

IBIS operational guide

Procedures for IBIS customer service (version 3.0)

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1 Glossary

1.1 Acronyms

COD	Cash on delivery
DO	Designated operator
IB	International Bureau
IBIS	UPU-certified common Internet-Based Inquiry System
ILR	Inward land rate
KPI	Key performance indicator
L1Q	Level 1 query on the workflow
L1R	Level 1 reply on the workflow
L2Q	Level 2 query on the workflow
L2R	Level 2 reply on the workflow
OE	Office of exchange
POC	Postal Operations Council
POD	Proof of delivery
PPCO	Parcel Post Compendium Online
PPM	Parcel Post Manual
QUM	Quality update message
SUM	Status update message
VN	Verification note
WPOD	Written proof of delivery

1.2 Definitions

Agent (user of the system): person who handles incoming or outgoing customer claims.

Amount claimed: amount that a customer claims for refund in case of loss, theft or damage. The amount claimed cannot exceed the amount set in the Parcel Post Manual.

Authorization code: code provided by the liable partner if the item cannot be located or is found damaged.

Call centre: centralized office used for the purpose of receiving or transmitting requests by all means. A call centre is operated by a company to administer incoming product support or handle inquiries from consumers.

Claim: any complaint or query relating to the provision of the postal service, submitted within the deadlines provided by the Parcel Post Manual.

Concealed damage: applies when the item is delivered to the addressee without visible damage to packaging, but damage or missing contents are discovered after delivery.

Damage: reduction of the value or usefulness of an item, for which the designated operator may be liable.

Destination designated operator: the designated operator of the destination of the item.

Incorrect delivery: delivery of an item to a different address than the one indicated on the label and not authorized by national law.

Inquiry: process that has the aim of supplementing information, resolving doubt or solving a problem, as requested or claimed by a client.

Insured value: the contents of a parcel insured according to the value declared by the sender.

Loss: item that cannot be found or delivered.

Open transit/transit à découvert: method of transmission of parcels, whose number or weight does not justify the make-up of closed mails for the destination country, sent through an intermediate designated operator.

Origin designated operator: the designated operator of the origin of the item.

Performance indicator: means by which a country's or agent's performance can be quantified and evaluated.

Procedure: step-by-step sequence of activities or course of action (with defined start and end points) that must be followed in the same order to correctly perform a task.

Redirect/forwarding of an item: transmission of an item from one location to another.

Seized item: postal item which the competent authorities (designated operator, Customs, security authorities, etc.) have seized, as it contains prohibited articles.

Standard: any UPU-defined set of specifications established for technological, operational and other processes where uniformity of practice is essential.

Transit: passage of postal items through the services of a third country.

Value declared: total value of the content declared on customs declaration CN 23 and invoices.

Workflow: sequence of connected inquiries (query and reply) to resolve claims in the system.

1.3 UPU forms

CN 07	Advice of receipt/of delivery/of payment/of entry
CN 08	Inquiry
CN 13	Report – Information about a seized postal item
CN 15	Return label
CN 17	Request: for withdrawal from the post; for alteration or correction of address; for cancellation or alteration of the COD amount
CN 18	Declaration concerning the non-receipt (or receipt) of a postal item
CN 23	Customs declaration
CN 24	Report (irregularities in respect of insured letter-post items and postal parcels)
CN 29ter	Coupon for COD items
CP 72	Manifold set. Customs declaration/Dispatch note
CP 77	Statement of charges
CP 78	Verification note
CP 87	Air parcel bill. Surface, S.A.L. and air parcels

2 Introduction

The operational procedures of the Internet-Based Inquiry System (IBIS) for parcels enable designated operators (DOs) to apply procedures stemming from the UPU Convention and Parcel Post Manual (PPM) related to the handling of customer inquiries and liability. The purpose of this third edition is to adapt the procedures for treating inquiries to the new IBIS. This update reflects changes approved by the Postal Operations Council (POC) at its 2014.1 meeting.

In order to make this guide as helpful and easy to use as possible, suggestions for improving its content or presentation are welcome on an ongoing basis. Comments may be sent by e-mail to the International Bureau at the following address: parcels@upu.int.

The International Bureau's Quality Improvement Programme has a contacts database for sending communications regarding customer service. Each DO must designate a contact and ensure that it is updated when there is a change by using Annex 1 of this operational guide. For Parcel Post Compendium Online (PPCO) updates, please refer to the person authorized within your company to provide such updates.

2.1 Information of a general nature

IBIS enables two DO customer inquiry centres to exchange information of a general nature (change of address, request for redirection, or further details not previously provided in the course of a specific inquiry, e.g. delays, restrictions and customs issues).

General information concerning inbound parcel services offered by DOs (delivery standards, restrictions and prohibited articles) can be found on the UPU website at the following addresses:

- Parcel Post Compendium Online: www.upu.int/en/activities/parcels/parcel-post-compedium.html.
- List of prohibited articles: www.upu.int/en/activities/customs/list-of-prohibited-articles.html.

2.2 Purpose of this guide

Since January 2006, IBIS has replaced the paper-based CN 08 inquiry process and is not to be used in addition to the CN 08. The most up-to-date list of users is available on the UPU website and can be viewed in the system itself.

IBIS for UPU postal parcels is a specific module of a UPU-certified web-based application developed by International Post Corporation (IPC) to facilitate and accelerate the resolution of customer inquiries between DOs for all categories of parcels.

The IBIS operational guide complements the provisions regarding the parcels customer service procedures set out in the Parcel Post Manual, particularly article RC 150, which prescribes the standards for the escalating steps involved in IBIS inquiries.

As the correct use of IBIS has a positive impact on inward land rates (ILRs) (5% bonus), this guide seeks to help customer service managers in their daily oversight of customer service and call centre agents in order to achieve the minimum performance targets.

2.3 Revision of this guide

The IBIS operational guide may be revised annually. Any changes need to be approved by the POC.

2.4 Customer service call centre set-up

- a DOs have to set up an operational call centre to resolve issues related to international parcels, including inquiries.
- b Information about the call centre set-up for DOs and for customers must be published in the PPCO: name, address, city and postcode, telephone, fax, e-mail, website, hours and days of operation (local time) and spoken languages. Call centres should be reachable internationally.

3 Standardized system for international inquiries

The use of a standardized system for international parcels inquiries is thus encouraged in order to improve the quality of the response provided as final feedback to the customer.

Call centre agents must be aware of the key principles of the workflow set up for inquiries, as well as the other functionalities of the system, i.e. notification and broadcast messages. In this new enhanced system, all communications are based on a cause: no inquiry or notification can be made without selecting a type of request, and no broadcast message can be sent without a reason for it.

3.1 UPU standards and Parcel Post Manual

Use of the UPU S10 barcode is mandatory under the Parcel Post Manual, except in the event of a bilateral agreement between DOs. If a standard barcode is not applied on a parcel, no inquiry will be contemplated, and the destination DO is not liable, unless otherwise agreed bilaterally.

3.2 Inquiry workflow concept

- a The agent must always start the inquiry process by tracking the item number. The inquiry menu updates automatically with all the tracking information that is available for that item, including transportation events. Note that the tracking information is sorted in chronological order to help the agent identify where the item is.
- b If agents work with different products simultaneously, they can organize their "to-do list" as they choose because the system is able to deal with different products so that agents do not need to change menus constantly.
- c After tracking the item, the agent should choose the appropriate type of request for the customer claim. The correct choice is important because the menus are tailored to each type of request; they were developed with specific fields of information to optimize the process.
- d Each menu has pre-defined boxes from which the appropriate option can be selected. The purpose of these pre-defined answers is to reduce language barriers. Note that "remarks" sections are available, but mandatory fields must be completed.
- e The workflow is split into two levels. The first level is for providing a reply. The second level should only be used when the answer to the first level was not conclusive. The second level is not to be used to extend the inquiry, only to complement the first level.
- f Some types of requests are connected to only one level. When an agent replies to these requests, the reply should be conclusive, as no escalation is allowed.
- g The standards for response are defined based on the time needed to provide a quality response. At the first level, the reply time is shorter than at the second level. Requests for which customers do not yet have the item have priority and a shorter reply time.
- h The different standards for reply time for the two levels seek to encourage agents to provide quality responses and conclusive information to the customer, thus avoiding escalations and reactivation. The objective is to achieve a higher resolution rate on the first reply, increasing customer satisfaction.
- i The quality update message (QUM) and status update message (SUM) were developed to provide updated information between the opening of an inquiry and the reply deadline. QUM was created for use by the destination partner to inform origin partners that more information should be provided for the request in order to investigate the claim thoroughly, and by the origin partner to reply to a QUM. SUM has to be used by the origin or destination DO to provide additional information on the inquiry.

3.3 System quality principles

The following quality principles form the basis for IBIS:

- a Improved customer experience through:
 - i shorter inquiry durations through a simplified workflow setup;

- ii clearer time frames with regard to the finalization of inquiries (i.e. the duration of the inquiry) for communication to the customer;
 - iii opportunities to keep customers informed through the use of update messages;
 - iv focus on quality of data and conclusiveness of replies, leading to higher resolution rates and higher satisfaction levels.
- b Focus on data quality and flexible inquiry processes through:
- i selection of the specific type of request to trigger the appearance of a set of relevant data elements throughout the workflow and ensure that the necessary information is provided, and to allocate the appropriate response times;
 - ii possibility to flag requests containing insufficient information, with an option for the origin to immediately correct or update;
 - iii option to update requests with additional information without having to wait for a reply or send a new request;
 - iv predefined replies for each type of request, eliminating ambiguity and reducing the need for escalation;
 - v introduction of a "reply rating" option allowing the receiving DO to flag non-compliant replies; this information is conveyed immediately to the sending DO;
 - vi adaptability of all inquiry-related parameters and elements.
- c Decreased workload for IBIS agents through:
- i combination of improved data quality and a two-tier process, leading to fewer messages and less duplication of information;
 - ii intuitive and user-friendly setup, which allows enhanced messages and reduces scrolling and clicking;
 - iii update messages allowing for the conveyance of information without the need for a response, considerably reducing irrelevant and unnecessary replies;
 - iv checking of every inquiry against a transit timetable and provision of a warning in case the inquiry is created too close to the posting date, thus reducing the number of premature inquiries;
 - v "type of request" indicator allowing immediate treatment by a "specialist" who is responsible for specific activities.
- d Enhanced system intelligence through:
- i IBIS database parameters for potential reporting purposes (e.g. obtaining useful information on compliance for users, managers and stakeholders);
 - ii reports, which will serve as the basis for further improvements, from both a system and an operational point of view.

3.4 *Broadcast message*

- a Broadcast messages can be sent to one, multiple or all call centres, to inform and advise other DOs of events and situations that may impact operations or customer service, such as:
- i cases of *force majeure*;
 - ii track-and-trace system breakdowns;
 - iii national holidays;¹
 - iv strikes;
 - v operational disruptions;
 - vi other situations that may impact DOs.

¹ The insertion of national holidays in the IBIS database must be done through the PPCO.

- b Updated broadcast messages should also be sent to report when issues are resolved.
- c A broadcast message is not based on item ID. Because of this, it is not part of the workflow and is not to be used for inquiries or workflow extensions. It serves informational purposes only and will not be used for any performance measurement purposes.

3.5 *Emergency messages*

To provide all of its parcels partners with urgent information on operational incidents or anomalies that do not require a reply, a DO may use the UPU International Bureau's Emergency Information System (EIMS).

3.6 *E-mail notification*

- a This function is available to members that receive fewer than 500 inquiries a year. This notification does not change any standard or procedure for dealing with inquiries within the system; it assists members with few inquiries to respond in a timely manner to new inquiries.
- b An e-mail notification will be sent to each designated e-mail address each time an inquiry appears in the DO's "to do" list.
- c To benefit from this functionality, DOs should complete and return the form in Annex 2. This functionality was implemented in 2012 (IB circular No. 80/2012).

