



Navigating the new requirements for tracked delivery services

Webinar

E-Commerce, Physical Services Integration and POC Matters Directorate (EPSI)
International Bureau (IB) - Directorate of Postal Operations



Agenda	Topic	Speaker
1	Introduction	Wendy Eitan
2	Background and regulatory Provisions	David Pilkington
3	User Guide Presentation	Fredrick Omamo
4	Technical requirements	Stephane Hermann / Laurent Muller
5	Remuneration	Paul Schoorl / Siham Houhou
6	Quality Measurement and reporting	Julius Tsuwi
7	Accounting	Jean Marc Coeffic
8	Compliance	Jean Marc Coeffic
9	Q and A session	All
10	Support and Guidance	Wendy Eitan



Introduction

DOs are required to inform the International Bureau by completing section 4 of the Letter Post Compendium Online (LPCO)

(<https://compendiumletter.upu.int>)

4 - Tracked Delivery

4 **Tracked delivery (Convention, article 18.2.3, and Convention Regulations, article 18-102)**

Designated operators are required to notify the International Bureau if they offer additional services beyond the mandatory inbound tracked delivery service for letter-post items containing goods.

4.1 Is outbound tracked delivery service offered for letter-post items containing goods? No Yes

4.2 Is tracked delivery service offered for letter-post items containing ... No Yes

If yes, please specify:

4.2.1 For inbound items No Yes

4.2.2 For outbound items No Yes

As of 7 November 2024, there are:

134 designated operators have completed section 4 of LPCO

99 designated operators that provide the tracked delivery service as an optional supplementary service



1. Background and regulatory Provisions



PSDEIG addressing e-commerce and market demands

- **Respond to market demands and developments,**
 - Sectorial and customer demands
- **Respond to external supply chain requirements, for separation and transparency of goods vs documents,**
 - Customs
 - Security
 - Transport
 - Pre-advice requirements (EAD)
- **Pivoting to a menu-based approach to align to sector needs and simplify service offering,**
- **Aligning products, quality and remuneration**



Pivoting towards customers and their needs

Convention changes to postal services approved by the Fourth Extraordinary Congress held in Riyadh, Saudi Arabia, in 2023





Convention Article 18

Article 18

Supplementary services

1 Member countries shall ensure the provision of the following mandatory supplementary services:

1.1 registration service for outbound **and inbound** priority and airmail letter-post items **containing documents only.**

1.2 tracked delivery service for inbound priority and airmail letter-post items containing goods.

2 Member countries may ensure the provision of the following optional supplementary services in relations between those designated operators which agreed to provide the service:

2.1 insurance for letter-post items and parcels;

2.2 cash-on-delivery service for letter-post items and parcels;

2.3 tracked delivery service for inbound priority and airmail letter-post items containing documents and outbound priority and airmail letter-post items containing documents or goods;

2.4 delivery to the addressee in person of registered or insured letter-post items;

2.5 free of charges and fees delivery service for letter-post items and parcels;

2.6 cumbersome parcels services;

2.7 consignment service for collective items from one consignor sent abroad;

2.8 merchandise return service, which involves the return of merchandise by the addressee to the original seller, with the latter's authorization;

2.9 special bags containing newspapers, periodicals, books and similar printed documentation ...



3. User Guide Presentation



Overview description and key features

Service Description:

A supplementary service with optional and mandatory components. Items are tracked electronically so customers can view where the package is and its delivery progress along the way. No signature on delivery (scan only) and no liability between Posts.

Weight	Pay-for-performance	S10 identifier	EAD	ITMATT	IBIS	EMSEVT3	End-to-end tracking	Signature	Liability
0-2kgs	Mandatory	Mandatory (LA-LZ)	Mandatory (items subject to customs)		Optional	Mandatory	EMC, EMD, EDH, EMH/EMI	No	No

Customers affected by the change:

Customers looking for confirmation that their item was delivered. The service is being used mainly for low value, low weight e-commerce goods.

Implications of the change to DOs:

UPU member countries shall be obliged to provide inbound tracked delivery service for letter-post items containing goods



Tracked delivery service user guide - section themes

The POC S6 approved the User Guide for the tracked delivery service for letter post items (POC C 2 2024.2–Doc 2c. Annex 1)

The guide provides an overall description of the operational and technical requirements for the tracked delivery service.

[Link to the Guide](#)

1 Background

2 Key Operational Requirements

3 Labeling and Identification

4 Technical Requirements

5 Accounting and statistics

6 Performance and Remuneration

7 Using the Performance Report



Definition, weight and operation

-
- | | |
|---------------------|--|
| Definition | <ul style="list-style-type: none">– Member countries shall ensure the provision of the tracked delivery service for letter-post items containing goods and may offer the service as an optional supplementary service in relations between those designated operators for letter post items containing letters (Convention Article 17 and 18)– Items shall be delivered in the domestic priority service. (Regulations article 18-102) |
| Weight | <ul style="list-style-type: none">– Member countries shall ensure that their designated operators accept, handle, convey and deliver tracked items up to 2 kg. (Convention article 17.2) |
| Notification | <ul style="list-style-type: none">– Designated operators shall notify the International Bureau if, in addition to offering the mandatory inbound tracked delivery service for letter-post items containing goods, they offer the outbound tracked delivery service for letter-post items containing goods and/or the inbound/outbound tracked delivery service for letter-post items containing documents. Relevant information will be presented in the Letter Post Compendium. |
-



Identification of tracked items

S10

Identification of postal items – 13-character identifier

Data definition and encoding standards

Tracked delivery items shall use the specific service indicator values LA–LZ; the use of LZ requires bilateral agreement. This service indicator makes up the first two characters of the barcode identifier as defined in UPU EDI Messaging Standard S10 (Identification of postal items – 13-character identifier).

Designated operators shall apply a single barcode identifier conforming to UPU Technical Standard S10 to small packets containing goods to enable the provision of cross-border customs electronic advance data in compliance with UPU EDI Messaging Standard M33 (ITMATT V1).

The presence of such an identifier shall not imply the provision of a delivery confirmation service.

5.6 Assigned service indicators by product type

Type of product	Allowable service indicator values
EMS	EA–EZ EMS; the use of EX–EZ requires bilateral agreement
Letter Post	LA–LZ Letter post tracked; the use of LZ requires bilateral agreement MA–MZ M bags QA–QM IBRS (International Business Reply Service) RA–RZ Letter post registered; the use of RZ requires bilateral agreement UA–UZ ³ Letter-post items containing goods other than LA–LZ (tracked), MA–MZ (M bags), QA–QM (IBRS), RA–RZ (registered), VA–VZ (insured); the use of UZ requires bilateral agreement VA–VZ Letter post insured; the use of VZ requires bilateral agreement

The identifier should appear on the front of the item and should not obscure the other service markings, indicia or address information

(Regulations article 17-107.6.4)

LL 001 234 568 SE



Marking of the tracked items



CN 05bis



Tracked delivery items **may** be provided with a logo which shall if possible be bright red and of the shape reproduced below. A black and white version may, however, be used for system-generated labels. The “Tracked” logo shall be placed on the address side, in so far as possible in the top left-hand corner, beneath the sender’s name and address where these are given. (Regulations article 18-102.2.1.1)

Items for tracked delivery shall bear a CN 05bis label, barcoded with a barcode conforming to UPU Technical Standard S10. The CN 05bis label shall have a single, unique item identifier that conforms to the provisions of article 17-130. (Regulations article 18-102.2.1.2). **Alternatively, e.g. in case of a system-generated label, an equivalent of the CN 05bis label (including the barcode) may be integrated into the label, provided that the information is clearly recognizable.**



4. Technical Requirements



Practical guidelines on tracked items in UPU systems: IPS, IPS.POST and IPS Cloud

Service indicator and Item identification

IPS is preconfigured with the LA-LZ range of service indicators assigned to tracked items

IPS function: National Management > Reference Data > Service indicators

Reference data: Service indicators (MAN010)

