meeting)

Recommendation C 55/2008

Developing closer relations with international, regional and national organizations for practical cooperation projects in postal sector development in the field of information and communication technology (ICT)

Congress,

Endorsing

the work done by the POC Electronic Products and Services Group in studying and analyzing in detail the benefits of expanding the offer of postal products through the use of new technologies and preparing a report to Congress on future activities to be considered,

Noting

the progress made by the Telematics Cooperative's Advanced Electronic Services User Group in developing new technology tools, including a sector standard for secure Internet communication and an electronic infrastructure for authenticated postal services, to help modernize designated operators,

Welcoming

the efforts made by various international, regional and national organizations in endeavours such as eProcurement, eHealth and eParticipation, which stress the importance of adopting new technologies for improving postal sector efficiency and effectiveness,

Taking into account

that if greater cooperation is developed, the implementation of specific programmes by various international, regional and national organizations in the area of new technologies could benefit member countries and their designated operators, and have a greater effect on a broader scale for

all postal exchanges (letters, parcels, financial services, digital postal service) among member countries,

Recognizing
the limited financial and human resources available to the Union for undertaking specialist digital postal projects,

Also recognizing
the substantial human and financial resources available in various international, regional and national organizations for developing and modernizing postal markets,

Recommends

that the bodies of the Union, with assistance from the International Bureau:

- study ways to improve cooperation with various international, regional and national organizations, including the possible creation of a permanent liaison between them and the Union;
- engage in practical discussions with various international, regional and national organizations on cooperative activities for market development in E-services areas seen as a priority by member countries.

(Proposal 90, Committee 7, 5th meeting)

Resolution C 56/2008

Expanded use of electronic data interchange (EDI)

Congress,

Bearing in mind
that expeditious customs clearance of postal items is essential to the overall quality of international postal services,

Taking into account
the fact that the submission of information about postal shipments in electronic form to customs authorities in advance of shipment can significantly accelerate the clearance of postal items,

Conscious
that service and efficiency improvements can be achieved if designated operators of origin and destination transmit data on inbound and outbound international postal items, for the purposes of customs clearance, in advance of receipt or dispatch of the items,

Aware
that governments of many Union member countries are liberalizing their postal markets, as a result of which possible differences between customs clearance procedures for designated operators and integrators may come under increasing scrutiny,

Acknowledging
that in liberalized markets, designated operators may find it advantageous to collaborate with, and use the services of, private sector commercial operators for the delivery of postal items,

Realizing
that expanded use of EDI messages to transmit customs data on postal items can create the conditions under which the customs clearance regulations are applied in the same manner to both postal shipments and similar shipments carried by private sector delivery firms,

Observing

that the rapid developments in technology in the postal sector are placing increasing pressure on designated operators to implement the transmission of customs data on international postal items,

Convinced

that increased use of electronic transmissions of customs information on postal items from designated operators to customs authorities can not only become a valuable tool for combating terrorism and other threats to the security and safety of international mail exchanges, but can also improve operations, reduce administrative costs and facilitate assessment procedures,

Mindful

of the close cooperation between the Universal Postal Union and the World Customs Organization to align the import and export of mail with the guidelines outlined in the Framework of Standards to Secure and Facilitate Global Trade,

Pleased

to note that the Postal Operations Council, through the work of the EMS Cooperative, the Parcels Group, the Telematics Cooperative and the Postal Security Action Group, has developed, deployed and promoted applications and actions to expand the transmission of data concerning international mail exchanges,

Understanding

that designated operators have disparate levels of resources, expertise, hardware, and manpower with respect to implementing electronic customs manifesting,

Also mindful

of the mission of the UPU "to stimulate the lasting sustainable development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world",

Further mindful

of the importance of data and privacy protection in view of the long-standing reputation of the Posts as guardians of the integrity of the mail,

Instructs

the Postal Operations Council to:

- develop and maintain standards consistent with best practices and privacy obligations or national legislation in connection with data protection and postal secrecy for UPU-Customs EDI messaging, through the Standards Board, in cooperation with the World Customs Organization,
- promote, in cooperation with the World Customs Organization, the use of EDI transmissions between designated operators and from designated operators to local customs authorities for the clearance of postal items,
- draw up a plan involving the relevant POC groups and in consultation with the UPU-WCO Contact Committee for the implementation of transmission of EDI customs messages on postal items in a phased-in manner, to be determined after appropriate study, including identifying products, types of mail impacted, customer and operator capabilities, operational impacts, and performance measures.

(Proposal 91, Committee 7, 5th meeting)

Resolution C 57/2008**Consultative Committee – improving the integration of CC members and further strengthening their role in all UPU activities**

Congress,

Recalling

that the Bucharest Congress created the Consultative Committee with the aim of providing the UPU with a framework for effective dialogue between stakeholders,

Noting

that the Consultative Committee has made remarkable contributions in various areas of UPU activities – regulatory, operational, technical and strategic,

Recognizing

that there is a strong willingness for CC members to participate in and contribute to the work of the UPU, thus contributing to the attainment of the UPU goals and mission,

Convinced

that the UPU as a whole would benefit from increased participation by representatives from the wider postal sector,

Convinced further

that it would be beneficial for the UPU to reinforce the concept of public/private partnership within the activities of the Union,

Acknowledging

the need to improve the integration of CC members and further strengthening their role in all UPU activities,

Taking into account

the results of studies on UPU reform, particularly concerning the Consultative Committee, carried out by the Structure and Constituency of the Union Project Group and Committee 1 of the CA, with the support of the International Bureau,

Instructs

the Council of Administration, in cooperation with the Consultative Committee and with the support of the Postal Operations Council and the International Bureau:

- to study ways of strengthening the role and contribution of the Consultative Committee in UPU activities, particularly concerning the following questions:
 - a to further enlarge the membership of the CC, in order to allow for broader representation throughout the entire postal sector and better worldwide geographic representation;
 - b to clearly define the roles and responsibilities of the three members representing each Council (CA, POC), in relation to the CC and to the Council they represent;
 - c to encourage additional voluntary contributions from CC members, in kind or financial, for conducting a specific project or study;
 - d to further increase CC members' level of financial contributions to the UPU budget;
 - e to set up a system of coordination between the CC and both the Council of Administration and the Postal Operations Council, with the support of the International Bureau, which promotes and strengthens CC members' participation in all UPU activities, particularly at the beginning of a new cycle,
- to formulate proposals based on the results of the study for submission to the next Congress; and

- to put in place, where necessary and possible, certain measures prior to the next Congress.
(Proposal 19.Rev 1, Committee 3, 6th meeting)

Resolution C 58/2008

Postal accounts – Resolving frequent or extended debts

Congress,

Realizing

that the delivery designated operators of UPU member countries incur heavy expenses in carrying out their obligations under the UPU Acts to handle, process, transport and deliver inward letter-post items and postal parcels, as well as other types of postal items that they receive (such as EMS),