4 **Inquiry and claim procedures**

Customer service procedures are created to help DOs better serve customers. The procedures are important because they allow employees to understand their roles and responsibilities in terms of serving customers according to predefined time frames and requirements.

The following sections explain how to treat customer complaints, and when these complaints are accepted, how to make inquiries within the standardized system in accordance with the procedures outlined below.

4.1 *Inquiries*

- a Inquiries will only be accepted if made within six months of the date of posting of the item; inquiries can be accepted from the sender or the addressee of the item (UPU Convention, art. 19).
- b Within the period of time prescribed in article 19 of the Convention, inquiries must be accepted as soon as they are filed by the sender or the addressee. However, where a sender's inquiry concerns an undelivered parcel and the anticipated transmission time to the country of destination has not expired, the inquiry may be accepted but will be submitted only after the transmission time has expired, unless an inbound EDI message (RESDES or EMSEVT) has been transmitted.
- c Inquiry procedures are detailed in this operational guide and must be followed by the call centre agents for each type of customer request.
- d Each delivery DO must use IBIS to make and reply to parcels inquiries and to ensure that there are no outstanding messages in the system. The inquiry level will be chosen in accordance with the procedures in this guide (section 5) and be used to:
 - i make an inquiry on a customer claim;
 - ii notify (report) on undeliverable, missing or damaged items, and items that may be in customs.
- e When using IBIS for international inquiries, agents must choose one of the 11 types of request:
 - i Update/confirmation of item status;
 - ii Written proof of delivery;
 - iii Disputed delivery;
 - iv Request for change/correct address, and redelivery or return/stop delivery of the item;
 - v Damage/missing contents;

- vi Misdirected/redirected/transit;
 - vii Customs investigation;
 - viii Explanation for delayed delivery/processing at destination;
 - ix Unexplained return of the item;
 - x COD amount not received;
 - xi Advice of delivery (AR).
- f The workflow allows a maximum of two levels of inquiry. Each type of request is connected to either one or two levels of workflow, and the maximum duration must not exceed the parameters set in article RC 150 of the PPM. The workflow for each type of request is defined in the procedures and must be followed by the agent.
- g Each type of request has a specific set of system menus. All mandatory fields of each inquiry must be completed by DOs; it is recommended that optional fields also be completed. The elements of each type of request can be found in Annex 4.
- h QUM and SUM are used to complement the inquiry workflow:
- i QUM should be used by the destination DO to indicate non-compliance of the request and is limited to one per workflow. The origin partner can reply to QUMs to provide additional information.
 - ii SUM should be used by the origin or destination DO to provide additional information on the inquiry.
- i When a reply from the destination DO is satisfactory (conclusive) and the customer is satisfied, the origin agent should manually close the workflow. However, workflows are automatically closed after 30 calendar days of inactivity. Closed cases can also be re-opened for further escalation.
- j Reactivation should only be allowed in cases where the replies are inconclusive and can be used to initiate a different type of request. However, agents must check the item status and review the inquiry history. The total workflow duration set out in the Parcel Post Manual should also be taken into consideration.
- k Requesting partners can rate all incoming replies from replying partners when the replies are non-compliant with the operational procedures and are inconclusive.

4.2 *Claims*

- a The destination DO must settle claims subject to indemnity from an origin DO within 30 calendar days from the date of the first inquiry.
- b The destination DO will be liable for loss of, or damage to, an item if the investigation shows that:
- i the last item scanning event is EMD or later and there is no physical evidence of delivery to the addressee (WPOD or CN 18);
 - ii the dispatch containing the item is acknowledged as received by the destination DO (i.e. signed transport documents, RESDES) and no discrepancies are reported (CP 78) according to article RC 187 of the PPM;
 - iii the item has not been tendered to the addressee within 30 calendar days of its receipt by the destination DO (date and time of acknowledgment of the dispatch receipt), unless the item is proven to have been seized or detained by Customs or other governmental authorities (CN 13 provided or EME scan event with associated reason code 19 or 64 from UPU code list 111);
 - iv the item is delivered to a recipient other than the addressee, without authorization from the sender or the addressee (incorrect delivery);
 - v in case of disputed delivery, the destination DO is not able to provide a CN 18 form signed by the addressee within 30 calendar days of the initial inquiry.
- c If the destination DO fails to reply to an inquiry from an origin DO within 30 calendar days, it will be considered to have accepted the claim and will be held liable for compensation paid to the sender by the origin DO on the basis of the claim submitted, if no bilateral agreements are in place.

- d Claims must include at least the following information:
- i Name and address of sender;
 - ii Name and address of addressee;
 - iii Date of posting;
 - iv Description of the contents;
 - v Weight;
 - vi Postage paid;
 - vii Value declared of the content and amount claimed;
 - viii Parcel bill number (CP 87/CP 88).

Note: Although it is not mandatory, a copy of the CP 71 or CP 72 (dispatch note) could expedite the claim process.

4.2.1 *Settlement of claims*

Depending on the determination of liability for lost or damaged items between DOs, the DO paying indemnity to a customer can claim that amount from the liable DO:

- a The indemnity amount is subject to the limitations set out in articles RC 154 and RC 157 of the PPM. The amount for indemnity must be preauthorized in the applicable IBIS inquiry, by providing the authorization code and authorized amount as a final reply to the inquiry.
- b An authorization code must be used to facilitate accounting in respect of liability between DOs. Its purpose is to unambiguously identify the claim that is subject to liability. A code may consist of groups of letters and/or numbers and is created by the DO accepting liability for a lost or damaged item.
- c The amount claimed for indemnity must be equal to the amount paid to the customer and must in no case exceed the amount defined in article RC 154 of the PPM.
- d Regardless of whether it has paid indemnity to the sender, the DO should claim the amount in the periodical accounting on document CN 48, which contains the authorization code from the finalized inquiry.
- e DOs may use direct billing, a bilateral offsetting system or the UPU*Clearing system.

5 **Types of request and time frame for processing**

All inquiries must be treated in IBIS. Agents must adhere to the procedures below and will be evaluated on the quality of their treatment of the claim.

5.1 *Time frame for processing*

Measurement of call centre response times and quality of responses to inquiries from other call centres will only be made for those DOs that have implemented IBIS. Measurement of response times and quality will be performed in relation to all inquiries using the data within the system.

5.2 *On-time response*

On-time response is an indicator that measures the percentage of inquiries that were replied to within the defined time period for each type of request. It takes into consideration all replies given and all levels of workflow.

The processing standards for each type of request are defined in the table below:

<i>Type of request</i>	<i>Reply time level 1 (working days²)</i>	<i>Reply time level 2 (working days²)</i>
Update/confirmation item status	3	15
WPOD (written proof of delivery)	10	–
Disputed delivery	–	15
Request for change/correct address, and redelivery or return/stop delivery	5	–
Damage/missing contents	7	15
Misdirected/redirected/transit	7	15
Customs investigation	7	15
Explanation for delayed delivery/processing	5	–
Unexplained return of item	5	–
COD amount not received	7	15
Advice of delivery (AR)	7	15

These standards can change annually, in accordance with the POC procedures and decisions.

Note: These initial standards and criteria will be applied in the year of transition (2015) and reviewed according to the experiences of DOs.

5.3 *Calculation of due date/time*

- a Standardized system working days: The time frames for processing requests and for performance indicators are expressed in working days (eight consecutive working hours per day, not including holidays). Calculation of the due date/time is based on these working days. Local times (i.e. time zones) and other restrictions (e.g. national holidays) are taken into account.
- b Published working hours of DO inquiry centres: The working hours of DO customer inquiry centres are published in the Parcel Post Compendium Online, available on the UPU website. Inquiry centres operate IBIS during their working hours.
- c Treatment of inquiries received outside working hours: The clock stops when an inquiry is received via IBIS outside hours of operation at the receiving DO customer inquiry centre. The system will start the clock automatically at the next hour of operation of the destination DO customer inquiry centre. Calculation of the due date will start from that point.

5.4 *Type of request*

5.4.1 *Status (update/confirmation of item status)*

- a Definition: No information about item status is available in the destination country, the targeted arrival date in destination country has expired, and available information is unclear or contradictory. The purpose of this request is to obtain or clarify tracking data and obtain information on further treatment of the item to ensure its delivery.
- b Workflow levels 1 and 2.

² Working days are considered as eight consecutive working hours, not including holidays.

- c This type of request is applicable in cases where:
- i the sender states that the addressee has not yet received the item and the track-and-trace information is not satisfactory (the most recent event at destination was more than two working days ago);
 - ii the addressee states that he/she did not receive the item, while acknowledging that the item was sent;
 - iii there is no confirmation of arrival of the bag (no RESDES);
 - iv there is confirmation of arrival of the bag, but not the item (RESDES but no EMD).
- d Requesting agent procedures:
- i The EMC event must be present.
 - ii If an EME scan is the last event, the agent should use request type "Customs investigation".
 - iii If the EMD event is missing, attention must be paid to the transit time between the origin and destination so that a request is not created before the expected arrival date. The flight connections and transit times should be taken into consideration.
 - iv Provide evidence of dispatch/bag having been accepted by the destination Post (e.g. signed CN 38, RESDES scan).
 - v Do not escalate before there is any proof (as mentioned above), when the replying Post has denied receipt of the item and no event EMD or later or RESDES is available.
 - vi If possible, provide customer information, including phone number and description of contents.
- e Replying agent procedures:
- i Check the internal tracking system and/or conduct an investigation in order to obtain an accurate item status: physically contact the office of exchange (OE) or operational units concerned to locate the dispatch/bag.
 - ii If the item is still in transit and has not been delivered when the reply is due, the replying Post should monitor the tracking until the final status.
 - iii Check for a verification note (VN) in case the article was not included in the receptacle.
 - iv If the item has arrived (EMD), indicate time of arrival and measures being taken to deliver the item and the estimated delivery date.
 - v If the item was delivered (EMI), indicate the date and reason for delay, if possible and if applicable.
 - vi If the item is in customs (EME), advise if clearance is required and provide any detailed instructions for the addressee to have the item cleared, including the contact number.
 - vii If the item remains undelivered, provide the following information:
 - Where the item is located.
 - Instructions for pick-up, including address and phone number of the delivery office and time left for pick-up.
 - CN 24 or VN, in the case of damage or missing content.
 - Any additional information.
 - viii Declare item lost if the dispatch/bag is received but the item cannot be located and 30 calendar days have passed since the EMD.

5.4.2 *Request (request for change/correct address, and redelivery or return/stop delivery of the item)*

- a Definition: The sender asks the destination country to make changes to addressee details or requests specific actions in the delivery process (redelivery, stop delivery or return item). As this feature is not mandatory (PPM, article RC 149.2), the PPCO has to be consulted before sending such a request.