Items in list: 8

Range start	Range end	Mail class	Handling class	Conveyance type	Cash on delivery indicator	Tracked indicator	Product type
AA	AZ	U (LETTERS (...))	Ordinary		<input type="checkbox"/>	<input type="checkbox"/>	
CA	CZ	C (PARCELS (...))	Ordinary		<input type="checkbox"/>	<input type="checkbox"/>	
EA	EZ	E (EMS)			<input type="checkbox"/>	<input type="checkbox"/>	
HA	HZ	C (PARCELS (...))	Ordinary		<input type="checkbox"/>	<input type="checkbox"/>	e-commerce p...
LA	LZ	U (LETTERS (...))	Ordinary		<input type="checkbox"/>	<input type="checkbox"/>	
RA	RZ	U (LETTERS (...))	Registered		<input type="checkbox"/>	<input type="checkbox"/>	
UA	UZ	U (LETTERS (...))	Ordinary		<input type="checkbox"/>	<input type="checkbox"/>	
VA	VZ	U (LETTERS (...))	Insured		<input type="checkbox"/>	<input type="checkbox"/>	

Buttons: New (Ins)..., Edit (F5)..., Remove, Print (F8), Store (F2)

Edit service indicator

Range min: LA

Range max: LZ

Mail class: U (LETTERS (LC/AO))

Handling class: OR (Ordinary)

Conveyance type:

Product type:

Item content:

Tracked

Cash on delivery

Buttons: OK, Cancel, Help (F1)



Practical guidelines on tracked items in UPU systems: IPS, IPS.POST and IPS Cloud (Cont.)

Route management

IPS allows the configuration of routes to send dispatches and receptacles with UX mail subclass

All mail subclasses, including UX, are enabled by default when a new route is created

1. Run the function National Management > Routing plan > International > Air and SAL routes

2. Create or update existing routes: Tick the UX: LETTERS – TRACKED DELIVERY checkbox -> it can be still displayed as UX: LETTERS – EXPRESS in old versions



Practical guidelines on tracked items in UPU systems: IPS, IPS.POST and IPS Cloud (Cont.)

Mail management – Outbound operations

Mail items with a service indicator within the LA-LZ range are automatically stored as tracked items

IPS function:
Letters > Outbound > Letters > Receive letters at outward exchange office (EMB)

Letters: Receive letters at outward exchange office (EMB) (OUT106)

Identifier: LA150324015US Tracked CoD

Dest country: [dropdown] Weight: [input]

Handling class: OR (Ordinary) Value: [input]

Mail categ: [dropdown] Charac: LL (Letters) [dropdown]

Items in list: 0

Identifier	Destination country	Postal status	Last event GMT time	Last event office	Last event type	Event GMT DT	Event local DT	Event type

USJFKA | INTERNAL\PC10117011 | INTERNAL\HerrmannS (Administrato | Test database

Dispatch-ID: LETTER BILL CN 31

CN44 trial note attached

Origin	USA - USPS					Previous number
Destination	DEA - Deutsche Post AG					
Origin OE and IMPC code	Destination OE and IMPC code	Category	Sub-class	Year	Dispatch No.	Date
USJFKA USJFKA	FRANKFURT A DEFRAA	priority air A	UX	4	0001	2024-03-16
Transportation LH 0123						

1 Number of receptacles

Receptacle labels	Redlabels	White/blue labels	Receptacle types	Bags	Trays	Other	Total
Priority/Non-priority - LCIAO	1		Receptacles in mail	1			1
M bags	0	0	Receptacles to be returned	1			1
Empty receptacles			Empty receptacles being returned				

2 Transit charges and terminal dues

Mail subject to terminal dues, totals by format	Number	Weight	Totals for other types of mail
Format	Number	Weight	Type of mail
P or P/G			M bags up to 5 kg
G			M bags more than 5 kg
E			Mails of empty receptacles
Mixed mail	1	1.0	Mails exempt from terminal dues
Total dispatch weight		1.0	

3 Identified items

	Number of receptacles containing	Number of inner packets containing	Number of special lists	Number of items subject to additional terminal dues	Number of items exempt from additional terminal dues	Total number of items
Registered items						
Insured items						
Tracked items	1			1		1

4 IBRS and miscellaneous information

Presence of COD	IBRS	IBRS bags	IBRS bundles	Total IBRS items
unregistered items	<input type="checkbox"/>			
registered items	<input type="checkbox"/>			0
Number of CN 65 bills	Weight			0.000

5 Closed transit receptacles included

Total number of receptacles	Total weight	List of pairs "origin office code - destination office code"

Dispatching office of exchange: ISC NEW YORK NY (USPS), 15/03/2024
Signature

Office of exchange of destination: Signature



Practical guidelines on tracked items in UPU systems: IPS, IPS.POST and IPS Cloud (Cont.)

Mail management – Inbound operations

Mail items with a service indicator within the LA-LZ range are automatically stored as tracked items

IPS function: Letters > Inbound > Receive letters at exchange office

Inbound: Receive letters at exchange office (EMD, EMJ, RESDES, RESCON) (INB107)

Receptacle

DEFRAA USJFKA A UX 4 0001 001 10 0100 Manual...

Identified | Loose mail

Identifier LA150324015DE Status

Class OR (Ordina) Value

Local ID Condition 30 (Item received in good condition)

Weight Origin country DE (Germany)

Tracked

Add (Ins)

Items in list: 0

Identifier	Local ID	Handling class
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Remove

Print ID (F8)

Print loc ID (F7)

Re-label

Store (F2) Exit (Esc) Help (F1)

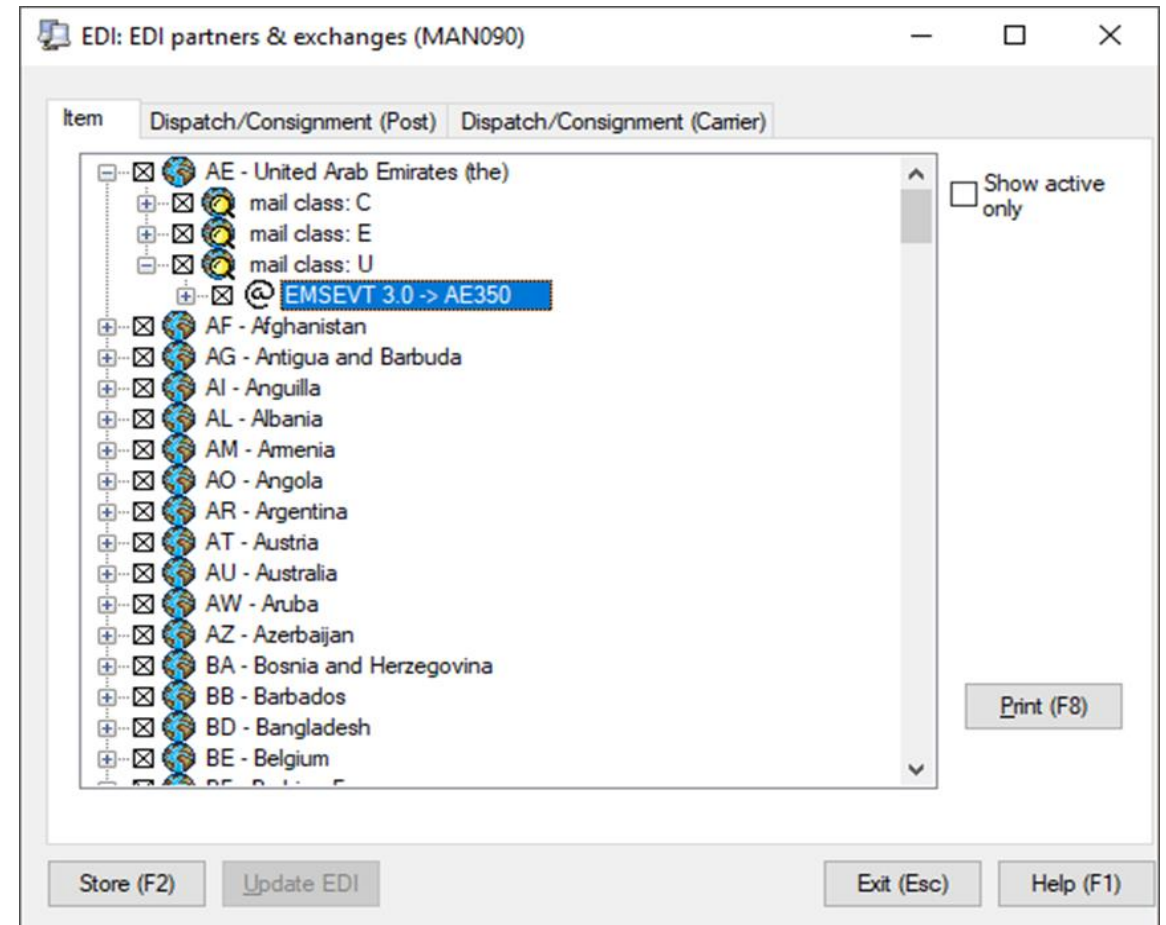


Practical guidelines on tracked items in UPU systems: IPS, IPS.POST and IPS Cloud (Cont.)