Recognizing

that specific provisions of the UPU Convention, Letter Post Regulations and Parcel Post Regulations contain obligatory prescriptions regarding, for example, the amount to be paid by the sending designated operator to the receiving designated operator for the postal items received, and the related preparation and settlement of postal accounts,

Noting

that the UPU Letter Post Regulations and Parcel Post Regulations contain provisions relating to the interest that is payable by the sending (debtor) designated operator to the delivery (creditor) designated operator in cases of overdue payments relating to those postal accounts,

Realizing further

that, despite those provisions relating to interest payable, there is an ongoing debt situation in which numerous debtor designated operators have considerable arrears with numerous creditor designated operators, with many accounts in arrears for one or two years and often longer,

Concerned

that there currently are no remedies prescribed in the UPU Acts enabling creditor designated operators to take effective measures to ensure that debtor designated operators liquidate in full the outstanding debts owed to them, if need be, through a payment schedule acceptable to the creditor designated operator concerned,

Aware

nonetheless that, in many of its programmes, the UPU takes due account of countries affected by natural disasters or in special situations,

Instructs

The Postal Operations Council to quickly undertake a study of this situation in order to:

- document and assess the current overall situation concerning debts on postal accounts between the designated operators of UPU member countries as regards postal items exchanged between them pursuant to the UPU Acts (particularly letter-post items and postal parcels, but also other items such as EMS);
- identify and recommend, as required, changes to the UPU Letter Post Regulations and Parcel Post Regulations that would put in place a mechanism enabling creditor designated operators to take decisive and timely action to collect the amounts (including applicable interest) seriously in arrears;
- examine the need to provide a concurrent mechanism whereby the creditor designated operator, in such cases, provides the UPU International Bureau with evidence of the outstanding debt and a copy of the notice that the creditor designated operator is sending to the debtor postal operator regarding the action it is taking;

- put into effect, as soon as practicable following their approval by the Council after completion of the study, the recommended changes that are within the scope of the Council's responsibilities, in the manner that it deems to be the most appropriate;
- draft, if applicable, one or more Congress proposals resulting from this study, for submission to the 2012 Universal Postal Congress;
- ensure nonetheless that due account is taken, in a manner to be determined in the course of the study, of countries affected by natural disasters or in special situations which are not in a position to clear their financial debts relating to postal accounts straightaway,

Also instructs

the Postal Operations Council to determine the most effective manner for carrying out the study proposed and which group or body is to be charged with leading the work,

Invites

the Council of Administration to consider, if applicable, possible recommendations resulting from this Postal Operations Council study which fall within its own area of responsibilities.

(Proposal 74, Committee 5, 5th meeting)

Resolution C 59/2008

Making the wording of reservations more explicit

Congress,

Considering
that ambiguity in the text of reservations may cause misunderstandings,

Aware
of the importance of preventing any partiality in the interpretation of the Acts and the relevant Protocols,

Invites

all UPU member countries to use explicit wording in the texts of their reservations to the different Acts of the Union.

(Proposal 76, Committee 4, 5th meeting)

Recommendation C 60/2008

Lack of documentation when handing over airmail and S.A.L. dispatches

Congress,

Noting
that, increasingly, incoming dispatches are not accompanied by CN 37, CN 38 and CN 41 forms,

Also noting
that a large number of verification notes need to be raised as a result of the missing forms,

Further noting
that replacement delivery bills need to be prepared, and then to be validated and signed by the airlines and that it is currently difficult to monitor what was actually dispatched, as a result of

which bags are often lost and/or mislaid. This situation gives rise to insecurity, and generates costs in terms of man-hours and operational materials,

Considering that article RL 190 of the Letter Post Regulations and article RC 178 of the Parcel Post Regulations clearly provide for the form of delivery of dispatches and the generation of the appropriate number of copies of the respective forms,

Also considering that some designated operators are failing to comply with these articles,

Recommends

that countries be urged to comply with the existing provisions and to take all necessary steps to rectify the situation with respect to incoming dispatches.

(Proposal 77, Committee 4, 5th meeting)

Recommendation C 61/2008

Council of Administration and Postal Operations Council – Committee Structures

Congress,

With a view to further improving the quality and efficiency of the work of the Council of Administration and the Postal Operations Council after the 2008 Congress,

Noting that there was a general consensus in the last cycle that the POC structure was too heavy for the POC to organize its work in an efficient way,

In view of the need to reduce the number of POC bodies and deliver the most efficient decision-making process for the Councils and more balanced distribution of work between the Council of Administration and the Postal Operations Council, taking into consideration the nature of the work,

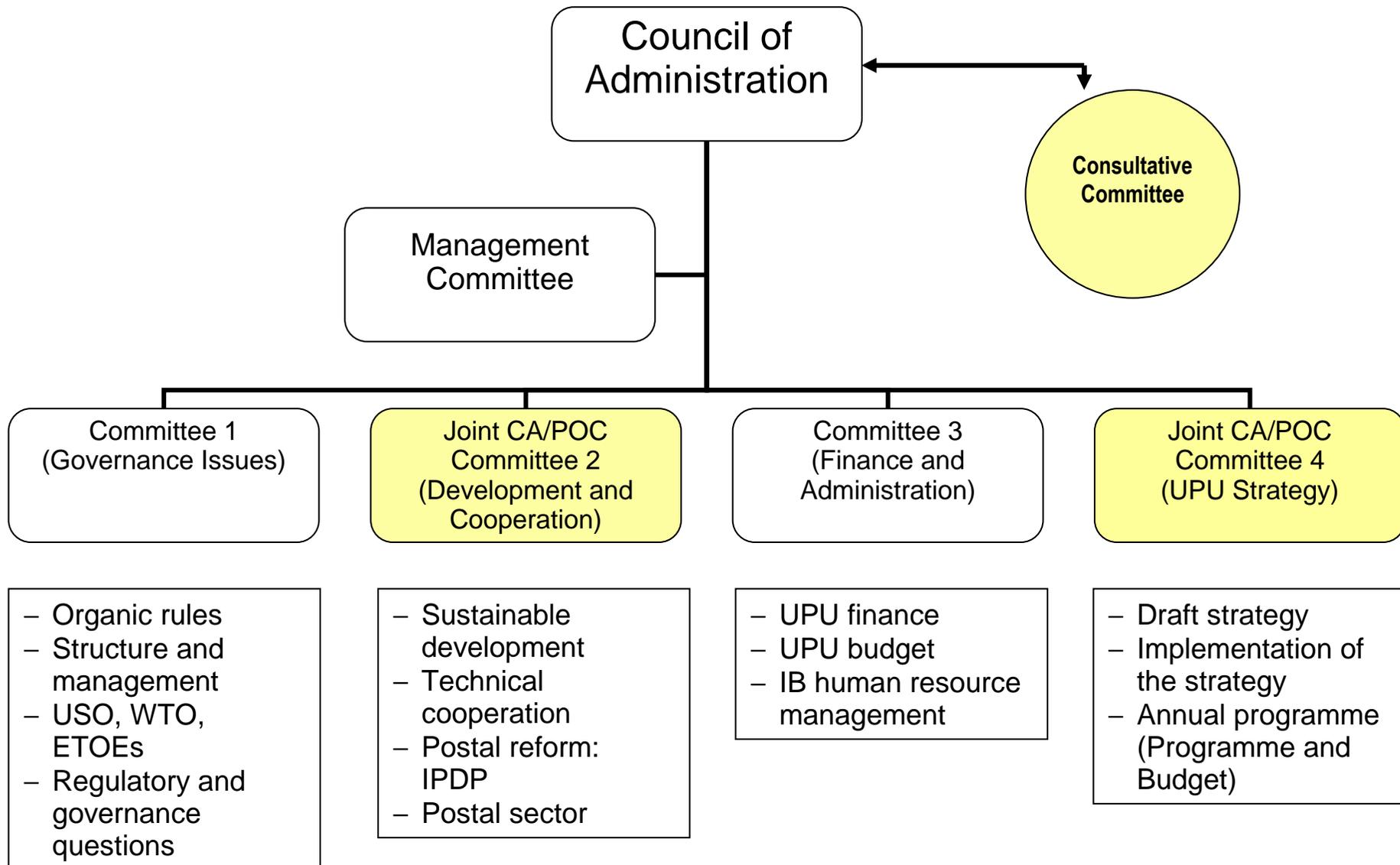
Also in view of the need for strategic planning activities to be carried out under the purview of the Council of Administration, by means of the creation of a joint Committee of the CA and POC under the structure of the CA,

