



NEWSLETTER

on postal regulation n° 2

UPU and CEPT-CERP working together to compile the main news from European postal ministries and regulators in this Newsletter. (Jan – April 2026)

INDEX

- European Union Council. New customs duty rules
- Greece. Maximum amount of flat-rate user compensation.
- Germany. Bundeskartellamt approves FFF group’s plans.
- Switzerland. Digital letters will be included in the universal postal service.
- Europe – Copenhagen Economics . Universal Postal Digital Mailbox
- Slovenia. New General Act on the Quality of Universal Postal Service.
- Denmark. New rules for handling mail
- Spain. The CNMC reviews the quality of the universal postal service
- Serbia. Results of research on the degree of satisfaction
- United Kingdom. Future of the Post Office.
- Latvia. More than half of all parcels were delivered via parcel lockers
- UPU launches Postal Reform Plan

European Union Council

Council gives final green light to new customs duty rules for small parcels.

The interim flat rate customs duty of €3 will be levied on each item category contained in a small parcel entering the EU from 1 July 2026 to 1 July 2028 and may be extended as appropriate. Once the new EU customs data hub is operational, this interim duty will be replaced by normal customs tariffs.

Date: 11/02/2026
Source: [European Council](#)

Greece – EETT

Postal services: Decision on the maximum amount of flat-rate user compensation.

EETT issued a new decision specifying the cases in which compensation is imposed due to defective provision of postal services. Key points are the following:

- The decision now provides for different cases of compensation for courier and traditional mail.
- In the event that the postal item is deposited at a different location (e.g. automated mailbox, post office) than the one agreed upon, without proven consent of the user, compensation equal to twice the postage fee is paid.
- Special contracts must provide for compensation, the amount of which may differ from that specified in the EETT decision. In the absence of such a provision, the decision applies.
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Date: 10/02/2026
Source: [EETT](#)

*Germany – Bundeskartellamt***Bundeskartellamt approves FFF group's plans to reform press distribution system.**

In future, based on the planned model, a press wholesale alliance, Presse-Grosso-Allianz ("PGA"), is intended to operate as a central press wholesale company in Germany. It is set to replace the 13 wholesalers that have so far been operating as regional distribution monopolists. The PGA will be owned by a holding company of press publishers and wholesalers. In future, the PGA will be responsible for purchasing and selling press products, and it will outsource logistics to various regional system partners.

The extensive press wholesale system is used to deliver newspapers and magazines to retailers across the country. In terms of competition law, this system is particularly relevant as it is based on industry-wide agreements between publishers and wholesalers concerning matters such as supply, terms and conditions, and territorial allocation, which can generally fall under the prohibition of restrictive agreements.

Privileges for print media wholesalers were introduced under competition law (Section 30(2a) of the German Competition Act (GWB)) as early as 2013 with the aim of ensuring press diversity and nationwide coverage. These are based on the condition that the wholesale system actually ensures comprehensive supply across the country, is designed in a non-discriminatory manner, provides fair access to all publishers, and that restrictions on competition are kept to the necessary minimum.

Date: 11/02/2026
Source: [Bunder](#)

*Switzerland – Federal Council***Digital letters will be included in the universal postal service.**

The Federal Council approved a partial revision of the Postal Services Ordinance at its meeting on 19 December. Swiss Post is to gain more flexibility in the delivery of letters and parcels as the universal service will be supplemented by the provision of digital letters.

From Wednesday (1st April), digital letters will be part of Swiss Post's universal service. Customers can use it to send and receive electronic consignments. Use is voluntary.

The digital letter is to become part of the statutory universal service obligation. By making this change, the Federal Council is responding to a key customer need and expanding the public service with a secure solution for sending and receiving letters digitally. The service will allow Swiss Post customers to choose whether they receive their mail physically or digitally – with the highest level of protection and convenience.

Date: 31/03/2026
Source: [Federal Council - Universal Service](#)

*Europe – Copenhagen Economics***The case for a Universal Postal Digital Mailbox.**

Digital communication has since become the primary channel for official and legally significant interaction in many countries. However, it lacks the universal structure that governed physical mail. Instead of one recognised delivery point per recipient, digital communication now operates through parallel systems, including email, proprietary customer portals, and public-sector inboxes, each governed by different standards and frameworks. The system has shifted from a single, shared infrastructure to a fragmented model.

