UNIVERSAL POSTAL UNION

The Universal Postal Union is an intergovernmental organisation and specialized agency of the United Nations system with 192 member countries, mandated "to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world".

The UPU is the fundamental organisation for the Post, intergovernmental in nature, with the concept of wider sector involvement embedded in its mission and strategy. As recognized by the Abidjan Congress (resolution C 11/2021) access of **wider postal sector players** to UPU products and services will help advance the UPU mission as laid out in the UPU Constitution.

In particular, it will help advance the UPU mission in the areas of cooperation and interaction among stakeholders, as well as in ensuring the satisfaction of citizens' changing needs. This work has been taken forward by the Council of Administration, which has created a dedicated task force to look more closely into this matter.

As a key stakeholder in this fast-changing environment, your views are invaluable in advancing this work. The questionnaire below aims to gather further details about the state of postal markets in your country and to examine potential ways and conditions for opening up the UPU to the wider postal sector.

Survey instructions

This survey is **confidential**.

Individual responses will not be shared with stakeholders. We will present aggregate responses to relevant UPU bodies with the aim of facilitating decision making.

For the purposes of this questionnaire, the following definitions will be used:

- The term **wider postal sector players (WPSPs)** refers to any stakeholder that can be considered as being part of the wider postal sector. This includes, but is not limited to, postal operators other than the operator(s) designated by a UPU member country, e-retailers, courier companies, logistics service providers, financial service providers, airlines, railways and other transport companies, customs organisations, manufacturers of postal and postal industry-related solutions, customer associations, unions or postal worker associations.
- The term **designated operator (DO)** refers to operator(s) designated by a national government and/or regulatory authority to fulfil a certain number of obligations related to the provision of postal services. In most countries, the DO is the historic postal operator, usually known as the "Post" or "post office".

Please answer all the questions as accurately as possible and return to TF.OpeningUp@upu.int by **Friday, 26 August 2022.**

Contact information

Full name of contact person		
Title of contact person	☐ Mr	
	☐ Ms	
Name of organisation (if from an organisation/private sector entity)		
Email address contact person		
Telephone number of contact person		
Country		

Section I: Background information

1.	Which of the following categories best describes your organisation? (Please choose one):	☐ Postal operators (other than the operator(s) designated by a UPU member country) ☐ E-retailers ☐ Courier companies ☐ Logistics service providers ☐ Financial service providers ☐ Airlines ☐ Railways ☐ Other transport companies (please specify below) ☐ Manufacturers of postal or postal-industry-related solutions ☐ Customer associations ☐ Unions or postal worker associations ☐ Customs organisations ☐ Other (please specify below):
1a	If you ticked 'other transport companies' in question 1 above, please specify:	
1b	If you ticked 'other' in question 1 above, please specify:	
2.	Does your organisation collaborate with your country's designated operator(s) (the Post) in the provision of products and services to customers? If you answered Yes, please answer questions 3 and 4. If you answered No, please continue with question 5.	☐ yes ☐ no

3.	In which business areas is your organisation collaborating with the Post? (Please select all that apply)	☐ Physical letter and document delivery services ☐ Delivery services for items containing goods (small packets and parcels) ☐ Express letter and document delivery services ☐ Express goods delivery services ☐ Parcel delivery services ☐ Letter box/locker pick-up/drop-off or other postal services (including electronic services) ☐ Postal payment services ☐ Government/citizen services (e.g. official documents) ☐ Money orders or telegraphic services ☐ Other financial services (e.g. insurance) ☐ Other (please specify below):
3a.	If you ticked 'other' in question 3 above, please specify:	
4.	Why is your organisation collaborating with the Post? (Please select all that apply)	☐ For interconnection, in order to ensure end-to-end delivery to customers (e.g. last-mile delivery in remote areas, international delivery, etc.) ☐ To benefit from a shared logistical infrastructure (offices, sorting centres, trucks, hubs, etc.) ☐ To benefit from their capacity or expertise in the provision of financial services to customers ☐ To collaborate in providing additional services to customers ☐ To reduce operating costs ☐ To increase revenues ☐ To benefit from the single postal network ☐ To benefit from common global standards ☐ Other (please specify below):
4a.	If you ticked 'other' in question 4 above, please specify:	

Section II: Decision-making ability of wider postal sector players at the UPU

5.	Are you aware of the Universal Postal Union, its mandate, and the technical, operational, and normative work carried out by the UPU?	☐ yes ☐ no
6.	Are you aware of the UPU's Consultative Committee (CC) and the work it does to integrate views of the WPSPs into the work of the UPU?	☐ yes ☐ no
7.	If you answered Yes to question 5 or 6, are you interested in joining the UPU's CC and having a greater input into its work?	☐ yes ☐ no
8.	Do you think WPSPs should have a role in the decision-making process at the UPU? If you answered No to question 8, please continue with question 10. If you answered Yes, please answer question 9.	☐ yes ☐ no

9. To what extent do you think WPSPs should be allowed to participate in decision making relating to the following UPU domain areas?