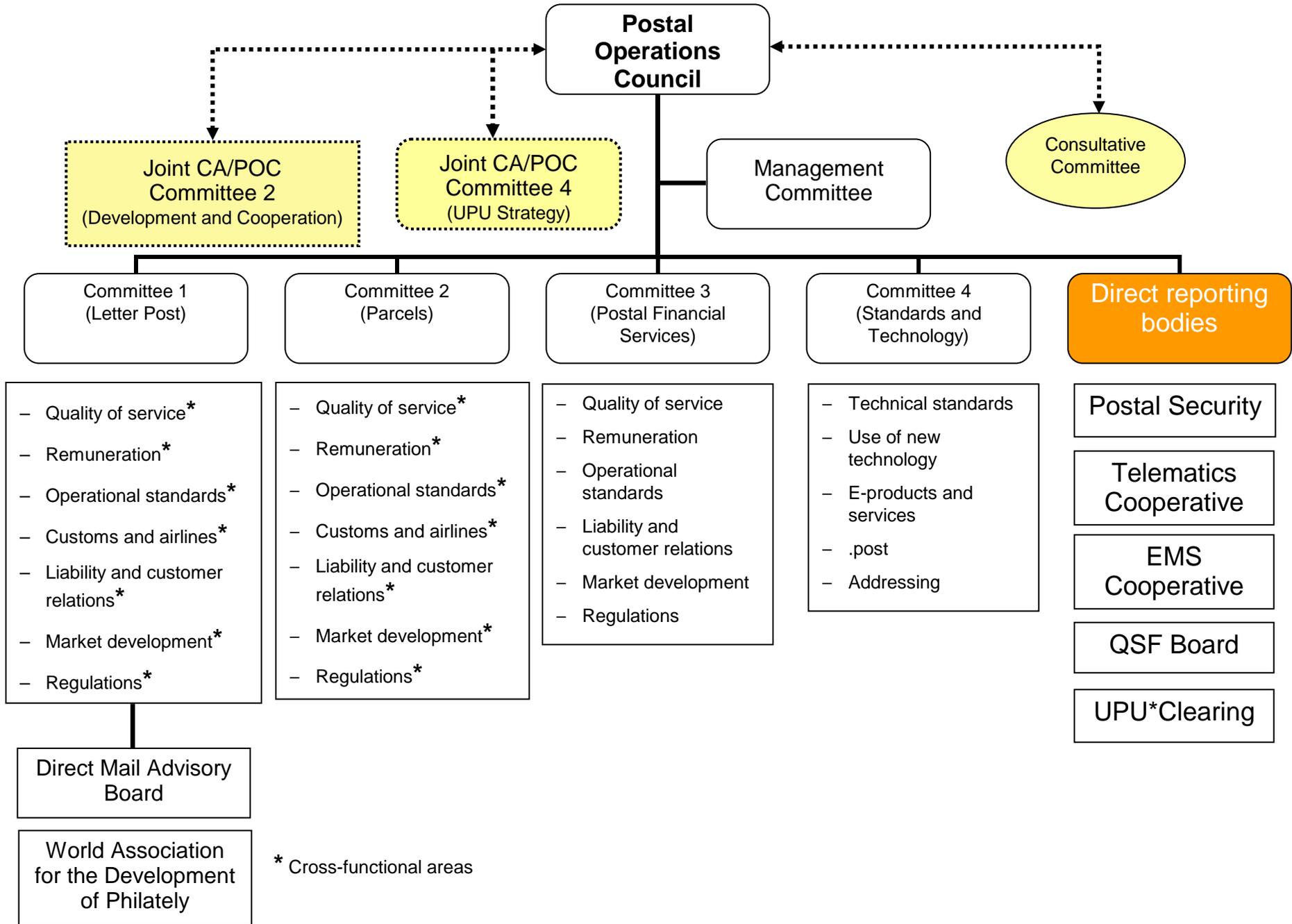
Appreciating the work carried out by the Structure and Constituency of the Union Project Group and Committee 1 of the Council of Administration concerning the continuing reform of the Union,

Invites

the Council of Administration and the Postal Operations Council at their respective constituent meetings to consider CONGRÈS–Doc 11, in so far as they deem it desirable, and to draw upon the Councils' views set out in Annex 1 hereto concerning the composition and functions of the Committees.

(Proposal 54, Committee 3, 6th meeting)





Recommendation C 62/2008

Principles for allocation of responsibilities within the Council of Administration and the Postal Operations Council – Code of conduct

Congress,

Recognizing

the need to establish a code of conduct for the allocation of responsibilities within the Councils which will enable the candidates best able to perform the various functions within the bodies of the Councils to be selected, in a transparent and equitable manner, from among the members elected to these Councils,

Confirming

that it is up to each new Council to organize its own work, to draw up its own Rules of Procedure and thus adopt its own structure,

Recommends

that the Council of Administration and Postal Operations Council follow the annexed principles established for the allocation of responsibilities within the Councils.

(Proposal 92, Committee 3, 6th meeting)

Annexe 1

Principles for allocation of responsibilities within the Council of Administration and the Postal Operations Council – Code of conduct

Creation of ad hoc Committee

1 The Committee's mission shall be to examine the candidatures for the vice-chairmanship of the CA, and the chairmanships or vice-chairmanships of the Committees and/or Project Groups of Councils, and to submit a recommendation on this subject to the CA and POC respectively at their constituent meeting.