Postal operators are well-positioned to provide such a solution due to their high levels of public trust, regulatory role, and nationwide presence. They can leverage existing infrastructure and relationships to scale efficiently and support inclusive access. At the same time, market incentives are mixed: senders, operators, and policymakers face trade-offs that constrain coordination and slow adoption. As a result, the emergence of a universal digital mailbox depends on aligning policy frameworks and market incentives.

Date: 2026
Source: [Copenhagen Economics](#)

Slovenia – AKOS

New General Act on the Quality of Universal Postal Service.

AKOS adopted a new General Act on the Quality of Universal Postal Service, which entered into force on 1 January 2026 and repealed the previous General Act published in Official Gazette RS, No. 173/2020 (applicable until 31 December 2025). Key changes for end users compared to the rules applicable until 31 December 2025 are the following:

- Transit-time standards for domestic correspondence were revised. Under the previous Act, priority correspondence targets were: (95% D+1; 99.5% D+2; 100% D+3) and non-priority correspondence had a single target (99% D+3). Under the new Act, priority correspondence targets are set at 90% D+1; 95% D+2; 99% D+3, while non-priority correspondence are 95% D+3 and 99% D+4.
- EU cross-border correspondence transit-time targets remain unchanged (in one month: 85% D+3 and 97% D+5).
- Domestic parcel transit-time targets remain unchanged (in one month: 80% D+2 and 95% D+3).

Automated contact points are introduced into the contact-point framework. The new Act defines an “automated contact point” as a standalone device for acceptance and delivery, accessible from a public area and operating 24/7, and clarifies that it may constitute a special organisational form of a contact point.

The previous Act recognised contact points as post offices, permanent post agencies managed by 3rd entity, or another special organisational form, but did not include this explicit “automated contact point” concept and definition. Use of automated contact points is linked to user consent. Where an automated contact point is installed and the user agrees to its use, it may be used for the provision of universal service.

Date: 01/01/2026

Source: [AKOS](#)

Latvia – Public Utilities Regulatory Commission (PURC)

In 2025, more than half of all parcels received by residents were delivered via parcel lockers.

The Public Utilities Regulatory Commission (PURC) has compiled data on the operation of the postal sector in 2025. The total number of postal items in 2025 reached 62.8 million, while the sector's total revenue increased by 3%, reaching 182.5 million euros. More than half of all items were received by residents via parcel machines, which shows that parcel machines are the most popular way to receive items.

Date: 20/03/2026

Source: [PURC](#)

Denmark – Trafikstyrelsen

New rules for handling mail under extraordinary circumstances.

The new rules mean that in exceptional cases, the Minister of Transport can designate specific postal companies to deliver physical mail from authorities, public institutions or private companies that perform essential functions. This may be relevant, for example, in situations where digital communication solutions are out of service for a shorter or longer period. The purpose is to ensure that the authorities can get important information to citizens and businesses in a crisis situation.

The changes also mean that postal companies must have a contingency plan for how to deliver mail at short notice in extraordinary cases. The purpose of the contingency plan is for postal companies to have a plan in advance that enables them - at short notice - to deliver physical mail from authorities, public institutions or private companies that perform essential functions, physically or digitally – with the highest level of protection and convenience.

Date: 31/03/2026

Source: [Denmark](#)

Spain – CNMC

The CNMC reviews the quality of the universal postal service provided by Correos in 2024.

Correos must comply with quality standards approved by the Government because it provides the Universal Postal Service in Spain.

The CNMC (National Markets and Competition Commission) has discounted some measurements affected by the severe weather events of October and November 2024.

Correos met the targets for response time to complaints and claims, as well as the delivery times for some types of standard mail and parcels (D+3). However, it failed to meet the indicators for shipment security, the ratio of complaints and claims to total shipments, and waiting times at post offices, among others, according to the CNMC resolution (STP/DTSP/069/24).