Configuration of the Electronic Data Interchange (EDI)

The EDI configuration for tracked items is the same as for all letter products/services.

In National Management > EDI > EDI partners & exchanges, tick the 'Mail class: U – EMSEVT 3.0' checkbox for all your partners





Practical guidelines on tracked items in UPU systems: IPS, IPS.POST and IPS Cloud (Cont.)

Accounting

The number and weight of tracked items received can be checked with the functions

Accounting Data Entry > Dispatch document capture and the search/modify dispatch documents functions

Dispatch document capture: Inbound dispatch documents (ACT007)

Manual dispatch entry Barcoded dispatch ID

Orig office: DEFRAA (FRANKFURT) Category: A (AIF) Year: 4
Dest office: USJFKA (ISC NEW YO) Subclass: UX (L) Serial No.: 1

Dispatch date: 01/03/2024 5-Fri
Receipt date: 15/03/2024 5-Fri Elapsed days: 14

Source of prefilled data: SCAN

Priority
 Contains express mail
 Contains closed transit
 Substitute document
 Trial note attached

Previous No on doc:

Flights:
Product:

CN31 | CN31 REIMS | CN32 | CN32IDM | CN32DA | CP87 | EMS Manifest | Others | ICONN

Receptacles	P	G	E	LC/AO	MBags<=5	MBags >5	Exempt mail	Empty rec	Total
No. recept.				1					1
Weight (kg)				10.0					10.0
Number of receptacles being returned: <input type="text"/>									

Special items

No. reg items	No. CN33 lists	No. exempt reg items	IBRS weight	Tracked	No. Items	Weight
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	1	<input type="text"/>
No. ins items	No. CN16 lists	No. exempt ins items	No. IBRS items	Tracked exempt	<input type="text"/>	<input type="text"/>

Add/edit CN65...

PREDES: Scan: Captured:

Comments:

Store & next (F2) | Store&create VN... | List of events... | Reset | Exit (Esc) | Help (F1)



Practical guidelines on tracked items in UPU systems: IPS, IPS.POST and IPS Cloud (Cont.)

The rate and amount are normally zero for tracked items, as this service does not include an additional payment.

Instead, operators need to generate a CN60 form (available from IPS 2024 onwards, see next slide).

Supplementary RECAPITULATIVE STATEMENT OF MAILES CN56

Form prepared by **MKA - MACEDONIA**
Date **2024-11-20**

Origin operator DEA - DeutschePost	Destination operator MKA - MACEDONIA	Mail category A	Year and quarter 2024 Q-4
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Summary of CN 55 statements

Origin office	Destination office	Subclass	Weight - Mail subject to terminal dues				M bags			Number of registered items	Number of insured items	Number of tracked items
			P or S format	G format	E format	Mixed Mail	Number of bags up to 5 kg	Weight of bags over 5 kg	Weight for terminal dues			
DEFRAA	MKSKPA	UX	kg	kg	kg	kg		kg	kg			1
Grand total												1

Designated operator preparing the form: **Laurent MULLER**
Signature: _____

Seen and accepted by corresponding designated operator: _____
Place, date and signature: _____

Page **1 / 1**
IPS v11

2. Terminal dues calculations CN 61 (back)

2.1 Mail received

Flow	Total weight	Rate	Amount for weight	IPK	Total number of items	Rate	Amount for items
P or S format							
G format							
E format							
Mixed mail							
Non-sampled							
M bags							
Registered items							
Insured items							
Tracked items					1		
Total							

2.2 Mail sent

Flow	Total weight	Rate	Amount for weight	IPK	Total number of items	Rate	Amount for items
P or S format							
G format							
E format							
Mixed mail							
Non-sampled							
M bags							
Registered items							
Insured items							
Tracked items							
Total							

3. Summary

	Amount for weight	Amount for items	Total
Mail received (table 2.1)			
Mail sent (table 2.2)			
		Amount to be received	0.00

Creditor designated operator: _____
Signature: _____

Seen and accepted by debtor designated operator: _____
Place, date and signature: _____

Page **2 / 2**
IPS v11



Practical guidelines on tracked items in UPU systems: IPS, IPS.POST and IPS Cloud (Cont.)

Generation of the CN60 (available from IPS 2024 onwards):

There is no import of reports provided by the UPU IB.

Instead, 'number of items' and 'rate per item' must be captured by the operator to feed the calculation of the CN60.

Month	Product	Number of items	Rate per item	Amount
04 (Apr)	L - Tracked	15	1.2000	18.00
05 (May)	L - Tracked	2	1.5000	3.00
06 (Jun)	L - Tracked	10	1.8000	18.00
Total amount due				39.00
Observations				

The above intermediary screen gets pre-filled based on items (tracked, registered, insured) recorded in the accounting dispatch document.

Corresponding new accounting streams:

- Letters: registered – supplementary remuneration
- Letters: insured – supplementary remuneration
- Letters: tracked – supplementary remuneration

DETAILED ACCOUNT				CN60
Supplementary remuneration programme				
quarterly statement				
Form prepared by:	ATA - Austria Post			
Date	2024-11-15			
Origin operator	HRA - Croatian Post	Year - quarter		
Destination operator	ATA - Austria Post	2023 Q2		
Month	Product	Number of items	Rate per item	Amount (XDR)
04 (Apr)	L - Tracked	15	1.20	18.00
05 (May)	L - Tracked	2	1.50	3.00
06 (Jun)	L - Tracked	10	1.80	18.00
Total amount due (XDR)				39.00
Observations				
Creditor		Debtor		
Place and signature		Place, date and signature		
_____		_____		



5. Remuneration



Remuneration and Supplementary Remuneration for tracked items

Additional payment for tracked items

- Tracked items shall be remunerated in accordance with article 31-104.1.2 of the Regulations to the Convention.
- For tracked items, the additional payment specified in article 28.9 of the Convention (0.400 SDR per item) shall be paid for each item for which an EDH (arrival at collection point for pick up by recipient), EMH (unsuccessful delivery attempt) and/or EMI (final delivery) event has been transmitted.
- In the years 2022, 2023, 2024 and 2025, countries in the transitional system (Group IV) shall receive the additional payment in article 28.9 of the Convention for each item for which an EMD (arrival at the inward office of exchange) event has been transmitted.
- In order to qualify for the supplementary remuneration, designated operators shall transmit electronic information for tracked items, as defined in article 17-131 of the Regulations to the Convention and meet the deadlines for transmission and quality targets as defined in article 31-104.3.2.



Remuneration and Supplementary Remuneration for tracked items (Cont.)