Key:

- Full rights: full voting, attendance, speaking and submission rights
- Participant: attendance, speaking and submission rights
- Observer: attendance and speaking rights
- Not allowed: should not be involved in this domain area

Domain areas[1]	Full rights	Participant	Observer	Not allowed
Treaties and international agreements within the legal framework provided by the UPU	N/A[2]	☐	☐	☐
Product development	☐	☐	☐	☐
Remuneration systems	☐	☐	☐	☐
Clearing systems	☐	☐	☐	☐
UPU standards	☐	☐	☐	☐
Postal technology platforms	☐	☐	☐	☐
Customs	☐	☐	☐	☐
Postal security	☐	☐	☐	☐
Quality of service	☐	☐	☐	☐
Dispute resolution	☐	☐	☐	☐

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[1] This list is non-exhaustive; it includes key substantive domains of the UPU. Further domain areas may be examined by the task force. It is recognised that some domain areas, such as postal customs and postal security, can be subject to other international treaties. However, the questions pertain to those elements that are governed by the UPU Acts.

[2] As per Abidjan Congress resolution C 11/2021, the UPU will remain an intergovernmental organisation; as such, full rights to create and amend treaties and international agreements will remain part of the remit of UPU member countries.

9a.	Other domain areas for the task force to consider (please elaborate, with rights):

Section III: Usage by WPSPs of UPU products and services

/ Drawing upon the relevant decisions of the Istanbul and Abidjan Congresses (please refer to Annex 1), which recognized that increased access of WPSPs to the Union's products and services will help advance the mission of the UPU, the following questions seek to gain guidance on which products and services WPSPs may want to access.

| 10. | As a wider postal sector player, which of the following UPU products and services would you want to access? (Please select all that apply; see Annex 2 for a short description of these services provided by the UPU.) | **Access to UPU documents and events/meetings**
☐ Access to addresses and contact lists and other Union documents
☐ Attending any events/meetings organized by all UPU bodies (potential exception of restricted meetings of standing groups and user-funded subsidiary bodies)
☐ Taking part in meetings of the UPU's councils and their subsidiary bodies

Access to International Bureau (IB) secretariat support
☐ Briefings and training sessions on legal aspects as organized by the IB
☐ Benefiting from capacity-building activities funded by the UPU
☐ On-demand certification missions by the UPU
☐ Provision of training and capacity building services

Solutions on focused analysis, research and insights on market trends
☐ Provision of UPU research and analytical services to WPSPs
☐ Provision of consultancy services on UPU solutions

Solutions for improvement of interoperability and interconnection of infrastructures
☐ Remuneration solutions (whether the scope of inter-operator remuneration agreements can be broadened to cover WPSPs)
☐ Access to the Postal Technology Centre's first-level suite of IT solutions
☐ Supply chain support tools (monitoring and measurement, data analytics, settlement and retail, end-to-end operational IT systems)
☐ PosTransfer solutions (instant payment platform, customer inquiries)
☐ Mobile apps for postal payments (customers and postal users)
☐ PPS*Clearing (postal financial services clearing service)
☐ Exception-handling solutions for supply chain
☐ Mobile apps for end-to-end global track and trace |