- b Workflow level 1.
- c This type of request is applicable in the following cases:
- i The sender requests a change to the address because it is incorrect or details have been omitted.
 - ii Request for redelivery if sender or addressee claims that the delivery attempt has not been made or the addressee is unable to pick up the item at the postal counter.
 - iii Request that delivery be stopped and the item withdrawn.
 - iv Request that the item be returned (if legally permitted in the country of destination).
- d Requesting agent procedures:
- i Consult the tracking system to ensure that the item has not been delivered at the time of request (although there is still a possibility that the item will be delivered to the original address while the request is being processed by the replying Post).
 - ii If the item has not arrived at the destination (replying) Post, the dispatch particulars should be provided, including date of dispatch and 29-digit bag identifier.
 - iii For redelivery, the request should only be used when the item is being held in the delivery office.
 - iv For customs purposes, provide a CN 17 form.
 - v Provide the following information:
 - Name and address of the sender and the addressee.
 - The new address for the addressee (a copy of the label would be appreciated but is not required).
 - Addressee's phone number, if available.
 - A description of contents and the package details.
 - Instructions in case the change is not accepted by the destination Post (e.g. whether item should be returned, and by what means).
- e The requesting designated operator (origin DO) needs to understand that the request may fail when it is sent before the item arrives at the OE (EMD scan), as the destination DO may not be able to hold the request if the item is delayed in transportation.
- f Replying agent procedures:
- i The delivery DO should take measures in response to the request and inform the sender about the actions taken:
 - Contact operational units and Customs (where necessary) if redelivery can be arranged; provide the new address to the operational units concerned.
 - Contact the addressee to arrange for redelivery when the phone number is available.
 - Monitor the process until the item is intercepted or redirected/returned for those items that had been received by the replying Post at the time the request is opened.
 - ii If already delivered, provide the latest status of the item and the date; advise that the item has been delivered and give the delivery address.
 - iii When the request can be accommodated:
 - Confirm delivery and at which address it was delivered (if delivered).
 - Indicate the current status of the item (if not yet delivered but on its way to the new address).
 - Provide the information for pick-up, including the address and phone number of the delivery office and time left for collection, and indicate whether a notice for pick-up has been left at the new address.
 - If returned, provide dispatch details (number, date and time).

- iv Declare item lost if it cannot be located and 30 calendar days have passed from the EMD scan.

5.4.3 *Customs (customs investigation)*

- a Definition: Item or part of its contents are retained or seized by the local customs authority or other governmental agency. This request serves to obtain documents in order to release the item from customs. The item is under customs authority if a proof of seizure (CN 13) has been transmitted to the origin, or related tracking reason code 19 or 64 from code list 111 in the EME event has been generated. Posts are not responsible for the release of the item, only for the collaboration between the customer and the customs authorities.
- b Workflow levels 1 and 2.
- c This type of request is applicable in cases where the sender asks about instructions regarding release of the item from customs.
- d Requesting agent procedures:
 - i If an EME scan is the last event, the item is being held by the customs authorities.
 - ii In tracking systems, the reason should be shown.
 - iii The most likely reason for retaining an item is a missing or inappropriate invoice or customs declaration. The sender or addressee should provide these documents to the customs authority. It is possible to send these documents via the system or directly to the customs authority.
 - iv Provide detailed sender and addressee information (address details and phone number) and a description of contents including value.
- e Replying agent procedures:
 - i Detail the requirements for releasing the item from customs, the customs authorities' contact information, or the customs clearance time if the item is no longer being held.
 - ii Action to be taken: contact Customs, if possible, and the addressee, if necessary.
 - iii Reply expected: answer the questions with as much detailed information as possible so that the item can be released.
 - iv Declare the item lost if it cannot be located.

5.4.4 *Written proof of delivery (WPOD)*

- a Definition: In article RC 116 of the PPM, proof of delivery is defined as a signature of acceptance or registration of captured data from an identity card, or some other form of evidence of receipt that is legally binding under the legislation of the country of destination to confirm acceptance. Under the PPM, all DOs must comply with this requirement.
- b Request for proof of delivery: Delivery information is available on track and trace, but the sender requires the name of the recipient and a copy of the signature.
- c Workflow level 1.
- d Requesting agent procedures:
 - i EMI scan event or an answer from a previous workflow level that the item was delivered is mandatory.
 - ii Provide detailed customer information, ideally with the addressee's phone number and a copy of the label.
- e Replying agent procedures: the agent needs to provide a copy of the WPOD or signed CN 18 form and details of the delivery from the receiver.

5.4.5 *Disputed (disputed delivery)*

- a Definition: The sender disputes the delivery of an item although the track-and-trace system shows the item as delivered.

- b Workflow level 2.
- c This type of request is applicable in cases where the sender disputes delivery; this query serves to clarify the information about the delivery.
- d Requesting agent procedures:
 - i The EMI scan event or an answer from a previous inquiry workflow level that the item was delivered is mandatory.
 - ii Provide detailed customer information, ideally with the addressee's phone number and a copy of the label.
- e Replying agent procedures:
 - i The agent must obtain the addressee's statement (signature) on a CN 18 form that the item queried has or has not been received.
 - ii Actions to be taken:
 - Obtain recipient information via WPOD.
 - Contact the addressee by phone for delivery confirmation (if the phone number is provided).
 - Try to recover the item in the case of incorrect delivery.
 - Obtain addressee's statement on CN 18 form and attach to the final inquiry reply.
 - iii Reply expected:
 - In the case where the item is delivered, provide a CN 18 form duly signed by the addressee confirming delivery to the rightful person.
 - In the case of loss, declare the item lost and if liability is applicable provide the authorization code and the indemnity amount authorized.
 - In case of recovery, provide the date of redelivery and the new WPOD.
 - iv If the delivery agent cannot provide the CN 18 within a period of 30 days, the item should be considered lost.

5.4.6 *Damage (damage/missing contents)*

- a Definition: Item was found with damage or missing contents in any phase of processing. This request serves to inform the counterpart DO about the incident.
 - If the addressee requests compensation for a rifled, damaged or lost ordinary or insured parcel, the sender first has to waive his/her rights in writing in favour of the addressee. This waiver is not necessary in cases where the sender and the addressee are the same.
 - The DO of destination is not liable if it established a CP 78 verification note and CN 24 damage report upon arrival of the item.
- b Workflow levels 1 and 2.
- c This type of request is applicable in the following cases:
 - i The operations staff in the OE, sorting centre or delivery network reports that the item is found damaged or with missing contents.
 - ii In the case of concealed damage, the addressee may launch a query in the time frame specified in national law, usually no later than 24 hours after delivery.
- d Requesting agent procedures:
 - i If the request is initiated by the DO that found the damage, it is necessary to attach the CN 24 (damage report) and the subsequent measures taken.
 - ii Provide detailed customer information, ideally with the sender's phone number.
 - iii Provide as much information as possible about the damage: package details, contents missing and declared.

- iv Agents should be aware that the destination Post may not accept claims for concealed damage.
- e Replying agent procedures:
 - i The agent needs to provide disposal instructions from the sender and the subsequent indemnity procedure.
 - ii Actions to be taken:
 - Contact the operational units concerned to confirm whether the damage is recorded or can be proved.
 - Contact the customer for evidence if necessary.
 - File CN 24 or VN where necessary.
 - iii Reply expected:
 - Item status.
 - Provide details of the investigation.
 - Confirm whether the item is damaged or contents are missing. Provide details, if possible.
 - Provide CN 24 (if the damage is confirmed) and other documents that can assist the origin Post processing the customer claim.
 - It is recommended that photos be taken as supporting documentation and provided as an attachment, where possible.
 - In case the sender waives his/her right in favour of the addressee, the origin DO has to provide an authorization code if it is liable.

5.4.7 *Misdirected/redirected/transit*

- a Definition: Item was sent to a country which is not the correct destination. This request serves to locate the item and enables transit details and instructions for further treatment.
- b Workflow levels 1 and 2.
- c This type of request is applicable in cases where:
 - i the origin DO discovers that the item has been missorted/misdirected and advises the transit DO regarding the correct forwarding of the item;
 - ii the forwarding DO discovers that the item arrived out of course or without a delivery label and address and asks about instructions for subsequent treatment.
- d Requesting agent procedures: provide full dispatch and routing details and instructions for forwarding.
- e Replying agent procedures: provide forwarding details such as destination OE code, date and number of dispatch, and routing details.

5.4.8 *Delayed (explanation for delayed delivery/processing)*

- a Definition: Delivery of the item was delayed according to delivery standards.
- b Workflow level 1.
- c This type of request is applicable in cases where the delivery was delayed according to the delivery standards and the sender seeks the reason for the delay.
- d Requesting agent procedures:
 - i This type of request should be used when an EMH/EMI event (delivery attempt/delivery) is already available, or when the destination DO has already confirmed the delivery attempt/delivery.
 - ii Provide detailed customer information, including contents.

- iii The label should be provided when available and/or requested by the delivery Post.
- e Replying agent procedures:
 - i The agent provides a reason for the delay, although this does not necessarily mean that the destination DO is liable for the late delivery.
 - ii Actions to be taken:
 - Consult the internal routing and delivery plan to verify the delay.
 - Ascertain the reason for any delay occurring after the EMD scan.
 - iii Reply expected:
 - Dates of scans that are missing from the tracking in the system.
 - Either the reason for the delay or a detailed explanation for denial of delay.

5.4.9 *Returned (unexplained return of item)*

- a Definition: Item is returned without a reason provided and sender seeks clarification.
- b Workflow level 1.
- c This type of request is applicable in cases where the sender states that the item was returned without a reason provided.
- d Requesting agent procedures:
 - i The agent should provide the full address of the addressee. The address label should be provided when available and/or requested by the destination DO (copy of CP 71 or CP 72 or CN 23).
 - ii In the case where there is already a notification message from the destination informing the origin of an undeliverable item and explaining the reason, the inquiry should not be launched at the origin.
- e Replying agent procedures:
 - i The agent needs to provide a factual and conclusive reason, even if it is an operational error.
 - ii Actions to be taken:
 - Contact the operational units concerned.
 - If the reason is damage, a CN 24 or VN should be provided.
 - iii Reply expected:
 - Root cause of return (e.g. delivery refused because of damage).
 - Provide CN 24 or VN if the return is caused by damage.
 - When the reason is incorrect/incomplete address, more details should be provided to indicate why it is incorrect/incomplete, in case no notification has been made previously.
 - Provide an authorization code for the reimbursement of the conveyance charges (outward and return) and any uncanceled charges or fees in case of non-compliance by destination DO with sender's instructions given at the time of the postage of the item (article RC 147 of the PPM).

5.4.10 *Cash on delivery (COD amount not received)*

- a Definition: Sender claims that COD amount has not been returned even though the item was delivered.
- b Workflow levels 1 and 2.
- c This type of request is applicable:
 - i only for DOs providing a COD service;
 - ii to provide details regarding the money transfer.

5.4.11 *Advice of delivery (AR not received back by the sender)*

- a Definition: According to article RC 132 of the PPM, the sender of a parcel may apply for an advice of delivery at the time of posting. This AR will be returned to the sender by the quickest route (air or surface). DOs may restrict this service to insured parcels if such restriction is provided for in their internal service.

A sender who has not received back the CN 07 duly signed by the addressee of a parcel can request a written proof of delivery. The inquiry procedures may be initiated for the parcel (article RC 150.3bis.5).

- b Workflow levels 1 and 2.
- c This type of request applies in cases where:
- i the DO provides an AR service.
 - ii the sender of a parcel complained of not having received the CN 07 AR.
- d Requesting agent procedures:
- i The EMI scan event or an answer from a previous message that the item was delivered is mandatory.
 - ii Provide detailed customer information, ideally with the addressee's phone number and a copy of the label, if possible.
- e Replying agent procedures:
- i The agent needs to provide a signed CN 18 form. If the delivery agent cannot provide this, the item should be considered lost.
 - ii Actions to be taken:
 - Obtain recipient information via WPOD.
 - Contact the addressee by phone for confirmation (if the phone number is provided).
 - Use the CN 18 or visit the addressee/recipient (if there is no phone number or if it does not work).
 - Try to recover the item in the case of wrong delivery.
 - iii Reply expected: either declare the item lost or prove the item was received by the addressee, including the following information:
 - WPOD signed by addressee as proof of correct delivery (if not provided in response to prior requests).
 - Explain to whom the item was delivered (if signed for by a person other than the addressee).
 - Outcome of the contact with the addressee either by phone/CN 18 or by visit (with confirmation by the addressee that the case can be closed).
 - Redelivery date plus the new WPOD or confirmation by the addressee in the case of recovery.
 - iv Declare the item lost if it cannot be recovered when the delivery cannot be proved as correct.