Supplementary Remuneration for tracked items

- A supplementary remuneration for tracked delivery service items on the basis of performance in the electronic transmission of information shall be paid by the origin DO to the destination DO if the quality targets are met .
- The amount of the supplementary remuneration per qualifying item shall be 0.03 SDR for each percentage point above 75 and up to 100% as determined in paragraph 3.2 of article 31-104 of the regulations, with a maximum rate of 0.75 SDR per item.
- Qualifying items are all inward tracked delivery items that have both an EMD event and an EDH, EMH or EMI event transmitted within the time limits indicated in 3.2 of the above-mentioned article, irrespective of whether these items have an associated EMC event.
- The total amount of supplementary remuneration for tracked delivery items shall be determined by multiplying the number of qualified items with the remuneration determined in article 31-104.4.2 of the regulations



Remuneration and Supplementary Remuneration for tracked items (Cont.)



Standard supplementary rates for added value services and M bags

Year	Registered	Insured	Tracked	M bags
	Surcharge rate per item	Surcharge rate per item	Surcharge rate per item	Rate per kg (minimum 5 kg)
2022	1.463 SDR	1.777 SDR	See below	1.016 SDR
2023	1.529 SDR	1.857 SDR	See below	1.044 SDR
2024	1.598 SDR	1.941 SDR	See below	1.073 SDR
2025	1.670 SDR	2.028 SDR	See below	1.103 SDR

Tracked items

0.4 SDR per item plus a supplementary remuneration per qualifying item of 0.03 SDR for each percentage point above 75 and up to 100% as determined in paragraph 3.2 of article 31-104 of the Convention Regulations, with a maximum rate of 0.75 SDR per item.

Example

- If the destination designated operator provides on-time transmission of 90% for all inbound items with the required data events, then the bonus payment, i.e. additional remuneration, per qualifying item would be 0.450 SDR (0.75 SDR – 0.03 SDR x (100% – 90%)).
- In this example, the total amount of remuneration for a tracked delivery item would be: E format base TD + surcharge of 0.4 SDR (based on EDH/EMH/EMI delivery scans) + 0.45 SDR bonus payment for qualifying items.



6. Quality measurement and reporting

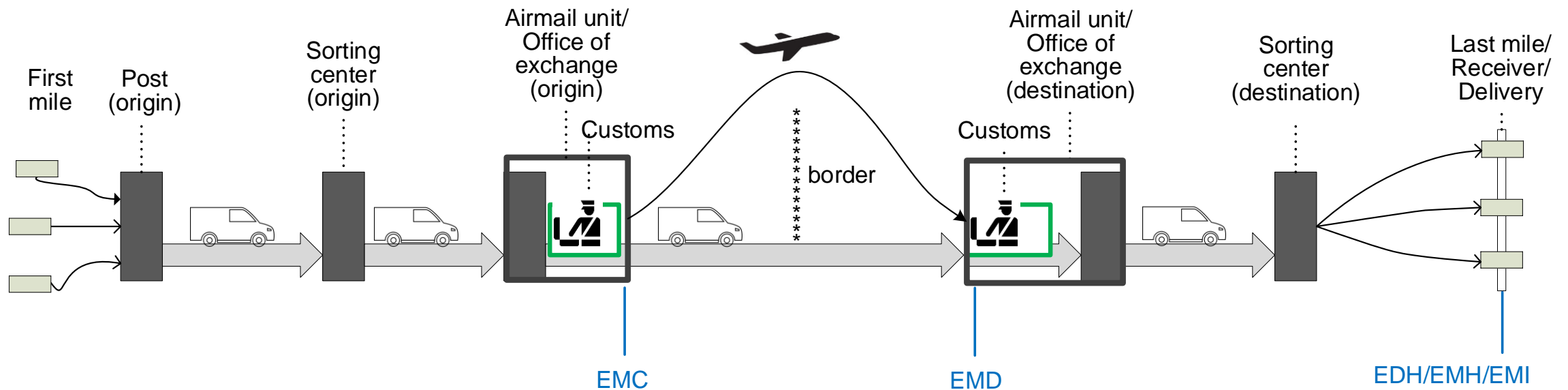


I. Capture and exchange data



□ Relevant EDI data captured;

- last outbound event/departure from outbound OE/AMU (EMC)
- first inbound event/arrival at Inbound OE/AMU (EMD)
- delivery event(s)
 - arrival at collection point for pick-up (EDH) or
 - attempted delivery (EMH) or
 - final delivery (EMI)





I. Capture and exchange data



- ❑ **Transmission** of EDI data;
 - ❖ Transmitted through established EDI messaging Networks,
 - UPU Post*Net (via IPS)
 - Other Interfaces

- ❑ EDI data is stored at the UPU.

II. Measurement: deadlines for data transmission



- ❑ Current transmission targets;
 - ❖ EMD < 24 hours

 - ❖ EDH or EMH or EMI < 24 hours

- ❑ For each DO, the number of items whose events fulfill the above targets, are counted.



II. Measurement: performance calculation



- For each flow, the performance result shall be determined on the basis of the lowest between:

- ❖ The ratio of EMD events transmitted within 24 hours of the event time and date over the number of EMC (departure from office of exchange) events that were transmitted by the origin designated operator (**for $EMD \leq EMC$**);

$$\left(\frac{EMD}{EMC}\right)\%$$

and

- ❖ The ratio of EDH (arrival at collection point for pick up by recipient), EMH (attempted or unsuccessful delivery attempt) and/or EMI (final delivery) events over EMD events, all transmitted within 24 hours of the event time and date.

$$\left(\frac{EDH \text{ or } EMH \text{ or } EMI}{EMD}\right)\%$$



III. Remuneration: determining qualifying items



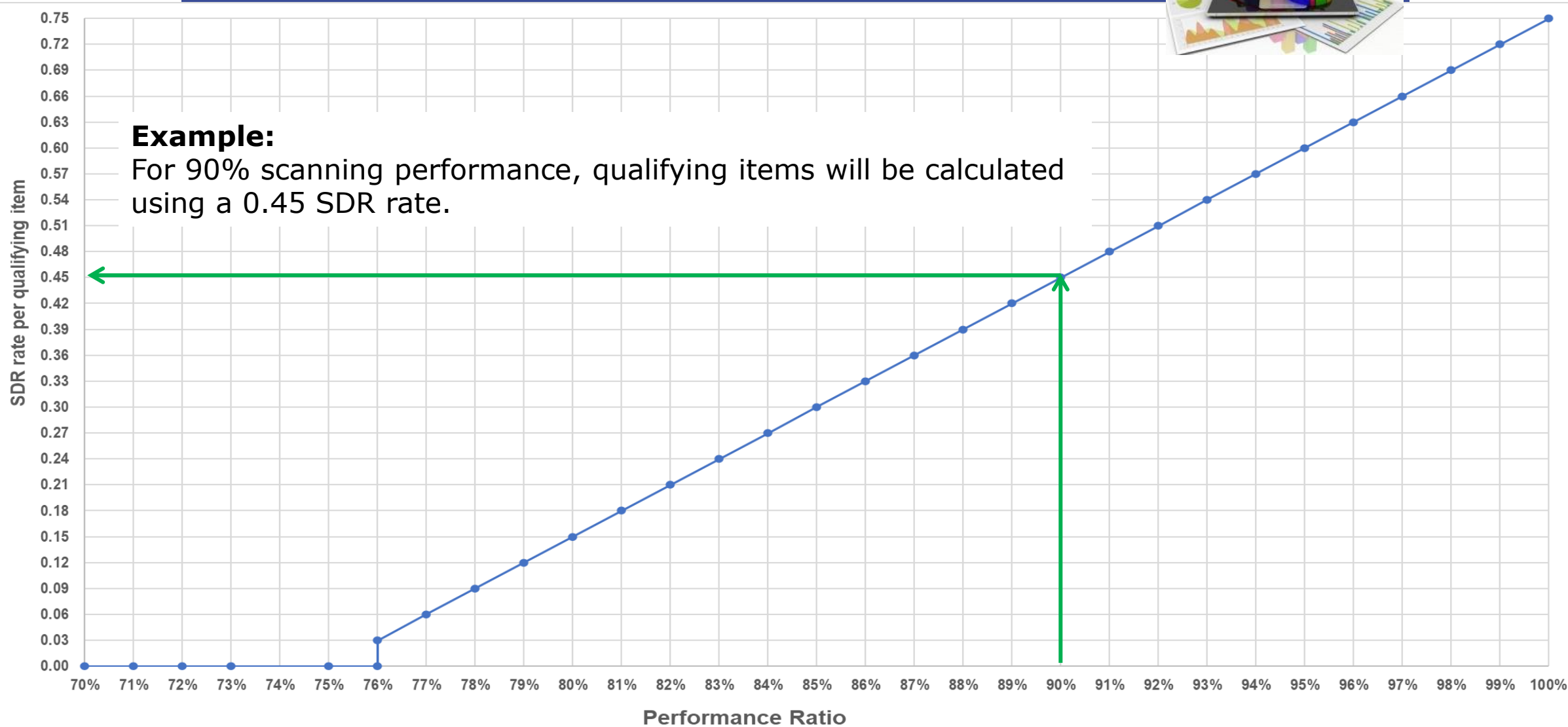
- Minimum performance is 75%:
- Consider the actual performance as follows:

$$X = \left(\frac{EMD}{EMC} \right) \% \quad Y = \left(\frac{EDH \text{ or } EMH \text{ or } EMI}{EMD} \right) \%$$