		☐ Global Monitoring System (GMS) Edge (Enhanced Data Gathering for E-commerce. This GMS service provides automatic data capture of identifiers of packets, receptacles and other postal physical items through RFID technology)
		☐ GMS Edge Enterprise (a tool that runs on top of GMS Edge, generating insights to support various business processes, such as operations management, resource management, security and sales and marketing)
		☐ GMS Stream (Secure Transfer Electronic Automatic Messages. RFID data can be transferred to third parties for several applications)
		☐ International mail processing centre (IMPC) codes (whether access to IMPC codes could be broadened, under what terms and conditions and in respect of which postal flows)
		☐ Postal security, including S58/S59 certification and Dangerous Goods Search Tool (DGST)
		☐ Access to the .POST top-level Internet domain
		☐ Addressing solutions: application programming interface for address verification down to premises level
		☐ Facilitation of cryptocurrency exchange between members of the postal network
11.	What benefits do you expect from the UPU? Please select all that apply:	☐ Improved interconnectivity with UPU platforms ☐ Seamless and improved experience for customers ☐ Increased postal volumes ☐ Access to knowledge and experience ☐ Access to technical assistance ☐ Ability to shape the global postal policy agenda ☐ Ability to shape regulatory/policy decisions ☐ None, I see no benefits. ☐ Other (please specify below):
11a.	If you ticked 'other' in question 11 above, please specify:	
12.	What benefit will you provide/bring to the UPU if you are able to have increased engagement with it? Please select all that apply:	☐ Offer new postal services to citizens, thereby increasing the relevance of the UPU network. ☐ Reciprocal interconnectivity in respect of electronic platforms ☐ Reciprocal interconnectivity in respect of physical delivery networks ☐ Provide access to new technologies, knowledge and expertise ☐ Pay for existing UPU products and services ☐ Fund the development of new UPU products and services ☐ Contribute to the UPU's extrabudgetary financing of its projects ☐ Other (please specify below):
12a.	If you ticked 'other' in question 12 above, please specify:	

Section IV: Key reference documents and additional comments

13.	Please provide any additional information or documents you may wish to share on the topic of the opening up of the UPU to wider postal sector players. Please indicate if this information is confidential.
14.	Please add any other comments, suggestions, or concerns you would like to make on the topic of the opening up of the UPU to wider postal sector players.

Thank you very much for participating in this survey.

Please return the completed questionnaire **no later than 26 August 2022** to TF.OpeningUp@upu.int.

- Annex 1: Abidjan Congress resolution C 11/2022
- Annex 2: Brief description of UPU products and services

Annex 1

Resolution C 11/2021

Further reform and opening of the Union to wider postal sector players

Congress,

Recalling

That the Union's mission is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world,

Recalling also

that the Union is an intergovernmental organization and a specialized agency of the United Nations whose aim is to secure the organization and improvement of the postal services and to promote in this sphere the development of international collaboration,

Recognizing

that increased access of wider postal sector players to the Union's products and services will help to advance

the mission of the organization,

Acknowledging

that wider postal sector stakeholders include a wide range of entities,

Further recalling

the mandates respectively outlined in Doha Congress resolutions C 6/2012 and C 7/2012, as well as in Istanbul Congress resolution C 10/2016, aimed at potentially allowing access to specific Union products and services to external stakeholders in the wider postal sector, and developing the governing rules and principles related thereto,

Taking into consideration

the results of the extensive work undertaken by the Council of Administration during the Istanbul cycle, and in particular the CA's recommendations to continue working towards the presentation of proposals on areas such as institutional change, further opening up of products and services, and implementation timelines,

Bearing in mind

that a number of additional details still require careful analysis by the relevant bodies of the Union,

Stressing

the need to keep the Union as an intergovernmental organization, while also acknowledging the need to secure

its long-term funding and strengthen its relevance,

Recognizing also

that a number of details still require careful analysis with regard to further opening up of the Union, in particular in areas such as future structural changes, wider postal sector participation methodology, and the corresponding financial contribution model,

Instructs

the Council of Administration to:

i   continue examining the opening up of the Union to wider postal sector players, in due observance of the access policy set forth in Congress resolution C 10/2016, and also including, for implementation in the Abidjan cycle, the following Union services or solutions (subject to any relevant conditions defined by the CA):

Union activity, service or solution	*Condition for opening up*
Access to address and contact lists as well as other Union documents and publications maintained by the International Bureau	Careful consideration and study by the CA
Access to International Bureau (secretariat) support (including dispute settlement, legal, logistics, executive office, etc., in dealings with other stake-holders that are operating in the Union's framework), with the exception of ad hoc or value-added secretariat services (to be paid for on a separate basis)	Careful consideration and study by the CA
Any other Union event or meeting organized on the premises of the organization or under the responsibility of the latter which is not part of the Union's ordinary schedule (including the provision of infrastructure for anything not directly related to UPU activities)	Careful consideration and study by the CA
Ability to benefit from capacity-building projects funded by the UPU	Careful consideration and study by the CA; subject to confirmation of necessity
Ability to contribute to technical cooperation projects and other capacity-building funds	Careful consideration and study by the CA; limited to the possibility of financially supporting those projects and funds
On-demand Union-managed consulting and capacity building services	Careful consideration and study by the CA
Union activity, service or solution	*Condition for opening up*
Access to the .POST domain	Careful consideration and study by the CA; subject to any applicable .POST policies
Access to Union solutions related to focused analysis, research and insights on market trends	Careful consideration and study by the CA; nevertheless, access to these solutions shall be subject to data sharing reciprocity conditions
On-demand Union-provided analytical services	Careful consideration and study by the CA; nevertheless, access to these solutions shall be subject to data sharing reciprocity conditions