5.5 *Notifications*

- a Notifications are messages designed to convey proactive information at the item level and are therefore mostly used by the destination DO to report a problem to the origin. The following reasons can serve as the basis for proactive notifications to the origin DO:
- Item undeliverable;
 - Item damaged;
 - Item delayed;
 - Item retained by Customs: documentation required;

- Operational irregularity.
- b Notifications are always based on item ID and can be created by origin and destination DOs. Upon receiving a notification, the DO can:
 - create a reply; or
 - use the ignore function.
- c Notifications are listed in separate message lists/folders. All notifications remain in these folders for 30 calendar days. After this period they are automatically removed (but still retrievable through the "Query" module).
- d Currently, no time frame applies to the notification procedure, and replying to or taking note of a notification is optional. It is highly recommended, however, to handle notifications as soon as possible after receipt, enabling the sending DO to take appropriate measures.
- e Notifications are considered stand-alone messages and cannot therefore be created during a main workflow. It is, however, possible to create a main workflow (i.e. L1Q) after a notification (regardless of whether a reply was created or the ignore function was used). It is also possible to send multiple notifications on the same item ID and to the same DO (given that there is no L1Q), but only after the previous notification has been addressed (reply created or ignore function used).
- f All notifications are recorded for reporting purposes.

5.5.1 *Undeliverable (item undeliverable)*

- a Definition: The destination DO has found that the item is undeliverable and asks the origin DO for instructions for further treatment of the item.
- b This type of notification is applicable in cases where:
 - i operational staff in the OE, sorting centre or delivery network report that the item is undeliverable on account of an insufficient or incorrect address, an unknown addressee, missing item label, refusal by addressee or Customs, etc., and ask for instructions for further treatment.
- c Notifying agent procedures:
 - i The agent must indicate the reason for non-delivery and provide the address and/or contact information for the office where the item is held, for subsequent measures.
 - ii The destination agent should indicate the retention period of the item at the depot.
- d Replying agent procedures:
The agent must provide the corrected address and contact number of addressee and instructions for measures to be taken.
- e In the case of no reply from the origin DO, the destination should return the item after the retention period or treat the item as abandoned according to the sender's instructions on the CP 71/CP 72.

5.5.2 *Damaged (item damaged)*

- a Definition: The destination DO can report an item that is damaged and request suggestions for further processing (CP 78), or inform of the treatment of the item and present the CN 24 (PPM, article RC 155).
- b Notice of loss of or damage to any goods must be provided by the destination DO to the origin DO in writing within 10 working days of the date of discovery.
- c In the case of concealed damage, a notice must be provided by the destination DO to the origin DO within 48 hours of the date of delivery. The CN 24 report is to be transmitted in such cases via IBIS.

5.5.3 *Delayed (item delayed)*

The destination DO uses this notification to inform the origin DO of items which are delayed in the delivery process.

5.5.4 *Customs (item retained by Customs: documentation required)*

- a Definition: The item or part of its contents are retained or seized by the customs authority or other governmental agency. This notification serves to obtain documents in order to release the item from customs. The destination DO has to transmit a proof of seizure (CN 13) to the origin or generate related tracking reason code 19 or 64 from code list 111 in the EME event.
- b The origin should provide the information that the destination country is requesting. In case no reply is provided, the destination country can return the item to the origin, after the retention period.

5.5.5 *Operational irregularity*

This notification serves to report any sort of operational irregularity that prevents the destination DO from processing/delivering the item.

5.5.5.1 Reply rating

- a The purpose of the rating system is to gain insight into the quality of replies and an agent's compliance with customer service procedures other than on-time performance. It is a mechanism that allows customer service agents to immediately express their dissatisfaction with the quality and/or compliance of an IBIS reply. For example, generally it is not enough to inform the partner about an intermediate item status. The agent has to take action to move the item forward to a final status according to the request.
- b In the case of an unsatisfactory reply the agent has to rate the reply by choosing from a drop-down list. Optionally, remarks can be added and are recommended to explain the problem with the reply received.
- c The following reasons are available:
 - i Procedures not complied with: the response provided is incomplete or the information provided does not match the request.
 - ii Conflicting information: current information provided by the agent conflicts with the previous answer and no explanation is given.
 - iii Unfriendliness: use of inappropriate language.
 - iv WPOD not provided: for a WPOD request, the signature has not been provided.
 - v CN 18 not provided: the CN 18 was not provided when requested.
- d In order to ensure a relevant and objective rating, some principles should be followed:
 - i The rating should not be linked to the item status.
 - ii The rating should not be based on personal feelings.
 - iii Tracking events, the quality of elements provided in the request and the complexity of the case should be taken into account (a distinction needs to be made between the case and the agent who tried to help).
- f It is recommended that the rating tool be used only on the last level of the workflow when the reply appears inconclusive for the customer and the workflow likely needs reactivation.
- g There is no time limit for rating, but it can only be done once the reply is received and before manual closure of the inquiry.

6 Open transit parcels

Open transit parcels may involve two or more DOs. Before sending out an inquiry to the DO of transit and/or of destination, the inquiry centre of origin should first check that the end-to-end transport and arrival times allow for the arrival of the parcel in the transit or destination country.

6.1 *No arrival of the item at final destination and no forwarding information*

If an item has not arrived at its final destination and there is no forwarding information available in the track-and-trace system, the DO of origin may initiate an inquiry with the DO of transit by creating the corresponding type of request in an IBIS inquiry.

- Actions to be taken by the DO of origin: if an item has not arrived at its final destination and there is no forwarding information available in the track-and-trace system, the DO of origin may initiate an inquiry with the DO of transit by proceeding to the first step in an IBIS level 1 request.
- Actions to be taken by the DO of transit:
 - Gathering of information.
 - Once advice of a parcel inquiry has been received via IBIS, the inquiry agent:
 - consults the track-and-trace system;
 - obtains the receipt of dispatch from the airmail unit or port of arrival;
 - checks whether a CP 78 verification note has been issued by the office of exchange;
 - makes an initial inquiry with the origin office of exchange to obtain the item's forwarding details.
 - Contact with the DO customer inquiry centre in the country of origin:
 - The transit DO inquiry agent provides the DO customer inquiry centre in the country of origin with all available information on the parcel queried, namely:
 - the forwarding office of exchange;
 - the office of exchange of destination;
 - the dispatch and receptacle number;
 - a copy of the CP 87 parcel bill (where possible).
 - If the dispatch or item did not arrive, the DO inquiry agent in the transit country provides the DO customer inquiry centre with a CP 78 verification note confirming the non-arrival of the item and/or dispatch.
 - The reply is sent via IBIS from the DO inquiry agent in the transit country to his/her counterpart in the country of origin, who then forwards this information to the DO of final destination. The system creates a new request between the DO of origin and the DO of final destination.

6.2 *Item forwarded*

If the outcome shows that the DO of transit has forwarded the item to the final destination:

- The DO of origin can redirect its inquiry to the DO of final destination. The system creates a new request between the DO of origin and the DO of final destination, including the information provided by the DO of transit.
- The customer can be informed that the item has been forwarded.

6.3 *No arrival of the item at the DO of transit*

The customer is informed that no delivery information is available, and the DO of origin may initiate a request with the DO of transit.

- Outcome shows arrival of the item in the transit country, but no forwarding details are available.

- The last scanning event transmitted by the transit country was EMD, EMJ or later (EME, EMG, EMH), and there is no record of the parcel's return to the sender or seizure of the item by customs authorities; the parcel is considered to be lost in the transit country:
 - The DO in the transit country is liable.
 - The DO inquiry agent in the transit country authorizes the DO inquiry agent in the country of origin to begin the indemnity process.
 - This authorization is provided via IBIS by means of an authorization code entered with the final reply. The authorization code must be provided together with the final reply within 15 working days of receipt of the level 2 query.
 - The inquiry procedure is closed. The DO inquiry agent in the country of origin so informs the customer.
- The last scanning event transmitted by the country of origin was EMC or earlier (EMA or EMB), and the DO of transit has issued a verification note regarding the non-arrival of the dispatch and/or parcel.
 - The DO of origin can send out an inquiry to the DO of final destination to obtain a CN 18 declaration of the addressee using the redirect function towards the DO of final destination.
 - The DO of transit is not liable for any compensation to be paid to the customer, provided it has been established that the transit country issued a CP 78 verification note to inform the country of origin that the parcel under inquiry was not received.

6.4 *Forwarding details from the transit country are available*

The procedures outlined in the inquiry process standards must be followed. The DO of origin sends inquiries to the DO of final destination.

- DOs that have an operational track-and-trace system for parcels:
 - The last scanning event by the transit country was EMC or EMK, and there is no record of the parcel's delivery to the addressee (i.e. proof of delivery, CN 18), its return to the sender, or any notification that it is still in transit.
 - The parcel is considered to be lost in the transit country, provided it has been established that the destination country issued a CP 78 verification note to inform the transit country that the parcel under inquiry was not received, in accordance with the procedures for the inspection of mails described in article RC 186 (Check of mails) of the PPM.
 - In cases where the DO of transit is liable:
 - In order to obtain an authorization code from the DO of transit, the DO of origin redirects its inquiry, including the CP 78 issued by the DO of destination, to the DO of transit via a level 2 query.
 - The inquiry procedure is closed. The DO inquiry agent in the country of origin so informs the customer.
- DOs that do not have an operational track-and-trace system in place:
 - When there is no record of the parcel's delivery to the addressee (i.e. written proof of delivery, CN 18), the parcel is considered to be lost in the transit country, provided it has been established that the destination country issued a CP 78 verification note to inform the transit country that the parcel in question was not received, in accordance with the procedures for the inspection of mails described in article RC 186 (Check of mails) in the PPM. This also applies in cases where a copy of a handover document was not provided, and consequently no CP 78 was prepared.
 - In cases where the DO of transit is liable:
 - In order to obtain an authorization code from the DO of transit, the DO of origin redirects its inquiry, including the CP 78 issued by the DO of destination, to the DO of transit.
 - The inquiry procedure is closed. The DO inquiry agent in the country of origin so informs the customer.

- In cases where liability between the DO of transit and the DO of destination cannot be determined, the two DOs will share this liability.

7 Liability and compensation for parcels

7.1 Claim entitlement

According to article 23 of the UPU Convention, the sender of the parcel is entitled to compensation in case of lost, theft or damage. The sender reserves the right to waive his/her rights in writing in favour of the addressee. In this case, the liability provisions of the postal organization providing compensation apply. The waiver is not necessary in cases where the sender and the addressee are the same. The sender or recipient may authorize a third party to accept compensation, provided this is permitted by law.

7.2 Maximum amount of compensation (indemnity)

Application of the liability of DOs in respect of parcels is covered by article RC 154 of the PPM. This article determines the maximum amount of compensation for parcels, except in cases where DOs have a reciprocal agreement on the level of compensation for international parcels. The amount includes the value of the parcel's contents and is independent of the sending partner's liability towards its customers. The sender is also entitled to reimbursement of the charges and fees paid for posting the item.

Note: The maximum amounts indicated in article RC 154 do not apply to insured parcels, for which a maximum value is set by the origin DO.

7.3 Conditions for compensation

A customer may request compensation for any parcel lost or damaged (this includes partly damaged parcels or parcels with missing contents).

All communications concerning an indemnity should be conducted via IBIS only. In this case, the DO inquiry agent in the destination country enters an authorization code in IBIS. This authorization code should be provided within the time frame agreed (30 working days).

7.4 Determination of liability

The final determination of liability depends on whether the parcel was lost or damaged and where the loss or damage occurred. The destination DO is liable only for postal parcels lost or damaged on which a standard S10 barcode is affixed.