- ❖ If X or $Y \leq 75\%$, no qualifying items
- ❖ If both X and $Y > 75\%$ **and**;
 - ✓ $X < Y$, number of Items with EMD qualify for remuneration
 - ✓ $Y < X$, number of Items with EDH or EMH or EMI qualify for remuneration
 - ✓ $X = Y$, the greater number of Items in both ratios qualify for remuneration



III. Remuneration: performance dependent SDR rate





Reporting and validation

- Items received during the report month are selected as reference items for the report, where the received date is the date of the first inbound event (not necessarily EMD) in the destination country.
- Any EDI information transmitted after **the cut-off** time for report generation is not considered in the report.
- Monthly performance reports shall be produced and shall be communicated to the designated operators participating in the supplementary remuneration and/or offering tracked items as described in article 31-104.2.1.
- Monthly performance reports – **within one month following the end of the reporting period**;
- Quarterly aggregate reports – in conjunction with the monthly report in the month following the end of each quarter.
- The monthly reports shall be considered as final if no query has been received by the International Bureau within one month of the issue of the most recent monthly report.



Reporting Schedule

		Reporting year Y												Y+1	
Report month		January	February	March	April	May	June	July	August	September	October	November	December	January	February
LAS report generation	Monthly (Publication)														
	Monthly (report final if no query)														
	Quarterly (for Remuneration)	Q1													
								Q2							
								Q3							
								Q4							
PTC engagement															
			Q4				Q1				Q2			Q3	

Cut-off day for report generation:

15th of every month, or next working day after if 15th is a non-working day.



Sample of performance report for UPU Supplementary remuneration for registered, insured and tracked items - Excerpt of tracked items performance report

TRACKED ITEMS



Inbound Performance Report, February 2024

Items received from	<u>Performance</u>						<u>Supplementary Remuneration</u> (Based on Performance)			<u>Additional Payment</u> (Based on a Fixed Rate = 0.4 SDR per item)			<u>Accounting Simulation</u>
	Items with EMC C1	Items with EMD transmitted ≤ 24h C2	Items with EDH/EMH/EMI transmitted ≤ 24h C3	EMD over EMC ratio C4 = C2/C1	EDH/EMH/EMI over EMD ratio C5=C3/C2	Performance result C6=min(C4,C5)	Qualifying items for supplementary remuneration C7	Effective rate C8=0.03*(max (C6,75)-75)	Supplementary remuneration (SDR) C9=C8*C7	DO in Group IV C10	Accountable items for additional payment C11	Additional payment (SDR) C12=0.4*C11	Total payment(SDR) C13=C9+C12
BYA	1	1	1	100.00	100.00	100.00	1	0.750	0.75	No	1	0.40	1.15
DKA	71	71	69	100.00	97.18	97.18	68	0.665	45.22	No	69	27.60	72.82
GRA	3	3	3	100.00	100.00	100.00	3	0.750	2.25	No	3	1.20	3.45
HKA	237	237	235	100.00	99.16	99.16	234	0.725	169.65	No	235	94.00	263.65
IEA	1	1	1	100.00	100.00	100.00	1	0.750	0.75	No	1	0.40	1.15
LVA	144	144	144	100.00	100.00	100.00	144	0.750	108.00	No	144	57.60	165.60
MYA	3316	3279	3305	98.88	100.00	98.88	3266	0.716	2338.46	No	3305	1322.00	3660.46
SIA	30	30	29	100.00	96.67	96.67	29	0.650	18.85	No	29	11.60	30.45
USA	1007	1122	1101	100.00	98.13	98.13	1087	0.694	754.38	No	1101	440.40	1194.78
Totals	4810	4888	4888	100.00	100.00		4833						



Sample of performance report for UPU Supplementary remuneration for registered, insured and tracked items – Column explanation

PERFORMANCE

C1	Items with EMC	The number of items for which an EMC event has been transmitted
C2	Items with EMD transmitted \leq 24h	The number of items for which an EMD event has been transmitted within 24 hours of the event time and date
C3	Items with EDH/EMH/EMI transmitted \leq 24h	The number of items for which a delivery event (EDH/EMH/EMI) has been transmitted within 24 hours of the event time and date
C4	EMD over EMC ratio	The percentage ratio of C2 to C1, capped at 100%
C5	EDH/EMH/EMI over EMD ratio	The percentage ratio of C3 to C2, capped at 100%
C6	Performance result	The lesser of the two performance ratios C4 and C5

SUPPLEMENTARY REMUNERATION (based on performance)

C7	Qualifying items for supplementary remuneration	The number of items having both EMD and delivery (EDH/EMH/EMI) events transmitted within 24 hours of the event time and date, regardless of whether these items have EMC transmitted
C8	Effective rate	The supplementary remuneration rate per qualifying item, calculated as 0.03 SDR for each percentage point of the performance result (C6) above 75% and up to 100%, with a maximum rate of 0.75 SDR per qualifying item
C9	Supplementary remuneration	The supplementary remuneration amount in SDR, calculated as the number of qualifying items (C7) times the effective rate (C8)

ADDITIONAL PAYMENT (based on a fix rate)

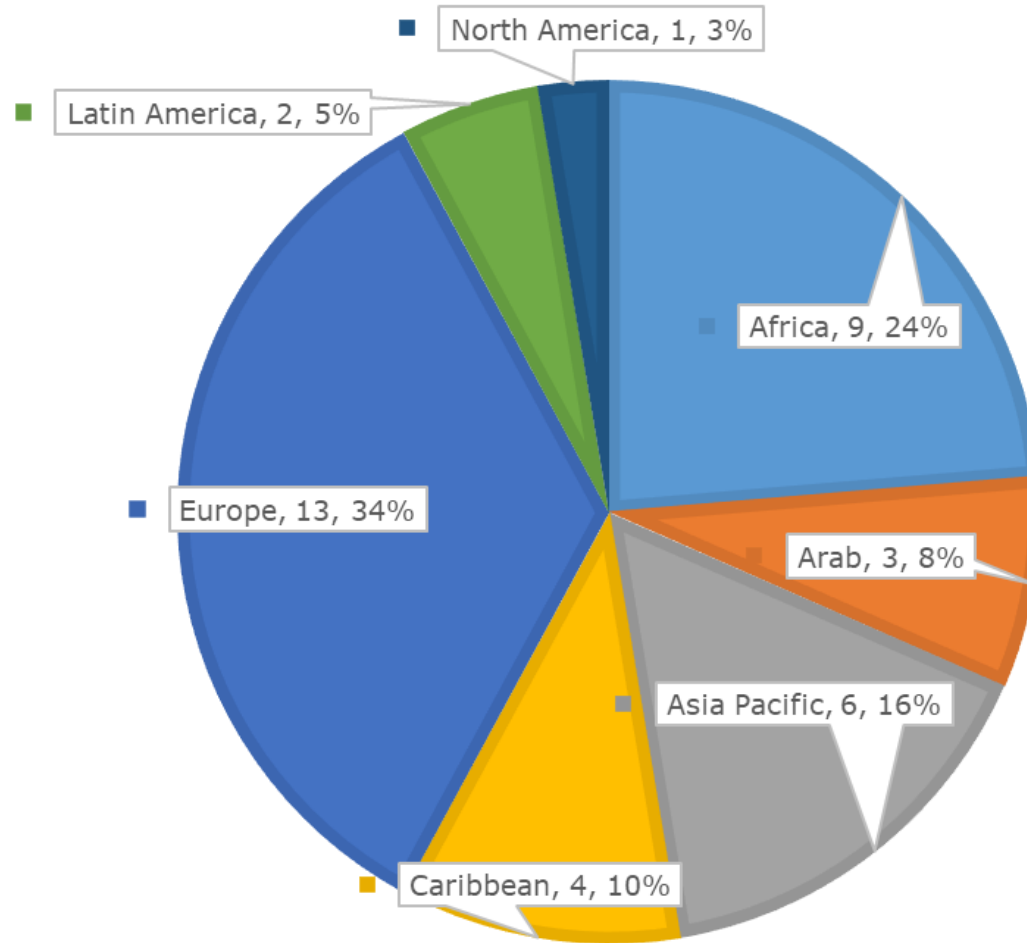
C10	DO in Group IV	The indication of whether the destination country is in the transitional system (Group IV)
C11	Accountable items for additional payment	If the destination country is in the transitional system (Group IV): The number of items for which an EMD event has been transmitted; Otherwise: The number of items for which a delivery event (EDH/EMH/EMI) has been transmitted
C12	Additional payment	The additional payment amount in SDR, calculated as the number of accountable items (C11) times the approved rate for additional payment