ii   further study, advise upon and prepare any relevant proposals on the aforementioned topics for further consideration by an Extraordinary Congress (if so decided by member countries), with such proposals to include, as appropriate, an impact assessment and demand analysis;

iii study, advise upon and prepare Congress proposals on further opening up of the UPU to wider postal sector players, including the potential consideration of other solutions not already opened up or mentioned above (such as labelling standards, data protection and data storage), by conducting an impact assessment before submitting any proposals and prioritizing such studies according to demand;

iv   ensure, in accordance with the relevant rules, the widest possible participation of CA members and observers in this work,

Also instructs

the International Bureau to make all relevant information on this work available on the Union website.

(Proposal 13, Committee 3, fifth meeting)

Annex 2—Description and contact persons for UPU products and services

UNIVERSAL POSTAL UNION

Category 1 – Accessible existing UPU products and services approved in the Istanbul cycle

1   .POST solutions

Description: .POST is the top-level domain sponsored by the UPU exclusively for the postal sector. It is a secure and trusted Internet space designed to serve the needs of the global postal community in the digital economy. .POST immediately identifies legitimate postal services for individuals, businesses and stakeholders. The infrastructure includes .POST domain names and related commercial solutions (e-commerce, secure communication, cybersecurity, platform integration).

Contact person: Mr Tracy Hackshaw, tracy.hackshaw@upu.int

2   Supply chain solutions

Description: In order to optimize the use of its network services and online applications for supply chain management, the UPU has made a number of system changes to foster electronic data exchanges with DOs via standard UPU electronic data interchange (EDI) messages, and to allow wider postal stakeholders to assist in raising and resolving anomalies in the postal supply chain.

Access to supply chain solutions has entered the implementation phase. As a first step, the CA and POC decided to connect customs authorities, airlines and ground handlers directly to the online supply chain management system used by DOs.

Contact person: Mr David Avsec, david.avsec@upu.int

3   Postal payment solutions

Description: POST*Net Finance is a secure, restricted, scalable financial network developed by the UPU for the exchange of encrypted and digitally signed EDI messages related to electronic postal payment services. This network essentially links up participating DOs, and can also be interconnected with other financial networks that comply with the provisions of the Postal Payment Services Agreement (through a UPU-developed interconnection platform).

Contact person: Mr Alexandre Rodrigues, alexandre.rodrigues@upu.int

4   Global Monitoring System

Description: The Global Monitoring System (GMS) conducts statistics-based quality of service measurements on letter-mail items processed, transported and delivered in national and international postal streams. Its automatic identification data capture service is under development and will be expanded to capture data on postal products (letter mail, packets, parcels, EMS and mailbags) for track and trace, operation control, security, invoicing and other similar applications.

Contact person: Mr Antonio Caeiro, antonio.caeiro@upu.int

5   OSCAR (Online Solution for Carbon Analysis and Reporting)

Description: OSCAR provides designated operators with an online tool to measure and analyze the carbon footprint of their operations. This enables them to engage in climate mitigation and adaptation activities, and to gain better insight into their operations. It is currently made available to all UPU designated operators free of charge.

Contact person: Mr James Hale, james.hale@upu.int

6   Trainpost

Description: A training programme designed by the UPU and comprising a distance-learning tool delivered through an online platform, based on a modular training system. It is aimed at developing and enhancing the knowledge of UPU member countries (ministries, regulators and DOs) and other wider postal sector players of the UPU Acts and other matters through various courses under a number of broad headings.

Contact person: Mr Pooran Parampath, pooran.parampath@upu.int

7   UPU*Clearing

Description: UPU*Clearing is the online solution for settling international accounts between Posts. Under the current rules, any non-governmental entity that supplies goods or services to the international postal services sector and has an interest in supporting the activities of the UPU*Clearing User Group may join the system, provided that it has been recommended by a member DO.