7.4.1 Procedure in the event of a lost parcel

- If the DO of destination is liable:
 - The DO inquiry agent in the destination country issues the authorization code, while the DO inquiry agent in the country of origin initiates the indemnity procedure.
 - The destination DO inquiry agent informs his/her accounting department of the conclusive L1 or L2 reply and forwards the relevant details (authorization code, country of origin, barcode number and amount claimed) already provided by the originating DO customer inquiry centre.
 - After payment of the indemnity to the sender, the accounting department of the originating DO requests payment of the amount from the destination DO, using the periodical accounting on the CN 48, which will include the authorization code from the request that has been closed. If the sender waives his/her right in favour of the addressee, no claim may be made by the country of origin if the parcel was lost or damaged in the destination country. In such cases, the country of destination must pay the indemnity to the addressee.
- If the origin DO is liable:
 - There is no need for an authorization code by the destination DO. The DO customer inquiry centre in the country of origin will apply its internal procedure for compensating customers.

7.4.2 *Procedure in the event of a damaged parcel*

7.4.2.1 If the destination DO is liable:

- Offices of exchange (OEs) are responsible for checking the condition of all incoming UPU parcels. When the track-and-trace system shows that a parcel has an EMD scan (EMSEVT), and in the absence of a damage report attached to a CP 78 verification note on the same day as the EMD scan, the country of destination is responsible for any damage to the parcel subsequently reported by or on its way to the addressee. As a general rule, a parcel found damaged within the network is reported on a CN 24 by the operational staff and sent to the office of exchange and the DO customer inquiry centre in the country of origin. The CN 24 should contain the following information:
 - Parcel barcode number;
 - Dispatch number and date;
 - Weight according to document and observed weight;
 - Addressee's and sender's name and address;
 - Brief description of the damage;
 - Packing conditions (inside packing and outside packing);
 - Details of the parcel's treatment (i.e. forwarded for delivery, disposed of, etc.).
- The DO inquiry agent in the destination country informs his/her accounting department of the outcome of the inquiry requested and provides the relevant details (authorization code, country of origin, parcel barcode number and amount claimed).
- For damaged parcels, compensation may be claimed by the addressee if he/she has accepted the parcel.

7.4.2.2 If the origin DO is liable:

- If a parcel is found damaged in the country of origin, a local damage report must be completed by the operational staff and sent to their DO customer inquiry centre, which will in turn contact the customer and ask for instructions. The payment of compensation is handled by the DO of origin, in accordance with its internal regulations.
- If only the parcel's packaging has been damaged, and the contents of the parcel have not been damaged, the sending DO should repair the packaging, securely seal the parcel and inform its DO inquiry agent prior to forwarding the parcel to the destination country. A dedicated label is affixed to the parcel, indicating that it was repaired in the country of origin. A CN 24 report should also be prepared containing the following information:
 - Parcel barcode number;
 - Dispatch number and date;
 - Weight indicated in document and observed weight;
 - Name and address of sender and addressee;
 - Brief description of damage;
 - Details of the action taken to repair damaged packaging.

7.4.2.3 If it cannot be determined that the parcel was damaged between events EMC and EMD: the liability is shared by the two DOs, and the amount of the compensation paid to the destination DO is reduced by half.

7.4.3 *Procedure in the event of an unexplained return of item*

- The DO inquiry agent in the destination country issues the authorization code, while the DO inquiry agent in the country of origin initiates the reimbursement procedure.
- The destination DO inquiry agent informs his/her accounting department of the outcome of the conclusive L1 reply and forwards the relevant details (authorization code, country of origin, barcode number and amount claimed) already provided by the originating DO customer inquiry centre.

- After reimbursement of the postage paid to the sender, the accounting department of the originating DO requests payment of the amount from the destination DO, using the periodical accounting on the CN 48, which will include the authorization code from the request that has been closed.

7.5 *Authorization codes and financial settlements*

7.5.1 *Authorization code*

The authorization code provided by the destination DO inquiry agent at the end of the full investigation reply does not have a format specified by IBIS. The destination inquiry agent is free to decide which format to adopt for the authorization code.

7.5.2 *Financial settlement*

Accounts involving compensation for lost or damaged parcels are settled by the accounting department of DOs by means of the CN 48 form (Statement. Amounts due in respect of indemnity) used for exchanging key data. This procedure is described in articles RC 207 and RC 208 of the PPM.

7.6 *Payment of indemnity*

- The DO inquiry agent in the destination country informs his/her accounting department of the outcome of the specific L1 or L2 request and provides the relevant details (authorization code, country of origin, parcel barcode number and amount claimed).
- After payment of compensation to the sender, the DO in the country of origin will claim the amount agreed with the DO of the destination country in the periodical accounting on document CN 48, which contains the authorization code from the investigation closed.

8 Customer service standards – Quality monitoring

The IB is responsible for providing reports to members on a monthly and six-monthly basis, concerning the performance of each DO in the area of customer service.

8.1 *Key performance indicators*

- On-time response: responses given within the agreed L1 or L2 reply time.
- Time to open the request.
- Time to escalate from L1 to L2.
- Outstanding messages: inquiries not answered within a stipulated response time and still not answered when the report is generated.
- Resolution rate after the first response: the indicator "resolution rate" measures the percentage of inquiries that do not have any escalation after the first reply. In other words, this indicator measures how many customers were satisfied with the reply provided at the first response, i.e. after the first level of investigation.
- Total duration up to the final response: the indicator "total duration" measures the time elapsed between the first request and the last reply, on the same item ID (workflow). Notification messages are not taken into consideration because they are not part of the workflow.

8.2 *Working period*

- a It is up to each call centre to establish its hours and days of operation (local time), and to publish this information in the PPCO, for information purposes.
- b For measurement purposes, eight consecutive working hours per working day and five working days per week are considered as long as they are configured directly in IBIS.
- c Local times are always considered.

8.3 *Holidays configurations*

- a For parcels customer care performance measurement, only those holidays published in IBIS will be considered valid. IBIS allows managers to individually submit their call centres' non-working days.
- b Holidays updates must be done in the PPCO. The IB will transfer this information to the IBIS service provider.
- c Broadcasts messages sent in IBIS regarding holidays are for information only and will not be considered for measurement purposes unless the correct procedures have been followed.
- d Holidays that are not set in the annual submission must be submitted as soon as possible. Late and additional requests must be submitted to the IB and will be implemented only subject to approval.

8.4 *Force majeure*

When a DO experiences an event or occurrence that is considered to be a *force majeure*, it must follow the relevant procedure adopted by the UPU. All related information is published on the UPU website at www.upu.int/en/activities/parcels/force-majeure.html.

8.5 *Inward land rates 2016 – Service feature 4 (minimum performance)*

Compliance with the customer service standards has a positive impact on the ILRs. Each DO that consistently uses IBIS according to the conditions set out in article RC 195.3 of the PPM will be eligible for a bonus based on article RC 195.4 (service feature 4).

The International Bureau will check and, where appropriate, validate service feature 4 on the basis of reports transmitted by the supplier of the UPU common Internet-Based Inquiry System. To obtain the bonus associated with the use of IBIS, a DO must:

- have used IBIS with all DOs also participating in the system;
- meet a minimum performance target for on-time responses as established in article RC 150.3ter.3 of the PPM.

Note: This initial criterion will be the one to be used in the year of transition (2015) with impact on the 2016 ILRs.

8.6 *Parcel Post Compendium Online*

A section is dedicated to customer service and call centres in the PPCO. Each DO must publish its information and keep it updated.

Contact form**Customer care and IBIS**

Each designated operator (DO) should inform the IB when there is a change to its contact points by completing this form and returning it as soon as possible to:

International Bureau
 DOT Quality Improvement Programme (Parcels)
 Weltpoststrasse 4
 3000 BERNE 15
 SWITZERLAND

Fax: +41 31 350 31 10
 E-mail: parcels@upu.int

Designated operator:	
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IBIS contact – Please provide below the contact information for the person(s) whom you wish to be the point(s) of contact for communications concerning the operational guide and customer care system improvements. This contact person also receives the IBIS parcels reports (monthly and six-monthly).

Full name		<input type="checkbox"/> Ms	<input type="checkbox"/> Mr
Position/title			
Address			
Tel.		Fax	
E-mail			

Full name		<input type="checkbox"/> Ms	<input type="checkbox"/> Mr
Position/title			
Address			
Tel.		Fax	
E-mail			

Full name		<input type="checkbox"/> Ms	<input type="checkbox"/> Mr
Position/title			
Address			
Tel.		Fax	
E-mail			

E-mail notification**IBIS**

Please complete this form and return it by fax or e-mail to:

International Bureau
 DOT Quality Improvement Programme (Parcels)
 Weltpoststrasse 4
 3000 BERNE 15
 SWITZERLAND

Fax: +41 31 350 31 10

E-mail: parcels@upu.int

Designated operator:	
Agrees to receive e-mail notification of the requests in IBIS	<input type="checkbox"/> Yes <input type="checkbox"/> No

Please provide below the contact information for the person(s) to whom e-mail notification will be sent:

Full name	<input type="checkbox"/> Ms <input type="checkbox"/> Mr
Position/title	
E-mail	

Full name	<input type="checkbox"/> Ms <input type="checkbox"/> Mr
Position/title	
E-mail	

Full name	<input type="checkbox"/> Ms <input type="checkbox"/> Mr
Position/title	
E-mail	

Parcels customer service performance

The quality of parcels customer service is reflected in the performance achieved in handling inquiries within IBIS. The performance reports show DOs' performance on a number of performance indicators.

I. IBIS performance indicators

On-time response

This performance indicator measures the percentage of total replies sent within the agreed response time. "Late" and "no response" incidences are listed as well.

Inquiry resolution rate after the first level of investigation

This performance indicator measures the percentage of inquiries with only one interaction (one request and one reply) within the workflow. The final reply is considered satisfactory (i.e. not escalated), and the inquiry is closed either manually or automatically.

Cases closed within 30 calendar days

This performance indicator measures the percentage of inquiries with a total duration of 30 calendar days or less. The time elapsed between the first request and last reply within the workflow is 30 calendar days or less. The final reply (L1 or L2) is considered satisfactory, and the inquiry is closed either manually or automatically.

Time to open

This performance indicator measures the time taken to open incoming requests and replies, namely, elapsed time between the appearance of the message (request or reply) in the folder and its opening by the call centre agent. The result is shown as an average value.

Time to escalate

This performance indicator measures the time taken to escalate the inquiry investigation from L1 to L2, namely, elapsed time between the L1 reply and the L2 request created by the agent. The result is shown as an average value.

II. Performance reports – Calculation methodology

The IBIS performance report calculation methodology is based on cases closed (automatically or manually) within the reporting period.

All reports are created by the system provider (IPC) on the 10th working day of the following month and distributed to members by the 15th working day.

Holidays and non-working days are excluded from the calculation, as long as they are published in the system. It is the responsibility of the DO to ensure that this information is updated, so that it can be considered when reports are created.

IBIS performance report

The aim of this report is to show overall quality of parcels customer service. All the results are the totals from the different performance reports presented over a 13-month period.

IBIS consolidation report (monthly and six-monthly report)

The consolidation report provides a summary of the country performance and is split between requesting and replying performance. The indicators included in this report are provided in detail in separate reports. In addition, this report includes a calculation of the indicator "customer service response quality".

Timelines (monthly and six-monthly report)

This report displays the total number of inquiries received/sent and the number of workflows closed and taken into account for reporting, and also breaks down that total based on the response received:

- Total number: total replies within the reporting period.
- On-time %: replies sent within agreed response time.
- Late %: replies sent late (outside agreed response time).
- No reply %: no response until the workflow has been closed.
- Average time to open requests/replies.
- SUMs sent/received.

Each indicator is presented as a total and is also broken down according to level of investigation.