ACCOUNTING SIMULATION

C13	Total payment	The total payment amount in SDR, calculated as the sum of the supplementary remuneration (C9) and the additional payment (C12)
-----	---------------	--



Members currently offering the tracked delivery service, November 2024



Number of participants: 38



7. Accounting



Rules and form

- Accounting steps regulated by:
 - art. 31-105 (Measurement of performance. Reporting and validation)
 - and 31-106 "Preparation and transmission of charges for supplementary remuneration accounts and additional payments based on central reports"

- UPU form: CN 60, quarterly account

- Guide to assist with the completion of CN 60 available online:

<https://www.upu.int/UPU/media/upu/files/postalSolutions/programmes/AndServices/physicalServices/FcdCN60En.pdf>

DETAILED ACCOUNT Remuneration based on central reports. Quarterly statement				CN 60
Form prepared by:				
Date:				
Origin designated operator				Year - quarter
Destination designated operator				
Month	Product	No. of items	Rate per item	Amount (SDR)
Total amount due (SDR)				
Observations				
Creditor			Debtor Place, date and signature	



Accounting steps

For each quarter:

Who	What	When
UPU IB	Distributes monthly report to each DO with the supplementary remuneration for inbound tracked items, per partner DO	Monthly, within one month after the month reported
UPU IB	Distributes quarterly aggregate reports Each DO receives the information for them as creditor and debtor	Within one month after the end of the quarter
Creditor DO	For each debtor partner DO, completes CN 60 of quarter Q (based on information in the IB quarter report) and sends to each debtor DO	Within 1 month of receipt of the quarterly aggregate report from IB
Debtor DO	Pays creditor for each received CN 60 Note: there are normally no disputes since the figures come from a UPU report	Within 6 weeks from receipt of the CN 60



8. Compliance



Introduction

- Monthly compliance reports help check the compliance of EDI messages sent with EDI standards + data quality
- Reports now available online via QCS
- Wide spectrum checks, covering all EDI messages
- For tracked delivery service, mainly two indicators and associated reports apply:
 - EDI connectivity
 - EMSEVT



Compliance dashboard

Compliance dashboard - October 2024

Operator: [Redacted]

Dashboard | Details per mail class | Evolution last 6 months

overall compliance
93.17%
rank: 70/199

EDI indicators:

common features 100.00% rank: 1/198	ITMATT 97.44% rank: 58/190	PREDES 99.45% rank: 65/188	PRECON 98.95% rank: 120/186	CARDIT 45.58% rank: 155/173
EMSEVT 99.97% rank: 38/196	ITMREF	RESDES 98.17% rank: 137/194	RESCON 97.91% rank: 144/190	CARDIT EAD 100.00% rank: 1/115

Other indicators:

own IMPC 99.10% rank: 170/200	msg upgrade 100.00% rank: 1/208	1st flight quality 81.25% rank: 61/177	EMSEVT unique evt 96.49% rank: 157/196	ITMATT: sender addr 88.74% rank: 79/179	unique dispatch ID 100.00% rank: 1/205
partner IMPC 100.00% rank: 1/197	EDI connectivity 99.07% rank: 83/200	ongoing flight quality 75.58% rank: 31/163	EMA-EMC mismatch 99.98% rank: 75/178	ITMATT: dest address 68.08% rank: 100/188	rcv ITMATT: dest addr 65.31% rank: 68/193



EDI connectivity

- The report indicates if some EDI links are missing
- Addresses of pattern xx350 are used for letters: tracked, registered, insured
- Until now, links for addresses xx350 (letters) were considered optional
- From 2026, the exchange of EMSEVT for tracked, registered and insured items is mandatory with all partners (article 17-131 of UPU Regulations, change entering into force on 1-Jan-2026, see UPU circular 2024/086)
-> use EDI connectivity report to activate all pending links



EDI connectivity

EDI connectivity - October 2024

Operator: [Redacted]

Compliance summary:

total partnerships	partnerships with issues	percent compliant
750	7	99.07

1. Overview

Missing mandatory sending EDI links

Message	EDI address	# missing links
EMSEVT	[Redacted]001	1
EMSEVT	[Redacted]330	1
PREDES	[Redacted]101	1
RESDES	[Redacted]101	2

Missing optional sending EDI links

Message	EDI address	# missing links
EMSEVT	[Redacted]350	11
ITMATT	[Redacted]501	4
RESCON	[Redacted]101	12

Other issues

Description	# partners
Sending EDI links not handled by destination address	2
Sending EDI links not accepted by destination	2
Receiving EDI links pending own approval	1

3. Missing optional sending EDI links (for information only)

3.1 Missing EMSEVT links for letters

EMSEVT received, no EMSEVT sent

Own EDI address [Redacted]350 - Letters (class U)

Own EDI address	Partner EDI address	No. EMSEVT received from partner in month
[Redacted]350	AF350	9
[Redacted]350	BD350	35
[Redacted]350	MA350	18
[Redacted]350	MN350	6
[Redacted]350	NG350	8
[Redacted]350	NU350	8
[Redacted]350	RO350	122
[Redacted]350	SB350	13
[Redacted]350	TZ350	26

4.5 Received messages pending own approval

Pattern: xx350

orig address	dest address	mail classes	No. messages (last 60 days)	Sending since
KG350	[Redacted]350		1	

4.6 Received messages refused by own post

partner EDI address	Owner post	Own EDI address
SC350	Seychelles Postal Services	[Redacted]350



EMSEVT compliance

- Important to monitor the indicator: ensure it is green
- Even if it is green, if it is not 100%, suggestion to drill-down and check issues
- In the online platform, possibility to filter on xx350 address -> focus on EMSEVT exchanges for letters
- Suggestion to check issues for xx350 exchanges and address any issue counted in the indicator and affecting a non negligible proportion of events



EMSEVT compliance

EMSEVT compliance

Month: October 2024

Operator: [Redacted]

Sampling Period: 25-31 Oct 2024

Compliance summary:

total msg	msg with issues	percent compliant
26 109	880	96,63

Overview of messages sent

message	EDI address	total messages
EMSEVT	[Redacted] 330	249
EMSEVT	[Redacted] 001	428
EMSEVT	[Redacted] 350	874

Repartition of events for letters:

registered	%	insured	%	tracked	%	small packets	%	other	%
2888	12,5	0	0,0	31	0,1	20204	87,4	0	0,0