Contact person: Ms Anne-Claude Kelly, anne-claude.kelly@upu.int

Category 2 – Other products and services identified by the task force, in consultation with the International Bureau and CC members

8   Legal advisory service

Description: Legal knowledge transfer sessions for staff of governmental authorities, regulators, diplomatic representations, designated operators and wider postal sector players on selected UPU-related postal legal matters. Such sessions could, in principle, be conducted both in person in Berne, Switzerland and remotely, subject to confirmation of interest/attendance by prospective participants, cost coverage aspects and availability of logistical conditions.

Contact person: Mr Ricardo Guilherme, ricardo.guilherme@upu.int

9   Access to addresses and contact lists and other Union documents

Description: The list of addresses, heads and senior officials of postal entities (LAHSO) can be consulted by all UPU member countries, by the restricted unions and by the International Bureau (at this stage, there is no guidance from UPU bodies about the Consultative Committee and its members). LAHSO is available at lahso.upu.int.

Contact person: Ms Laetitia Biolley, addresslist@upu.int

All Union documents discussed, voted upon and issued by the UPU are produced internally. They are translated, reviewed and processed by the International Bureau. They are also all printed by the internal print shop and then sent to their destination via internal services. The production of presentations/flyers and documents is the responsibility of the directorates concerned. Access to the UPU document database is subject to a registration process (hand2hand.upu.int).

Contact person: Mr Vladyslav Dubenko, vladyslav.dubenko@upu.int

10   Provision of UPU research and analytical services to WPSPs

Description: Bespoke research and analysis on a range of postal topics leveraging the UPU's big data platform (with billions of records captured since 2013), official UPU statistics (more than 100 indicators), and key UPU surveys. Depending on the nature of analysis requested by WPSPs, the team will draw upon insights gathered from the UPU's regular publications including annual postal statistics, the postal economic outlook report, and the Integrated Index for Postal Development (2IPD).

Contact person: Mr Saleh Khan, saleh.khan@upu.int

11   Provision of consultancy services on UPU solutions

Description: Capacity-building funded by the UPU includes technical workshops as well as high-level seminars. Technical workshops focus on different domains such as operational readiness for e-commerce, financial services, philately or security; as such, they are generally aimed at operational-level staff of DOs. High-level seminars focus on preparing member countries/delegates for CA and POC meetings, high-level strategy forums, planning meetings with restricted unions and the like.

Contact person: Mr Pooran Parampath, pooran.parampath@upu.int

12   Provision of training and capacity building services other than Trainpost

Description: The UPU capacity building strategy includes a range of activities geared towards improving the knowledge and skills of personnel as well as streamlining and optimizing operations within DOs. It includes individual and group training as well as operational reviews/audits/evaluations, implemented in remote, off-site, online and on-site forms, and can make use of South–South or "twinning" opportunities. Capacity efforts are also supplemented by the targeted deployment of technologies and equipment.

Contact person: Mr Pooran Parampath, pooran.parampath@upu.int

13   Supply chain support tools (monitoring and measurement, data analytics, settlement and retail, end-to-end operational IT systems (IPS, CDS and DPS))

Description: Supply chain solutions group together the core software serving the postal supply chain:

- IPS for international mail and logistics;
- DPS for domestic mail and logistics;
- CDS for customs clearance.

They also include support tools for quality of service measurements (QCS) and business intelligence analytics, both based on the UPU big data platform. In addition, the UPU offers a clearing house for speeding up and securing the settlement of operations between actors in the supply chain, and various online compendiums (with reference information on the organization of postal services by each UPU member). This group also includes postal retail solutions (point-of-sale software).

Contact person: Mr David Avsec, david.avsec@upu.int

14   PosTransfer solutions (instant payment platform, customer inquiries)

Description: The Interconnection Platform (UPU-IP) is the backbone of the UPU electronic payments service (PosTransfer). It allows international instant payments between any participating DOs. UPU-IP includes an online reference database (BAMS) for service descriptions, with the option of recording bilaterally agreed conditions. FEIS is the online database used to record and manage customers' inquiries on the PosTransfer service.

Contact person: Mr David Avsec, david.avsec@upu.int

15 Mobile apps for postal payments (customer and postal users)

Description: Customers of the PosTransfer service can use the mobile application to record draft payments. Pre-filling saves precious time and reduces the risk of mistakes with counter operations. It also allows customers to keep records of previous payments and reuse them for recurring transactions. In addition, demand is very high for a mobile application that would embed storage of values (e-wallet) and/or linking of an account/card payment system to allow customers to send/receive payments from their mobile device. No such app is currently available but the UPU intends to acquire one. Mobile applications are likely to become the preferred front-end interfaces to access the postal payment backbone (UPU-IP).

