

Universal Postal Convention

Article 1

Definitions

1 For the purposes of the Universal Postal Convention, the following terms shall have the meanings defined below:

1.1 letter-post item: item described in and conveyed under the conditions of the Universal Postal Convention and Regulations;

1.2 parcel-post item: item described in and conveyed under the conditions of the Universal Postal Convention and Regulations;

1.3 EMS item: item described in and conveyed under the conditions of the Universal Postal Convention, Regulations and associated EMS instruments;

1.4 documents: a letter-post, parcel-post or EMS item consisting of any piece of written, drawn, printed or digital information, excluding objects of merchandise, whose physical specifications lie within the limits specified in the Regulations;

1.5 goods: a letter-post, parcel-post or EMS item consisting of any tangible and movable object other than money, including objects of merchandise, which does not fall under the definition of "documents" as provided in paragraph 1.4 above and whose physical specifications lie within the limits specified in the Regulations;

1.6 closed mail: labelled receptacle(s) sealed with or without lead, containing postal items;

1.7 misrouted mails: receptacles received at an office of exchange other than the one mentioned on the (receptacle) label;

1.8 personal data: information needed to identify a postal service user;

1.9 missent items: items received at an office of exchange meant for an office of exchange in another member country;

1.10 transit charges: remuneration for services rendered by a carrier in the country crossed (designated operator, other service or combination of the two) in respect of the land, sea and/or air transit of **letter-post items;**

1.11 terminal dues: remuneration owed to the designated operator of the country of destination by the designated operator of the dispatching country in compensation for the costs incurred in the country of destination for letter-post items received;

1.12 designated operator: any governmental or non-governmental entity officially designated by the member country to operate postal services and to fulfil the related obligations arising out of the Acts of the Union on its territory;

1.13 small packet: item conveyed under the conditions of the Convention and **the Regulations;**

1.14 inward land rate: remuneration owed to the designated operator of the country of destination by the designated operator of the dispatching country in compensation for the costs incurred in the country of destination for parcels received;

1.15 transit land rate: remuneration owed for services rendered by a carrier in the country crossed (designated operator, other service or combination of the two) in respect of the land and/or air transit of

parcels through its territory;

1.16 sea rate: remuneration owed for services rendered by a carrier (designated operator, other service or a combination of the two) participating in the sea conveyance of parcels;

1.17 inquiry: a complaint or query relating to the use of a postal service submitted in accordance with the conditions of the Convention and its Regulations;

1.18 universal postal service: the permanent provision of quality basic postal services at all points in a member country's territory, for all customers, at affordable prices;

1.19 transit à découvert: open transit through an intermediate country, of items whose number or weight does not justify the make-up of closed mails for the destination country.

Article 13

Use of UPU forms

1 Unless otherwise provided by the Acts of the Union, only designated operators shall use UPU forms and documentation for the operation of postal services and exchange of postal items in accordance with the Acts of the Union.

2 Designated operators may use UPU forms and documentation for the operation of extraterritorial offices of exchange (ETOE), as well as international mail processing centres (IMPCs) established by designated operators outside their respective national territory, as further defined in paragraph 6, in order to facilitate the operation of the aforementioned postal services and exchange of postal items.

3 The exercise of the possibility outlined in paragraph 2 shall be subject to the national legislation or policy of the member country or territory in which the ETOE or IMPC is established. In this regard, and without prejudice to the designation obligations contained in article 2, designated operators shall guarantee the continued fulfilment of their obligations under the Convention and be fully responsible for all their relations with other designated operators and with the International Bureau.

4 The requirement set forth in paragraph 3 shall equally apply to the destination member country for the acceptance of postal items from such ETOEs and IMPCs.

5 Member countries shall inform the International Bureau on their policies with regard to postal items transmitted and/or received from ETOEs or IMPCs. Such information shall be made available on the Union's website.

6 Strictly for the purposes of this article, ETOEs shall be defined as offices or facilities established for commercial purposes and operated by designated operators or under the responsibility of designated operators on the territory of a member country or territory other than their own, with the objective of drawing business in markets outside their respective national territory. IMPCs shall be defined as international mail processing facilities for the processing of international mail exchanged either in order to generate or receive mail dispatches, or to act as transit centres for international mail exchanged between other designated operators.

7 Nothing in this article shall be construed to imply that ETOEs or IMPCs (including the designated operators responsible for their establishment and operation outside their respective national territory) are in the same situation under the Acts of the Union as designated operators of the host country, nor impose a legal obligation on other member countries to recognize such ETOEs or IMPCs as designated operators on the territory where they are established and operated.