1. Summary of issues per sending EDI address (CLICK in a row TO FILTER)

orig EDI	issue	description	counted in dashboard	No. msg	% msg	No. DOs	global avg
[Redacted] 350	71	[orig-country] provided unnecessarily	<input type="radio"/>	23 068	99.8%	187	48.2%
[Redacted] 350	64	Other code lists: invalid code used	<input checked="" type="checkbox"/>	569	2.5%	50	0.8%
[Redacted] 350	77	Gross-weight with useless zero decimal	<input type="radio"/>	359	1.6%	190	9.2%
[Redacted] 350	58	Event office: invalid code (CL 108)	<input checked="" type="checkbox"/>	276	1.2%	64	0.8%

2. Error details (first 10 occurrences of each type of error)

orig EDI	dest EDI	issue	intref	mesref	ID	line	error details
[Redacted] 350	SG350	64	INTREF21192	MESREF21192	RB350238873SG	EME+RB350238873SG:SG+[Redacted]+2410251111+[Redacted]+99'	CL 111, invalid code used: 99
[Redacted] 350	AE350	64	INTREF6593	MESREF5080	UA676577320AE	EME+UA676577320AE:AE+[Redacted]+2410291017+[Redacted]+99'	CL 111, invalid code used: 99
[Redacted] 350	AE350	64	INTREF6593	MESREF5080	UA676577320AE	EME+UA676577320AE:AE+[Redacted]+2410291036+[Redacted]+99'	CL 111, invalid code used: 99
[Redacted] 350	AE350	64	INTREF6604	MESREF5091	UA677316467AE	EME+UA677316467AE:AE+[Redacted]+2410291436+[Redacted]+99'	CL 111, invalid code used: 99
[Redacted] 350	AE350	64	INTREF6593	MESREF5080	UA678188897AE	EME+UA678188897AE:AE+[Redacted]+2410280947+[Redacted]+99'	CL 111, invalid code used: 99
[Redacted] 350	AE350	64	INTREF6593	MESREF5080	UA678188897AE	EME+UA678188897AE:AE+[Redacted]+2410281009+[Redacted]+99'	CL 111, invalid code used: 99
[Redacted] 350	AE350	64	INTREF6593	MESREF5080	UA678188897AE	EME+UA678188897AE:AE+[Redacted]+2410281013+[Redacted]+99'	CL 111, invalid code used: 99
[Redacted] 350	AE350	64	INTREF6604	MESREF5091	UA681971693AE	EME+UA681971693AE:AE+[Redacted]+2410291432+[Redacted]+99'	CL 111, invalid code used: 99
[Redacted] 350	AE350	64	INTREF6604	MESREF5091	UA682084598AE	EME+UA682084598AE:AE+[Redacted]+2410291431+[Redacted]+99'	CL 111, invalid code used: 99

Click to filter

Focus on issues counted in the dashboard

Use <Ctrl>-click to select an issue and view details in list below



9. Chat-based Q&A Session



Tracked Delivery Service: key considerations for PRIME members

The accounting, handling, and remuneration processes are governed by the agreement you have with your destination partner.

For instance, if a PRIME member sends items with LA-LZ prefixes to another PRIME member, both being signatories to the PRIME agreement, all items must be handled according to that agreement.

If a PRIME member decides not to use PRIME for sending items to another PRIME member, they must reach an agreement with the other member that all LA-LZ items are managed, accounted for, and remunerated as UPU Tracked Delivery Service.

There is no "half-and-half" situation between designated operators (DOs); all items sent from one destination to another are **either covered under the PRIME agreement or under UPU tracked delivery service regulations.**



10. Support and Guidance



Updating the Letter-Post Compendium (LPCO)



UNIVERSAL
POSTAL
UNION

Berne, 22 July 2024
International Bureau Circular
Letter Post and Parcel Post Compendia
online

113

Dear Sir/Madam,

In reference to circular letter No. 0600(DOP QSC OIP)1079 of 1 July 2023 regarding the Letter Post and Parcel Post Compendia to remind all designated operators that the letter-post and parcel-post services must be updated in the Letter Post and Parcel Post Compendium (LPCO) and Parcel Post Compendium (PPCO) online.

To avoid duplication and confusion, the old version of the Letter Post and Parcel Post Compendia has now been discontinued. Any update received after 31 July 2024 will be rejected. The information already published remains accessible until 31 July 2024, after which it will be removed. Going forward, designated operators are requested to update their entries through the new LPCO and PPCO.

As of 5 July 2024, the International Bureau has published the Letter Post and Parcel Post Compendia submitted by designated operators from UPU member countries. The completion of delivery standards in the relevant sections of the new Letter Post Compendium and 138 in the Parcel Post Compendium are published in the LPCO and PPCO.

For those designated operators that have not yet updated their entries in the related sections, we urge you to do so as soon as possible and completing the necessary sections has followed the procedure outlined below:

- 1 Request a username/password: visit accounts.upu.int and request a new account.
- 2 Role assignment: log in to accounts.upu.int and request roles for both the Parcel Post Compendium and Letter Post Compendium. Add these roles to your cart.
- 3 Complete the new website:
 - Parcel Post Compendium: visit compendiumparcel.upu.int, navigate to "Home," select your country, and complete all sections. For section 40, create two "Office(s) of exchange handling parcels": one for air parcels and one for surface parcels. The International Bureau will complete section 41 relating to validated delivery standards for air and surface parcels. Once all sections are completed, submit your entry.
 - Letter Post Compendium: visit compendiumletter.upu.int and complete all sections from 1 to 35. For section 29, create two "Office(s) of exchange handling Letter Post items": one for air letters and one for surface letters. Then proceed to section 33 and complete the information for air letters and surface letters. Once all sections are completed, submit your entry.

2

This information will be used for the calculation of inward land rate bonuses applicable as from 1 January 2025. If designated operators have not entered their information or notified data to the International Bureau for inclusion in the PPCO by the 31 July 2024 deadline, they will be deemed not to have met the prerequisites, and the International Bureau will apply the base rates for the 2025 inward land rates.

For assistance and additional information, please contact the International Bureau's Physical Services Implementation and Capacity Building Programme via the following e-mail addresses:

- Letter Post Compendium: letters@upu.int
- Parcel Post Compendium: parcels@upu.int

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations



UNIVERSAL
POSTAL
UNION

Berne, 22 July 2024
International Bureau Circular
International Bureau – Updates to letter-post
services – mandatory tracked delivery and
optional M bags

114

Dear Sir/Madam,

The fourth Extraordinary Congress adopted various amendments to the Universal Postal Convention, including the following changes:

- From 1 January 2025, the tracked supplementary service (instead of the priority and airmail letter-post delivery service) remains an optional supplementary service.
 - inbound priority and airmail letter-post items
 - outbound priority and airmail letter-post goods.
- From 1 January 2025, M bags become an optional supplementary service. Countries may offer M bags in order to provide the service.

Designated operators of UPU member countries are requested to promptly complete sections 4 and 35 of the LPCO (compendiumletter.upu.int). This will ensure that the relevant information is available before the related regulatory provisions take effect on 1 January 2025. Please remember to regularly update the LPCO as per paragraph 5, article 17-003 (Information to be supplied by designated operators) of the Convention Regulations.

For assistance and additional information, please contact the International Bureau's Physical Services Implementation and Capacity Building Programme via the following e-mail address: letters@upu.int.

In the light of these amendments to the Universal Postal Convention, the Letter Post Compendium Online (LPCO) will be updated to reflect these changes. Update section 4 on the tracked supplementary service.

In section 4 of the LPCO, designated operators must provide the mandatory information for inbound letter-post items containing documents and outbound priority and airmail letter-post items containing documents and goods.

The new section 35 pertains to the provision of an M bag service. Designated operators opting to offer this service must specify whether M bags are for outbound and/or inbound items. The section also covers whether other articles (such as disks, tapes and cassettes; commercial samples shipped by manufacturers and distributors; and other non-dutiable commercial articles or informational materials that are not subject to resale) may be admitted in M bags in accordance with article 17-107.7.1 of the Convention Regulations.