Composition of the ad hoc Committee

2 The Committee shall comprise:

- the incoming and outgoing Directors General of the IB, having an advisory role;
- the incoming and outgoing Chairmen of the CA and POC;
- from each Council, five representatives, one from each geographical group.

The Committee shall choose its Chairman from among its members.

3 The ad hoc Committee shall be assisted in its work by the International Secretariat. It may, if it deems necessary, invite the Chairman of the Consultative Committee to attend as an observer.

Selection process

4 All member countries elected to the CA and POC shall be sent, within a set time, a call for candidatures and a form asking them to provide the following information:

- the priority areas in which the member country wishes to work;
- the commitments that the member country can make in order to carry out the responsibilities in question;

- the logistical or human resources support it will provide in order to carry out the responsibilities.
- 5 In the document calling for candidates, the responsibilities to be carried out by the Chairman and Vice-Chairman of a Committee or Project Group shall be set out. A deadline shall be set for the return of the forms to the Secretariat.
- 6 The candidatures received shall be analyzed.
- 7 The Chairmen and Vice-Chairmen of CA and POC Committees and working groups shall be designated on the basis of the following criteria, which are to be applied flexibly so as to offer encouragement to those member countries wishing to invest in the chairmanship of a Committee or Project Group. The criteria shall not, moreover, be cumulative:
- logistical and human resources capability of the candidate member country for the given responsibility;
 - experience based on former responsibilities taken on within the member country, the region or the Union. This experience shall be based in particular on a system of evaluation by results of projects managed and on the level of regular attendance at meetings during a previous cycle. This criterion shall not be applied in such a way as to discriminate against a country wishing to invest in a chairmanship or vice-chairmanship of a Committee or Project Group for the first time;
 - equitable geographical distribution between industrialized and developing countries, linked to the level of economic development. This distribution shall be based on the principles applied within the Postal Operations Council;
 - equitable allocation of functions between the Council of Administration and the Postal Operations Council;
 - the results of the Council of Administration and Postal Operations Council membership elections.
- 8 In principle, the Committee shall present only a single candidate for each post, which shall be appointed by consensus.
- When more than one member country has been presented for a post, an election shall be held to select the member country for that post.
 - A member country whose candidature for a post has not been approved by the Committee shall be entitled to submit and defend that candidature before the Council concerned. In this case, an election shall be held.

**LIST OF DECISIONS OTHER THAN THOSE AMENDING THE ACTS**

This CONGRÈS–Doc contains the decisions considered by Committee 9 (Drafting) up to 9 August 2008. They are numbered in the order in which they were examined in plenary or in Committee. Decisions considered before 7 August 2008 are listed in CONGRÈS–Doc 40.1.

Part I – Numerical list of decisions

<i>Number</i>	<i>Type</i>	<i>Title and references</i>
C 63	Res	Extraterritorial offices of exchange (ETOE) and international mail processing centres (IMPCs)
C 64	Res	Cooperation in the area of postal statistics
C 65	Res	Impact of new technologies on the activities of the UPU
C 66	Dec	Study on the legal and organizational aspects relating to the Union's extrabudgetary activities
C 67	Res	Support costs for extrabudgetary activities
C 68	Res	Approval of the accounts of the regular budget of the Universal Postal Union for the 2003–2006 period
C 69	Res	Approval of the annual tied and extrabudgetary accounts of the Universal Postal Union for the 2004–2007 period
C 70	Res	Aid provided by the Government of the Swiss Confederation in the field of the Union's finances
C 71	Res	Period covered by the financial decisions taken by the 24th Congress
C 72	Res	Electronic network of the Universal Postal Union
C 73	Res	Updating the password-protected list of e-mail addresses available via the UPU website
C 74	Res	Postal financial services development
C 75	Res	Development of the multilateral framework of the postal payment services
C 76	Res	Creation of the UPU clearing and settlement system
C 77	Res	Branding of the UPU electronic postal payment services
C 78	Res	Quality-linked remuneration system for postal payment services
C 79	Res	Study on the financial impact of the distribution of UPU documentation by the International Bureau to member countries and designated operators
C 80	Res	Chairmanship of the Council of Administration to be elected by the 24th Universal Postal Congress
C 81	Dec	Issues referred to the Postal Operations Council for consideration
C 82	Dec	Participation of Armenia in the work of the Council of Administration

Part II – Texts of decisions

Resolution C 63/2008

Extraterritorial offices of exchange (ETOE) and international mail processing centres (IMPCs)

Congress,

Noting

the stabilizing effect of Bucharest Congress resolution C 44/2004 on the growth of ETOEs and on the number of countries in which they operate, due mainly to:

- the requirement that the UPU member country in which an ETOE is located must give its agreement to the establishment of an ETOE, according to its national policy;
- the granting to the UPU member country of destination of a choice in determining how to treat items received from an ETOE, according to its national policy;
- better notification requirements for registering with the UPU as an international mail processing centre (IMPC);
- the recommendation that UPU member countries announce their policies with respect to ETOEs, and the subsequent publication of these policies by the International Bureau,

Bearing in mind

article 2 of the Convention, adopted at the Bucharest Congress, which requires UPU member countries to announce the entity or entities (governmental entity and designated operator(s)) responsible for fulfilling the obligations arising from the Acts of the Union on their territory,

Acknowledging

that national policies of UPU member countries may differ on the issue of ETOEs,

Noting also

that international mail processing centres (IMPCs) have been registered to private companies,

Also bearing in mind

that the UPU has endeavoured to seek compatibility between the Acts of the Union and WTO disciplines such as most favoured nation status, non-discrimination and equal access,

Aware

of the fact that there remain legitimate operational concerns with respect to the handling of items received from ETOEs and IMPCs registered to private companies in the areas of:

- applying UPU procedures and forms for Customs and airlines;
- security issues regarding the identity of the real sender of the mail;
- return of verification notes;
- undeliverable items;
- lack of operational and contact information for the destination country;
- correct remuneration for the delivery of items received,

Considering

that UPU forms are fundamental components of the UPU Acts,

Taking into account

the work already begun by the POC (Standards Board) to review technical standards such as S10, S34 and S35, in order to facilitate identification of sender operators,

Decides

- i that the operator designated by a UPU member country under article 2 of the Convention may continue to request registration of IMPCs established for its own purposes and on its own national territory;
- ii that the governmental entity of the UPU member country provided under article 2 of the Convention shall make the registration request or provide written authorization for all other IMPCs to be established on its territory;
- iii to continue the suspension of requests for registration of IMPCs to private companies, referring a decision on the matter to the Council of Administration and the outcome of its study,