Duration (monthly and six-monthly report)

This report shows a number of performance indicators related to the duration of the workflow:

- Average duration of the workflow per level of investigation and total.
- Resolution rate after first level of investigation.
- Average time taken to escalate from L1 to L2.
- Workflow reactivation rate (i.e. cases that are not resolved within the defined time frame).
- Ratio of cases closed for L1 and L2.

Quality and anomalies (monthly and six-monthly report)

This report shows the use of quality-related messages (QUM and SUM) per level of investigation and in total. For the replying partners, the reply rating is shown as well.

Notifications (monthly and six-monthly report)

This report shows the use of notification messages, their escalation to L1 investigation, and the average time taken to open and reply to messages.

Reason for inquiries (monthly and six-monthly report)

This report shows the total inquiries sent/received, as well as a breakdown by type of request. The aim of this report is to show the reasons for customer inquiries.

Time management (monthly and six-monthly report)

This report shows performance related to the time indicator. Time taken to open and reply to the inquiry, as well as time not used per different type of request, sheds light on the efficiency of the inquiry investigation process.

III. Parcels customer service terminology – Definitions

Calendar days

Calculation given in calendar days includes weekends and non-working days of the designated call centre.

Closed case

An inquiry can be closed in two ways:

- Manual closure: the final reply is satisfactory for the requesting partner, and the inquiry is closed manually by selecting the "close case" button.
- Automatic closure: there has been no further action (escalations) within 30 days of the last reply.

COD amount not received

Sender claims that COD amount has not been returned even though the item was delivered.

Customs investigation

Item or part of its contents are retained or seized by the local customs authority or other governmental agency. This request serves to obtain documents in order to release the item from customs. The item is under customs authority if a proof of seizure (CN 13) has been transmitted to the origin or related tracking reason code 19 or 64 has been generated. Posts are not responsible for the release of the item, only for the collaboration between the customer and the customs authorities.

Damage/missing contents

Item was found with damage/missing contents in any phase of processing. This request serves to inform counterpart DO about the incident.

Disputed

The addressee disputes the delivery of an item, although the track-and-trace system shows the item as delivered.

Due date

The date by which a response to the query must be provided.

Escalation

When the level 1 reply is not satisfactory to the inquiry creator (not conclusive), the investigation may escalate to level 2. The elapsed time between an L1 reply and an L2 request is called "escalation time".

Explanation for delayed delivery/processing

Delivery of the item was delayed according to delivery standards.

Inquiry

A request for information on a postal item through IBIS. Performance reports show DOs' quality of service in terms of inquiries received and sent.

Inquiry resolution

The percentage of inquiries with a conclusive reply that is satisfactory to the inquiry creator. An inquiry is considered resolved if it is closed manually by the originator, or automatically 30 calendar days after the last interaction in IBIS.

Item found undeliverable

The destination DO has found that the item is undeliverable and asks the origin DO for instructions for further treatment of the item.

Level 1 (L1) and level 2 (L2)

There are two levels of investigation within IBIS. Each level consists of a request and a reply. Notifications and quality-related messages (QUM and SUM) are not considered a separate level of investigation.

Misdirected/redirected/transit

Item was sent to a country which is not the correct destination. This request serves to locate the item and enables transit details and instructions for further treatment.

Notification

Message designed to convey proactive information at item level and therefore mostly used by a destination DO to report a problem to the origin.

Notifications received

Represents the number of notifications received by the DO for its follow-up.

Notifications sent

Represents the number of notifications sent by the DO.

Outstanding message

Message not replied to by the DO within 30 days from the date of creation.

Partner

Country with which the DO uses IBIS to deal with international inquiries. The ISO code is associated.

Quality update message (QUM)

Indicates quality issues related to the inquiry request and can be replied to by the DO.

Reactivation

The workflow is set to have two levels of investigation (L1 and L2). After a level 2 reply, the workflow may be escalated, and this escalation is marked as a workflow reactivation.

Replying partner

DO creating a response (reply) within IBIS.

Reply rating

The customer service agent has the possibility to rate unsatisfactory replies received in IBIS by choosing a reason from the provided list.

Reply time

Time frame given to create a response to an inquiry within IBIS. These times are defined in the PPM for each type of request and level of investigation.

Request for change/correct address, and redelivery or return/stop delivery of the item

The sender asks the destination country to make changes to addressee details or requests specific actions in the delivery process (redelivery, stop delivery or return item).

Requesting partner

DO creating the request (L1, L2 or notification) within IBIS.

Status update message (SUM)

Message created while the workflow is open, serving to provide information about an ongoing inquiry.

Unexplained return of item

Item is returned without a reason provided and sender seeks clarification.

Update/confirmation of item status

No information about item status is available in the destination country, the due date has expired and available information is unclear or contradictory. The purpose of this request is to obtain or clarify tracking data and obtain information on further treatment of the item to ensure its delivery.

Workflow

An item-level, formalized communication around inquiries. The workflow contains all transactions (messages exchanged) in IBIS. One workflow can have one or more inquiries, i.e. levels of investigation.

Workflow duration

The time elapsed from the first request until the last reply created in IBIS.

Workflows received

Performance reports show DOs' performance with respect to workflows responded to.

Workflows sent

Performance reports show DOs' performance with respect to workflows initiated.

Working hours

Eight consecutive local hours per working day. Non-working days (weekends, national holidays, etc.) are excluded, as long as they are configured in the system.

WPOD (written proof of delivery)

Delivery information is available on track and trace, but the sender requires the name of the recipient and a copy of the signature.

Types of request – IBIS

The purpose of this annex is to help users choose the correct reason when they request information from their partners. It is mandatory to choose a reason for request for all inquiries between DOs.

The following table shows:

- the reason for the request and the corresponding name in the "to do" list;
- which DO is responsible for the required actions;
- the response time for each request type, and whether it is a notification or inquiry;
- the inquiry levels and the applicable cases;
- some conditions of use for each reason and remarks.

Types of request – IBIS

No.	Type of request	Name in "to do" list	DO responsible*	Inquiry level**	Definition	Applicable cases	Conditions for creating request/reply (not limited to)
1	Update/confirmation of item status	Status	Origin	<p>L1 – 3 working days</p> <p>L2 – 15 working days</p>	<p>No information about item status in destination country, due date has expired and available information is unclear or contradictory.</p> <p>The purpose of this request is to obtain or clarify tracking data and obtain information on further treatment of the item to ensure its delivery.</p>	<p>The sender states that the addressee has not yet received the item and the information available on track and trace is not satisfactory.</p> <p>The addressee states that he/she did not receive the item, while acknowledging that the item was sent.</p> <p>There is no confirmation of arrival of the bag (no RESDES).</p> <p>There is confirmation of arrival of the bag (RESDES but no EMD).</p>	<p><i>Request:</i> The EMC event must be present. If there is an EME scan event, the agent should use query No. 5 "Customs investigation".</p> <p>If the EMD event is missing, attention must be paid to the transit time between origin and destination; this must be checked so that a request is not created before the expected arrival date. The flight connections and transit times should be taken into consideration.</p> <p><i>Reply:</i> The agent needs to check the internal tracking system and/or conduct an investigation in order to obtain an accurate item status. If the item arrived (EMD), indicate the time of arrival and measures being taken to deliver the item and indicate the estimated delivery date.</p>

No.	Type of request	Name in "to do" list	DO responsible*	Inquiry level**	Definition	Applicable cases	Conditions for creating request/reply (not limited to)
2	Request for change/correct address, and redelivery or return/stop delivery of the item	Change	Origin	L1 – 5 working days	Sender asks destination country to make changes to addressee details, or requests specific actions in delivery process (redelivery, stop delivery or return item).	The sender requests a change to the address because it is incorrect or details have been omitted. Request for redelivery if sender or addressee claims that the delivery attempt has not been made, or the addressee is unable to pick up the item at the postal counter. Stop delivery and withdraw the item.	<p><i>Request:</i> The addressee's phone number is required in order for the actions to be carried out.</p> <p>The requesting Post (origin) needs to understand that the request may fail when it is sent before the item arrives at the OE (EMD scan), as the destination Post may not be able to hold the request if the item is delayed in transportation.</p> <p><i>Reply:</i> The delivery DO should take measures according to the request and inform the sender of the actions taken.</p>
3	Written proof of delivery (WPOD)	WPOD	Origin	L1 – 10 working days	Delivery information is available on track and trace but sender wants name of recipient and copy of signature.		<p><i>Request:</i> The EMI scan event or an answer from a previous message stating that the item was delivered is mandatory.</p> <p><i>Reply:</i> The agent needs to provide a copy of the WPOD or signed CN 18 form and details of the delivery from the recipient.</p>
4	Disputed delivery	Disputed	Origin	L2 – 15 working days	The sender disputes delivery of an item, although the track-and-trace system shows the item as delivered.	The sender disputes delivery, and this query serves to obtain additional information about the delivery.	<p><i>Request:</i> The EMI scan event or an answer from a previous message stating that the item was delivered is mandatory.</p> <p><i>Reply:</i> The agent needs to provide a signed CN 18 form. If the delivery agent cannot provide this, the item should be considered lost.</p>

No.	Type of request	Name in "to do" list	DO responsible*	Inquiry level**	Definition	Applicable cases	Conditions for creating request/reply (not limited to)
5	Customs investigation	Customs	Origin/ Destination	L1 – 7 working days L2 – 15 working days Notification	Item or part of its contents are retained or seized by customs authorities or another governmental agency; serves to obtain documents in order to release the item from customs. The item is under customs authority if a proof of seizure (CN 13) has been transmitted to the origin or related tracking reason code 19 or 64 has been generated. Posts are not responsible for the release of the item, only for the collaboration between the customer and the customs authorities.	The sender asks about instructions regarding releasing the item from customs.	<i>Request:</i> If there is an EME scan, the item is being held by the customs authorities. In tracking systems, the reason should be shown. The most recent reason for retaining an item is a missing or inappropriate invoice or CN 23 document. The sender or addressee should provide these documents to the customs authority. It is possible to send these documents via IBIS or directly to the customs office. <i>Reply:</i> The agent needs to detail the requirements for releasing the item from customs, the custom authority contact, or the customs clearance time, if the item is no longer being held.
6	Damage/missing contents	Damage	Origin/ Destination	L1 – 7 working days L2 – 15 working days Notification	Item was found with damage/missing contents in any phase of processing; serves to inform counterpart DO about occurrence.	The operations staff in the office of exchange, sorting centre or delivery network report that the item has been found damaged or with missing contents. In case of concealed damage, addressee may launch the query in the specific time frame according to national law, usually no later than 24 hours after delivery.	<i>Request:</i> If this request is initiated by the DO where the damage is found, the CN 24 (damage report) must be attached, and the subsequent measures taken. <i>Reply:</i> Agent needs to provide disposal instructions from the sender and subsequent indemnity procedure. For determination of liability, the operational guide instructions should be followed.

No.	Type of request	Name in "to do" list	DO responsible*	Inquiry level**	Definition	Applicable cases	Conditions for creating request/reply (not limited to)
7	Misdirected/ redirected/transit	Transit	Origin/ Destination	L1 – 7 working days L2 – 15 working days	Item was sent to incorrect destination country; serves to locate item and enable transit details and instructions for further treatment.	The origin DO discovers that the item has been mis-sorted/misrouted and advises the transit country regarding the correct forwarding of the item. The transit country discovers that the item arrived out of course or without a delivery label and address and asks about instructions for subsequent treatment.	<i>Request:</i> The agent should provide full dispatch and routing details and instructions for forwarding. <i>Reply:</i> The reply to this request should provide transit or forwarding details such as OE code, date and number of dispatch and routing details.
8	Explanation for delayed delivery/ processing	Exp. Delay	Origin	L1 – 5 working days Notification	Delivery of the item was delayed according to delivery standards.	The delivery was delayed according to the delivery standards and sender seeks the reason for the delay.	<i>Request:</i> A query of this type should be used in the case of an existing EMH/EMI event (delivery attempt/delivered). <i>Reply:</i> The agent provides a reason for the delay even if the delivery DO is not liable for late delivery.
9	Unexplained return of item	Unex. Return	Origin	L1 – 5 working days	Item is returned with no reason provided and sender seeks clarification.	The sender states that the item was returned with no reason provided.	<i>Request:</i> The agent should provide the full address of the addressee and a copy of the address label. <i>Reply:</i> The agent needs to provide a conclusive reason, even if it is an operational error. There is no liability for operational error and the answer needs to be factual.