Decisions of the 26th Universal Postal Congress:

Resolution C 10/2016

Policy on the access of wider postal sector players to UPU products and services

Congress,

Recognizing

that the access of wider postal sector players to UPU products and services will help to advance the UPU mission, particularly in the areas of cooperation and interaction among stakeholders, and in ensuring the satisfaction of customers' changing needs,

Acknowledging

that wider postal sector players may include customers, postal suppliers, supply chain service providers (e.g. Customs, airlines and other transporters), and non-designated operators that use or may wish to use UPU products, services and networks under predefined conditions,

Aware

that today's postal world, with letter mail volumes in decline and e-commerce packet and parcel volumes rapidly increasing, requires designated operators to cooperate with wider postal sector players in order to meet customer demands,

Recalling

the mandate of Doha Congress resolution C 6/2012 to conduct a study, with the aim of producing a definitive policy on the conditions of access for non-designated operators to international mail processing centre codes, as well as to other UPU products, such as International Postal System applications (IPS and IPS Light) and POST*Net, in order to manage these access conditions in a properly regulated manner and with due regard to transparency and efficiency,

Also recalling

the mandate of Doha Congress resolution C 7/2012 to conduct a full audit of UPU product and service offerings, to assess the risks and benefits of allowing access to specific products and services to external stakeholders in the wider postal sector, and to develop the governing rules and principles applicable to each product and service that the UPU wishes to make available to wider postal sector players,

Considering

the results of the October 2014 CA audit of UPU products and services, in which UPU products and services, as well as potential stakeholders, were identified; the risks and benefits of allowing access to specific products and services to external stakeholders in the wider postal sector were assessed; and potential rules and principles applicable to each product and service that the UPU might want to make available to wider postal sector players were developed,

Decides

to adopt the general policy on the access of wider postal sector players to UPU products and services attached in Annex 1,

Instructs

the Council of Administration to approve and oversee the implementation of the access policy. (Proposal 20, Committee 3, 2nd meeting)

Policy on the access of wider postal sector players to UPU products and services

1 The UPU is the fundamental organization for the Post, intergovernmental in nature, with the concept of wider sector involvement embedded in its mission and strategy. The access of wider postal sector players to UPU products and services will help advance the UPU mission as laid out in the UPU Constitution. In particular, it will help advance the UPU mission in the areas of cooperation and interaction among stakeholders, as well as in ensuring the satisfaction of customers' changing needs. We have to recognize that today's postal world, with letter-mail volumes going down and e-commerce packet and parcel volumes growing fast, is very different from the postal world of five or ten years ago. In order to meet today's and tomorrow's customer demands and remain relevant, designated operators will increasingly have to cooperate with wider postal sector players. Wider postal sector players may include customer organizations, postal suppliers, supply chain service providers (e.g. Customs, transporters and airlines), as well as non-DOs.

a General principles

2 The access policy should be based on several important principles:

- maintaining the integrity and independence of the UPU;
- no unfair advantage to any group or individual player;
- clear delineation of the responsibilities and roles of all entities involved;
- transparent management, control and integration of the postal supply chain;
- reciprocity of interconnection with other stakeholder networks, as applicable;
- wider postal sector payment for access to UPU products and services;
- demonstrated need for wider postal sector access to specific UPU products and services;
- proper security mechanisms in place to ensure data protection and privacy.

3 The policy targets access to UPU products, services and networks under predefined conditions for wider postal sector players involved or wishing to be involved in the international postal business. Of course, these stakeholders will be restricted in their area of participation.

4 In order to make the UPU's products and services available to wider postal sector players, it is imperative that the Council of Administration oversee the gradual, systematic opening up of access under a policy of fairness and equality consistent with the general principles in paragraph 2. At the same time, the responsibilities and obligations of UPU member countries must be preserved.

b UPU mission and customers

5 In keeping with the UPU mission, one stakeholder group that the UPU should also take into consideration is the customer of the designated operator, in order to ensure the satisfaction of customers' changing needs. It may be possible to make some products available directly to those customers, either through the UPU itself or through UPU members. Licensing or conditions of sale must be carefully considered.

6 Other stakeholders include supply chain service providers, in particular Customs, airlines, transporters and security authorities, as well as non-DOs.

c Target products and services

7 Considering the range of interests among the different stakeholders, the UPU may provide access to part(s) of the functionalities of IT-related products and services developed by the UPU International Bureau and some of the UPU technical standards (such as EDI messages). These should be offered on the basis of the demonstrated needs of players that can contribute to enhancing the quality of postal services.

8 Further, some or even all of the UPU's IT-related products, developed to support seamless postal operations among designated operators, can be made available for sale or through a licence, taking into

account the working relationship between the designated operator concerned and the third party (this may include non-designated operators).

9 UPU products and services are clearly of value to stakeholders other than UPU member countries and designated operators. Over the next cycle, the UPU should gradually review and open up categories of products and services most likely to be of interest to wider sector stakeholders. The first could be UPU standards.

10 Therefore, the UPU should begin with considering the conditions for access to EDI messaging standards and IT-related products, according to the conditions below.

d General conditions

i Eligibility and pricing

11 Different types of products and services may require different criteria for eligibility. Each product and service should be reviewed in terms of the utility to UPU members and other stakeholders, and the advantages and disadvantages of availability.