Invites

UPU member countries

- to review and notify the International Bureau of their national policies on ETOEs and on IMPCs registered to private companies, taking into account other national policies and the need to use agreed standards and procedures;
- to respect and observe the conditions laid out in resolution C 44/2004;
- to respect the national policies defined by other UPU members,

Instructs

the Council of Administration, in consultation with the Postal Operations Council, to conduct a study of ETOEs and IMPCs, to include the organization of domestic postal markets and the effect of national or regional policies on the UPU and on the UPU Acts (Convention, Regulations, UPU forms, including the implications of a declaration of multiple operators through article 2 of the Convention and the registration of IMPCs to private companies), as well as on other agreements reached at the UPU level (airlines and customs handling, worldwide quality of service measurement, Quality of Service Fund, etc.),

Also instructs

the Postal Operations Council:

- to study and adjust, or recommend the adjustment of, the information requirements in standard S34 and on paper UPU forms in such a way that the origin and the operator of the mail is clearly identifiable to the destination operator, as well as to the airlines and customs authorities handling the mail, in order to bring information requirements for ETOEs and IMPCs registered to private companies, in line with the requirements of other offices of exchange established by UPU designated operators;
- to study the operational issues involved in a situation where more than one operator in the same country dispatches or receives international items, including the impact on barcode structure, on track and trace systems, on quality measurement systems, etc.;
- to review current policies and make recommendations on the referencing of technical standards in the UPU Regulations,

Further instructs

the International Bureau, in liaison with the POC:

- to manage the registration process, maintain and publish lists of active IMPCs, by type and by location, and make them readily available and accessible; this would include IMPCs:
 - registered by the operators designated to fulfil the Acts of the Union, for their own purposes and on their own territory;
 - registered as ETOEs;

- registered as IMPCs by private companies;
- registered as military IMPCs;
- to collect and share with other member countries and designated operators:
 - information on UPU member country policies (entities notified under article 2 of the Convention, policies and conditions for establishing ETOEs on their territory and for receiving ETOE items, etc.);
 - operational information on ETOEs and IMPCs registered to private companies.

(Proposal 23, Committee 3, 7th meeting)

Resolution C 64/2008

Cooperation in the area of postal statistics

Congress,

Taking into account

that the Universal Postal Union (UPU), as the specialized agency of the United Nations dealing with the postal field, is responsible for making relevant information and analyses on the development of the sector available to its members,

Noting

the role of the UPU as a specialized agency of the United Nations qualified to gather, analyze, publish, harmonize and improve postal statistics,

Aware

that the postal statistics published by the International Bureau represent an important working tool for member countries, and need to respond to the expectations and information needs of all postal sector players,

Considering

the importance of statistical data that are reliable, consistent and relevant for the macro-economic studies carried out by the Council of Administration and Postal Operations Council, and for the application of the methodology for classification of countries and territories for participation in the target terminal dues system and the Quality of Service Fund,

Also aware

of the need to guarantee the confidentiality of certain information provided, if member countries so wish,

Strongly encourages

member countries and designated operators to provide the International Bureau with:

- reliable, consistent and relevant statistical data, and especially data relating to:
 - a postal infrastructure,
 - b volumes of letter post, postal parcels and express items,
- statistical data that are reliable, consistent and relevant for classification of countries for terminal dues system and Quality of Service Fund purposes;
- other statistical information needed for macro-economic studies carried out within the Council of Administration and Postal Operations Council,

Calls on

the associations which form part of the postal sector, and in particular the members of the Consultative Committee, to furnish reliable, consistent and relevant data relating to the infrastructures used and volumes of activity of their members, so that indicators for the whole sector can be established at the worldwide level,

Instructs

the International Bureau:

- to publish the *Postal Statistics* yearbook on the basis of the information provided by member countries, regulatory authorities, designated operators and private-sector associations;
- to organize the processing of raw data according to the fundamental principles of official statistics, and to restrict access to raw data to persons tasked by the International Bureau with the processing of data;
- to ensure the confidentiality of the information provided if member countries so wish. Where confidential processing is requested, the data transmitted shall be used only to calculate the totals needed for analysis of the worldwide and regional situation and shall under no circumstances be published individually;
- to contribute to the establishment and improvement of a compilation of statistics;
- to continue training activities in the area of postal statistics with a view to improving the availability, quality, and reliability of statistical information.

(Proposal 26, Committee 3, 7th meeting)

Resolution C 65/2008**Impact of new technologies on the activities of the Union**

Congress,

In view of

the reports on the work of the Council of Administration and the Postal Operations Council with regard to electronic postal data and the various electronic postal data management systems introduced within the framework of UPU activities,

Considering

the impact of new technologies on the activities of the UPU, its member countries and their designated operators, and on the legal hierarchy of the Acts and decisions of the UPU,

Noting

that the implementation of an electronic postal data management system may include:

- the use of specific technological tools for data transmission by designated operators and the protection of those data;
- access by designated operators to a common database and the protection of the data entered in that database;
- the conclusion of specific agreements between designated operators and the development of an operational guide for each system;
- the management and maintenance of this common database;
- the preparation of reports based on this database and the submission of these reports to the UPU bodies and the designated operators concerned;
- the establishment of an operational management structure for each system,

Recalling

the need to abide by the principle of technological neutrality in the Acts and decisions of the UPU,

Recognizing

the need to harmonize the regulation relating to electronic postal data in the Acts,

Noting also

that these systems, introduced within the framework of UPU activities, should respect the founding principles of the UPU, and in particular be accessible to all designated operators of UPU member countries, without discrimination,

Recognizing also

that the management and maintenance of these systems should be in line with UPU decisions,

Acknowledging

that two types of agreement, containing purely operational and technical provisions, appear necessary for each system introduced within the framework of UPU activities, i.e. a service convention not specific to the tool used, and an EDI agreement specific to the tool used,

Stressing

the need to ensure that these service conventions and EDI agreements comply with the Acts of the Union with regard to these systems,

Also acknowledging

that this compliance could be guaranteed by the adoption within the UPU of these service conventions and EDI agreements, or even the introduction by the UPU of certification and audit processes,

Recognizing

the diversity of the operational management structures relating to the electronic postal data management systems introduced within the framework of UPU activities, and of their rules of procedure,

Further noting

that the secretariat activities connected with the operational management of these systems are new tasks within the UPU,

Further acknowledging

that these new developments are likely to have an impact on the structure and operation of the permanent bodies of the UPU,

Instructs

- the Council of Administration:
 - to study:
 - governance issues relating to electronic postal data management systems introduced within the framework of UPU activities, and to data protection;
 - the impact of these issues on the Acts, the UPU structures and the financing of UPU activities;
 - to lay down principles which the Postal Operations Council should take into account in the work it carries out in accordance with this resolution;
 - to report on these issues to the next Congress,
- the Postal Operations Council:
 - to study, bearing in mind the principles adopted by the Council of Administration:

- operating, technical and economic issues connected with the transmission of data, and with the electronic postal data management systems introduced within the framework of the UPU's activities;
- the formalization, harmonization and standardization of the rules of procedure of the bodies responsible for managing these systems.