No.	Type of request	Name in "to do" list	DO responsible*	Inquiry level**	Definition	Applicable cases	Conditions for creating request/reply (not limited to)
10	COD (cash-on-delivery) amount not received	COD	Origin	L1 – 7 working days L2 – 15 working days	Sender claims that COD amount was not returned even though the item was delivered.	If the DO provides a COD service, this type of query should be used to obtain details regarding the money transfer.	
11	Advice of delivery (AR)	AR	Origin	L1 – 7 working days L2 – 15 working days	Sender claims that AR was not returned.		<p><i>Request:</i> The agent must indicate the reason for non-delivery, as well as the address and/or contact information for the office where the item is held, for subsequent measures. The retention period should also be indicated.</p> <p><i>Reply:</i> The agent provides the change in address and contact number of addressee and instructions about the measures to be taken.</p> <p>The reply is optional. In case of no reply from the origin DO, the destination DO should return the item after the retention period.</p>

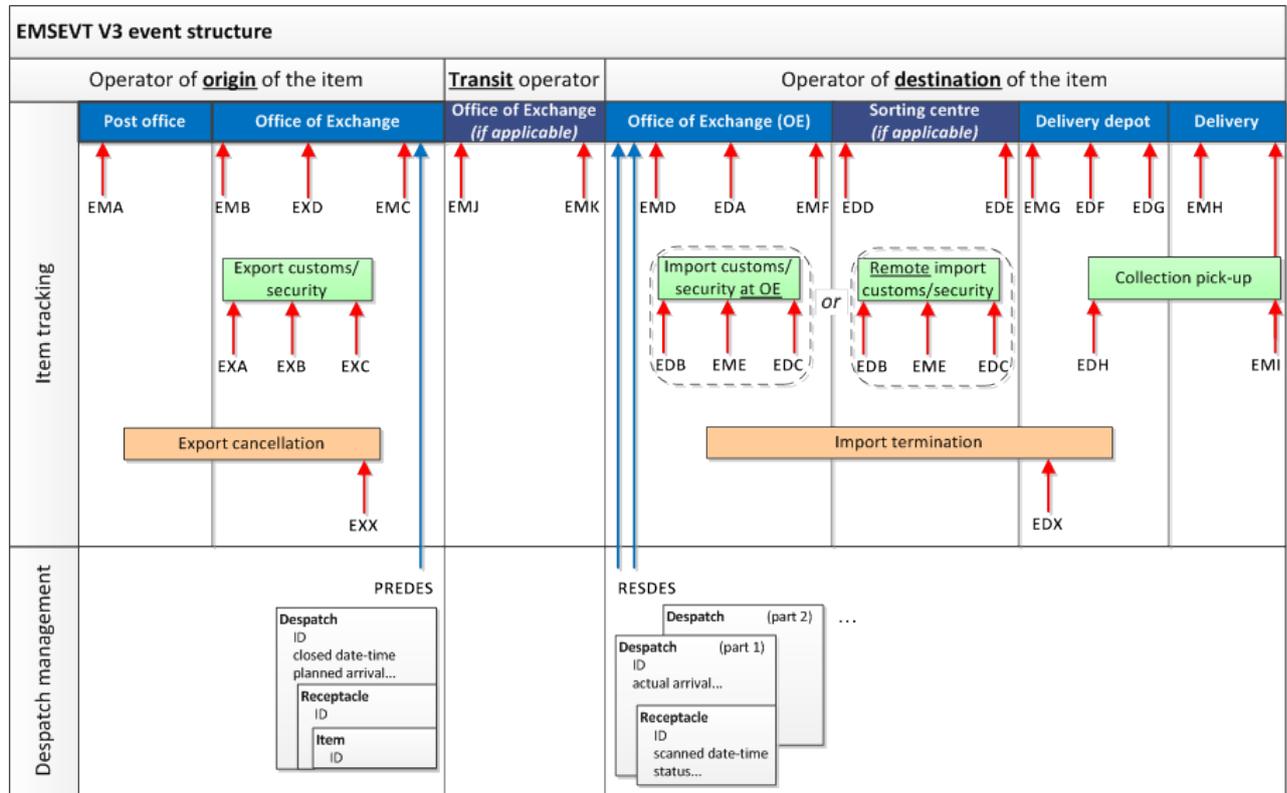
No.	Type of request	Name in "to do" list	DO responsible*	Inquiry level**	Definition	Applicable cases	Conditions for creating request/reply (not limited to)
12	Item is undeliverable (notification)	Undeliverable	Destination	Notification	Destination DO has found item is undeliverable and asks origin DO for instructions for further treatment of the item.	<p>Operations staff in the office of exchange, sorting centre or delivery network report that the item is undeliverable on account of an insufficient or incorrect address, an unknown addressee, missing item label, refusal by addressee or Customs, etc., and asks for instructions for further treatment.</p> <p>The item should be kept until a decision arrives from the origin, and if the retention period has not expired.</p>	<p><i>Request:</i> The agent must indicate the reason for non-delivery, as well as the address and/or contact information for the office where the item is held, for subsequent measures. The retention period should also be indicated.</p> <p><i>Reply:</i> The agent provides the change in address and contact number of addressee and instructions about the measures to be taken.</p> <p>The reply is optional. In case of no reply from the origin DO, the destination should return the item after the retention period.</p>

* Indicates the designated operator responsible for creating the query.

** Indicates the levels that can be used and the respective reply times, and if it can be used as a notification or not.

Time to reply is given in working days.

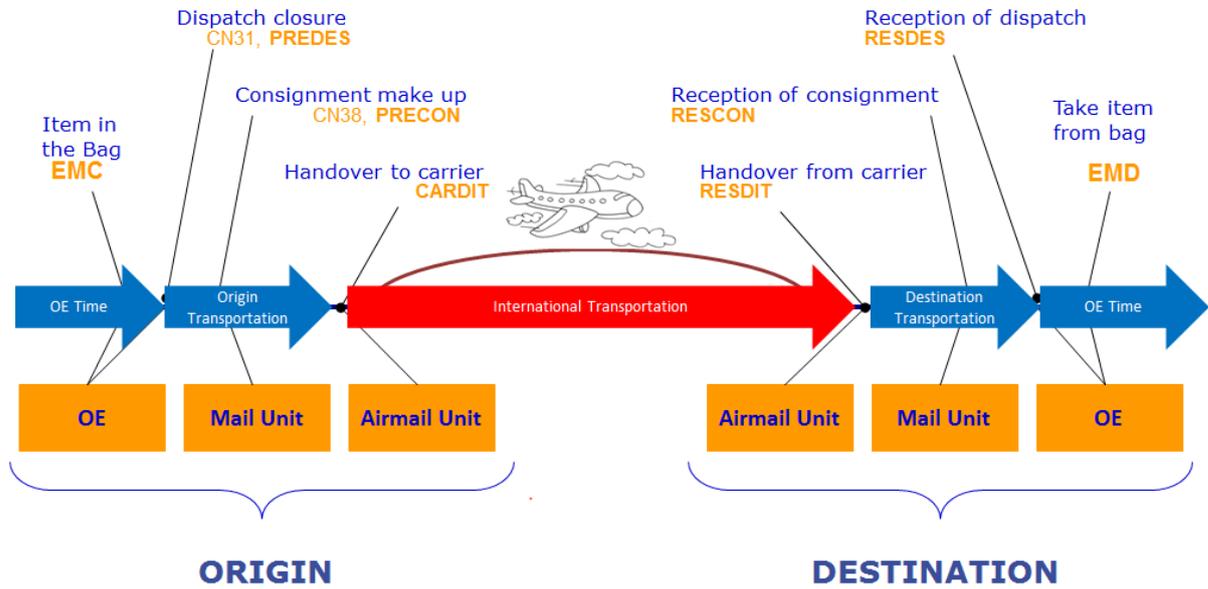
Operations pipeline – Item tracking events



→ EMSEVT event
→ PREDES/RESDES message

- EMA Posting/collection
- EMB Arrival at outward office of exchange
- EXA Item presented to export Customs/security
- EXB Item held by export Customs/security
- EXC Item returned from export customs/security
- EXD Item held at outward office of exchange
- EXX Export cancellation
- EMC Departure from outward office of exchange
- EMJ Arrival at transit office of exchange
- EMK Departure from transit office of exchange
- EMD Arrival at inward office of exchange
- EDA Held at inward office of exchange
- EDB Item presented to import Customs
- EME Held by import Customs
- EDC Item returned from customs (import)
- EMF Departure from inward office of exchange
- EDD Item into sorting centre
- EDE Item out of sorting centre
- EMG Arrival at delivery office
- EDF Item held at delivery depot
- EDG Item out for physical delivery
- EDH Item arrival at collection point for pick-up (by recipient)
- EDX Import terminated
- EMH Unsuccessful (physical) delivery
- EMI Final delivery

Operations pipeline – Transport process



Transport events

- PC PRECON (Consignment created at origin)
- RC RESCON (Consignment arrived at destination)
- PD PREDES (Dispatch created at origin)
- RD RESEDES (Dispatch arrived at destination)
- CT CARDIT (Receptacle loaded – airmail only)
- RT RESDIT (Receptacle offloaded – airmail only)

Important: Transport events are always generated at receptacle level.

Parcels scanning events – What they are and what to do

The purpose of this document is to inform IBIS users of the events in the operations pipeline and to provide definitions of those events.

It is designed to give users a better understanding of recording of parcels events along each step of the pipeline so that they can provide better information to their customers, and also to generate better quality inquiries between users of the system.

Scanning events – What they are and what to do

This table is a guide for IBIS users. It is intended to direct users to take appropriate action and make more relevant inquiries concerning the various scanning events. It also aims to prevent inquiries like "What is the status of the item?", where the answer can be found in the event definition.

For those partners who apply EMSEVT V3, more detailed events are added. EMSEVT V1 events are shown in white and EMSEVT V3 events are highlighted in orange.