Contact person: Mr David Avsec, david.avsec@upu.int

16 Exception-handling solutions for supply chain

Description: This software group is designed for the detection and management of anomalies in the postal supply chain. The Dangerous Search Tool (DGST) uses artificial intelligence/machine learning with UPU big data to detect and alert on forbidden items. IPS users receive operational alerts, allowing them to remove items at any point in the supply chain. RAIS is used to manage customers' inquiries for the letter-post service, and PIMS for the management of electronic verification notes between DOs.

Contact person: Mr David Avsec, david.avsec@upu.int

17 Mobile apps for end-to-end global track and trace

Description: With the IPS app, postal workers can record some of the mandatory scans (back office, in general in offices of exchange) with the comfort of a mobile device. The delivery app is used by mobile staff to record delivery details at the doorstep. An equivalent collection app is in development. Lastly, the EAD customs declarations app allows postal customers to pre-fill draft declarations and save precious time when handing over to the DO mail items that they want to ship abroad.

Contact person: Mr David Avsec, david.avsec@upu.int

18   Global Monitoring System solutions – GMS Edge

Description: GMS Edge stands for enhanced data gathering for e-commerce. Users can access this service to automatically capture data identifiers of packets and other postal physical items by means of RFID technology in order to reduce scanning time and costs.

Contact person: Mr Antonio Caeiro, antonio.caeiro@upu.int

19 Global Monitoring System solutions – GMS One

Description: GMS One monitors the operator's quality performance for letter mail and packets in one country or one territory. Postal operators and regulators can access this service to monitor the quality of service, including at operational leg level, for troubleshooting purposes. GMS One makes use of GMS RFID technology to automatically capture data identifiers of packets and letters to enable independent monitoring of the quality of service provided by delivery services. The GMS One data analytics platform is provided with this service and provides full capabilities to set up completely independent statistical quality of service measurement.

Contact person: Mr Antonio Caeiro, antonio.caeiro@upu.int

20   Postal security, including S58/S59 certification and Dangerous Goods Search Tool (DGST)

Description: S58/S59 certification is a multi-part process consisting of virtual and physical reviews of minimum security standards within an operator's critical facility by trained reviewers from around the world. The S58/S59 certification process confirms the establishment of and adherence to the minimum mandatory security standards by participants at either Basic, Bronze, Silver, Gold, or equivalency levels. The trained security reviewers are identified throughout the year by their actions on improving security in their DO as well as through participation in UPU-sponsored training.

The DGST is an application currently under development through the US Tied Funds which aims to establish a centralized reporting and mitigation system for dangerous, and eventually prohibited, goods.

Contact person: Ms Dawn Wilkes, dawn.wilkes@upu.int

21   IMPC codes

Description: IMPCs (international mail processing centres) are processing facilities for international mail exchanged; they either generate or receive mail dispatches, or act as transit centres between other DOs. For coding purposes, extraterritorial offices of exchange are identified by a special type of IMPC code. Each IMPC registered with the UPU International Bureau is identified by a globally unique six-character identification code, referred to as the IMPC code.

Contact person: Ms Elizabeth Phelan, elizabeth.phelan@upu.int

22   Remuneration solutions

Description: The UPU remuneration systems comprise a set of rules, conditions and rates found in the UPU Acts, designed to compensate the designated operator in the destination country for the costs incurred in receiving, sorting, distributing and delivering international postal items. Currently, only a designated operator can send postal items to another in a destination country, and consequently apply those rules, conditions and rates.

Contact person: Mr Paul Schoorl, paul.schoorl@upu.int

23   Addressing solutions: API for address verification down to premises level

Description: The Addressing Solutions Unit now provides a range of solutions and guidance for the general public and businesses:

- Universal POST*CODE DataBase: postal reference data or address data files converted to uniform format for easy integration into any software application for international address validation;
- Postal addressing systems by country (address formats and address samples by country);
- International addressing standard S42, in cooperation with ISO;
- Address file analysis or audit of addressing data;
- Separation of address elements and syntactical analysis of addresses;
- Advice for structuring of address fields;
- Easy access to specific national databases;
- Addressing knowledge centre (countries with and without postcodes, country-specific postcode structure, abbreviations in address lines, etc.).

Contact person: Mr Luc Hauss, luc.hauss@upu.int, or preferably, postcode@upu.int