(Proposal 22, Committee 3, 7th meeting)

Decision C 66/2008

Study on the legal and organizational aspects relating to the Union's extrabudgetary activities

Congress,

Recognizing

the remarkable contributions of UPU extrabudgetary activities to achieving the UPU's mission, objectives and strategy,

Also recognizing

the need for further in-depth study on the legal and organizational aspects relating to the Union's extrabudgetary activities,

Decides

to refer proposals 15.131.91.Rev 4, 15.102.5.Rev 1, 15.104.3.Rev 1, 15.112.3.Rev 1, 15.112.4.Rev 2 and 15.128.2.Rev 1 to the Council of Administration, so that it may:

- study them as part of UPU reform activities;
- submit proposals to the next Congress on the basis of the study's results.

(Committee 3, 7th meeting)

Resolution C 67/2008

Support costs for extrabudgetary activities

Congress,

Aware

that reimbursement of support costs to the Union's regular budget must be based in particular on reliable data relating to the actual costs of extrabudgetary activities,

Recognizing

the importance of extrabudgetary funds in achieving the UPU's mission,

Noting

the recommendations of the United Nation's Joint Inspection Unit (JIU) on the identification of the support costs of extrabudgetary activities within the UN system, and the different reimbursement policies adopted by individual agencies,

Noting with satisfaction

the work accomplished by the Working Group responsible for studying the issue of support costs for extrabudgetary activities,

Decides

that the policy for recovering support costs for extrabudgetary activities should, in general, be based on the following two principles:

- all direct costs relating to extrabudgetary projects should be directly charged to those projects;
- variable indirect costs (support costs) should be recovered on an explicit and well understood and accepted basis, should be shown as a charge to the project/activity, and should be deducted from the International Bureau's operating costs for the financial period in question,

Instructs

the Council of Administration, in consultation with the Postal Operations Council and the International Bureau, to establish the principles and common methodology for the allocation of direct costs and variable indirect costs to extrabudgetary activities,

Further instructs

these bodies to examine, on a case-by-case basis, the nature and purpose of the activities financed by extrabudgetary funds and the effect of recovering support costs, and to decide the most appropriate method for recovery of the costs and the amount to be recovered.

(Proposal 41, Committee 2, 2nd meeting)

Resolution C 68/2008**Approval of the accounts of the regular budget of the Universal Postal Union for the 2003–2006 period**

Congress,

In view of

- a the report on the finances of the Union (CONGRÈS–Doc 15);
- b the report of its Finance Committee (CONGRÈS–Doc 36),

Approves

the accounts of the Universal Postal Union for the 2003–2006 period.

(CONGRÈS–Doc 15. Annex 1, Committee 2, 2nd meeting)

Resolution C 69/2008**Approval of the annual tied and extrabudgetary accounts of the Universal Postal Union for the 2004–2007 period**

Congress,

In view of

- a the report on the finances of the Union (CONGRÈS–Doc 15);
- b the report of its Finance Committee (CONGRÈS–Doc 36),

Approves

the extrabudgetary accounts of the Universal Postal Union for the 2004–2007 period.

(CONGRÈS–Doc 15. Annex 2, Committee 2, 2nd meeting)

Resolution C 70/2008

Aid provided by the Government of the Swiss Confederation in the field of the Union's finances

Congress,

Having examined
the report on the finances of the Union (CONGRÈS–Doc 15),

Expresses

its gratitude to the Government of the Swiss Confederation for:

- i the generous aid it provides to the Union in the field of finance by supervising the keeping of the International Bureau accounts and by acting as external auditor of the Union's accounts;
- ii its willingness to cover temporary financing shortfalls by making the necessary short-term advances, on conditions which are to be fixed by mutual agreement.

(CONGRÈS–Doc 15. Annex 3, Committee 2, 2nd meeting)

Resolution C 71/2008

Period covered by the financial decisions taken by the 24th Congress

Congress,

Having examined
the report on the finances of the Union (CONGRÈS–Doc 15),

In view of the fact
that the financial resources must be allocated on the basis of the Programme and Budget stemming from the Nairobi Postal Strategy covering the period from 2009 to 2012,

Decides

that the financial system shall cover the period of execution of the Strategic Plan 2009–2012.

(CONGRÈS–Doc 15. Annex 4, Committee 2, 2nd meeting)

Resolution C 72/2008

Electronic network of the Universal Postal Union

Congress,

Wishing
to strengthen still further the effective role of the UPU electronic network, which consists of facilitating the transmission and exchange of information, and in accordance with resolutions C 66/2004, C 52/2004 and C 35/2004 adopted by the 2004 Bucharest Congress,

Believing

that translating the UPU website into more languages is an achievable objective, given the significant technological changes currently taking place in the postal services – particularly in the electronic network, and will facilitate access to operational data published on the site,

Instructs

the Council of Administration, in conjunction with the International Bureau, to expand the scope of the UPU's electronic network – including its website (www.upu.int) – by introducing other languages (Arabic, Spanish, German, Chinese, Portuguese and Russian), provided that a cost-benefit analysis justifies it.

(Proposal 72, 10th plenary meeting)

Resolution C 73/2008

Updating the password-protected list of e-mail addresses available via the UPU website

Congress,

Conscious

of the current communication needs in response to emergencies and/or business between the senior officials of both regulators and designated operators,

Urges

countries to have their e-mail addresses included in the password-protected list available via the UPU website, and to notify the International Bureau of any changes thereof,

Requests

that the International Bureau:

- make every effort to update the list of e-mail addresses of the senior officials of regulatory bodies and designated operators;
- that the list be made more accessible, on the UPU website and password-protected as is currently the case, but closer to the homepage.

(Proposal 81, 10th plenary meeting)

Resolution C 74/2008

Postal financial services development

Congress,

In view of

the encouraging results obtained from the implementation of a number of projects undertaken within the framework of resolution C 47/2004 of the Bucharest Congress to develop postal financial services,

Considering that

- the provision of basic financial services through the post office network contributes significantly to global economic and social development and plays an important role in improving living standards;

- the postal network, through its worldwide coverage and the combination of electronic, financial and physical dimensions, ensures that all citizens of the world have access to efficient, reliable, secure and affordable electronic payment services;
- postal financial services play an important role in achieving the United Nations Millennium Development Goals, notably combating poverty, in particular due to their presence in rural areas;
- the postal network facilitates the development of small and medium-sized companies' trade at a local and international level;
- the development of electronic postal payment services is particularly suited to cooperation with a growing number of international organizations,

Noting

- that significant progress has been made with the creation of a UPU worldwide electronic payment network since the Bucharest Congress;
- that the 2007 Council of Administration invited designated postal operators to switch over from paper-based postal payment services to electronic services by 2010;
- the advantages of postal financial services for designated operators, and in particular the increase in revenue which adds to the viability of the postal network;
- that today's world market is undergoing rapid and profound change and that users are demanding speedy, secure, high-quality services,