12 Prices should be set according to the costs of the products and services, so that the UPU can recover costs, potentially including development costs. A rationale for providing a product or service below cost must be clearly communicated under the policy.

13 The elements of the policy concerning eligibility, as well as a pricing structure, should, in principle, be uniform for all wider postal sector stakeholders. All products and services currently available should be reviewed.

ii Contracts for sale, licensing, etc.

14 Currently, many UPU products and services are available through contracts which include general terms and conditions. These documents must be thoroughly reviewed so that the conditions are in compliance with the new policy, and to ensure harmonized conditions of use, disclosure, etc. Licences for use of products and services should also be reviewed in order to ensure that the conditions are uniform and in compliance with UPU policy.

15 Once the conditions have been reviewed and harmonized, a set of guidelines for the sale, licensing, etc., of new products and services should be established. A best practice is to establish model contracts for new products and services.

e Implementation

16 The International Bureau will open up access to the products and services identified following the consultant's audit, prioritizing according to the perceived interest of wider postal sector players. Each category has been reviewed and potential stakeholders identified. The current conditions will be examined and harmonized following the principles of cost recovery, transparency, fairness and openness.

f Monitoring and reporting

17 Once a schedule for access has been established, the International Bureau will monitor the gradual opening up of access, and will report on progress at each session of the Council of Administration and its project groups in the next cycle.

Resolution C 16/2016

Application of geographic information systems to postal address development

Congress,

Considering

that research and experience has demonstrated that address systems are necessary, fundamental tools which are employed by literally every governmental function and public service, and every business, social, and economic unit worldwide, and are a necessary component of economic development,

In view of

the increasing recognition that the availability and effective use of address information can alleviate many of the developmental challenges faced by countries, such as urban development, social inclusion, provision of basic services, and preparedness for natural disasters, pandemics and population displacement,

Recognizing

that a significant portion of the population of many countries lives in unplanned settlements, informal housing areas or rural areas which do not have systematic addressing,

Recognizing also

that addresses are a critical component of the mail and parcel delivery infrastructure, and the full development of this business, including that of e-commerce, cannot be achieved efficiently without sound addressing systems and available address data,

Further recognizing

that the traditional means of developing and allocating addresses involve a complex, burdensome, time consuming and technically demanding process,

Noting

that the development of information and communication technologies (ICTs) and geographic information systems (GIS) have increased dramatically in recent years, resulting in the invention of numerous new means for geo-locating businesses and residences more quickly and at a much lower cost than previously possible,

Bearing in mind

the measures adopted by previous Congresses, and the considerable efforts made at international, regional and national levels to underscore the importance of quality addressing and develop and implement effective addressing systems in various countries using the most advanced technology, and particularly GIS,

Instructs

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

- conduct a study, with the aim of producing guidelines on the integration of GIS, and more particularly geocodes and mapping, to existing and emerging addressing systems in order to identify possible postal applications for tackling the lack of a comprehensive address system, strengthening operational efficiency and stimulating commercial activity, and more particularly e-commerce and parcel delivery;
- organize advocacy activities on the importance of developing address systems, using the most advanced technology for the effective implementation of the UN's 2030 Agenda and Sustainable Development Goals, including conferences and meetings;
- take appropriate measures to ensure capacity building of member countries in the field of addressing integrating GIS, including gathering in a unique online platform (library) materials and resources on

address-related issues, such as address infrastructure development, best practices and success stories, benchmark studies, address standards and guidelines, integration of technology, etc.;

– identify actual and potential financing sources for addressing system development, including nontraditional sources,

Also instructs

the Postal Operations Council to:

– support the Council of Administration and the International Bureau in producing and promoting the study;

– study all operational recommendations resulting from the study on the implications of introducing GIS, such as geocodes, mapping or geo-marketing by DOs, and prepare an impact analysis;

– establish and implement a concrete action plan and roll out a roadmap for the effective implementation by DOs of the practical recommendations stemming from the study, particularly with countries willing to improve their postal markets and develop geo and predictive marketing;

– continue developing and promoting international address references and standards, such as S42, to allow for integration of the GIS technology, particularly geocodes and mapping,

Further instructs

the International Bureau to:

– support and advise member countries in their efforts to provide an address for everyone using the most advanced ICTs, with special focus on the most vulnerable populations;

– coordinate address-related technical assistance activities and the formation and management of a network of experts in that connection,

Urges

Union member countries to make address development, especially in unplanned settlements, a key element of their policy and national development plans in the upcoming cycle, as one of the bases for national and international communication (messages) and trade (goods),

Also urges

the Consultative Committee to assist the Council of Administration and the International Bureau in the task of developing an interactive list of professionals, universities, companies and non-profit organizations with expertise in address-related services and products integrating GIS, and particularly geocodes and mapping.

(Proposal 27, Committee 4, 5th meeting)