Yours faithfully,

Abdel Ilah Bousseta
Director of Postal Operations



Tracked Delivery Service Guide



POC C 2 2024.2-Doc 2c. Annex 1

APPROVED

User guide for the tracked delivery service for letter-post items

Background

The Riyadh Extraordinary Congress approved making the tracked delivery service mandatory for inbound priority and airmail letter-post items containing goods, while keeping it optional for outbound letter-post items containing goods and for inbound and outbound letter-post items containing documents, with implementation from 1 January 2025.

This guide is meant to provide an overall description of the operational and technical requirements for the tracked delivery service.

Details of the tracked delivery service for letter-post items

Weight	Pay-for-performance	S10 barcode identifier	Electronic advance data for customs and security	ITMA TT (item content data)	Internet-Based Inquiry System	EMSEVT	Track and trace through to delivery	Signature	Liability
0-2 kg	Mandatory	Mandatory	Mandatory (items subject to customs)	Mandatory (items subject to customs)	Optional	Mandatory	EMC, EMD, EDH, EMH/EMI	No	No

Element	Remarks
Notification	Designated operators shall notify the International Bureau if, in addition to offering the mandatory inbound tracked delivery service for letter-post items containing goods, they offer the outbound tracked delivery service for letter-post items containing goods and/or the inbound/outbound tracked delivery service for letter-post items containing documents.
Track and trace	Designated operators shall provide track-and-trace information as detailed in article 17-131 for outward and inward tracked items on their national territory.

Delivery items may be provided with a logo which shall if possible be brought to the shape reproduced below. A black and white version may, however, be used, in so far as possible in the top left-hand corner, beneath the sender's address where these are given. (Regulations article 18-102.2.1.1)



Tracked delivery shall bear a barcode conforming to UPU Technical Regulations article 17-130. The CN 05bis label shall have a single, unique item identifier that complies with the provisions of article 17-130. (Regulations article 18-102.2.1.2). Additionally, e.g. in case of a system-generated label, an equivalent of the CN 05bis label (including the barcode) may be integrated into the label, provided that the label is clearly recognizable.

CN 05bis



Avec suivi / Tracked
LL 001 234 568 SE

Items shall be 74 x 26 mm, colour red on white. Delivery service items there shall be an additional payment of 0.400 SDR in accordance with the conditions specified in the Regulations. The Postal Administration shall be authorized to supplement remuneration for tracked delivery service items on the basis of performance in the electronic transmission of information, as specified in the Regulations.

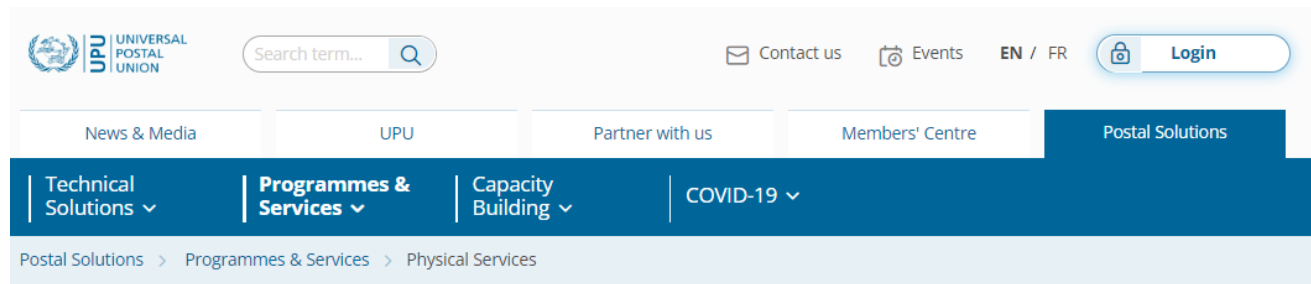
Excerpt of the UPU Supplementary Remuneration Programme for registered, tracked items performance report, with columns explanation

Country	EDH/EMH/EMI rate (C1-C2)	Performance rate (EMH/EMI)	Qualifying items for supplementary remuneration (C3)	Effective rate (C4-C5)	Supplementary remuneration (C6)	Additional Payment (based on a fixed rate = 0.4 SDR per item)		Accounting Situation	
						DD in Group (C7)	Additional payment (C8)		
100.00	97.18	100.00	1	0.750	45.22	No	1	0.40	1.15
100.00	99.16	100.00	1	0.750	2.25	No	69	27.60	2.45
100.00	99.16	100.00	234	0.725	169.53	No	3	1.20	263.65
100.00	99.16	100.00	1	0.750	2338.46	No	235	94.00	185.60
100.00	98.67	100.00	144	0.716	10.85	No	144	57.60	36.45
100.00	98.13	100.00	1007	0.694	754.35	No	1305	132.00	380.45
100.00	98.13	100.00	4833			No	29	11.60	30.45
							1101	440.40	1194.75

EMD	The number of items for which an EMC event has been transmitted
EMH	The number of items for which an EMD event has been transmitted within 24 hours of the event time and date
EMH/EMI	The number of items for which a delivery event (EDH/EMH/EMI) has been transmitted within 24 hours of the event time and date
EMH/EMI	The percentage ratio of C2 to C1, capped at 100%
EMH/EMI	The percentage ratio of C3 to C2, capped at 100%
EMH/EMI	The lesser of the two performance ratios C4 and C5
EMH/EMI	The number of items having both EMD and delivery (EDH/EMH/EMI) events transmitted within 24 hours of the event time and date, regardless of whether these items have EMC transmitted
EMH/EMI	The supplementary remuneration rate per qualifying item, calculated as 0.03 SDR for each percentage point of the performance result (C6) above 75% and up to 100%, with a maximum rate of 0.75 SDR per qualifying item
EMH/EMI	The supplementary remuneration amount in SDR, calculated as the number of qualifying items (C7) times the effective rate (C8)
C8	Effective rate
C9	Supplementary remuneration



Webinars materials



Guides

- [User Guide](#)

Physical Services

[Integrated Product Plan \(IPP\)](#)

[Physical Services Publications](#)

[Capacity Building](#)

[UPU Forms](#)

Integrated Product Plan (IPP)

With the introduction of the IPP, the UPU is for the very first time taking a fully integrated approach to product development and ensuring speedier decision making in response to market needs.

Posts worldwide are confronted with the same challenges of declining letter volumes accompanied by an exponential increase in postal items containing goods. The cross-border mail and parcel-post market is mature, highly competitive, and highly fragmented. The market space has changed dramatically in the last two decades.

One of the challenges faced by the UPU in relation to customer needs and product features is to find ways of satisfying market requirements by rationalizing, modernizing and integrating the existing framework of products. However, as part of an industry sector involved in the cross-border exchange of goods, it will also need to be mindful of how its products fit in with emerging customs, security and regulatory requirements.

Furthermore, with expected worldwide growth of over 10 per cent per year, cross-border e-commerce represents untapped potential for the postal sector. However, a primary barrier to postal market growth is the complexity of the postal product portfolio, which is preventing Posts from fully exploiting the burgeoning opportunities offered by the e-commerce market.

The UPU's Integrated Product Plan (IPP) is designed to break down this barrier.

The sustainability of the recent increase in demand for postal items containing goods depends ultimately on the UPU continuing to meet customer needs. In this sense, the UPU's IPP constitutes a first-stage response to these recent market developments. Importantly, in such a competitive and rapidly evolving environment, the IPP needs fast, globally coordinated and integrated implementation, as well as continuous innovation, adaptation and reliability. Only by doing this will we be able to persuade international e-shoppers and e-retailers to make the Post their preferred choice for international delivery services.

Webinars

- [Presentations](#)
- [Chat-based questions and answers](#)
- [Watch the webinar](#)



THANK YOU!

We appreciate your attention !

**If you have any additional questions
or need further information, feel free
to reach out to us at:**

POC.PSDEIG.secretariat@upu.int