Noting also

- that the UPU international financial system (IFS) enables postal payment orders transmitted in paper format or sent by telegraph or fax to be replaced by postal money orders transmitted via the UPU electronic network;
- that the postal network can also be used to provide account-based financial services, in particular to facilitate financial inclusion in rural areas;

Recognizing

the UPU's need to continue and strengthen its work on developing postal payment services and postal financial services worldwide,

Instructs

the Postal Operations Council and the International Bureau to take the necessary steps to develop postal payment services and postal financial services to meet the demands of the changing environment, in particular by:

- encouraging member countries and designated operators to give priority to postal payment services;
- widening the UPU electronic payment network in all parts of the world and helping all designated operators of UPU member countries to access this network;
- creating, within the framework of the POC, a management body for the UPU interconnected global electronic payments network;
- carrying out activities to market and promote electronic postal payment services;
- modernizing electronic postal payment services through new technologies (mobile telephones, etc.);
- encouraging cooperation between designated operators;
- improving the quality and efficiency of UPU electronic postal payment services;
- improving the security of services and promoting anti-money laundering activities, to be consistent with Financial Action Task Force recommendations;

- providing designated operators with the assistance they need for financial management of the services;
- promoting the introduction and development of account-based postal financial services, such as savings services, in Union member countries;
- recommending the introduction of new financial services which could be offered via the worldwide postal network;
- strengthening and promoting cooperation with partners from the public and private sectors with a view to developing the UPU worldwide electronic payment network;
- giving priority to efficient cooperation and coordination with players such as the World Bank, the regional development banks and the IFAD, IOM and WSBI, in the area of electronic postal payment services,

Invites

UPU member countries and their designated operators to take the necessary measures to develop electronic postal payment services,

Also instructs

the International Bureau to monitor this work and to assist the Postal Operations Council with any changes to those actions deemed necessary.

(Proposal 10, Committee 6, 3rd meeting)

Resolution C 75/2008

Development of the multilateral framework of the postal payment services

Congress,

In view of
the need to adapt the postal payment services to regulatory, societal and technological changes,

Considering
the need for clear assignment of roles between member countries and designated operators so as to ensure good governance within the framework of the Nairobi Postal Strategy,

Noting
resolution C 47 of the Bucharest Congress concerning the creation of a worldwide postal payment services network, and the need to help all member countries access it and to prepare the procedures required for the execution of payment orders,

Also considering
that in addition to the development of common principles and rules to be incorporated into the PPS Agreement and Regulations project, the development of an interconnected multilateral and bilateral exchange network requires common tools, procedures and standards, which the UPU is responsible for developing,

Noting also
that common principles and rules have been incorporated into the draft PPS Agreement and Regulations and that the scope of the contractual freedom of designated operators, as well as the framework for this freedom, has been defined in these draft texts,

Noting further
that an electronic compendium which contains the operational information to be provided by designated operators for the execution of payment orders is essential for electronic exchanges between designated operators and is required in the new draft Regulations,

Recognizing

that the principle of interoperability means that any network able to deliver postal payment services conforming to the Acts of the Union can be used by designated operators to deliver the services,

Taking account

of the work carried out at the regional multilateral exchange development workshops on operational and accounting procedures and standard agreements between designated operators allowing the development of multilateral exchanges and the connection of regions by corridors,

Adding

the need to constantly update and develop new elements of the multilateral framework in view of external developments and the increasing number of exchanges due to the growth of the interconnected UPU network,

Observing

the need for the network to be managed, for continuous harmonization of practices and for arbitration in cases of non-conformity with the Acts of the Union,

Instructs

the POC:

- to define the service agreement(s) between designated operators required for the execution of electronic postal payment orders, which will be continually adapted to meet arising needs;
- to define a model agreement for the exchange of electronic data between designated operators;
- to create an electronic postal payment services compendium;
- to standardize procedures and messages for the execution of postal payment orders and to periodically update interconnection standards;
- to put in place a mechanism to resolve any disputes which may arise between the designated operators during the execution of the service agreement(s);
- to facilitate access to payment services via new technologies, such as mobile phones or the Internet, in order to meet the needs of users,

Also instructs

the CA and POC to continue to revise the Acts concerning the postal payment services, and in particular to develop the postal payment services multilateral framework,

Invites

member countries:

- to accede to the Postal Payment Services Agreement;
- to encourage postal operators to accede to the service agreement and to use the model agreement for the exchange of electronic data within the framework of their reciprocal relations.

(Proposal 11, Committee 6, 3rd meeting)

Resolution C 76/2008**Creation of the UPU clearing and settlement system**

Congress,

Aware

that introduction of a UPU clearing and settlement system would serve to make settlement of postal payment services between designated operators more secure, thereby ensuring their smooth execution, and facilitating access to these services by all citizens, and the implementation of Millennium Development Goals,

Taking account of the fact

that Bucharest Congress resolution C 47/2004 was aimed in particular at the creation of a UPU worldwide electronic payment network and at helping all member countries to have access to it, as well as at improving settlement methods between designated operators for the execution of postal payment services and methods of remuneration,

Noting

that the POC has clearly defined the need for a UPU clearing and settlement system available to designated operators in order to improve methods of settlement for postal payment services,

Recalling

that in accordance with the General Regulations, the International Bureau may act as a clearing house in the settlement of accounts of all kinds relating to the postal service,

Also taking account of the fact

that a clearing system calls for use of a centralized electronic (netting) system,

Further taking account of the fact

that a settlement system calls for recourse to one or more financial partners for settlements between designated operators,

Noting also

that billing of postal payment services is in the exchange currency agreed between the two designated operators, this being in principle the currency of the destination country,

Considering

that a clearing and settlement system can only function with a limited number of currencies in order to reduce the risks and costs related to conversions in the clearing and settlement system,

Noting further

that where regional clearing systems are established by designated operators, they should be interconnected with the UPU worldwide clearing system,

Recognizing

that such interconnection requires the harmonizing of the rules of operation of any regional clearing houses,

Instructs

the POC:

- to examine the report concerning the mechanism for introducing the clearing and settlement system prepared by the interim group on postal payment services;
- to ensure the continuation of the work and to take the necessary steps to implement a centralized clearing/settlement system,

Also instructs

the International Bureau to assist the POC in implementing a centralized clearing/settlement system in accordance with the decisions taken,

Invites

member countries to encourage their designated operators to:

- consider participating in the UPU clearing and settlement system;
- harmonize the rules of operation of their regional clearing houses to allow the establishment of a UPU worldwide clearing system.