Date: 01/06/2026
Source: [CNMC](#)

Serbia – Ratel

Results of research on the degree of satisfaction of the needs of users of postal services.

The majority of users of the universal postal service are satisfied with the proximity of the post office (87%), and 74% of users believe that the working hours of the post office where they most often provide services are in line with their needs. 70% of natural persons see the need for the post office to work on Saturdays, especially users from urban areas and employees.

72% of express parcels with goods are delivered to the addressees at their residential address, but if they are not at the address, they usually pick up the parcel at the post office or postal operator's office close to 10%, then at the parcel machine 9%, at the address at work more than 8% and 1% at the address near the residence (neighbor, shop, etc.).

For more than 69% of respondents, it is important that there is a possibility to choose delivery of express shipments on a specific day, as well as a specific delivery time during the day with an additional charge.

A significant part of respondents (75%) order and make purchases in online stores. Most of them (81%) consider it important to be able to choose between several postal operators for delivery when ordering. Regarding the method of payment, 61% of the respondents consider that the possibility of paying the postage and purchase amount with payment cards when handing over or handing over the shipment is significant.

25% of users of express services had a negative experience with some of the postal operators, first of all with delivery of parcels, then with delays in their delivery, couriers not delivering parcels to their door, as well as damage to parcels.

Date: 03/04/2026
Source: [Ratel](#)

United Kingdom – Department for
Business & Trade

Government response: Future of the Post Office.

The government will implement 5 key objectives for the Post Office for the next 5 to 10 years and beyond:

1. For the Post Office network to provide postal and other critical services – currently including cash and banking, government and utility bill payment – to those who cannot or will not get them elsewhere. The government will retain the 11,500 minimum branch requirement.
2. For the Post Office to maintain a network made up mostly of full-time and full-service branches. The Post Office should ensure at least 50% of the network comprises full-time and full-service branches
3. For the Post Office network to support high streets as visible economic stimulants and hubs for local activity
4. For the Post Office to be an organisation with a positive culture, that is run in an accountable and transparent way, and delivers benefits for and represents the interests of postmasters, partners, their customers, employees and communities
5. For the Post Office to become an organisation that adapts to changing markets and is financially sustainable, with lower reliance on government funding for investment costs

Backed by over £500 million of investment funding this Parliament, the Post Office will modernise operations and reduce reliance on government funding by 2030.

Date: 25/02/2026

Source: Department for Business & Trade



UPU Launches Postal Reform Plan

At the Spring session of the Council of Administration (CA), the UPU officially launched the Postal Reform Plan (PRP) as the UPU's main framework for policy advisory assistance for countries rethinking their postal sector policy.

Through policy advisory assistance, the UPU supports member countries in designing, implementing and evaluating postal sector policies, and provides practical tools for planning and reform.

A central strength of the PRP is its results framework which links reform goals to objectives, policy measures, indicators and impacts.

The PRP is supported by the Postal Reform Guide (PRG) which covering 19 thematic policy modules and serves as the primary reference for postal reform, providing both practical and conceptual guidance.

Learn more about UPU's policy advisory assistance and the Postal Reform Plan at www.upu.int/en/prp



Upcoming events

61st CERP Plenary

The 61st CERP Plenary will be held in Mainz, Germany, 17 and 18 June 2026

Council of Administration 2026 (S2)

The next CA session will take place from 26 Oct - 30 Oct 2026.

Azerbaijan and El Salvador selected as Co-Chairs of the Postal Sector Reform Standing Group

The Postal Sector Reform Standing Group (PSR SG) was created by the Council of Administration (CA) at its session in November 2025 and reports to Committee 2 (Policy and Regulation).

The first meeting was held on 18 March 2026 to discuss the work organization into four different workstreams: workstream 1 (postal sector definitions); workstream 2 (conceptions of the universal postal service); workstream 3 (customs policy and regulatory framework); and workstream 4 (data protection and cybersecurity).

At the Spring session, the CA approved the work organization and also approved the selection of Azerbaijan and El Salvador as the Co-Chairs of the standing group.

For more information about the PSR SG, please contact: ca.c2.secretariat@upu.int