<i>Event type</i>	<i>Event description</i>	<i>What is it?</i>	<i>What to do</i>	<i>Remarks</i>
EMA	Posting/collection	<p>This event indicates the place and time of posting the item. After creating this event, the item is ready for processing through the postal network.</p> <p>This scan is made when:</p> <ul style="list-style-type: none"> – an item is posted by a sender at the postal counter; a receipt is given to the sender. – an item is picked up by a courier from a sender. – a receipt of postage was printed as a result of an online posting/purchase. 	<p>Do not send an inquiry to the destination partner. All arrangements are on the origin side:</p> <ul style="list-style-type: none"> – Check if the item has already left the country of origin. – If the item has left, ask for the documentation as confirmation. – Check the time/date of the EMC event and see the instructions for the EMC event below. (There may be a question from the addressee/destination if there are no tracking events). 	Origin events
EMB	Arrival at outward office of exchange (OE)	<p>This event indicates that the item has arrived at the outward OE and is ready for processing.</p>		

<i>Event type</i>	<i>Event description</i>	<i>What is it?</i>	<i>What to do</i>	<i>Remarks</i>
EXA	Item presented to export Customs/ security	<p>If according to the national rules/law items should be presented to export Customs, this scan is made at the moment when the item is to be presented to the customs authorities and the item is no longer under the control of the DO.</p> <p>If according to the national rules/law items should be presented to export security services, this scan is made at the moment when the item is to be presented to the security authorities and the item is no longer under the control of the DO.</p>		
EXB	Item held by export Customs/ security	<p>This scan is made when the decision is made by the customs or security authorities to hold the item. This can be for security reasons, if necessary documentation is missing, if paperwork needs to be filled out, or if the item contains prohibited or counterfeit articles. Note: It is important to use appropriate item customs retention codes with this event. The code list to be used is: UPU CL 111 – Item customs retention codes.</p>		
EXC	Item returned from Customs/ security	<p>This scan is made when the item returns to the control of the DO after presentation to the export Customs or security services or after being released from the control of export Customs or security authorities and is ready for further processing. Note: It is important to use appropriate item customs release status codes with this event. The code list to be used is: UPU CL 201 – Customs release status codes.</p>		

<i>Event type</i>	<i>Event description</i>	<i>What is it?</i>	<i>What to do</i>	<i>Remarks</i>
EXD	Item held at outward office of exchange (OE)	<p>This scan is made when the decision is taken to hold an item at the outward office of exchange before adding it to the dispatch. This can happen if an item is damaged or the address is missing and requires further investigation.</p> <p>This scan can also be made in the case of missing export documentation (invoice, export licence), if the item is waiting for additional security checks, or if the flight is not expected for some time.</p> <p>Note: It is important to use appropriate action and reason codes with this event.</p> <p>The code lists to be used are: CL 112, CL 113 and CL 112/113 allowed combinations.</p>		
EXX	Export cancellation	<p>This scan is made when a decision is taken to cancel the export for the item. This can happen if the item should be returned to the sender, based on sender's request. It can also happen for security reasons, when an item is discovered to be prohibited for export, etc. It can happen at any time in the process between the EMA and EMC events. In some cases, the export cancellation can also happen after the EMC event, when the item is returned by security services. Note: It is important to use the appropriate action code with this event. The code list to be used is: CL 112 – Item event reason codes.</p>		

<i>Event type</i>	<i>Event description</i>	<i>What is it?</i>	<i>What to do</i>	<i>Remarks</i>
EMC	Departure from outward office of exchange	<p>This scan is made when the exported item is placed in a receptacle and the dispatch is being prepared for a certain destination.</p> <p>Note: If this event is used in case of return items, it is important to use an appropriate value from CL 112 with this event.</p>	<p>If EMC is done, but according to the expected arrival time EMD is delayed, a request should be made from origin to destination to check airport/ OE handling.</p> <p>It is useful if the origin has the delivery bill of the consignment from the flight showing that it handed over the consignment at the destination airport.</p>	
PREDES	PRE-advice of DESpatch	<p>The PREDES message provides information about a dispatch and shipment of mail receptacles (e.g. bags, trays) of the same mail category and class sent from one DO to another. PREDES is created at the origin OE and sent to the destination OE. It is used to pre-advise the destination DO and for accounting settlement between DOs. It is the electronic equivalent of the CN 31 paper letter bill and CP 87 parcel bill, as well as receptacle labels and the list of items.</p>		Transport events
PRECON	PRE-advice of CONsignment	<p>The PRECON message provides information about a consignment, a group of mail receptacles which have been prepared for handover to an airline for transport between the two DOs concerned, and is used to pre-advise the destination DO, thereby facilitating resource planning for the processing of the incoming mail. It is the electronic equivalent of the copies (sent from the origin DO to the destination DO) of paper delivery bills CN 38 and CN 41.</p>		

<i>Event type</i>	<i>Event description</i>	<i>What is it?</i>	<i>What to do</i>	<i>Remarks</i>
EMJ	Arrival at transit office of exchange	<p>This scan is made when an item arrives at a transit office of exchange, i.e. as an open transit item addressed to another country. This scan is also made when a missent item addressed to another country arrives at a transit office of exchange.</p> <p>This scan should be transmitted to the origin of the item and, if possible, the destination.</p>	Use the type of request "Misdirected/redirected/transit" to seek information about the status of the item.	Transit events
EMK	Departure from transit office of exchange	<p>This scan is made when a transit item, which previously received an EMJ, is departing a transit office of exchange, i.e. when it is placed into a receptacle of the dispatch being formed for the country of destination of the item. This message should be transmitted to both the origin and the destination of the item.</p> <p>Note: It is important to use an appropriate value from CL 204 (Item transit stream codes) with this event.</p>	Use the type of request "Misdirected/redirected/transit" to seek information about the status of the item.	Transit events
RESCON	RESponse to CONsignment pre-advice	The RESCON message confirms the mail was received from the airline at the destination airmail unit. It provides information regarding the receptacles within the consignment that have been scanned by the destination DO at or shortly after hand-over from the airline or ground handler.		Transport events
RESDES	RESponse to DESpatch pre-advice	The RESDES message confirms arrival at the destination OE and provides information regarding the receptacles by the destination DO, thereby advising the origin DO and confirming when the mail is ready for processing.		

<i>Event type</i>	<i>Event description</i>	<i>What is it?</i>	<i>What to do</i>	<i>Remarks</i>
EMD	Arrival at inward office of exchange	The first item scan upon arrival at inward OE, after opening of the receptacle. It confirms the arrival of the item at the inward OE.	When the dispatch has arrived (RESDES received), but no EMD event of the item has been recorded, all bags or items are being handled at the destination OE. The EMD event can be used to calculate the predicted time when an item should be delivered according to the delivery standards published in the PPCO.	Destination events
EDA	Held at inward office of exchange	This scan is made when a decision to hold the item at an inward OE is taken because the item is damaged or has no address, or because of another anomaly at the item level, for which a verification note is usually prepared. It is also made when it is not possible to continue processing the item, for a reason not related to customs. The reason can be related to security, weather conditions or other circumstances. Note: It is important to use appropriate action and reason codes with this event. The code lists to be used are: CL 112, CL 113 and CL 112/113 allowed combinations.		
EDB	Item presented to import Customs	This scan is made when the item is going to be presented or made available for inspection by customs authorities. This event can be used for remote customs. A value from CL 200 will indicate which customs office facility is involved. Note: It is important to use an appropriate value from CL 200 (Customs office facility type codes) with this event.		

<i>Event type</i>	<i>Event description</i>	<i>What is it?</i>	<i>What to do</i>	<i>Remarks</i>
EME	Held by import Customs	<p>This scan is made when the decision is taken by Customs to retain the item, e.g. when duties should be paid, when the content is suspicious, or when documentation is missing.</p> <p>Note: It is important to use appropriate item customs retention codes with this event. The code list to be used is: UPU CL 111 – Item customs retention codes.</p>	<p>Sometimes, items are held at customs for a long period of time and for different reasons. A document may be missing and/or the addressee may need to be notified. In these cases, the origin may request the destination to make the arrangements.</p> <p>Some DOs provide information about the reason for the item being held (e.g. invoice missing).</p> <p>Customs clearance times per country are published in the PPCO.</p>	Destination events
EDC	Item returned from Customs (import)	<p>This scan is made when the item returns from customs and is under the control of the Post. This event can be used for remote customs.</p> <p>Note: It is important to use an appropriate value from CL 201 (Customs release status codes) and CL 200 (Customs office facility type codes) with this event.</p>		
EMF	<p>Departure from inward office of exchange</p> <p>Note: For those DOs using EMSEVT V1, this event is to be used as "released from customs"</p>	<p>This scan is made when an item is leaving the office of exchange, regardless of the customs procedures. It shows that the processing time at the office of exchange is over and an item is sorted for further processing, e.g. to be transported to another town or sorting centre or delivery depot, or directly for delivery.</p> <p>Note: With this event, it is important to use appropriate values from CL 202 (Customs classifications codes) and, if items are forwarded for remote customs clearance, CL 200 (Customs office facility type codes), if the relevant elements of the message are used.</p>		

<i>Event type</i>	<i>Event description</i>	<i>What is it?</i>	<i>What to do</i>	<i>Remarks</i>
EDD	Item into sorting centre	<p>If an item has to be processed at a sorting centre after the processing at the OE, this scan is made upon arrival at the sorting centre. A sorting centre is different from a delivery office, since items are not delivered from the sorting centre, as it is an intermediate point in a pipeline and items are forwarded further. This scan can be made again at a subsequent sorting centre.</p> <p>This scan is made in the case of direct injection of an item into the destination country network as per bilateral agreements. In such cases, this scan is the first scan in the country of destination. If it is known that a sorting centre is a delivery office for the item, then an EMG event should be made instead.</p>		
EDE	Item out of sorting centre	<p>This scan is made when an item leaves the sorting centre. An item can be forwarded to another town or delivery depot or directly for delivery. This scan can be made again at a subsequent sorting centre.</p>		
EMG	Arrival at delivery office	<p>This scan is made when the item arrives at the point from which it will not be forwarded further, apart from final delivery. This can be a delivery office or a delivery depot.</p>	<p>A delay may occur, and the item may need urgent handling. The origin may ask for the addressee to be contacted and delivery arranged ASAP.</p>	
EDF	Item held at delivery depot	<p>This scan is made:</p> <ul style="list-style-type: none"> – when the item is damaged, there is no address, or there is another anomaly which makes delivery impossible; – when the item is waiting for customs charges to be paid or customs formalities to be sorted out by the addressee; – at the customer's request. 		

<i>Event type</i>	<i>Event description</i>	<i>What is it?</i>	<i>What to do</i>	<i>Remarks</i>
EDG	Item out for physical delivery	This scan is made when the item departs the delivery office/depot/sorting centre for delivery.		
EDH	Item arrival at collection point for pick-up	This scan shows the date and time when the item arrives at a collection point e.g. pack station, P.O. box, shop, gas station, etc., for collection by the addressee. This scan can also be made when an item arrives at a postal counter in the case of poste restante, or at a remote customs office, where it will be collected by the recipient after customs procedures. This event is considered a terminal event and stops the clock.		
EDX	Import cancellation	<p>This scan is made when the decision is taken that:</p> <ul style="list-style-type: none"> – there will be no delivery to the addressee, e.g. because the item is seized by Customs or security services; – the item will be destroyed; – the item will be returned without a delivery attempt. <p>Note: It is important to use appropriate action and reason codes with this event. The code lists to be used are: CL 112, CL 113 and CL 112/113 allowed combinations.</p>		

<i>Event type</i>	<i>Event description</i>	<i>What is it?</i>	<i>What to do</i>	<i>Remarks</i>
EMH	Unsuccessful (physical) delivery	<p>This scan is made after an unsuccessful physical delivery attempt to the addressee. It is considered a terminal event and stops the clock. In the case of undeliverable items: after an agreed number of delivery attempts, the returning DO should always indicate a reason for return in the EMH event.</p> <p>Note: It is important to use appropriate action and reason codes with this event. The code lists to be used are: CL 112, CL 113 and CL 112/113 allowed combinations.</p>		Destination events – final events
EMI	Final delivery	<p>This scan is made when the item is delivered to the addressee, the confirmation of acceptance is obtained, and the date and time of this event are captured. This scan can be captured directly at the moment of delivery if the technical equipment allows and the portable terminals are available, or it can be made at the end of the day (or) as soon as the delivery staff returns to the delivery depot and inputs all the information into the tracking system. This event stops the clock, except in the case where this scan is made after EMH and the clock has already been stopped.</p>	<p>In the case of a problem with the EMI event:</p> <ul style="list-style-type: none"> – The origin may be seeing a delay and want to know the reason. – It may be that the item is delivered, but the sender states that it has not gone to the correct addressee; in this case the WPOD process is followed. Recipient and addressee must be checked by the destination: correctly handled or misrouted/ misdelivered. If nothing else can be done, a declaration from addressee should be sought. 	