(Proposal 12, Committee 6, 3rd meeting)

Resolution C 77/2008

Branding of the UPU electronic postal payment services

Congress,

Conscious

of the actions taken by the UPU's permanent bodies in developing postal financial services in order to meet the needs of a changing environment,

Considering

that speedy, secure, high-quality UPU electronic postal payment services will help to match customer expectations and to meet market demand,

Aware

that branding could help customers to identify the electronic service with these quality attributes,

Aware also

that a collective UPU mark will reinforce the international recognition of UPU electronic postal payment services,

Convinced

that a collective mark associated with a high-quality service will serve to promote recognition of UPU electronic postal payment services, and particularly attract those who are financially excluded and presently have to resort to less secure informal means of transferring money,

Also convinced

that improving the visibility of the postal payment service will help designated operators to develop the service,

Approving

the key principles of the branding of UPU electronic postal payment services which convey the UPU values:

- affordability;
- reliability;
- speed;
- trust;
- recognition;
- integrity;

- transparency; and
- confidentiality,

Noting

that designated operators of participating countries may be able to associate their own logos and trademarks with that of the collective mark as a brand for the postal payment products which they offer to their customers,

Noting also

that the global branding implies harmonization and standardization of the marketing documentation of the designated operators,

Desiring

that the said collective mark be registered by the UPU by the time the Nairobi Postal Payment Services Agreement enters into force in 2010,

Aware further

of the creation of a voluntary fund for the registration and management of the brand,

Instructs

- the Postal Operations Council to set up a body for the development and management of the collective mark and the global branding documentation;
- the Council of Administration to decide on the principles applicable for the setting of the licence fees for the collective mark,

Also instructs

the International Bureau:

- to take the necessary steps for the registration of the collective mark;
- to carry out the support and secretariat functions for the branding body,

Invites

member countries to encourage their designated operators to use the brand for UPU electronic postal payment services.

(Proposal 13.Rev 1, Committee 6, 3rd meeting)

Resolution C 78/2008

Quality-linked remuneration system for postal payment services

Congress,

In view of

user demand for fast, reliable and secure postal payment services and the integration of these demands into the Bucharest Regulations (articles 5, 9, 13 and 17),

Noting

resolution C 47/2004 of the Bucharest Congress concerning the establishment of quality standards and their monitoring as well as the need to improve the remuneration system,

Considering

the pilot projects carried out since the Bucharest Congress by a number of member countries concerning basic remuneration and performance-linked components based, amongst other things, on:

- updating of the payment order database;
- order processing times;
- payment times;
- the time taken to cancel orders;
- the percentage of inquiries dealt with on time; and
- the percentage of inquiries,

Noting also

that the draft Regulations which stem from the new draft PPS Agreement integrate these quality components and link remuneration to quality for services provided electronically,

Noting further

that a quality control system (QCS) is in place which measures certain elements of performance such as:

- end-to-end processing times for order requests or withdrawals broken down into issuing and paying designated operator processing times; and
- time taken to send out payment notifications and to preprocess orders that are issued and received,

and which generates annual, monthly and daily reports by type of exchange, designated operator and product (express or rapid),

Instructs

the POC to develop a quality-linked remuneration system for postal payment services,

Invites

member countries to encourage their designated operators to join the quality-linked remuneration system.

(Proposal 17, Committee 6, 3rd meeting)

Resolution C 79/2008

Study on the financial impact of the distribution of UPU documentation by the International Bureau to member countries and designated operators

Congress,

Commending

the Acts of the Union Project Group and Committee 2 of the Council of Administration for their accomplishments during the four-year cycle from 2005 to 2008,

Observing

that the Acts of the Union Project Group undertook to study the replacement of the term "postal administration" by "member country" and /or "designated operator" in the Acts,

Considering

that Congress has adopted proposals (15.103.1, 15.105.1, 15.107.1, 15.112.1, 15.114.1, 15.116.1, 15.121.1, 15.123.1, 15.126.1 and 10.29.1) pertaining to the distribution of various UPU documentation to member countries and designated operators,

Recognizing

that designated operators and member countries both have a vested interest in receiving UPU documentation,

Noting

that the number of copies to be distributed without additional charge, as well as the precise entity that is entitled to receive the documentation, has not been specified,

Anticipating

that such distribution shall have a financial impact on the budget of the Union,

Instructs

the Council of Administration, with the support of the International Bureau, to study the financial impact and other related issues regarding the above mentioned decisions and make recommendations, at its session in 2010.

(CONGRÈS C 3–Rapp 3. Annex 1, Committee 3, 3rd meeting)

Resolution C 80/2008

Chairmanship of the Council of Administration to be elected by the 24th Universal Postal Congress

Congress,

Considering

that, under article 102.2 of the General Regulations, the chairmanship of the Council of Administration devolves by right on the host country of Congress, which is thus also a *de jure* member of the Council of Administration,

Noting

that the General Regulations contain no provisions dealing with the question of the chairmanship of the Council of Administration where the Congress is organized in Switzerland by the International Bureau without a host country,

Recognizing

the immense efforts made by Kenya to organize Congress,

Decides

to give Kenya the chairmanship of the Council of Administration.

(Proposal 52, 7th Plenary meeting)

Decision C 81/2008

Issues referred to the Postal Operations Council for consideration

Congress,

Having decided

not to adopt proposals 20.7.2.Rev 1, 20.4.2, 20.12.2 and 20.15.5,

Considering

that these proposals nevertheless contain ideas that deserve to be studied,

Instructs

the Postal Operations Council:

- to study the questions raised in these proposals;
- to submit appropriate proposals to the next Congress, if that should prove necessary.

(CONGRÈS C 5–Rapp 5, Committee 5, 5th meeting)

Decision C 82/2008**Participation of Armenia in the work of the Council of Administration**

Congress,

Considering

the election of the members of the Council of Administration held during the Congress plenary session of 6 August 2008,

Confirming

that such election and the related ballot process were held in full transparency and observance of the General Regulations and the Rules of Procedure of Congresses,

Acknowledging

the unfortunate circumstances under which, due to hasty communication of the results, Armenia was momentarily and erroneously announced as one of the new members of the Council of Administration, such announcement having been duly retracted by the Congress plenary after adjournment of its morning session and confirmation that another member country had received the same number of votes on that day,

Taking into account

that, after having confirmed that they had obtained the same number of votes, the two countries concerned, Armenia and Kazakhstan, accepted due application of the Rules of Procedure of Congresses, notably as regards its article 22 by which, in order to decide between the countries that have obtained the same number of votes, the Chairman shall draw lots,

Noting

the sympathy and willingness of member countries for Armenia's concerns in light of the incorrect announcement of Armenia as a member of the newly-elected Council of Administration,

Decides

to grant Armenia, on an exceptional basis and strictly for the period between the 24th Congress and the 25th Congress, the status of privileged observer for the meetings of the Council of Administration, including the right to be seated among members of the Council of Administration according to the French alphabetical order.

(CONGRÈS–Rapp 8. Annex 1, 10th plenary meeting)